



# Smart Phone ++ Softphone

## USER GUIDE

**For PC**

## DOWNLOADS

### PREREQUISITES:

Please Install the Smart Phone ++ Software available for download.

Desktop Installer

<http://omnivoice.smartchoiceus.com/clients/SmartPhone++-3.16.9.exe>

After Desktop Installation is complete, start the program by clicking on the Smart Phone ++ icon



- GETTING STARTED
- ADDING CONTACTS
- PLACING A CALL
- RECEIVING A CALL
- IN-CALL MENU
- CALL HISTORY

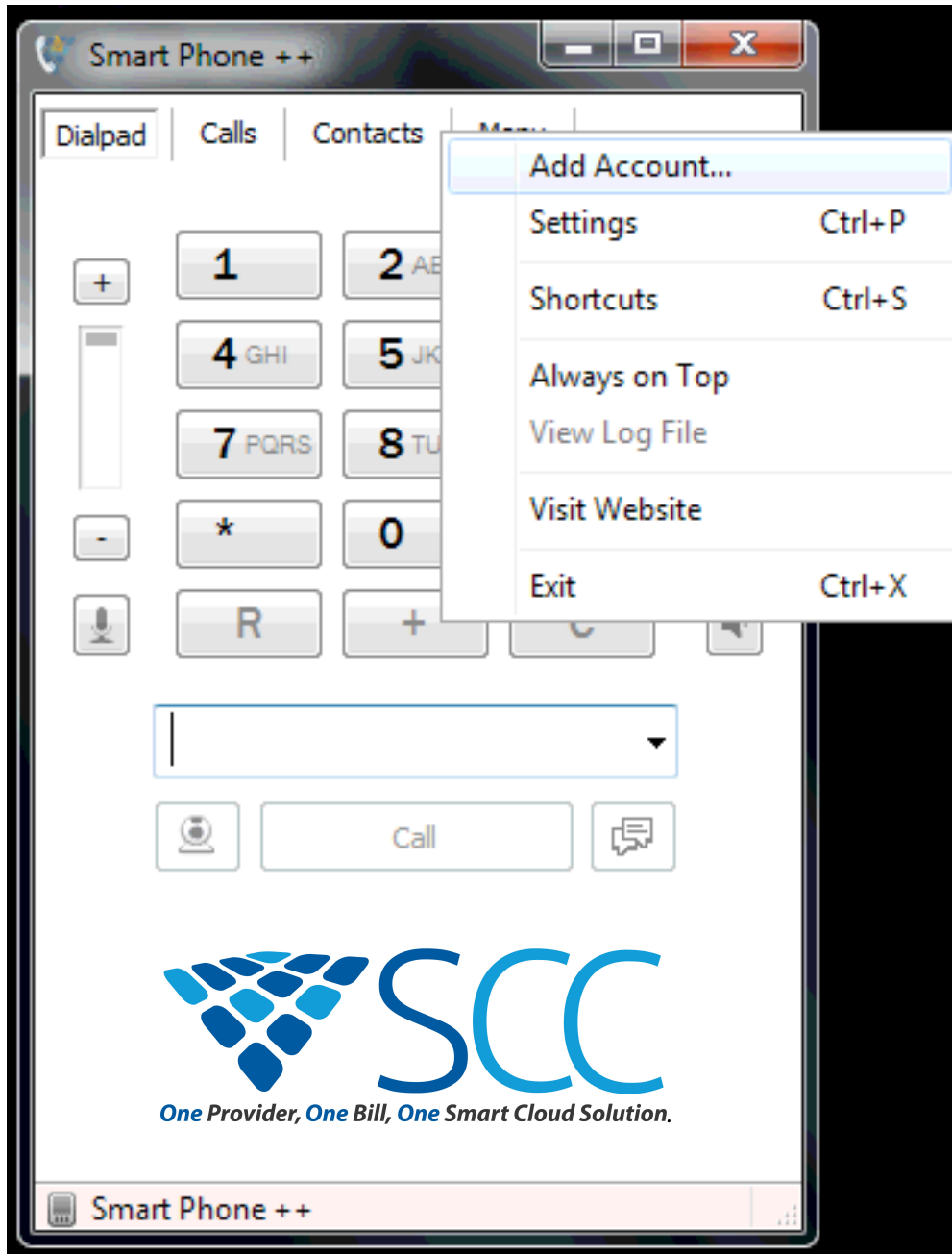
Tech Support: [techsupport@smartchoiceus.com](mailto:techsupport@smartchoiceus.com)

## GETTING STARTED

The first screen you will encounter is the dial pad view when the software first loads.



Click on the **MENU** tab and select the **Add Account** option to setup your extension.



Next you will enter your account details as shown below. Once this has been completed please click the **SAVE** button located at the bottom of the account settings screen.

Account

Account Name

SIP Server

SIP Proxy

User\*

Domain\*

Login

Password   
[display password](#)

Display Name

Voicemail Number

Media Encryption

Transport

Public Address

Publish Presence

ICE

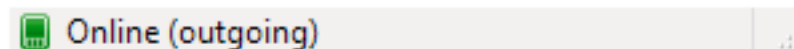
Allow IP Rewrite

Disable Session Timers

If the settings have been entered properly you should see a green ONLINE message displayed at the bottom of the dial pad view as shown below.



If you see online(outgoing) this means you can only make outgoing calls at that time. Please consult your technical support team for further troubleshooting.



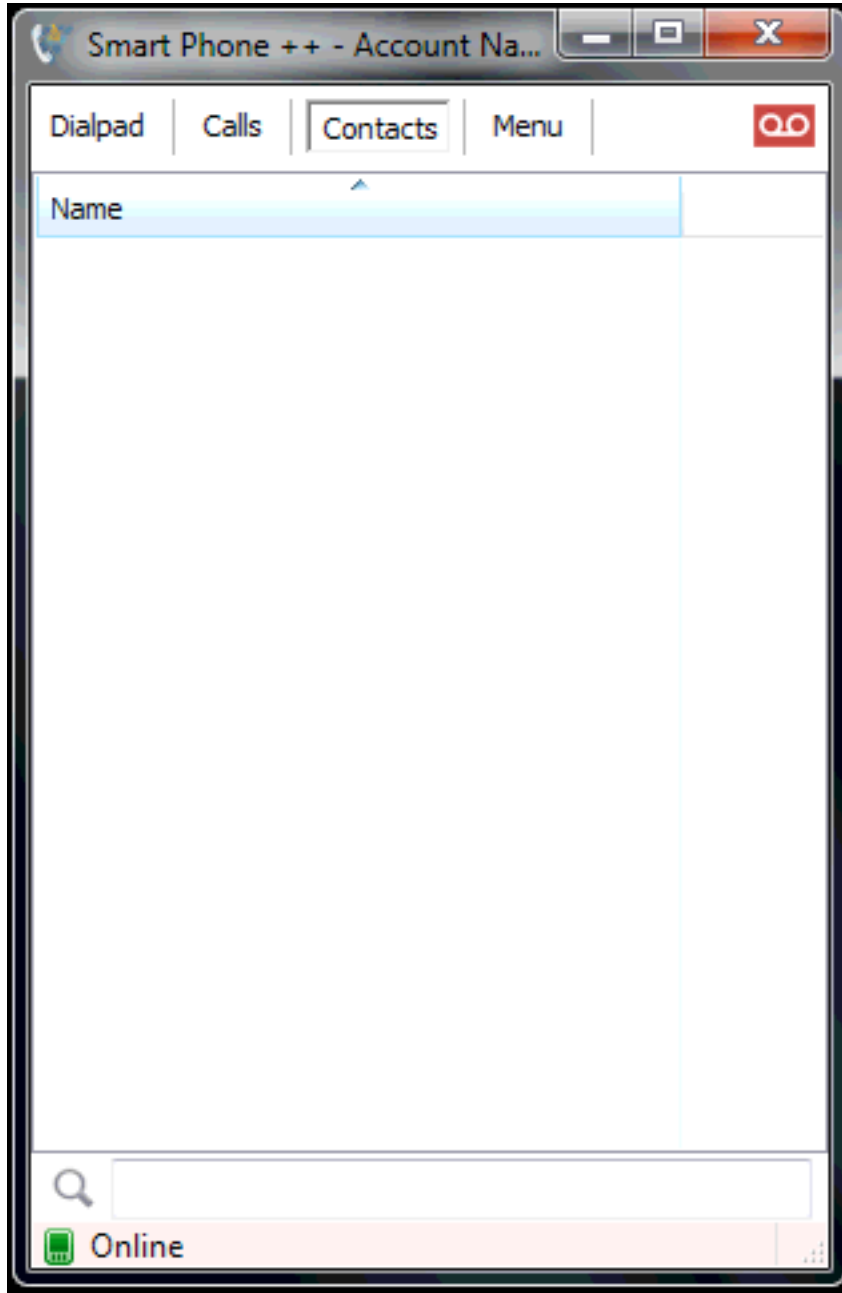
You can access your Voice Mail by selecting the Voicemail icon located at the top right of the screen.



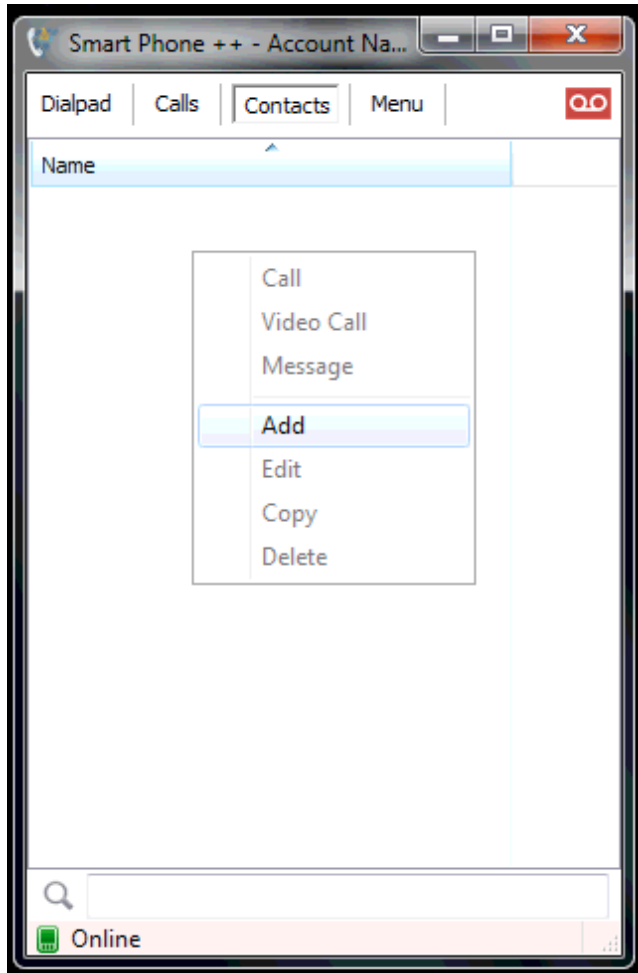
## ADDING CONTACTS

Click on the Contacts Tab of the Smart Phone ++ Software.

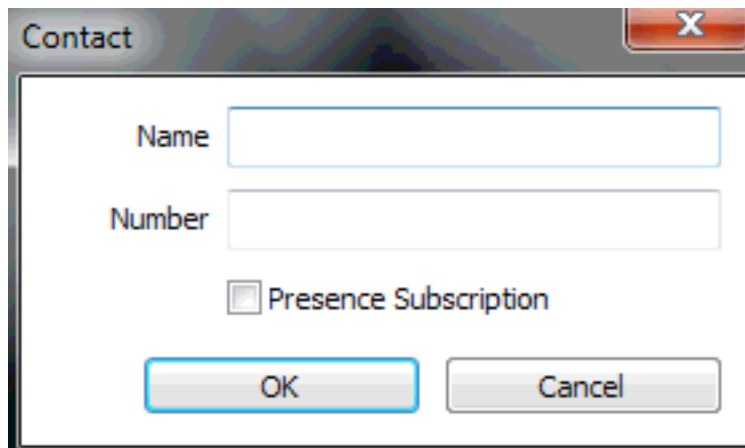
Here you will see your contacts list. You can search your contacts with the **search-bar** located at the bottom of the screen.



Right-click in the blank area to bring up the context menu and select **ADD** to add a contact.



Enter the **Name** and **Phone Number** as shown below and press the **OK** button.





## PLACING A CALL

Click on the **dial-pad** to enter a phone number.

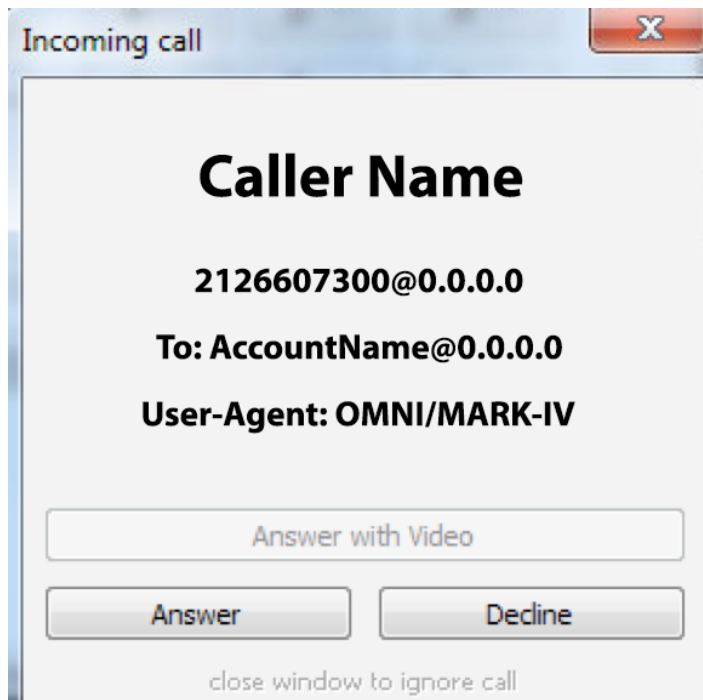
Click the **Call** icon or press the enter key to initiate the call.



## RECEIVING A CALL

The first screen you will see when the software receives a call is shown below.

Click the **ANSWER** button to receive the call or the **DECLINE** button to reject the incoming call.



## IN-CALL MENU

The in-call menu is located at the bottom of the screen during a call. It will resemble the picture below.

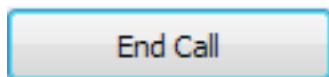


## In-Call Buttons:

Place Call on Hold:



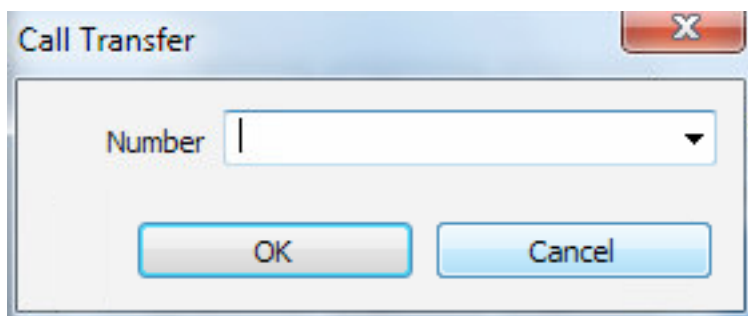
End Current Call:



Transfer Call:



Enter The number or extension to where you wish to transfer the current call into the transfer call dialog box and press the **OK** button.



## Audio Settings:

You can adjust the microphone sensitivity and also mute the microphone or speakers with the buttons located to the left and right of the dial pad as shown below



## CALL HISTORY

The Call History view will show you the status and time of all attempted calls.

