

IP Softphone V4.2 - Summary -

Rev1.0 17 June 2019

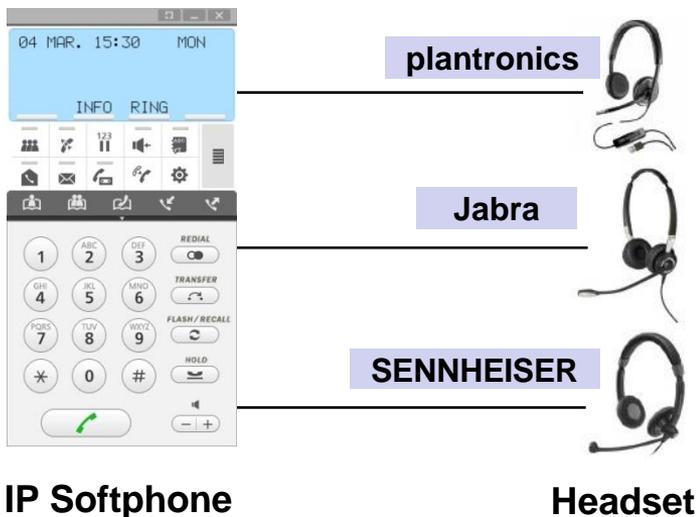


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1. Headset Button Operation

Overview

IP Softphone V4.2 supports headset button operations, such as [answering a call](#), [ending a call](#), and [mute/unmute](#), for USB headsets including Bluetooth headsets with a USB dongle.



Supported Headset Manufactures

plantronics®

Jabra®

SENNHEISER

Supported Headset Button Operations

Answer call

End call

Mute / Unmute

Tested Headset Models:

[https://www.psn-web.net/cs-im/Global/PBX/pbx/Compatibility_Information_\(IP-Softphone_Headset\).pdf](https://www.psn-web.net/cs-im/Global/PBX/pbx/Compatibility_Information_(IP-Softphone_Headset).pdf)

Conditions

- The headset manufacturer (Plantronics, Jabra, or Sennheiser) needs to be selected upon the IP Softphone installation wizard. If the manufacturer needs to be changed after installation, IP Softphone needs to be installed again.
- If the NT136 GUI is used and it goes off-hook by clicking the handset on the GUI, the headset's button operations (end the call/Mute/Unmute) do not work during the call. It is recommended to use "SP-PHONE" key on the GUI or the SPACE key on the keyboard for off-hook.
- If multiple headsets are connected to the same PC, headset button operations may not work properly.
- Microsoft Visual C++ 2017 Redistributable and Microsoft .NET 4.6.1 or later need to be installed on the PC for IP Softphone V4.2 installation. If these components are not installed, the IP Softphone installer will initiate installing these components first. After they are installed, the IP Softphone installer needs to be executed again.



Conditions

- **plantronics:**

- Headset button operations do not work on some of Plantronics headset models if utility software by Plantronics, i.e. Plantronics Hub™, is not running along with IP Softphone on the PC.

- **Jabra:**

- Internet connection (https : port443) is required during initial registration process of headset as described below:
 - 1) Make headset active.
 - 2) Headset initially register to IP Softphone and complete.The same applies after the headset firmware is updated or the headset model is changed.
- If it is used with utility software by Jabra, i.e. Jabra Direct, headset button operations may not work properly.

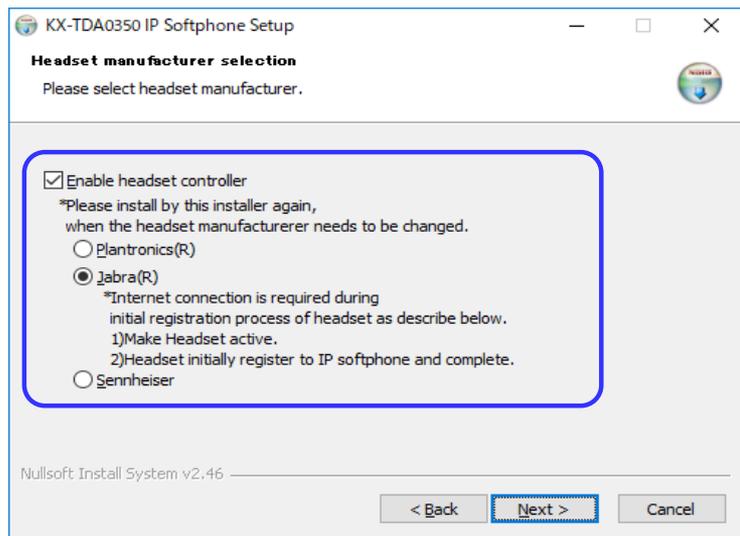
- **SENNHEISER:**

- If it is used with utility software by Sennheiser, i.e. Sennheiser HeadSetup™/HeadSetup™ Pro, headset button operations may not work properly.

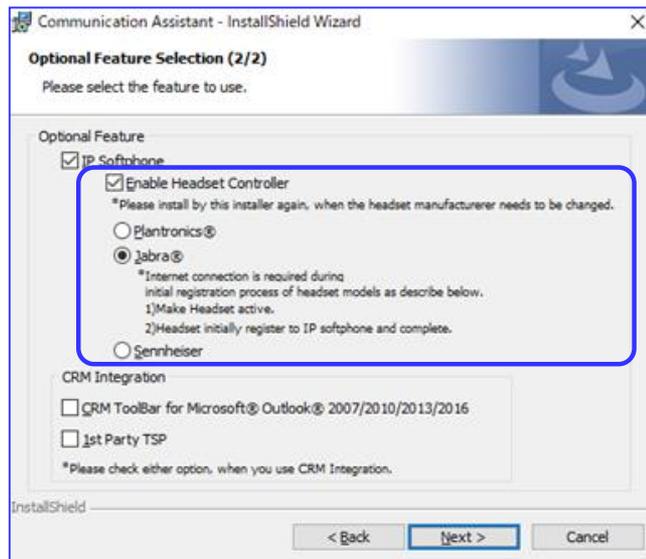
Headset Manufacturer Selection

The headset manufacturer (Plantronics, Jabra, or Sennheiser) needs to be specified upon the IP Softphone installation wizard.

If a headset by another manufacturer is to be used, IP Softphone needs to be installed again on the PC to select the appropriate manufacturer.



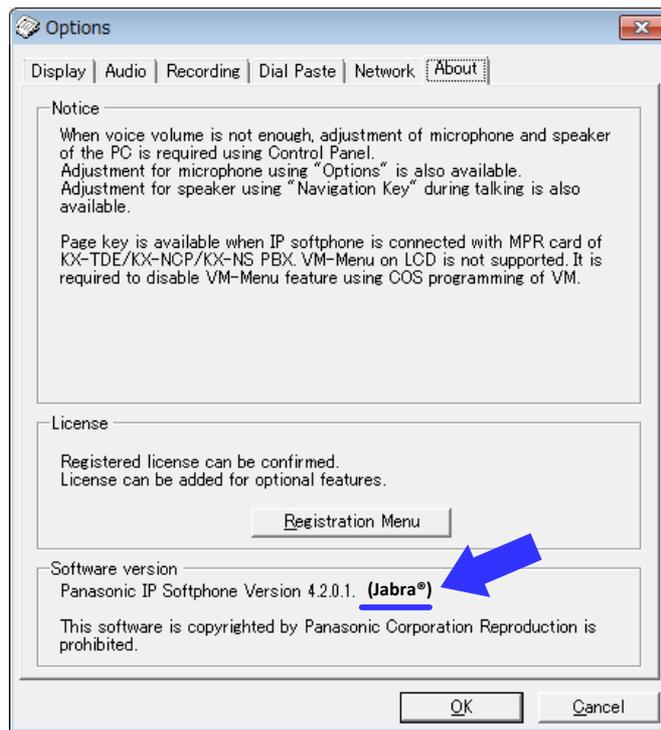
IP Softphone Installation Wizard



Communication Assistant Installation Wizard

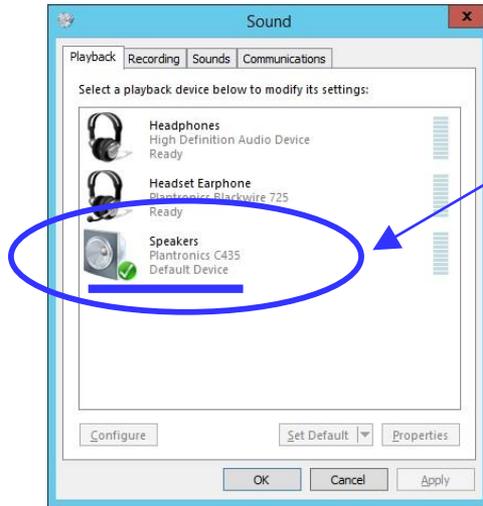
Headset Manufacturer Selection

After completing the installation, the selected headset manufacturer can be confirmed in the “About” tab of “Options”.

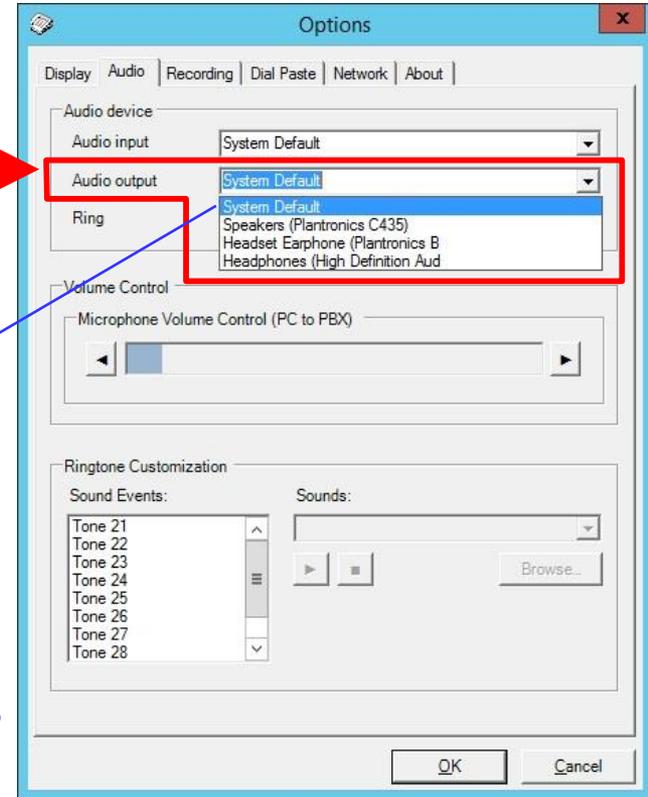


Configuration for Headset Selection

When a first headset is connected to the PC, button operations will work automatically on the headset. When multiple headsets/speakers are available on the PC, the headset selected as “Audio output” on the “Audio” tab of IP Softphone “Options” is effective for headset button operations.



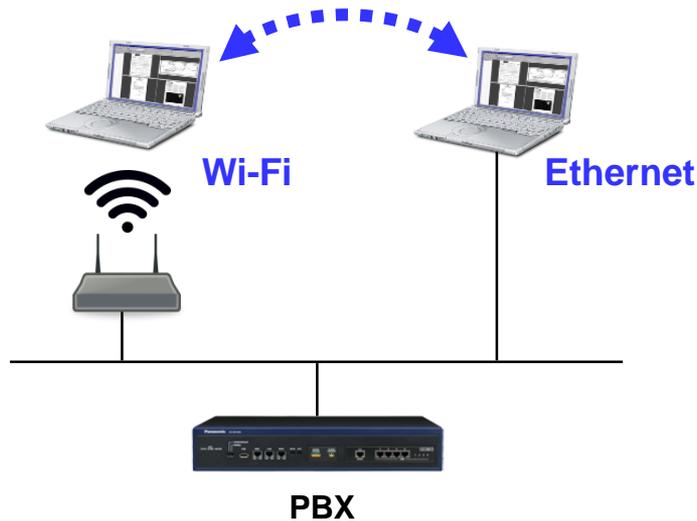
“System Default” means the device selected as “Default Device” in Windows “Sound” - “Playback” settings.



2. Switching between Wi-Fi and Ethernet

Switching between Wi-Fi and Ethernet

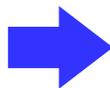
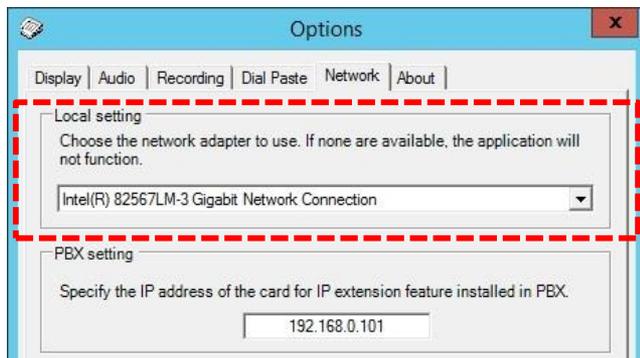
IP Softphone V4.2 can connect to PBX after switching to a Wi-Fi network from an Ethernet network and vice-versa.



No manual setting is necessary for switching between Wi-Fi and Ethernet.
It works automatically.

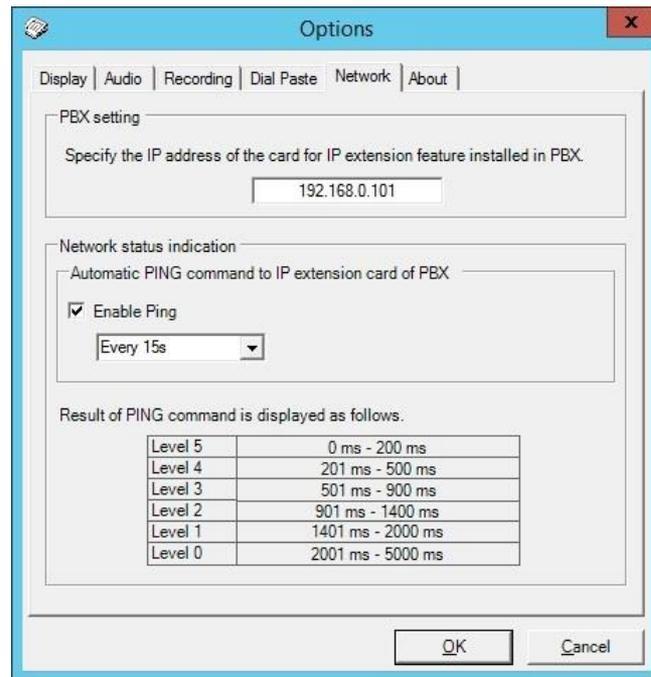
From V4.2, there is no “Local Setting” (network adapter) setting, which was previously used for specifying which adapter to use for registration.

V4.1



Deleted

V4.2



Manual Registration to PBX by entering the MAC address of the PC

Status	IP Phone Registration ID (MAC Address)
ALL	<input type="text"/>
Registered	00:80:F0:92:8D:71
Registered	00:80:F0:92:9E:D1
None	00:00:00:00:00:00

Even if the PC has multiple MAC addresses, any one of the MAC addresses of the PC can be used for manual registration of the IP Softphone to PBX.

Therefore, manual registration is possible even before installing IP softphone on the PC by entering any of its MAC addresses to the PBX through WebMC.

MAC Addresses of the PC can be confirmed with the DOS command “ipconfig /all”.

If the registered MAC address to PBX needs to be changed after the IP Softphone is connected to the PBX and the registration is completed, enter another/new MAC address of the PC on WebMC, uninstall the IP Softphone from the PC, and then install IP Softphone on the PC again.

3. Disabling Call Notification

Background

Some MS Windows versions cannot stop IP Softphone call notifications from showing up even when its notification is disabled by Windows settings.

This could be troublesome in some cases where IP Softphone is used with a CTI application client because IP Softphone call notification may hide the CTI application's window, which the user may prefer to see.



Trouble

The CTI application's window is hidden by IP Softphone call notification.

Improvement

IP Softphone V4.2 can be configured so that its call notification can be disabled.

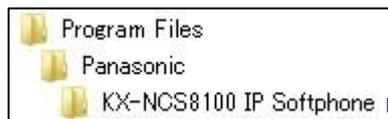


Improvement

IP Softphone call notification can be disabled and the CTI application's window is not hidden.

How to disable call notification

1. Exit IP Softphone
2. Go to the installation folder of IP Softphone



audio	2018/10/16 16:39	
backup_original	2018/10/25 15:06	
images	2018/06/11 14:27	
language	2018/06/11 14:27	
media	2018/06/11 14:27	
RTP_Port_16384	2018/10/31 13:23	
default.lang	2017/02/07 13:00	24 KB
default.schema	2011/12/21 12:54	1 KB
ipptCtrl.dll	2017/03/14 16:56	444 KB
ipptext.dll	2017/03/14 16:54	316 KB
keyconf366	2019/03/04 15:57	1 KB
lang.list	2011/02/23 13:20	2 KB
MenuLang	2014/09/25 14:13	16 KB
parameters.txt	2019/03/04 15:33	1 KB
recording.cfg	2019/03/04 15:57	1 KB
softphone.dll	2018/04/18 13:52	1,224 KB
SoftphoneGUI2.exe	2017/02/16 13:54	702 KB
software_ippt.exe	2018/04/18 13:52	3,704 KB
SystemXaml.dll	2012/09/10 8:38	696 KB

3. Open the file “parameters.txt” with Notepad
4. Edit the following line and save the file

Before 21 1 * 0:Disable Windows notification 1:Enable Windows notification(default: 1)

After 21 0 * 0:Disable Windows notification 1:Enable Windows notification(default: 1)

5. Start IP Softphone

4. Hotkey Blocking Period

Blocking Period of Hotkey

Background

Pressing the SPACE key immediately after IP Softphone receives a call is accepted by IP Softphone as answering the call with IP Softphone version 4.1.0.133 and before.

This can be troublesome because a user may answer a call unintentionally by pressing the SPACE key when IP Softphone receives a call while the user is working on another task on the PC.

Improvement

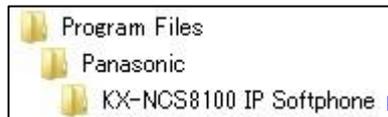
IP Softphone V4.2 has a 2-second period during which hotkeys (such as pressing the SPACE key) are ineffective immediately after receiving a call, in order to prevent unintentional operations.

The default length of the period is 2 seconds and the length is configurable in the range of 0 to 5 seconds.

Blocking Period of Hotkey

How to change the blocking period length

1. Exit IP Softphone
2. Go to the installation folder of IP Softphone
3. Open the file “parameters.txt” with Notepad



audio	2018/10/16 16:39	
backup_original	2018/10/25 15:06	
images	2018/06/11 14:27	
language	2018/06/11 14:27	
media	2018/06/11 14:27	
RTP_Port_16384	2018/10/31 13:23	
default.lang	2017/02/07 13:00	24 KB
default.schema	2011/12/21 12:54	1 KB
IpptCtrl.dll	2017/03/14 16:56	444 KB
ipptext.dll	2017/03/14 16:54	316 KB
keyconf366	2019/03/04 15:57	1 KB
lang.list	2011/02/23 13:20	2 KB
MenuLang	2014/09/25 14:13	16 KB
parameters.txt	2019/03/04 15:33	1 KB
recording.cfg	2019/03/04 15:57	1 KB

4. Edit the following line and save the file

10 **2000** * Maximum period (in ms) to block keyboard operation. Range 0ms – 5000 ms (default: 2000ms)

Change this value in milliseconds (0 – 5000)

5. Start IP Softphone

END