

Ericsson ECC Installation Instructions:

Before you begin:

Ensure you have an update copy of your Operating system including Direct X8.1 or higher. You can download this update free of charge from Microsoft at the following links. Click [here for Windows 98/ME](#) or click [here for Windows 2000/XP/Vista](#) to download the latest version. (Hint: Windows XP, Vista or 7 users and anyone who has the latest Windows Updates will not have to do this step.)

Step 1:

Install the Ericsson ECC Softphone. You may need your Network Administrator to assist you in getting this done.

Step 2:

Download and install Eutectics Ericsson ECC integration software. Follow this link http://www.eutecticsinc.com/download2/DISK1/IPP_ECCSoftPhone.htm to install the software.

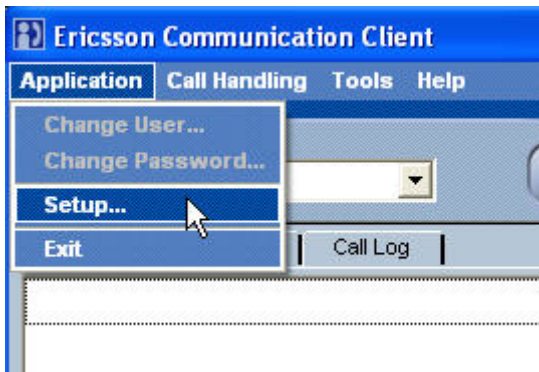
Step 3:

Plug in the Eutectics IPP Phone to the PC and let it install itself. When you are prompted for the location of the drivers, enter "C:\program files\eutectics\ECCSoftphone-IPP" as the file path.

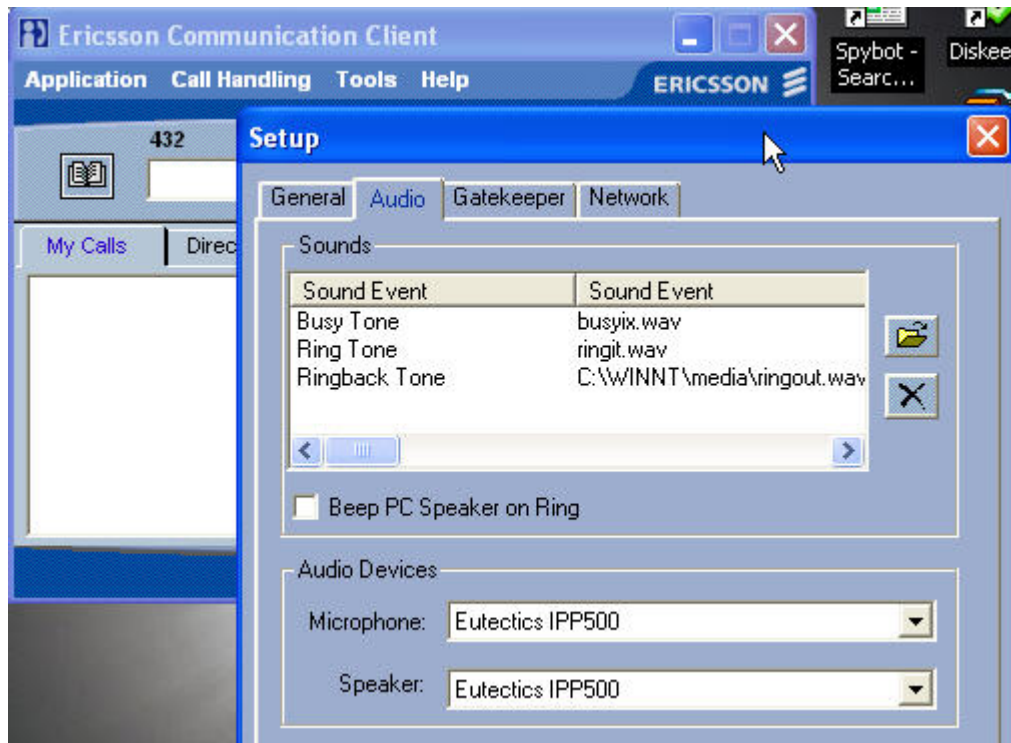
Step 4:

Configure the Ericsson ECC software to use the IPP Phone.

1. Open the Ericsson Audio Setup – by clicking on the Applications -> Setup in the client menu.



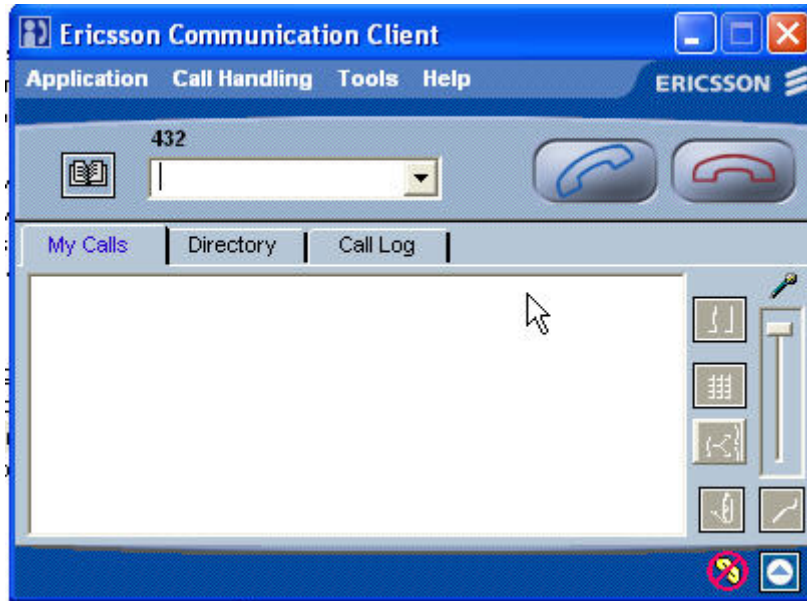
2. The Audio Dialog will open – make sure you choose the IPP device as shown below.



3. Set the Microphone and Speaker to the Eutectics device id (IPP500 or any of the IPP Internet Power Phone devices).
4. Set the Ringing device to your PC sound card so you will be able to hear the ring when another user is calling you. On some of the Eutectics IPP phone models the phone itself has an external ringer which will also sound when you are called.

Using the Phone

1. Using the Ericsson ECC with the Eutectics IPP phone is very simple. To place a call, just lift up the handset. You will automatically cause the ECC to pop up and you will get a dialtone. To dial you can use either the keypad on the phone or the keyboard of the PC.





Eutectics Local Ring Control

The Eutectics Softphone allows two RING modes – Local Speaker RING and DEVICE RING.

In DEVICE RING mode – only the device internal ringer will be used. This will work properly for the Eutectics Devices that have internal ringers – such as the IPP700, IPP2000, IPP400 and IPP500 series of phones.

The IPP200 series does not have an internal ringer and should normally be set to use the Local Speaker RING mode.

Setting the mode is as follows:

Mouse Over the Eutectics green E in the systems tray. The Tooltip will pop up and tell you the current status of the Local Speaker RING.



Left click on the 'E' and you will get a pop up menu – asking you if you want to change the RING status.



Selecting the YES option will either ENABLE or DISABLE the Local Speaker Ring – as described in the Menu.

This setting will persist through a reset as it is saved on the PC.

Answering a Call

If another user is calling you, you will hear a RING from your PC speakers and you will see the indication on the ECC client.



To answer the call simply lift the handset from the cradle. The call is automatically answered and you will be talking with the person who called you.

Setting the Sound Levels

If you are having trouble hearing the called party or they are having trouble hearing you please check the Sound Levels on your PC. You can check the levels using the following procedure:

To check and adjust the Master Volume Control on windows XP please use the following procedure:

Select the SPEAKER icon from the system Tray (right hand corner) and RIGHT CLICK the mouse button on it. You may also select the SPEAKER icon from the Control Panel window.

Choose Adjust Audio Properties - the following dialog will appear.



In the Audio tab - choose the SOUND CARD device as the PLAYBACK (so your normal PC sounds will come from the Speakers of the PC)

Also check the **Use Only Default Devices** box in the lower left corner.



In the Voice tab choose the Eutectics Device (IPP200 in the above example) as the Playback and Recording - also click on the Volume Button and adjust the master volume to the highest level (you can make it lower later if desired).

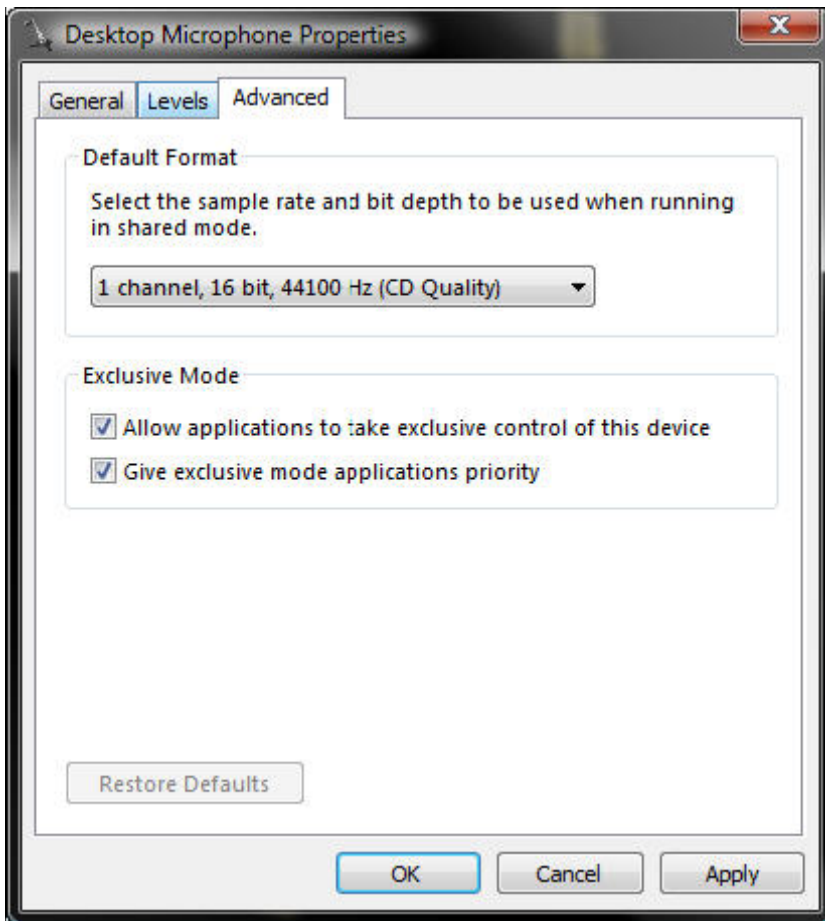
The Sound Levels adjustment is complete – you can close the dialog. You should now have no problem hearing the other party.

Vista or Windows 7 Users

Windows Vista has some additional settings required for proper operation of the Eutectics Devices.

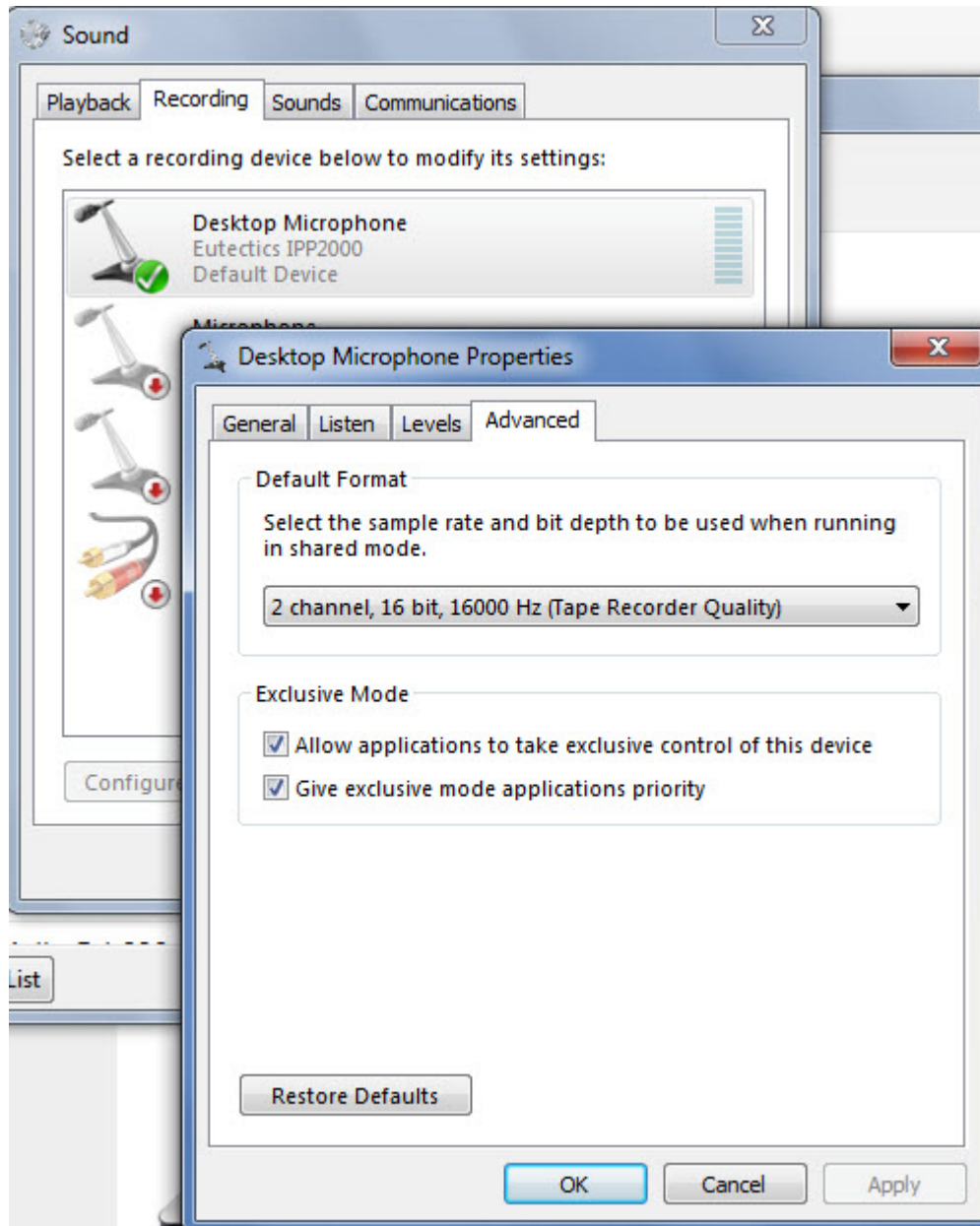
The microphone device must be configured as default STEREO capture mode.

Using the dialog below – please select the Default Format as **2 channel, 16 bit** in shared mode.



This setting is important to ensure proper operation of the integration on Windows Vista or Windows 7.

Windows 7 Microphone Properties:



Also the Setting of the IPP device as the Default Communications device should be verified as shown below:

