



Telephony Web Services

TWS SoftPhone v3.1

User Guide



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Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

Document control

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1. Overview of TWS SoftPhone

TWS SoftPhone is a VoIP application which allows you to use your computer as your telephone. Quick and easy to use, you only need a connection to your business network, an audio output device (such as speakers or a headset) and a microphone to get started. **TWS SoftPhone** requires TWS Caller to be up and running and enables DTMF dialing. Please refer to **TWS Caller** documentation prior to reading this document.

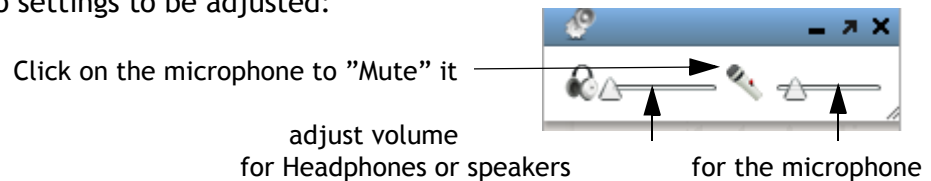
2. Audio Management


This option is used to add voice management to TWS **SoftPhone**.

The number of TWS Phone lines (CCOs) can be configured by the system administrator. By default, this number is set to one.

To access the VoIP control interface, open the TWS **Caller** sidebar then select the VoIP control icon  in the Applications Bar. The VoIP control window opens in the Sidebar as below:

This window allows Audio settings to be adjusted:




If you click on , the Voip Manager window opens (as below) and you can access the following features:

- Select the sound card for your audio output device (connected Headphones or speakers)
- Set audio volume
- Select the sound card for the microphone
- Set the microphone volume
- Select the sound card for ringing (usually the speakers connected to your computer)
- Select the ringing volume
- Mute the microphone (during conversation)



Note: The VoIP manager window needs to be opened the first time you use TWS SoftPhone and everytime a parameter changes to ensure that the proper parameters are selected and volume properly adjusted.

3. DTMF dialing

DTMF Dialing allows you to send a DTMF code when you are on line with an Interactive Voice Response. To access the DTMF code dialing interface, open the TWS **Caller** sidebar then select the DTMF dialing icon  in the Applications Bar.

The DTMF Window opens in the Sidebar:

You can send a sequence of DTMF digits by clicking on a key on the digital keypad.

