



**VIDEOTRON**  
A Quebecor Media Company

**BUSINESS  
SOLUTIONS**

# **Digital telephony**

**Business Edition**

## **Softphone Getting Started Guide**

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## About this guide

This guide will help you through the download, installation and configuration of Vidéotron Softphone so you make sure everything is set up properly. A quick overview of the basic phone functions is also provided to allow you to start using your new Vidéotron phone line right away.

## 911 Emergency Services

The 9-1-1 emergency services available via the Softphone are more limited than the emergency services offered via a traditional or cable telephone line with respect to:

- Automatic call location.
- Speed of call handling.
- Call control functions, including Automatic Callback.

Please also note:

- Access to the Softphone 9-1-1 services depends on the Internet connection and the operation of the Softphone.
- Softphone 9-1-1 calls are first sent to a specialized call centre, where you have to specify your physical location; these steps can slow down the time required to process emergency calls.
- The Softphone 9-1-1 emergency services are not available outside of Canada, and in communities with no 9-1-1 service whatsoever.
- You must inform anyone who may have access to the Softphone about its limitations on 9-1-1 emergency services.

To know more, visit [www.videotron.com/nomadic911](http://www.videotron.com/nomadic911).

## Downloading the software

Vidéotron Softphone installation file is only available for download from the Vidéotron Website. If you are a new subscriber or if you have already installed the software but need to download the installation file again, follow the instructions below:

- 1 Go to your Web browser and type the following address:  
[videotron.com/business/softphone/download](http://videotron.com/business/softphone/download).
- 2 Enter your Vidéotron Softphone username and password to access the download page.

**Important:**

*This is the username and password you have received when you subscribed to the Digital telephony service, for example a typical username looks like: v15142811711.*

## Downloading the software...

### Checking system requirements

Before downloading the software, you need to check if you have the necessary requirements to use Vidéotron Softphone properly. The requirements are listed below.

#### Hardware and operating system requirements for voice conversation

- Windows XP SP2 or later, Vista
- Pentium 4, 1,5GHz or faster
- 64 MB of available RAM, 75MB of free hard disk space
- Vidéotron Internet access
- USB headset
- Windows user account with administrator rights during Softphone installation

#### Additional hardware requirements for video conversation

Pentium 4, 3GHz or faster  
USB Webcam 1.0 Megapixels, 15fps

### Quitting other programs

Now that you have checked that your system meets the requirements, you should quit every program that is currently running on your computer except your Internet browser window. This is important especially if you have installed a previous version of Vidéotron Softphone (in the system tray, right-click the application icon and select Exit Softphone).

Other software can interfere in the downloading and installation procedure. Make sure your anti-virus software and any Internet security software are temporarily disabled.

### Downloading the installation file

Now that you have closed the other programs, you can click on the “**Download**” button.

Depending on your browser, you will get a message asking you to either run the program or save it to your computer.

Click on “Run” (or “Open”) and go to the *Installing Vidéotron Softphone* section below.

### Installing The Softphone

The installer application will walk you through the installation process. You might not have the proper rights to install new software in your computer so system administrator assistance might be required.

## Downloading the software...

After the installation starts, all you have to do is follow the instructions on the screen. You can keep the default values or change them to best suit your needs.

***Important:***

*Don't forget to enable your anti-virus and Internet security software if you have disabled one of them before installation.*

## Configuring the software

Vidéotron recommended USB headset provides the best audio quality and audio management in your phone conversations and will get the best from the Softphone application. Vidéotron's recommended USB headset is a simple plug-and-play device.

Standard headsets with 3.5 mm connectors and microphones are technology-limited and may result in lower performances. Vidéotron Technical Support service will only provide limited assistance to Softphone installations with non-USB headsets.

## Installing a USB headset

- 1 Quit your Softphone if it is already running. On the softphone main window, click on the Menu tab to the left, select "Connection" and "Quit".
- 2 If you have Vidéotron's recommended USB headset, you don't need any special installation. Just plug the headset into your computer and go to the next step (Configuring the Softphone for a USB headset).
- 3 If you have a different USB headset, you need to install it before you can configure the softphone.
- 4 Follow the instructions provided by the headset manufacturer to install the USB driver required. Make sure the headset is connected and working properly before proceeding with the configuration.

## Configure the software...

### Suggested configuration of the Softphone for a USB headset

Now that your USB headset is installed, you need to configure the softphone to use it as the default audio device. To do this, follow the instructions below:

#### **In Windows sound properties:**

In Start > Control Panel > Sounds, Speech and Audio Devices > Sounds and Audio Devices Properties. Under the “Hardware” tab

- Set the audio settings to use the internal sound card of your computer

#### **In Softphone audio device preferences:**

In the « Menu », Preferences..., in Audio devices, we suggest the following configuration :

- set « Device to use for sounds » (incoming call ring, etc.) to use the internal sound card
- set « Microphone to use for voice » (voice input) to use the USB headset;
- set « Headset to use for voice » (voice output) to use the USB headset.

This set-up should give you the following experience:

- General Windows sounds, music and all audio listening would come out from your computer's default speaker.
- Softphone's alerting sounds (ringing) would come out from your computer's speaker.
- Your phone conversation would come out from the USB headset.

### Installing and configuring a webcam

Vidéotron Softphone allows users to make video calls. A webcam must be installed properly in order to use the video feature of the Softphone. Follow the manufacturer's procedure to install your webcam. The Softphone will automatically recognize the installed webcam.

## Initializing your voicemail

To make your voicemail operational, you must first initialize it. This is necessary only the first time you access the system.

Click on the “Voicemail” button on the top right-hand corner of the window. The automated voicemail system will first ask for your temporary password. Your temporary password consists of the last four digits of your Softphone telephone number, followed by 99. Example: for 514 281-1711, the temporary password is 171199.

The system will then prompt you through the following steps:

- Change your password
- Enter your name
  - Record your personal greeting message

***If you want to access your voice messages with a single click, go to the Voicemail settings in the Preferences of the Softphone and enter your voice mailbox password.***

## Making and receiving calls

When you finish configuring Vidéotron Softphone, you can start using it to make and receive calls.

### Making a call

Open the Vidéotron Softphone main screen. You have three different ways to make a call:

- You can type the phone number in the big empty field in the center of the screen and click on the green handset button to make a call. You can use the Softphone's keypad or your computer keyboard.

or

- You can click on the "Recent calls" icon in the center of the screen, select a phone number and click on the green handset button to make a call.

or

- You can click on the "Contacts" button at the top right-hand corner of the window and double-click or right-click a contact to make a call.

### Receiving a call

When you have a new incoming call, your main window will show the caller's number and ID (if available) and all you have to do to answer the call is click on the green handset button.

When you have finished your call, all you have to do to is click on the red hang-up button.

### Handling multiple calls

Vidéotron Softphone allows you to keep three ongoing calls at a time.

If you receive a new incoming call during a conversation, you will be notified and you just need to click on the green handset button to answer it. The previous call will be put on hold.

If you want to switch back to your first conversation without hanging up the second one:

- Click on the "Hold" button.
- Using the "Active calls" panels to the right of the main window, click on the call you want to switch to.
- When you have finished with the first call, click on the red handset button and the second call will automatically appear.
- Click again on the flashing "Hold" button to release the second call and resume your conversation.

## Making and receiving calls...

### Getting your voice messages

When you have new voicemail, the “Voicemail” button at the top right-hand corner of the window will flash green. All you need to do is click on the button to start listening to your messages.

**Note:**

*You must enter your voicemail password in the Softphone Voicemail preferences to have automatic access to your voicemail messages.*

## Troubleshooting

Having trouble with your softphone? Below you'll find hints on how to solve some issues that may occur while trying to use the software.

### If you cannot connect when you launch Vidéotron Softphone:

- 1** Make sure you have the correct username and password. Those are specific to each Vidéotron Softphone and are not the same as your email account. They have been provided to you when you subscribed to the Digital telephony service. A typical example of the username is: vl5142811711.
- 2** In order to connect, the Softphone requires an Internet connection. Check if your Internet connection is working properly. Try using your browser to go to [www.videotron.com](http://www.videotron.com)  
If you cannot see the Website, you probably have an Internet connection problem that you need to fix before trying to connect again to Vidéotron Softphone.
- 3** If you are at home, connect your computer directly to the Vidéotron Internet cable modem without any router. Reset the cable modem, check the Internet connexion and restart the Softphone.
- 4** Temporarily quit or disable any anti-virus, Internet security software or firewall before trying to connect to Vidéotron Softphone.

**Firewall specifics:**

*If your computer is temporarily connected behind a corporate firewall, or Web content proxy, the Softphone may experience some difficulties connecting to Vidéotron's IP telephony servers.*

**Technical info for network administrators:**

*Firewall shall allow any egress UDP and TCP connection initiated from the Softphone and in particular from the SIP port 5060. No ingress rule is required.*

## Troubleshooting...

### Audio problems :

- 1 Make sure the USB headset is properly connected to your computer.
- 2 Verify that the USB headset is recognized by Windows. Go to Start > Control Panel > Sounds, Speech and Audio Devices > Sounds and Audio Devices Properties. Under the “Hardware” tab, make sure the USB headset appears and works properly.
- 3 Click on the Menu tab to the left on Softphone and select “Preferences”. When the “Preferences” window appears, click on the “Audio devices” item in the left column. Make sure the default audio devices match the audio devices you want to use. If you have a USB headset, make sure it is selected as the default audio device in both the “Microphone for voice” and “Speaker/Headset for voice” drop-down menus.
- 4 When in-call, the softphone shows audio level meters. If the output level varies, it means that the softphone actually produces sound. If you can't hear it, the problem comes from the computer or the headset. If the microphone meters vary but the person you are calling cannot hear you, the problem may be at the other end or somewhere in the network.

### Video problems:

While calling another Softphone user, if the button “Start” under “My Camera” is disabled, its either because the video is disabled or your webcam is not recognized by the softphone.

To check that the softphone allows sending video, check in the Preferences under “Video Quality”. Make sure the video is not disabled.

To check that your webcam is recognized by your Softphone:

- 1 Quit the Softphone and unplug your webcam's USB cable.
- 2 Restart the Softphone.
- 3 Once connected, plug your webcam's USB cable into the computer.
- 4 Go to the “Video” section in the Softphone's “Preferences” panel and choose high or low quality video.
- 5 The Softphone should automatically test your camera. If you can't see your image, please check your webcam installation.

## Troubleshooting...

### If you are connecting through a VPN:

In a corporate environment, according to security rules established by local network system administrators, it is likely that Vidéotron Softphone will not be able to operate properly with a VPN connection. If you do not succeed, please contact the network system administrator to obtain assistance and the proper configurations.

If you are still unable to connect, we recommend using the Softphone without a VPN, with no Web proxy, on a standard Internet connection.

In Windows, go to:

Start > Control Panel > Network and Internet Connections > Internet Options > Connections > LAN Settings

or

Start > Control Panel > Internet Options > Connections > LAN Settings

Make sure the option “Use a proxy server for your LAN...” is unchecked.

## The Personal Call Manager

The Personal Call Manager is the ideal complement to the softphone. It operates continuously, at the core of Vidéotron's network, even when your softphone is disconnected. Judge by yourself its amazing features such as:

- A Call log of the last 100 calls made and 100 calls received
- A Multiple Ring feature allowing you to ring up to three other numbers either simultaneously or one after the other
- A "Do not disturb" feature
- A Call screen feature
- And other usefull features.

Your Personal Call Manager is just one click away in the softphone menu.

## For more information

For additional information you can visit the Softphone Frequently Asked Questions (FAQ) at [videotron.com/business/softphone/help](http://videotron.com/business/softphone/help).

## How to get technical help

We are here to help, 24 hours a day, 7 days a week.

By phone:

**Montreal:**

514-380-7000

**Elsewhere in Quebec:**

1-800-561-4248

Your opinion is important to us. We would love to hear from you.

Please send your comments at [bus\\_softphonefeedback@videotron.ca](mailto:bus_softphonefeedback@videotron.ca)

## Enjoy using your Vidéotron Softphone!