



Mac



Adore Softphone for MAC PC User Manual

Adore Softphone for MAC

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Adore Softphone for MAC

1. Welcome to Adore Softphone

1.1 – Adore Softphone for MAC

Adore Softphone for MAC will strategically add the power of live voice communication to any MAC PC to Phone and MAC PC to MAC PC. Following features in the MAC Softphone enhances the range to deliver a field-proven SIP based IP telephony at a cost point, which is unmatched by any other Softphone service provider.

1.2 - Features

- ✓ Call Transfer
- ✓ Hold / Unhold
- ✓ Redial
- ✓ Mute
- ✓ NAT/Firewall Support
- ✓ STUN Server Support
- ✓ ICE Support
- ✓ Codec Supported : uLAW, aLAW
- ✓ Silence Suppression
- ✓ Echo Cancellation
- ✓ DTMF
- ✓ Registration Timeout
- ✓ Acoustic Echo Cancellation
- ✓ Packet Lost Concealment (PLC)
- ✓ Call Timer
- ✓ Search in Address Book
- ✓ Customized with Company Logo / Name
- ✓ Unlimited User License

Adore Softphone for MAC

1.3 – Adore Softphone for MAC Panel and User Features



Adore Softphone for MAC

2. Installations and Setup

2.1 Account Information

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

- ✓ SIP
- ✓ UserName
- ✓ Password

2.2 System Requirements

OS Supported:

System Requirements: Mac OS 10.5 or Above

2.3. Install Application

2.3.1. Process to download & Install in MAC PC

For installing application you need to download it from our website. Visit <http://adorestphone.com/softphone-MAC-download.html> (As Shown in Fig-2.3.1)

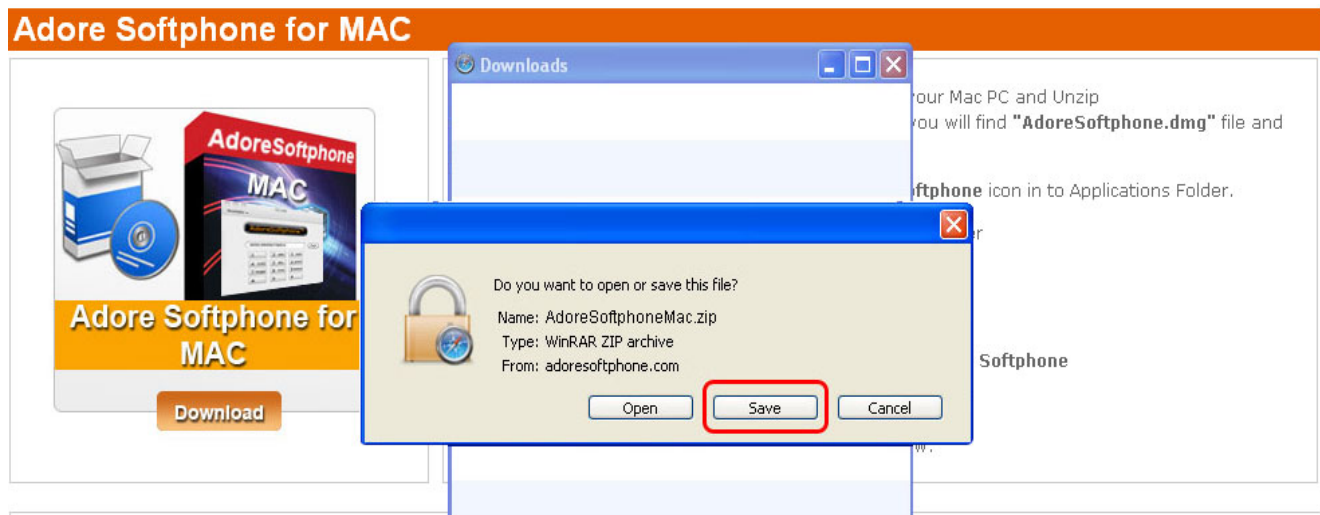


Fig-2.3.1

Note: Make sure MAC PC is connect with Internet

Adore Softphone for MAC

Download "**AdoreSoftphoneMac.zip**" folder on your Mac PC and Unzip **AdoreSoftphoneMac.zip** folder. After Unzip the folder you will find "**AdoreSoftphone.dmg**" file and double click the **AdoreSoftphone.dmg** to open it up.

The finder window will appear, drag and drop **AdoreSoftphone** icon in to **Applications Folder**. (As Shown in Fig- 2.3.2)



Fig-2.3.2

Now **AdoreSoftphone** has been installed in Applications Folder

Adore Softphone for MAC

To Run Adore Softphone

Either

Double clicks it in **Applications folder -> Applications ->Adore Softphone.** (As Shown in Fig – 2.3.3)

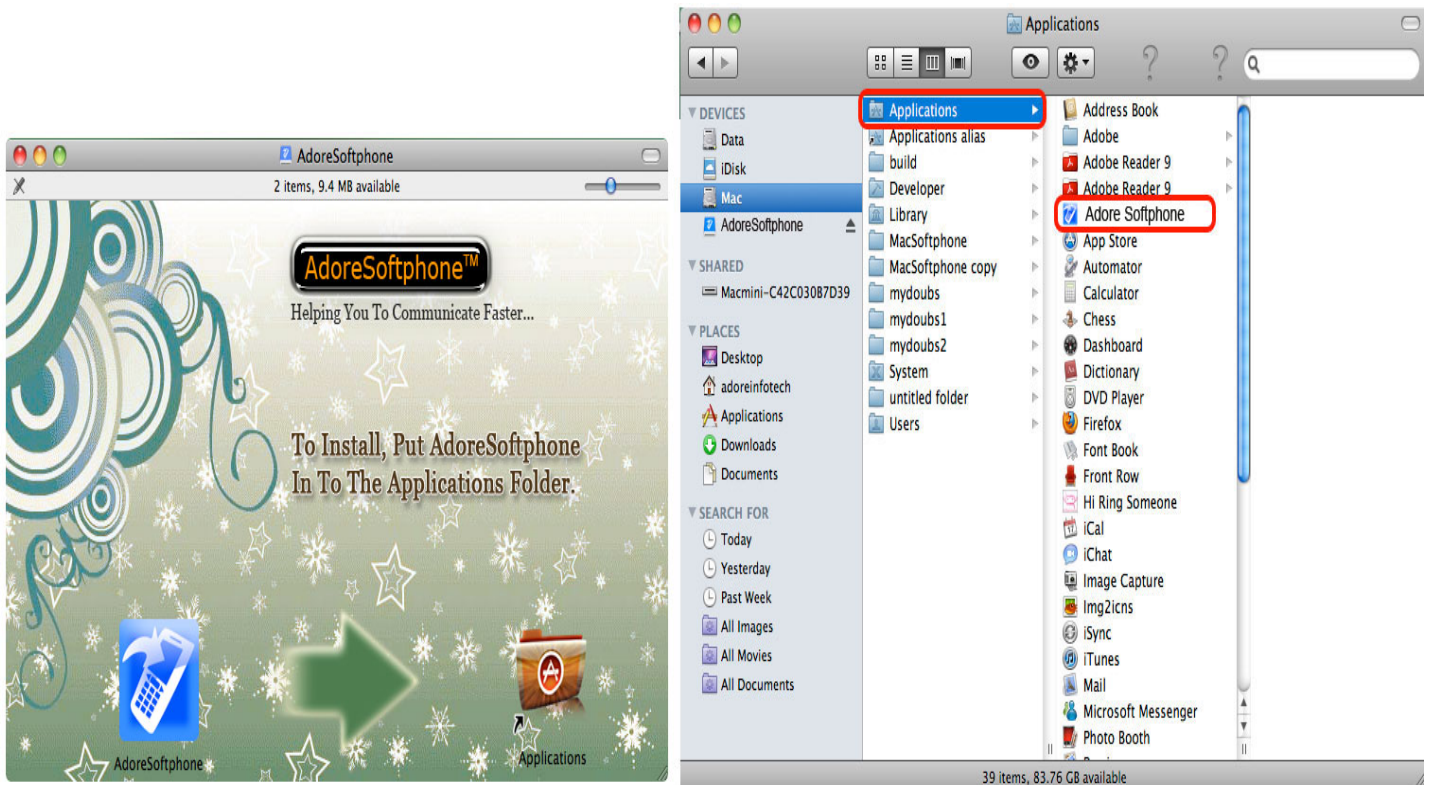


Fig-2.3.3

OR

Adore Softphone for MAC

Double click **Adore Softphone Icon** in the Finder window. (As shown in fig-2.3.4)



Fig-2.3.4

Adore Softphone for MAC

Now **Adore Softphone for MAC** application successfully installed on your MAC PC and ready to use. You will be see three blank fields **SIP, UserName and Password**. (As Shown in fig-2.3.5)



Fig-2.3.5

Adore Softphone for MAC

3. Using Adore Softphone for MAC

3.1 Register on Adore Softphone for MAC

Now fill up the entire fields **SIP, UserName & PASSWORD** then click on “**Done**” button to Sign in **Adore Softphone for MAC**. (As shown in fig. 3.1)

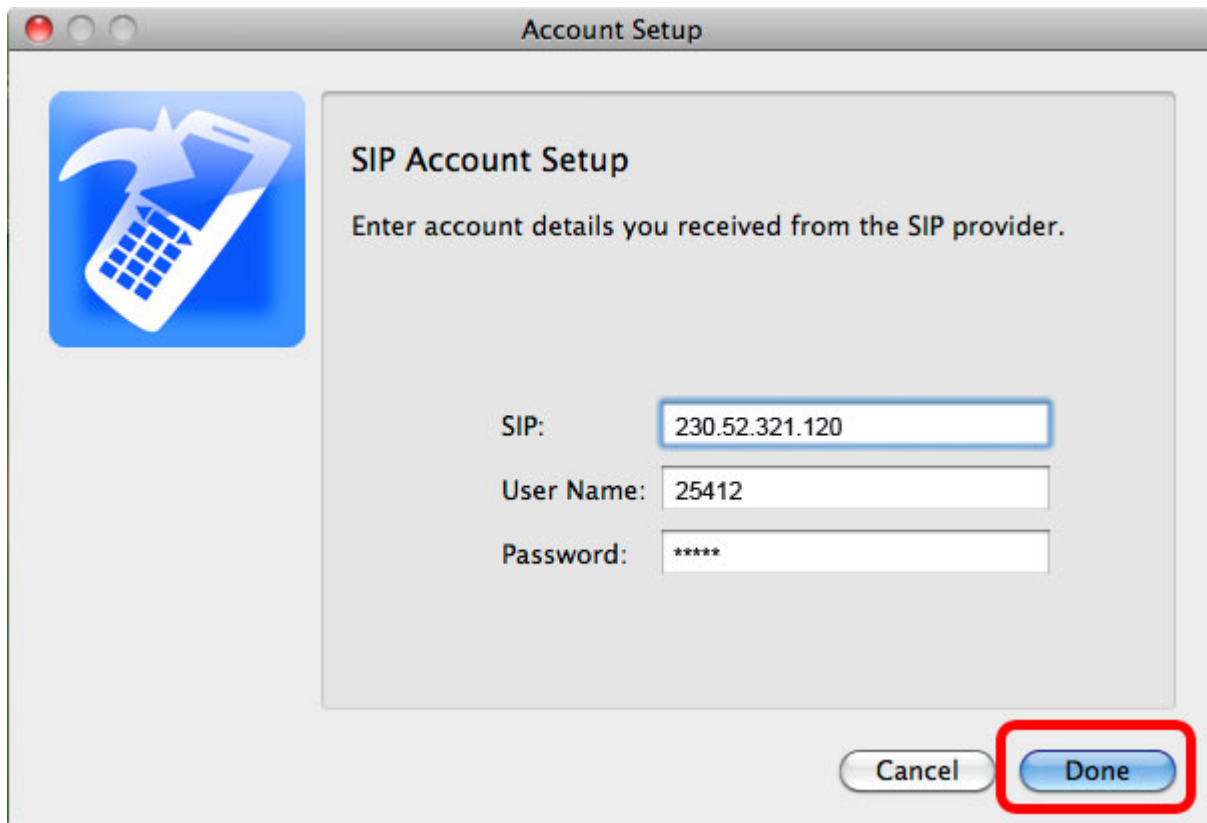


Fig-3.1

Adore Softphone for MAC

3.2 Start Adore Softphone for MAC

After click “Done” button, your entered SIP detail has been saved and **Softphone** Dial Pad will be open. Status message will be displayed “Available”. (As Shown in Fig.3.2.1)



Fig-3.2.1

3.3 Placing a Call

You can make a Voice Call by using **Adore Softphone for MAC**.

1. Enter desired number through Dial Pad or Keyboard.
2. Press “Call” button. (As Shown in Fig-3.3.1)



Fig-3.3.1

Adore Softphone for MAC

After Press **“Call”** button, Call Window will be open desired message will be displayed **“Calling”**. (As shown in fig-3.3.2)

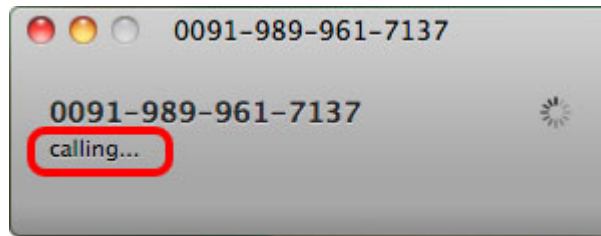


Fig. 3.3 .2

Once call established session message displayed **“Ringing...”** and your call is connect and Call timer start. (As shown in fig-3.3.3)

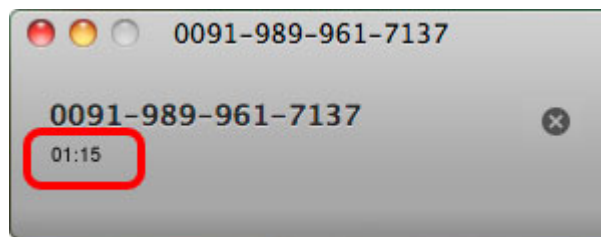


Fig- 3.3.3

3.4 Ending a Call

1. Press **“Cross”** button on your screen to end a call.
2. Session message displayed **“call ended”** (As Shown in Fig-3.4)

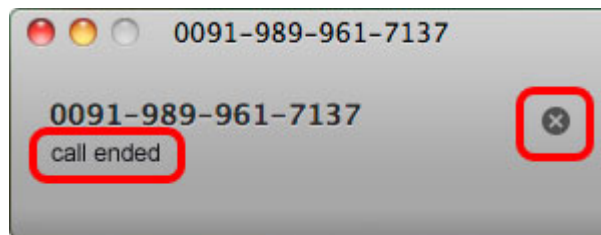


Fig-3.4

Adore Softphone for MAC

3.5 Handling an Incoming Call

On incoming call status message display “Incoming Call”.

1. Click “Answer” button to receive Incoming Call. (As Shown in Fig-3.5.1)

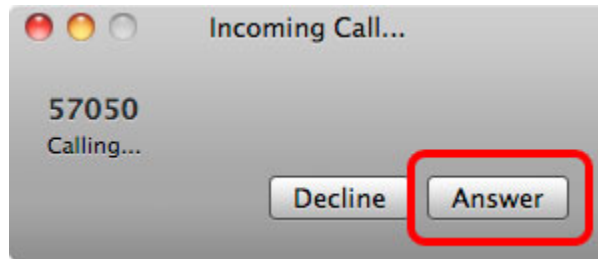


Fig-3.5.1

After click “Answer” button call is connect and Call timer start. (As Shown in Fig-3.5.2)

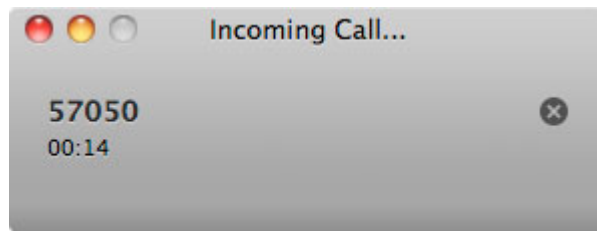


Fig-3.5.2

Click on “Cross” button to end Incoming Call. (As Shown in Fig-3.5.3)

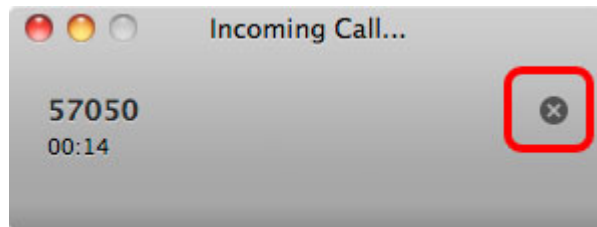


Fig-3.5.3

After click “Cross” button status message will be displayed “call ended”. (As Shown in Fig-3.5.4)

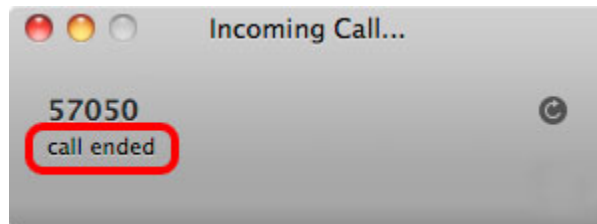


Fig-3.6.4

Adore Softphone for MAC

4. Address Book

In **Adore Softphone for MAC PC**, users able to access contacts from MAC PC Address Book by entering name in the Phone Number field. (As Shown in Fig-4.1)



Fig-4.1

Select on any Number in the MAC PC Address Book. And click on **“Call”** button to make a Call. (As shown in fig-4.2)

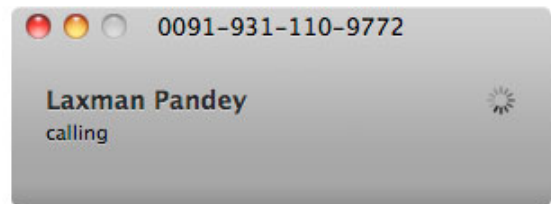


Fig-4.2

Adore Softphone for MAC

5 – Preferences

Adore Softphone for MAC Preferences has following settings options:

- General
- Account
- Sound
- Network

Go to top at the MAC PC and click on **Adore Softphone - > Preferences**. (As Shown in Fig-5.1)

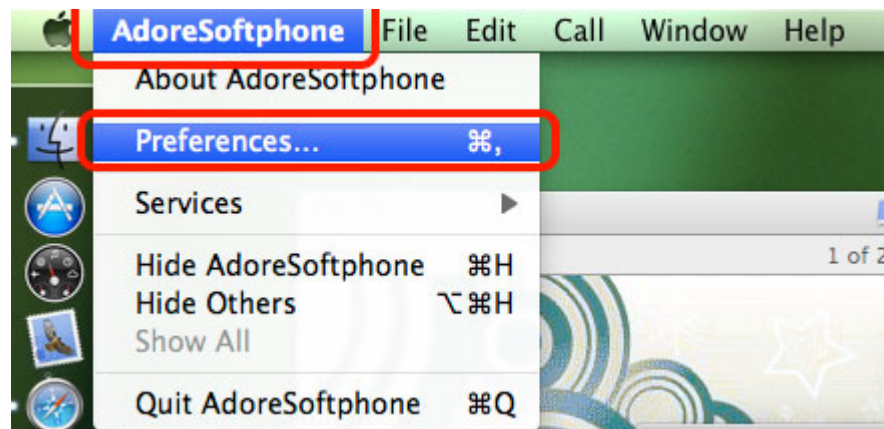


Fig-5.1

General

After Click **Preferences** tab, you will be see below screen. You can set your General settings in **Adore Softphone for MAC**. (As Shown in Fig-5.2)

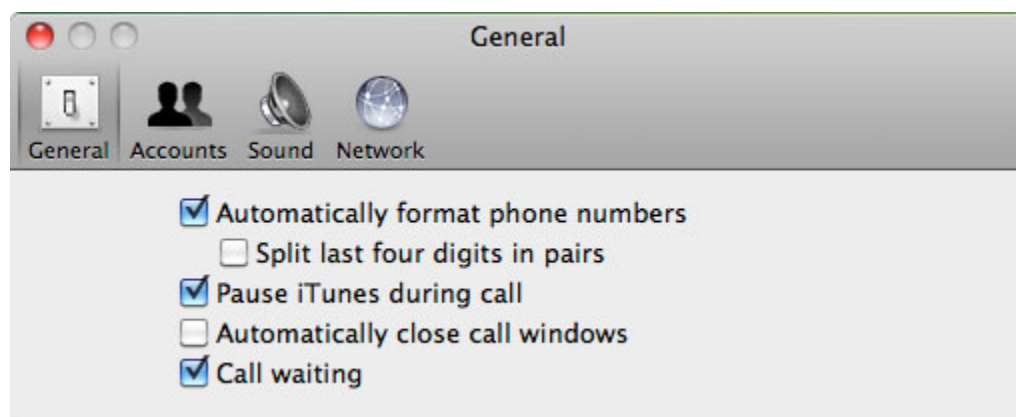


Fig-5.2

Adore Softphone for MAC

Account

Click on “**Account**” tab. You can set your Account as per your wish on **Adore Softphone for MAC**. (As Shown in Fig-5.3)

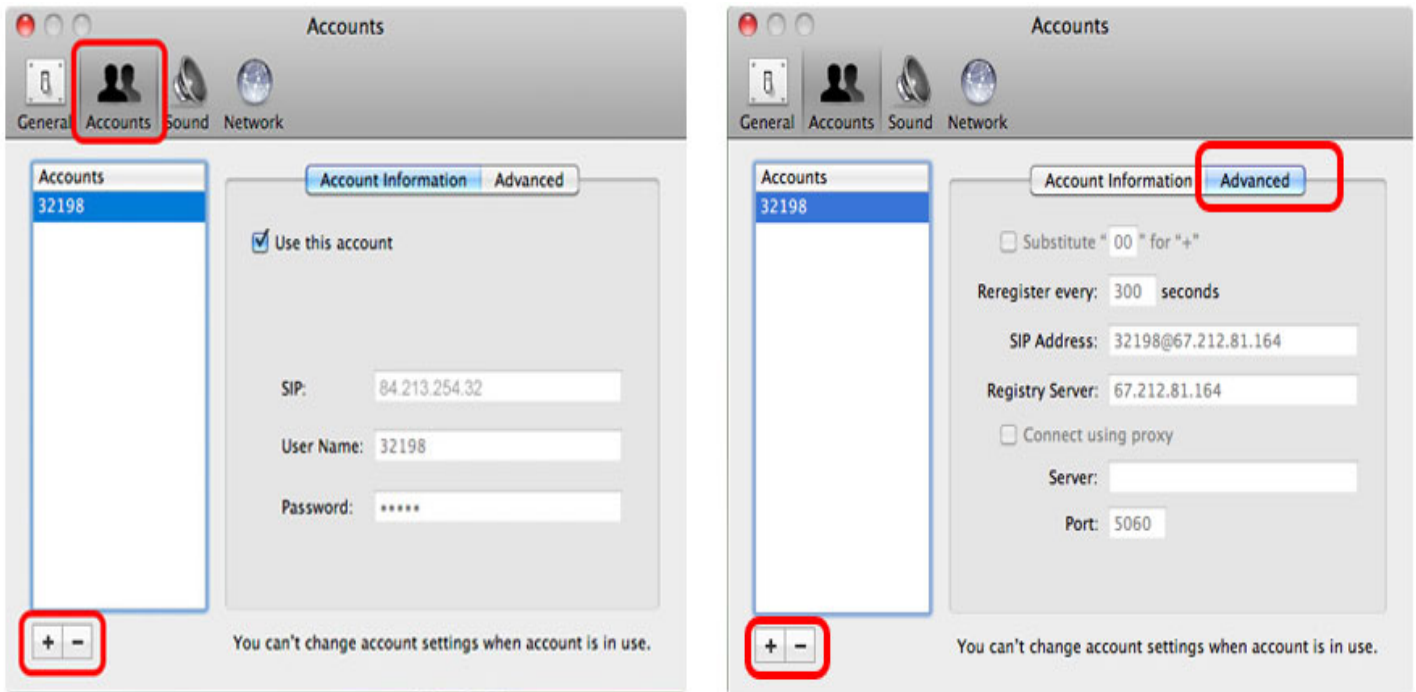


Fig-5.3

Adore Softphone for MAC

Sound

By Clicking on “**Sound**” tab. You can set Sound as per your wish on **Adore Softphone for MAC**. (As Shown in Fig-5.4)

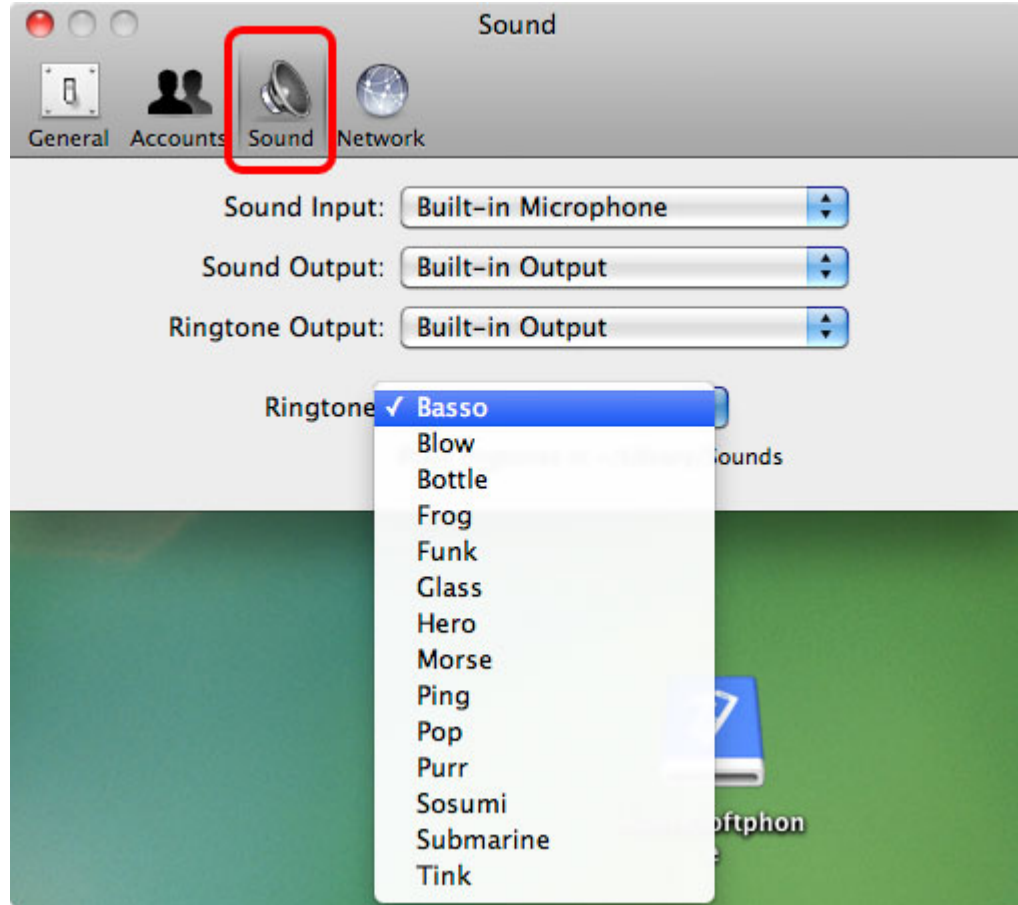


Fig-5.4

Adore Softphone for MAC

Network

Click on “**Network**” tab, you can set Network settings as per your wish on **Adore Softphone for MAC**. (As Shown in Fig-5.5)

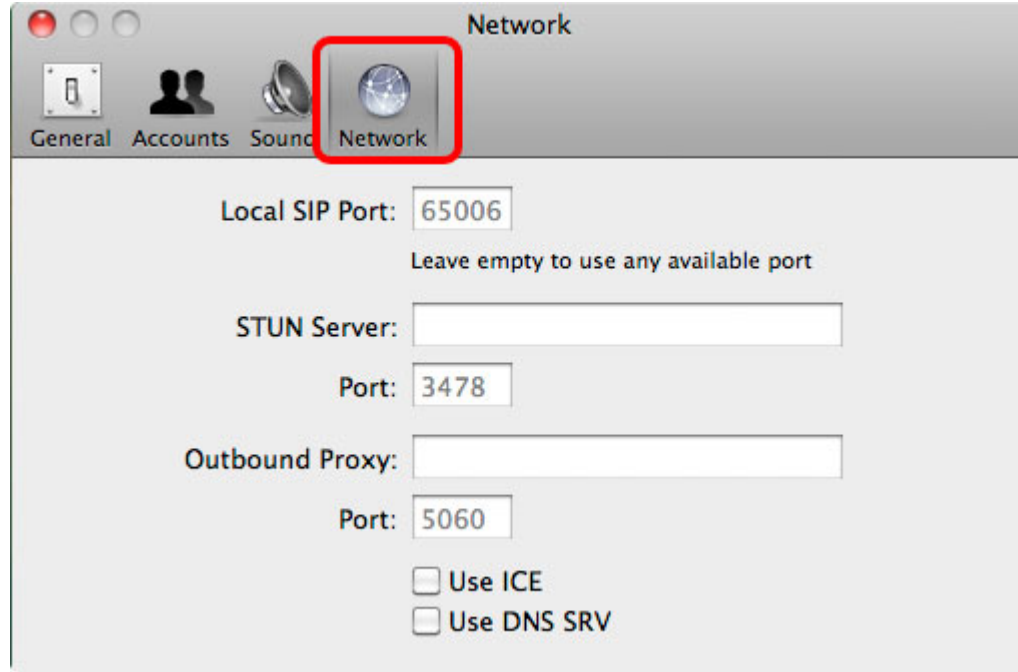


Fig-5.5

6. Quit Adore Softphone for MAC

If you want to quit **Adore Softphone for MAC**. Click on “**Adore Softphone**” tab -> “**Quit Adore Softphone**” to quit **Adore Softphone for MAC**. (As Shown in Fig-6)



Fig-6

Adore Softphone for MAC

7. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering...	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User name and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Voice is not Clear	Codec is not properly set.	Contact to your server administrator And Configure Codec priority
Call get disconnected before connected	Codec is not properly set.	Contact to your server administrator And Configure Codec priority

Adore Softphone for MAC



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