

Using Softphones with Ravon

A softphone is a program or application for a general purpose computer used to make telephone calls over the internet. Most softphone applications are designed to behave just like a traditional telephone, and normally display on the computer screen as a phone with a dial pad and display, a call/hang-up button, hold, mute, and other basic functions similar to a typical telephone. Specific requirements for a softphone include:

- ▶ A modern PC with a microphone and speaker, or with a headset, or with USB phone.
- ▶ Reliable high-speed Internet connectivity like Digital Subscriber Line (DSL), or cable service.
- ▶ Account with an Internet telephony service provider or IP PBX provider.

Ravon Softphone Support

Ravon uses SIP technology to enable softphone capabilities for all of its Hosted customers. For each User/Extension account purchased, a free softphone account is setup that follows the configurations of the specific User/Extension. The Ravon Support Teams are able to assist with troubleshooting. However, application-specific support questions must be addressed to the company providing the software used on your PC.

Softphone Software/Applications

Many softphone applications are available for free and can be downloaded from the Internet.



Ravon does not supply softphone software but supports numerous applications from different providers as part of its VoIP service.

Ravon provides Licensed User's with an account and configurations for softphones.

The Ravon Hosted Phone System Team promotes the use of the FREE X-Lite Softphone developed by Counterpath Corporation. This company also offers a nice variety of paid software clients, which support more features. Check out Counterpath's full line of softphone applications at <http://counterpath.com>

**Please note that no two softphone applications are the same, so use caution when researching specific clients. On most free applications, features such as transfer are not available.

Equipment Requirements

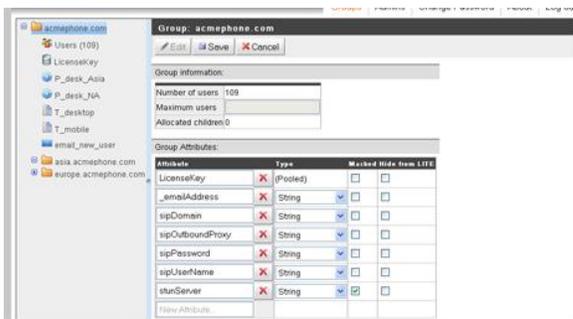
A computer (MAC or PC) is required, as well as a headset with a microphone. There are many models to choose from. Many different styles and accessories are available at any local Best Buy, Micro Center, Target and Wal-Mart stores. The average low-end model costs roughly \$30 per headset. Ravon recommends the Plantronics Audio™ 478 Digital Stereo USB headset.



Configuring a Softphone Client

Once you've downloaded a softphone application onto your computer, log into the Ravon PBX Manager and locate the FAQ section of the Help/Support area. Click on the tab labeled "Configuring", then click on the Question, "How do I configure a softphone?"

As a Ravon user, the page has been customized to fit your needs and pre-populated with information specific to your account. Follow the instructions on the page to setup and use your softphone application with your Ravon service. Just copy the required information from your and paste the required information into the fields under the "Account Settings"



section of your softphone application. The phone will then register and become enabled.

Softphone Applications for Smartphones (Android and iPhone)

With the advancement of VoIP Technology comes fun and creative ways to take your VoIP Service with you everywhere. Counterpath.com is a leader in the softphone application industry, and with its line of Bria products, the ability to use an app on your smartphone is now available. Check out the market store where you download apps and search "Bria" to find more info, or use this link to their website to learn more and/or purchase and download the smartphone application:

<http://www.counterpath.com/bria.html>

Softphones and Wi-Fi Wireless Internet

Wireless internet has known issues, but many users successfully connect their softphones through wireless networks. It is recommended to use a direct-connect internet connection for the best performance. If you find that your calls have a "choppy" quality, contact your provider. This may be caused by the wireless network or Internet service dropping the packets that carry the voice.

Softphone Area Codes and Long Distance

When registered, your softphone acts as if you are sitting at your desk using your IP Phone connected to Ravon. The restrictions that apply to your desk phone also apply to your softphone. The area code associated with your IP phone determines your base area code, rather than the physical location of softphone. If the 952 area code is considered local from your IP Phone, then the 952 area code is also local from your softphone. Be sure to verify your local calling area and treat calls to other area codes just like you would from your IP phone for purposes of determining whether long distance usage charges apply.

Internal (Extension-to-Extension) Calls and Other Features

Your softphone allows you to simulate being right in your office, even while on you're on the go. When registered, the softphone becomes your link to work-related phone calls, including conferencing, extension-to-extension dialing, outbound calls as defined by the settings within your Ravon account, and much more.

Ravon provides a robust list of powerful VoIP features.