HitCall Softphone implementation

Softphone is an extension making high quality and cheap GSM calls possible between countries

Pilot phase, installation

1) You'll need agreement of service. By accepting the agreement of service you will be delivered the necessary account informations. If you do not have an account yet, contact our customer service: helpdesk@hitcall.fi

2) Download HitCall Softphone application from:

   hitcall.fi/en/softphone -> Download HitCall Softphone

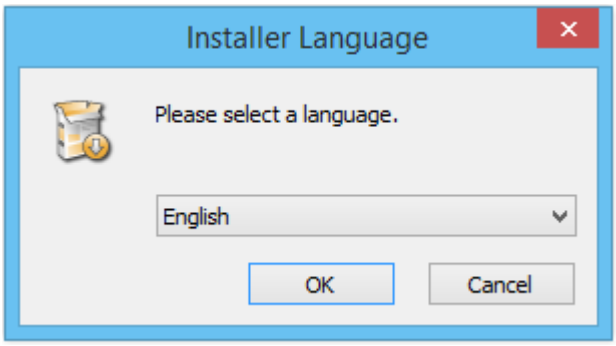
3) Install Softphone to your PC. HitCall Softphone is still in pilot phase, so windows might give you warnings when installing. Install the application in spite of them.

   If you have windows 10, warnings might be following:

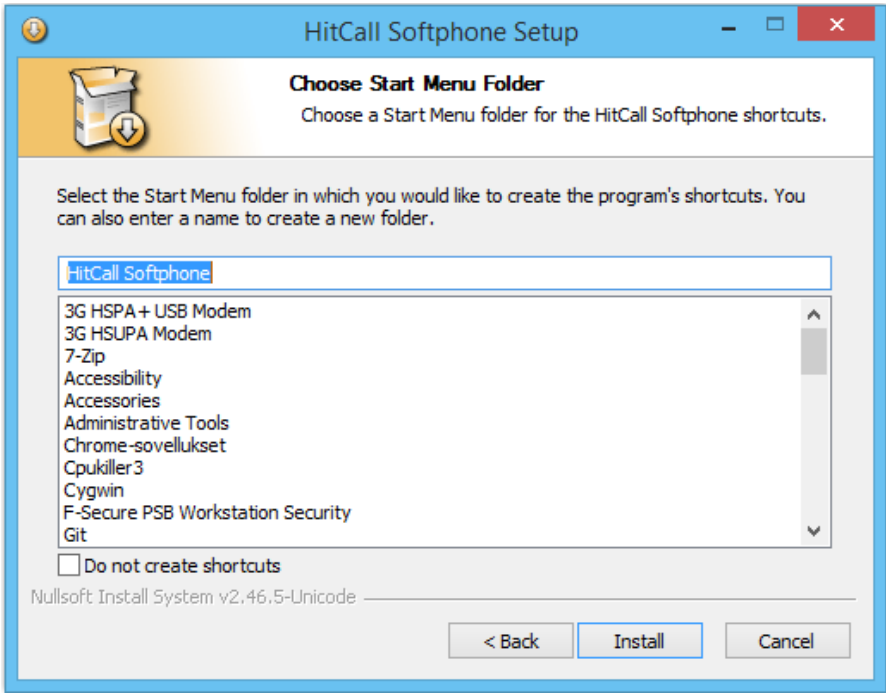
   a) ”Windows SmartScreen prevented an unrecognized app from starting.” -> ”More info” -> ”Run anyway”

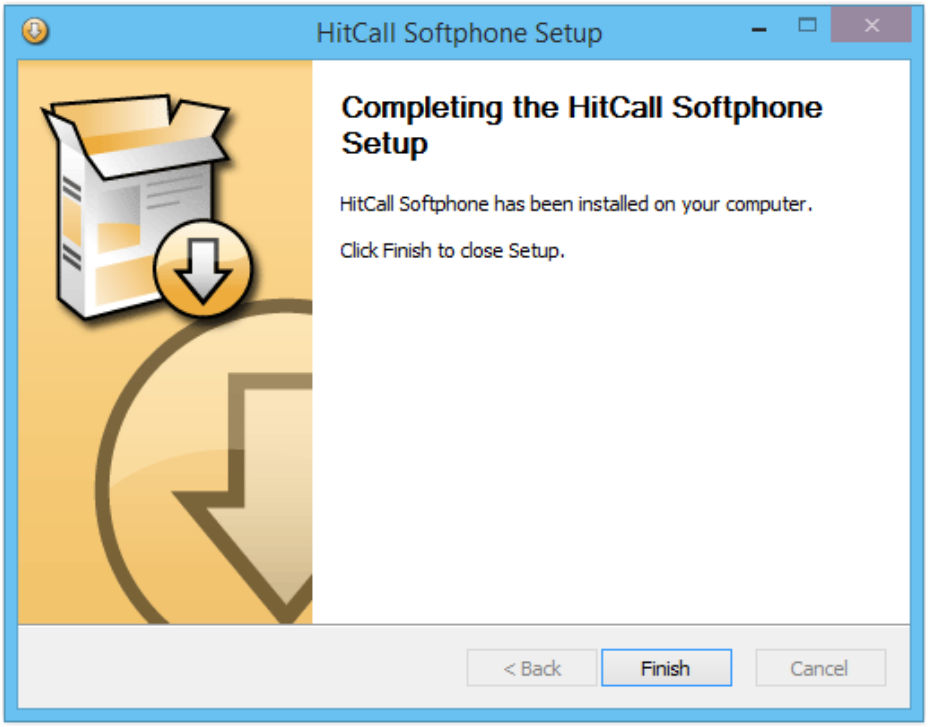
   b) ”Do you want to allow this app from an unknown publisher to make changes to your PC?” -> ”Yes”

   Choose installing language and run application.



HitCall Softphone Setup
Welcome to the HitCall Softphone Setup
Setup will guide you through the installation of HitCall Softphone.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

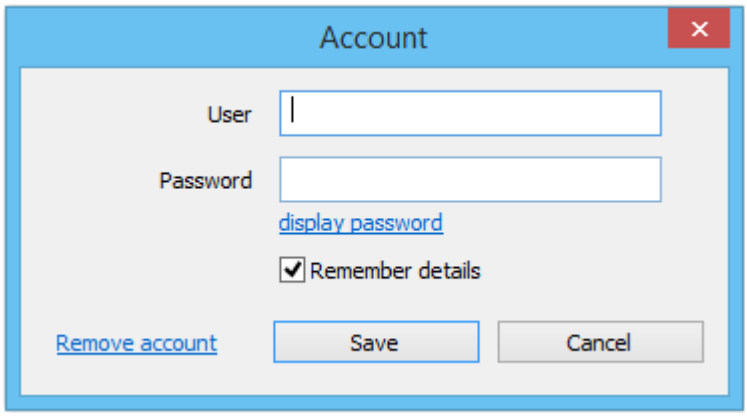

HitCall Softphone Setup
Choose Start Menu Folder
Choose a Start Menu folder for the HitCall Softphone shortcuts.
Select the Start Menu folder in which you would like to create the program's shortcuts. You can also enter a name to create a new folder.
HitCall Softphone
3G HSPA+ USB Modem
3G HSUPA Modem
7-Zip
Accessibility
Accessories
Administrative Tools
Chrome-sovellukset
Cpukiller3
Cygwin
F-Secure PSB Workstation Security
Git
Do not create shortcuts
Nullsoft Install System v2.46.5-Unicode
< Back
Install
Cancel



4) After the installation start HitCall Softphone Application from the shortcut located in your desktop.

   Computer's firewall might ask permission to allow Softphone to use connections. Choose allow.

   Enter your username and password and finally click Save.



5) HitCall Softphone is ready to use when there's a green icon and a text ”Online” on the left bottom of the application window.

6) You can make a test call to an echo number *43 and set your microphone and headset volume if necessary.

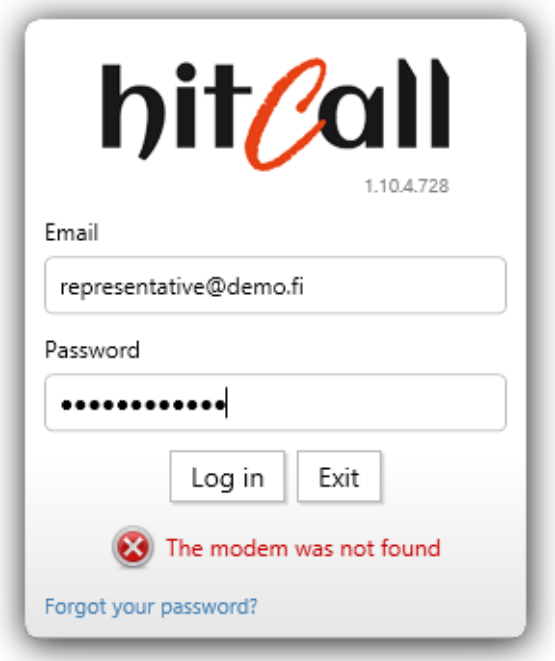
   The echo number will repeat everything you say and at the same time you can hear if the voice has a delay.

Using Softphone as a HitCall call system extension

- Your computer need to have two applications installed:
  - HitCall call system
  - HitCall Softphone

- At the pilot phase is is required to have two separate accounts:
  - HitCall call system account (allways required when logging in)
  - HitCall Softphone account (needed only once, username and password will be saved in the Softphone after the installation as were shown above)

- When used as an HitCall call system extension, Softphone will replace the GSM modem:
  - Because voice modem will not be used HitCall will give you a message ”The modem was not found” -> This is OK, log in despite this (Offline mode).



  - HitCall call system will be used normally (campaigns, call lists, sales, call requests etc.) but calls will be made with softphone.
  - Choose contact card from HitCall call system and click the Call button.
  - Softphone will instantly call to that phone number. Copying the number or entering it manually won't be necessary.

- Pilot phase: Call statistics made by Softphone are not yet perfect.
- Pilot phase: Softphone call recordings are not yet working.
- Pilot phase: Customers can not call back to representative, the customer will allways hear a busy tone.

General

- Softphone can act as a regular phone when not connected to HitCall call system.
- No roamin fees, Softphone connects the call over the internet (VoIP) and redirects it into the local GSM network in the target country.
- The calls appear as GSM calls for the receiver.
- Pilot phase is for testing the service. During the pilot phase, service may experience a brief outages and disruptions. We will not give any performance guarantees during the pilot phase.
- Feedback can be send to following email address: helpdesk@hitcall.fi

Requirements

- Modern PC with Windows 7 or newer operating system
- HitCall call system (offline)
- USB headset
- Wired internet connection (suositus 2/1M)