



Troubleshooting Steps for the WorldSmart Soft Phone

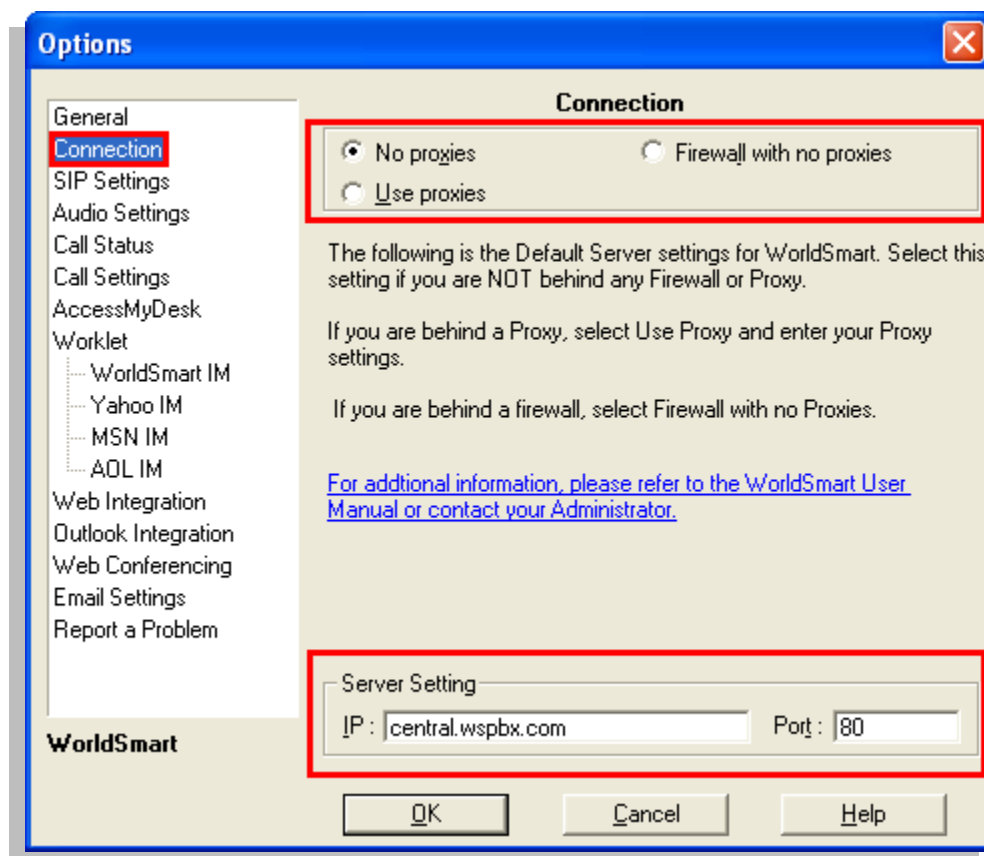
Issue: Unable to Login to Messenger. Messenger tries to Register and Hangs Up:

Solution:

1. Check if you can access the internet with your web browser.
2. Click on “Tools” and select “Options” > “Connection”.
3. Check the “Connection” and “Server Setting” settings.

Make sure to change the server settings to: **central.wspbx.com** Set Port to “80”

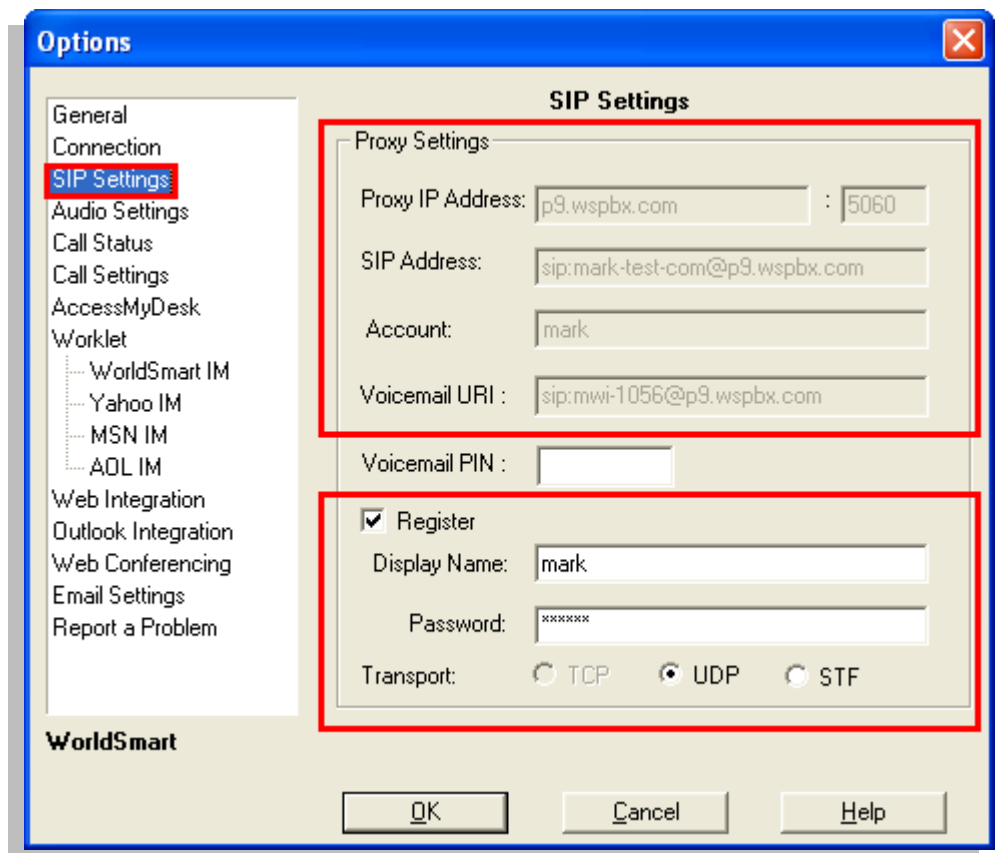
4. If the problem is not resolved, try restarting the Soft Phone.
5. If the problem is still not resolved, try restarting your PC.
6. As a final effort, uninstall and reinstall the WorldSmart Messenger. A program setting may have been modified, re-installing will revert to default settings.



Issue: Soft Phone Shows “No Active Calls Not Registered”

Solution:

1. Check if you can access the internet with your web browser.
2. Click on “Tools” and select “Options > SIP Settings”.
3. Check the Proxy IP Address and Port, set Proxy IP Address to:
`p7.wspbx.com`, or
`p8.wspbx.com`
Check with WorldSmart support if you're not sure which to use.
4. SIP Address should be set to:
`sip :<User ID>-<Account>@p8.wspbx.com`
5. In order to explicitly register the softphone Check the Box “Register”, enter your User ID and Password and Click **OK**.
6. If the problem is not resolved, try restarting the Soft Phone.
7. If the problem is still not resolved, try restarting your PC.
8. As a final effort, uninstall and reinstall the WorldSmart Messenger. It may have been that some setting has been modified, reinstalling will revert to default settings.



Issue: Call Notification Rings on Speaker Phone but not on Headset

Solution:

1. Click on **"Tools"** Menu and select **"Options > Audio Settings."**
2. Now, select **"Audio Settings"**.
3. Select **"Headset"** from Dropdown list for **"Input"** Section.
4. Make sure to uncheck the box which says **"Ring PC speaker"**.
5. Also, check the Audio Device settings in control panel.

Make sure to select the Headset as Default device.

