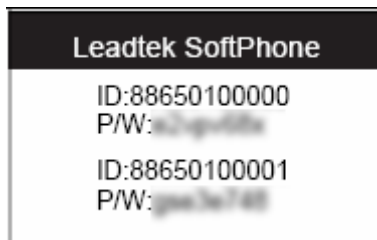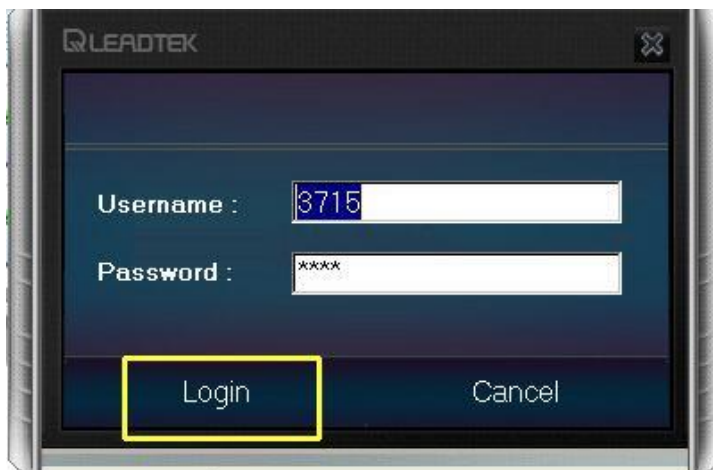# Using Leadtek SoftPhone

Login

When you purchased Wireless CarePhone, 2 free SIP Phone numbers / passwords have been included for you to use. Please see the sticker on the back of the CD sleeve (An example is shown in the picture below.)

Leadtek SoftPhone

ID:88650100000
P/W:

ID:88650100001
P/W:

An example of the sticker

When you see the window below, please input User name and Password, and click Login. The ID on the sticker is the Username of SoftPhone, and the P/W represents the Password.

Username : 3715
Password : ****
Login   Cancel

登入按鈕

*SoftPhone number is always a 11-digit number (ex.88650100001)

Main Screen

After login to Leadtek SoftPhone, the following screen will show up. The details are explained below.
1.　A mini keypad
　　甲、　0-9 number keys
　　乙、　Function keys
　　丙、　【 * 、# 】 2 special function-keys
2.　Function keys
　　甲、　Green: Dial out
　　乙、　Blue: Phonebook or detailed information
　　丙、　Red: Hang up or go back to the previous menu
3.　Status
　　甲、　The phone number is displayed at the upper left corner of the screen.
　　乙、　The register status is at the upper right corner.
　　丙、　If it lights green, it means SIP Server has been registered. If it doesn¡t light up, it means the registration failed.

Phone number →　　　　　　　　　　　　　　　← Register status

Detailed Operations
Dialing a number

The user can use the mouse to click the numbers on the keypad, or press number keys on the keyboard to input GVSC phone numbers or IP addresses to start the conversation. After the numbers are input, click the green button to dial out.

If you have dialed other numbers before, click the green button before inputting any number and a list of called numbers will appear in the Calls Log screen, as the picture shown below.

Calls log button Icon

Dial button   Exit button

Now you can select the desired number (the down left picture) and click the green button (Dial button) to dial out (the down right picture). If you want to hang up the call, just click the red button (Exit Button). Leadtek SoftPhone will return to the main screen.
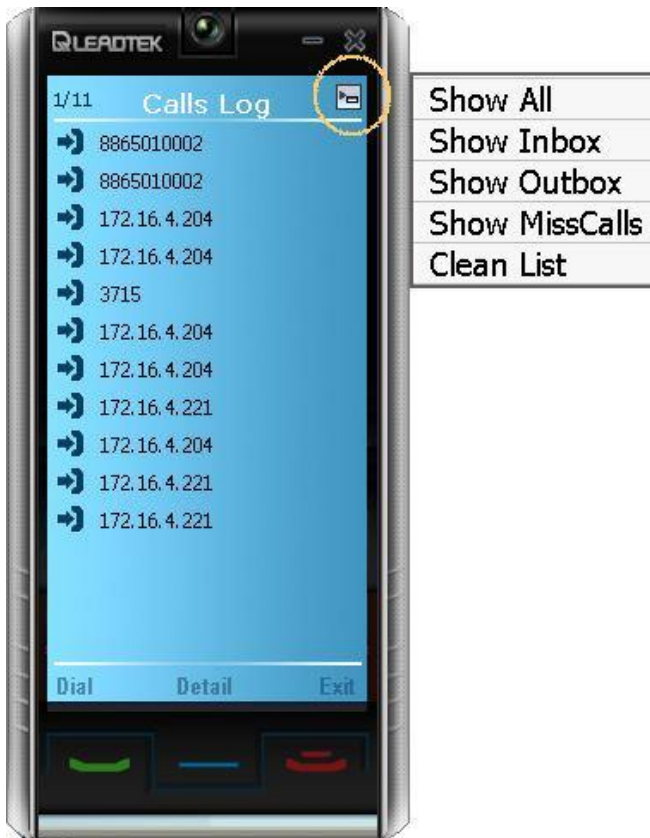
Select the number to redial   Click the green button to dial out.

Calls Log

Click the green button and the calls log will appear. You can view the history of calls here. Or you can use the Log icon ▣ at the upper right corner to filter the calls to be displayed.

There are five ways to display Calls Log.

Function	Description
Show All	Shows all calls
Show Inbox	Shows only the incoming calls
Show Outbox	Shows only the outgoing calls
Show MissCalls	Shows only missed calls
Clean List	Clean the Calls Log list

Click the blue button (Details) to display more information, or click the icon again to hide it.

The picture below shows that selecting a call in SoftPhone and clicking the blue button (Details) will display the detailed information, as the picture down right.
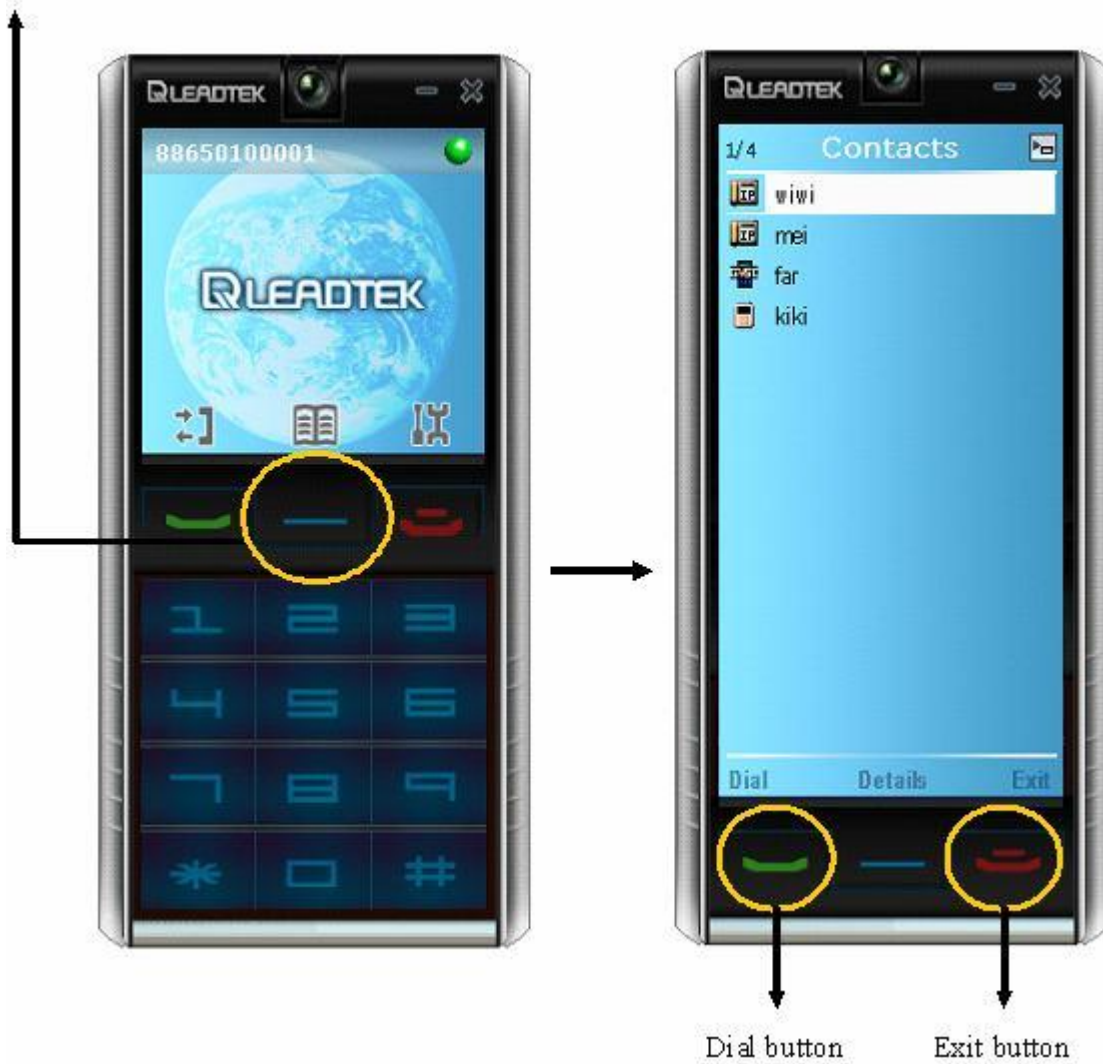

Detail button

Cancel button

Click the red button (Cancel button) to return to the Calls Log screen (the picture up left)。

Function	Description
Name	The name
Phone	The phone number
Date	The date of the call
Time	The time of the cal
Elapsed	The duration of the call

Dial Out from Contacts

In the main screen, click the blue button (phonebook) as circled in the picture below, and the contacts list in Leadtek SoftPhone will appear, as the picture down right.

Contact button

Dial button   Exit button

Select the contact and click the green button (Dial) to dial to the contact. Click the red button (Exit) to go back to the main screen of Leadtek SoftPhone.

Edit Contacts

In the main screen, click the Contacts icon at the upper right corner, and a detailed list will appear, as the picture below.

The functions in the list are described below.

| Function	Description
Display by Contact	Display by contact
Display by Group	Display by group
Add New Contact	Add new contact
Add New Group	Add new group
Delete Item	Delete item

Add New Contacts

Click the detailed list brought out by the icon at the upper right corner, and select Add New Contact to start editing the information of the new contact.

The following information has to be given for each new contact: Name, Phone Number, Group, and icon, as shown in the picture down right.

There are four types of icons, representing different types of phone numbers.

1.GVSC SoftPhone: Phone numbers that belong to the GVSC service.
2.IP Phone: An IP address
3.Mobile: Cell phone number (this service must work with the provider)
4.PSTN Phone: The regular telephone at home
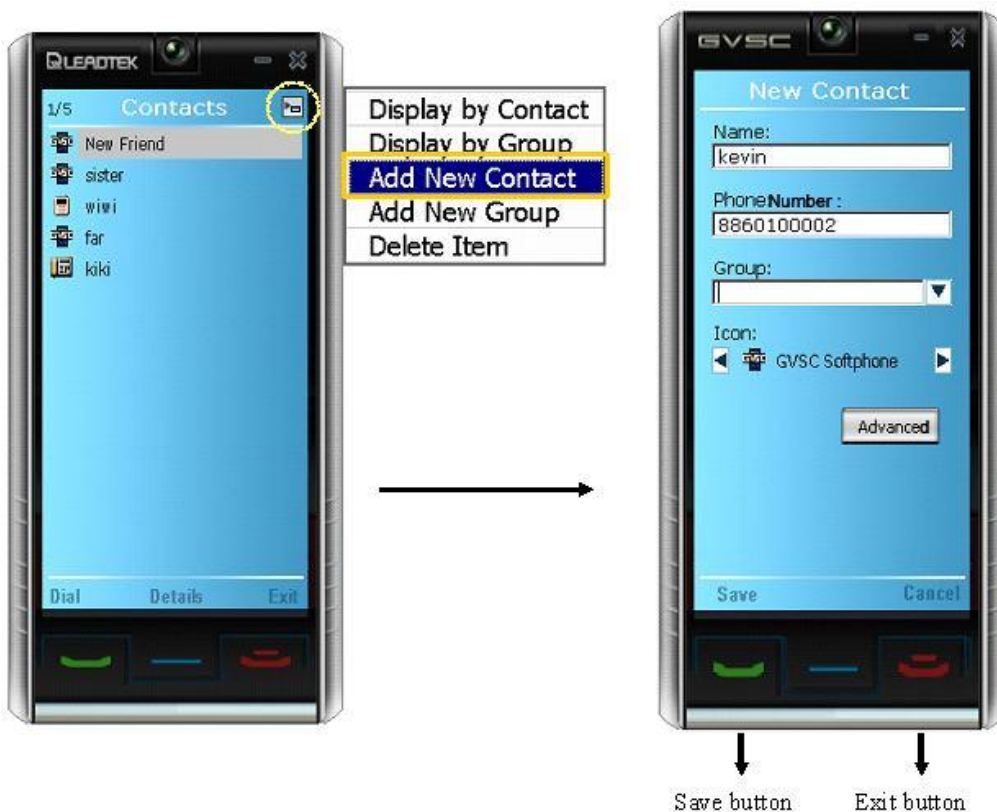
Example 1: Add New Contact with the **GVSC SoftPhone number** (The picture up right)

1. Type a name in the Username blank (eg. kevin)
2. Fill in the Phone Number blank with a complete GVSC Softphoone number.
3. Click the Save button to save the contact, or click Cancel to abandon the changes. The system will return to the Contacts screen.
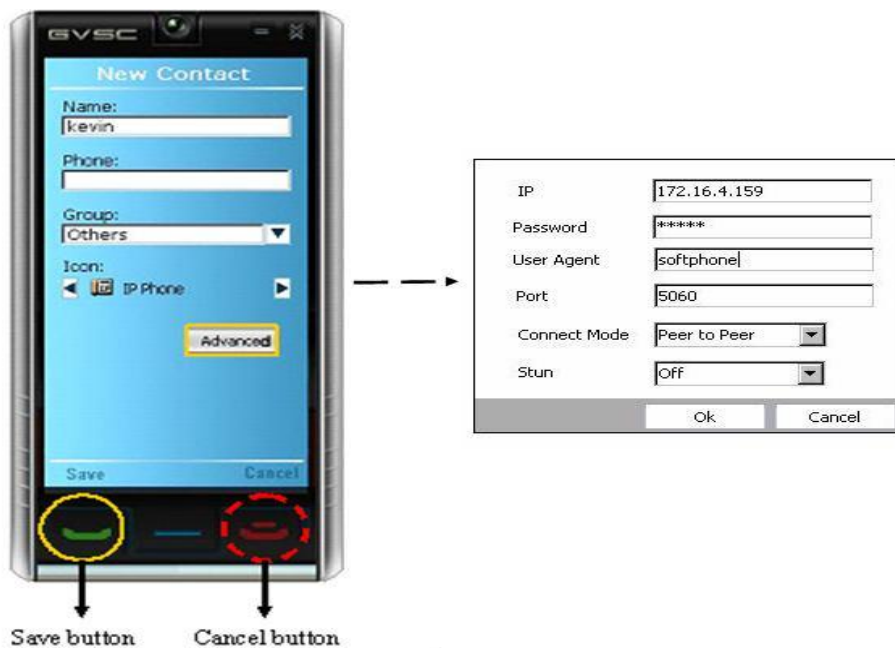
★You don¡t have to go to **Advanced** for this setting.

Example 2: Add New Contact with an **IP Phone**.

When the new contact is using IP Phone, you have to go to Advanced to configure the related settings.

As each machine has different IP address, phone number, and port, please configure the settings according to the actual environment.

1. IP address: Please fill in the public IP address of the computer the SoftPhone is installed on.
2. Phone Number: For IP Phones to call each other, the Phone Number in the main screen of the contact can be left blank.
3. Password: The default password is the same with the one in System → Surveillance Password
4. User Agent: For reference only. This is optional.
5. Connection Mode:
   A. Peer to Peer: It means that the SoftPhone or Wireless CarePhone got a static IP address . Please take this static IP address filling into the corresponding fields .
   B. Proxy Server：Register to the SIP proxy server and build the connection .
   C. Http Tunneling)：To help users under NAT or behind the Firewall for business network mechanism. Take advantage of the internal connection in private network environment to build up the connection between CarePhone or SoftPhone externally .
6. Port: The communication port for the local SIP service. The default is 5060.
7. STUN: If your computer can not connect properly, you can enable STUN to use NAT function.
8. After the settings are completed, click OK to return to the New Contact main screen, and click the green button to save the settings, or click the red button to cancel.

Save button   Cancel button

Example 3: Add New Contact with **Mobile**

★This function is reserved for users of the advanced version. It can communicate with 3G phones.★

When the new contact is using a Mobile 3G phone number, please choose the ICON as Mobile first.

1. In the Phone Number blank, type the 3G phone number to dial to.
2. Choose a proper item in the Group blank.
3. After the settings are completed, click the green button to save the settings, or click the red button to cancel. The

system will return to the Contacts screen.

★You don¡t have to go to **Advanced** for this setting.

Example 4: Add New Contact with **PSTN Phone**

★This function is reserved for users of the advanced version. It can communicate with regular PSTN telephone at home. ★

Display by Contact

In the Contacts main screen, click the icon 🖿 at the upper right corner, and the Contacts list will be displayed. The user can filter the display as desired.

The picture below shows when **Display by Contact** is selected, all contacts will be displayed, as the picture down right.
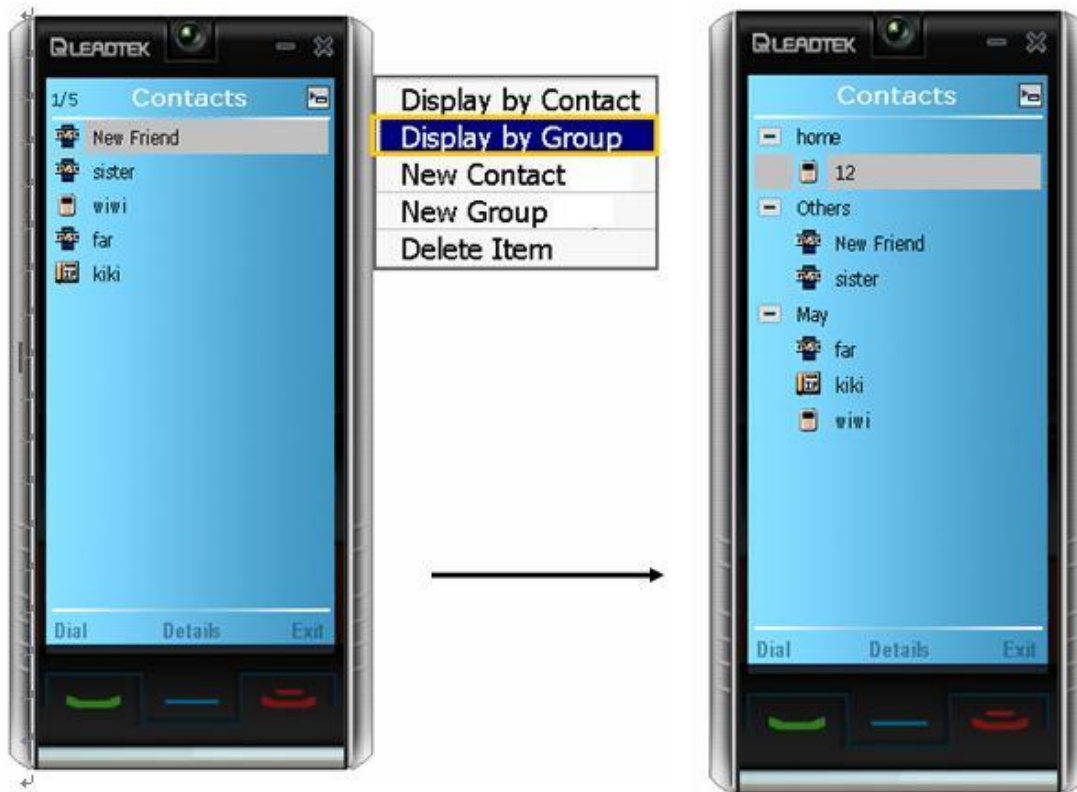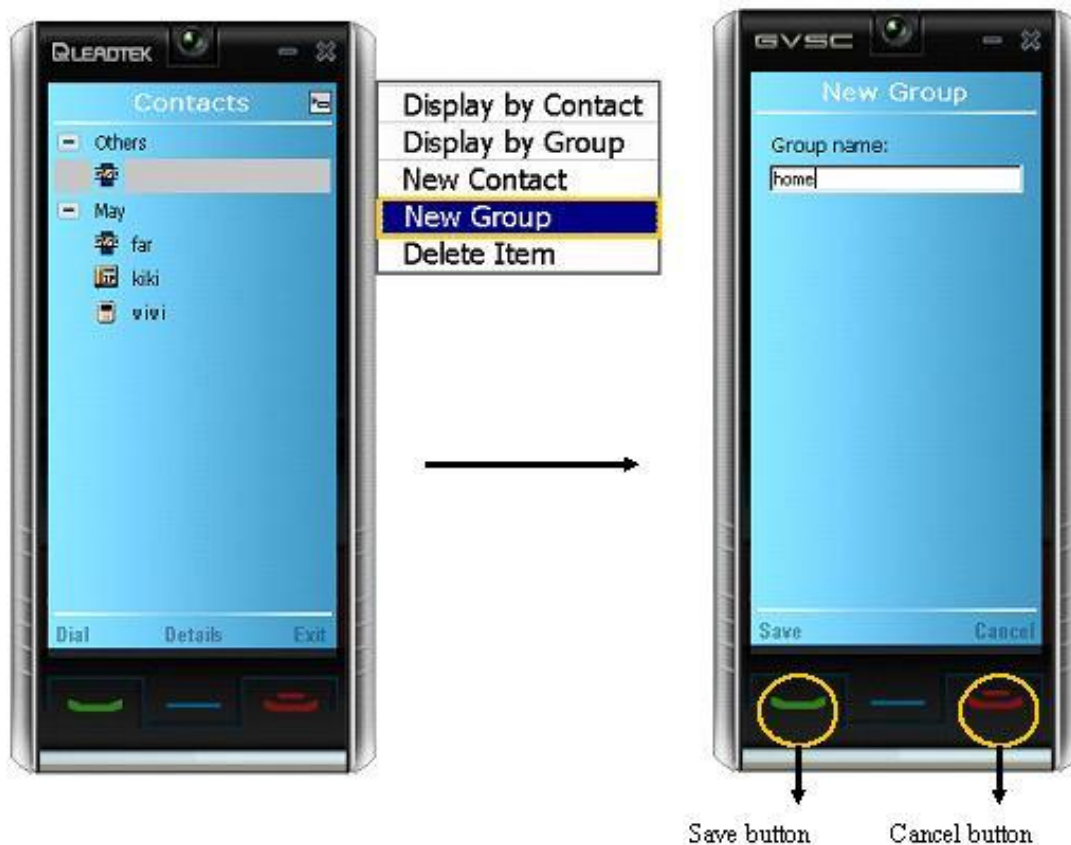

You can select a contact and click the Dial button to dial out, or click the Exit button to return to the main screen of Leadtek SoftPhone.

New Group

You can add new groups to easily manage contacts information.

1. To add new group, go to the Contact main screen, and click the icon ▣ at the upper right corner.
2. Choose **New Group** in the list and the **New Group** screen will appear as the picture down right.
3. Type the name of the group (ex：Office/Home/Friend¡), and click the green button (Save) to save to the new group, or click the red button (Cancel) to abort.

Display by Group

When there are too many contacts in the phonebook to browse, you can click the icon ( )at the upper right corner of the Contacts screen, and a list will appear. Choose Display by Group, and the contacts will be displayed in several groups, as the picture down right.
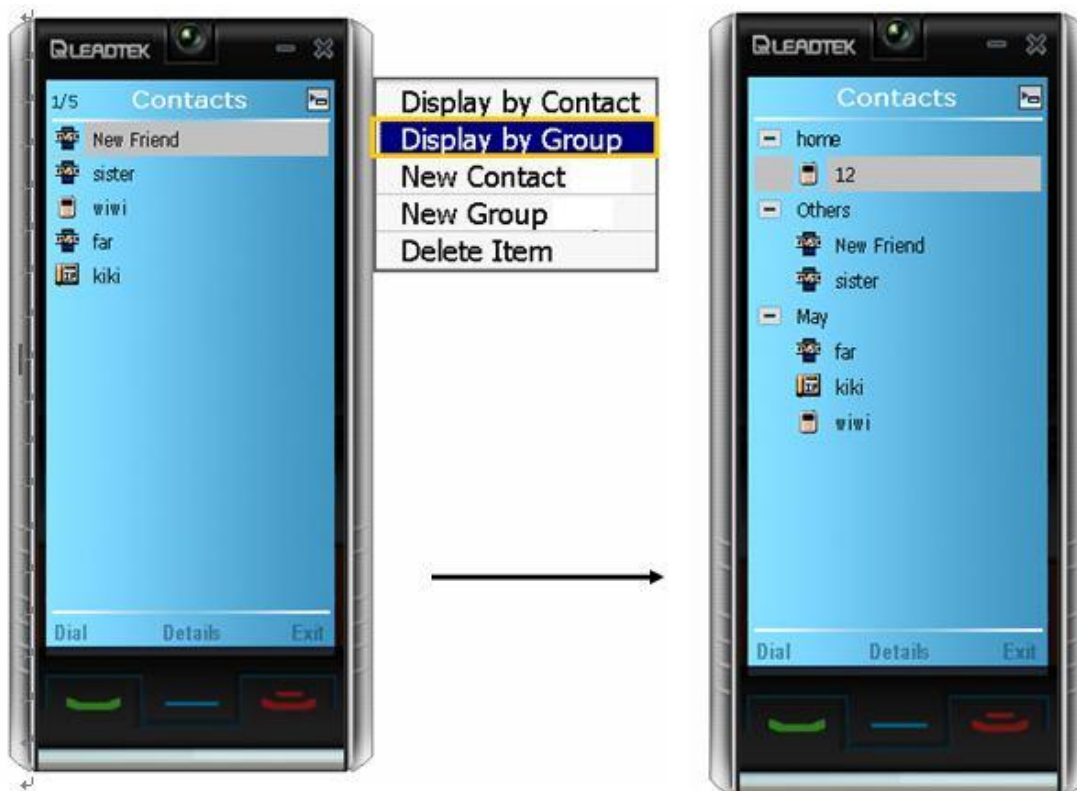

You can select a contact and click the Dial button to dial out, or click the Exit button to return to the main screen of Leadtek SoftPhone.

Edit Contacts

To edit a contact, go to the Contacts screen.

1. Select the contact to be edited (as the picture down left, sister is to be edited).
2. Click the blue button (Details), and the New Contact screen will show up, as the picture down right.
3. If you want to change the group, choose the new group from the drop-down menu (the picture down right).
4. Click the green button to save the setting, or click the red button (Cancel) to abandon the changes.

Details button

Save button   Cancel button
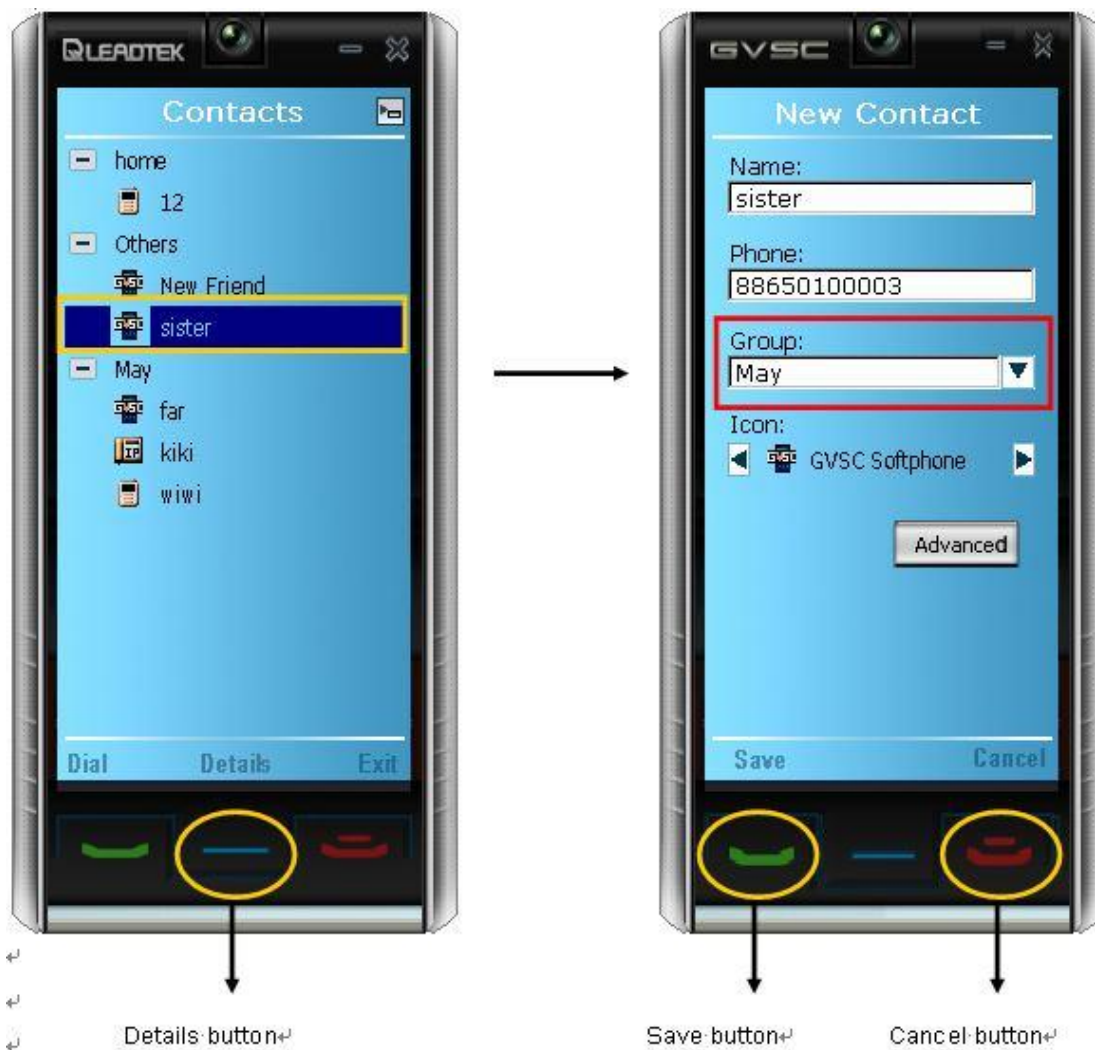
When finished the group of the Contact ¡sister¡ will be changed from ¡Others¡ to ¡May¡, as the picture below.

Delete Contacts

To delete a contact, go to the Contacts screen, click the icon at the upper right corner⬜ , and select Delete Item. A dialog box will appear: Delete this contact? Click OK to delete the contact, or click Cancel to abort.

The system will return to the Contacts screen.
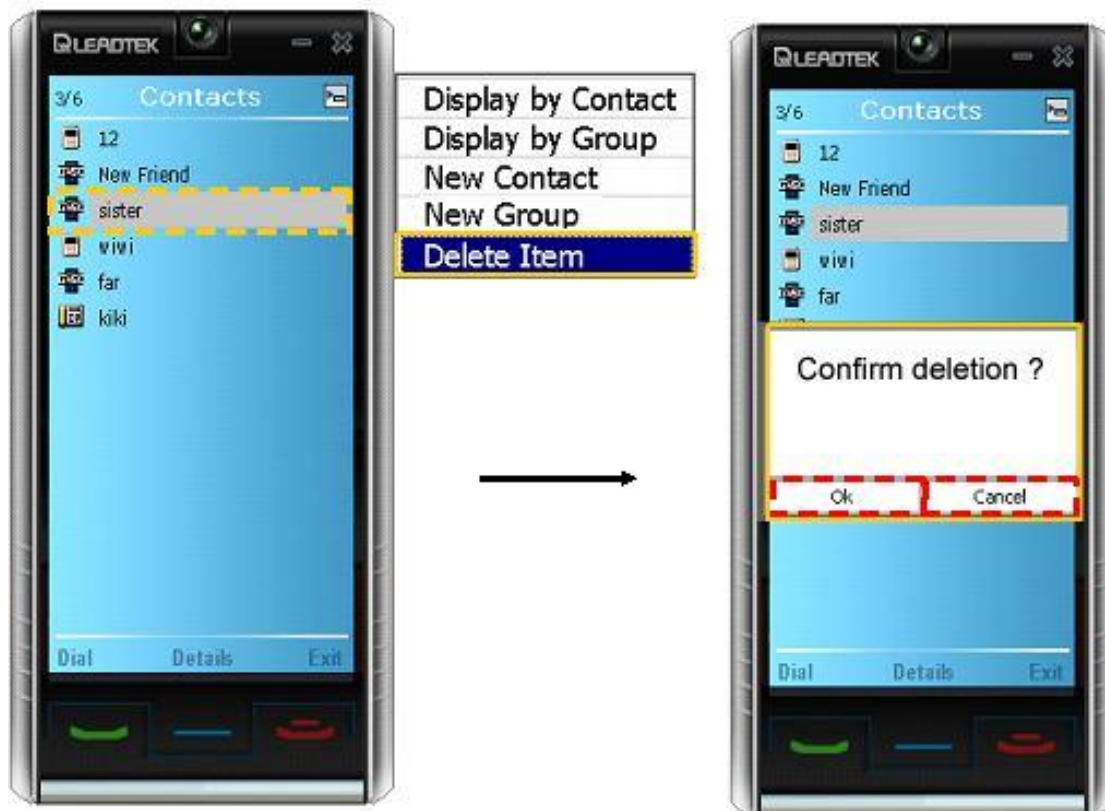
Back to the Contacts window and review the contacts list from the list , you will see the contacts , sister , has been deleted .

SoftPhone Settings

In the Leadtek SoftPhone main screen, click the red button to set up the system.


SIP Settings

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After the modification, click OK to save the settings. But if **Software Auto-Configure** is set to ON, you don¡t have to manually set up these items.

Function	Description
SIP Phone Number	SIP phone number * Input the number in the main screen.
SIP Proxy	The IP or DNS of the SIP server * Enable Automatic Update and the SIP Proxy will be automatically downloaded.
Username	SIP username
Password	SIP password
SIP Proxy Port	The proxy port of the SIP server
SIP Local Port	SIP local port
STUN IP	STUN IP address
STUN Port	STUN port

> Leadtek SoftPhone has to be restarted after the SIP settings are changed..

General Settings
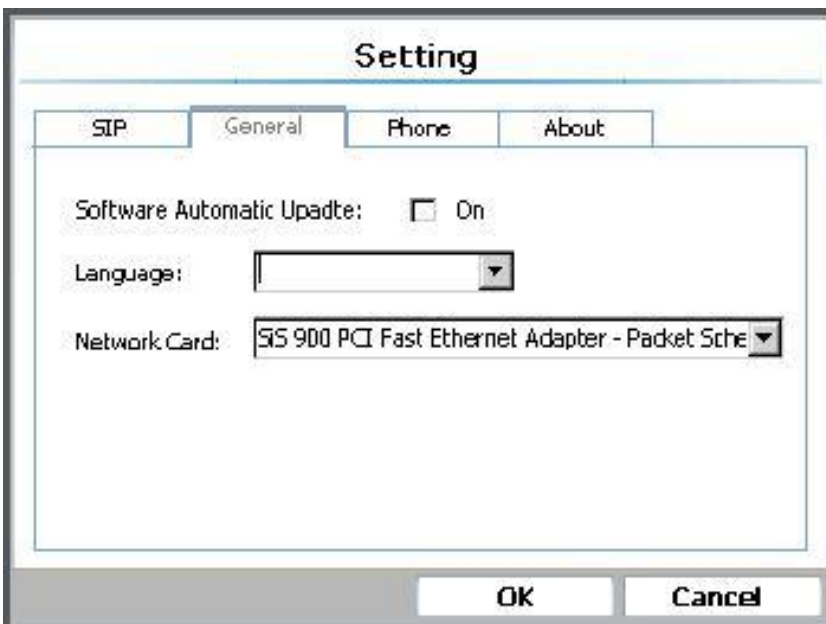
Function	Description
Software Automatic Update	Choose whether to enable APS
Language	Choose the language

	*The default is English. Other options are Japanese/Traditional Chinese/Simplified Chinese
Network Card	Choose the network card. *Choose only when there are two or more networkcards. *If the connection type is PPPoE, please choose WAN(PPP/SLIP)Interface.

Phone
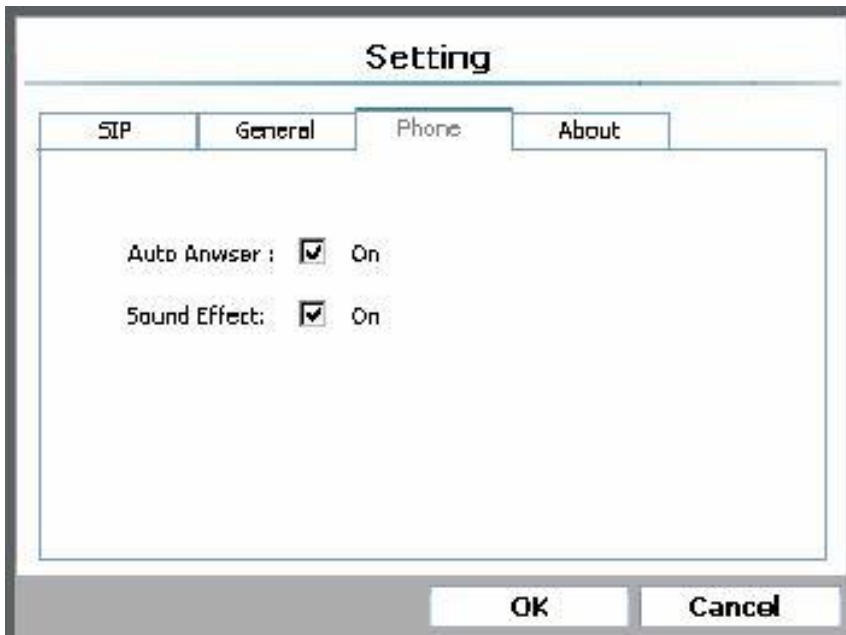
| Function	Description
Auto Answer	Choose whether to enable auto answer function.
Sound Effect	Choose whether to enable sound effects.

About

The Update Software button is hidden In this page. When the user wants to know if there is a newer version of Leadtek SoftPhone to download, he can click the Update Software button to check for the new version.

The Leadtek SoftPhone version number is also displayed in this page. The example shown below is v1.5.2.

If there is a newer version on the server to download, the system will tell you the update is completed after downloading. Leadtek SoftPhone will restart to apply the new version.
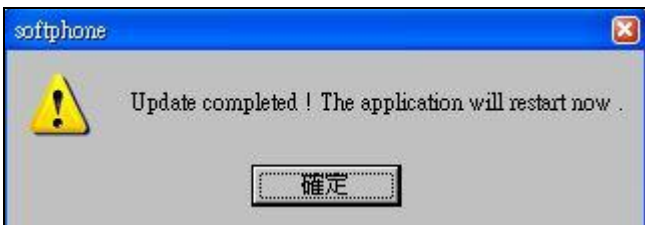
If there is not any new version, a dialog box as shown below will pop up telling you there is no update available. You can check for updates later.

 Note
1. Please make sure the network connection is good before checking for updates.
2. During the download, DOS windows may show up depending on the speed of the update, which is normal.

Video Surveillance with SoftPhone
Connecting CarePhone

In the main screen of SoftPhone, click the Show Local Webcam button, and you can use SoftPhone to dial GVSC phone numbers or IP addresses to remote CarePhone, so that you can instantly monitor your house through the Internet, and talk to the elderly people or children at home. The exclusive return call button will allow you to receive calls from your family and start two-way conversation.

Show Local Webcam button

The icons of the player are described below.

Icons	Descriptions
	Mute , to shut down the 2-way audio transmission .
	Volumn down
	Volumn up
	Window channel switching modes : 1. Remote 2. Local 3.Remote/Locate
	Recording * Simultaneously record the remote/locao
	Snapshot
	Video Clips/Snapshots Playback

With the real-time video software, You can monitor the elderly people and children through SoftPhone, and control everything that happens in your house.

Connect to PTZ Camera

Leadtek SoftPhone can work with installed Leadtek IPCAM or Leadtek Video Phone by default. In the example below, we will introduce using Leadtek SoftPhone to dial to Leadtek IPCAM at home in a remote environment (ex. Office).

There are two ways of communicating with the IPCAM in your house:
1. Dial the IP address: If your IPCAM has a Public IP Address, you can call the IP address with Leadtek SoftPhone.
2. Dial GVSC phone number: If your IPCAM has a GVSC phone number. (You can check in the main screen of the IPCAM, the number will be displayed at the lower left corner.) Open the channel screen to start remote surveillance.
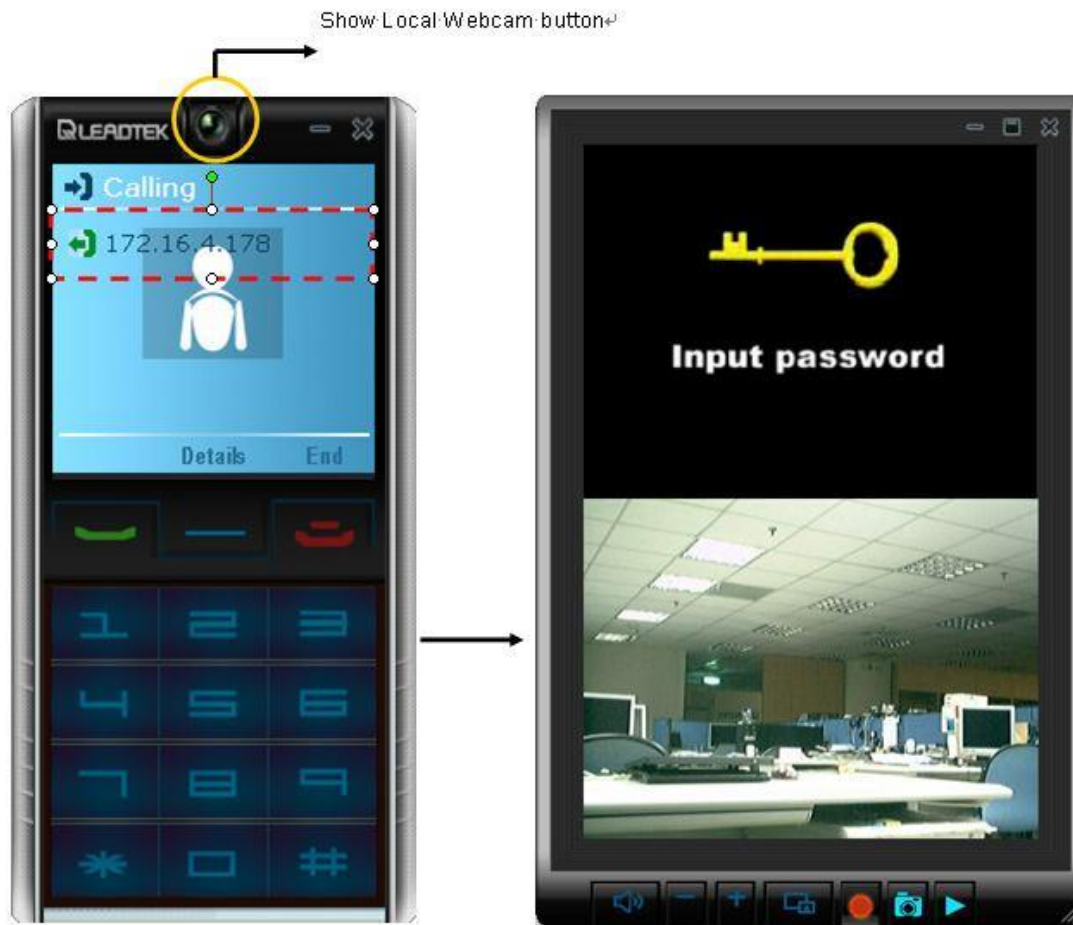
Input the Leadtek IPCAM password in the main screen, click # to end (ex.76590#). The default password is 12345, please set the real password provided by your Leadtek IPCAM.
Input the password and monitor the elderly people and children at home with the real-time video software.

Remote_Kindergarden

Local_Office

If you connect to a PTZ IPCAM, you can use the keypad of Leadtek SoftPhone to control pan and tilt functions. Just click the numbers on the numeric keypad of SoftPhone, and SoftPhone will adjust the angle and position of the remote camera.

Note: this function is not available for non-PTZ cameras.

Button	Function Description
1	Move upper left
2	Move up
3	Move upper right
4	Move left
5	Center the camera (The default position)
	*Both the angle and focus will return to default

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6	Move right
7	Move down left
8	Move down
9	Move down right
#	OK

Opening Recorded Video / Snapshot Records

You can filter the record files with camera, record types, and time. Click ▶ to view the recorded video/snapshots.
1.   Select the filter (Local video / Remote video / Snapshot)
2.   Click Search
3.   Click the files to browse.
4.   Files with names starting with Lc are local video files.
5.   Files with names starting with Rm are remote video files.
6.   Files with names starting with Rm snap are remote snapshot files.
7.   Click View to play the video.
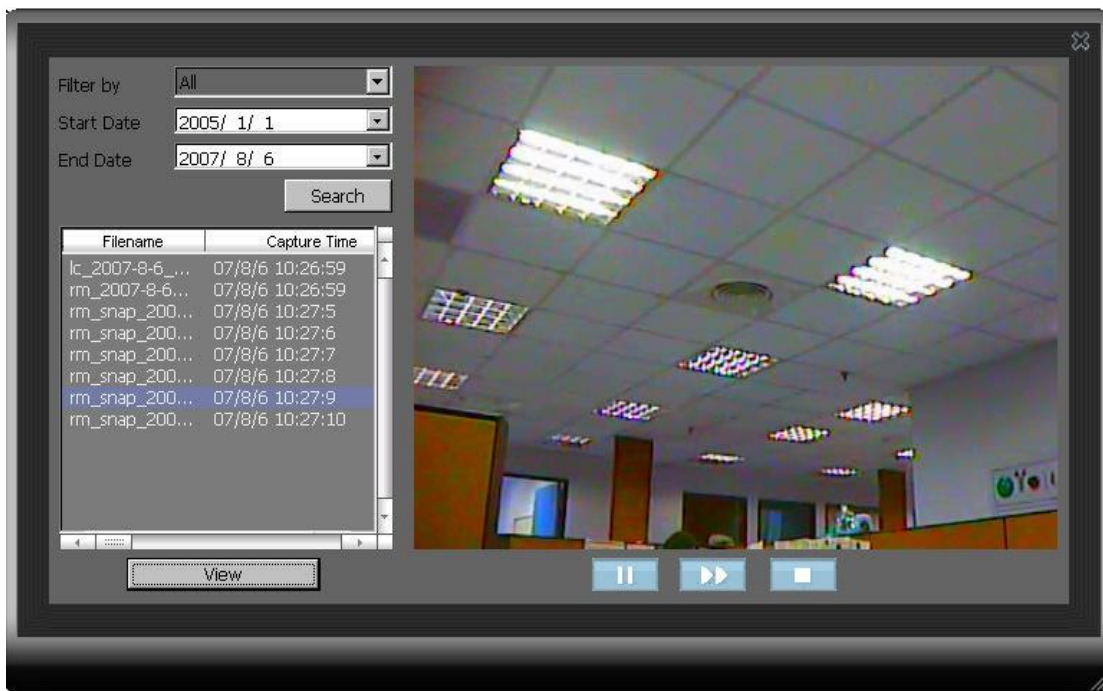
Frequently Asked Questions

1. General Questions

Q: How do I install Wireless CarePhone?

1. Connect an Ethernet cable into Wireless CarePhone.
2. Connect the other end of the Ethernet cable into the Hub / Switch or Router.
3. Connect the power cord to Wireless CarePhone.
4. Wait 30 ¡ 40 seconds and the blue indicator on Wireless CarePhone lights up.
5. Click Local Area Network and set TCP/IP as follows: IP address:192.168.0.50, Subnetmask: 255.255.255.0.
6. Click Start->Run, type cmd and press Enter.
7. In the DOS screen, type ping 192.168.0.100 and press Enter.
8. See the returned values. If ¡Request timeout¡ is displayed, please check the Ethernet cable and network devices.
9. Launch IE or any other browser, and type the IP address of Wireless CarePhone. The default IP address is http://192.168.0.100.

Q: What browsers can be used to login Wireless CarePhone? And on what operation systems?

1.MSIE 5.5 Above.
2.Windows XP SP2 with DirectX 9.0c above.

Q: Why hasn¡t the login screen appeared after a long time?

Click Start→Run, type cmd and press Enter. In the DOS window type ¡ping [IP Address]¡ to make sure the network status is normal.

Make sure of the IE browser is processing the new pages updating and also the progress bar is ongoing ; if the windows pops up with "The Page is not available " , please close the IE browser and double check with the network configuration is well configured . (Please refer to the Page 17 for detailed information)

Q: Why am I asked to download ActiveX control when I login?

When you login to the web page for the first time, IE will ask you to download ActiveX control.
Please notice the messages below the address bar of the browser. Click as instructed to allow ActiveX control to be installed.

And meanwhile the installation will cost you about 5-10 seconds . While still in under installing , please do not close the IE browser (Please refer to the Page 18 for detailed information)

Q: How do I check the version number of Wireless CarePhone？

You can find the software version and MAC ID at the lower left corner of the home page after successfully logon .

Q: How do I update the Firmware of Wireless CarePhone?

1. For APS users: The software version will be automatically updated.
2. For non-APS users: Please contact ipcam_sales@leadtek.com for the information.

Q: How do I know whether Windows Firewall is On or Off?

1. If your computer has enabled Windows Firewall, the following message will appear: Please choose to unblock to allow video and audio to be transmitted.
2. The user can tell if the firewall is enabled. If there is a lock symbol in the local area connection icon, the Windows is under the protection of the firewall.
3. If you want to disable the firewall, please go to Control Panel → Windows Firewall → Choose Off, and click OK.
4. Or you can add programs that does not enable firewall in the Exceptions tab.

Q: How do I configure SIP parameters ？

1. The personal registration file will be automatically downloaded for APS users. No other setting is required.
2. The APS registration service is not provided for non-APS users. You can choose to keep the factory default settings or set up by yourself.

Q: How do I configure the Call Out function of Wireless CarePhone?

GVSC SIP Server will manage and transfer the phone number for APS users. The user has to go to CarePhone web page→Camera settings→Call out menu and set individual numbers to call out.

Q: How can I tell if Wireless CarePhone has registered with the SIP server from the indicators?

1. The left orange indicator is on and the right indicator is off ¡ CarePhone has registered with the SIP Server.
2. The left orange indicator blinks slowly and the right indicator is off ¡ CarePhone has not registered with the SIP Server.

Q: How can I tell if Wireless CarePhone is communicating well from the indicators?

1. If it has registered with the SIP Server, and the CarePhone has set a Call Out number, a dialing tone will be heard when any button is clicked.
2. When the receiver answers the phone, the red indicator will blink alternately, and the voice of the other party can be heard.
3. The peer-to-peer conversation is as above.

2.Client Questions

Q: Why are there error messages during the installation of SoftPhone?

During the installation, if ¡Run Time Error¡ ¡ shows up and the installation can not continue, please stop the

installation. This software has been tested in all versions of Windows. Please check if your operation system is corrupted or affected by viruses. Also please don¡t execute any other applications during the installation.

Q: Why can¡t I start SoftPhone?

1. Please check if the Ethernet cable is properly connected.
2. Please check if the application is already running or in the system tray.

Q: Do I have to remove the older version of SoftPhone before installing the newer version?

Yes, the older version has to be removed first.

Q: Why do I hear my own voice when I talk?

Please follow the picture below to adjust the volume control:

Q: Why can¡t others hear my voice, or my voice volume is low?

1. Please make sure that the necessary ports in your firewall have been opened.
2. In Device Manager, only your sound card driver and system devices can be enabled. USB sound devices, USB microphone, or any other device with strings of ¡unimodem¡ and ¡modem¡ have to be disabled. (In other words, all the other sound devices can not be enabled, such as the built-in microphone of the WebCAM, or the built-in sound devices of the MODEM.)
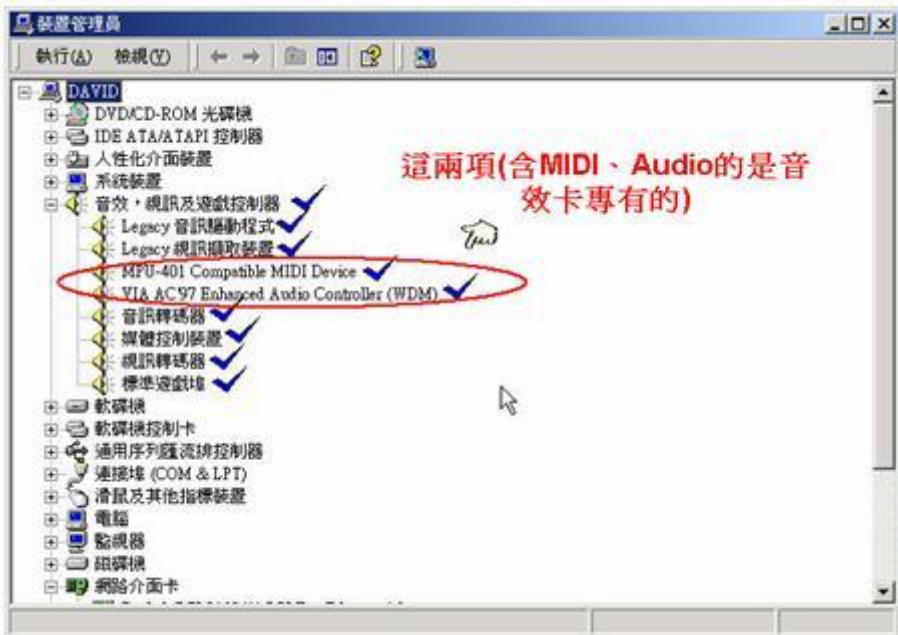
3. For recording, make sure the microphone is correctly selected. Go to Volume Control→Options→Properties, choose recording, and you will see the settings for recording.

4. If you have maxed out the volume but the volume is still very low, please select Advanced. In the page, you can select 20dB boost, which will increase the volume. Leave all the other options unchecked.

Q: Why can¡t I see my own image after connected?

1. Please make sure your camera is correctly installed and there are no question marks or errors in the device manager window.
2. Please make sure no other applications are using the camera (such as MSN Messenger , NetMeeting, or Yahoo Messenger)

Q: Why can I only see my own image but not the other party?

1. Please exit SoftPhone program and restart it again .
2. Please check your firewall configuration .

3.System Management Problems

Q: How can I manage Wireless CarePhone?

Go to the CarePhone web page, Click User Management, and set individual functions and privileges for different user levels (Administrator/User). (Please refer to the Page 40 for detailed information)

Q: What are the requirements of the operating system and the computer hardware?

1. Basic requirements:
- Windows XP SP2 / 1 GHz CPU above / 256 MB RAM above / 40 GB HDD
- VGA card support Hi ¡ Colors and above and direct draw resolution 1024 x 768
- Full Duplex Sound Card
- Internet (ADSL 2M/256K above)

2. Advanced requirements:
- Windows XP SP2 / 2 GHz CPU above / 512 MB RAM above / 60 GB HDD
- VGA card support Hi ¡ Colors and above and direct draw resolution 1024 x 768
- Full Duplex Sound Card
- Internet (ADSL 2M/256K)

The Network bandwidth and the computer¡s processing power will also affect the voice quality of SoftPhone. For better communication quality, we recommend using computers that meet the advanced requirements.

4. Operation Problems

Q: What protocols does SoftPhone support?

GVSC system supports SIP and peer-to-peer connection.

Q: Can users in the Intranet and in the Internet call each other?

The NAT/Firewall issue can be solved by SIP Proxy Media Relay.

Q: What ports of the firewall have to be opened?

1.SIP ¡ UDP&TCP Port 5060
2.RTP ¡ UDP Port 6000 - 8000

Warning

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

CAUTION

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. For product available in the USA market, only channel 1~11 can be operated. Selection of other channels is not possible.

IMPORTANCE NOTE:

20cm minimum distance has to be able to be maintained between the antenna and the users for the host this module is integrated into. Under such configuration, the FCC radiation exposure limits set forth for an population/uncontrolled environment can be satisfied

Any changes or modifications not expressly approved by the manufacturer could void the user¡s authority to operate this equipment.   .

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference and
(2) This device must accept any interference received, including interference that may cause undesired operation.

RF exposure warning ·

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.