01 Installation and configuration

- Start the setup by inserting the installation CD, or double-click on the MSI file or start the self-extracting EXE file. A start page appears, in which you can start the installation. An installation wizard guides you through the installation process.

  For the initial installation, we recommend you use the installation type "Typical". This causes LANCOM Advanced VoIP Client to be installed with all the important features.

Configuration of a SIP account
In order to make telephone calls, you must set up your SIP account. To do this, you need first of all your logon information, which you received from your SIP provider.

- In the **Settings|SIP Accounts/Audio** menu, select the **SIP Accounts** tab. Here you can use the "Add" button to set up a new SIP account.

Note: *You will find detailed information on installation and configuration in the Online Help.*

02 Menu Mode

You will find all LANCOM Advanced VoIP Client functions in the menu bar or via the shortcut menu of the interface. To open the shortcut menu of a button, for example, click with the right mouse key on the button. In addition, extensive Online Help is provided (F1 Key).

03 I would like to make a telephone call.

- Enter the destination number you want. To dial, use the LANCOM Advanced VoIP Client numeric field or the PC keyboard.

  It is still possible to change the phone number.
- Simply lift the handset.

  When using the headset, you activate the line by clicking on the handset or the line button.
- After your call has been completed, simply replace the handset on the hook or click on the handset or the line button.

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04 It's ringing, I would like to answer the call.

A call is signaled by a ringing sound and the corresponding, animated line button, as well as by an information balloon.

- Answer the call as you normally would by lifting the handset.

  When using the headset, you activate the line by clicking on the handset or the animated line button.

05 I would like to make a second telephone call.

- Click on a free **Line** button and dial the number as usual.

  The first caller is put on "Hold".
- Switch between the callers by clicking on the corresponding **Line** button.

06 I would like to transfer a call.

You have at least two calls.

- Connect two subscribers by clicking on the **Call Transfer** button.

Note: *If you initiated the call on the active line, you can just hang up your handset without clicking the* ***Call Transfer*** *button.*

07 I would like to initiate a conference.

You have at least two calls.

- Click on the **Conference** button. Both lines will be joined to form a conference.
- To add another subscriber, switch to a free line, call the new subscriber and click once again on the **Conference button**.

Note: *If you have initiated a conference, it will be ended if you go on hook.*

08 I would like to forward calls.

- Click on the **Forwarding** button.

  All calls will be forwarded immediately according to your personal configuration (see Abschnitt 16 "*Settings*").

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09 I would like to call a number from the phonebook.

- Click on the **Phonebook** button.
- Highlight the entry you want to call.
- Click on **Dial** in order to call the highlighted number.

10 I would like to edit my Phonebook.

- Click on the **Phonebook** button and select the option **Lists | Phonebook**.
- Click on **Add**, **Change** or **Delete** to modify the entries.

  You can also export and import the phonebook, to make it available to others or to edit entries with a different application, for instance.
- In the "File" menu, select Personal Phonebook | Import (or Export).
- Then follow the instructions given by the wizard.

11 How do I use Speed Dials?

Speed Dials enable quick access to the most frequently used numbers.

- Select **Properties** in the shortcut menu for the Speed Dial.
- Assign a name, number and, if necessary, a picture to the Speed Dial.
- Define whether the display should first be deleted, whether the number should be dialed immediately.

  If you would like to call the selected subscriber, just click on the corresponding **Speed Dial**.

12 How do I change the interface and ringing sounds?

Skin (window)
You have the option of changing the function and design (Skin) of your LANCOM Advanced VoIP Client.

- Under **Settings | User Profile**, select the **Skin** tab.
- Load one of the Skins listed here.

  LANCOM Advanced VoIP Client also offers the option of freely designing the interface.
  For further information please refer to the documentation "LANCOM Advanced VoIP Client Skin Editor".

Ringing
You can define different ringing sounds which are dependent on the number of the caller or on the number called.

- In the menu bar under **Settings | User Profile**, select the **Ringing** tab.
- You can define the different ringing sounds by pressing **Add**.

Note: *If you select **no sound** for all calls, a call will only be signaled on the interface or in an information bubble (silent ringing).*

13 How do I telephone with Microsoft Outlook?

Dialing from Contacts
- Select a contact in Outlook and click on the LANCOM Advanced VoIP Client symbol in the menu bar.

Note: *When entering a contact, even for numbers from your local public network, always enter the number in canonical format (e.g. +49 231 12345- 6789).*

Caller ID
In Outlook, under **Tools | Options |** LANCOM Advanced VoIP Client, you can define whether a contact should be opened when a call is received or whether a journal entry should be created.

14 How do I optimally adjust the voice quality?

The Sound Wizard optimizes the interaction between LANCOM Advanced VoIP Client and the respective terminal device.

To improve the voice quality, please start the Sound Wizard in the menu bar **Settings | Sound Wizard** and follow the Wizard instructions.

Note: *If you cannot hear your caller very well during a call, you can adjust the volume during a call under **Settings | Adjust Volume**, or simply by using the slider on the user interface.*

15 Tips & Tricks

Online Help
LANCOM Advanced VoIP Client offers extensive Online Help for every function. You will find these, for example, in the shortcut menu of a button or by pressing the **F1** key.

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Redial; Automatic Redial
- Click on the **Redial** button.

The number dialed last will be dialed once again.
- The shortcut menu of the **Redial button** contains the redial list.

Click on an entry in order to dial it.
- Here you will also find **Automatic Redial.**
Using this function you can redial the busy number until the number is idle again.

Dial from Every Application
With F11 you can dial the highlighted number from every Microsoft application.

Caller List
The Caller List contains the recent calls. Here you will find details (e.g. time and date) concerning this call.

Shortcuts
The Shortcut button allows you to start frequently used applications or websites (e.g. a telephone directory) with just a click of the mouse. In the shortcut menu of the respective Shortcut button, you can define the label and link.

Wrap Up Time
In the shortcut menu of the line button under **Properties** you can define whether and for how long a line should be blocked for further calls after a call is completed.

Conversation Recording
You are having a telephone conversation and would like to record it.

- Click on the **Record** button.

A signal tone will be produced and the rest of the call will be recorded. Clicking on the **Record** button once again will result in an interruption to the recording.

In the shortcut menu of the Record button you will find the list of recorded calls. Here you can listen to and delete the recordings.

Slider
For simple volume control, you are provided with a slider on the user interface. In general, the output that you currently hear is adjusted. This means that if an incoming call is signaled, for example, you adjust the volume of the ringing; if you are having a telephone conversation and are using the handset, this volume will be adjusted.

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16 Settings

Secondary call
You can disable a second call.

- On the interface, switch it on or off by clicking on **Secondary Call**.

You will no longer hear a call waiting tone and the second caller will be forwarded according to your Forwarding if busy.

Hide Number
- On the interface, switch it on or off by clicking on **Hide Number**.

Configuring Call Forwarding
In LANCOM Advanced VoIP Client you can define different Call Forwardings (unconditional, if busy, no reply).

- In the shortcut menu of the **Forwarding button**, click on **Properties**.
- Here, you can define the different Call Forwardings.

Lines
You can define which of your calls should be received on which line.

In the shortcut menu of the **Line button, select Properties**.
Define which calls should be received on this line, whether a number should be transmitted for outgoing calls and whether this line should be blocked after a call to provide a wrap up time.

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