



# User manual T-Mobile PC Telefon

# Content

<b>1.</b>	<b>Introduction.....</b>	<b>3</b>
<b>2.</b>	<b>Installation and Setup .....</b>	<b>4</b>
2.1	Getting Ready .....	4
2.2	Starting T-Mobile PC Telefon .....	5
2.3	Configuring T-Mobile PC Telefon .....	5
2.4	Setting up a Contact List.....	6
<b>3.</b>	<b>Using T-Mobile PC Telefon .....</b>	<b>7</b>
3.1	Starting T-Mobile PC Telefon .....	7
3.2	Shutting Down .....	7
3.3	The Onscreen Softphone .....	8
3.4	Placing a Call .....	11
3.5	Handling an Incoming Call.....	15
3.6	Handling an Established Call.....	16
3.7	Transferring a Call .....	17
3.8	Voicemail.....	19
3.9	Conference Calls .....	20
<b>4.</b>	<b>Using the Address Book.....</b>	<b>23</b>
4.1	Contacts Tab .....	23
4.2	History Tab .....	29
4.3	Privacy .....	30
<b>5.</b>	<b>Configuring T-Mobile PC Telefon .....</b>	<b>32</b>
5.1	Configuring your Profile.....	32
5.2	Configuring Preferences .....	33
5.3	Configuring Account.....	46
<b>A.</b>	<b>Application Hot Keys .....</b>	<b>47</b>
<b>B.</b>	<b>Contact List Headings.....</b>	<b>48</b>
<b>C.</b>	<b>Location of Files .....</b>	<b>49</b>
<b>D.</b>	<b>Other Ways to Run T-Mobile PC Telefon .....</b>	<b>50</b>
D.1	From the Command Line .....	50
<b>E.</b>	<b>Glossary .....</b>	<b>51</b>

# 1. Introduction

T-Mobile PC Telefon is a softphone designed specifically for business and enterprise users. It features the ability to make VoIP phone calls and to share presence (availability) information.

A system administrator in an enterprise can provision the application remotely (with or without DHCP), and automatically install the .msi package across an enterprise.

## Standard Telephone Features

T-Mobile PC Telefon has all standard telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb
- Call history – list of received, missed, and dialed calls.
- Call transfer.
- Call record.
- Auto answer.
- Six-party audio conferencing.

## Enhanced Features and Functions

T-Mobile PC Telefon also supports the following features and functions:

- Managed contact list – importing and exporting contacts between T-Mobile PC Telefon and other applications.
- Automatic detection and configuration of audio devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs:  
AMR Wideband (G.722.2), Broadvoice-32, Broadvoice-32 FEC, DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.722, G.723, G.726, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC.
- Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. T-Mobile PC Telefon switches the codec within a call in response to changing network conditions.
- SIP compliance to 3261 SIP standard.
- STUN and ICE NAT traversal. XTunnels for firewall traversal.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Availability in other languages.

# 2. Installation and Setup

## 2.1 Getting Ready

### Multimedia Device Requirements

T-Mobile PC Telefon requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

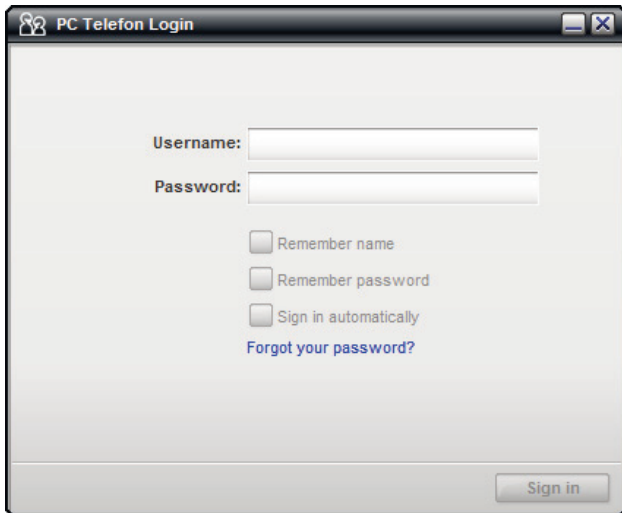
### Optimized Devices

T-Mobile PC Telefon is optimized to work with the following:

- Actiontec Internet Phone Wizard
- GN Netcom GN 8120 USB and GN Netcom 8110 USBXP
- Plantronics CS50-USB Wireless Office Headset System
- Polycom® Communicator C100S Wideband USB Speakerphone
- TigerJet RJ11 to USB Phone Adaptor (incorporating the Tiger560C)
- TigerJet USB Phone Set (incorporating the Tiger560C)
- Yealink USB-P1K USB hand phone

## 2.2 Starting T-Mobile PC Telefon

If T-Mobile PC Telefon is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. Either the Login window or the softphone itself appears. If the login window appears, enter the credentials provided by your system administrator.

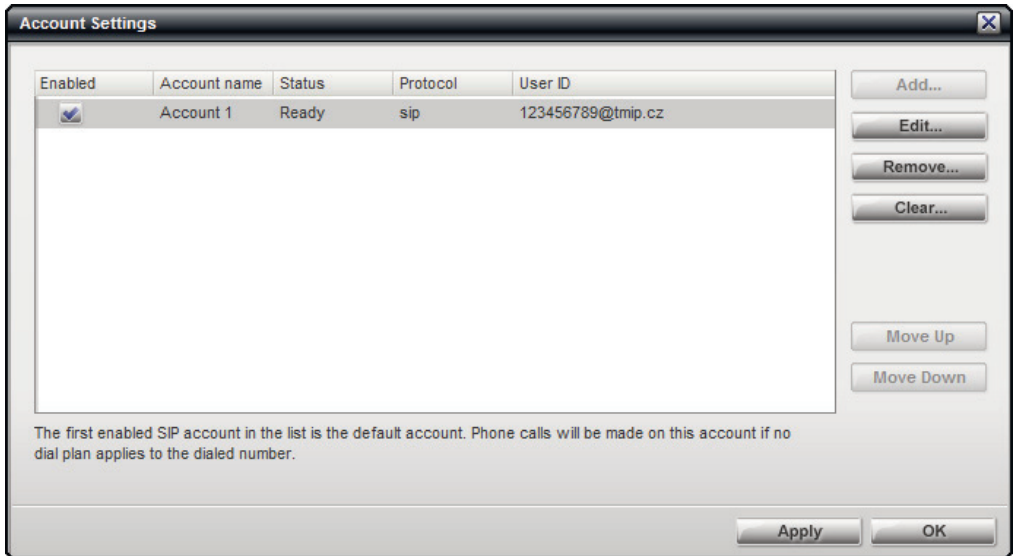


## 2.3 Configuring T-Mobile PC Telefon

Read this section if your system administrator advises you that you must either configure T-Mobile PC Telefon or complete the configuration.

(If your administrator advises you that configuration is already done, go to “Setting up a Contact List” on page 6.)

1. Choose File > Account Settings
2. Create or modify accounts as instructed by your administrator. See the following pages for details. When done, return to the Account Settings window and click Apply to register the accounts. Click OK when the Status column is “Ready”.



## 2.4 Setting up a Contact List

Typically, you will want to create contacts in order to easily make phone calls. You can set up contacts in several ways:

- During a call that you place or receive, you can add the other party to your contact list. See "Handling an Established Call" on page 15.
- You can add addresses to the Contact list one by one. See "Adding a Contact" on page 24.
- You can import a contact list from a file or from another application. See "Importing Contacts" on page 26.

For general information on contacts, see "Contacts Tab" on page 23

# 3. Using T-Mobile PC Telefon

## 3.1 Starting T-Mobile PC Telefon

If T-Mobile PC Telefon is not already running, start it as you would any other program: Use the **Windows Start** menu or double-click the desktop icon. T-Mobile PC Telefon appears.

## 3.2 Shutting Down

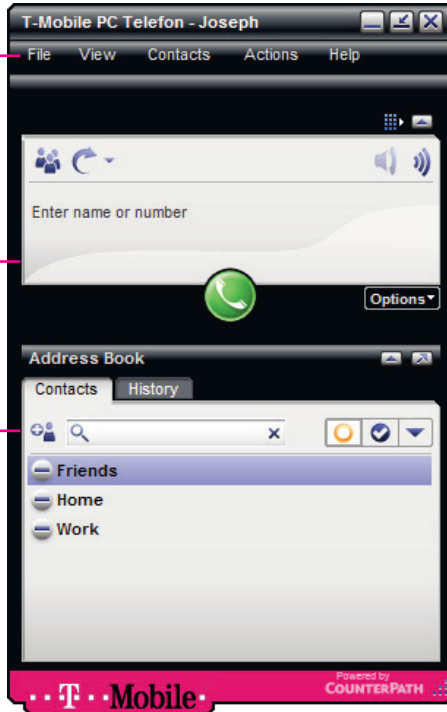
To shut down T-Mobile PC Telefon, click File > Exit, or press Ctrl+Q. Note that clicking the Close button (X) on the softphone minimizes T-Mobile PC Telefon to the system tray; it does not exit.

### 3.3 The Onscreen Softphone

T-Mobile  
PC Telefon menu.  
See below.

Call panel.  
See page 9.

Address  
book panel.  
See page 19.



### The T-Mobile PC Telefon Menu

#### File

- My Profile. See page 32.
- Preferences. These settings control the way that you work with T-Mobile PC Telefon. See page 33.
- Account Settings. You will work with these settings only if advised to do so by your system administrator. See "Configuring T-Mobile PC Telefon" on page 32.
- Sign Out. To log off and minimize T-Mobile PC Telefon to the system tray. If you click the T-Mobile PC Telefon icon in the status bar, the Login screen appears.
- Exit. To shut down T-Mobile PC Telefon. You can also exit by pressing Ctrl+Q.



## **View**

Change how T-Mobile PC Telefon looks. See “Showing and Hiding Parts of the Softphone”.

## **Contacts**

Lets you work with contacts. Everything in this menu except for import and export can also be performed directly in the Address Book panel.

For information on these actions, including import and export, see page 23.

For information on managing blocked contacts, see “Privacy” on page 30.

## **Actions**

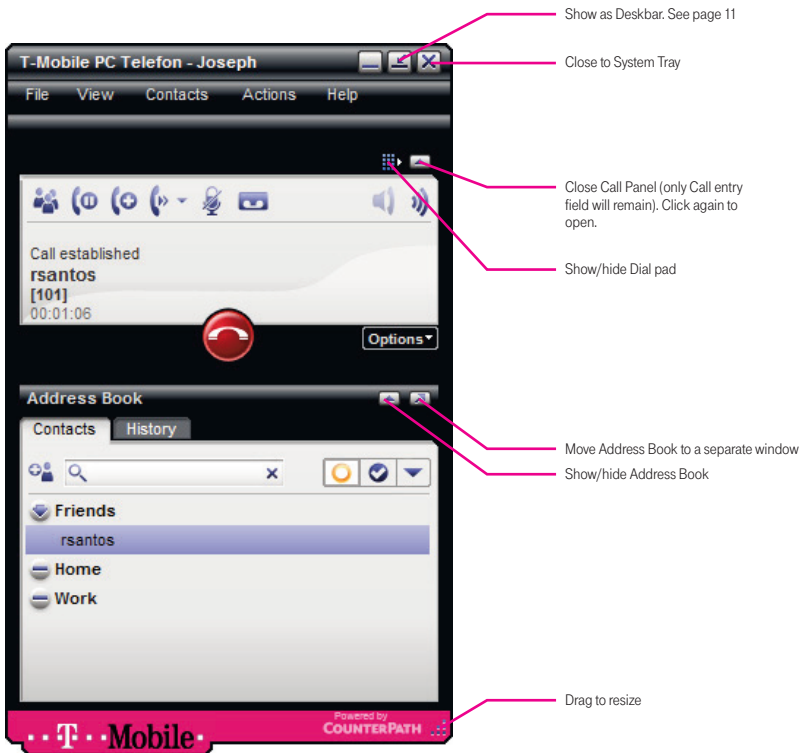
Lists the actions that you can perform, depending on the current “state” of T-Mobile PC Telefon. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

If your enterprise has configured T-Mobile PC Telefon to display a Workgroup, you can view the Workgroup from the Actions menu.

## **Help**

Provides access to various service-related features.

## Showing and Hiding Parts of the Softphone



You can still receive calls when T-Mobile PC Telefon is hidden or minimized.

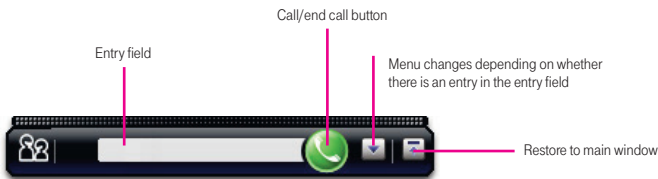
If you exit when T-Mobile PC Telefon is minimized or in Deskbar mode, T-Mobile PC Telefon will start next time as minimized or in Deskbar mode.

## The Deskbar

To display the softphone as a deskbar, click the Deskbar button.



The Deskbar provides a compact GUI for performing many T-Mobile PC Telefon actions. It is assumed that you will work in this mode after you are quite familiar with T-Mobile PC Telefon and its features.



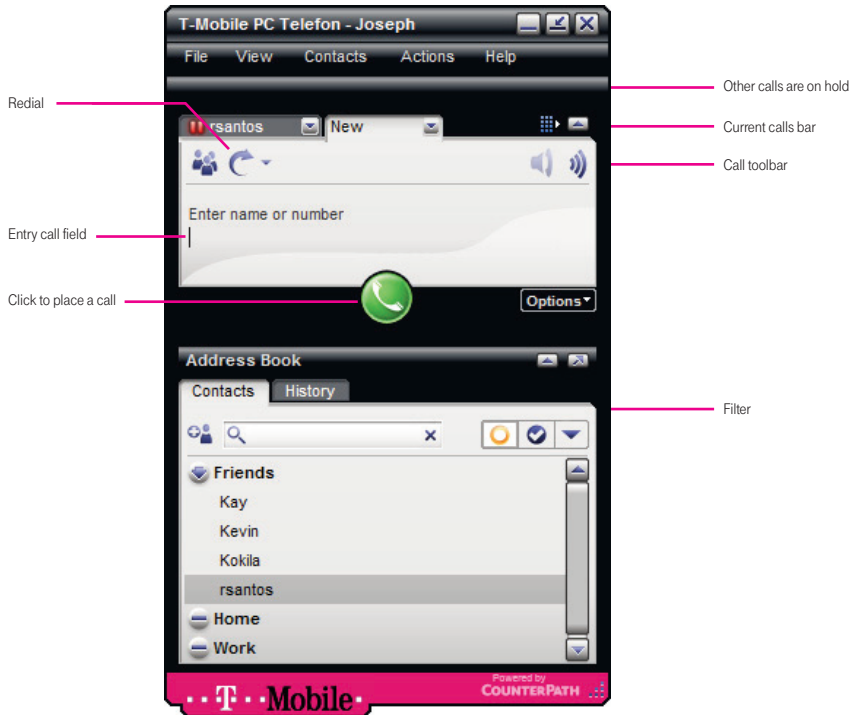
### 3.4 Placing a Call

You can contact someone using:

- A softphone address (for example, kpereira@domainA.com)
- A traditional phone number.

You can place a call when another call is already in progress. There is no limit to the number of calls you can make, although eventually the quality of audio will degrade because of limitations on the computer.

We recommend no more than six concurrent calls.



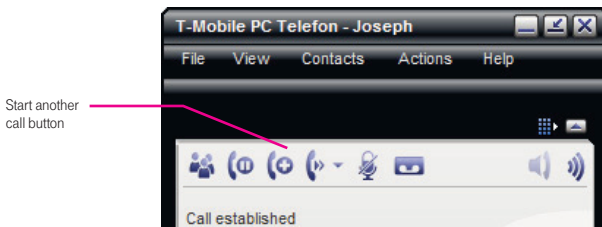
1. Place the call. See the table below.
2. The new call is added to the Current Calls bar. You will hear a ringing tone while T-Mobile PC Telefon attempts to make a connection.
3. Once the new call is established, switch between different calls by clicking the tab in the Current Calls bar.

How	From the...	Description
Keying	Dialpad or computer keyboard	<p>If another call is currently in progress, click  on the Call toolbar. A new Call Entry area appears. The current call is put on hold.</p> <p>Enter the softphone address or number in the Call entry field using the dialpad or the computer keyboard.</p> <p>For the name, you can enter the entire softphone address (kpereira@domainA.com) or just the name (kpereira).</p> <p>As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing.</p> <p>To make a call, click the green Call button or press Enter.</p>
Drag-and-drop contact or previous call	Contacts or History tab in the Address Book panel	<p>Drag an entry from the Contacts or History tab. The call is placed immediately. (If the tab contains lots of contacts, first use the  field to filter the list.)</p>
Right-click a contact or previous call	Contacts or History tab in the Address Book panel	<p>Right-click an entry from the Contacts or History tab and choose Call. The call is placed immediately.</p> <p>(If the tab contains lots of entries, first use the  field to filter the list.)</p>
Double-click a contact	Contacts in the Address Boook panel	<p>Contacts have a "double-click" action that makes a phone call to one of the contact's number. Each contact can be configured separately for this action. See table 1 on page 25.</p>

Double-click a previous call	History tab in the Address Book panel	Double-click an entry. The call is placed.
Redial	Redial button	Click Actions and choose Redial. Or click the Redial button.  The call is placed immediately.
Dialing	Dialpad	If the dialpad is not visible, click the Show/Hide dialpad button. Click the numbers on the dialpad to enter the phone number. Click the green Call button or press Enter.


## Placing another Call

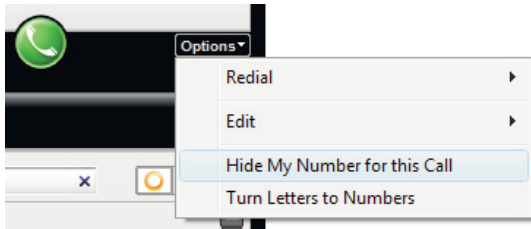
To place a new call (without hanging up on the current call), click the Start another Call button. In the Current Calls bar, a tab appears for each separate call.



## Hiding your Identity

You can hide your identity on a call, so that the other person will not see your ID on their phone.


Click Options > Hide my Number for this Call.  appears on the Call control bar for this call. Place the call in the usual way.



Your identity is hidden only for this call.

## Šifrování

The outgoing call may be encrypted, depending on your security settings.

- If an encrypted call is established, the encryption icon (  ) appears on the call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and may or may not be secure beyond that first hop.
- If an unencrypted call is established, no encryption icon appears.
- If the call cannot be established with the specified security, the call will fail.

## Ending a Call

Click the red End call button on the Call panel. Details of the call remain on the call display for a few seconds.

### 3.5 Handling an Incoming Call

T-Mobile PC Telefon must be running to answer incoming calls. (If T-Mobile PC Telefon is not running, incoming calls may be directed to voicemail; check with your system administrator.)

T-Mobile PC Telefon rings and information about the incoming call appears in the Call entry field. In addition, the Call Alert box appears, even if T-Mobile PC Telefon is minimized. For information on call alerts, see “Preferences – Alerts & Sounds” on page 34.



The softphone address of the person calling you is displayed. The display name may also appear.

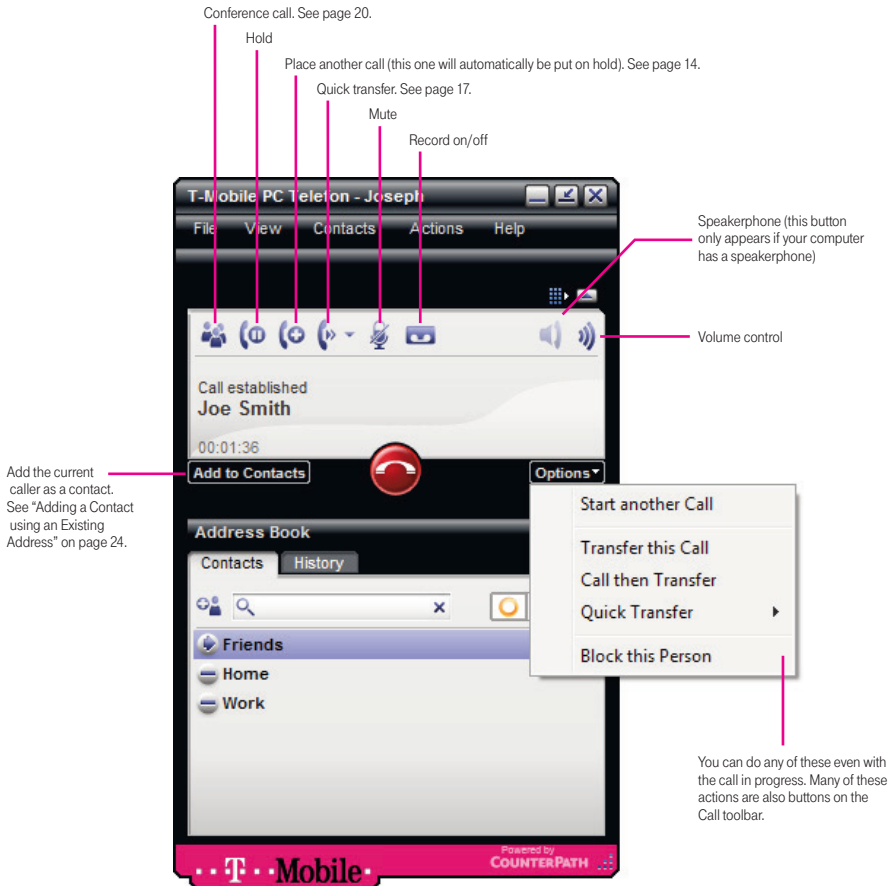
Action	From the...	Description
Answer	Call panel or Call Alert box	Click Answer.  If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.  Or press Enter (on the keyboard), if T-Mobile PC Telefont is the active application.
Decline	Call panel or Call Alert box	Click Decline. There will be a busy signal. In some networks, the call will be directed to voice-mail (if you have this service).
Permanently block the caller	Options menu	Click the Options button and choose Block this person.

### 3.6 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Add the caller as a contact.
- Transfer the call. See the next page.





### 3.7 Transferring a Call

#### Quick Transfer

You can set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

To set up the numbers:

1. Click File > Preferences from the menu. Display the Quick Transfer panel.
2. Enter as many numbers as you want. Use the Add, Edit and Remove buttons.

Set one of the numbers as the default and click OK.

To transfer a call, click the arrow on the Transfer button and click the number to transfer to. As soon as the transfer is made (the other phone starts ringing), the call is disconnected at your end.



### **Basic (Unattended) Transfer – Transfer this Call**

You can transfer a call to any number, then hang up as soon as you have entered the number.

1. Click Options > Transfer this Call. The call display prompts for the number to transfer to.
2. Call the target (the person you are transferring the call to) by keying the number.
3. Click Transfer; the message Transfer Successful appears. Or click Cancel to continue the current call.

## Attended Transfer – Call then Transfer

You can first speak to the target (the person you are transferring the call to), then click Transfer to complete the transfer.

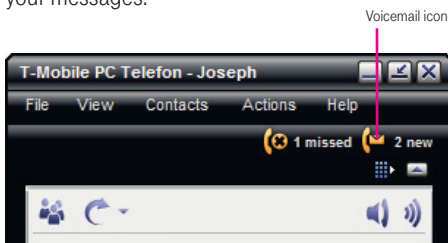
1. Click Options > Call then Transfer. The first call is put on hold and a New call tab appears
2. Call the target in any of the normal ways.
3. When you are ready, click Transfer; the message Transfer Successful appears.



If the target does not want to take the call, simply end the call with that person. The first call is taken off hold.

## 3.8 Voicemail

If your service includes voicemail, then when you have voicemail messages, the word “new” appears beside the voicemail icon at the top of the phone. Click the icon to automatically connect to voicemail and listen to your messages.



## 3.9 Conference Calls

### Starting a Conference Call

You can create a conference call starting from one existing call:

1. Click the Conference icon. T-Mobile PC Telefon enters “conference mode” and “Call a conference participant” appears on the call display.
2. Place the second call in one of these ways:

Right-click on a contact and choose Add to Conference Call.

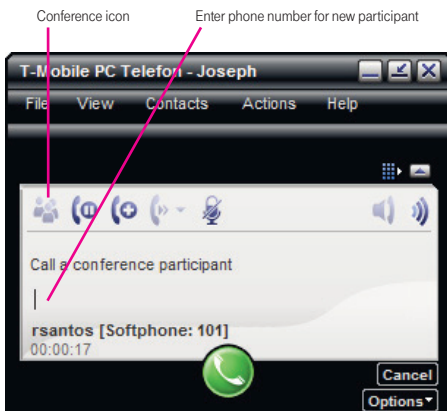
Type a name or number.

(Or to cancel the call, click the Cancel button.)

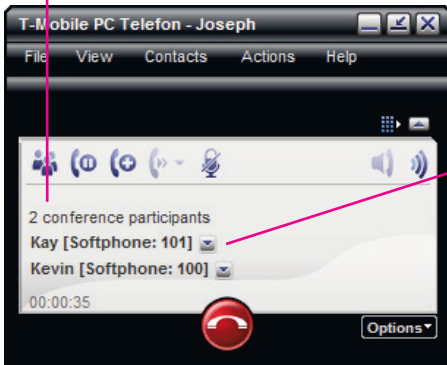
When the second callee answers, the call will automatically be added to the conference.

Or you can start a conference call using all the existing, separate calls:

1. Establish the calls. The calls can be incoming or outgoing.
2. Click Conference All.



Conference is now established



Click for actions for this participant

## Managing the Conference

### Adding More Participants

You can add more participants to an existing conference in any of these ways:

- Right-click on a contact and choose Add to Conference Call.
- From the tab that contains the conference, click the Conference icon. Place a call by typing a name or number. When the callee answers, the call will automatically be added to the conference.
- Place a separate outgoing call in the normal way (by clicking the New Call icon to display a new tab). When the call is established, click Conference All. All existing separate calls will be brought into the existing conference.
- Accept one or more incoming calls. A separate call will be established for each call. Click Conference All. All existing separate calls will be brought into the existing conference. Whenever you click Conference All, all current established calls are conferenced together; you cannot keep any one call out of the conference.

### Removing a Participant

To remove one call from the conference, click the down arrow beside a participant name and choose Separate Call from Conference. The call becomes a separate call.

## Disbanding the Conference

To break the conference into separate calls, click Options > Disband Conference.

To hang up on everyone, click the End button.

## Suspending the Conference



To suspend the conference, click the Hold button.

## Audio Controls

### Adjusting Volume

Use the speaker adjustment to adjust volume of the sound you are hearing.

### Mute

Click  on the dialpad to prevent the other parties from hearing you. The  icon appears on the call display.

### Speakerphone

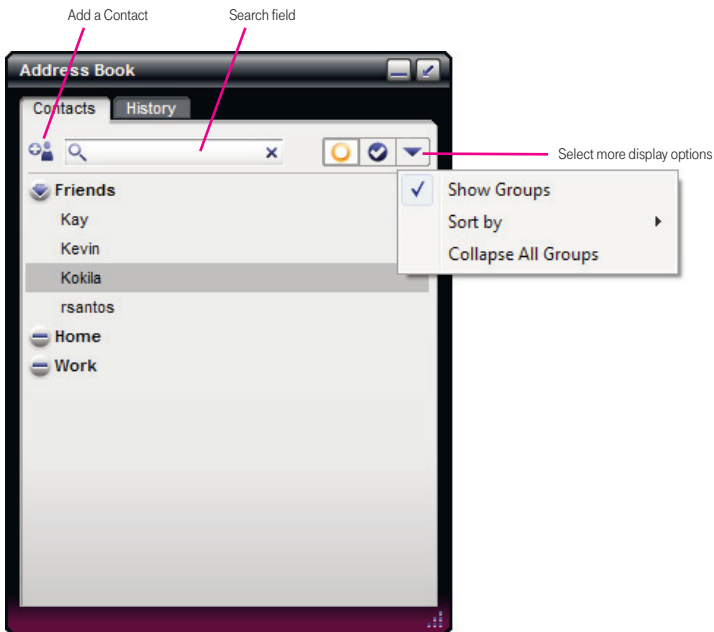
Click  on the dialpad to put the callers on the speaker phone. The  icon appears on the call display.

# 4. Using the Address Book

The Address Book panel, which is divided into tabs, provides access to the following:

- Contacts.
- Call history. See page 29.

## 4.1 Contacts Tab



The Contacts tab displays your contacts and lets you specify multiple contact methods for them, including:


- Softphone address
- Home phone number, business phone number, mobile phone number
- Fax number (this is provided for convenience; T-Mobile PC Telefon does not have any fax capability).
- E-mail

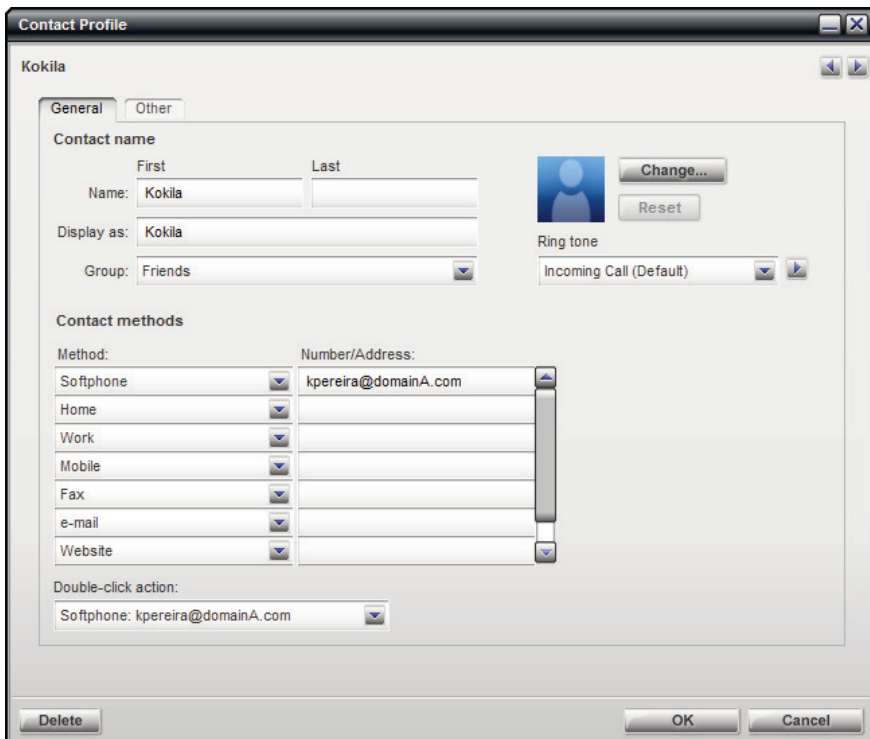
You can identify one of these contacts as the primary contact method.

Contacts are typically organized into groups. T-Mobile PC Telefon includes built-in groups: “Friends”, “Home” and “Work”. You can add more groups, as desired.

## Setting up Contacts

### Adding a Contact

Click , or right-click a group and choose Add Contact to Group. The Contact Profile dialog box appears. See the table on page 25.



The screenshot shows the 'Contact Profile' dialog box for a contact named 'Kokila'. The dialog has a title bar with 'Kokila' and standard window controls. It features two tabs: 'General' (selected) and 'Other'. The 'General' tab contains the following fields:

- Contact name:** A section with 'First' and 'Last' sub-labels. The 'Name:' field contains 'Kokila' in the 'First' position and is empty in the 'Last' position. Below it, the 'Display as:' field also contains 'Kokila'. To the right is a blue silhouette icon with 'Change...' and 'Reset' buttons.
- Group:** A dropdown menu set to 'Friends'.
- Ring tone:** A dropdown menu set to 'Incoming Call (Default)'.
- Contact methods:** A table with two columns: 'Method' and 'Number/Address'.

Method	Number/Address
Softphone	kpereira@domainA.com
Home	
Work	
Mobile	
Fax	
e-mail	
Website	
- Double-click action:** A dropdown menu set to 'Softphone: kpereira@domainA.com'.

At the bottom of the dialog are three buttons: 'Delete', 'OK', and 'Cancel'.



Table 1: Contact Profile Fields

Contact name	Description
Contact name	Only the “Display as” name is required. This is the name that will appear in the call display and the Call Alert when this person phones you.
Group	Either:  Choose one group.  Click <b>Select Multiple Groups</b> to add the new contact to more than one group.
Ring tone	Choose a ring tone for this contact, or use the preferred sound (which is defined in Preferences > Alerts). Click the arrow to play the currently selected ring tone.
Contact Methods	Enter as many contact methods as you want. E-mail and softphone entries must have the format <name>@<domain>
Double-click action	Choose the desired method. This method will be used when you double-click this contact.  For example, if you choose “E-mail: kpereira@domainA.com”, then double-clicking this contact will open an e-mail window using this address (rather than any of the other addresses that exist for this contact).
Other fields	Complete as desired.

## Adding a Contact using an Existing Address

You can add a contact by capturing existing information:

- If you are on a phone call with a person who is not a contact, click the Add to Contacts button in the call panel.

- On the History tab, select an entry that is not a contact. Right-click and choose Add as Contact.

The Add a Contact dialog appears.

If the user portion of the address matches the user portion of an existing address, the Update option is automatically selected. For example, if the address is kpereira@domainB.com and there is an existing contact with an address of kpereira@domainA.com. Otherwise, the Create option is automatically selected.

Take the appropriate action:

- Create a new contact: Click Create. Change the display name, contact method, and group if desired. Click OK.
- Update an existing contact. Click Update. Choose a different contact, if necessary. Change the contact method and group, if desired. Click OK.

## Importing Contacts

You can populate the T-Mobile PC Telefon contact list by importing from an external file or files. Your system administrator may have placed a file on a server for you to import. You can also import your own file or files, as many as required. The new contacts will be added to the existing contacts.

You can import a contact list from:

- A comma-separated file. Use this method to import from a Microsoft® Excel® file. You will first have to set up the file; see below.
- A vCard file (\*.vcf file). A vCard is an electronic business card that is often attached to an e-mail.

1. From the main menu, click the Contacts menu and choose **Import Contacts**. The Import Contacts wizard starts.
2. As soon as you click **Finish** on the wizard, the Contacts tab in T-Mobile PC Telefon is updated to show the imported entries.

## Setting up an Excel File for Import

1. Remove any introductory text or headings from the top of the file. (You can keep text at the end of the file; it will be ignored during the import.)

2. Insert a blank row as the first row, then insert the headings that T-Mobile PC Telefon will use to interpret the meaning of each column. The columns can be in any order. The most popular headings are:

display-name

entry\_id

given\_name

surname

postal\_address.

For a complete list of headings, see “Contact List Headings” on page 48.

3. Save the file as \*.csv.

### **External Storage of the Contact List**

Each time T-Mobile PC Telefon is started, the contact list is retrieved from the external storage. Each time a contact is added to the contact list, it is immediately copied to external storage.

The list is always stored on the local computer. In addition, if you have access to a remote storage server, you can configure T-Mobile PC Telefon so that the contact list is also stored remotely using XCap or WebDAV.

### **Exporting Contacts**

You can export a contact list to a comma-separated file or a vcf file.

1. From the main menu, click the Contacts menu and choose Export Contacts. The Export Contacts wizard starts.
2. When you click **Next**, the export starts. The result is a new file of the specified type.

## Managing Contacts

### Changing Contact Information

To change the information for a contact, right-click the contact and choose View Profile. The Contact Profile dialog box appears (see page 24). Some of the changes you can make are:

- Change any contact details.
- Add, delete or change a contact method.
- Move a contact to another group by selecting a different group.
- Add an existing contact to more groups by selecting one or more extra groups.

### Moving or Deleting a Contact

- To drag one or more contacts to a different group, select them and drag to the new group.
- To delete one or more contacts, select them, right-click, and choose **Delete**. The contacts are removed from this group.

### Adding, Deleting or Renaming Groups

Select any group, right-click, and choose the appropriate menu item.

Contacts that have no group appear under “Ungrouped Contacts.” You can delete, but not rename, this group.

## Using Contacts

Phone the person

- Double-click the contact to start a phone call to the person.
- Drag the contact to the call display to start a phone call.
- Right-click and choose **Call**, then click the desired number.

### Contact Flyout

Left-click on a contact to show the Contact flyout. This flyout shows all the contact methods set up for the contact and has icons you can click to perform an action that is valid for that contact method.

Click an address or icon to perform the action

**Kokila**

Softphone: [kpereira@domainA.com](mailto:kpereira@domainA.com)

Home: 604 555 1234

Mobile: 604 555 2344

e-mail: [kpereira@domainA.com](mailto:kpereira@domainA.com)

[View Profile](#)

## Finding a Contact

If the contact list is long, use the field to filter the contacts that are displayed. To clear the filter and display all contacts again, click .

## 4.2 History Tab

Address Book

Contacts History

Search [x]

Display all calls  
Missed calls  
Received calls  
Dialled calls

All	Status	Date
Joe Smith	00:01:06	Today 14:44:09
Kokila	Dialed	Today 13:59:54
Kokila	Dialed	Today 13:56:03
Kokila	00:00:03	Today 13:45:30
Kay	Dialed	Today 12:05:20
Kokila	00:00:03	Today 11:33:34
Kevin	00:00:09	Today 10:40:26
rsantos	00:08:58	Today 09:53:49
Kevin	00:09:02	Today 09:53:45
Joe Smith	Missed	08/11/09 15:17:29
rsantos	00:00:35	08/11/09 15:13:09
Joe Smith	Missed	08/11/09 13:43:51
Joe Smith	Missed	08/11/09 13:40:43

Outgoing call. If answered, Status shows duration, if not answered, Status is "Dialed"

Incoming call that was answered

Incoming missed (Missed) or blocked (Rejected)

## Managing the Lists of Calls

You can right-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Block this person to control whether they can send you phone calls, or see your online availability. You can change these privacy settings at any time; see page 30.
- View their profile if the entry is a contact.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box. Complete the dialog box and click OK. For more information on the fields, see “Adding a Contact using an Existing Address” on page 25.

## Phoning from a List

You can right-click on an entry in the Received or Dialed list to:

- Place a call to this person, using the contact method that was used for this call. You can also double-click to place a call.
- Place a call to this person and add them to a conference call that is in progress. For more information on conference calls, see “Conference Calls” on page 20.

## 4.3 Privacy

You can control how contacts and other people can contact you by phone, and you can control whether your contacts can see your availability information (whether you are online, on the phone, and so on).

You can set up controls in advance or “on the fly” (as phone calls and presence requests come in).

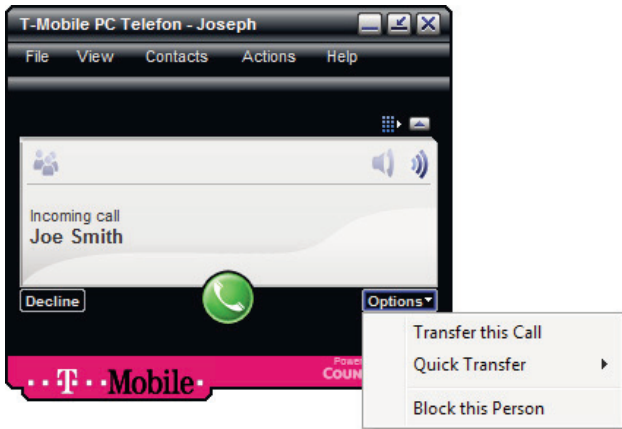
### Setting up Controls in Advance

To set up controls in advance, see “Preferences – Privacy” on page 36.

### Setting up Controls “on the Fly”

#### On an Incoming Call

To block someone when they are phoning you, choose Options > Block this Person.



The call is declined, and this person is added to your Blocked List (see page 36). In addition, if the person is a contact, then “blocked” appears beside their name in the contact list.

You will no longer see incoming calls from this person; they will automatically be declined.

To later unblock this person, remove them from your Blocked List. Or, if the person is a contact, right-click their name on the contact list and choose Unblock this Person.

### **From the Contact List or History List**

Right-click on the name and choose Block this Person. The person will be added to your Blocked List (see page 36). The person will not be able to phone you, and will not see your availability information.

To later unblock this person, right-click on the name and choose Unblock this Person.

# 5. Configuring T-Mobile PC Telefon

You can configure T-Mobile PC Telefon in several ways:

- Set up your personal profile. See below.
- Configure global behavior. See “Configuring Preferences” on page 33.
- Configure the account. See “Configuring Account” on page 46.

## 5.1 Configuring your Profile

**My Profile**

First: Joseph      Last: Santos

Name: Joseph Santos

Display as: Joseph Santos

Account: Joseph

**Contact methods**

Method:	Number/Address:
Softphone	jsantos@domainA.com
Home	
Work	
Mobile	
Fax	
e-mail	
Website	

**Addresses**

Home    Work    Other

**Notes**

OK    Cancel

To set up information about yourself, choose File > My Profile.

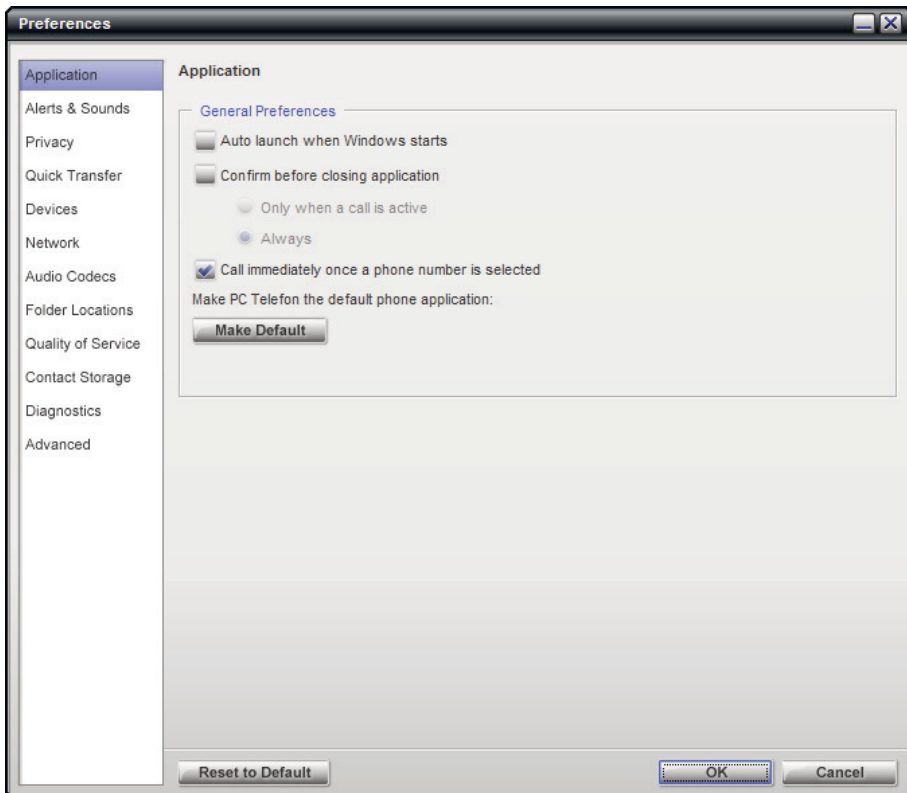


## 5.2 Configuring Preferences

Choose File > Preferences. The Preferences window appears.

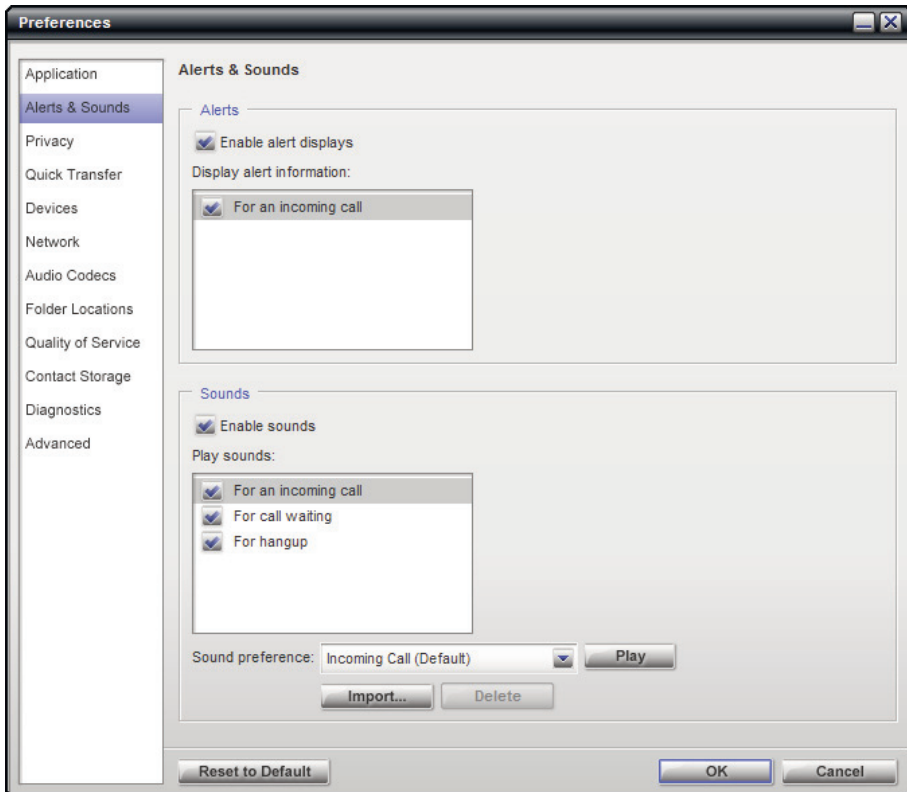
The Preferences panels let you control the way that you work with T-Mobile PC Telefon.

### Preferences – Application



This panel lets you set your preferences for general GUI behavior.

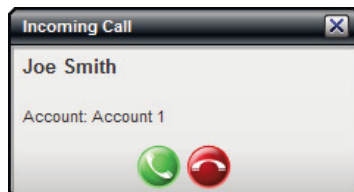
## Preferences – Alerts & Sounds



This panel lets you control the Call Alerts box and lets you assign sounds.

### Enable alert displays

You can control whether the Call Alert box is displayed in different situations.



## Assigning Sounds

You can assign specific sounds to a variety of actions or “events”.

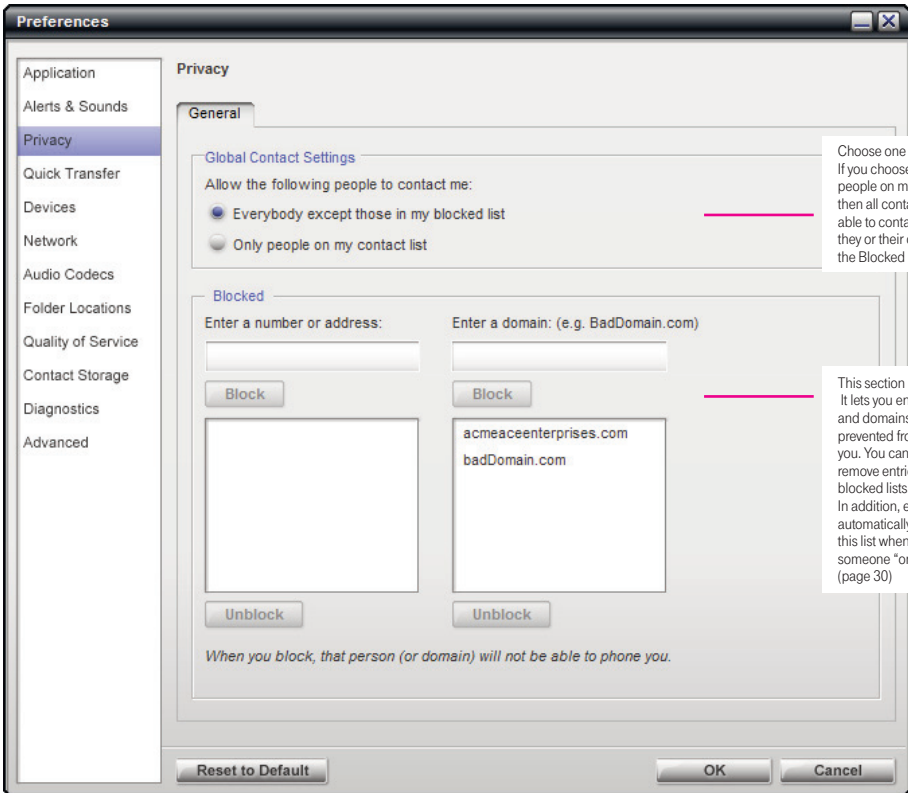
1. Select the Enable sounds check box and select the check boxes for each desired event, or clear the Enable sounds check box to disable all sounds.
2. If enabling sounds, you can change the sound for each event: select the individual event. The value in Sound preference will change. Select the desired sound.

Keep in mind that you can also override any sound for an individual Contact; see page 24.

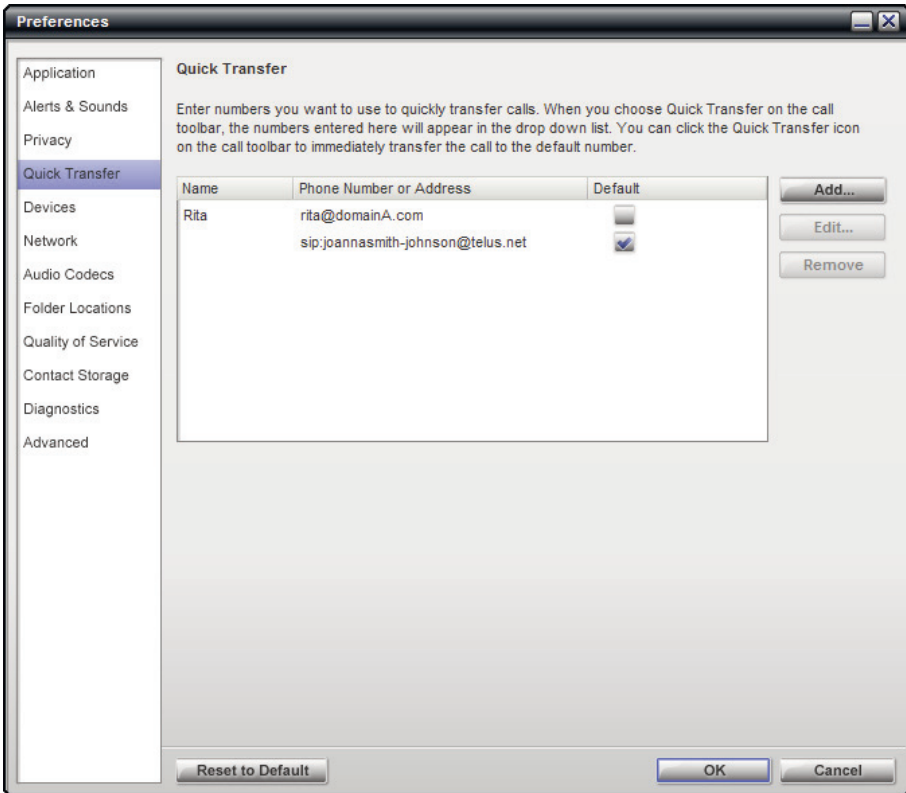
You can import sounds; these will be added to the list of sounds you can choose from when assigning a sound to an event.

# Preferences – Privacy

You can control how contacts and other people can contact you by phone.



## Preferences – Quick Transfer

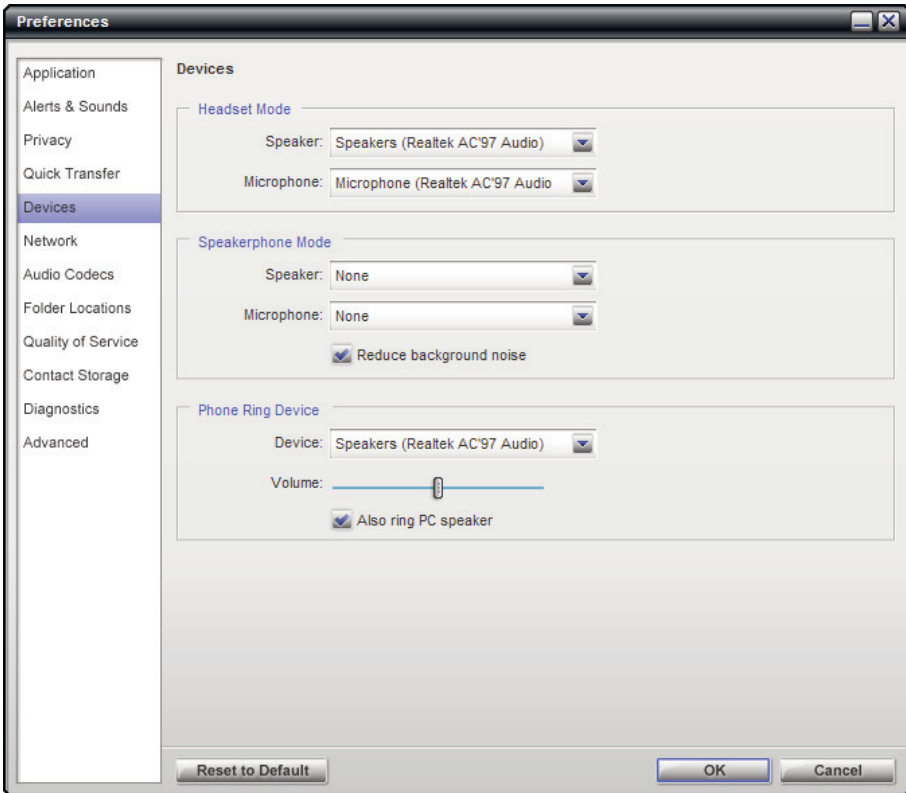


This panel lets you set up a list of phone numbers that calls can be transferred to. Then during a call, you can transfer to any of these numbers by selecting from a list.

Enter as many numbers as you want. Use the Add, Edit and Remove buttons to edit the list. Set one of the numbers as the default.

See “Quick Transfer” on page 17 for information on using this feature.

## Preferences – Devices



T-Mobile PC Telefon automatically detects devices at each startup, and selects the most appropriate device for each purpose. If you do not like this selection, you can override it on this panel.

If you override a selection, it will apply the next time you start T-Mobile PC Telefon, unless the device is no longer available, in which case T-Mobile PC Telefon will again select the device to use.

Field	Description
-------	-------------

### Headset Mode

Speaker	Change these fields only if you want to override the devices that T-Mobile PC Telefon automatically selected.
Microphone	<p>In both these fields, select the headset you are using.</p> <p>The headset is the device that is usually used for audio out (the sound you hear) and audio in (recording your voice). The only situation in which the headset is not used is when the Speaker Phone button on the dialpad is pressed.</p> <p>Therefore, unless you will always be using T-Mobile PC Telefon in speakerphone mode, you must make a selection here.</p> <p>Select the headset in both the Speaker device field and Microphone device field.</p>

### Speakerphone Mode

Speaker	<p>Change this field only if you want to override the devices that T-Mobile PC Telefon automatically selected.</p> <p>Make the appropriate choice:</p> <ul style="list-style-type: none"> <li>▪ Select the device that you want to use for audio out (the sound you hear) when the Speaker Phone button is pressed. Make sure you select a speaker device (not the headset).</li> <li>▪ Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.</li> </ul>
Microphone	Change this field only if you want to override the devices that T-Mobile PC Telefon automatically selected.

Make the appropriate choice:

- Select the device that you want to use for audio in (recording your voice) when the Speaker Phone button is pressed.

It can be any microphone: it does not have to be the microphone on the device you specified as the speaker device. For example, it can be the microphone on your camera.

- Select None if you do not have a speaker phone. The Speaker Phone button on the dialpad is disabled.

---

Reduce background noise	Automatically attempts to remove background noise.  Typically on for the speakerphone.
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### Phone Ring Device

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Device	Change this field only if you want to override the devices that T-Mobile PC Telefun automatically selected.
--------	---

The device where you want to hear the phone ringing: the headset, the speakerphone, or none.

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Volume	The volume of the ringer.
--------	---------------------------

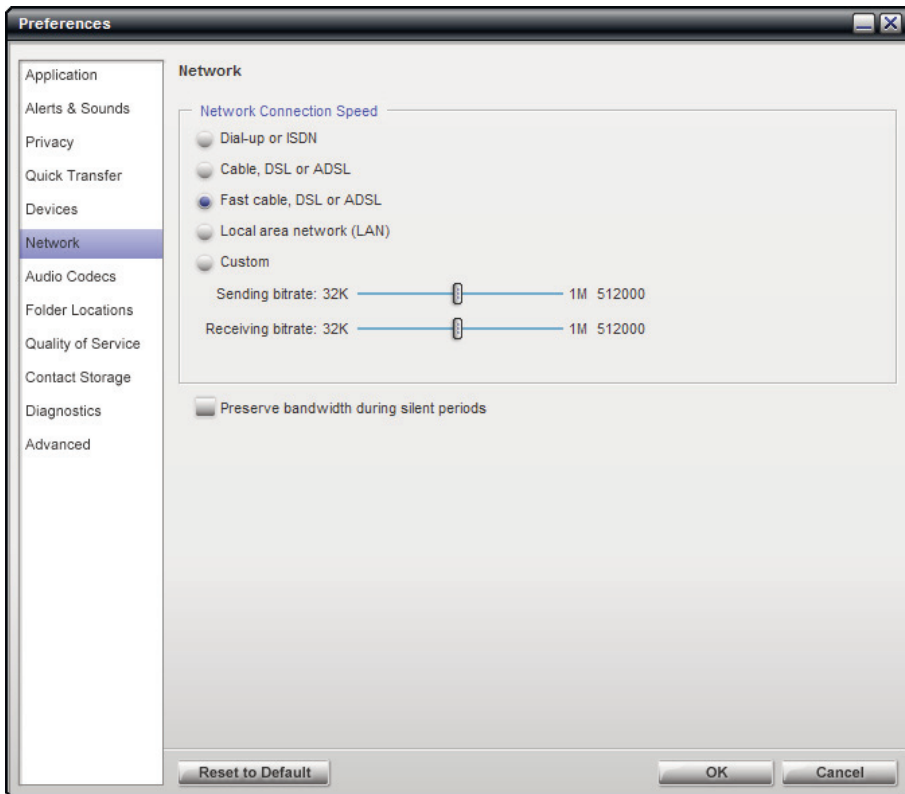
---

Also ring PC speaker	Click on or off, to suit your preference.
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## Preferences – Network



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Field	Description
Network Connection Speed	<p>Select the type of network connection for your computer.</p> <p>The sliders move to show the bitrate that will be used for sending and receiving. These rates are typical rates for the selected configuration.</p> <p>If you know that your computer and network can handle a faster sending speed, click Custom and move the slider.</p> <p>It is recommended that you not change the receiving speed.</p> <p>You will know that you have set the sending speed too high if the remote audio is garbled.</p>
Preserve bandwidth	<p>When this feature is on, T-Mobile PC Telefon stops sending audio when you are not talking.</p> <p>When this feature is off, T-Mobile PC Telefon always sends audio, which uses more bandwidth but may result in better call quality.</p> <p>Typically off. However, if you are using a slow (dial-up or ISDN) connection, you may want to turn it on.</p>

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## Preferences – Audio Codecs

Change the settings on this tab only if advised to do so by your system administrator.

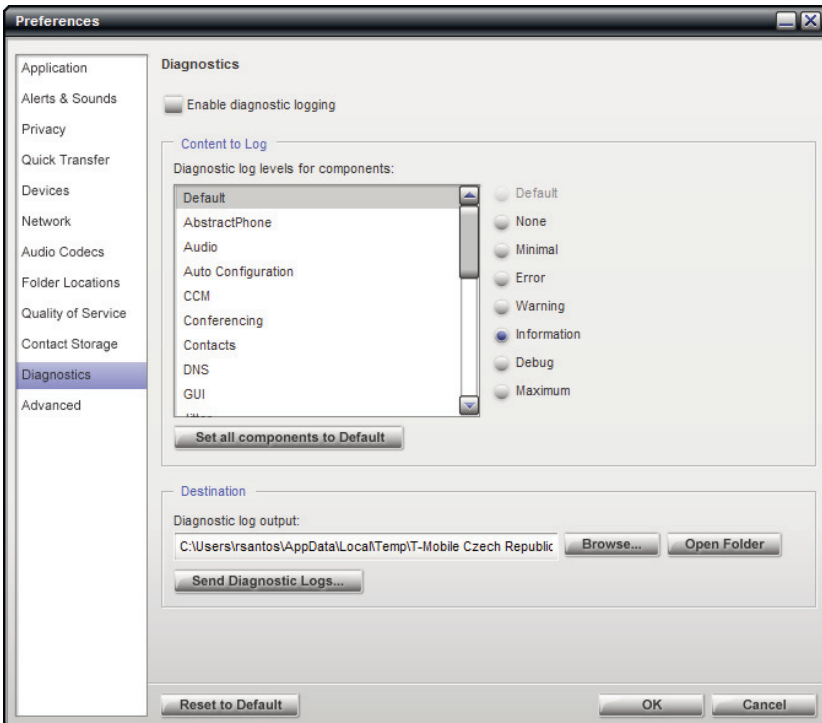
## Preferences – Quality of Service

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Contact Storage

Change the settings on this tab only if advised to do so by your system administrator.

## Preferences – Diagnostics



This panel lets you enable logging to files. Logging uses computer resources, so you should only enable it when instructed by a customer support representative.

To set up logging:

1. Click Enable diagnostic logging.
2. Set the logging level.
3. Specify the folder where logs will be saved.
4. Click OK.

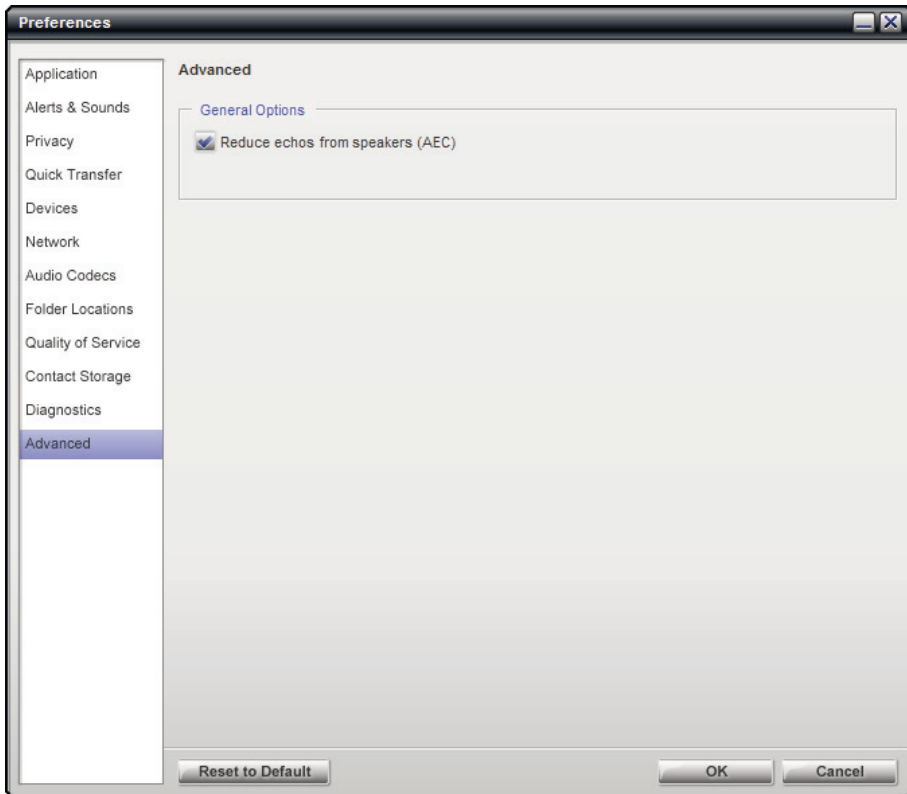
Activity on T-Mobile PC Telefon will be logged to .csv files in the specified folder. A new set of files is started each time you log on. In order not to create large files when logging (which may create computer problems), you must not remain logged on indefinitely when logging. You should occasionally exit and restart T-Mobile PC Telefon.

If requested by a customer support representative, you can:

- Open the logging folder and then open a log file using a text editor.
- E-mail the logs in the specified folder to customer support: Click Send logs to customer support. A dialog box appears showing all the logs. Select files and click Open; the selected files are sent and the dialog box closes

You can delete log files from the specified folder as you would delete any file on your computer.

## Preferences – Advanced



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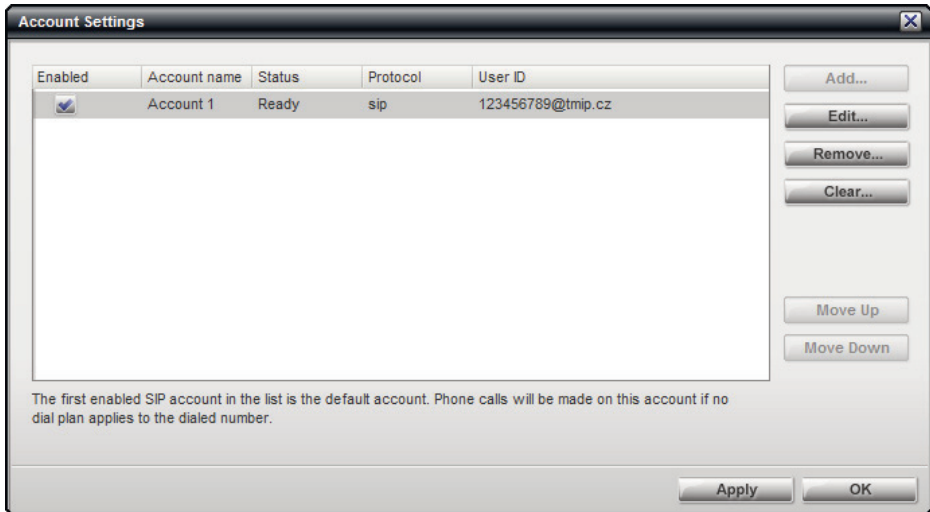
Field	Description
Reduce echoes	Turning this feature on improves sound quality. This feature is typically on.

---

## 5.3 Configuring Account

### Account Settings Window

In general, you will work with the Account Settings window only when advised to do so by your system administrator; see “Configuring T-Mobile PC Telefon” on page 32.



# A. Application Hot Keys

Function	Keyboard Shortcut
Answer	Enter
Exit	Ctrl+Q
Hang up	Esc
Hold	Period
Mute	Spacebar

# B. Contact List Headings

Following is a list of all the headings that are used in the T-Mobile PC Telefon contact list. This list can be useful when formatting a contact list in order to import it into T-Mobile PC Telefon. For details, see “Importing Contacts” on page 26.

uri	business_number	sms_address	s
display-name	business_number2	ms_address2	
entry_id	business_number3	sms_address3	
given_name	business_number4	sms_address4	
surname	business_number5	sms_address5	
email_address	business_number6	sms_address6	
email_address2	mobile_number	custom_fields	
email_address3	mobile_number2	custom_fields2	
email_address4	mobile_number3	custom_fields3	
email_address5	mobile_number4	custom_fields4	
email_address6	mobile_number5	pres_subscription	
sip_address	mobile_number6		
sip_address2	fax_number		
sip_address3	fax_number2		
sip_address4	fax_number3		
sip_address5	fax_number4		
sip_address6	fax_number5		
home_number	fax_number6		
home_number2	groups		
home_number3	comment		
home_number4	postal_address		
home_number5	default_address		
home_number6	default_address_type		



# C. Location of Files

System files get copied to the installation directory specified when installing T-Mobile PC Telefon. The default installation directory is:

C:\Program Files\T-Mobile\PC Telefon

Data files are saved in the standard location for application data, as defined in Windows. This location is typically:

C:\Documents and Settings\\Application Data\  
T-Mobile Czech Republic a.s\T-Mobile PC Telefon\

# D. Other Ways to Run T-Mobile PC Telefon

## D.1 From the Command Line

You can start T-Mobile PC Telefon from a DOS prompt. You may need to add PCTelefon.exe to the PATH. Then type:

```
PCTelefon.exe
```

To start T-Mobile PC Telefon from a DOS prompt and immediately dial a number, type:

```
PCTelefon.exe -dial=sip:<number>
```

# E. Glossary

AEC	Acoustic echo cancellation. Processing of the audio or video signal to reduce the echo effect that can arise with a speakerphone or that can arise if the sound from the speakerphone or headphone leaks into the microphone.
AGC	Automatic gain control. Processing of the audio or video signal to adjust the microphone volume level so that the other party does not hear the distortion that might be caused by too high a microphone input or too low volume (due to too low input level).
Codec	The format by which an audio stream is compressed for transmission over networks.
Default account	The SIP account that will be used when placing an outgoing call, if T-Mobile PC Telefon does not determine that another account should be used. T-Mobile PC Telefon uses the dial plan to determine the account to use. Your system administrator will have identified which account is the default.
Dial plan	The rules that T-Mobile PC Telefon follows in order to interpret the softphone address or phone number that the user has entered and to modify the number or address, as required, to ensure that the call will be placed successfully.
DTMF	Dual-tone multi frequency. DTMF is the system that is used in interactive voice-response menu systems such as the menu system for accessing voicemail messages. The DTMF system allows the user to interact with the menu by pressing keys on a dialpad or keyboard.
IP	Internet Protocol. A data-oriented protocol used for communicating data across a network. IP is the most common protocol used on the internet.
IP address	A unique number that devices use in order to identify and communicate with each other on a computer network using the IP standard.
Media	In a VoIP phone call, the audio and video portion of the information in a call. Compare to "Signaling".
MWI	Message Waiting Indicator. An indicator that there is a voicemail message for the owner of an account.
Proxy	See SIP account.
PSTN	Public Switch Telephone Network. The traditional land-line phone network.
RFC	Request for Comment. A document that describes an aspect of an internet technology. An RFC may be a proposed, draft or full internet standard.
RTP	Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is another media protocol.
Signaling	In a VoIP phone call, the information in a call that deals with establishing and controlling the connection, and managing the network. The non-signaling portion of the call is the Media.

SIP	Session Initiation Protocol. The signaling protocol followed by T-Mobile PC Telefon for handling phone calls.
SIP account	An account that provides the user the ability to make VoIP phone calls. The account encapsulates the rules and functions the user can access.
softphone address	The address used to connect to a SIP endpoint. In other words, the “phone number” used in a VoIP phone call. For example, sip:joseph@domainA.com.
SRTP	Secure Real-time Transport Protocol. A protocol for delivering the media portion of a data transmission over an IP network. SRTP is a secure protocol, which means that the media is encrypted. RTP is another media protocol.
TCP	Transmission Control Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TLS and UDP.
TLS	Transport Layer Security. A transport protocol for delivering data over an IP network. TLS is a secure transport protocol, which means that all the data being transmitted (signaling and media) is encrypted. Other transport protocols are TCP and UDP.
UDP	User Datagram Protocol. A transport protocol for delivering data over an IP network. Other transport protocols are TCP and TLS.
URI	Uniform Resource Identifier. A name or address that identifies a location on the world wide web. A softphone address is a type of URI.
URL	Uniform Resource Locator. A URI that both identifies a name or address and indicates how to locate it.
USB device	Universal Serial Bus device. A device that follows a specific communications standard. A headset may be a “USB type” of headset.
VAD	Voice Activity Detection. A technology that detects if audio is a human voice or background noise. T-Mobile PC Telefon includes a feature (Preserve bandwidth on the Network panel of the Preferences window) that controls whether audio is transmitted when VAD determines that no one is actually speaking.
vCard	An electronic business card that is often attached to an e-mail. It often appears as a “signature” block that identifies the person, their title, and their business.
VoIP	Voice over Internet Protocol. A variation of IP used for sending voice data over the internet, in other words, used for making phone calls over the internet.
WAV	Or WAVE. A file format standard for storing audio on PCs.

## More information

Customer Centre T-Mobile

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T-Mobile Asistent	<b>1183</b>

The T-Mobile network means the electronic communications network operated by T-Mobile Czech Republic a.s.

