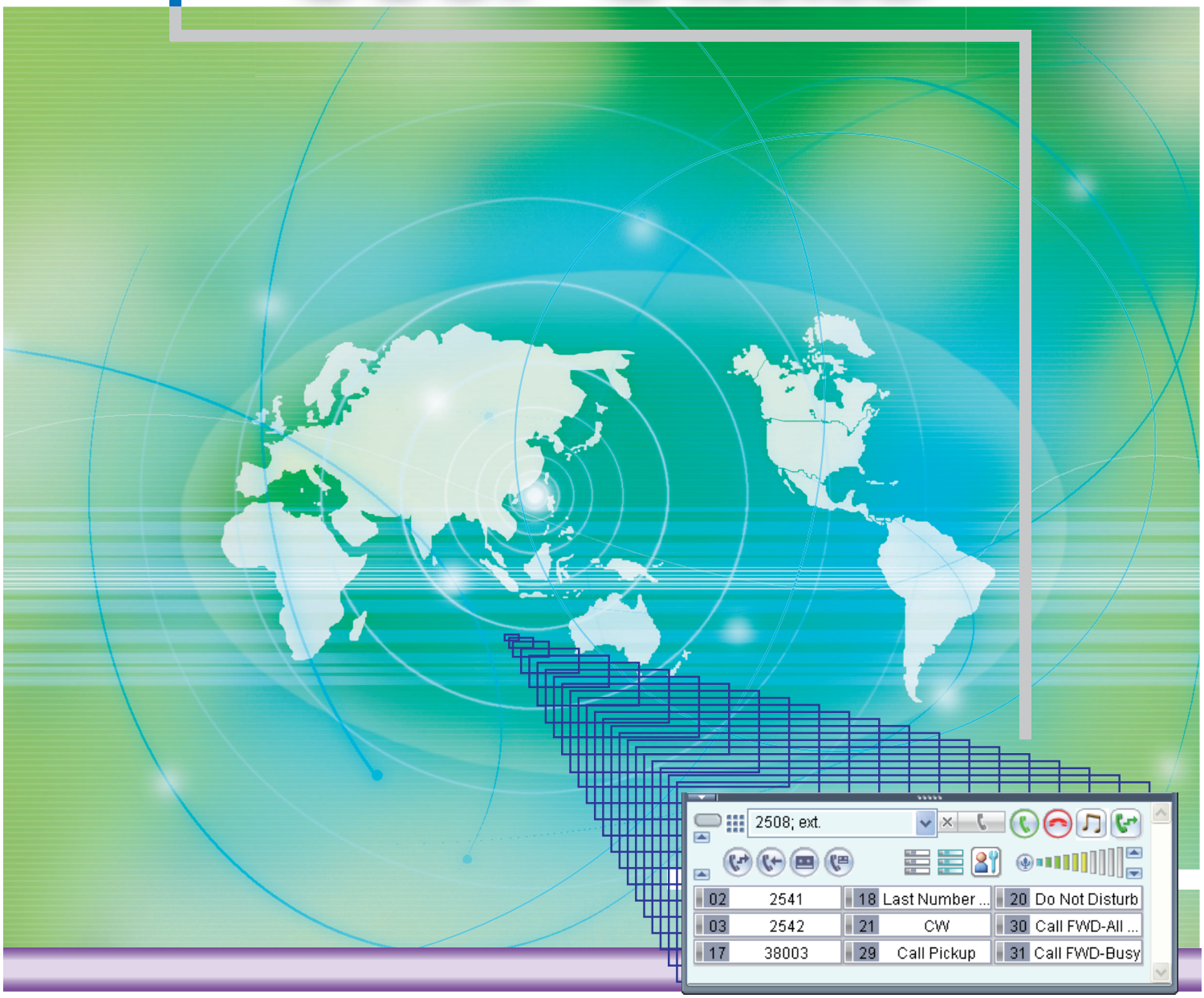
NEC

User Guide



UNIVERGE
Soft Client SP350

(Softphone Plug-In mode)

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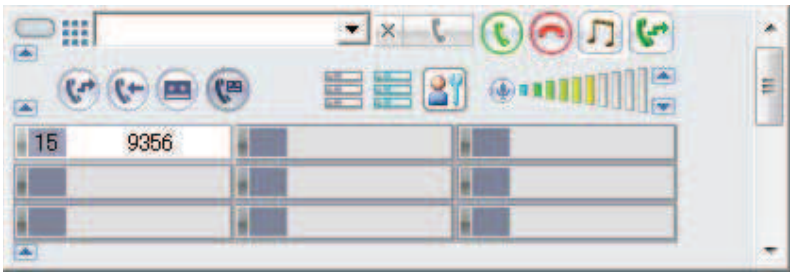
About the new design panel

The Standard Skin and the Toolbar Skin is changed from R6.10.0.0 to the following new design.
Please refer to a comparative chart with the old design and the new design about a button and an icon of each screen.

MOC Plug-in

Old design



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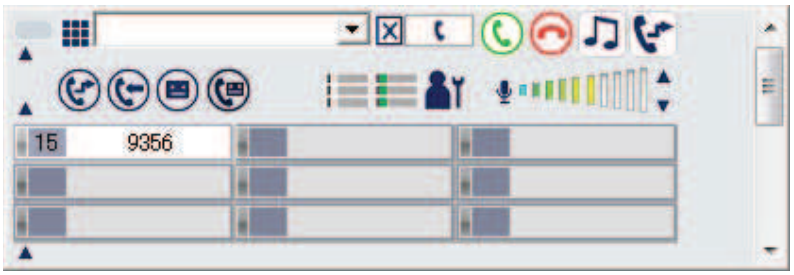


Toolbar Skin

Old design

New design

MOC Plug-in

Comparative chart with the old design and the new design

Main Panel

Old design	New design	Name
		Message Waiting Lamp
		10-key
		Minimize button
		Exit button
		Off Hook/Answer button
		End call button
		Hold
		Transfer
		Call Forward-All Calls setting icon
		Missed Call icon
		PC Recording icon
		Voice Message Recording icon
		Line
		Fixed function
		User configurations
		Mute
		Volume Status
		Volume Control
		Fold

Start Screen

Old design	New design	Name
		Answer
		Transfer
		Hold
		3-party
		Record
		Stop
		Saving Record File
		Data Meeting(Start)
		Data Meeting(UserUpdate)
		Listen
		Short Message

Call History

Old design	New design	Name
		Outgoing
		Incoming
		Outgoing (no answer)
		Incoming (no answer)
		IM transmission
		IM transmission failure
		IM reception (unread)
		IM reception (read)
		Date/time + (call duration)

Old design	New design	Name
		Phone number
		IM number
		Chat Number
		E-mail address
		Presence Refer to "<Presence icons>".

Toolbar Skin

Comparative chart with the old design and the new design

Main Panel

Old design	New design	Name
		Message Waiting Lamp
		Minimize button
		Exit button
		Presence
		Call Forward-All Calls setting icon
		Voice Message Recording icon
		Missed Call icon
		IM Reception icon
		PC Recording icon
		Data Meeting icon
		File Transfer button
		Call/Answer button

Old design	New design	Name
		End call button
		Mute
		Volume Control button
		Start
		Contacts
		Favorites
		Line
		Fixed function
		Outgoing calls
		Incoming calls
		Outgoing IM
		Incoming IM
		Search results
		User configurations
		Send IM
		Chat History
		Forwarding Settings
		Voice mail settings
		Phone book
		10-key
		Import/Export

Contacts list

Old design	New design	Name
		Top
		Group
		Contact top
		Phone number 1
		Phone number 2 to 4
		IM number
		Chat Number
		E-mail address 1 to 4
		Idle
		Leaving seat
		Busy
		Absent
		Unconfirmed
		Idle
		Leaving seat
		Work
		Busy
		Log out
		Off line

Features of Softphone

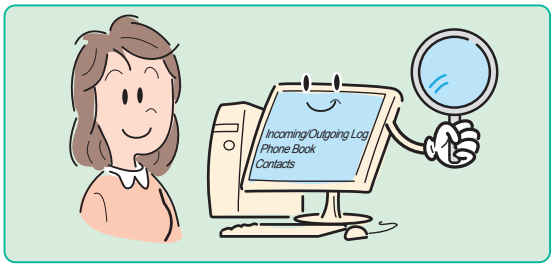
Softphone "SP350" is a telephone operated with a PC. Handset and headset are used for communication.

The following services are available using functions only Softphone can provide.

Multi-Party Video Meeting

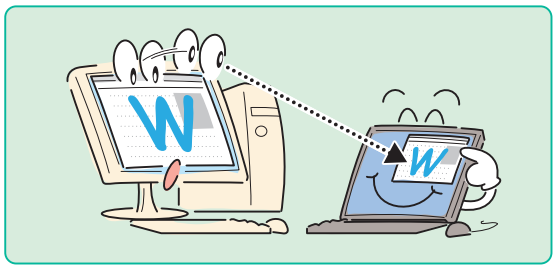
Participants can talk face-to-face with a camera connected to the PC.

Search



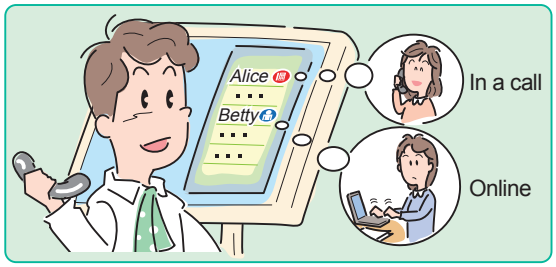
"Phone book", "Contacts", and "Call history" can be searched. The search result can be used to refer to related information, place a call, or send an IM.

Communication Board for Sharing Data



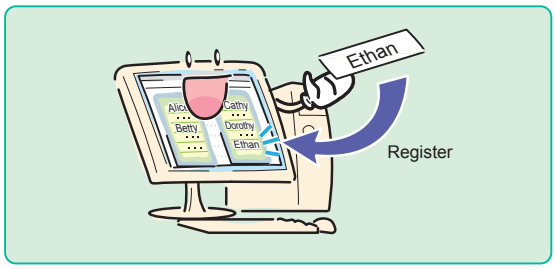
The same data can be referenced or operated on their own PCs during a call.

Confirmation of Other Party's Status



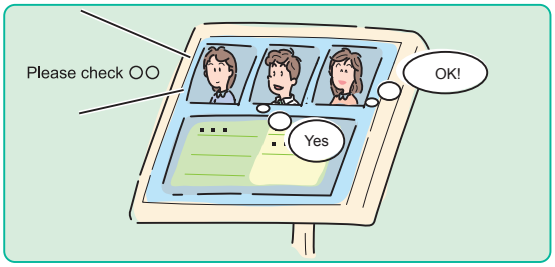
Status of the other party such as online, on the phone, etc. can be confirmed before placing an internal call (Option).

Creation of Contacts List



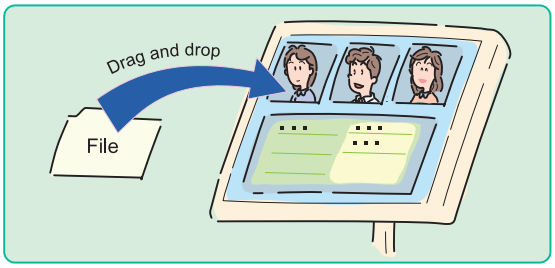
Registering to the contact list makes phone call or IM operation easier.

Chat



Up to 8 people can participate in a meeting using the chat function at a place where one should keep quiet.

File Transfer



Information files can be transferred by a drag and drop operation during a meeting. Files can be transferred to a selected person.

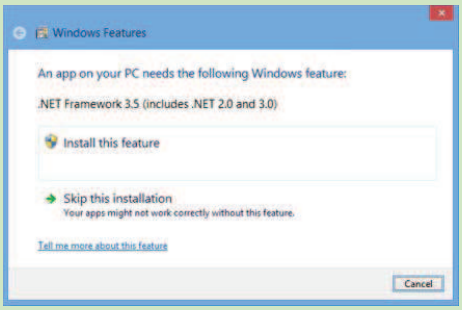
How to Use Softphone

This section describes how to start and end Softphone, etc.

Starting Softphone

When Softphone use in Windows 8, Windows 8.1 or Windows 10 then it may display following screen.

In this case you need install your PC to .NET Framework 3.5 then install "Install this feature" or installing manually.
For detail refer to "Enabling .NET Framework 3.5 for Windows 8 or Windows 8.1 " or “Enabling .NET Framework 3.5 for Windows 10”.
Then first installation needs to Internet connection because install files download by Windows update.



There are two ways to start Softphone.

Starting Normally

1 Perform either of the following operations.

- Click [Start] -> [All Programs] -> [UNIVERGE Soft Client SP350] -> [SP350].
  (For Windows XP, Windows Vista or Windows 7)
- Right-click on Start Screen -> Click [All apps] -> [UNIVERGE Soft Client SP350] -> [SP350].
  (For Windows 8, Windows 8.1)
- Click Start Menu -> Click [All apps] -> [UNIVERGE Soft Client SP350] -> [SP350].
  (For Windows 10)
- Double-click on the desktop.

To create a shortcut

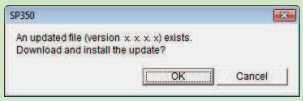
Select "Create a shortcut on the desktop" on the shortcut selection screen when installing Softphone. A shortcut is automatically created on the desktop.

To start Softphone together with the PC

Select "Register to startup" on the shortcut selection screen when installing Softphone. Softphone is automatically registered to the startup.
However, do not register Softphone to the startup in a virtual network environment such as VPN or mobile IP, which displays a screen for ID and password in starting the PC.
For details, refer to "Specifying a Network to Be Used".

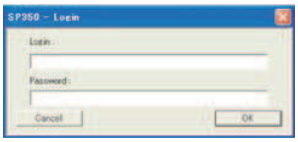
File update screen was displayed

The following screen may be displayed when starting Softphone. This screen is displayed when a Softphone update file exists on the system.



For details, refer to "Starting after Updating Softphone".

When the IP telephony server recognizes the startup of Softphone, a message prompting the entry of Login (extension number) and Password appears.



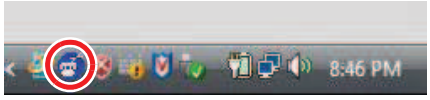
2 Input the extension number and password assigned individually in the "Login:" field and "Password:" field.

Extension number is set for "Login:" and "Password:" by default. Input the extension number when starting Softphone for the first time. When the password is changed, input the password.

- When the USB handset/headset is used, the predetermined audio device must be set in addition to the USB handset/headset.
  For details, refer to "Warning Message for Audio Device Setting Is Displayed".

3 Click OK.

4 Softphone starts.



Softphone is now ready for use.

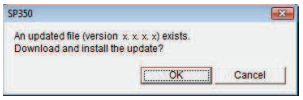
Starting after Updating Softphone

When an update file for Softphone newer than the one installed on your PC exists on the system, the version can be checked automatically and be upgraded easily.

- Contact the system administrator for whether Softphone update is performed or not.
- If version upgrade fails due to a failure in downloading the update file or insufficient disk space, an error screen is displayed and Softphone already installed starts.
- To update Softphone, 150 MB or more free disk space is required.
- For Windows Vista, Windows 7, Windows 8, Windows 8.1 or Windows 10 the administrator right must be assigned for each application in addition to the existing administrator right.

1 Start Softphone.

When procedure 1 in "Starting Normally" is performed, the following screen is displayed if a new Softphone update file exists on the system.



2 Click OK.

After the Softphone update file is downloaded, the new Softphone is installed automatically.
Clicking [Cancel] during Softphone version upgrade starts Softphone of the version currently installed, without updating the file.

After the update is completed, the version upgraded Softphone starts.

Ending Softphone

You can end Softphone in the following way.

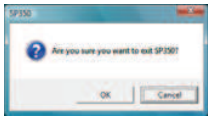
- Be sure to turn the PC off after Softphone is ended.
- Softphone cannot be ended during a call or when a dial tone or ring back tone is heard.

1 Right-click on the task tray.

The following menu is displayed.

2 Click [Exit].

The following screen is displayed.



3 Click OK.

Softphone has now ended.

Getting a call when Softphone is not started or the PC is turned off

When the optional presence server function is used, the presence status (Absent:) is notified to the other party's terminal. This icon indicates that Softphone is not started or the PC is turned off.
When Logout Forwarding is set, calls are forwarded to the forwarding destination.

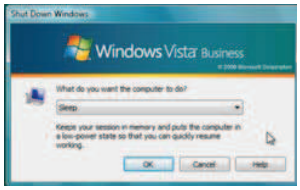
Stopping Softphone to Wait for Restart during System Standby

When the PC is switched to the standby state, Softphone can be stopped to wait for restart during system standby.
For details, refer to "Stopping Softphone to Wait for Restart during System Standby".

When [Transition to standby based on elapsed time] is set in the [System standby] field on the [Power Options Properties] screen, the following operation is performed.

- Windows XP : Softphone does not wait for restart and continues its operation.
- Windows Vista: Softphone waits for restart and operations such as a call are not available.
- Windows 7 : Softphone waits for restart and operations such as a call are not available.
- Windows 8 : Softphone waits for restart and operations such as a call are not available.
- Windows 8.1 : Softphone waits for restart and operations such as a call are not available.
- Windows 10 : Softphone waits for restart and operations such as a call are not available.

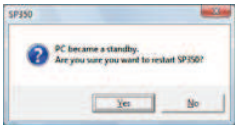
1 Select [Sleep] from the shutdown menu.



* A Windows XP screen is used.

2 Click [OK].

3 Softphone waits for restart.



4 Click [Yes] if you use Softphone again after the PC returns from standby.

When [No] is clicked

Start Softphone manually after the PC returns from standby.
For details, refer to "Starting Softphone".

Restarting Softphone

Restart Softphone when needed.

Softphone cannot be restarted during a call or when a dial tone or ring back tone is heard. Restart it when the call ends.

1 Right-click on the task tray.

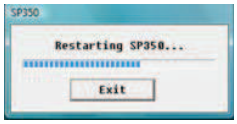
The following menu is displayed.

2 Click [Restart].

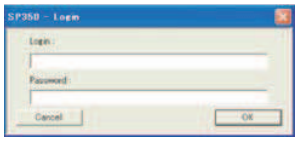
The following screen is displayed.

3 Click [OK].

The following screen is displayed.



When the IP telephony server recognizes the startup of Softphone, a message prompting the entry of Login (extension number) and Password appears.

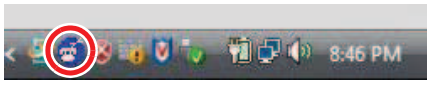


4 Input the extension number and password assigned in the "Login:" field and "Password:" field.

Extension number is set for "Login:" and "Password:" by default. Input the extension number when the password is not changed. When the password is changed, input the password.

5 Click OK.

Softphone restarts.



Softphone has now been restarted.

Updating Softphone

- Perform this operation only when the system administrator asks you to do so. Follow his directions for information to be set.
- To update Softphone, 150 MB or more free disk space is required.
- File update cannot be performed while Softphone is in operation.
- For Windows Vista, Windows 7, Windows 8, Windows 8.1 or Windows 10 the administrator right must be assigned for each application in addition to the existing administrator right.
  When start to [Start] -> [All Programs] -> [SP350] -> [File Update] that is require to select [Run as administrator] on right-click menu.

1 Click [Start] -> [All Programs] -> [UNIVERGE Soft Client SP350] -> [File Update].

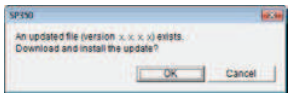
A screen to set the information to access the server is displayed.

2 Set the information to access the server.

No.	Meaning
(1)	Input the server address.
(2)	Input the user name to log into the server.
(3)	Input the password to log into the server.

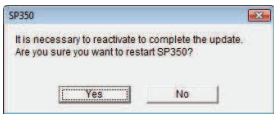
3 Click OK.

The confirmation screen for file update is displayed.



4 Click OK.

Software download starts.
The software is installed automatically after the download completes. The update completion screen is displayed.



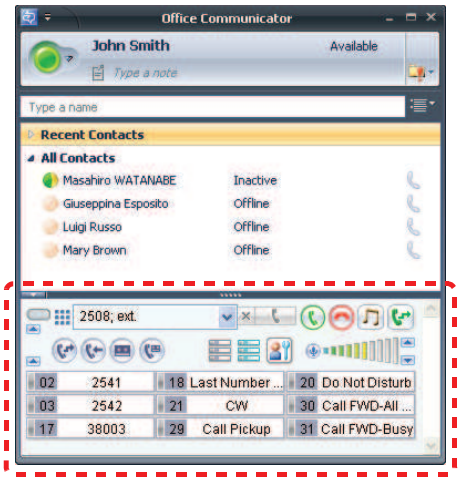
5 Click Yes.

Softphone file update is completed after the restart.

About the MOC Plug-in

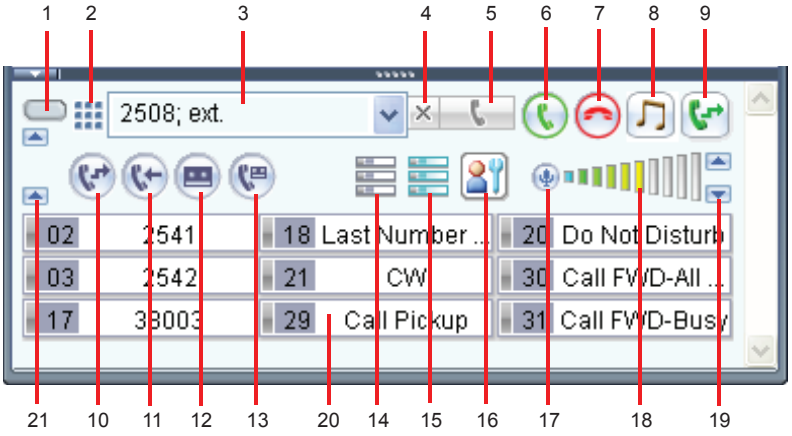
MOC plug-in

The MOC plug-in of SP350 is displayed in the lower part of the Microsoft Office Communicator (hereinafter called MOC) screen (indicated with the dotted line).



Name and Function of Each Component on the Plug-in

The MOC plug-in has components for various settings, call/answer, and disconnection. This section describes name and function of each component on the MOC plug-in.



Function List of the buttons and lamps							
1	Message Wating Lamp	2	Numerical Keypad	3	Call/transfer number inputting area	4	Clear
5	Call/Transfer	6	Call/Answer button	7	End call button	8	Hold button
9	Transfer button	10	Forwarding Settings	11	Incoming calls	12	PC Recording icon
13	Voice Message Recording icon	14	Line	15	Fixed function	16	User configurations
17	Mute	18	Volume Status	19	Volume Control	20	Flexible Key
21	Fold						

In the case of Thin Client, Voice Mail Settings is hidden.

Main Panel - Components

Components	Name	Description
	Message Wating Lamp	Blinks at an incoming call from an external/ internal line. In addition, when the phone recording function (option) is used, this lamp blinks if a message is recorded.
	Numerical Keypad	Lights when a phone number can be input from the keyboard of the PC directly. In addition, enables/ disables this input function when clicked.
	Call/ transfer number inputting area	A phone number can be input in this area directly. In addition, the corresponding phone number is input in this area automatically when the contacts of MOC is clicked.
	Clear	Clears the phone number input in the Call/ transfer number inputting area when clicked. In addition, makes the Call/transfer number inputting area the direct input state if number search results of MOC are displayed in the area.
	Call/ Transfer	Places/transfers a call to the number displayed in the Call/ transfer number inputting area when clicked.
	Call/ Answer button	Click this button to place a call or pick up a call. It lights in use.
	End call button	Click this button to disconnect a call. In addition, setting the handset back to the mount also disconnects a call.
	Hold button	Click this button to hold a call.

Components	Name	Description
	Transfer button	Click this button to transfer a call. In addition, a "hooking" operation can be performed when selected from the right-click menu.
	Forwarding Settings	Displays the [Call forward settings] screen to view/register/edit various forwarding settings for Call forward - All Calls, Call forward - busy, Call forward - Don't answer, and Call forward - Logout when clicked. In addition, It lights when the Call forward - All Calls is enabled.
	Incoming calls	Displays incoming logs and incoming (no answer) logs. Call related files are displayed on the related information. It blinks in blue when you did not answer an incoming call to you (prime line incoming call). In addition, outgoing logs and outgoing (no answer) logs are displayed when "outgoing calls" is clicked from the right-click menu. Call related files are displayed on the related information.
	PC Recording icon	Displays the operation screen for PC recording when clicked during a call. It lights during recording.
	Voice Message Recording icon	Notifies the status of voice message recording setting with the icon. The voice message recording can be enabled/disabled here. Pointing the cursor to the icon displays the "status of voice message recording setting" on a tooltip. * This feature cannot be used in Thin Client.

Components	Name	Description
	Line	Displays phone function buttons for lines registered by the IP telephony server in the browse window. When a line is set to the button, the line number is displayed on the button. Any button can be registered to the [Flexible Key] button from here.
	Fixed function	Displays phone function buttons for assigned functions registered by the IP telephony server in the browse window. Any button can be registered to the [Flexible Key] button from here.
	User configurations	Displays the [User configurations] screen for basic settings such as outgoing call and incoming call when clicked.
	Mute	Click this button to mute caller's voice.
	Volume Status	Displays ring volume and earpiece volume in 10 levels.
	Volume Control	Click these buttons to control the ring volume and earpiece volume.
29 Call Pickup	Flexible Key	Any function of the buttons in Line and Fixed function can be assigned to this key. This assignment enables you to use sublines or PBX services without opening the browse window for Line or Fixed function.
	Fold	Switches display pattern of the MOC plug-in in three levels.

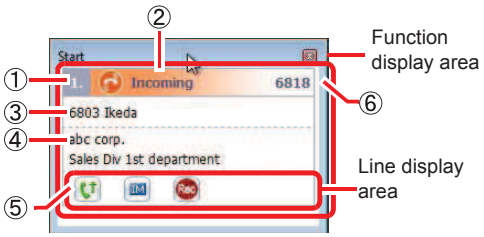
Start

The [Start] screen pops up automatically at an incoming call. The [Start] screen displays the line state. General phone operations such as an answer, hold, transfer, recording, PC recording and data conference can be performed by using this screen.

To change the automatic pop-up setting of the [Start] screen

To change conditions of the automatic pop-up or stop the function, use "Receive" of "User configurations".

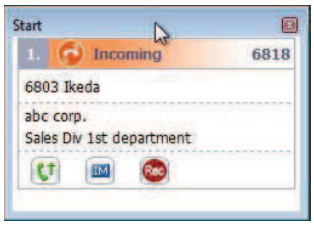
< Item names on the [Start] screen >



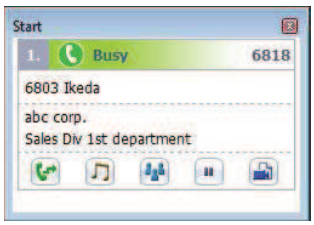
No.	Item Name	Description
(1)	Line number	Displays a line number registered to phone function buttons for lines.
(2)	Status display icon/ status display	Displays the status of each line with an icon. The status display conforms to the specifications of the IP telephony server.
(3)	Other party's information	Displays the phone number and name in one line.
(4)	Group 1 where other party belongs (first row)	When the phone number of the other party's information exists and the data for the number exists in the search target (Active Directory and Outlook), the company name set to the search target is displayed in one line.
(5)	Group 2 where other party belongs (second row)	As with the above, the department name set to the search target is displayed in one line.
(6)	Line name	Displays the button display name when the line button is set to be displayed. Displays the phone number of the line button when the line name is not set.

< Status display when a call is incoming >

[When the prime line is called]

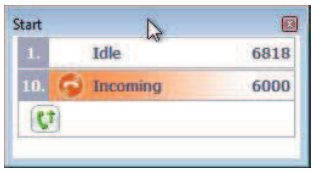


<Incoming>

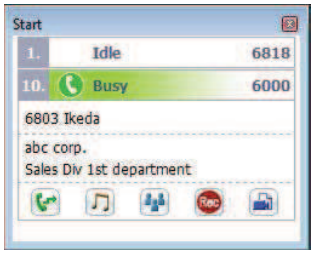


<Answering>

[When a line other than the prime line is called]



<Incoming>



<Answering>

< How to use buttons on the [Start] screen >

Button	Name	Description
	Answer	Answers an incoming call. The status transits to on the phone. Cancels the hold when a call is on hold.
	Transfer	Performs a normal transfer operation. Right-clicking this button performs a "hooking" operation.
	Hold	Performs a normal hold operation. The status display transits to on hold, and the icon changes to the Answer and IM icons. Right-clicking this button performs "exclusive hold" operation.
	3-party	Performs a normal meeting operation (3-party meeting).
	Record	Starts recording a call. After the recording is started, the icon changes to the Stop icon. In addition, when Record or Exit function button is not registered, or a UMS is not used, the operation is to "start PC recording". The panel for PC recording can be displayed from the right-click menu "Live Recording".
	Stop	Stops recording a call. After the recording is stopped, the icon changes to the Saving Record File icon. After the saving is finished, the icon changes to the Record icon. In addition, the panel for PC recording can be displayed from the right-click menu "Live Recording".
	Saving Record File	-
	Data Meeting (Start)	Starts a data meeting. The operation available during the meeting is user update (organizer only).
	Data Meeting (User Update)	Updates users participating in a data meeting.
	Listen	Starts a listening operation of recorded data.
	Short Message	Displays the screen for IM transmission. The phone number of the other party's information is displayed on the destination. This icon is displayed only when the other party's information exists.
	Record Voice Message	Starts recording a voice message.

< Icons on the function display area >

Phone functions such as answer, transfer, hold, meeting, record, and SP350 functions such as PC recording and data meeting are displayed as icons on the function display area according to the line status. To operate each function, click an icon or select an item from the right-click menu.

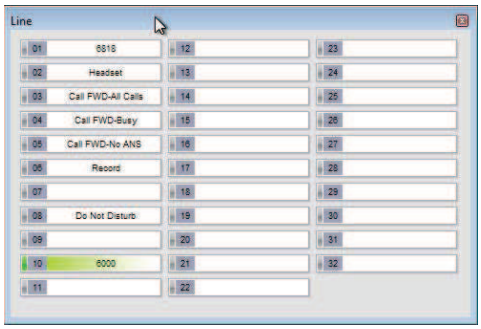
Icons displayed on the function display area are as follows.

Status	Icon to be Displayed
Others in operation	None
Idle	[Listen] icon
Incoming call	[Answer] icon [Short Message] icon [Record Voice Message] icon
Hold	[Answer] icon [Short Message] icon
In operation	[Transfer] icon [Hold] icon [3-party] icon [Record] icon [Stop] icon [Saving Record File] icon
Busy	[Transfer] icon [Hold] icon [3-party] icon [Data Meeting] icon [Record] icon [Stop] icon [Saving Record File] icon

- Only the prime line is always displayed at the top.
- Newly displayed lines are displayed at the bottom.
- When a user answers a line other than the prime line, the line will be displayed just below the prime line.
- The line number displayed on the [Start] screen is the line number set to phone function buttons for lines.
- Up to 32 lines can be displayed in the line information area in the browse window.
- When function buttons are not registered in advance, icons cannot be operated since they are not displayed.
- The status display conforms to the specifications of the IP telephony server.
- Other party's information is only the phone number if the information is not set to the phone book as the search target.
- When the phone number cannot be obtained from the IP telephony server, the phone number is not displayed.
- When there is no phone number to be displayed, other party's information and group 1/2 where other party belongs are not displayed, and the blank lines are collapsed.
- Up to 510 characters can be displayed for both group 1 and group 2 where other party belongs.
- The button display name set to the line button in the phone function screen is displayed as the line name. When the line name is not set, the phone number of the line button is displayed.
- In the case of Thin Client, icons and buttons for voice mail settings are not displayed.
- In the case of Thin Client, the PC recording button is not displayed depending on the type of the thin client terminal. For details, contact the system administrator.

Line

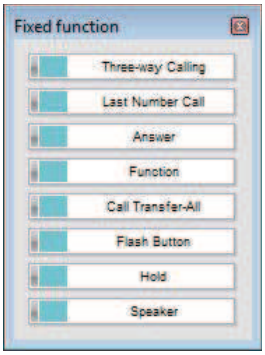
Clicking (Line) of the MOC plug-in displays functions and lines set by the IP telephony server.
A call can be received, and functions can be used by using these lines.



<Line screen>

Fixed Function

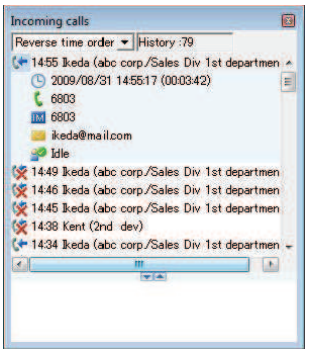
Clicking (Fixed function) of the MOC plug-in displays functions set by the IP telephony server.
A call can be received, and functions can be used by using these lines.



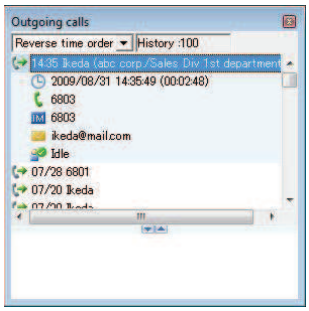
<Fixed function screen>

Call History

Clicking (Incoming calls) of the MOC plug-in displays incoming logs and incoming (no answer) logs.
In addition, clicking "Outgoing calls" after right-clicking (Incoming calls) displays outgoing logs and outgoing (no answer) logs.



<Incomingcalls screen>



<Outgoing calls screen>

< Icons for top of log and detail data >

Icon	Description
	Date/time + name + (organization) (* "Hour:minute" is displayed when the date/time is today. "Month/date" is displayed when the date/time is before today.) Refer to "<Log type icons>".
	Date/time + (call duration)
	Phone number
	IM address
	E-mail address
	Presence Refer to "<Presence icons>".

< Log type icons >

Icon	Name	Description
	Outgoing	Indicates an outgoing log.
	Outgoing (no answer)	Indicates an outgoing (no answer) log.
	Incoming	Indicates an incoming log.
	Incoming (no answer)	Indicates an incoming (no answer) log.

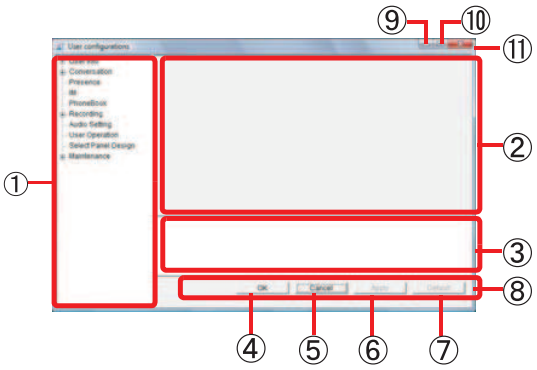
< Presence icons >

Icon	Name	Description
	Idle	Indicates that the party is online.
	Leaving seat	Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.
	Busy	Indicates that the party is currently on the phone.
	Absent	Indicates that the terminal of the party is not running or Softphone is not activated. If the reason has been set, it is also shown after the name.

- This function is valid only when the presence server function of the options is used.

User Configurations

Clicking (User configurations) of the MOC plug-in displays the [User configurations] screen. The user configurations function is function for each user to modify user configurations and maintenance configurations of Softphone.



<User configurations screen>

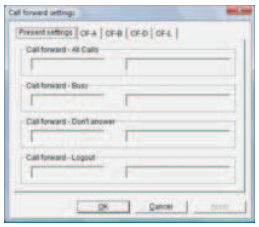
No.	Name	Description
(1)	Category	Displays menus for user configurations.
(2)	Setting item display area	Displays setting items for user configurations.
(3)	Simple explanation display area	Displays the simple explanation for the item selected in the setting item display area.
(4)	[OK] button	Saves the modified settings and exits user configurations.
(5)	[Cancel] button	Exits user configurations.
(6)	[Apply] button	Saves the modified settings. The [Apply] button is enabled when the user configurations are modified.
(7)	[Default] button	Changes all the items displayed in the setting item display area back to default.
(8)	Control buttons display area	Displays the [OK], [Cancel], [Apply], and [Default] buttons.
(9)	[Minimize] button	The button for User configurations is displayed on the toolbar, and the screen is stored in the button when clicked.
(10)	[Maximize] button	Maximizes the display of the [User configurations] screen when clicked.
(11)	[Close] button	Closes the [User configurations] screen when clicked.

Forwarding Settings

Clicking (Forwarding settings) of the MOC plug-in displays the [Call forward settings] screen. A call to you when you are away or on the phone can be forwarded to forwarding destinations registered in advance. There are four ways of forwarding a call.

- Call forward - All Calls
  Forwards a call received when you are away.
- Call forward - Busy
  Forwards a call received when you are on the phone.
- Call forward - Don't answer
  Forwards a call when you cannot answer the phone even though a certain period of time has passed since the ringtone sounds.
- Call forward - Logout
  Forwards a call received when Softphone is not started or the PC is turned off.

When the telephony server doesn't use this function, the CF-L tab becomes a gray out display. For details, contact the system administrator.



<Call forward settings screen>

To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.

Numbers which can be registered as forwarding destinations are as follows.

- Extension number
  Extension numbers of meeting rooms, other divisions, etc. can be registered.
- External number
  Mobile phone numbers, phone numbers of trip destinations, etc. can be registered.
- Voice mail
  By setting the voice mail of an option to a forwarding destination, you can use it as a voice message recorder. Refer to "Using Voice Message Recording".

- To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.
- The [Call forward - All Calls setting] icon lights in blue when the Call forward - All Calls setting is available.
  The icon does not light when the Call forward - Busy, Call forward - Don't answer, or Call forward - Logout setting is available.
- If your system requires input of an additional number such as "0" before the phone number for placing an outbound call, make sure to input the additional number before the phone number of the forwarding destination.
  Example:To forward a call to an external number "03-1234-5678", input "00312345678".
  - When Softphone starts and when the forwarding setting panel opens, the forwarding destination information actually set at the time is automatically read.
  - The forwarding destination information automatically read is checked with the setting contents in each forwarding setting tab of Softphone. When there is a match, the information is checked. In addition, the information is displayed in the current setting tab. However, the phone number of the forwarding destination automatically read is up to the first eight digits. If a forwarding destination number whose first eight digits are the same exists in the same forwarding tab, the upper forwarding destination is selected, which may be different from the forwarding number actually set.
- Up to five forwarding destinations can be registered. However, If a forwarding destination is set from other than the [Call forward settings] screen and it does not exist in the five destination numbers registered in advance, it is overwritten in the fifth forwarding destination number.
- Make sure to cancel the forwarding setting before changing a forwarding destination.

Voice Mail Settings

Clicking (Voice Message Recording) icon of the MOC plug-in sets the voice message recording. The caller's message is recorded and saved on a PC by activating the voice message recording manually or answering the call automatically at an incoming call.

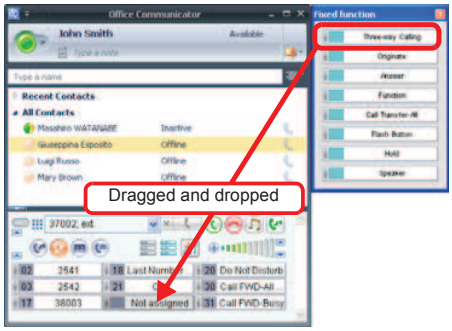
< Setting status notification of voice message recording >

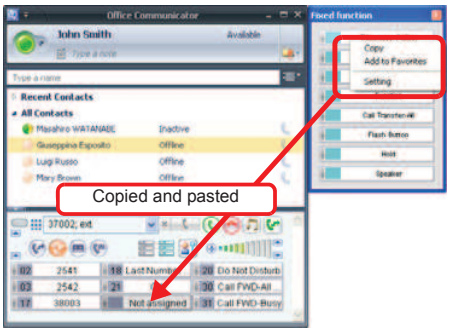
Icon	Function Name	Operation
	Voice message recording on	Indicates the voice message recording is on.
	Voice message recording off	Indicates the voice message recording is off.
	Voice message recording disabled	Indicates the voice message recording is disabled.

- When a call is answered automatically by the voice message recording, the log type is "Incoming (no answer)", and the [Missed Call] icon is displayed.
- During originating a call or on the phone, the icon is displayed, but enabling/disabling the voice message recording is not allowed. Clicking the icon at this moment generates a warning beep.
- Clicking the [Voice Message Recording] icon while a call is incoming, an answering message is played.
- In the case of Thin Client, this function cannot be used.

Flexible Key

Any function of the buttons in Line and Fixed function can be assigned to this key. This assignment enables you to use sublines or PBX services without opening the browse window for Line or Fixed function. Dragging and dropping or copying and pasting a function from the browse window for Line or Fixed function to this key enables this assignment.

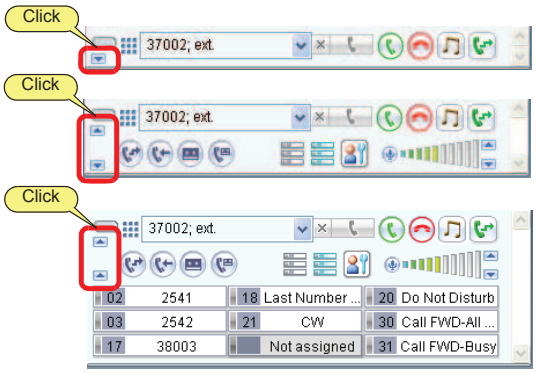




- The prime line will be assigned to the upper left button automatically when no function has been assigned yet (at the initial activation and so on).

Changing the Display

There are three patterns for display of the MOC plug-in: The basic functions only; The basic functions and extended functions; The basic functions, extended functions and Flexible Key. To switch these display patterns, click the Fold buttons on the right edge of the MOC plug-in.



Task Tray - Icons

While the toolbar is minimized to the task tray as an icon, you can see the status such as idle, on the phone, and incoming call. In addition, by right-clicking the icon, you can perform operations such as the toolbar display, version information display, help, restart, and exit.
The icon is displayed as follows according to the status of Softphone.

Icon	Meaning
	Standby status (idle status)
	A call is incoming to your phone (prime line) (Depending on the setting, the main panel is automatically displayed as before it is minimized to the task tray.)
	A call is incoming to another phone (other than the prime line)
	On the phone
	On the phone (encryption enabled)
	A call is incoming to another phone while you are on the phone
	A call is incoming to another phone while you are on the phone (encryption enabled)

Menu Items and Usage

Right-clicking the icon displays the following menus.

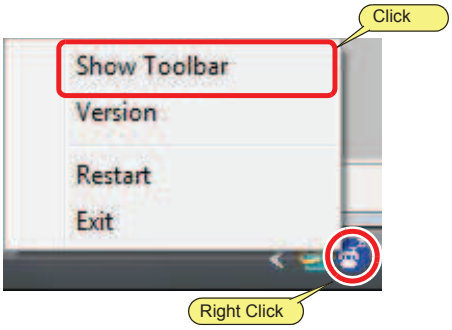
Menu Name	Description
Version	Use this menu to display the version of Softphone.
Guide	Use this menu to display the Quick Reference of Softphone.
Restart	Use this menu to exit and restart Softphone.
Exit	Use this menu to exit Softphone.

About the Toolbar

Functions that cannot operated from the MOC plug-in can be operated from the toolbar.

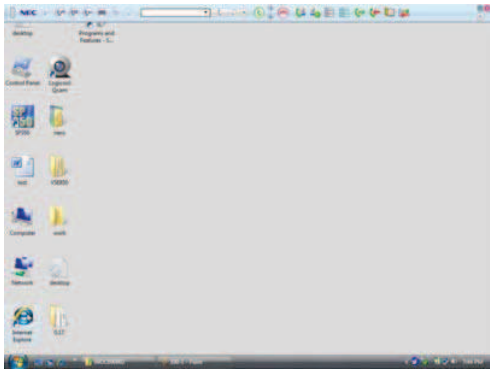
Opening the Toolbar

1 Right-click in the task tray and click [Show Toolbar(T)].



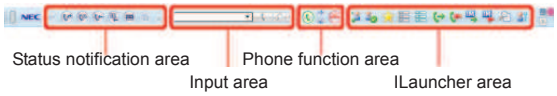
The toolbar appears.

Main Panel



Name and Function of Each Component on the toolbar

The toolbar consists of five areas and has buttons for various settings, presence display, answering, and calling.
This section describes the name and function of each button.



To use undisplayed buttons

Click (Function list button). From the displayed menu, select the function you want to use.

To change the display order of the areas

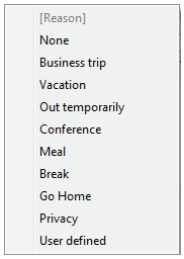
You can change the display order.
For details, refer to "Changing the Position of Areas".

The LCD area is hidden as default. To use it, change the mode to display.
For details, refer to "Displaying the LCD Area".

Toolbar - Components

For detailed information of the buttons on the MOC plug-in, refer to "About the MOC Plug-in".

Components	Name	Description
	Message Wating Lamp	Blinks at an incoming call from an external/ internal line. In addition, when the phone recording function (option) is used, this lamp blinks if a message is recorded.
	Minimize button	The toolbar is minimized to the task tray when clicked. Clicking [Show Toolbar(T)] after rightclicking the icon in the task tray restores the screen.
	Exit button	Exits the toolbar when clicked.
	Call/Transfer button	Places/transfers a call to the number displayed in the input area when clicked.

Components	Name	Description
	Serch target button	Searches the targeted data in Call history and Contacts by using search keywords input in the input area.
	Presence	Notifies the presence status of own terminal with the icon. Pointing the cursor to the icon displays the name of the presence status on a tooltip. In addition, right-clicking the button displays the following menu. The unavailability reason can be selected and set from None, Business trip, Vacation, Out temporarily, Conference, Meal, Break, Go home, Privacy, and User defined.  When the presence server function is not used, the presence status notification icon becomes the icon indicating non-compliant.
	Missed Call icon	Notifies a missed call with the icon. Pointing the cursor to the icon displays the "number of missed calls" on a tooltip. In addition, clicking the missed call status notification icon displays the incoming log, and the latest log is automatically selected.

Components	Name	Description
	Call Forward - All Calls setting icon	Notifies the status of Call forward - All Calls setting with the icon. Pointing the cursor to the icon displays the "status of Call forward - All Calls setting" on a tooltip. Although various forwardings (Call forward - All Calls, Call forward - Busy, Call forward - Don't answer, and Call forward - Logout) can be set, the icon indicates the setting status of "Call forward - All Calls" only.
	Voice Message Recording icon	Notifies the status of voice message recording setting with the icon. The voice message recording can be enabled/disabled here. Pointing the cursor to the icon displays the "status of voice message recording setting" on a tooltip.
	PC Recording icon	Notifies the status of PC recording with the icon. Displays the operation screen for PC recording when clicked. Pointing the cursor to the icon displays the "status of PC recording" on a tooltip.
	Data Meeting icon	Notifies the status of data meeting with the icon. A user who clicked the [Data Meeting] button on the Softphone GUI during a call hosts the data meeting with called party as an organizer. Pointing the cursor to the icon displays the "preparing a data meeting", "holding a data meeting (organizer)", or "holding a data meeting (participant)" on a tooltip according to the status.

Components	Name	Description
	File Transfer button	Click this button to transfer files. Folders cannot be transferred. In addition, simultaneous transfer of two or more files is only available for reception not for transmission.
	Call/ Answer button	Click this button to place a call or pick up a call. It lights in use. In addition, right-clicking this button displays the following menu. Clipboard Call/Transfer to " Last number call • Clipboard call/ Transfer to " Select this menu to place/transfer a call using a phone number copied from other applications. • Last number call Select this menu to redial the last called party.
	Mute	Click this button to mute caller's voice.
	Volume Control	Click these buttons to control the ring volume and earpiece volume.
	End call button	Click this button to disconnect a call. In addition, setting the handset back to the mount also disconnects a call.
	Start	Displays the line status in the browse window. The status for the prime line is always displayed, and that for lines other than the prime line are displayed only while a call is on hold/incoming or a user is placing a call/ operating Softphone. A user can perform general phone operations such as answer, hold, transfer, record, record to PC, and data meeting from this window.

Components	Name	Description
	Contacts	Opens the contacts list when clicked. Registering parties you contact frequently to the contacts list makes operations such as placing a call easier.
	Favorites	Frequently used phone functions can be copied. These functions can be operated without displaying the lines and assigned functions.
	Line	Displays phone function buttons for lines registered by the IP telephony server in the browse window. When a line is set to the button, the line number is displayed on the button. Any button can be registered to the [Favorites] button from here.
	Fixed function	Displays phone function buttons for assigned functions registered by the IP telephony server in the browse window. Any button can be registered to the [Favorites] button from here.
	Outgoing calls	Displays outgoing logs and outgoing (no answer) logs in the browse window. Call related files are displayed on the related information.
	Incoming calls	Displays incoming logs and incoming (no answer) logs in the browse window. Call related files are displayed on the related information. When you did not answer an incoming call to you (prime line incoming call), the Missed Call icon blinks in blue.

Components	Name	Description
	Search results	Information can be searched from "contacts", and "call history" by inputting a search keyword and clicking the search button. The "search results" function lists the result for you to view the related information and perform operations such as placing a call from the detail data easily.
	User configurations	Displays the [User configurations] screen for basic settings such as outgoing call and incoming call when clicked.
	Forwarding Settings	Displays the [Call forward settings] screen to view/register/edit various forwarding settings for Call forward - All Calls, Call forward - busy, Call forward - Don't answer, and Call forward - Logout when clicked. In addition, when the Call forward - All Calls is enabled, the Call forward - All Calls setting icon lights in blue.
	Voice mail settings	Records and saves the caller's message on a PC by activating this function manually or answering the call automatically at an incoming call. As with the case that a call is recorded by a PC, the message can be played from the incoming log.
	Phone book	Activates the adress book of Microsoft Outlook if the software is installed when clicked.

Components	Name	Description
	10-key	Displays the 10-key Keypad when clicked. This panel is used to hear call recording of the voice mail or to input phone numbers following guidance of a telephone information service.
	Import/ Export	Imports/exports contacts/data meeting information in XML format, outgoing/incoming log information in csv format, and environmental setting information in ini format. When contact information for members are used as common information in a company or when outgoing/incoming log data needs to be moved to another PC, the information can be shared easily.
	Command list button	Clicking this button enables you to use buttons not displayed on the toolbar.

Advice

To control volume

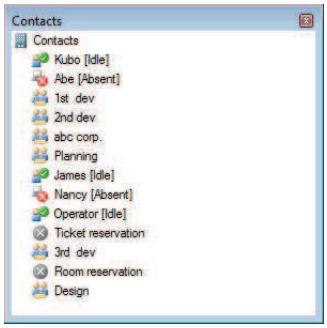
Click (Volume control button) to display the Volume Control screen. You can control the volume on this screen with the same operation as the standard skin.
For details, refer to "About Volume Control".
To close the Volume Control screen, click (Volume control button) again.

Caution

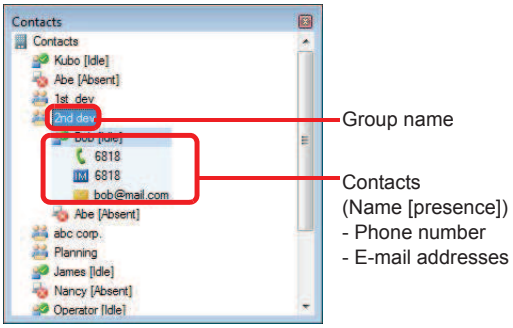
- In the case of Thin Client, the Voice Mail Settings icon, the Data Conference icon, File Transfer and Voice Mail Settings are not displayed.
- In the case of Thin Client, the PC recording icon is not displayed depending on the type of the thin client terminal. For details, contact the system administrator.

Contacts

Clicking (Contacts) on the toolbar displays the contacts list. Registering parties you contact frequently to the contacts list makes operations such as placing a call and sending an IM easier. The status of other party is displayed depending on the presence.
For details, refer to "How to Use Contacts".



<Contacts list display>



<Contacts list screen>

< Component names and descriptions for contacts list >

Icon	Name	Description
	Top	Indicates the top of the contacts list. This icon is always displayed. All other items such as contacts and groups are located under the Top icon.
	Group	Displays the name of the department, etc. where a contact belongs. (The name can be modified.)
	Contact top	Displays the name of a contact and the presence status (refer to <Presence>).
	Phone number 1	Up to four phone numbers per contact can be registered. The phone number for the presence status display and IM transmission is Phone number 1 only.
	Phone number 2 to 4	
	E-mail address 1 to 4	Up to four e-mail addresses per contact can be registered.

<Presence>

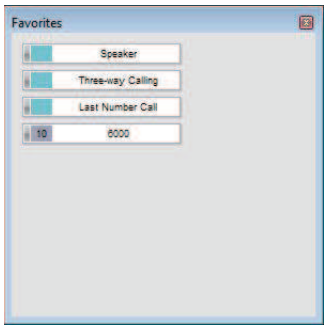
Icon	Name	Description
	Idle	Indicates that the party is online.
	Leaving seat	Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.
	Busy	Indicates that the party is currently on the phone.
	Absent	Indicates that the terminal of the party is not running. If the reason has been set, it is also shown after the name.
	Unconfirmed	Indicates that the number of the party is not compliant with the presence server function. This icon is also shown for contacts to which the Phone number 1 has not been set.

Caution

- This setting is valid only when the presence server function of the options is used.
- When the presence server function is not used, only "name" and icon are displayed on the contacts list.

Favorites

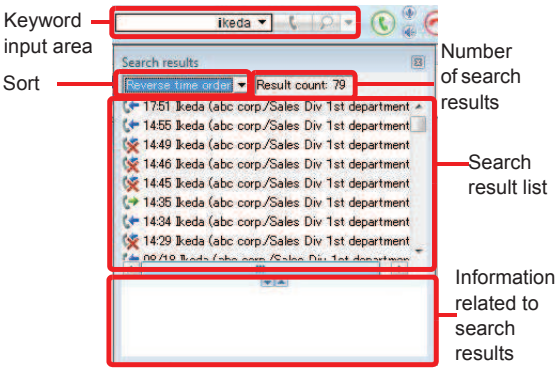
Clicking (Favorites) on the toolbar displays the favorites screen in the browse window. Frequently used lines and assigned functions registered by a user are displayed.
For details, refer to "How to Use Favorites and Lines/ Fixed Function".



<Favorites screen>

Search Results

Clicking (Search results) on the toolbar lists the search results. The search results to be listed are results of searching from the keyword input area.



<Search result list screen>

- Up to one presence can be displayed on the search results.
- Presence is displayed only when the presence server function of the options is used.
- The search results are deleted when a user exits Softphone.

10-key

Clicking (10-key) on the toolbar displays the 10-key Keypad. This panel is used to hear call recording of the voice mail or to input phone numbers following guidance of a telephone information service.

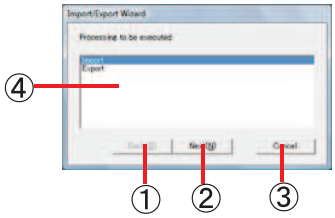
<10-key Keypad>

Import/Export

Clicking (Import/Export) on the toolbar displays the [Import/Export Wizard] screen.
Data formats that can be input/output are as follows.

- Contacts/data meeting information:XML format
- Outgoing/incoming log information:CSV format
- Environmental setting information:INI format

For details, refer to "Import/Export".



<Import/Export Wizard screen>

< Description of each area >

[Import/export selection]

No.	Button	Name	Description
(1)	Back(B)	[Back] button	Returns to the previous step. The button is disabled in the first step.
(2)	Next(N)	[Next] button	Proceeds to the next step.
(3)	Cancel	[Cancel] button	Cancels the import/export operation.
(4)		Area to select import/export	Select [Import] or [Export].

- Data exported by DtermSP30 cannot be imported to SP350.
- When contacts are imported by [Add], the data is added to the bottom.
- When the file type is [Environmental setting], the addition method is [Replacement] only.
- "Maintenance settings" are included in [Environmental setting] of the target function.

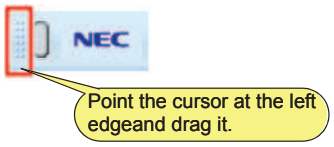
Display Position of the toolbar

The toolbar can be located at the top or bottom of the PC screen.

Changing the Display Position

1 Point the cursor at the left edge of the toolbar.

2 Drag the toolbar to the top or bottom of the PC screen.



Caution

- Do not place the panel at the position where the Windows taskbar is located. Otherwise the panel may not be normally displayed.
- In the multi-display environment, the panel can be placed on any screen. Note that the panel cannot be placed crossing over two or more screens.

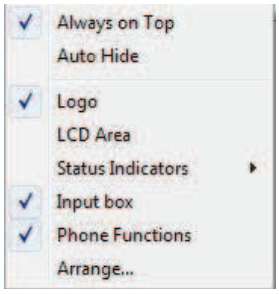
Hiding the Toolbar Automatically

While Softphone is not in use or while using other applications, you can hide the toolbar automatically.
You can also display the toolbar always in front of other application windows.

Switching Modes between Display and Hide

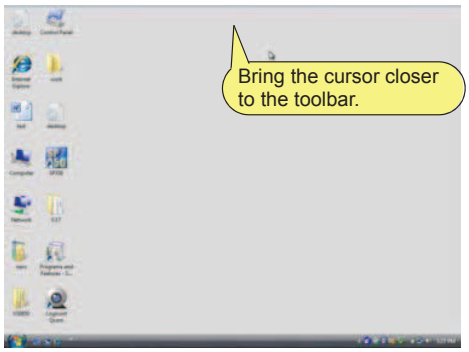
1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Click [Auto Hide].

The hidden panel appears when you bring the cursor closer to the toolbar.



Advice

If you don't want to display the panel always in front of other application windows

In the above Step 2, click "Always on Top".

To minimize the toolbar to the task tray

Clicking the Minimize button minimizes the toolbar to the task tray. If the browse window or volume control screen is displayed at this time, they are also minimized to the task tray.

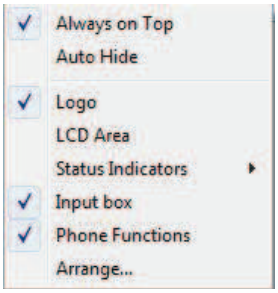
Hiding the NEC Logo

You can hide the NEC logo on the toolbar as needed.
The following part can be displayed/hidden.

Switching Modes between Display and Hide

1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Click [Logo].

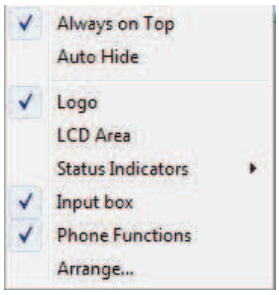
Displaying the LCD Area

You can switch the display mode of the LCD area on the toolbar skin between display and hide as needed.
The following part can be displayed/hidden.

Switching Modes between Display and Hide

1 Right-click on the left edge of the toolbar skin.

The following menu appears.



2 Click [LCD Area].

- The LCD area is hidden as default.
- Only one line can be displayed in the LCD area. Information of two lines is displayed by the following way as default.
  - When both 1st line and 2nd line have information to be displayed, they are alternately displayed at regular intervals (about one second).
  - When either 1st line or 2nd line has information to be displayed, only the line with information is displayed.

You can give priority on 1st line rather than alternate display.
For details, refer to "Setting LCD Area Not to Provide Alternate Display".

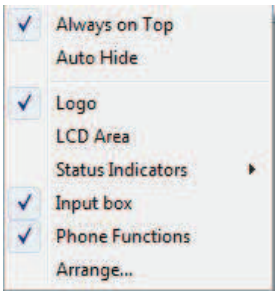
Hiding the Status Notification Area/Icons

You can switch the display mode of the status notification area on the toolbar between display and hide as needed.
You can also switch the display mode for each icon not only the whole area.
The following part can be displayed/hidden.

Switching Modes between Display and Hide

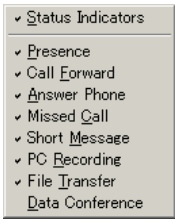
1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Select [Status Indicators].

The submenu appears.



3 Click [Status Indicators].

Advice

To hide the icons on the status notofication area

In the above Step 3, click the icon name you want to hide.

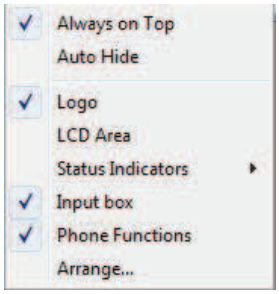
Hiding the Input Area

You can switch the display mode for the input area on the toolbar as needed.
The following part can be displayed/hidden.

Switching Modes between Display and Hide

1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Click [Input box].

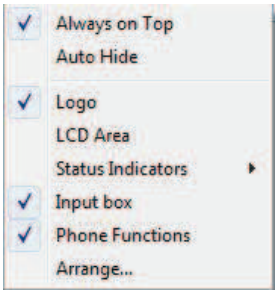
Hiding the Phone Function Area

You can switch the display mode for the phone function area on the toolbar as needed.
The following part can be displayed/hidden.

Switching Modes between Display and Hide

1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Click [Phone Functions].

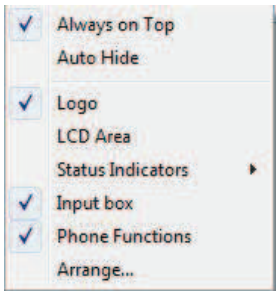
Changing the Position of Areas

You can change the position of each area on the toolbar as you like.

Changing the Position of Area

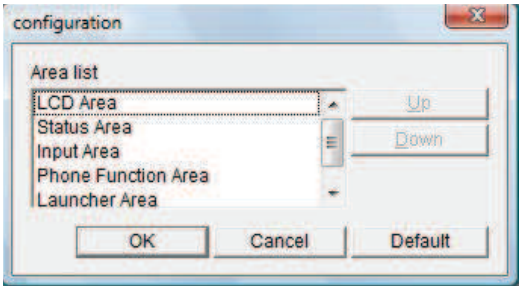
1 Right-click on the left edge of the toolbar.

The following menu appears.



2 Click [Arrange...].

The [configuration] screen appears.

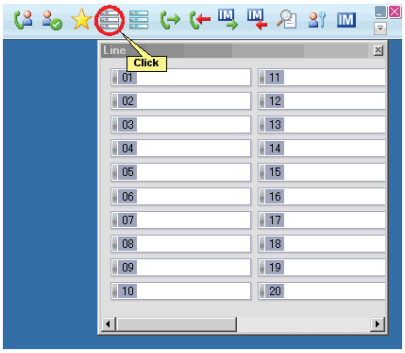


3 Change the position of areas.

Components	Description
Area list	Select the area you want to change its position. Multiple selection is allowed. Although the hidden area is grayed out, its position still can be changed.
Up	Moves the selected item up. The area on the toolbar moves to the left.
Down	Moves the selected item down. The area on the toolbar moves to the right.
OK	Applies the change and ends the position change operation.
Cancel	Ends the position change operation without applying the change.
Default	Restores the default settings.

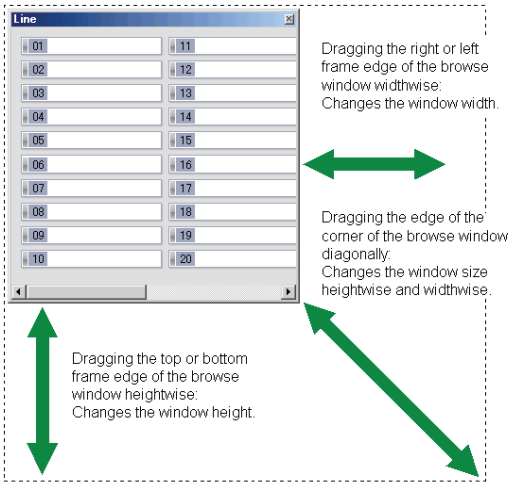
Browse Window of the Toolbar

Clicking a button such as Lines, Assigned Functions, Outgoing Log, or Incoming Log pops up the browse window near the button (only for the start screen: in the lower right part of the screen).
Example: When clicking (Lines)

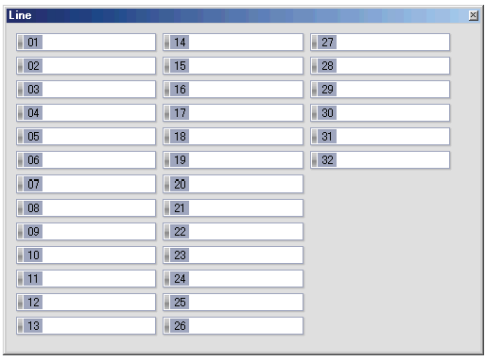


Enlarging the Browse Window

The browse window can be enlarged heightwise and widthwise freely. However, you cannot move the window apart from Toolbar Skin.



Example: Browse window for Lines (before size change)



Example: Browse window for Lines (after size change)

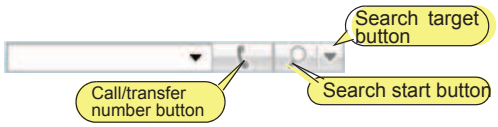
Closing the Browse Window

To close the browse window, perform any of the following operations.

- Click (Close button) located in the upper right corner of the window.
- Click the button whose browse window is being displayed again.
  - * Unless the window has been activated through the Missed Call icon.
- Click another button to display another browse window. (The currently displayed browse window will be closed and the browse window for the clicked button will appear instead.)

Input Area on the Toolbar

The Search keyword input area and the Call/transfer number input area are unified into one area on the toolbar.



Using the Input Area

Clicking (Call/Transfer button) after inputting a phone number places/transfers a call.
Clicking (Search start button) or (Search target button) after inputting a search keyword searches phone book/contacts/logs for the data and displays the search result.

When using Retrieval Function

- After a search keyword is input, the function can be executed just by pressing the [Enter] key.
- Input history can be displayed by clicking *** (Recent Input button) at the right of the input area.

When using Call/Transfer Function

- The function can be executed by pressing the [Enter] key with holding the [Shift] key after inputting a search keyword.
- Input history cannot be displayed.

Launcher on the Toolbar

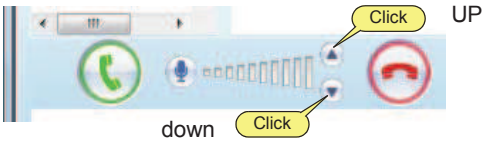
External applications/files or function buttons for Softphone can be registered to the launcher of the toolbar.
For details, refer to "How to Use the Launcher".

About Volume Control

You can control the ring volume and earpiece volume to ten levels, respectively.

Controlling Volume

- Control the ring volume while **receiving a call** or in the **idle state**.
- Control the earpiece volume while **talking** or **originating** a call.



Advice

All the volume indicators blink in red or yellow while using the USB handset (recommended: excluding P240-NE) as a Softphone receiver.

Due to network congestion or other reason, speech quality is getting lower. Blinking indicates the following.

- Blinking in red --- Transmission quality is getting lower.
- Blinking in yellow --- Reception quality is getting lower.

Blinking will be cleared when the communication quality is recovered.
The volume indicators may blink in blue only in the case of Thin Client.

- Blinking in blue --- A communication error has occurred between server terminals. Blinking will stop after recovering from the communication error. For details, refer to "When a Communication Error Has Occurred Between Server Terminals."

Caution

You can control the ring volume to three levels depending on the USB handset (recommended: excluding P240-NE) to be used.
For the type of handset to be used, contact the system administrator.

Using Mute

You can block all sounds including your voice from being transmitted to the caller.

1 Click (Mute button).

The [Mute] button blinks in blue, and your voice is muted on the other side.
Clicking the [Mute] button again restores to the former state.

Placing a Call

This section describes how to place a call in various ways.

Inputting the Phone Number

If your system requires input of an additional number such as "0" before the phone number for placing an outbound call, make sure to input the additional number before the phone number.
Example: To place a call to an external line "03-1234-5678", input "00312345678".

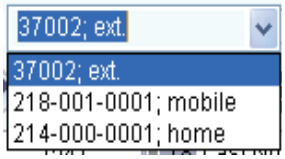
Dialing from a Contact of MOC

You can place a call using a contact of MOC.

1 Click a contact of MOC.

The corresponding number is displayed in the Call/transfer number inputting area.

Clicking (Recent Input button) displays a list of numbers (extension, mobile phone number, etc.) of the clicked user. From this list, you can select a number to call.



2 Press the [Enter] key or click (Call button).

You hear the ringback tone.

If you use the USB handset (recommended: excluding P240-NE)
Lift the handset now.

3 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Dialing after Checking the Input Phone Number

You can check if the input phone number is correct before placing a call.

1 Click the Call/transfer number inputting area.

The cursor blinks.

2 Type the number to call using the keyboard.

The typed number is displayed in the Call/transfer number inputting area.

3 Press the [Enter] key or click (Call button).

You hear the ringback tone.

If you use the USB handset (recommended: excluding P240-NE)
Lift the handset now.

4 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

If the typed number was wrong
Press the [Back space] or [Delete] key to delete the wrong number, and then retype the correct number.

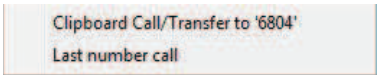
Redialing

When you want to call someone you called before, you can redial easily.

Redialing the Last Number Dialed

1 Right-click (Call/Answer button) on the toolbar.

The following menu appears.



2 Click [Last number call].

You hear the ringback tone.

Advice

If you use the USB handset (recommended: excluding P240-NE)

Lift the handset now.

3 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Caution

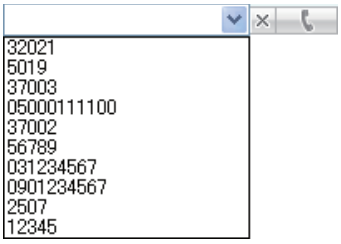
If the last number you called has any pauses, the pauses will be cleared when redialing in the above way.

Redialing from the Recent Input List

Softphone stores up to 10 numbers which were called by using Call/transfer number inputting area. You can use these numbers to redial easily.

1 Click (Recent Input button).

The Recent Input list appears.



2 Select the number to call from the list.

3 Click (Call button).

You hear the ringback tone.

Advice

If you use the USB handset (recommended: excluding P240-NE)

Lift the handset now.

4 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Dialing from the Call History

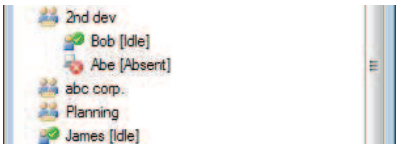
You can place a call using the call history.

Dialing from the Call History

This section describes how to place a call using (Incoming calls).

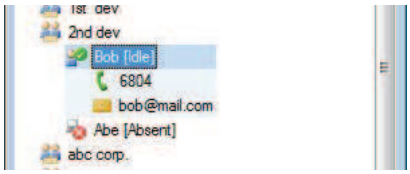
1 Click (Incoming calls).

The [Incoming calls] screen is displayed.



2 Click the history of the party to call.

The detail data is displayed.

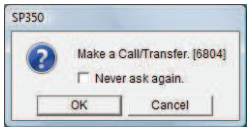


3 Click 6804 (Phone number) in the detailed data.

You can also get the same result by the following operations.

- Double-click the phone number in the detailed data (option setting is required).
- Press the [Enter] key with the number selected.
- Select [Call/Transfer(M)] from the right-click menu.

The following confirmation dialog appears.



4 Click OK.

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

5 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Dialing from the Contacts List

You can check if the other party is currently available for your call before placing a call. Current status of the other party can be checked by the presence mark on the contacts list or presence status shown after the name.

> **Caution**
> The other party's status shown in the contacts list can be displayed only when using the presence server function of the options. For details, contact the system administrator.

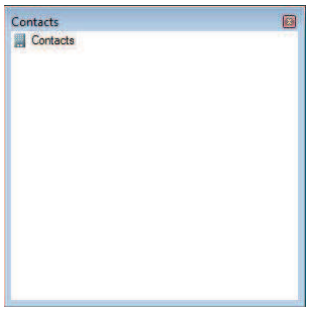
The meaning of each mark is as follows.

Mark	Name	Description
	Idle	Indicates that the party is online.
	Leaving seat	Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.
	Busy	Indicates that the party is currently on the phone.
	Absent	Indicates that the terminal of the party is not running. If the reason has been set, it is also shown after the name.
	Unconfirmed	Indicates that the number of the party is not compliant with the presence server function. This icon is also shown for contacts to which the Phone number 1 has not been set.

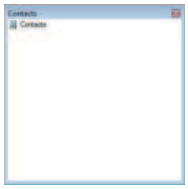
For how to use Contacts, refer to "Checking the Presence Status of a Contact".

1 Click Contacts (Contacts) on the toolbar.

The Contacts List screen is displayed on the browse window.

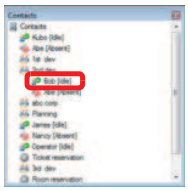


2 Click Contacts at the top of Contacts to open the detailed information.



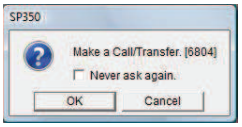
3 Click the party to call.

You can also place a call by right-clicking on the party name to call and clicking [Call/Transfer(M)] on the displayed menu.



4 Click 6804 (Phone number).

A confirmation message appears.



5 Click OK .

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

6 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

> **Advice**
> To add a number to the beginning of the phone number of the clicked member button
> The number to be added can be set in [Call] in [User configurations] in advance.
> For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Dialing from the Contact Information/E-mail Received

You can place a call using a contact in Microsoft Outlook or a phone number included in a received E-mail.

> **Caution**
> This function is not available when a phone number cannot be dragged and dropped like Outlook Express.
> In this case, refer to "Copying a Phone Number".

1 Display the application/file's screen that includes the number to call.

2 Drag and drop the phone number onto (Call/Answer button) on the toolbar.

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

3 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

> **Advice**
> To add a number to the beginning of the dragged phone number
> The number to be added can be set in [Call] in [User configurations] in advance.
> For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Copying a Phone Number

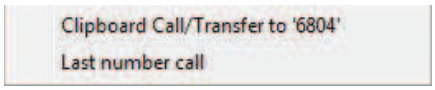
You can copy a phone number to place a call easily.

1 Display the screen in which the phone number to call is displayed.

2 Highlight the phone number to select.

3 Right-click on the selected phone number and click [Copy] on the displayed menu.

4 Right-click on (Call/Answer button) on the toolbar.
The following menu appears.



5 Click [Clipboard Call/Transfer to "].
The phone number which was copied in Step 3 is displayed in ".

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

6 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

> **Advice**
> To add a number to the beginning of the copied phone number
> The number to be added can be set in [Call] in [User configurations] in advance.
> For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".
>
> To make a pause between numbers
> Type "," (comma). One "," (comma) makes a pause for 2 seconds.
> * With the MOC plug-in, no comma is available in the number inputting area.

Selecting a Phone Number Displayed in Another Application

You can select a phone number displayed in another application to place a call easily.

> **Caution**
> - To use this function, user settings are required in advance.
> For details, refer to "Dialing by Clicking on a Phone Number in Another Application".
> - To use this function, set the middle mouse button as the "middle button" as default.
> - This function uses the clipboard. You cannot use this function with application which cannot copy texts.
> - Operation with the following applications has been confirmed.
> - Internet Explorer6/7/8/9/10/11
> - Microsoft Edge
> - Outlook Express
> - Adobe Reader 6/7/8/9/X/XI
> - Microsoft Outlook
> - Microsoft PowerPoint
> - Microsoft Word
> - Microsoft Excel
> - WeMail32 (e-mail program)
> - Becky!(e-mail program)
> When Acrobat Reader with protected mode enabled is used, this function may not be used.
> - You cannot dial after dragging and dropping a number.

1 Select (highlight) the phone number to call.

2 Originate a call as you set in [User configurations].
You hear the ringback tone.

3 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

To check the other party's phone number before originating a message

The following confirmation dialog can be displayed to check the number to call before the origination.
For details, refer to "Displaying a Confirmation Dialog When Dialed by Clicking on Another Application".

Dialing a Phone Number linked in a Website

You can place a call using Softphone to a phone number on websites displayed in Internet Explorer by clicking its hyperlink (call to setting).

Setting

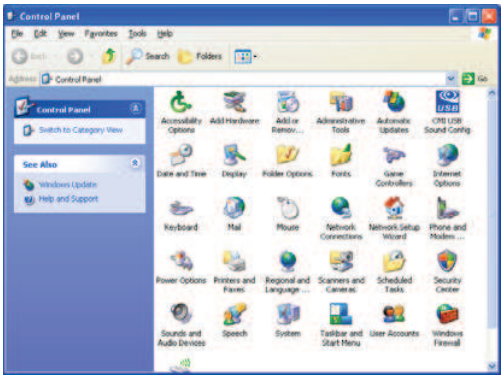
Softphone is required to be registered as the program for Internet calls.

* You cannot place a call when the protected mode of Internet Explorer is enabled.

- The procedure may differ depending on your PC settings.
  If the following procedure does not work, contact the system administrator.

1 Click [Start]->[Settings]->[Control Panel].

The [Control Panel] screen appears.

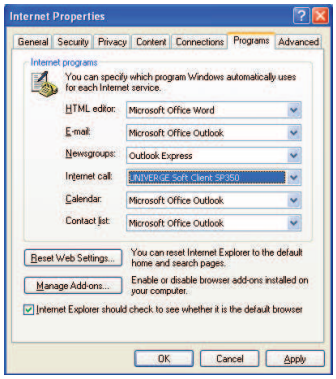


2 Double-click the [Internet Options] icon.

The [Internet Properties] screen appears.

3 Click the [Programs] tab.

4 Click in the [Internet call] field to select [UNIVERGE Soft Client SP350].



5 Click OK .

The registration has now been completed.

Dialing

1 Display the website.

2 Click the hyperlink of the phone number.

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

3 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

> **Advice**
> To add a number to the beginning of the clicked phone number
> The number to be added can be set in [Call] in [User configurations] in advance.
> For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Selecting a Phone Number Displayed in a Website

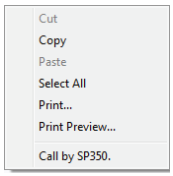
You can place a call easily by selecting a phone number on websites displayed in Internet Explorer.

* You cannot place a call when the protected mode of Internet Explorer is enabled.

1 Select (highlight) the number to call.

2 Right-click on the selected number.

The following menu appears.



3 Click [Call by SP350].

You hear the ringback tone.

4 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Advice

To check the other party's phone number before originating a message

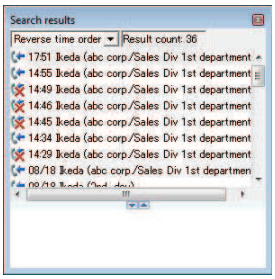
The following confirmation dialog can be displayed to check the number to call before the origination.
For details, refer to "Displaying a Confirmation Dialog When Dialing from the Context Menu".

Dialing from the Search Results

You can place a call using search results.
For how to search, refer to "How to Use Search".

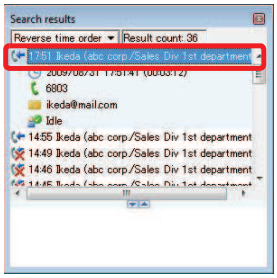
1 After search

The search result is displayed in the browse window.



2 Click the party to call.

The detailed data is displayed.

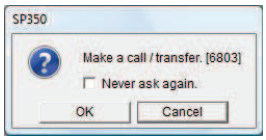


3 Click 6803 (Phone number) of the party to call.

You can also get the same result by the following operations.

- Double-click a phone number displayed in the detailed data.
- Press the [Enter] key when selecting a phone number in the detailed data.
- Select [Call/Transfer(M)] from the right-click menu.

The following confirmation dialog appears.



4 Click OK .

5 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Advice

To add a number to the beginning of the phone number of the clicked member button

The number to be added can be set in [Call] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Receiving a Call

This section describes how to receive a call in various ways.

Receiving a Call for You (Prime Line)

You can tell whether an incoming call is an internal call or an external call by the ringtone.

- Receiving an internal call -- longer ringtone
- Receiving an external call -- shorter ringtone

To change the ringtone

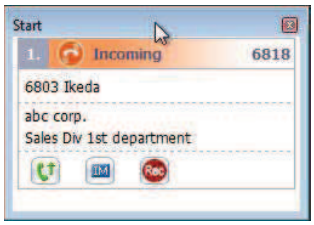
The ringtone for internal and external call can be changed to your favorite one.
For details, refer to "Changing the Ringtone".

To change the ringtone for a frequently calling party

Your favorite ringtone can be set for calls from the party registered as a member.
For details, refer to "Setting the Ringtone Patterns".

1 (Message Waiting Lamp) blinks in red and Softphone rings.

The [Start] screen is displayed.

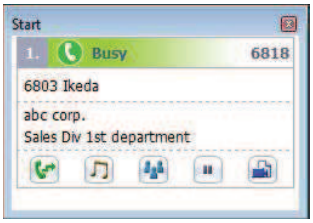


When (Call/Answer button) is used

Click the Call/Answer button now to talk with the caller.

2 Click (Answer icon).

The status display changes to "Busy".



If you use the USB handset (recommended: excluding P240-NE)

Lift the handset now.
If you use P240-NE, you can talk with the other party without doing this action.

3 Talk with the other party.

Click (End call button) to disconnect the call.

Receiving a Call for Another Person (Subline)

You can receive a call for another person in your group.

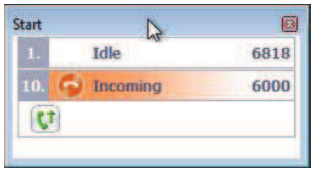
If you receive an incoming call for the prime line while answering a subline, the Caller Information Panel is not displayed until you answer the call or disconnect the subline call. The displayed panel is not updated (the panel during the call remains unchanged.)

Using Start

1 A call for another person is incoming.

2 Click Start (Start) on the toolbar.

The [Start] screen is displayed.
"Incoming" is displayed for the extension number for the incoming call.



If you use the USB handset (recommended: excluding P240-NE)

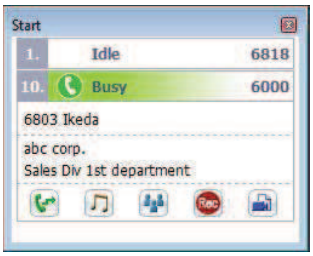
Lift the handset now.
If you use P240-NE, you do not need to do this action.

To switch to the [Start] screen automatically for an incoming call

The [Start] screen can be poped up automatically when a call is incoming. For details, refer to "Poping up the [Start] screen for an Incoming Call or a Call on Hold".

3 Click (Answer icon).

The status display changes to "Busy".



4 Talk with the other party.

Click (End call button) to disconnect the call.

To add a number to the beginning of the phone number of the clicked member button

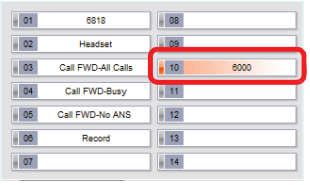
The number to be added can be set in [Call] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Using Lines

1 A call for another person is incoming.

2 Click (Line) on the toolbar.

The lines are displayed and the internal line with incoming call blinks in red.



Advice

If you use the USB handset (recommended: excluding P240-NE)

Lift the handset now.
If you use P240-NE, you can talk with the other party without doing this action.

3 Click the line button blinking in red.

The clicked line button lights in blue. For details, refer to “Receiving a Call for You (Prime Line)”.

4 Talk with the other party.

Click (End call button) to disconnect the call.

Using the Handset

1 A call for another person is incoming.

Advice

To confirm whom the call is for before answering

Click the function key.
The internal line with incoming call blinks in red.

2 Lift the handset.

Caution

This function is available for the specified USB handset. For details, contact the system administrator.

3 Talk with the other party.

Click (End call button) to disconnect the call.

Caution

- To use this function, user setting is required in advance.
  For details, refer to "Receiving a Call for Another Person Only by Lifting the Handset".
- If there are two or more incoming calls for other internal lines, the answering order depends on the setting of the IP telephony server. For details, contact the system administrator.

Advice

To place a call while a call is incoming for another internal line

Click the Talk button or line button and then lift the handset.

Using the Function Keys of the Handset (excluding P240-NE)

1 A call for another person is incoming.

2 Lift the handset.

3 Press a function key (F1, F2, F3, or F4) to which the answering function is registered.

To use this function, the answering function needs to be registered to a function key in advance.
For details, refer to "USB Handset - How to Use the Function Keys Setting Tool (HandsetConfig)".

You have now answered an incoming call for a subline.

Placing a Call on Hold/ Transferring a Call

This section describes how to place an internal or external call on hold and how to transfer a call to another person.

Placing a Call on Hold

There are two ways of placing a call on hold.

- Placing a call on hold
  A call on hold can be picked up by any phone in the group.
- Placing a call on exclusive hold
  A call on hold can be picked up only by the phone that has placed the call on hold.

To change the holding tone

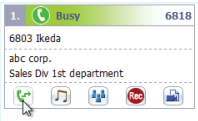
The holding tone you hear while a call is on hold can be changed to a melody you like.
For details, refer to "Changing the Holding Tone".

Enabling Anyone to Pick Up a Call on Hold

A call on hold can be picked up by any phone in the same group.

< Placing a call on hold >

1 You are on the phone.



2 Click (Hold button).
The other party hears the holding melody.

The call has now been placed on hold.

< Picking up a call on hold on the prime line >

1 A call is on hold.

If you use the USB handset (recommended: excluding P240-NE)
Lift the handset now.

2 Click (Call/Answer button) / (Answer button).

3 Talk with the other party.

Click (End call button) to disconnect the call.

< Picking up a call on hold on a line other than the prime line >

1 A call is on hold.

If you use the USB handset (recommended: excluding P240-NE)
Lift the handset now.

2 Click the button of the line on hold.

3 Talk with the other party.

Click (End call button) to disconnect the call.

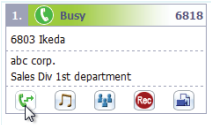
Enabling Only You to Pick Up a Call on Hold

- Exclusive Hold -

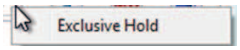
A call on hold cannot be picked up by phones other than the phone that has placed the call on hold.

< Placing a call on hold >

1 You are on the phone.



2 Right-click (Hold button).
The following menu appears.



3 Click [Exclusive Hold].
The other party hears the holding melody.

The call has now been placed on hold.

< Picking up a call on hold >

1 A call is on hold.

> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

2 Click (Call/Answer button) / (Answer button).

3 Talk with the other party.

Click (End call button) to disconnect the call.

Picking Up a Call on Group Hold

A call on group hold can be picked up with the USB handset.

1 Lift the handset.

2 Press the function key to which the group hold function is registered (F1, F2, F3, or F4).

3 Press the group number to be answered within four seconds.

> • To use this function, register the group hold function to a function key in advance.
> For details, refer to "USB Handset - How to Use the Function Keys Setting Tool (HandsetConfig)".
> • When five seconds or more have passed since the function key for the group hold function is pressed, the pressed number is treated not as a group number but as normal dial.

The call on the specified group hold has now been picked up.

Transferring a Call

You can transfer a call to another person.
There are two ways of transferring a call.

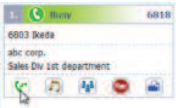
- Performing a direct transfer
  During an active call, you verbally announce the call to the transfer receiver, and then transfer the call to the receiver.
- Performing a consultation transfer
  During an active call, you place an internal call to the transfer receiver to announce the incoming call, and then transfer the call to the receiver.

Performing a Direct Transfer

You transfer a call after verbally announcing the call to the transfer receiver.

[Transfer sender]

1 You are on the phone.



2 Click (Hold button).
The other party hears the holding melody.

3 Announce the call to the transfer receiver verbally.

[Transfer receiver]

> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

4 Click (Answer button).

Alternatively, click the line blinking in red after displaying the line panel by clicking (Line) on the toolbar.

5 Talk with the other party.

Click (End call button) to disconnect the call.

Performing a Consultation Transfer

You transfer a call to a person away from you after placing a consultation call to advise the person of the incoming call.

[Transfer sender]

1 You are on the phone.

2 Click (Transfer button).
The other party hears the holding melody.

3 Input the extension number of the transfer receiver.
You hear the ringback tone for the internal call and the receiver is called.

4 Advise the transfer receiver of the incoming call when the receiver gets on the line.

5 Click (End call button).

To transfer a call using Contacts

Click (Contacts) on the toolbar in Step 1 or 2 and click the phone number of the transfer receiver. Then, go to Step 4.

To add a number to the beginning of the phone number

To add a number to the beginning of the phone number of the clicked member button, the number to be added can be set in [Call] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

[Transfer receiver]

6 After answering the internal call, wait for a while.

7 When the transfer sender clicks (End call button), the transfer receiver is automatically connected to the transferred call.

8 Talk with the other party.

Click (End call button) to disconnect the call.

To transfer a call without talking with the transfer receiver

After inputting the extension number of the transfer receiver and calling the receiver in Step 3, click (End call button) before the transfer receiver answers your call. When the transfer receiver clicks (Call/Answer button), the receiver is connected to the transferred call. At this time, if the transfer receiver does not answer your call or is in another call, clicking (Transfer button) again can return the call back to you.

Configuring Your Call Forwarding

A call for you received when you are away or in another call can be forwarded to forwarding destinations registered in advance. There are four ways of forwarding a call.

- Call forward - All Calls
  Forwards a call received when you are away.
- Call forward - Busy
  Forwards a call received when you are in another call.
- Call forward - Don't answer
  Forwards a call when you cannot answer the phone even though a certain period of time has passed since the ringtone sounds.
- Call forward - Logout
  Forwards a call received when you do not start Softphone or when your PC is turned off.

To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.

Numbers which can be registered as forwarding destinations are as follows.

- Extension number
  Extension numbers of meeting rooms, other departments, etc. can be registered.
- External number
  Mobile phone numbers, phone numbers of trip destinations, etc. can be registered.
- Voice mail
  By setting the optional voice mail for forwarding destination, you can use it as a voice message recorder. Refer to "Using Voice Message Recording".

If your system requires input of an additional number such as "0" before the phone number for placing an outbound call, make sure to input the additional number before the phone number of the forwarding destination.

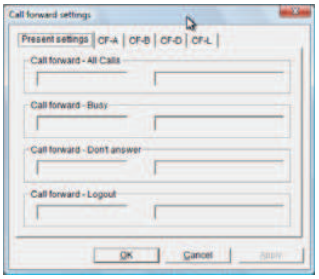
Example: To forward a call to an external number "03-1234-5678", input "00312345678".

- When Softphone starts and when the forwarding setting panel opens, the forwarding destination information actually set at the time is automatically read.
- The forwarding destination information automatically read is checked with the setting contents in each forwarding setting tab of Softphone. When there is a match, the information is checked. In addition, the information is displayed in the [Present settings] tab. However, the phone number of the forwarding destination automatically read is up to the first eight digits. If a forwarding destination number whose first eight digits are the same exists in the same forwarding tab, the upper forwarding destination is selected, which may be different from the forwarding number actually set.

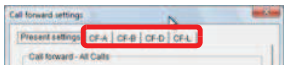
Configuring Call Forwarding

1 Click (Forwarding Setting button).

The [Call forward settings] screen appears.

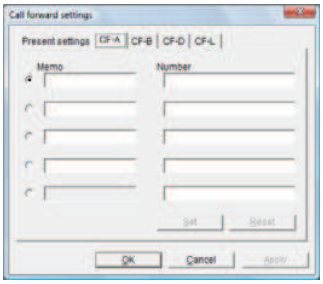


2 Click the forwarding type to be set.



Example: In case of Call forward - All Calls

The following screen appears.



When the IP telephony server doesn't use the function, the function tab becomes a gray out display. For details, contact the system administrator.

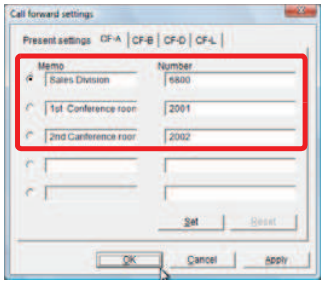
3 Input a forwarding destination name and number in the [Name] field and [Number] field.

Up to five forwarding destinations can be registered for each forwarding type, and, among them, one destination can be set as the forwarding destination.

Configurable number of characters:

- Name
  Up to 50 characters
- Number
  Up to 24 characters

Up to five forwarding destinations can be registered. However, If a forwarding destination is set from other than the [Call forward settings] screen and it does not exist in the five destination numbers registered in advance, it is overwritten in the fifth forwarding destination number.



4 Check the forwarding destination to be always used.

5 Click Set.

A confirmation dialog can be displayed to prevent a mistake when the Call forward - All Calls setting is available.
For details, refer to "Displaying Confirmation Message When Call Forward - All Calls Setting Is Available".

6 Click OK.

The forwarding setting button lights in blue (only when the Call forward - All Calls setting is available).

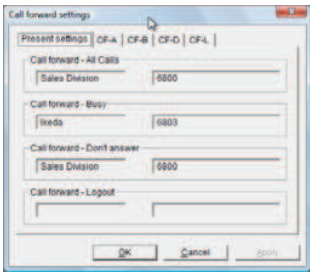
The forwarding has now been set.

The forwarding setting button lights in blue only when the Call forward - All Calls setting is available.
The button does not light when the Call forward - Busy, Call forward - Don't answer, or Call forward - Logout setting is available.

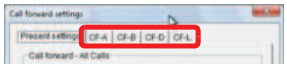
Canceling a Call Forwarding Configuration

1 Click (Forwarding Setting button).

The [Call forward settings] screen appears.

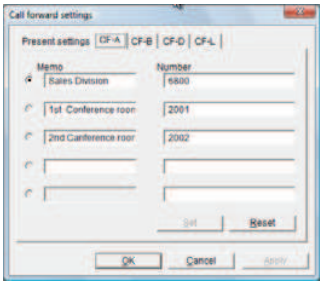


2 Click the forwarding type to be canceled.



Example: In case of Call forward - All Calls

The following screen appears.



3 Click Reset.

4 Click OK.

The light of the forwarding setting button is turned off (only when Call forward - All Calls is canceled).

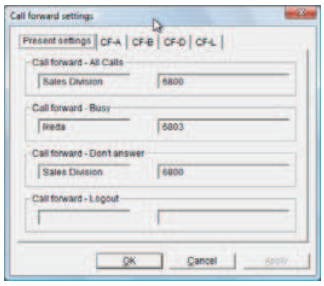
The forwarding configuration has now been canceled.

Changing Forwarding Destinations

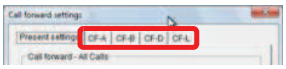
Make sure to cancel the forwarding configuration before changing the forwarding destination.

1 Click (Forwarding Setting button).

The [Call forward settings] screen appears.

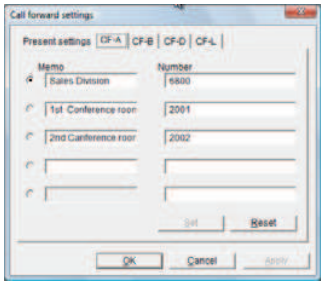


2 Click the forwarding type for which to change the forwarding destination.



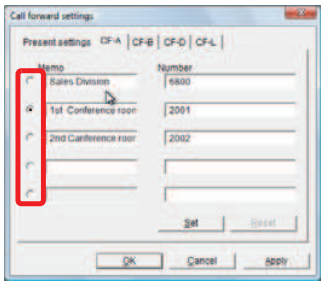
Example: In case of Call forward - All Calls

The following screen appears.



3 Click Reset.

4 Check the forwarding destination to be used.



5 Click Set.

> **Advice**
> A confirmation dialog can be displayed to prevent a mistake when the Call forward - All Calls setting is available.
> For details, refer to "Displaying Confirmation Message When Call Forward - All Calls Setting Is Available".

6 Click OK.

The forwarding setting button lights in blue (only when the Call forward - All Calls setting is available).

The forwarding destination has now changed.

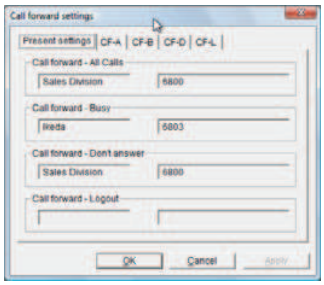
> **Caution**
> Up to five forwarding destinations can be registered. However, If a forwarding destination is set from other than the [Call forward settings] screen and it does not exist in the five destination numbers registered in advance, it is overwritten in the fifth forwarding destination number.

Viewing the Forwarding Destinations

The forwarding setting status and forwarding destination number for each forwarding type can be checked.

1 Click (Forwarding Setting button).

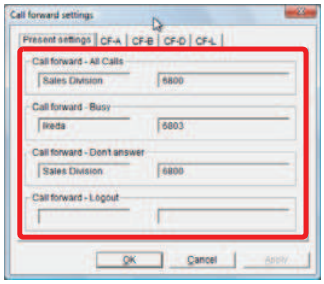
The [Call forward settings] screen appears.



2 Click Present settings.

The settings for each forwarding type are displayed.

When a forwarding type is set, the forwarding destination name and forwarding destination number are displayed.



Click OK to close the screen.

Import/Export

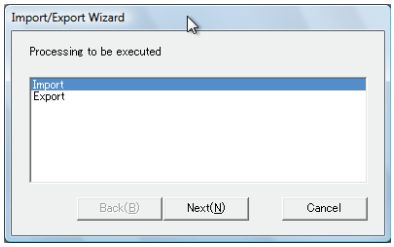
Data of maintenance configuration items of another PC can be imported into your PC. Conversely, data of maintenance configuration items of your PC can be exported, and then imported into another PC.

Using Import

Using the Import/Export function can import environmental settings and reflect them on your PC.

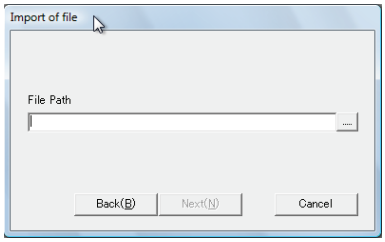
1 Click (Import/Export) on the toolbar.

The [Import/Export Wizard] screen appears.



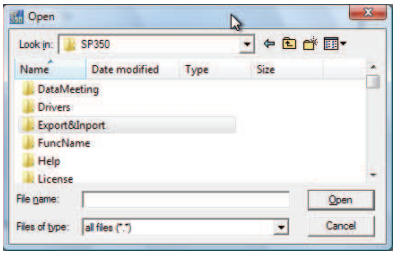
2 Select [Import] and click Next(N).

The [Import of file] screen appears.



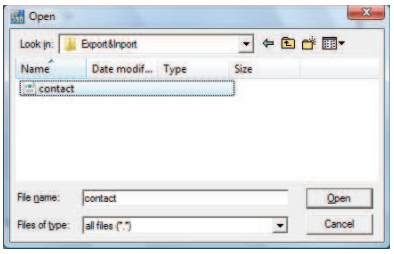
3 Click ..... on the right of [File Path] field.

The [Open] screen appears.



4 Select a file to open.

Or, input the file name in the [File name] field.

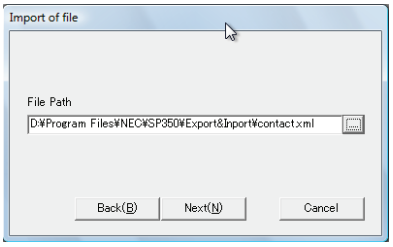


Advice

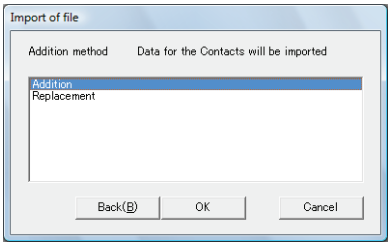
To input the file path directly

- Type, or copy and paste the file path in the [File name] field.
- Up to 259 characters can be used to input the file path.

5 Click Open .



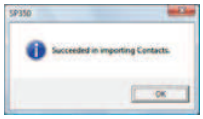
6 Input the file path and click Next(N) .



< Addition method >

Function	Description
Addition	Adds the data, such as the contacts data or incoming/outgoing log data, without deleting the existing data.
Replacement	Deletes the existing data, such as the contacts data or incoming/outgoing log data, and sets the imported data.

7 Select [Addition] or [Replacement], and click [OK].



8 Click [OK].

You have now finished the file import.

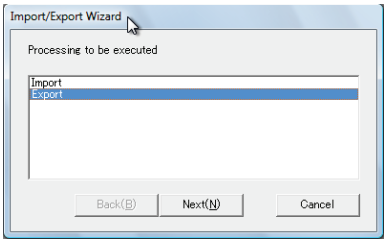
- The [Next] button on the [Import of file] screen is enabled only when a valid path is set in the [File Path] field (when a file exists).
- The default addition method is [Addition].
- When the file type is [Environmental setting] or [Data conference], the addition method is [Replacement] only.
- If the read data is partially destroyed, only the data for which the following required items are acquired can be imported.
  - Contacts: Name + (Phone number or E-mail address)
  - Call history: Event type (ADD/DEL) + Management number + Log type + Date and time
- If the maximum number of entries will be exceeded when imported, a dialog appears confirming whether to continue importing before starting data addition.
- Data exported by DtermSP30 cannot be imported to SP350.
- If the maximum number of entries will be exceeded while a history of calls is imported by [Addition], the entire existing log is deleted and a maximum of 500 new entries are imported.
- When the maximum number of entries is reached while the contacts data is imported by [Addition], the addition is stopped, with the file data not added. (* A warning pop-up appears.)

Using Export

Using the Import/Export function can export environmental settings, etc.

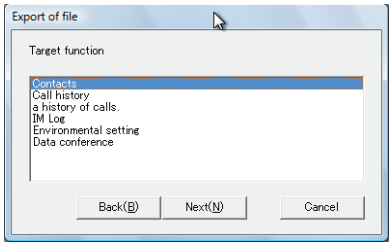
1 Click (Import/Export) on the toolbar.

The [Import/Export Wizard] screen appears.



2 Select [Export] and click [Next(N)].

The [Export of file] screen appears.

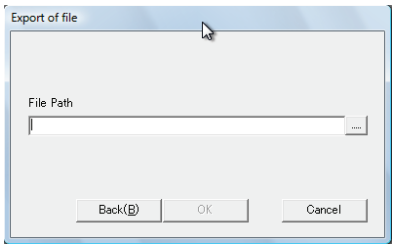


< Target function >

Function	Description
Contacts	Contacts information in XML format (default)
Call history	Call history information in CSV format
A history of calls	Call log information in CSV format
Environmental setting	User settings in INI format + maintenance settings
Data conference	Data conference information in XML format

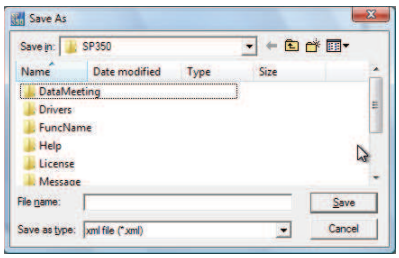
3 Select a function you want to export, and click [Next(N)].

The file path input screen appears.



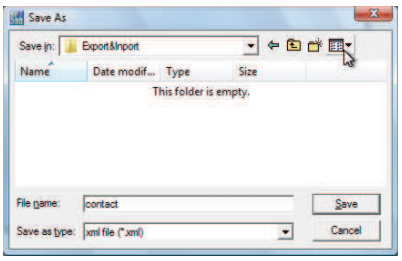
4 Click [.....] on the right of [File Path] field.

The [Save as] screen appears.



5 Input the save file name in the [File name] field.

Or, select a file.

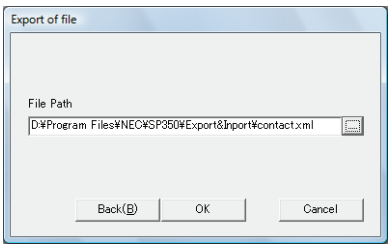


Advice

To input the file path directly

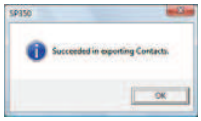
- Type, or copy and paste the file path in the [File name] field.
- Up to 259 characters can be used to input the file path.

6 Click [Save].



7 Click [OK].

The following screen appears.



8 Click [OK].

You have now finished the file export.

Caution

- The [OK] button on the file path input screen is enabled only when a valid path is set in the [File Path] field.
- When an existing file name is specified, that file is overwritten.
- Depending on the OS, when a saved CSV file is opened with Excel, the line break code may be displayed like "•••".
- Up to 259 characters can be used to input the file path.

USB Handset - How to Use the Function Keys Setting Tool (HandsetConfig)

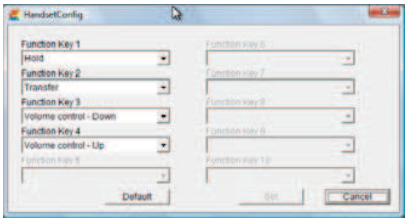
You can assign functions to be used to the USB handset supporting the function keys setting tool.

- The USB handsets supporting the tool are as follows.
  - UTR-1-1(BK)
  - UTR-1-1RS(BK)
  - UTR-1W-1(BK)
- In the case of Thin Client, the following USB handset is supported.
  - UTR-1W-1(BK)
- To assign the speaker or audio device switching to a function key, the USB headset must also be used.
- Only UTR-1W-1(BK) which updated firmware can be used in Windows 7.

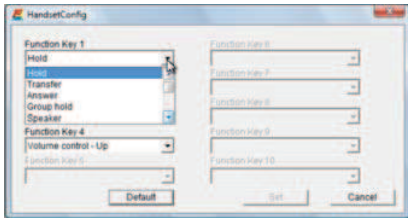
1 Confirm that the handset supporting the tool is connected.

2 In the state where SP350 is started, click [Start] -> [Programs] -> [UNIVERGE Soft Client SP350] -> [HandsetConfig].

The Function Keys Setting Tool (HandsetConfig) starts and the following screen is displayed.



3 Click ▼ of the function key to assign a function and click a function.



The following functions can be set.

Item
Hold
Transfer
Answer
Group hold
Speaker
Mute
Volume control - Up
Volume control - Down
Device source change
Function key button assigned to Line buttons 1 to 32

To change the function key setting back to the default

Click the [Default] button to change the setting back to the default.

To switch the audio device from the task tray icon

You can switch the device to be used by selecting the following menu displayed by clicking (Selecting handset) or (Selecting headset) icon.

4 Click Set.

The setting is applied.

The following screen was displayed.

When the setting of the target function key is the same as that of another function key, the following warning message is displayed.

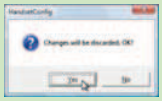
If it is OK to set the same function to the target function key, click the [Yes] button.

5 Click Cancel.

The Function Key Setting Tool is ended.

The following screen was displayed

When you try to end the Function Key Setting Tool without applying the setting change, the following message is displayed.



When you do not apply the setting change, click the [Yes] button.

The function key has now been set.

How to Use a Data Meeting

SP350 allows you to have a meeting by video communication or shared data using the PC display.
For constrained conditions for data meeting, refer to "Constrained Conditions for Data Meeting".

Data Meeting Screen

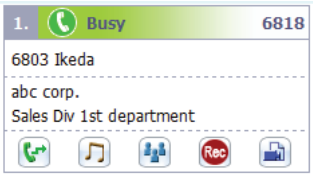
Starting a Data Meeting

You can have a data meeting with the other party.

Setting Up a Data Meeting

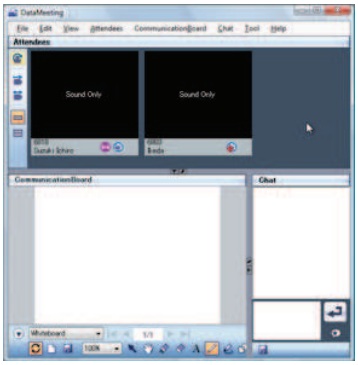
1 You are on the phone.

The [Start] screen displays the Data Meeting icon.



2 Click (Data Meeting).

The [Data Meeting] screen appears.

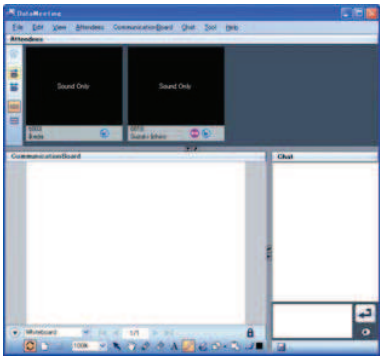


If you click the Data Meeting icon in an environment where Adobe® Flash® Player has not been installed, the following message appears. Please download Adobe® Flash® Player from Adobe Systems Web site or other applicable Web site, and install Adobe® Flash® Player.

The [Data conference participation invitation] dialog appears on the display of the other party.

3 The other party clicks OK.

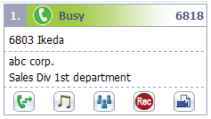
The [Data Meeting] screen appears on the display of the other party.



You have now started the data meeting.

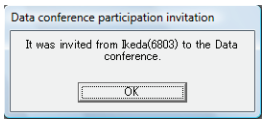
Joining a Data Meeting

1 You are on the phone.



2 The other party (organizer) clicks (Data Meeting).

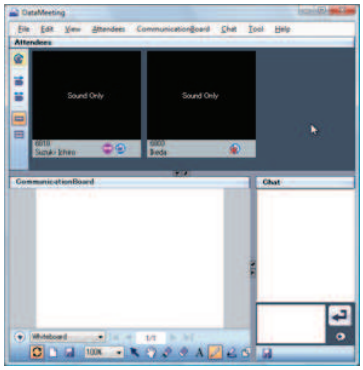
The [Data conference participation invitation] dialog appears.



If you were invited to Data Meeting in an environment where Adobe® Flash® Player has not been installed, the following message appears. Please download Adobe® Flash® Player from Adobe Systems Web site or other applicable Web site, and install Adobe® Flash® Player.

3 Click OK.

The [Data Meeting] screen appears.



You have now joined the data meeting.

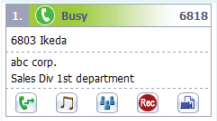
Ending a Data Meeting

You can end or leave a data meeting.

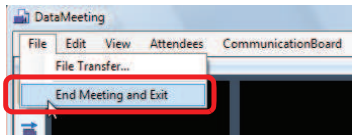
Ending a Data Meeting

The organizer can end a data meeting.

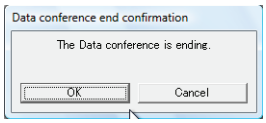
1 You are in a data meeting.



2 Click [End Meeting and Exit] in the [File] menu.

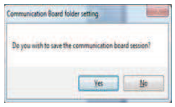


The [Data conference end confirmation] dialog appears.



3 Click OK.

The [Communication Board folder setting] dialog appears.



4 Click No.

To save the data

Click the [Yes] button on the [Communication Board folder setting] dialog to save the data.

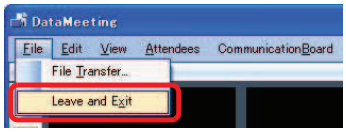
You have now ended the data meeting.

Leaving a Data Meeting

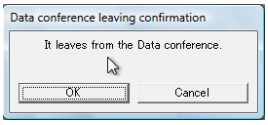
Participants can leave a data meeting. Even a participant leave a meeting, other participants can continue the meeting.

1 You are in a data meeting.

2 Click [Leave and Exit] in the [File] menu.

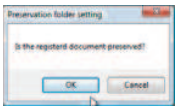


The [Data conference leaving confirmation] dialog appears.



3 Click OK.

If data is currently registered, the [Preservation folder setting] dialog appears.



4 Click Cancel .

> **To save the data**
>
> Click the [OK] button on the [Preservation folder setting] dialog to save the data.

You have now left the data meeting.

Using Video Communication

Data meeting participants can talk face-to-face.

> - Video communication is available only when you are talking with the other party. The Data Meeting button is not displayed when you are not talking with the other party.
> - In the case of Thin Client, Video sending function cannot be used.

Icons

Button	Name	Description
	Update participant list	Updates the participant list to the latest state.
	Display video in single-deck format	Displays video in single-deck format.
	Display video in double-deck format	Displays video in double-deck format.
/	Stop video transmission	Starts/stops video transmission.
/	Stop video transmission/reception	Starts/stops video transmission/reception.
	Organizer icon	Indicates that the participant is the organizer.
	Data Meeting Status icon	Indicates if the user during a call can join or have joined the data meeting.
	Call status icon	Indicates the status of the user during a call.

Starting Video Communication

1 You are in a data meeting.

2 Click (Stop Video Transmission button).

Your image is transmitted to the other party.

> **Advice**
>
> **To start video communication immediately**
>
> You can start video communication immediately by clicking the Data Meeting button without clicking (Stop Video Transmission button).
> For details, refer to "<Configuring video transmission/reception>".

3 The other party clicks (Stop Video Transmission button).

The other party's image is transmitted to your PC. Each PC displays the other party's image.

4 Talk using video communication.

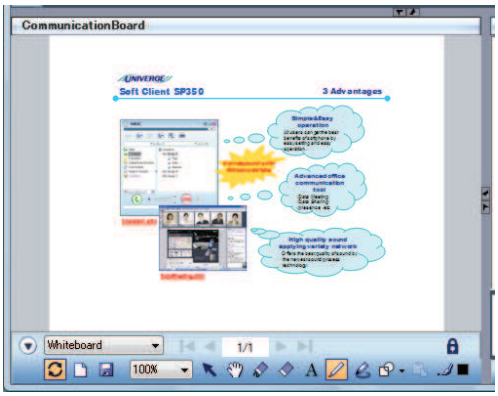
Each PC displays the other party's image.

Click (End call button) to disconnect the call.

Using the Communication Board

Data meeting participants can use the white board on their own PC. Participants can share data and write in the shared data freely to share and exchange information. Operations can be performed simultaneously.

Icons



Button	Name	Description
	Open/ Close Toolbar button	Switches display/nondisplay of the lower part of the toolbar.
Whiteboard	Data Name box	Selects the data or displays the selected data name.
	Top Page button	Displays the top page of the displayed data
	Previous Page button	Displays the previous page of the displayed data.
3/5	Page Number area	Displays the page number of the displayed data.
	Next Page button	Displays the next page of the displayed data.
	Last Page button	Displays the last page of the displayed data.
	Lock button	Locks operations by other participants.
	Synchronization button	Switches the synchronization status of the data or page switching with other terminals.
	Add Page button	Adds a page to the white board.
	Save Data button	Saves the data currently displayed.
100%	Scale box	Changes or displays the scale of the displayed page.

Button	Name	Description
	Select button	Selects the Selection tool.
	Hand Tool button	Selects the Hand tool.
	Eraser button	Selects the Eraser tool.
	Erase All button	Erases all objects created by yourself on the displayed page.
	Text button	Selects the Text tool.
	Pen button	Selects the Pen tool.
	Magical Pen button	Selects the Magical Pen tool.
	Shape button	Selects the Shape tool.
	Paste button	Pastes the captured image data.
	Color Selection button	Changes the color of objects.
Line Style 3 pt	Line Width box	Changes the line width of objects.
Font...	Select Font button	Changes the font of the Text tool.
	Lock Status icon	Indicates whether you or another participant has locked the operation.

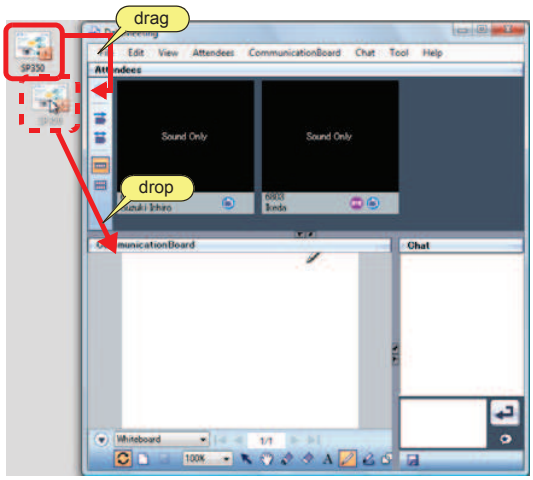
Sharing Data

Data can be shared at a meeting by data registration.

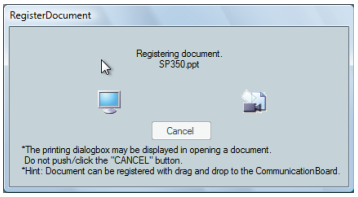
< Drag and drop >

1 Drag the data to be shared.

2 Drop it to the Communication Board.

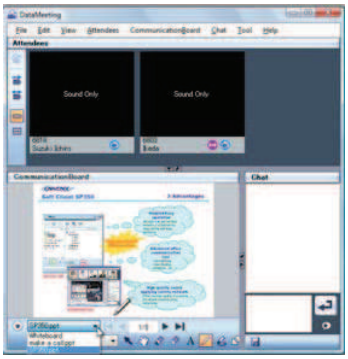


The [Register document] screen appears. The screen disappears automatically when the registration is completed.



3 Select a file to be shared from the data name box.

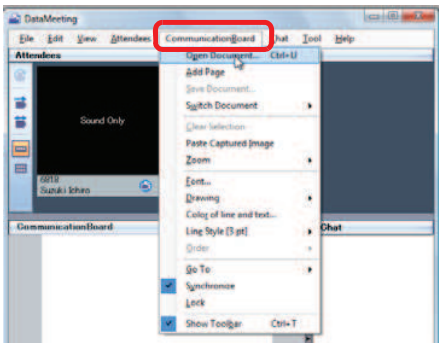
The data is displayed on the Communication Board of the participants.



The data has now been shared.

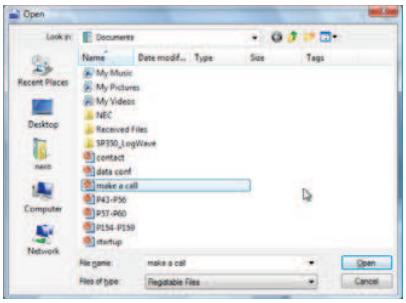
< Menu >

1 Select the [Communication Board] menu.



2 Select [Open Document].

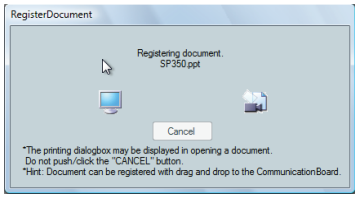
The [Open] screen appears.



3 Select a file to be shared.

4 Click Open .

The [Register document] screen appears. The screen disappears automatically when the registration is completed.



5 Select a file to be shared from the data name box.

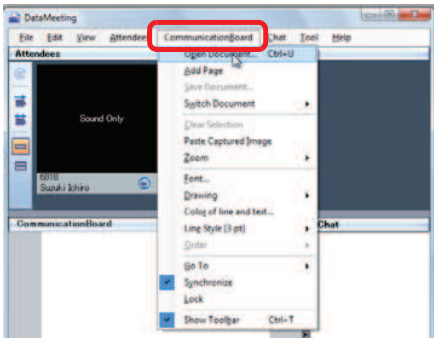
The data is displayed on the Communication Board of the participants.

The data has now been shared.

Turning a Page

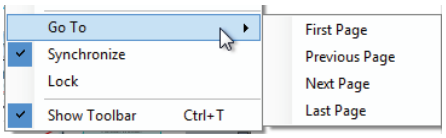
You can change the page of the data used for a data meeting.

1 Select the [Communication Board] menu.



2 Select [Go To].

[First Page], [Previous Page], [Next Page] and [Last Page] are displayed.



3 Select [Next Page].

Or, click ▶ (Next Page button).
The next page is displayed.

> **Advice**
>
> **To use the button to turn a page**
>
> For details, refer to "Icons".
>
> **The page of the other party is not changed.**
>
> You can turn a page only of your own data in the asynchronous state.
> Click (Synchronization button).

The page has now been turned.

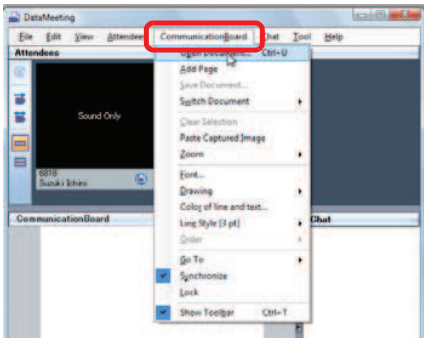
Saving the Shared Data

The participants can write in the shared data freely.
Your can save the file after writing in it in the format in which you have registered the data.

> **Caution**
>
> Only the user who has registered the data can save it. Handwriting, figures, and texts are saved as image. You can save the data only when the file format in which you have registered the data is Word or PowerPoint.
> Writing out of the written image (gray area) is not reflected in a Word file.

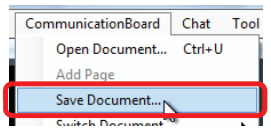
1 The participants write in the shared data freely.

2 Select the [Communication Board] menu.

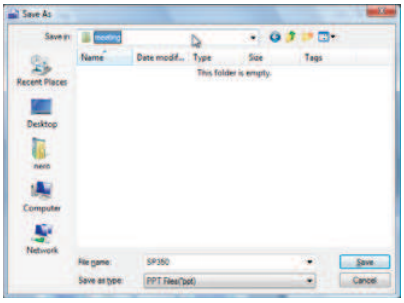


3 Select [Save Document].

Or, click (Save Data button).



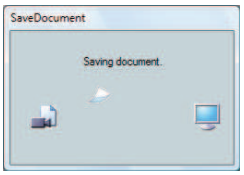
The [Save As] screen appears.



4 Specify the destination to save and input the file name.

5 Click Save (Save Data button).

The [Save Document] screen appears.



The data has now been saved.

Using File Transfer

You can transfer a file to the participants of a data meeting.

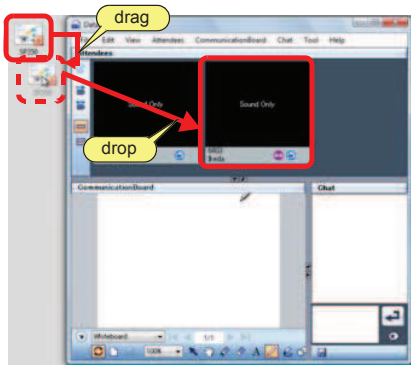
Transferring a File

Drag and drop the target file on the target screen. The Material distribution screen appears.

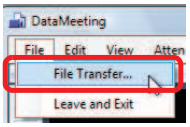
1 You are in a data meeting.

2 Select a file to transfer.

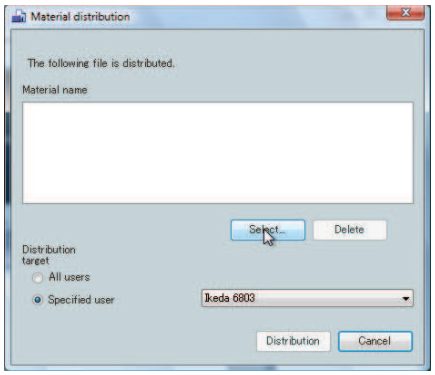
3 Drag and drop it on the screen of the participant to whom you want to transfer it.



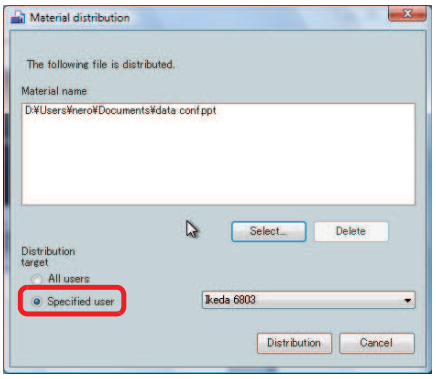
Or, click [File Transfer] in the [File] menu.



The [Material distribution] screen appears.



4 Select [Specified user] in [Distribution target].

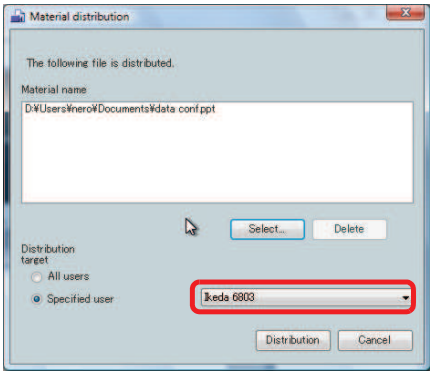


Advice

To transfer the file to all participants

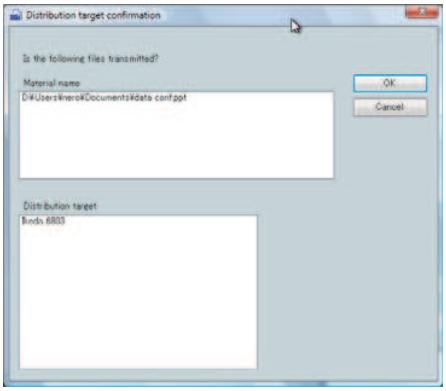
Select [All users] in [Distribution target] to transfer the file to all participants.

5 Select a participant to transfer the file.



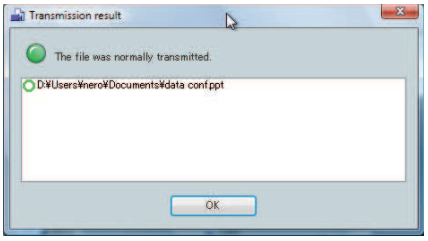
6 Click [Distribution] (Distribution).

The [Distribution target confirmation] screen appears.



7 Click OK.

The [Transmission result] screen appears.



8 Click OK.

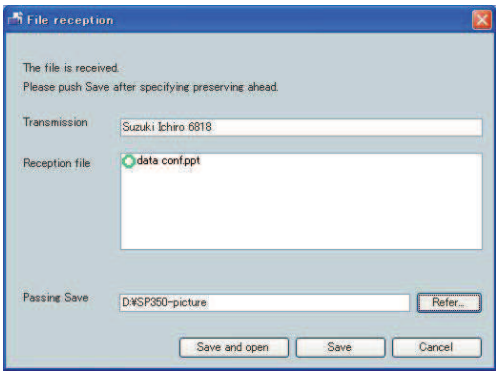
The file has now been transferred.

Receiving a File

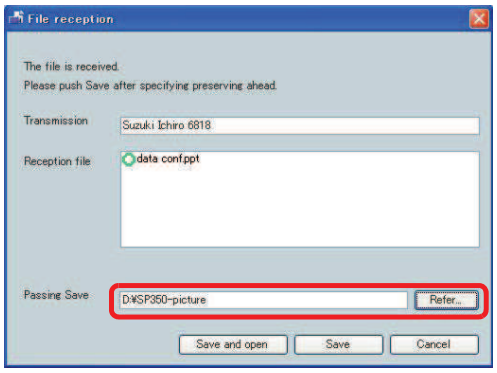
You can receive a transferred file and save it.

1 Receive a file.

The [File reception] screen appears.

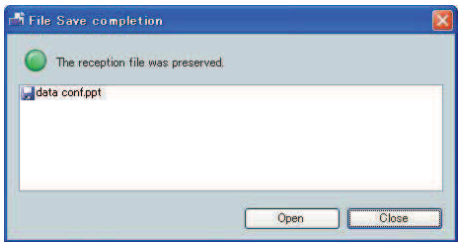


2 Specify the destination to save.



3 Click Save (Save button).

The [File Save completion] screen appears.



4 Click Close.

Advice

To confirm the file immediately

Click the [Open] button on the [File Save completion] screen to open the received file immediately or to open the saved directory.

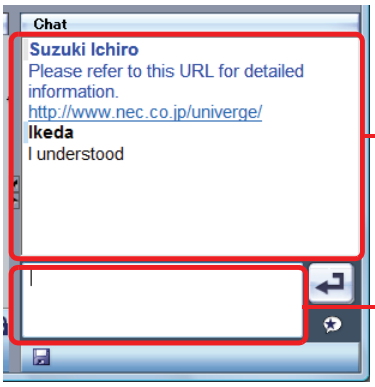
- Extensions of received files which immediately open
  TXT, DOC, XLS, PPT, PDF, JPEG, JPG, GIF, TIFF, MP3, WMV, AVI, HTML, HTM
- Extensions of received files whose saved directory opens
  Extensions other than the above

The received file has now been saved in the specified directory.

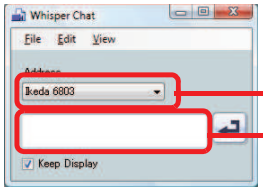
Using Chat

You can communicate with the other party using characters (chat). You can give contents that are hard to convey in conversation (website address, address, etc.) easily.

Icons



Button	Name	Description
	Save File button	Saves all messages in the chat display area as a text file.
	Send Chat button	Sends the message in the chat display area to all other participants.
	Display Whisper Chat Screen button	Displays the Whisper Chat screen to send whisper chat.

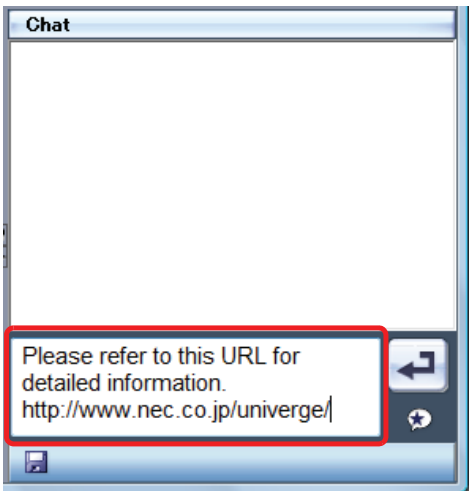


Button	Name	Description
Keep Display	Switch Display check box	Sets whether to display the Whisper Chat screen after the message transmission.
	Send Chat button	Sends the message in the chat display area to the participant specified in the Destination field.

Sending Chat

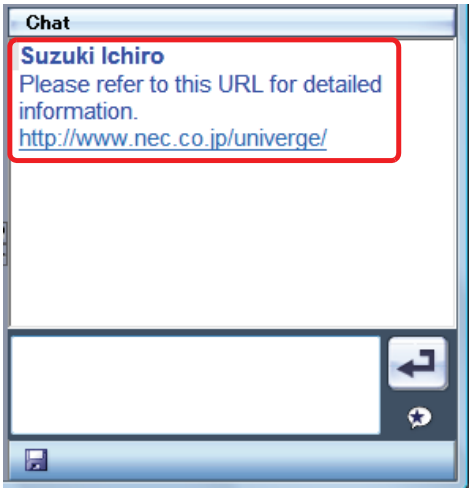
1 You are in a data meeting.

2 Click the chat input area and input a message for the participants.



3 Click (Send Chat button).

Or, click [Send] in the [Chat] menu.
The input message is displayed on the display of other participants.



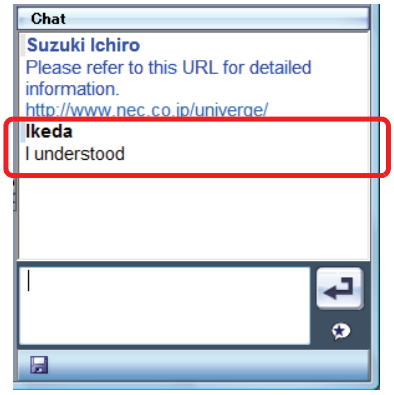
Advice

To restrict the destination of a message

When three or more parties are using chat, you can send a message to a specific participant.
For details, refer to "Sending Whisper Chat".

4 When you receive a message from a participant, the chat display area displays it.

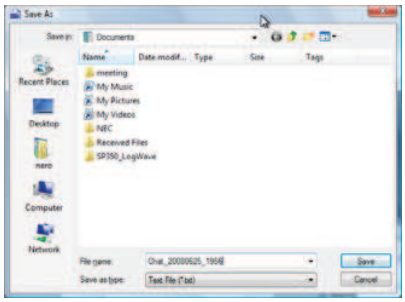
Repeat Steps 3 to 5 for conversation using characters.



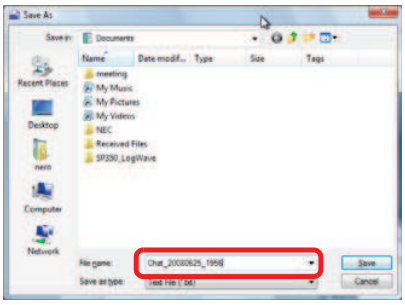
5 To save the content of the chat when you finish the chat, click (Save File button).

Or, select [Save] in the [Chat] menu.

The [Save As] screen appears.



6 Specify the file name to save.



7 Click Save .

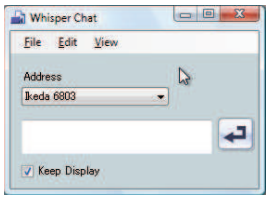
Sending Whisper Chat

You can send a message only to the specified participant.

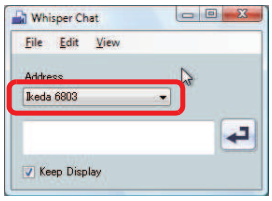
1 You are in a data meeting.

2 Click .

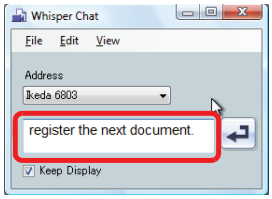
The [Whisper Chat] screen appears.



3 Select a destination to send whisper chat.

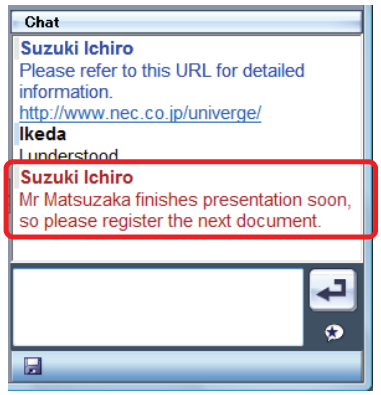


4 Click the chat input area and input a message.



5 Click .

The message is displayed in the chat display area in a color different from that of ordinary chat messages.



6 Click ☒ when you finish whisper chat.

Or, click [Close] in the [File] menu.

The whisper chat has now been sent.

Using a 3-Party Meeting

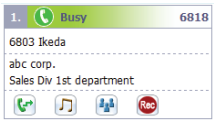
(Option to some kinds of IP Telephony server)

Another party can be joined to an external or internal call to hold a 3-party meeting.

> To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.

Starting a Data Meeting from a 3-Party Meeting

1 You are on an external or internal call.



2 Input the number of the party to invite in

(Call/transfer number inputting area).

Or, click (Transfer button) to input the number of the party to invite on the 10-key Keypad.

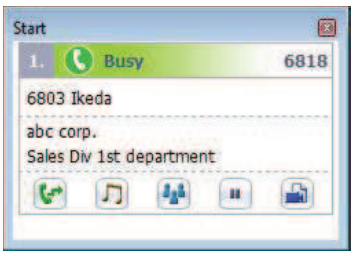
3 Click (Call/Transfer button).

The call with the other party is put on hold and the other party hears the hold melody.
You hear the ringback tone. The party to invite can be either internal or external.

4 When the third party answers, tell him that a 3 party meeting will be started.

5 Click (3-party) on the [Start] screen.

The call on hold is retrieved.

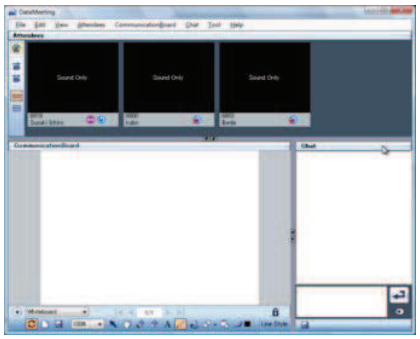


6 The three parties talk on the phone.

7 The organizer clicks (Data Meeting).

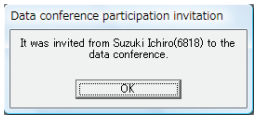
While a data meeting is being started, [Preparing a Data Meeting] icon is displayed.

The Data Meeting Panel appears.



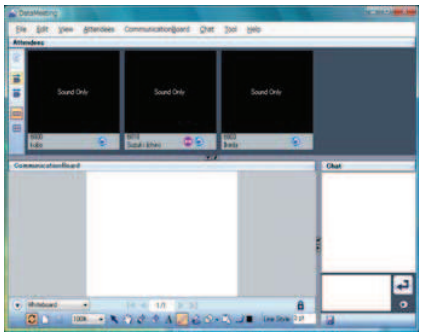
> If you click the Data Meeting icon in an environment where Adobe® Flash® Player has not been installed, the following message appears. Please download Adobe® Flash® Player from Adobe Systems Web site or other applicable Web site, and install Adobe® Flash® Player.
>
>
>

The [Data conference participation invitation] dialog appears on the display of the other parties.



8 The other parties click OK.

The [Data Meeting] screen appears on the display of the other parties.



Click (End call button) to disconnect the call.

Adding up to 8 Parties to a Meeting

(Option)

Up to 8 parties can join a data meeting simultaneously. In addition to parties using Softphone, parties using an ordinary extension phone or using an external line can join a meeting.
At the same time, a data meeting can be held among parties using Softphone.

To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.

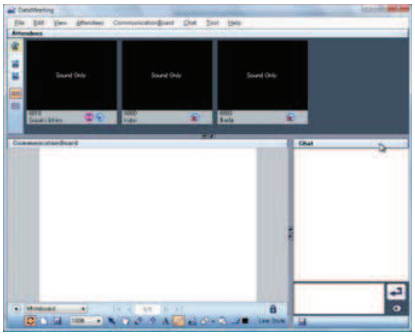
Starting a Data Meeting from a Meeting

A user who clicks the Data Meeting button during a meeting can organize a data meeting with the other parties.

1 Each party joins a meeting.

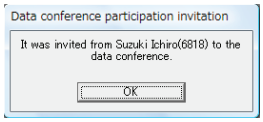
2 The organizer clicks (Data Meeting).

While a data meeting is being started, the [Preparing a Data Meeting] icon is displayed.
The [Data Meeting] screen appears.



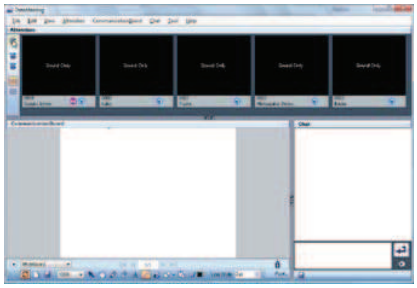
If you click the Data Meeting icon in an environment where Adobe® Flash® Player has not been installed, the following message appears. Please download Adobe® Flash® Player from Adobe Systems Web site or other applicable Web site, and install Adobe® Flash® Player.

The [Data conference participation invitation] dialog appears on the display of the other parties.



3 The other parties click OK.

The [Data Meeting] screen appears on the display of the other parties.



* This above shows an example of a 5-party meeting.

The data meeting has now been started from a meeting.

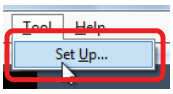
How to Use Various Settings

You can set up various items for a data meeting.

Displaying the Settings Screen

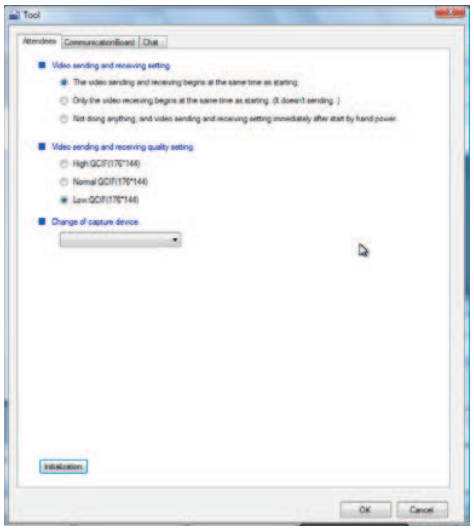
1 Click the [Tool] menu.

The menu list appears.



2 Click [Set Up].

The [Tool] screen appears.



Configuring Participants

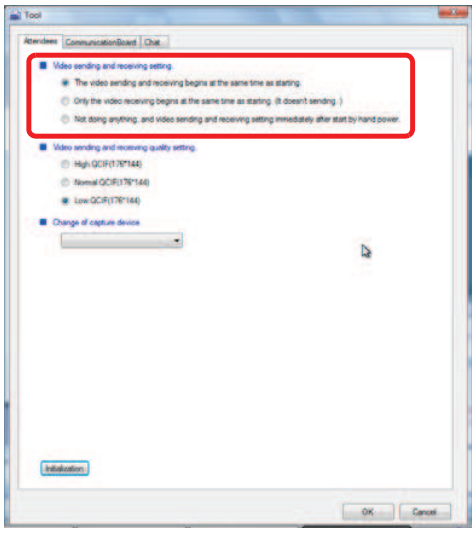
You can change the settings of "Video sending and receiving setting", "Video sending and receiving quality setting", and "Change of capture device" on the Participants tab of the Settings screen.

Caution

When video is restricted in the service restriction, the Participants tab is not displayed on the Settings screen.

< Video sending and receiving setting >

You can set whether to transmit/receive video simultaneously with the start of a data meeting.



Advice

To start video transmission/reception simultaneously with the start of a data meeting

Select [The video sending and receiving begins at the same time as starting.] to start video transmission/reception simultaneously with the start of a data meeting

To start only video reception simultaneously with the start of a data meeting

Select [Only the video receiving begins at the same time as starting. (It doesn't sending.)] to start only video reception simultaneously with the start of a data meeting.

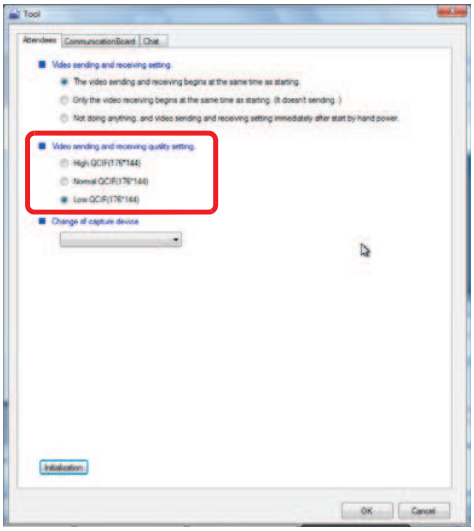
To not transmit/receive video right after the start of a data meeting, but to start video transmission/reception manually

Select [Not doing anything, and video sending and receiving setting immediately after start by hand power.] to start video transmission/reception manually.

< Video sending and receiving quality setting >

You can set the quality of the video to be transmitted.

The change is reflected when you join a data meeting next time.



To use the high quality video transmission

Select [High: QCIF (176*144)] to use the high quality video transmission for a data meeting.

To use the ordinary quality video transmission

Select [Normal: QCIF (176*144)] to use the ordinary quality video transmission for a data meeting.

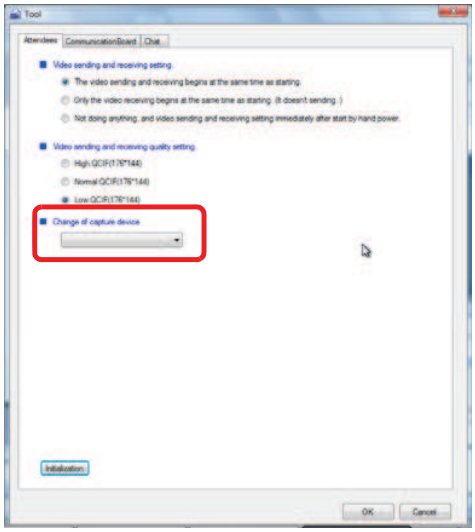
To use the low quality video transmission

Select [Low: QCIF (176*144)] to use the low quality video transmission for a data meeting.

< Change of capture device >

You can change the camera to be used when two or more cameras are connected.

The change is reflected when you join a data meeting next time.



To restore the default values

Click Initialization to restore all default values.

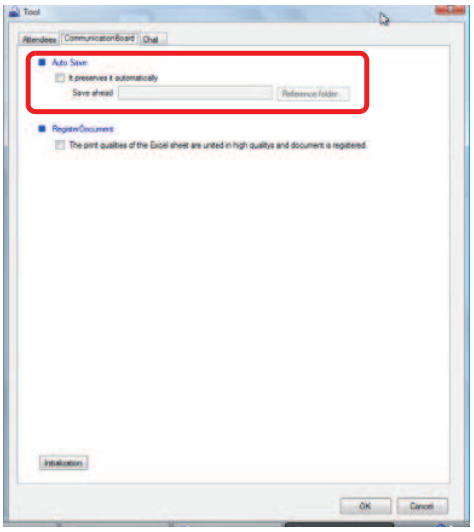
Configuring Communication Board

You can change the settings of "Auto Save" and "Register Document" on the [Communication Board] tab of the [Tool] screen.

When the communication board is restricted in the service restriction, the [Communication Board] tab is not displayed on the [Tool] screen.

< Auto Save >

You can set whether to save the content of the Communication Board automatically when a data meeting ends.

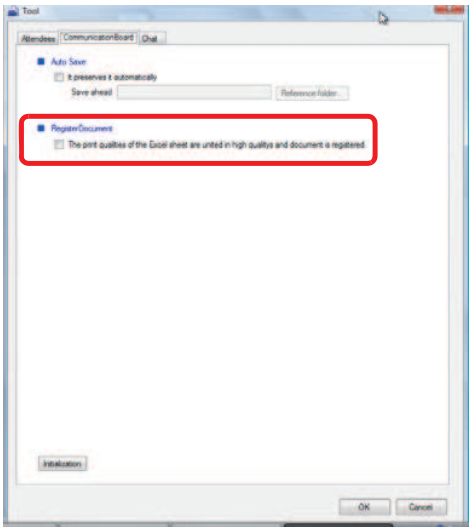


To save the content of the Communication Board automatically

Check [It preserves it automatically] and specify the destination to save it. The messages are saved automatically in the folder specified as the destination when a data meeting ends.

< Register Document >

You can specify whether to standardize the high-quality printing in registering Excel data.



To standardize the high-quality printing

Check [The print qualities of the Excel sheet are united in high qualitys and document is registered.] to standardize the high-quality printing.

To keep the printing quality

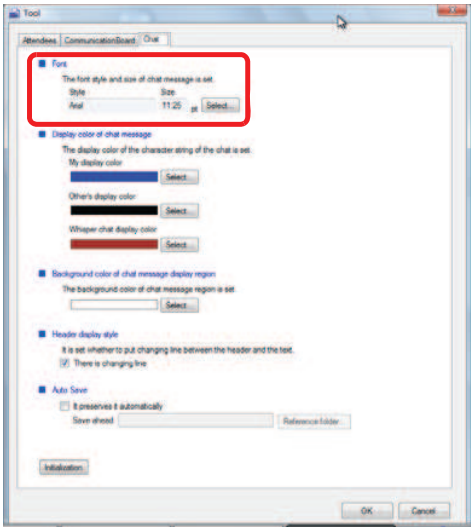
Uncheck [The print qualities of the Excel sheet are united in high qualitys and document is registered.] to keep the printing quality.

Configuring Chat

You can change the settings of "Font", "Display color of chat message", and "Background color of chat message display region" on the [Chat] tab of the [Tool] screen.

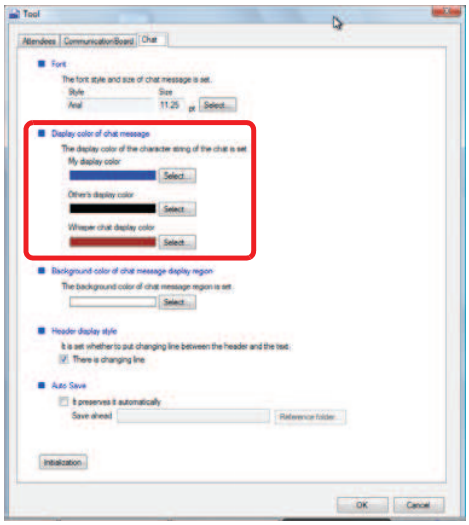
< Font >

You can change the font and size of chat messages displayed on the chat screen.



< Display color of chat message >

You can change the color of chat messages displayed on the chat screen.



Advice

To change the display color of messages you transmit

Select and set [My display color] to change the display color of your own messages. For whisper chat messages, the [Whisper chat display color] is used.

To change the display color of other participants' messages

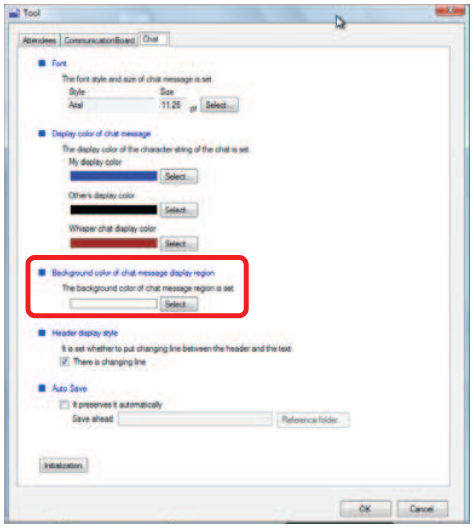
Select and set [Other's display color] to change the display color of other participants' messages.

To change the display color of whisper chat messages

Select and set [Whisper chat display color] to change the display color of whisper chat messages.

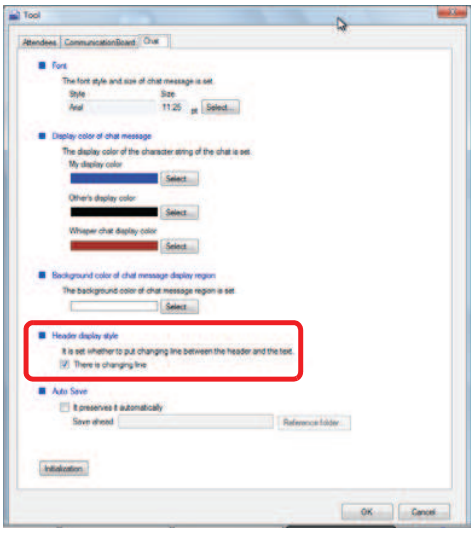
< Background color of chat message display region >

You can change the background color of the chat character display area.



< Header display style >

You can specify whether to insert a line break between the header (user name) and the message.

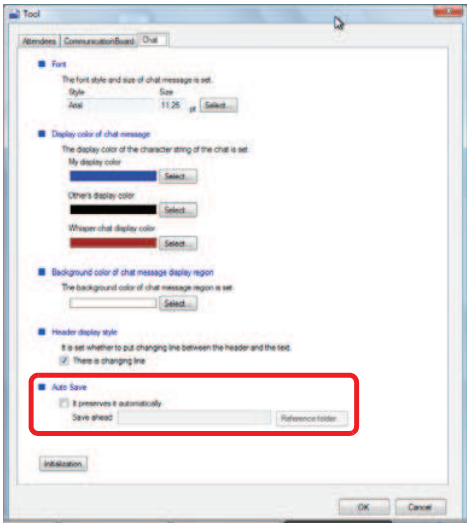


To remove the line break between the header (user name) and the message

Uncheck [There is changing line] to remove the line break between the user name and the message.

< Auto Save >

You can set whether to save chat messages automatically when a data meeting ends.



To save chat messages automatically when a data meeting ends

Check [It preserves it automatically] and specify the destination to save them.
The messages are saved automatically in the folder specified as the destination when a data meeting ends.

How to Use Favorites and Lines/Fixed Function

This section describes how to use Call functions buttons, how to add Call functions buttons to Favorites, how to copy those buttons, and how to display names of the other party.

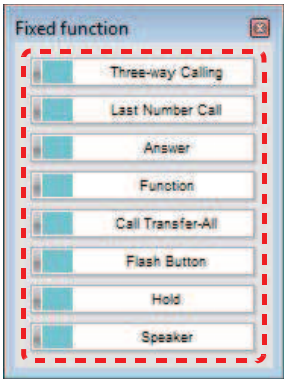
Using Telephone Function

Call functions buttons are displayed to be used on the browse window displayed by selecting a Line or a Fixed function on the MOC plug-in. Names of Call functions buttons can be modified.
This section describes Fixed functions.

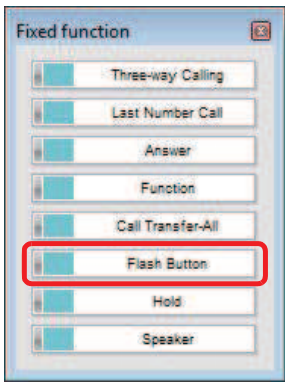
Using a Call Functions Button

1 Click (Line) or (Fixed function) in the MOC plug-in.

Call functions buttons are displayed in the browse window.



2 Click a button to use in the browse window.



The specified function is now running.

Advice

To hide buttons which are not registered to functions

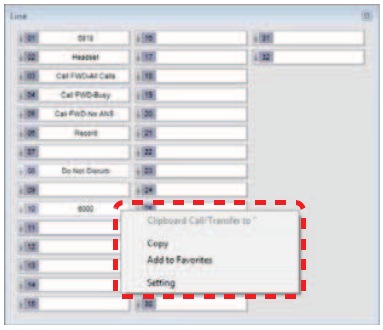
Click (User configurations) on the MOC plug-in to display the [User configurations] screen. Check [Selects whether to display an unregistered in Call functions buttons or not] of [User Operation].
For details, refer to "Hiding Unregistered Call functions buttons".

Renaming a Button

You can change the display settings registered to each button registered to (Line), (Fixed function), and (Favorites) on the toolbar.

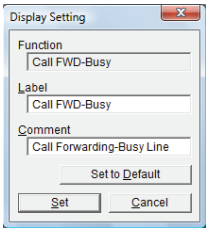
1 Right-click the button to change the settings.

The right-click menu appears.

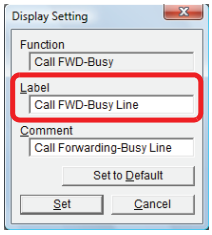


2 Click [Set] on the right-click menu.

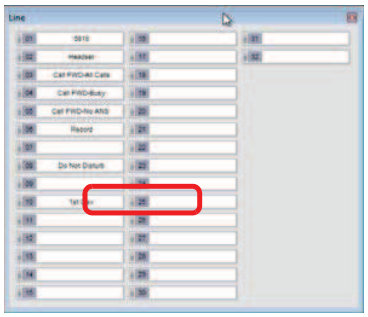
The [Display Setting] screen appears.



3 Change [Label] in the [Display Setting] screen.



4 Click Set.



The setting has now been changed.

When the button name or comment is changed in Favorites, the button name or comment in the original list is also changed.

Advice

To restore the settings

Click Set to Default in the [Display Setting] screen.

To change tooltips

Change the comment in the [Comment] field in the [Display Settings] screen.

Caution

- Regarding changing the button name, if the number of characters of the button name exceeds the maximum number of characters to display on the button, "..." will be displayed after the last character. Up to 18 characters can be displayed. In addition, up to 14 characters can be displayed for the flexible keys on the MOC plug-in.
- Display settings can be changed via each of Favorites, Lines and Fixed functions.
- When Label or Comment is changed in Lines or Fixed functions, the label or comment registered to Favorites is also changed.

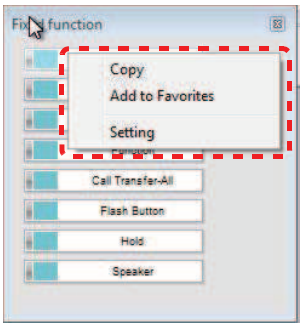
Adding a Line Button or a Call Functions Button to Favorites

You can register frequently used Call functions buttons to (Favorites).

Using the Right-Click Menu

1 Right-click the button to add to Favorites.

The right-click menu appears.



2 Click [Add to Favorites].

The registration has now been completed.

- Line buttons and Fixed function buttons can be registered redundantly.
- Up to 40 buttons can be added to Favorites.
- If the original function button or line number has been deleted, it will also be deleted in Favorites automatically.
- Lumps of buttons which has been registered to Favorites complies with the IP telephony server specification.
- Right-clicking on a button without button name on it does not make any changes.

If the following message appears

This message indicates that the number of buttons in Favorites has reached the maximum number and thus the registration failed.

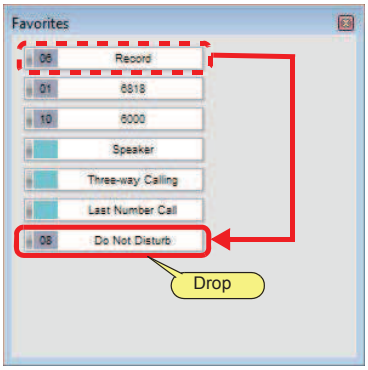
Changing the Position of a Button in Favorites

You can change the alignment of buttons registered to Favorites.

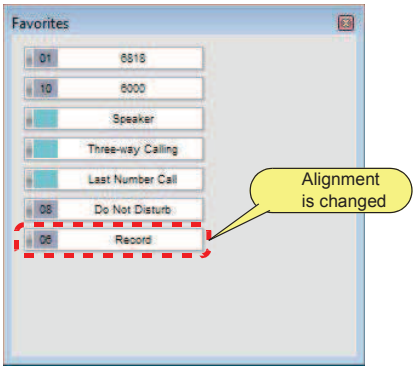
By Drag and Drop

1 Drag the button to change the alignment.

2 Drop it onto where you want to place on.



The screen with the changed alignment is displayed in the window.



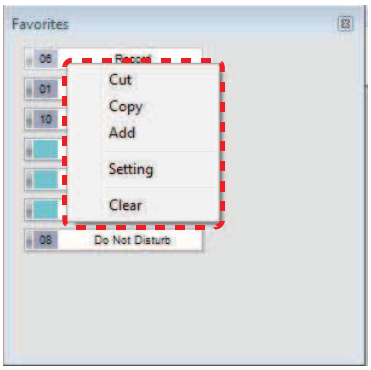
The setting has now been changed.

The button of which its alignment has been changed is placed below the button onto which you dropped.

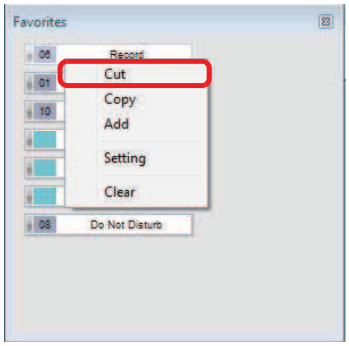
By Cut and Paste

1 Right-click the button to change the alignment.

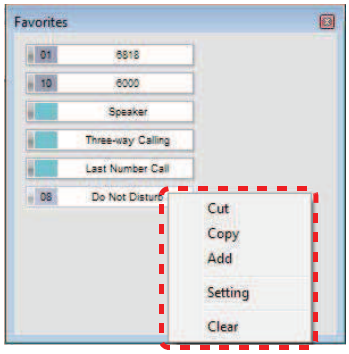
The right-click menu appears.



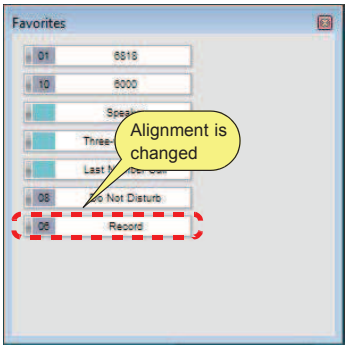
2 Click [Cut].



3 Right-click on the destination button.



4 Click [Add].



The setting has now been changed.

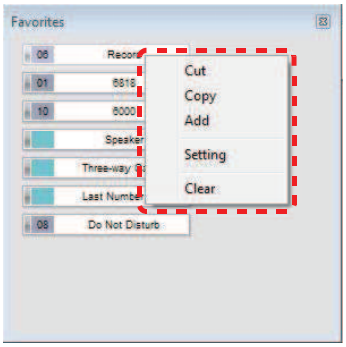
- If the number of buttons in Favorites has been reached the maximum number, the button alignment cannot be changed by "cut and paste".
- The alignment of Line buttons and Fixed function buttons cannot be changed.
- The button you cut will be added below the destination button.

Copying a Button Registered to Favorites

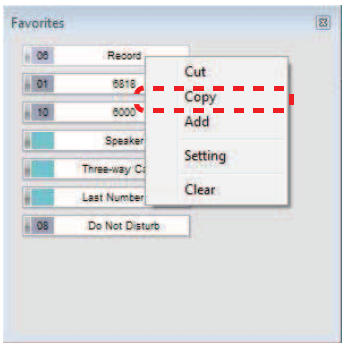
You can copy buttons registered in Favorites.

1 Right-click the button to copy.

The right-click menu appears.

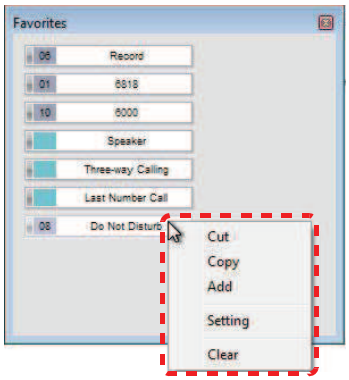


2 Click [Copy].

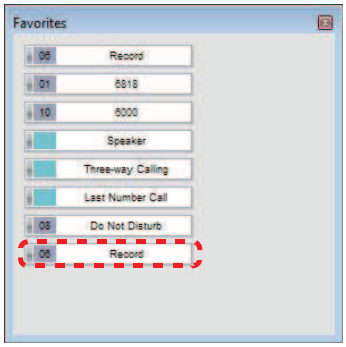


3 Right-click on the destination button.

The right-click menu appears.



4 Click [Add].



The button has now been copied.

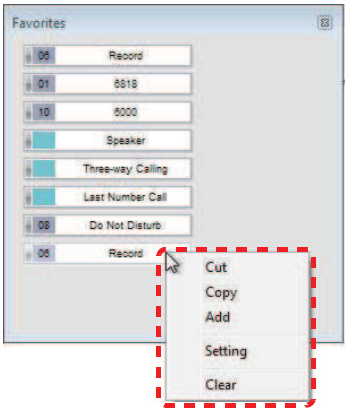
- If no data to copy exists in the clipboard, buttons cannot be added.
  Example: Addition without copying
- If the number of buttons registered in Favorites reaches the maximum number, buttons cannot be copied because the menus [Copy] and [Add] are disabled.
- Buttons cannot be copied onto Line buttons or Fixed function buttons.
- The button you copy will be added below the destination button.

Deleting a Button from Favorites

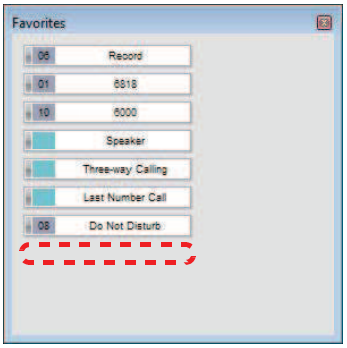
You can delete buttons from Favorites.

1 Right-click the button to delete.

The right-click menu appears.



2 Click [Clear].



The button has now been deleted.

- If the original function button or line number has been deleted, it will also be deleted in Favorites automatically.
- Original buttons of Lines or Fixed functions cannot be deleted.

How to Use Contacts

This section describes how to use Contacts.

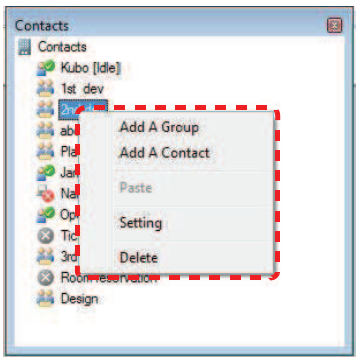
- The contact detail information is displayed only for the currently selected contact.
- No IM addresses can be registered in Contacts.
- In the case of Thin Client, "Ringtone Pattern" cannot be used.

Adding a New Contact

Members can be registered in the contacts list. This section describes how to register a member using the right-click menu.

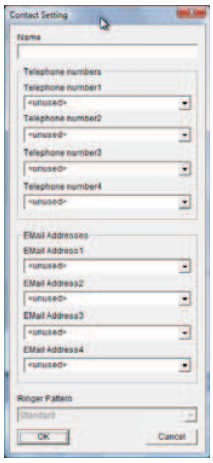
1 In Contacts, right-click the top or a group to which to add a contact.

The right-click menu appears.



2 Click [Add a Contact].

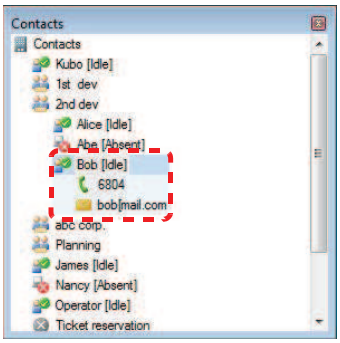
The [Contact Setting] screen appears.



3 Fill in necessary items.

- To register a contact, set [Name] and either number(s) or address(es) for [Telephone number1] to [Telephone number4] or [Email Address1] to [Email Address4].
- Up to 64 characters can be input in [Telephone number1] to [Telephone number4] on the [Contact Setting] screen.
- Up to 256 characters can be input in [Email Address1] to [Email Address4] on the [Contact Setting] screen.
- [Ringer Pattern] on the [Contact Setting] screen cannot be used unless [Telephone number1] is set.

4 Click OK.



The registration has now been completed.

Advice

When Softphone has been updated from DtermSP30

Contents of the member buttons for DtermSP30 are carried over to the contacts list. This information is placed directly below the top, and corresponds to the contact detail information as follows.

DtermSP30	-> SP350
Member button data	->Contact detail information
Name	-> Name
Phone Number	-> Telephone number1
Pop-Up	-> None (Not carried over)
E-mail Address	-> Email Address1
Ringtone Patterns	-> Ringer Pattern

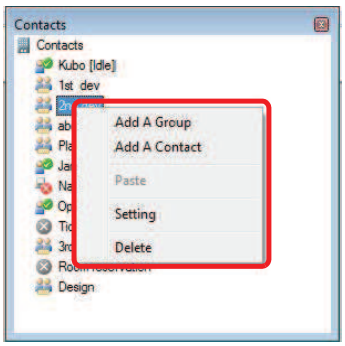
Caution

- Up to 100 contacts can be registered.
- If an attempt is made to add a new contact when 100 contacts are already registered, a warning message appears, and the operation is stopped.
- When there are contacts who have the same Telephone number1 and if the ringer pattern is changed in [Ringer Pattern] on the [Contact Setting] screen, all settings for the contacts are shared, and the same ringer pattern is applied to the contacts.
- If a set WAV file cannot be played when one of Pattern 1 to Pattern 10 is selected in [Ringer Pattern] on the [Contact Setting] screen, the pattern specified by the IP telephony server is applied.

Deleting a Contact

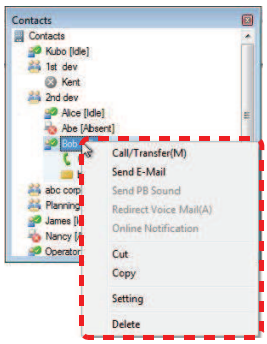
A member can be deleted from the contacts list.

1 Click a contact or detail information to be deleted.



2 Right-click the selected contact or detail information.

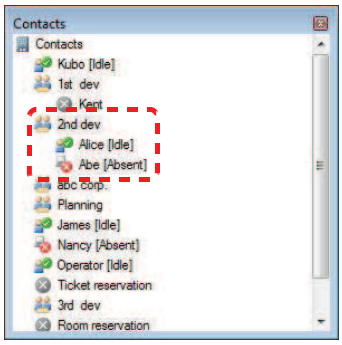
Alternatively, press the [Delete] key on the keyboard.
The right-click menu appears.



3 Click [Delete].

The confirmation dialog appears.

4 Click Yes .



The contact has now been deleted.

Advice

To select multiple contacts

Click multiple contacts while holding down the [Ctrl] key to select them.

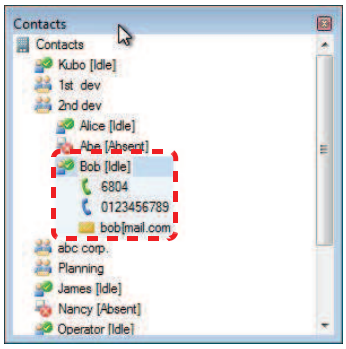
Caution

- [Delete] in the right-click menu for a contact is disabled while a contact or group is being edited.
- Clicking the [Delete] key on the keyboard while you are editing a contact or group cannot delete a contact.

Editing a Contact

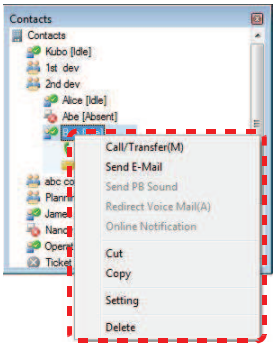
Contents of a contact can be edited.

1 Click a contact or detail information to be edited.



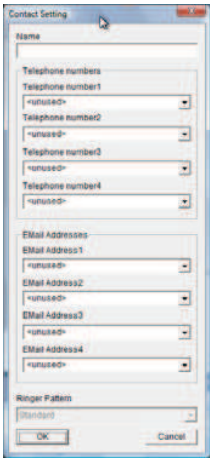
2 Right-click the selected contact or detail information.

The right-click menu appears.



3 Click [Setting].

The [Contact Setting] screen appears.



4 Make required changes.

5 Click OK .

The contact have now been edited.

Caution

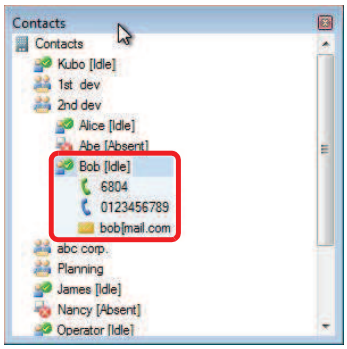
[Setting] in the right-click menu for a contact is disabled while a contact or group is being edited.

Moving a Contact

One or more contacts registered in the contacts list can be moved.

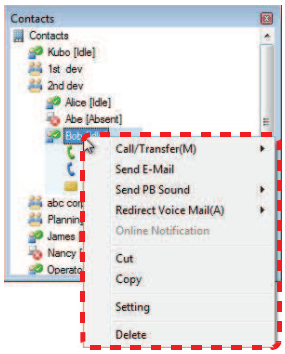
Using the Right-Click Menu

1 Click a contact or detail information to be moved.

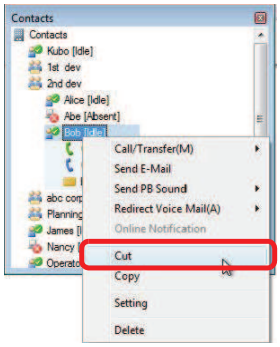


2 Right-click the selected contact or detail information.

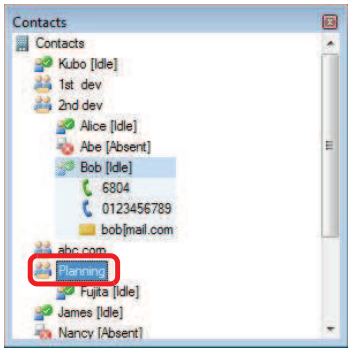
The right-click menu appears.



3 Click [Cut].

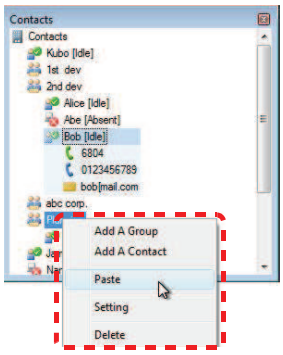


4 Click the group to which to move the contact.



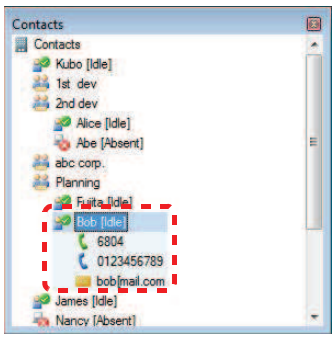
5 Right-click the selected group.

The right-click menu appears.



6 Select [Paste].

The screen after the move is displayed.



The contact has now been moved.

Advice

To select multiple contacts

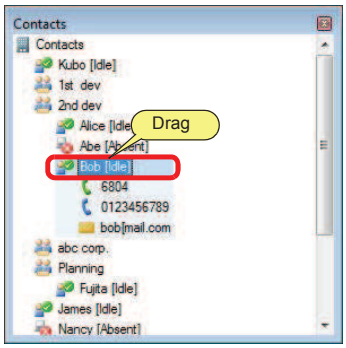
Click multiple contacts while holding down the [Ctrl] key to select them.

Caution

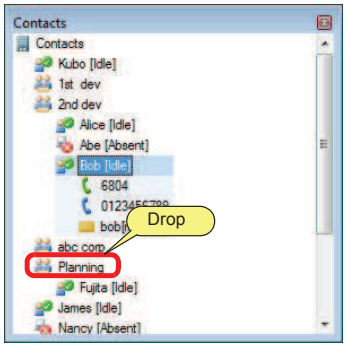
- [Cut] and [Paste] in the right-click menu for a contact are disabled when a contact or group is being edited.
- The moved contact is displayed at the end of the destination group.

By Drag and Drop

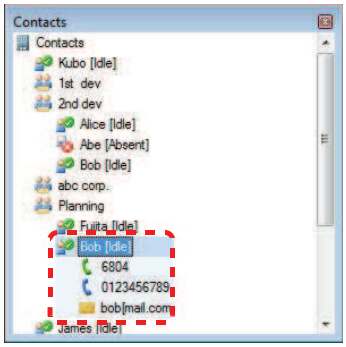
1 Drag a contact or detail information to be moved.



2 Drop it on the group to which to move it.



The screen after the move is displayed.



The contact has now been moved.

Advice

To select multiple contacts

Click multiple contacts while holding down the [Ctrl] key to select them.

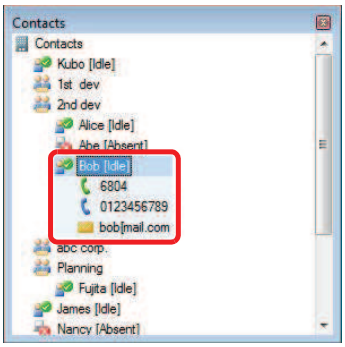
Caution

The moved contact is displayed at the end of the destination group.

Copying a Contact

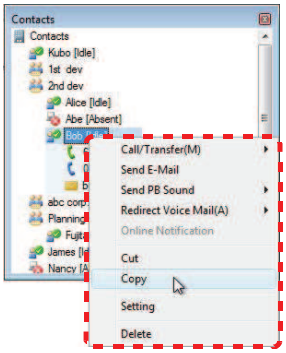
A contact can be copied.

1 Click a contact or detail information to be copied.

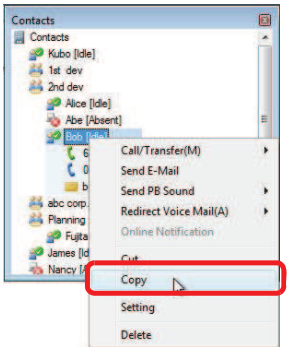


2 Right-click the selected contact or detail information.

The right-click menu appears.

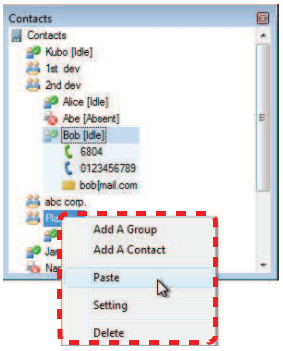


3 Click [Copy].



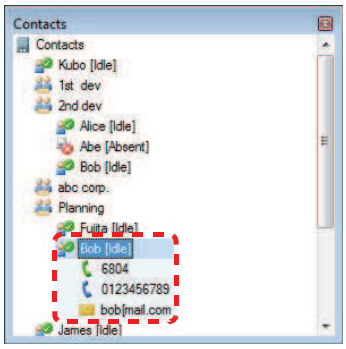
4 Select the copy destination group and right-click on it.

The right-click menu appears.



5 Click [Paste].

The screen after the paste is displayed.



The contact has now been copied.

Advice

To select multiple contacts

Click multiple contacts while holding down the [Ctrl] key to select them.

Caution

- Even if a contact is copied, the Online Notification setting is not copied.
- When you overwrite the contents of the clipboard by "copying" or "cutting" text in another application after clicking [Cut] in the right-click menu for a contact, the [Cut] operation is canceled.
- If an attempt is made to copy a contact with [Copy]/[Paste] when 100 contacts are already registered, a warning message appears at the timing of clicking [Paste], and the copy of the contact is canceled.
- The copied contact is displayed at the end of the destination group.

About Group Registration

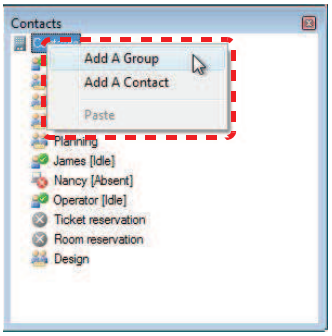
This section describes group registration/editing/deletion.
Also, Contacts can be managed by group.

Registering a New Group

Groups can be created in the contacts list.

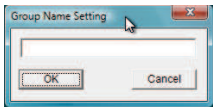
1 Select the top of the contacts list or a group and right-click on it.

The right-click menu appears.

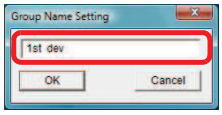


2 Click [Add A Group].

The [Group Name Setting] dialog appears.



3 Input a group name.

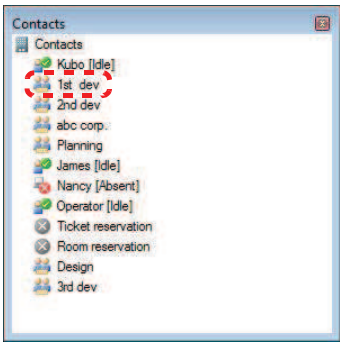


Caution

- Up to 100 characters can be input as the group name in the [Group Name Settings] dialog.
- A group cannot be set with the group name field blank.

4 Click OK.

A new group is added.



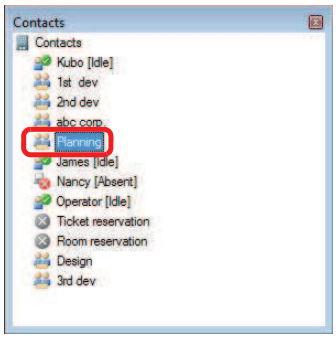
The group has now been added.

- Up to 500 groups can be registered.
- If an attempt is made to add a new group when 500 groups are already registered, a warning message appears, and the operation is canceled.
- A group created directly below the top is treated as the first layer, and up to ten layers can be nested.

Renaming a Group

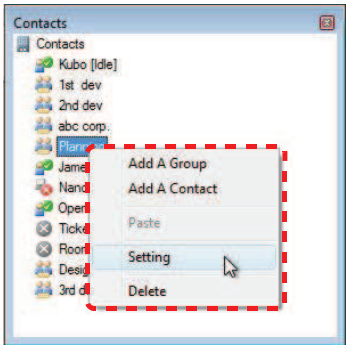
A group name can be edited.

1 Click a group to be renamed.



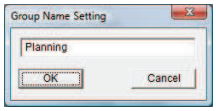
2 Right-click the selected group.

The right-click menu appears.

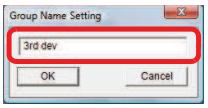


3 Click [Setting].

The [Group Name Setting] dialog appears.

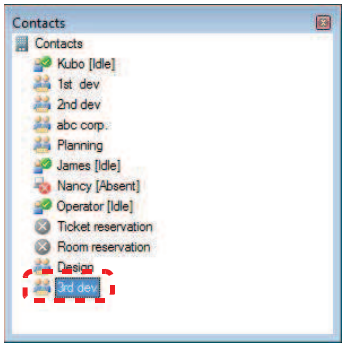


4 Input a group name.



- Up to 100 characters can be input as the group name in the [Group Name Settings] dialog.
- A group cannot be set with the group name field blank.

5 Click OK.

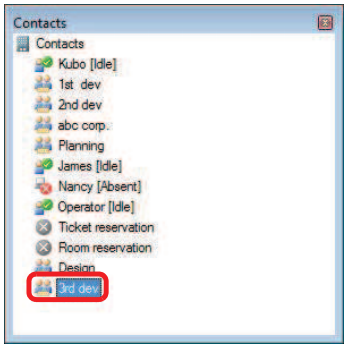


The group name has now been edited.

- Multiple groups cannot be selected.
- When you right-click during group editing or you right-click a group in the tenth layer, the [Add A Group] menu item is disabled.

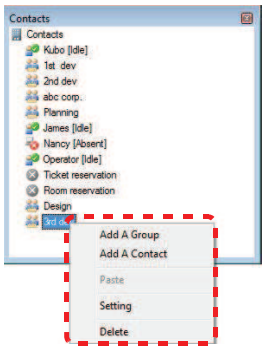
Deleting a Group

1 Click a group to be deleted.



2 Right-click the selected group.

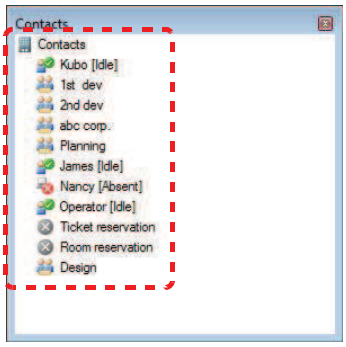
Alternatively, press the [Delete] key on the keyboard.
The right-click menu appears.



3 Click [Delete].

The confirmation dialog appears.

4 Click Yes .



The group has now been deleted.

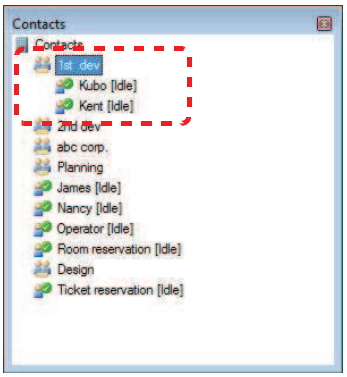
- Multiple groups cannot be selected.
- [Delete] in the right-click menu is disabled while you are editing a contact or group.
- Clicking the [Delete] key while you are editing a contact or group cannot delete a group.

Moving a Group

A group registered in the Group can be moved.

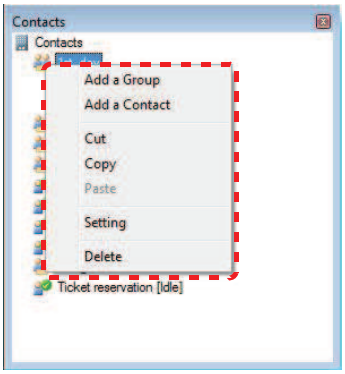
Using the Right-Click menu

1 Click the group you want to move.

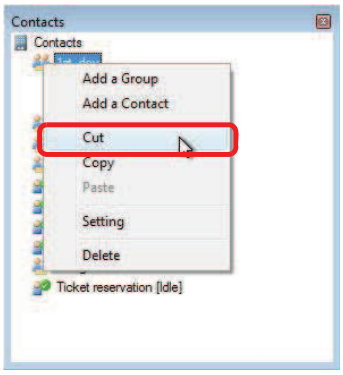


2 Right-click the group you have selected.

The right-click menu appears.

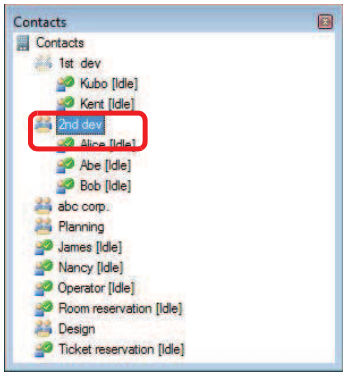


3 Click [Cut].



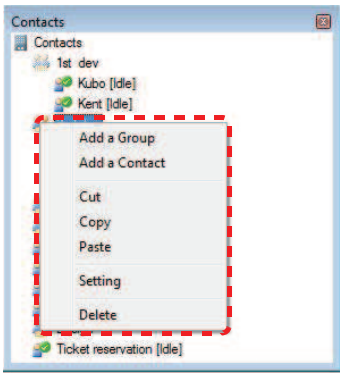
If any of [Contact Setting], [Group Setting], [Delete], [Add A Contact], [Add A Group], [Drag & Drop A Contact] and [Drag & Drop A Group] is performed between [Cut] and [Paste] operations, the cut operation will be canceled and the content of the clipboard will be erased.

4 Click the move destination of the root or group.



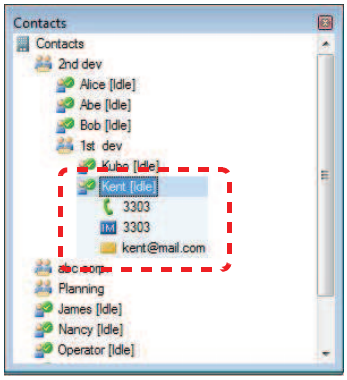
5 Right-click the root or group you selected.

The right-click menu appears.



6 Select [Paste].

The screen after the move is completed appears.

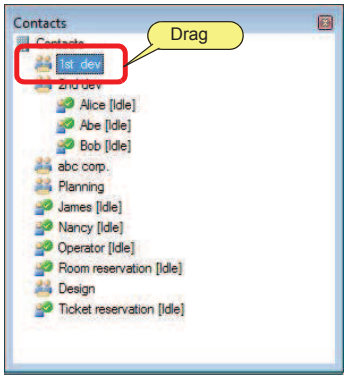


This completes the move operation.

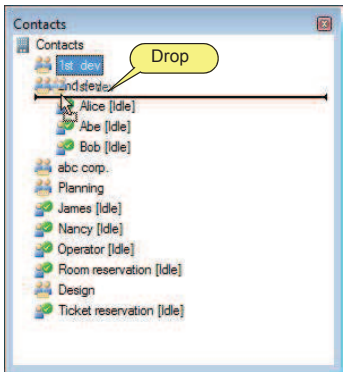
- While editing contacts and groups, [Cut] and [Paste] on the right-click menu of groups are grayed out.
- The moved group is displayed at the back of all moved groups in the move destination.

Using Drag & Drop

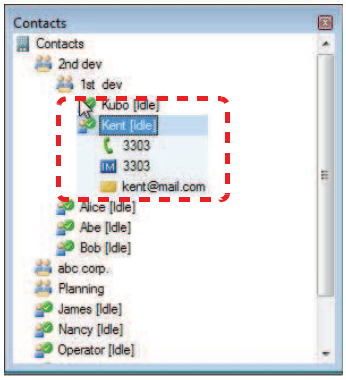
1 Drag the group you want to move.



2 Drop it at the move destination.



The screen after the move is completed appears.



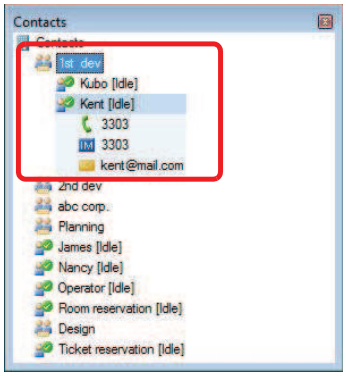
This completes the move operation.

The moved group is displayed at the back of all moved groups in the move destination.

Copying a Group

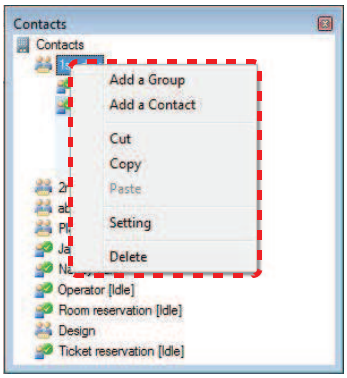
A group can be copied.

1 Click the group you want to copy.

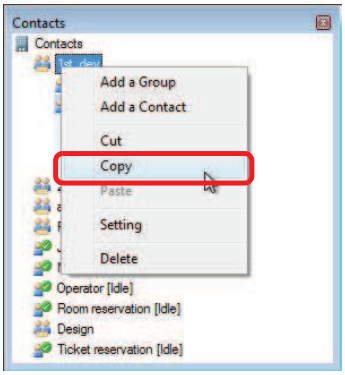


2 Right-click the group you have selected.

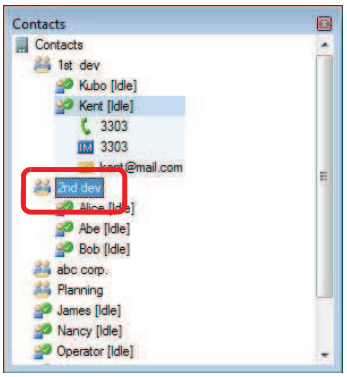
The right-click menu appears.



3 Click [Copy].

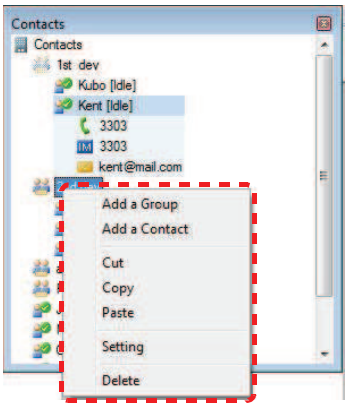


4 Click the copy destination.



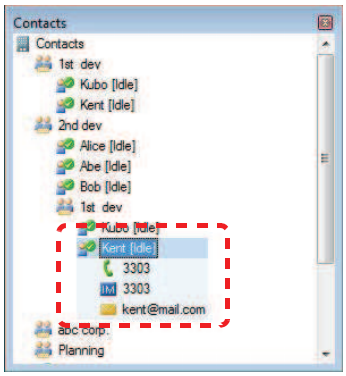
5 Right-click the group you have selected.

The right-click menu appears.



6 Click [Paste].

The screen after the paste is completed appears.



This completes the copy operation.

- When you overwrite the contents of the clipboard by "copying" or "cutting" text in another application after clicking [Cut] in the right-click menu for a group, the [Cut] operation is canceled.
- The copied group is displayed at the end of the destination group.

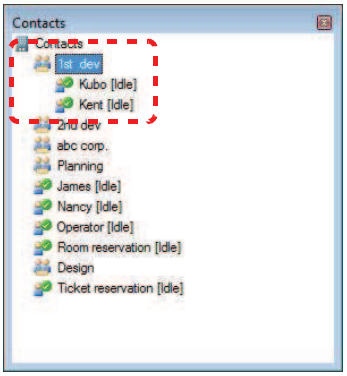
Placing a Call

You can place a call to a contact registered in the contacts list.

Using the Mouse

1 Click the top item of a contact you want to call.

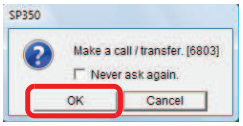
The detail information is displayed.



2 Click (Telephone number) in the detail information.

The confirmation dialog appears.
You can also get the same result by the following operations.

- Click [Call/Transfer(M)] in the right-click menu.
- Press the [Enter] key with [(Telephone number] selected in the detail information.
- Double-click [Telephone number] in the detail information (option setting is required).



3 Click OK.

You hear the ringback tone.

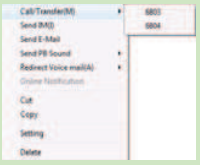
If you use the USB handset (recommended: excluding P240-NE)
Lift the handset now.

4 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

When multiple phone numbers are set

The submenu for the right-click menu item [Call/Transfer(M)] is displayed. Select a phone number from the submenu and perform an origination/transfer operation.



- [Call/Transfer(M)] in the right-click menu is hidden if all Telephone number1 to Telephone number4 are unused.
- All call/transfer operations using the contacts list support [Prefix with external call number] in [User configurations].
- The call/transfer method with the single click operation can be changed to the double-click operation in [User configurations].
  For details, refer to "Setting Single/Double Click to Display Detailed Data of Call History/Contacts/Search".

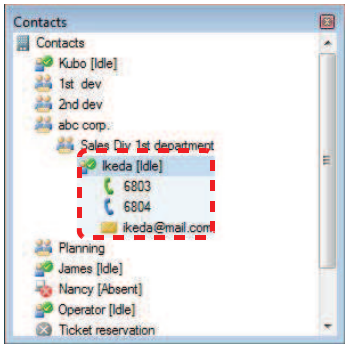
Sending an E-mail

An e-mail can be sent using Contacts.

Sending an E-mail

1 Click the top item of a contact to which you want to send an e-mail.

The detail information is displayed.



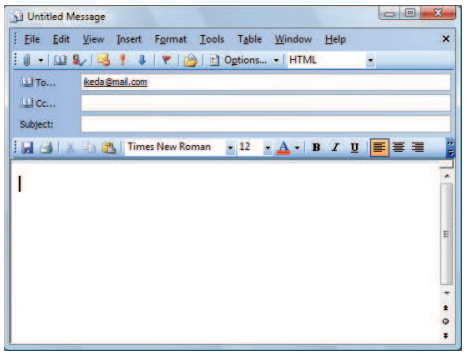
2 Click (Email Address) in the detail information.

The mail send screen appears. (The image is for Outlook Express.)

You can also get the same result by the following operations.

- Click [Send E-mail] in the right-click menu.
- Press the [Enter] key with [(Email Address)] selected in the detail information.
- Double-click [(Email Address)] in the detailed information (option setting is required).

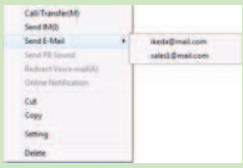
The mail creation screen appears with the e-mail address set in the [To:] field.



The e-mail has now been sent.

When multiple e-mail addresses are set

The submenu for the right-click menu item [Send E-mail] is displayed. Select an e-mail address from the submenu and perform an e-mail sending operation.



To select multiple contacts

Click multiple contacts while holding down the [Ctrl] key to select them.

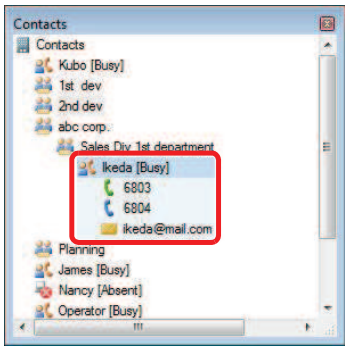
- The mailer used in the mailing function uses the program selected in the [E-mail:] field of [Internet programs] of [Control Panel]-[Internet Options...].
- [Send E-mail] in the right-click menu for a contact is hidden when all Email Address1 to Email Address4 are unused.
- The e-mail sending method with the single click operation can be changed to the double-click operation in [User configurations].
  For details, refer to "Setting Single/Double Click to Display Detailed Data of Call History/Contacts/Search".

Sending DTMF tone

With Contacts, you can send DTMF tone to the party you are talking on the phone.

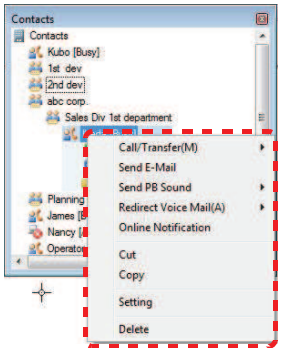
1 You are on the phone.

2 Click a contact to which you want to send DTMF tone.



3 Right-click the selected contact.

The right-click menu appears.



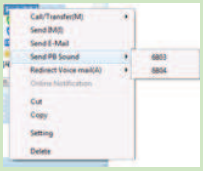
4 Click [Send PB Sound].

PB Sound have now been sent.

Advice

When multiple phone numbers are set

The submenu for the right-click menu item [Send PB Sound] is displayed. Select a phone number from the submenu and send PB Sound.



Caution

- [Send PB Sound] in the right-click menu for a contact is hidden if all Telephone number1 to Telephone number4 are unused.
- [Send PB Sound] in the right-click menu for a contact can be selected only when the line status is "On the phone" or "In operation".

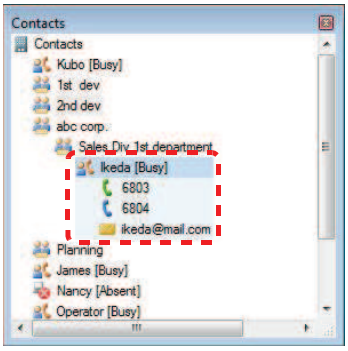
Redirecting Voice Mail

With Contacts, call recording data can be redirected.

1 During recording with the UMS.

2 Click a contact to which the recording data is to be redirected.

The detail information is displayed.



3 Click (Telephone number) in the detail information.

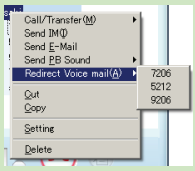
You can also get the same result by the following operations.

- Click [Redirect Voice mail] in the right-click menu.
- Press the [Enter] key with [(Telephone number)] selected in the detail information.
- Double-click [(Telephone number)] in the detail information (option setting is required).

The destination has now been changed.

When multiple phone numbers are set

The submenu for the right-click menu item [Redirect Voice mail] is displayed. Select a phone number from the submenu and change the destination.



- To change the recording destination with this method, enable [Voice mail Cooperation] in [Voice mail] under [Recording] in [User configuration].
- UMS-related keys need to be registered to function keys.
- [Redirect Voice mail] in the right-click menu for a contact is hidden if all Telephone number1 to Telephone number4 are unused.
- [Redirect Voice mail] in the right-click menu for a contact is hidden if [Recording] of the UMS function is not set to a line key.
- [Change Destination] in the right-click menu for a contact can be selected if the phone function button of the UMS function key [Recording] is lighted when the right-click menu is displayed. If the light of the phone function button is off, the menu is disabled.

How to Use the Call History

This section describes how to use the call history such as how to display the call history and how to place a call by using the history.

You can check the call history from (Incoming calls) on the MOC plug-in.

Up to 500 call histories (outgoing calls+Incoming calls) can be stored. When the number of histories exceeds the limit, the history is deleted from the oldest one.

Displaying the Incoming Calls/ Outgoing Calls

The call history can be displayed from (Incoming calls) on the MOC plug-in. "History/log type + date/time + name + organization" are displayed at the top of history. In the detail data, "date/time + (call duration)", "phone number", "IM address", "e-mail address", and "presence" are displayed.

"Hour:minute" is displayed when the date/time is today. "Month/date" is displayed when the date/time is before today.

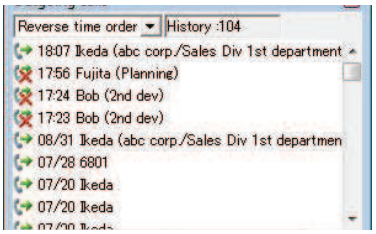
Displaying the Outgoing calls

1 Right-click (Incoming calls) on the MOC plug-in.

[Outgoing calls] is displayed.

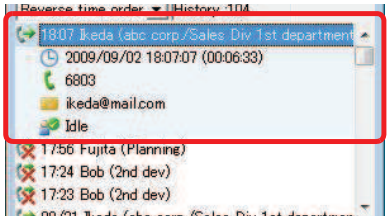
2 Click [Outgoing calls].

The outgoing calls are displayed.



3 Click the party to check the history detail.

The history detail is displayed.

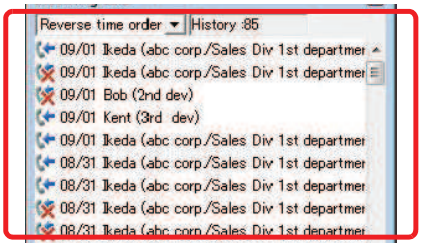


- The call history may not be recorded properly.
- When the number of histories is too many to display in one screen, the "vertical scroll bar" appears. When the number of characters for the name and organization is too long to display in one screen, the "horizontal scroll bar" appears.
- The detail data that can be displayed at a time is one history only. When another history is selected, the previously opened detail data will be closed automatically. (The presence that can be checked at a time is one item only since the presence is also displayed in the detail data.)
- The number of "phone number" and "e-mail address" that can be displayed in the call history is one for each item.
- When the presence function is not used, the item "presence" is not displayed.
- When a "UMS" number is called, "Voice Mail" is displayed on the top of history.
- When the name cannot be obtained through the search, the phone number is displayed on the top of history.
- Items that data cannot be obtained through the search are not displayed.
- When multiple items match as a result of the search, the item that matched first is displayed regardless of the registered type of the number (common to "Outlook" and "Active Directory").
- The phone number to be used for the search is set to the phone number on the detail data of the history.
- IM address is obtained only from Active Directory.
- For the e-mail address of the detail data of the history, the one with the highest priority is set.
  (1)Outlook : "E-mail" only ("E-mail 2" and "E-mail 3" are excluded.)
  (2)Active Directory:"mail" only
- The organization of the detail data of the history is set as the following format.
  (1)Outlook : (company/department)
  (2)Active Directory:(company/department)
- If there is only one item to be displayed in the bracket for the organization of the detail data of the history, "/" is not displayed. In addition, if there is no item to be displayed in the bracket, "(/)" is not displayed.

Displaying the Incoming Calls

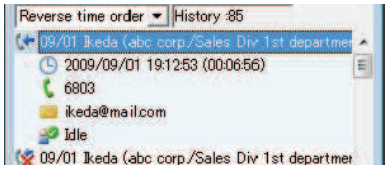
1 Click (Incoming calls) on the MOC plug-in.

The incoming calls are displayed.



2 Click the party to check the history detail.

The history detail is displayed.



- The call history may not be recorded properly.
- When the number of histories is too many to display in one screen, the "vertical scroll bar" appears. When the number of characters for the name and organization is too long to display in one screen, the "horizontal scroll bar" appears.
- The detail data that can be displayed at a time is one history only. When another history is selected, the previously opened detail data will be closed automatically. (The presence that can be checked at a time is one item only since the presence is also displayed in the detail data.)
- The number of "phone number" and "e-mail address" that can be displayed in the call history is one for each item.
- When the presence function is not used, the item "presence" is not displayed.
- When a "UMS" number is called, "Voice Mail" is displayed on the top of history.
- When the name cannot be obtained through the search, the phone number is displayed on the top of history.
- Items that data cannot be obtained through the search are not displayed.
- When multiple items match as a result of the search, the item that matched first is displayed regardless of the registered type of the number (common to "Outlook" and "Active Directory").
- The phone number to be used for the search is set to the phone number on the detail data of the history.
- IM address is obtained only from Active Directory.
- For the e-mail address of the detail data of the history, the one with the highest priority is set.
  (1)Outlook : "E-mail" only ("E-mail 2" and "E-mail 3" are excluded.)
  (2)Active Directory:"mail" only
- The organization of the detail data of the history is set as the following format.
  (1)Outlook : (company/department)
  (2)Active Directory:(company/department)
- If there is only one item to be displayed in the bracket for the organization of the detail data of the history, "/" is not displayed. In addition, if there is no item to be displayed in the bracket, "(/)" is not displayed.

Sorting the Call History

The order of the call history can be sorted by time or name.

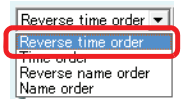
This section describes the case of sorting (Incoming calls).

Starting with the Latest Call

1 Click (Incoming calls) on the MOC plug-in.

2 Click [Reverse time order] from

Reverse time order (Sort).



The sort has now been completed.

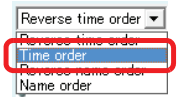
When the result is the same based on the "time", the "name" is used for comparison. If the result is still the same, the "organization" is used for comparison.

Starting with the Oldest Call

1 Click (Incoming calls) on the MOC plug-in.

2 Click [Time order] from

Reverse time order (Sort).



The sort has now been completed.

When the result is the same based on the "time", the "name" is used for comparison. If the result is still the same, the "organization" is used for comparison.

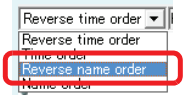
In Reverse Alphabetical Order of Names

The descending order of names and phone numbers is as follows.
"Z(z)" -> "A(a)" -> "9" -> "0" -> "symbols"

1 Click (Incoming calls) on the MOC plug-in.

2 Click [Reverse name order] from

Reverse time order (Sort).



The sort has now been completed.

When the result is the same based on the "name", the "organization" is used for comparison. If the result is still the same, the "time" is used for comparison.

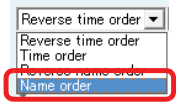
In Alphabetical Order of Names

The ascending order of names and phone numbers is as follows.
"symbols" -> "0" -> "9" -> "A(s)" -> "Z(z)"

1 Click (Incoming calls) on the MOC plug-in.

2 Click [Name order] from

Reverse time order (Sort).



The sort has now been completed.

When the result is the same based on the "name", the "organization" is used for comparison. If the result is still the same, the "time" is used for comparison.

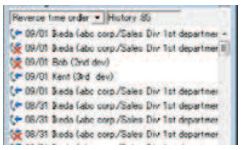
Dialing from the Call History

You can place a call using the call history.

Dialing from the Incoming Calls/ Outgoing Calls

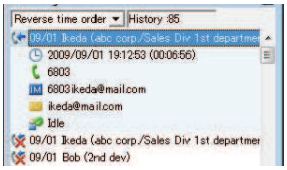
This section describes how to place a call using (Incoming calls).

1 Click (Incoming calls) on the MOC plug-in.



2 Click the history of the party to call.

The detail data is displayed.

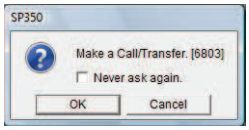


3 Click 6803 (Phone number) in the detail data.

You can also get the same result by the following operations.

- Double-click the phone number in the detailed data (option setting is required).
- Press the [Enter] key with the number selected.
- Select [Call/Transfer(M)] from the right-click menu.

The following confirmation dialog appears.



4 Click OK.

You hear the ringback tone.

> **Advice**
> If you use the USB handset (recommended: excluding P240-NE)
> Lift the handset now.

5 Start a conversation after the other party gets on the line.

Click (End call button) to disconnect the call.

Transmitting an IM from the Call History

You can transmit an IM using the call history.

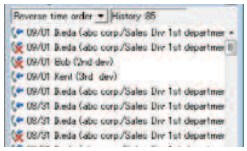
> **Caution**
> - Up to 300 characters can be transmitted in a message.
> - An IM cannot be transmitted when the terminal of the party is not running or Softphone is not activated.

Transmitting an IM from the Incoming Calls/Outgoing Calls

This section describes how to transmit an IM using (Incoming calls).

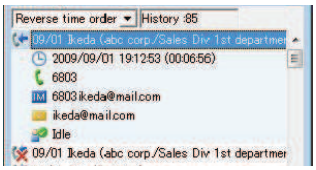
1 Click (Incoming calls) on the MOC plug-in.

The incoming calls are displayed.



2 Click the history of the party to transmit a message.

The detail data is displayed.

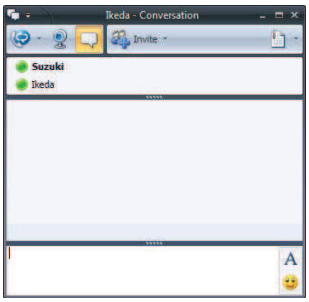


3 Click 6803 ikeda@mail.com (IM address) in the detail data.

You can also get the same result by the following operations.

- Double-click the IM address in the detailed data (option setting is required).
- Press the [Enter] key with the IM address selected.
- Select [Send IM(I)] from the right-click menu.

The [IM send] screen appears.



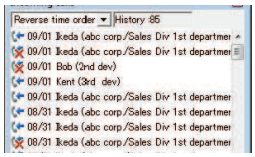
Sending an E-mail from the Incoming Calls/Outgoing Calls

You can send an e-mail using the call history.

This section describes how to send an e-mail using (Incoming calls).

1 Click (Incoming calls) on the MOC plug-in.

The incoming calls are displayed.



2 Click the history of the party to transmit an e-mail.

The detail data is displayed.

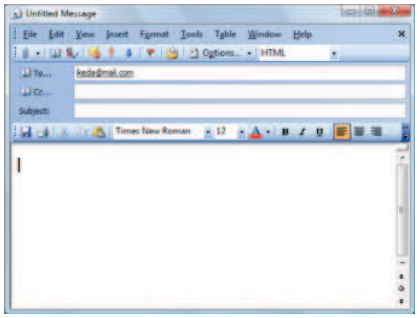
3 Click ikeda@mail.com (E-mail address) in the detail data.

The mail send screen appears. (The image is for Outlook Express.)

You can also get the same result by the following operations.

- Double-click the e-mail address in the detailed data (option setting is required).
- Press the [Enter] key with the e-mail address selected.
- Select [Send E-mail] from the right-click menu.

The mail creation screen appears with the e-mail address set in the [To...] field.



The e-mail has now been sent.

Advice

If another mail creation screen has already appeared

A new mail creation screen appears separately (depending on the specification of the mailer).

Caution

- The mailer activated from [Send E-mail] or [Attach to E-mail] is the program selected in the [E-mail:] field of [Internet programs] on the [Programs] tab (selected from [Tools] -> [Internet Options...] in Internet Explorer).
- When no e-mail address is registered to the detail data, the right-click menus, [Send E-mail] and [Copy E-mail Address] are disabled.
- An e-mail can be sent to multiple destinations by selecting two or more histories.

Deleting an Entry from the Incoming Calls/Outgoing Calls

You can delete the incoming calls/outgoing calls.
This section describes how to delete the outgoing calls.

1 Click (Incoming calls) on the MOC plug-in.

The outgoing calls are displayed.

2 Select the history to be deleted.

The detail data is displayed.

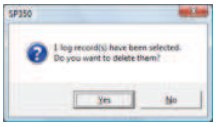
Advice

To delete multiple histories

Select multiple histories to be deleted.

3 Press the [Delete] key.

Or, click [Delete] from the right-click menu.
The history can be deleted regardless of whether the top item is selected or the detail data is selected.
The following dialog appears.



4 Click [Yes].

The history has now been deleted.

How to Use Search

Information can be searched from the "contacts" or "call history" by entering a search keyword from the toolbar and clicking the search button. Also, search from the LDAP (Active-Directory) server can be performed. The "Search results" function lists the results for you to reference the related information and perform operations such as call origination and IM transmission from the detailed data easily. This function can also perform normalization of phone number based on the rule and display normalized one. By appropriately creating a phone number normalization rule, it becomes possible to skip the procedure to add 0, which is required when placing an external call, for instance.
To search from the LDAP server, however, it is necessary to set up LDAP search in User Settings and Maintenance Settings.

How to Search

Advice

To change the default search target

The default search target can be changed in [User configurations].
For details, refer to "Changing the Search Target".

To search from the LDAP server

LDAP search can be set up in User Settings and Maintenance Settings.
For details, refer to "Login required by Directory Server" and "Setting Up the LDAP Server."

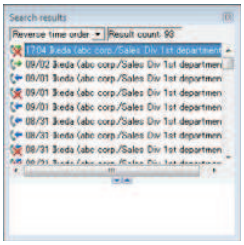
Normal Search

This section describes how to search for information when the default search target is [Call history].

1 Input a search keyword.

2 Click (List Topics button).

Or, press the [Enter] key.
The search result is displayed on the browse window.



You have finished the normal search.

Caution

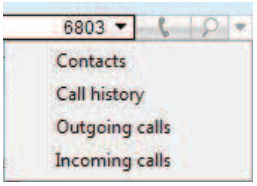
- When Softphone is an English version, [Phone book] is not displayed in the search target list.
- The default search target is [Call history].
- The search target that was selected in [User configurations] before Softphone ends is carried over when Softphone starts next time.
- Rolling the mouse over the search button displays the current search target on the tooltip.
- If the [Enter] key is pressed while the mouse cursor is in the search keyword field, a search for the characters input in the field is executed.
- The information targeted for search is "Name", "Phone number", "Group (Contacts)", "Organization (Call history)", and "E-mail address". (*"Time" and "IM text" are not targeted for search.)
- If even one hit is not found, a message "There is no match" is displayed.
- When the search target is "LDAP search," search from the LDAP server is performed. Enter the names of the persons you want to search by delimiting them with a space. Search can also be performed using E-mail addresses and phone numbers.

Temporary Search

1 Input a search keyword from the toolbar.

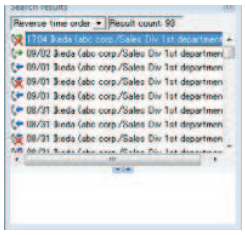
2 Click (Search Target button).

The search target list appears.



3 Click the target you want to search.

The search result is displayed on the browse window.



You have finished the temporary search.

- When Softphone is an English version, [Phone book] is not displayed in the search target list.
- The search target selected by the [Search Target] button is valid only once, and does not affect the next search.
- The information targeted for search is "Name", "Phone number", "Group (Contacts)", "Organization (Call history)", and "E-mail address". (*"Time" and "IM text" are not targeted for search.)
- If no keyword is input, the search target list is not displayed with a click on the button.
- If even one hit is not found, a message "There is no match." is displayed.
- When the search target is "LDAP search," search from the LDAP server is performed. Enter the names of the persons you want to search by delimiting them with a space. Search can also be performed using E-mail addresses and phone numbers.

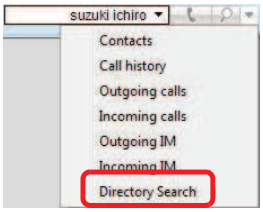
Searching a Directory

Directory search enables to search contacts from the phonebook in the directory server by a simple operation.

1 Enter a search keyword.

2 Click (search target button).

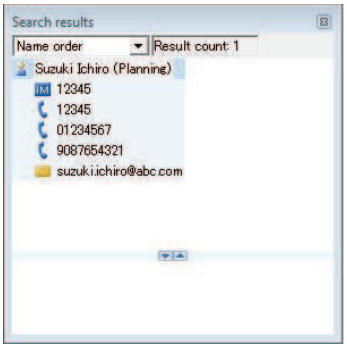
The search target list appears. Execute by selecting [Directly Search].



If [Directory Search] is being specified in [Default Search Target], search can be started with search start button) or the [Enter] key.

3 Click the search target you want to specify.

The search result appears in the viewing window.
If the presence server has been set up, the presence information of phone number 1 is also displayed.



(In directory search, the result-related information display area is not used.)

About the Search Keywords

In directory search, the following keywords can be combined to search contacts.
In many cases, it is sufficient by searching for last name and first name.

Legend	Description Convention	Keyword Example
Multiple keywords	Delimit keywords with a blank " ". To search a blank itself, enclose it with double quotations " ". When multiple keywords are entered, contacts that match all conditions are searched (AND condition).	Suzuki -> Suzuki Ichiro Suzuki -> Ichiro + Suzuki "Ichiro Suzuki" -> Ichiro Suzuki
Prefix	The keyword type is automatically determined according to the keyword type determination rule, but a prefix such as "tel:" is used in order to expressly specify the keyword type. For more information about usable prefixes, see the Keyword Type Table. Be careful with typographic errors of prefixes. If misspelled or 2-byte characters are mixed, search will be made for "persons with that specific name."	tel:1234 mail:suzuki.ichiro@abc.com sn:Suzuki name:"Ichiro Suzuki"
Partial matching rule specification	Partial matching rule can be specified using '*.' Keyword + * -> Starts with keyword (forward matching). * + Keyword -> Ends with keyword (backward matching). * + Keyword + * -> Contains keyword (partial matching). Unless otherwise specified, predefined partial matching rule will apply depending on the keyword type. Note that backward matching (ending with _) is always used for phone numbers, and '*' is used as a keyword and as part of phone numbers.	Suzu* *_ *suzuki@sample* mail:*suzuki@sample*
Complete matching specification	Complete matching can be specified by placing '=' in front of a keyword. If a prefix is used, use '=' in place of ':' such as in "tel=1234." Note that partial matching specification with '*' takes precedence over complete matching specification, which functions exactly according to partial matching rule.	=Suzuki mail=suzuki.ichiro@abc.com sn=Suzuki san=Suzu* (last name starting with Suzu)
Negating condition specification	Using "!," contacts "not matching the keyword" are searched. By using negating conditions, search results can be filtered. Note that search cannot be conducted only with a negating condition keyword.	!Suzuki !*_ !*suzuki@sample* mail:!*suzuki@sample* sn:!Suzuki

Keyword Type	Description Convention	Keyword Example
Phone number	A keyword consisting of only numbers (0-9), #, *, -, +, (and). A keyword consisting of only numbers and above symbols is interpreted as a search for a phone number. At this time, phone numbers ending with the keyword are searched. For example, '1234' searches phone numbers ending with 1234. Phone numbers are always searched with backward matching specification (ending with the keyword). '*' is handled as part of a phone number.	1234 01-2345 Note: 1234* specifies a backward matching search of phone numbers having ...1234*.
Prefixed phone number	A keyword starting with "tel:" or "callto:" A character string following "tel:" is searched as a phone number. At this time, contacts whose phone numbers end with the keyword are searched.	tel:1234 tel:01-2345 Note: tel:1234* specifies a backward matching search of phone numbers ending with 1234*.
Email address	Alphanumeric word + '@' + alphanumeric word Note that the alphanumeric word at the left of @ cannot be omitted. Search is performed by interpreting an alphanumeric keyword containing @ as an email address. Partial matching search is performed by default.	Suzuki.ichiro@abc.com Ichiro.suzuki@sample Note: @abc.com cannot be used.

Keyword Type	Description Convention	Keyword Example
Prefixed email address	A keyword staring with "mail:" or "mailto:" Search is performed by interpreting a character string following "mail:" as an email address. Partial matching search is performed by default.	mail:suzuki.ichiro@abc.com mail.ichiro.suzuki@sample mail.ichiro.suzuki
Name (last name or first name)	A keyword not containing numbers and @ Search is conducted by interpreting keywords which are neither phone numbers nor email addresses as last names or first names. "Suzuki" -> Contacts whose last names or first names start with "Suzuki" are searched. Forward matching search is performed by default.	Suzuki Ichiro
Prefixed last name	A keyword starting with "sn:" Search is performed by interpreting a character string starting with "sn:" as a last name. Use this to expressly specify a last name. Forward matching search is performed by default.	sn:Suzuki
Prefixed first name	A keyword starting with "gn:" Search is performed by interpreting a character string starting with "gn:" as a first name. Use this to expressly specify a first name. Forward matching search is performed by default.	gn:Ichiro

Keyword Type	Description Convention	Keyword Example
Prefixed name (last name + first name)	A keyword starting with "name:" Search is performed by interpreting a character string starting with "name:" as first and last names. Partial matching search is performed by default. It is necessary to also specify a blank (‘ ‘).	name:"Ichiro Suzuki" Note: Because a name normally contains a blank (‘ ‘), enclose a blank with double quotation marks " ".
Unusable words	The following searches cannot be performed because they are ambiguous as search conditions: • Only one alphanumeric character • Less than 3 numeric characters • Negating conditions only	* sn:a 01 tel:01 !Suzuki

Search Examples

Keyword	Meaning
Ichiro Suzuki	Contacts whose first or last name starts with "Ichiro" and last or first name with "Suzuki" are searched. In many cases, specifying both first and last names is sufficient as a search condition.
name:"Ichiro Suzuki"	Contacts whose full name is "Ichiro Suzuki" are searched. It is necessary to also specify a blank; whether a blank is 1- or 2-byte character is also distinguished.
1234	Contacts whose phone number ends with "1234" are searched. This is used to search contacts from their phone numbers. Please note that search is made in backward matching mode.
suzuki.ichiro@abc.com	Contacts containing email address "suzuki.ichiro@abc.com" are searched. Although partial matching search is performed by default, note that the character string in front of @ is required as a search condition. Any keywords not containing the character string in front of @ (starting with @) will result in search failure.
Suzuki 1234	Contacts whose last or first name starts with "Suzuki" and whose phone number ends with "1234" are searched. Search conditions can be specified as many as desired, and contacts that match all of the search conditions are searched. Search can be filtered by specifying multiple search conditions.
Suzuki !1234	Contacts whose last or first name starts with "Suzuki" and whose phone number does not end with "1234" are searched. Search can be filtered by using negating conditions.

Advice

- The upper display limit of search results is 20 results. If the number of search results is too many and desired contacts cannot be searched, filter search by adding search conditions. In many cases, search is sufficient if both first and last names are specified.
- If "Directory Search" cannot be executed (it does not appear in selections), the settings for directory search may be insufficient. Set up "Phonebook" in user settings.
- Search cannot be performed.
  - "No matching information" is displayed.
    -> The search keyword may be wrong. Check the keyword.
    Especially, if the spelling of the prefix is incorrect, search is conducted for "persons with the incorrectly specified name."
  - An error message such as "... is not allowed as a directory search character string" is displayed.
    -> A character string which cannot be used as a search keyword is used. Check the keyword.
  - An error message such as "Directory search has not been configured correctly" is displayed.
    -> The settings may be wrong. Check the settings.
  - A search takes several tens of seconds, or a search fails after several tens of seconds and an error message is displayed.
    -> There may be a directory server failure. If the problem persists, contact your system administrator.
  - An error sound is generated and search is not executed.
    -> Only one directory search can be performed at the same time. After the previous search result is displayed, perform another search.

Caution

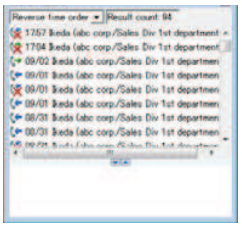
- In directory search, phone numbers are always searched for backward matching (ending with ...). '*' is also searched as part of a phone number.
- Directory search is linked with neither contact search nor phonebook search. Directory search searches contacts only from the directory server. The keyword rule also takes effect for directory search.
- Only registered items are displayed in search result display. Especially when only names are registered, clicking a name may not display any of advanced items.
- In search result display, phone numbers might have been edited to numbers that can be called (prefixed with 0). (For example, 03-1234-5678 -> 0-03-1234-5678) On the other hand, desired phone numbers may not be found if directory search is performed with edited phone numbers (prefixed with 0).
- To enable directory search, it is necessary to install the keyword rule configuration file, set up the directory server in maintenance settings, and set up the login to the directory server in user settings. For more information about the content of settings, contact your system administrator.
- The keyword rule may be changed through customization by your system administrator. Additionally, the usable keywords and display items may be different from the manual description depending on the settings of the directory server.
- The presence information is displayed only when presence information is registered in phone number 1. In the case that the presence server is not set, there is no data, etc. it is not displayed.

Dialing from the Search Results

You can place a call using the search result.

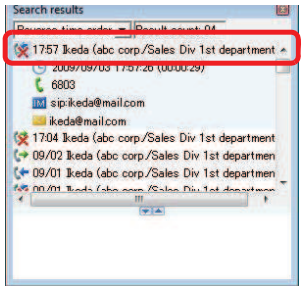
1 You have performed a search.

The search result is displayed on the browse window.



2 Click the person you want to call.

The detailed data is displayed.

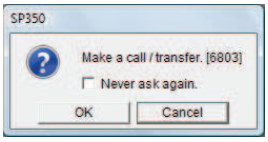


3 Click 6803 (phone number) of the person you want to call.

You can also get the same result by the following operations.

- Double-click the phone number in the detailed data.
- Press the [Enter] key with the phone number selected in the detailed data.
- Select [Call/Transfer(M)] from the right-click menu.

A confirmation dialog appears.



4 Click OK.

5 Start a conversation after the other party answers the phone.

Click (End call button) to disconnect the call.

Advice

To add a number to the beginning of the phone number of the clicked member button

The number to be added can be set in [Call] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

Caution

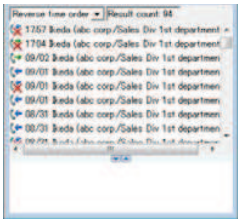
When the search target is "LDAP search," there may be a multiple number of phone numbers. The number of phone numbers depends on settings.

Transmitting an IM from the Search Results

You can transmit an IM using the search result.

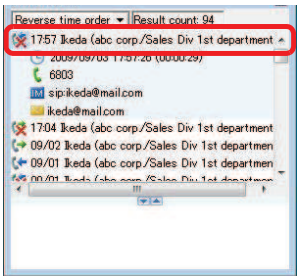
1 You have performed a search.

The search result is displayed on the browse window.



2 Click the person to whom you want to send an IM.

The detailed data is displayed.

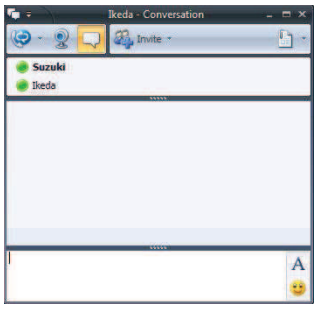


3 Click sip:ikeda@mail.com (IM address) of the person to whom you want to send an IM.

You can also get the same result by the following operations.

- Double-click the IM number in the detailed data.
- Press the [Enter] key with the IM number selected in the detailed data.
- Select [Call/Transfer(M)] from the right-click menu.

The [IM send] screen appears.



Caution

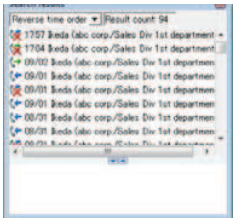
When the search target is "LDAP search" and in the case of collaboration with MOC, IM transmission cannot be performed because SIP (Session IP) addresses are displayed instead of IM numbers.

Sending an E-mail from the Search Results

You can send an e-mail using the search results.

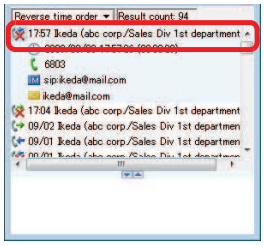
1 You have performed a search.

The search result is displayed on the browse window.



2 Click the person to whom you want to send an e-mail.

The detailed data is displayed.



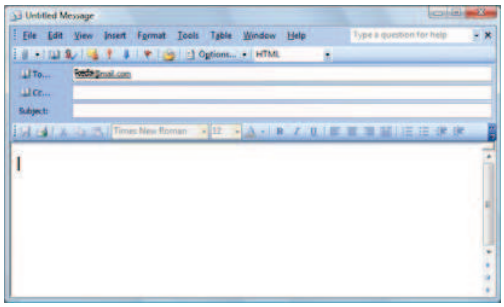
3 Click the e-mail address ikeda@mail.com in the detailed data.

The mail send screen appears. (The image is for Outlook Express.)

You can also get the same result by the following operations.

- Double-click the e-mail address in the detailed data (option setting is required).
- Press the [Enter] key with the e-mail address selected in the detailed data.
- Select [Send E-mail] from the right-click menu.

The mail creation screen appears with the e-mail address set in the [To...] field.



The e-mail can now be sent.

Advice

If another mail creation screen has already appeared

A new mail creation screen appears separately (depending on the specification of the mailer).

Caution

- The mailer activated from [Send E-mail] or [Attach to E-mail] is the program selected in the [E-mail:] field of [Internet programs] on the [Programs] tab (selected from [Tools] -> [Internet Options...] in Internet Explorer).
- When no mail address is registered to the detailed data, the right-click menus, [Send E-mail] and [Copy E-mail Address] are disabled.
- An e-mail can be sent to multiple destinations by selecting two or more log entries.
- When the search target is "LDAP search," there may be a multiple number of E-mail addresses. The number of E-mail addresses depends on settings.

How to Use the Launcher

The Launcher is an area in which you can register external applications/files or function buttons of Softphone.
From the Launcher, you can start applications/files and switch the browse windows.

- When Softphone has been updated from DtermSP30, the shortcuts that were set by the user on the toolbar of DtermSP30 are not carried over to Softphone.
- In the case of Thin Client, the Softphone function "Voice Message Recording Setting" cannot be registered.

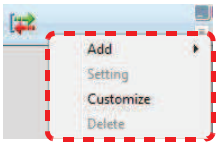
Registering a Softphone Function in the Launcher

All the Softphone functions are registered to the launcher area by default.

Registration Using the Right-Click Menu

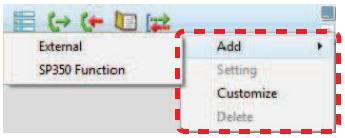
1 Right-click in the Launcher area.

The right-click menu appears.



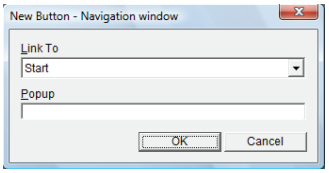
2 Select [Add].

The submenu appears.

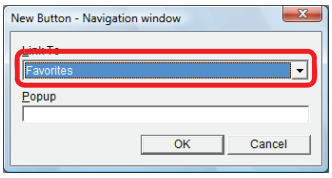


3 Select [Navigation window].

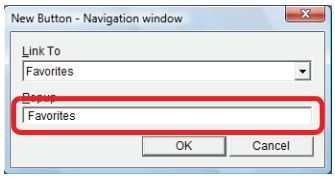
The [New Button] screen appears.



4 Click [Link To], and select the link you want to register.

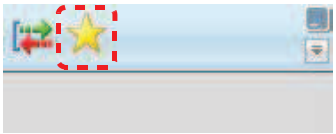


5 Input the pop-up caption.



- Up to 100 characters can be used for the pop-up caption of a button set in the Launcher.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

6 Click [OK].



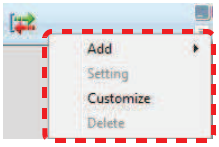
You have now registered the function in the Launcher.

- Up to 30 buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- To use buttons that are not displayed in the launcher area, click (Function List Menu button) and select the function you want to use from the displayed menu.
- Right-clicking on an icon in the Launcher adds a new button to the left of that right-clicked icon.

Registration from the Launcher Edit Screen

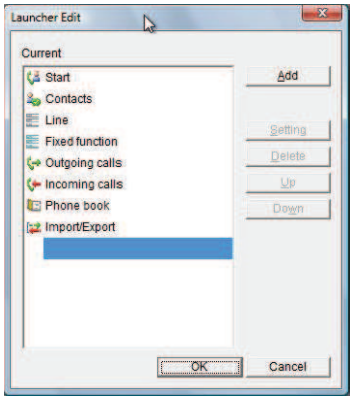
1 Right-click in the Launcher area.

The right-click menu appears.



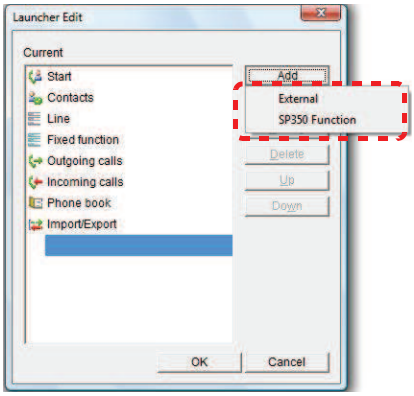
2 Click [Customize].

The [Launcher Edit] screen appears.



3 Click Add.

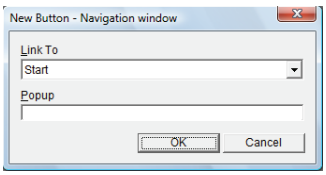
The pull-down menu appears.



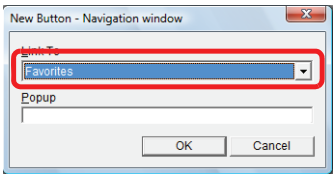
If a maximum number of buttons are already registered in the Launcher, the [Add] button is disabled.

4 Click [SP350 Function].

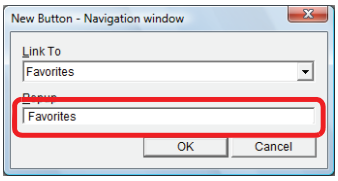
The [New Button] screen appears.



5 Click [Link To], and select the link you want to register.



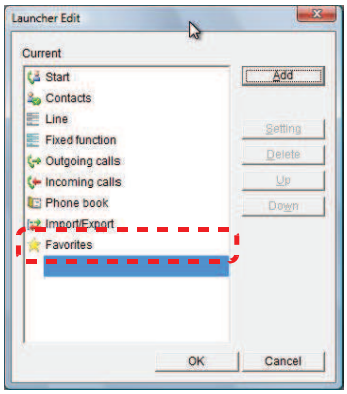
6 Input the pop-up caption.



- Up to 100 characters can be used for the pop-up caption of a button set in the Launcher.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

7 Click OK.

The button and pop-up caption are added to the [Current] area.



8 Click OK.

You have now registered the function in the Launcher.

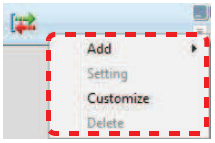
- Up to 30 buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- To use buttons that are not displayed in the launcher area, click (Function List Menu button) and select the function you want to use from the displayed menu.

Registering an External Application/File in the Launcher

Registration Using the Right-Click Menu

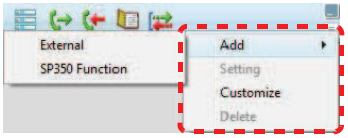
1 Right-click in the Launcher area.

The right-click menu appears.



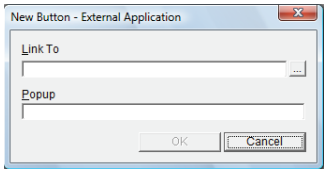
2 Select [Add].

The submenu appears.



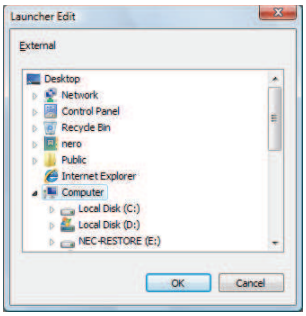
3 Click [External].

The [New Button] screen appears.

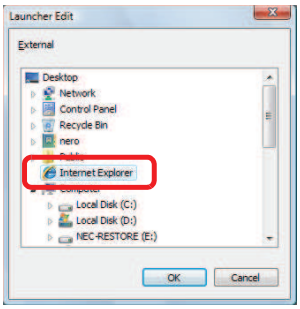


4 Click ...

The [Launcher Edit] screen appears.

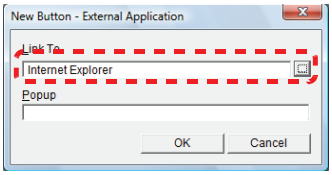


5 Select the external application or file you want to register.

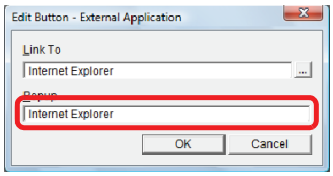


6 Click OK.

The application/file is registered in the [Link To] field.

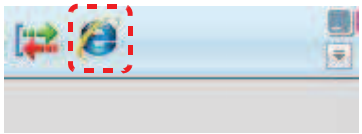


7 Input the pop-up caption.



- Up to 100 characters can be used for the pop-up caption of a button set in the Launcher.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.
- If the external application does not exist when selected, an error message is output from OS.

8 Click OK.



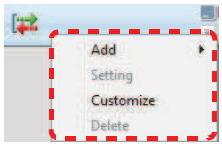
You have now finished the registration in the Launcher area.

- Up to 30 buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- To use buttons that are not displayed in the launcher area, click (Function List Menu button) and select the function you want to use from the displayed menu.
- The link to an external application/file whose button is registered in the Launcher is not traced when it has moved.
- When the icon of an external application/file is changed, it is not reflected on the button in the Launcher.

Registration from the Launcher Edit Screen

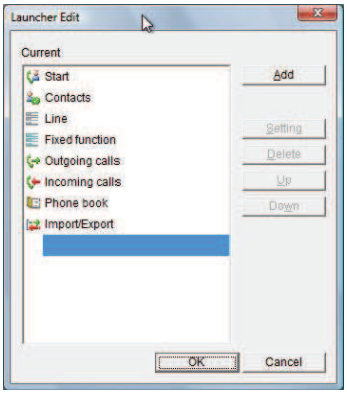
1 Right-click in the Launcher area.

The right-click menu appears.



2 Click [Customize].

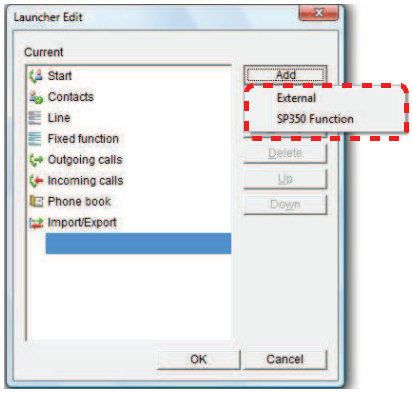
The [Launcher Edit] screen appears.



If a maximum number of buttons are already registered in the Launcher area, the [Add] button is disabled.

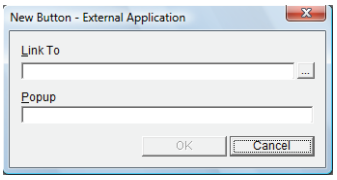
3 Click Add.

The pull-down menu appears.



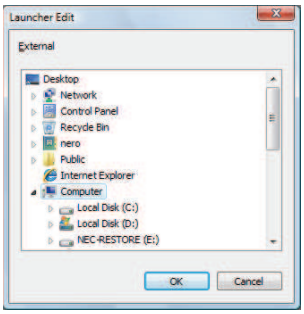
4 Click [External].

The [New Button] screen appears.

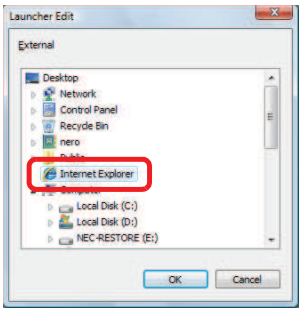


5 Click [...].

The [Launcher Edit] screen appears.

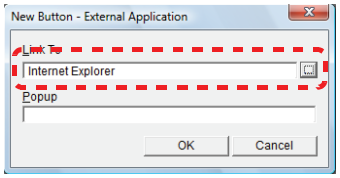


6 Select the external application or file you want to register.

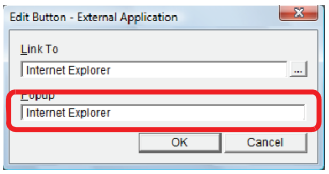


7 Click [OK].

The application/file is registered in the [Link To] field.



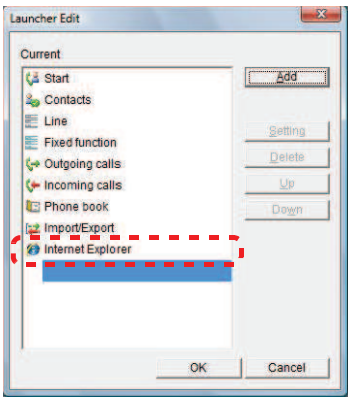
8 Input the pop-up caption.



- Up to 100 characters can be used for the pop-up caption of a button set in the Launcher.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

9 Click [OK].

The icon and pop-up caption are added to the [Current] area.



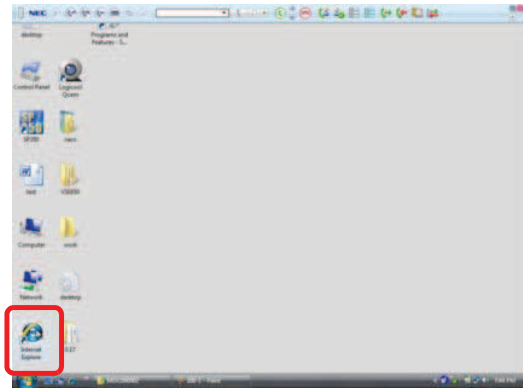
10 Click [OK].

You have finished the registration in the Launcher.

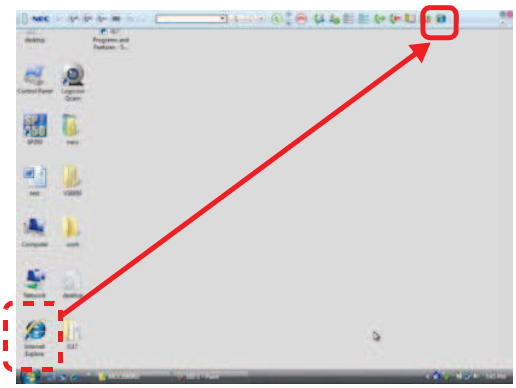
- Up to 30 buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- To use buttons that are not displayed in the launcher area, click (Function List Menu button) and select the function you want to use from the displayed menu.
- The link to an external application/file whose button is registered in the Launcher is not traced when it has moved.
- When the icon of an external application/file is changed, it is not reflected on the button in the Launcher.

Registration by Drag and Drop

1 Select the icon of the external application or file you want to register.



2 Drag and drop the icon into the Launcher area.



The toolbar is displayed with the icon registered in the Launcher area.

You have finished the registration in the Launcher.

Advice

To register multiple applications/files at a time

The icons of multiple applications/files can be dragged and dropped into the Launcher area at a time as long as there are vacancies.

Caution

- Up to 30 buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- To use buttons that are not displayed in the launcher area, click (Function List Menu button) and select the function you want to use from the displayed menu.
- For the buttons dragged and dropped into the Launcher, the complete path of the file name/URL/callto/tel of the linked application/file is used as the predetermined pop-up caption.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.
- The link to an external application/file whose button is registered in the Launcher is not traced when it has moved.
- When the icon of an external application/file is changed, it is not reflected on the button in the Launcher.
- If the maximum number of buttons is exceeded when multiple applications/files' icons are dragged and dropped into the Launcher at a time, a warning is displayed only once regardless of the excess number.

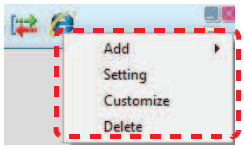
Deleting a Registered Button

You can delete a button from the Launcher.

Deletion Using the Right-Click Menu

1 Right-click the button you want to delete from the Launcher.

The right-click menu appears.



2 Click [Delete].

A confirmation dialog appears.

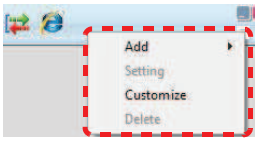
3 Click Yes.

The button has been deleted.

Deletion on the Launcher Edit Screen

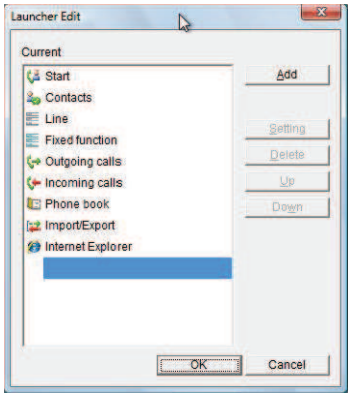
1 Right-click in the Launcher area.

The right-click menu appears.

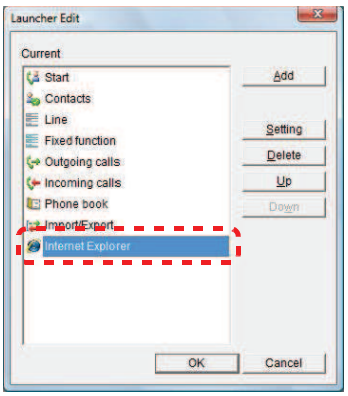


2 Click [Customize].

The [Launcher Edit] screen appears.

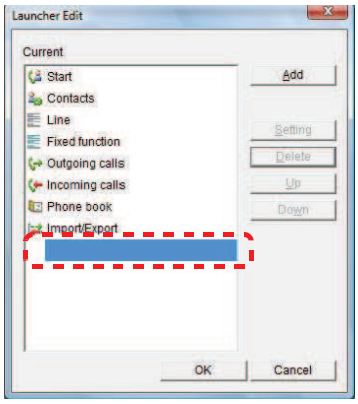


3 Click the button you want to delete.

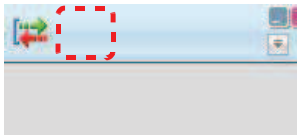


4 Click Delete.

The button has been deleted from the [Current] area.



5 Click OK.



The button has been deleted.

Advice

To select multiple files

In the [Launcher Edit] screen, you can select multiple files by clicking them while holding down the [Shift]/[Ctrl] key.

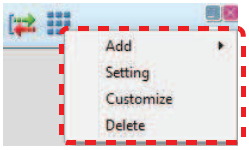
Editing a Registered Button

You can edit a button registered in the Launcher.

Editing the Pop-up Caption Using the Right-Click Menu

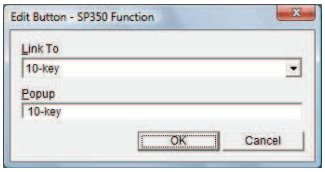
1 Right-click the button you want to edit.

The right-click menu appears.

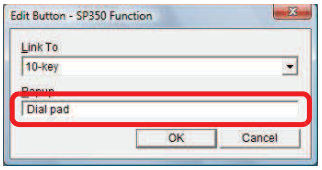


2 Click [Setting].

The [Edit Button] screen appears.



3 Edit the pop-up caption.



Caution

- You cannot change a button registered to execute a Softphone function to a button for opening an external application/file.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

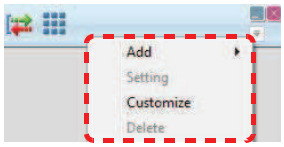
4 Click OK.

The pop-up caption has been changed.

Editing the Pop-up Caption on the Launcher Edit Screen

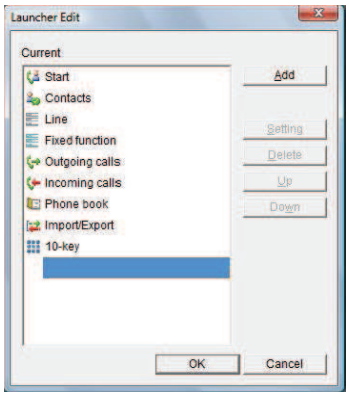
1 Right-click in the Launcher area.

The right-click menu appears.

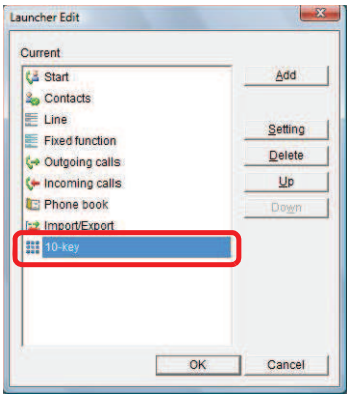


2 Click [Customize].

The [Launcher Edit] screen appears.

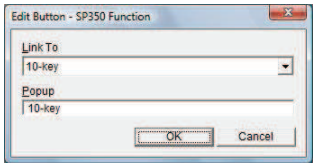


3 Click the button you want to edit.

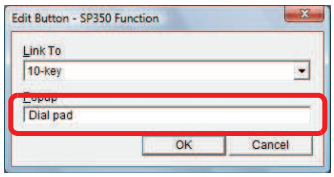


4 Click [Setting].

The [Edit Button] screen appears.



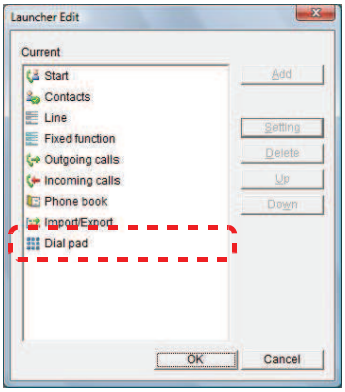
5 Edit the pop-up caption.



- You cannot change a button registered to execute a Softphone function to a button for opening an external application/ file.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

6 Click [OK].

The caption in the [Current] field has been changed.



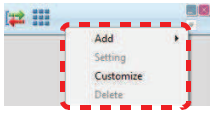
7 Click [OK].

The pop-up caption has been changed.

Changing a Softphone Button Using the Right-Click Menu

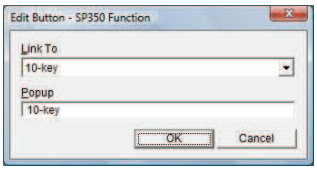
1 Right-click the button you want to change.

The right-click menu appears.

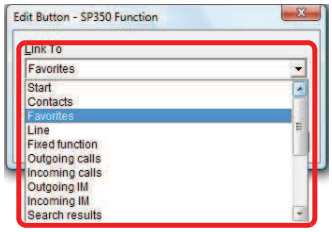


2 Click [Setting].

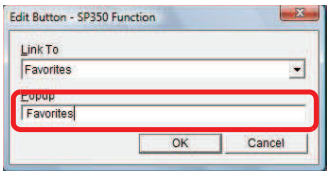
The [Edit Button] screen appears.



3 Click [Link To] and change links.

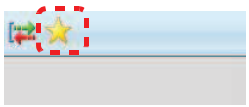


4 Change the pop-up caption.



- You cannot change a button registered to execute a Softphone function to a button for opening an external application/file.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

5 Click OK.

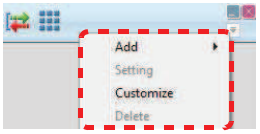


You have now changed buttons.

Changing a Softphone Button on the Launcher Edit Screen

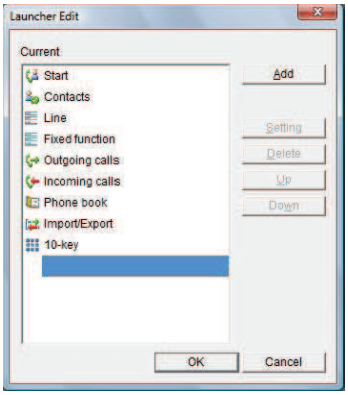
1 Right-click in the Launcher area.

The right-click menu appears.

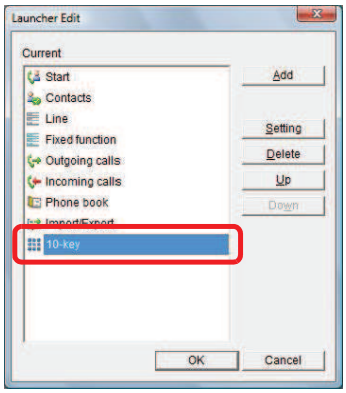


2 Click [Customize].

The [Launcher Edit] screen appears.

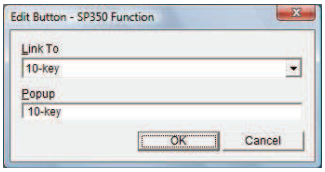


3 Click the button you want to change.

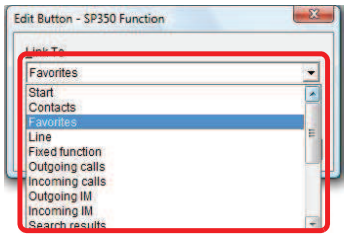


4 Click Setting.

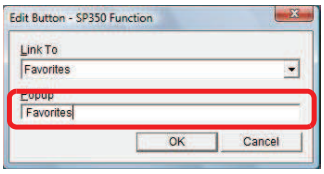
The [Edit Button] screen appears.



5 Click [Link To] and change links.



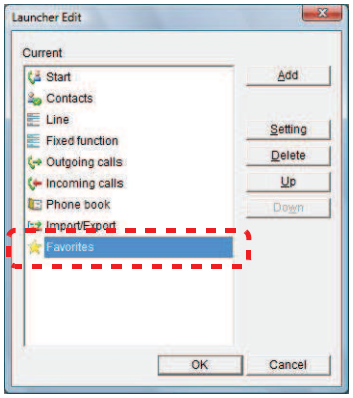
6 Change the pop-up caption.



- You cannot change a button registered to execute a Softphone function to a button for opening an external application/ file.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

7 Click OK.

The button and pop-up caption in the [Current] field have been changed.



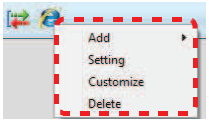
8 Click OK.

You have now changed buttons.

Changing an External Application/ File Using the Right-Click Menu

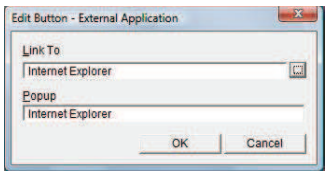
1 Right-click the button you want to change.

The right-click menu appears.



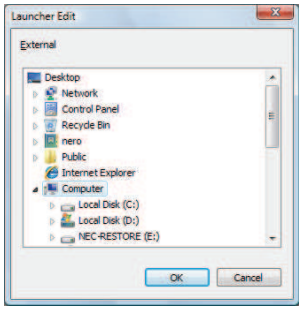
2 Click [Setting].

The [Edit Button] screen appears.

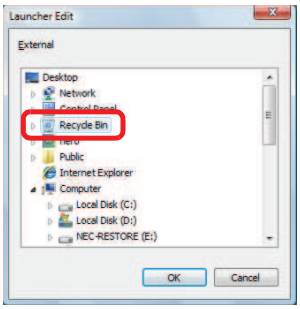


3 Click ...

The [Launcher Edit] screen appears.

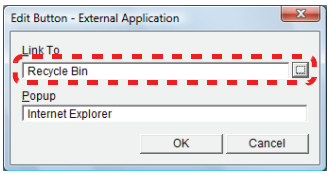


4 Select the file you want to set.

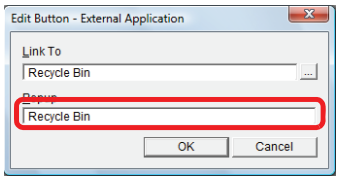


5 Click OK.

The link has been changed.

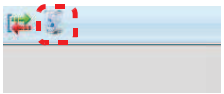


6 Change the pop-up caption.



- You cannot change a button registered to open an external application/file to a button for executing a Softphone function.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

7 Click [OK].

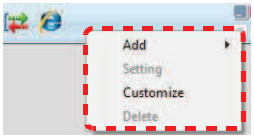


You have now changed buttons.

Changing an External Application/ File on the Launcher Edit Screen

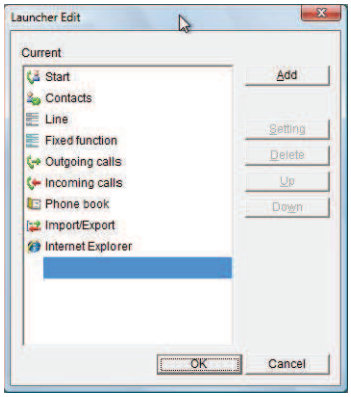
1 Right-click in the Launcher area.

The right-click menu appears.

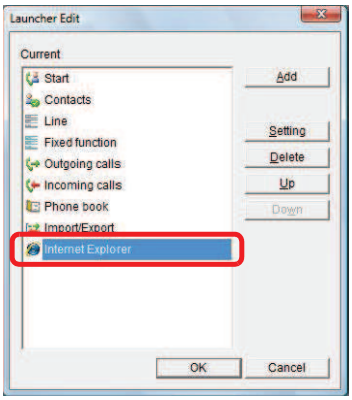


2 Click [Customize].

The [Launcher Edit] screen appears.

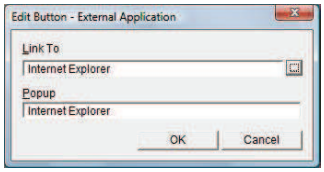


3 Click the button you want to change.



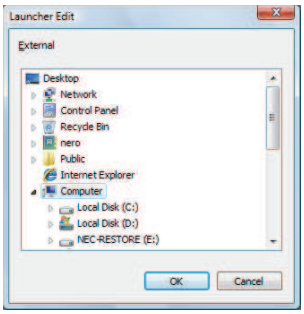
4 Click [Setting].

The [Edit Button] screen appears.

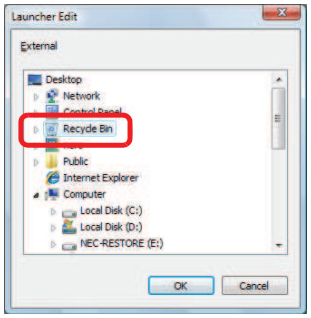


5 Click [...].

The [Launcher Edit] screen appears.

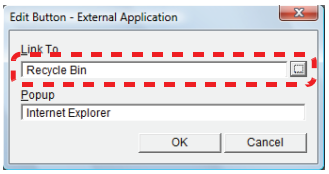


6 Select the file you want to set.

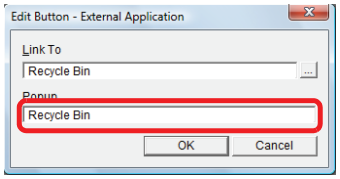


7 Click [OK].

The link has been changed.



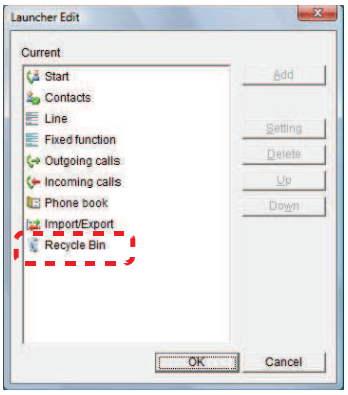
8 Change the pop-up caption.



- You cannot change a button registered to open an external application/file to a button for executing a Softphone function.
- When the [Popup] field remains blank, the predetermined caption is used.
- When the predetermined caption exceeds 100 characters, the subsequent characters are cut off.

9 Click [OK].

The button and pop-up caption in the [Current] field have been changed.



10 Click [OK].

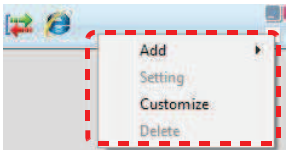
You have now changed buttons.

Moving a Registered Button

Moving a Button on the Launcher Edit Screen

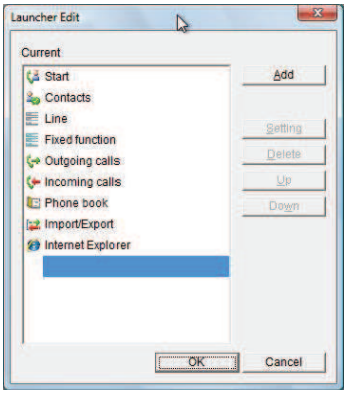
1 Right-click in the Launcher area.

The right-click menu appears.

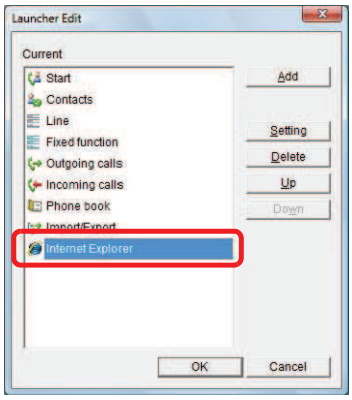


2 Click [Customize].

The [Launcher Edit] screen appears.

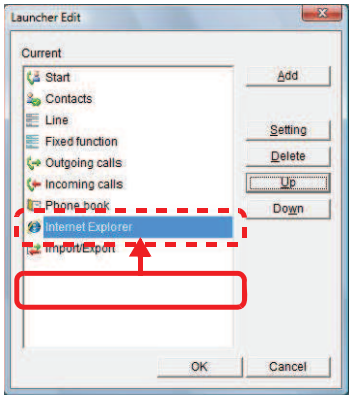


3 Click the button you want to move.



4 Click Up or Down.

The screen below uses Up as an example.



5 Click OK.

You have now moved the button.

When the top line in the list is selected, the [Up] button is disabled. When the bottom line or the line above the bottom line is selected, the [Down] button is disabled.

Moving a Button by Drag and Drop

1 Select the button you want to move in the Launcher.

2 Drag and drop it into the new position.

The Launcher area after the move is shown below.

You have now moved the button.

- In the Launcher area, when an icon is dragged and dropped on a button on the left side of the icon, the icon is positioned to the left of the button.
- In the Launcher area, when an icon is dragged and dropped on a button on the right side of the icon, the icon is positioned to the right of the button.

How to Use Voice Mail

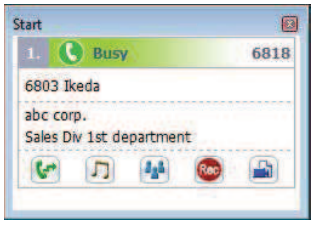
(Option)

The optional UMS enables Softphone to record a call and transfer the recorded call to another person.
In addition, Softphone can be used as a voice message recorder.

For details of the operation, refer to the help or instruction of the UMS.

Using Call Recording

1 On the phone.



2 Click Rec (Record button).

Or, click the record button registered to the line function.

Call recording is started.
The record button lights during the recording.

Click (End call button) to disconnect the call.

Clicking the End call button stops recording.

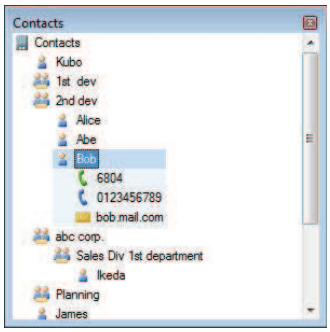
Changing the Destination of the Recording File

Using the Right-Click Menu on a Contact

1 During recording.

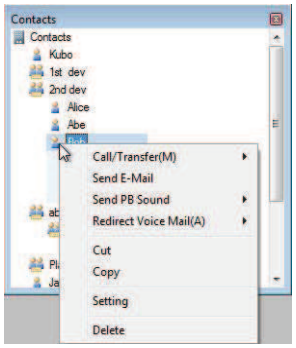
2 Click (Contacts) on the toolbar.

The browser window switches to the contacts list.



3 Select and right-click the contact of the party to send the recording file.

The following menu appears.



4 Click [Redirect Voice mail(A)].

The destination has now been changed.

Advice

To add a number to the beginning of the right-clicked contact's phone number

The number to be added can be set in [Call] under [Conversation] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

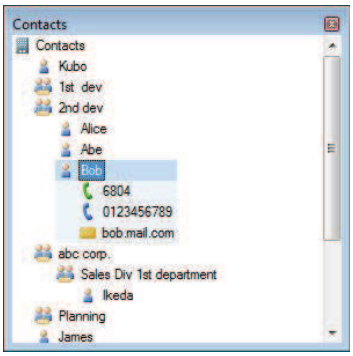
Using a Contact

To change a destination by this method, [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] must be checked in advance. (When the function is disabled, the call is transferred.) For user configurations, refer to "Enabling Voice Mail Destination Change".

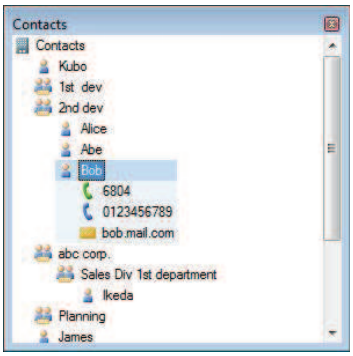
1 During recording.

2 Click (Contacts) on the toolbar.

The browser window switches to the contacts list.



3 Click the contact of the party to send the recording file.



The destination has now been changed.

To add a number to the beginning of the clicked contact's phone number

The number to be added can be set in [Call] under [Conversation] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

The call is transferred without changing the destination.

Check if [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] is enabled. When the item is disabled, the call is transferred.
For user configurations, refer to "Enabling Voice Mail Destination Change".

Using the Contact Information/E-Mail Received

You can change the destination by using a contact in Microsoft Outlook or phone number included in a received E-mail.

- To change a destination by this method, [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] must be checked in advance. (When the function is disabled, the call is transferred.) For user configurations, refer to "Enabling Voice Mail Destination Change".
- This function is not available when a phone number cannot be dragged and dropped like the address book of Outlook Express. In this case, refer to "Copying a Phone Number".

1 During recording.

2 Display a screen of an application or file to which the number to call is registered.

3 Drag and drop the phone number onto (Call/Answer button) on the toolbar.

The destination has now been changed.

To add a number to the beginning of the dragged&dropped phone number

The number to be added can be set in [Call] under [Conversation] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

The call is transferred without changing the destination.

Check if [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] is enabled. When the item is disabled, the call is transferred.
For user configurations, refer to "Enabling Voice Mail Destination Change".

Copying a Phone Number

You can copy a phone number to change the destination easily.

To change a destination by this method, [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] must be checked in advance. (When the function is disabled, the call is transferred.) For user configurations, refer to "Enabling Voice Mail Destination Change". For user configurations, refer to "Enabling Voice Mail Destination Change".

1 During recording.

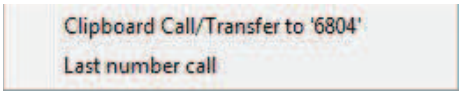
2 Display the screen in which the phone number of the other party to change the destination is displayed.

3 Highlight the phone number to select, and right-click on the selected phone number.

4 Click [Copy].

5 Right-click on (Call/Answer button) on the toolbar.

The following menu appears.



6 Click [Clipboard Call/Transfer to "].

The phone number which was copied is displayed after "".

The destination has now been changed.

To add a number to the beginning of the copied phone number

The number to be added can be set in [Call] under [Conversation] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

The call is transferred without changing the destination.

Check if [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] is enabled. When the item is disabled, the call is transferred.
For user configurations, refer to "Enabling Voice Mail Destination Change".

Using a Phone Number Linked in a Website

You can change the destination by using Softphone to a phone number on websites displayed in Internet Explorer by clicking its hyperlink (call to setting).

- To change a destination by this method, [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] must be checked in advance. (When the function is disabled, the call is transferred.) For user configurations, refer to "Enabling Voice Mail Destination Change".
- To use this function, a setting is required. For the setting, refer to "Setting" in "Dialing a Phone Number linked in a Home Page".

1 During recording.

2 Display the website.

3 Click the hyperlink of the phone number.

The destination has now been changed.

To add a number to the beginning of the linked phone number

The number to be added can be set in [Call] under [Conversation] in [User configurations] in advance.
For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

The call is transferred without changing the destination.

Check if [Voice mail Cooperation (Effective only at the time of Voice mail use)] in [Voice mail] under [Recording] in [User configurations] is enabled. When the item is disabled, the call is transferred.
For user configurations, refer to "Enabling Voice Mail Destination Change".

Listening to the Call Recording

1 Click (Listen button) in the start screen.

Or, click the [Listen] button registered to the line or click the log which contains the file to listen in the incoming/outgoing log and click the recording file from the related information.

You hear the guidance when Softphone connects to the UMS. Follow the guidance for subsequent operations.

Using Voice Message Recording

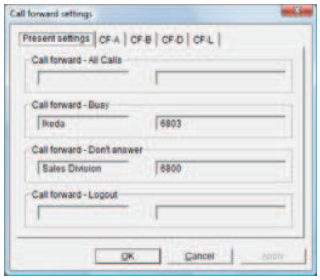
The voice mail can answer the phone instead of you while you are absent and record the message like a voice message recorder. The recording file can be listened later again or forwarded to another person to listen.

For operations during recording or how to listen a message, refer to the help or instruction of the UMS.

Setting

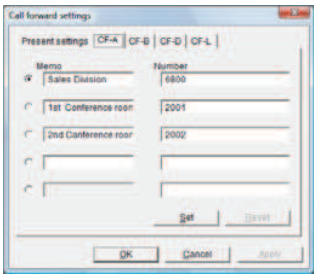
1 Click (Call Forward - All Calls setting icon).

Or, click (Forwarding settings) on the MOC plug-in.
The [Call forward settings] screen appears.



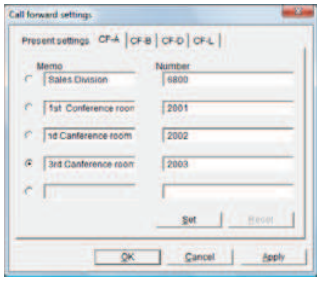
2 Click a forwarding type to be set.

Example: *In case of call forward - all calls*
The following screen is displayed.



3 Input the extension number of the voice mail in the [Number] field that is left blank.

4 Check the field that the number is input in Step 3.



5 Click Set.

A confirmation dialog can be displayed to prevent a mistake when call forward - all calls is set.
For details, refer to "Displaying Confirmation Message When Call Forward - All Calls Setting Is Available".

6 Click OK(O).

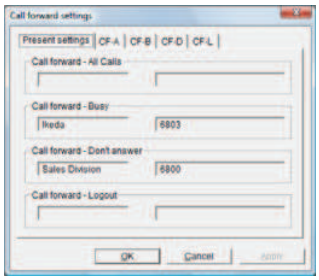
(Call Forward - All Calls setting icon) lights in blue (only when the call forward - all calls is set).

The voice message recording has now been set.

Canceling

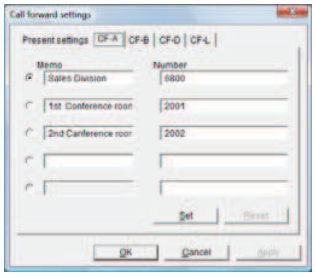
1 Click (Call Forward - All Calls setting icon).

Or, click (Forwarding Settings) on the MOC plug-in.
The [Call forward settings] screen appears.



2 Click a forwarding type to be canceled.

Example: *In case of call forward - all calls*
The following screen is displayed.



3 Click Reset.

4 Click OK(O).

The light of (Call Forward - All Calls setting icon) is turned off (only when the call forward - all calls is canceled).

The voice message recording has now been canceled.

Listening to a Voice Message Recorded or Forwarding It

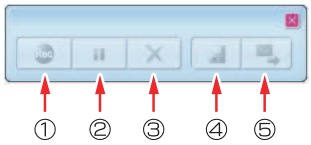
For details, refer to the help or instruction of the UMS.

Recording a Conversation in the PC

A conversation is recorded and stored in the PC.
In addition, the recorded file can be played from the call history.

In the case of Thin Client, this function cannot be used depending on the type of the client terminal. For details, contact the system administrator.

<Description of buttons>

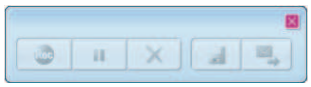


No.	Button	Description
(1)	Record	Starts recording. During recording, the button blinks to indicate that the call is being recorded.
(2)	Pause	Pauses recording.
(3)	Cancel	Discards the recorded WAV file without saving.
(4)	Save	Saves the recorded WAV file to the default save folder.
(5)	Send E-mail	Sends an e-mail with the last saved WAV file attached.

Using Call Recording

1 Click (PC Recording icon).

The call recording screen appears.



- When the voice mail with the optional UMS is also used, right-click the [Record] button of the start screen and select [Live Recording] from the menu.
- The call may not be recorded depending on the other party (in this case, the [Record] button is disabled).
- The call cannot be recorded for the handset for collaboration (the [Record] button is disabled).

2 On the phone.

3 Click .

The call recording starts.

4 Click .

The call recording pauses.

5 Click .

The recording file has now been saved as a file.

- The holding tone when the other party holds the call may be recorded depending on the other party.
- The size of the recorded file varies depending on the file format to be set.
  For the file format to be set, check with the system administrator.
- In the case of Thin Client, the file format is "G.711" (approximately 0.5 MB per minute) instead of "PCM."

File Format	Size
PCM	Approx. 1MB per minute
GSM6.1	Approx. 0.1MB per minute

When the call is disconnected during recording.

The recording file is automatically saved as a file.

When the file is not saved

Click .

To change the destination to save the recording file

Set the destination from [Live Recording] under [Recording] in [User configurations] screen.
For details, refer to "Specifying the Folder in Which to Save PC Recording Files".

To start recording automatically when the call is started

Set the destination from [Live Recording] under [Recording] in [User configurations] screen.
For details, refer to "Setting the PC Recording Start Method".

Canceling Call Recording

1 During call recording.

2 Click ✕.

The recording has now been canceled.

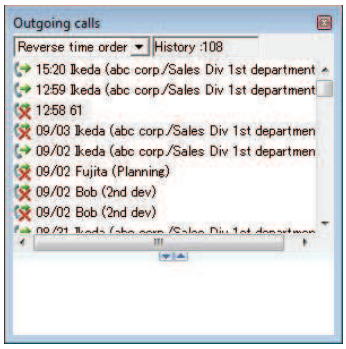
The recording file is not created.

Listening to the Call Recording

The outgoing calls screen is used here as an example.

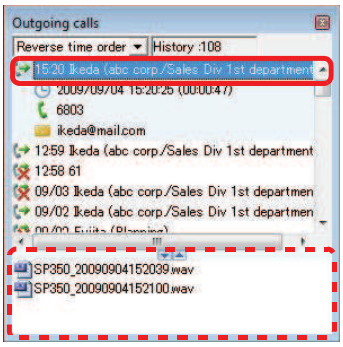
1 Click (Incoming calls) on the MOC plug-in or click [Outgoing calls] displayed by rightclicking (Incoming calls) on the MOC plug-in.

The outgoing calls screen or the incoming calls screen is displayed in the browse window.



2 Click the call log to listen from the outgoing calls or incoming calls.

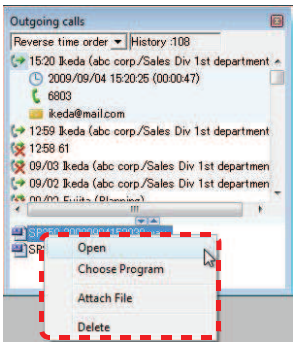
The recording files are displayed in the related information.



3 Right-click the recording file to be played.

Or, double-click the file.

The right-click menu appears.



4 Click [Open].

Or, click [Choose Program].

The recording file has now been played.

The file will be played with the application prespecified by Windows.

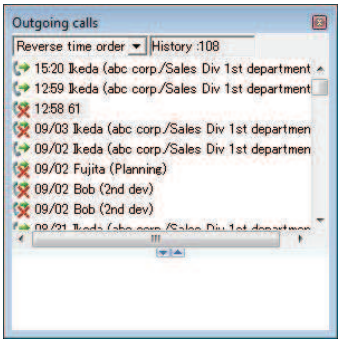
Example: Windows Media Player etc.

Deleting a Recording File

The outgoing log screen is used here as an example.

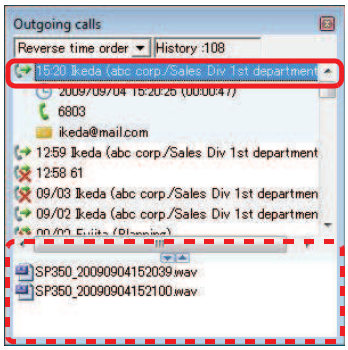
1 Click (Incoming calls) on the MOC plug-in or click [Outgoing calls] displayed by right-clicking (Incoming calls) on the MOC plug-in.

The outgoing calls screen or the incoming calls screen is displayed in the browse window.



2 Click the call log to delete from the outgoing calls or incoming calls.

The recording files are displayed in the related information.



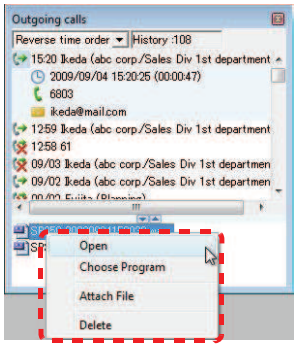
3 Right-click the recording file to be deleted.

The right-click menu appears.

Advice

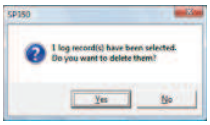
To select multiple recording files

To select multiple recording files, click the files while holding down the [Shift] key or [Ctrl] key.



4 Click [Delete].

A confirmation message appears.



5 Click [Yes].

The recording file has now been deleted.

Sending a Recording File by E-mail

You can send a recording file easily by e-mail.

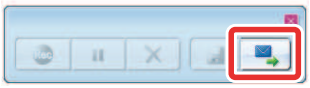
Sending from the Call Recording Screen

You can send an e-mail with the last saved recording file attached by clicking the [Send E-mail] button on the call recording screen.

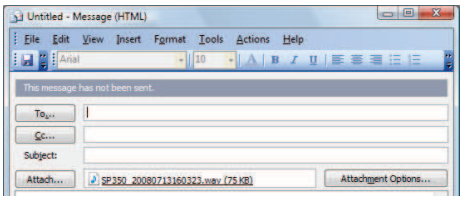
1 During call recording.

2 The call is terminated.

3 Click (Send E-mail) button.



The mail send screen appears.



(The image is for Outlook Express.)

Caution

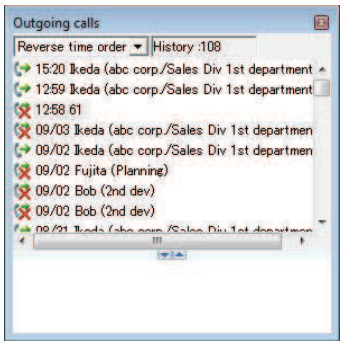
- The [Send E-mail] button does not work in the following cases if clicked.
  - During PC recording.
  - The recording file has never been saved since Softphone was activated.
- An error occurs if the last saved file is deleted by operations from the history of call screen etc.
- Only one mail creation screen can be opened at a time. When a mail screen in process of creation is opened, close the screen and perform the operation again.

Sending from the Call History

The outgoing log screen is used here as an example.

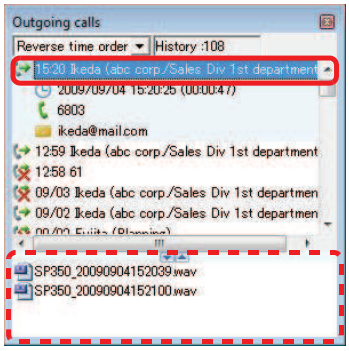
1 Click (Incoming calls) on the MOC plug-in or click [Outgoing calls] displayed by right-clicking (Incoming calls) on the MOC plug-in.

The outgoing calls screen or the incoming calls screen is displayed.



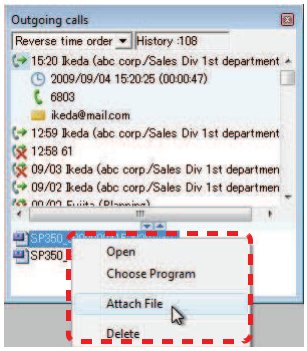
2 Click the call log to send from the outgoing calls or incoming calls.

The recording files are displayed in the related information.



3 Right-click the recording file to be sent.

The right-click menu appears.



Advice

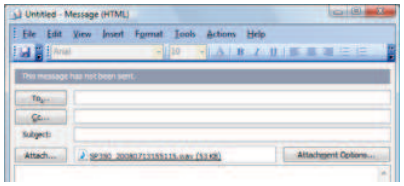
To select multiple recording files

To select multiple recording files, click the files while holding down the [Shift] key or [Ctrl] key.

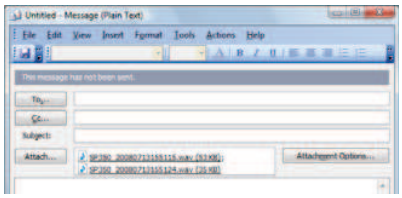
4 Click [Attach File].

The mail send screen appears.
(The image is for Outlook Express.)

- When one file is selected



- When multiple files are selected



5 Input the e-mail address of the other party in the [To...] field.

Fill out the [CC...] and [BCC...] fields as necessary.

6 Input the title of the e-mail in the [Subject:] field.

7 Input the contents of the e-mail in the message body.

8 Click [Send].

The e-mail has now been sent.

Caution

- An error occurs if the selected file is deleted.
- Only one mail creation screen can be opened at a time. When a mail screen in process of creation is opened, close the screen and perform the operation again.

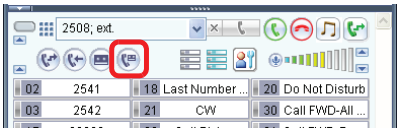
How to Use Voice Message Recording

The voice message recording function allows you to record the caller's message by manual activation or after the automated response, and save it in the PC.
The recorded message can be played back from the incoming calls as when a conversation is recorded in the PC.

In case of Thin Client, this function cannot be used.

Checking the Voice Message Recording Setting

You can check the voice message recording setting status with the Voice Message Recording icon in the Status notification area.



< Voice message recording setting statuses >

Icon	Name	Description
	Voice message recording on	Indicates the voice message recording is on.
	Voice message recording off	Indicates the voice message recording is off.
	Voice message recording disabled	Indicates the voice message recording is disabled.

Setting/Canceling Voice Message Recording

Setting

1 Click (Voice mail settings) on the MOC plug-in.

You have set up the voice message recording.

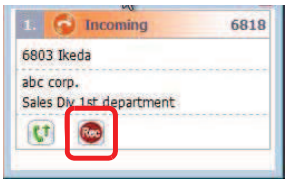
Canceling

1 Click (Voice mail settings) on the MOC plug-in while the voice message recording setting is on.

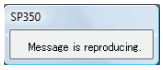
You have canceled the voice message recording setting.

Starting Voice Message Recording Manually

1 Click (Record button) on the [Start] screen when you have an incoming call on your personal internal line (prime line).



The following screen appears, starting the message recording.



You have now started the message recording manually.

Caution

Message recording cannot be manually started while a line (subline) other than your personal internal line is in a call or in the case of a callback.

Advice

To change the time before the automated response, the recording time, the reply message file, or the folder in which to save the recording file

You can pre-set the above items in [MemoRec] under [Recording] in [User configurations].
For details, refer to the following:

-> "Setting the Time before the Automated Response"
-> "Setting the Recording Time"
-> "Specifying the Reply Message"
-> "Specifying the Folder in Which to Save PC Recording Files"

To talk with the other party during message recording

Clicking/pressing any of the following buttons allows you to talk with the other party during message recording:

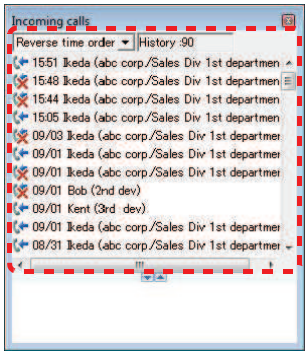
- Call/Answer button
- Mute button
- Prime line button
- Hook button on the handset

You can also transfer the call or place it on hold. In this case, however, the message recording is canceled, so nothing continues to be recorded.

Listening to a Voice Message Recorded

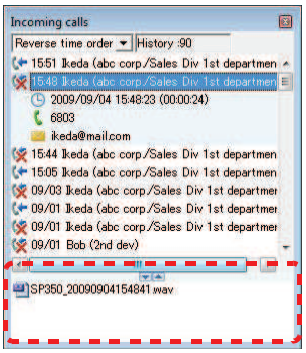
1 Click (Incoming calls) on the MOC plug-in.

The incoming calls screen is displayed.



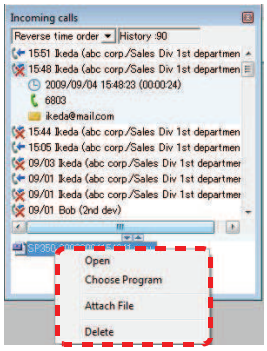
2 From the incoming calls list, click the call history you want to listen to.

The recording file is displayed as the related information.



3 Right-click the recording file you want to play.

Or, double-click the file.
The right-click menu appears.



4 Click [Open].

Or, click [Choose Program].

The recording file has now been played.

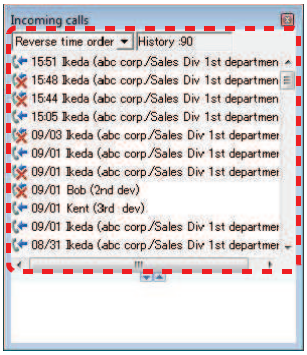
The file will be played with the application prespecified by Windows.

Example: Windows Media Player etc.

Deleting a Recording File

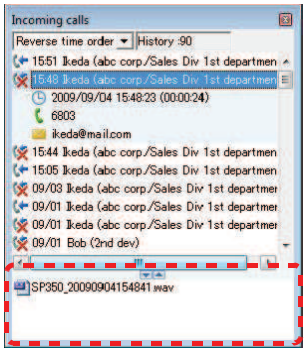
1 Click (Incoming calls) on the MOC plug-in.

The incoming calls screen is displayed.



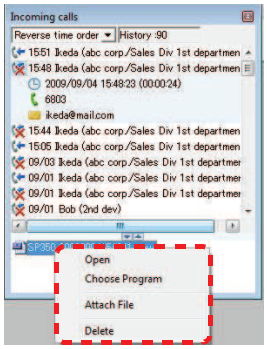
2 From the incoming calls list, click the call history that has a recording file you want to delete.

The recording file is displayed as the related information.



3 Right-click the recording file you want to delete.

The right-click menu appears.

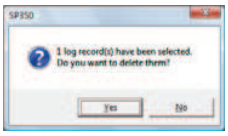


To select multiple recording files

To select multiple recording files, click the files while holding down the [Shift] key or [Ctrl] key.

4 Click [Delete].

A confirmation message appears.



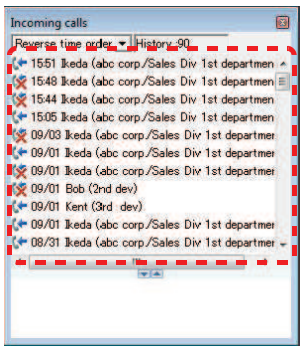
5 Click [Yes].

The recording file has now been deleted.

Sending a Recording File by E-mail

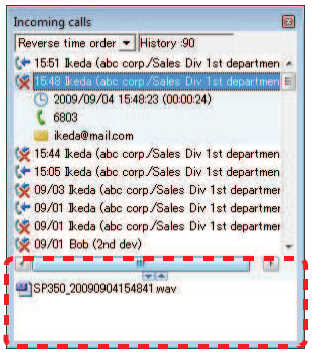
1 Click (Incoming calls) on the MOC plug-in.

The incoming calls screen is displayed.



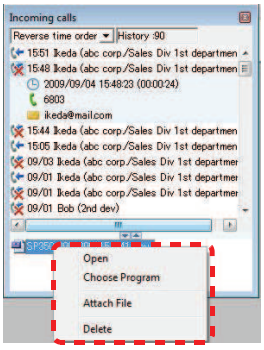
2 From the incoming calls list, click the call history that has a recording file you want to send.

The recording file is displayed as the related information.



3 Right-click the recording file you want to send.

The right-click menu appears.



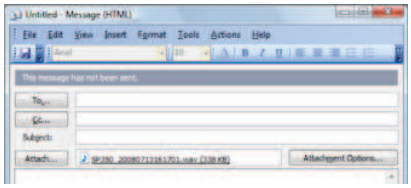
Advice

To select multiple recording files

To select multiple recording files, click the files while holding down the [Shift] key or [Ctrl] key.

4 Click [Attach File].

The mail send screen appears.



(The image is for Outlook Express.)

5 Input the e-mail address of the other party in the [To...] field.

Fill out the [CC...] and [BCC...] fields as necessary.

6 Input the title of the e-mail in the [Subject:] field.

7 Input the contents of the e-mail in the message body.

8 Click [Send].

The e-mail has now been sent.

Caution

- An error occurs if the selected file is deleted.
- Only one mail creation screen can be opened at a time. When a mail screen in process of creation is opened, close the screen and perform the operation again.

How to Collaborate with Microsoft Outlook

Softphone originates/transfers calls, displays the presence of users, and searches information by collaborating with the contacts of Microsoft Outlook.
Softphone's operation collaborating with Microsoft Outlook2010/2013/2016/2019 has been confirmed.

Setting Up the Environment

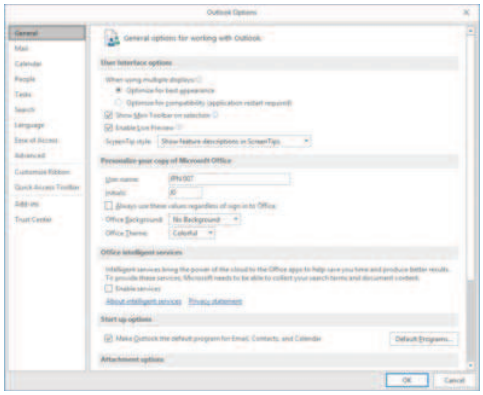
When newly installing Softphone while Microsoft Outlook is started

To use Softphone collaborating with Microsoft Outlook, Microsoft Outlook must be restarted. Softphone can be used by collaborating with Microsoft Outlook after the restart.

When the user who uses Softphone is not the user who installed Softphone, perform the procedure below for the environmental settings of Outlook (add-in integration for Softphone) to use Softphone collaborating with Microsoft Outlook.

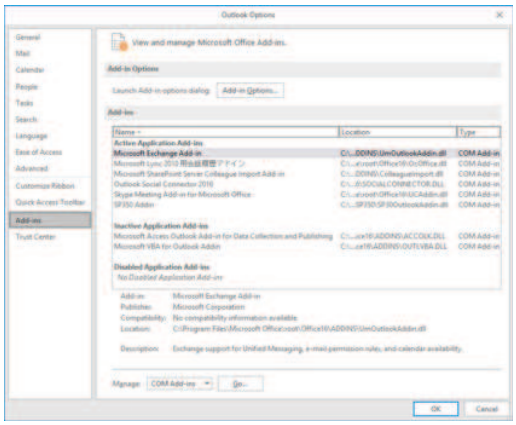
1 Click [File] -> [Option].

The following screen appears.



2 Click [Add-Ins] from the menu.

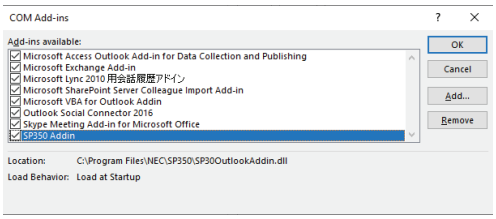
The following screen appears.



3 Select [COM Add-ins] from the menu of [Manage:].

4 Click the [Go.] botton.

The following screen appears.



5 Check the "SP350 Addin" check box.

6 Click the [OK] button.

The environmental settings have now been finished.

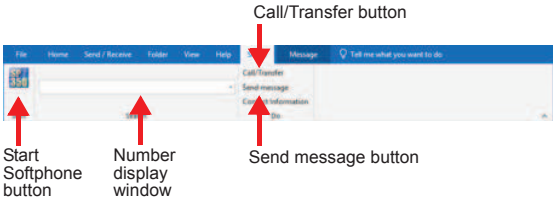
About the Softphone Toolbar

The Softphone toolbar doesn't appear when Office 365 is used from a web browser.

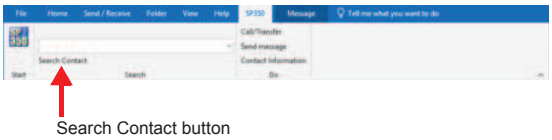
Name and Function of Each Part

Names and functions of the Softphone toolbar necessary for the collaboration are as follows.

• Auto Search mode (Default)



• Manual Search mode

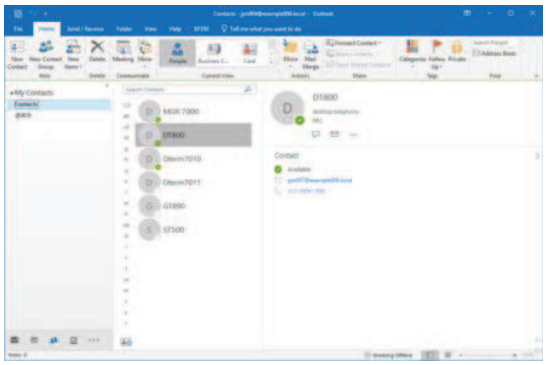


Item	Function
Start Softphone button	Starts Softphone.
Contact's name	Displays the name of the selected contact (displays up to 16 characters).
Number display window	Lists all the numbers registered to the selected contact.
Call/Transfer button	Originates/transfers a call to the number displayed in the number display window.
Send message button	Opens the Send message display with the number displayed in the number display window as a destination.
Search Contact button	Execute searching of contact by E-mail address (only Manual Search mode).

Operations Using the Softphone Toolbar

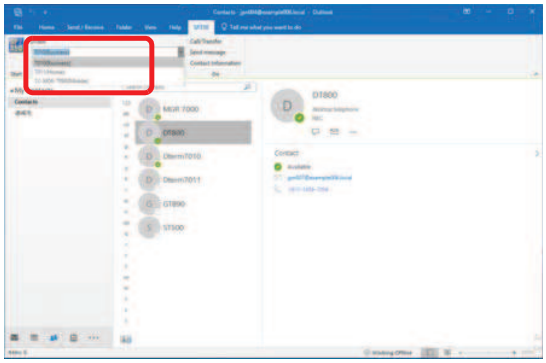
Call/Transfer after Selecting a Contact

1 Switch the view of Outlook to [Contacts].



2 Select a number from the number display window.

Select the number to originate/transfer the call from the list of the number display window.



Advice

To originate/transfer a call to the number not on the list

To originate/transfer a call to the number not registered to the contacts, input the number directly to the number display window and press the [Enter] key before performing the subsequent operations.

3 Click Call/Transfer.

You hear the ringback tone.

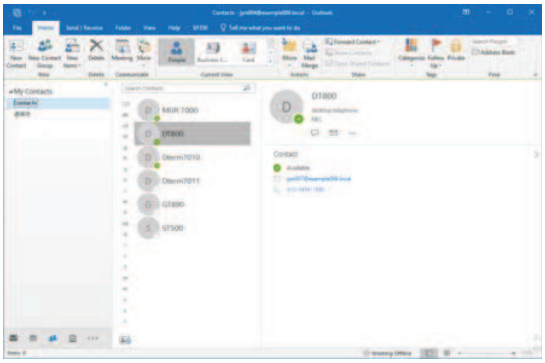
Caution

When there is a line on the phone, the call is transferred.

4 Start a conversation after the other party gets on the line.

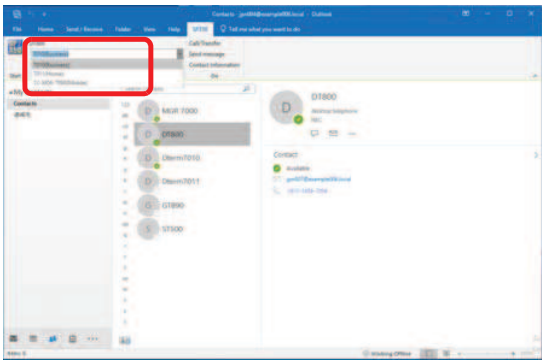
Opening the [Send message] Display after Selecting a Contact

1 Switch the view of Outlook to [Contacts].



2 Select a number from the number display window.

Select the number to which you want to send IM from the list of the number display window.



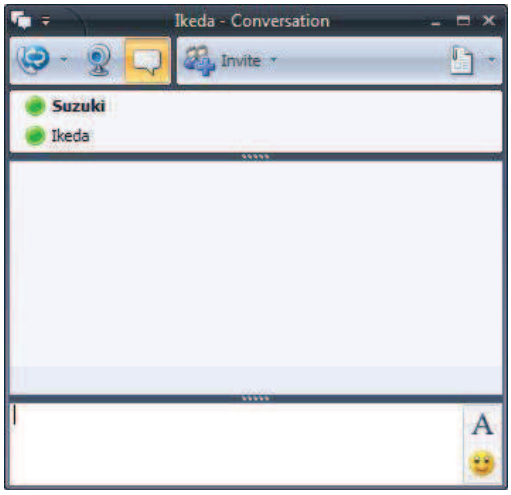
Advice

To send an IM to the number that is not on the list

To send an IM to the number not registered to the contacts, input the number directly to the number display window and press the [Enter] key before performing the subsequent operations.

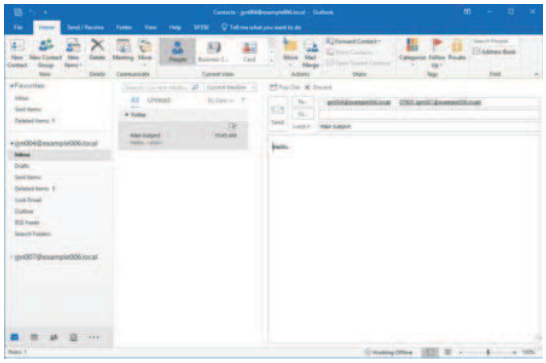
3 Click Send message .

The [Send message] display panel for the selected number is popped up.



Operations after Selecting an E-mail

1 Switch the view of Outlook to [Mail].



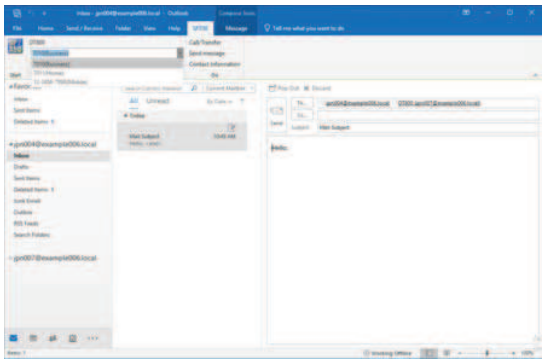
2 Check that the inbox is opened.

3 Click the e-mail to be operated.

Advice

Click Search Contact in Manual Search mode.

4 Click ▼ on the number display window and select a number.



5 Click one of the buttons on the toolbar.

You can perform one of operations from [Call/Transfer], [Send message], or [Contact Information].

Advice

To execute manual searching by Email address

Refer to "Setting the searching mode for Collaboration with Microsoft Outlook".

Caution

- The information is reflected to the toolbar only when one message is selected.
- Select a mail from [Inbox]. [Outbox] is not the target of the search.
- Items to be searched are e-mail addresses registered as [E-mail], [E-mail 2], and [E-mail 3].
- When the mail for which any return address has been set is selected, the return address is to be searched.

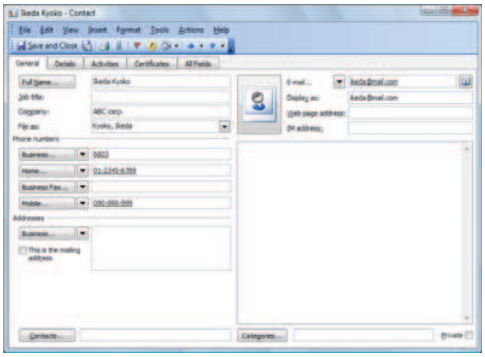
Searching the Outlook Contact Information

The number of the other party can be obtained by automatic search from the contacts of Outlook upon an incoming call etc. to display the party's name, company name, and department name.
In addition, the types of contact numbers for the search are as follows.

- Business
- Business 2
- Home
- Mobile

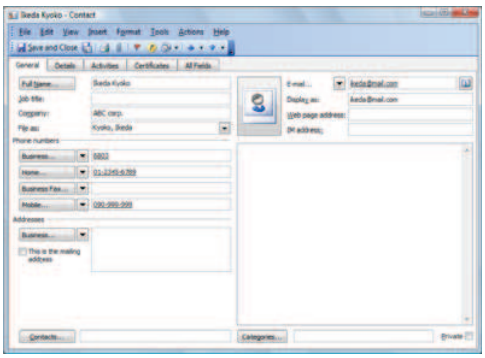
About Name

[Full Name...] on the [General] tab in the contact screen is displayed as the name.



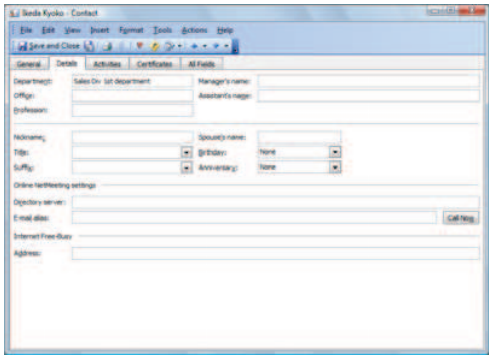
About Company Name

[Company] on the [General] tab in the contact screen is displayed as the company name.



About Department Name

[Department] on the [Details] tab in the contact screen is displayed as the department name.



The information may not be searched properly in the following cases.

- Characters other than numbers, "*", or "#" are used for the phone numbers in the contact.
- The total number of characters registered for full name, company, department, and so on exceeds 254 characters.

Configuring User Settings

This section describes the settings to use Softphone more usefully.

User Information

This section describes how to register the user name to be disclosed, to log into Softphone automatically, to change the password, and to change the interface language.

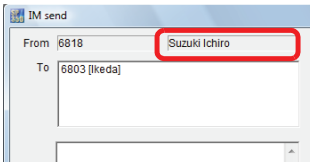
User Name

You can set the user name to be disclosed to participants of a data meeting, etc.

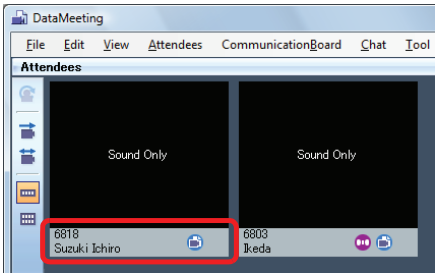
Registering Your User Name

You can register your user name to Softphone to display it in the following cases.

- When you transmit an IM (as the source name)



- During a data meeting (as the name displayed on a member button)

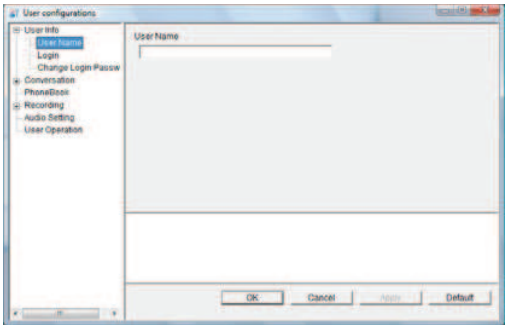


1 Click (User configurations) on the MOC plug-in.

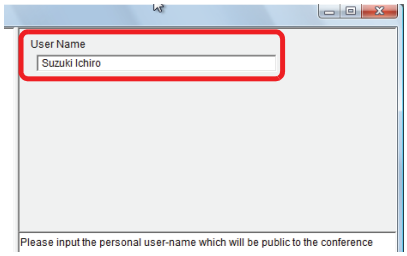
The [User configurations] screen appears.

2 Click User Name in [User Info].

The following screen appears.



3 Input a user name in the [User Name] field.



4 Click OK.

Your user name has now been registered.

Login

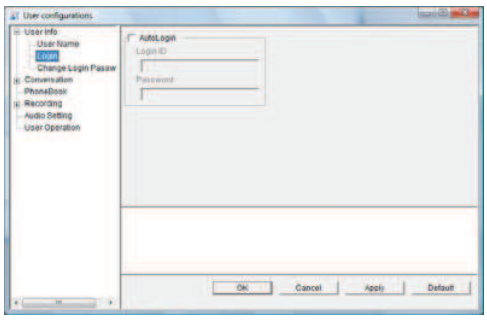
You can set whether to input the login ID and the password automatically to start Softphone.

Saving Your Login ID and Password

You can configure setting to start Softphone without inputting the login ID and password.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click Login in [User Info].
The following screen appears.



3 Check [AutoLogin].

4 Input the extension number in the [Login ID] field.

5 Input the password in the [Password] field.
Contact the system administrator for the password.

6 Click OK.

Automatic login has now been enabled.

Advice

To request only the password
Check [AutoLogin] and input only the login ID.

Login Password

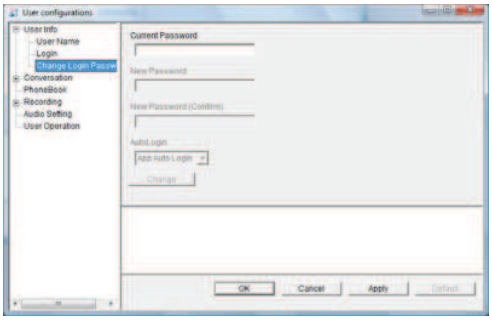
You can change the login password or set automatic login.

Changing Your Login Password

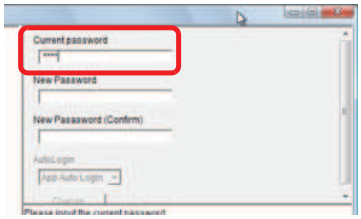
You can change your login password.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click Login Password in [User Info].
The following screen appears.

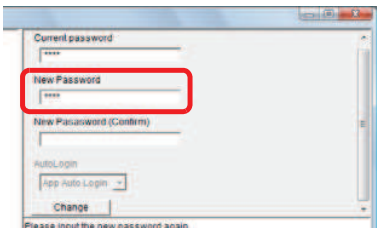


3 Input the current password in the [Current password] field.
Contact the system administrator for the current password.



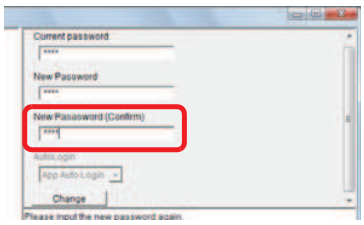
Configurable number of characters
- Current password
  4 to 10 characters (only 0 to 9, *, and # can be used)
  * For the configurable number of characters, contact the system administrator.

4 Input the new password in the [New Password] field.

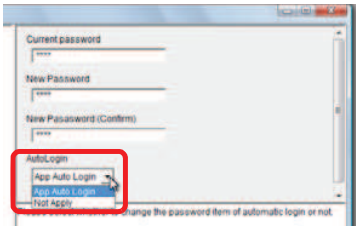


Configurable number of characters
- New password
  4 to 10 characters (only 0 to 9, *, and # can be used)
  * For the configurable number of characters, contact the system administrator.

5 Input the password input in Step 4 in the [New Password (Confirm) field.



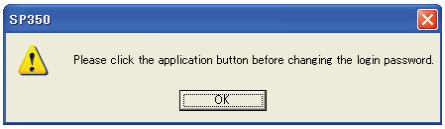
6 Select AutoLogin.
- Select [App Auto Login].
  •••The input password is used for automatic login at the start of Softphone.
- Select [Not Apply].
  •••The input password is not used for automatic login at the start of Softphone.



Caution
If [AutoLogin] is not checked, [AutoLogin] is grayed out and cannot be clicked.

7 Click [Change].

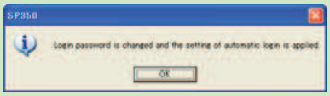
The following screen appears.



8 Click [OK].

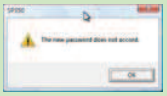
The login password has now been changed.

Advice
When you click the [OK] button in Step 8, the following message appears



- The login password is successfully changed.
  The new password is set as the password used for automatic login. To change the setting, set [AutoLogin] again.

- Though the login password is successfully changed, [AutoLogin] must be set again.
  Since the current password does not match the [AutoLogin] setting, it is not applied to automatic login. To change the setting, set [AutoLogin] again.



- Since the passwords input in Steps 4 and 5 do not match, the login password change has resulted in a failure.
  The password used for automatic login has not been changed.
  Go back to Step 4.

- When any other setting is changed, the login password cannot be changed before the application button is clicked.
  Click the application button and then perform the operation again.

Phone Functions

This section describes how to set phone functions.

Outgoing

You can configure settings for originating a call.

Dialing after Adding a Number to the Beginning of the Phone Number

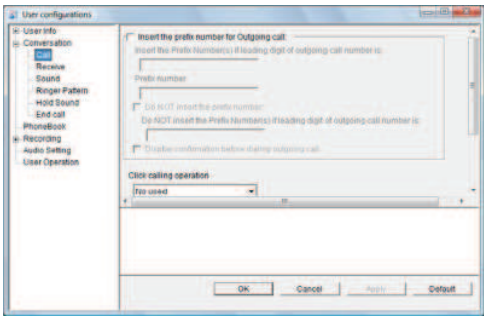
This setting is used when you use a system that requires a number such as "0" to be added to the phone number when placing an external call.
You can configure a setting to add a number automatically when you place a call using a phone number included in a member button, call log, contact of Microsoft Outlook, signature of received e-mail, etc.

1 Click (User configurations) on the MOC plug-in.

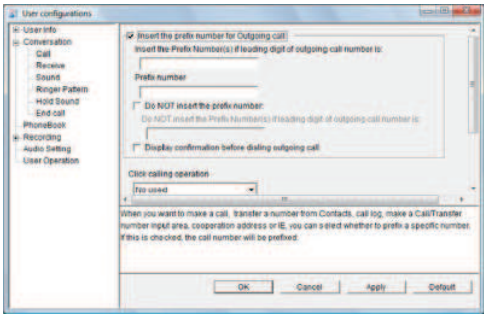
The [User configurations] screen appears.

2 Click Call in [Conversation].

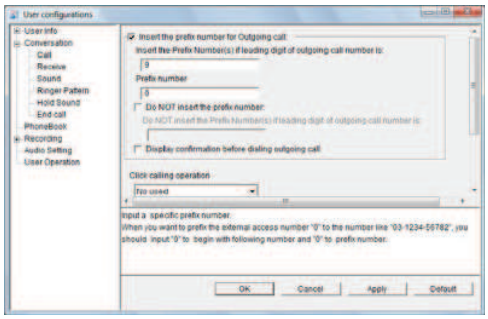
The following screen appears.



3 Check [Insert the prefix number for Outgoing call].

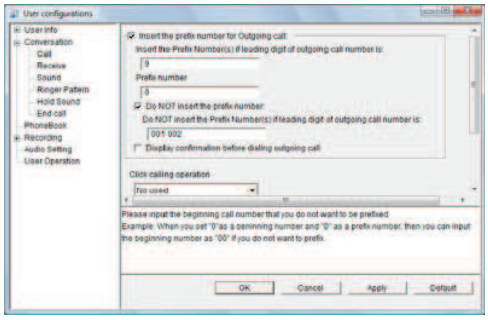


4 Input in the [Insert the Prefix Number(s) if leading digit of outgoing call number is:] field the target starting number when specific numbers are added.



5 Input the specific numbers to be added in the [Prefix number] field.

> **Advice**
> If two or more numbers are necessary, it delimits it in space.



6 Click OK.

The setting has now been configured.

> **Advice**
> To confirm whether to add additional numbers every time
> Check [Confirm when dialing] after Step 5.
>
> If you know in advance the phone numbers to which no numbers are added
> Check [Setting the beginning number without prefixing a number] after Step 5. Then, input in the [Do not prefix a number beginning with the following number] field the starting numbers of the phone numbers to which no numbers are added.
> *e.g.:* Not to add numbers only when the phone numbers start with "001"
> Input "001" in the [Do not prefix a number beginning with the following number] field.

Dialing by Clicking on a Phone Number in Another Application

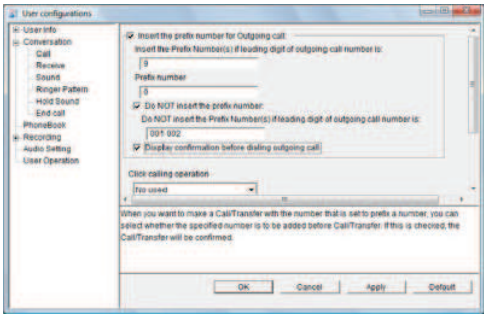
You can configure a setting to originate a call easily by selecting a phone number displayed in another application and using the middle mouse button.

1 Click (User configurations) on the MOC plug-in.

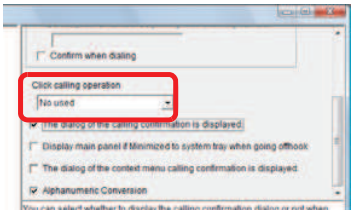
The [User configurations] screen appears.

2 Click Call in [Conversation].

The following screen appears.



3 Click in the [Click calling operation] field to select any of the following.



- No used
  Disables this origination operation.
- Middle Mouse Button Only
  Originate a call when you click the middle mouse button.
- CTRL + Middle Mouse Button
  Originate a call when you press the [Ctrl] key and the middle mouse button simultaneously.

4 Click OK.

The setting has now been configured.

Displaying a Confirmation Dialog When Dialed by Clicking on Another Application

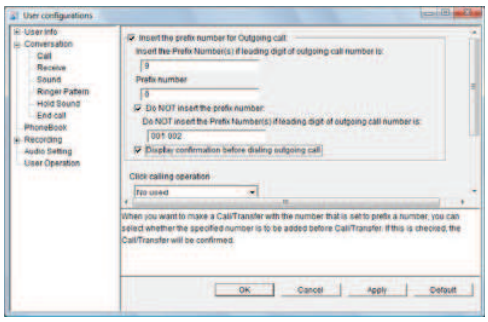
A confirmation dialog can be displayed when you originate a call by clicking on a phone number in another application.

1 Click (User configurations) on the MOC plug-in.

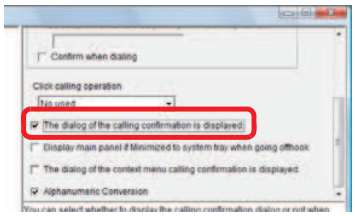
The [User configurations] screen appears.

2 Click Call in [Conversation].

The following screen appears.



3 Check [The dialog of the calling confirmation is displayed].



4 Click OK.

The setting has now been configured.

Displaying the Main Panel When You Operate the Handset

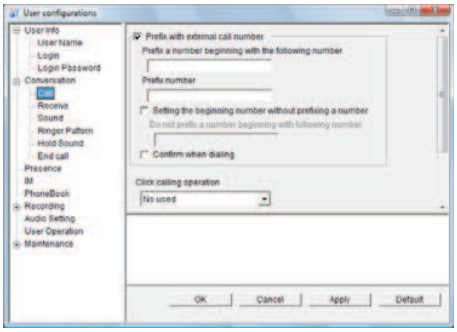
The main panel minimized to the task tray can be displayed automatically when you operate the USB handset or the phone used in place of the USB handset for originating or transferring a call. The main panel can also be displayed on the front when the main panel is hidden by a screen of another application.
Also, the screensaver program, which has been started on the PC, is cancelled at the same time with main panel display.

1 Click (User configurations) on the MOC plug-in.

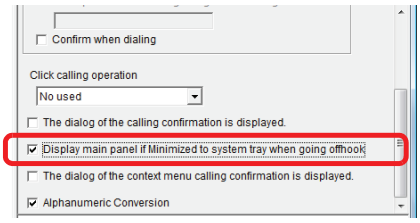
The [User configurations] screen appears.

2 Click Call in [Conversation].

The following screen appears.



3 Check [Display main panel if Minimized to system tray when going offhook].



4 Click OK.

The setting has now been configured.

Advice

To cancel the setting

Uncheck [Display main panel if Minimized to system tray when going offhook] in Step 3.

Caution

- The screensaver programs that can be canceled are those which are installed on the operating system as standard. Other screensaver programs which are created independently cannot be cancelled.
- In the case of Thin Client, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the client terminal side cannot be cancelled.

Displaying a Confirmation Dialog When Dialing from the Context Menu

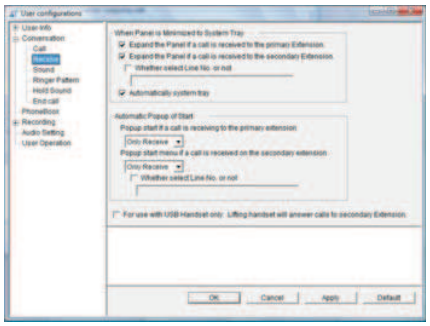
A confirmation dialog can be displayed when you originate a call by selecting a phone number on the website displayed on Internet Explorer.

1 Click (User configurations) on the MOC plug-in.

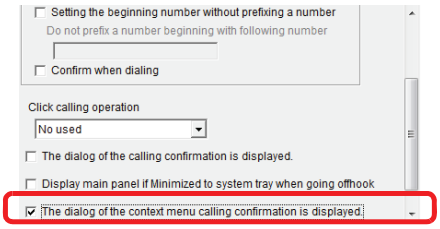
The [User configurations] screen appears.

2 Click Call in [Conversation].

The following screen appears.



3 Check [The dialog of the context menu calling confirmation is displayed.].



4 Click OK.

The setting has now been configured.

Incoming

You can configure a setting to receive an incoming call.

Displaying the Main Panel When You Have a New Incoming Call

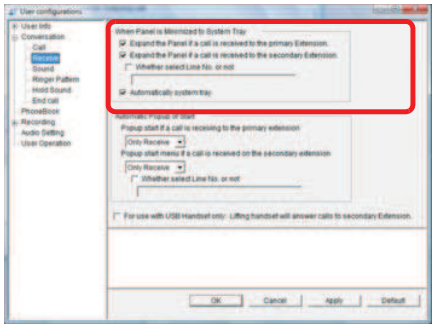
The main panel minimized to the task tray can be displayed automatically when you have an incoming call.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

2 Click Receive in [Conversation].

The following screen appears.



3 Check the items.

- Check [Expand the Panel if a call is received to the primary Extension.].
  - Displays the main panel when there is an incoming call for you
- Check [Expand the panel if a call is received to the secondary Extension.].
  - Check [Whether select Line No. or not].
    - Displays the main panel when there is an incoming call for the specified line.

4 Click OK.

The setting has now been configured.

Advice

To specify two or more lines in the [Whether select Line No. or not] field in [Expand the panel if a call is received to the secondary Extension.]

In Step 3, separate the line numbers with a comma (,) or connect the starting and ending line numbers of a range with a hyphen (-).

e.g.:

- 2,3,4 : Line numbers 2, 3, and 4 are specified
- 2- : Line numbers 2 and later are all specified
- 2-10 : Line numbers 2 to 10 are specified.

Caution

- The screensaver programs that can be canceled are those which are installed on the operating system as standard. Other screensaver programs which are created independently cannot be cancelled.
- In the case of Thin Client, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the client terminal side cannot be cancelled.

Minimize the Main Panel to the Task Tray When Not Used

The main panel can be minimized automatically when Softphone is not used.

Caution

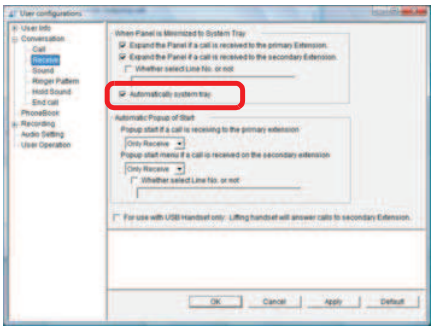
- This setting can be configured only when [Expand the Panel if a call is received to the primary Extension.] or [Expand the panel if a call is received to the secondary Extension.] is checked.
- When you are originating a call or on a call using Softphone, the main panel will not be minimized to the task tray.
- When there is an incoming call for the line specified in "Displaying the Main Panel When You Have a New Incoming Call", the main panel will not be minimized to the task tray.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

2 Click Receive in [Conversation].

The following screen appears.



3 Check [Automatically system tray].

4 Click OK.

The setting has now been configured.

Popping up the [Start] screen automatically for an Incoming Call or a Call on Hold

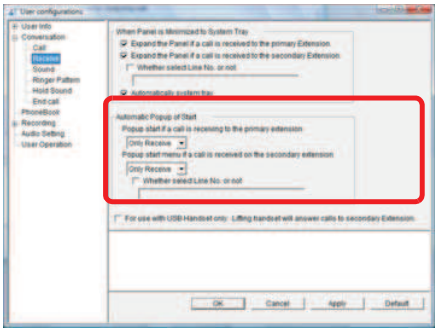
The [Start] screen be popped up automatically when there is an incoming call or a call is put on hold.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

2 Click Receive in [Conversation].

The following screen appears.



3 Select the items.

- Select [Popup start if a call is receiving to the primary extension].
  - Select whether to pop up the [Start]screen when there is an incoming call for you or the call is put on hold.
- Select [Popup start menu if a call is received on the secondary extension].
  - Select whether to pop up the [Start]screen when there is an incoming call for another person or the call is put on hold.
  - Check [Whether select Line No. or not].
    -Specify lines.

4 Click OK.

The setting has now been configured.

Receiving a Call for Another Person Only by Lifting the Handset (excluding P240-NE)

You can receive a call for another person only by lifting the handset.

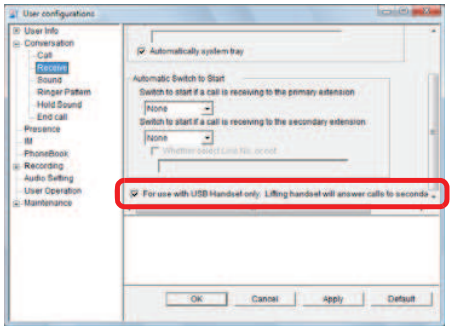
> A USB handset with the off-the-hook function is required to use this function. For handsets that can be used, contact the system administrator.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

2 Click Receive in [Conversation].

The following screen appears.



3 Check [For use with USB Handset only: Lifting handset will answer calls to secondary Extension.].

4 Click OK.

The setting has now been configured.

Ringtone

You can set the output destination of the ringtone when you receive an incoming call and configure a setting to change the ringtones depending on conditions.

Setting the PC Speaker to Output the Ringtone

The ringtone can be output from the PC speaker.

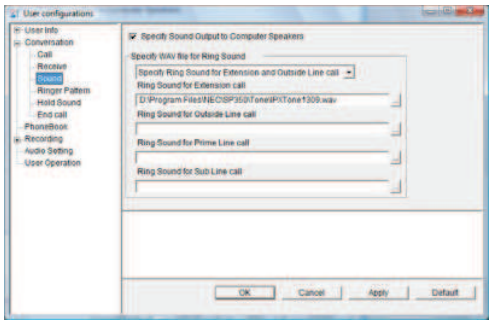
In the case of Thin Client, this function cannot be used.

1 Click (User configurations) on the MOC plug-in.

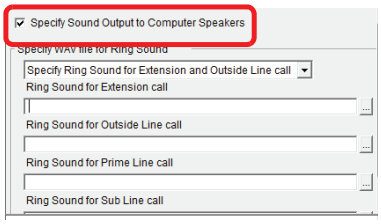
The [User configurations] screen appears.

2 Click Sound in [Conversation].

The following screen appears.



3 Check [Specify Sound Output to Computer Speakers].



4 Click OK.

The setting has now been configured.

- The ringtone is output from the speaker of the default device set in [Sounds and Audio Devices Properties].
- With this setting, the USB handset (recommended) does not output the ringtone.

Changing the Ringtone

You can set separate ringtones for a call from an internal line (between internal lines) and a call from an external line (termination at station line) or for a call for the prime line and a call for a subline.

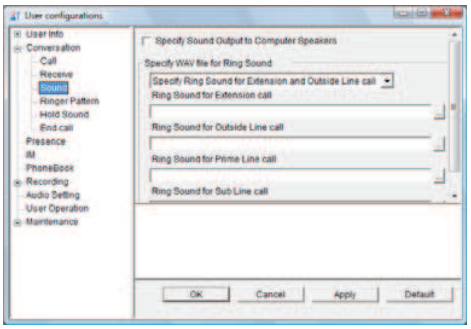
In the case of Thin Client, this function cannot be used.

1 Click (User configurations) on the MOC plug-in.

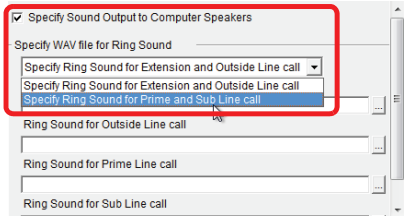
The [User configurations] screen appears.

2 Click Sound in [Conversation].

The following screen appears.

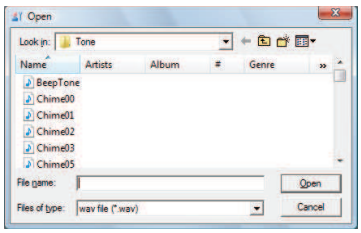


3 Click to select a setting for separate ringtones.



4 Click of the item to change.

The following screen appears.



5 Specify a WAVE file (*.wav).

To specify the ringtone for an internal call

Input a WAVE file name in the [Ring Sound for Extension call] field or click [...] (reference button) on the right of the field to select a WAVE file in the [Open] screen.

To specify the ringtone for an external call

Input a WAVE file name in the [Ring Sound for Outside Line call] field or click [...] (reference button) on the right of the field to select a WAVE file in the [Open] screen.

To specify the ringtone for a call for the prime line

Input a WAVE file name in the [Ring Sound for Prime Line call] field or click [...] (reference button) on the right of the field to select a WAVE file in the [Open] screen.

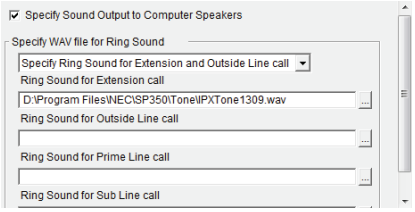
To specify the ringtone for a call for a subline

Input a WAVE file name in the [Ring Sound for Sub Line call] field or click [...] (reference button) on the right of the field to select a WAVE file in the [Open] screen.

- Only the following audio file format can be used. Other formats are not supported.
  Usable file format
  - WAVE format (*.wav)
    - Audio format : PCM
    - Average data rate : 16kb/sec
    - Sampling frequency : 8kHz
    - Sampling size : 16bit
    - Channel : Monaural
- If the specified audio file is opened by an application other than SP350, you do not hear the ringtone when you have an incoming call.
- An audio file on the network cannot be set. Copy the file to your PC to use it for the ringtone.
- When selecting [Specify Ring Sound for Prime and Sub Line call], set at the IP telephony server the ringtones for the prime line and the sublines. For details, contact the system administrator.

6 Click [Open].

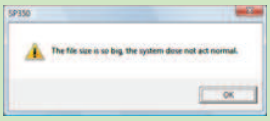
The location of the specified file is displayed.



7 Click [OK].

The setting has now been changed.

When you click the [OK] button, the following message appears.



The audio file size exceeds about 1MB.
When the size of the specified file is large (larger than about 1MB), the response may take time since the playback of the ringtone has a heavy load.

Specifying the playback file results in an error when [Specify Sound Output to Computer Speakers] is not checked on the Sound screen of [Conversation].

Ringtone Patterns

Up to 10 ringtones can be set.

Setting the Ringtone Patterns

Two or more ringtones can be registered to change the ringtone for each party registered in Contacts.

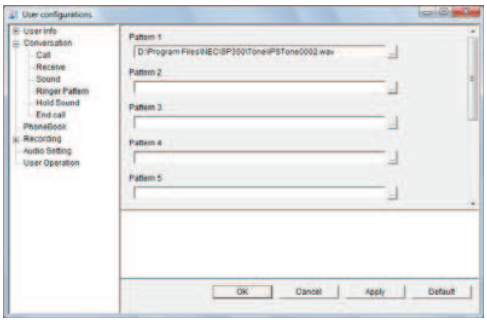
- At the IP telephony server, configure a setting to sound the ringtone for the prime line. For details, contact the system administrator.
- In the case of Thin Client, this function cannot be used.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

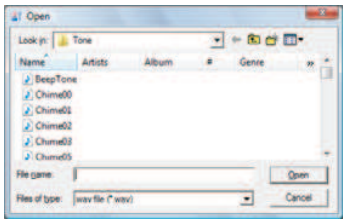
2 Click Ringer Patterns in [Conversation].

The following screen appears.



3 Click ... of the item to set in the ringtone setting field.

The following screen appears.

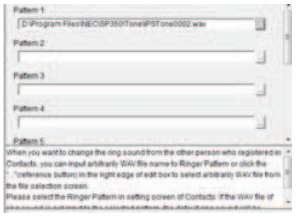


4 Specify a WAVE file (.wav).

- Only the following audio file format can be used. Other formats are not supported.
  Usable file format
  - WAVE format (*.wav)
    - Audio format : PCM
    - Average data rate : 16kb/sec.
    - Sampling frequency : 8kHz
    - Sampling size : 16bit
    - Channel : Monaural
- If the specified audio file is opened by an application other than SP350, you do not hear the ringtone when you have an incoming call.
- An audio file on the network cannot be set. Copy the file to your PC to use it for the ringtone.

5 Click Open .

The location of the specified file is displayed.



6 Click OK.

The setting has now been configured.

Specifying the playback file results in an error when [Specify Sound Output to Computer Speakers] is not checked on the Sound screen of [Conversation].

Holding Tone

The holding tone for a call on hold can be set.

Changing the Holding Tone

The holding tone can be changed.

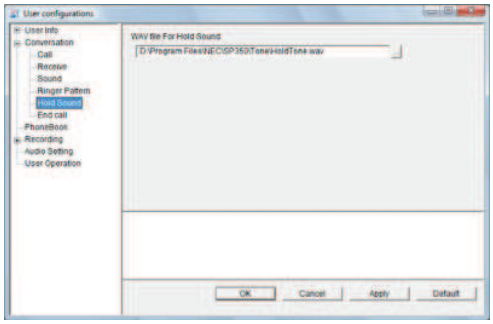
In the case of Thin Client, this function cannot be used.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

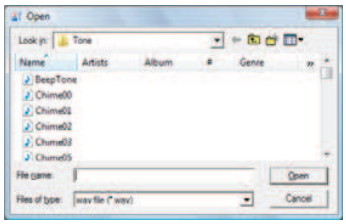
2 Click Hold Sound in [Conversation].

The following screen appears.



3 Click ... of the item to change.

The following screen appears.



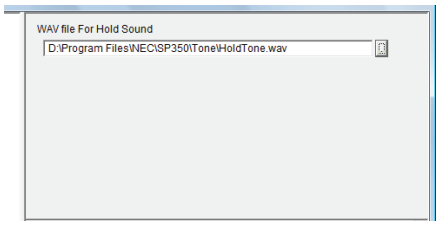
4 Specify a WAVE file (*.WAV).

Input a WAVE file name in the [WAV file For Hold Sound] field or click [...] (reference button) on the right of the field to select a WAVE file in the [Open] screen.

- Only the following audio file format can be used. Other formats are not supported.
  Usable file format
  - WAVE format (*.wav)
    - Audio format : PCM
    - Average data rate : 16kb/sec
    - Sampling frequency : 8kHz
    - Sampling size : 16bit
    - Channel : Monaural
- If the specified audio file is opened by an application other than SP350, you do not hear the ringtone when you have an incoming call.
- An audio file on the network cannot be set. Copy the file to your PC to use it for the ringtone.
- When selecting [Specify Ring Sound for Prime and Sub Line call], set at the IP telephony server the ringtones for the prime line and the sublines. For details, contact the system administrator.

5 Click Open .

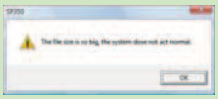
The location of the specified file is displayed.



6 Click OK.

The setting has now been changed.

When you click the [OK] button, the following message appears.



The audio file size exceeds about 1MB.
When the size of the specified file is large (larger than about 1MB), the response may take time since the playback of the ringtone has a heavy load.

- Depending on the connection configuration, the specified holding tone may not be sounded for a call on hold even the holding tone is changed in the [WAV file For Hold Sound] field.
- Specifying the playback file results in an error when [Specify Sound Output to Computer Speakers] is not checked on the Sound screen of [Conversation].

Disconnection

The operations when you finish a call can be set.

Automatically Disconnecting a Call on Termination (Automatic Idle Return)

Softphone can be returned to idle automatically when a call is disconnected in such a case that the other party hangs up first.

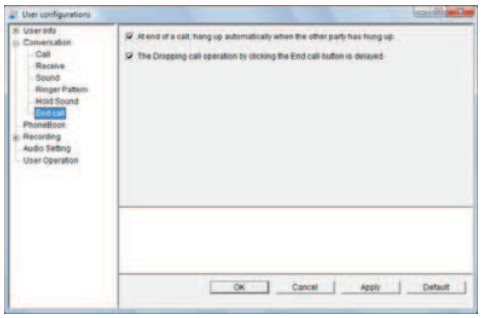
> Caution
> Depending on the other party's state, Softphone may not be returned to idle automatically even you hear the restriction tone or the busy tone of the other party.

1 Click (User configurations) on the MOC plug-in.

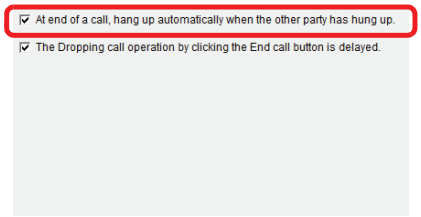
The [User configurations] screen appears.

2 Click End call in [Conversation].

The following screen appears.



3 Check [At end of a call, hang up automatically when the other party has hung up.].



4 Click OK.

The setting has now been configured.

Disconnecting a Call after a Pause

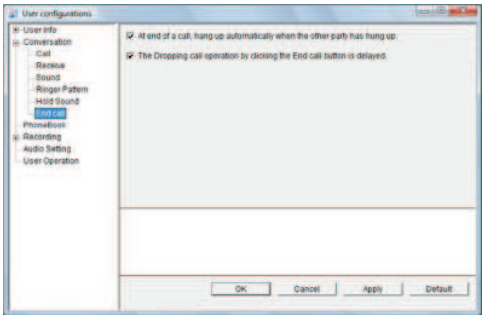
A call can be disconnected in about two seconds after the Disconnect button is clicked.
When you enable the F2 key to answer/originate/disconnect a call, the call can be disconnected in about two seconds after the F2 key is pressed.
This setting puts a pause similar to the one put when you actually replace your handset.

1 Click (User configurations) on the MOC plug-in.

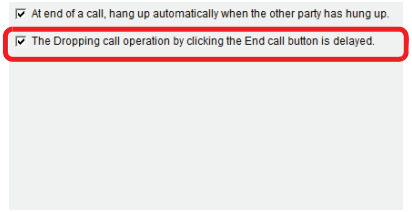
The [User configurations] screen appears.

2 Click End call in [Conversation].

The following screen appears.



3 Check [The Dropping call operation by clicking the End call button is delayed.].



4 Click OK.

The setting has now been configured.

Phone Book

You can configure settings for using the directory service function by MOC.

Setting the searching mode for Collaboration with Microsoft Outlook

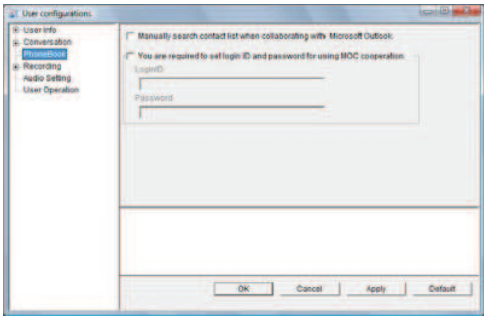
You can configure settings for searching mode for collaboration with Microsoft Outlook.

Caution

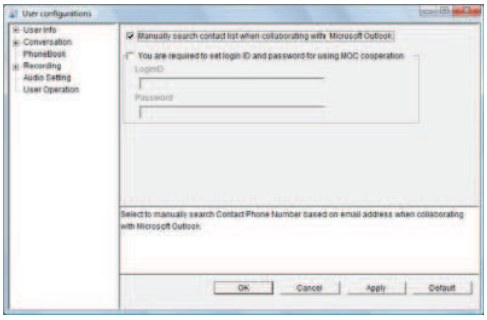
Default is auto search mode.
If the number of entries in Contacts is large, the processing time of searching will be long.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click [PhoneBook].
The following screen appears.



3 Check [Manually search contact list when collaborating with Microsoft Outlook].



4 Click OK.

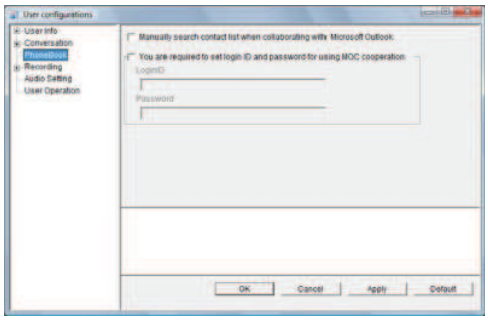
The setting has now been configured.

Setting the User Name and Password for Collaboration with MOC

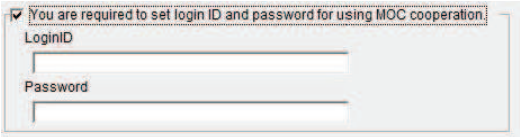
You can configure settings for using the directory service function by MOC.
Check [Login required by Directory Server] and set the user name and password when they must be set for connection with the server for MOC for automatic search at an incoming call, etc.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click [PhoneBook].
The following screen appears.



3 Check [You are required to set login ID and password for using MOC cooperation].
The user name and password can be set now.



4 Set the user name and password.

5 Click OK.

The setting has now been configured.
You can configure settings for recording.

Setting the User Name and Password for Collaboration with MOC

Check [Login required by Directory Server] and set the user name and password when they must be set for connection with the server for MOC for automatic search at an incoming call, etc.

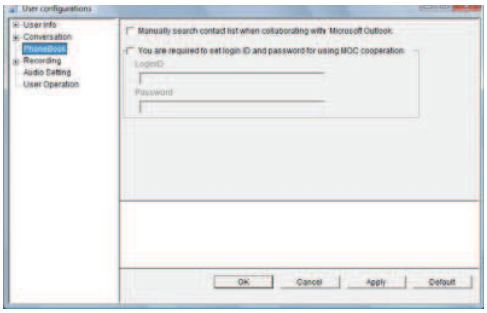
> Contact the system administrator for whether setting the user name and password is required for automatic search.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

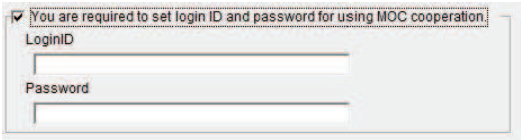
2 Click [PhoneBook].

The following screen appears.



3 Check [You are required to set login ID and password for using MOC cooperation].

The user name and password can be set now.



4 Set the user name and password.

5 Click OK.

The setting has now been configured.

Recording

You can configure settings for recording.

PC Recording

You can configure settings for saving PC recording and the PC recording start method.

> In the case of Thin Client, this function cannot be used depending on the type of the client terminal. For details, contact the system administrator.

Saving All PC Recording Files

The recording files can be saved even after the call log is deleted.

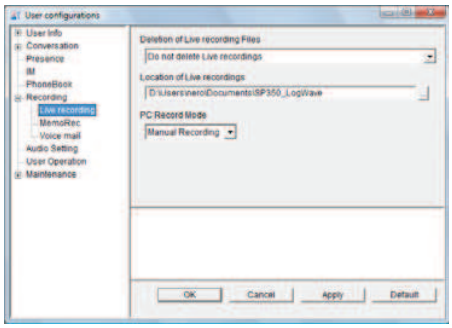
> By the default setting, the recording files are deleted when the call log is deleted.

1 Click (User configurations) on the MOC plug-in.

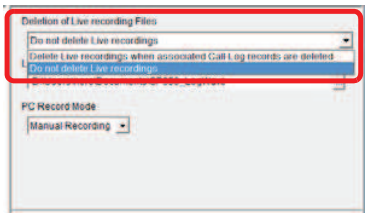
The [User configurations] screen appears.

2 Click Live recording in [Recording].

The following screen appears.



3 Select an item in [Deletion of Live recording Files].



4 Click OK.

The setting has now been configured.

Note that the hard disk of the destination for saving files must have sufficient free space when [Deletion of Live recording Files] is selected.

Specifying the Folder in Which to Save PC Recording Files

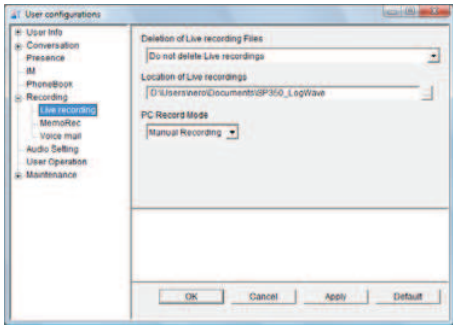
You can specify the folder in which to save recording files.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

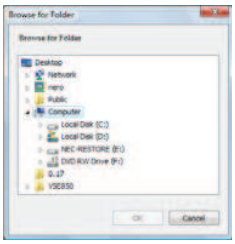
2 Click Live Recording in [Recording].

The following screen appears.



3 Click ... in the [Location of Live recordings] field.

The following screen appears.



4 Select a holder.

5 Click OK.

The screen for Step 2 appears again.
The folder name in the [Location of Live recordings] field changes to the selected folder.

6 Click OK.

The setting has now been configured.

Setting the PC Recording Start Method

Recording can be started automatically when a call starts.

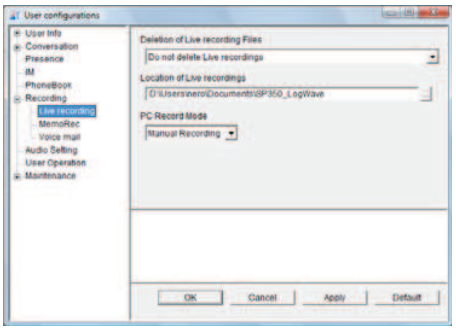
- [User configurations] must be set for Softphone. For details, refer to the system administrator.
- When the setting is changed during a call, it will be valid at the next call.

1 Click (User configurations) on the MOC plug-in.

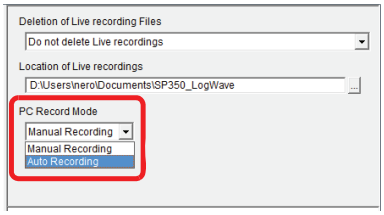
The [User configurations] screen appears.

2 Click Live recording in [Recording].

The following screen appears.



3 Click in the [PC Record Mode] field to select any of the following.



- Auto Recording
  Starts recording automatically when a call starts.
- Manual Recording
  Starts recording manually when a call starts.

4 Click OK.

The setting has now been configured.

Voice Message Recording

You can set the time before the automated response, the recording time, and the reply message file.

In the case of Thin Client, this function cannot be used.

Setting the Time before the Automated Response

You can set the time before the automated response starts after you have an incoming call.

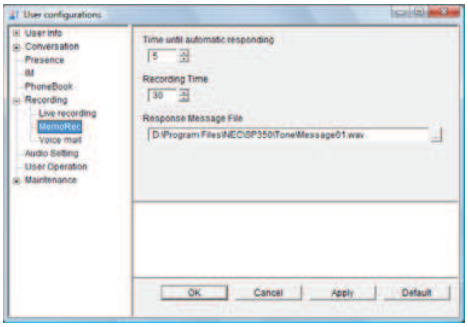
To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click (User configurations) on the MOC plug-in.

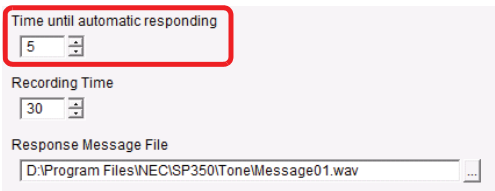
The [User configurations] screen appears.

2 Click MemoRec in [Recording].

The following screen appears.



3 Click in the [Time until automatic responding] field to select time (5 seconds is set by default).



Time to select
- 3 to 15 (seconds)

4 Click OK.

The setting has now been configured.

Setting the Recording Time

You can set the recording time for the voice message recording.

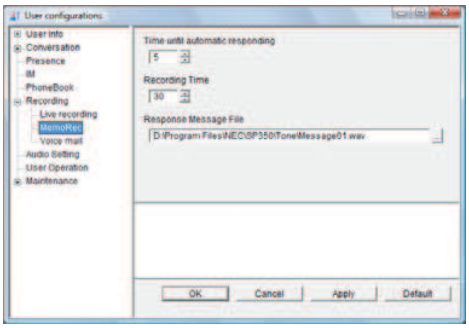
To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click (User configurations) on the MOC plug-in.

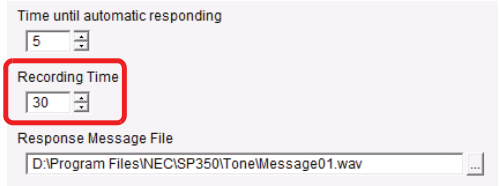
The [User configurations] screen appears.

2 Click MemoRec in [Recording].

The following screen appears.



3 Click in the [Recording Time] field to select time (30 seconds is set by default).



Time to select
- 30 to 120 (seconds)

4 Click OK.

The setting has now been configured.

Specifying the Reply Message

You can specify the message played back at the automated response of the voice message recording.

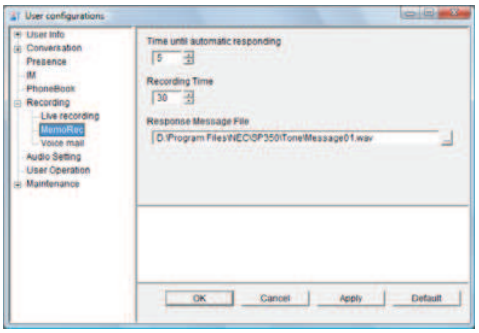
To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click (User configurations) on the MOC plug-in.

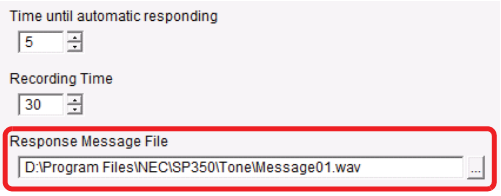
The [User configurations] screen appears.

2 Click MemoRec in [Recording].

The following screen appears.



3 Specify a file name in the [Response Message File] field.

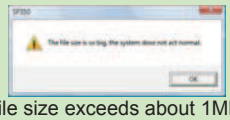


- Only the following audio file format can be used. Other formats are not supported.
  Usable file format
  - WAVE format (*.wav)
    - Audio format : PCM
    - Average data rate : 16kb/sec
    - Sampling frequency : 8kHz
    - Sampling size : 16bit
    - Channel : Monaural
- If the specified audio file is opened by an application other than SP350, you do not hear the ringtone when you have an incoming call.
- An audio file on the network cannot be set. Copy the file to your PC to use it for the ringtone.

4 Click [OK].

The setting has now been configured.

When you click the [OK] button, the following message appears.



The audio file size exceeds about 1MB.
When the size of the specified file is large (larger than about 1MB), the response may take time since the playback of the ringtone has a heavy load.

Specifying the playback file results in an error when [Specify Sound Output to Computer Speakers] is not checked on the Sound screen of [Conversation].

Voice Mail

You can configure settings for changing the voice mail destination or displaying the 10-key Keypad.

Enabling Voice Mail Destination Change

You can easily change the voice mail destination for the call recording using the optional voice mail.

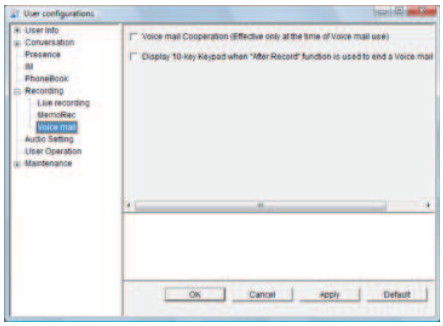
This function is valid only when the optional UMS is used. For details, refer to the system administrator.

1 Click (User configurations) on the MOC plug-in.

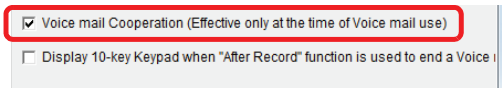
The [User configurations] screen appears.

2 Click Voice mail in [Recording].

The following screen appears.



3 Check [Voice mail Cooperation(Effective only at the time of Voice mail use)].



4 Click OK.

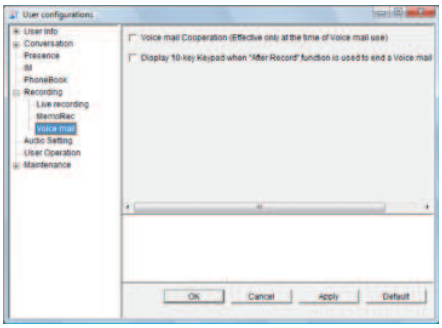
The setting has now been configured.

Displaying the 10-key Keypad When the After Record Button Is Pressed

The 10-key Keypad can be displayed when the After Record button is pressed.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click Voice mail in [Recording].
The following screen appears.



3 Check [Display 10-key Keypad when "After Record" function is used to end a Voice mail recording].

4 Click OK.

The setting has now been configured.

Advice

To cancel the setting

Uncheck [Display 10-key Keypad when "After Record" function is used to end a Voice mail recording] in Step 3.

Audio Setting

A warning message can be displayed when the recommended USB handset is not connected to the PC or automatic switchover of your handset to the recommended USB handset can be performed.

Displaying a Warning When No Handset Is Connected to the PC

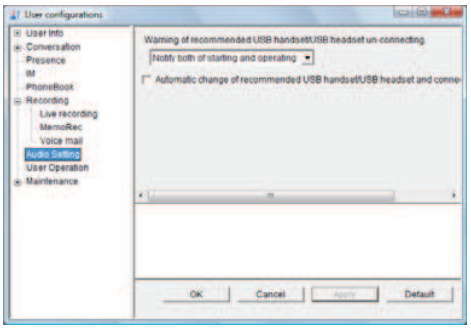
A warning message can be displayed when the handset is not connected to the PC.

Caution

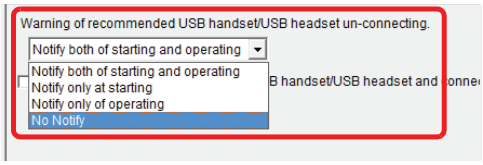
In the case of Thin Client, this function cannot be used.

1 Click (User configurations) on the MOC plug-in.
The [User configurations] screen appears.

2 Click [Audio Setting].
The following screen appears.



3 Select an item in [Warning of recommended USB handset/USB headset unconnecting.].



4 Click OK.

The setting has now been configured.

Automatically Switching Your Handset to the Handset Connected to the PC

Your handset can be switched from the fixed phone to the handset automatically when the handset is connected to the PC.

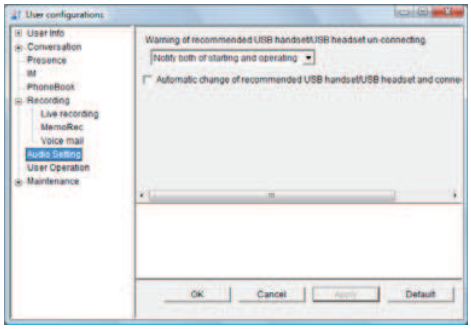
- When Softphone collaborates with MOC, it cannot collaborate with a phone.
- Softphone must be set for collaboration with a phone. For the setting for collaboration with a phone, contact the system administrator.
- The handset cannot be switched when Softphone or the collaborating PS or fixed phone is in any of the following states.
  - When a call is incoming
  - When you are originating a call
  - During a call
- A call is placed/received with the extension number of the collaborating PS or fixed phone even after you switch to the handset connected to the PC. You cannot place/receive a call with the extension number of Softphone.
- When this service is set at the IP telephony server, the handset at the start of Softphone is the collaborating PS or fixed phone.
- In the case of Thin Client, this function cannot be used depending on the type of the client terminal. For details, contact the system administrator.

1 Click (User configurations) on the MOC plug-in.

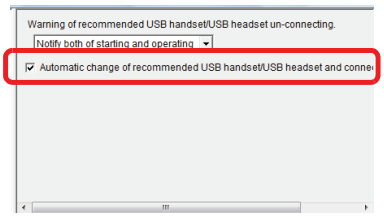
The [User configurations] screen appears.

2 Click [Audio Setting].

The following screen appears.



3 Check [Automatic change of recommended USB handset/USB headset and connected telephone.].



4 Click [OK].

The setting has now been configured.

User Operations

You can configure settings for various user operations of the Softphone functions.

Using the [Ctrl] Key to Display the Main Panel from the Task Tray

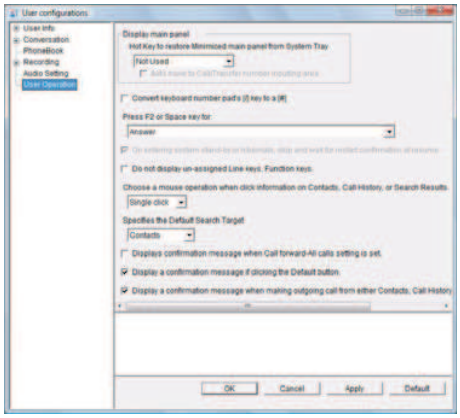
Pressing the [Ctrl] key can also display the main panel hidden by another application used.
Set how many times you need to press the [Ctrl] key to display the main panel.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Click in the [Hot Key to restore Minimized main panel from System Tray] field to select any of the following.

- Not Used
  Select this when this setting is not used.
- Press CTRL twice
  Press the [CTRL] key twice in a row displays the main panel.
- Press CTRL three times
  Press the [CTRL] key three times in a row displays the main panel.
- Press CTRL four times
  Press the [CTRL] key four times in a row displays the main panel.

4 Click [OK].

5 Restart SP350.

For details, refer to "Restarting Softphone".

The setting has now been changed.

Moving to the Call/Transfer Number Inputting Area Automatically

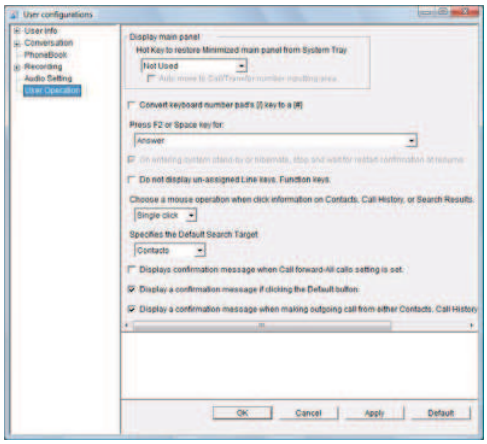
The cursor can be moved to the call/transfer number inputting area automatically when the [Ctrl] key is pressed to display the main panel from the task tray (Separate setting is required. Refer to "Using the [Ctrl] Key to Display the Main Panel from the Task Tray".)

1 Click (User configurations) on the MOC plug-in.

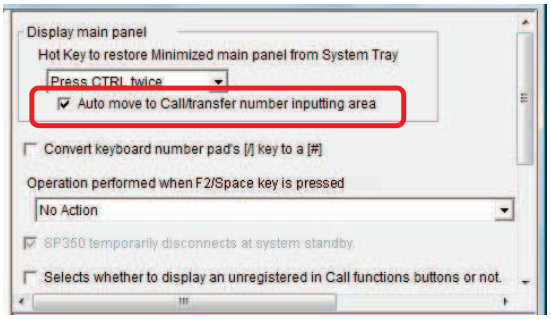
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [Auto move to Call/transfer number inputting area].



4 Click OK.

The setting has now been configured.

Enabling Input of "#" from the Keyboard

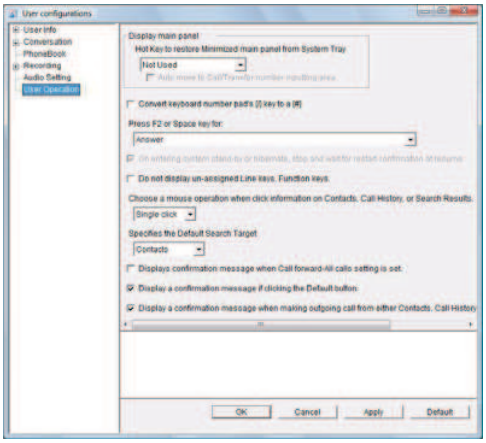
You can input "#" by pressing the [/] key on the 10-key Keypad of the PC.
You can input numbers, "*", and "#" with the 10-key Keypad when you use a keyboard with the 10-key Keypad.

1 Click (User configurations) on the MOC plug-in.

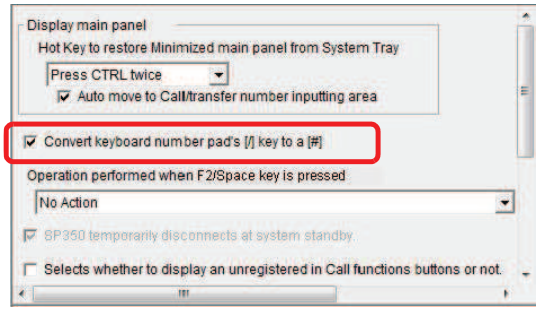
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [Convert keyboard number pad's [/] key to a [#]].



4 Click OK.

The setting has now been configured.

Advice

To cancel the setting

Uncheck [Convert keyboard number pad's [/] key to a [#] in Step 3.

Enabling the F2 or Space Key to Answer/Originate/Disconnect a Call

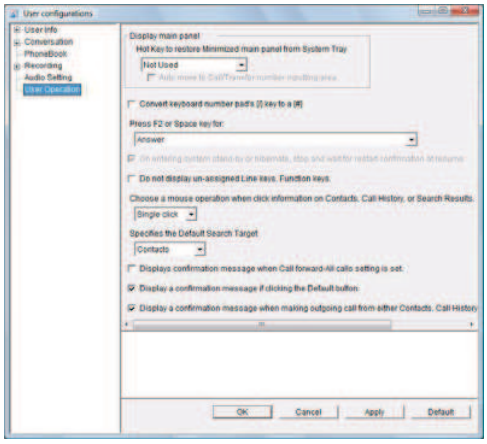
You can answer /originate/disconnect a call by pressing the F2 or Space key.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

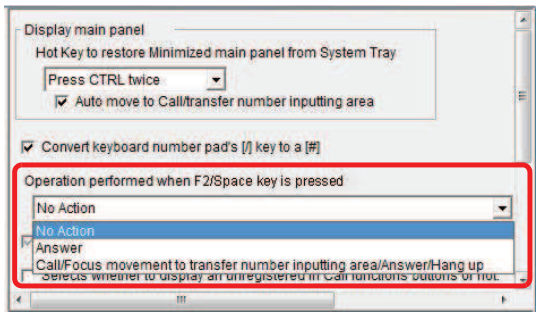
2 Click [User Operation].

The following screen appears.



3 Click in the [Operation performed when F2/Space key is pressed] field to select any of the following.

- No Action
  Select this when this setting is not used.
- Answer
  Select this when using the F2/Space key to answer an incoming call.
- Call/Focus movement to transfer number inputting area/Answer/Hang up
  Select this when using the F2/Space key to move the cursor to the call/transfer number inputting area, answer a call, or disconnect a call.



4 Click OK.

The setting has now been configured.

Enabling to Answer and Drop Calls by Hotkey Operation

It is possible to answer and drop calls by just pressing the [Pause] or [Scroll Lock] key on the keyboard.

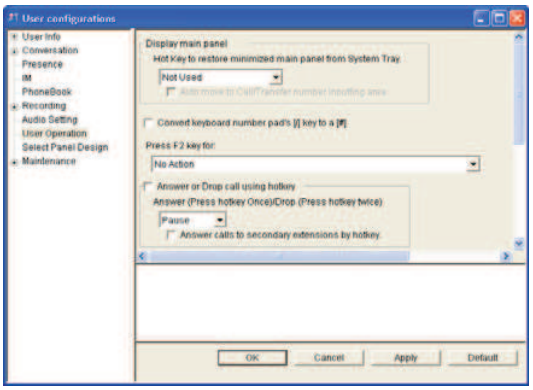
This function takes effect in Thin Client only.

1 Click (User Settings) of (Functions) in the Navigation window.

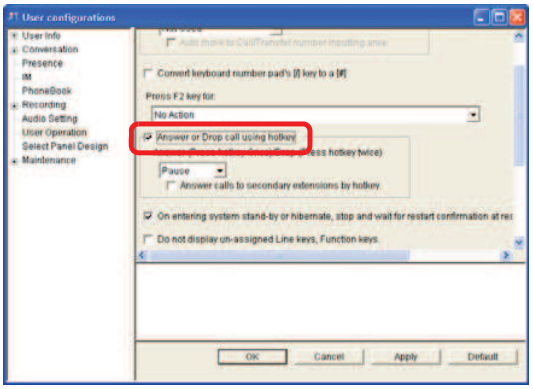
The [User Settings] window appears.

2 Click [User Operation].

The following screen appears.

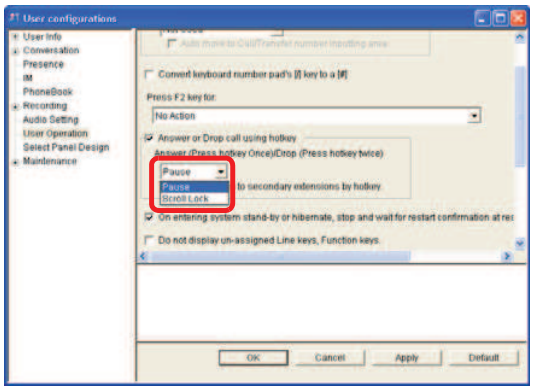


3 Check [Answer or Drop call using hot-key].



4 Click ▼ in the [Answer (Press hotkey once)/Drop (Press hotkey twice)] box and select the key you will use.

- [Pause] key
- [Scroll Lock] key



5 Click OK.

This completes the settings.

- If the function of another application is already assigned to a key you are assigning as a hot-key, select another key according to Step 4.
- Depending on the type of the screensaver program, only the screensaver program is cancelled by hot key operation and neither answer nor dropping can be done. If password lock is applied to the screensaver program, log in and then perform hot key operation.

Receiving Calls to Others by Hot-key Operation

It is possible to answer calls to others by just pressing a key on the keyboard which has been assigned as a hot key.

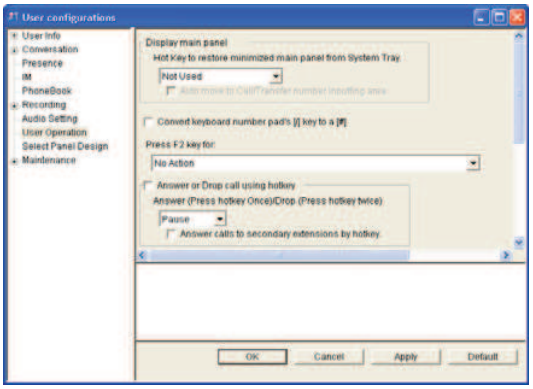
This function takes effect in Thin Client only.

1 Click (User Settings) of (Functions) in the Navigation window.

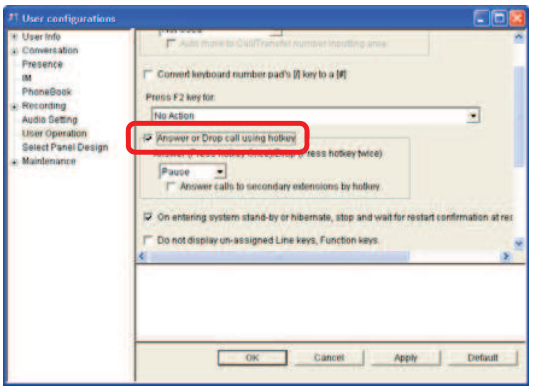
The [User Settings] window appears.

2 Click [User Operation].

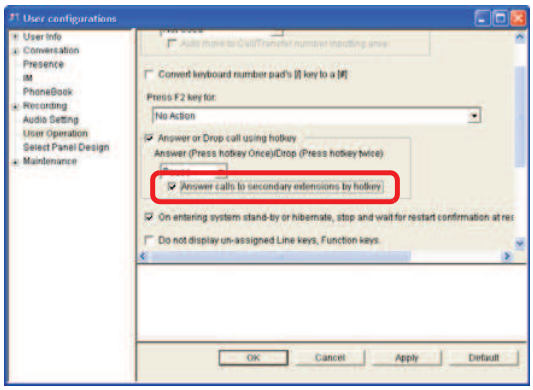
The following screen appears.



3 Check [Answer or Drop call using hot-key].



4 Check [Answer calls to secondary extensions by hotkey].



5 Click OK.

This completes the settings.

- If the function of another application is already assigned to a key you are assigning as a hot key, select another key according to Step 4 in "Enabling to Answer and Drop Calls by Hotkey Operation."
- Depending on the type of the screensaver program, only the screensaver program is cancelled by hot key operation and neither answer nor dropping can be done. If password lock is applied to the screensaver program, log in and then perform hot key operation.

Stopping Softphone to Wait for Restart during System Standby

When the PC is switched to the standby state, Softphone can be stopped to wait for restart during system standby.

When [Transition to standby based on elapsed time] is set in the [System standby] field on the [Power Options Properties] screen, the following operation is performed.

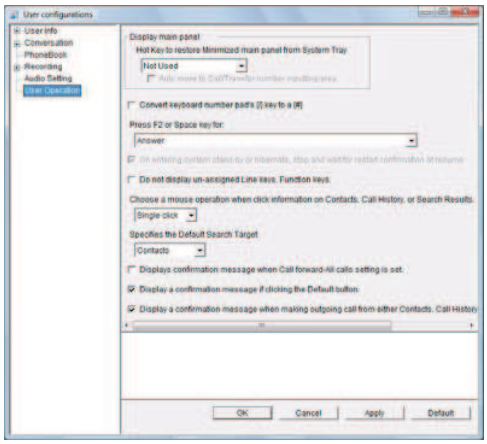
- Windows XP : Softphone does not wait for restart and continues its operation.
- Windows Vista: Softphone waits for restart and operations such as a call are not available.
- Windows 7 : Softphone waits for restart and operations such as a call are not available.
- Windows 8 : Softphone waits for restart and operations such as a call are not available.
- Windows 8.1 : Softphone waits for restart and operations such as a call are not available.
- Windows 10 : Softphone waits for restart and operations such as a call are not available.

1 Click (User configurations) on the MOC plug-in.

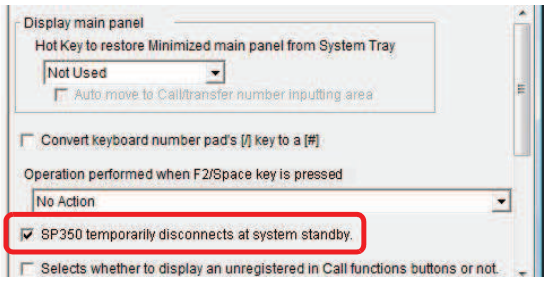
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [SP350 temporarily disconnects at system standby.].



4 Click OK.

The setting has now been configured.

Hiding Unregistered Call Function Buttons

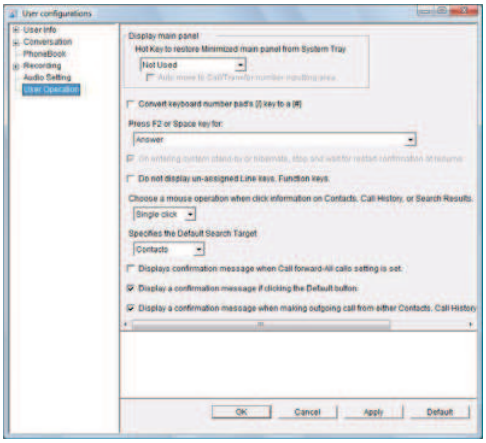
The line number on the call function buttons or the buttons to which a function is not registered can be hidden.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

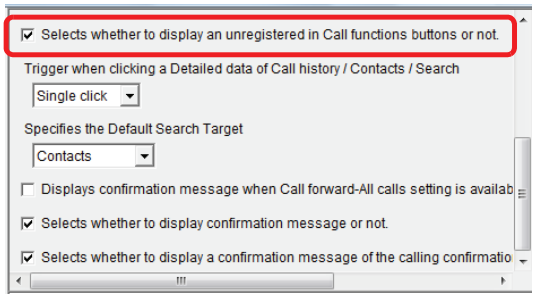
2 Click [User Operation].

The following screen appears.



3 Check [Selects whether to display an unregistered in Call functions buttons or not.].

The following screen appears.



4 Click OK.

The setting has now been changed.

To display unregistered call function buttons

Uncheck [Selects whether to display an unregistered in Call functions buttons or not.] in Step 3.

Setting Single/Double Click to Display Detailed Data of Call History/Contacts/Search

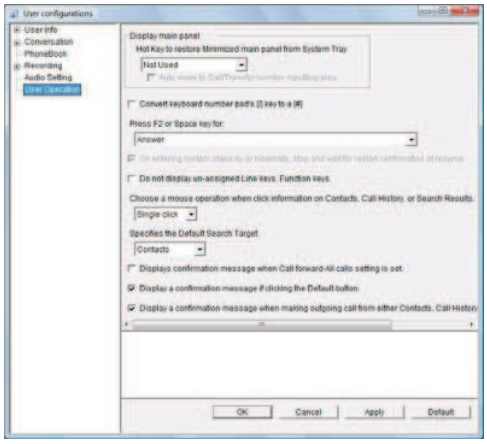
You can set the click operation to display detailed data of Call history/Contacts/Search.

1 Click (User configurations) on the MOC plug-in.

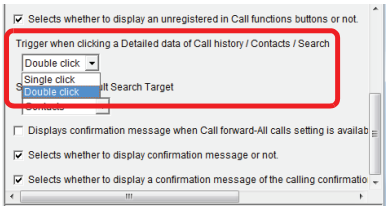
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Click in the [Trigger when clicking a Detailed data of Call history/Contacts/Search] field to select either of the following.



- Single click
  Single-click to enable detailed data of the Call history/Contacts/Search
- Double click
  Double-click to enable detailed data of the Call history/Contacts/Search

4 Click OK.

The setting has now been configured.

Changing the Search Target

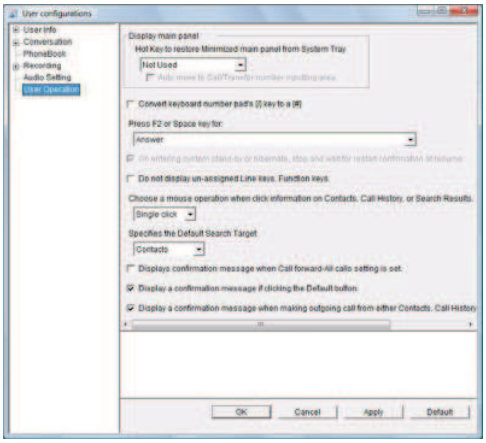
You can change the search target of a search keyword.

1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

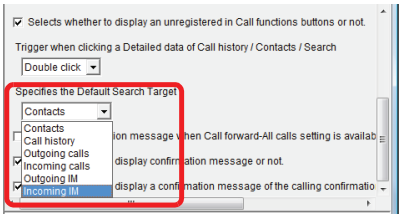
2 Click [User Operation].

The following screen appears.



3 Click ▼ in the [Specifies the Default Search Target] field to select any of the following.

The following screen appears.



- Contacts
  Transits to the [Search results] function to display the result.
- Call history
  Transits to the [Search results] function to display the result.
- Outgoing calls
  Transits to the [Search results] function to display the result.
- Incoming calls
  Transits to the [Search results] function to display the result.
- LDAP search
  Transits to the [Search results] function to display the result.

4 Click [OK].

The setting has now been configured.

Displaying Confirmation Message When Call Forward - All Calls Setting Is Available

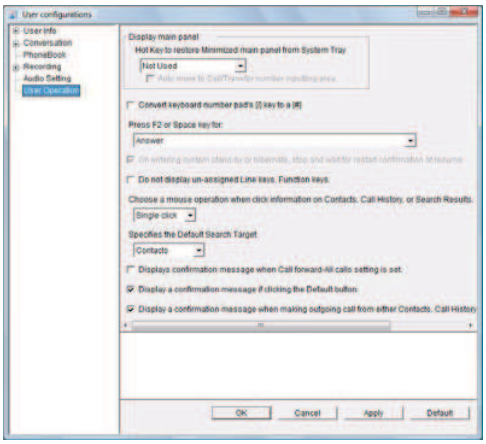
A confirmation dialog can be displayed to prevent a mistake when Call forward - All Calls is set.

1 Click (User configurations) on the MOC plug-in.

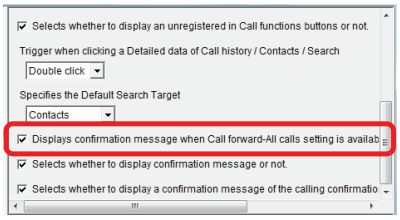
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [Displays confirmation message when Call forward-All calls setting is available.].



4 Click [OK].

The setting has now been configured.

Displaying a Confirmation Dialog When the Default Button Is Selected for Display Setting of Call Function Buttons

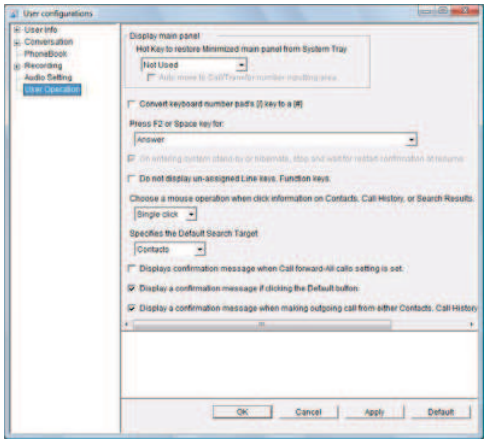
A confirmation dialog can be displayed to prevent a mistake when the default button is selected for display setting of call function buttons.

1 Click (User configurations) on the MOC plug-in.

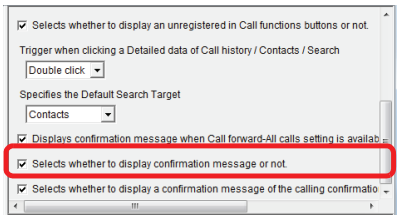
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [Selects whether to display confirmation message or not.].



4 Click OK.

The setting has now been configured.

Displaying a Confirmation Dialog When Dialed from the Contacts/Call History/Search

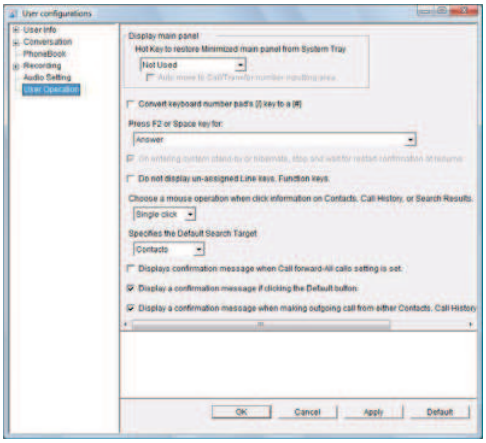
A confirmation dialog can be displayed to prevent a mistake when a call is originated from detailed data of the Contacts/Call History/Search.

1 Click (User configurations) on the MOC plug-in.

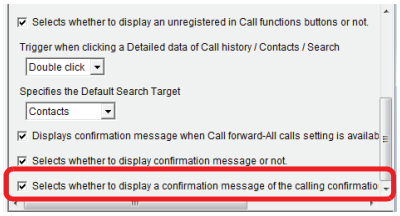
The [User configurations] screen appears.

2 Click [User Operation].

The following screen appears.



3 Check [Selects whether to display a confirmation message of the calling confirmation dialog at Contact/Call history/Search].



4 Click OK.

The setting has now been configured.

Devices

You can configure a setting for the devices to be used.

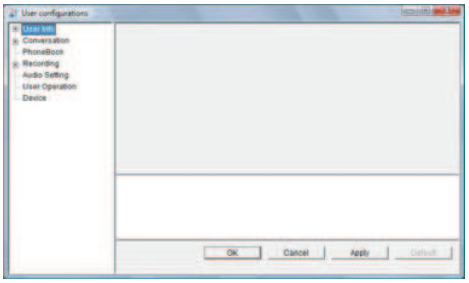
Specifying a Network to Be Used

When Softphone is used in a virtual network environment such as VPN or mobile IP, NIC/IP address can be specified if necessary.

- To use Softphone in a virtual network, Softphone must be started in the following order.
  (1) Start the PC.
  (2) Log into the virtual network.
  (3) Start Softphone.
  When Softphone is registered to start-up, (3) comes earlier than (2), so Softphone cannot be used.
  Therefore, do not register Softphone to start-up when Softphone is used in a virtual network environment.
- The [Device] screen of User configurations appears only when two or more network interfaces are installed in the PC in which Softphone is installed.

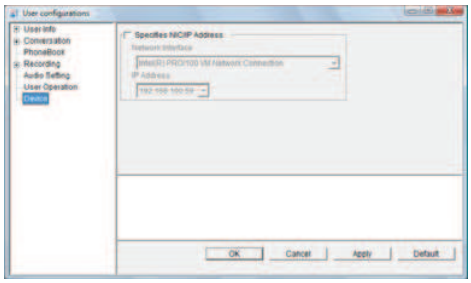
1 Click (User configurations) on the MOC plug-in.

The [User configurations] screen appears.

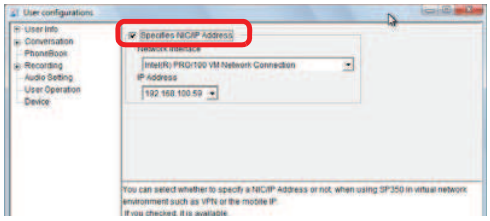


2 Click [Device].

The following screen appears.



3 Check [Specifies NIC/IP Address].



4 Select an item in [Network Interface] (NIC).

Select a network interface (NIC) installed as hardware. Selecting one provided as software may cause improper operation.

5 Select an item in [IP Address].

Select an IP address that is accessible to the IP telephony server. Selecting an inaccessible address may cause improper operation.

6 Click OK.

7 Restart SP350.

For details, refer to "Restarting Softphone".

The network to be used has now been changed.

How to Use the Wizard

When starting SP350 without necessary settings performed after the installation, the wizard starts automatically. You can easily setup the minimum settings required for the activation by simply inputting information in accordance with the wizard direction.

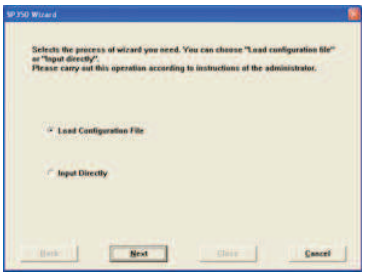
Using the Wizard for Environmental Setting

If the minimum information has not been setup after the installation (the initial data of the registry data for the VoIP server setting cannot be obtained), the wizard starts automatically which helps you to setup easily.

Loading the Configuration File

1 Start SP350.

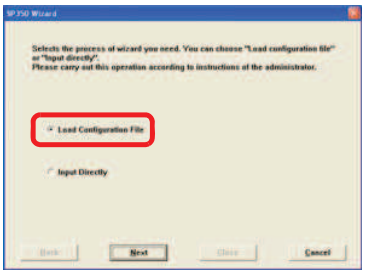
The [SP350 Wizard] screen appears.



Caution

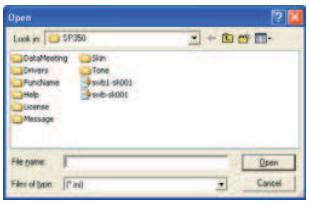
If the environmental setting has been done at the installation with [Automatic environment setting] for instance (refer to above *1), SP350 will start without the wizard activated.

2 Check [Load Configuration File].

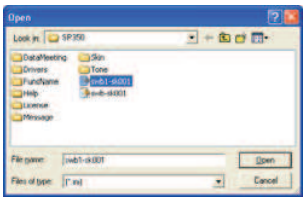


3 Click Next.

The [Open] screen appears.



4 Select the configuration file to read.



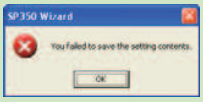
5 Click Open .

A dialog appears to notify that the setting has been done.

Advice

If the following dialog appears after clicking the [Open] button

Click the [OK] button.
The following dialog appears.



Data has not been loaded successfully because the configuration file does not comply with SP350.
Click the [OK] button and start from Step 1 again.

Caution

In the case of Thin Client, this message is not displayed.

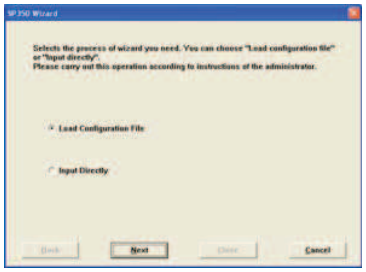
6 Click OK.

The configuration file has now been loaded.

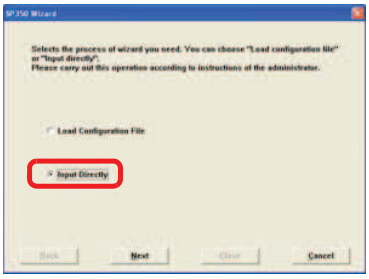
Configuring Manual Settings

1 Start SP350.

The [SP350 Wizard] screen appears.

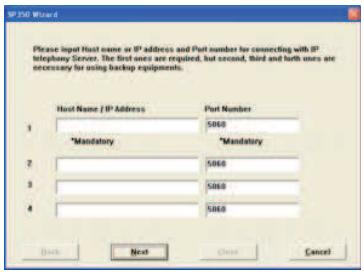


2 Check [Input Directly].

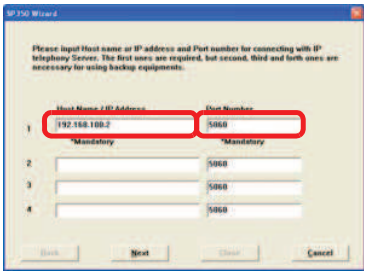


3 Click **Next** .

The following screen is displayed.



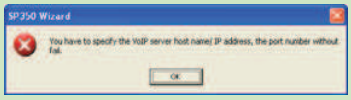
4 Input the necessary data for the server connection.



Name	Description
Host Name / IP Address	Specify a host name or IP address of the IP telephony server to be connected. The first data is mandatory. This field is blank by default.
Port Number	Specify the destination port number of the IP telephony server to be connected. The first data is mandatory. The default value is 5060.

Advice

If the following dialog appears after clicking the [Next] button.

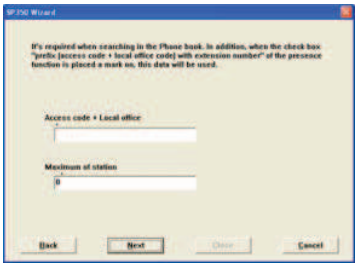


- Necessary item(s) has not been filled out. Click the [OK] button and start from Step 4 again.

- The port number is invalid. Click the [OK] button and start from Step 4 again.

5 Click **Next** .

The following screen is displayed.



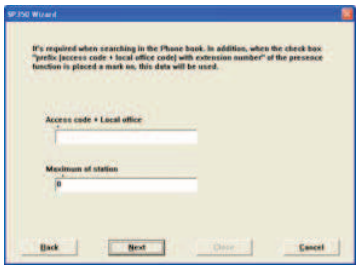
6 Set the numbering plan.

If you don't the numbering plan

Click the [Close] button.

About setting the numbering plan

If the exchange number is required in order to search caller information over ActiveDirectory or Outlook with its origination number, specify the digit number of the origination number to which the exchange number is required.



Name	Description
Access code + Local office	Set the access code + local office. (Default: blank)
Maximum of station	Set the digit number of the origination number to which the access code + local office is added. (Default:0)

7 Click [Close].

The following dialog appears.

In the case of Thin Client, this message is not displayed.

8 Click [OK].

The manual setting has now been completed.

If the following dialog appears after clicking the [OK] button.

The write operation of the settings has failed. For details, contact the system administrator.

Tips

This section describes tips on using Softphone more conveniently.

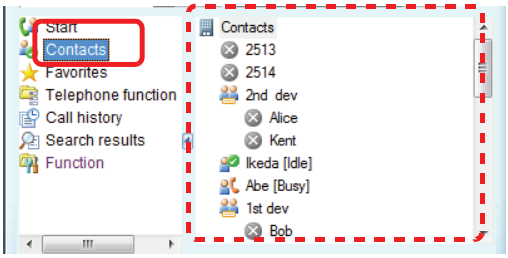
When You Want to Send a Number during a Call

You can pre-register a number to be input when making work-related ticket reservations or checking the voice messages recorded.

Registering a Number

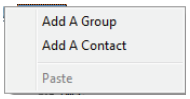
1 Click (Contacts) on the toolbar.

The Contacts list is displayed on the browse window.



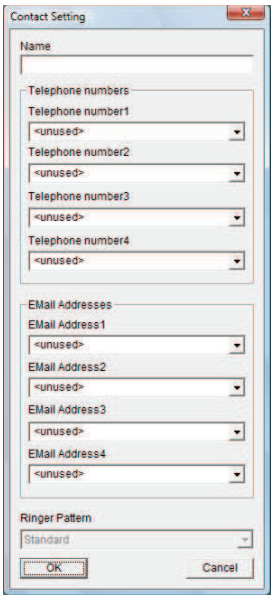
2 Right-click on the top of the Contacts list or the group in which you want to register a number.

The right-click menu appears.
The following explains an example of when the top is clicked.



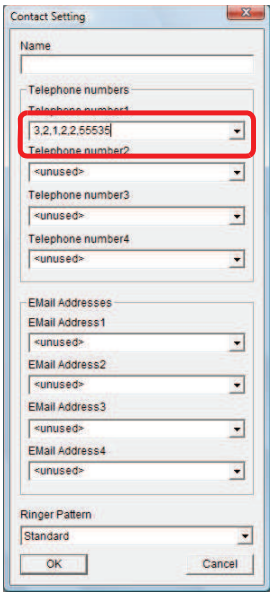
3 Click [Add A Contact].

The [Contact Setting] screen appears.



4 Input the number you want to register in [Telephone number 1].

Example:When the input procedure is "3->2->1->2->2->55535", type "3,2,1,2,2,55535".



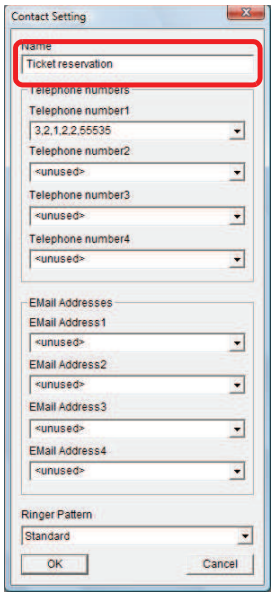
Advice

To insert a pause between numbers

Input "," (comma).
For details, refer to "When You Want to Insert a Pause".

5 Input [Name].

Example: Type "Ticket reservation".



6 Click OK.

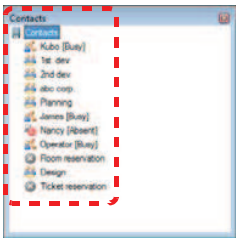
The number has now been registered.

Sending a Number

1 You are on the phone.

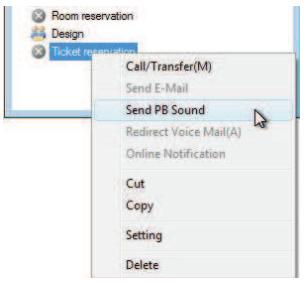
2 Click (Contacts) on the toolbar.

The Contacts list is displayed on the browse window.



3 Right-click the contact in which the number is registered.

The right-click menu appears.



4 Click [Send PB Sound].

The registered number has now been sent.

When You Want to Insert a Pause

When you want to inset a pause between numbers, input "," (comma). One comma corresponds to a 2-second pause.

Pauses can be used when:

- Dialing after dragging and dropping a number
- Dialing after copying and pasting a number
- Dialing from the Call/transfer number inputting area
- Dialing from the Contacts

With the MOC plug-in, no comma is available in the number inputting area.

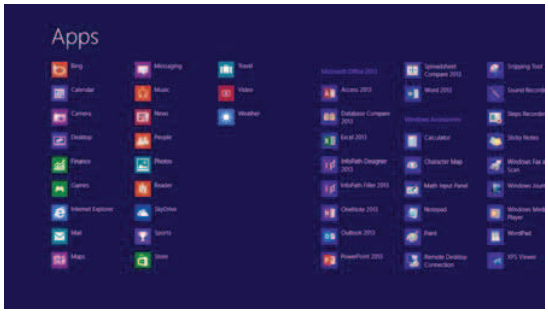
FAQs

Read this section when you have questions and problems.

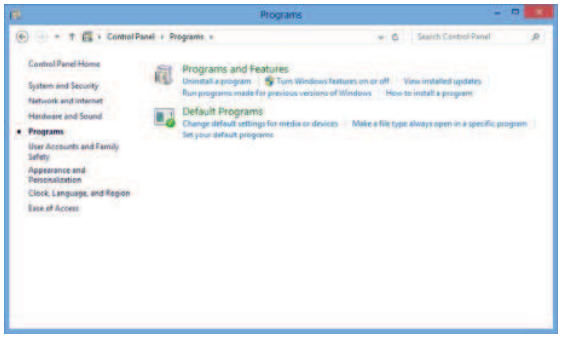
Enabling .NET Framework 3.5 for Windows 8 or Windows 8.1

When the Softphone use in Windows 8 or Windows 8.1 then it should be enable to ".NET Framework 3.5" and following procedure for enabling. Then first installation needs to Internet connection because install files download by Windows update.

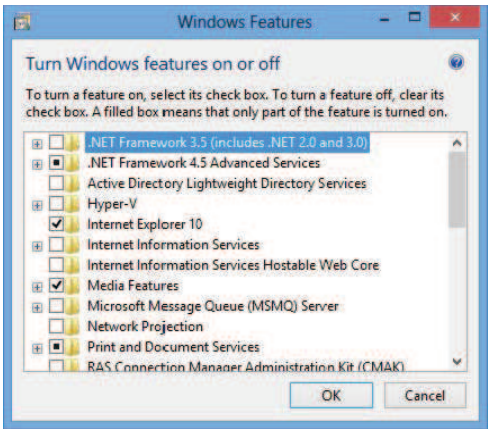
1. Right-click on Start Menu and click [All apps] on right bottom.
   Then display next screen.



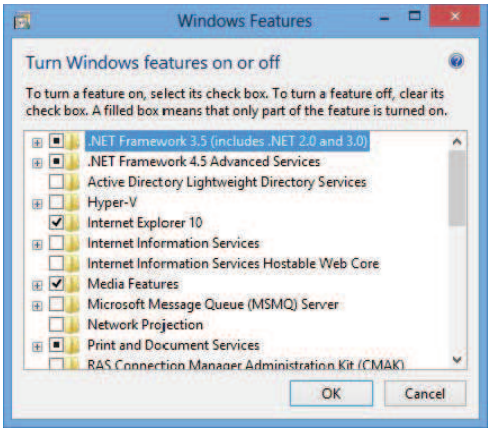
2. Click [Programs] on [Control Panel].
   Then display next screen.



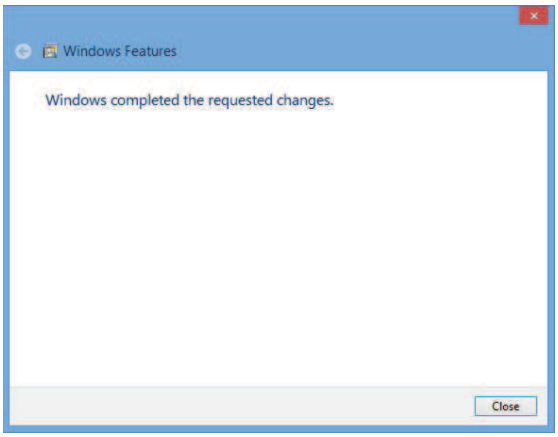
3. Click [Turn Windows features on or off] on [Programs and Features].
   Then display next screen.



4. Enable to check box for [.NET Framework 3.5 (includes .NET 2.0 and 3.0)]



5. Click [OK] and installation following screen. After in the half way "Download files from windows Update" display screen then it needs to install it.
   After installation completed then display next screen.



Enabled .Net Framework is completed.

Enabling .NET Framework 3.5 for Windows 10

When the Softphone use in Windows 10 then it should be enable to ".NET Framework 3.5" and following procedure for enabling.

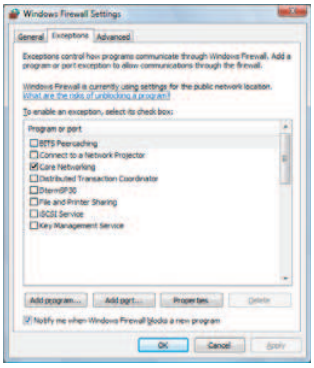
1. Click Start Menu and click [All apps].
2. Click [Controls panels] on [Windows System tools].
3. Click [Turn Windows features on or off] on [Programs and Features].
4. Enable to check box for [.NET Framework 3.5 (includes .NET 2.0 and 3.0)] on [Windows Features] window and click [OK].

When Using Windows XP Service Pack 3

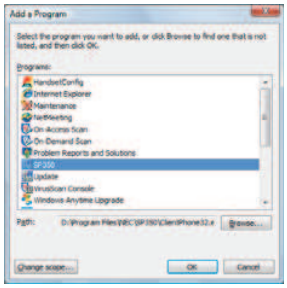
When Windows XP Service Pack 3 is applied, the firewall function of Windows is automatically enabled, and Softphone cannot be used normally.
When the warning screen appears, disable the firewall setting for Softphone with either one of methods.

Disabling in advance before starting Softphone

1. Click [Start] -> [Control Panel] -> [Windows Security Center] -> [Windows Firewall], and click the [Exceptions] tab in the [Windows Firewall Settings] screen.
   The following screen appears.

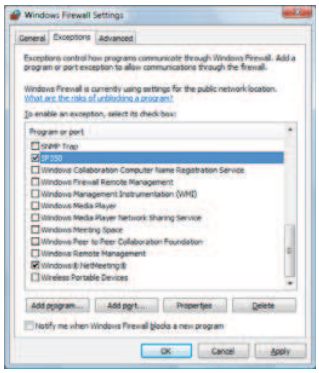


2. Click the [Add program...] button.
   The following screen appears.



3. Add "SP350".
   When the installation directory is not changed, specify the following path and click the [OK] button.
   - SP350: "C:\Program Files\NEC\SP350\ClientPhone32.exe"

   The screen for Step 1 changes as below.



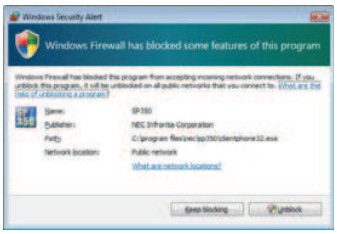
4. Check that "SP350" is displayed in [Program or port].
5. Click the [OK] button.

The firewall setting for Softphone has now been disabled.

Disabling at starting Softphone

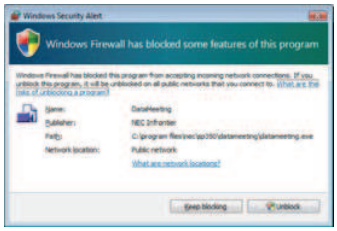
When firewall setting is not disabled before Softphone is started, the setting can be disabled with the following procedure.

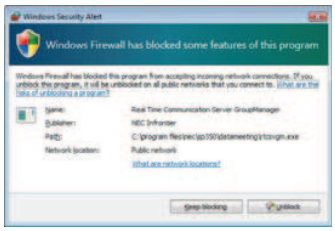
(1) Click the [Unblock] button in the [Windows Security Alert] screen.



Disabling at starting video conference

(1) Click the [Unblock] button in the [Windows Security Alert] screen that appears at the start of the video conference.





When Using Softphone in a Virtual Network Environment

When Softphone is used in a virtual network environment such as VPN and mobile IP, Softphone chooses the appropriate network information at the startup. However, this function may not work normally according to your PC's environment.
In this case, specify the following two items.

- NIC mounted as hardware (not virtual)
- Server accessible IP address

For details, refer to "Specifying a Network to Be Used".

When Softphone Does Not Start or End

Softphone does not start.

(1) Did you start Softphone immediately after ending it? Restart Softphone after a while.

(2) If Softphone does not start after double-clicking the [SP350] icon, contact the system administrator.

(3) Are the login ID and password correct?

(4) If Softphone does not start after inputting the correct login ID and password, contact the system administrator.

(5) Did you disable the firewall setting for Softphone when applying Windows XP Service Pack 3?
For details, refer to "When Using Windows XP Service Pack 3".

Softphone does not end.

(1) Softphone cannot be ended while you are on the phone and hear the dial tone or busy tone from the handset. Make sure that Softphone is disconnected.

(2) When [This program is not responding.] is displayed and Windows cannot be ended, end Softphone forcibly.

(3) If the behavior is abnormal at the next start of Softphone, contact the system administrator.

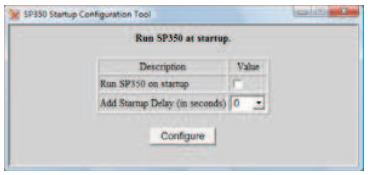
The power of PC is turned off without ending Softphone.

(1) If the behavior is abnormal at the next start of Softphone, contact the system administrator.

Softphone Startup Error

When Softphone is registered to the startup, a Softphone start error may occur at the PC startup. In this case, adjust the time to start Softphone with the following procedure.

1. Click [Start] -> [Programs] -> [UNIVERGE Soft Client SP350] -> [Automatic Start Setting].
   The following screen appears.



2. Check the [Run SP350 on startup] field.
3. Click ▼ next to the [Add Startup Delay (in seconds)] field to select the delay time.
   - 0/15/30/45/60/75/90/105/120/135/150/165/180(seconds)
4. Click the [Configure] button.

About the Display of Softphone

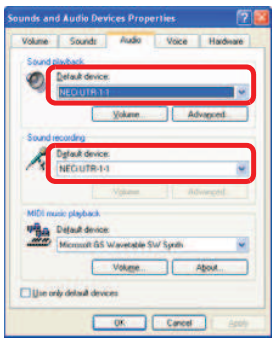
The display is odd/characters are defective.

(1) Did you change [Font size] in the display properties of your PC?
When the font size other than [Normal] is set, Softphone may not be displayed normally.

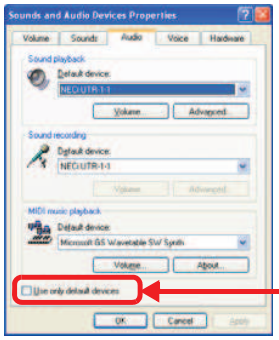
Warning Message for Audio Device Setting Is Displayed

When an audio device other than USB handset/headset is equipped on your PC, perform the following setting.

1. Connect the USB handset/headset.
2. Open the [Sounds and Audio Devices Properties] screen.
3. Select the [Audio] tab.
4. Change the default device for [Sound playback] and [Sound recording].
   Change the setting to the device other than "Handset for VoIP" or "Plantronics Headset" (the name of the device equipped on your PC).



5. Check [Use only default devices].



Audio device is not changed when this item is checked.

Windows Vista, Windows 7, Windows 8 , Windows 8.1 and Windows 10 users

For Windows Vista, convert [Sounds and Audio Devices] to [Hardware and Sound] -> [Sound]. Also, convert the [Audio] tab to [Speakers] -> [Playback] tab and [Microphone] on the [Recording] tab when reading.

While in Standby Mode

The handset is disconnected from the USB port.

(1) End Softphone, and insert the plug of the handset to the USB port again (you can insert the plug while the power of the PC is on). A message may appear at the insertion.

(2) When the handset does not operate normally after the insertion, end Softphone and restart the PC.

(3) If the problem still persists, contact the system administrator.

The PC is suspended.

(1) Softphone may not operate normally after the recovery from the suspension. Restart Softphone if it does not operate normally.

(2) When Softphone does not operate normally after the restart, end Softphone and restart the PC.

(3) When Softphone does not operate normally after the restart, contact the system administrator.

When Placing a Call

The call cannot be placed by copying the phone number.

(1) Is the copied phone number correct?

The call cannot be placed by clicking the phone number on the website.

(1) Did you perform the setting to dial a phone number linked in a website?
For details, refer to "Dialing a Phone Number linked in a Website".

The call to an external line cannot be placed.

(1) Do you use the system that requires to input an additional number such as "0" prior to the phone number for placing a call? If so, either one of the following operations is required.
- Input an additional number such as "0" and input the other party's phone number.
- To place a call by copying or drag&drop the phone number, set the number to be added in [Call] under [Conversation] in the [User configurations] screen in advance.
  For details, refer to "Dialing after Adding a Number to the Beginning of the Phone Number".

(2) If you still cannot place the call to the external line, contact the system administrator.

When You Have an Incoming Call

The ringtone does not sound.

(1) Is the ring volume set to low? Try to control the ring volume.

(2) Is the handset disconnected from the USB port of the PC? If so, insert the plug firmly.

(3) If the problem still persists, contact the system administrator.

The ringtone does not sound continuously.

(1) When operations such as virus scan or download are performed, the ringtone may not sound continuously due to the decrease of OS process time.

When Talking on the Phone

The other party's voice cannot be heard.

(1) Is the earpiece volume set to low? Try to control the earpiece volume.

(2) Is the handset disconnected from the USB port of the PC? If so, insert the plug firmly.

(3) If the problem still persists, contact the system administrator.

My voice cannot be heard by the other party.

(1) Is the [Mute] button clicked? Click the [Mute] button again.

The voice during the call breaks up.

(1) When operations such as virus scan or download are performed, the voice during the call may break up due to the decrease of OS process time.

When the USB handset is used, the microphone volume is low, or my voice cannot be heard by the other party.

(1) Remove and insert the plug of the USB handset after Softphone is ended. If the problem still persists, repeat this procedure.

The other party's voice is heard not from the handset but from the speakers of the PC.

(1) End Softphone and restart the PC.

(2) If the problem still persists, contact the system administrator.

The PC froze during the call.

(1) The call is disconnected. Restart the PC, and place a call again.

(2) If the behavior is abnormal at the next start of the PC, contact the system administrator.

The other party's voice is slightly delayed.

(1) There is no problem since this is the specification of Softphone.

The call on hold cannot be answered again.

(1) For the exclusive hold call, the call can be answered only by the phone that held the call.

The call is attempted to transfer to the nearby person, but the person cannot answer the call.

(1) Is the call self held? For the exclusive hold call, the call can be answered only by the phone that held the call.

The volume indicator blinks in yellow or red.

(1) Is a high load placed on the PC? Quit some of applications.

(2) Is the network load high? Contact the network administrator.

When Using Absent Forwarding

The call is not forwarded to the specified forwarding destination.

(1) Did you configure the call forwarding in the [Call forward settings] screen?

(2) Is the phone number of the forwarding destination correct?

(3) Did you register the phone number of the forwarding destination with an additional number such as "0" prior to the phone number when the destination is an external line?

When Checking the Presence Status of Contacts

* The function can be used only by the system that mounts the optional presence server.

The other party does not answer even though the presence status is "Idle".

(1) The other party may be unavailable without setting the unavailability. Place a call again after a while.

When Using PC Recording

The PC recording cannot be used.

(1) When the UMS is mounted to the system you use, clicking the Record button on the start screen activates the voice mail not the PC recording. In this case, right-click the Record button and select [Live recording].
For details, refer to "Recording a Conversation in the PC".

(2) Is the capacity of the hard disk is nearly full?
The size of the recorded file varies depending on the file format to be set.
For the file format to be set, check with the system administrator.

File Format	Size
PCM	Approx. 1MB per minute
GSM6.1	Approx. 0.1MB per minute

Caution

- In the case of Thin Client, this function cannot be used depending on the type of the client terminal. For details, contact the system administrator.
- In the case of Thin Client, the file format is "G.711" (approximately 0.5 MB per minute) instead of "PCM".

When Using Voice Mail

* The function can be used only by the system that mounts the optional UMS.

For details, refer to the help or instruction of the UMS.

While in a Data Meeting

* The system environment that a data meeting can be used and settings at the IP telephony server are required.

The data meeting cannot be started.

(1) Settings at the IP telephony server are required. For details, contact the system administrator.

(2) The meeting trunk may be full to capacity. Perform the operation again after a while.

(3) In order to use Data Meeting, the installation of Adobe® Flash® Player from Adobe Systems is required.
If Adobe® Flash® Player has not been installed on your PC, download Adobe® Flash® Player from Adobe Systems Web site or other applicable Web site and install it.
Please install Adobe® Flash® Player for Microsoft® Internet Explorer.
Data Meeting may not work with Adobe® Flash® Player plug-ins for other browsers.

(4) If the operating system of your PC is changed after installing SP350, it is necessary to reinstall SP350.
If you continue to use SP350 without reinstalling it, it may cause problems such as some functions do not work.

A loud sound is produced at the start of the data meeting.

(1) When the organizer calls participants, a loud sound may be produced; however, this is not abnormal since this is the specification of Softphone.
If this is annoying, set the earpiece volume to low, or hold the handset away from one's ear until all the participants are ready.

The phone is disconnected during the meeting.

(1) If you are the organizer of the data meeting, the data meeting itself is over.

(2) If you are a participant, you cannot participate in the meeting until you call the organizer again, and the organizer updates the participants.

Notes for organizers

(1) To check the participation, always check with the real voice from participants.
- When a participant transfers the meeting call, the organizer cannot check that.
- When another person responds to the convocation from another phone in place of the participant, the organizer cannot check that.

Constrained conditions for data meeting

(1) For details, refer to "Constrained Conditions for Data Meeting".

When Using Video Communication

Video communications cannot be used.

(1) Is the camera properly connected?

(2) Did you install applications such as an antivirus software and firewall software? When such software is used with Softphone, settings may be required. For details, contact the system administrator.

When the other party does not connect a camera

(1) Only the video of your side can be transmitted to the other side.

The motion of the video is not smooth.

(1) The video may not move smoothly or stop depending on the network condition.

(2) When you browse websites or send/receive e-mails during the data meeting, the motion may slow down.

When Using the Communication Board

The communication board cannot be used.

(1) Did you install applications such as an antivirus software and firewall software? When such software is used with Softphone, settings may be required. For details, contact the system administrator.

The white board cannot be used.

(1) Is (Lock button) clicked? If so, the operation of the white board cannot be shared with the other party.

(2) Did you install applications such as an antivirus software and firewall software? When such software is used with Softphone, settings may be required. For details, contact the system administrator.

The operation is slow.

(1) The white board may operate slowly or be interrupted depending on the network traffic condition.

(2) When you browse websites or send/receive e-mails during the data meeting, the operation may slow down.

When Using File Transfer

The file transfer cannot be used.

(1) Did you install applications such as an antivirus software and firewall software? When such software is used with Softphone, settings may be required. For details, contact the system administrator.

The transfer speed is slow.

(1) The speed of the file transfer may become extremely slow or the transfer may be disconnected depending on the network traffic condition.

(2) When you browse websites or send/receive e-mails during the file transfer, the operation may slow down.

(3) Transferring a large-sized file may take time.

When Using Chat

The chat cannot be used.

(1) Did you install applications such as an antivirus software and firewall software? When such software is used with Softphone, settings may be required. For details, contact the system administrator.

The time to display the message is slow.

(1) The time to display the message may become extremely slow depending on the network traffic condition.

(2) When you browse websites or send/receive e-mails during the chat, the operation may slow down.

When using SP350 in Thin Client

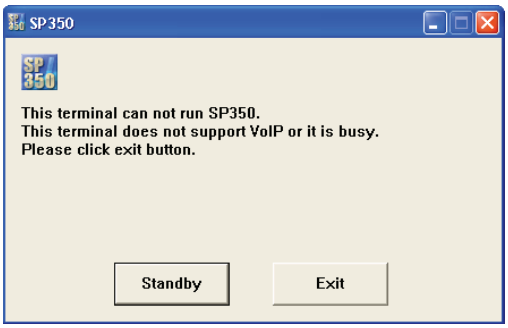
Please ask the system administrator whether the SP350 is operating in Thin Client.
The Thin Client is available or not depending the system.
In case of NEC terminals, US60, US100, US110, US110c, US40c, US300c, US300d and US310e are usable.
In case of Citrix terminals, US110c, US40c, US300c, US300d and US310e are usable.

- On US60, US110c and client PC with Windows Remote Desktop Connection, a handset cannot be used. The collaboration with another terminal is necessary.
  USB handset (P240-NE) can not be used with the thin client.

- Even on client PC with Remote Desktop Connection, a handset can be used by using the voice option software (SP350 SV LICENSE FOR THINCL / SP350 SV LICENSE FOR VPCC).

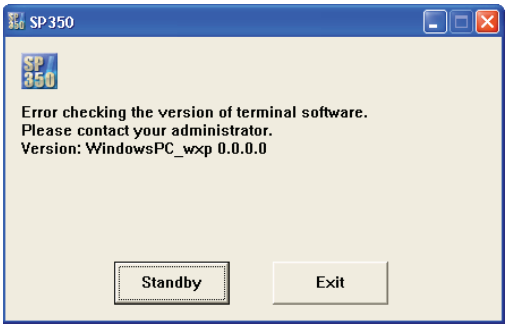
When terminal connection fails at startup (Thin Client only)

(1) Voice conversation is performed on terminals other than the thin client terminal when starting Softphone; however, if the settings are insufficient, it will be conducted on the thin client terminal. If the thin client terminal does not support voice conversation, or the thin client terminal is busy, the following screen appears.



- If you want to exit Softphone, click the [Exit] button.
- When the thin client terminal is reconnected, Softphone will be restarted.

(2) If an error occurs in version check when the thin client terminal supports voice conversation, the following screen appears.
If this screen appears, contact the system administrator.



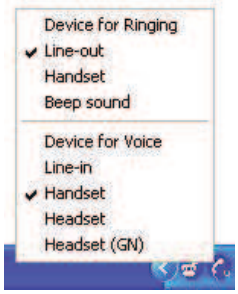
- If you want to exit Softphone, click the [Exit] button.
- When the thin client terminal is reconnected, Softphone will be restarted.

- While the above screen is being displayed, it is not possible to start Softphone from the Start menu or a shortcut on the desktop. Exit the above screen by clicking the [Exit] button first, and then restart Softphone.
- Regarding whether or not the terminal supports voice conversation, contact the system administrator.

When you want to change the speech audio device (in the case of US100 in Thin Client)

(1) Click the audio device selection icon on the task tray.

A list of the output destinations of ringtone (Device for Ringing) and talking devices is displayed.



(2) Click the name of the device you want to use for talking.
The icon display changes depending on the device selected.

This changes the speech audio device (Device for Voice).

< Meanings of Audio Device Selection Icons >

Icon	Meaning
	The line input terminal is set up for audio device for voice.
	The analog handset of the phone terminal is set up for audio device for voice.
	The headset of the phone terminal is set up for for audio device for voice.

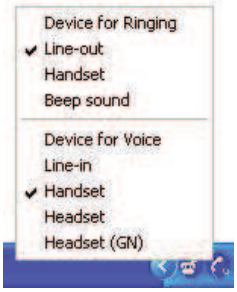
While ringing or talking, do not change the volume using the volume control displayed on the taskbar of the operating system of the US100 side. If changed, sound will be generated from both the speaker and the handset being connected to the line output.

When you want to change the ringtone output destination (in the case of US100 in Thin Client)

You can change the ringtone output destination according to the form of use.

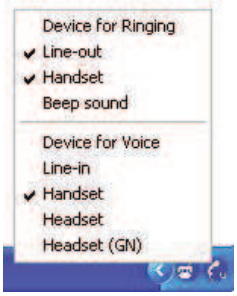
(1) Click the audio device selection icon on the task tray.

A list of the output destinations of ringtone (Device for Ringing) and talking devices is displayed.



The default ringtone output destination is the line output.

(2) Click the name of the output destination from which you want to generate ringtone.
The output destination that will generate ringtone is checked.



This sets up the line output and handset output of ringtone.

To silent ringtone, click the ringtone output destination again according to Step 2 to uncheck it.

- When beep sound is selected, line output and handset output cannot be selected. Furthermore, the ringtone volume cannot be changed.
- All of ringtones cannot be unchecked. One of the ringtones must be checked.
- While ringing or talking, do not change the volume using the volume control displayed on the taskbar of the operating system of the US100 side. If changed, sound will be generated from both the speaker and the handset being connected to the line output.

When you want to change the speech audio device (in the case of US110 in Thin Client)

(1) Click the audio device selection icon on the task tray.

A menu of usable device names appears.

(2) Click the name of the device you want to use for talking.
If the compatible USB handset (NECi UTR-1W-1) is connected, you can select it.

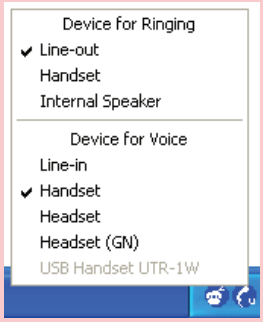
The icon display changes depending on the device selected.

This changes the speech audio device (Device for Voice).

< Meanings of Audio Device Selection Icons >

Icon	Meaning
	The line input terminal is set up for audio device for voice.
	The analog handset of the phone terminal is set up for audio device for voice.
	The headset of the phone terminal is set up for audio device for voice.
	The compatible USB handset (NECi UTR-1W-1) is set up for audio device for voice.

- The handset compatible with the US110 is the NECi UTR-1W-1D (BK) and UTR-1W-1(BK).
- When starting Softphone, the talking device previously used on that terminal will automatically be selected.
- If a USB handset is not being connected, the following appears and no USB handset can be selected.



- If Softphone is started in the state where no USB handset is being connected to the terminal at which a USB handset was used previously, the following screen appears.

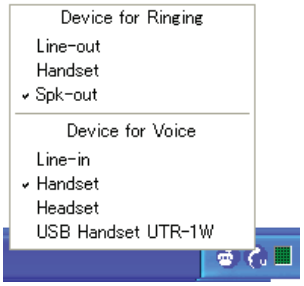
- If a USB handset comes off while using a terminal, it is necessary to restart the terminal. At that time, the following screen appears. The USB handset will not operate even if it is reconnected without restarting.

When you want to change the output destination of ringtone (in the case of US110 in Thin Client)

You can change the output destination of ringtone according to the form of use.

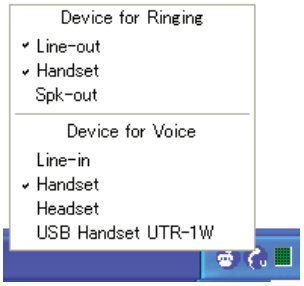
(1) Click the audio device selection icon on the task tray.

A list of the output destinations of ringtone (Device for Ringing) and talking devices is displayed.



The default ringtone output destination is the Spk-out.

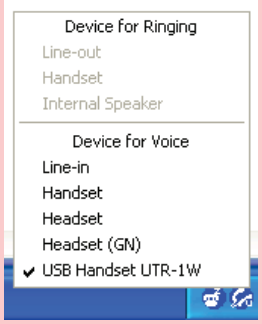
(2) Click the output destination from which you want to generate ringtone.
The output destination where ringtone will be generated is checked.



This completes the settings of the line output and handset output of ringtone.

To silent ringtone, click the ringtone output destination again according to Step 2 to uncheck it.

When a USB handset is selected, ringtone is also generated from the USB handset. At this time, ringtone cannot be output from the Spk-out of the US110, for instance.



Constrained Conditions for Data Meeting

The following table indicates restrictions that may be applied to the use of data meetings.

(X: Restricted, - : Not applicable)

Related Office	Office 365	Office 2019	Office 2016	Office 2013	Office 2010
1.Restrictions on the Communication Board					
1.1 There are fonts unavailable for the communication board.	X	X	X	X	X
2.Restrictions on Registering Shared Data					
2.1 Shared data containing 1000 pages or more cannot be registered.	X	X	X	X	X
2.2 An unedited Excel file (which contains no data to be printed) cannot be registered as shared data.	X	X	X	X	X
2.3 Encrypted PDF files cannot be registered.	X	X	X	X	X
2.4 Registering shared data may take time.	X	X	X	X	X
2.5 Notes on canceling the confirmation dialog for IRM document registration.	X	X	X	X	X
2.6 A print dialog appears during Excel file registration as shared data.	X	X	X	X	X
2.7 Shared data cannot be registered during display of a modal dialog in PowerPoint.	X	X	X	X	X
2.8 Images of shared data registered or AutoShape display may be different from originals.	X	X	X	X	X
2.9 Some Excel sheets cannot be registered as shared data.	X	X	X	X	X
2.10 An Excel sheet may be split when registered.	X	X	X	X	X
2.11 PowerPoint animations are disabled.	X	X	X	X	X
2.12 Fonts for PDF files may turn into garbled characters.	X	X	X	X	X
2.13 Complex images such as Visio drawings may not be normally displayed.	X	X	X	X	X
3.Restrictions on Saving Shared Data					
3.1 Shared data cannot be saved during display of a modal dialog in PowerPoint.	X	X	X	X	X

1.Restrictions on the Communication Board

1.1 There are fonts unavailable for the communication board

When text is written in the communication board, the text may be displayed not in the correct font, but in a similar font, depending on the selected font. Even if text is displayed in a font to be displayed correctly, special characters specific to the font may not be displayed correctly in the communication board. (Shared data to which text is additionally written is saved in the correct font.)

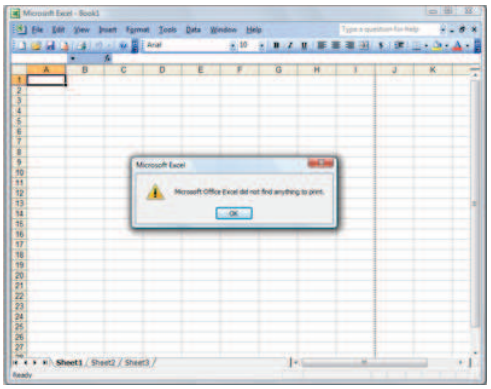
2.Restrictions on Registering Shared Data

2.1 Shared data containing 1000 pages or more cannot be registered.

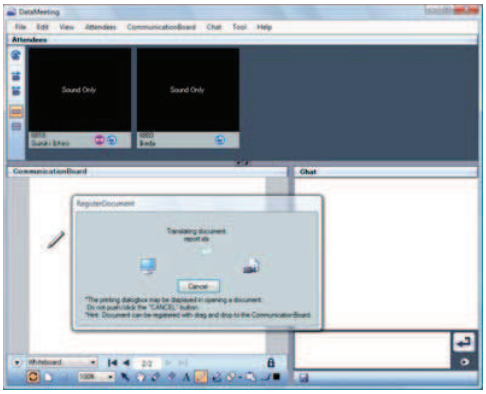
Share data containing 1000 pages or more cannot be registered with the communication board.

2.2 An unedited Excel file (which contains no data to be printed) cannot be registered as shared data.

An unedited Excel file (containing no data to be printed) cannot be registered as shared data, and a dialog indicating printing in process is kept displayed. Press the [Cancel] button to cancel the registration.



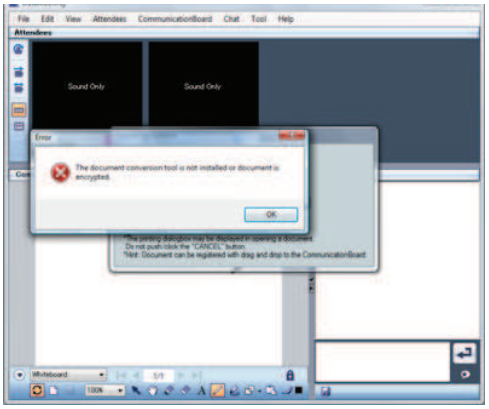
(An unedited file is tried to be registered as shared data)



(The [RegisterDocument] dialog is displayed continuously)

2.3 Encrypted PDF files cannot be registered.

Encrypted PDF files cannot be registered.
Decrypt the document before registration.



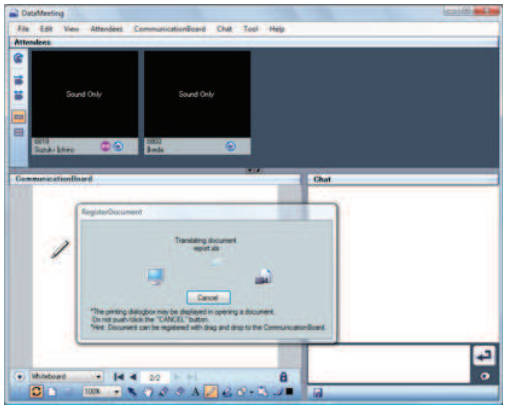
(The file cannot be registered)

2.4 Registering shared data may take time.

Registering shared data normally takes two to three seconds per page (in case of a PC equipped with Pentium 4 at 2.8GHz and 768 MB memory). However, registering shared data containing many objects may take considerable time.

2.5 Notes on canceling the confirmation dialog for IRM document registration.

When a document with IRM is registered, a confirmation dialog may appear. The data can be registered if the user ID and password are correctly input at the time.
If the registration is canceled, the confirmation dialog may be displayed multiple times. In this case, press the [Cancel] button in the confirmation dialog each time the dialog is displayed.



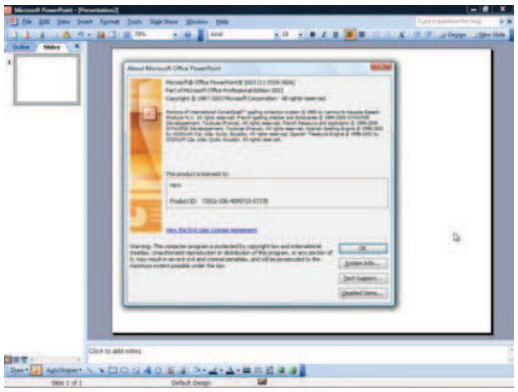
(Clicking the [Cancel] button during the registration)

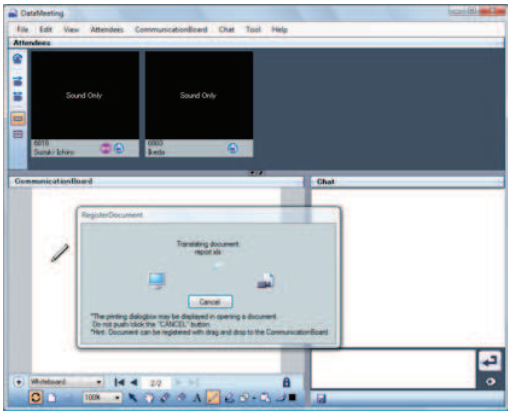
2.6 A print dialog appears during Excel file registration as shared data.

A print dialog appears temporary during Excel file registration as shared data.
If [Cancel] button of this dialog is pushed incorrectly, file is not registered.
Push [Cancel] button to cancel the file registration.

2.7 Shared data cannot be registered during display of a modal dialog in PowerPoint.

Shared data cannot be registered when a modal dialog is displayed after PowerPoint is started. If the modal dialog is closed at this time, the shared data registration continues. If nothing is performed with the modal dialog displayed, a time-out occurs in about three minutes, and a dialog indicating that share data cannot be registered appears.





A modal dialog is a dialog screen that disables other operations in the application.
Modal dialog examples are the [Open] dialog, the dialog displayed before closing a file (asking if the file is to be saved), and the dialog which displays the version of the application.

2.8 Images of shared data registered or AutoShape display may be different from originals.

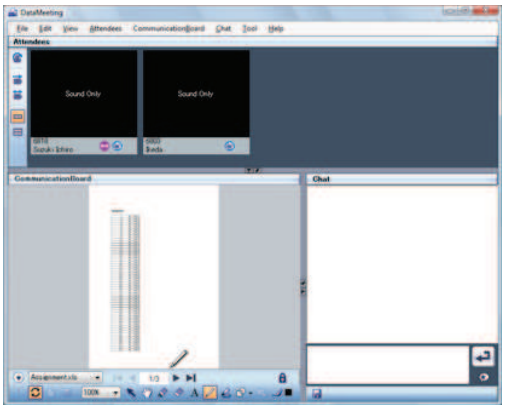
Images of shared data registered or AutoShape display may become rough, blur, or decolorized.
Images of shared data to which contents are additionally written are saved with the same quality as the original images.

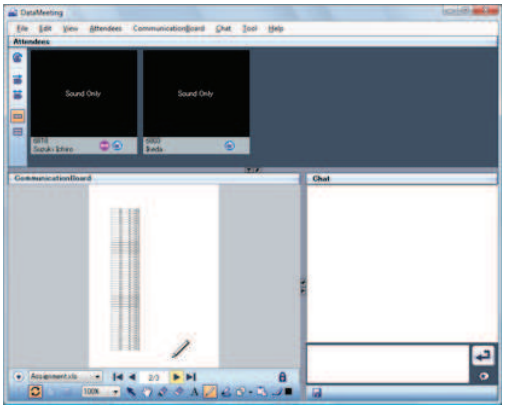
2.9 Some Excel sheets cannot be registered as shared data.

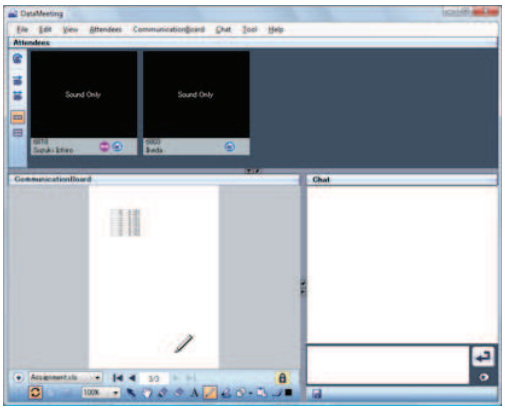
Sheets of Excel documents including macros may not be able to be registered.
In this case, delete the macros and unify the page settings for all sheets.

2.10 An Excel sheet may be split when registered.

Since a document in which cells are widely used on one sheet is registered in the same condition as displayed in the print preview, information on one sheet is divided into multiple pages.
In this case, adjust the reduction ratio to include one sheet in one page before registration.







2.11 PowerPoint animations are disabled.

Animation information of PowerPoint documents including animations is deleted and the animations do not work.

2.12 Fonts for PDF files may turn into garbled characters.

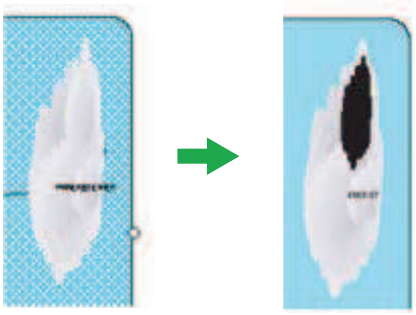
If a PDF file for which font embedding is not set is registered as shared data, characters may turn into garbled characters.
Specify font embedding when creating PDF files.
To embed a font with Adobe Acrobat, uncheck "Do not send fonts to "Adobe PDF"in the property of an Adobe PDF document and set font embedding in the PDF setting editing before creating the PDF.

2.13 Complex images such as Visio drawings may not be normally displayed.

When complex image formats created by Visio, etc. are imported into Office documents using [Import an Object] or [Import an Image], parts of the images may disappear or get black.
(Types of images which the phenomenon may occur in)

- Grouped object
- Enhanced Metafile (EMF, WMF)
- Microsoft Visio drawing
- Microsoft Excel graph
- Microsoft Word graphic
- OLE objects other than the above

< Example >



(Normal) (Problem of image blacking)

To solve the problem, display the original file with a supported application and do the followings.

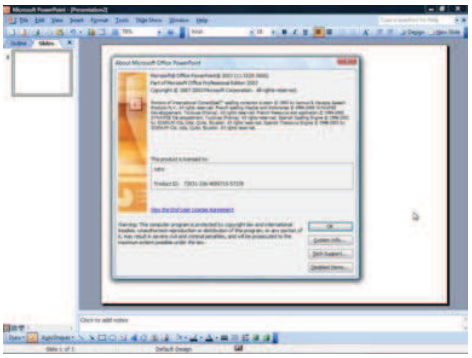
- Cancel grouping
- Convert shape drawings such as Visio into a Microsoft Office drawing objects.
- Change the object overlapping order.

As the alternative solution when this problem cannot be solved even with the above methods, capture images can be pasted in the white board.

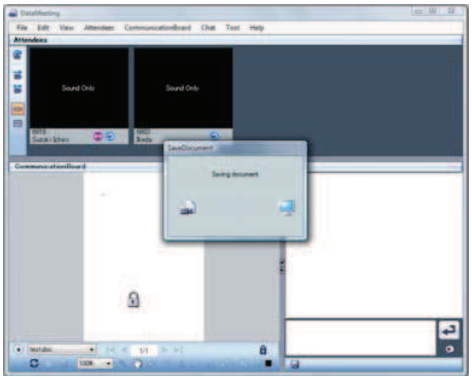
3.Restrictions on Saving Shared Data

3.1 Shared data cannot be saved during display of a modal dialog in PowerPoint.

Shared data cannot be saved when the modal dialog is displayed after PowerPoint is started. If the modal dialog is closed at this time, subsequent processing is continued. If no operation is taken with the modal dialog displayed, the registration and cancel time out in about three minutes, and the dialog indicating that share data cannot be saved appears.



(A modal dialog is displayed in PowerPoint)



(The [SaveDocument] dialog is displayed continuously)

A modal dialog is the dialog to disable other operations in the application.
For example, there are dialogs such as the [Open] dialog, the dialog displayed before closing a file (asking if the file is to be saved), and the dialog which displays the version of the application.

Notes on using with XenApp

This section describes how to start Softphone from Internet Explorer as one example.

Starting Softphone

1 Perform either of the following operations to launch Internet Explorer

- Click [Start] -> [All Programs] -> [Internet Explorer].
  (For Windows 7)
- Right-click on Start Screen -> Click [All apps] -> [Internet Explorer].
  (For Windows 8, Windows 8.1)
- Click [Start] -> Click [Windows Accessories] of [W] of application list -> [Internet Explorer]
  (For Windows 10)

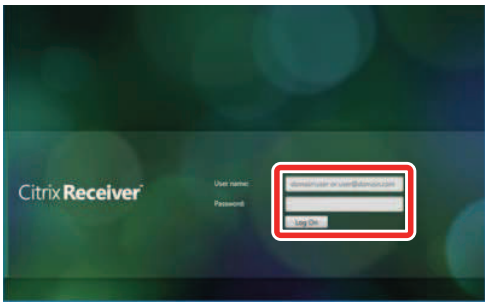
To use Microsoft Edge

If using OS is Windows 10 or later version, you can use Microsoft Edge.
Click [Start] -> [Microsoft Edge] of the tile menu to launch Microsoft Edge.

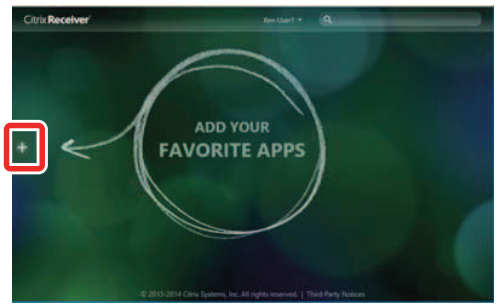
2 After launching Internet Explorer, enter the address to access XenApp in the address bar, and press Enter key.

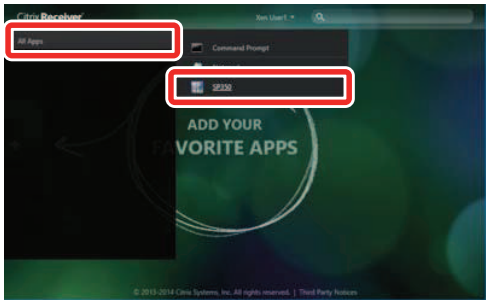
- Please use the address to access XenApp which is notified by the system administrator.

3 Input the user name and password assigned individually in the "User name:" field and "Password:" field, and click [Log On].

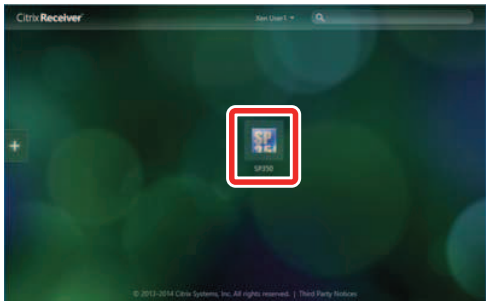


4 Click [+] on the left side of the screen, and click "SP350" from [All Applications].





5 Click the "SP350" icon displayed on the screen.



Constrained Conditions for using Softphone on XenApp

The restrictions of thin-client mode of Softphone is inherited when using Softphone on XenApp.
For detail, please refer to the section where using Softphone in thin-client is described.

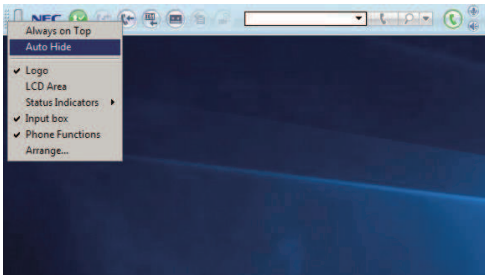
The following list indicates restrictions to Softphone on XenApp.

Softphone Feature	
	1 "Auto Hide" feature of Toolbar skin is not supported
	2 Auto-startup of Softphone does not work
	3 Data meeting is not supported
Cooperation with Other Application	
	1 Softphone on XenApp cannot be displayed at the forefront of the display
	2 Make call operation to Softphone on XenApp from other application which is running on local PC or which is running on other XenApp is not supported
Other Restrictions	
	1 Multi-display is not supported
	2 Desktop size when using Toolbar skin is not automatically adjusted
	3 Softphone process remains
	4 Screen-saver does not stop working

Softphone Feature

1 "Auto Hide" feature of Toolbar skin is not supported

When using toolbar skin of Softphone at XenApp, "Auto Hide" feature (right-click on the left-edge of the toolbar skin) does not work. If the Toolbar skin is not minimized, toolbar skin is always displayed on the display.



(Even if "Auto Hide" is clicked, it is not applied. "Auto Hide" remains unchecked and "Auto Hide" feature does not become effective.)

2 Auto-startup of Softphone does not work

When starting Softphone from XenApp, even if "auto-startup" is set, Softphone cannot start automatically.

3 Data meeting is not supported

Data meeting is not supported at Softphone on XenApp.

Cooperation with Other Application

1 Softphone on XenApp cannot be displayed at the forefront of the display

When main panel of Softphone on XenApp hides in the window of the application which is running on local PC or other XenApp, even if the handset status becomes off-hook or there is an incoming call, or by keyboard operation (Pause, Scroll Lock, Ctrl), Softphone is not displayed at the forefront.

2 Make call operation to Softphone on XenApp from other application which is running on local PC or which is running on other XenApp is not supported

Make call operation does not work between Softphone which has started from XenApp and an application (e.g. Internet Explorer, Adobe Reader, Microsoft Office) which has started from local PC or other XenApp.
The following make call operations are not supported.

- Click callto: link
- Click tel: link
- Drag & Drop operation
- Click on Middle Mouse Button operation

Other Restrictions

1 Multi-display is not supported

When using multi-display at client side, Softphone at XenApp cannot move between monitors. Softphone is always displayed at Main Display.

2 Desktop size when using Toolbar skin is not automatically adjusted

When using toolbar skin of Softphone on XenApp, desktop size of client PC is not automatically adjusted.

(Toolbar skin of Softphone is displayed above the desktop icon.)

3 Softphone process remains

If Softphone is tried to end by "terminate" button from Connection Center of Citrix Receiver, since Softphone does not terminate normally, Softphone cannot be used later. This operation is not recommended because this executes the force termination of Softphone. Please close the Softphone by clicking (close button) or right-click icon on the task tray then click "Close".

4 Screen-saver does not stop working

Screen-saver does not stop working even if Softphone receives IM or chat notice or incoming call when Softphone is running on XenApp.