

User Instructions

Softphone

gTalk® PBX – Business Phone Service



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Softphone (softphone) User Instructions

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1. Introduction: Softphone is a Windows-based application that can be used by a gTalk® PBX User/Agent instead of a physical IP Phone set. A registered IP Phone set or a Softphone represents a PBX 'Extension'. So, either an IP Phone set or a Softphone can be registered as an extension at any given point in time. The Softphone must be installed in the user's PC.

2. Download and install (if not already installed in your computer) **dotNetFx35setup.exe** (.Net 3.5) from <https://www.microsoft.com/en-us/download/confirmation.aspx?id=21>

3. Installation Process of gTalk® PBX Softphone: Download the softphone from the link <https://softphone.gplex.com/pbx>. Thereafter follow standard software installation process to install the Softphone on User/Agent laptop or desktop computer.

4. Three Steps to Start Using the Softphone: Once installed, (i) Open the Softphone (ii) Dial the 'Activation Code' along with extension number, (iii) Restart the Softphone.

Note: Ask your PBX administrator/supervisor for the (i) Activation Code and (ii) your extension number.

4.1. Open the Softphone: After installing open the Softphone. Shown below is the image of opened Softphone on your screen with a **Green** bar both at the top and bottom of the 'Menu Option block' seen on the right. At this time the Softphone is in the 'Init mode'. Both the two green bars and the word 'Init' seen on the right means the Softphone is ready to work for your PBX system.



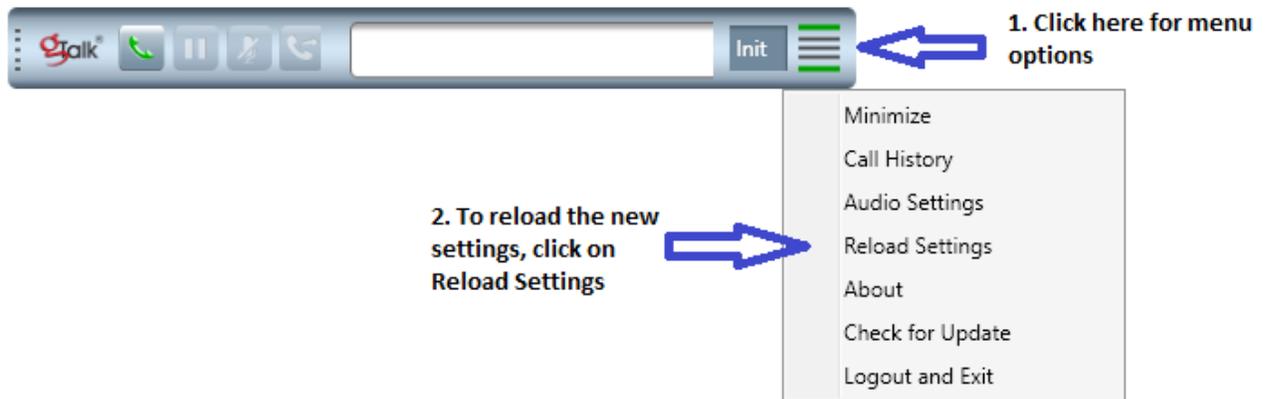
4.2. Dial the Activation Code: Dial the Activation Code along with your Extension Number. For example, if your Activation Code is *04893 and your Extension Number is 901 then type in *04893901 on the Softphone (as shown below) and press 'Enter' on the keyboard.



**Dial the activation code (*04893)
and your extension number (901)**

4.3. Restart the Softphone:

(a) After entering the Activation Code and the Extension Number, reload the settings by clicking on the 'Reload Settings', as shown below:

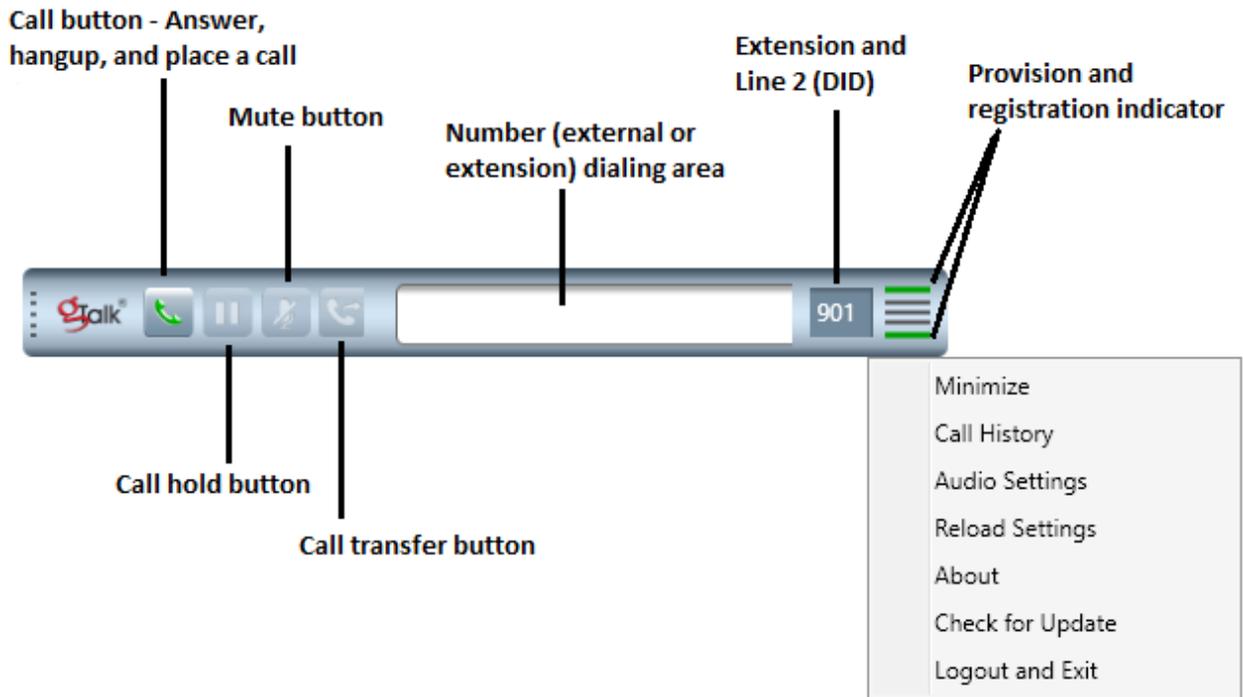


After reloading the new settings, your Softphone will look as shown below:

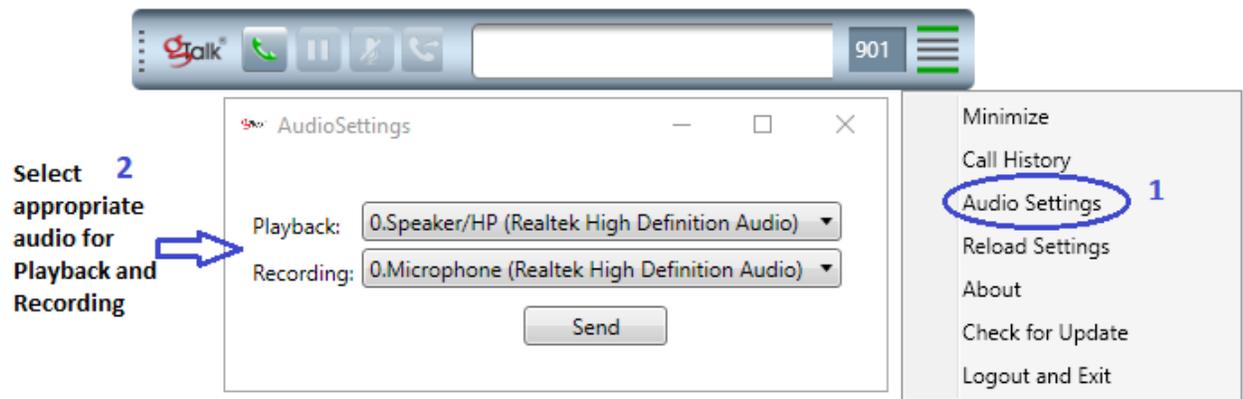


(b) Close the Softphone by clicking on (i) Menu options, (ii) Logout and Exit. Thereafter open the Softphone again.

5. Features of the gTalk® PBX Softphone:

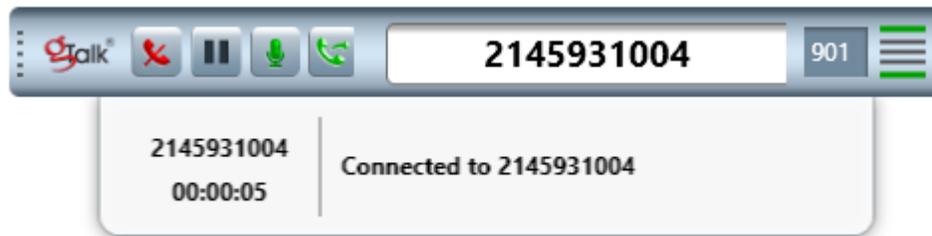


6. Use of the Softphone: Before placing or answering a call, select the appropriate audio device for Playback and Recording. **If you use headphone, select headphone device from Recording option.**



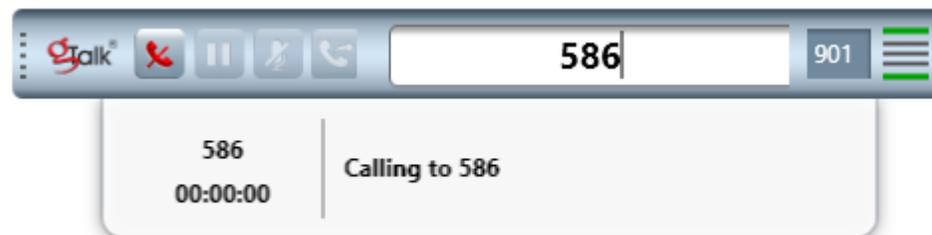
After selecting the audio device, restart the Softphone.

6.1. Make Outgoing Calls: A user/agent may make outgoing calls by entering the phone number or extension number in the Softphone and clicking the Call button 'phone icon' or press Enter from keyboard (it turns **Red** when call is in progress) as shown -



Dialing a 10-digit number

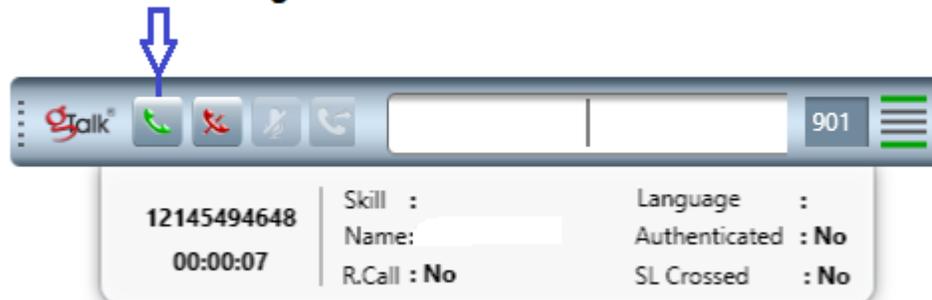
OR



Dialing an extension number

6.2. Receiving an Incoming Call: A user/agent may receive an incoming call by clicking the **Green** phone icon as shown below:

Click on the Call button to answer an incoming call



6.3. Mute and Hold a call: Mute and Hold an incoming/outgoing call by clicking on the Mute and Hold button. Click again to resume the call.

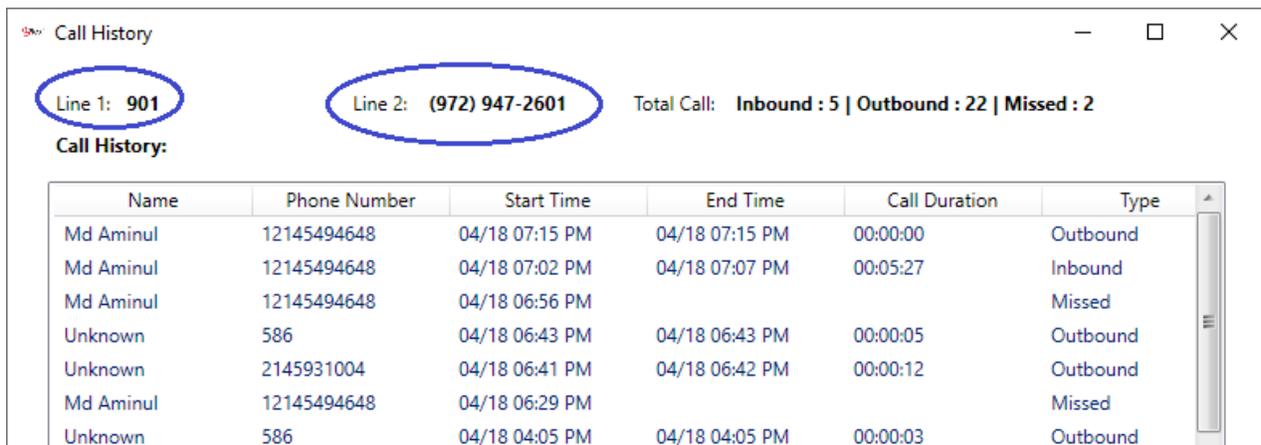
6.4. Rejecting Incoming Calls: Reject a call function is used to stop your phone from ringing on an incoming call and sending the call directly to the voice mail. Click on the **Call Hold** button to reject an incoming call.

6.5. Transfer a Call: When you transfer a call to another person, you have the option to talk to the person the call being transferred to before the transfer process is completed.

To transfer a call:

- i. When you are on a call, click the **Transfer button** on the Softphone.
- ii. Place a Softphone call to the person you want to transfer the call to.
- iii. When the other person answers the call, you may talk to him/her without the caller hearing the conversation and then click on the **Transfer button** again to complete the transfer.

7. Call history: Click on the **Call History** from the Softphone menu options to check all your incoming and outgoing calls. You may copy any number and paste to the Softphone to make outgoing call.



Name	Phone Number	Start Time	End Time	Call Duration	Type
Md Aminul	12145494648	04/18 07:15 PM	04/18 07:15 PM	00:00:00	Outbound
Md Aminul	12145494648	04/18 07:02 PM	04/18 07:07 PM	00:05:27	Inbound
Md Aminul	12145494648	04/18 06:56 PM			Missed
Unknown	586	04/18 06:43 PM	04/18 06:43 PM	00:00:05	Outbound
Unknown	2145931004	04/18 06:41 PM	04/18 06:42 PM	00:00:12	Outbound
Md Aminul	12145494648	04/18 06:29 PM			Missed
Unknown	586	04/18 04:05 PM	04/18 04:05 PM	00:00:03	Outbound

8. Voicemail: A user/agent may listen his/her own extension's voicemail by dialing the own extension number (for example 901). in the Softphone and clicking the Call button 'phone icon' or press Enter from keyboard (it turns **Red** when call is in progress).

Listening to Voicemail: Enter your own extension number (for example 901) in the Softphone and clicking the Call button 'phone icon' or press Enter from keyboard (it turns **Red** when call is in progress) to enter the Voicemail System. Thereafter follow the prompts.

----- End -----