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1. Introduction

WINDOWS PC SOFTPHONE PREMIUM VERSION USER GUIDE



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Adore Infotech has developed this user manual guide to the best of its knowledge, but does not guarantee that the program will meet all requirements of the user. No warranty is made in regard to specifications or features. Adore InfoTech retains the right to make alterations to the contents of this user manual guide without the obligation to inform third parties.

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Glossary

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3. Overview Of Adore PC Softphone

1. Overview of Adore PC Softphone Premium

Adore SoftPhone is Softphone that allows you to speak over Internet with any desktops, notebooks even with any conventional landline and mobile phones. It supports SIP industry standards, and is fully inter-operable with most major Internet Telephone service provider (ITSP) and VOIP software and hardware. Adore Softphone comes with an intuitive Graphical User Interface and can be easily customized. It's designed with SIP technology that can be used to make outbound phone calls from PC to any telephone. It delivers SIP-based communications and services for PC-to-Phone and PC-to-PC services.

When anyone first hear about the Softphone, the first thing strike their mind is what this softphone is all about. Softphone is nothing but software that makes a computer enables to send and receive VoIP calls through internet. So you can say Softphone is the most essential component of VoIP because without this software your computer is not able to use internet for VoIP calls. AdoreSoftphone Premium is one of the reputed softphone software that makes your computer capable of using voice over internet technology.

A softphone software allow a computer to commence a voice call by using an internet connection and let the user get free from the traditional telephone or mobile phone in order to make a call to any other mobile device anywhere in the world. The VoIP technology gained lots of popularity with the coming of internet due to its capability to allow user to make international calls with a very low call rates.

The AdoreSoftphone Premium not only offers the regular features but also lots of premium features which can accelerate and enhance the experience of using the SIP based softphone. This premium softphone software by Adore Infotech allows

you to make a voice call over Internet from any desktop computers or notebooks directly to any of the mobile devices or even the conventional landline phones.

This AdoreSoftphone Premium software based on the standards of SIP industry and is fully compatible with all of the major Internet Telephone service provider (ITSP) along with all VOIP software as well as hardware. This software has an insightful GUI and can also be customized as per the user's demand. An user can customized this software to show their company name or logo to show on the software. AdoreSoftphone Premium makes your outbound phone calls from a computer to any mobile phones or telephones an excellent experience.

In order to build a large business worldwide through SIP-based communications and services, the adoresoftphone premium software is the best suited solution that provides you the great style with convenience which you need. The clarity of voice with lots of handy features in this software is what you don't want to let go without experiencing it. You can also download the demo version of AdoreSoftphone Premium in order to try it before you buy.

1.1 System Requirements



- Processor: Intel Pentium III 1.3 GHz or equivalent
- Memory: 256 MB RAM
- Hard Disk Space: 50 MB
- Operating System: Windows® Vista®, Windows XP, Windows 2000, Windows 7
- Network: IP network connection (broadband, LAN, wireless)
- Sound Card: Full-duplex, 16-bit

1.2 Premium Features



4 Lines	Codec Supported- G729, G711u, G711a, G722, GSM, iLbc, Speex/ 8000, Speex/16000 , Speex / 32000
Call Recording	Codec selection and Codec Quality Control (Bandwidth control)
Call Conference	Silence Suppression
Transfer (Xfer)	Echo Cancellation
DND (Do not Disturb)	Uses NEW RFC 3261 compliant stack
Hold / Unhold	DTMF (RFC 2833)
Redial	RFC 3951: Internet Low Bit Rate Codec (iLBC)
Auto accept call (AA)	Registration Timeout
NAT/Firewall support	Acoustic Echo Cancellation
STUN server Support	Packet concealing
Balance Display on Main Screen	Comfort Noise Generator
Debug Mode (SIP message log)	ICE Support

1.3 Basic Features



- Customized skin interfaces
- Call timer
- Last Number Redial
- Touch Tone
- Address Book
- Micro Phone Volume Control
- Speaker Volume Control
- Work with any full-duplex sound card
- Auto-configuration of settings for easy deployment

4. Adore Softphone Premium Panel & User Features

2. Adore Softphone Premium Panel & User Features



White Label (Co-Branding) Solution is your perfect chance to get more customers and expand your business. In order to build a large business worldwide through SIP-based communications and services, the adoresoftphone premium software is the best suited solution that provides you the great style with convenience which you need. The clarity of voice with lots of handy features in this software is what you don't want to let go without experiencing it.

5. Installation and Setup

3. Installation and Setup

Account Information

After selecting a VoIP service provider, you will need the following information to connect your softphone to the service provider.

All these information will be provided by Service provider:

- User name
- Password
- Authorization Name (if applicable)
- Domain

Multimedia Device Requirements

Adore Premium 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
- Headset

3.1 Download Adore Softphone Premium

You have to download the Adore Softphone Premium setup file from our website to install it in your computer device. Downloading the setup file is very easy. You just need to visit our website, fill the form and download

the application setup. That's it, you are done. To download Adore Softphone Premium setup file, Visit:

<http://www.adoresoftphone.com/softphones/free-softphone-premium-download.html>

3.2 Install Adore Softphone Premium

Adore Softphone Premium is currently available for Windows 7, 8, 8.1 and 10.

3.3 Uninstall Adore Softphone Premium

To uninstall Adore Premium follow these steps:

- Go to Control Panel
- Open Add/Remove Programs
- Select Adore Softphone
- Click Install/Uninstall

6. Start & Using AdoreSoftphone

4. Start & Using AdoreSoftphone

Step 1.



- Go to Windows Start Menu
- Open All Programs Menu
- Now Click on Adore Softphone

OR

Step 2.



Double Click on the Adore Softphone Premium Icon on desktop

4.1 Configure Adore Softphone Premium

The Adore Softphone Premium is configured by following these steps:

1. **Application**
2. **Configure Accounts information.**
3. **Set Codec setting**

4.1.1 Configure Application

Select (Right Click on the Phone/interface) Options ->Application (Ref. Image - Fig: 1)

Basic Options

Always On top of Other Application

: If Check this Option, Application always on Top of your Desktop.

Launch when Windows Start :

If Check this Option, Application automatically starts when windows start. This option is automatically added on the list of startup Program list.

Confirm before closing application: If Check this Option, Application display a confirmation message, before closing application.

Recent Call

This Option enable number of calls, you need to display in recent call list.

Record Call Location

You can set your recorded call location.

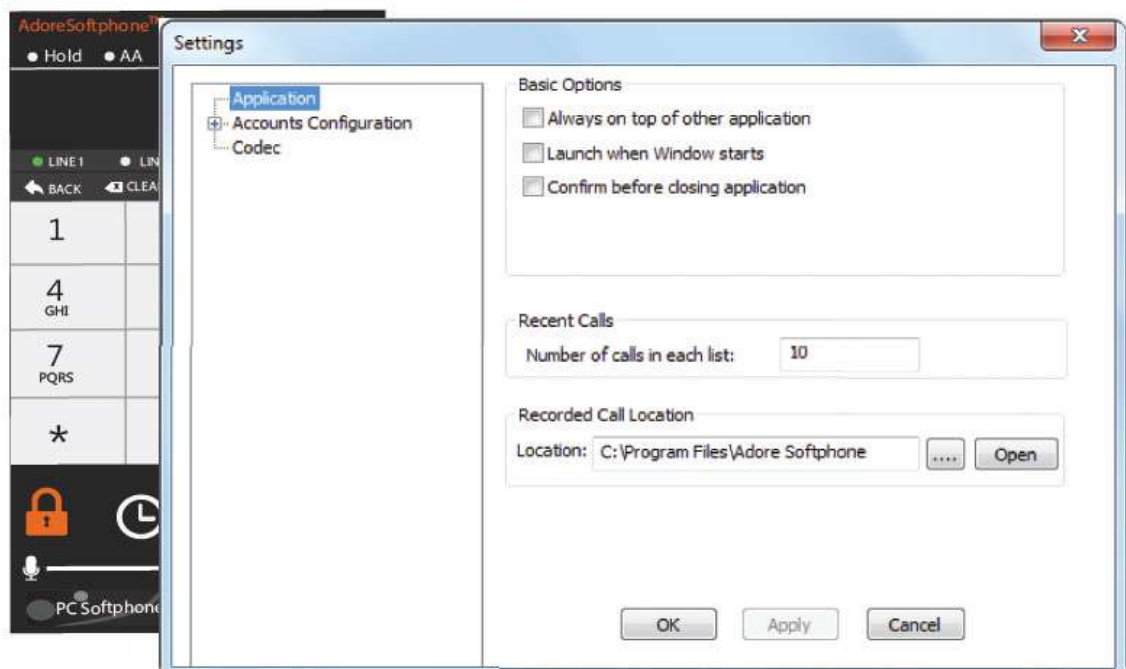


Fig-1

4.1.2 Configure Accounts Information

- Right Click on the Softphone/interface
- Select Options
- Select Accounts Configuration

Adore Softphone provide 8 accounts in which you can store your account information. You can use one account at a time. (Ref. Image- Fig : 2)

To enable any account: Click on “**Make Default**” check box -> Click **Apply**-> Click **OK**.

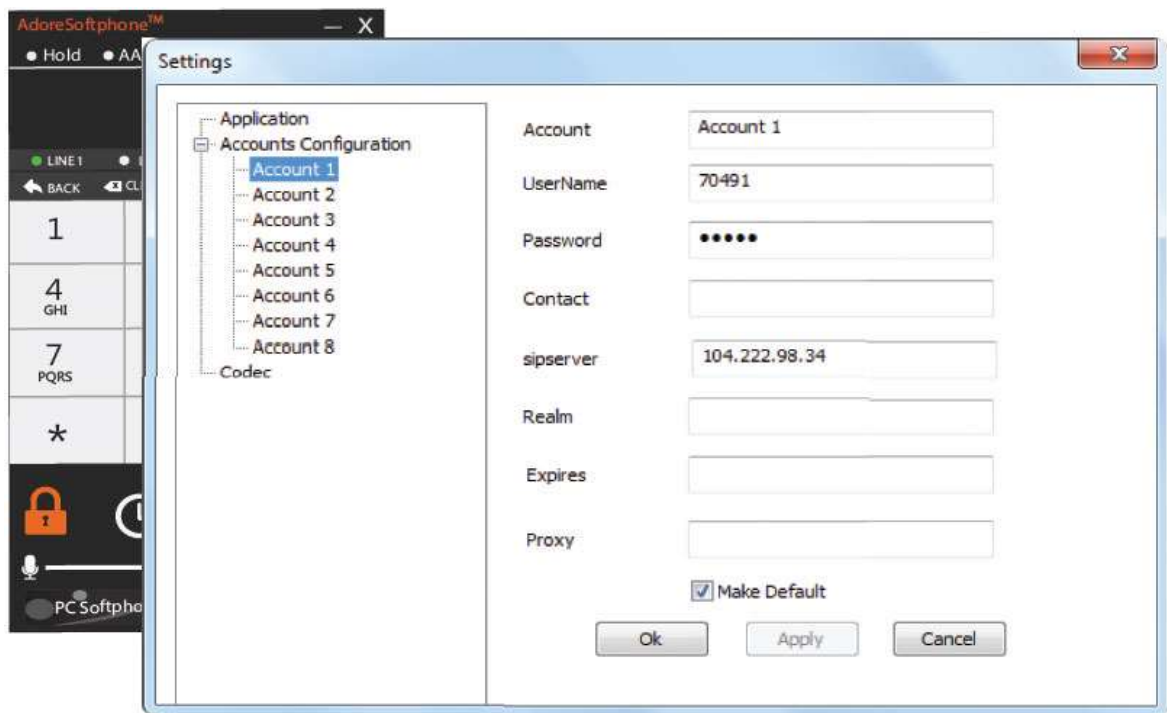


Fig-2

4.1.3 Codec Configuration

Codec are responsible for the quality of audio. In order to get good voice quality you have to configure codec correctly. The Codec which

you want to make enable in your server should be in the “**Enable Codec**” list and all others should be in “**Disabled Codec**” list.

- You can change list whenever you want by using [>] and [<] button. (Ref. Image- Fig: 3)
- You can also move all Codec to the Enable code List or Vice versa by using [>>] and [<<] respectively.

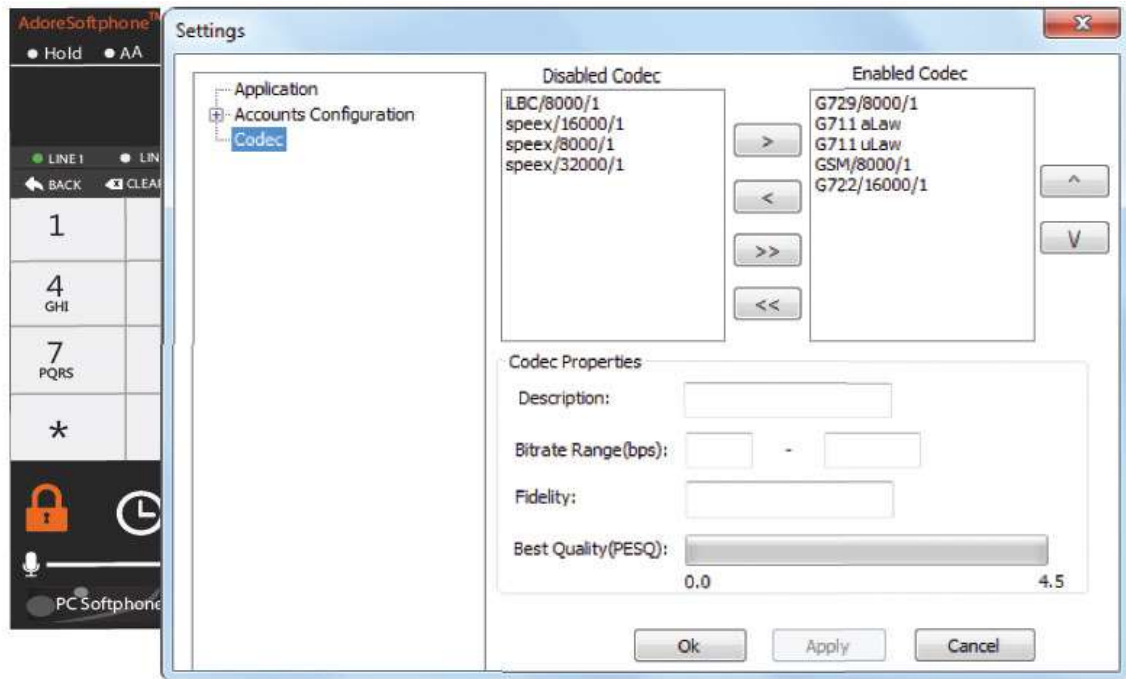


Fig-3

Set Codec Priority

You can increase and decrease priority of enabled codec by using [^] and [v] button respectively. Codec will be arranged in descending priority. It means the Codec of highest priority will be on the TOP in the list and Codec of Least priority in lower side of list.

(Ref. Image- Fig : 4)

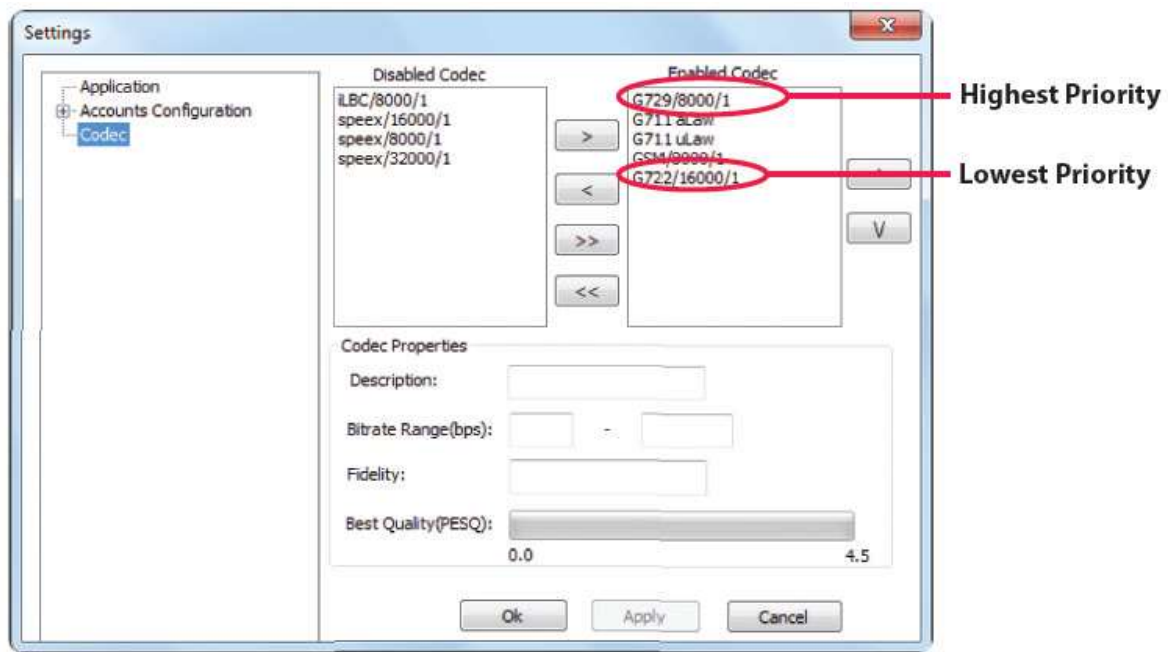
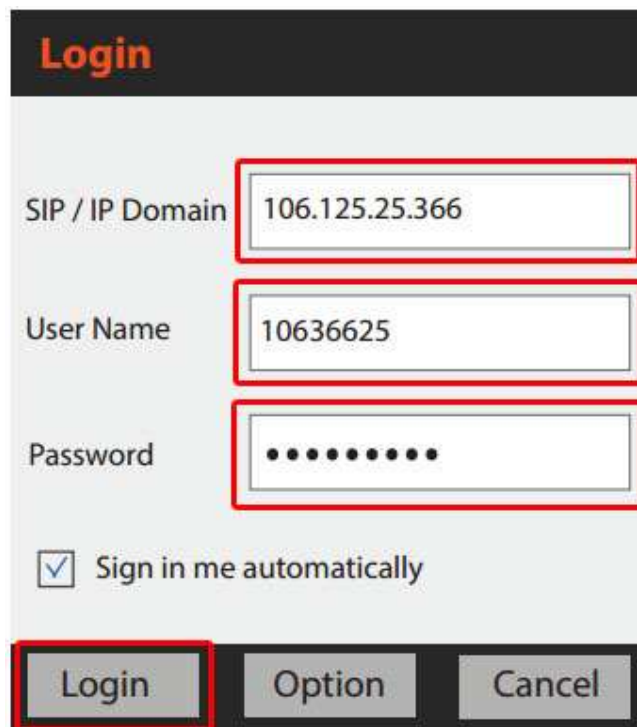


Fig-4

4.2 Registering AdoreSoftphone

- Follow these steps in order to register your Adore Softphone Premium.
- Run the Adore Softphone Premium
- Login window appears in front of you. (Ref. Image- Fig: 5)
- Enter SIP IP, Username and password
- Press Login Button
- Now Main Softphone window opened with status message **“Registered”**



The image shows a login window titled "Login" in orange text on a black background. Below the title, there are three input fields: "SIP / IP Domain" with the value "106.125.25.366", "User Name" with the value "10636625", and "Password" with masked characters "••••••••". Each input field is outlined with a red border. Below these fields is a checkbox labeled "Sign in me automatically" which is checked. At the bottom, there are three buttons: "Login", "Option", and "Cancel". The "Login" button is also outlined with a red border.

Fig-5

4.3 Placing a Call

With the Adore Softphone Premium, you can facilitate 4 calls simultaneously without any hassle. Just follow the procedure to use this feature and make VoIP calls-

- Select the line you want to call from.
- Dial the number you want to call by using the Dial Pad or from your PC keyboard.
- Press Call button. **(Ref. Image- Fig: 6)**

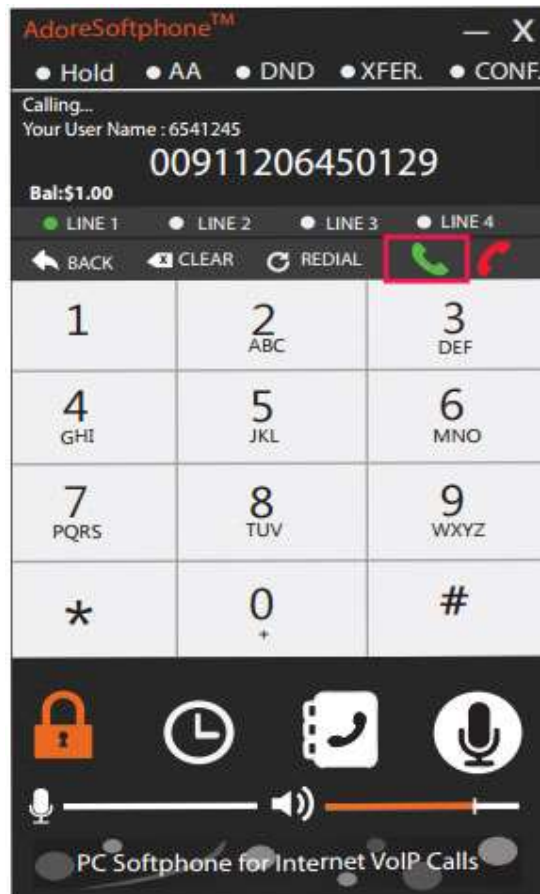


Fig-6

In order to make more than one call simultaneously, you have to just select the other line (Line 2, 3, 4) and make the call.

4.4 Ending a Call

To end the established call, you have to do followings:

- Select the line which you want to disconnect.
- Press the **End Call / Hang-up** button.
- Session message Display “**Disconnected...**”

4.5 Handling an Incoming Call

When you will get an incoming call, the line on which call is coming gets highlighted by yellow color and the Softphone button on windows taskbar also starts to blink and gets highlighted.

- Select the line on which call is coming
- Press **Accept** button for receiving the call
- Or, Press the **Decline** button to reject the call. **Ref. Image- Fig: 7**



Fig-7

4.6 Handling an Established Call

To end the With having an incoming or outgoing call is in progress, you can also perform these following functions without any disturbance- call, you have to do followings:

- **Basic Transfer – Transfer this Call**
- **Call Conference**
- **Call Recording**
- **Auto Answer (AA)**
- **Do Not Disturb (DND)**

4.6.1 Basic Transfer – Transfer this Call

If you want to transfer an established call or a coming call, follow these steps to do so-

- **If it is a coming call, first receive it and get connected.**
- **Press the transfer (XFER) button**
- **Dial the number where you want to transfer the call**
- **Press the call button**
- **When transferred succeed “Transferred Succeed” message appeared on the screen. (Ref. Image- Fig: 8.1)**
- **After Call transfer your call gets disconnected.(Ref. Image- Fig: 8.2)**

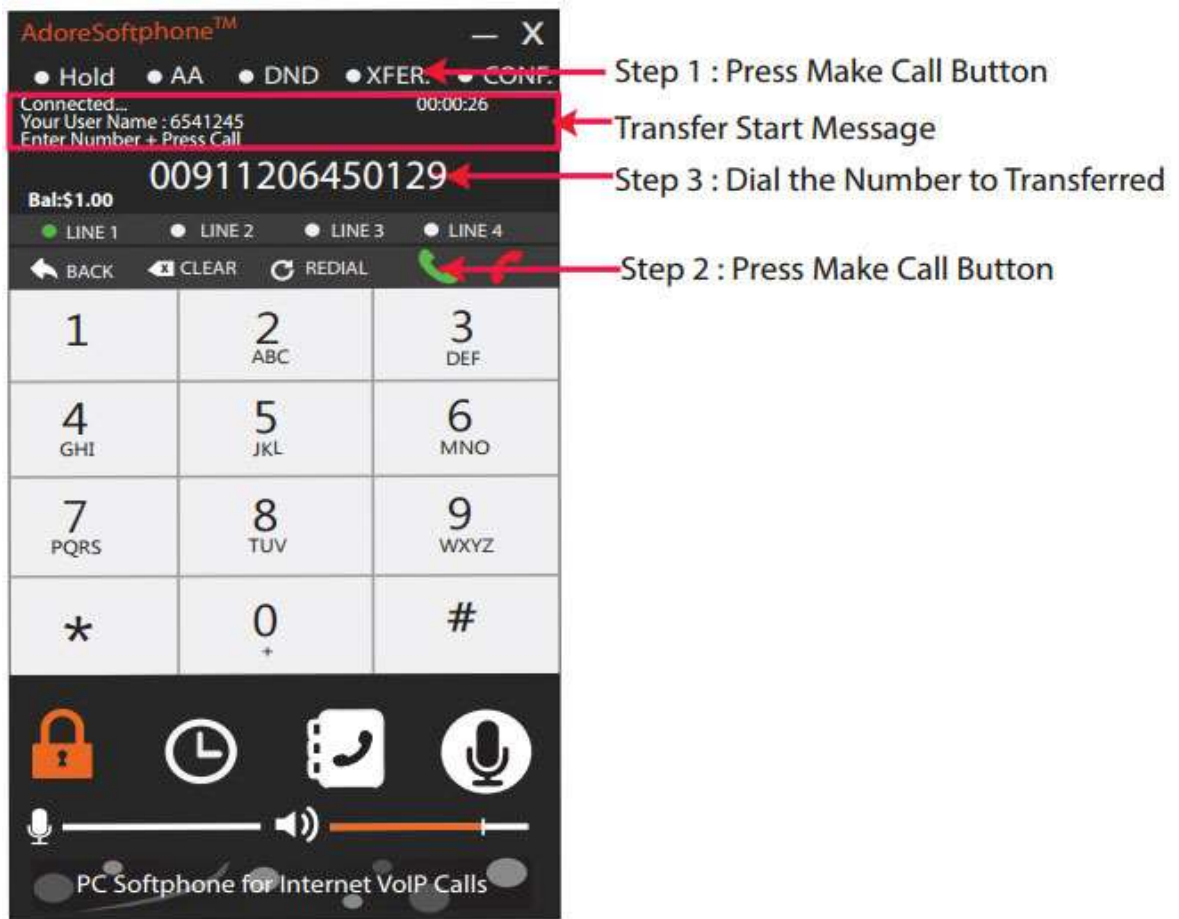


Fig- 8.1

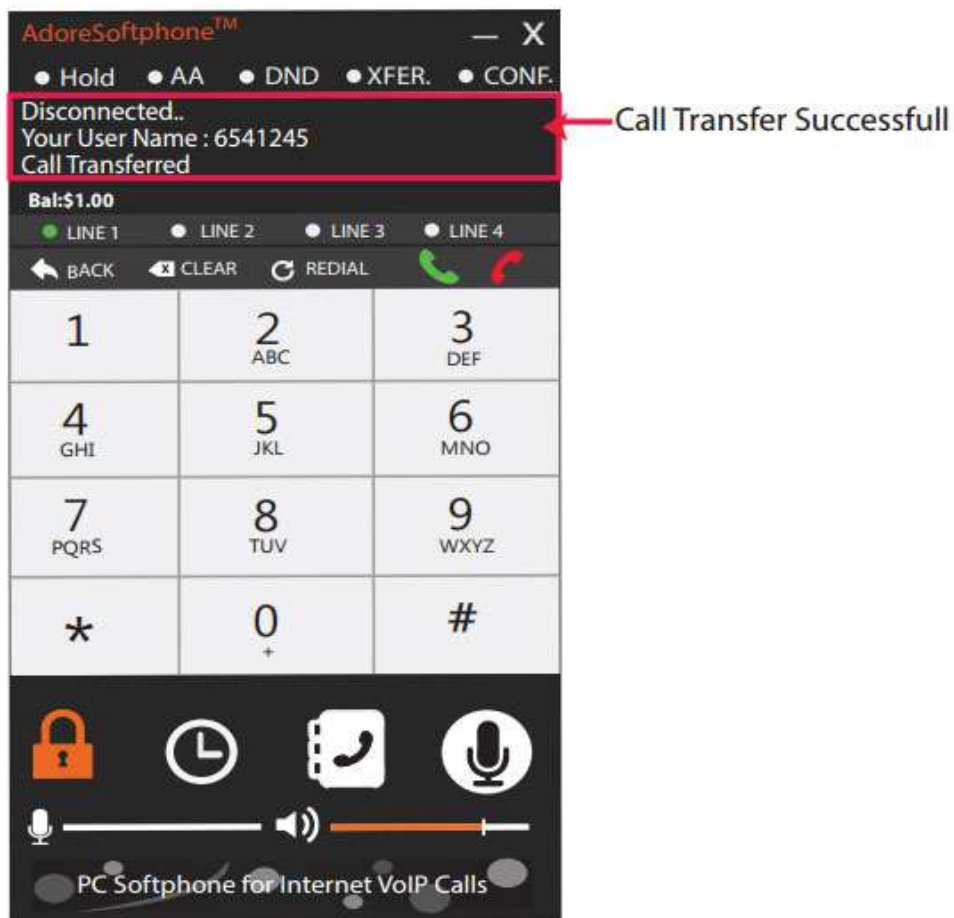


Fig - 8.2

4.6.2 Call Conference

Follow these processes for activating the call conference feature-

- Connect all the calls which you want to be the part of conference. **(Ref. Image- Fig: 9.1)**
- Press the conference button >>
- When Conference starts message appears on screen about lines in conference. **(Ref. Image- Fig: 9.2)**

To disable the conference

Press the Conference button >> again and your conference will get disabled.



Fig-9.1



Fig-9.2

4.6.3 Call Recording

Adore Softphone provide the Call recording functionality to record and listen any of the incoming and outgoing calls whenever you want.

Follow these steps to use this functionality-

- Press Record button when call is in progress
- Record button got highlighted (means your Recording started)

[Note: Recording files get stored at default location. In order to change or check location Right click from mouse on softphone window > Options > Application.]

You will get the Recorded Call Location. You can change the location by pressing “...” button and selecting your desired location to store recording files. (Ref. Image- Fig: 10)

- Press “Open” button to locate recorded files / play recorded file

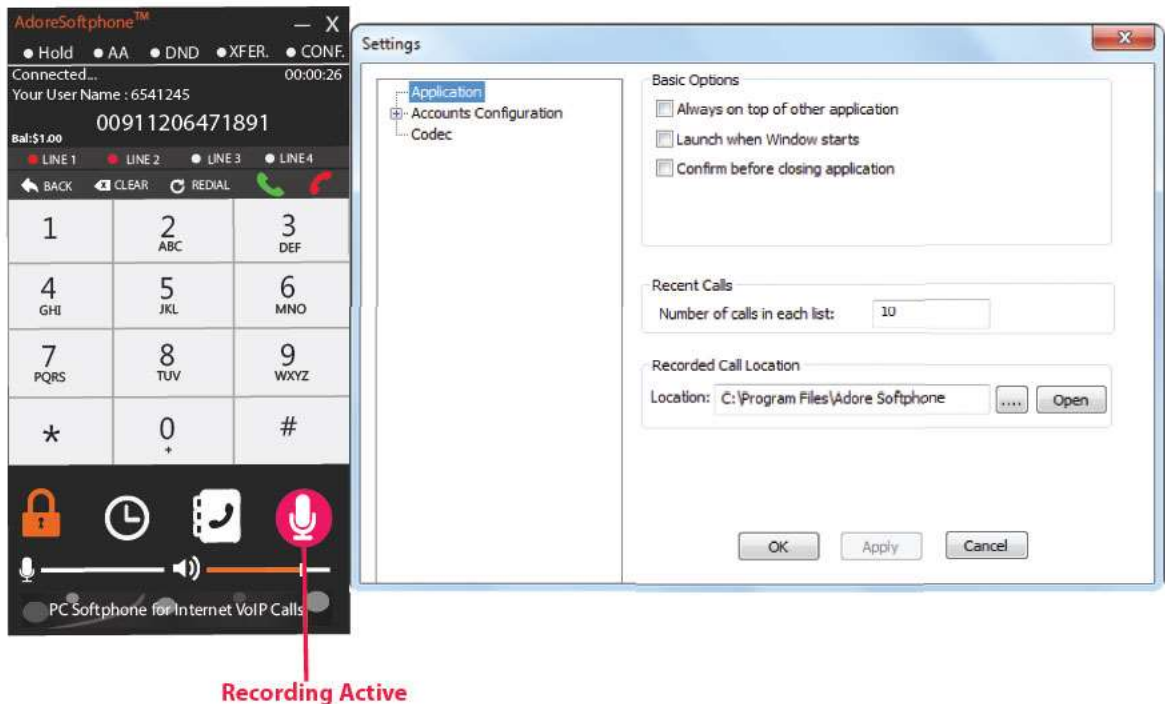


Fig-10

4.6.4 Auto Answer (AA)

The Auto Answer functionality is very useful when you are busy with another line and you want to accept the incoming call. It can automatically pick up the incoming call .

To Enable Auto Answer

- Press AA button to activate auto answer.

To Disable Auto Answer

- Press Active AA button again to disable Auto answer. (Ref. Image- Fig: 11)

Activate Auto Answer



Fig-11

4.6.5 Do Not Disturb (DND)

Do Not Disturb (DND) function is meant for blocking all the incoming calls. It means when you activate this function you will not get any incoming call.

To Activate Do Not Disturb (DND)

- Press DND button to activate DND (Do Not Disturb).

Deactivate Do Not Disturb (DND)

- Press Active DND button again to disable DND (Do Not Disturb). (Ref. Image- Fig: 12)

Activate DND (Do Not Disturb)

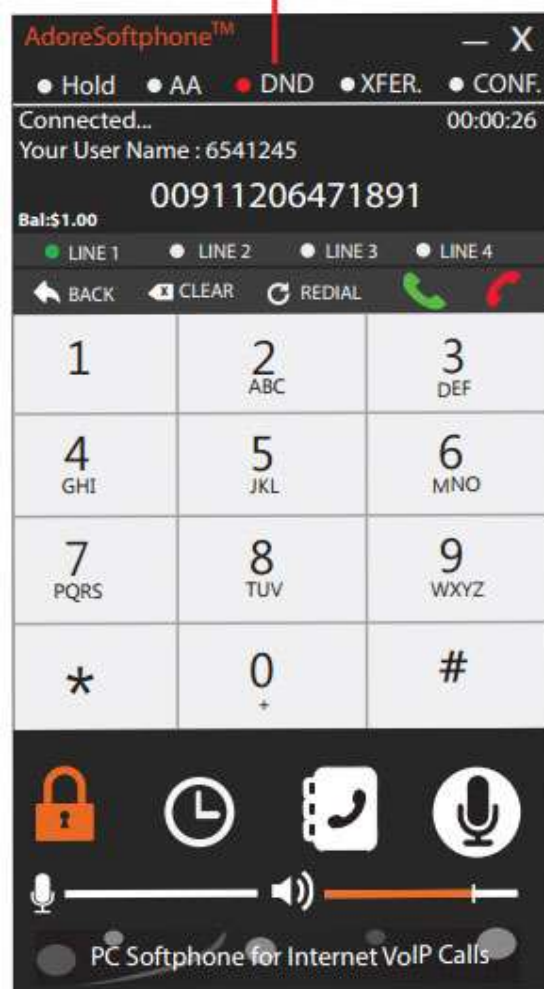


Fig-12

7. Using Phone Book

5. Using Phone Book

The Adore Softphone Premium Phone book provides the Add, Delete, Search, Edit, and Call options in the contact list through an easy to use interface. You can save unlimited contacts in our Softphone Phone Book.

5.1 Add Contact

- Right click on the Softphone Interface and Select Phone book.
- Click on “**Option**” button.
- From Menu select “**Add New Contact**”. (Ref. Image - Fig : 13)
- Fill the required details
- [Note: **Name** and **Contact No.*** is mandatory]
- Press **OK**
- Contact details added successfully to your contact List.

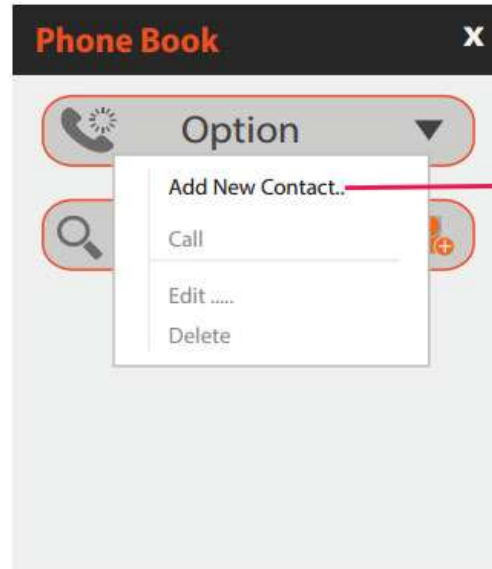


Fig-13

5.2 Search Contact

- Right click on the Softphone Interface and Select Phone book.
- Type the name of person in the search box. **(Ref. Image - Fig: 14)**

[It automatically shows the name in the Name List respective to the text inserted in the search box if the entered name is present in the Phone book.]

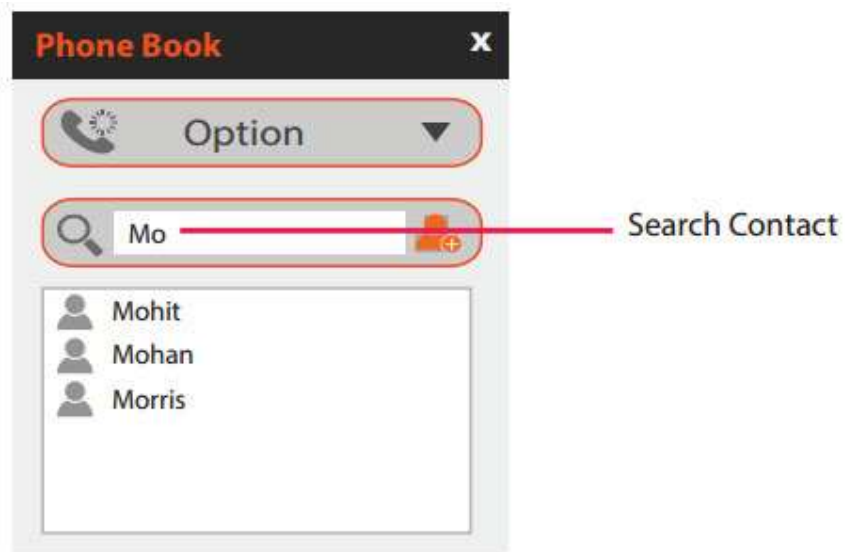


Fig-14

5.3 Call to Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to call.
- Right click on the name of contact in the contact list
- Select Call. (**Ref. Images- Fig: 15**)

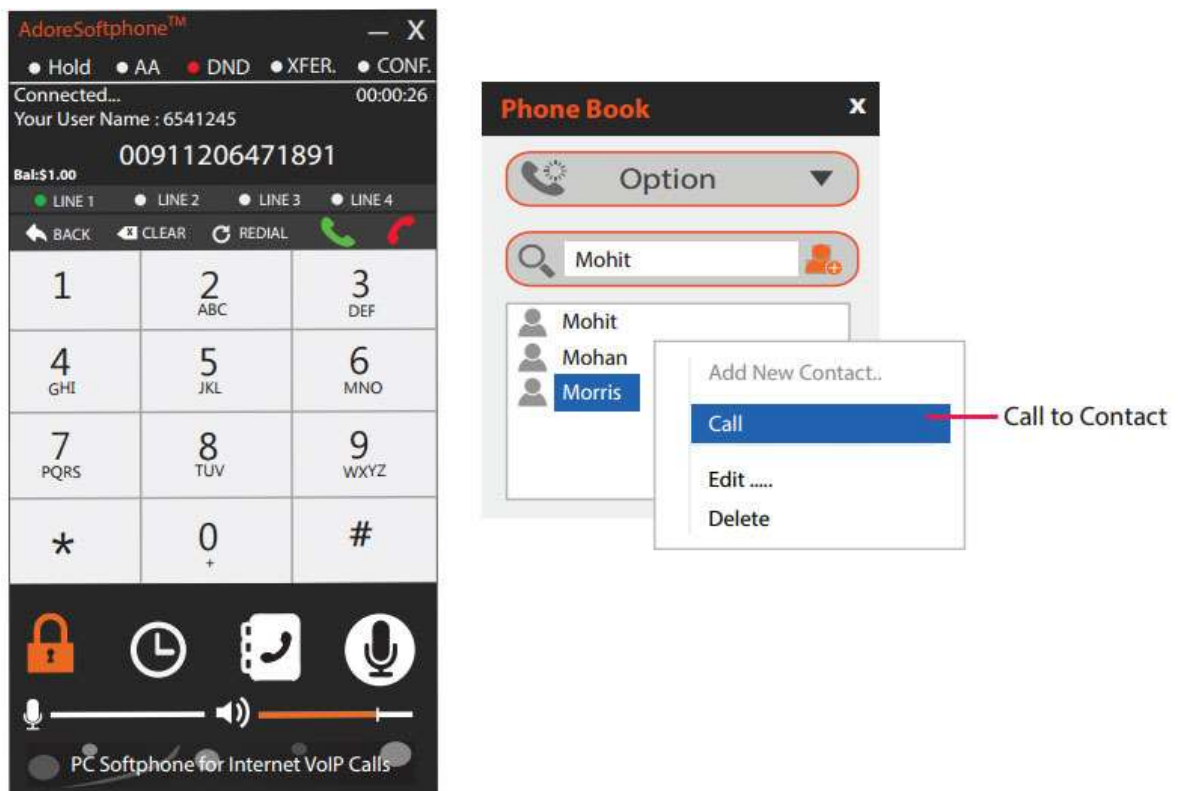


Fig-15

5.4 Edit Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to edit.
- Right click on the name of contact in the contact list
- Select **"Edit"**. (Ref. Images- Fig: 16)
- Make desired changes
- Click Ok.

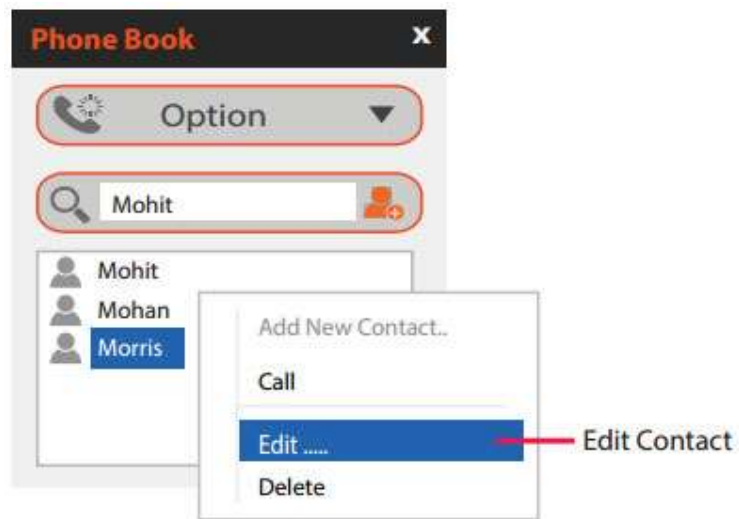


Fig -16

5.5 Delete Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to call.
- Right click on the name of contact in the contact list
- Select **"Delete"**. (Ref. Images- Fig: 17)
- Click OK

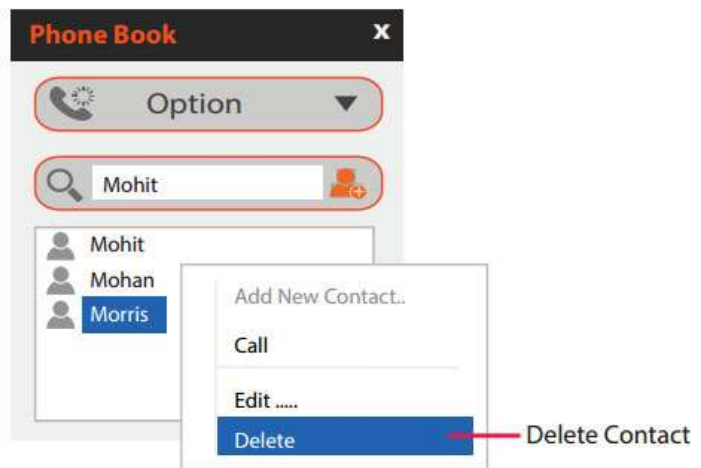


Fig-17

8. Using Recent Call

6. Using Recent Call

The Softphone stores all the call history of users. By using the recent call functionality, you will get the full call history of Missed, Incoming and Outgoing Calls.

To use Recent call click on -> **Recent Call** -> You will get all Missed Calls/Received Calls/Dialed Calls details. **(Ref. Images- Fig: 18)**

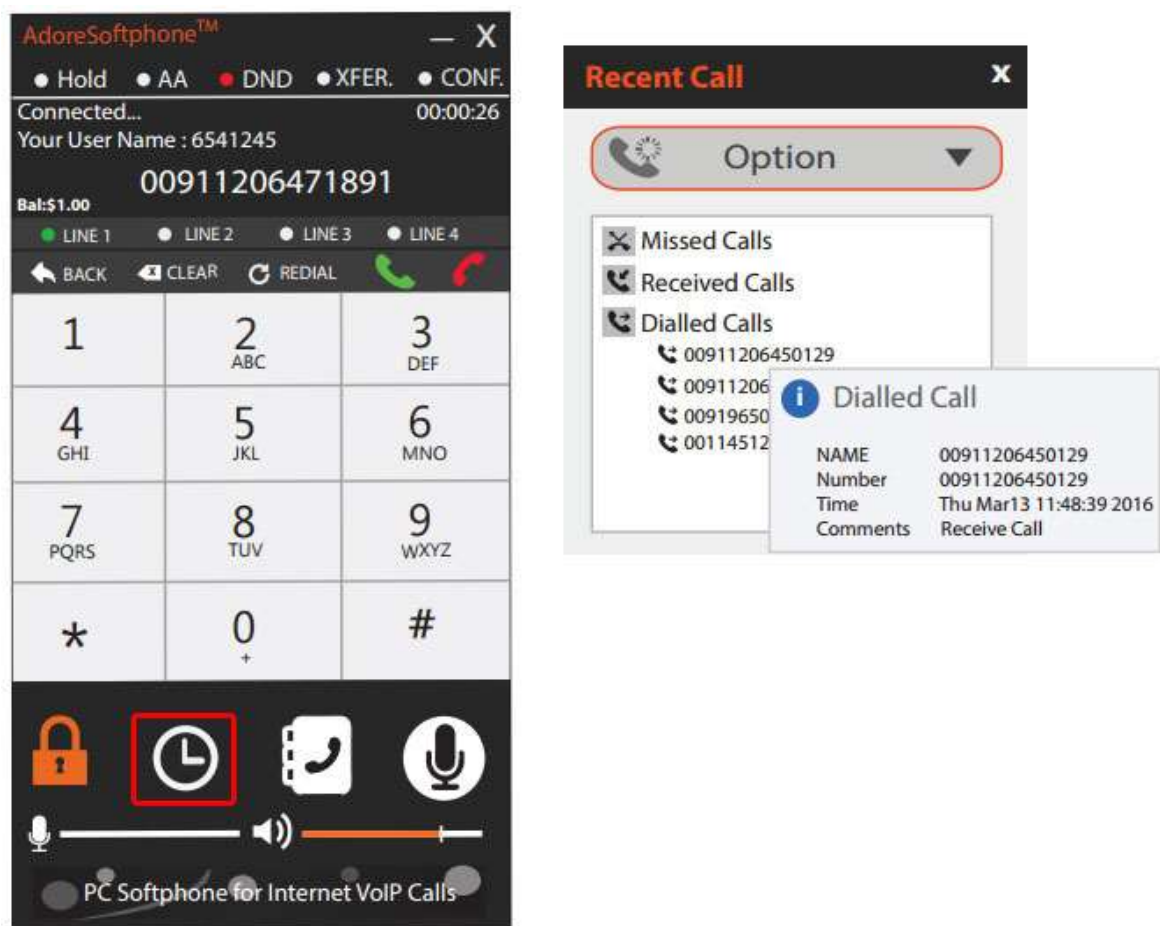


Fig-18

9. Trouble Shooting

7. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering... (you will find error message)	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present/disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Voice is not Clear	Codec is not properly set	Contact to your server administrator And Configure Codec priority. (Ref image- Fig: 4)
Call get disconnected before connected	Codec is not properly set	Contact to your server administrator And Configure Codec priority. (Ref image- Fig: 4)

10. Getting Help

8. Getting Help

In order to get the additional help regarding installation and implementation of Adore Softphone Premium, contact any of the following Customer Support Service:

Web Support

To get the latest updates and information about your Adore Softphone Premium software, you can visit our support website at:

<http://www.adoresoftphone.com/adore-softphone-support.html>

Or,

E-mail Us: **support@adoreinfotech.com**

Call Support

To get the latest updates and information about your Adore Softphone Premium software, you can visit our support website at:

For getting the technical support over phone regarding our product, please make a call at our support number:

India Office: +91 – 9315144469

(Monday – Saturday, 9am – 6pm, Indian Time)

11. Contact Us

9. Contact Us

Sales: +91 – 9958611014 (India)

Email: sales@adoreinfotech.com

Support:

Email: support@adoreinfotech.com

