

BT Softphone 2 Frequently Asked Questions

1 What is BT Softphone 2?

BT Softphone 2 is a PC software application that transforms your PC into a voice and video phone, helping to keep you in contact with your friends and family by making and receiving phone calls from your PC.

With Softphone 2 you can use a webcam so that people on the call can see each other and also chat using with Instant Messaging (IM). You can also build a list of your buddies and see when they're online as well as manage them in groups

With Softphone 2 you can also see the presence of your buddies who are using the Go!Messenger on the Sony Playstation Portable (PSP), and you can make and receive video or voice calls by selecting their nickname in your contact list.

2 How can I get BT Softphone 2?

In order to use BT Softphone 2, you will need to register for the service on the Go Messenger web pages – <http://gomessenger.bt.com/register>

Once you have registered, you can then download the software from - <http://gomessenger.bt.com/gmp/pc/whatisit.jsp>

Before downloading, please make sure you exit all other programs.

3 Do I have to be a BT Broadband Talk customer to use BT Softphone 2?

No, BT Softphone 2 is not associated with BT Broadband Talk. You will need to set up a new username and password in order to use BT Softphone 2.

4 What's the difference between BT Broadband Talk Softphone and BT Softphone 2?

BT Softphone 2 is specifically for use with the Sony PSP.

BT Broadband Talk Softphone is a commercially available PC software programme that allows you to make and receive 'phone calls to most telephone numbers. It also incorporates a wealth of other features such as Instant Messaging, Text (SMS) and video calls.

5 What are the minimum requirements for using BT Softphone 2?

Processor	Minimum: Intel Pentium III 1.3GHz or equivalent Optimal: Pentium 4 2.4 GHz or equivalent
Memory	512 MB RAM
Hard Disk Space	50MB
Operating system	Windows 2000* Windows XP Windows Vista** Windows Media Centre
Connection	IP network connection (broadband, LAN, wireless)
Sound Card	Full-duplex, 16-bit
Browser	Microsoft Internet Explorer 6.0 or later

*** If you are using Windows 2000 and later 32-bit systems from Microsoft you will need administrators' rights in order to install Softphone2.**

**** Please note that 64 Bit Vista is not supported.**

6 What do I need in order to use BT Softphone 2?

A PC running Microsoft windows, with a suitable microphone and speakers or headset. PC requirements are set out in the following table:

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7 What happens if I exit the installation wizard before installation is complete?

If you try and exit installation before it has completed, a pop-up window will appear, informing you that Setup is not complete and if you choose to exit, Softphone will not be installed. If you do however exit, you can run Setup again by finding where it was saved to your computer and opening the installation file.

8 How do I uninstall BT Softphone 2?

If you want to uninstall BT Softphone, please follow these steps:

1. Go to your computer's 'Start' menu
2. Select 'Control Panel'
3. Select 'Add/Remove programs'
4. Click on 'BT Broadband Talk Softphone' from the list
5. Click on 'uninstall' or 'remove'

If you are running a version of Windows Vista, it is recommended that you disable User Account Control (UAC). All Vista machines come with UAC enabled for protection of system from malicious software. Please disable the UAC only for the time when you are uninstalling the Softphone client.

To disable UAC:

Start Menu-->Control Panel-->User Account & Family Safety-->User Accounts-->"Turn User Account Control on or off" link--> Uncheck the following tick box described as "Use User Account Control (UAC) to protect your computer" and press OK----> Restart system

To enable UAC:

Control Panel---->System & Maintenance---->System----> In Systems window, click on the link "Security Centre" at the bottom left corner of the window---->Click on the "UAC" menu---->Click on enable---> Restart the system

9 How do I log in to BT Softphone 2?

Simply start the programme running by double clicking the desktop icon or Select “Start” menu from the bottom left of your PC screen, find “BT Softphone 2” under the “All programs” menu.

Once BT Softphone 2 has started you will be prompted to enter your BT.com username and password. Enter these and you will be on line seconds.

10 How do I exit BT Softphone 2?

To shut down and close BT Softphone you have two options. You can either click on: -

X This is located on the Softphone (next to the minimise and help button)

Exit This is located in the File Menu, which can be accessed by right clicking on BT Softphone central pane.

11 Is there a way for me to tune equipment such as my Webcam on BT Softphone 2?

Once you start BT Softphone 2 and log in to the service, an automatic tuning wizard will run. This means that you will not have to manually set each piece of equipment you have (such as microphones and speakers) as Softphone does this for you.

While Softphone is checking your equipment, a pop up balloon may appear above your task tray to inform you that Softphone is automatically configuring your devices. You will have the option to click on this pop up balloon if you wish to configure the devices yourself.

If you want to look at the settings for your devices, you can do this by clicking on **File** menu tab and choose **Preferences**. A box will appear giving you a range of options. To view your settings, choose **Devices**.

You will be able to select a range of different options for your headset, speakerphone, ringing device and camera.

12 How do I make a call using BT Softphone 2?

Once you have logged in, BT Softphone 2 is ready to make or receive calls.

There are several ways to do this:

Select – Click on a friends name and select the Voice Chat button under the LCD panel.

Contact list – Right click a contact in your friends list and select Voice chat or double click a Contacts name.

Please note that you are only able to call a contact if they are online.

13 How do I answer a call on BT Softphone 2?

BT Softphone 2 must be running to answer an incoming call. Softphone rings and information about the incoming call appears in the Call Display. In addition, a Call Alert box may appear, even if the Softphone is minimised.

You have the following options when receiving an incoming call:



Answer – accept the call



Decline – decline the call

- 14 How do I delete call information held within the calls lists on BT Softphone 2?**
Click on the History panel, select a call you wish to delete, right click and select Delete to delete that specific entry or select Delete All Calls, to delete all calls.
- 15 Can I view previous call information on BT Softphone 2?**
Yes, you can access this via the History panel.
- 16 How do I end a call on BT Softphone 2?**
To end a call, simply click “end” or “Hang Up” on the display or Call Alert box.
- 17 Can I make or receive simultaneous calls on BT Softphone 2?**
No, BT Softphone 2 only supports one call at a time.
- 18 What actions can I perform while on a call?**
During a call, you can also send an IM, View their profile and history and also block the contact. Please note that if you wish to make the call into a video call, you must cancel your current call and reselect as a video call.
- 19 How much does a BT Softphone 2 call cost?**
Nothing. “Calls” are limited to on-line “IM” contacts and not routed via the Public telephone service. You can not make a call to a “land-line”, mobile or any other telephone service.

Please note that some Internet Service Providers may include your calls as part of your download bandwidth allowance.
- 20 How do I add new contacts to my BT Softphone 2?**
Use of a contact list is optional, but is the most effective and easiest way to make calls. Setting up a contact list is easy and takes very little time.

To add contacts:

Add one by one – You can add people to your Contact List one by one. Right-click a group and choose “Add Contact to Group”. The Add a Contact dialog box then appears. Complete each field as required.
Add contact icon - You can also add a contact by clicking on the “Add contact” icon
- 21 Can other BT Softphone 2 users add me to their contacts?**
Yes they can, in the same way that you can add them.
- 22 Can I change or manage my contact groups on BT Softphone 2?**
Contacts are organised into groups. BT Softphone 2 has one default groups: “friends”.

You are not able to amend the default Friends group; however you can set up a new group if you wish. You can do this by:-

Right click on Friends group – This will then bring up the action “New Group”

Contacts menu – Select the Contacts menu and then click on “Add a Group”

Contact profile – When adding a contact, the contact profile box appears. When selecting Group, there is an option to create a New group.
- 23 How do I delete a group on BT Softphone 2?**
If you right click on the group you want to delete, you have the option to **Delete group**. Clicking this will delete the group.

- 24 How do I remove someone from a group on BT Softphone 2?**
Right click on the contacts name you wish to remove from the group. Then select **Delete**
- 25 Can I export my contact list from BT Softphone 2?**
No, there is currently no facility to do this.
- 26 Can I import my contact list onto BT Softphone 2?**
No, there is currently no facility to do this.
- 27 Can I block a contact from my BT Softphone 2 contacts list?**
Yes, you can block a contact by right clicking on their name and selecting the option Block this Contact.
- 28 Can I use voicemail with BT Softphone 2?**
No, there is currently no facility to do this.
- 29 How do I start a video chat on BT Softphone 2?**

If you have a web cam installed, you can make a video call in two ways:

(1) Click on the video icon  above the Call display.

This opens the video window and you can then select “video call”

(2) Right click on a contact and select “video call”.

This will open the video window and place the call immediately.

If the Video panel is open and video exists in a call, the “Start My Video” and “Stop My Video” buttons appear, to let you pause and resume video.

To stop video, simply close your video panel. This will not end your call, but will only remove the video feature. You can resume video by clicking on the video panel and then clicking on “Start my Video”.

30 How do I start an Instant Message conversation on BT Softphone 2?

There are several ways to select a person to send an IM to:


From the **Contacts panel** – Right-click on the contact and choose “Send Instant Message”.

The contact must be a BT Softphone 2 contact.

During an **active call** – The person in the active phone call. Choose Options, then Send Instant Message

The Instant Message window appears. Or if another Instant Message session exists, a new tab is created for this IM session. You will then need to type the message, including emoticons and formatting as you desire.

31 Can I change my online status on my BT Softphone 2?

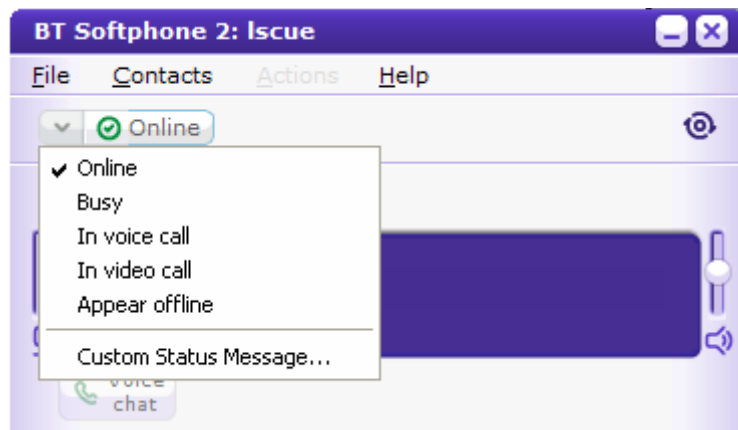
To set your own availability status, click the down arrow  beside the availability indicator at the top of BT Softphone 2 and select the desired availability:

Available – Softphone will automatically detect when you are idle or on the phone and change the availability to match.

Busy – You will be displayed as Busy

In a voice call/In a video call – If you are on Busy because Softphone has detected that you are on a call, your availability will revert to the last availability setting when the call finishes.

Appear Offline – Your contacts will not be able to see you online. You will not be able to receive calls or IM messages.



32 Can I add new Online status messages on my BT Softphone 2?

Yes. If your required status is not within the pre-set menu, you can add additional status messages of your own. To do this, click the down arrow beside the availability indicator near the top of BT Softphone 2 and select "Custom Status Message". This will open a new window which will allow you to create your own availability message.

33 Can I make a conference call with BT Softphone 2?

No, there is currently no facility to do this.

34 Can I send a text message from my BT Softphone 2?

No, there is currently no facility to do this.

35 How do I control the volume on BT Softphone 2?

To the right of the Call Display will be able to see the **Volume slider**. Simply click on this and drag the volume slider up or down to increase or decrease the volume.

If you experience low volume problems, it may be worth checking that you headset or speakers are correctly plugged in, and any independent volume controls on those devices are also set to a suitable level.

36 Will a router or firewall affect sound quality on BT Softphone 2?

No, a firewall or router should not affect sound quality.

37 Installation problem when MS Outlook is running

If you try to install BT Softphone 2 while you have Outlook running you may be notified of this and asked to close Outlook before continuing. Once you have closed Outlook, press **Ok** to continue.

If it is not a suitable time to close Outlook, then click cancel to exit the installer. You will be able to access the installer at a more suitable time by finding where it was saved on your computer and opening the installation file.

38 How do I configure my firewall so that it will work with BT Softphone 2?

To allow BT Softphone 2 to function correctly, and allow you to make calls, you'll need to configure your setup to allow UDP through the following port:

- 5060 UDP

For configuration notes specific to your router or firewall, please refer to the manufacturer's instructions.

39 As a parent, how can I prevent my children using BT Softphone 2 to chat to strangers?

Access to BT Softphone 2 can be blocked using a number of parental control software packages, including Norton Parental Control and McAfee Personal Firewall.

40 Why am I experiencing poor quality sound on BT Softphone 2?

If you are experiencing poor sound quality, this could be due to:

Slow Operating System – Your computer may have a slow operating system

Applications – If you have many applications running at the same time on your computer, you may experience poor quality sound

Sound configured incorrectly. To adjust this you can open the "File" menu item at the top of BT Softphone 2, then choose "Preferences". A box will appear giving you a range of options. To view your settings, choose "Devices". You will be able to select a different option for your headset, speakerphone, ringing device and camera.

41 I've forgotten my BT Softphone 2 username or password

On the log in box, there is a link which states "forgotten your username/password", please click here and follow the instructions to reset your username or password.

42 Can I make calls to emergency services using BT Softphone 2?

No, BT Softphone 2 does not allow calls to the Public Switched Telephone Service (PSTN)

43 How do I keep my BT Softphone 2 contact list when I change my username?

BT Softphone 2 does not support this feature at present

44 Can I use my original Softphone username and password to log in to Softphone 2?

No – you will need to set up a new BT.Com ID (if you do not already have one), username and password by registering for Go! Messenger <http://gomessenger.bt.com/register>

