



NBX pcXset Phone 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](#) 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:

Download and install the *pcXset* client software. Please use the most recent version of pcXset which is compatible with your NBX platform.

Step 2:

Download and install Eutectics NBX pcXset integration software. Follow this link http://www.eutecticsinc.com/download3/DISK1/IPP200_NBXSoftPhone.htm to install the software.

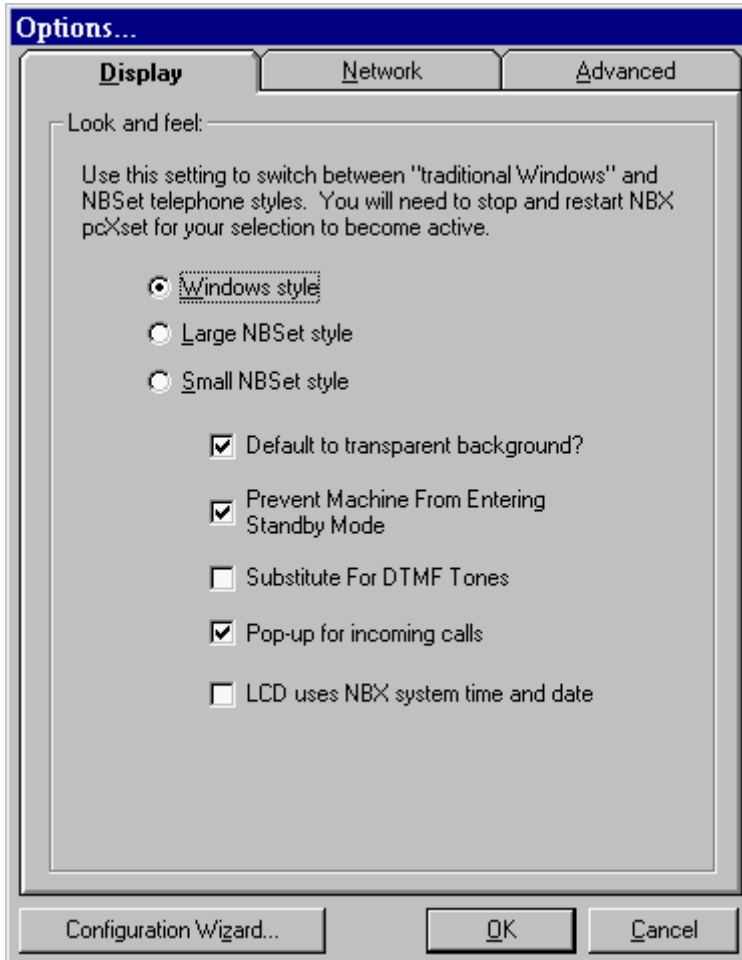
Step 3:

Plug in the Eutectics IPP Phone to the PC and let it install itself. If you are prompted for the location of the drivers, enter "C:\Program files\eutectics\NBXSoftphone-IPP200 " as the file path.

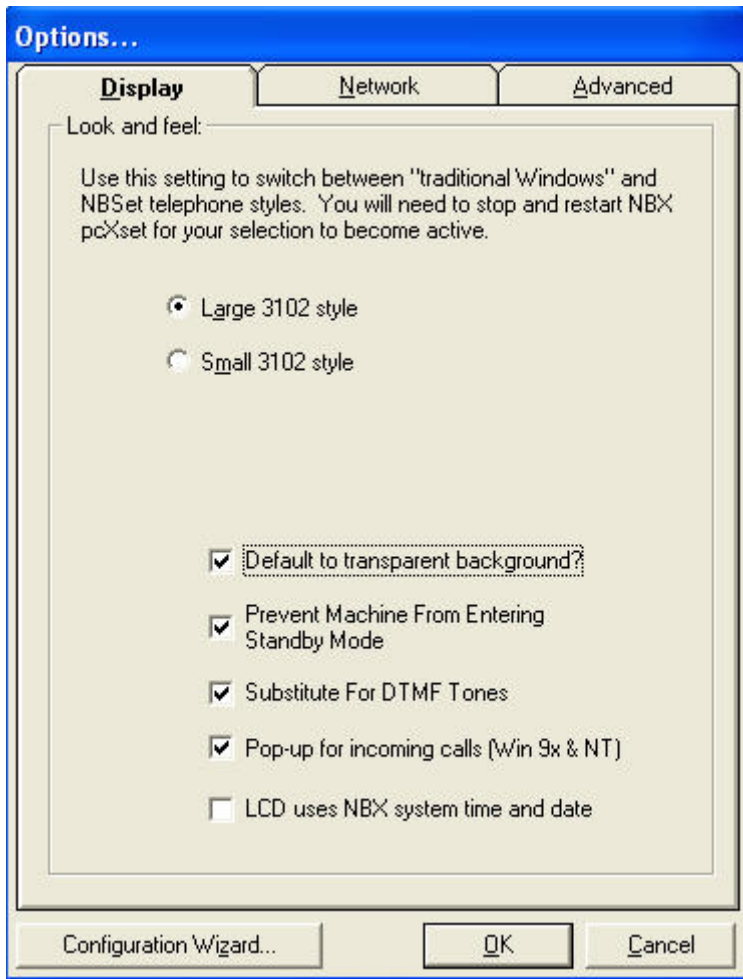
Step 4:

Configure the NBX pcXset to use the IPP Phone.

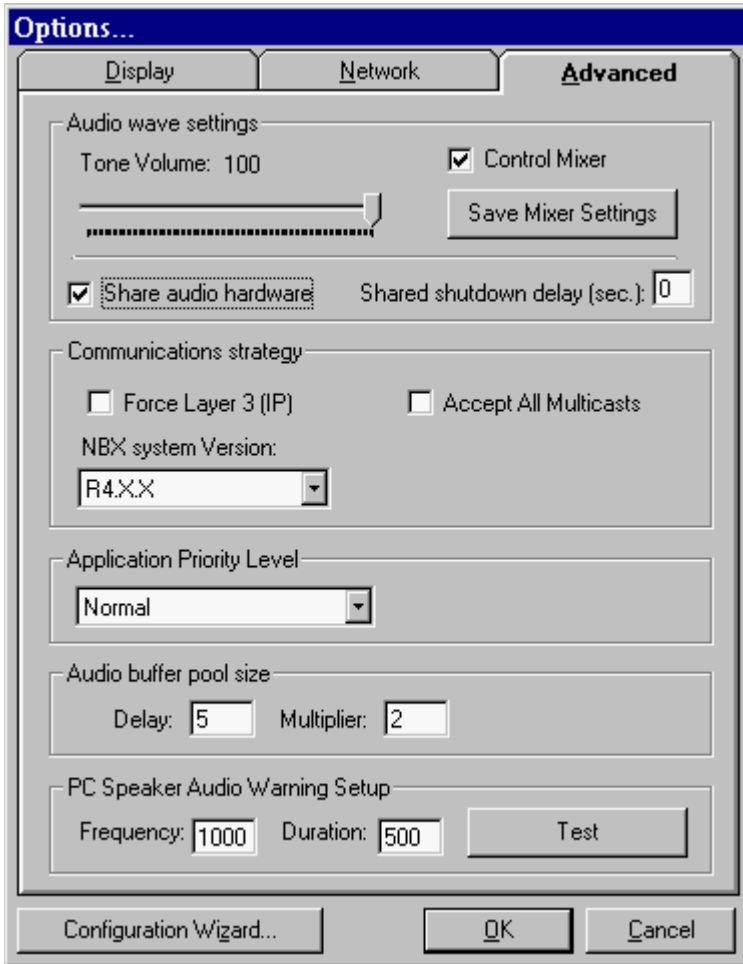
1. Open the pcXset Options Menu. The default setting is Large NBset style. This will work but you can optionally select the Small NBSet or the "Windows Style" from the menu. Select the Substitute for DTMF tones if you have an IPP model that generates its own DTMF tones – such as an IPP400 or an IPP520 unit.



If you are using a later version of pcXset (such as 6.0.X) – you can also select either the small or the large 3102 style from the menu.

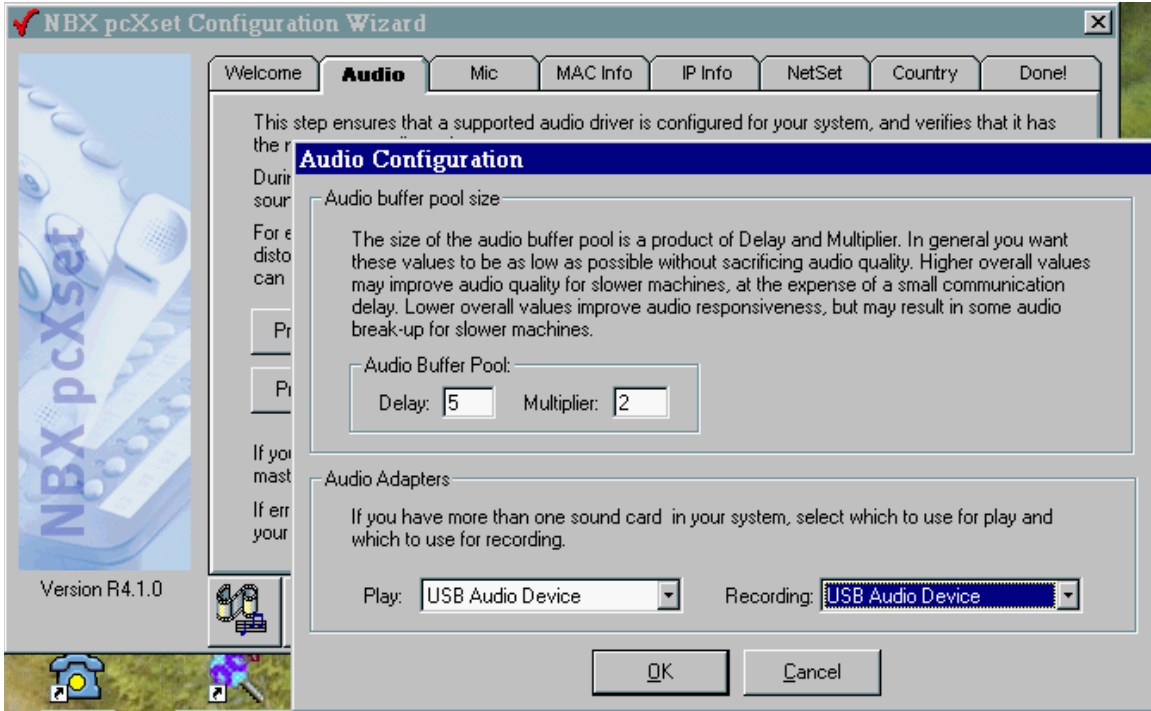


2. Next Select the “Advanced” tab on the Options Dialog. Check the “Share Audio Hardware” and “Control Mixer” boxes. Select the “Shared Shutdown delay (sec):” and set it to 0. This option will not have any effect on Windows XP configurations – but it is essential for older operating systems.



If you are running on a slower machine or if you experience choppy voice quality you may want to increase the Audio Buffer Pool size. You can enter a multiplier of 5 or 10 to increase buffers in the pcXset. This should have the effect of smoothing out voice.

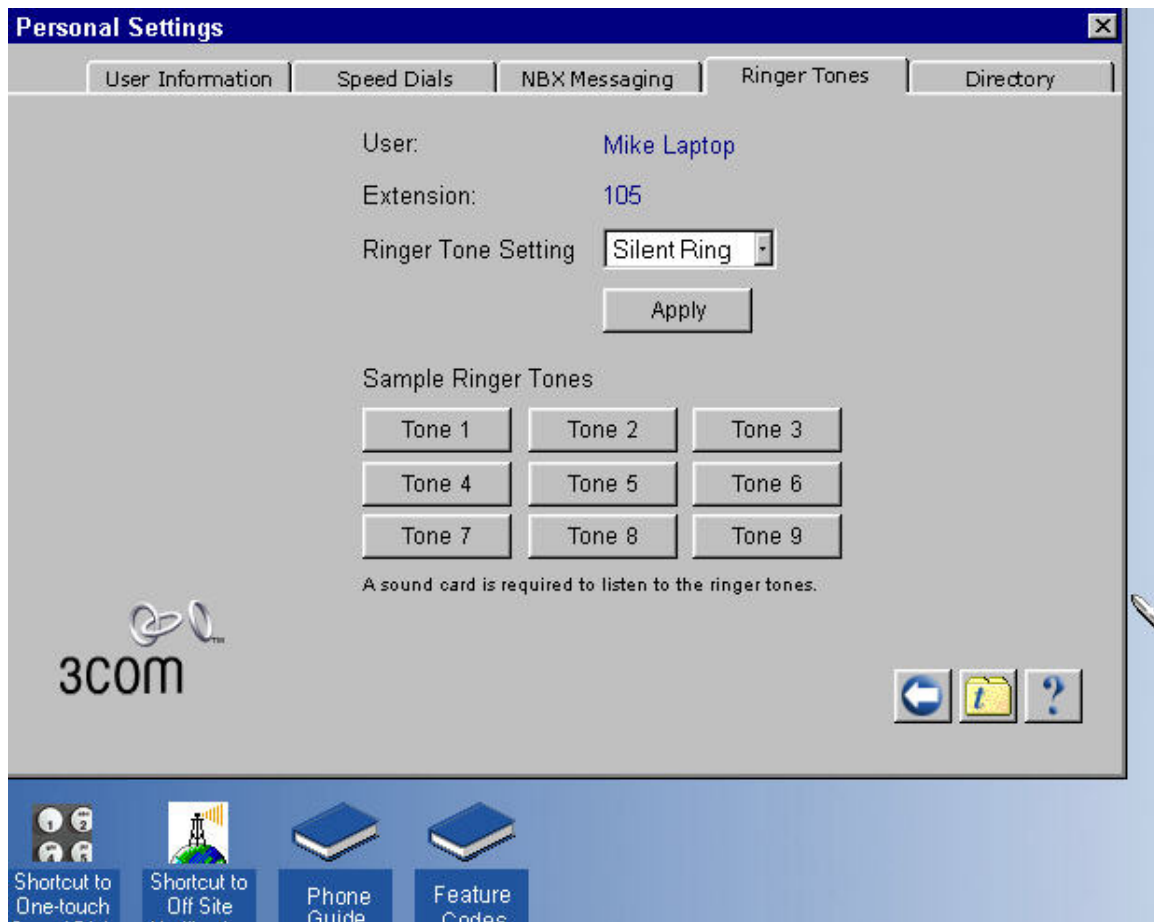
3. Next run the Configuration Wizard. Select the “Configuration Wizard...” button at the bottom of the dialog window. Select the “Audio” tab from the list. Ensure the USB Audio Device is selected for both the Play and Recording Audio Adapters. If you are using Windows XP you will see Eutectics IPP NNN as the device name. (i.e. IPP 400)



4. Select OK and restart the pcXset client when prompted to do so.
5. Your pcXset Phone is ready to use!

From the NBX admin menu – you will want to configure Eutectics Devices as SILENT ring. This will allow the local ringer on the Eutectics Phone to work properly.

In the ADMIN menu for these devices set the ringer option as shown below.





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.

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).

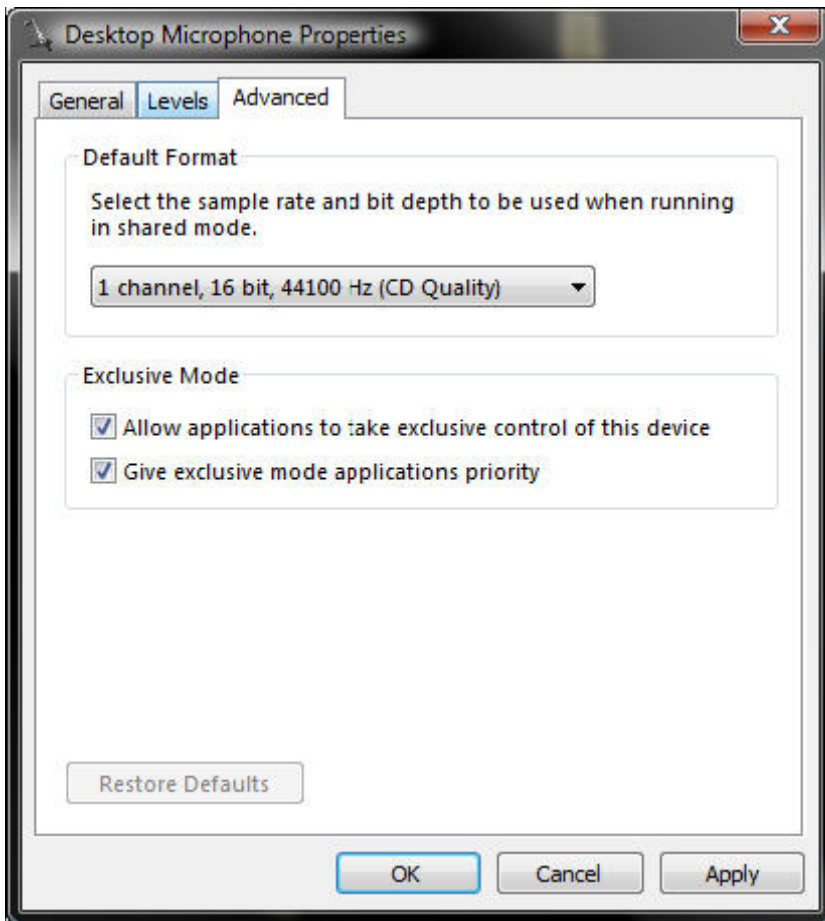
The Sound Levels adjustment is complete – you can close the dialog. You should now have no problem hearing the other party.

Vista or Windows 7 Users

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

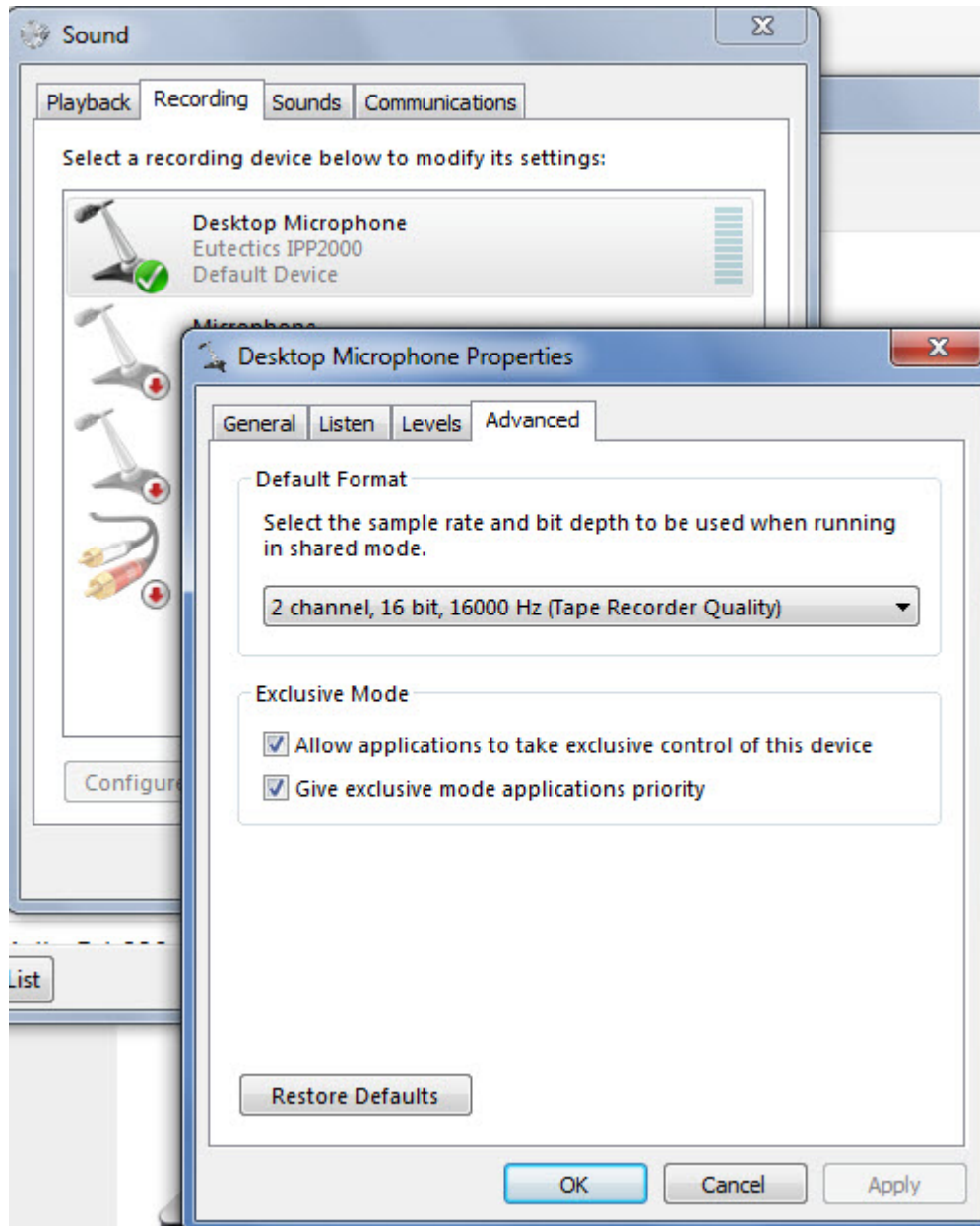
The microphone device must be configured as default STEREO capture mode.

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:

