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NEC Corporation, IT Network Global Solutions Division
5-7-1 Shiba Minato-ku Tokyo 108-0001, Japan
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When Using File Transfer

When Using Chat

When using SP350 in VPCC mode

When terminal connection fails at startup (VPCC mode only)

When you want to change the speech audio device (in the case of US100 in VPCC mode)

When you want to change the ringtone output destination (in the case of US100 in VPCC mode)

When you want to change the speech audio device (in the case of US110 in VPCC mode)

When you want to change the output destination of ringtone (in the case of US110 in VPCC mode)

Constrained Conditions for Data Meeting

1. Restrictions on the Communication Board

2. Restrictions on Registering Shared Data

3. Restrictions on Saving Shared Data
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.
* Video sending is not available in VPCC mode.

**Collaboration with Other Terminals**

Other terminals (PS, fixed telephone, etc.) connected to the IP telephony server can be used as a handset (Option).

**IM (Instant Message)**

IM can be sent to up to 8 people at a time. You can place a phone call or send a reply mail right after receiving an IM.
* Only for users of "UNIVERGE Soft Client SP350", "DtermSP30(SIP-mode)" and "MH250".

**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. Smooth communication is available; phone call when the other party is present, mail when away, or IM when on the phone or when leaving the seat temporarily.

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.

Start Softphone before using a handset when collaborating with a handset other than the USB handset.

Starting Softphone

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].
   • 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 a handset other than the USB handset is used, input in the "Login:" field and "Password:" field the extension number of Softphone (My Line), not that of the telephone.
   For details, contact the system administrator.
   • 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 or Windows 7, 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.

![Softphone Update Screen]

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

There are two ways to end Softphone.

- 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, excluding the cases where collaboration with telephone is performed.

1 Perform either of the following operations.

- Right-click ![Softphone Icon] on the task tray.
  The following menu is displayed.

- When the main panel is used, right-click ![Softphone Icon] on the taskbar.
  The following menu is displayed.

  ![Softphone Menu]

  - When the toolbar skin is used, Softphone cannot be ended from the taskbar.

2 Click ![Close].

Click [Close] when right-clicking the taskbar icon. The following screen is displayed.

![Close Confirmation]

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".

1. Select [Sleep] from the shutdown menu.
2. Click .
3. Softphone waits for restart.
4. Click if you use Softphone again after the PC returns from 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 2000: Softphone waits for restart. However, if Softphone rings within the set period, the elapsed time is reset and returned to 0. Therefore, if Softphone rings repeatedly within the set period, the elapsed time is returned to 0 each time and the PC cannot transit to the standby state.
- 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.

Starting Softphone

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 .
   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.
How to Use Softphone

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.

When a handset other than the USB handset is used, input in the "Login:" field and "Password:" field the extension number of Softphone (My Line), not that of the telephone.

For details, contact the system administrator.

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 or Windows 7, the administrator right must be assigned for each application in addition to the existing administrator right.

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

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

2 Set the information to access the server.

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<thead>
<tr>
<th>No.</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Input the server address.</td>
</tr>
<tr>
<td>2</td>
<td>Input the user name to log into the server.</td>
</tr>
<tr>
<td>3</td>
<td>Input the password to log into the server.</td>
</tr>
</tbody>
</table>

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 Standard Skin

Main Panel

To minimize the main panel of Softphone to the task tray
For details, refer to "Minimizing the Main Panel".
To prevent Softphone from overlapping other applications
For details, refer to "About Toolbar Skin".
About the Standard Skin

The main panel has components for various settings, presence display, call/answer, and disconnection. This section describes name and function of each component on the main panel.

Name and Function of Each Component on the Main Panel

Message Waiting Lamp

Call/transfer number inputting area

Contacts

Telephone function
- Line
- Fixed function

Function
- User configurations
- Send IM
- Chat History
- Forwarding settings
- Voice mail settings
- Phone book
- 10-key
- Import/Export

Minimize button
Maximize button
Exit button

LCD

Status notification area

Search keyword input area

Favorites

Call history
- Outgoing calls
- Incoming calls
- Outgoing IM
- Incoming IM

Launcher area

File Transfer button

End call button

Volume Control

Mute

Off Hook/Answer button

• In the case of VPCC mode, Voice Mail Settings—one of the functions in the navigation area is hidden.
## Main Panel - Components

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message Waiting Lamp</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Minimize button</td>
<td>Softphone is minimized to the task tray when clicked. Clicking the icon in the task tray restores the screen. In addition, automatic restoration at call termination can also be set.</td>
<td></td>
</tr>
<tr>
<td>Maximize button</td>
<td>Softphone is maximized when clicked. When the screen is maximized, the [Maximize] button changes to the [Restore] button.</td>
<td></td>
</tr>
<tr>
<td>Exit button</td>
<td>Exits Softphone when clicked.</td>
<td></td>
</tr>
<tr>
<td>LCD</td>
<td>Displays date/time and information according to the status in two rows.</td>
<td></td>
</tr>
<tr>
<td>Launcher area</td>
<td>Starts the applications associated with registered applications and files or functions in the SP350 navigation window when the button is clicked while SP350 is used if external applications, files, or functions in the SP350 navigation window are registered in advance.</td>
<td></td>
</tr>
<tr>
<td>Status notification area</td>
<td>Displays various statuses such as (your) presence, missed call, IM reception, Call forward - All Calls setting.</td>
<td></td>
</tr>
<tr>
<td>Search keyword input area</td>
<td>Searches for relevant data from collaborat- ing phone book, contacts, and call history with a name or phone number input in the area.</td>
<td></td>
</tr>
</tbody>
</table>

## Components

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call/transfer number inputting area</td>
<td>Places/transfers a call by inputting a phone number.</td>
<td></td>
</tr>
<tr>
<td>Start</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Contacts</td>
<td>Opens the contacts list when clicked. Registering parties you contact frequently to the contacts list makes operations such as placing a call and transmitting an IM easier.</td>
<td></td>
</tr>
<tr>
<td>Favorites</td>
<td>Frequently used phone functions can be copied. These functions can be operated without displaying the lines and assigned functions.</td>
<td></td>
</tr>
<tr>
<td>Telephone function</td>
<td>Displays &quot;Line&quot; and &quot;Fixed function&quot; below in the navigation window when clicked.</td>
<td></td>
</tr>
<tr>
<td>Line</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
## About the Standard Skin

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fixed function</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Call history</td>
<td>Phone call log and IM log can be viewed. Displays the [Outgoing calls], [Incoming calls], [Outgoing IM], and [Incoming IM] buttons when clicked. When a log type to be viewed is clicked, details of each log are displayed in &quot;log type + date/time + name + organization&quot; format. When a log item is selected, &quot;date/time + (call duration)&quot;, &quot;phone number&quot;, &quot;IM number&quot;, &quot;e-mail address&quot;, and &quot;presence&quot; are displayed.</td>
</tr>
<tr>
<td></td>
<td>Outgoing calls</td>
<td>Displays outgoing logs and outgoing (no answer) logs in the browse window. Call related files are displayed on the related information.</td>
</tr>
<tr>
<td></td>
<td>Incoming calls</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Outgoing IM</td>
<td>Displays IM transmission logs and IM transmission failure logs in the browse window. IM body is displayed on the related information.</td>
</tr>
<tr>
<td></td>
<td>Search results</td>
<td>Information can be searched from &quot;phone book&quot;, &quot;contacts&quot;, and &quot;call history&quot; by inputting a search keyword and clicking the search button. The &quot;search results&quot; function lists the result for you to view the related information and perform operations such as call origination and IM transmission from the detail data easily.</td>
</tr>
<tr>
<td></td>
<td>Function</td>
<td>Displays each function in the navigation window.</td>
</tr>
<tr>
<td></td>
<td>User configurations</td>
<td>Displays the [User configurations] screen for basic settings such as outgoing call and incoming call when clicked.</td>
</tr>
<tr>
<td></td>
<td>Send IM</td>
<td>Selecting [Send IM] from the function menu opens the new IM transmission screen. In addition, selecting [Send IM] from the right-click menu on a list of [Contacts] and [Call history] opens the transmission screen with destination number and message body quoted. A message with the same content can be transmitted up to eight persons.</td>
</tr>
<tr>
<td></td>
<td>Chat History</td>
<td>Selecting [Chat History] from the function menu opens the Chat History screen. In Chat History screen, confirming chat messages that have been sent and received, and saving/deleting chat logs can be performed.</td>
</tr>
</tbody>
</table>
### Components

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forwarding Settings</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Voice mail settings</strong></td>
<td>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. * This feature cannot be used in VPCC mode.</td>
</tr>
<tr>
<td><strong>Phone book</strong></td>
<td>Displays the preset phone book when clicked. Microsoft Office Outlook can be set as the phone book.</td>
</tr>
<tr>
<td><strong>10-key</strong></td>
<td>Displays the 10-key Keypad when clicked. This panel is used for inputting a phone number, etc.</td>
</tr>
</tbody>
</table>

### Components

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Import/Export</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Presence</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
### About the Standard Skin

**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.

**IM Reception icon**
- Notifies an IM reception with the icon. Pointing the cursor to the icon displays the "number of new IMs received" and "number of unread IMs" on a tooltip. When there is no new IM reception, only the "number of unread IMs" is displayed.

**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. *This feature cannot be used in VPCC mode.

---

**Components**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed Call icon</td>
<td>Notifies a missed call with the icon. Pointing</td>
</tr>
<tr>
<td></td>
<td>the cursor to the icon displays the &quot;number of</td>
</tr>
<tr>
<td></td>
<td>missed calls&quot; on a tooltip. In addition, clicking</td>
</tr>
<tr>
<td></td>
<td>the missed call status notification icon displays</td>
</tr>
<tr>
<td></td>
<td>the incoming log, and the latest log is</td>
</tr>
<tr>
<td></td>
<td>automatically selected.</td>
</tr>
<tr>
<td>IM Reception icon</td>
<td>Notifies an IM reception with the icon. Pointing</td>
</tr>
<tr>
<td></td>
<td>the cursor to the icon displays the &quot;number of</td>
</tr>
<tr>
<td></td>
<td>new IMs received&quot; and &quot;number of unread IMs&quot; on</td>
</tr>
<tr>
<td></td>
<td>a tooltip. When there is no new IM reception,</td>
</tr>
<tr>
<td></td>
<td>only the &quot;number of unread IMs&quot; is displayed.</td>
</tr>
<tr>
<td>Call Forward - All Calls</td>
<td>Notifies the status of Call forward - All Calls</td>
</tr>
<tr>
<td>setting icon</td>
<td>setting with the icon. Pointing the cursor to</td>
</tr>
<tr>
<td></td>
<td>the icon displays the &quot;status of Call forward -</td>
</tr>
<tr>
<td></td>
<td>All Calls setting&quot; on a tooltip. Although vari-</td>
</tr>
<tr>
<td></td>
<td>ous forwardings (Call forward - All Calls, Call</td>
</tr>
<tr>
<td></td>
<td>forward - Busy, Call forward - Don’t answer,</td>
</tr>
<tr>
<td></td>
<td>and Call forward - Logout) can be set, the icon</td>
</tr>
<tr>
<td></td>
<td>indicates the setting status of &quot;Call forward -</td>
</tr>
<tr>
<td></td>
<td>All Calls&quot; only.</td>
</tr>
<tr>
<td>Voice Message Recording</td>
<td>Notifies the status of voice message recording</td>
</tr>
<tr>
<td>icon</td>
<td>setting with the icon. The voice message</td>
</tr>
<tr>
<td></td>
<td>recording can be enabled/disabled here. Pointing</td>
</tr>
<tr>
<td></td>
<td>the cursor to the icon displays the &quot;status of</td>
</tr>
<tr>
<td></td>
<td>voice message recording setting&quot; on a tooltip.</td>
</tr>
<tr>
<td></td>
<td>*This feature cannot be used in VPCC mode.</td>
</tr>
</tbody>
</table>

---

**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. This icon is not displayed when the data meeting is not used.

**Off Hook/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 "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.
About the Standard Skin

Clicking (Start) in the navigation window 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.

< Start screen >

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>End call button</td>
<td>Click this button to</td>
<td>disconnect a call. In addition, setting the handset back to the mount also disconnects a call.</td>
</tr>
<tr>
<td>File Transfer</td>
<td>Click this button to</td>
<td>transfer files. Folders cannot be transferred. In addition, simultaneous transfer of two or more files is only available for reception not for transmission.</td>
</tr>
</tbody>
</table>

To switch the screen to the start screen automatically for an incoming call
Refer to "Switching the Browse Window to Start for an Incoming Call or a Call on Hold".
< Item names on the start screen >

<table>
<thead>
<tr>
<th>No.</th>
<th>Item Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Line number</td>
<td>Displays a line number registered to phone function buttons for lines.</td>
</tr>
<tr>
<td>(2)</td>
<td>Status display icon/ status display</td>
<td>Displays the status of each line with an icon. The status display conforms to the specifications of the IP telephony server.</td>
</tr>
<tr>
<td>(3)</td>
<td>Other party's information</td>
<td>Displays the phone number and name in one line.</td>
</tr>
<tr>
<td>(4)</td>
<td>Group 1 where other party belongs (first row)</td>
<td>When the phone number of the other party's information exists and the data for the number exists in the search target (contacts and Outlook), the company name set to the search target is displayed in one line.</td>
</tr>
<tr>
<td>(5)</td>
<td>Group 2 where other party belongs (second row)</td>
<td>As with the above, the department name set to the search target is displayed in one line.</td>
</tr>
<tr>
<td>(6)</td>
<td>Line name</td>
<td>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.</td>
</tr>
</tbody>
</table>

< Status display when a call is incoming >

[When the prime line is on the phone]

Icons to be displayed while a call is incoming to a line other than yours are the Answer and IM icons.
### < How to use buttons on the start screen >

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Answer</td>
<td>Answers an incoming call. The status transits to on the phone. Cancels the hold when a call is on hold.</td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td>Performs a normal transfer operation. Right-clicking this button performs a &quot;hooking&quot; operation.</td>
</tr>
<tr>
<td></td>
<td>Hold</td>
<td>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 &quot;exclusive hold&quot; operation.</td>
</tr>
<tr>
<td></td>
<td>3-party</td>
<td>Performs a normal meeting operation (3-party meeting).</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>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 &quot;start PC recording&quot;. The panel for PC recording can be displayed from the right-click menu &quot;Live Recording&quot;.</td>
</tr>
<tr>
<td></td>
<td>Stop</td>
<td>Stops recording a call. After the recording is stopped, the icon changes to the Saving Record File icon. In addition, the panel for PC recording can be displayed from the right-click menu &quot;Live Recording&quot;.</td>
</tr>
<tr>
<td></td>
<td>Saving Record File</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Data Meeting (Start)</td>
<td>Starts a data meeting. The operation available during the meeting is user update (organizer only).</td>
</tr>
<tr>
<td></td>
<td>Data Meeting (User Update)</td>
<td>Updates users participating in a data meeting.</td>
</tr>
<tr>
<td></td>
<td>Listen</td>
<td>Starts a listening operation of recorded data.</td>
</tr>
<tr>
<td></td>
<td>Short Message</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Record Voice Message</td>
<td>Starts recording a voice message.</td>
</tr>
</tbody>
</table>

### < Icons on the function display area >

Phone functions such as answer, transfer, hold, meeting, record, and SP350 functions such as IM, 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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Icon to be Displayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Others in operation</td>
<td>None</td>
</tr>
<tr>
<td>Idle</td>
<td>[Listen] icon</td>
</tr>
<tr>
<td>Incoming call</td>
<td>[Answer] icon</td>
</tr>
<tr>
<td></td>
<td>[Short Message] icon</td>
</tr>
<tr>
<td></td>
<td>[Record Voice Message] icon</td>
</tr>
<tr>
<td>Hold</td>
<td>[Answer] icon</td>
</tr>
<tr>
<td></td>
<td>[Short Message] icon</td>
</tr>
<tr>
<td>In operation</td>
<td>[Transfer] icon</td>
</tr>
<tr>
<td></td>
<td>[Hold] icon</td>
</tr>
<tr>
<td></td>
<td>[3-party] icon</td>
</tr>
<tr>
<td></td>
<td>[Record] icon</td>
</tr>
<tr>
<td></td>
<td>[Stop] icon</td>
</tr>
<tr>
<td></td>
<td>[Saving Record File] icon</td>
</tr>
<tr>
<td>Busy</td>
<td>[Transfer] icon</td>
</tr>
<tr>
<td></td>
<td>[Hold] icon</td>
</tr>
<tr>
<td></td>
<td>[3-party] icon</td>
</tr>
<tr>
<td></td>
<td>[Data Meeting] icon</td>
</tr>
<tr>
<td></td>
<td>[Record] icon</td>
</tr>
<tr>
<td></td>
<td>[Stop] icon</td>
</tr>
<tr>
<td></td>
<td>[Saving Record File] icon</td>
</tr>
</tbody>
</table>
Contacts

Clicking 📞 (Contacts) in the navigation window displays the contacts list in the browse window. 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".

- 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 contacts and 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 VPCC mode, icons and buttons for voice mail settings are not displayed.
- In the case of VPCC mode, the PC recording button is not displayed depending on the type of the thin client terminal. For details, contact the system administrator.
### Component names and descriptions for contacts list

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td>Displays the name of the department, etc. where a contact belongs. (The name can be modified.)</td>
<td></td>
</tr>
<tr>
<td>Contact top</td>
<td>Displays the name of a contact and the presence status (refer to &lt;Presence&gt;).</td>
<td></td>
</tr>
<tr>
<td>Phone number 1</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Phone number 2 to 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IM number</td>
<td>This is the number for IM transmission. When Telephone number 1 or IM/Chat number is set, this icon is displayed. Note that IM/Chat number has priority.</td>
<td></td>
</tr>
<tr>
<td>Chat Number</td>
<td>This is the number for chat transmission. When Telephone number 1 or IM/Chat number is set, this icon is displayed. Note that IM/Chat number has priority.</td>
<td></td>
</tr>
<tr>
<td>E-mail address 1 to 4</td>
<td>Up to four e-mail addresses per contact can be registered.</td>
<td></td>
</tr>
</tbody>
</table>

### <Presence>

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td>Indicates that the party is online.</td>
<td></td>
</tr>
<tr>
<td>Leaving seat</td>
<td>Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.</td>
<td></td>
</tr>
<tr>
<td>Busy</td>
<td>Indicates that the party is currently on the phone.</td>
<td></td>
</tr>
<tr>
<td>Absent</td>
<td>Indicates that the terminal of the party is not running. If the reason has been set, it is also shown after the name.</td>
<td></td>
</tr>
<tr>
<td>Unconfirmed</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
For an ACD presence user registered in the contacts, [ACD Line Presence] and [Ordinary Line Presence] described below are displayed in the contact detail information.

< ACD Line Presence >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Idle icon" /></td>
<td>Idle</td>
<td>Indicates the party has been logged in the ACD system and the ACD line is currently idle.</td>
</tr>
<tr>
<td><img src="image2" alt="Leaving seat icon" /></td>
<td>Leaving seat</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently in leaving seat status. Leaving seat is not supported in the SV8300 for ACD mode.</td>
</tr>
<tr>
<td><img src="image3" alt="Work icon" /></td>
<td>Work</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently in work mode.</td>
</tr>
<tr>
<td><img src="image4" alt="Busy icon" /></td>
<td>Busy</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently busy.</td>
</tr>
<tr>
<td><img src="image5" alt="Log out icon" /></td>
<td>Log out</td>
<td>Indicates that the party has not been logged in the ACD system.</td>
</tr>
<tr>
<td><img src="image6" alt="Off line icon" /></td>
<td>Off line</td>
<td>Indicates that the party has not been logged in the SP350.</td>
</tr>
</tbody>
</table>

< Ordinary Line Presence >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image7" alt="Idle icon" /></td>
<td>Idle</td>
<td>Indicates that the ordinary line is idle.</td>
</tr>
<tr>
<td><img src="image8" alt="Busy icon" /></td>
<td>Busy</td>
<td>Indicates that the ordinary line is busy.</td>
</tr>
<tr>
<td><img src="image9" alt="Off line icon" /></td>
<td>Off line</td>
<td>Indicates that the ordinary line is off line.</td>
</tr>
</tbody>
</table>

- 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) in the navigation window 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 the Favorites and Phone Function Menu (Lines/Assigned Functions)".
**Telephone Function**

Clicking (Telephone function) in the navigation window displays (Line) and (Fixed function).

![Navigation Area]

**<Details of line buttons>**

1. **Call FWD-Busy**
2. **Three-way Calling**
3. **Button number**
4. **Lamp**
5. **Button name**

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Phone function button (lines)</td>
<td>The phone function buttons for lines. The color of the line is</td>
</tr>
<tr>
<td>2</td>
<td>Phone function button (assigned functions)</td>
<td>The phone function buttons for assigned functions. The color of the line is</td>
</tr>
<tr>
<td>3</td>
<td>Button number</td>
<td>When a line is set to the button, the line number is displayed.</td>
</tr>
<tr>
<td>4</td>
<td>Lamp</td>
<td>Lights when a line operates.</td>
</tr>
<tr>
<td>5</td>
<td>Button name</td>
<td>The function name set by the IP telephony server is displayed. The button name can be modified.</td>
</tr>
</tbody>
</table>
Call History

Clicking (Call history) in the navigation window displays (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM). Phone call history and IM history can be viewed. In addition, "call related files" or "IM body" are displayed in the related information area by selecting a history. For details, refer to "How to Use the Call History".

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Outgoing</td>
<td>Indicates an outgoing log.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing (no answer)</td>
<td>Indicates an outgoing (no answer) log.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming</td>
<td>Indicates an incoming log.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming (no answer)</td>
<td>Indicates an incoming (no answer) log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM transmission</td>
<td>Indicates an IM transmission log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM transmission failure</td>
<td>Indicates an IM transmission failure log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM reception (unread)</td>
<td>Indicates an IM reception (unread) log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM reception (read)</td>
<td>Indicates an IM reception (read) log.</td>
</tr>
</tbody>
</table>

< Log type icons >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Outgoing</td>
<td>Indicates an outgoing log.</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing (no answer)</td>
<td>Indicates an outgoing (no answer) log.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming</td>
<td>Indicates an incoming log.</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming (no answer)</td>
<td>Indicates an incoming (no answer) log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM transmission</td>
<td>Indicates an IM transmission log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM transmission failure</td>
<td>Indicates an IM transmission failure log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM reception (unread)</td>
<td>Indicates an IM reception (unread) log.</td>
</tr>
<tr>
<td>📞</td>
<td>IM reception (read)</td>
<td>Indicates an IM reception (read) log.</td>
</tr>
</tbody>
</table>

< Presence icons >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Idle</td>
<td>Indicates that the party is online.</td>
</tr>
<tr>
<td>🔄</td>
<td>Leaving seat</td>
<td>Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.</td>
</tr>
<tr>
<td>🔄</td>
<td>Busy</td>
<td>Indicates that the party is currently on the phone.</td>
</tr>
<tr>
<td>🔄</td>
<td>Absent</td>
<td>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.</td>
</tr>
</tbody>
</table>

- Up to 500 call logs/up to 1000 IM logs can be stored. When the number of logs exceeds the limit, the log is deleted from the oldest one.
- Multiple selections of logs cannot be performed by a range specification with a mouse.

< Icons for top of log and detail data >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Date/time + name + (organization)  (* &quot;Hour:minute&quot; is displayed when the date/time is today. &quot;Month/date&quot; is displayed when the date/time is before today.) Refer to &quot;&lt;Log type icons&gt;&quot;.</td>
</tr>
<tr>
<td>📞</td>
<td>Date/time + (call duration)</td>
</tr>
<tr>
<td>📞</td>
<td>Phone number</td>
</tr>
<tr>
<td>IM</td>
<td>IM number</td>
</tr>
<tr>
<td>📞</td>
<td>Chat Number</td>
</tr>
<tr>
<td>📞</td>
<td>E-mail address</td>
</tr>
<tr>
<td>🔄</td>
<td>Presence Refer to &quot;&lt;Presence icons&gt;&quot;.</td>
</tr>
</tbody>
</table>
About the Standard Skin

Outgoing Calls
Clicking 📞 (Outgoing calls) in the navigation window displays outgoing call history and outgoing (no answer) call history in the browse window.

Incoming Calls
Clicking 📞 (Incoming calls) in the navigation window displays incoming logs and incoming (no answer) logs in the browse window.
Outgoing IM

Clicking (Outgoing IM) in the navigation window displays IM transmission logs and IM transmission failure logs in the browse window.

<Outgoing IM screen>

Incoming IM

Clicking (Incoming IM) in the navigation window displays IM reception (unread) logs and IM reception (read) logs in the browse window.

<Incoming IM screen>
Search Results

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

Function

Clicking (Function) in the navigation window displays following icons.

- User configurations
- Voice mail settings
- IM
- Phone book
- Chat History
- 10-key
- Forwarding settings
- Import/Export

In the case of VPCC mode, the icon for Voice Mail Settings is not displayed.

• Up to one presence can be displayed on the search results.
• The search results are deleted when a user exits Softphone.
User Configurations

Clicking 🛠 (User configurations) under 🏠 (Function) in the navigation window displays the [User configurations] screen. The user configurations function is function for each user to modify user configurations and maintenance configurations of Softphone.

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

Clicking **IM** (Send IM) under (Function) in the navigation window displays the [IM send] screen. From the [IM send] screen, an IM can be transmitted to the other party who runs Softphone.

For details, refer to "How to Use IM".

---

**<Description of IM send screen>**

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Destination listbox</td>
<td>Set the number of the other party where you want to transmit a message.</td>
</tr>
<tr>
<td>2</td>
<td>Number input box ([Number Setting] field)</td>
<td>Input the number of the other party where you want to transmit a message.</td>
</tr>
<tr>
<td>3</td>
<td>[Add] button ([Number Setting] field)</td>
<td>Set the input number to the destination.</td>
</tr>
<tr>
<td>4</td>
<td>[Delete] button ([Number Setting] field)</td>
<td>Deletes the number selected in the destination.</td>
</tr>
<tr>
<td>5</td>
<td>Transmission message input box</td>
<td>Input messages to be transmitted.</td>
</tr>
<tr>
<td>6</td>
<td>[Send] button</td>
<td>Transmits the created IM.</td>
</tr>
<tr>
<td>7</td>
<td>[New Message] button</td>
<td>Deletes the content of [Number Setting], [To], and [Body] fields.</td>
</tr>
<tr>
<td>8</td>
<td>[Cancel] button</td>
<td>Cancels the IM creation.</td>
</tr>
<tr>
<td>9</td>
<td>Message template list (message template)</td>
<td>Frequently used phrases can be registered here.</td>
</tr>
<tr>
<td>10</td>
<td>[&lt;&lt;] button (message template)</td>
<td>Adds the selected message template to the message.</td>
</tr>
<tr>
<td>11</td>
<td>[&gt;&gt;] button (message template)</td>
<td>Adds the selected phrase in the message to the message template.</td>
</tr>
<tr>
<td>12</td>
<td>[Edit] button (message template)</td>
<td>Edits the selected message template.</td>
</tr>
<tr>
<td>13</td>
<td>[Add] button (message template)</td>
<td>Creates a new message template.</td>
</tr>
<tr>
<td>14</td>
<td>[Delete] button (message template)</td>
<td>Deletes the selected message template.</td>
</tr>
</tbody>
</table>
Chat History

Clicking 🎤 (Chat History) under 📞 (Function) in the navigation window displays the [Chat History] screen. From the [Chat History] screen, confirming chat messages that have been sent and received and saving/deleting chat logs can be performed. For details, refer to "How to Use Chat".

Forwarding Settings

Clicking 📞 (Forwarding settings) under 📞 (Function) in the navigation window 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.

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. Thus, the characters "Forwarding" and the phone number of a forwarding destination may be displayed in the LCD.
- 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 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 mail settings) under (Function) in the navigation window or clicking (Voice Message Recording) icon in the status display area 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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function Name</th>
<th>Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Voice message recording on]</td>
<td>Voice message recording on</td>
<td>Indicates the voice message recording is on.</td>
</tr>
<tr>
<td>![Voice message recording off]</td>
<td>Voice message recording off</td>
<td>Indicates the voice message recording is off.</td>
</tr>
<tr>
<td>![Voice message recording disabled]</td>
<td>Voice message recording disabled</td>
<td>Indicates the voice message recording is disabled.</td>
</tr>
</tbody>
</table>
About the Standard Skin

Phone Book

Clicking  (Phone book) under  (Function) in the navigation window displays the phone book. A call can be originated/transferred to the party selected on the phone book.

10-key

Clicking  (10-key) under  (Function) in the navigation window displays the 10-key Keypad. This panel is used to input phone numbers. The number input by the 10-key Keypad is displayed on the top of the LCD.

- 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.
- When the collaboration with a telephone is used, the [voice message recording disabled] icon is displayed. When the handset switching is enabled, an icon other than the [voice message recording disabled] icon is displayed.
- Clicking the [Voice Message Recording] icon while a call is incoming, an answering message is played.
- In the case of VPCC mode, this function cannot be used.

- Softphone must be restarted when the information retrieval software is changed.
- [Microsoft Outlook], which must be installed, can be specified.
- When Softphone is used by collaborating with Microsoft Outlook, refer to "How to Collaborate with Microsoft Outlook".
- In the following cases, [Specify the Default Search Target] of [User Operation] in the [User configurations] screen is disabled.
  - When Microsoft Outlook is installed and [Microsoft Outlook] is selected in [Information retrieval software] of [Phone Book] in the [User configurations] screen.

In addition,  (Phone book) button on the main panel becomes the button exclusively for starting the application selected in [Phone Book] in the [User configurations] screen.
About the Standard Skin

Import/Export

Clicking (Import/Export) under (Function) in the navigation window 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".

### < Description of each area >

#### [Import/export selection]

<table>
<thead>
<tr>
<th>No.</th>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><img src="image" alt="Back" /></td>
<td>[Back] button</td>
<td>Returns to the previous step. The button is disabled in the first step.</td>
</tr>
<tr>
<td>2</td>
<td><img src="image" alt="Next" /></td>
<td>[Next] button</td>
<td>Proceeds to the next step.</td>
</tr>
<tr>
<td>3</td>
<td><img src="image" alt="Cancel" /></td>
<td>[Cancel] button</td>
<td>Cancels the import/export operation.</td>
</tr>
<tr>
<td>4</td>
<td><img src="image" alt="Area to select" /></td>
<td>Area to select import/export</td>
<td>Select [Import] or [Export].</td>
</tr>
</tbody>
</table>

- 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.
- In the case of VPCC mode, data conference information cannot be imported/exported.
Display patterns available for Softphone are launcher display, LCD display, and no display. To change the display, click each button as shown below.

**Changing the Display**

- **Non-display (at SP350 startup)**
- **LCD display**
- **Launcher display (Display all)**

**Enlarging the Main Panel**

The main panel can be enlarged in vertical and horizontal directions. When the main panel is enlarged, only the navigation window and browse window on the main panel (indicated by a red dotted line) are enlarged.

**Main panel (before size change)**

- Drag a side line of the panel: Changes the horizontal size
- Drag the lower right corner of the panel: Changes the horizontal and vertical sizes
- Drag the top or bottom line of the panel: Changes the vertical size

**Main panel (after size change)**
While Softphone 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 version information display, help, restart, and exit. The icon is displayed as follows according to the status of Softphone.

**Task Tray - Icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Standby status" /></td>
<td>Standby status (idle status)</td>
</tr>
<tr>
<td><img src="image" alt="A call is incoming to your phone" /></td>
<td>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.)</td>
</tr>
<tr>
<td><img src="image" alt="A call is incoming to another phone" /></td>
<td>A call is incoming to another phone (other than the prime line)</td>
</tr>
<tr>
<td><img src="image" alt="On the phone" /></td>
<td>On the phone</td>
</tr>
<tr>
<td><img src="image" alt="On the phone (encryption enabled)" /></td>
<td>On the phone (encryption enabled)</td>
</tr>
<tr>
<td><img src="image" alt="A call is incoming to another phone while you are on the phone" /></td>
<td>A call is incoming to another phone while you are on the phone</td>
</tr>
<tr>
<td><img src="image" alt="A call is incoming to another phone while you are on the phone (encryption enabled)" /></td>
<td>A call is incoming to another phone while you are on the phone (encryption enabled)</td>
</tr>
</tbody>
</table>

**Menu Items and Usage**

Right-clicking the icon displays the following menus.

<table>
<thead>
<tr>
<th>Menu Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>Use this menu to display the version of Softphone.</td>
</tr>
<tr>
<td>Guide</td>
<td>Use this menu to display the Quick Reference of Softphone.</td>
</tr>
<tr>
<td>Restart</td>
<td>Use this menu to exit and restart Softphone.</td>
</tr>
<tr>
<td>Exit</td>
<td>Use this menu to exit Softphone.</td>
</tr>
</tbody>
</table>
About the Toolbar Skin

When selecting the toolbar skin, you can use Softphone without overlapping other application windows. For how to select the toolbar skin, refer to "Changing the Panel Design".

Main Panel

The toolbar skin 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.

Note that the navigation window are not displayed when the toolbar skin is in use. To display them, switch the panel design to the standard skin. For details, refer to "Changing the Panel Design".

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

While the toolbar skin is being displayed
The icon is not displayed on the taskbar.

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

Toolbar Skin - Components

For description of each button, refer to the description of the corresponding button in "Main Panel - Components" in "About the Standard Skin".

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Message Waiting Lamp</td>
</tr>
<tr>
<td></td>
<td>Minimize button</td>
</tr>
<tr>
<td></td>
<td>Exit button</td>
</tr>
<tr>
<td></td>
<td>Call/Transfer button (Call/transfer number inputting area)</td>
</tr>
<tr>
<td></td>
<td>Serch target button (Search keyword input area)</td>
</tr>
<tr>
<td></td>
<td>Presence</td>
</tr>
<tr>
<td></td>
<td>Missed Call icon</td>
</tr>
<tr>
<td></td>
<td>IM Reception icon</td>
</tr>
<tr>
<td></td>
<td>Call Forward - All Calls setting icon</td>
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<tr>
<td></td>
<td>Voice Message Recording icon</td>
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<td></td>
<td>PC Recording icon</td>
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</table>
### Components

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
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<tr>
<td></td>
<td>Data Meeting icon</td>
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<td></td>
<td>File Transfer</td>
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<tr>
<td></td>
<td>Call/Answer button</td>
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<td></td>
<td>Mute</td>
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<td></td>
<td>Volume Control button</td>
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<td></td>
<td>End call button</td>
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<tr>
<td></td>
<td>Start</td>
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<td></td>
<td>Contacts</td>
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<td>Favorites</td>
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<td></td>
<td>Line</td>
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<td></td>
<td>Fixed function</td>
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<td>Outgoing calls</td>
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<td>Incoming calls</td>
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<td>Outgoing IM</td>
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<td>Incoming IM</td>
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<td>Search results</td>
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<td>User configurations</td>
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<td></td>
<td>Send IM</td>
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<td></td>
<td>Chat History</td>
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<td></td>
<td>Forwarding Settings</td>
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<td></td>
<td>Voice mail settings</td>
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<td></td>
<td>Phone book</td>
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### Components

<table>
<thead>
<tr>
<th>Components</th>
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<tr>
<td></td>
<td>10-key</td>
</tr>
<tr>
<td></td>
<td>Import/Export</td>
</tr>
<tr>
<td></td>
<td>Command list button</td>
</tr>
</tbody>
</table>

### 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.

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

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

Hiding the Toolbar Skin Automatically

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

Switching Modes between Display and Hide

1. Right-click on the left edge of the toolbar skin.
   The following menu appears.

2. Click [Auto Hide].
   The hidden panel appears when you bring the cursor closer to the toolbar skin.

- 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.

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 skin to the task tray
Clicking the Minimize button minimizes the toolbar skin 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.
About the Toolbar Skin

Hiding the NEC Logo

You can hide the NEC logo on the toolbar skin 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.

   - Always on Top
   - Auto-Hide
   - Logo
   - LCD Area
   - Status Indicators
   - Input Box
   - Phone Functions
   - Arrange...

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.

   - Always on Top
   - Auto-Hide
   - Logo
   - LCD Area
   - Status Indicators
   - Input Box
   - Phone Functions
   - Arrange...

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".

   • 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 skin 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 skin.
   The following menu appears.

2 Select [Status Indicators].
   The submenu appears.

3 Click [Status Indicators].

To hide the icons on the status notification 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 skin 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 [Input box].
About the Toolbar Skin

You can switch the display mode for the phone function area on the toolbar skin 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 [Phone Functions].

Changing the Position of Areas

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

Changing the Position of Area

1. Right-click on the left edge of the toolbar skin.
   The following menu appears.

2. Click [Arrange...].
   The [configuration] screen appears.

3. Change the position of areas.

<table>
<thead>
<tr>
<th>Components</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area list</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Moves the selected item up. The area on the toolbar skin moves to the left.</td>
</tr>
<tr>
<td></td>
<td>Moves the selected item down. The area on the toolbar skin moves to the right.</td>
</tr>
<tr>
<td></td>
<td>Applies the change and ends the position change operation.</td>
</tr>
<tr>
<td></td>
<td>Ends the position change operation without applying the change.</td>
</tr>
<tr>
<td></td>
<td>Restores the default settings.</td>
</tr>
</tbody>
</table>
About the Toolbar Skin

Clicking a button such as Lines, Assigned Functions, Outgoing Log, or Incoming Log pops up the browse window near the button.

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 the toolbar skin.

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 or IM Reception 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.)
About the Toolbar Skin

The standard skin has Call/transfer number input area and Search keyword input area separately, however, these two areas are unified into one area on the toolbar skin.

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.

Selecting the Preferred Function
On the [User configurations] screen, you can select either [Call/Transfer Function] or [Retrieval Function] as the preferred function. [Retrieval Function] is set by default.
For details, refer to "Selecting the Preferred Function for the Input Area".
You can perform the following operations if the preferred function is set.
• After a search keyword or phone number 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.

Launcher on the Toolbar Skin
External applications/files or function buttons for Softphone can be registered to the launcher of the toolbar skin with the same operation as the standard skin. For details, refer to "How to Use the Launcher".

Difference from the launcher of the standard skin
The following are the differences between the toolbar skin and the standard skin.
• Up to 30 buttons can be registered to the launcher of the toolbar skin.
• To use buttons that are not displayed on the toolbar skin, click (Function List Menu button) and select the function you want to use from the displayed menu.
• Items registered to each launcher are recorded separately for the toolbar skin and the standard skin. They are not inherited when the panel design is changed.
• By default, all Softphone functions have already been registered to the launcher of the toolbar skin.
About Volume Control

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

**Controlling Volume**

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

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.

**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.

---

**About Volume Control**

Controlling Volume

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

All the volume indicators blink in red or yellow while using the USB handset (recommended) 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 VPCC mode.

- 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."

You can control the ring volume to three levels depending on the USB handset (recommended) to be used.

For the type of handset to be used, contact the system administrator.
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 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.

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

If the typed number was wrong

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

To make a pause between numbers

Type "," (comma). One "," (comma) makes a pause for 2 seconds.

To place a call using the 10-key Keypad

Click (Call/Answer button) and input the number using the 10-key Keypad.
For how to display the 10-key Keypad, refer to "10-key".

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).
   The following menu appears.

2. Click [Last number call].
   The last number you called is displayed on the LCD and 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.

If you use the USB handset (recommended)

Lift the handset now.

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

**Redialing from the Recent Input List**

Softphone stores up to 32 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.

   If you use the USB handset (recommended)  
   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.

1. Click (Incoming calls) in (Call history). The [Incoming calls] screen is displayed.

2. Click the history of the party to call. The detail data is displayed.

3. Click (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 . The number of the other party is displayed on the LCD and you hear the ringback tone.

   If you use the USB handset (recommended)  
   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.

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.

<table>
<thead>
<tr>
<th>Mark</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Idle</td>
<td>Indicates that the party is online.</td>
</tr>
<tr>
<td></td>
<td>Leaving seat</td>
<td>Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.</td>
</tr>
<tr>
<td></td>
<td>Busy</td>
<td>Indicates that the party is currently on the phone.</td>
</tr>
<tr>
<td></td>
<td>Absent</td>
<td>Indicates that the terminal of the party is not running. If the reason has been set, it is also shown after the name.</td>
</tr>
<tr>
<td></td>
<td>Unconfirmed</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

1. Click Contacts (Contacts).
   The contacts List screen is displayed on the browse window.

2. Click 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 Phone number).
   A confirmation message appears.

5. Click .
   The number of the other party is displayed on the LCD and you hear the ringback tone.

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

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”.

If you use the USB handset (recommended)
   Lift the handset now.
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.

1. Display the application/file’s screen that includes the number to call.
2. Drag and drop the phone number onto (Call/Answer button).
   The number of the other party is displayed on the LCD and you hear the ringback tone.
3. Start a conversation after the other party gets on the line.

   If you use the USB handset (recommended)
   Lift the handset now.

   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".

   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.

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)
   The following menu appears.

   If you use the USB handset (recommended)
   Lift the handset now.

5. Click [Clipboard Call/Transfer to "].
   The phone number which was copied in Step 3 is displayed in ".
   The number of the other party is displayed on the LCD and you hear the ringback tone.

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

   Click (End call button) to disconnect the call.
Placing a Call

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

1. Select (highlight) the phone number to call.
2. Originate a call as you set in [User configurations].
   The number of the other party is displayed on the LCD and 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.

Selecting a Phone Number Displayed in Another Application

- 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 Explorer6.0/7.0/8.0/10.0
  - Outlook Express
  - Adobe Reader 6.0/7.0/8.0/9.0/10
  - 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.

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.

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.

• The procedure may differ depending on your PC settings.
  If the following procedure does not work, click [Tools]->[Internet Options...]. The [Internet Properties] screen is displayed.
• If SP350 has been installed on Windows Vista or Windows 7, SP350 is automatically set as the program to be used for Internet calls.
  If two or more programs available for Internet calls have been installed, a program other than SP350 may have been set for Internet calls. In such a case, you can reconfigure SP350 as the program to be used.
  Step 1: With the administrator right, execute "setcallto.exe" stored in the folder in which SP350 has been installed.
  The following screen appears.

  - If the execution is performed in other environment than Windows Vista or Windows 7, the following screen appears (in the case of Windows XP).

  Step 2: Click the [OK] button.
  When the setting is completed, the following screen appears.

  * If the execution is performed in other environment than Windows Vista or Windows 7, the following screen appears (in the case of Windows XP).
Placing a Call

Dialing

1. Display the website.

2. Click the hyperlink of the phone number.
   The number of the other party is displayed on the LCD and you hear the ringback tone.

   ![Image](image1)

If you use the USB handset (recommended)
Lift the handset now.

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

   Click (End call button) to disconnect the call.

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.

1. Select (highlight) the number to call.

   ![Image](image2)

2. Right-click on the selected number.
   The following menu appears.

   ![Image](image3)

3. Click [Call by SP350].
   The number of the other party is displayed on the LCD and you hear the ringback tone.

   ![Image](image4)

4. 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 Dialing from the Context Menu".

![Image](image5)
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 (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.
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.
   When the phone book specified for "Information retrieval software" in [User configurations] is installed, the Caller Information Panel pops up to display the caller's company name, department name, name, and caller number obtained by automatic search in the address book. However, when "Use Contact Data In Information Retrieval" is enabled in [User configurations], the Contacts information is given priority.

   The number of characters that can be displayed on the Caller Information Panel
   - Company name
     Up to 34 characters
   - Department name
     Up to 34 characters
   - Name
     Up to 34 characters
   - Number
     Up to 24 characters

   • If there is no data in the phone book, then only the number is displayed.
   • If the caller number is not notified, "Caller number not notified" is displayed in the number field.

2. Click (Start) on the navigation window.
   The start screen is displayed on the browse window.

3. Click (Answer icon).
   The status display changes to "Busy".

4. Talk with the other party.
   Click (End call button) to disconnect the call.
Receiving a Call

Receiving a Call for Another Person (Subline)

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

1. A call for another person is incoming.
2. Click (Start) on the navigation window.
   The start screen is displayed on the browse window.
   "Incoming" is displayed for the extension number for the incoming call.

3. Click (Answer icon).
   The status display changes to "Busy".
   When the phone book specified for "Information retrieval software" in [User configurations] is installed, the Caller Information Panel pops up to display the caller’s company name, department name, name, and caller number obtained by automatic search in the address book. However, when "Use Contact Data In Information Retrieval" is enabled in [User configurations], the Contacts information is given priority. For details, refer to Step 1 in "Receiving a Call for You (Prime Line)".

4. Talk with the other party.
   Click (End call button) to disconnect the call.

If you use the USB handset (recommended)
Lift the handset now.

To switch to the start screen automatically for an incoming call
The browse window can be switched to the start screen automatically when a call is incoming. For details, refer to "Switching the Browse Window to Start for an Incoming Call or a Call on Hold".

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 Start

1. A call for another person is incoming.
2. Click (Start) on the navigation window.
   The start screen is displayed on the browse window.
   "Incoming" is displayed for the extension number for the incoming call.

3. Click (Answer icon).
   The status display changes to "Busy".

When the phone book specified for "Information retrieval software" in [User configurations] is installed, the Caller Information Panel pops up to display the caller’s company name, department name, name, and caller number obtained by automatic search in the address book. However, when "Use Contact Data In Information Retrieval" is enabled in [User configurations], the Contacts information is given priority. For details, refer to Step 1 in "Receiving a Call for You (Prime Line)".

4. Talk with the other party.
   Click (End call button) to disconnect the call.

If you use the USB handset (recommended)
Lift the handset now.

To switch to the start screen automatically for an incoming call
The browse window can be switched to the start screen automatically when a call is incoming. For details, refer to "Switching the Browse Window to Start for an Incoming Call or a Call on Hold".

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**

**Using Lines**

1. A call for another person is incoming.

2. Click **(Line)** in **(Telephone function)** on the navigation window.
   The lines are displayed and the internal line with incoming call blinks in red.

3. Click the line button blinking in red.
   The clicked line button lights in blue.

4. Talk with the other party.

   - **If you use the USB handset (recommended)**
     Lift the handset now.

   - **To display the other party’s name on the line panel**
     To identify who is placing an internal call easily, the name can be displayed by moving the cursor closer to a button.
     For details, refer to "Using the Phone Function Menu".

**Using the Handset**

1. A call for another person is incoming.

2. **To confirm who the call is for before answering**
   Click the function key.
   The internal line with incoming call blinks in red.

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

4. **Talk with the other party.**

   - **Click** **(End call button)** to disconnect the call.

     - **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.

     - **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

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.

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.
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.
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.

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

3 Talk with the other party.

Click (End call button) to disconnect the call.

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).

3 Announce the call to the transfer receiver verbally.

[Transfer receiver]

4 Click (Answer button).

Alternatively, click the line blinking in red after displaying the line panel by clicking (Line) in (Telephone function) on the navigation window.

5 Talk with the other party.

Click (End call button) to disconnect the call.

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.

If you use the USB handset (recommended)

Lift the handset now.

If you use the USB handset (recommended)

Lift the handset now.
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 navigation window 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.
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.

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. Thus, the characters "Forwarding" and the phone number of a forwarding destination may be displayed in the LCD.
- 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 Your 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.

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

4. Check the forwarding destination to be always used.

5. Click .

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 .

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

The forwarding has now been set.

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

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.
Configuring Your Call Forwarding

Canceling a Call Forwarding Configuration

1. Click \(\text{Forwarding Setting button}\). 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 \(\text{Reset}\).  

4. Click \(\text{OK}\).

   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

1. Click \(\text{Forwarding Setting button}\). 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 \(\text{Reset}\).

4. Check the forwarding destination to be used.

   Make sure to cancel the forwarding configuration before changing the forwarding destination.
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 illuminates in blue only when Call forward.

The forwarding destination has now changed.

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.
Using a Handset Other Than the USB Handset

A handset such as a PS and fixed phone can be used as a Softphone handset.

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

Note that the current version has the following restrictions.

• There are two types of collaboration with a telephone.
  a: Collaboration with a telephone
  b: No collaboration with a telephone
  - In above a, if you use a PS or fixed phone as a handset for collaboration, start Softphone before using the handset.
  - In above a, if you switch the handset for collaboration with Softphone to the one connected to the PC, it is regarded as above b.
  - In above a, a data meeting is disconnected when a handset for collaboration with Softphone is disconnected.
  - When the other party is in above a, specify the number for the handset for collaboration with Softphone to transmit an IM.
 • When you switch the handset for collaboration with Softphone to the one connected to the PC and use the handset for collaboration for a call, the following services are not available.
  - Services during a call such as hold and forwarding using Softphone
  - Data meeting

Using a PS (PHS/PCS)

You can use an optional PS as a Softphone handset.
* A VoWLAN dual terminal/VoWLAN terminal can be used with the same operation as that for PS.

Placing a Call Using a PS (Collaboration with PS)

You can use either a PS or Softphone to input the other party’s number.

< Inputting the phone number using a PS >
1 Press the other party’s number with the PS.

2 Press the [Talk] button of the PS.
The LCD on Softphone displays the other party’s number and you hear the ringback tone from the PS.

3 Start a conversation after the other party gets on the line.
Press the [End] button of the PS to terminate the call.

< Inputting the phone number using Softphone >
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.

4 Press the [Talk] button of the PS.
Your hear the ringback tone from the PS.

5 Start a conversation after the other party gets on the line.
Press the [End] button of the PS to terminate the call.

For other ways of placing a call, refer to “Placing a Call”.

Receiving a Call Using a PS

< Receiving a call for you >
1 The PS rings.
The line button for the extension number of the PS on Softphone blinks in red.

2 Press the [Talk] button of the PS.

3 Talk with the other party.
Press the [End] button of the PS to terminate the call.
< Receiving a call for another person >

1. The line button of Softphone blinks in red.
   The line button of the extension number for the incoming call blinks in red.

2. Click \( \text{(Line button)} \) blinking in red.

3. Press the [Talk] button of the PS.

4. Talk with the other party.

Press the [End] button of the PS to terminate the call.

Switching to the Handset Connected to the PC

You can switch the PS to the handset connected to the PC.

- You cannot switch the handsets when the PS or Softphone 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 PS 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 PS.
- In the case of VPCC mode, if you click the Handset Switch button when the thin client terminal does not support voice conversation, the following message appears. Operations on the main panel are disabled until you close the message dialog box by clicking the [OK] button.

< Picking up a call on hold >

1. A call is on hold.

2. Click \( \text{(Answer button)} \) on Start of Softphone.

3. Press the [Talk] button of the PS.

4. Talk with the other party.

Press the [End] button of the PS to terminate the call.

< Placing a Call on Hold Using a PS >

< Placing a call on hold >

1. You are on the phone.

2. Click \( \text{(Hold button)} \) on Start.
   The start screen of Softphone displays "Hold" and the other party hears the hold melody.

3. Press the [End] button of the PS.
   The call has now been placed on hold.
Using a Handset Other Than the USB Handset

2 Click (Handset switch button).
The button lights in red.

You can now use the handset connected to the PC.

To switch the handset back to the PS
After confirming that the PS is not in use, click the handset switch button. Each time you click the button, the handset is switched.

To automatically switch to the handset when you connect it to the PC
Refer to "Automatically Switching Your Handset to the Handset Connected to the PC".

Using a Fixed Phone

You can use a fixed phone as a Softphone handset.

This function depends on the model of the IP telephony server.
For details, contact the system administrator.

Placing a Call Using a Fixed Phone (Collaboration with Fixed Phone)

You can use either a fixed phone or Softphone to input the other party's number.

< Inputting the phone number using a fixed phone >

1 Lift the handset of the fixed phone.
You hear the dial tone from the handset.

2 Press the other party's number with the fixed phone.
The LCD on Softphone displays the other party's number and you hear the ringback tone from the handset.

3 Start a conversation after the other party gets on the line.
Put the handset of the fixed phone down to terminate the call.

< Inputting the phone number using Softphone >

1 Click (Call/Answer button).
When you use a multifunction phone as the handset, you hear the dial tone from the speaker of the phone.

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.

4 Lift the handset of the fixed phone.
You hear the ringback tone from the handset.

5 Start a conversation after the other party gets on the line.
Put the handset of the fixed phone down to terminate the call.

For other ways of placing a call, refer to "Placing a Call".
Receiving a Call Using a Fixed Phone

< Receiving a call for you >

1. The fixed phone rings.
   The line button for the extension number of the fixed phone on Softphone blinks in red.
2. Lift the handset of the fixed phone.
3. Talk with the other party.

Put the handset of the fixed phone down to terminate the call.

< Receiving a call for another person >

1. The line button of Softphone blinks in red.
   The line button of the extension number for the incoming call blinks in red.
2. Click (Line button) blinking in red.
   When you use a multifunction phone as the handset, press the line button of the phone blinking in red.
3. Lift the handset of the fixed phone.
4. Talk with the other party.

Put the handset of the fixed phone down to terminate the call.

Placing a Call on Hold Using a Fixed Phone

< Placing a call on hold >

1. You are on the phone.
2. Click (Hold button) on Start.
   The start screen of Softphone displays “Hold” and the other party hears the hold melody.
3. Put the handset of the fixed phone down.
   The call has now been placed on hold.

< Picking up a call on hold >

1. A call is on hold.
2. Lift the handset of the fixed phone.
3. Click (Answer button) on Start.
4. Talk with the other party.

Put the handset of the fixed phone down to terminate the call.
Switching to the Handset Connected to the PC

You can switch the fixed phone to the handset connected to the PC.

1. Click (Line).
   The Lines screen is displayed.

2. Click (Handset switch button).
   The button lights in red.

   You can now use the handset connected to the PC.

   • You cannot switch the handsets when Softphone or the 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 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 fixed phone.
   • In the case of VPCC mode, if you click the Handset Switch button when the thin client terminal does not support voice conversation, the following message appears. Operations on the main panel are disabled until you close the message dialog box by clicking the [OK] button.

   • A call is placed/received with the extension number of the 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 fixed phone.
   • In the case of VPCC mode, if you click the Handset Switch button when the thin client terminal does not support voice conversation, the following message appears. Operations on the main panel are disabled until you close the message dialog box by clicking the [OK] button.

To switch the handset back to the fixed phone
After confirming that the fixed phone is not in use, click the handset switch button. Each time you click the button, the handset is switched.

To automatically switch to the handset when you connect it to the PC
Refer to "Automatically Switching Your Handset to the Handset Connected to the PC".
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) in (Function) on the navigation window. The [Import/Export Wizard] screen appears.

2. Select [Import] and click . The [Import of file] screen appears.


4. Select a file to open. Or, input the file name in the [File name] field.

   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 .

6. Input the file path and click .

< Addition method >

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addition</td>
<td>Adds the data, such as the contacts data or incoming/outgoing log data, without deleting the existing data.</td>
</tr>
<tr>
<td>Replacement</td>
<td>Deletes the existing data, such as the contacts data or incoming/outgoing log data, and sets the imported data.</td>
</tr>
</tbody>
</table>
7 Select [Addition] or [Replacement], and click OK.

8 Click .

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) in (Function) on the navigation window.

The [Import/Export Wizard] screen appears.

2 Select [Export] and click .

The [Export of file] screen appears.

< Target function >

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>Contacts information in XML format (default)</td>
</tr>
<tr>
<td>Call history</td>
<td>Call history information in CSV format</td>
</tr>
<tr>
<td>A history of calls</td>
<td>Call log information in CSV format</td>
</tr>
<tr>
<td>IM log</td>
<td>IM log information in CSV format</td>
</tr>
<tr>
<td>Environmental setting</td>
<td>User settings in INI format + maintenance settings</td>
</tr>
<tr>
<td>Data conference</td>
<td>Data conference information in XML format</td>
</tr>
<tr>
<td>Chat history</td>
<td>Chat history information in XML format</td>
</tr>
</tbody>
</table>
3. Select a function you want to export, and click Next . The file path input screen appears.


5. Input the save file name in the [File name] field. Or, select a file.

6. Click Save .

7. Click OK . The following screen appears.

8. Click OK . You have now finished the file export.

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.

- 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 VPCC mode, the following USB handset is supported.
  - UTR-1W-1(BK)
- To assign the speaker or audio device switching to a function key, the UBS 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.

4. Click .
   The setting is applied.

5. Click .
   The Function Key Setting Tool is ended.

The following functions can be set.

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold</td>
</tr>
<tr>
<td>Transfer</td>
</tr>
<tr>
<td>Answer</td>
</tr>
</tbody>
</table>

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.

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.

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.

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.
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".

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.

[Image: Data Meeting Screen]

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 .

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.

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 [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 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 VPCC mode, Video sending function cannot be used.

Icons

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Sound Only" /></td>
<td>Stop video transmission</td>
<td>Starts/stops video transmission.</td>
</tr>
<tr>
<td><img src="image" alt="Sound Only" /></td>
<td>Stop video transmission/reception</td>
<td>Starts/stops video transmission/reception.</td>
</tr>
<tr>
<td><img src="image" alt="Organizer" /></td>
<td>Organizer icon</td>
<td>Indicates that the participant is the organizer.</td>
</tr>
<tr>
<td><img src="image" alt="Data Meeting Status" /></td>
<td>Data Meeting Status icon</td>
<td>Indicates if the user during a call can join or have joined the data meeting.</td>
</tr>
<tr>
<td><img src="image" alt="Call status" /></td>
<td>Call status icon</td>
<td>Indicates the status of the user during a call.</td>
</tr>
</tbody>
</table>
Starting Video Communication

1. You are in a data meeting.

2. Click (Stop Video Transmission button).
   Your image is transmitted to the other party.

   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

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open/Close Tool-bar button</td>
<td>Switches display/nondisplay of the lower part of the toolbar.</td>
<td></td>
</tr>
<tr>
<td>Data Name box</td>
<td>Selects the data or displays the selected data name.</td>
<td></td>
</tr>
<tr>
<td>Top Page button</td>
<td>Displays the top page of the displayed data.</td>
<td></td>
</tr>
<tr>
<td>Previous Page button</td>
<td>Displays the previous page of the displayed data.</td>
<td></td>
</tr>
<tr>
<td>Page Number area</td>
<td>Displays the page number of the displayed data.</td>
<td></td>
</tr>
<tr>
<td>Next Page button</td>
<td>Displays the next page of the displayed data.</td>
<td></td>
</tr>
<tr>
<td>Last Page button</td>
<td>Displays the last page of the displayed data.</td>
<td></td>
</tr>
<tr>
<td>Lock button</td>
<td>Locks operations by other participants.</td>
<td></td>
</tr>
<tr>
<td>Synchronization button</td>
<td>Switches the synchronization status of the data or page switching with other terminals.</td>
<td></td>
</tr>
<tr>
<td>Add Page button</td>
<td>Adds a page to the white board.</td>
<td></td>
</tr>
<tr>
<td>Save Data button</td>
<td>Saves the data currently displayed.</td>
<td></td>
</tr>
<tr>
<td>Scale box</td>
<td>Changes or displays the scale of the displayed page.</td>
<td></td>
</tr>
</tbody>
</table>
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 .
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.

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 \(\text{(Next Page button).}\)
The next page is displayed.

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 \(\text{(Synchronization button).}\)

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.

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 \(\text{(Save Data button).}\)
The [Save As] screen appears.

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

5 Click \(\text{(Save Data button).}\)
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.

   **To transfer the file to all participants**

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

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

5. Select a participant to transfer the file.

6. Click (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.


2. Specify the destination to save.

3. Click **Save** (Save button). The [File Save completion] screen appears.

4. Click **Close**. 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**

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Save File button</td>
<td>Saves all messages in the chat display area as a text file.</td>
</tr>
<tr>
<td></td>
<td>Send Chat button</td>
<td>Sends the message in the chat display area to all other participants.</td>
</tr>
<tr>
<td></td>
<td>Display Whisper Chat Screen button</td>
<td>Displays the Whisper Chat screen to send whisper chat.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Switch Display check box</td>
<td>Sets whether to display the Whisper Chat screen after the message transmission.</td>
</tr>
<tr>
<td></td>
<td>Send Chat button</td>
<td>Sends the message in the chat display area to the participant specified in the Destination field.</td>
</tr>
</tbody>
</table>

**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.

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 have finished, click ![Save File button](image). Or, select [Save] in the [Chat] menu. The [Save As] screen appears.

6. Specify the file name to save.

7. Click ![Save](image).
Using a 3-Party Meeting

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

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).
   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.
How to Use a Data Meeting

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

8 The other parties click .

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

Click (End call button) to disconnect the call.

2 The organizer clicks (Data Meeting).

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

The [Data Meeting] icon 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.

Adding up to 8 Parties to a Meeting

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.

3 The other parties click .

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.

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.

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 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.

< 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 qualities 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 qualities 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.

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.

< 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.

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.
How to Use Favorites and Telephone Function (Lines/Fixed functions)

This section describes how to use Call functions buttons on Telephone function, 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 from Telephone function in the navigation window. 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 navigation window. 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.

Renaming a Button

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

1. Right-click the button to change the settings. The right-click menu appears.

To hide buttons which are not registered to functions

Click (User configurations) in the navigation window 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".
2 Click [Set] on the right-click menu. The [Display Setting] screen appears.


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.

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.

---

Adding a Line Button or a Call Functions Button to Favorites

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

By Drag and Drop

1 Drag the button to add to Favorites.

2 Drop it onto ★ (Favorites) in the navigation window.

• 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.
• 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.
The [Favorites] screen appears in the browse window.

The registration has now been completed.

**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 [Favorites] screen appears in the browse window.

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 have 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

![Message](image)

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.
How to Use Favorites and Telephone Function (Lines/Fixed functions)

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 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.
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. When the optional presence server function is used, you can have smooth communication with a contact depending on the contact’s status such as placing a call when online, sending an IM when on the phone or unavailable, or sending an e-mail when away.

- Multiple contacts can be selected, but multiple groups cannot be selected.
- Contacts and a group cannot be selected at the same time.
- The contact detail information is displayed only for the currently selected contact.
- In the case of VPCC mode, "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.

   - When registering the telephone number that Presence, IM, and Chat functions do not support, it is recommended to register it in Telephone number 2 or later.
   - If [IM/Chat number] remains blank when registered, the number in Telephone number 1 field is automatically input in [IM/Chat number]. So input IM/Chat number if it is different from Telephone number 1.
• 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 64 characters can be entered in [IM/Chat number] 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］.

• When SP350 R4 or before is upgraded, the data in phone number 1 is automatically used as IM/Chat number.
• When the contacts data that has been exported in SP350 R4 or before is imported, the data in phone number 1 is automatically used as IM/Chat number.

The registration has now been completed.

To register contacts from Call history
Refer to "Adding an Entry in Outgoing calls/Incoming calls to Contacts".

To register contacts from the IM log
Refer to "Adding an Entry in Outgoing IM/Incoming IM to Contacts".

To register contacts from Search results
Refer to "Adding an Entry in Search results to Contacts".

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

• 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.

While multiple contacts are being selected, the following confirmation message appears.

4. Click .
   The contact has now been deleted.

Deleting a Contact

• [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.

### Moving a Contact

A contact 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.

- [Cut] and [Paste] in the right-click menu for a contact are grayed out 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.

The moved contact is displayed at the end of the destination group.
How to Use Contacts

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.

- 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.

A new group is added.

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.

5 Click [OK].

The group name has now been edited.

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

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.
- 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.
Moving a Group

Groups registered in the contact list 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].

4. Click the group move destination.

5. Right-click the group you have selected.
   The right-click menu appears.

6. Click [Paste].
   The screen after the move is completed appears.

This completes the move operation.

- Multiple groups cannot be selected.
- [Delete] in the right-click menu is disabled while you are editing a contact or group.
- 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 at the move destination.
- A group cannot be moved to its subordinate groups.
- Move cannot be performed for layers larger than 10 layers.
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.
- A group cannot be moved to its subordinate groups.
- Move cannot be performed for layers larger than 10 layers.

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].
How to Use Contacts

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.

- While editing contacts and groups, [Cut] and [Paste] on the right-click menu of groups are grayed out.
- The copied group is displayed at the back of all moved groups in the move destination.
- A group cannot be moved to its subordinate groups.
- Move cannot be performed for layers larger than 10 layers.

Checking the Presence Status of a Contact

Presence status of a contact can be checked when the contact is registered in the contacts list. Icons and characters indicating the presence status for contacts are automatically updated.

1. Click the group of a contact to be checked.

Presence status can be checked with the top item for the contact.

< Presence status >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌍️</td>
<td>Idle</td>
<td>Indicates that the party is online.</td>
</tr>
<tr>
<td>🤔</td>
<td>Leaving seat</td>
<td>Indicates that the party is not at the seat. If the reason has been set, it is also shown after the name.</td>
</tr>
<tr>
<td>📞</td>
<td>Busy</td>
<td>Indicates that the party is currently on the phone.</td>
</tr>
<tr>
<td>🌟</td>
<td>Absent</td>
<td>Indicates that the terminal of the party is not running. If the reason has been set, it is also shown after the name.</td>
</tr>
<tr>
<td>☢️</td>
<td>Unconfirmed</td>
<td>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 Telephone number1 has not been set.</td>
</tr>
</tbody>
</table>
For an ACD presence user registered in the contacts, [ACD Line Presence] and [Ordinary Line Presence] described below are displayed in the contact detail information.

< ACD Line Presence >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Idle" /></td>
<td>Idle</td>
<td>Indicates the party has been logged in the ACD system and the ACD line is currently idle.</td>
</tr>
<tr>
<td><img src="image" alt="Leaving seat" /></td>
<td>Leaving seat</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently in leaving seat status. This is not supported for the SV8300.</td>
</tr>
<tr>
<td><img src="image" alt="Work" /></td>
<td>Work</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently in work mode.</td>
</tr>
<tr>
<td><img src="image" alt="Busy" /></td>
<td>Busy</td>
<td>Indicates that the party has been logged in the ACD system and the ACD line is currently busy.</td>
</tr>
<tr>
<td><img src="image" alt="Log out" /></td>
<td>Log out</td>
<td>Indicates that the party has not been logged in the ACD system.</td>
</tr>
<tr>
<td><img src="image" alt="Off line" /></td>
<td>Off line</td>
<td>Indicates that the party has not been logged in the SP350.</td>
</tr>
</tbody>
</table>

< Ordinary Line Presence >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Idle" /></td>
<td>Idle</td>
<td>Indicates that the ordinary line is idle.</td>
</tr>
<tr>
<td><img src="image" alt="Busy" /></td>
<td>Busy</td>
<td>Indicates that the ordinary line is busy.</td>
</tr>
<tr>
<td><img src="image" alt="Off line" /></td>
<td>Off line</td>
<td>Indicates that the ordinary line is off line.</td>
</tr>
</tbody>
</table>

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.

   ![Confirmation dialog](image)

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.

   ![Confirmation dialog](image)

   **Note:** If you use the USB handset (recommended)
   
   Lift the handset now.

4. **Start a conversation after the other party gets on the line.**
   
   Click [End call button] to disconnect the call.

   ![End call button](image)
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".
• While multiple contacts are being selected, [Call/Transfer] on the right-click menu is grayed out.

Transmitting an IM

When (Telephone number1) is input for a contact, an IM can be transmitted to the contact.
For details, refer to "How to Use IM".

Transmitting an IM

1 Click the top item of a contact to which to transmit an IM.
The detail information is displayed.

2 Click IM (IM number) in the detail information.
The [IM send] screen appears.
You can also get the same result by the following operations:
• Click [Send IM()] in the right-click menu.
• Press the [Enter] key with [IM (IM number)] selected in the detail information.
• Double-click [IM (IM number)] in the detailed information (option setting is required).

If Microsoft Outlook is set as the phone book, a name acquired by the phone book search is displayed in the destination name in the [IM send] screen.
The search target is "Contacts" or "Microsoft Outlook" that is selected in [User configurations].
For details, refer to "How to Use IM".

3 Input a message.

4 Click .
The IM has now been transmitted to the other party.
How to Use Contacts

When Telephone number1 or IM/Chat number is input for a contact, 2-party Chat can be started. For details, refer to “How to Use Chat”.

### Opening Chat (2-party) Screen

1. Click the top item of a contact with which you want to chat.
   The detail information is displayed.

   ![Chat Screen](image1)

2. Click 📞 (Chat Number) in the detail information.
   The [Chat (2-party)] screen appears.
   You can also get the same result by the following operations.
   - Click [Begin chat] in the right-click menu.
   - Press the [Enter] key with [ 📞 (Chat Number)] in the detail information.
   - Double-click [ 📞 (Chat Number)] in the detailed information (option setting is required).

### Starting Chat (2-party)

When Telephone number1 or IM/Chat number is input for a contact, 2-party Chat can be started. For details, refer to “How to Use Chat”.

- When Telephone number1 IM/Chat Number is unused, [Send IM()] in the right-click menu for a contact is hidden.
- If an IM transmission operation is executed when the [IM send] screen has already been displayed, an IM number of the detail information is added to the "To" field in the displayed [IM send] screen.
- The IM transmission 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".

- When Phone number1 and IM/Chat number is set to unused, [Begin chat] in the right-click menu of Contacts is always hidden. And while more than one contact is being selected, it is grayed out.
- If 10 Chat screens have been opened (including 2-party and conference), another Chat screen cannot be newly opened.
Inviting Other Parties to Chat Conference

When Telephone number1 or IM/Chat number is input for a contact, invitation to Conference Chat can be performed. For details, refer to “How to Use Chat”.

1. Click the top item of a contact which you want to invite. The right-click menu appears.

2. Click [Call a chat conference]. The Chat Conference screen is displayed.

Sending an E-mail

An e-mail can be sent using Contacts.

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.

- A conference leader can open only one Chat Conference screen.
- If ten Chat screens have been opened (including 2-party and conference), another Chat screen cannot be newly opened.
When the status of a contact in the contacts list changes to "Idle", the notification message can be displayed. This setting is valid only when the presence server function of the options is used.

### Making Online Notification

When the status of a contact in the contacts list changes to "Idle", the notification message can be displayed. This setting is valid only when the presence server function of the options is used.

### Setting Online Notification

1. Click the top item of a contact for which you want to set Online Notification.

2. Right-click the selected contact.
   - The right-click menu appears.
   - 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.

3. Click [Online Notification].
   - Online Notification has now been set.
   - When Online Notification setting is completed, the background color of the top item of the contact changes, and the display is highlighted.

• 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".

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.

• 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".

Making Online Notification

While multiple contacts are being selected, online notification can neither be set nor canceled.
How to Use Contacts

Canceling Online Notification Setting

1. Click the top item of a contact for which Online Notification is already set.

   ![Online Notify dialog]

   Pressing any button closes the Online Notify dialog, and the online status notification is released.

2. Right-click the selected contact.
   The right-click menu appears.

   ![Right-click menu]

3. Click [Online Notification].
   The background color and highlighted characters of the top item of the contact are changed to the normal status display.

   ![Contact status]

Online Notification has now been canceled.

- When (Telephone number1) is unused, [Online Notification] in the right-click menu for a contact is hidden.
- When the presence server function is not set, [Online Notification] in the right-click menu for a contact is always hidden.
- When the notification is set, the characters of the top item of a contact are highlighted in boldface, and "[Online Notify]" is added after the character string of the presence status.
- When the notification is set, the check icon is displayed in the left side of [Online Notification] in the right-click menu.
- Online Notification can be set when the presence status of a contact is one of the following. If the contact's status is other than the following, [Online Notification] in the right-click menu is disabled.
  - Busy
  - Leaving seat
  - Absent
**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.

---

**Redirecting Voice Mail**

With Contacts, call recording data can be redirected.

1. During recording with the UMS. The destination of the current recording data is displayed in the LCD.
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. The recording data displayed in the LCD is redirected. 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].
• While multiple contacts are being selected, [Redirect Voice mail] on the right-click menu is grayed out.
• 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.
• [Redirect Voice mail] 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.

Clicking (Call History) in the navigation window
displays (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM) to check the history.

Up to 500 call histories (outgoing calls+Incoming calls) and up to 1000 IM logs (outgoing IM+incoming IM) can be stored. When the number of histories/logs exceeds the limit, the history/log is deleted from the oldest one.

Displaying the Incoming Calls/Outgoing Calls

(Outgoing calls) and (Incoming calls) can be displayed from (Call History) in the navigation window. "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 number", "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. Click (Call History) in the navigation window.

2. Click (Outgoing calls).

   The outgoing calls are displayed in the browse window.

3. Click the party to check the history detail.

   The history detail is displayed in the browse window.
How to Use the Call History

Displaying the Incoming Calls

1. Click (Call History) in the navigation window.
   (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM) are displayed.

2. Click (Incoming calls).
   The incoming calls are displayed in the browse window.

3. Click the party to check the history detail.
   The history detail is displayed in the browse window.

- 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 "contacts").
- The phone number to be used for the search is set to the phone number and IM number displayed on the detail data of the history. In this case, numbers that do not support IM are also set (common to "Outlook" and "contacts").
- 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)Contacts : "E-mail address 1" to "E-mail address 4"
- The organization of the detail data of the history is set as the following format.
  (1)Outlook : (company/department)
  (2)Contacts : (group name/group name/...)
- 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.
How to Use the Call History

The order of the call history can be sorted by time or name. Histories to be sorted are (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM) displayed by clicking (Call History).

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

Starting with the Latest Call

1. Click (Call History) in the navigation window.
2. Click (Outgoing calls) to sort the display order.
3. Click [Reverse time order] from (Sort).

The sort has now been completed.

- 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 "contacts").
- The phone number to be used for the search is set to the phone number and IM number displayed on the detail data of the history. In this case, numbers that do not support IM are also set (common to "Outlook" and "contacts").
- 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. Contacts: "E-mail address 1" to "E-mail address 4"
- The organization of the detail data of the history is set as the following format.
  1. Outlook: (company/department)
  2. Contacts: (group name/group name/...)
- 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.
Starting with the Oldest Call

1. Click (Call History) in the navigation window.
2. Click (Outgoing calls) to sort the display order.
3. Click [Time order] from (Sort).

The sort has now been completed.

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 (Call History) in the navigation window.
2. Click (Outgoing calls) to sort the display order.
3. Click [Reverse name order] from (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 Alphabetical Order of Names

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

1. Click (Call History) in the navigation window.
2. Click (Outgoing calls) to sort the display order.
3. Click [Name order] from (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.
How to Use 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) in (Call History).

2. Click the history of the party to call.
   The detail data is displayed.

3. Click (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 .
   The number of the other party is displayed on the LCD and you hear the ringback tone.

5. Start a conversation after the other party gets on the line.
   Click (End call button) to disconnect the call.

**Dialing from the Outgoing IM/Incoming IM**

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

1. Click (Incoming IM) in (Call History).

2. Click the history of the party to call.
   The detail data is displayed.

3. Click (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 .
   The number of the other party is displayed on the LCD and you hear the ringback tone.

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.

- 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) in (Call History).
   The incoming calls are displayed.

2. Click the history of the party to transmit a message.
   The detail data is displayed.

3. Click (IM number) in the detail data.
   You can also get the same result by the following operations.
   - Double-click the IM number in the detailed data (option setting is required).
   - Press the [Enter] key with the IM number selected.
   - Select [Send IM(I)] from the right-click menu.
   The [IM send] screen appears.

At this moment, the name obtained by the search is displayed in the [To] field.

The search target is "contacts" or "Microsoft Outlook" that is selected in the user configurations.

<table>
<thead>
<tr>
<th>Use of Contacts for Search</th>
<th>Information Retrieval Software</th>
<th>Displayed Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used</td>
<td>Microsoft Outlook</td>
<td>Search in the order of [Contacts] -&gt; [Microsoft Outlook] -&gt; [Directory] (*)</td>
</tr>
<tr>
<td>Not used</td>
<td>Microsoft Outlook (priority on directory search)</td>
<td>Search in the order of [Contacts] -&gt; [Directory] -&gt; [Microsoft Outlook] (*)</td>
</tr>
<tr>
<td>None</td>
<td>Search of &quot;Contacts&quot;</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>Microsoft Outlook (priority on directory search)</td>
<td>Search in the order of [Directory] -&gt; [Microsoft Outlook] (*)</td>
</tr>
</tbody>
</table>

(*) Directory search is performed when [Use directory search] is on.

Search is not properly performed for the phone book.
The exchange number registration may be required depending on the registration information of the phone book. For details, contact the system administrator.

4. Input a message.
5 Click  

The IM has now been transmitted to the other party.

(IM Transmission icon) is displayed next to the transmitted message in the list of the [Outgoing IM] screen.

The "Message transmission failure!" dialog appears.

The IM has not been transmitted due to a reason such as network congestion. Transmit the IM again.

Transmitting an IM from the Outgoing IM/Incoming IM

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

1 Click (Incoming IM) in (Call History).

The incoming IM is displayed.

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

The detail data is displayed.

3 Click (IM number) in the detail data.

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

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

The [IM send] screen appears.

At this moment, the name obtained by the search is displayed in the [To] field.

The search target is "contacts" or "Microsoft Outlook" that is selected in the user configurations.

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<th>Information Retrieval Software</th>
<th>Displayed Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Outlook</td>
<td>Search in the order of [Contacts] -&gt; [Microsoft Outlook] -&gt; [Directory] (*)</td>
<td></td>
</tr>
<tr>
<td>Used Microsoft Outlook</td>
<td>Search in the order of [Contacts] -&gt; [Directory] -&gt; [Microsoft Outlook] (*)</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>Search of &quot;Contacts&quot;</td>
<td></td>
</tr>
</tbody>
</table>

(*) Directory search is performed when [Use directory search] is on.

Search is not properly performed for the phone book.

The exchange number registration may be required depending on the registration information of the phone book. For details, contact the system administrator.
4 Input a message.

5 Click Send.

The IM has now been transmitted to the other party.

(IM Transmission icon) is displayed next to the transmitted message in the list of the [Outgoing IM] screen.

The "Message transmission failure!" dialog appears.

The IM has not been transmitted due to a reason such as network congestion. Transmit the IM again.

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) in (Call History). The incoming calls are displayed.

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

The detail data is displayed.

(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.

If another mail creation screen has already appeared

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

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).

• 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.
How to Use the Call History

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

1. Click (Outgoing calls) in (Call History).
   The outgoing calls are displayed.

2. Select the history to be deleted.
   The detail data is displayed.

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 .
   The history has now been deleted.

Adding an Entry in the Incoming Calls/Outgoing Calls to Contacts

You can add an entry in the incoming calls/outgoing calls to Contacts. This section describes how to add an entry in the outgoing calls to Contacts.

1. Select the history of the party to be added to (Contacts).

2. Drag and drop the history onto [Contacts].
   Or, select [Register in Contacts] from the right-click menu.
   The [Contact Setting] screen appears.

3. Input the setting items.
4 Click .

The new contact is added to the end the tree under the top of the contacts list.

The entry has now been added to Contacts.

- When a warning message is displayed, the setting is not completed. Check the following.
  - Is [Name] left blank?
  - Is [unused] set to all of [Telephone number1] to [Telephone number4] and [Email Address1] to [Email Address4]?
- When the [Cancel] button is clicked, all the contents input from the [Contact Setting] screen are discarded, and a contact is not added.
How to Use IM

You can transmit an IM to the other party who runs Softphone. When an IM is incoming, you can check its contents in the incoming IM and then reply a message directly to the sender. For details, refer to "Replying to an IM Received". This section describes how to transmit and receive a message. How to register frequently used message templates is also described.

Displaying the Outgoing IM/incoming IM

You can display the outgoing IM/incoming IM from the Call history in the navigation window.

1. Click (Call history). (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM) are displayed.

2. Click (Outgoing IM). [Outgoing IM] is displayed in the browse window.

3. Click the party to check the log detail. The log detail is displayed in the browse window.

When the number of logs 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.

Displaying the Incoming IM

1. Click (Call history). (Outgoing calls), (Incoming calls), (Outgoing IM), and (Incoming IM) are displayed.

2. Click (Incoming IM). [Incoming IM] is displayed in the browse window.
3. Click the party to check the log detail. The log detail is displayed in the browse window.

When the number of logs 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.

Transmitting an IM

Clicking IM (Send IM) of (Function) displays the [IM send] screen. Selecting "IM Transmission" from the right-click menu on a list of "Contacts" or "Call history" opens the transmission screen with destination number and message body quoted. A message with the same content can be transmitted up to eight persons.

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

Using Send IM

1. Click IM (Send IM) of (Function). The [IM send] screen is displayed.

If the following message appears

Two or more [IM send] screens cannot be opened at one time. Clicking the [OK] button on the dialog discards the message you are currently editing.

2. Input the extension number of the party in the [Number Setting] to send a message.

3. Click . The number of the party input to the [Number Setting] is added to the destination listbox. At this moment, the name obtained by the search is displayed in the [To] field.

The search target is "contacts" or "Microsoft Outlook" that is selected in the user configurations.

<table>
<thead>
<tr>
<th>Use of Contacts for Search</th>
<th>Information Retrieval Software</th>
<th>Displayed Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used</td>
<td>Microsoft Outlook</td>
<td>Search in the order of [Contacts] -&gt; [Microsoft Outlook] -&gt; [Directory] (*)</td>
</tr>
<tr>
<td></td>
<td>Microsoft Outlook (priority on directory search)</td>
<td>Search in the order of [Contacts] -&gt; [Directory] -&gt; [Microsoft Outlook] (*)</td>
</tr>
<tr>
<td>Not used</td>
<td>Microsoft Outlook</td>
<td>Search in the order of [Microsoft Outlook] -&gt; [Directory] (*)</td>
</tr>
<tr>
<td></td>
<td>Microsoft Outlook (priority on directory search)</td>
<td>Search in the order of [Directory] -&gt; [Microsoft Outlook] (*)</td>
</tr>
<tr>
<td>None</td>
<td></td>
<td>Search of &quot;Contacts&quot;</td>
</tr>
<tr>
<td>None</td>
<td></td>
<td>Search of &quot;Microsoft Outlook&quot;</td>
</tr>
</tbody>
</table>

(*) Directory search is performed when [Use directory search] is on.

Search is not properly performed for the phone book.

The exchange number registration may be required depending on the registration information of the phone book. For details, contact the system administrator.
4 Input a message.

5 Click Send.

The IM has now been transmitted to the other party.

(IM Transmission icon) is displayed next to the transmitted message in the list of the outgoing IM screen.

Using the Phone Book

If Microsoft Outlook has been installed, you can check the current status of the other party before the IM transmission.

1 Click (Phone book) in (Function).

The [Phone Book] screen is displayed.

2 Click the party to send a message in the [Contacts] field.

The selected party is highlighted.

3 Click Send message on the toolbar.

Or click [Transmit an IM] on the right-click menu.

The [IM send] screen is displayed.

At this moment, the name obtained by the search is displayed in the [To] field.

The "Message transmission failure!" dialog appears.

The IM has not been transmitted due to a reason such as network congestion. Transmit the IM again.
How to Use IM

1 The search target is "contacts" or "Microsoft Outlook" that is selected in the user configurations.

<table>
<thead>
<tr>
<th>Use of Contacts for Search</th>
<th>Information Retrieval Software</th>
<th>Displayed Content</th>
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</thead>
<tbody>
<tr>
<td>Used</td>
<td>Microsoft Outlook</td>
<td>Search in the order of [Contacts] -&gt; [Microsoft Outlook] -&gt; [Directory] (*)</td>
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<td>Search in the order of [Contacts] -&gt; [Directory] -&gt; [Microsoft Outlook] (*)</td>
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<tr>
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<td>Microsoft Outlook</td>
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</tr>
<tr>
<td></td>
<td>Microsoft Outlook (priority on directory search)</td>
<td>Search in the order of [Directory] -&gt; [Microsoft Outlook] (*)</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>Search of &quot;contacts&quot;</td>
</tr>
<tr>
<td></td>
<td>None</td>
<td>No search</td>
</tr>
</tbody>
</table>

(*) Directory search is performed when [Use directory search] is on.

Search is not properly performed for the phone book.
The exchange number registration may be required depending on the registration information of the phone book. For details, contact the system administrator.

4 Input a message.

5 Click Send.

The IM has now been transmitted to the other party.

Deleting the Destination

1 Select the destination number.

2 Click Delete.

Or click [Delete] on the right-click menu.

3 Click Delete.

The destination has now been deleted.
### Registering a Message Template

Frequently used messages can be registered as message templates such as "Call me when you get back." or "Contact me as soon as possible!".

- **Up to 228 characters can be used for a message template.**

### Using a Message Template

To add a message template directly
- Clicking the [Add] button displays a screen for the message template registration. Input a message in the screen and click the [OK] button.

#### Registering a Message Template

You can register a message template using the IM in process of creation.

1. **Creating a message**

2. **Select the part to be registered.**

3. **Click \[\[\].**

4. **The selected message is copied to the message template area.**

#### Using a Message Template

1. **Creating a message**

2. **Click the message template to be used.**

3. **Click \[\[\].**

The selected message is copied to where the cursor is placed in the message input area.

---

The message has now been registered. Back to the message in process of creation and continue to create the message.

If you click the [>>] button without selecting the part to be registered, a message saying "Select any text to be registered as a message template!" appears.
4 Continue to create a message.

5 Click **Send**.

The following dialog appears.

The IM has now been transmitted.

---

**Editing a Message Template**

1 Display the [IM send] screen.

2 Click the message template to select.

3 Click **Edit**.

The [Message Template] screen appears.

4 Edit the message.

5 Click **OK**.

The message has now been edited.

---

**Deleting a Message Template**

1 Display the [IM send] screen.

2 Click the fixed message to be deleted.

3 Click **Delete**.

The following dialog appears.

4 Click **OK**.

The message has now been deleted.
Receiving an IM

When you receive an IM, you are notified by 📲 (IM Reception icon).
Pointing the cursor to the icon displays the "number of new IMs received" and "number of unread IMs" on a tooltip. If the pop-up setting has been set, a dialog appears to notify.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📲</td>
<td>New IM received</td>
<td>Indicates that you have received one or more new IM.</td>
</tr>
<tr>
<td>📲</td>
<td>Unread IM</td>
<td>Indicates that you have one or more unread IM(s).</td>
</tr>
<tr>
<td>📲</td>
<td>No IM received</td>
<td>Indicates that there is no new IMs.</td>
</tr>
</tbody>
</table>

Using the IM Reception Icon

1. An IM is received.
   The IM Reception icon is displayed as "New IM received".

2. Click 📲 (IM Reception icon).
   The [Incoming IM] screen is displayed.

3. Click the log to display the message.
   The IM body is displayed.

Using Short Message Notification

To display a pop-up screen when receiving an IM, set the pop-up setting in advance.
For how to set, refer to "Displaying a Pop-up on IM Reception".

1. An IM is received.
   The [Short Message Notification] dialog is displayed.

   - 📲 (New IM received icon) is displayed also when a new IM is received while selecting 📲 (Outgoing IM) or 📲 (Incoming IM) of 📲 (Call history) in the navigation window.
   - If SP350 ends while 📲 (New IM received icon) is displayed, 📲 (New IM received icon) will not be displayed at the next activation and 📲 (Unread IM icon) will be displayed instead.
   - If SP350 ends while 📲 (Unread IM icon) is displayed, 📲 (Unread IM icon) will be still displayed at the next activation.

   • Only one [Short Message Notification] dialog is displayed even if you received two or more IMs.
   • If you close the screen after clicking the [Message] or [Cancel] button, 📲 (Unread IM icon) is displayed.
   • Up to 1000 newly received IMs can be displayed.
2 Receive an IM while the [Short Message Notification] dialog is displayed.
   The number of new IMs displayed in the [Short Message Notification] dialog gets bigger with receiving more IMs.

3 Click [Incoming IM]. [Incoming IM] is displayed and the [Short Message Notification] dialog is closed.

4 Click the log to show the message content.
   The content of received IM is displayed.

   ![Short Message Notification screenshot]

   ![Incoming IM screenshot]

   ![Log detail screenshot]

   ![IM send screenshot]

   ![Please call me back message]

   To reply to an IM
   Refer to "Replying to an IM Received".

   To place a call
   Refer to "Dialing from the Call History".

   ![IM send screenshot]

   The displayed number of received IMs gets bigger only if you have checked [Enable pop-up notification when a Short Message is received.] in the IM setting in the User configurations.

---

### Using the IM Reception Log

1 Click (Incoming IM) in (Call history).
   The [Incoming IM] screen is displayed.

2 Click the party to reply.
   The log detail is displayed.

3 Click (IM Number).
   The [IM send] screen appears.

   ![IM send screenshot]

   The [IM send] screen also can be displayed by clicking [Send IM] on the right-click menu.

   The other party’s number is set in the [To] field and the message in the received IM is quoted in the message field automatically (">") is added to the beginning of the quoted part.

4 Input your message.

---

### Replying to an IM Received

Clicking (Incoming IM) of (Call history) in the navigation window displays incoming IMs. You can reply to the received IM easily by selecting the party on the incoming IM.

---

To reply to an IM
Refer to "Replying to an IM Received".

To place a call
Refer to "Dialing from the Call History".

---

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5 Click .

The following dialog appears.

Your reply IM has now been transmitted.

To send IMs to parties you called before or parties who called you before
Refer to “Transmitting an IM from the Call History”.

Deleting an Entry from the Outgoing IM/Incoming IM

You can delete outgoing IM/incoming IM.

This section describes how to delete (Outgoing IM).

1 Click (Outgoing IM) in (Call history).
The [Outgoing IM] is displayed.

2 Select the log to be deleted.
The log detail is displayed.

3 Press the [Delete] key.
Or select [Delete] on the right-click menu.
You can delete the log by selecting either the top item or detailed data.
The following dialog appears.

4 Click .
The log has now been deleted.

Adding an Entry in the Outgoing IM/Incoming IM to Contacts

You can add parties, whom you sent IMs to or whom you received IMs from, to Contacts.

1 Select the log to be added to (Contacts).

2 Drag and drop the log onto [Contacts].

Or, select [Registers in Contacts] from the right-click menu.
The [Contact Setting] screen appears.

To delete multiple logs
Select multiple logs to be deleted.
3 Input the setting items.

4 Click .

The new contact is added to the end the tree under the top of the contacts list.

• When a warning message is displayed, the setting is not completed. Check the followings.
  - Is [Name] left blank?
  - Is [unused] set to all of [Telephone number1] to [Telephone number4] and [Email Address1] to [Email Address4]?
• When the [Cancel] button is clicked, all the contents input from the [Contact Setting] screen are discarded, and a contact is not added.

The entry has now been added to Contacts.
How to Use Chat

You can chat with another party who is running the Softphone. “2-Party Chat”, “Chat Conference”, and “Chat History” are provided as the Chat function.

Using Chat (2-Party)

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.

About the Chat Screen

<table>
<thead>
<tr>
<th>Components</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination display area</td>
<td>Destination display area</td>
<td>The other party’s name and chat number are displayed.</td>
</tr>
<tr>
<td>Minimize button</td>
<td>Minimize button</td>
<td>The screen is minimized to the task tray when clicked. Clicking the icon in the task tray restores the screen.</td>
</tr>
<tr>
<td>Maximize button</td>
<td>Maximize button</td>
<td>The screen is maximized when clicked. When the screen is maximized, the [Maximize] button changes to the [Restore] button.</td>
</tr>
<tr>
<td>Exit button</td>
<td>Exit button</td>
<td>Exits the screen when clicked.</td>
</tr>
<tr>
<td>Chat display area</td>
<td>Chat display area</td>
<td>The name and chat number of the party who sent the message, the message posted time, and the message itself are displayed. The emoticons can be put in the message. Character strings starting with [http://], [https://], [callto:], and [mailto:] are displayed as hyperlink.</td>
</tr>
<tr>
<td>History display area</td>
<td>History display area</td>
<td>The history for each 5 days is displayed in the chat display area when each item is clicked.</td>
</tr>
<tr>
<td>Chat input area</td>
<td>Chat input area</td>
<td>Chat can be edited in this area. Up to 300 characters can be entered.</td>
</tr>
<tr>
<td>Emoticon selection button</td>
<td>Emoticon selection button</td>
<td>Displays the Emoticon Selection screen.</td>
</tr>
<tr>
<td>Call/Transfer button</td>
<td>Call/Transfer button</td>
<td>Places a call/transfers a call to the other party in a chat.</td>
</tr>
<tr>
<td>Send Mail button</td>
<td>Send Mail button</td>
<td>Sends a mail to the other party in a chat.</td>
</tr>
<tr>
<td>Invite to Chat Conference button</td>
<td>Invite to Chat Conference button</td>
<td>Invites the other party of the 2-Party Chat to a Chat Conference.</td>
</tr>
<tr>
<td>Save File button</td>
<td>Save File button</td>
<td>Saves all the messages in the chat display area in a file.</td>
</tr>
<tr>
<td>Size change area</td>
<td>Size change area</td>
<td>The screen size can be changed by mouse drag.</td>
</tr>
</tbody>
</table>
About Emoticon Selection Screen

In a chat, not only text but also simple animation icon "Emoticon" can be used. To use the emoticons, click the Emoticon selection button on the Chat screen to open the Emoticon Selection screen. 25 emoticons are provided. When an emoticon is selected, the corresponding identification character is put in the chat Input area.

<table>
<thead>
<tr>
<th>Emoticon</th>
<th>Identification Character</th>
<th>Tool tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>😄</td>
<td>(<em>warai</em>)</td>
<td>Smile</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>yorkobi</em>)</td>
<td>Big smile</td>
</tr>
<tr>
<td>😁</td>
<td>(<em>niyari</em>)</td>
<td>Grin</td>
</tr>
<tr>
<td>😏</td>
<td>(<em>onegai</em>)</td>
<td>Please</td>
</tr>
</tbody>
</table>

How to Use Chat

About Emoticon Selection Screen

In a chat, not only text but also simple animation icon "Emoticon" can be used. To use the emoticons, click the Emoticon selection button on the Chat screen to open the Emoticon Selection screen. 25 emoticons are provided. When an emoticon is selected, the corresponding identification character is put in the chat Input area.

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<tr>
<th>Emoticon</th>
<th>Identification Character</th>
<th>Tool tip</th>
</tr>
</thead>
<tbody>
<tr>
<td>😞</td>
<td>(<em>dogeza</em>)</td>
<td>Apologize</td>
</tr>
<tr>
<td>😅</td>
<td>(<em>ase</em>)</td>
<td>Sweat</td>
</tr>
<tr>
<td>😂</td>
<td>(<em>yabai</em>)</td>
<td>Oh My God!</td>
</tr>
<tr>
<td>😞</td>
<td>(<em>shobon</em>)</td>
<td>Sad</td>
</tr>
<tr>
<td>😥</td>
<td>(<em>naki</em>)</td>
<td>Shed tears</td>
</tr>
<tr>
<td>😥</td>
<td>(<em>uwaan</em>)</td>
<td>Cry</td>
</tr>
<tr>
<td>😞</td>
<td>(<em>muka</em>)</td>
<td>Grumpy</td>
</tr>
<tr>
<td>😞</td>
<td>(<em>kora</em>)</td>
<td>Angry</td>
</tr>
<tr>
<td>😨</td>
<td>(<em>bikkuri</em>)</td>
<td>Shocked</td>
</tr>
<tr>
<td>🤔</td>
<td>(<em>hatena</em>)</td>
<td>Question</td>
</tr>
<tr>
<td>😲</td>
<td>(<em>hirameki</em>)</td>
<td>I got an idea</td>
</tr>
<tr>
<td>😋</td>
<td>(<em>akanbe</em>)</td>
<td>Tongue</td>
</tr>
<tr>
<td>😬</td>
<td>(<em>kuchibue</em>)</td>
<td>Whistle</td>
</tr>
<tr>
<td>😈</td>
<td>(<em>waru</em>)</td>
<td>Devil</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>good</em>)</td>
<td>Thumbs up</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>bo</em>)</td>
<td>Thumbs down</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>ryokai</em>)</td>
<td>Yes sir!</td>
</tr>
<tr>
<td>😞</td>
<td>(<em>bye</em>)</td>
<td>Bye</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>v-sign</em>)</td>
<td>V sign</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>hakushu</em>)</td>
<td>Applause</td>
</tr>
<tr>
<td>😊</td>
<td>(<em>akushu</em>)</td>
<td>Handshake</td>
</tr>
</tbody>
</table>
**Starting a Chat From the Contacts**

1. Click the person with whom you want to chat.
   Detail information is displayed.

   ![Contact Screen](image)

2. Click the Chat Number icon.
   The Chat screen for 2-party appears.

   ![Chat Screen](image)

- The Chat screen (2-Party) can also be displayed by right-clicking the top of the contact with whom you want to chat and selecting “Begin chat” in the right-click menu.

**Starting a Chat from the Call History**

You can start a chat from the detail information of Call History (Outgoing/Incoming logs, and IM sending/receiving histories).

Here describes an example using Outgoing log, however, the procedures when using Incoming logs and IM sending/receiving histories are same.

1. Click the person with whom you want to chat on the Call History (Outgoing logs).
   The detail information is displayed.

   ![Call History Screen](image)

- Up to 10 Chats (2-Party/Conference you are invited) can be performed at the same time. If you attempt to start 11th chat, the following error message is displayed. However, Chat Conference in which you are an organizer is not included in this limitation. You can always initiate one Chat Conference as an organizer.

   Example) When two chats (2-Party) are in progress, 8 more Chat Conferences in which you were invited can be started.

   ![Error Message](image)
2 Click the Chat Number icon.
The Chat screen (2-Party) appears.

- The Chat screen (2-Party) can also be displayed by right-clicking the person with whom you want to chat in the Call History and selecting "Begin chat" in the right-click menu.

Starting a Chat from the Search Results

You can start a chat from the detail information of the search results (Contacts, Outgoing/Incoming logs, and IM sending/receiving histories).
Here describes an example using Contacts, however, the procedures when using Outgoing/Incoming logs and IM sending/receiving logs are same.

1 Click the person with whom you want to chat in the search results displayed after search using the search keyword input area.
The detail information is displayed.

2 Click the Chat Number icon.
The Chat screen (2-Party) appears.
• The Chat screen (2-Party) can also be displayed by right-clicking the person with whom you want to chat in the search results and selecting "Begin chat" in the right-click menu.

3 The status of the person changes to "Idle". The Online Notify dialog pops up.

4 Click [Begin chat] button. The Chat screen (2-Party) appears.

---

Starting a Chat from the Presence Status Display

1 Click the person with whom you want to chat in the contacts list. The details information is displayed. The person is in leaving seat status here.

2 Set Online Notification to the person in "Absent" status in the right-click menu.
Sending a Chat Message

1. Click the Chat input area in the Chat screen.
   Chat messages can be edited from the keyboard of the PC.
   • Up to 300 characters can be input in a chat.
   • Pressing Alt + Enter key starts a new line.

2. Press the Enter key to send the chat message.
   The sent message is displayed in the chat display area on both the party who sent the message and the party who received the message.

Sending a Character String with Hyperlink

1. Enter a character string starting with "http://", "https://", "callto:", or "mailto:" in the chat input area.

2. Press the Enter key to send the chat message.
   The sent message is displayed in the chat display area on both the party who sent the message and the party who received the message.
   The character strings input in the chat display area are displayed as hyper link.
   • The following range of character string is regarded as a hyper link.
   Start from "http://", "https://", "callto:", or "mailto:" until a space or the end of the line by the return key. If neither a space nor the end of the line is found, until the end of the sentence.
Using the Emoticons in a Chat

The emoticons can be sent to the chat destination.

1. Click the Emoticon Selection button on the Chat screen.
   The Emoticon Selection screen is displayed.

2. Select an emoticon from the Emoticon Selection screen.
   The identification character for the selected emoticon is put in the chat input area.

3. Press the Enter key to send the chat message.
   The sent message is displayed in the chat display area on both the party who sent the message and the party who received the message.
   The emoticon for the identification character input in the chat input area is displayed.

   - The identification characters for the emoticons can be directly typed on the Chat input area.
   - An emoticon is not counted as one character but as a character string. For example, (_warai_) is counted as 9 characters including “(“ and “)“.

Placing a Call to the Chat Destination

< In the case of 2-Party Chat >

Click the Call/Transfer button on the Chat screen.
The chat number of the other party is displayed on the LCD, and ring back tone is heard.

Sending an Email to the Chat Destination

< In the case of 2-Party Chat >

Click the [Send E-mail] button on the Chat screen.

The mail send screen appears.
The mail address registered in the User Settings screen on the other party's terminal is set in the [To:] field.

- If the other party does not set an Email address in the User Settings, his/her Email address that is registered in your contacts is acquired. If the Email address is not registered in your contacts either, nothing is performed even when the [Send E-Mail] button is clicked.
- If more than one Email address is registered for the other party in Contacts, the menu below pops up on clicking the [Send E-Mail] button and you can select one from the menu.
Displaying the History During a Chat

Chat History can be displayed during a chat. You can select either of 5 days, 10 days, or 15 days to display.

1. Click [5days] during a Chat.

The chat history from now to 5 days ago is displayed, and [5 days] becomes black and cannot be clicked.

- When [10 days] is clicked, the chat history from now to ten days ago is displayed, and [5 days] and [10 days] become black and cannot be clicked.
- When [15 days] is clicked, the chat history from now to fifteen days ago is displayed, and [5 days], [10 days], and [15 days] become black and cannot be clicked.
- The displayed history becomes invisible even if a chat with the same person is started again after closing the Chat screen.
Saving the Displayed Message in a Chat

By using [Save File button] on the Chat screen, Chat Conference screen, or Chat History screen, the displayed message in the chat can be saved.

1. Click [Save File button] during a chat.

2. The [Save As] screen appears.

3. Enter the file name and click [OK].
   - The chat history is saved in html format file.
     - The generated file can be displayed with a browser such as Internet Explorer.
     - The chat history can also be saved by clicking on the chat display area and select [Save] in the right-click menu.
Using Chat Conference

A Chat Conference with up to 8 parties can be opened.

About the Chat Conference Screen

Components | Name | Description
--- | --- | ---
Chat display area | The name and Chat number of the party who sent the message, the message posted time, and the message itself are displayed. The emoticons can be put in the message. Character string starting with [http://], [https://], [callto:], and [mailto:] are displayed as hyper link.
List of participants | The name and chat number for the participants are displayed. The following operations are provided to the participants.
- Call/Transfer
- Send Email
- Start 2-Party Chat
- Leave the Chat Conference (For invited participants)
- End the Chat Conference (For the organizer)
History display area | The history for each 5 days is displayed in the chat display area when each item is clicked.
Chat input area | Chat can be edited in this area. Up to 300 characters can be entered.
Emoticon selection button | Displays the Emoticon Selection screen.
Save File button | Saves all the messages in the chat display area in a file.
Size change area | The screen size can be changed by mouse drag.

< Components of Chat Conference Screen >
Inviting Another Party to a Chat Conference

Another party whose phone number 1 or IM/Chat number is registered in the contacts can be invited to a Chat Conference.

1. Right click the top item of a contact whom you want to invite to the Chat Conference.
   The right click menu appears.

2. Click [Call a chat conference].
   The Chat Conference screen appears.

Inviting to a Chat Conference from the Call History

You can invite another party to a Chat Conference from the information in the Call History (Outgoing/Incoming logs and IM sending/receiving histories). Here describes an example using the Outgoing logs, however, the procedures using Incoming logs and IM sending/receiving histories are same.

1. Right click the person with whom you want to chat in the Call History (Outgoing logs).
   The right click menu appears.

2. Click [Call a chat conference].
   The Chat Conference screen appears, and the selected party in the contacts is added to the list of participants.

• Only one Chat Conference can be started as an organizer. To start another Chat Conference as an organizer, the current Conference is required to be ended.
Inviting to a Chat Conference from the Search Results

You can invite another party to a Chat Conference from the information in the search results (Contacts, Outgoing/Incoming logs, and IM sending/receiving histories). Here describes an example using the contacts, however, the procedures when using the Outgoing/Incoming logs and IM sending/receiving histories are same.

1 Right click the person with whom you want to chat from the search results displayed after search using the search keyword input area.
   The right-click menu appears.

2 Click [Call a chat conference].
   The Chat Conference screen appears, and the selected person in the contacts is added to the list of participants.

Inviting a Chat Destination to a Chat Conference

You can invite the other party of a chat to a Chat Conference.

1 Click [Call a chat conference] button during a 2-Party Chat.

The Chat Conference screen appears, and the selected party in the contacts is added to the list of participants.
Adding a Participant to a Chat Conference

1. Click the person whom you want to invite to the Chat Conference on the contacts list.
   The detail information is displayed.

2. Select the person whom you want to invite to the Chat Conference from the contacts and drag and drop it to the list of participants on the Chat Conference screen.
   The selected person is invited to the Chat Conference and the person is added to the list of participants.

Being Invited to a Chat Conference

1. You are invited to the Chat Conference by the organizer.
   The task trey icon for Chat Conference screen is displayed on the task trey, and it blinks.

2. Click the task trey icon for the Chat Conference screen.
   The Chat Conference screen appears.
   The received message (a message to notify that you were invited to the Chat Conference) is displayed on the Chat display area.
Starting a Chat (2-Party) with a Participant of Chat Conference

1 Select the participant with whom you want to chat during Chat Conference and select [Begin chat] in the right-click menu.

The Chat screen (2-Party) appears.

Ending a Chat Conference

< When you are an organizer >

1 Select the organizer from the list of participants and select [End the chat conference] in the right-click menu.

The following dialog appears.

2 Select [Yes].

The Chat Conference has ended now and all the participants are deleted from the list of participants.
The chat input areas on all the participants (both organizer and invited participants) are grayed out, and they cannot send a message.

• You can also exit Chat Conference by clicking [Exit] button at the upper right corner of the Chat Conference screen.
< When you are an invited participant >

1. Select yourself from the list of participants and select [leave the chat conference] in the right-click menu.

   The following dialog appears.

   ![leave the chat conference dialog]

   The chat number of the selected participant is displayed on the LCD, and ring back tone is heard.

2. Select [Yes].

   You have left the Chat Conference now, and all the participants are deleted from the list of participants. The chat input areas on the Chat Conference screen is grayed out, and you cannot send a message.

Even after a participant has left a conference, the other participants can continue the Chat Conference.

• You can also leave a Chat Conference by clicking [Exit] button at the upper right corner of the Chat Conference screen.

Placing a Call to a Participant of Chat Conference

1. Select the person whom you want to call from the list of participants and select [Call/Transfer] in the right-click menu.

   The chat number of the selected participant is displayed on the LCD, and ring back tone is heard.

Sending an Email to a Participant of Chat Conference

1. Select the person to whom you want to send a mail from the list of the participants and select [Send E-Mail] in the right-click menu.

   The mail send screen appears. The e-mail address registered in the User Settings on the other party’s terminal is set in the [To:] field.
• If the other party does not set an Email address in the User Settings, his/her Email address that is registered in your contacts is acquired. If Email address is not registered in your contacts either, the mail send screen does not appear even when the [Send E-Mail] button is clicked.

• If more than one Email address is registered for the party in the contacts, the sub menu for [Send E-mail] appears and you can select one from the menu.

Using Chat History

On the Chat History screen, all the histories of 2-Party Chat and Chat Conference can be displayed. On the screen, you can confirm, save, and delete the chat histories. The chat histories are summarized by the chat numbers of the other parties to display in the list of the other parties at the upper right pane of the screen. By selecting a person from the list of the other parties, the dates on which you chatted with the selected person are displayed in each 2-Party Chat History and Chat Conference History. Selecting the date displays all the messages that were posted on the date in the chat display area.

About Chat History Screen
### Displaying the Chat History Screen

1. Click the 📜 (Chat History) under the 📜 (Function) in the Navigation Window.

2. The Chat History screen appears.

- By registering "Chat History" in the launcher, the Chat History screen can be displayed from the launcher.

### Confirming the Chat History

1. Select a person with whom you have chatted from the list of the other parties.

   The dates on which you chatted with the person are displayed in each 2-Party Conference history and Chat Conference history.

   All the histories of the 2-Party Chat on the latest date are displayed in the chat display area.

2. Select a date in the 2-Party Chat history or the Chat Conference history.

   All the histories on the selected date are displayed in the chat display area.

   - If there is no history of 2-Party Chat, all the histories of the Chat Conference on the latest date are displayed in the chat display area.
Deleting the Chat History

< Deleting by name >

1  Select the person whose chat history you want to delete from the list of the other parties and select [Delete History] in the right-click menu.

A confirmation message appears.

2  Select [Yes] on the confirmation message.

All the histories of the selected person are deleted.

- If you are chatting with the person whose chat history you are trying to delete, an error message appears to cancel the operation.

< Deleting by date >

1  Select the date of the history that you want to delete from the list of 2-Party Chat history or Chat Conference history and select [Delete History] in the right-click menu.

All the histories of the selected date are deleted.

- If you are chatting with the person whose chat history you are trying to delete, an error message appears to cancel the operation.

- You can select multiple dates to delete at once.

- In the list of the other parties, only one person can be selected.

- In 2-Party Chat History and Chat Conference History, multiple dates can be selected. When selecting multiple dates, the history of the newest date is displayed in the chat display area.

- After using the chat function, if the chat function is disabled by unchecking the [Use Chat] check box of the [Security] in the [Maintenance Screen], this function becomes disabled but the Chat History is retained. When the function is enabled again, the history before disabling the function can be restored.
How to Use Search

Information can be searched from the "phone book", "contacts", or "call history" by entering a search keyword and clicking the search button. 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.

How to Search

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

Normal Search

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

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.

- [Phone Book] in the search target list is disabled.
- When Softphone is an English version, [Phone book] is not displayed in the search target list.
- The default search target is [Phone book]. If [Phone book] cannot be selected, however, the default changes to [Contacts].
- 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.
- When the search target is [Phone book], clicking the search button opens the application-dependent search result screen, not moving to [Search results] in the function menu. At this time, the search result of Softphone is not updated.
- 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.
How to Use Search

Temporary Search

1. Input a search keyword.

2. Click \( \text{(Search Target button)} \). 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.

- [Phone Book] in the search target list is disabled.
- 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.
- When the search target is [Phone book], clicking the search button opens the application-dependent search result screen, not moving to [Search results] in the function menu. At this time, the search result of Softphone is not updated.
- 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.

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 \( \text{(search target button)} \). The search target list appears. Execute by selecting [Directly Search].

3. Click the search target you want to specify.
   The search result appears in the viewing window.
   If [Directory Search] is being specified in [Default Search Target], search can be started with \( \text{(search start button)} \) or the \[Enter\] key.

   (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.

<table>
<thead>
<tr>
<th>Legend</th>
<th>Description Convention</th>
<th>Keyword Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple keywords</td>
<td>Delimit keywords with a blank &quot; &quot;. To search a blank itself, enclose it with double quotations &quot; &quot;. When multiple keywords are entered, contacts that match all conditions are searched (AND condition).</td>
<td>Suzuki -&gt; Suzuki Ichiro Suzuki -&gt; Ichiro + Suzuki &quot;Ichiro Suzuki&quot; -&gt; Ichiro Suzuki</td>
</tr>
<tr>
<td>Prefix</td>
<td>The keyword type is automatically determined according to the keyword type determination rule, but a prefix such as &quot;tel:&quot; 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 &quot;persons with that specific name.&quot;</td>
<td>tel:1234 mail:<a href="mailto:suzuki.ichiro@abc.com">suzuki.ichiro@abc.com</a> sn:Suzuki name:Ichiro Suzuki</td>
</tr>
</tbody>
</table>

### 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.

### 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
<table>
<thead>
<tr>
<th><strong>Keyword Type</strong></th>
<th><strong>Description Convention</strong></th>
<th><strong>Keyword Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone number</strong></td>
<td>A keyword consisting of only numbers (0-9), #, <em>, - (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, &quot;1234&quot; searches phone numbers ending with 1234. Phone numbers are always searched with backward matching specification (ending with the keyword). &quot;</em>&quot; is handled as part of a phone number.</td>
<td>1234 01-2345 Note: 1234* specifies a backward matching search of phone numbers having ...1234*.</td>
</tr>
<tr>
<td><strong>Prefixed phone number</strong></td>
<td>A keyword starting with &quot;tel:&quot; or &quot;callto:&quot; A character string following &quot;tel:&quot; is searched as a phone number. At this time, contacts whose phone numbers end with the keyword are searched.</td>
<td>tel:1234 tel:01-2345 Note: tel:1234* specifies a backward matching search of phone numbers ending with 1234*.</td>
</tr>
</tbody>
</table>
| **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@example Ichiro.suzuki@

Note: @abc.com cannot be used. |

<table>
<thead>
<tr>
<th><strong>Keyword Type</strong></th>
<th><strong>Description Convention</strong></th>
<th><strong>Keyword Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prefixed email address</strong></td>
<td>A keyword starting with &quot;mail:&quot; or &quot;mailto:&quot; Search is performed by interpreting a character string following &quot;mail:&quot; as an email address. Partial matching search is performed by default.</td>
<td>mail:<a href="mailto:suzuki.ichiro@abc.com">suzuki.ichiro@abc.com</a> mail.ichiro.suzuki@example mail.ichiro.suzuki</td>
</tr>
<tr>
<td><strong>Name (last name or first name)</strong></td>
<td>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. &quot;Suzuki&quot; -&gt; Contacts whose last names or first names start with &quot;Suzuki&quot; are searched. Forward matching search is performed by default.</td>
<td>Suzuki Ichiro</td>
</tr>
<tr>
<td><strong>Prefixed last name</strong></td>
<td>A keyword starting with &quot;sn:&quot; Search is performed by interpreting a character string starting with &quot;sn:&quot; as a last name. Use this to expressly specify a last name. Forward matching search is performed by default.</td>
<td>sn:Suzuki</td>
</tr>
<tr>
<td><strong>Prefixed first name</strong></td>
<td>A keyword starting with &quot;gn:&quot; Search is performed by interpreting a character string starting with &quot;gn:&quot; as a first name. Use this to expressly specify a first name. Forward matching search is performed by default.</td>
<td>gn:Ichiro</td>
</tr>
</tbody>
</table>
### How to Use Search

#### Search Examples

<table>
<thead>
<tr>
<th>Keyword</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ichiro Suzuki</td>
<td>Contacts whose first or last name starts with &quot;Ichiro&quot; and last or first name with &quot;Suzuki&quot; are searched. In many cases, specifying both first and last names is sufficient as a search condition.</td>
</tr>
<tr>
<td>name:&quot;Ichiro Suzuki&quot;</td>
<td>Contacts whose full name is &quot;Ichiro Suzuki&quot; are searched. It is necessary to also specify a blank; whether a blank is 1- or 2-byte character is also distinguished.</td>
</tr>
<tr>
<td>1234</td>
<td>Contacts whose phone number ends with &quot;1234&quot; are searched. This is used to search contacts from their phone numbers. Please note that search is made in backward matching mode.</td>
</tr>
<tr>
<td><a href="mailto:suzuki.ichiro@abc.com">suzuki.ichiro@abc.com</a></td>
<td>Contacts containing email address &quot;<a href="mailto:suzuki.ichiro@abc.com">suzuki.ichiro@abc.com</a>&quot; 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.</td>
</tr>
<tr>
<td>Suzuki 1234</td>
<td>Contacts whose last or first name starts with &quot;Suzuki&quot; and whose phone number ends with &quot;1234&quot; 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.</td>
</tr>
<tr>
<td>Suzuki !1234</td>
<td>Contacts whose last or first name starts with &quot;Suzuki&quot; and whose phone number does not end with &quot;1234&quot; are searched. Search can be filtered by using negating conditions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Keyword Type</th>
<th>Description Convention</th>
<th>Keyword Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefixed name (last name + first name)</td>
<td>A keyword starting with &quot;name:&quot;</td>
<td>name:&quot;Ichiro Suzuki&quot;</td>
</tr>
<tr>
<td>Name</td>
<td>Search is performed by interpreting a character string starting with &quot;name:&quot; as first and last names. Partial matching search is performed by default. It is necessary to also specify a blank (&quot; &quot;).</td>
<td>Note: Because a name normally contains a blank (&quot; &quot;), enclose a blank with double quotation marks &quot; &quot;.</td>
</tr>
</tbody>
</table>
| 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 |

1. **Keyword Type**
2. **Description Convention**
3. **Keyword Example**
• 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.

• 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.
How to Use Search

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.

   ![Search Results]

2. Click the person you want to call.
   The detailed data is displayed.

   ![Detailed Data]

3. Click (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.

   ![Confirmation Dialog]

4. Click OK.

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

Click (End call button) to disconnect the call.

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.

   ![Search Results]

2. Click the person to whom you want to send an IM.
   The detailed data is displayed.

   ![Detailed Data]

3. Click (IM number) 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.

   ![Confirmation Dialog]

4. Click OK.

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

Click (End call button) to disconnect the call.
How to Use Search

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 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.

The IM send screen appears.

4. Input a message.

5. Click .

6. Click OK.

The IM has now been transmitted to the other party.

(IM Transmission icon) is displayed next to the transmitted message in the list on the [Outgoing IM] screen.

The “Message transmission failure!” dialog appears.

The IM has not been transmitted due to a reason such as network congestion. Transmit the IM again.

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 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.
How to Use Search

Adding an Entry in the Search Results to the Contacts List

You can register an entry in the search results to the contacts list. The following describes the registration method using the right-click menu.

1. You have performed a search. The search result is displayed on the browse window.

   ![Search Results](image1.png)

2. Click an entry you want to add to the contacts list.

   ![Selected Entry](image2.png)

3. Right-click on the entry. The right-click menu appears.

   ![Right-Click Menu](image3.png)

4. Select [Registers in Contacts]. The [Contact Setting] screen appears.

   ![Contact Setting](image4.png)

- 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.

   • If another mail creation screen has already appeared
     A new mail creation screen appears separately (depending on the specification of the mailer).

   - 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.
5. Input the required data.

- 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 255 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 Settings] screen.
- [Ringer Pattern] on the [Contact Setting] screen cannot be used unless [Telephone number1] is set.

6. Click .

The contact has now been registered.
How to Use the Launcher

The Launcher is an area in which you can register external applications/files or functions from the navigation window of Softphone. From the Launcher, you can start applications/files and switch between the navigation window and the browse window.

Registration Using the Right-Click Menu

1. Right-click in the Launcher area. The right-click menu appears.

2. Select [Add]. The submenu appears.


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

5. Input the pop-up caption.

6. Click [OK].

You have now registered the function in the Launcher.

- 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 VPCC mode, the Softphone function "Voice Message Recording Setting" cannot be registered.

- 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.

- Up to eight (8) buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- The following Softphone features cannot be registered as buttons:
  - Telephone function menu
  - Call history
  - Function
- Right-clicking on an icon in the Launcher adds a new button to the left of that right-clicked icon.
**Registration from the Navigation Window**

1. Right-click a function you want to register in the Launcher.
   The right-click menu appears.

2. Click [Launcher].

You have now registered the function in the Launcher.

- Up to eight (8) buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- The following Softphone features cannot be registered as buttons:
  - Telephone function menu
  - Call history
  - Function

**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 [Navigation window]. The [New Button] screen appears.

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

6 Input the pop-up caption.

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.

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.

• 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.

• Up to eight (8) buttons can be registered in the Launcher.
• Multiple buttons that have the same link can be registered.
• The following Softphone features cannot be registered as buttons:
  - Telephone function menu
  - Call history
  - Function

Registering an External Application/File in the Launcher
4. Click ![Launcher Edit](image1).  
The [Launcher Edit] screen appears.

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

6. Click ![OK](image2).  
The application/file is registered in the [Link To] field.

7. Input the pop-up caption.

8. Click ![OK](image3).  
You have now finished the registration in the Launcher area.

- 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.

- Up to eight (8) buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- 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.
How to Use 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.

3. Click [Add].
The pull-down menu appears.

4. Click [External].
The [New Button] screen appears.

5. Click [Internet Explorer].
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.

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

**Registration by Drag and Drop**

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

![Registration by Drag and Drop](image)

2. Drag and drop the icon into the Launcher area.

![Registration by Drag and Drop](image)

You have finished the registration in the Launcher.

- Up to eight (8) buttons can be registered in the Launcher.
- Multiple buttons that have the same link can be registered.
- 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.
How to Use the Launcher

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.

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.

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.

• Up to eight (8) buttons can be registered in the Launcher.
• Multiple buttons that have the same link can be registered.
• For the buttons dragged and dropped into the Launcher, the complete path of the file name/URL/callto 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 the button you want to delete.
4 Click Delete.
The button has been deleted from the [Current] area.

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

5 Click OK.
The button has been deleted.

4 Click OK.
The pop-up caption has been changed.

4 Click OK.
The pop-up caption has been changed.

3 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.
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.

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

7. Click [OK].
The pop-up caption has been changed.

• 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.
How to Use the Launcher

### 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.

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

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**.

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 **OK**.

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.

![Edit Button - External Application](image)

- 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.

![Right-click menu](image)

2 Click [Customize]. The [Launcher Edit] screen appears.

![Launcher Edit screen](image)

3 Click the button you want to change.

![Launcher Edit button selection](image)

4 Click Setting. The [Edit Button] screen appears.

![Edit Button settings](image)
How to Use the Launcher

5. Click [Launcher Edit].
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.

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.

- 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.
3. Click the button you want to move.

4. Click **Up** or **Down**.
   The screen below uses **Down** as an example.

5. Click **OK**.
   You have now moved the button.

---

### 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.

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.
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.

Display image of LCD may differ depending on the IP telephony server type.

Using Call Recording

1 On the phone.

2 Click (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.
   The destination of the current recording file is displayed on the top of the LCD.

2 Click (Contacts).
   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.
How to Use Voice Mail

4 Click [Redirect Voice mail(A)].

The destination has now been changed.
The destination of the current recording file is displayed on the top of the LCD.

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

1 During recording.
The destination of the current recording file is displayed on the top of the LCD.

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".

2 Click (Contacts).
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.
The destination of the current recording file is displayed on the top of the LCD.

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.
The destination of the current recording file is displayed on the top of the LCD.

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).
The number of the other party is displayed on the LCD.

The destination has now been changed.
The destination of the current recording file is displayed on the top of the LCD.

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".

1. During recording.
The destination of the current recording file is displayed on the top of the LCD.

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).
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.
The destination of the current recording file is displayed on the top of the LCD.

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.
The destination of the current recording file is displayed on the top of the LCD.

2 Display the website.

3 Click the hyperlink of the phone number.
The destination has now been changed.
The destination of the current recording file is displayed on the top of the LCD.

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".

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) in the navigation window.
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 .

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 .

(Call Forward - All Calls Setting icon lights in blue only when Call Forward - All Calls has been set.
The voice message recording has now been set.
Canceling

1. Click (Call Forward - All Calls setting icon). Or, click (Forwarding Settings) in the navigation window. 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 .

4. Click .

   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 VPCC mode, this function cannot be used depending on the type of the thin client terminal. For details, contact the system administrator.

<Description of buttons>

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

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.

<table>
<thead>
<tr>
<th>File Format</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCM</td>
<td>Approx. 1MB per minute</td>
</tr>
<tr>
<td>GSM6.1</td>
<td>Approx. 0.1MB per minute</td>
</tr>
</tbody>
</table>

- 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 VPCC mode, the file format is "G.711" (approximately 0.5 MB per minute) in stead of "PCM."

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
For details, refer to "Specifying the Folder in Which to Save PC Recording Files".

To start recording automatically when the call is started
For details, refer to "Setting the PC Recording Start Method".
Recording a Conversation in the PC

**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 (Outgoing calls) or (Incoming calls) in the navigation window.
The outgoing calls screen or the incoming calls screen is displayed in the navigation 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 (Outgoing calls) or (Incoming calls) in the navigation window.
The outgoing calls screen or the incoming calls screen is displayed in the navigation 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.

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.

(For Outlook Express.)

**Tips**

- 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 (Outgoing calls) or (Incoming calls) in the navigation window.
   The outgoing calls screen or the incoming calls screen is displayed in the navigation window.

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.

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.

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

• 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 the case of VPCC mode, 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 >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Voice message recording on</td>
<td>Indicates the voice message recording is on.</td>
</tr>
<tr>
<td>☀</td>
<td>Voice message recording off</td>
<td>Indicates the voice message recording is off.</td>
</tr>
<tr>
<td>☀️</td>
<td>Voice message recording disabled</td>
<td>Indicates the voice message recording is disabled.</td>
</tr>
</tbody>
</table>

Setting/Canceling Voice Message Recording

1. Click 📞 (Voice mail settings) in ☐ (Function) on the navigation window.

Or, click 📞 (Voice Message Recording icon) in the Status notification area.

You have set up the voice message recording.
# How to Use Voice Message Recording

## Canceling

1. Click (Voice mail settings) in (Function) on the navigation window while the voice message recording setting is on.
   
   Or, click (Voice Message Recording icon) in the Status notification area.
   
   ![Image](image1.png)

   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).
   
   ![Image](image2.png)

   The following screen appears, starting the message recording.

   ![Image](image3.png)

   You have now started the message recording manually.

   **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.**

   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.
How to Use Voice Message Recording

1. Click ✉️ (Incoming calls) in 📞 (Call history) on the navigation window.
The incoming calls screen is displayed on the browse window.

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.

Listening to a Voice Message Recorded

Deleting a Recording File

1. Click ✉️ (Incoming calls) in 📞 (Call history) on the navigation window.
The incoming calls screen is displayed on the browse window.

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.

Example: Windows Media Player etc.
How to Use Voice Message Recording

1. Click (Incoming calls) in (Call history) on the navigation window.
   The incoming calls screen is displayed on the browse window.

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.

4. Click [Attach File].
   The mail send screen appears.

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.

- 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.

Sending a Recording File by E-mail

1. Click (Incoming calls) in (Call history) on the navigation window.
   The incoming calls screen is displayed on the browse window.

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.

4. Click [Attach File].
   The mail send screen appears.

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.

- 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.
Softphone originates/transfers calls, transmits IMs, displays the presence of users, and searches information by collaborating with the contacts of Microsoft Outlook. Softphone’s operation collaborating with Microsoft Outlook 2002/2003/2007/2010 has been confirmed.

The screens of Microsoft Outlook 2003 are used here for explanation.

### Setting Up the Environment

#### When newly installing SP350 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. From the menu of Outlook, click [Tools] -> [Options].
   The following screen appears.

2. Click [Other].
   The following screen appears.

3. Click [Advanced Options...].
   The following screen appears.

4. Click [COM Add-In...].
   The following screen appears.

5. Click [Add...].
   The screen to add add-ins appears.

6. Specify "SP30OutlookAddin.dll" located in the installation folder of Softphone.

7. Click the [OK] button.
8 Check that "SP350 Addin" is checked. If the item is not checked, click and check the box.

9 Click the [OK] button for all the screens. The environmental settings have now been finished.

### About the Softphone Toolbar

#### Displaying the Softphone Toolbar

To perform the origination, IM transmission, and presence display collaborating with the contacts of Outlook, the Softphone toolbar must be used.

1 From the menu of Outlook, click [View] -> [Toolbar]. The following screen appears.

2 Check [SP350].

The Softphone toolbar has now been displayed.

### Name and Function of Each Part

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

- **Auto Search mode (Default)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Softphone button</td>
<td>Starts Softphone.</td>
</tr>
<tr>
<td>Contact's name</td>
<td>Displays the name of the selected contact (displays up to 16 characters).</td>
</tr>
<tr>
<td>Number display window</td>
<td>Lists all the numbers registered to the selected contact.</td>
</tr>
<tr>
<td>Call/Transfer button</td>
<td>Originates/transfers a call to the number displayed in the number display window.</td>
</tr>
<tr>
<td>Send message button</td>
<td>Opens the [IM send] screen with the number displayed in the number display window as the destination.</td>
</tr>
<tr>
<td>Contact Information button</td>
<td>Displays the presence status of the number displayed in the number display window.</td>
</tr>
<tr>
<td>Search Contact button</td>
<td>Execute searching of contact by E-mail address (only Manual search mode).</td>
</tr>
</tbody>
</table>

- **Manual Search mode**

![Image of Softphone toolbar with arrows pointing to start, contact's name, number display, call/transfer, send message, and contact information buttons]
### 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.

#### Opening the IM Send Screen 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 transmit the IM from the list of the number display window.

---

3. Click **Call/Transfer**.

   The number of the other party is displayed on the LCD, and you hear the ringback tone.

   ![Image](image1)

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

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

---

**Tips:**

**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.

![Image](image2)

**To transmit an IM to the number not on the list**

To transmit 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.

![Image](image3)
3. Click **Send message**.  
   The [IM send] screen with the selected number as the destination appears.

For subsequent operations, refer to "How to Use IM".

**Opening the Presence Display Panel 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 display the presence display panel from the list of the number display window.

To display the presence display panel for the number not on the list
To display the presence display panel for 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 **Contact information**.  
   The presence 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.
   Click 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].

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

For the usage of the contacts of Outlook to search information, refer to "Setting the Information Retrieval Software".

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, and the mail address to be notified to the other party of Chat.

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)

You can register your Email address to Softphone to display it in the following cases.

• When the other parties of chat (2-party/conference) send you a mail

• The Email address to be used as a destination on the Chat screen is decided in the following order.
  1. Email address registered to the user name of the other party
  2. Email address acquired by searching in Contacts with the other party’s number

If any Email address cannot be acquired by the above ways, a mail cannot be sent from the Chat (2-party/conference) screen.

1. Click (User configurations) in (Function) on the navigation window. 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, and a mail address in the [Mail Address] field.

4 Click [OK].

Your user name has now been registered.

---

4 Click [OK].

Your user name has now been registered.

---

Configuration User Settings

---

● [Email Address] of [User Name] in [User Information] is blank as default.

● Up to 256 characters can be entered in [Email Address] of [User Name] in [User Information].

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.


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.

   Configurable number of characters
   4 to 10 characters (only 0 to 9, *, and # can be used)
   * For the configurable number of characters, contact the system administrator.

6 Click [OK].

Automatic login has now been enabled.

To request only the password
Check [AutoLogin] and input only the login ID.
This section describes how to set phone functions.

**Origination**

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) in (Function) on the navigation window. The [User configurations] screen appears.
2. Click Call in [Conversation]. The following screen appears.
3. Check [Prefix with external call number].
4. Input in the [Prefix a number beginning with the following number] field the target starting number when specific numbers are added.
5. Input the specific numbers to be added in the [Prefix number] field.
   - If the prefix number need to more than two numbers then it can be input with space for separator.
6. Click OK.

The setting has now been configured.

*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.
Configuring User Settings

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) in 🔄 (Function) on the navigation window.
   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 ☑️.
   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) in 🔄 (Function) on the navigation window.
   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 ☑️.
   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) in 📞 (Function) on the navigation window. 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.

To cancel the setting
Uncheck [Display main panel if Minimized to system tray when going offhook] in Step 3.

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) in 📞 (Function) on the navigation window. 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.

- The screensaver programs that can be cancelled 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 VPCC mode, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the thin client terminal side cannot be cancelled.
Termination

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. 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) in 🔄 (Function) on the navigation window. 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.

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 (-).

- Examples:
  - 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.

• The screensaver programs that can be cancelled 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 VPCC mode, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the thin client terminal side cannot be cancelled.

The screensaver programs that can be cancelled 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 VPCC mode, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the thin client terminal side cannot be cancelled.

• The screensaver programs that can be cancelled 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 VPCC mode, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the thin 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.

- 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) in (Function) on the navigation window. 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.

Switching the Browse Window to Start for an Incoming Call or a Call on Hold

The browse window can be switched to the start screen automatically on the standard skin when there is an incoming call or a call is put on hold. The start screen can be popped up on the toolbar skin.

1. Click (User configurations) in (Function) on the navigation window. The [User configurations] screen appears.
2. Click Receive in [Conversation]. The following screen appears.
3. Select the items.
   - Select [Switch to start if a call is receiving to the primary extension].
     - Select whether to switch the browse window to start when there is an incoming call for you or the call is put on hold.
   - Select [Switch to start if a call is receiving to the secondary extension]
     - Select whether to switch the browse window to start 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.
Configuring User Settings

Receiving a Call for Another Person Only by Lifting the Handset

You can receive a call for another person only by lifting the handset.

1. Click (User configurations) in (Function) on the navigation window. 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.

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.

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.

1. Click (User configurations) in (Function) on the navigation window. 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.

In the case of VPCC mode, this function cannot be used.

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.

1 Click \(\text{User configurations}\) in \(\text{(Function)}\) on the navigation window. The [User configurations] screen appears.

2 Click \(\text{Sound}\) in \([\text{Conversation}]\). The following screen appears.

3 Click \(\square\) to select a setting for separate ringtones.

4 Click \(\square\) of the item to change.

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.
Configuring User Settings

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 VPCC mode, this function cannot be used.

1 Click \[User configurations\] in \[Function\] on the navigation window.
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 VPCC mode, this function cannot be used.

1 Click (User configurations) in (Function) on the navigation window.

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.
Configuring User Settings

1. Click ☑️ (User configurations) in ☑️ (Function) on the navigation window. 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.

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.

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) in ☑️ (Function) on the navigation window. 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.

• 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.

• 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].
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 \(\text{User configurations}\) in (Function) on the navigation window. 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.

Presence

The presence functions indicating "Leaving seat" or "Away" status, etc., and display format of the presence can be set.

- This setting is valid only when the optional presence server function is used.

Rejecting/Forwarding Calls While in "Leaving seat" Status

When the "Leaving seat" status is set, an incoming call can be rejected or forwarded to another number.

1. Click \(\text{User configurations}\) in (Function) on the navigation window. The [User configurations] screen appears.

2. Click [Presence]. The following screen appears.

3. Click in the [When Presence button is selected and flashing] field to select any of the following. The following screen appears.

   - None
     Select this when this collaboration operation is not used.
   - Activate the DND(Do Not Disturb) feature
     Select this to reject calls when the "Leaving seat" status is set.
• To use this function, set the service function in the IP telephony server in advance. For details, contact the system administrator.
• This setting is valid only when the optional presence server function is used.
• Even this setting is enabled, calls are not rejected automatically when the "Leaving seat" status is set automatically.
• This function is not available when the terminal is used as an ACD terminal, and ACD presence is enabled.

• Activate the CF-A(Call FWD-All Calls) feature
Select this to forward calls to another number when the "Leaving seat" status is set.

• This setting is valid only when the optional presence server function is used.
• To forward calls to another number, Call forward - All Calls must be set. For details, refer to "Putting a Call on Hold/Transferring a Call".
• When this setting is enabled, pressing (Presence button) cancels the Call forward - All Calls as well as the "Leaving seat" status even Call forward - All Calls is set in the main panel.
• Even this setting is enabled, calls are not forwarded automatically when the "Leaving seat" status is set automatically.
• This function is not available when the terminal is used as an ACD terminal, and ACD presence is enabled.
For details, contact the system administrator.

When calls are forwarded to UMS
A message "I'm out right now...." is heard.

1 Click 🌐 (User configurations) in 📎 (Function) on the navigation window.
The [User configurations] screen appears.

2 Click [Presence].
The following screen appears.

3 Select an "Absent" reason.

4 Click OK.
The setting has now been configured.

Selecting an "Absent" Reason

The "Absent" reason can be displayed on the PC display of the parties who have registered you in Contacts only when your Softphone is not started or your PC is turned off.
This setting is valid only when the optional presence server function is used.

The "Absent" reason can be displayed on the PC display of the parties who have registered you in Contacts only when your Softphone is not started or your PC is turned off.
This setting is valid only when the optional presence server function is used.

1 Click 🌐 (User configurations) in 📎 (Function) on the navigation window.
The [User configurations] screen appears.

2 Click [Presence].
The following screen appears.

3 Select an "Absent" reason.

4 Click OK.
The setting has now been configured.
When there is no suitable reason in the list
Input the reason in the [Absence Reason Freedom Setting] field. Up to 30 characters can be used.

To save the "Absent" reason
The "Absent" reason set here returns to [None] when Softphone is ended. To use the same "Absent" reason when the "Absent" status is set or Softphone is started next time, check [Reason for absence will not be cleared if SP350 is restarted].

This function is not available when the terminal is used as an ACD terminal, and ACD presence is enabled.
For details, contact the system administrator.

Setting the "Leaving seat" Status Automatically

The "Leaving seat" status is set automatically in any of the following states.
• The mouse or keyboard is not operated for more than the period set here.
• The screen-saver is activated.

• This setting is valid only when the optional presence server function is used.
• To set the "Leaving seat" status automatically when the screen-saver is activated, use a standard screen-saver (excluding 3D screen-saver (3D text, 3D pipe, etc.) and channel screen-saver).
• Even "Activate the DND(Do Not Disturb) feature" is set for the "Leaving seat" status, calls are not rejected automatically when the "Leaving seat" status is set automatically.
• Even Activate the CF-A(Call FWD-All Calls) feature is set for the "Leaving seat" status, calls are not forwarded automatically when the "Leaving seat" status is set automatically.

1 Click (User configurations) in (Function) on the navigation window. The [User configurations] screen appears.

2 Click [Presence]. The following screen appears.

3 Check [Automatically set out of seat indication].

4 Set the time until the "Leaving seat" status is set automatically.

  Configurable time
  • 1 to 60 (minutes)

5 Click OK. The setting has now been configured.
Configuring User Settings

Simplifying the Presence Display

You can make the presence display on the top item of contact simple to the icon display.

1. Click 📞 (User Configurations) under 📖 (Function) in the navigation window. The [User Configurations] screen appears.

2. Click [Presence]. The following screen is displayed.

3. Select to check [Simplify presence indication].

4. Click OK. The setting has now been configured.

IM

You can configure settings for using IM.

Displaying a Pop-up on IM Reception

The [Short Message Notification] dialog can be displayed when you receive an IM.

1. Click 📞 (User configurations) in 📖 (Function) on the navigation window. The [User configurations] screen appears.

2. Click [IM]. The following screen appears.

3. Check [Enable pop-up notification when a Short Message is received].

4. Click OK. The setting has now been configured.

- This setting is valid only when the optional presence server function is used.
- Character strings that had been displayed before the setting can be confirmed as a tooltip displayed by hovering the cursor over the top item of Contacts.
Displaying a Confirmation Dialog When an IM Destination Number Is Added

A confirmation dialog can be displayed when you add an IM destination number.

1. Click 🗣️ (User configurations) in 📦 (Function) on the navigation window. The [User configurations] screen appears.

2. Click [IM]. The following screen appears.

3. Check [When a Telephone number is added to the Destination List Box, the confirmation message is displayed.].

4. Click OK. The setting has now been configured.

Chat

The number of days that the chat messages are retained in the chat message log is specified. If the chat function is disabled on the Maintenance Screen, this menu is not displayed.

Specifying the number of days that the chat messages are retained

Specifying the number of days that the transmitted chat messages to be retained is possible. After the elapse of the specified period, the messages are automatically deleted. (Default: 0 (Infinity))

1. Click 🗣️ (User configurations) in 📦 (Function) on the navigation window. The [User configurations] screen appears.

2. Click [Chat]. The following screen appears.

3. Enter the number of days that the chat messages to be retained (0 to 30 days). The default is 0 (Not deleted). The setting has now been configured.

• The [Delete Chat Messages from log after] of [Chat] is set to 0 as default (indefinite).
• The [Delete Chat Messages from log after] of [Chat] can be set to 0 to 30.
• A change made in [Delete Chat Messages from log after] of [Chat] becomes effective on the next startup.
Configuring User Settings

**Phone Book**

You can configure settings for using the phone book.

**Using Contact data for Search**

The name and organization of the calling party can be automatically searched based on the calling party's number using the Contact data.

- When the Contact data is used, information is searched in the order of "Contact data", then "Information retrieval software".

1. Click 🔄 (User configurations) in 🤖 (Function) on the navigation window. The [User configurations] screen appears.

2. Click [PhoneBook]. The following screen appears.

3. Check [Use Contact data Information Retrieval].

4. Click OK. The setting has now been configured.

**Setting the Information Retrieval Software**

You can specify the Information retrieval software to automatically search for the name and organization of the calling party based on the calling party's number. The specified Information retrieval software can be started by clicking the Address Book button. For details in case Microsoft Outlook is selected, refer to "How to Collaborate with Microsoft Outlook".

- Softphone must be restarted when the Information retrieval software is changed.
- [Microsoft Outlook], which must be installed, can be specified.
- "Directory Search" can additionally be used only if "Use directory search" described later is enabled. If "Microsoft Outlook" is specified, a directory is searched in Outlook first and, if not found, then also searched in the directory server.
- If "Microsoft Outlook (priority on directory)" is being selected, a directory is searched in the directory server first and, if not found, then searched in the phonebook of Outlook.

1. Click 🔄 (User configurations) in 🤖 (Function) on the navigation window. The [User configurations] screen appears.

2. Click [PhoneBook]. The following screen appears.

3. Select Information retrieval software.

4. Click OK.
5 Restart SP350.
   For details, refer to "Restarting Softphone".

The setting has now been changed.

### Setting the Caller Information Panel Undisplayed

You can set the Caller Information Panel undisplayed.

1 Click 📡 (User configurations) in 📡 (Function) on the navigation window.
   The [User configurations] screen appears.

2 Click [PhoneBook].
   The following screen appears.

3 Uncheck [Caller Information Panel].

4 Click OK.

The setting has now been configured.

- 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 VPCC mode, only the screensaver programs on the virtual PC side can be cancelled; the screensaver programs on the thin client terminal side cannot be cancelled.

### Closing the Caller Information Panel Automatically

The Caller Information Panel can be closed automatically when you disconnect a call.

1 Click 📡 (User configurations) in 📡 (Function) on the navigation window.
   The [User configurations] screen appears.

2 Click [PhoneBook].
   The following screen appears.

3 Check [A Caller Information Panel is automatically closed after a telephone call end.].

4 Set the time until the Caller Information Panel is automatically closed.
   Configurable time
   • 0 to 60 (seconds)

5 Click OK.

The setting has now been configured.

- The Caller Information Panel is closed automatically in the following cases.
  • When the calling party hangs up while ringing
  • When a call is disconnected
Configuring User Settings

To use directory search in the search entry area, check [Use directory search] to enable it. Also, if a password is required to use the directory server, check [Login required by Directory Server], and then enter the username and password.
Regarding whether or not directory search can be used and the login password for the directory server, follow the instructions of the system administrator.

1. Click (User configurations) in (Function) on the navigation window. The [User configurations] screen appears.

2. Click [PhoneBook]. The following screen appears.

3. Check [Use directory search]. Directory search is enabled in the Search window.

4. Set up the username and password. If an instruction is given by the system administrator to check [Login required by Directory Server], check that checkbox and then enter the LoginID and Password.

5. Click . This completes setup.

For the settings to take effect and use directory search, it is necessary to restart SP350.

Using Directory Search

Whenever the settings of directory search are changed, restart SP350 to reflect changes.
If "Microsoft Outlook" is being selected as information search software, by enabling [Use directory search], name and company/organization search from caller phone numbers, which is performed when receiving calls, can also be performed from the directory server in addition to the phonebook of Outlook. At this time, data of Outlook phonebook takes precedence.
If "Microsoft Outlook (priority on directory)" is being selected, a directory is searched in the directory server first and, if not found, then searched in the phonebook of Outlook.
The settings related to the directory server are also performed separately in maintenance settings. To enable directory search, it is necessary to install the keyword rule configuration file and set up the directory server in maintenance settings. Regarding the contents of these settings, please follow instructions from your system administrator.
In maintenance settings, the availability of services that use the directory server may be set up. If directory search cannot be used or set up, there is a possibility that the services are disabled; in such a case, contact the system administrator.
Configuring User Settings

### Setting the searching mode for Collaboration with Microsoft Outlook

You can configure settings for searching mode for collaboration with Microsoft Outlook.

**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) in 📞 (Function) on the navigation window.
   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.

### 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 VPCC mode, this function cannot be used depending on the type of the thin 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) in 📞 (Function) on the navigation window.
   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.
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) in 📸 (Function) on the navigation window. 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) in 📸 (Function) on the navigation window. 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.

Note that the hard disk of the destination for saving files must have sufficient free space when [Deletion of Live recording Files] is selected.
Voice Message Recording

You can set the time before the automated response, the recording time, and the reply message file.

In the case of VPCC mode, 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.

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) in 📞 (Function) on the navigation window. 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.

To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click 📞 (User configurations) in 📞 (Function) on the navigation window. 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.

In the case of VPCC mode, this function cannot be used.

Setting the Recording Time

To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click 📞 (User configurations) in 📞 (Function) on the navigation window. 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.

In the case of VPCC mode, this function cannot be used.

Setting the Recording Time

To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click 📞 (User configurations) in 📞 (Function) on the navigation window. 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.

In the case of VPCC mode, this function cannot be used.

Setting the Recording Time

To use the voice message recording, further settings are required. For details, refer to "How to Use Voice Message Recording".

1 Click 📞 (User configurations) in 📞 (Function) on the navigation window. 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.
Configuring User Settings

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) in 📞 (Function) on the navigation window. The [User configurations] screen appears.

2. Click MemoRec in [Recording]. The following screen appears.


4. Click ✅. The setting has now been configured.

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) in 📞 (Function) on the navigation window. The [User configurations] screen appears.

2. Click Voice mail in [Recording]. The following screen appears.

• 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.
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) in (Function) on the navigation window.
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.

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.

1 Click (User configurations) in (Function) on the navigation window.
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.

To cancel the setting
Uncheck [Display 10-key Keypad when "After Record" function is used to end a Voice mail recording] in Step 3.
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.

1. Click (User configurations) in (Function) on the navigation window. 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 . The setting has now been configured.

Displaying Warning Message for Predetermined Audio Device

When the USB handset/headset is used, the predetermined audio device must be set in addition to the USB handset/headset.
If the setting is not correct, the following warning message is displayed.

Selecting whether to display or not the warning message for USB predetermined audio device.

1. Click (User configurations) in (Function) on the navigation window. The [User configurations] screen appears.
2. Click [Audio Setting]. The following screen appears.
3. Check [Show warning if audio device is also a system default device.].
4. Click . The setting has now been completed.

Automatically Switching Your Handset to the Handset Connected to the PC

• 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 VPCC mode, this function cannot be used depending on the type of the thin client terminal. For details, contact the system administrator.

Automatically Switching Your Handset to the Handset Connected to the PC

• 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 VPCC mode, this function cannot be used depending on the type of the thin client terminal. For details, contact the system administrator.
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) in (Function) on the navigation window. 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) in (Function) on the navigation window. 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.
Configuring User Settings

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) in 📡 (Function) on the navigation window.
   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.

   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) in 📡 (Function) on the navigation window.
   The [User configurations] screen appears.
2. Click [User Operation].
   The following screen appears.
3. Click in the [Press F2 or Space key for:] field to select any of the following.
   - No Action
     Select this when this setting is not used.
   - Answer
     Select this when using the [F2] or [Space] key to answer an incoming call.
   - Call/Focus movement to transfer number inputting area/Answer/Hang up
     Select this when using the the [F2] or [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 VPCC mode 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 hotkey].

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 ☑️. This completes the settings.

![User Settings window with hotkey option selected]

- If the function of another application is already assigned to a key you are assigning as a hotkey, 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 Hotkey 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.

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 hotkey].

4 Check [Answer calls to secondary extensions by hotkey].

This function takes effect in VPCC mode only.

5 Click ☑.

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 screen saver program, only the screen saver program is cancelled by hot key operation and neither answer nor dropping can be done. If password lock is applied to the screen saver 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 2000: Softphone waits for restart. However, if Softphone rings within the set period, the elapsed time is reset and returned to 0. Therefore, if Softphone rings repeatedly within the set period, the elapsed time is returned to 0 each time and the PC cannot transit to the standby state.
- 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.
2 Click [User Operation].
The following screen appears.

3 Check [On entering system stand-by or hibernate, stop and wait for restart confirmation at resume.].

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) in (Function) on the navigation window.
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) in 📈 (Function) on the navigation window. 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) in 📈 (Function) on the navigation window. 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.
   • Outgoing IM
     Transits to the [Search results] function to display the result.
   • Incoming IM
     Transits to the [Search results] function to display the result.
   • Directory search
     Directory search results can be displayed by going to [Search Result]. This can be selected when Directory Search is already set up.
1. Click (User configurations) in (Function) on the navigation window. 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 . 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) in (Function) on the navigation window. 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 . 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) in (Function) on the navigation window. 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 . 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) in (Function) on the navigation window. 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.

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) in (Function) on the navigation window. The [User configurations] screen appears.
2. Click [Device]. The following screen appears.
3 Check [Specifies NIC/IP Address].

Select an item in [Network Interface] (NIC).

Select a network interface (NIC) installed as hardware. Selecting one provided as software may cause improper operation.

4 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.

### Panel Design

#### Changing the Panel Design

You can select either [Standard Skin] or [Toolbar Skin] as the panel design.

1 Click 🔄 (User configurations) in 🕊 (Function) on the navigation window. The [User configurations] screen appears.

2 Click [Select Panel Design].

The following screen appears.

3 Click ☐️ in the [Panel Design Selection] field and select either of the following.
   - Standard Skin
     Selects the standard skin.
   - Toolbar Skin
     Selects the toolbar skin.

4 Click OK.

5 Restart SP350.

For details, refer to "Restarting Softphone".

The panel design has now been changed.
Configuring User Settings

You can select either [Call/Transfer Function] or [Retrieval Function] as the preferred function which is executed preferentially.
You can perform the following operations if the preferred function is set.
- After a phone number or 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) in the input area.

1. Click [User configurations] in (Function) on the navigation window.
The [User configurations] screen appears.
2. Click [Select Panel Design].
The following screen appears.
3. Click in the [Select the main function of the input area] field and select either of the following.
   - Call/Transfer Function
     Gives priority to Call/Transfer Function.
   - Retrieval Function
     Gives priority to Retrieval Function.
4. Click [OK].
The preferred function has now been set.

Exiting Start Screen Automatically

You can exit the start screen automatically when any active line is no more displayed on the screen of the toolbar skin.

1. Click [User configurations] in (Function) on the navigation window.
The [User configurations] screen appears.
2. Click [Select Panel Design].
The following screen appears.
3. Check [Auto close Action Window].
4. Click [OK].
The setting has now been configured.

Selecting the Preferred Function for the Input Area

You can exit the start screen automatically when any active line is no more displayed on the screen of the toolbar skin.

- The preferred function can be set only when [Toolbar Skin] has been selected in the [Panel Design Selection] field.

Exiting Start Screen Automatically

• The preferred function can be set only when [Toolbar Skin] has been selected in the [Panel Design Selection] field.

1. Click [User configurations] in (Function) on the navigation window.
The [User configurations] screen appears.
2. Click [Select Panel Design].
The following screen appears.
3. Check [Auto close Action Window].
4. Click [OK].
The setting has now been configured.

- When checked: Alternating Two-Step display is provided (default)
- When unchecked: Alternating Two-Step display is not provided
**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.

2. Check [Load Configuration File].

   *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.*

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.

6. Click [OK].
   The configuration file has now been loaded.

   *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.

   *In the case of VPCC mode, this message is not displayed.*
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.

5. Click Next.
   The following screen is displayed.

6. If you want to use the presence function, check [Use Presence].
   The following screen is displayed.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name / IP Address</td>
<td>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.</td>
</tr>
<tr>
<td>Port Number</td>
<td>Specify the destination port number of the IP telephony server to be connected. The first data is mandatory. The default value is 5060.</td>
</tr>
</tbody>
</table>

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.
7 Input the necessary data for the server connection.

8 Click the [Next] button.

The following screen is displayed.

9 Set the numbering plan.

If you don't use the numbering plan

Click the [Next] button.

About setting the numbering plan

If you want delete the exchange number from the number registered in the address book when originating or transferring a call, changing destination, displaying status (presence), or transmitting an IM, set the exchange number.

If the exchange number is required in order to search caller information over the address book with its origination number, specify the digit number of the origination number to which the exchange number is required.

The following screen is displayed.

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 7 again.

- The port number is invalid. Click the [OK] button and start from Step 7 again.
11 Check [Use Terminal Cooperation] if you use other phone for collaboration.

![Image of a dialog box]

12 Click Close. The following dialog appears.

![Image of a dialog box]

In the case of VPCC mode, this message is not displayed.

13 Click OK. The manual setting has now been completed.

![Image of a dialog box]

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 Save the IM Log

The IM function can store a maximum of 1000 log entries. When this maximum number is exceeded, log entries are deleted starting with the oldest one.

Store the IM log list by the following procedure. For details, refer to “Using Export”.

1. Click (Import/Export) in (Function) on the navigation window.
   The [Import/Export Wizard] screen appears.

2. Select [Export].

3. Click .
   The [Export of file] screen appears.

4. Select [IM Log].

5. Click .
   The file path input screen appears.

6. Click .
   The [Save As] screen appears.

7. Input the name of the file to be saved.

8. Click .
   The file path has been input.
9 Click OK.

10 Click OK.

The IM log has now been saved as a CSV-format file.

- The [Next(N)] 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 in Step 7, 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 "•••".

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.

 registrado a Number

1 Click (Contacts) on the navigation window.

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".

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 .

The number has now been registered.

**Sending a Number**

1 You are on the phone.

2 Click 📞 (Contacts) on the navigation window.

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 insert 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
FAQs

Read this section when you have questions and problems.

When Using Windows XP Service Pack 2

When Windows XP Service Pack 2 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

   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 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”.

Softphone does not end.

(1) Softphone cannot be ended while you are on the phone and hear the ring back 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.

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 2? For details, refer to “When Using Windows XP Service Pack 2”.

(6) Did you disable the Internet Connection Firewall function for the case with Windows XP Service Pack 1 or earlier?

For details, refer to “About Firewall of Windows XP Service Pack 1 or Earlier”.

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.


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.

Windows DPI is required to be set to normal size (96DPI).
To confirm or change DPI setting, right-click on an empty area on your Windows desktop, and go to [Properties] -> [Display Properties] or [Personalize]. In the displayed menu, you can confirm or change it as shown below.
- For Windows 7
  Click [Personalize] -> [Display]. Select [Smaller-100%].
- For Windows Vista
  Click [Personalization] -> [Adjust font size (DPI)]. Select [Default scale (96DPI)].
- For Windows XP
  Go to [Display Properties] -> [Settings] -> [Advanced] -> [General]. In DPI setting, select [Normal size (96DPI)].
- For Windows 2000

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.
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].

Windows 2000 users
   For Windows2000, convert [Sounds and Audio Devices] to [Sounds and Multimedia], [Use only default devices] to [Use only preferred devices], and [Handset for VoIP]/[Plantronics Headset] to [USB Audio Device] when reading.

Windows Vista or Windows 7 users
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.

The phone book does not open when Phone Book in the navigation window is clicked.
For details, refer to "Setting the Information Retrieval Software".

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.

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 too 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.

### When Using Your Terminal (such as PS) as the Handset

* The system environment that optional other terminals (such as PS) can be used and settings at the IP telephony server are required.

The terminal (such as PS) cannot be used as the handset.
1. Settings at the IP telephony server are required.
   For details, contact the system administrator.
2. Is the radio wave condition of the PS "out of service"? Move to the "in service" area.

What if a call is incoming when the terminal (such as PS) is at the "out of service" area?
1. When the logout forwarding is set, the call is forwarded to the party.
2. The operation set at the IP telephony server in advance is performed.
   Example: Makes an out-of-service announcement/forwards to the specified number etc.
   For details, contact the system administrator.

### When Using a Multifunction Phone as the Handset

* The system environment that a multifunction phone can be used and settings at the IP telephony server are required.

The multifunction phone cannot be used as the handset.
1. Settings at the IP telephony server are required.
   For details, contact the system administrator.
FAQs

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 IM

The IM is not transmitted.
(1) Is the extension number of the destination correct?
(2) It may take a little time to deliver the message.
(3) Does the other party start Softphone?

The other party seems to transmit an IM, but no IM is received.
(1) Is the extension number of the destination that the other party specified correct?
(2) Is the "New IM received" icon or the "Unread IM" icon displayed on the toolbar? In this case, the behavior at the IM reception is set not to pop up the IM reception notification.
(3) It may take a little time to deliver the message.

When Using Chat

The Chat is not transmitted.
(1) Is the extension number of the destination correct?
(2) It may take a little time to deliver the message.
(3) Does the other party start Softphone?

The other party seems to transmit a Chat, but no Chat is received.
(1) Is the extension number of the destination that the other party specified correct?
(2) Is the "New IM received" icon or the "Unread IM" icon displayed on the toolbar? In this case, the behavior at the IM reception is set not to pop up the IM reception notification.
(3) It may take a little time to deliver the message.

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 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.

<table>
<thead>
<tr>
<th>File Format</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCM</td>
<td>Approx. 1MB per minute</td>
</tr>
<tr>
<td>GSM6.1</td>
<td>Approx. 0.1MB per minute</td>
</tr>
</tbody>
</table>

• In the case of VPCC mode, this function cannot be used depending on the type of the thin client terminal. For details, contact the system administrator.
• In the case of VPCC mode, the file format is "G.711" (approximately 0.5 MB per minute) in stead 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 the 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.
(2) This feature is not available with SP350 R4 or before and the terminals other than SP350.

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 VPCC mode

Please ask the system administrator whether the SP350 is operating in VPCC mode.
The terminals on which VPCC mode is available are US60, US100, US110 and RDC (Remote Desktop Connection).

• On US60 and client PC with Windows Remote Desktop Connection, a handset cannot be used. The collaboration with another terminal is necessary.

• Even on client PC with Remote Desktop Connection, a handset can be used by using the voice option software (SP350 SV LICENSE for VPCC).
When terminal connection fails at startup (VPCC mode 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 VPCC mode)

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 >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Line Input Terminal" /></td>
<td>The line input terminal is set up for audio device for voice.</td>
</tr>
<tr>
<td><img src="image" alt="Analog Handset" /></td>
<td>The analog handset of the phone terminal is set up for audio device for voice.</td>
</tr>
<tr>
<td><img src="image" alt="Headset" /></td>
<td>The headset of the phone terminal is set up for audio device for voice.</td>
</tr>
</tbody>
</table>

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.
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 VPCC mode)

(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.

This changes the speech audio device (Device for Voice).
< Meanings of Audio Device Selection Icons >

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon 1]</td>
<td>The line input terminal is set up for audio device for voice.</td>
</tr>
<tr>
<td>![Icon 2]</td>
<td>The analog handset of the phone terminal is set up for audio device for voice.</td>
</tr>
<tr>
<td>![Icon 3]</td>
<td>The headset of the phone terminal is set up for audio device for voice.</td>
</tr>
<tr>
<td>![Icon 4]</td>
<td>The compatible USB handset (NECi UTR-1W-1) is set up for audio device for voice.</td>
</tr>
</tbody>
</table>

- The handset compatible with the US110 is the NECi UTR-1W-1D (BK) only.
- 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.

When you want to change the output destination of ringtone (in the case of US110 in VPCC mode)

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.

   ![Task Tray with Ringtone Options]

   A list of the output destinations of ringtone (Device for Ringing) and talking devices is displayed.

   ![Ringtone Device List]

   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.

   ![Ringtone Device List]

   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)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Restrictions on the Communication Board</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 There are fonts unavailable for the communication board.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>1.2 IME is on and the accelerator key [Alt + X] is disabled.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Restrictions on Registering Shared Data</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Shared data containing 1000 pages or more cannot be registered.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2.2 Office 2007/2010 documents cannot be registered in the Office 2000 environment.</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>2.3 Encrypted Office documents cannot be registered.</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2.4 An unedited Excel file (which contains no data to be printed) cannot be registered as shared data.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2.5 Encrypted PDF files cannot be registered.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2.6 Registering shared data may take time.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2.7 Notes on canceling the confirmation dialog for IRM document registration.</td>
<td>X</td>
<td>X</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Constrained Conditions for Data Meeting

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 Office 2007/2010 documents cannot be registered in the Office 2000 environment.

2.3 Encrypted Office documents cannot be registered.
When a document encrypted with IRM is registered in an Office 2000/Office XP environment, a warning message is registered as the shared data, and the contents of the shared data are not registered.
Decrypt the document before registration.
(IRM is a function for Office 2003 and later versions. IRM is not supported for Office 2000 and Office XP.)

3. Restrictions on Saving Shared Data

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Shared data cannot be saved in Office 2000.</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>3.3 Shared data cannot be saved during display of a modal dialog in PowerPoint.</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

(The registered warning message)
2.4 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.

2.5 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.

2.6 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.
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.

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.

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.
2.10 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 >

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.
3.1 Shared data cannot be saved in Office 2000.
With PCs in which Office 2000 is installed, shared data created and modified in data meetings cannot be saved.
To save shared data, use PCs in which Office XP, Office 2003, or Office 2007/2010 is installed.

Office documents registered with the installed "Compatibility Pack for Office 2007/2010" cannot be saved as shared data.

3.3 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.