



Virtual Phone Quick Start Guide

How to Set Up:

Click on preferred link to download options of Windows, MAC or Linux.

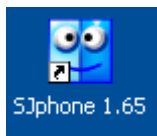
Follow the instructions on the download wizard.

Then select finish.

You have now completed the download.

How to Configure for iCall™ Service:

Select the SJ Phone icon on your desktop to open the virtual phone.



Select menu then options.

Complete your personal details under "User information tab".

Select "Profile" Tab.

Click on "New" button to create your iCall™ account.

Enter preferred profile name

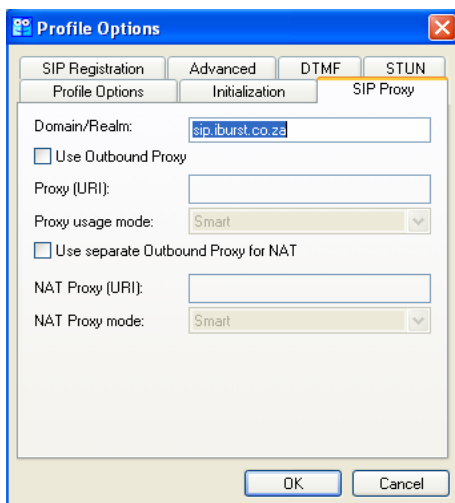
Select "OK"

Select "OK" again

Enter iCall™ username and password

Select profile name just created click on "Edit" button

Complete domain information: sip.iburst.co.za



Then Click "OK" and the "OK" again.



Now you are ready to make calls!!

Here are a few of the features which can be used to enhance your experience:

Place a call: Enter the phone number in the long-distance format and click the **Dial** button. Example: 0116766000.

Answer a call: When your computer receives a call, you will hear a ring sound. Simultaneously, an **Incoming Call** message will appear. **To answer the call**, click the **Accept** button, or press **Alt + a** or **Enter**. **To reject the call**, click the **Ignore** button, or press **Alt + i**.

End a call: select the respondent and click the **Hangup** button on the **virtual phone Main** panel.

Switch between Respondents: On the **Main** panel, double-click the respondent with whom you want to talk. The other respondents will be put automatically on hold. If the **Conference** mode is enabled, double-click includes/excludes the user to/from the conference.

Hold a call: Double-click a call you want to put on hold, or select a call you want to put on hold and click the **Hold** button.

Resume a call: Double-click a call you want to resume, or select a call you want to resume and click the **Hold** button.

Transfer an active call to another respondent:

Blind transfer:

- Select a call you want to transfer and click the **Transfer** button
- Select **Enter number** in the pop-up menu
- Enter the respondent address in the **Call To:** field and
- Click the **Transfer** button once again or press **Enter**

Attended transfer:

- Establish a call to a respondent you want to transfer call to
- Select a call you want to transfer and click the **Transfer** button
- Select the respondent in the pop-up menu

Start a Conference: If you want to talk to several respondents simultaneously, you need to start a conference. You can do that by clicking the **Conference** button on the virtual phone main panel. Now you may talk to several respondents simultaneously. They also will hear you and each other.

If you want to exclude someone from the conference, select the respondent and put her/him **on hold**. To include the respondent back to the conference, select her/him and **resume** the call.

To switch back from the conference mode, click the **Conference** button on the virtual phone main panel once again.

Restart Virtual Phone: Right-click virtual phone and select **Restart** on the pop-up menu.

Exit Virtual Phone: right click and select **Shut down** on the pop-up menu.

Configuring Virtual Phone:

Audio Options: The best way to adjust the audio settings is to use a build-in **Audio Wizard**. Select **Audio Wizard** in Menu, and follow the on-screen instructions.