



SmartCalls – Webphone for VoIP

Installation Instructions

1. Download SmartCalls webphone application by clicking SmartCalls Webphone.



2. Save in your PC.

Choose “Save”, select the folder where the software will be installed and then click “Save”. Double click the file to install the SmartCalls webphone, follow the “SmartCalls Setup Wizard” to install.



3. A shortcut as shown below will be created on your desktop.



4. Double click the desktop icon, the following login table will appear on your screen. Fill in the Username and Password we sent to your email address, then “Login”.



5. SmartCalls webphone is ready for use when it shows “Registered”. Outgoing calls can now be made and incoming calls received.



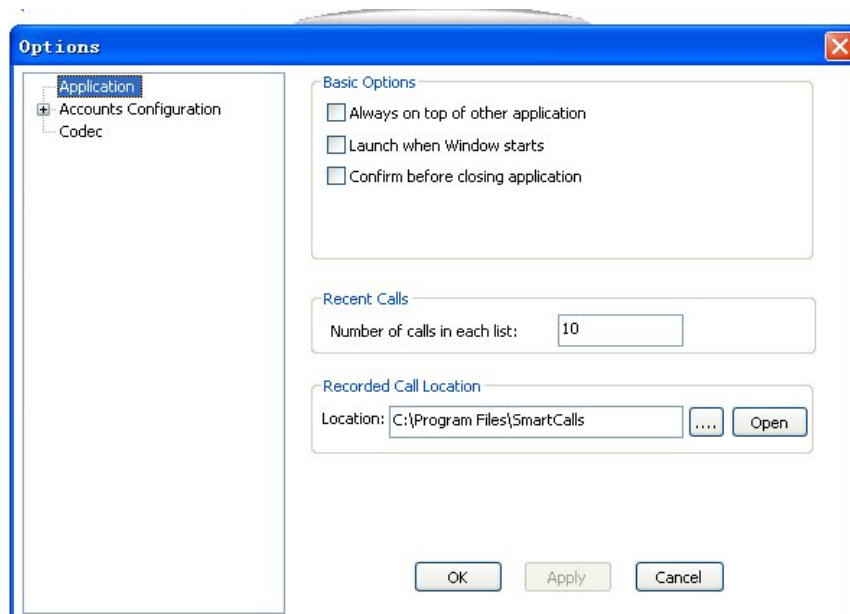
User Manual

SmartCalls Webphone Features

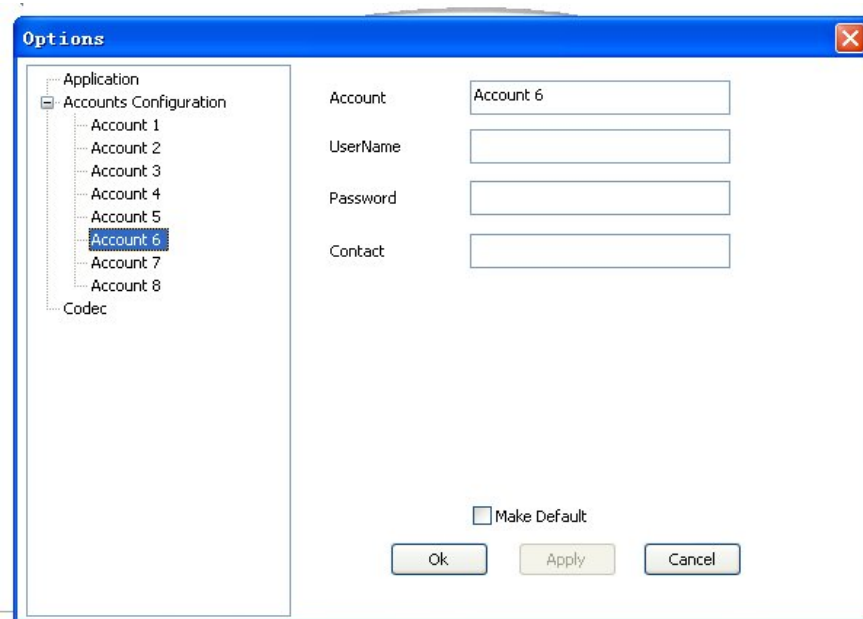
1. Call Balance - Display account's balance. Do not change password for viewing correct balance.
2. Phone Book -Manipulate “Add”, “Delete”, “Search” and “Call” to manage and save your contacts.
3. Recent Call - Display a list of the most recent calls.
4. Rate - Check our ultra-low SmartCalls Calling rate.
5. SMS - Not available yet.

Choices of extra features

1. Basic Options: -
Select (right click on the webphone/interface) options ⇒ Application



2. Configure Accounts Information: -
Select (right click on the webphone/interface) options ⇒ Accounts Configuration. SmartCalls webphone can be used with up to 8 SmartCalls accounts, only one can be used at a time. To enable any account, click on “Make Default” and check box. Then click “Apply”.



How to use SmartCalls Webphone

1. Placing a Call -

Dial the destination number through your computer keyboard or the dial pad on the screen, then press green call button.

Four concurrent calls can be made - to place another call at the same time, click another line (Line 2, 3, 4) and dial number.

2. Ending a Call -

Select required line, press red hang-up button, session message displays "Disconnected..."

3. Handling an Incoming Call -

Select the line, press green button to accept call, or red one to reject.

4. Handling an Established Call -

While the call is in progress you can:

- Control the audio
- Record the call
- Put the call on hold
- Put calls in conference

(If there are two or more calls active at the same time)

- Transfer the call

i. Basic Transfer - Transfer this Call

- When call get connected, press the "Xfer" button

- Dial the number and press the “Xfer” button
- ii. Call Conference
 - Select those calls to be connected for the call conference, and then press the “Conf” button.
 - Press the “Conf” button again to disable conference.
- iii. Call Recording

All incoming and outgoing calls can be recorded.
Press the black “Record” button to record a call. This button is highlighted when recording is in session.
Note: Recording file is stored at default location. In order to change or check location - right click mouse ⇒ Options ⇒ Recorded Call Location.
- iv. Auto Answer (AA) -
Call picked up automatically.
- v. Do Not Disturb (DND) -
No incoming call when activated.

Contact Us:

Sales - sales@smartcalls.com.au

Support - support@smartcalls.com.au