



Soft Phone Quick Start Guide

Starting Soft Phone

When you purchased BridgeMAXX Mobile Voice Service, an email was sent to your verified email address. This email contained your link to both download the Soft Phone software and a link to guide you through the setup process. If you did not receive an email, you may download the Soft Phone software from the link below; however, you will need to contact Customer Care to receive your username and password to access the software.

To download the Soft Phone software, please go to:

http://provisioning.alianza.com/counterpath/eyeBeam1x/binaries/DBC026/1/alianzaSoftphone_58027.exe

By launching the site, you will automatically start the download proces:

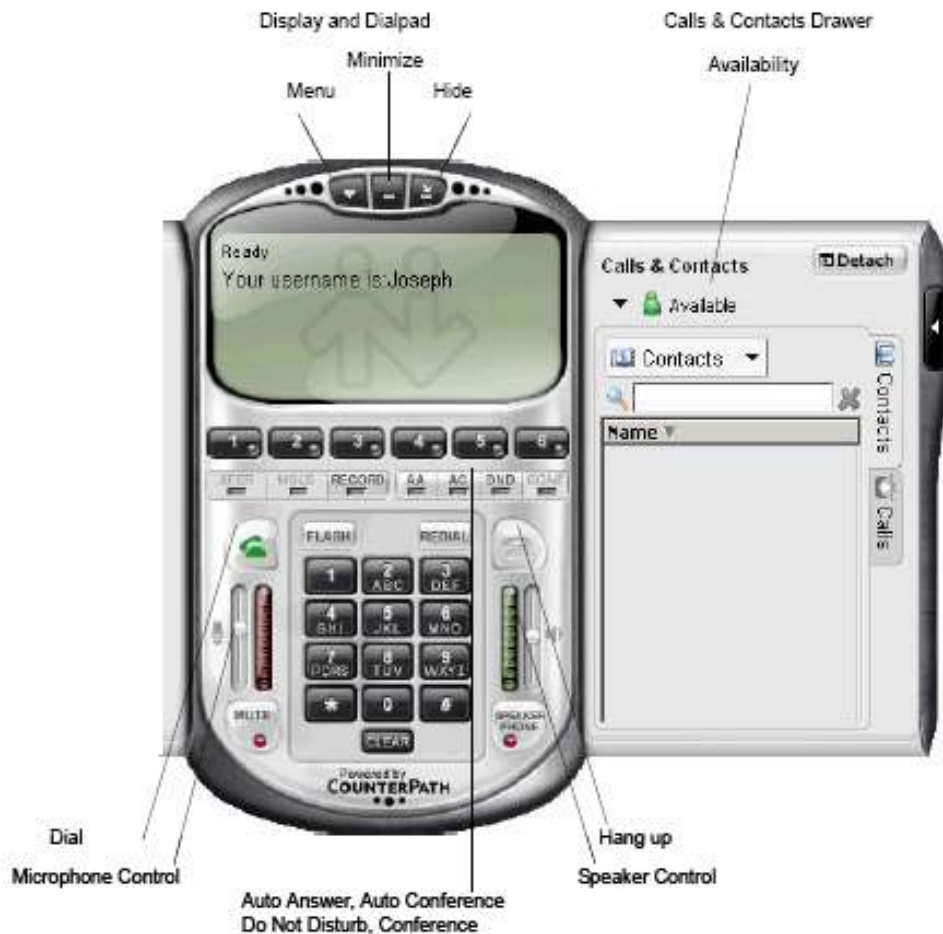
- 1) Click on “Run” to execute Soft Phone software.
- 2) Click “Run” again to run the software and start the download process.
- 3) Click “Next” to start the Alianza Softphone Setup Wizard.
- 4) To proceed, you must select “I accept the agreement.” Then, press “Next.”
- 5) Click “Next.” This will install the software to your hard drive.
- 6) Select which additional icons you prefer, then press “Next.”
- 7) Press “Finish” if you would like to complete the installation process by restarting your computer.
- 8) After restarting your computer, you can double-click the “Alianza Softphone” icon to display the “Log In” screen to enter your Username & Password.

System Requirements

	Minimum	Optimal
Processor	Pentium II 400 Mhz or equivalent	Pentium II 1.3Ghz or equivalent
Memory	128MB RAM	256MB RAM
Hard Disk Space	30MB	
Operating System	Vista, XP, 2000, Windows 7*	
Connection	IP Network Connection	
Sound Card	Full Duplex 16-bit	

Using Soft Phone

- 1) Connect to the Internet using your BridgeMAXX High Speed Internet Service.
- 2) Click on the “Alianza Softphone” icon after download.
- 3) Enter your username and password provided at order entry.



- 4) To Answer the call click on the green “Dial” button.
- 5) To Ignore the call, click on “Ignore” link on the “screen” of the Softphone and the call will be directed to voicemail.
- 6) TO Disconnect the call, click on the red “Hang up” button.

Setting up Voicemail

- 1) Dial the number provided as your telephone number.
- 2) Dial: *36
- 3) Follow setup directions provided in “Prompts & Greetings.”
- 4) Voicemail Options are as follows:

CODE	DESCRIPTION	INSTRUCTIONS
* 3 0	Call Forwarding Enable/Disable	Forward to an extension in your account or a phone number
* 3 1	Call Handling Status	Hear call forwarding status & other call handling features
* 3 2	Voicemail Setup	Setup or change voicemail pin & greeting (default pin: 1234)
* 3 6	Voicemail	Access voicemail box & other features
* 6 7	Block Caller ID	Block the Caller ID for the call
* 6 9	Call Return	Call the last inbound caller
* 7 0	Disable Call Waiting	Disable the Call Waiting on this call
Hook Flash	Call Waiting	Answers a second incoming call while placing the first call on hold
411	411 Service	Calls 411 information service
911	Emergency 911 Service	Calls Emergency 911 Service

4) Voicemail changes must all be made via the BridgeMAXX Customer Care portal located at:

<http://dbc.alianza.com>

Here, you will be able to make changes such as activating the number of rings until the caller hears a voicemail or activate your call forwarding option.

How to Add Contacts

There are two ways to add Contacts to your Contact List:

- 1) At any time during a call, you can add the person to your contact list by clicking on the “green buddy +” on the Soft Phone screen.
Then, Click on “Contacts”, then click on “Add Contact.”
- 2) Click on Contacts drop down, then select “Add Contact.”

Enter applicable data such as Name and phone number. Click “OK.”

How to Setup a Group

Groups can be created for you to make it easy to organize your contact list. Create groups such as “Friends, Co-workers, or Family” to make it simple and efficient to find that specific person.

- 1) Click on Contacts drop down button.
- 2) Select Manage Groups
- 3) Click “New Group”
- 4) Enter Group Name
- 5) Click OK.