

## PhoneFusion One™ PC Phone Manual

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**Note that PC Phone is an optional product that you may not have. Please contact Customer Support if you would like to add PC Phone to your current service.**

**Please visit our website [www.PhoneFusionOne.com](http://www.PhoneFusionOne.com) and click on the “Downloads” tab. Click on the PC Phone download and follow the installation instructions below.**

Please note that this application only works with our Control Center. You must download both applications to have the PC Phone function properly. Please download the Control Center and then proceed to download the PC Phone application.

**IMPORTANT- CONTROL CENTER SHOULD NOT BE RUNNING WHEN INSTALLING THE PC PHONE OR THE APPLICATION WILL NOT INSTALL CORRECTLY.**

Please note that you must contact Customer Support to receive your credentials in order to register your application once installation is complete.

### **1.1 - System Requirements:**

#### **Windows**

\* Microsoft Windows Vista; Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2; Windows 2000 with Service Pack 4.

#### **Macintosh**

\* PhoneFusion's PC Phone application is not compatible with Macintosh computers.

#### **Headset - Mic/Headphone**

### **1.2 - Installation Instructions:**

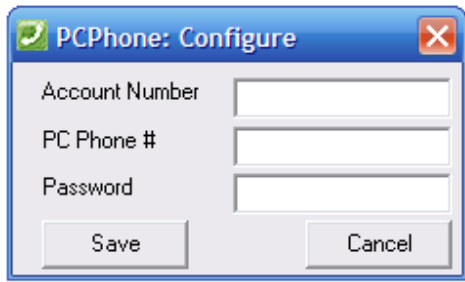
Open the Zip file you have downloaded and double click on the .exe file listed. Depending on the Zip application you are using you may be asked to confirm opening the file. Click Yes.

Once you open the file the PhoneFusion PC phone set up wizard will begin. Click on Next.

You are now ready to install. Click on Install. Please wait while the setup program installs the PC Phone.

### 1.3 - Configuring Your PC Phone:

Once you have installed the file you will need to configure your PC Phone. To do this, run the Control Center application and you will see a window asking for configuration information.



**Account Number:** Your main PhoneFusion One phone number.

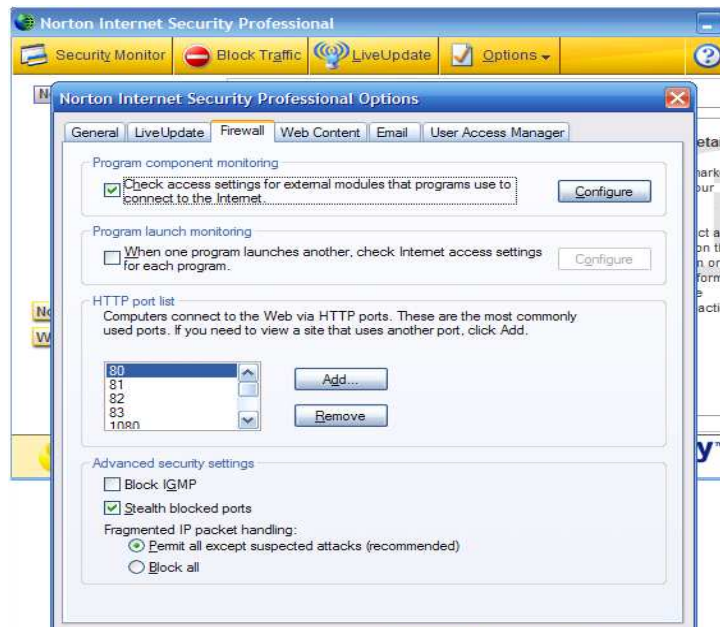
**PC Phone #:** PC Phone telephone number provided by Customer Support (dialable only within PhoneFusion One).

**Password:** Your PC Phone number has its own password – it will be provided to you by Customer Support.

When you are done, click on 'Save'. The application will now try to register.



**If the registration fails:** One possible reason for registration failure is if the security application on your computer is not allowing the application to register.



If you are using Norton Security, open the Norton application.

From the main tool bar at the top of this application

- Select 'Options'
- Then select 'Security Professional Options'

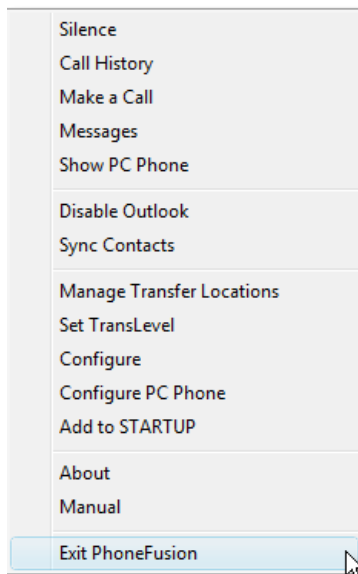
Go to the Firewall tab

- Go to 'Program Component Monitoring'
- Mark the box next to 'Check access settings for external modules that programs use to connect to the internet'
- Click OK

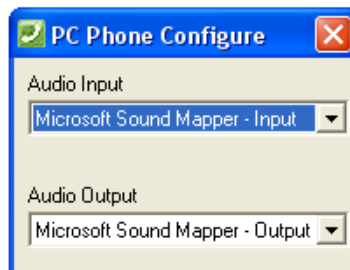
**\*\* Note: Please right click on your Control Center icon and click on 'configure PCPhone'. Make sure your settings are set to Microsoft Sound Mapper for both input and output.**

#### 1.4 - Make A Call:

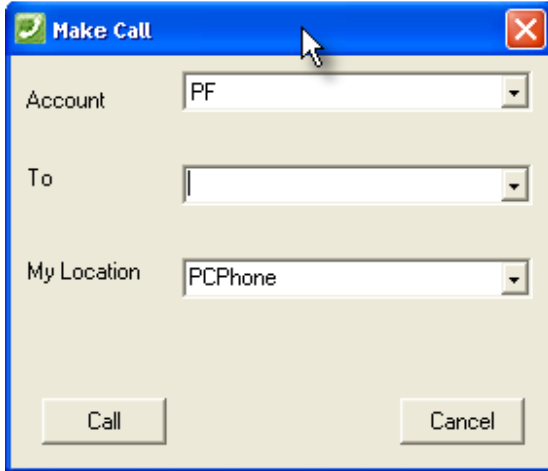
Test your PC Phone feature by selecting Make a Call from your menu.



Once your 'Make a Call' box



comes up you will see the following:

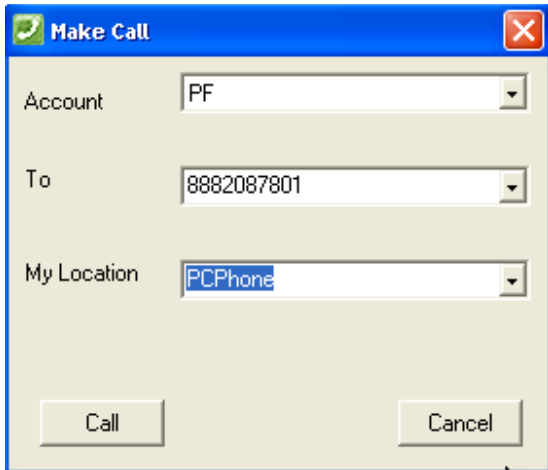


The screenshot shows a 'Make Call' dialog box with a blue title bar and a close button. It contains three dropdown menus: 'Account' (set to 'PF'), 'To' (empty), and 'My Location' (set to 'PCPhone'). At the bottom are 'Call' and 'Cancel' buttons.

**Account:** The account (telephone number) where the system can call you to confirm you are available to make the call.

**To:** The number you want to call. You can make an ALPHA entry and the system will convert it.

**My Location:** To use your PC Phone for a call select PCPhone.



The screenshot shows the 'Make Call' dialog box with the 'To' field now containing the number '8882087801'. The 'Account' and 'My Location' fields remain the same as in the previous screenshot.

The system will then place the call.



**Note: PC Phone only works with ONE PhoneFusion One account, and that account will be the one configured and will always be the Caller ID.**

### PC Phone Troubleshooting

#### **I Have Poor Sound**

Poor or scratchy sound is a symptom of a problem with your network connection, network performance, network card or PC.

1. If you are using a wireless Internet connection, you may be out of range of an access point.
2. Radio Frequency (RF) interference originating from multiple access points on similar channels or other devices nearby can cause sound quality problems. To prevent this, you or your network administrator must configure access points so they are separated by at least five channels.
3. There may be packet loss on the IP network. Check the network performance, latency and throughput. 100 millisecond round trip latency as determined from a ping should deliver good quality audio.
4. Network cards or access points may have performance problems. Make sure you are using the latest drivers.
5. If your PC is busy running other applications or is slow you will get poor audio.

#### **There is an echo with my PC Phone**

- Try using a headset (USB is NOT recommended).
- Are you using a boom type headset? It has been noted that some boom headsets that sit on the ear can create feedback between the boom microphone and the headset.
- You may be too close in distance to the person you are speaking to. If you are too close you will hear both the voice being delivered from their microphone, and your microphone picking up the person's voice in the same room or down a hallway. Together, it sounds like an echo.



- The microphone balance is not muted in the playback section of Windows audio controls. When you are configuring sound, you may need to examine the volume control setting. You as the caller will hear echo if your microphone can pick up your speaker sounds, such as when not using a headset.
- Your microphone level may be too high or the amplifier may be turned on in the generic Windows audio controls.

Within your microphone settings, there may a setting to increase the sensitivity of the microphone. Using this setting (generically "Enable microphone booster") can set the microphone level too high.

#### **PC Phone sound has pops at loud points in voice**

Popping sounds are a symptom of a problem with over modulation. Ask the party to decrease the microphone slider and/or adjust the microphone gain.

#### **Working with IP Addresses**

If you don't have an IP address that works on the network, then make sure you have selected DHCP or picked the right static address configuration for your network (including netmask, gateway and DNS). Check the status page to determine if the IP address in use makes sense

#### **Network Connectivity**

There are several potential factors that can affect getting online that are not controlled by the PhoneFusion One PC Phone. Some possibilities you can check: access points, IP addresses, firewalls and Security Applications.