Toshiba SoftIPT

Contents

The Toshiba SoftIPT (TM) is a software phone client that runs on wired or wireless laptops, tablets and desktop PCs with the Microsoft® Windows XP® operating software.

The Toshiba SoftIPT enables true mobility with access to voice mail, programmable feature buttons, and a directory that works with Microsoft® Outlook® 2002. And because it's wireless, you can access Internet services on the same PC.

The main SoftIPT GUI is shown below.
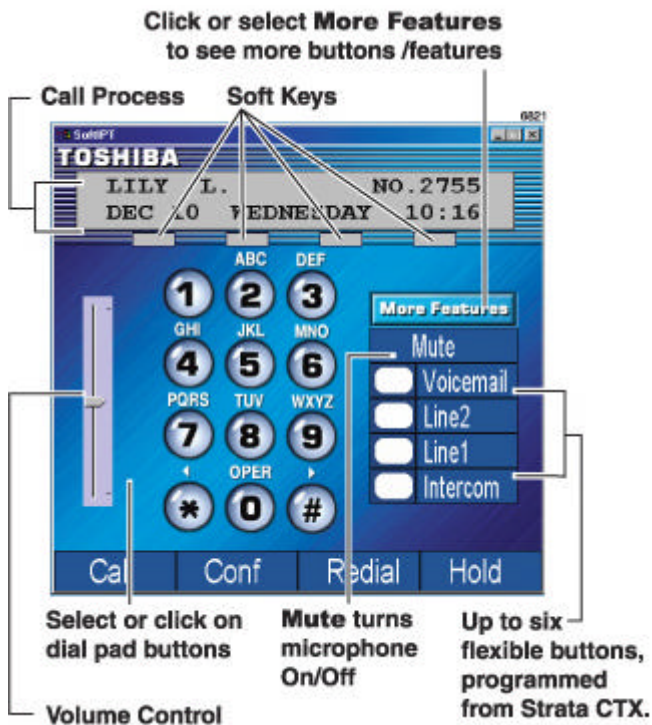
Hardware/Software Required

The SoftIPT works with the Strata CTX100-S, CTX100 and CTX670 telephone systems with CTX R2.1 MG020 or higher.

SoftIPT operation requires a wired or wireless 802.11 connection over the IP network (Internet, WAN, LAN, etc.) to the CTX BIPU-M2A or BIPU-M1A PCB with firmware version 07e or higher IP interface. The voice communications uses the MEGACO+ protocol for call control signaling and RTP for voice transmission.

A user can install the SoftIPT on a laptop, tablet or desktop PC. The SoftIPT works on a desktop or laptop PC with Windows XP, or higher, operating system (OS).

Access points are required for wireless systems. Customers must supply their own access points and headphone/microphones.

The SoftIPT Graphical User Interface (GUI) has fixed and flexible buttons. Fixed buttons have assigned names (Intercom, Mute, Voicemail, Directory, Settings, Call Log and Help). Flexible buttons can be assigned different features and labels.

Before You Begin

Important! *See the illustration below. you will need to enter items A~E to install the SoftIPT. Check with your Telephone System Administrator to make sure that you have this information. After entering this information, we suggest that you print this screen for future reference.*
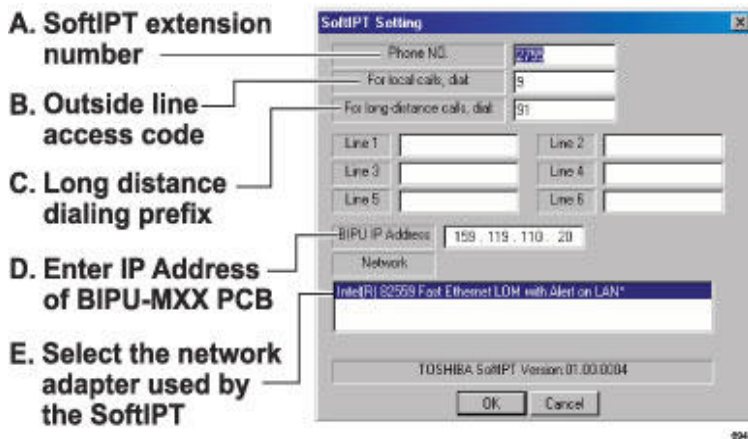
Step 1: Configuring the SoftIPT on a PC

1. After you have installed the SoftIPT from the CD-ROM or self-extracting archive, double click on the SoftIPT icon on your desktop. The SoftIPT Settings window opens.

2. In the Softphone Setting window, enter the following:

- SoftIPT extension

- Outgoing Prefix (outside line access code, if required)

- Long Distance prefix

- IP address of BIPU-MXX (xx = version number). See your System Administrator for this address

- If there are multiple network adapters, select the one for SoftIPT.

NOTE: Changing button labels "Line 1" ~ "Line 6" is optional. See Labeling Feature Buttons for details.

3. Click OK. If requested to enter an integer, make sure you have entered a phone extension or area code.

4. From the SoftIPT main screen, click the "X" in the upper right corner (exits the SoftIPT application).

5. Double click on the SoftIPT icon to restart.

6. Plug in your headset. The next two steps are guides to adjusting the microphone/headset volume.

7. Select Start > Control Panel > Sounds and Audio Devices

8. On the Voice tab, click Volume. Adjust the Microphone volume. Click Advanced. Make sure all check boxes are off and set MIC volume to 90% high. Select OK. The SoftIPT is ready to use.

Upgrading the SoftIPT

1. Close the SoftIPT application if you are using it.

2. Insert SoftIPT CD-ROM into your CD-ROM drive.

3. Double click on SoftIPT-PCInstaller.exe. The SoftIPT - InstallShield Wizard runs. You will be prompted to select upgrade, repair or remove the program.

4. Click Upgrade or Repair.

5. Click Finish to exit the Wizard. Your SoftIPT is upgraded.

Step 2: Start the SoftIPT

Double click on the SoftIPT icon on your PC desktop.

Making a Call

The Toshiba SoftIPT integrates the power of a PC with all of the features available on a DKT3000-series telephone, except background music.

The main difference is that you use a mouse or stylus to select buttons.

Other than these few differences, you can use most of the features described in the *Strata CTX DKT/IPT User Guide.* Refer to this guide for instructions on using the other features.

To make a call

1. Click Call. Hear dial tone. (If you have "hot dialing," skip this step. Click on a button on the dial pad and if you hear dial tone, you have "hot dialing.")

2. Click or select the on-screen dial pad buttons to dial a call.

...or if the dialed numbers don't appear on-screen, click Intercom , then dial by clicking on the dial pad buttons on-screen.

When connected to a call, you can select on any of the call buttons, such as **Hangup** , **Redial** , **Hold** or **Conf** .

3. Click **Hangup** to end the call.

Note: Do not use BGM (#490) on the SoftIPT. It conflicts with incoming calls.

Switching a Call to Your Headset

You can switch a call from your DKT3000- or 2000-series digital telephone to the SoftIPT by placing the call on Hold and using the Call Pickup feature.

1. Press **Hold** on your digital telephone.

2. On the SoftIPT, dial **#5#72** + the extension number of your digital telephone.

Using the Directory

You can create a directory with Microsoft Outlook 2002 (not Outlook Express).

To create a directory

1. Open Microsoft Outlook 2002.

2. Double click on the Contacts icon, click on the New contact icon.

3. Type in the contact information, click Save and Close. Add as many entries as desired. To edit an entry, double click on the name to open.

4. Open the Soft Phone.

5. Click **More Features** twice, click **Directory**. The directory displays (see below).

To call using the directory

Click on the name. The SoftIPT calls the contact.
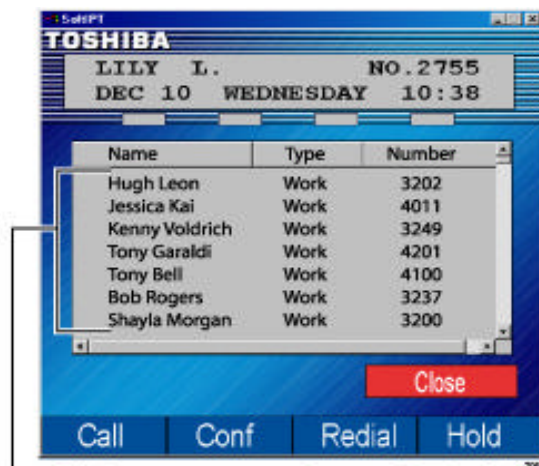
Click on a name, Strata CTX dials the number.

Labeling Feature Buttons

From the Softphone Setting window, you can change six of the telephone button labels. Changing the labels does not change the function. To change the function, see "Programming Feature Buttons" in the *Strata CTX DKT/IPT User Guide.*

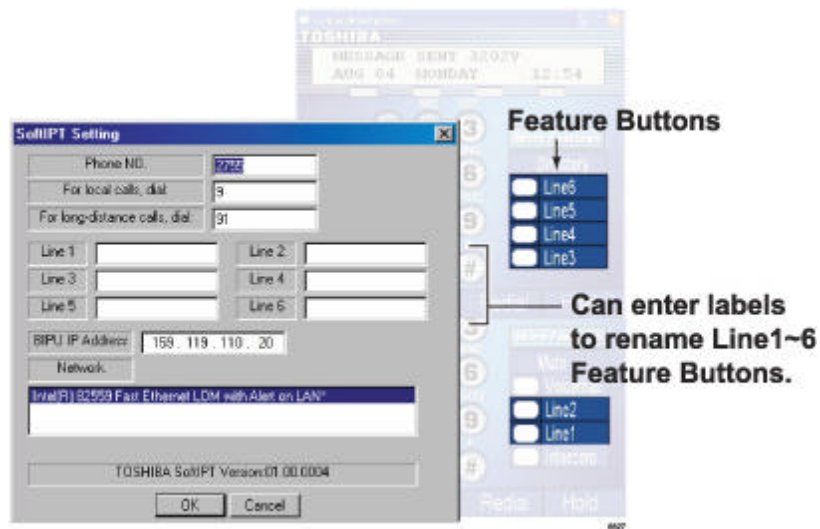**To find out what features are assigned to the feature buttons**

1. Dial **#9876** to enter user programming mode.

2. Click on **HOLD**, then click on the feature button.

To change Feature Button Labels

1. Click **More Features** twice. Click **Setting**.

Softphone Setting window opens

2. From the Softphone Setting window (shown below), type in button labels (eight characters max.), click OK.

3. Click the "X" in the upper right corner to shut down the SoftIPT. Your changes won't appear until you shut down and restart the SoftIPT.

4. Click on the SoftIPT icon to restart. The new button labels will display.

Using the Call Log

The SoftIPT keeps a log of incoming and outgoing calls.

To access the Call Log

1. Click **More Features** until you see the **Call Log** button.

2 Click **Call Log.** The log displays (shown below). From this screen, you can:

3. Click **Redial** to dial the last outgoing number

   ...or click on an incoming or outgoing number to dial it.

4. You can click **Close** to close this screen and return to the dial pad to enter an access code or to access the **Mute**, **Voicemail**, **Directory** or other buttons.
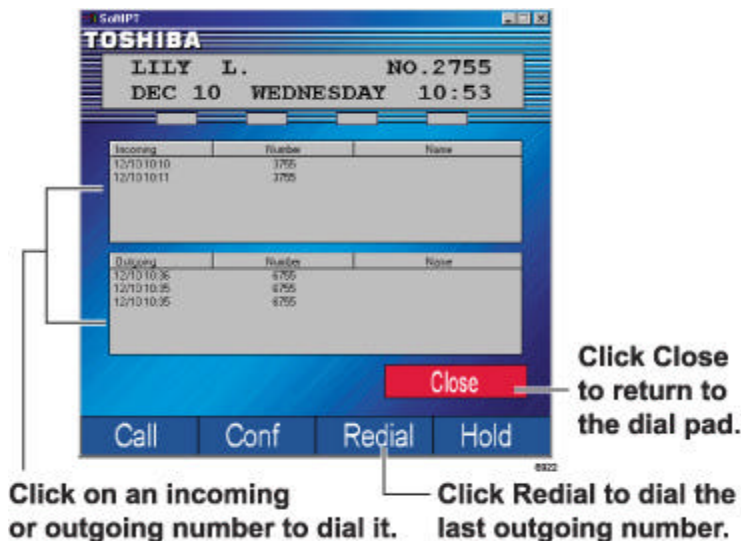
Uninstalling the SoftIPT

To remove SoftIPT from your PC

1. Click on Start > Control Panel > Add or Remove Programs.

2. Select SoftIPT, click Remove.

Considerations

To get the best use from your SoftIPT, consider the following tips.

*   Use a headset with an attached microphone to provide good call quality and privacy. If you don? t use a microphone/headset, the called party will hear an echo.

*   When you are not wearing the headset, unplug it so that you can hear the phone ring. When the headset is plugged in, you can only hear ringing through the headset.

*   Use Microsoft Outlook 2002 to create contacts. The SoftIPT does not work with Outlook Express.

*   Dialing tips: When you click or select buttons on the SoftIPT, you will not hear button tones. Also, you must use the SoftIPT directory, keyboard or dial pad buttons to call another number. The SoftIPT does not recognize numbers that you "copy" and "paste" onto the screen.

*   If you minimize the SoftIPT, incoming calls "pop up" the SoftIPT to the foreground. If you want the SoftIPT to "pop up" for incoming calls, always minimize it after each call.

- The SoftIPT disconnects immediately after the called party hangs up. If you select the **Hangup** button and it turns back to the **Call** button, it means that the other party disconnected first.

- The **Conf** button works the same as the **Cnf/Trn** (Conference/Transfer) button on the DKT/IPT telephones.

- You can make a Windows "shortcut" and add it to your program menu or add it as a Quick Launch item using the standard Windows method. The SoftIPT application does not automatically do this.

- When you exit the SoftIPT, any Call Forwarding that you set also turns off.

- Make sure that you are running only one version of the SoftIPT. If you click on the shortcut icon or start the program while you are already running it, another SoftIPT application will open. If you see "Searching BIPU..." or "Can? t Register SoftIPT" click the close button to make sure that there isn? t another SoftIPT running.

- If you are on a SoftIPT call and you are viewing the Setting window, select Cancel to exit the Setting window. Avoid selecting OK during a call, since it will reset the SoftIPT and the call. The application will operate with the new Setting information after you start the SoftIPT again.

- The Call Log does not record calls that have a name associated with it. It logs calls that are stored on the Strata CTX as a number.

- For the SoftIPT, configure the Strata CTX BIPU PCB for G.711 CODEC at 20msec. (40msec. voice packet transmission interval is not supported and G.729 is not supported.)

- Quality of Service statistics are not available on Strata CTX for the SoftIPT.

Tested Platforms

The following devices and PC plaforms have been tested with the SoftIPT.

Audio Devices

- YAMAHA AC-XG, ALi Audio Wave, or Analog Devices (ADI)

PC Platforms

- Portege 3500, 1.3GHz, 256MB, "ALi Audio Wave," Windows XP pro
- Satellite 5200, 2GHz, 512MB, "YAMAHA AC-XG WDM Audio," Windows XP pro
- Satellite Pro M10, 1.6GHz, 512MB, "SoundMAX Digital Audio," Windows XP pro
- Tecra S1, 1.5GHz, 512MB, "SoundMAX Digital Audio," Windows XP pro