BT One Phone
SIP Softphone PC Guide

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BT One Phone Softphone PC Guide

1   Introduction

Welcome to the BT One Phone SIP Softphone application for PC. This Quick Start User Guide will assist you to install and login to your BT One Phone Softphone application and show you the basic call handling features so that you can quickly start to make, receive and transfer your calls.

If you need any help, please get in touch with us and we'll gladly assist you. You can do this by calling 8844 (Option 1) from your BT One Phone. You can also reach us on care.btonephone@bt.com

2   System Requirements

The minimum device requirement to install the Softphone and detailed below. The firewall port and protocol requirements are detailed in the second table.

Processor	Minimum: Core 2 Duo 2.1 GHz Recommended: i5/i7 2.4 GHz and above
Memory	Minimum: 4GB RAM Recommended: 8 GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Operating System	Microsoft Windows 7 Microsoft Windows 8.1 (Desktop mode) Microsoft Windows 10*, including 2-in-1 tablet support** Mac OSX 10.11 (El Capitan) Mac OSX 10.12 (Sierra)
Connection	IP network connection (broadband, LAN, wireless); constant Internet connection
Sound Card	Full-duplex, 16-bit or use USB headset

The BT One Phone Softphone will require unblocked access to the internet with the internet connection delivering the following characteristics as a minimum.

	Poor Voice Quality	Good Voice Quality
Minimum Bandwidth Download	<80KB per call	>80KB per call
Minimum Bandwidth Uplink	<80KB per call	>80KB per call
Maximum Jitter	=>35ms	<35ms
Maximum latency	=>140ms	<140ms
Packet Loss	>1%	<1%
BTOP DNS Address that will need to be opened by the customer	sip.btonephone.net	
BTOP IP Ports used that will need to be opened by the customer	TCP Ports 443, 5060, 5061, 8080 UDP SRTP ports 20,000 through 50,000	

3   Installation

The BT One Phone SIP Softphone application requires you have a SIP subscription, e.g. you have either: -

- Office Worker SIP, or
- SIP Extra.

If you are not sure of the type of subscription that you have you should contact your local Company Administrator to ensure that you have the permission to use the Softphone feature.

To request access to the SIP Softphone application and a registration key, simply email care.btonephone@bt.com clearly stating details of any new SIP Softphone Users. The email request must include:

- Email address of the SIP Softphone user
- User's Phone number
- Desktops to be used with the SIP Softphone
- To download the software please use the link below.
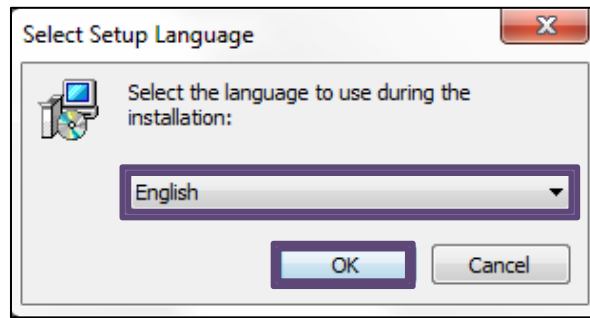
https://softphone.btonephone.com
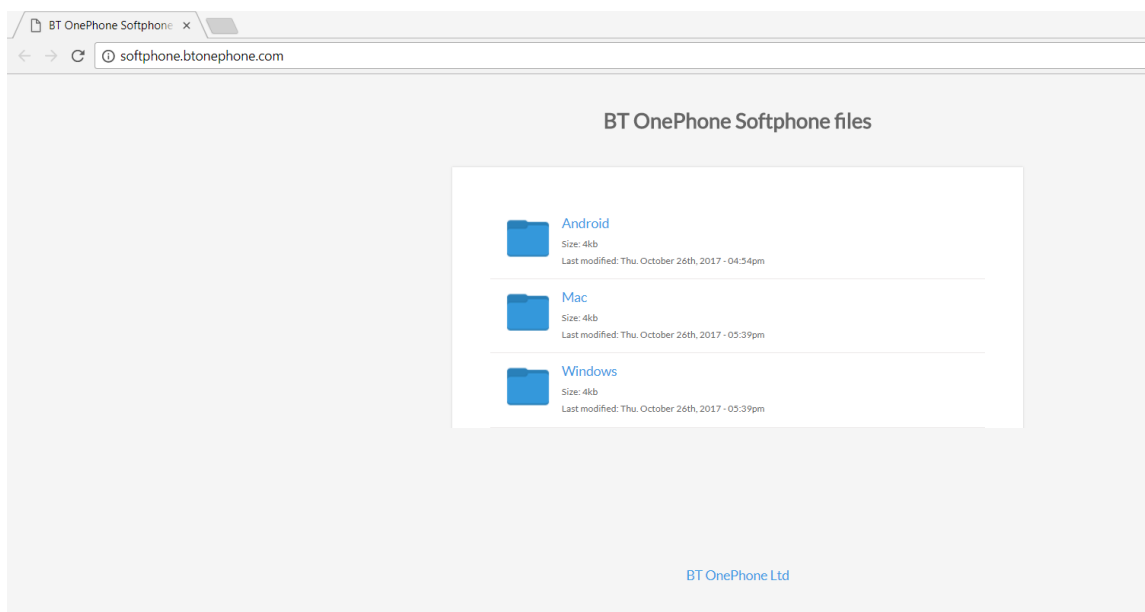
You will be directed to a download selection. Select **Run** and follow the installation wizard.
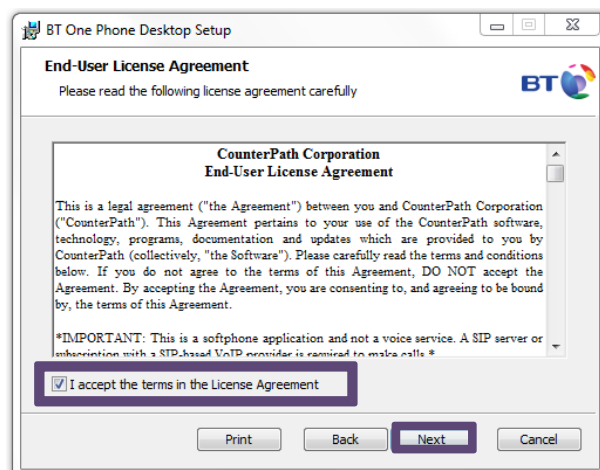
Next you will be asked to select the installation language. The default will already be on English. Please select the correct language and select **OK**.
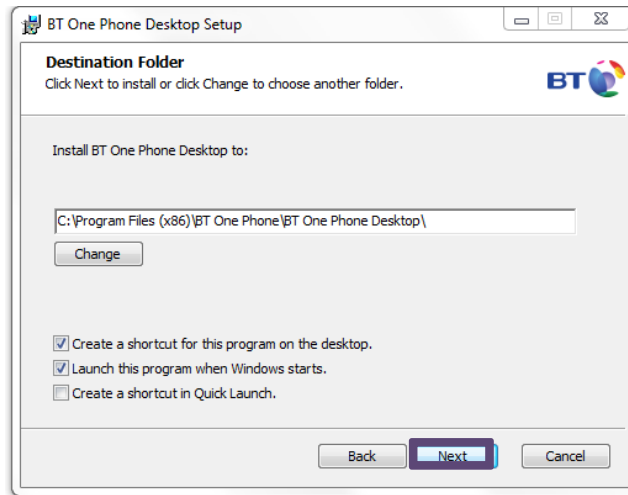

The installation wizard will launch. Select **Next** to continue the installation process.
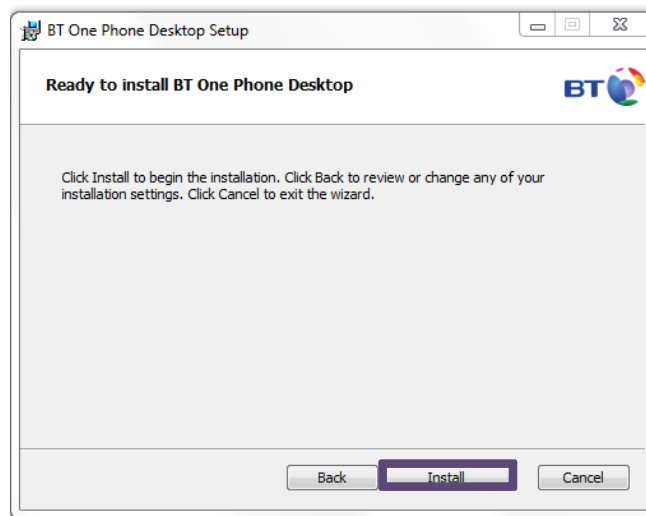

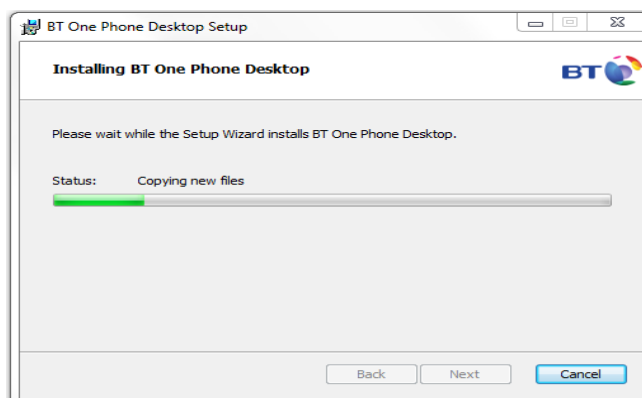Accept the License agreement tick box and then select **Next**.

The application will be stored in Program Files but you can change the file location if required. You can also select Desktop icon options as required and then select **Next** to continue.

Select the **Install** button.

The software installation will commence and display the progress of the installation.


Once the installation is complete select **Finish** to launch the application.

Login to the BT One Phone SIP Softphone using your standard BT One Phone Portal username and password, which are the same ones you use for the BT One Phone portal. You can also select the sign in checkboxes to auto-launch and remember your password.
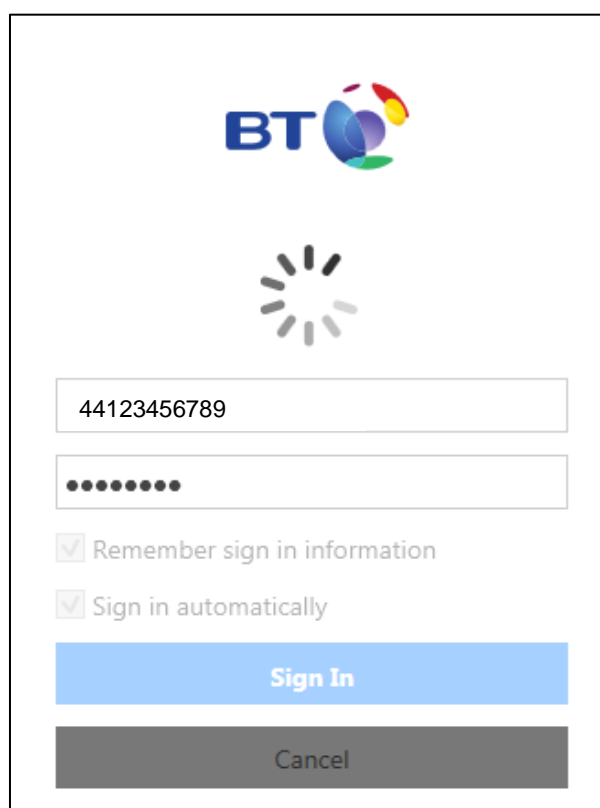
The SIP Softphone will open and you will now be able to make and receive calls.
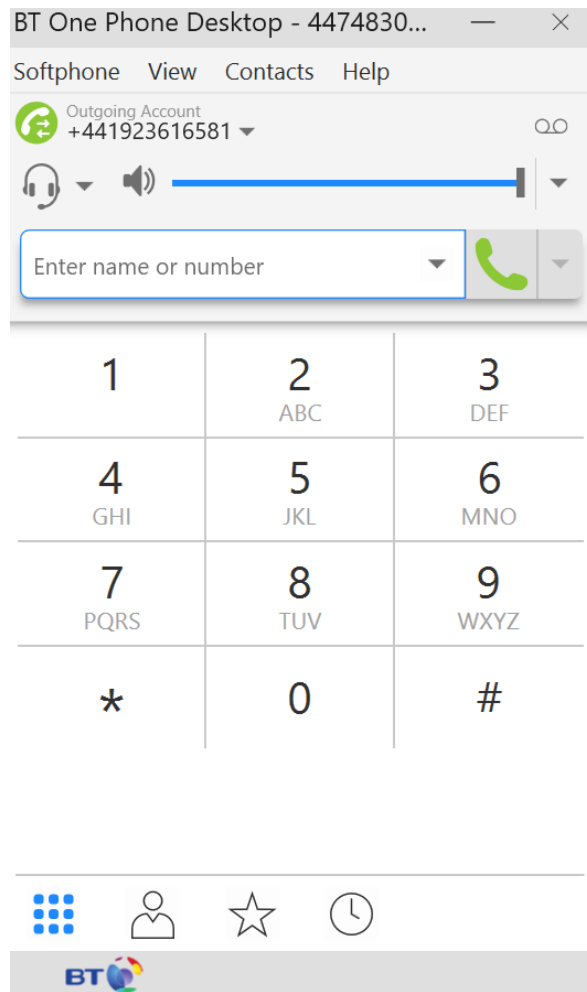
4   Standard Softphone Features

The Softphone has a selection of telephone features, including:

- Call display
- Speakerphone and mute
- Redial
- Hold
- Call history
- Call transfer
- Call record
- Auto answer
- Four-party audio conferencing (3 hosted locally)

5   The On-Screen Phone

The Softphone can be viewed in either a full or compact view and this can be selected via the view menu.
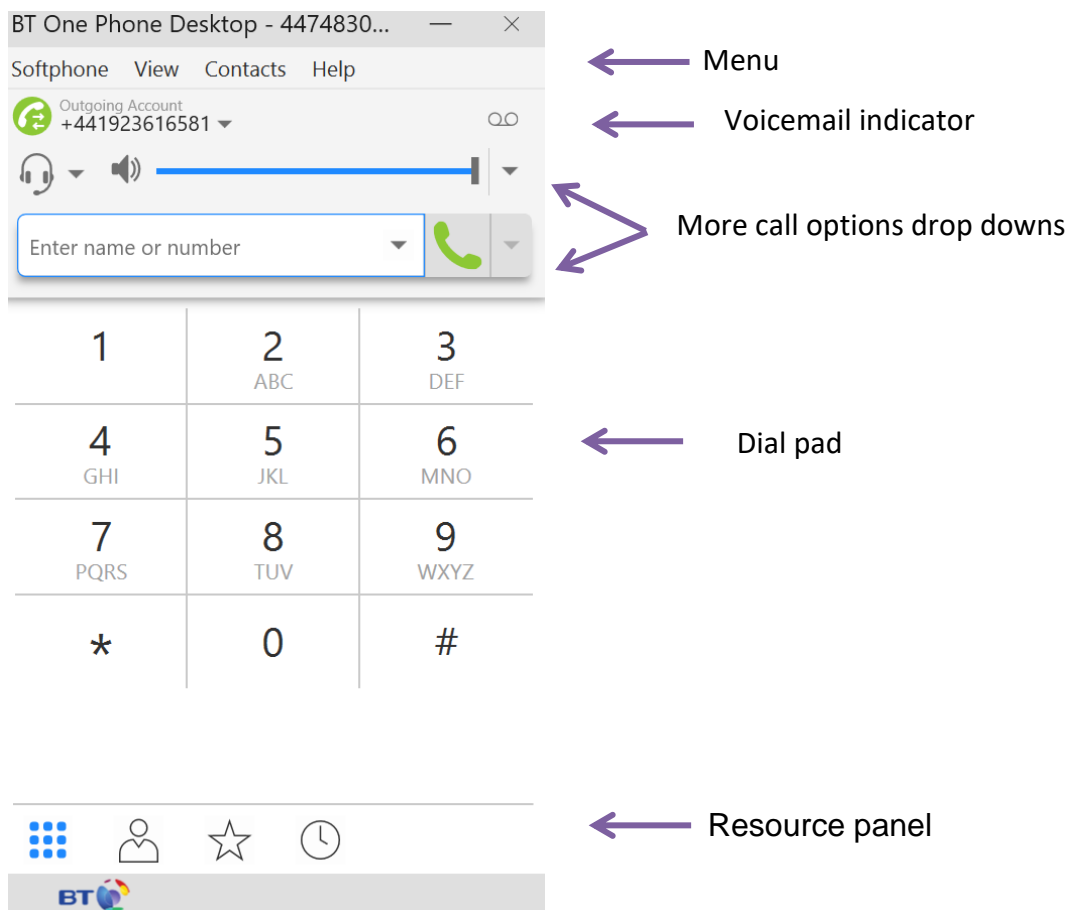
To create the compact View, select the **View** menu and remove the resources that you do not want to see.
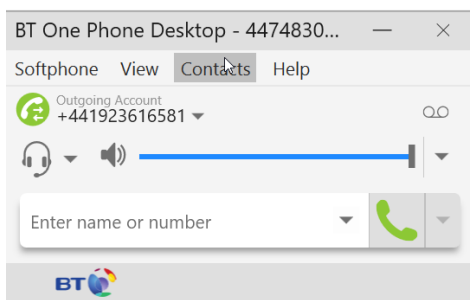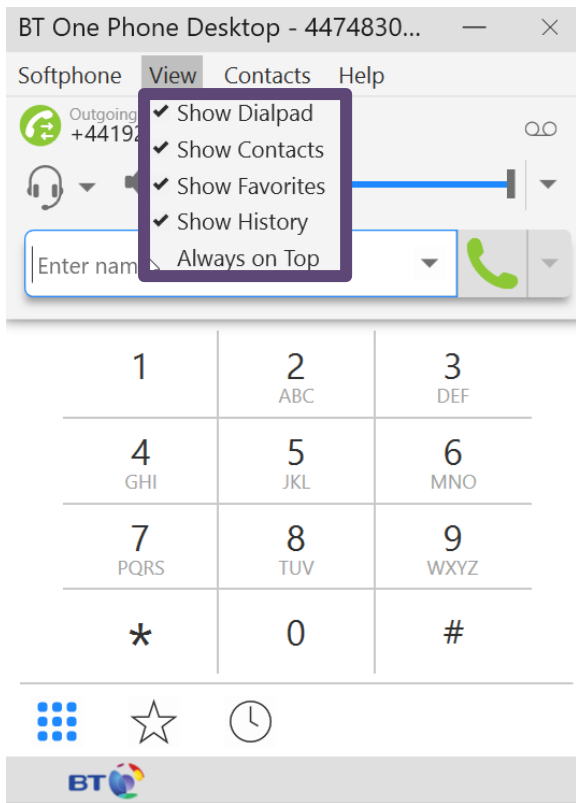
This is an example of a compact view with elements removed via the View menu.
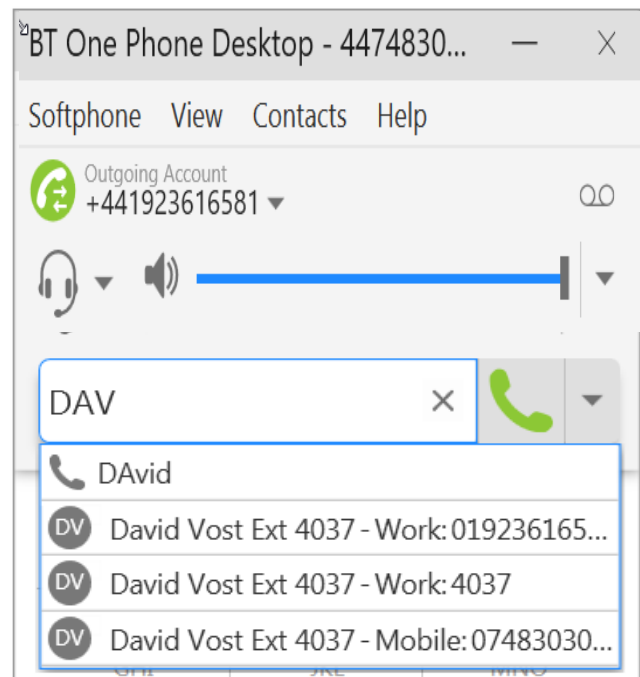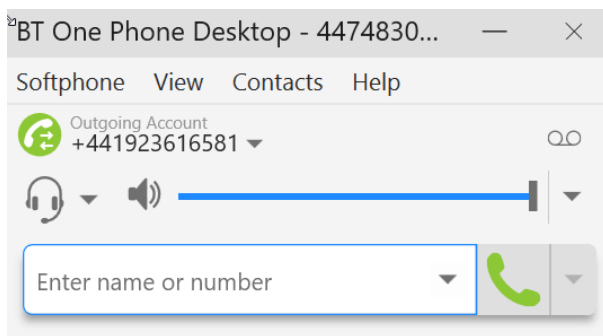
6   Placing a call

There are several ways to that you can make a call:
- Using the keyboard
- Using the mouse
- Using the dial pad
- Using redial

Using the keyboard

- Type the name or phone number of the person you want to call in the `Enter name or number` field. As you type, the Softphone may display suggestions for completing the entry.

You can then do one of the following:

- Use the Up and Down keys to move through the list of suggestions and press ENTER, TAB, or finish typing the number and press ENTER.
- Enter the complete phone number and click the Make a call button.
- Enter the complete phone number and select Audio Call from the more call options .
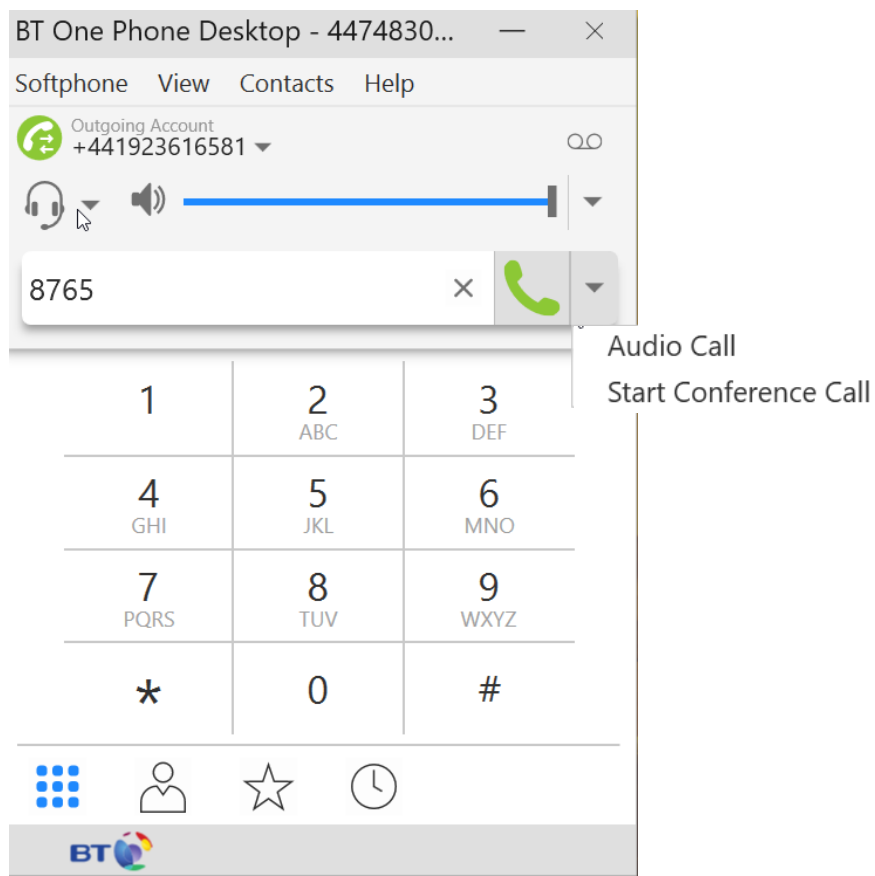
Using the mouse

- To use double-click to call, make sure to set the **Default Action** in
    - Softphone > Preferences > Application > Default Actions > set to **Call**.

- Type a name in the Search Contacts, Search Favourites, Search History, or Search Directory field or use the scroll wheel to move through your contacts, favourites, recent calls, or directory entries.

Do one of the following

- Contacts and Favourites panel:
    - Hover on the contact you want to call to reveal the click-to-call button. Click the telephone icon.
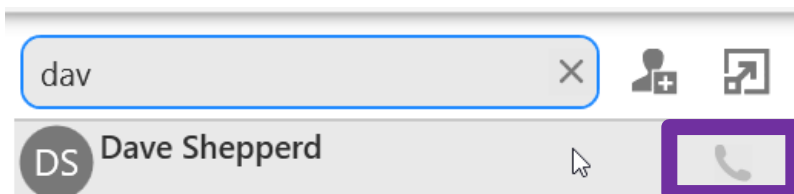
    - Right-click on the contact or number that you want to call.
    - Click Call. If the contact has more than one number, click the number you want to call.
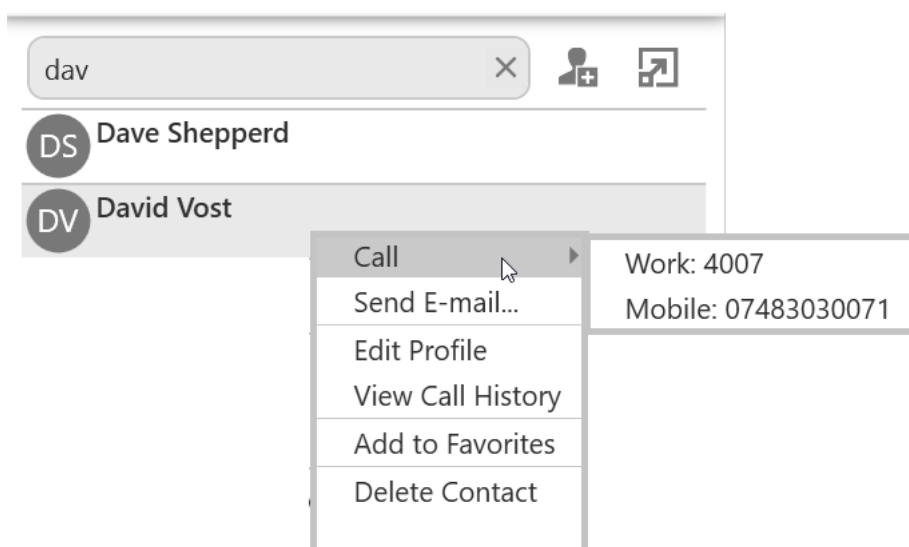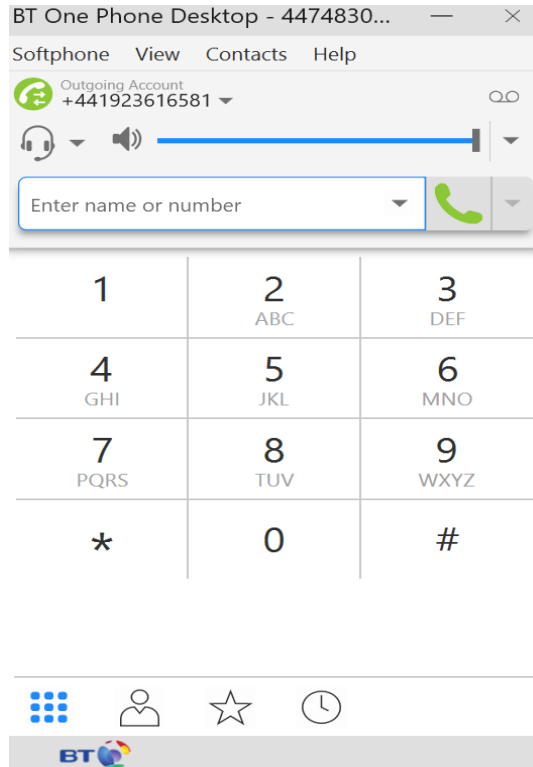

    - Double-click the contact or number that you want to call.
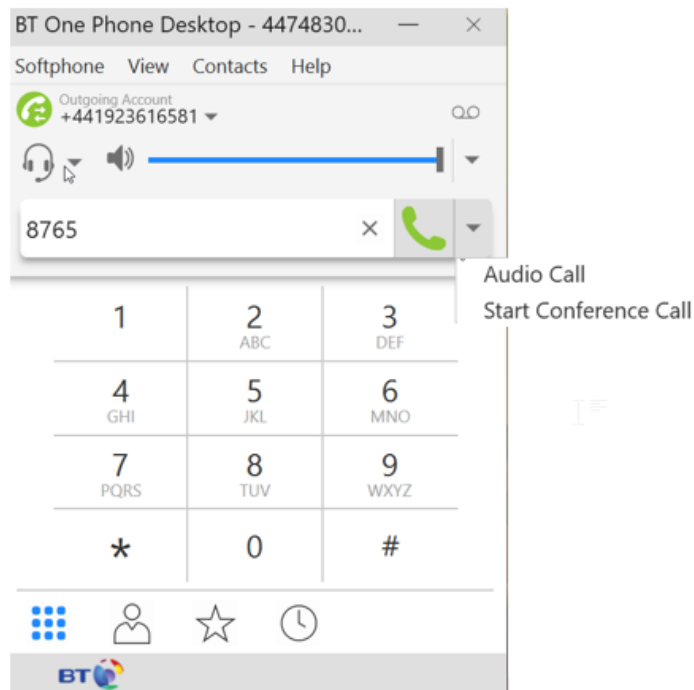
From the dial pad

Do the following:

- Click the dial pad from the resource panel.
- Use your mouse to click the number you want to dial.

- Click the **make a call** button.
- Select Audio Call, or Start Conference Call from the More Call Options drop-down menu.

Using redial

- Tap the **make a call** button beside the enter name or number field. The last number dialled appears.
- Do one of the following:
  - Tap **make a call** button a second time
  - Select Audio Call from the drop-down menu.

Using the redial drop-down list

- The Softphone places an audio call when you use the drop-down list.
- Tap the **list of recent calls** drop-down arrow in the enter name or number field. A list of recent calls appears.
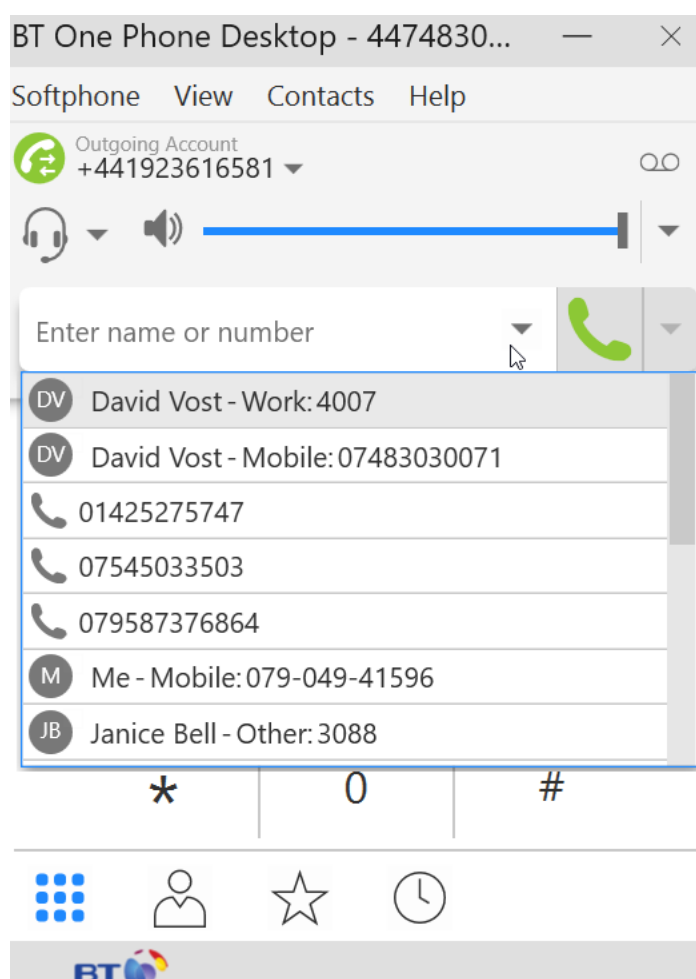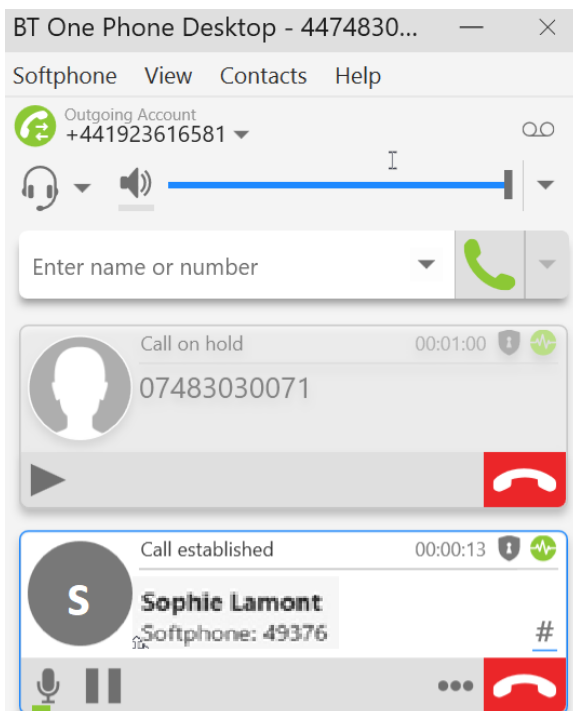

- Select the number or person you want to call.

7   Multiple calls

You can make up to three concurrent audio calls on the Softphone.

Placing a second call

To place a second call, use any of the methods for placing an audio call when you have a call established. The Softphone automatically puts the first call on hold and dials the
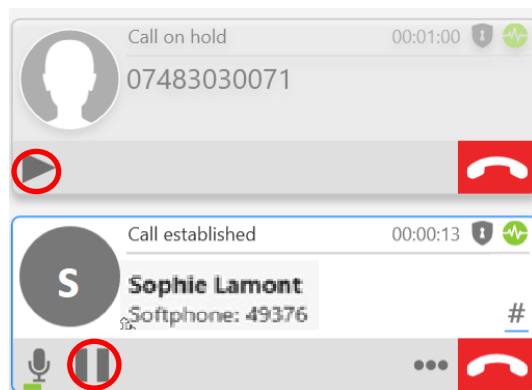

second call.

The Softphone displays a call panel for each call.

Swapping between calls
Each call has its own call panel.

Click **Take this call off hold** on the call you want to switch to. All other calls are put on hold.

8   Handling incoming calls

The Softphone must be running to answer incoming calls. It can be running in the system tray. If it is not running, incoming calls may be directed to voice mail depending on the system configuration. Check with your system administrator.
When the Softphone is in the foreground, the call appears in the call panel in the Softphones interface. When the Softphone is in the either the foreground or the background, you may also receive a notification for the incoming call depending on your settings.
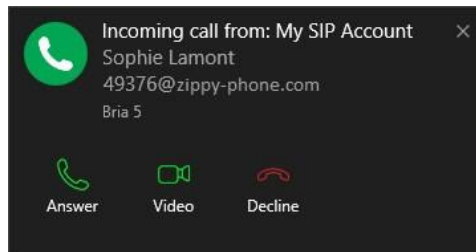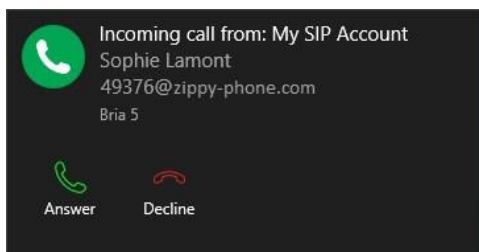
Answering on the call panel

To answer a call on the call panel, click the button for the action you want to do.
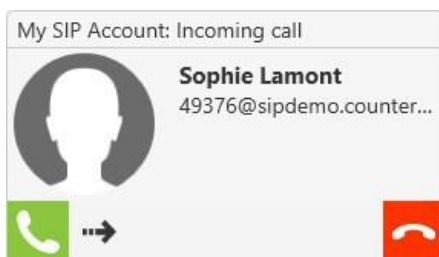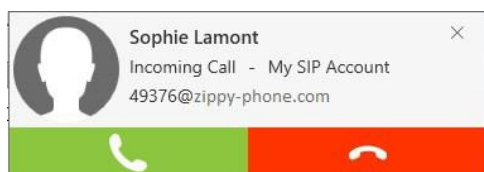

The style of the panel will vary depending on the operating system running on your device.

Windows 10 interactive notifications

Windows 7 style notifications

You can answer a call with the notification by clicking Answer Incoming Call, or Refuse Incoming Call.

9   Conference calls

You can use the Softphone for three-party audio conferencing where you are the host.

Creating a conference call

You can start a conference call by:
- Making a conference call from the dashboard
- Adding participants to an established call

From the dashboard

Enter the user name portion of a Softphone address in the Enter name or number field.
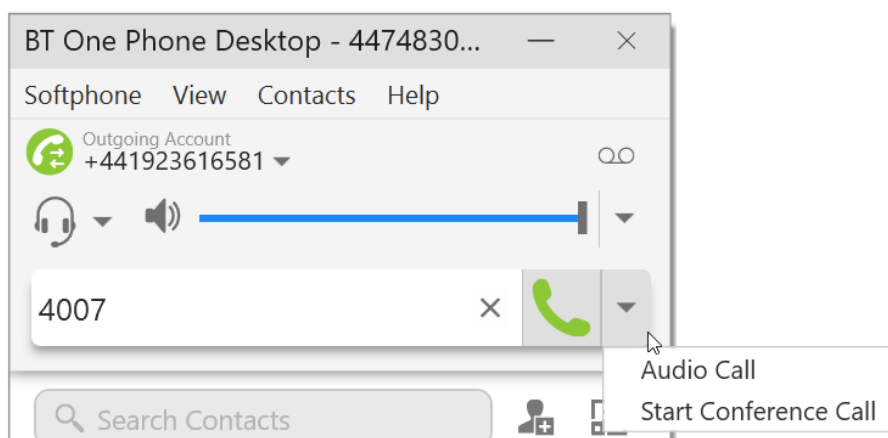
- Click the **more call options** drop-down arrow beside the Call button and select **Invite to Conference Call**. To connect the first participant.
- Enter a name or a number or use the redial drop-down, to add the next participant.
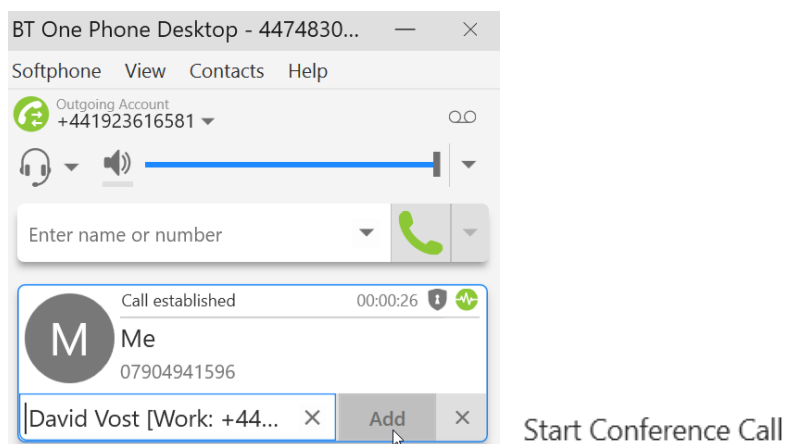
- Click **Add** to bring that person into the conference call.

- To add more participants, click **more options for handling this** and click **Invite to Conference Call**.
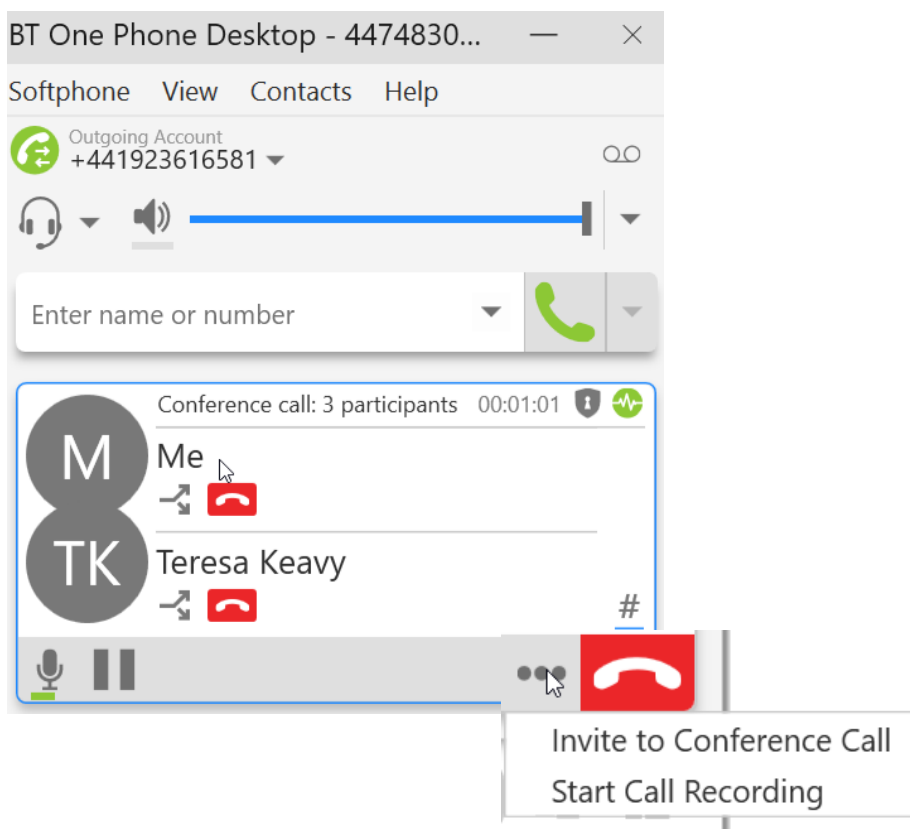
- Enter a name or a number, use the redial drop-down list, or drag a contact into the **enter name or number field** at the bottom of the call panel and click **Add**. This adds the new participant.

Adding participants to an established call

There are 2 options:

1. **Using call options**

Click the **More** icon and click **Invite to Conference Call** from an established one-to-one call or a conference call.
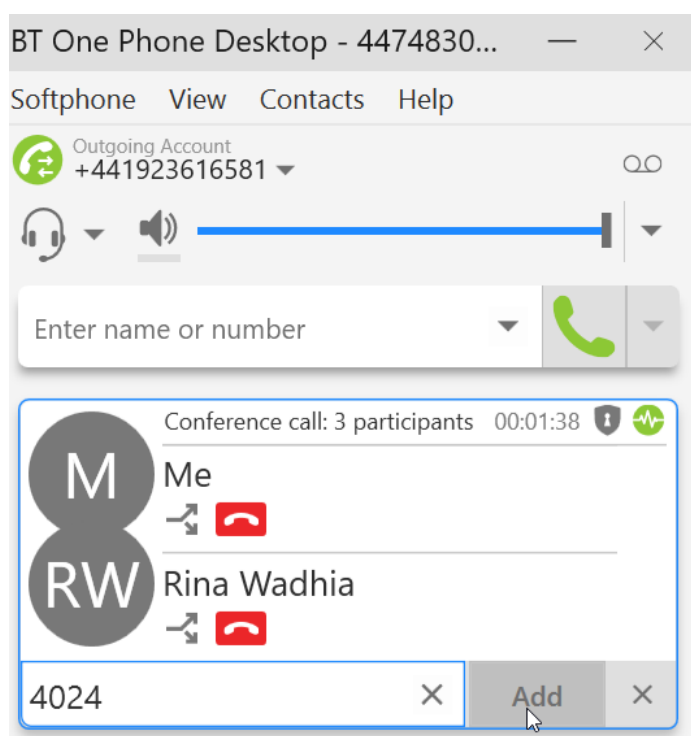
- Enter a name or a number, use the redial drop-down, or drag a contact into the enter name or number field at the bottom of the call panel.
- Click **Add**. The Softphone adds the new participant.
- Repeat steps until you have added all the participants to the conference call.

2. **Merging calls**

You can add participants to a conference call by merging two existing one-on-one calls or merging an existing one-on-one call to an existing conference call.

- Establish the two calls you want to merge.
- On the active call, click **more options for handling this call** and click **Merge Calls**.
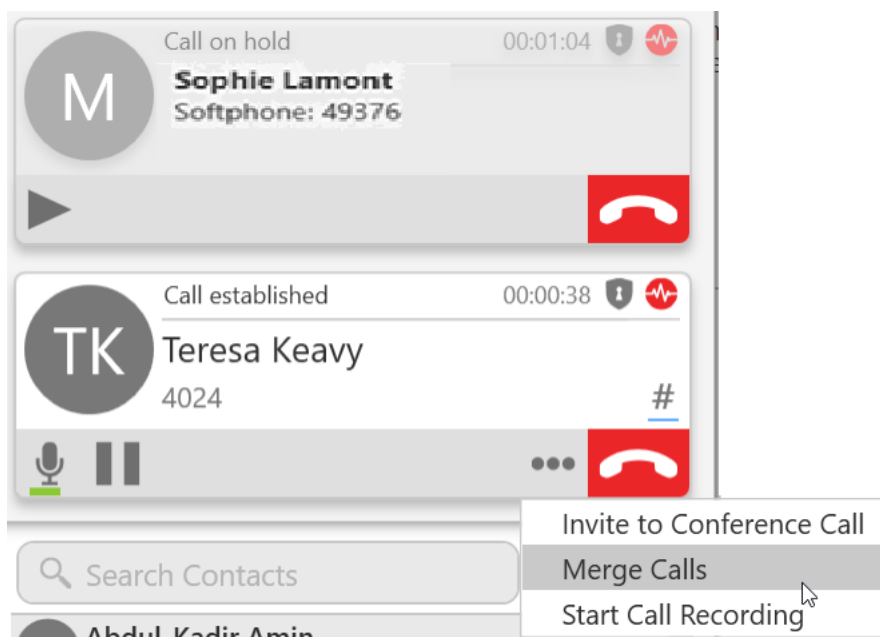
Ending a conference call

To end a conference call, click the **end call** icon from the conference call panel.

10   Handling established calls

With the Softphone, you can:
- Transfer a call
- End a call

Transferring a call

There are two types of call transfers. An unattended (Blind) transfer occurs when you transfer a call without talking to the target, the person you are sending the call to.
An attended (warm) transfer occurs when you talk to the target before transferring the call.

Blind (unattended) transfer

Using the keypad ##* then dial the number you wish to transfer to followed by #

The number you can transfer in can be an internal (even the extension) or an external

##*301#

The call on your Softphone will end once you have confirmed the transfer by pressing # at the end of the number you are transferring to

Attended transfer (warm)

Using the keypad ## then dial the number you wish to transfer to followed by #

The number you can transfer in can be an internal (even the extension) or an external

##301#

This is the same as a blind **except no ***, this means you are able to talk to the person you are transferring to so you can introduce the transfer

Ending a call

Click the End Call button on the bottom of the call panel. The call panel closes after a few seconds.

11   Contacts

Click on Contacts on the resource panel to displays contacts. Each contact has an icon for single-click phoning and messaging.

If the Contacts tab is not showing, click on the View menu and select Show Contacts

Populating contacts

When you first start using BT One Phone softphone, and at any time in the future, you may want to populate the contacts from an external source such as a file of contacts in your Outlook address book.

You can populate the contacts:
- By entering contact information
- By importing contacts
- From your Microsoft Outlook account

Contact Fields

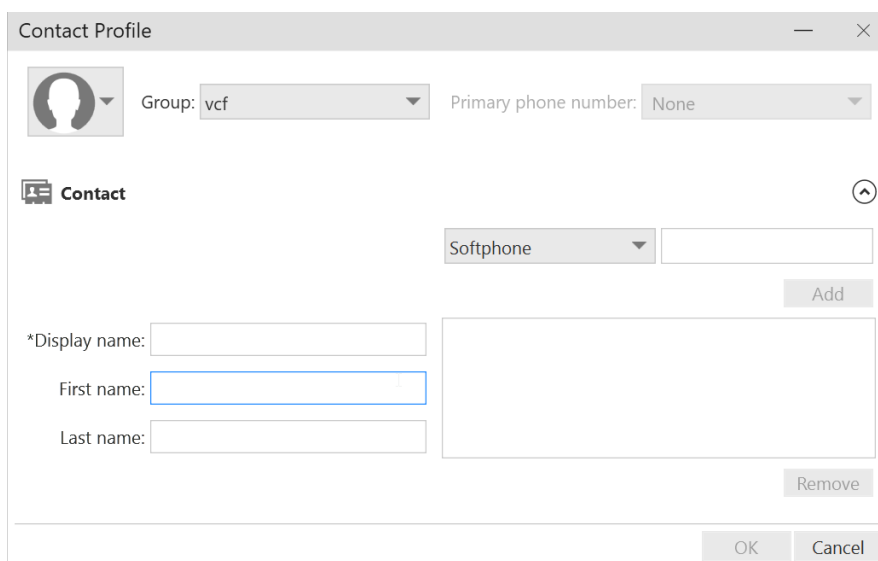| Field	Description
Contact Summary	
Display as	If several display names are available, choose the one that you want to show in the contact list
Group	Click the drop-down list and select each group the contact is going to belong to. A contact must belong to one group and can belong to multiple groups. See Managing Groups.
Primary phone number (Windows)	If the contact has more than one phone number, select the primary number. This number is used with single-click calling and double-click calling.
Other Section	
Display name (required on Windows)	The display name is the source of information.
First name, Last name	Optional

Manually adding a contact

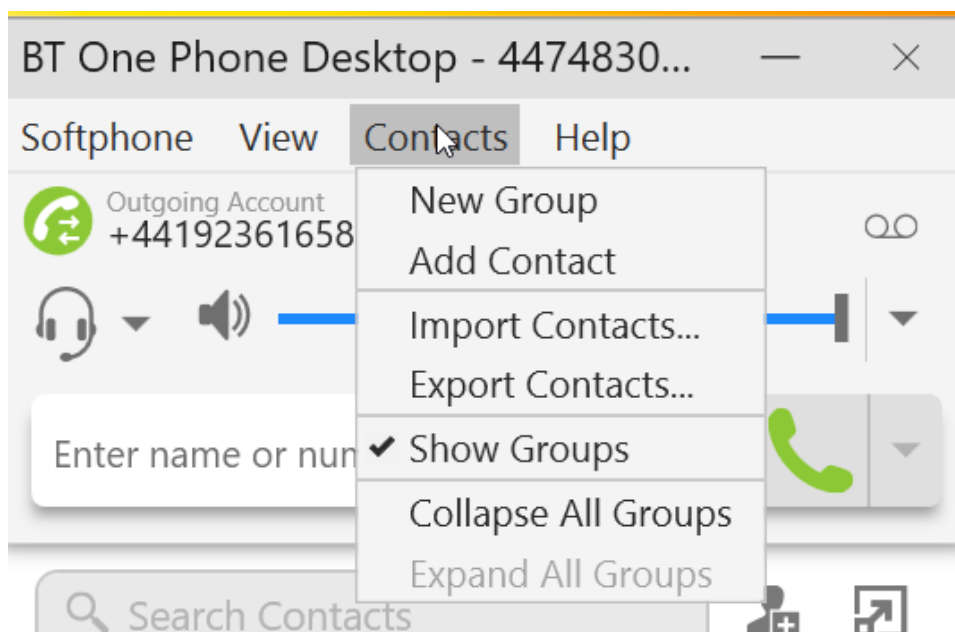To manually add contacts, do one of the following:
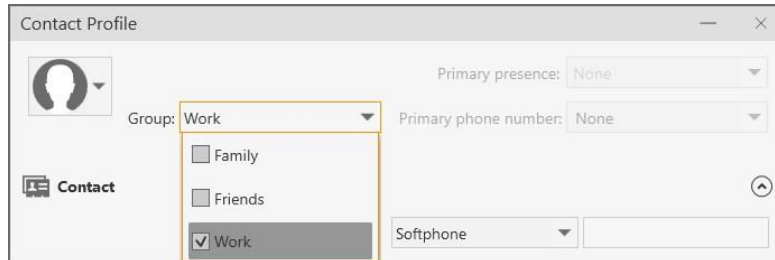- In the contacts panel, click the Add a New Contact icon, or

- Right-click on a group and click Add Contact
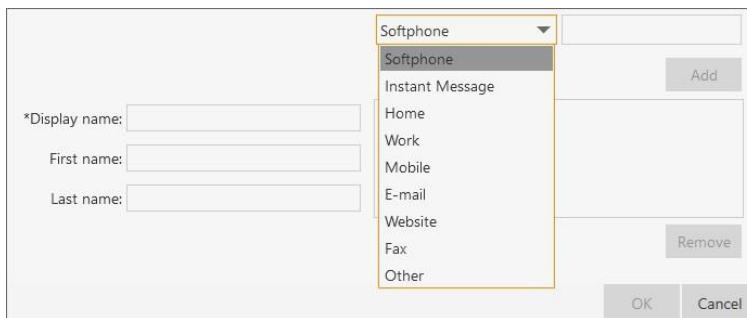- The Contact Profile window appears.

- On the Contacts menu, click Add Contact.

- The Contact Profile window appears.
- Use the Group drop-down arrow to select the group or groups that you want a contact to belong to.

- Use the drop-down list to select the type of phone number, enter the number, and click Add.

- Click OK. The contact is added to the softphone.

Importing contacts

You can populate the Softphone's contacts by importing an external file or files. Your system administrator may have placed a file on the server for you to import. You can also import your own file or files. New contacts will be added to existing contacts.

You can import a contact list from:
- CSV: A comma-separated value file. Use this method to import from a Microsoft Excel file.
- vCard: A vCard file (*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.
- PST: A Microsoft Exchange contact list (*.pst file).

Setting up a CSV file in Excel® for import

- Remove any introductory text or headings from the top of the file. You can keep the text at the end of the file as it will be ignored during import.
- Insert a blank row as the first row. In the next row, insert the heading that BT One Phone Desktop Application will use to interpret the meaning of each column. The columns can be in any order. The key headings are
  - sip-address: the softphone recognizes a value in this column as a softphone address and considers the address as one that can be phoned.
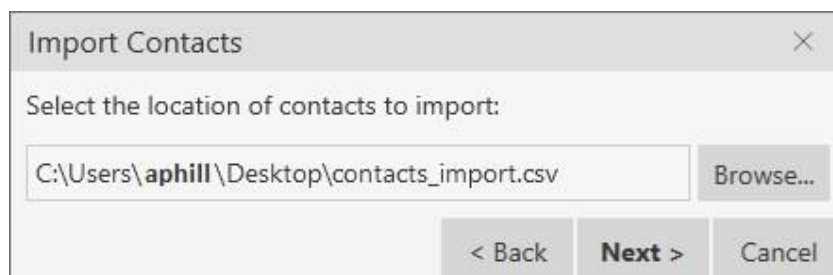 - display-name: given-name, and surname
  - business number

Please speak to your system administrator to ensure that the file has the correct format file is now ready for import.
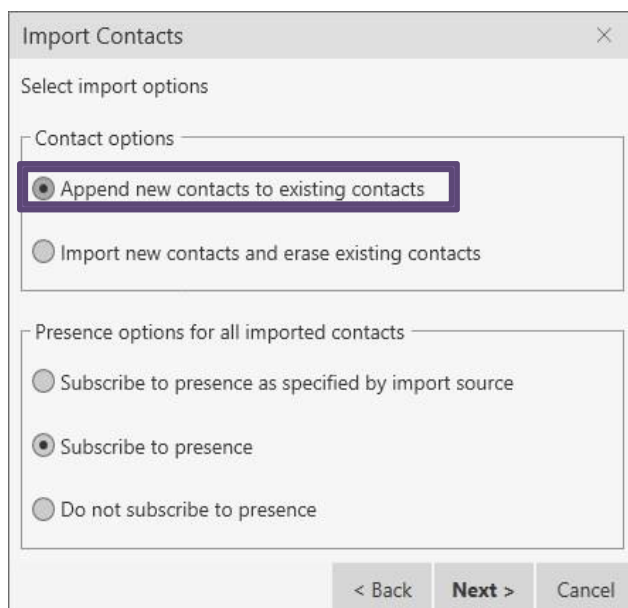
Importing contacts CSV, vCard, and PST contacts

- On the Contacts menu, click Import Contacts.
- Use the drop-down list to select Comma-separated vlues (*.csv file) or vCard (*.vcf file), or Outlook or Exchange server.

Import Contacts

Select the file format:

Comma-separated values (*.csv file)
vCard (*.vcf file)
Outlook or Exchange server

Next >   Cancel
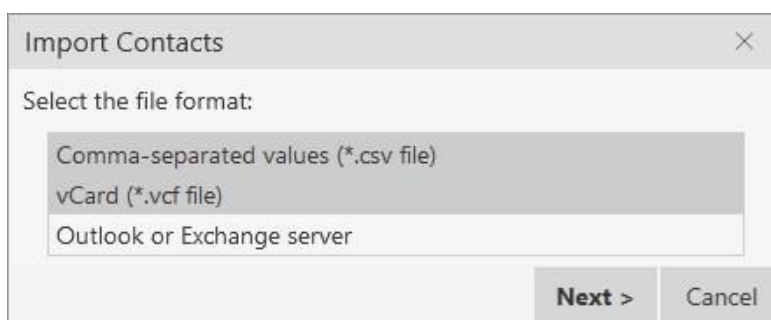
- Enter the location of the *.csv, *.vCard file, or *.pst file.

Import Contacts

Select the location of contacts to import:

C:\Users\aphill\Desktop\contacts_import.csv   Browse...

< Back   Next >   Cancel

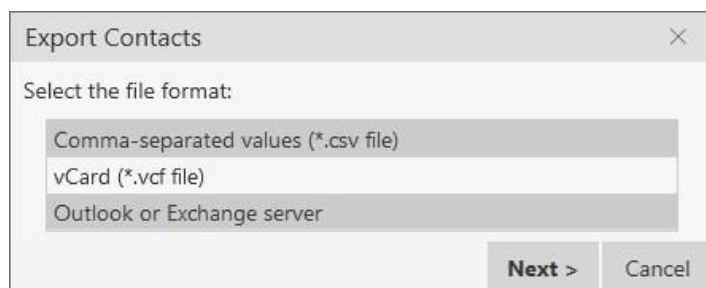- Set the Contact Options for all imported contacts.

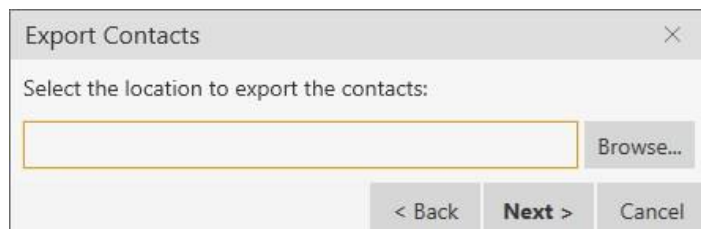- The softphone imports the contacts that are in the file.

Exporting contacts

You can export a contact list to a CSV, vCard, or PST file.

- On the Contacts menu, click Export Contacts.

- Select the type of file you want to export using the drop-down list.

- Select the location you want to export the file to.

- Name the file.
- Softphone creates the export file.

PST: For a PST export, the existing .pst file is updated to include the entries from the softphone. If Microsoft Outlook is open, the entries immediately appear in the Outlook contacts.

All information in the softphone is exported to Microsoft Outlook. Only information that can be displayed in Outlook appears in the Outlook Contacts window. Typically, this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

vCard and CSV: A new file of the specified type is created in the location you chose in the Export Contacts wizard.
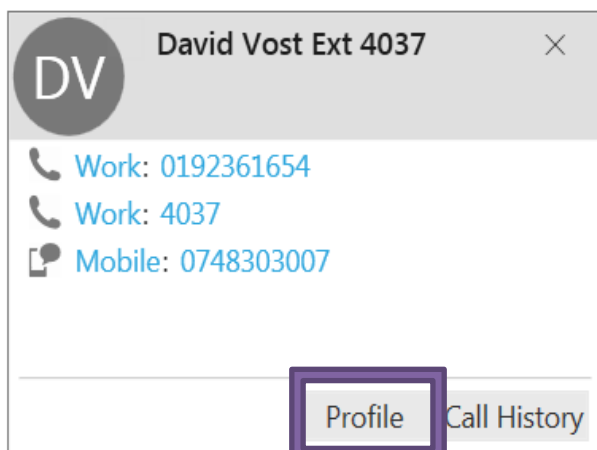
Editing a contact

You can update contact information, merge and split contacts, change the contact groups, and delete contacts.
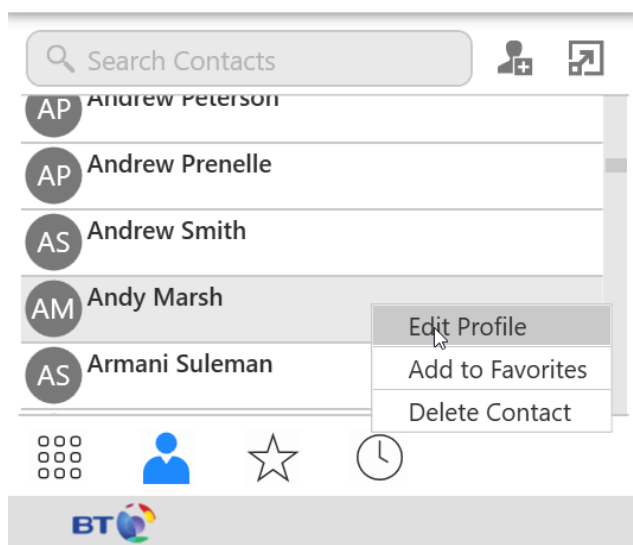
Changing contact information

Do one of the following:

- Click on a contact and click Profile in the contact flyout.

- Or right-click on a contact and select Edit Profile.

- The Contact Profile window opens.
- Edit any of the fields that need to be changed.
- Click OK.
- The contact is updated.

Merging and splitting contacts

If you have two entries that should be one contact, you can merge the contacts together. If you want to separate parts of a contact, you can split the contact.
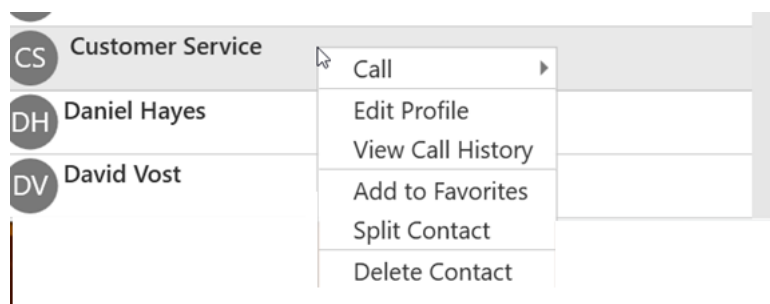
Merge contacts

Do one of the following:

- Use SHIFT+Click, CTRL+Click, to select one or more contacts you want to merge. Right-click and select Merge Contacts. The Contact Profile window opens.

- Use SHIFT+Click, CTRL+Click or a combination to select all but one of the contacts you want to merge. Drag the selected contacts onto the last contact you want to merge. Click Yes on the Merge Contacts pop-up. The Contact Profile window opens.

- Edit any of the fields that need to be changed.
- Click OK.
- The contacts are merged into a single contact.

Split contacts

If you have merged contacts, you can split them back out into separate contacts.

Do one of the following:

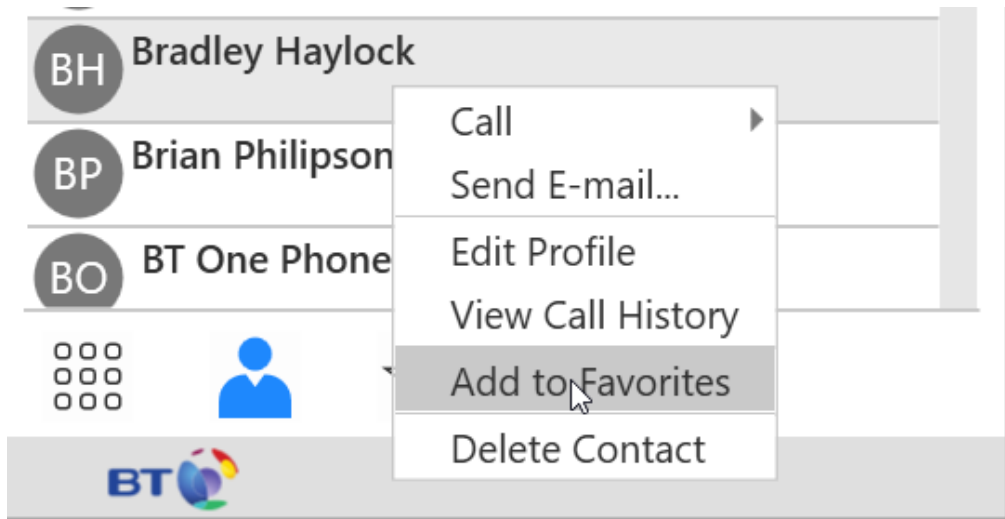- Right-click on a contact and click Split Contact.

The Contact is split into the original merged contacts.

Favourites

You can create favourites from your contact list. Favourites will display in both contacts and favourites.
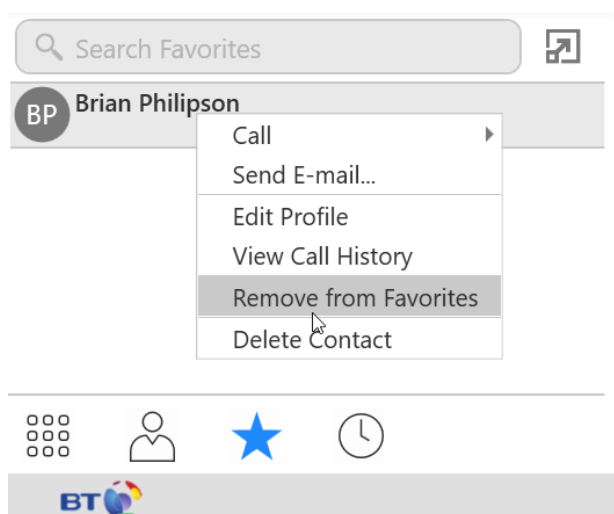
Add a favourite

- Click on a contact or use SHIFT+Click, CTRL+Click, or a combination to select one or more contacts or groups that you want to add to favourites.

- Right-click and select Add to Favourites or Add Group to Favourites.
- The contact appears in contacts and in favourites.

Remove a favourite

- On the favourites panel, click on a contact, or use SHIFT+Click, CTRL+Click, or a combination to select one or more contacts you want to remove from favourites.

- Right-click and select Remove from Favourites.

- The contact is removed from favourites but still appears in contacts.

NOTE: If you select Delete Contact, the contact is deleted from both the List of favourites and the List of contacts.

Contact Information

If you need any further information, our BT One Phone Helpdesk is open Monday to Friday 8am to 6pm excluding Bank Holidays. Simply call us on 0845 154 8844 or just 8844 from your BT One Phone.