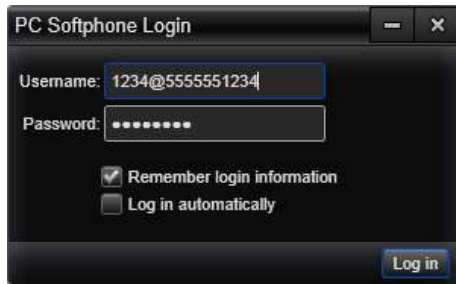


# PC Softphone Quick Start Guide

The PC Softphone is a companion app for existing customers running a Windows operating system. If you need to establish PC softphone service, call your service provider for details.

*Important: You must get your softphone license key from your administrator in order to complete the PC Softphone installation process.*



## Launching The Softphone

Username

Use your regular phone extension plus the “@” and the 10-digit PIN sent to you by your company’s administrator.

### Username Example

1234 @ 5551234567

10-digit PIN  
Regular phone extension

Password

Use your current portal password.

Once logged in, go to *Softphone*, then *Account Settings* and enable your account.

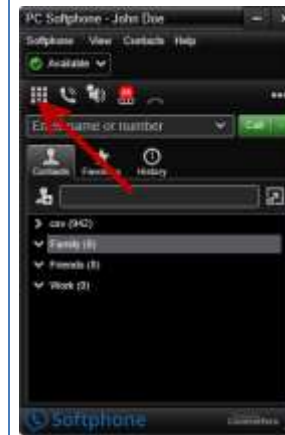
## How to Get The Softphone

Once the PC Softphone service is established on your account, download the softphone from the following [link](#).

## Making A Call

To place a call, touch the keypad icon and dial either the 3 or 4-digit extension for an internal call or the 10-digit telephone number for an external call.

Now press 



## Test Your Headset

To test your headset to ensure it is working properly, click *Softphone*, then *Preferences*, then *Devices*. Click Test Device to test your audio.



## Get Calls Back to Your Desk Phone

To use your desk phone after using your softphone, simply click logout under settings. Now login to your desk phone. If left running, the softphone remains active.



## Help is Available

Get your questions answered 24X7 by clicking *Help* and “[Help](#)” from the drop down menu or talk to your company’s system administrator.

