

# SoftCall Manual

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## Overview

**"Communicating over the internet reduces your international telephone bills dramatically"**

**SoftCall** is a PC-to-Phone software that guarantees quality service from the beginning to the end while insuring dramatic savings on your international phone calls.

You only need one Internet connected computer to use the **SoftCall** services and the call will be handled by us all the way to the called party, ensuring real time, sound and clear conversations.

## Minimum System Requirements


- CPU: 800MHz or higher
- Memory: 512MB
- Sound card 16 bit
- 64k internet connection
- Windows 2000/XP/2003/Vista
- DirectX 9 or higher

## Technical Specifications

- Audio call: G.711 aLaw/uLaw, GSM, iLBC, G723.1, G729
- Support TLS/SRTP
- Support P2P call without SIP proxy server
- Audio Tuning Wizard
- Microphone & Speaker Device Selector
- Acoustic Echo Cancellation
- Comfort Noise Generation
- Voice Activity Detector
- Comfort Noise Generation

## Web Sign up

Sign up by filling out all the requested information (The fields with red asterisks), enter the security code at the bottom of the page and click on submit to create your account.

New Member Registration	
Username (*)	<input type="text"/>
Password (*)	<input type="password"/>
Confirm Password (*)	<input type="password"/>
First Name (*)	<input type="text"/>
Middle Initial(s)	<input type="text"/>
Last Name (*)	<input type="text"/>
Email (*)	<input type="text"/>
Street, No	<input type="text"/>
City	<input type="text"/>
Country (*)	<input type="text"/>
Phone 1 (*)	<input type="text"/> <input type="text"/>
Phone 2	<input type="text"/>
State	<input type="text"/>
P.O.Box	<input type="text"/>
Zip Code	<input type="text"/>
Fax	<input type="text"/>
Security Code	
<i>(This helps us prevent automated programs from creating accounts and sending spam)</i>	
	
<input type="text"/>	(Please type the 6 characters as shown in the image above)
<b>(*) Required Info</b>	<input type="submit" value="Submit"/>

## Installation

- Go to [www.softcall.me](http://www.softcall.me) and choose the download section in order to view its content.
- Click on the “Download our SoftCall Now!” image on the bottom right of the main page as shown in the below print screen

The screenshot displays the SoftCall website interface. At the top left, there is a 'SoftCall Dazzling Promotions' section with a 'Special offer' icon. Below this, there are two columns of offers: Bangladesh Mobile for just \$0.0265, India Mobile for just \$0.0109, and Nepal Mobile for just \$0.10 in the first column; and Bangladesh Landline for just \$0.029, India Landline for just \$0.0118, and Nepal Landline for just \$0.08 in the second column. A 'Buy Credits Now!' button is located at the bottom right of this section.

In the center, there is a 'The World for Less!' section with a 'Learn More' link. Below it, a 'Buy Now at our Store!' section promotes 'Pay As You Go Credits' and 'Monthly Calling Plans'. To the left of this, a 'Cheapest International Calls all over the WORLD!' section features a 3-step process: 1. Download, 2. Register, and 3. Call.

At the bottom left, there are logos for VeriSign Secured, VISA, MasterCard, AMEX, Discover, cashU, and money bookers.

On the right side, there is a user account section titled 'Welcome Antoine Antoun'. It shows the customer's username as 'aantoun' and a balance of '\$2.5751'. Below this, there is a list of navigation options: Purchase History, Shopping Cart, Account Management, Calling Plans, Recharge Using Voucher, Call History, Fund Transfer, and Become a Reseller. A '[ Logout ]' button is also present.

Below the navigation options, there is a 'Download our SoftCall Now!' button. At the bottom right, there is a 'Promotions' section titled 'India Promotion' with offers for India Mobile for just \$0.0109 and India Landline for just \$0.0118. A 'More >>' link is located at the bottom right of this section.

A window will pop up. Press save file to download the product.

The image shows a website interface with a promotional banner at the top left titled "SoftCall Dazzling Promotions". The banner lists several offers: Bangladesh Mobile for just \$0.0265, Bangladesh Landline for just \$0.029, India Mobile for just \$0.0109, India Landline for just \$0.0118, and Nepal Mobile for just \$0.10, Nepal Landline for just \$0.08. A "Buy Credits Now!" button is located below the offers.

Overlaid on the page is a Windows file dialog box titled "Opening SoftCall.exe". The dialog box contains the following text: "You have chosen to open", "SoftCall.exe", "which is a: Binary File", "from: https://www.softcall.me", and "Would you like to save this file?". There are "Save File" and "Cancel" buttons at the bottom of the dialog box.

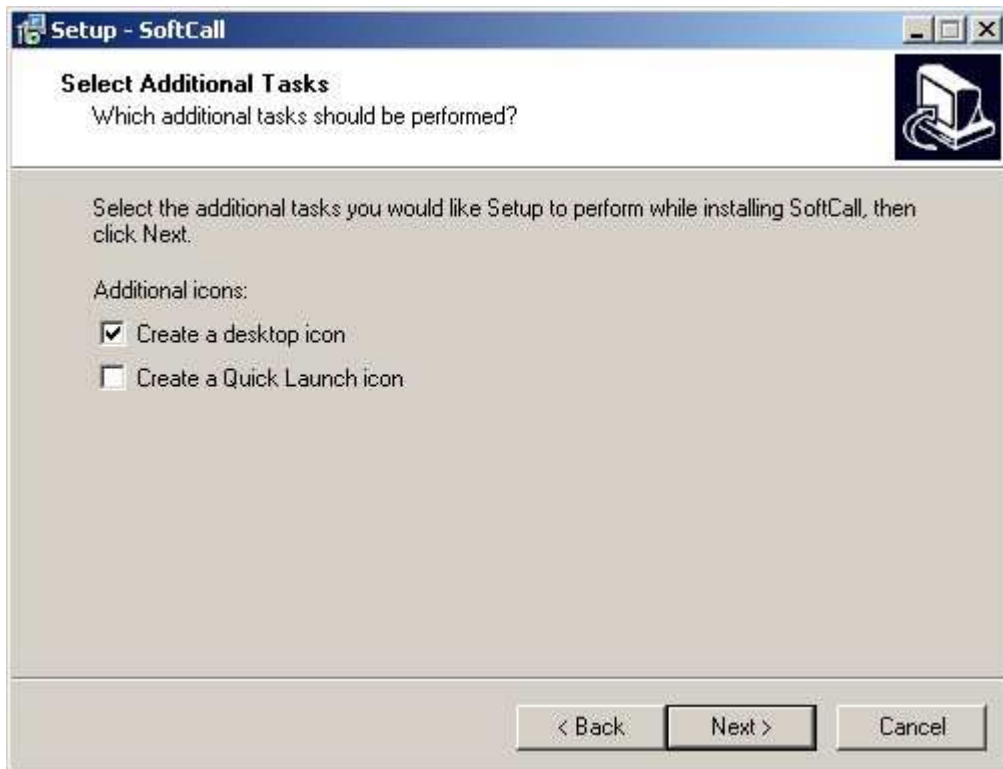
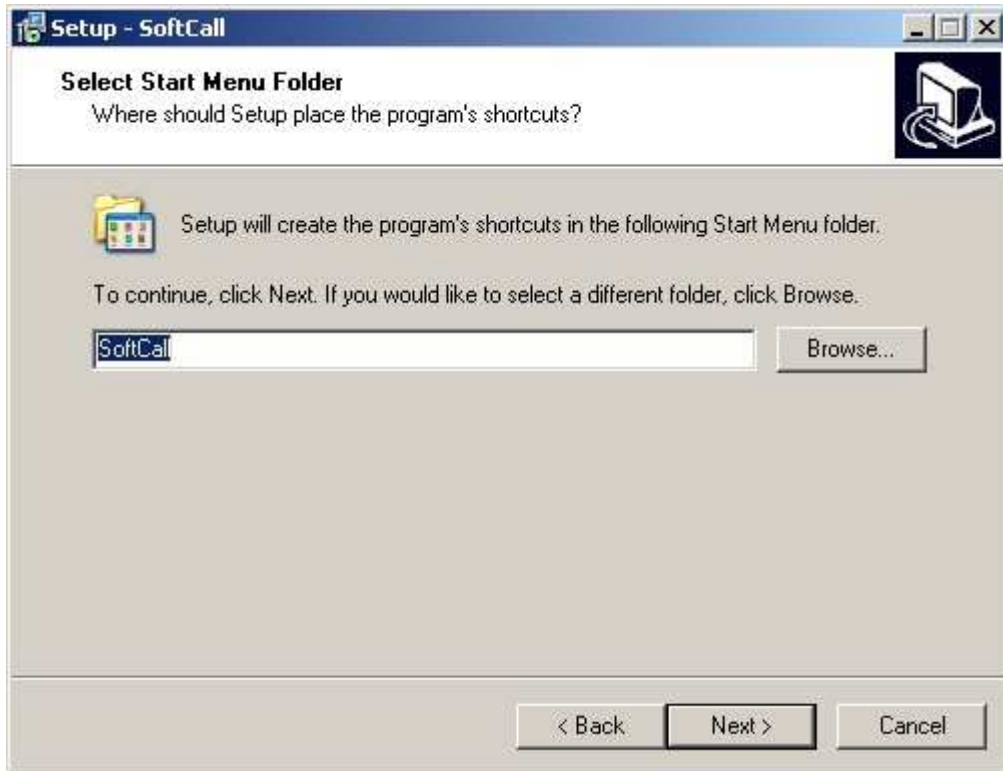
On the right side of the page, there is a user dashboard titled "Welcome Antoine Antoun". It displays the customer's username as "aantoun" and their balance as "\$2.5751". Below this, there is a list of menu items: "Purchase History", "Shopping Cart", "Account Management", "Calling Plans", "Recharge Using Voucher", "Call History", "Fund Transfer", and "Become a Reseller". A "[ Logout ]" button is also present.

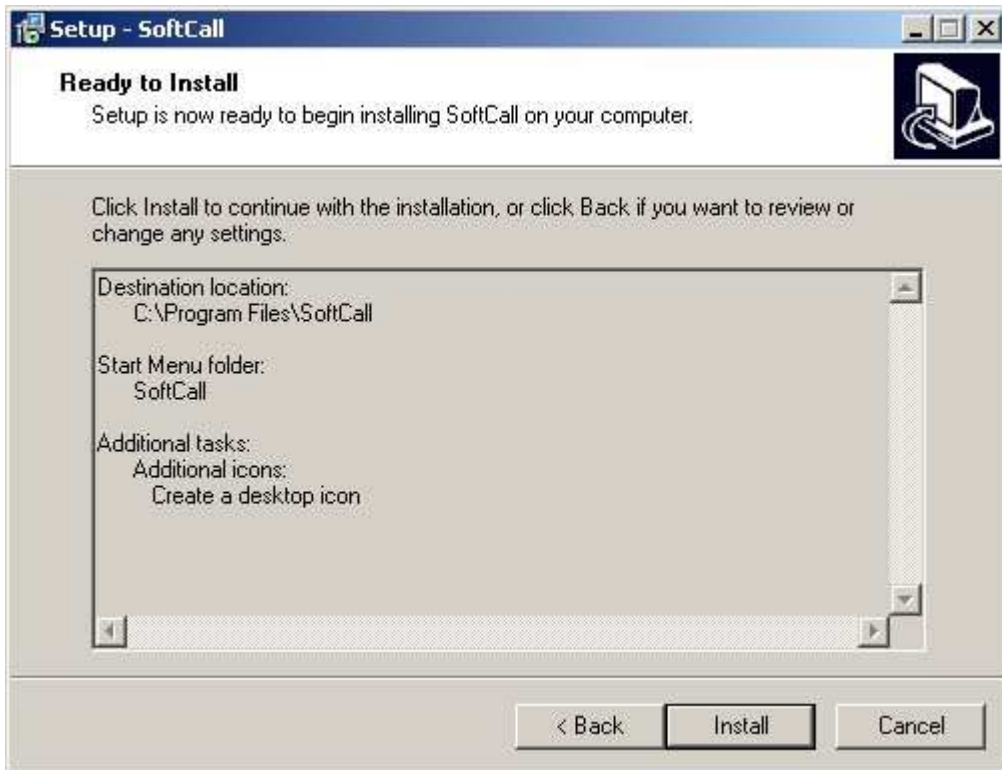
Below the dashboard, there is a section titled "Download our SoftCall Now!" with a circular arrow icon. At the bottom of the page, there is a "Promotions" section with a sub-section for "India Promotion" listing "India Mobile for just \$0.0109" and "India Landline for just \$0.0118". A "More >>" link is located at the bottom right of the promotions section.

At the bottom of the page, there are several logos: VeriSign Secured, VISA, MasterCard, AMEX, JCB, Diners, cashU, and money bookers.

- Double click on the icon once done and follow the instructions of the setup wizard.
- Click next all the way through then press “install” and “finish” to complete the download.







- A window will pop up asking you to enter your username and password in order to login and start using SoftCall.



After validating your credentials, you will login to SoftCall.

# Usage

- External Features





1. Displays a variety of information such as the balance, the correspondent number, the calling destination, the cost per minute and the call duration.
2. Displays the correspondent number.
3. Calls the correspondent.
4. Clears the correspondent number.
5. Hangs up the call.
6. Increases /decreases or mute the speakers/headset volume.
7. Increases/decreases or mute the microphone's volume.
8. Records the conversation that will be saved in an audio file with a wav extension. The recording will be found be easily found in the chosen location. This location can be specified as follows:
9. **XEFR** : Call transfer and forwarding, forwards the call to another correspondent by pressing XEFR during the current call then choosing another line and dialing the correspondent's number and pressing the XEFR button one last time.
10. Holds the current call.
11. **AA**: Automatic Answer, automatically answers the coming calls.
12. **DND**: Do not Disturb, Rejects all incoming calls.
13. **Conf**: conference, allows a conference call as follows: Choose line 1 and call the first correspondent, then choose line 2 to call the second correspondent then press conf to obtain a conference call of 3 parties. The conference call may include 5 parties at a time.
14. Gives the user a detailed report including the destination number, the date and time of the call, the call duration and the cost of each and every call performed.

## Account self-care

Account ID	Balance	Status
	61.98600 USD	

**Subscriber**

**Name**

**Address**

**Email**

**Features**

**UM Enabled** ●

**Follow Me Enabled** ●

**Call Processing Enabled** ●

**Recent Calls** [show all](#)

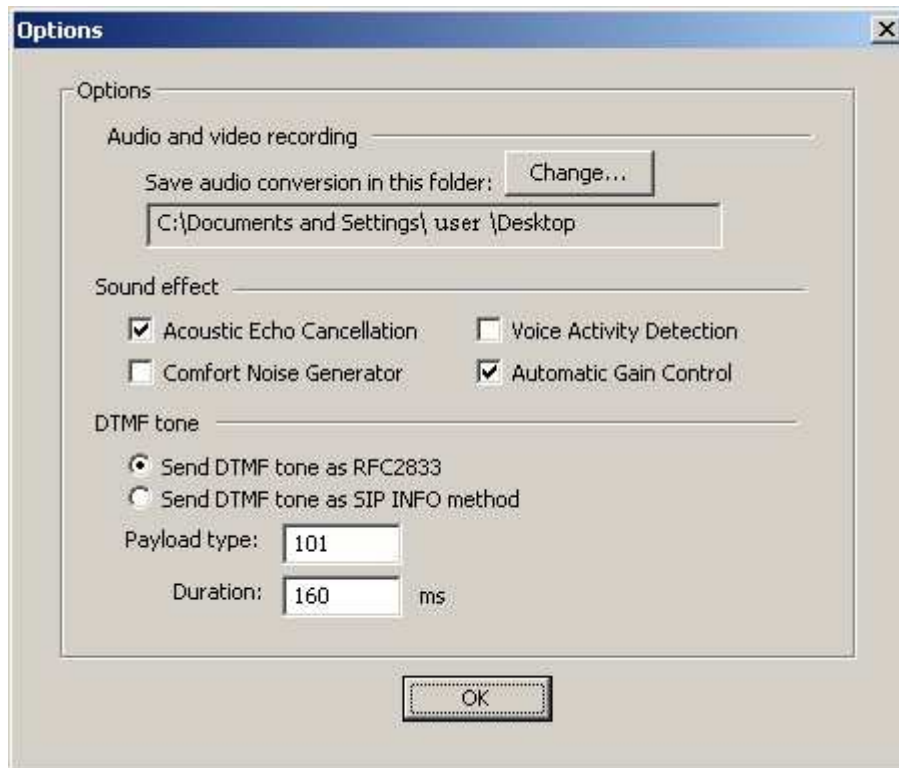
	From	To	Date	Time	Duration	Cost, USD
	dcom	4001	2009-08-18	16:05:03	120:00	0.00000
	dcom	4001	2009-08-18	16:01:47	0:00	0.00000
	dcom	96132909	2009-08-18	15:59:39	0:00	0.00000
	dcom	9661460271	2009-07-31	20:53:13	0:00	0.00000
	dcom	120177004	2009-07-31	20:48:38	4:00	0.05200
	dcom	120177004	2009-07-31	20:47:27	1:00	0.01300
	dcom	9613097	2009-07-30	15:13:34	1:00	0.15400
	dcom	9613097	2009-07-30	14:53:10	10:00	1.54000
	dcom	9613097	2009-07-30	14:51:20	1:00	0.15400

15. Contains the options and settings of the SoftCall including the audio and video recording folder and the sound effect. Details of these options will be mentioned in the last section of this manual” Internal Options and Settings”
16. Adds a contact to your friends list by entering all the required information including the SIP number which is the account ID or the registered username of the contact in question and other basic parameters such as the first and last names, phone number etc.
17. Displays the call logs including the dialed numbers, received calls and missed calls.
18. Contains the list of added contacts

- Internal Options and Settings

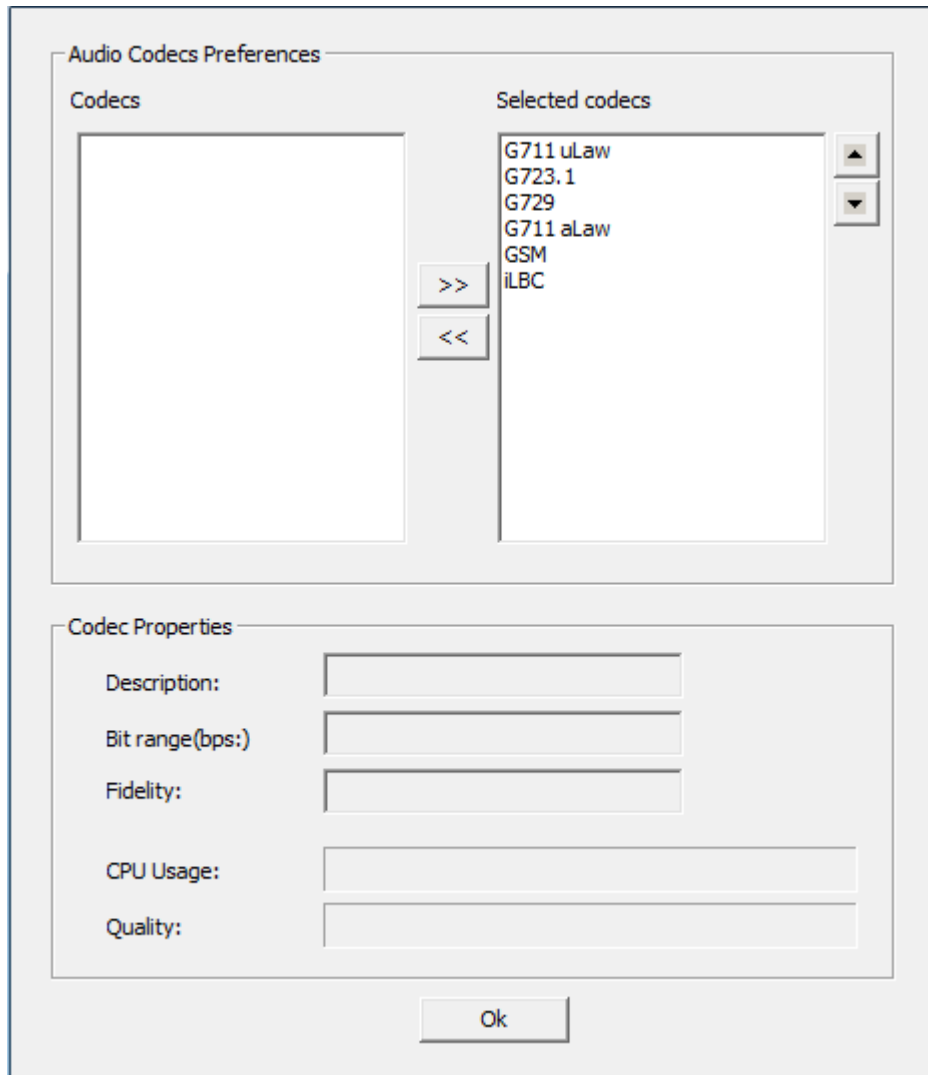


- 1- Sign out from SoftCall and keep the login interface in the background
- 2- Manipulate some Audio related options



- 3- Start Network Test to make sure that the internet is working fine and that the needed ports for SoftCall to function properly are open. It reflects the user's network environment status.

#### 4- Audio Codecs Settings



Change the selected codecs preferences in order to optimize the audio quality. The up and down arrows are used to change the preferences and the left and right arrows are used to remove unwanted codecs and to add them back if necessary. The codecs preferences manipulation as well as their removal and addition will only be done if recommended by our quality assurance team.

- 5- Audio Setup used for the speaker /Microphone manipulation and for the microphone/speakerphone testing.
- 6- View audio record files to check all the files of your recorded conversations.
- 7- Send feedback will take the user to his e-mail account on outlook and open a new blank message with the SoftCall Support e-mail address so that he/she send us any request, complaint or feedback.

- 8- Help will take the user to the SoftCall FAQ and Manual as well for further assistance and clarifications.
- 9- About will display the SoftCall version along with the release date.
- 10- Exit will sign out and close SoftCall.