

Quick Start Guide for Vonage SoftPhone X-PRO



For Windows 98SE, ME, 2000, XP, and Mac OS X Version 10.2 or later
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Installing Vonage SoftPhone X-PRO

1. Vonage Account Information

Important: If you have forgotten your Vonage phone number or password please visit www.vonage.com and login to your web account, and click on the Features link. Scroll down to the Vonage SoftPhone area and click on the Manage SoftPhone Lines link. Your Vonage SoftPhone Account number and Password are displayed on this page. Please be sure to enter the Vonage SoftPhone Account Number and Password exactly as they appear on the page (it is recommended that you copy and paste your *phone number* and *password* into the login box).

2. Download Vonage SoftPhone X-PRO

You can download the Vonage SoftPhone X-PRO software installer from the Vonage web site www.vonage.com under FAQs.

3. Installation

Follow the appropriate instructions to install **Vonage SoftPhone X-PRO**, depending on your version (either Windows or Mac):

3.1 Windows Installation

1. Make sure to exit any software applications that use sound, such as CD and media players.
2. Launch the **Vonage SoftPhone X-PRO** install program. When asked "...Do you wish to continue?" click **Yes**. This will bring you to the **X-PRO Vonage Setup Wizard** as shown below.
3. Click **Next** to proceed. Follow the instructions at each step; progress through the Setup Wizard until you reach the final step. At the final step you are asked if you would like to launch the application. It is recommended that you select this option to immediately start using **Vonage SoftPhone X-PRO**.
4. Click **Finish** to complete the wizard.

3.2 Macintosh Installation

1. Make sure to exit any software applications that use sound, such as CD and media players.
2. If the license agreement window appears when the download is complete, read the license agreement and click "Agree" to proceed. If the license agreement screen does not appear when the download is complete, locate the X_pro-Vonage-Mac.dmg file after download and double-click it. Note that you must agree to the terms of the license agreement to install Vonage X-PRO SoftPhone for Macintosh.
3. Simply drag the Vonage X-PRO SoftPhone application icon to the Applications folder. (If you do not have permission to install to the Applications folder, you may drag the icon to your home folder instead.)
4. Go to the Applications folder (or your home folder, if that is where you dragged the icon) and double-click the Vonage X-PRO SoftPhone icon to launch the application.

4. Audio Tuning

When you launch the application for the first time you will be greeted with the *Audio Tuning Wizard*. The *Audio Tuning Wizard* allows you to adjust the levels of both your speaker and microphone devices so that you will be able to optimize the quality of your phone conversations.

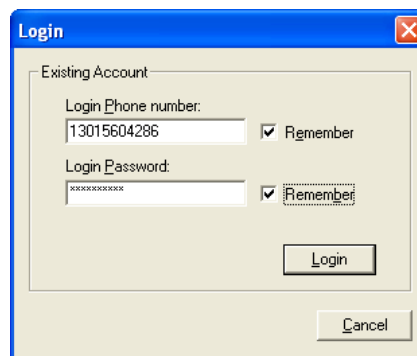
The following section will guide you through the *Audio Tuning Wizard* to set up your system so that you can begin making phone calls.

Important: You are advised to complete the Audio Tuning Wizard successfully to ensure that your audio devices are properly installed and in working order.

1. Click **Next** on the opening dialog box of the *Audio Tuning Wizard* to begin.
2. Select your *Speaker* and *Microphone* devices from the drop-down lists. Note that if you have any configured sound devices such as USB headsets or USB phones that these should be available from the lists.
3. Select your *Speaker* and *Microphone Mixer* devices. These will typically be the device name of your sound card. Click **Next** to proceed.
4. Adjust your speaker volume by moving the slider until you reach a comfortable level. Click **Next** to proceed.
5. Adjust your microphone level by speaking into your microphone device when instructed. You will see that your voice is being recording and then hear it played back. When you are satisfied with the microphone level, click **Next** to proceed.
6. The *Microphone Calibration* stage is used to compensate for any background noise in your environment to improve the audio quality of your conversations. It is important to remain silent during the calibration. To begin, click on the **Start Calibration Test** button. When the calibration is finished click **Next** to proceed.
7. The final dialog box asks you to specify the type of Internet connection you will be using. Selecting Cable/DSL/LAN will provide you with better voice quality, although it will take up more available bandwidth during calls. When using a dial-up connection be sure to select this as your connection type.
8. When you have completed the wizard, click **Finish**. If you wish to re-adjust any of the settings available from the wizard, click **Back** until you reach the appropriate stage.

5. Logging Into Your Vonage Account

After you have completed the Audio Tuning Wizard you will be asked to log into your Vonage account. Enter your Vonage *phone number* and *password* into the login box and click **Login**.



The image shows a Windows-style dialog box titled "Login". It contains a section labeled "Existing Account" with two input fields: "Login Phone number:" containing the text "13015604286" and "Login Password:" containing a series of asterisks. To the right of each input field is a checked checkbox labeled "Remember". At the bottom of the dialog box are two buttons: "Login" and "Cancel".

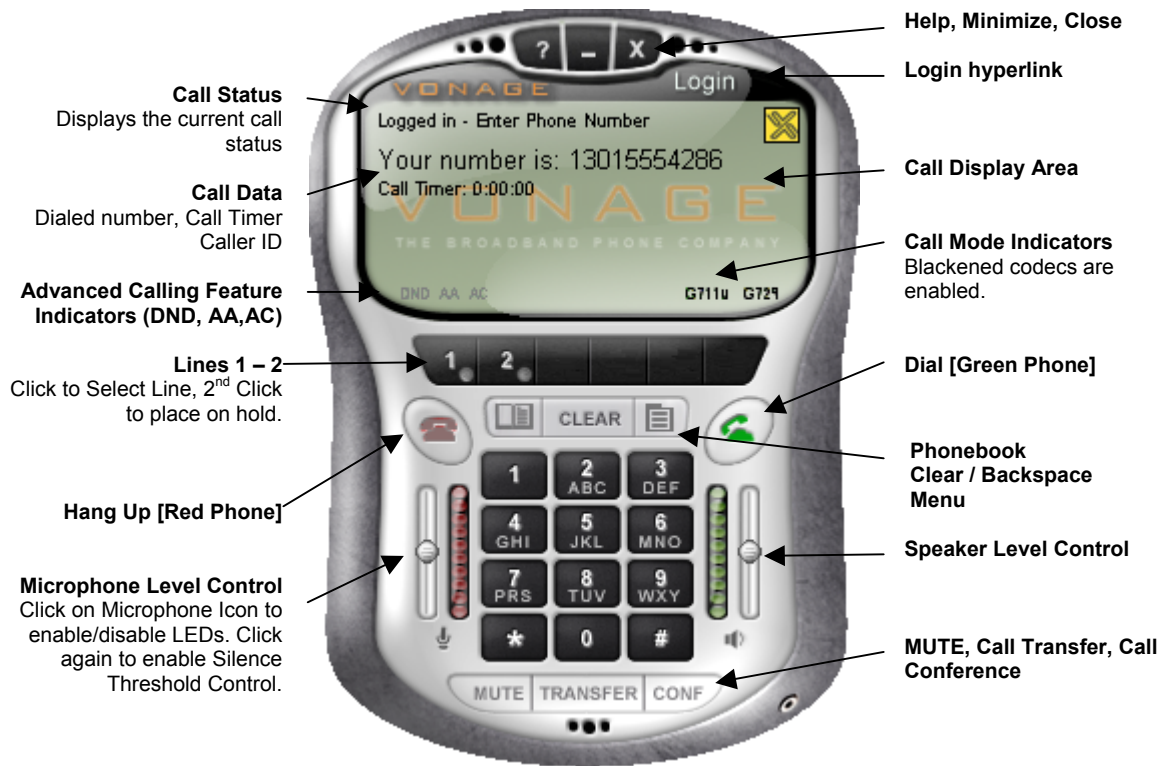
Important: An incorrectly entered phone number or password can result in a failed login and will not allow you to make or receive any calls. This will be indicated on the application in the *Call Status* of the softphone as “*Login Failed! Contact Network Admin.*” For this reason, it is recommended that you copy and paste your *phone number* and *password* into the login box to reduce the possibility of any incorrectly entered values.

It is recommended that you click the *Remember* check boxes for both of these fields so that your *phone number* and *password* will automatically be filled in each time the login box appears. This is preferable since the login box appears every time you launch the application at the beginning of your session.

Note: If you click **Cancel**, the login box will close along with the application – you must enter a *phone number* and *password* and click **Login** in order to start the application.

The User Interface

The **Vonage SoftPhone X-PRO** user interface is clearly marked and intuitive making all of the functionality of the phone readily available and easy to find.



1. Making a Call

Vonage SoftPhone X-PRO provides a handy dial pad to quickly dial alphanumeric numbers for calls. Most calls will involve numbers and can be dialed directly from clicking the number on the dial pad or by entering the numbers directly from your keyboard. If you make a mistake, you can click the **CLEAR** button or hit the BACKSPACE button on your keyboard to clear the digit.

Note: As the first few digits of the number are typed, the remainder of the number may appear as faded digits. Press the TAB key and **Vonage SoftPhone X-PRO** auto-completes the faded numbers.

After you have completely entered the number, click the **Dial** button, or press ENTER on your keyboard to initiate the call.

2. Answering a Call

You need to have **Vonage SoftPhone X-PRO** running to answer an incoming call. The application will notify you of an incoming call by indicating the ID of the caller in the Call Data area and simultaneously flashing one of the **Line** buttons. To pick-up (answer) the call, simply press the “green phone” button (also known as the **Dial** button) and you will be connected to the calling party.

3. Placing a Call on Hold

While you're on a call in progress, you can place a call on hold simply by selecting another **Line** button. The active call is automatically placed on hold and the **Line** button flashes to indicate the call is on hold. To resume the call, just re-select the **Line** button where the active call is located. Alternatively, you may place a call on hold by clicking its **Line** button and resume the call by selecting the same **Line** button again.

4. Ending a Call

As with traditional phones, a call is brought to a close when either you or the person you are talking to actively ends the call. To end calls simply click the **Hang-up** button, the "red phone", at the bottom of the **Dial Pad**.

5. Transfer a Call

If you are on an active call, that call may be transferred to another SIP phone. To initiate the transfer simply click the **Transfer Button** on the **Dial Pad** and then dial the number you wish to transfer to, then, click the **Transfer Button** again and the call is sent to the number dialed.

6. Call Conferencing (3 Way Calling)

To conference in the two lines so that you have a three-way call, complete the following steps:

1. With an active call on one line, press the other line button to put the first call on hold.
2. Dial the number of the third party.
3. After the call is established with the third party inform them the conference is about to begin.
4. Press the **CONF** button to begin the conference.
5. To end the conference hit the **CONF** button again and both lines will be placed on hold at which point you can speak to either party by pressing the respective line.

7. The Phone Book

Vonage SoftPhone X-PRO comes equipped with a handy phone book in which you can store your various contacts. The phone book is launched by clicking on the phone book button to the left of the **CLEAR** button on the main user interface.

8. The Menu

Vonage SoftPhone X-PRO also comes equipped with a cell phone like menu, which allows you to adjust the different settings available to the application. Click the menu button to the right of the **CLEAR** button on the main user interface to launch the Main Menu, which includes the following.

- **Recent Calls** allows you to view the details of both dialed and received calls.
- **Phonebook** provides you another to launch the phone book.
- **User Settings** allow you to adjust a number of settings including the way the application window behaves.