



Magnet Voice
Windows PC Softphone
Installation

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Introduction

The Magnet Voice Windows PC Softphone is a user-friendly Voice over IP (VoIP) softphone, which can be connected online to Magnet Voice via your broadband or locally via a LAN. Whether locally or remotely connected, the Magnet Voice Windows PC Softphone can be used as a fully featured system telephone with LED's indicating line and user status and with access to the full range of functions.

The minimum recommended windows OS is Windows Vista.

Installation

The Magnet Voice Windows PC Softphone is typically installed in on a PC with an internet connection as shown below. It may be registered to the Magnet Voice as follows.



Step 1 Install the Software on your PC

Run the Magnet Voice Windows PC Softphone Installation software on your PC and follow the instructions. This can be downloaded from the following URL:

<https://www.magnet.ie/business/services/magnet-voice/>

Step 2 Input your registration details

You will be asked to complete the following screen with the registration information which should be obtained from the administrator of your Magnet Voice.

Settings

Select language: english

If you have changed the language, please restart Soft Phone

Handset Font: Arial

Server IP: 192.0.0.62

Second IP: 0.0.0.0

Server Port: 5075

If the first Server IP can't be connected, Soft Phone will try connecting the second IP

Name: IP15

Pin: ****

Setting Server need verify username and password

RTP Port: 50000

Codec: G729_8K

Framesize: 40 ms

Encryption: Enabled

Jitter Buffer Playout Time: 120

Jitter Buffer Max Size: 480

Setting port of voice transmission, codec and frame size. If encrypt is started, all the data transferred will be encrypted

Start with windows starting

OK

Only the following fields must be entered:

Server IP: Enter the public IP address of your Magnet Voice e.g. mycompany.magnetvoice.ie

Name: Enter the IP Registration name here. This can be obtained from the system administrator of your Magnet Voice.

PIN: Enter the IP Registration Password here. This can be obtained from the administrator of your Magnet Voice.

All other parameters should not be altered from their default values shown in the image.

Press the OK button to register your Magnet Voice Windows PC Softphone to Magnet Voice.

When the registration is successful the screen will display the similar information shown below.



To make the softphone smaller on your monitor the user can remove the handset from view by right clicking the mouse over the soft phone and select remove handset.



Connected State

When the above steps have been completed successfully, the Magnet Voice Windows PC Softphone will connect to Magnet Voice, and the display will indicate the date, time and user number.

The Magnet Windows PC Softphone now has access to the full range of system features and functions in the same way as any Magnet Voice Executive handset or Smartphone App.

The Magnet Voice Windows softphone has the same feature set as the Magnet Voice Executive handset so please refer to the Magnet Voice executive handset quick reference guide and user guide at the following URL:

<https://www.magnet.ie/business/support/userguides/>

Port Forwarding

Normally customers do not need to make changes to their firewall to allow Magnet Voice Softphones to work.

Control Packets:

The Magnet Voice phones (Desk, PC or Smartphone) connect over TCP Port 5075 for their control channel (sending Key presses, display info, LED status and keep alive heart beats), these packets come out of the phone and replies come back on the Wan port used by the customers router, so no incoming firewall rules need to be added, as long as outgoing packets on this port are not blocked, Magnet Voice will work.

Speech Packets:

The Magnet Voice phones (Desk, PC or Smartphone) sends and receives UDP Packets using port range from 10000 to 14000 for their speech path, these packets come out of the phone and replies come back on the Wan port used by the customers router, so no incoming firewall rules need to be added, as long as outgoing packets on these ports are not blocked, all should be fine.

Note on QoS:

All packets coming from the phone are marked with DiffServ value of 46, so if the router supports QoS it should be enabled.