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Razorline Softphone Manual





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Customer Service/Technical Support

Please call 877-733-1700 or e-mail us at support@razorline.com. Customers have the ability to report trouble 24 hours a day 7 days a week.

Important Razorline Numbers and Web Addresses

New Orleans Main Number: 504-274-1700

Baton Rouge Main Number: 225-214-4400

Razorline Website: <http://www.razorline.com>

Web Portal Address: <http://webportal.razorline.com>

Technical Support Email: support@razorline.com

Technical Support Line: 877-733-1700



Call Forwarding

- To forward calls with your mouse, click the **CFwdAll** softkey, and enter the forwarding number. You will hear a tone, and the forwarding number will be displayed, along with a red arrow indicating that forwarding is active.
- To forward calls with your keyboard, click **F7***, then enter the forwarding number.
- To release call forwarding with your mouse, click the **CFwdAll** softkey.
- To release call forwarding with your keyboard, click **F7***.

Call Transfer

- To transfer a call using your mouse, click the **Transfer** softkey. **Enter the number.** Click the **Transfer** softkey again.
- To transfer a call using your keyboard, click **F7*** for Transfer. **Enter the number.** Click **F7*** again.
- You can also use VTGO's **drag-and-drop** capability to perform a transfer. Grab the line button of the active call and drag the call to a speed dial button or directory entry.

Conference

- To initiate a conference call using your mouse, establish a call, then click the **More** softkey, then the **Conference** softkey. Enter the 3rd party's number. To add the 3rd party to the conference, click the **Conference** key again.
- To initiate a conference call using your keyboard, establish a call, then click **F8***, then **F6***. Enter the 3rd party's number. To add the 3rd party to the conference, hit **F7***.
- You can also use VTGO's **drag-and-drop** capability to create a conference call. During an active call, grab a directory entry or a speed dial button and drag it to the active line button to initiate the conference.



Using VTGO-PC –Placing a Call

Use your keyboard to type the number in the destination box and press **Enter**.

- Use your mouse to click the keys on the online keypad and click **Dial**.
- Open a VTGO-PC directory, right click on the name of the person you want to dial, select the desired number, and click **Dial**.
- Copy a number from any Windows program, paste it into the destination box, and click **Dial**.
- You can also use VTGO's **drag-and-drop** capability to place a call. Simply grab a directory entry or a speed dial button with the mouse, and drag and drop it onto a line button.

Answering a Call

- Click the **Answer** button on VTGO-PC to answer an incoming call.
- Click the button of the ringing line.
- On your keyboard, click **Windows+A** or hit **F5***.
- If VTGO is minimized, click the **Answer** button on the incoming call dialog box.

Using VTGO-PC –Ending a Call

- To disconnect a call, click the End Call button, press F6* key on your keyboard, or hit the Escape key.

Placing a Call on Hold

- To place an active call on hold, click the **Hold** softkey, or press **F5*** on the keyboard.
- To retrieve a call on hold, press the **Resume** softkey, or press **F5*** on the keyboard.



System Requirements

VTGO-PC will run on any desktop or laptop PC that meets the following minimum requirements:

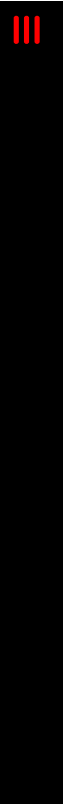
- PC with 500 megahertz or higher processor clock speed recommended:
- Intel Pentium/Celeron family, or
AMD K6/Athlon/Duron family, or compatible processor recommended
- 256 megabytes (MB) of RAM or higher recommended
- 50 megabytes (MB) of available hard disk space
- Super VGA (800 × 600) or higher-resolution video adapter and monitor
- CD-ROM or DVD drive
- Keyboard and Microsoft Mouse or compatible pointing device
- Sound Card and Headset Or USB Telephone device
- Network Interface Card 10/100 Mbps
- Microsoft Windows 2000 Service Pack 5 or later

IP Blue Soft Phone Installation

Version at time document written: 2.10.1.91

Installing the Softphone

1. Download installation file. This file is in a ZIP format. The file will need to be unzipped onto the hard disk.
2. Double-Click installation file, VTGO-PC Lite 2.10.1.91.msi
3. Click Next
4. Accept Licensing Agreement
5. Click Next
6. Click Next
7. Click Next
8. Click Next
9. Click Install
10. Click Finish
11. Click VTGO-PC Icon on desktop
12. Windows Security Alert may ask you, "Do you want to



keep blocking this program?" Click Unblock.

13. VTGO-PC Configuration Wizard will appear.

- a. Ringing tone = Default
- b. Headset, Speaker & Notification = Choose your soundcard

14. Set Volume level for your headset

15. Click Next

16. Set volume level for your microphone

17. Click Next

18. Connection (codec) = Cable/DSL G.729

19. Network Adapter = the network card you will use to when using the soft phone.

20. Click Next

21. Do Not Fill in TFTP Server

22. Click Next

23. Directory Service = None

24. Click Next

25. Select Work as your profile

26. Check "Apply the current configuration to VTGO-PC" box

27. Click Finish

28. The soft phone will now startup and prompt you to register. Use licensing information above.

29. Click Tools

30. Click Settings

31. Click Network Tab

32. Select "Use primary TFTP server address:

a. Primary = 204.11.8.140

b. Secondary = 204.11.8.140

33. Check box "Run as a Tekelec (VocalData) client"

34. Primary Call Manager = 204.11.8.140 Port 2000

35. Secondary CM = 204.11.8.140 Port 2000

36. Network Interface = Network Card you will be using when using the phone.

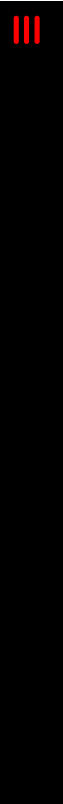
a. (Note – Remember if using wireless card change to wireless adapter)

37. Click Advanced Tab

38. Check "Use QoS mechanisms"

39. Click Ok

40. The first time the soft phone is used, it will prompt you for



your phone number and password. Follow the on screen instructions. Use your mouse to dial the numbers on the keypad.

Adjust the Audio Settings

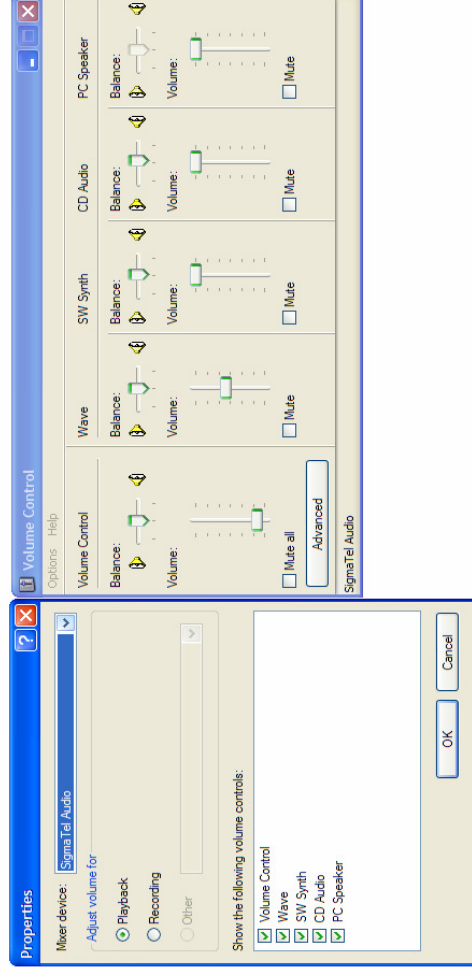
It is often a good idea to check your audio device settings for adjustments--especially when using a USB phone as your default audio device in VTGO-PC.

Select Start>Programs>Accessories>Entertainment>Volume Control.

Select Options>Properties. Make sure the "Mixer device" is set to your local soundcard.

Under "Adjust volume for" select Playback (Playback is the speaker) and adjust the volume.

Under "Adjust volume for" select Recording (Recording is the microphone) and adjust the volume.



Changing Skins

Several skins are available for selection under the Tools menu.

Select the skin of your choice, and it will change the active skin on VTGO-PC .