



iPath Windows XP User Guide

January 2008





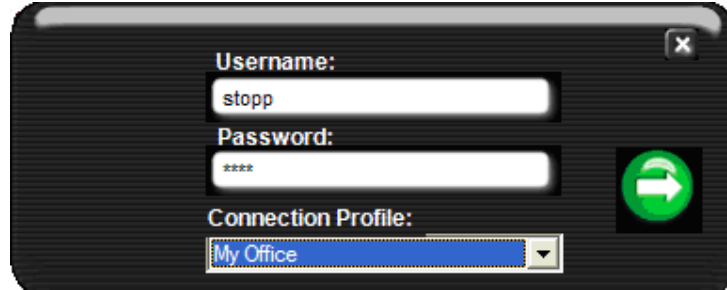
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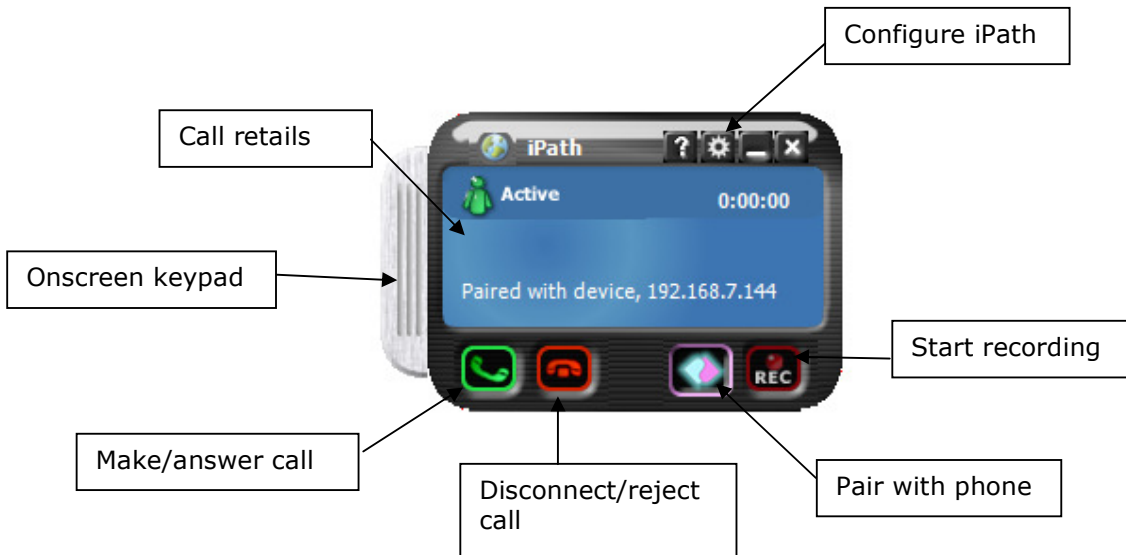
1.0 Logging in

1. Double-click the iPath icon on the desktop.
2. When the login screen appears enter your username and password.



3. Select the correct **Connection Profile** from the drop-down box. If you are connecting at home, select **My Home**, if you are connecting from the office, select **My Office**.
4. Click the green button.
5. iPath should login within a few seconds and the iPath interface will open.

2.0 The iPath dialing panel





2.1 Pairing with the Phone

iPath is designed to work in two ways, controlled by using the **Active pairing** button.



Shows that the iPath is connected to a snom phone. The iPath software controls the making and receiving of calls through the connected phone. For example, if a number is dialed using the iPath software, it is the snom phone which calls and the phone receiver, a headset connected to the phone or the phones inbuilt speaker is then used during conversation.

By default, this feature will pair automatically if a user logs into iPath when already starcoded into a phone which is on the same IP range as the computer which is running iPath. This is normally the case in an office environment.

A common use of iPath when connected to a headset is dialing from Outlook contacts.




Shows that iPath is connected to a phone , working as a software based SIP client which can be used with a pair of headphones (and microphone) plugged into the users PC or laptop. Sound is controlled through the soundcard of the PC or laptop used.

Note: Although a computer's built-in speaker and microphone can be used to make calls, this is not recommended as sound quality will generally be poor.

2.2 Dialing from iPath

To dial from iPath:

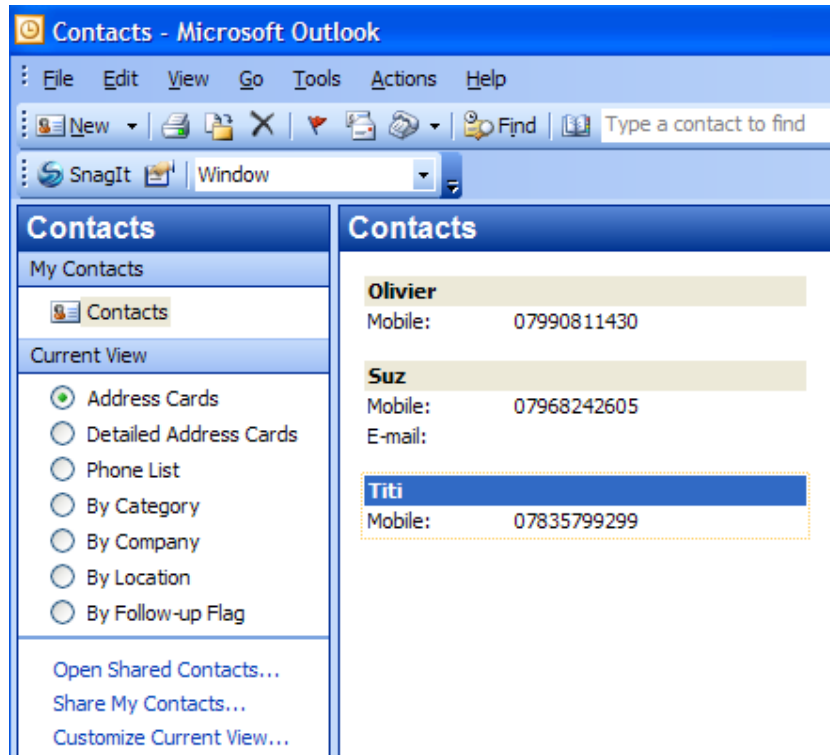
1. Click the **Make Call/Answer Call** symbol .
2. Enter the number which you wish to dial (including the leading 9) using the PC keyboard, or click the onscreen keypad and click the numbers which you wish to dial.
3. Click the **Make Call/Answer Call** symbol again to start the call.
4. The call will be made. If you are using iPath with a snom phone , you must pick up the receiver.


2.3 Dialing from Outlook

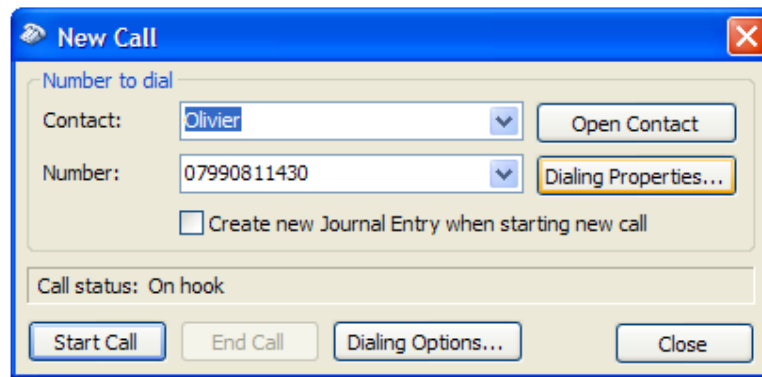
In many cases iPath is used to dial out from an Outlook address book. iPath will need to be open and the user logged in before outgoing calls can be made in this way.

To dial from Outlook:

1. Open Outlook and go to Contacts.
2. Search for the contact which you wish to call.
3. Click the contact to select it




- 4. Click the telephone icon in the menu bar .
- 5. The **New Call** screen will open.



- 6. If a contact has more than one telephone number this can be selected from the drop-down list to the right of **Number**.

Note: iPath accepts full telephone numbers with no spaces from Outlook contacts, numbers with spaces are interpreted by Outlook telephony as two numbers. This will cause iPath to fail. Numbers should be edited in Outlook to remove any spaces before calling.

- 7. Click **Start Call** to begin calling.
- 8. If you are using iPath with a snom handset the phone will now start to dial, lift the receiver to make the call.
- 9. If you are using iPath as a stand alone client (with headphones and a microphone) you will hear iPath start to dial.
- 10. To disconnect a call, click the **Disconnect/Reject** button  on the iPath dialing panel.




2.4 Ending a call

To end a call:

1. Click the **Disconnect/Reject** call button .
2. The call will be disconnected.
3. If you are dialling from a snom phone, calls can also be disconnected by replacing the phones receiver or by pushing the **X** key.

2.5 Answering a call

To answer a call:

1. The snom phone or PC will ring (dependant upon pairing).
2. To answer the call click the **Make Call/Answer Call** button .
3. If you are using a snom phone, calls can also be answered by picking up the phones receiver or by pushing the tick key.

2.6 Rejecting an incoming call

1. Click the **Disconnect/Reject** call button  without answering the call.
2. The call will obey any forwarding rules set for it (eg if unanswered, calls are set to go to voicemail, then the rejected call will go to Voicemail).
3. If no forwarding rules have been set, the call will be disconnected.

2.7 Recording a call


Note: Before recording a call, it is vital that the caller is informed of the fact that this call is going to be recorded. This is not simply courteous, but is a legal requirement.

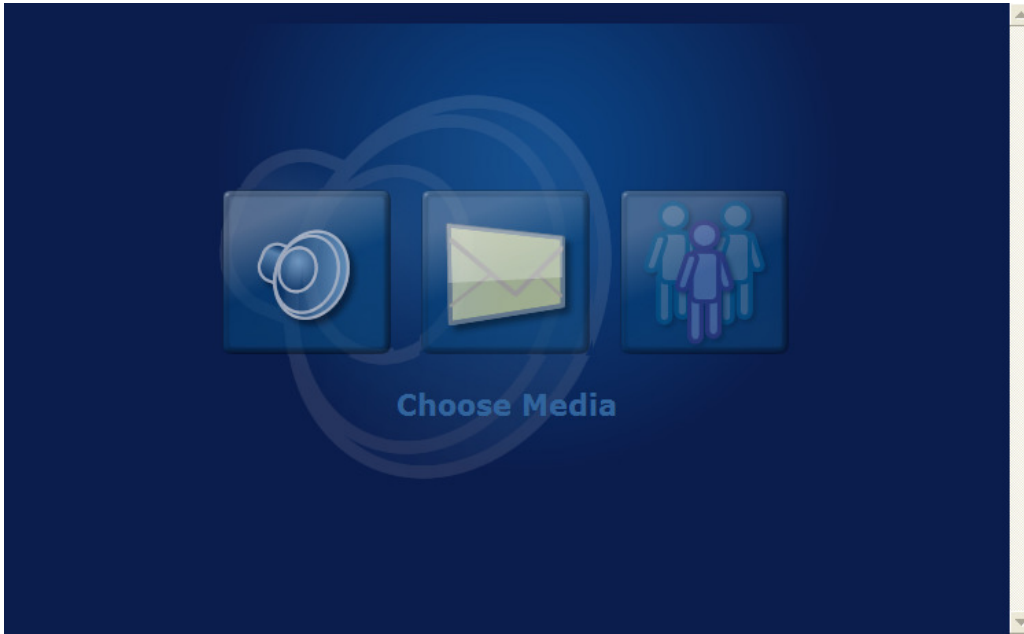
1. Click the **Record Call** button .
2. All parties will hear the "recording started" announcement.
3. The call will continue to be recorded until it ends or the **Record Call** button is clicked a second time (In which case a "recording stopped" announcement will be played).


2.8 Playing back a recorded call

Recorded calls are stored on a web based storage system and can be recalled from any computer by means of a web-browser. Calls can be downloaded or streamed to any PC that supports the .WMA file format.


To access recorded calls using iPath:

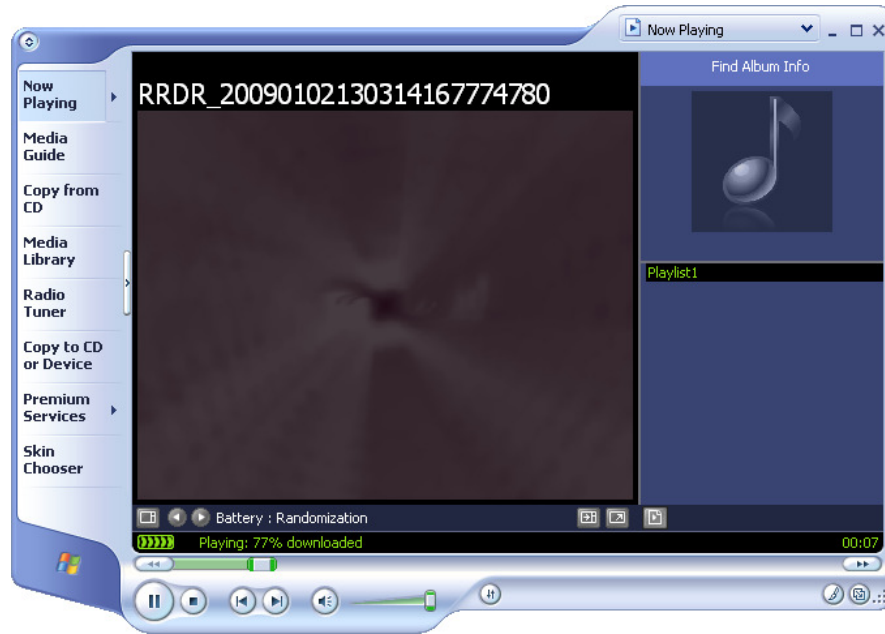
1. Click the **Mail** button on the **iPath Plus!** Panel .
2. The **Choose Media** screen will open.




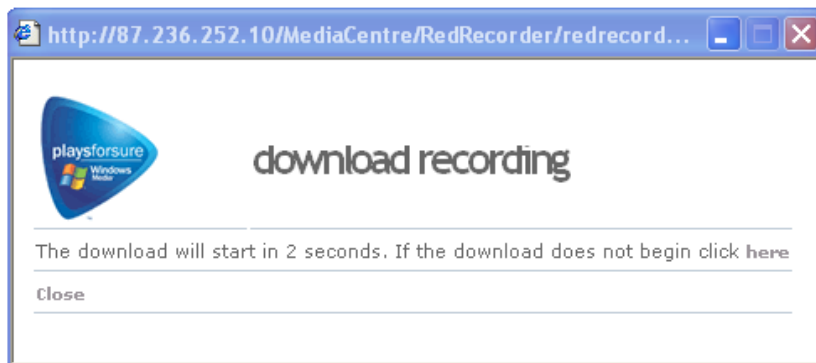
3. Click the loudspeaker icon .
4. The **My Recordings : Inbox** screen will open:




1. A list of recordings will be shown, together with information such as number dialled, the user who made the call, the date and time of the call and the duration.
2. To stream a recording, click the , under **Action**.
3. After a brief delay, your media player program will play the call.



4. To download a recording, click the  icon under **Action**.
5. The download screen will open.



6. After a short pause, you will be able to select a download location for the recording.
7. To attach notes to a recording click .
8. The **Recording Details** screen will open.




Recording Details: RRDR_20090102125705503319450

Property	Value
Subject	RedRecorder Recording
Filename	RRDR_20090102125705503319450
Start Time	Fri 2nd Jan 2009 12:57:05
End Time	Fri 2nd Jan 2009 12:57:34
Recording Duration	28 second(s)
Called from	01183383029
Number dialled	07515420595
File Size	0 bytes -
Rating	Unrated ▼
Memo	good Introduction but weak ending

Enter notes regarding the call into the **Memo** box and click **save** when done.

2.9 Setting iPath to remember login details

iPath can be set to remember a user's login name and password, so these need not be entered each time iPath starts :

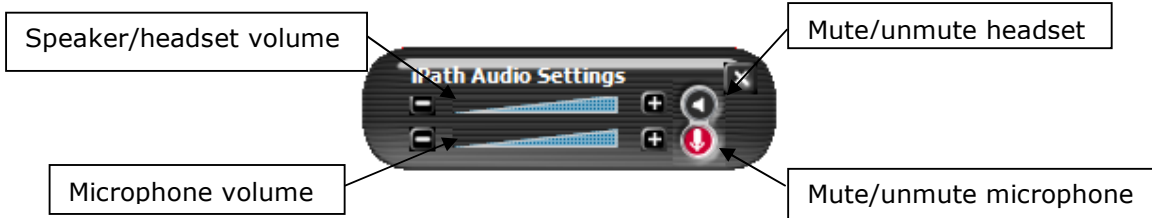
1. Log into iPath normally.
2. Click the **Configure iPath** button .
3. The **iPath Settings** screen will open:





4. Tick **Automatic User Logon** .
5. Now click **Save Configuration**
6. The next-time iPath is started logon will take place automatically and a username and password will not need to be entered.

3.0 iPath audio panel

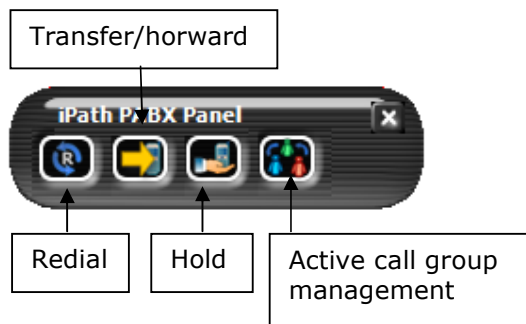


The iPath audio panel is used to control the speaker/headset and microphone volumes which iPath uses when unpaired from a SNOM phone. When iPath is paired with a snom, the phone volume settings are used.

Both the sound through the speaker/headset and the microphone can be muted using the iPath Audio Panel.

Note : If no sound is heard when the Audio Panel is not set to mute. An administrator should adjust the volume settings in Windows **Control Panel, Sounds and Audio Devices**.

3.1 The iPath PABX panel



3.2 Redialing a number

To redial a previously called number:

1. Click the **Redial** button
2. The number will be displayed on the iPath status screen and will be called.



3.3 Placing a caller on hold

1. Click the **Hold** button




2. While on hold, the caller will hear “comfort beeps” (or music if this has been requested by your organisation).
3. To take a caller off hold click the **Hold** button again.

3.4 Warm (announced) transfer

1. Accept an incoming call.
2. Speak to the caller and look up the extension of the person to whom the call will be transferred.
3. Click the **Hold** button .
4. Enter the extension you wish to dial using the PC keyboard, or click the onscreen keypad and click the numbers that you wish to dial.
5. Announce the caller.
6. To transfer call, click the **Transfer/Forward** button .
7. The caller will be transferred and iPath will be ready to take other calls.
8. If the person dialed, has answered, but is unavailable to take the call, wait until they put the phone down and then click the **Hold** button to return to the caller.
9. If the extension dialed is not being answered or starts to forward to Voicemail, click **Disconnect** and then **Hold** to return to the caller.

3.5 Blind (unannounced) transfer

1. Accept an incoming call.
2. Speak to the caller and look up the extension of the person to whom the call will be transferred.
3. Click the **Transfer/Forward** button .
4. Enter the extension which you wish to dial using the PC keyboard, or click the onscreen keypad and click the numbers which you wish to dial.
5. The call will be transferred (with no announcement) to the extension entered. If the extension is busy or does not answer, then any forwarding rules setup will be applied.

3.6 Opting in and out of call groups

The **Active Call Group Management** button gives users the opportunity to opt in and out of call groups.




Note: Opt out will only be possible in cases where the administrator of the telephony system has allowed this for a particular group. Some groups may be compulsory and the user will not be able to opt out of them.

Example: Olivier is a member of the technical sales team who also handles technical support calls when the lines are busy. The telephone administrator has made Olivier a compulsory member of the technical sales call group, but he can opt in or out of the technical support team.

To opt in to a call group :

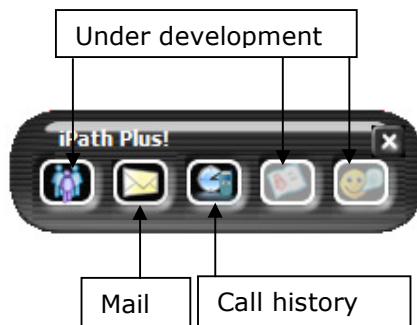
1. Click the **Active Call Group Management** button .
2. The **My Call Group Subscriptions** screen will open.



-  A bright green globe indicates a call group that a user is actively attending, but may opt out of by left-clicking the globe.
-  A red globe indicates a call group that a user is not attending, but may opt into by left-clicking the globe.
-  A globe with a padlock attached is a group whose status has been locked by an administrator. Users cannot change the status of this group.

3. Opt in or out of call groups as desired.
4. Close the **My Call Group Subscriptions** screen.




4.0 iPath Plus!panel





4.1 Features under development


The current features on the iPath Plus! Panel are under development and are not currently available:

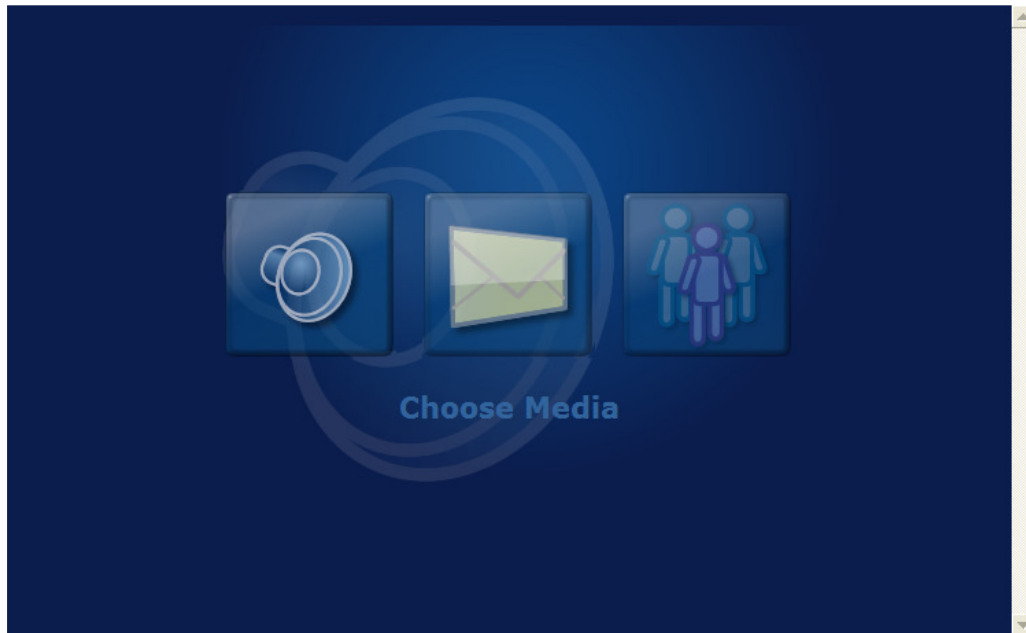
- Conferencing 
- Contacts 
- Instant Messaging 


4.2 Retrieving Voicemail

Voicemails are stored on a web based storage system and can be recalled from any computer using a web-browser. Mail can be downloaded or streamed to any PC that supports the .WMA file format.


To access Voicemail using iPath:

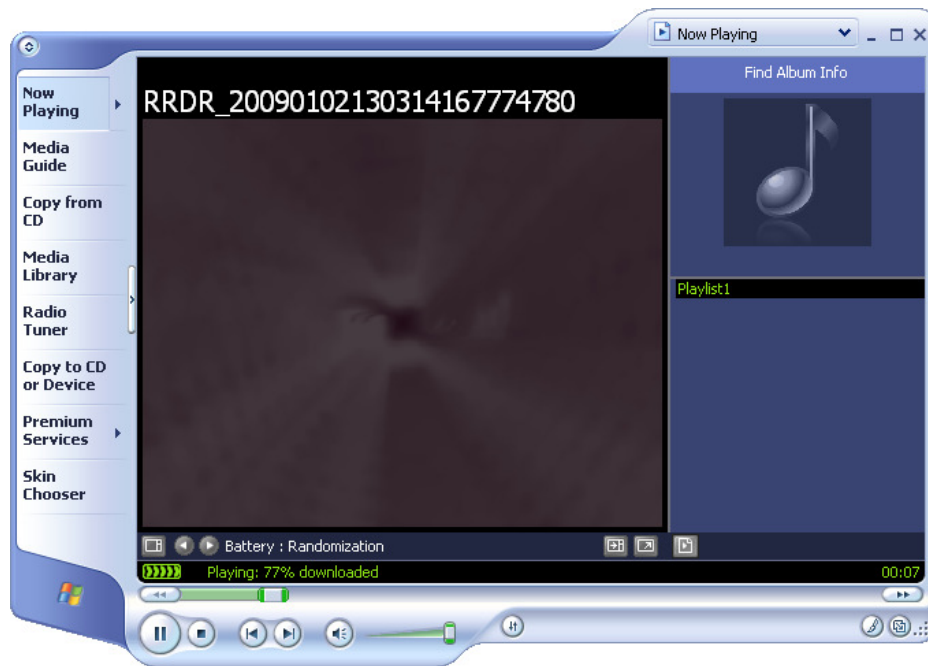
1. Click the **Mail** button on the **iPath Plus!** Panel .
2. The **Choose Media** screen will open:




3. Left-Click the Mail icon .
4. The **My Inbox** screen will open.




9. A list of messages will be shown, together with information such as the number of the person who made the call, the date and the time of the call.
10. To stream a message, click the  icon under **Action**.
11. After a brief delay, your media player program will play the call.



12. To download a recording click the  icon under **Action**.
13. The download screen will open.
14. After a brief wait you will be able to select a location to save the file.
15. To replay the message, double-click the saved .WMA file.

4.3 Deleting Voicemail

To prevent your mailbox from becoming full, you should regularly delete Voicemails once you have listened to them. To do this:

1. Click the **Mail** button on the **iPath Plus!** Panel .
2. Navigate to the **My Inbox** screen (see section 4.2).
3. select the tickbox next to the Voicemail (or Voicemails) which you wish to delete.
4. Click the **Delete** button.
5. All Voicemails selected will be deleted.

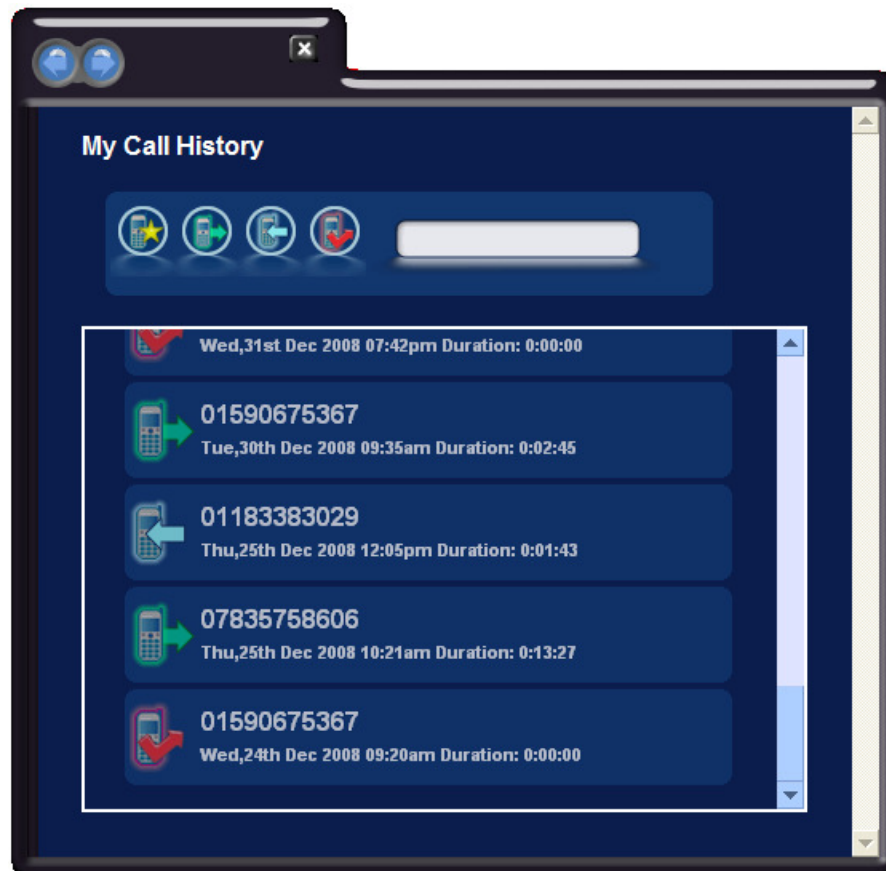


4.4 Dialing from Call History


iPath can be used to view dialled, received and missed calls. It is also possible to dial these numbers from **Call History**.


To use **Call History**:


1. Left-click the **Call History** button 
2. The **My Call History** screen will open.




3. Click the appropriate button in the bar at the top of the screen to filter calls viewed:

 View all calls (dialled, received and missed).

 View all dialled numbers.

 View all received calls.

 View all missed calls.

4. Alternatively, a specific number can be entered in the search box next to the filter buttons.
5. Left-click a number to start calling.



5.0 Notes

1. If you are using iPath at home you should log off your SNOM phone at work before using iPath. This is because the SNOM will continue to receive calls in preference to iPath.
2. When dialing from Outlook, iPath should be running.
3. iPath accepts full telephone numbers with no spaces from Outlook contacts. Numbers with spaces are interpreted by Outlook telephony as two numbers. This will cause iPath to fail. You should edit numbers in Outlook, so as to remove any spaces before calling.