

## How to setup OneVoice Softphone

**NOTE:** Viewqwest provides OneVoice service to you, subject to our Terms of Service, which may be updated from time to time without notice to you. By accessing or using Viewqwest OneVoice and web site services, you agree to be bound by these Terms of Service. If you do not wish to be bound by these Terms of Service, you may not use Viewqwest OneVoice or web site services.

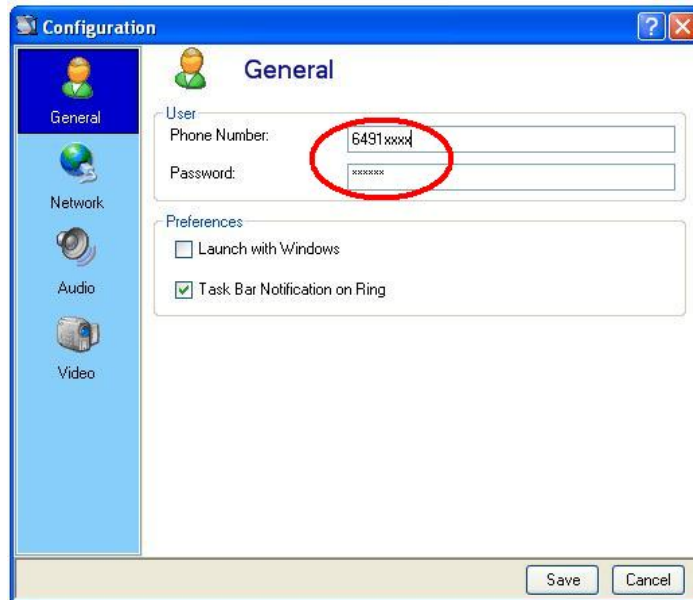
**Step 1:** Download the latest OneVoice Softphone executable from:  
<http://www.viewqwest.com/customer-care/download.htm> (option 3)

**Step 2:** Install the application on your desktop, following the prompt there.  
OneVoice Softphone is supported on the following OS (XP, Windows 2000)

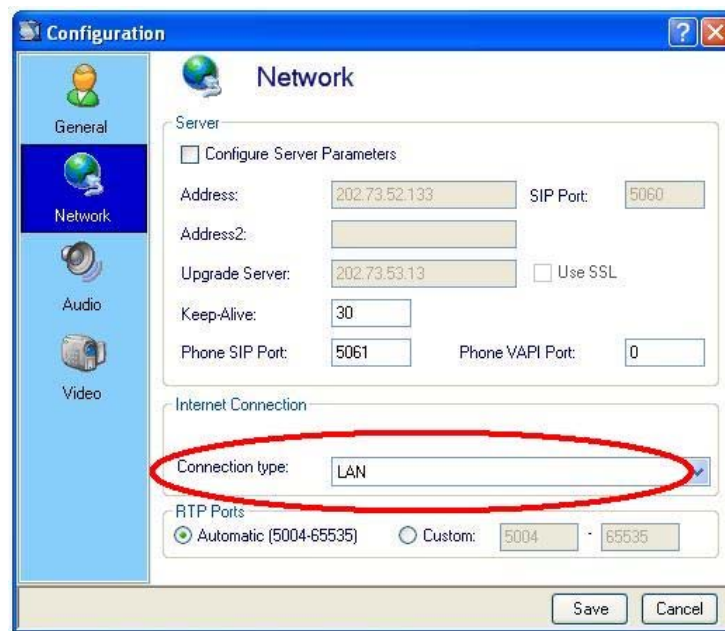
**Step 3:** Run "OneVoice\_Softphone.exe". Click on option for configuration



**Step 4:** Go to option under General tab to key in your Phone number and the 6 digit password. To change password, please login to End User Web Portal (<http://onevoice.viewqwest.com>) under Option >> Password tab



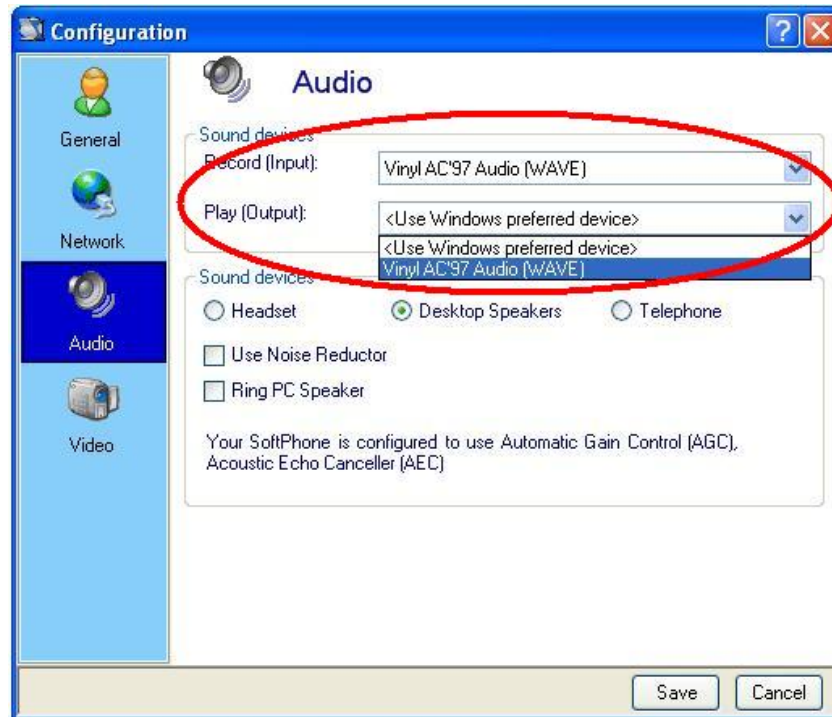
**Step 5:** Go to Network tab to select the appropriate Internet Connection by choosing the correct connection type



**Step 6:**

Finally select Audio tab to choose the correct input and output sound devices.

Be sure to check for headset or other appropriate sound device. Use noise reduction for optimal performance.



OneVoice Softphone will re-initialize. You are ready to communicate using OneVoice!

**IMPORTANT: It is important that you update your password immediately After the initial setup to prevent abuse of your OneVoice account. You can change the password from time to time via the End User Web Portal**

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