



## TM Softphone 4.0 for Windows User Guide

ReapField Technology Sdn. Bhd.  
[support@reapfieldtechnology.com](mailto:support@reapfieldtechnology.com)  
<http://www.reapfieldtechnology.com>

@May 01, 2009 ReapField Technology Sdn. Bhd. All rights reserved.

This User guide for TM Softphone 4.0.

## Table of Contents

1	Introduction	3
	Standard Telephone Features	3
	Enhanced Features and Functions	4
2	Installation and Setup	5
	2.1 Getting Ready	5
	2.2 Installing TM Softphone	6
	2.3 Configuring TM Softphone	6
3	Using TM Softphone	7
	3.1 Starting TM Softphone	7
	3.2 Shutting Down	8
	3.3 The Onscreen softphone	8
	3.4 Placing a Call	11
4	Manage contacts(Friends)	15
5	Call History	17
6	Availability	18
7	Configuring TM Softphone	21

# 1 Introduction

TM Softphone is the newest free softphone application from ReapField Technology, it's built base on ReapField Technology VoIP SDK, allowing users to enjoy multimedia communications in a dynamic way.

Featuring an intuitive interface, TM Softphone is expanding the softphone experience by making it even easier to make VoIP and Video over IP calls, see when your contacts are available and send Instant Messages.

TM Softphone features an IM interface which focuses on your contacts and friends. This allows you to manage your communications more conveniently and according to your personal preferences.

ReapField Technology works seamlessly with your internet connection – you can chat away with free calls and never worry about cost, time or distance. It including great features to help you stay in touch with friends, family and co-workers, share your thoughts and views and find the information you need. You can use it on your computer.

## Standard Telephone Features

The TM Softphone has all standard telephone features, including:

- Call display and Message Waiting Indicator (MWI).
- Speakerphone and Mute.
- Redial, Hold, Do Not Disturb
- Call history – list of received, missed, and dialed calls.
- Call forward.
- Call transfer.
- Call record.
- Five-party audio conferencing.

## Enhanced Features and Functions

The TM Softphone also supports the following features and functions:

- IM and presence using the SIMPLE protocol.
- Managed contact list – importing and exporting contacts.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for the following audio codecs: G.711aLaw, G.711uLaw,G.723/1, G.729, GSM, iLBC.
- Support for the following video codecs:H.263, H.263+ 1998, H.264.
- SIP compliance to 3261 SIP standard.
- TLS and SRTP
- STUN and ICE NAT traversal.
- Support for DTMF (RFC 2833 and SIP INFO messages).

# 2 Installation and Setup

## 2.1 Getting Ready

### Account Information

After choosing a VoIP service provider, you will need the following information:

- User name
- Password
- Authorization Name (usually same as Username)
- SIP Server and port
- User Domain

### System Requirements

Processor:	Minimum: Intel Pentium III 1.0 GHz or equivalent
Optimal:	Pentium 4® 2.0 GHz or equivalent
Memory:	512 MB
Hard Disk Space:	100 MB
OS:	Windows2000, Windows XP, Windows Vista, Windows 7
Connection:	IP network connection (broadband, LAN, wireless)
Sound Card:	Full-duplex, 16-bit
Direct X:	9.0 or equivalent

## Multimedia Device Requirements

TM Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Dual-jack multimedia headset
- Bluetooth® multimedia headset
- USB multimedia headset
- USB phone.

### Video Cameras

Calls made with TM Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. TM Softphone will work with most USB video cameras.

## 2.2 Installing TM Softphone


1: Download the newest version TM Softphone at

<http://www.bbphone.com.my/consumer/downloads/download.php?file=TMSoftphoneManual.pdf>

2: Run the TM Softphone installer and follow the prompts in the install wizard.

## 2.3 Launching TM Softphone

If TM Softphone is not already running, start it as you would any other program: Use

the **Windows Start** menu or double-click the desktop icon . TM Softphone login window appears.

## Setting up Accounts

After obtaining SIP account information from your VoIP service provider, you can set up TM Softphone accounts.

1. Enter the user name, password in the login window of TM Softphone.
2. Click the “login” to login into SIP server.



## 3 Using TM Softphone

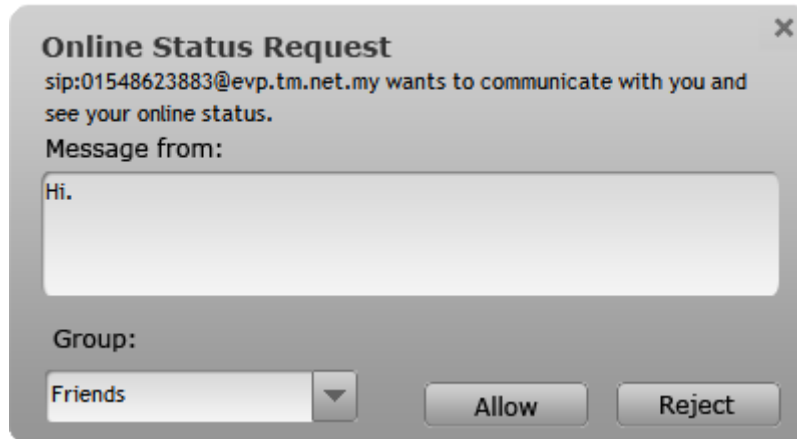
### 3.1 Starting TM Softphone

If TM Softphone is not already running, start it as you would for any other program:  
Use the **Windows Start** menu or

double-click the desktop icon . TM Softphone appears.

## Receiving a Presence Request

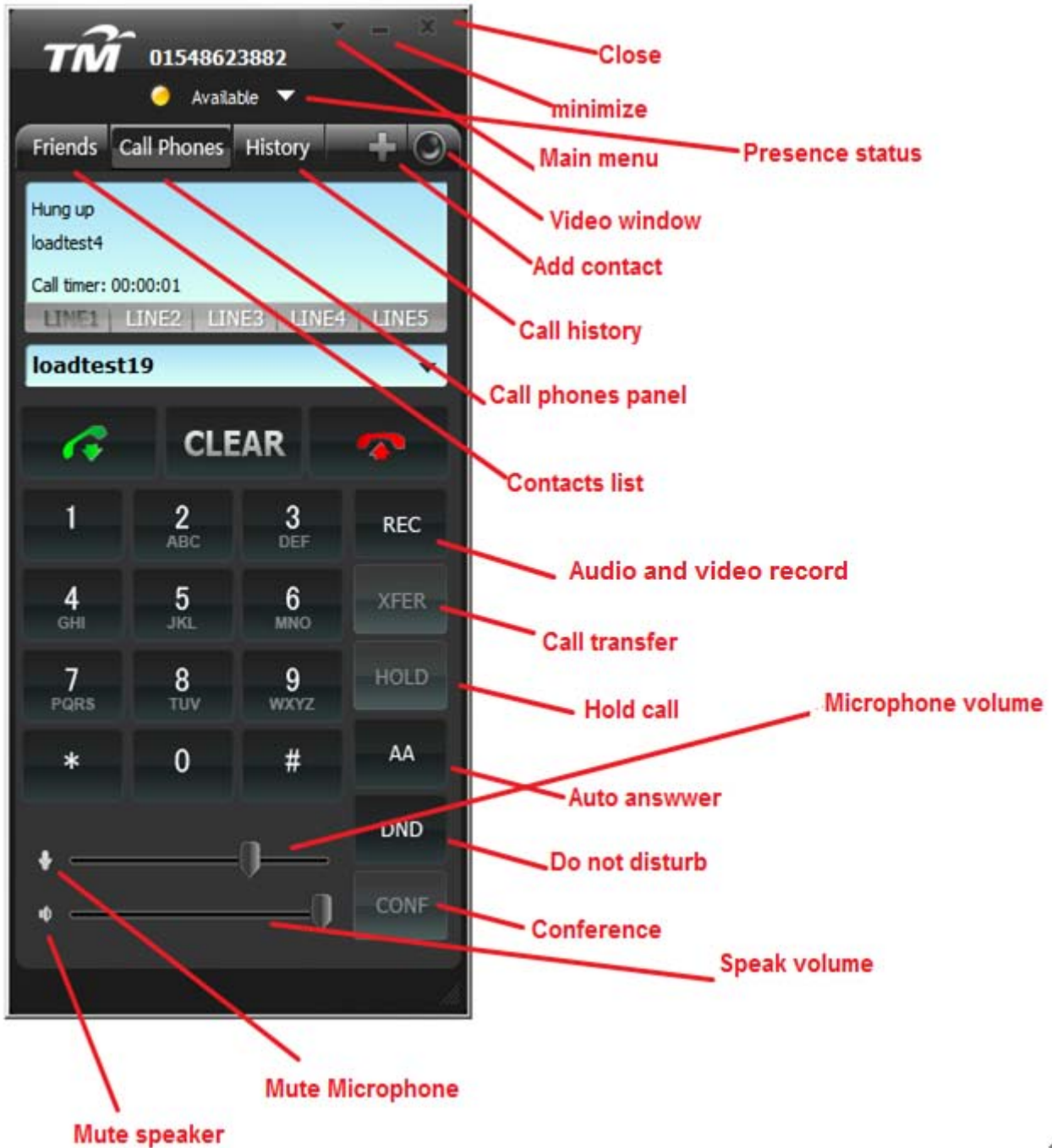
If availability is enabled, then at any time you may get a Presence Request dialog box. For information on this Request.

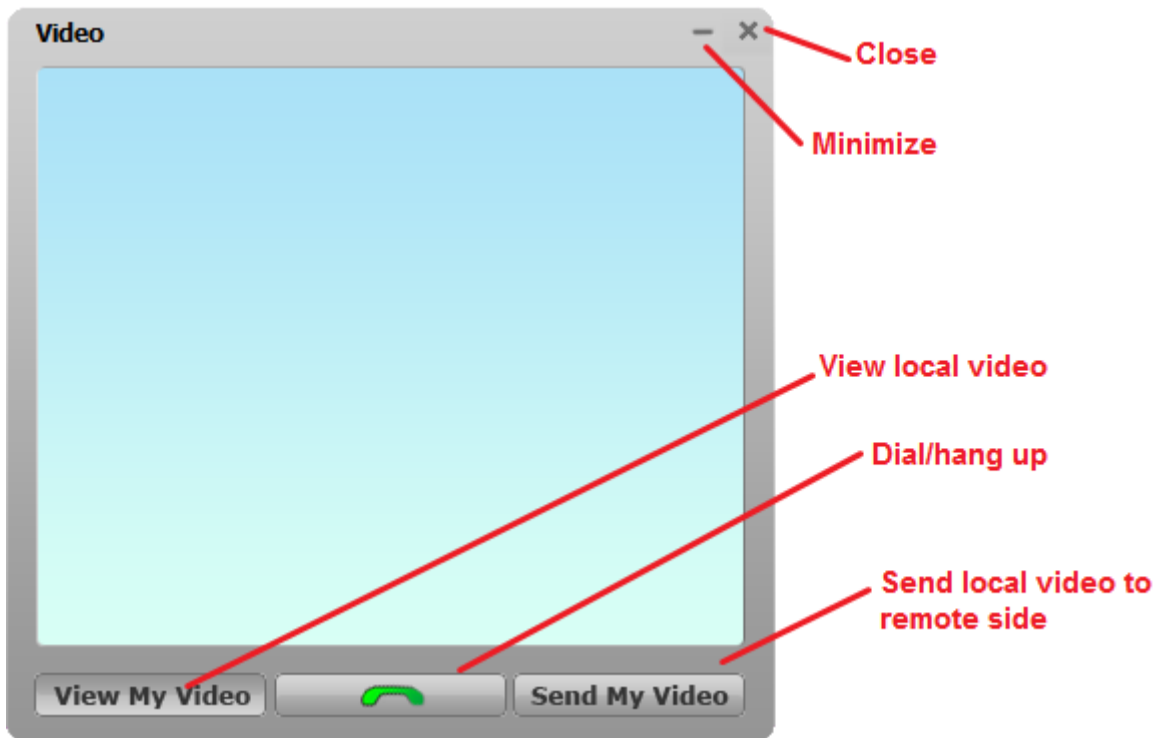


## 3.2 Shutting Down

To shut down TM Softphone, click the drop down arrow for the Main menu and choose "Exit" of popup menu.

## 3.3 The Onscreen softphone





## The TM Softphone Menu

### Main menu

The main menu includes:

- Sign out – use this to sign out from currently SIP server.
- Options. Some parameters.
- Audio setup. Select and test the speaker and microphone.
- Video setup. Select and test video camera.
- View audio record files. View and play the audio record files.
- View video record files. View and play the video record files.
- Send feedback. Provide customer service contact for TM Softphone.
- Help. Get the helps
- About. Display the "About" window.
- Exit. To shut down TM Softphone.

## Friends

The Friends menu will be popup when right click on any contact under the “Friends” window. It includes:

- Call. Allows place a call to sip number or mobile phone, or work phone, home phone.
- Instant Message. Send Instant message to friend(contact).
- Add contact. Add and subscribe a contact.
- Delete contact. Remove a contact.
- Edit contact. Edit a exists contact details.
- View contact info. View a exists contact details.
- Export contacts. Export all exist contacts into a DB file.
- Import contacts. Important contacts from a DB file.
- Create New Group. Allows one to add a new group for contacts.

## History

The History menu will be popup when right click on any item under the “History” window. It includes:

- Call. Place a call from the selected call history.
- Add as contact. Add a contact from the selected call history.
- Delete. Delete the selected call history.
- Delete all calls. Delete all call history.

## 3.4 Placing a Call

You can contact someone using:

- A softphone address (for example, user1a@sip.Reapfield.com)
- A traditional phone number, if supported by your VoIP service provider.

You can place a call when another call is already in progress. There is maximum 5 calls you can make, although eventually the quality of audio and video will degrade because of limitations on the computer.

1. Place the call. There have several ways to place a call.

1) Click the “Call Phones” tab to switch softphone to dial panel, then a) use PC keyboard to enter recipient number and click the “enter” button. b) click the number button to enter the recipient number, and click the green dial button



2) Click the “Friends” tab to switch softphone to Contacts list panel, then right click a contact, choose “Call” item.

3) Click the “History” tab to switch softphone to call history panel, right click a call history, choose “Call” item.

2. Once the new call is established, switch between different calls by clicking the Lines buttons.

### Placing another Call

To place a new call (without hanging up on the current call), click a Line button (Line 1 – Line 5).



### Ending a Call

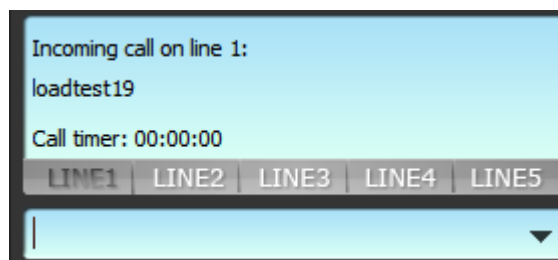
Click the red End call button on the Call panel. Details of the call remain on the call display for a few seconds.

## 3.5 Handling an Incoming Call


TM Softphone must be running in order to answer incoming calls. (If TM Softphone is not running, incoming calls may be directed to voicemail; check with your VoIP service provider.)


TM Softphone rings and information about the incoming call appears in the Call entry field. If TM Softphone window is minimized, it will be popup on desktop when the call is incoming.

The softphone address of the person calling you is displayed.



When the call is incoming, then:

Answer call: Click the green button  to answer the call; If you are on a call on Line 1, and with the second call is incoming on Line 2, you have to click the “Line 2” button first and then click the green button to answer incoming call. The first Line 1 will be HOLD automatically.

Decline call: Click the red button  to decline a incoming call. If you are on a call on Line 1, now the second call is incoming on Line 2, you have to click the “Line 2” button first and then click the red button to decline incoming call. The first Line 1 will be HOLD automatically.

## 3.6 Handling an Established Call

While the call is in progress you can:

- Control the audio: use the speakerphone, mute the call, control volume.
- Record the call.
- Put the call on hold.
- Transfer the call.
- Send and stop send video.

## 3.7 Transferring a Call

When the call is established, then you can transfer it to another contact.

- 1) Click the “XFER” button
- 2) The softphone will let you enter transfer number.
- 3) After entered the transfer number, then click the “XFER” button again.

## 3.8 Video



To make a video call:

- 1) Click the “camera” button to show the video window.
- 2) Place a call
- 3) After the call is established, then click the “Send My Video” button to send video image to remote side.
- 4) The video window will display remote video image if remote side sent the video.

## 3.9 Conference Calls

### Starting a Conference Call

You can create a conference call starting from one existing call:

1. Make a call on Line1
2. After the call is established, then click Line2, the line1 will be HOLD automatically.
3. Make a call on Line2
4. After the call is established, click the “CONF” button, then the call 1 and call 2 will be in conference.
5. Click the “CONF” button again to stop the conference. After the conference is stopped, all calls will be HOLD automatically.

## 3.10 Instant Messaging

Instant messages are made using softphone addresses. Therefore, you can send or receive an instant message

(IM) to:

- Any contact who has a softphone address.
- Any party who phoned you from a softphone address.
- Any party whom you phoned using a softphone address.

## Sending an IM

1. There is a way to select the person to send an IM to.

Click the “Friends” tab to switch softphone to Contacts list panel, then right click a contact, choose “Instant Message” item.

## Receiving an IM

When an IM is received, the IM window will pop up.

# 4 Manage contacts(Friends)

The Friends panel, which is divided into tabs, provides access to the following:

- Contacts.
  
- Contact availability (presence).


The Friends panel displays your contacts and lets you specify multiple contact methods for them, including:

- softphone address
- Home phone number, work phone number, mobile phone number
- E-mail

Contacts are typically organized into groups. TM Softphone includes built-in groups: “Friends”. You can add more groups, as desired.

## Setting up Contacts

### Adding a Contact

Click  , or right-click friend panel and choose “Add contact”, The Contact Profile dialog box appears.

The screenshot shows a dialog box for adding a contact. It includes the following fields and controls:

- Name:** First (James), Last (Kend)
- Nickname:** James
- Job Title:** (empty)
- Sip Number:** 01548623883
- Email Address:** (empty)
- Group:** Friends (dropdown menu)
- Phone Number:** Home, Work, Mobile (three empty input fields)
- Set Picture:** Button next to a placeholder image of a person with pink hair.
- Buttons:** Save & Close, Cancel

After entered contact details, then click the “Save & Close” button to save details. The first name and sip number are not allows empty.

### **Adding a Contact using an Existing Address**

You can add a contact by capturing existing information:

- On the History panel, right click a call history and choose “ Add as Contact”. The Add a Contact dialog appears.

### **Importing Contacts**

You can populate the TM Softphone contact list by importing from an external file or files. The new contacts will be added to the existing contacts.

You can import a contact list from:

- On the “Friends” panel, right click it, a menu will pop ups, then choose “Import Contacts”, then selected a contact file(.db).

### **Exporting Contacts**

You can export a contact list to a DB file.

- On the “Friends” panel, right click it, a menu will pop ups, then choose “Export

Contacts”.

### **Changing Contact Information**

To change the information for a contact, right-click on that particular contact and choose **Edit Contact Info...** The Contact Profile dialog box appears. Some of the changes you can make are:

- Change any contact details except SIP Number.

### **Delete Contact**

You can delete an exist contact as below:

- 1)Right click a contact and choose “Delete Contact” item of the pop ups menu.
- 2)Click a contact, then press “Delete” keyboard.

### **Delete Group**

You can delete an exist group as below:

- 1)Right click a group and choose “Delete Group” item of the pop ups menu.
- 2)Click a Group, then press “Delete” keyboard.

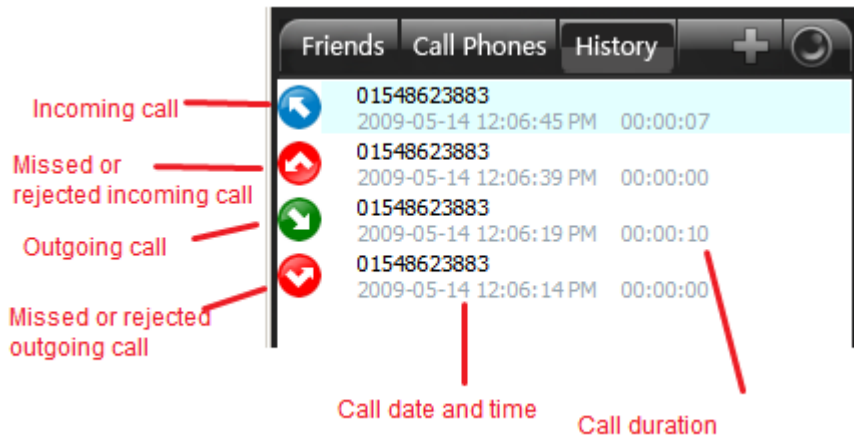
### **Create New Group**

- 1) Right click any space under the “Friends” panel and choose “Create New Group” item of the popup menu.
- 2) Enter the group name

### **Rename Group**

- 1) Right click the particular contact from the “Friends” panel and choose “Rename Group” item of the pop up menu.
- 2) Enter new group name.

## **5 Call History**



## Managing the Lists of Calls

You can right-click on an entry in a list to:

- Delete the call.
- Delete all entries in this list.
- Add to contacts. Select Add as Contact to display the Add a Contact dialog box.

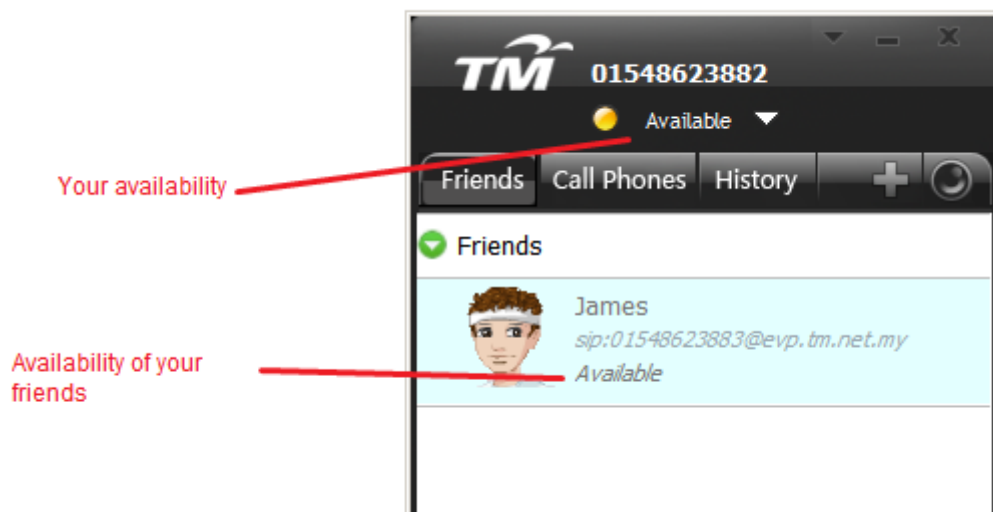
Complete the dialog box  
and click Save&Close.

## 6 Availability

Availability refers to the ability to see whether a person is available or not: online, on phone, busy, and so on.

Your availability information is displayed below on the main menu. The availability of others is displayed in the Friends tab.

You can publish your availability to contacts who have softphone address, and you can set up TM Softphone to view the availability of other contacts.



## Sharing Availability

### Watching Others' Availability

When you add a contact by entering details in the Contact details window, the contact is automatically set up so that you share availability. If you created a contact by importing a contact list, it is automatically set up to shared also.

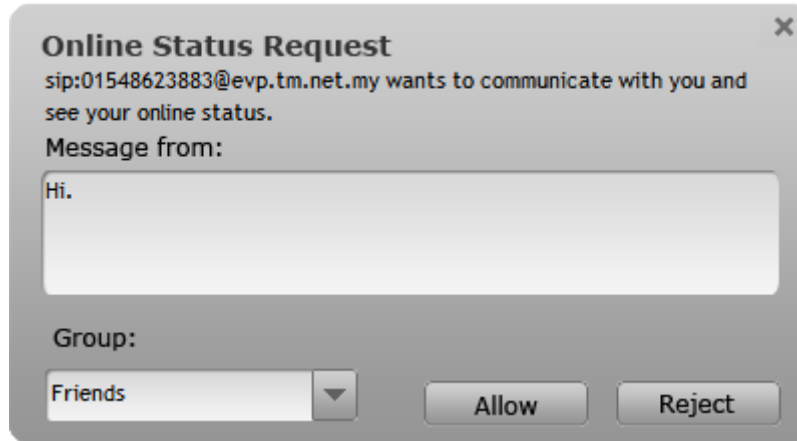
As soon as the person is set up in this way in your Contacts, TM Softphone sends them a notification request. The request asks that you be able to see that person's availability.

### Allowing Other Parties to See your Availability (Publishing your Availability)

Continuing from above, when the other person allows the notification request, your name is added to their contact list. As soon as you are added to their list, a request is sent back to you requesting that they be able to see you. TM Softphone accepts this request automatically and the other person can now see your availability.

### Receiving a Presence Request

Your TM Softphone receives a new contact request when you add a contact to your list or when another person adds you as a contact at their end.

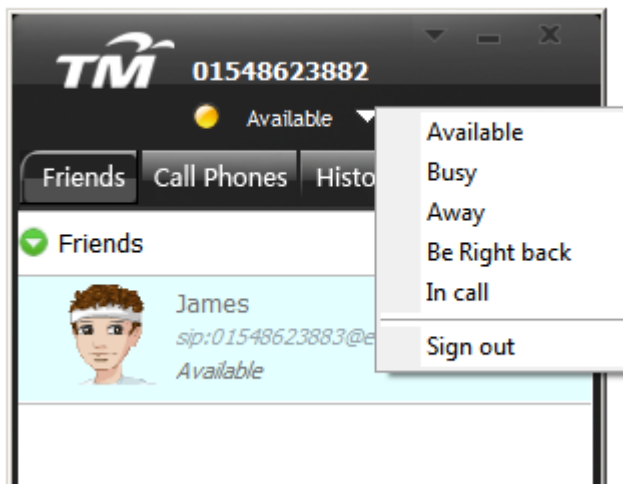


If you agree the contact see your status, then click the “Allow” button. Otherwise click the “Reject”.

## Setting your Availability

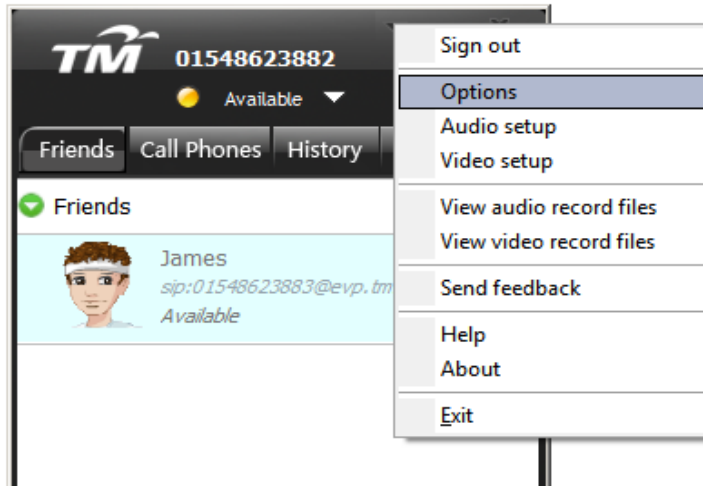
### Changing your Availability

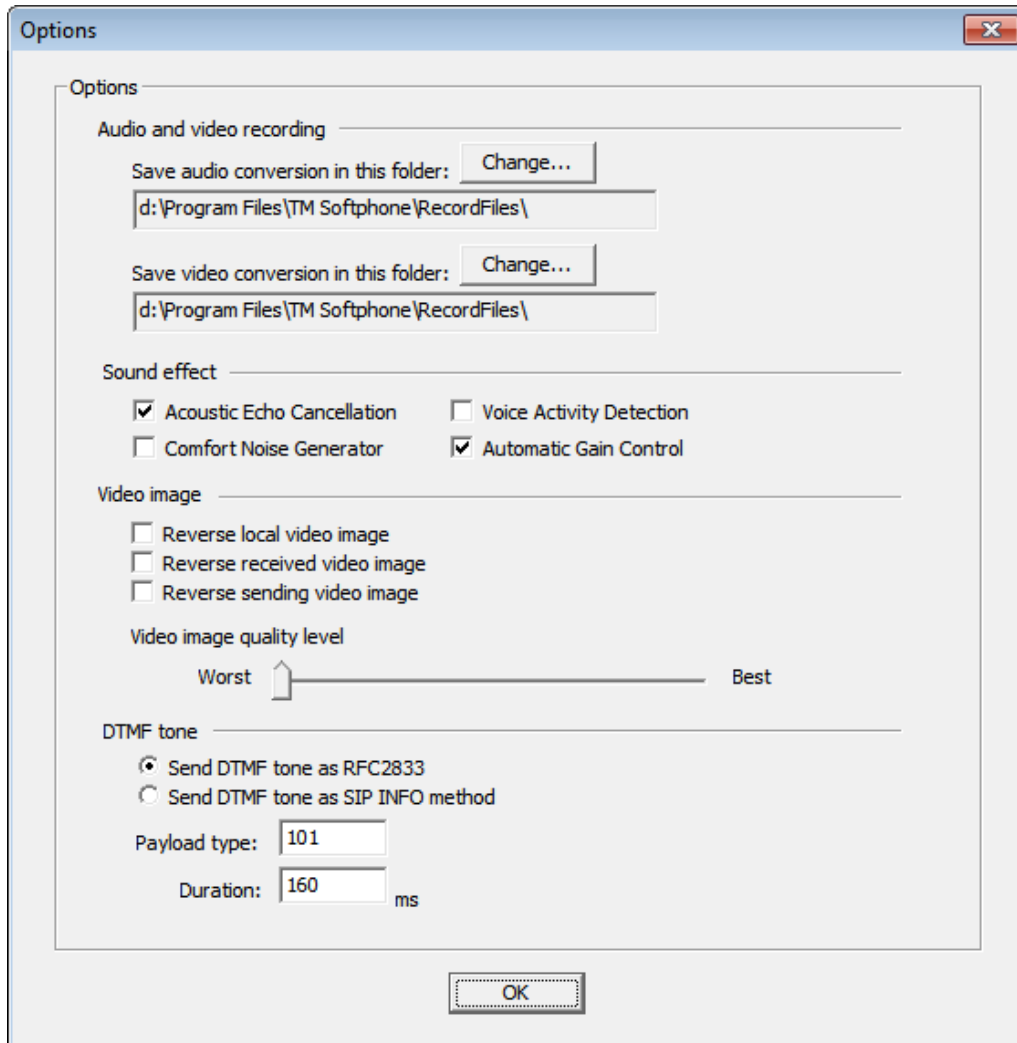
Click the down arrow beside the availability indicator on TM Softphone



# 7 Configuring TM Softphone

Click the main menu arrow and choose “Option” menu item, the “Options” window is appears.





## Audio and video recording

You can change the directory which using to store the audio and video record file. Select a directory after Click the "Change..." button.

## Sound effect

You can check/uncheck the checkbox to enable/disable the AEC, VAD, CGN, AGC for audio.

## Video image

You can check/uncheck the checkbox to reverse the local video image, sending video image, and received video image.

You can use the slider to adjust the video image quality. For the fast network connection, you can try the best video quality; For the slow connection then try the worst.

## DTMF Softphone tone

We recommend use the default RFC2833 for DTMF Softphone.

## Error code

Maybe you will encounter some errors during using TM Softphone, there are error codes:

400: Wrong request.

401: The username or password is wrong.

402: Payment required, insufficient balance.

403: The SIP server does not support this operation.

404: The recipient is unavailable or does not exist.

408: Timeout, if your network connection is unavailable or the SIP server unreachable.

480: Service unavailable, please contact TM Softphone support.

486: The recipient is busy.

488: The codecs are not matched between caller and callee.

500: Server has an error.

503: Service unavailable, please contact TM Softphone support.

603: The recipient rejected call