

# doChat User Guide



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# 1. Overview

The doChat software client allows you to make voice calls over the Internet. To access this Voice over IP (VoIP) service, you must be a registered user. Calls between registered users over the Internet (PC-PC or On-Net calls) are free while calls to Telkom destinations (PC-Phone or Off-Net) are charged on a prepaid basis. You must purchase credit online and have a sufficient balance to make PC-Phone calls. On-Net calls refer to calls made from one doChat customer to another. Off-Net calls refer to calls made from a doChat customer to a PSTN line or a mobile phone.

Users are assigned doChat numbers (doChat IDs), enabling them to make and receive calls over the Internet. These numbers are typically 2428-XXX-XXXX or 087-20X-XXXX numbers.

This user guide explains how to obtain a copy of the doChat software, registering as a doChat user, installing, uninstalling and configuring the software client (also called the softphone), making and receiving calls, instant messaging, managing contacts and initiating 3-way teleconference calls.

A broadband Internet connection is recommended for the best user experience. doChat allows you to use the online directory service on the doChat portal to look for other contacts that are registered doChat users..

**Note:** *You need to be connected to the Internet for the VoIP Service to work. If you have an ADSL modem, it should be configured to Routed mode or, if you are using Bridged mode, your PPPoE session needs to be established for the SIP client to work.*

## 1.1. doChat features

The doChat softphone client offers the following features:

- Voice calling (On-Net and Off-Net calls)
- Video calling
- Teleconference calling (3 Way calling)
- Instant messaging and IM presence
- Access to the World Wide Address book

## 1.2. IM protocols

Here is a list of supported IM chat protocols

- MSN
- Yahoo
- AIM
- ICQ
- Jabber/GoogleTalk

## 1.3. Who can use doChat

doChat is only available to Telkom Internet customers as a VoIP client that uses SIP for voice and video calls. To obtain access to fully utilize doChat, you need to register for Telkom *Internet* or by getting a Telkom ADSL line.

Visit [www.do.co.za/broadband/index.html#/products/](http://www.do.co.za/broadband/index.html#/products/) for more.

## 2. Registering for doChat

To register for doChat, visit doChat portal on <http://www.do.co.za/broadband/#/chat/order/> and click on the Register button.

## 3. How to obtain the doChat installer

Download the installer package from <http://www.do.co.za/broadband/#/chat/order/>. This file is approximately 15MB. Once you have a copy of this installer, you can then install and run the program from your PC.

## 4. Installing/Uninstalling

**Note:** Please close any running instance of doChat before running the installer/uninstaller.

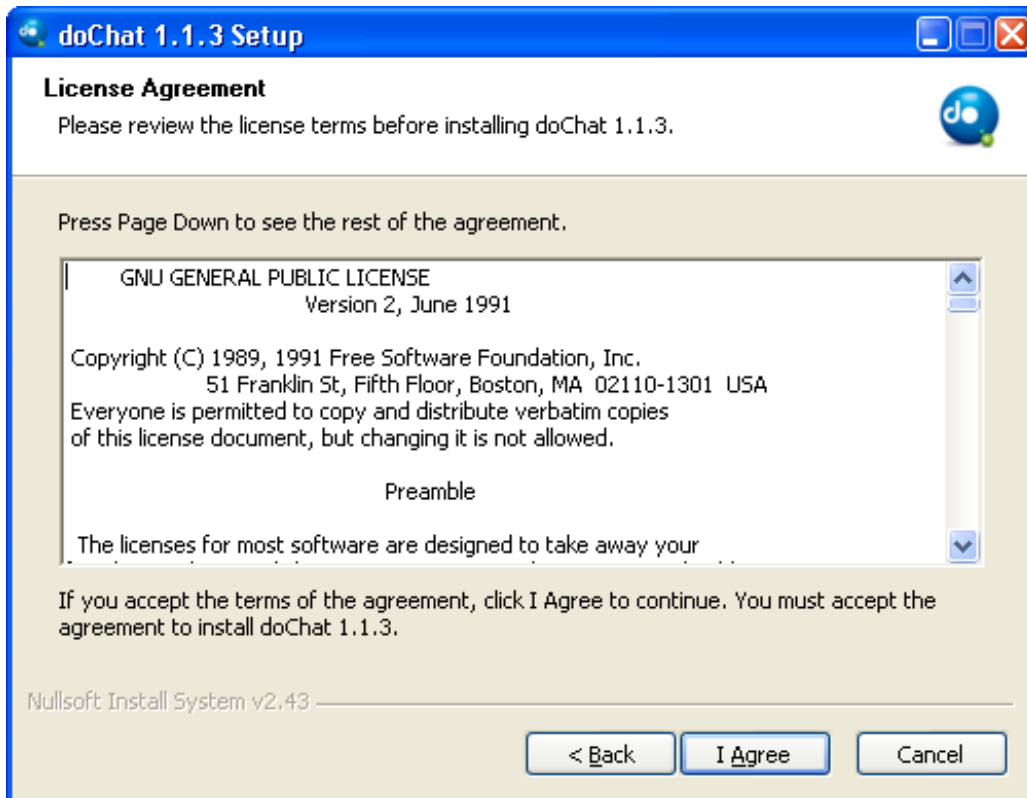
### *Installing the softphone*

To install the software, run the installer package that was downloaded (see previous section). The following window should be displayed.



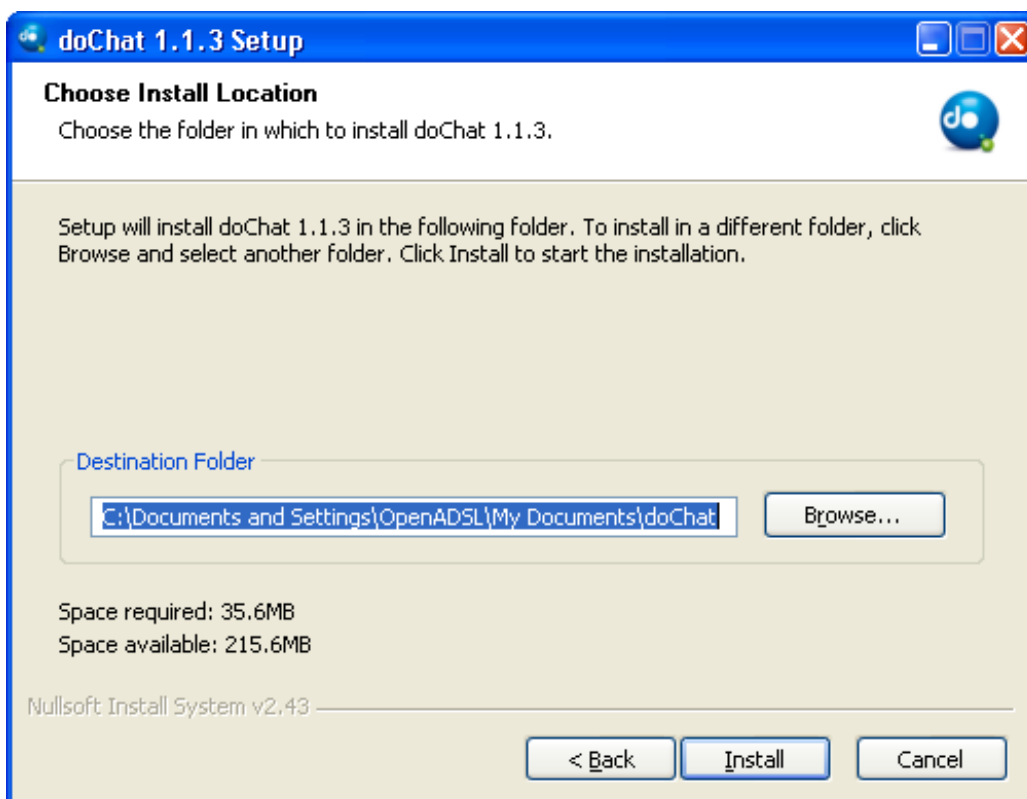
Figure 1. The doChat installer welcome page.

Click next to continue with installation. To stop the installation, click the Cancel button. To continue with installation, read and agree to the GPL license by clicking the "I Agree" button as shown in the following figure.



**Figure 2. GPL License agreement**

Once the terms of agreement have been accepted, proceed with the installation by specifying a folder to install the doChat application, as shown in the figure below.

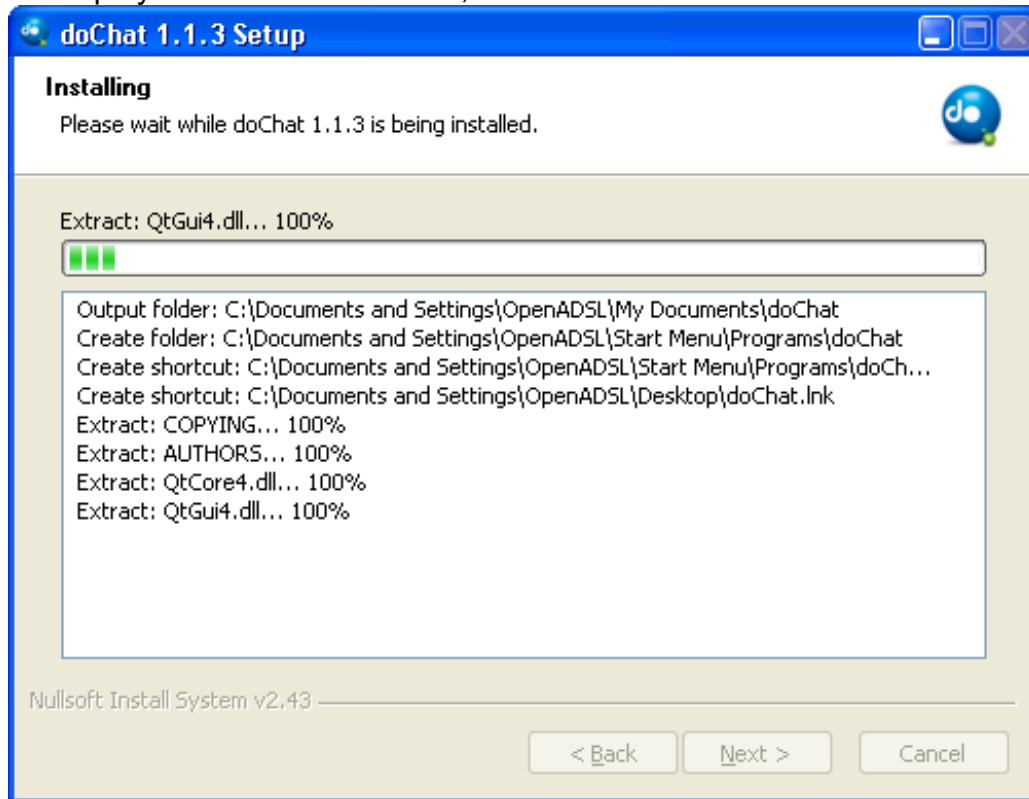


**Figure 3. Choose installation directory**

Click the Browse button to select your preferred installation path. Make sure that you have write access to any folder you specify as the installation path.

**Note:** If a user with administration rights installs the software, the default folder will be in “C:\Program Files\doChat”. If it is another type of user account, it will default to the user’s “My Documents” folder.

Click Install to extract the application files to the folder specified. The installation progress will be displayed in the next window, as show below.



**Figure 4. Extracting files**

Once every file has been extracted into the destination folder, the following window will be displayed.

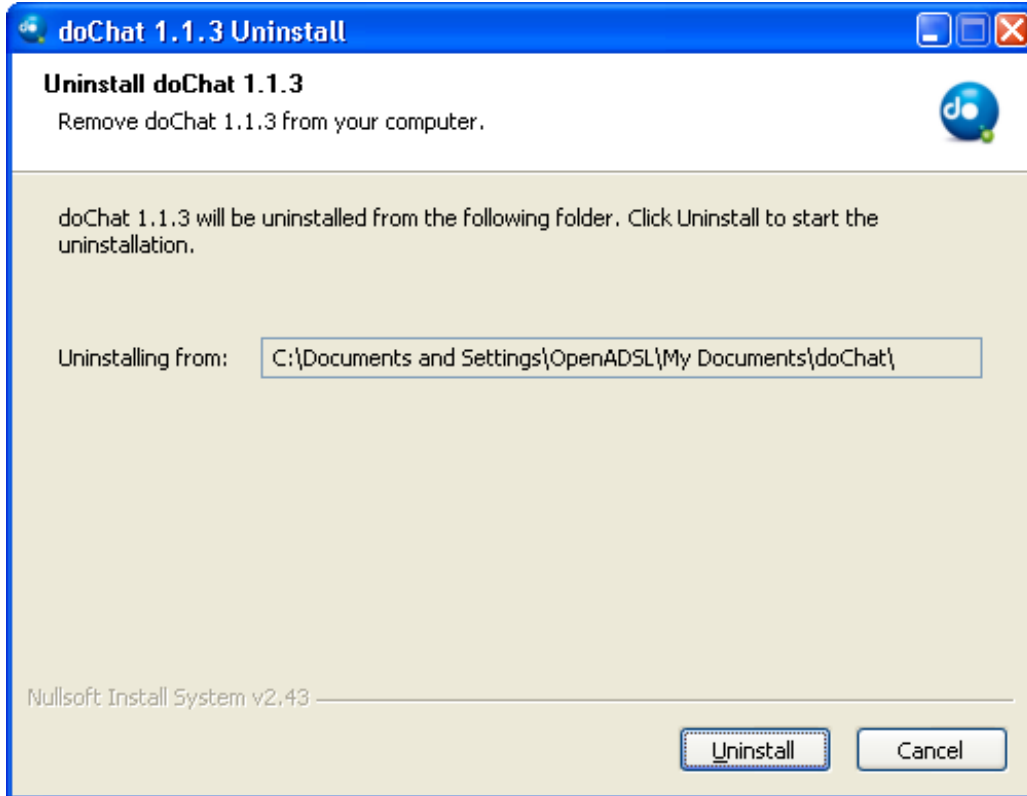


**Figure 5. Installation complete. Check the 'Run doChat' box and click finish to run the application.**

Installation of the doChat softphone has been successfully completed. To run the application and start the set up process after installation, check the "Run doChat" checkbox and click finish. To start the application at a later stage, uncheck the "Run doChat" checkbox and click finish. The doChat application shortcut will appear on your desktop and in your Start -> Programs menu.

## Uninstalling the softphone

To uninstall the softphone application, go to the Start menu, select “Programs” and navigate to the doChat folder to select “doChat Uninstaller”. Alternatively, open up Windows explorer and navigate to the installation directory, e.g. “C:\Program Files\doChat”. Double click the “uninstall.exe” file to start the uninstaller. The following dialog will be shown.



**Figure 6. Confirm uninstillation process**

Click “Uninstall” to continue. If you want to cancel the un-installation process, click the Cancel button.

Once the “Uninstall” button is clicked, the softphone will be removed.

Note: The software uninstall process will remove the application, but not the user profiles. They will still be available should the user decide to reinstall the application at a later stage.

The progress of this process will be displayed, as in the following figure.

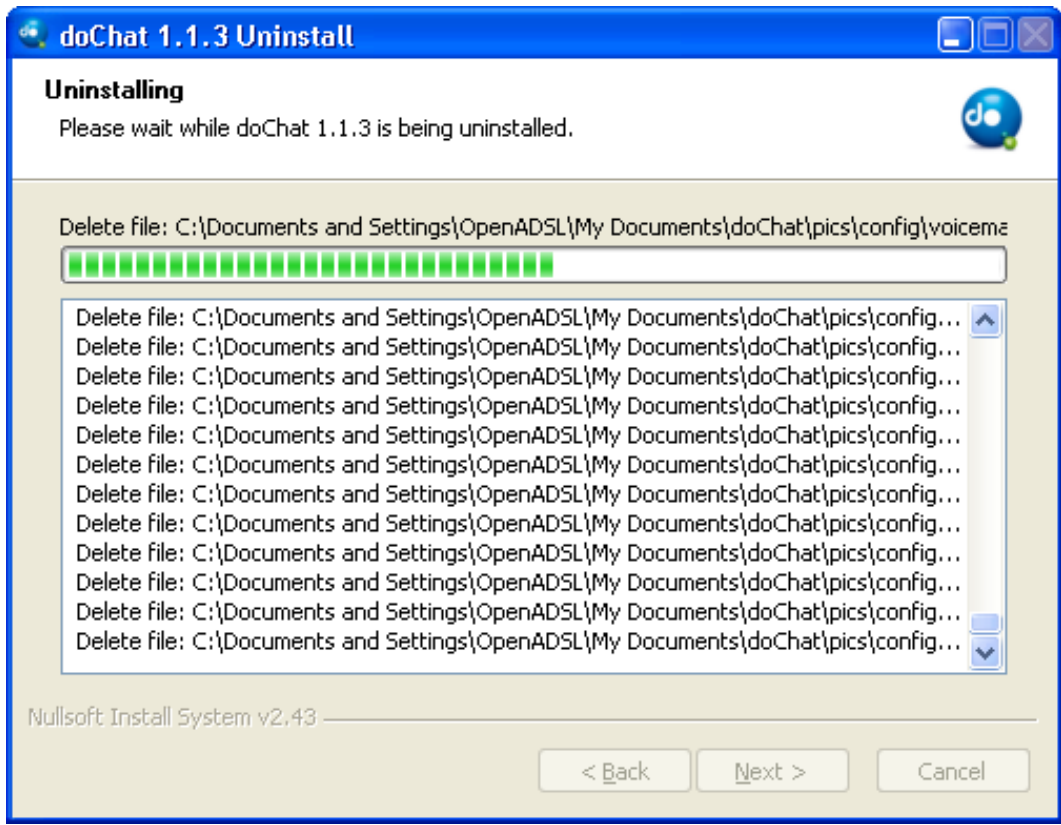


Figure 7. Removing the application files process

Once the removal of the softphone is completed, the following confirmation window will be show. Click finish to close the uninstaller.



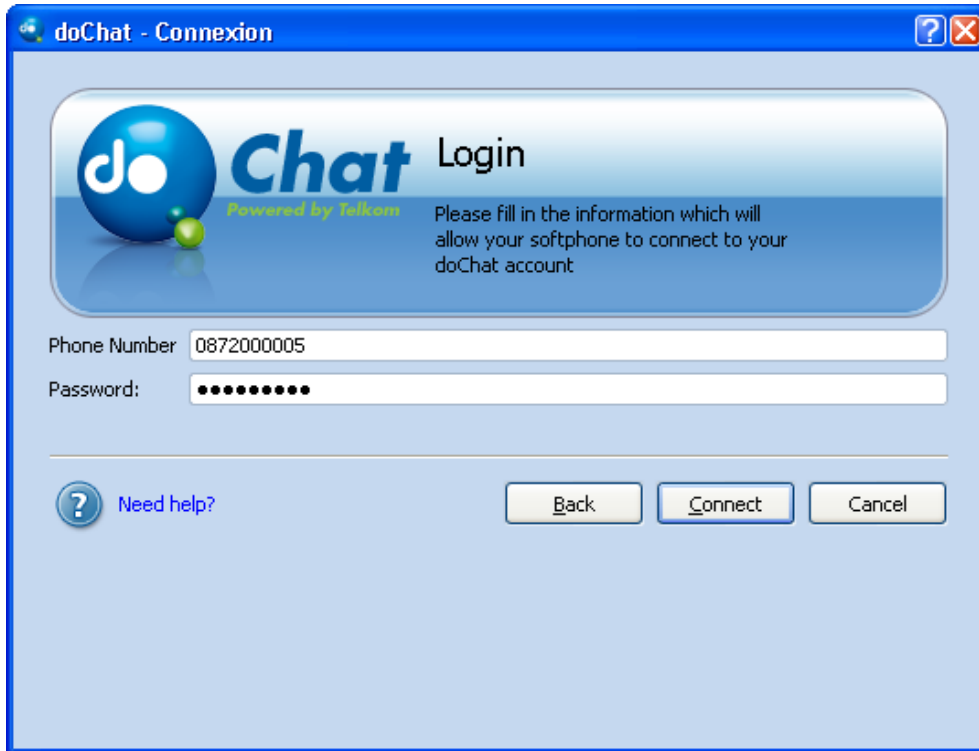
Figure 8. Complete uninstalling doChat

To verify that the doChat client has been removed either check that the Start Menu shortcut was removed or check that the installation folder has been removed.

## 5. doChat Client Setup

### *Create a default profile*

Once the user runs the doChat softphone, they will have to create a SIP user profile before using the softphone. To create a profile, simply enter the phone number and password in the following window.



**Figure 9. doChat login window**

Use the login details obtained after registering to use doChat. Enter the phone number and password in the dialog and click connect to register with the SIP proxy.

If the incorrect details were provided, the application will fail to register with the server. A 'Connection Error' message will be displayed as in the following dialog.

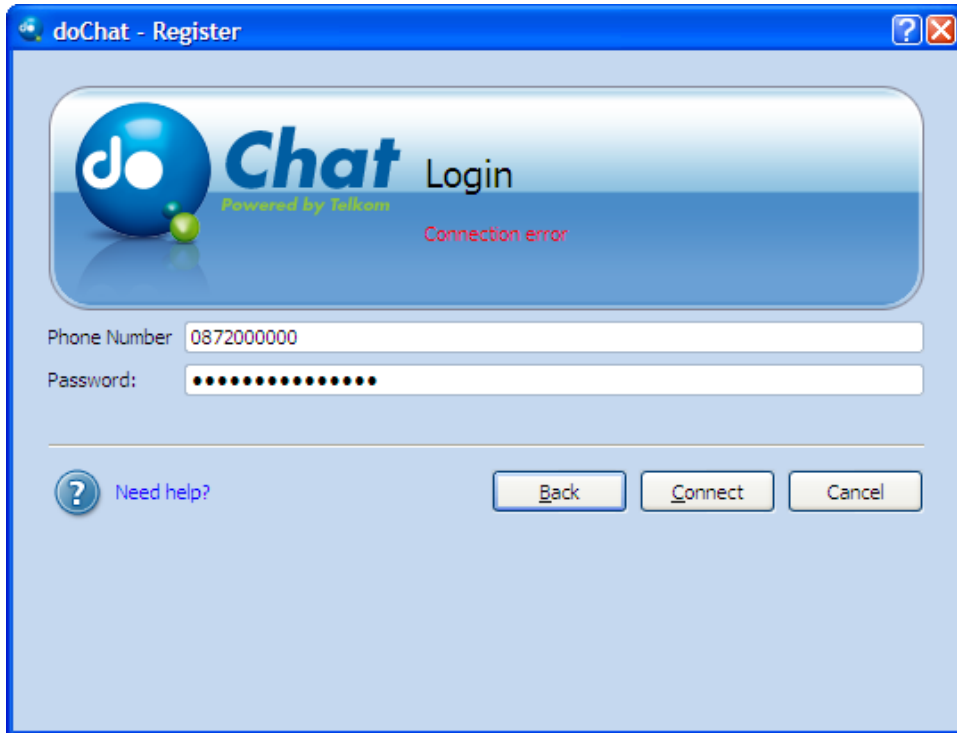


Figure 10. Connection error message displayed if it failed to register.

To fix this, make sure that the correct phone number and password has been entered.

**Note:** The default profile configured above will be applied to all future server registrations used in the application. To create a new profile or edit existing profiles, first log out of the application, then log back in.

The profile configurations window will appear shown in the following figure.



Figure 11. Create or Modify profiles.

To create a new profile, click the 'Create a New Profile' button. The 'doChat – Register' window will appear. Enter another doChat account details i.e. phone number and password. Click 'Connect' to log in using this account. Click 'Cancel' to go back to the profile configuration window.

To modify an existing account, first select the account to modify from the dropdown menu, then click the 'Modify' button to open up the 'doChat – Register' window. Make changes to the account and click 'Connect'. The application will automatically save the changed profile.

To register using a different profile, the user must log out of the application. In the profile configurations window, use the dropdown menu to select a profile. Click 'Connect' to log in, or click 'Cancel' to remain logged out.

## 6. Presentation of the doChat interface

After installing the doChat application, a shortcut is created on your desktop. Double click the icon to start the program. Alternatively, open up windows explorer and browse to the directory in which the application was installed. Double click the doChat.exe file.








### ***Ensure that doChat is running***

#### **Status bar**


You can check whether you have the application running correctly by using the status bar in the application. It should have the following.





Figure 12. Online display on the status bar.

	Registration is done, connected
	Failed registration, disconnected.
	Internet connection status error
	Output volume OK
	Output volume error
	Input volume OK
	Input volume error

#### **System Tray**

Another way of making sure that the application is running is to look at the system tray icon. If it is up and running, it will show the online icon .

If it is still configuring or busy loading, the  icon will be shown.

If doChat failed to register, or another error occurred, the  icon will be displayed.

If the network is down, or some other network error, the  icon will be displayed.

## doChat interface

The following picture shows the main interface of the application.

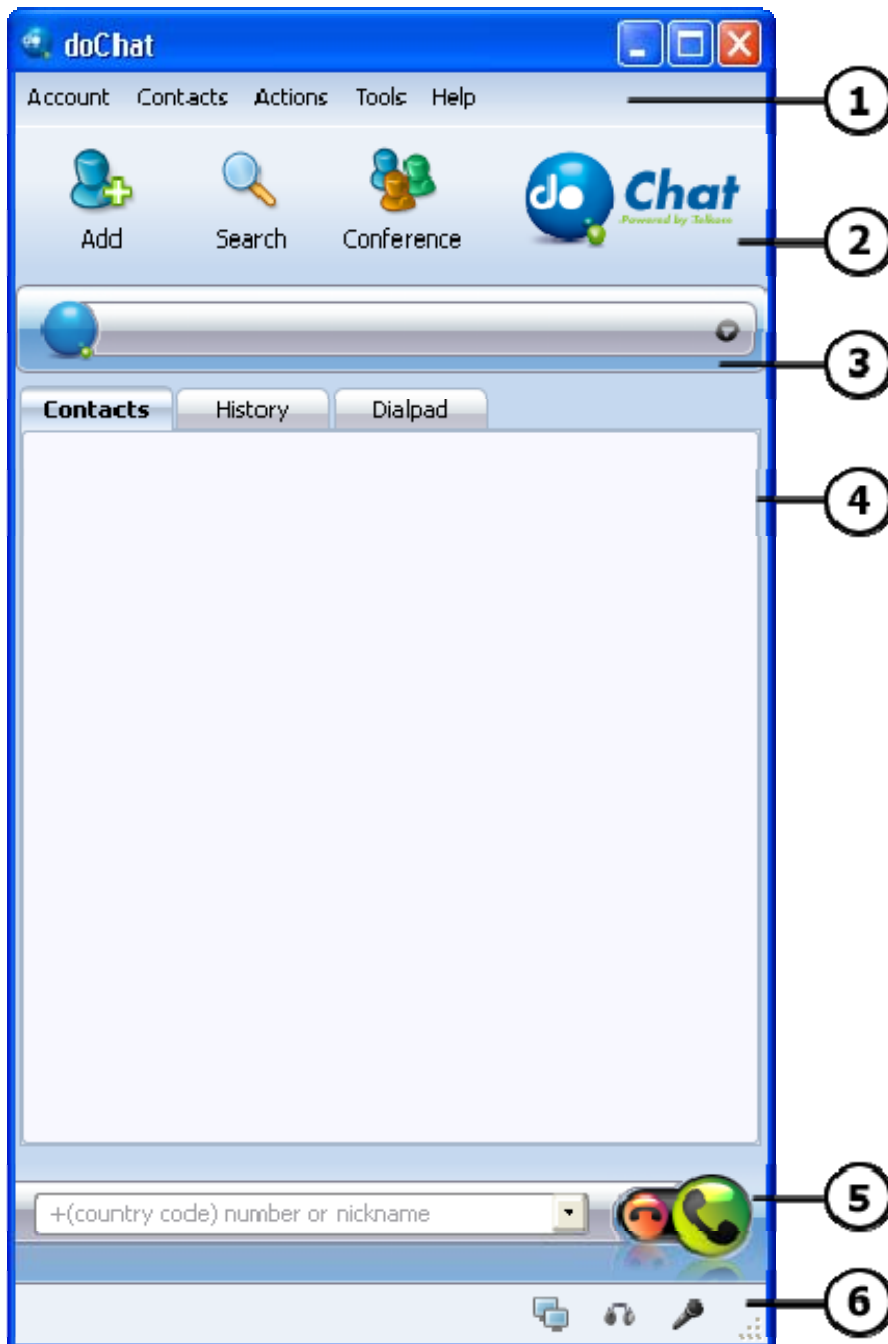


Figure 13. doChat main window.

## Menubar

The menu bar is shown as ① in the [main window](#).

## Account Menu

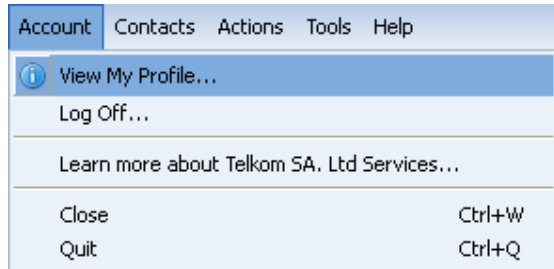


Figure 14. Account menu item.

### View my Profile...

Allows users to update their doChat profile e.g. Email, names, IM accounts, etc. This Menu is visible only when the user is logged on.

### Log Off/On...

Log in or log out of the application.

### Learn more about Telkom SA. Ltd Services

Find more products from Telkom SA. Ltd on [www.telkom.co.za](http://www.telkom.co.za)

### Close

Minimize the application to the systray. This will close the main window, not the application.

### Quit

Exit the application.

## Contacts Menu

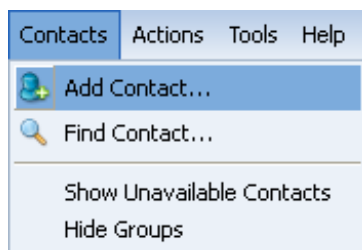


Figure 15. Contacts menu item

### Add Contact

This allows the user to add contacts to their doChat profile. This function is disabled when offline.

### Find Contact

This action opens up a web browser that will direct users to the doChat search portal.

### Show/Hide Unavailable Contacts

Shows or hides offline contacts in the contacts tab.

### Show/Hide Groups

Shows or hides all contact groups. This will show a list of all the contacts and will not be grouped.

## Actions Menu

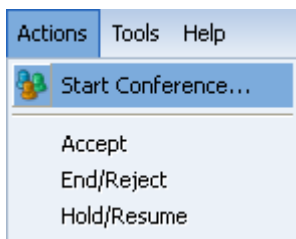


Figure 16. Actions menu item.

### Start Conference...

Opens up a conference call setup window

### Accept

Accept or answer an incoming call.

### End/Reject call

Ends the current call or rejects an incoming call.

### Hold/Resume call

Holds or resumes the current call.

## Tools Menu

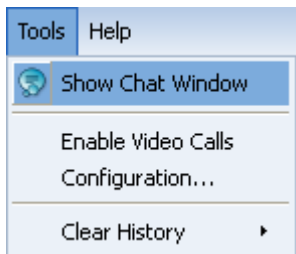


Figure 17. Tools menu item.

### Show Chat Window

Displays the chat window if there are IM contacts that are online.

### Enable/Disable Video Calls

Enables or disables Video calling.

### Configurations...

Shows the application's configuration window.

### Clear History

Clears the call and chat history entries. This can be filtered for Incoming calls, Outgoing calls, Rejected calls, Missed calls and Chat sessions.

## Help Menu

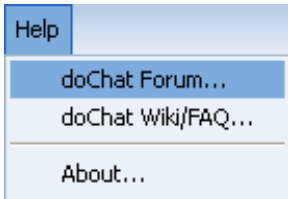


Figure 18. Help menu item.

*doChat Forum...*

*doChat Wiki/FAQ...*

*About...*

Displays the software information used to build the QuteCom application.

## Toolbar

The toolbar is shown as ② in the [main window](#).



Add a new contact to your doChat profile.



Starts a new conference calling session.



Search for doChat contacts on the doChat portal.

## Profile Bar

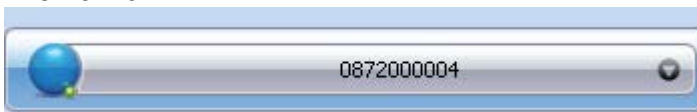
The profile bar is the element shown as ③ in the [main window](#)

*Global presence*




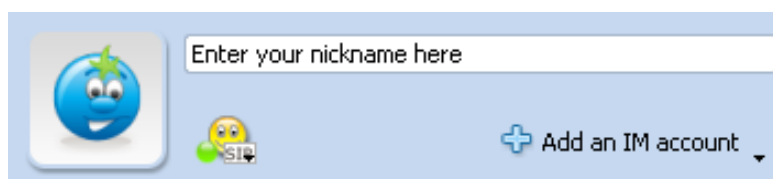
This is the tool button used to change the global presence setting.

*Profile Bar*



The profile bar shows the active doChat identity number.

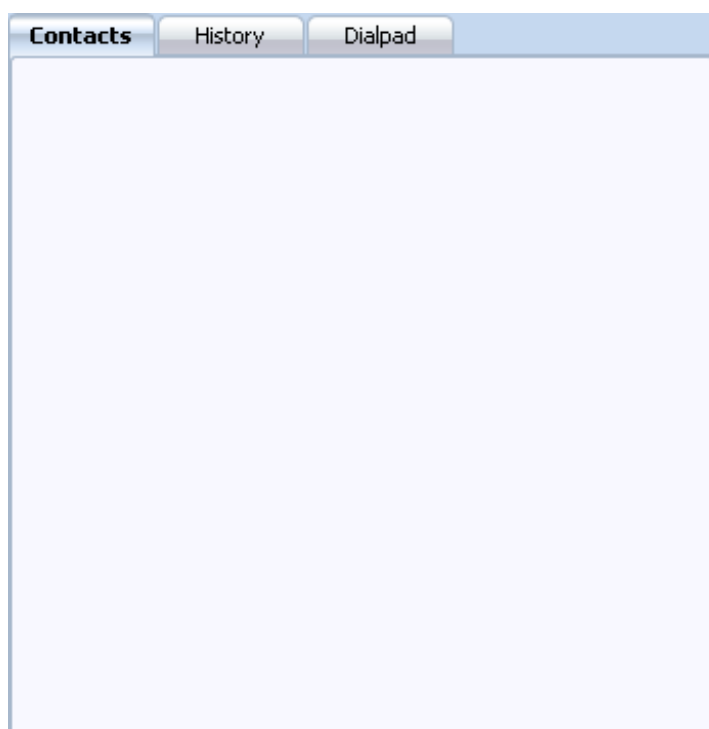
The bar can be expanded by clicking on the arrow to the right  to display the following profile window.



## ***Tabs Container***

The tabs container is shown as ④ in the [main window](#)

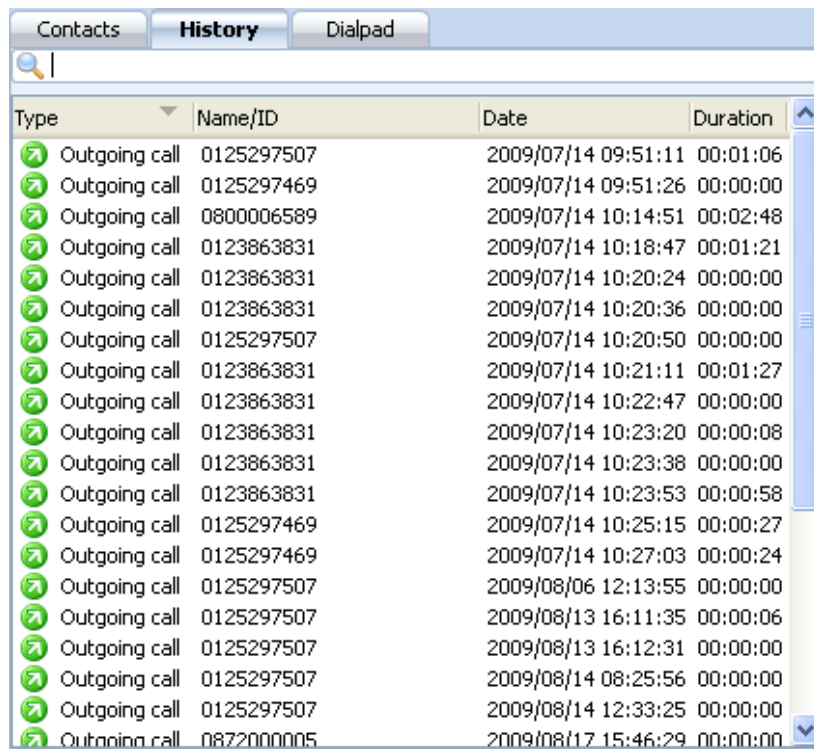
### Contacts Tab



**Figure 19. The contacts tab.**

This tab will hold all the stored contacts, IM contacts and show their presence information.

## History Tab



The screenshot shows a software interface with three tabs: 'Contacts', 'History', and 'Dialpad'. The 'History' tab is active. Below the tabs is a search bar with a magnifying glass icon. The main area contains a table with the following columns: 'Type', 'Name/ID', 'Date', and 'Duration'. The table lists 20 outgoing calls, each with a green arrow icon in the 'Type' column. The 'Date' column shows the date and time of each call, and the 'Duration' column shows the length of the call in MM:SS format.

Type	Name/ID	Date	Duration
Outgoing call	0125297507	2009/07/14 09:51:11	00:01:06
Outgoing call	0125297469	2009/07/14 09:51:26	00:00:00
Outgoing call	0800006589	2009/07/14 10:14:51	00:02:48
Outgoing call	0123863831	2009/07/14 10:18:47	00:01:21
Outgoing call	0123863831	2009/07/14 10:20:24	00:00:00
Outgoing call	0123863831	2009/07/14 10:20:36	00:00:00
Outgoing call	0125297507	2009/07/14 10:20:50	00:00:00
Outgoing call	0123863831	2009/07/14 10:21:11	00:01:27
Outgoing call	0123863831	2009/07/14 10:22:47	00:00:00
Outgoing call	0123863831	2009/07/14 10:23:20	00:00:08
Outgoing call	0123863831	2009/07/14 10:23:38	00:00:00
Outgoing call	0123863831	2009/07/14 10:23:53	00:00:58
Outgoing call	0125297469	2009/07/14 10:25:15	00:00:27
Outgoing call	0125297469	2009/07/14 10:27:03	00:00:24
Outgoing call	0125297507	2009/08/06 12:13:55	00:00:00
Outgoing call	0125297507	2009/08/13 16:11:35	00:00:06
Outgoing call	0125297507	2009/08/13 16:12:31	00:00:00
Outgoing call	0125297507	2009/08/14 08:25:56	00:00:00
Outgoing call	0125297507	2009/08/14 12:33:25	00:00:00
Outgoing call	0872000005	2009/08/17 15:46:29	00:00:00

**Figure 20. The History tab**

The History tab holds all your call and chat records.

## Dialpad Tab



**Figure 21. The Dialpad tab.**

The Dialpad Tab allows you to enter in a phone number from the graphical interface.

## Call Tab

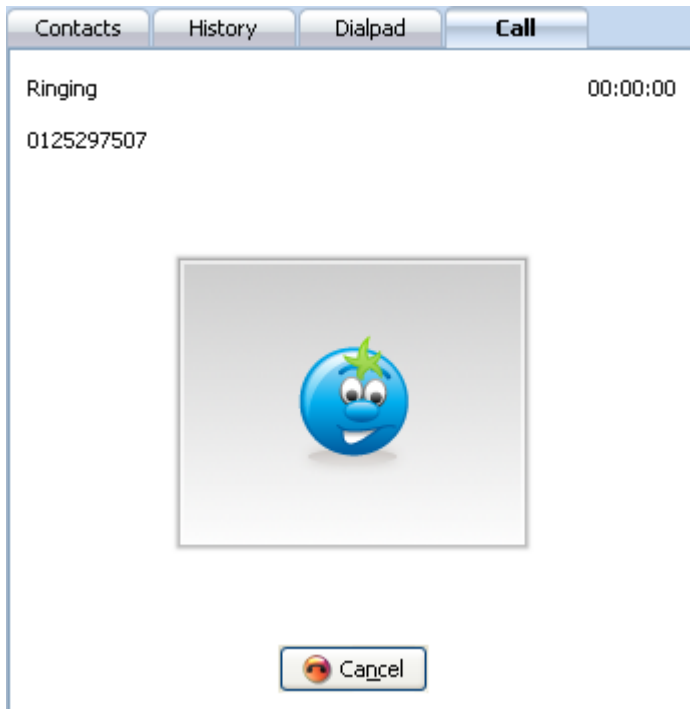




Figure 22. The Call tab

## **Call Bar**

The call bar elements are shown as ⑤ in the [main window](#)



This component is editable and has a dropdown menu that holds previously used numbers.

Use the  button to make or answer calls and the  button to reject or end calls.

## **Status Bar**

The status bar is shown as ⑥ in the [main window](#).



## 7. Using doChat client


Once logged in (see '[Client Setup](#)') you will be able to make phone calls over your softphone.


### ***Making Calls***

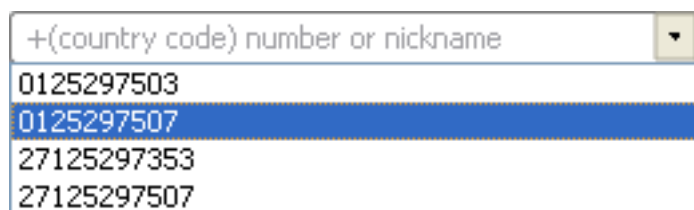
#### **Making calls from the main window**

The text field of the call bar on the lower part of the main window is used to make calls from the main window.

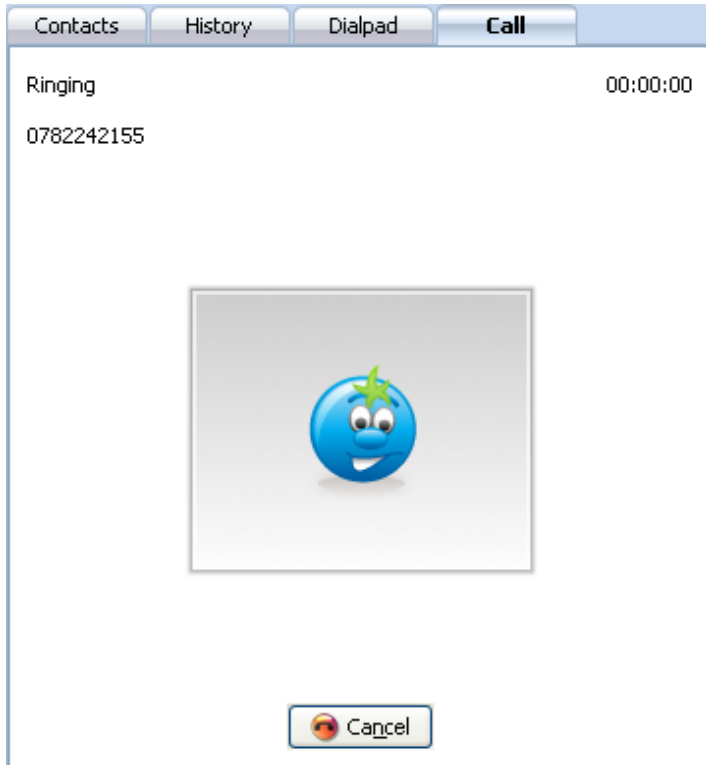


To make calls from this window, enter the recipient's phone number in the text field and press enter, or click the  button next to the text field.

Once you start typing in the text edit, it will be automatically completed with the entries in your contact list or from entries in the call history. You can find other contacts by expanding the dropdown menu. Click the call button  to call any selected contact number.

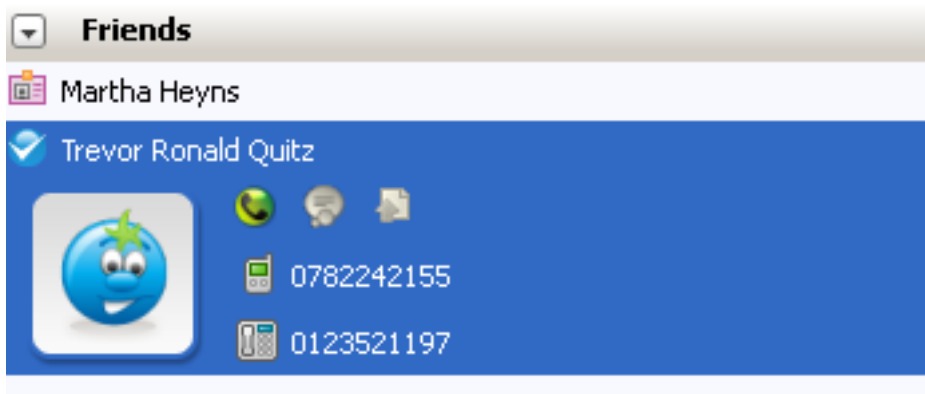



Once a call is initialized, the call bar will appear as a new tab, which shows the information about the call.





### Calling contacts from main window

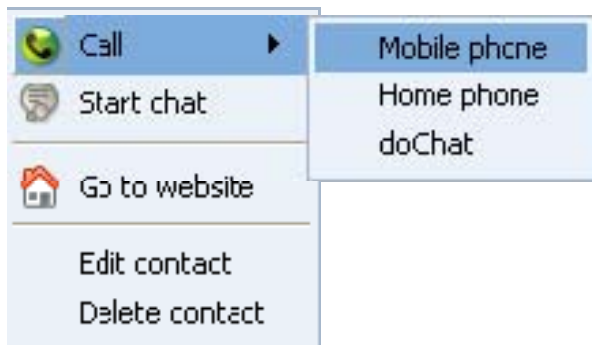
If there are any contacts that were saved under the current user profile, they will be displayed in the Contacts tab. The contacts are organized in groups, see Adding Contacts.



To call any one of the contacts, click the contact to expand it, (if the group is collapsed, expand it). Click the  button to make a free call. This button is enabled only if the contact has a doChat account.

To call the mobile number, click the number next to the  image. This button will only be enabled if the contact's mobile number has been added. Similarly, to call the office/home number, click the  button as shown in the figure above.

Alternatively, right click any contact and select the call menu. A list of the contact's numbers will be shown e.g. Mobile, Office/Home, SIP, etc.

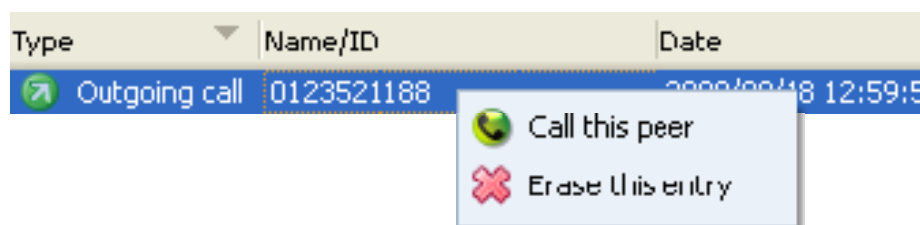


Replace

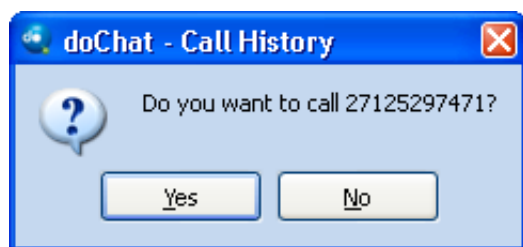
## Making calls from the History Tab

To call any entry in the history tab, select an entry and press enter or double click the entry to make a call.

Alternatively, right click the contact from the history list and select 'Call this peer'.





Confirm to make the call by selecting "Yes" from the popup that follows.



## Making calls from the dialpad

To make a call, click on the Dialpad Tab to display the dialpad.

Use the mouse to select the numbers from the dialpad. After all the numbers have been entered, click the  button or press enter to make the call.

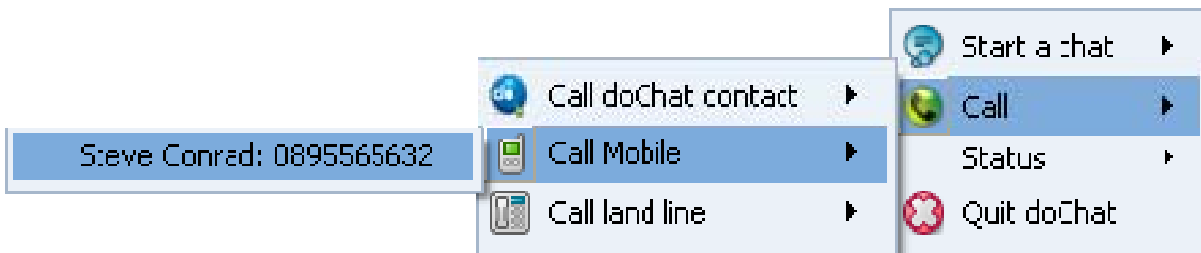
Alternatively, enter the number on the text field using the keyboard number pad and press enter or click the  button to call.

## Making calls from the systray icon

If the doChat application is minimized, it can found and utilized from the system tray icon.




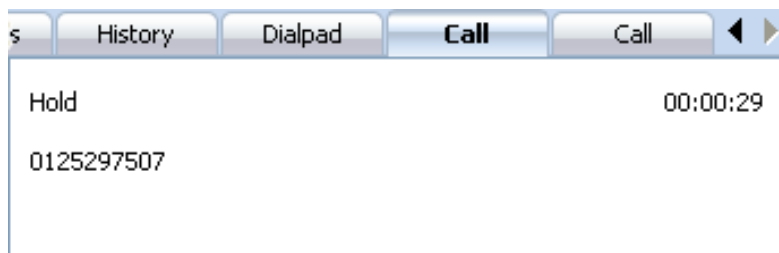
You can only make calls to stored contacts from the system tray. To do so, right click the system tray icon to display the menu. From this menu, select the 'Call' menu. Select to call the mobile, office/home or doChat number in the next menu. Finally, select the contact name under the menus.



After selecting a contact to call, the doChat application will be maximized and a new call tab will open up.

## Hold/Resume calls

To put an active call on hold, navigate to the call tab and click the  button. This action will put the current call on hold. The status of the call will be shown in the call tab.

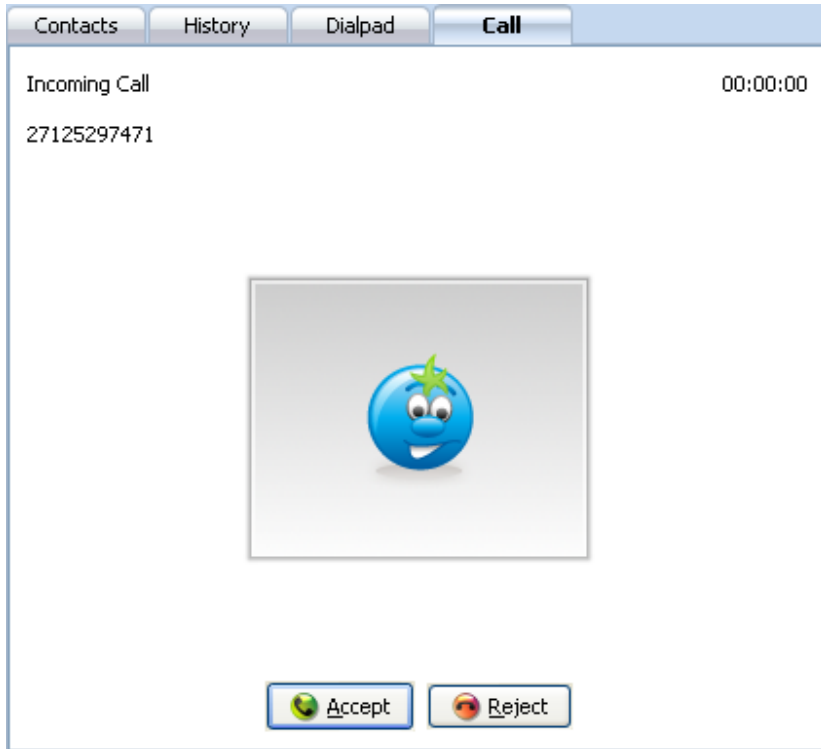


To resume a held call, click the  button in the call tab.



## Receiving calls

When receiving a call, you will hear an incoming call tone (see defining notifications). If your doChat application is active, you will see a call tab which will show the incoming caller id, the avatar and the option buttons to answer or reject the call.

You can pick up the call by clicking the accept button or reject it by using the reject button.



If the doChat application is active (Maximized), a call tab will appear with the incoming called ID. To answer this call, simply click the accept button. To choose to reject the call, click the reject button.


If the application is minimized to your system tray and a call is received, a popup window will appear as shown below. To accept the incoming call, click the  button. To reject it, click the  button in this popup.

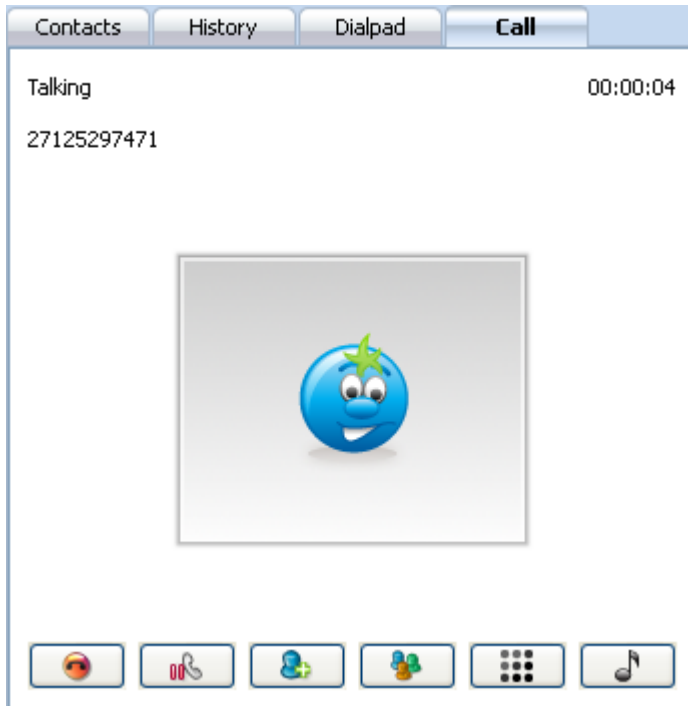


Once a call is answered from this popup, the doChat application is maximized and a new call tab will appear with the call information.

**Note:** If doChat is not running, you cannot receive and make calls. Your contacts will hear a message saying that you are not available.

## ***End Calls***

To end an active call from the main window, navigate to the call tab of the call you would like to end. Click on the  button to end the call.



## ***Managing more than one call***

During an active call, you can make another call by holding the current call and initiating another call by using the dialpad tab or the text edit. The second call information will appear in a second call bar as soon as the call is initiated.

If a call comes in while busy on another call, the call tab will appear and give the option to answer or reject the incoming call. If this call is answered, the first call will be automatically put on hold.

The application will not allow two simultaneous calls to proceed, unless they are in a conference call. Whichever call you choose to answer, all other active calls will remain on hold. You can alternate between the calls by navigating through all the active call tabs.


## ***Teleconference calling***

Teleconference calling allows three people to participate in one phone call. To start a

 conference call, click the **Conference** button from the toolbox.

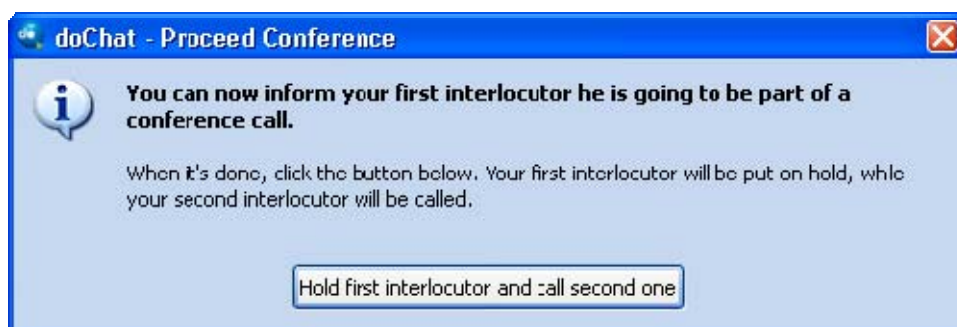
Alternatively, select the "Start Conference..." under the Actions menu item in the menu bar. The following window will appear.



To add contact to a conference call, simply type in the contact number in the text edits provided. Alternatively, you can click on the contacts button  to add the contacts from the contact list stored on your profile

Now that you have all the contacts loaded, as shown in the figure above, click Start to begin the conference call.

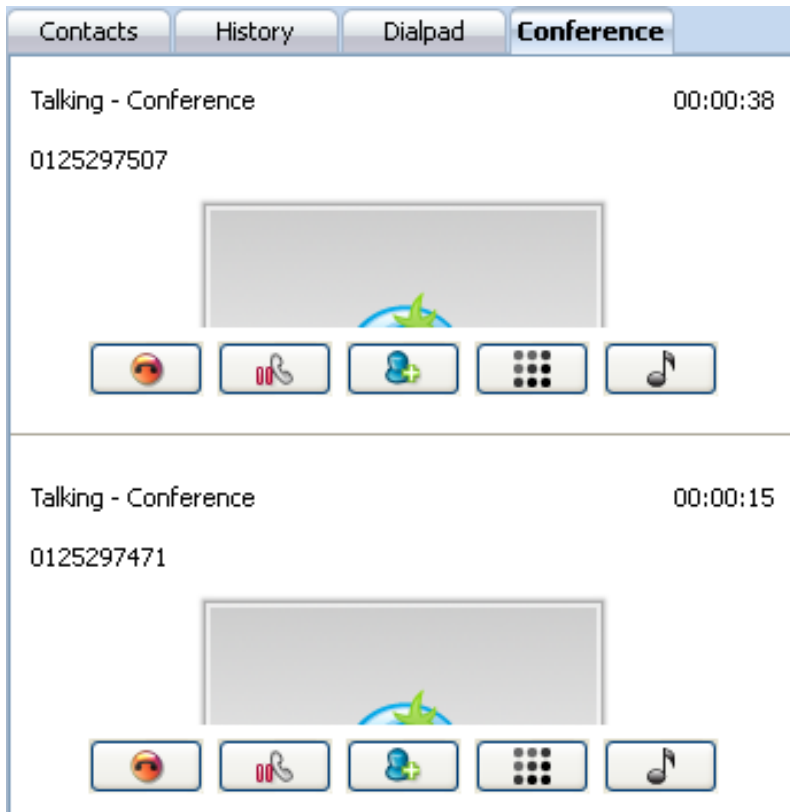
The application will dial the first contact and establish a connection before dialing the second. While initializing the call to the first contact, the following dialog will appear.



Click the 'Hold first interlocutor and call second one' button. The first contact will be put on hold and the application will call the second recipient. As soon as the second contact pick up and a session is created, the following window will appear.

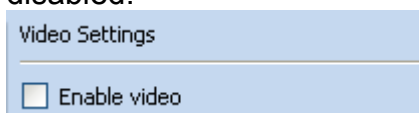


Click the 'Start Conference' button to resume the first call and to start the conference call.

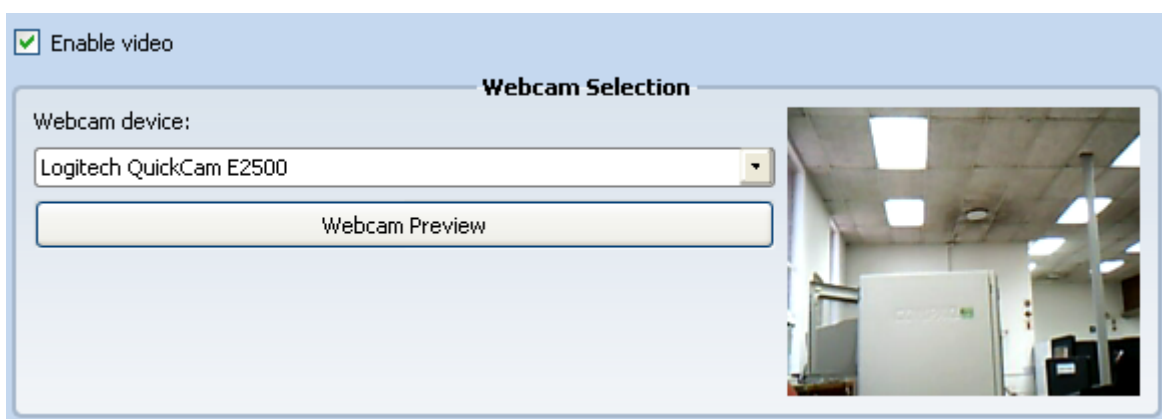


## Video Calling

To enable video calling, you must make sure that the 'Enable the Webcam' checkbox is checked in the Video Configurations. If no webcam drivers were detected, this checkbox will be disabled.



Choose your webcam driver from the dropdown menu and make sure that it works correctly by clicking the 'Webcam Preview' button. You should see a video stream in the preview box.



Set the video quality in the table below, according to your Internet connection speed.

Video quality	Down (kbit/s)	Up (kbit/s)
Normal	0 to 512	0 to 128
Good	512 to 2048	128 to 256
Very good	2048+	256+
Excellent	8192+	1024+

## **Making a video call**

Simply follow the same steps as in the 'Making a Call' section. If the recipient has a webcam installed and enabled, the application will automatically open up a video tab after initialization.


## **Receiving a video call**

If you have activated your webcam in the Video Configurations section, all you have to do is answer the incoming call and a video tab will be displayed.

## Managing your contacts

### Creating new contacts



To create a new contact, either click on the  button on the toolbar or go to 'Contacts – Add contact' from the menu. The following dialog will be displayed:


The dialog box is titled "doChat - Add a Contact" and has a blue header bar with a question mark and a close button. It contains three tabs: "General" (selected), "Details", and "Notes".

**Contact**



Group:  (dropdown menu)

First Name:

Last Name:



**Phone Numbers**



  

**Network IDs (MSN, Jabber...)**

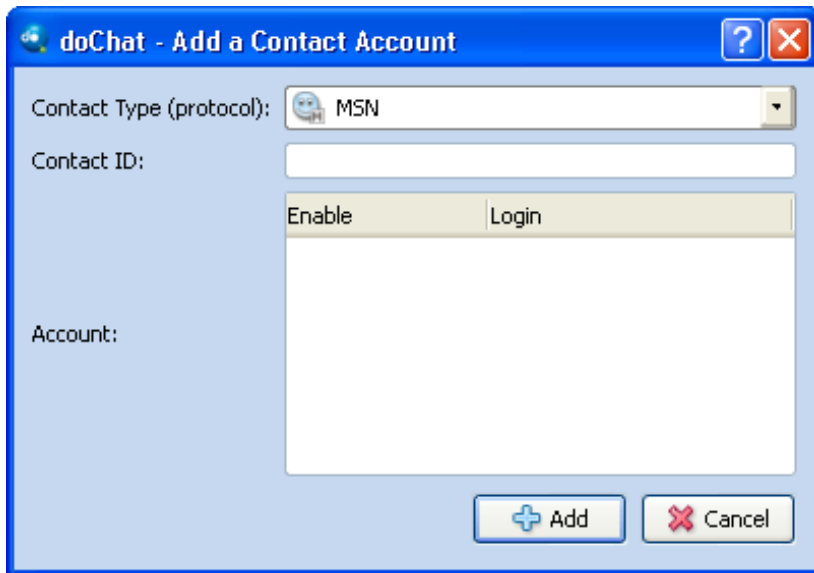
Click on the add button below to add a new ID

Contact ID	Contact Type (protocol)
------------	-------------------------

Enter the contacts' details in the spaces provided.

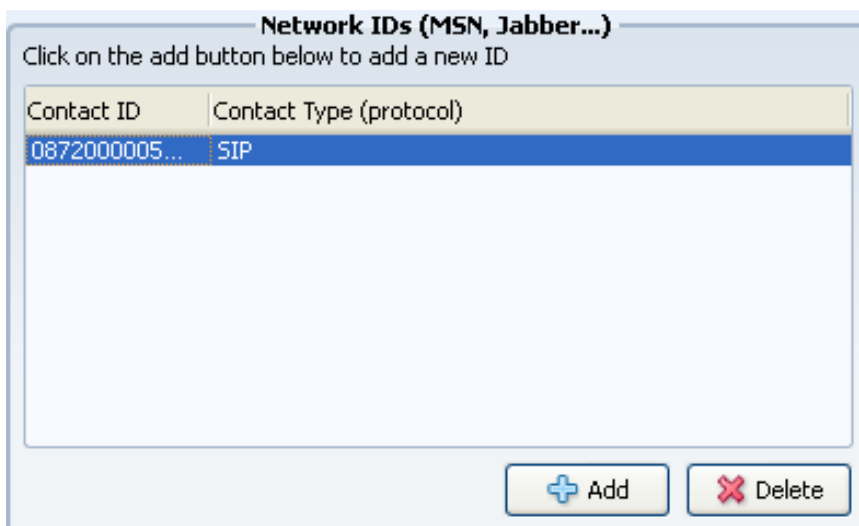
To store a mobile number for this contact, enter the number in the text field next to the  image. Similarly, enter the office/landline number in the  field.

To add a contact account i.e. doChat, MSN, Yahoo!, etc., click the 'Add' button in the Network ID's section. The following window should be displayed.



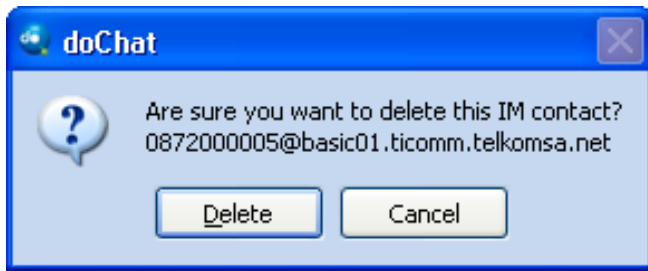
Select the protocol type from the dropdown list e.g. doChat.  
Enter the contact ID you want to associate with this contact, e.g. doChat ID number.

Click 'Add' to save the contact account. The contact account will be shown in the network ID's section.



To delete the contact account, select the account from the Network ID's list and click delete.

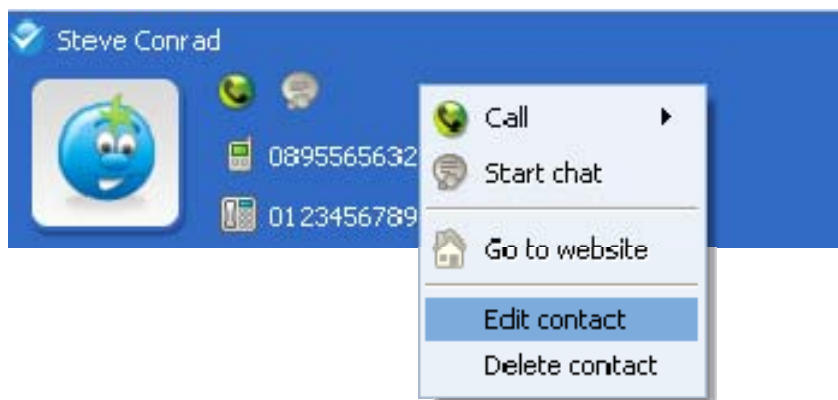
Click 'Delete' to confirm the deletion.



**Note:** The Group name is required in adding a contact.

## Updating contacts

To update a contact, find the contact in the Contacts tab. Right click the contact and select 'Edit' from the menu. Alternatively, click on the contact's avatar image.




A detailed profile window will be shown with the contact's details.

To add a contact's home page or email address, select the 'Details' tab.

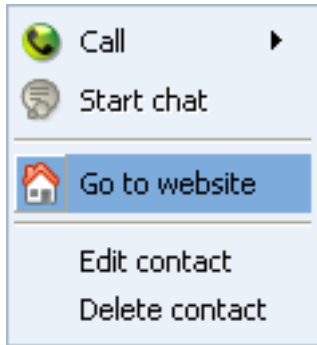
The screenshot shows a window titled "doChat - Edit Contact" with a blue border. At the top right are help and close buttons. Below the title bar are three tabs: "General", "Details" (which is selected and bolded), and "Notes". The "Details" tab contains several input fields:

- Email:** A text box containing "conrads@jabber.com" with a pencil icon to its left.
- Web/blog:** A text box containing "www.conrad.co.za/bk" with a house icon to its left.
- Country:** A dropdown menu.
- Province:** A text box.
- City:** A text box.
- Gender:** A dropdown menu showing "Unknown".
- Birth Date:** A date picker showing "23 September 2009".

At the bottom of the dialog are two buttons: "Save" and "Cancel".

To send an email to the contact, click the  button. A default mail tool will open and you can then send the email.

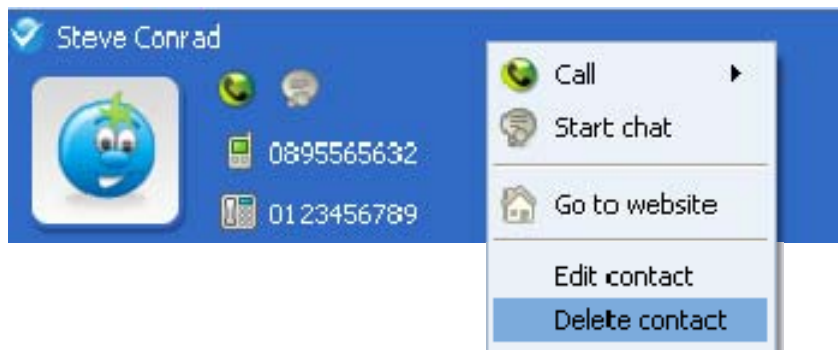
To visit the contact's home page, find the contact in the 'Contacts' tab, right click and select the 'Go to website' option.



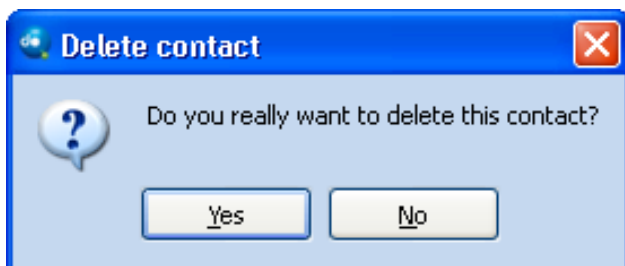
Modify the contact details and click 'Save' to save or 'Cancel' to discard the changes.

## Deleting contacts

To delete a contact, first select the contact from the 'Contacts' tab in the main window. Then right click the contact entry and select 'Delete' from the menu.



Select 'Yes' to confirm the deletion.



## Setting up IM client

To use the IM client, ensure that you have added the corresponding IM to the

## Managing your Presence status

The presence status can be changed per IM account or globally. To change the global presence state for SIP and all loaded IM accounts, click on the status button on the profile bar in the main window. A menu will be displayed as in the following picture

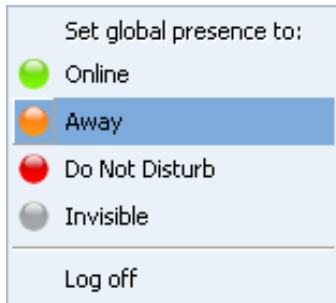


Figure 23. The Menu for setting the global presence state.

Select a presence state from the menu to apply the global presence. The presence status is also updated on the system tray icon.

Alternatively, you can set the global presence from the system tray icon by right clicking and selecting the presence level from the Status menu.

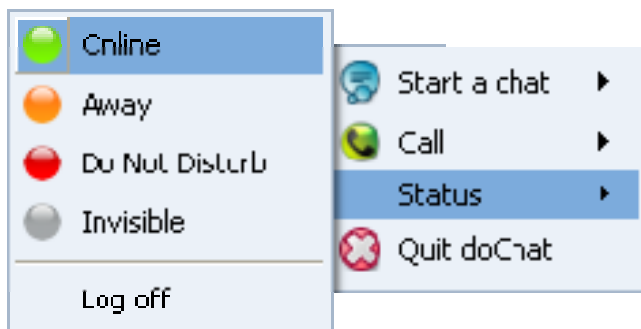


Figure 24. Setting the global status from the System Tray


To change the status of selected IM accounts only, click the expandable dropdown button on the profile bar, . A submenu will be shown with all your loaded IM contacts. Simply click on one of the IM icons in this menu and select the presence state from the list.

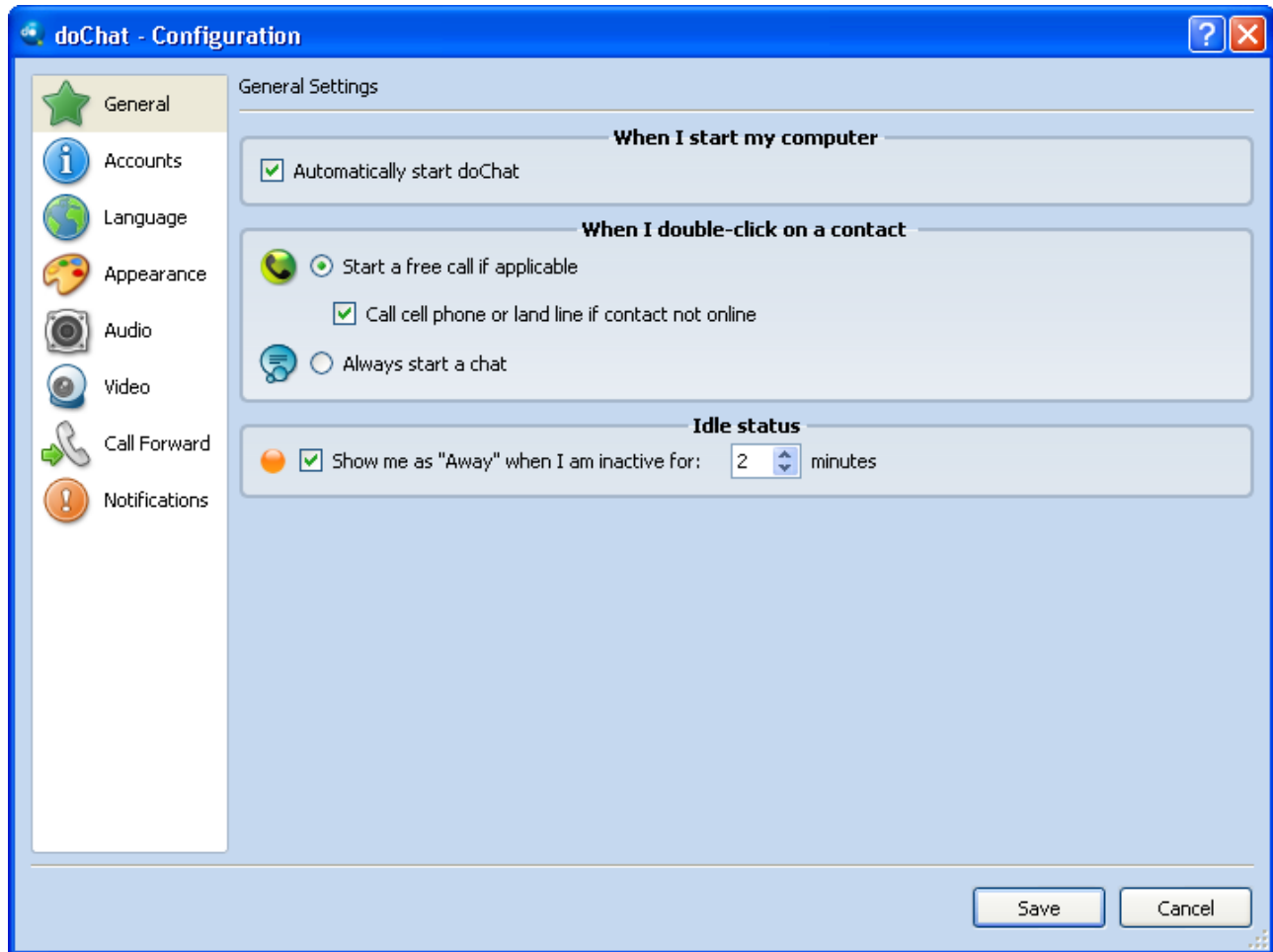


Figure 25. Set presence state for IM account only.

## 8. Configurations

To change application configurations, select 'Configurations' from the Tools menu in the main window.

### *General Configurations*



**Figure 26. General Configurations window.**

The General Configurations page is displayed in the above image. This is the default page when opening up the Configurations menu.

To allow doChat to run each time the system restarts, check the 'Automatically start doChat' check box. Leave it blank if you don't want the application to start on start up. Select the default option when double clicking a contact in the Contacts Tab. Select whether to start a free call, if it's a doChat contact or to always start a Chat session.

If the 'Start a free call if applicable' button is selected, tick the 'Call cell phone or landline if contact not online' to call the contact's landline or cell phone. To save all changes that have been made, click the 'Save' button. To discard the changes, click 'Cancel'.

## Accounts

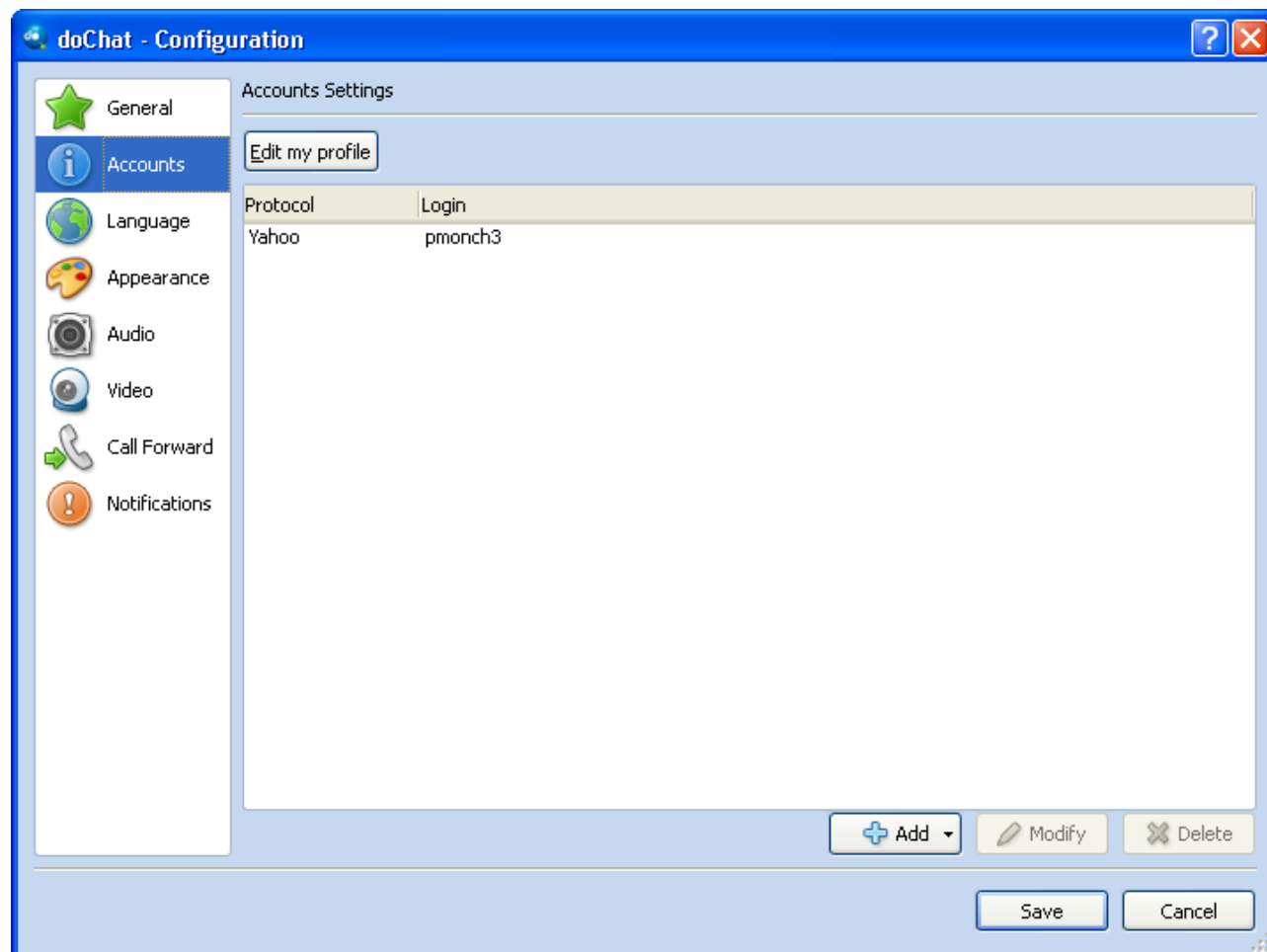


Figure 27 Accounts Configurations window.

The Accounts configuration allows you to modify accounts, delete accounts and create new IM account profiles.

To edit your profile, click the 'Edit my profile' button. The Profile details window will appear. To delete any one of the loaded IM accounts, select the account in the list and click the 'Delete' button. Similarly, click the 'Modify' button to modify the selected IM account.

To save all the changes that have been made, click the 'Save' button. To discard the changes, click 'Cancel'.

## Appearance

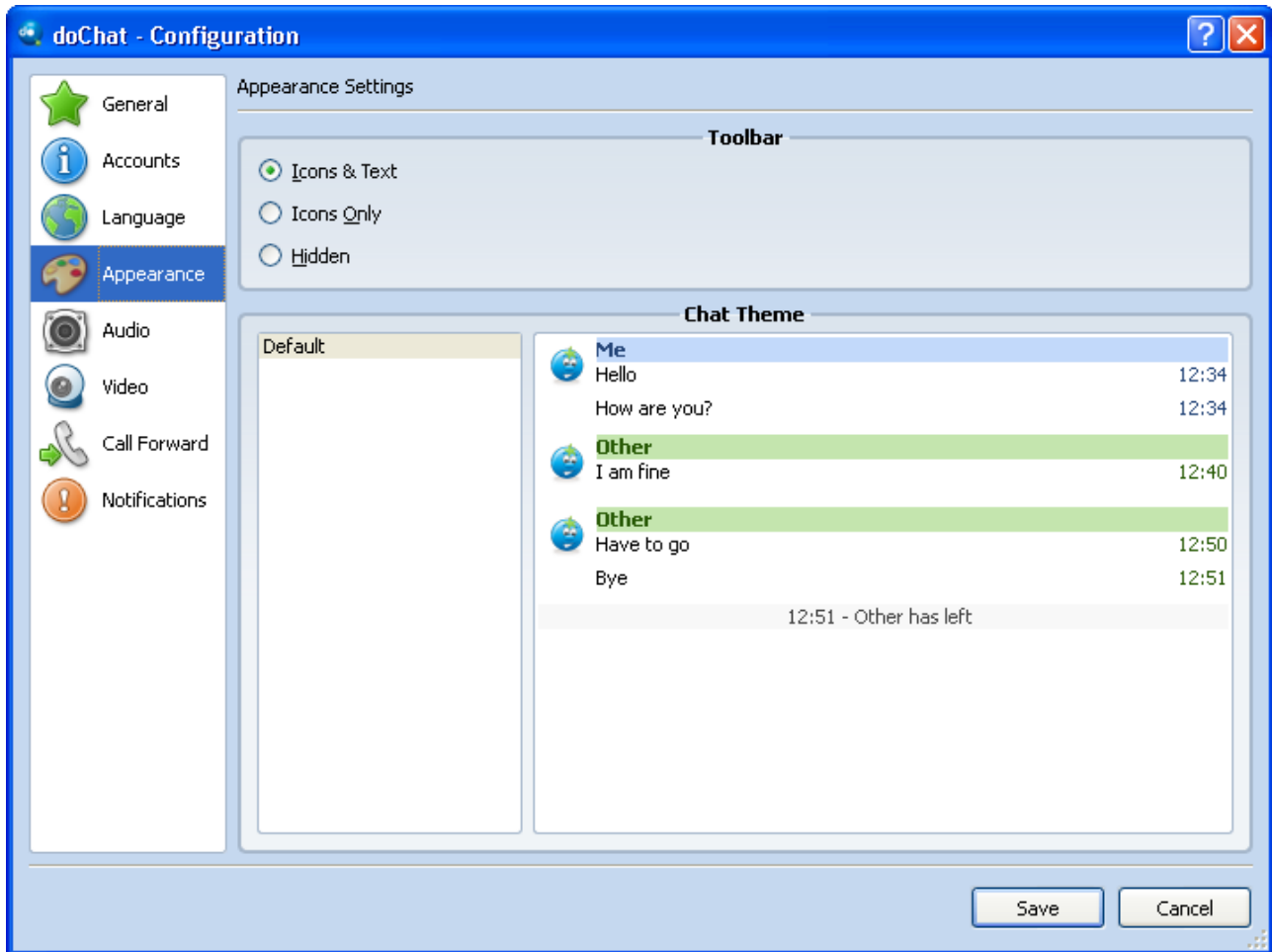


Figure 28 Appearance Configurations window.

The Appearance configuration window is shown in the figure above. In this window, you can change the appearance of the Toolbar buttons and the Chat Window.

### Toolbar

- Icons & Text** To display the toolbar icons with text below.
- Icons Only** To display only the toolbar icon.
- Hidden** To hide all the icons on the toolbar.

To save all the changes that have been made, click the 'Save' button. To discard the changes, click 'Cancel'.

## Audio

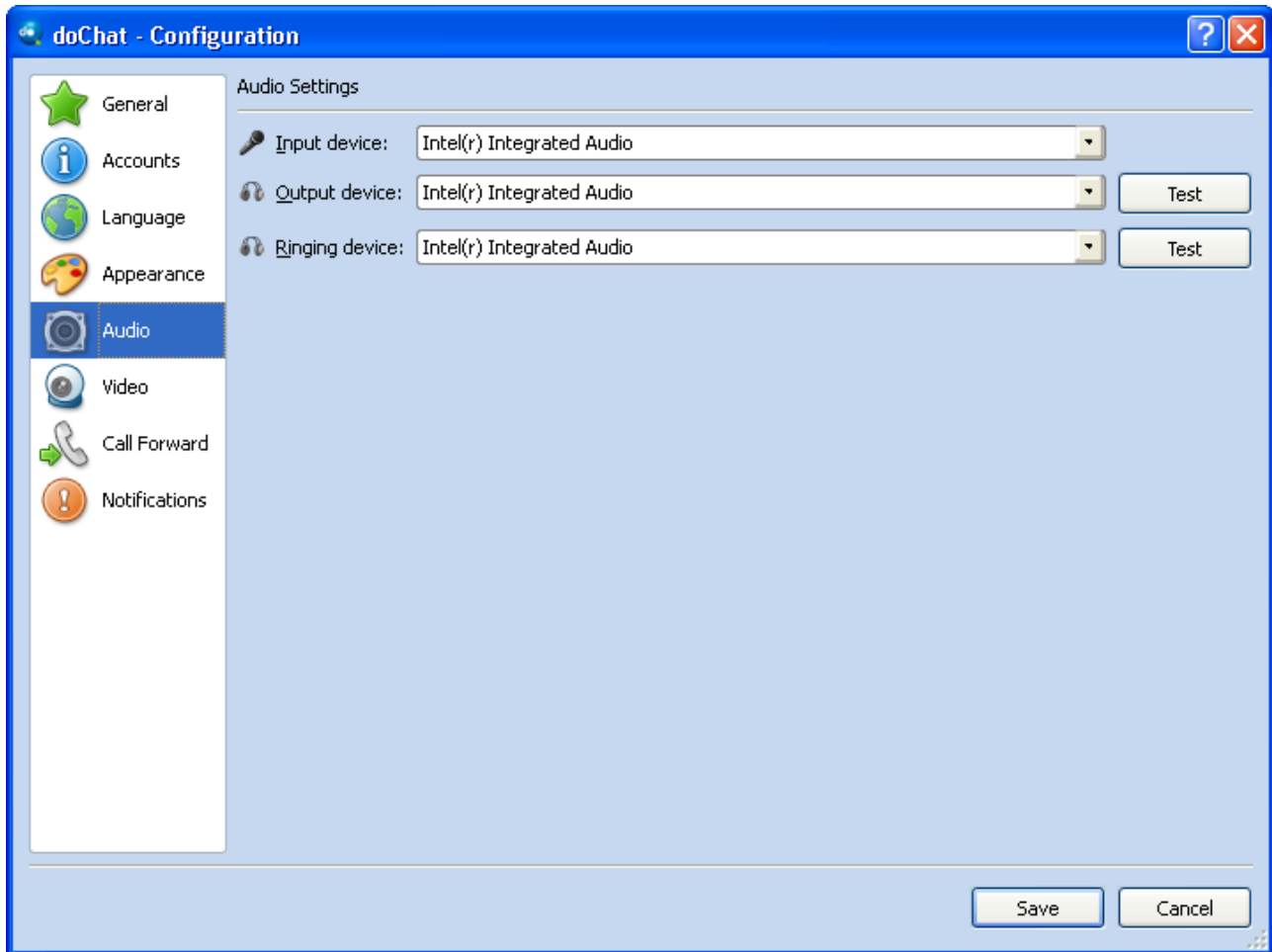


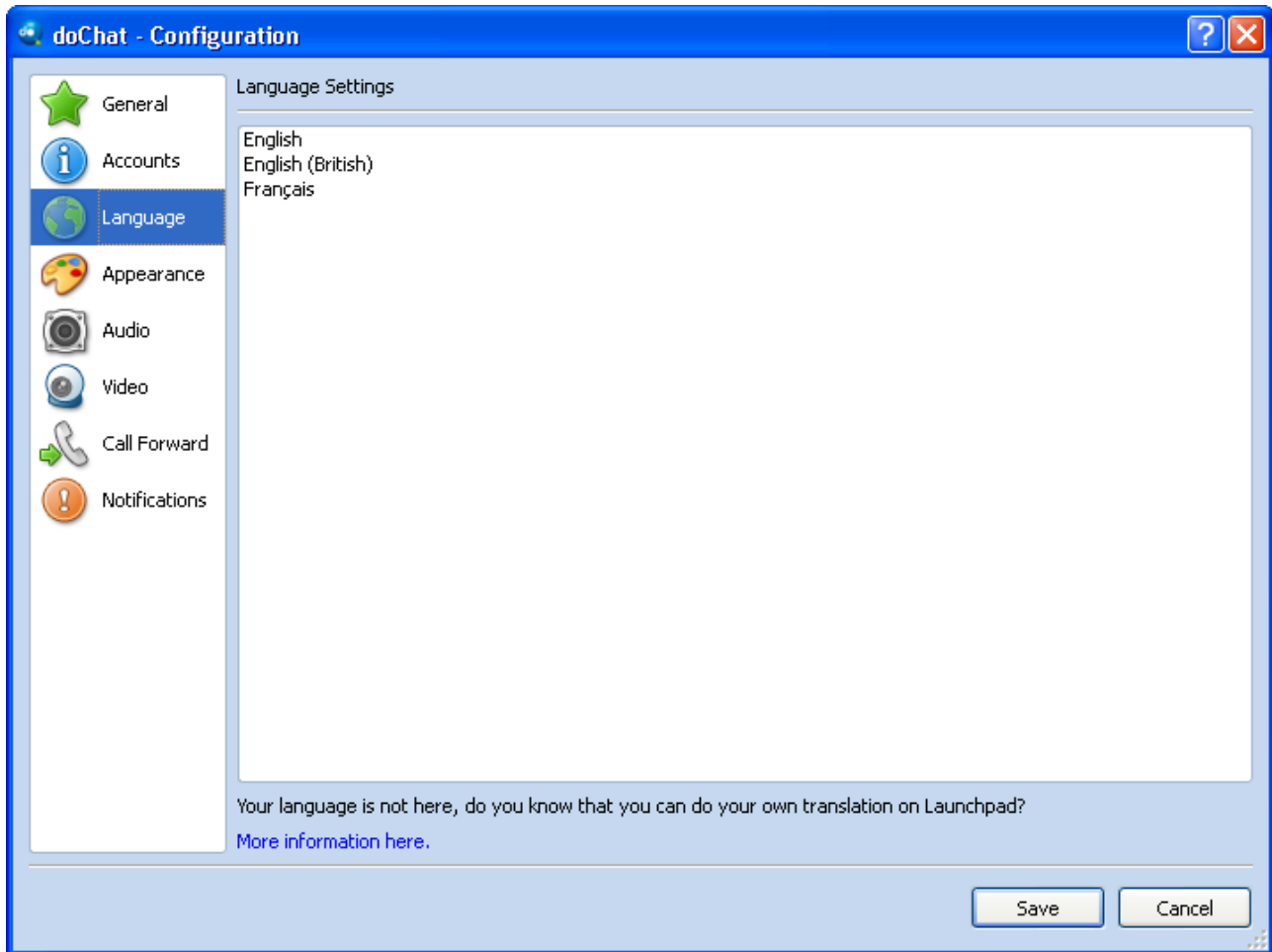
Figure 29 Audio Configurations window.

The Audio configuration window is shown in the figure above. By default, the application might not load the correct sound card drivers. It is advised that you change your sound settings on the first usage of the application. To test if the driver and device are working properly, click the 'Test' button.

In this config window, the input and output device driver can be configured. If you have more than one sound card, click on the drop down box to display the other options. To save all the changes that have been made, click the 'Save' button. To discard the changes, click 'Cancel'.

**Note:** If your sound cards drivers are not shown in the drop down box, close the application, reinstall the audio drivers and restart the applications.

## Languages



**Figure 30 Languages Configurations window.**

This configuration allows you to change the language used on the application. Currently, only English (US), English (UK) and French are installed. To select a language to use, click on one of the languages provided and click the 'Save' button. To undo all changes made, click the 'Cancel' button.

## Notifications

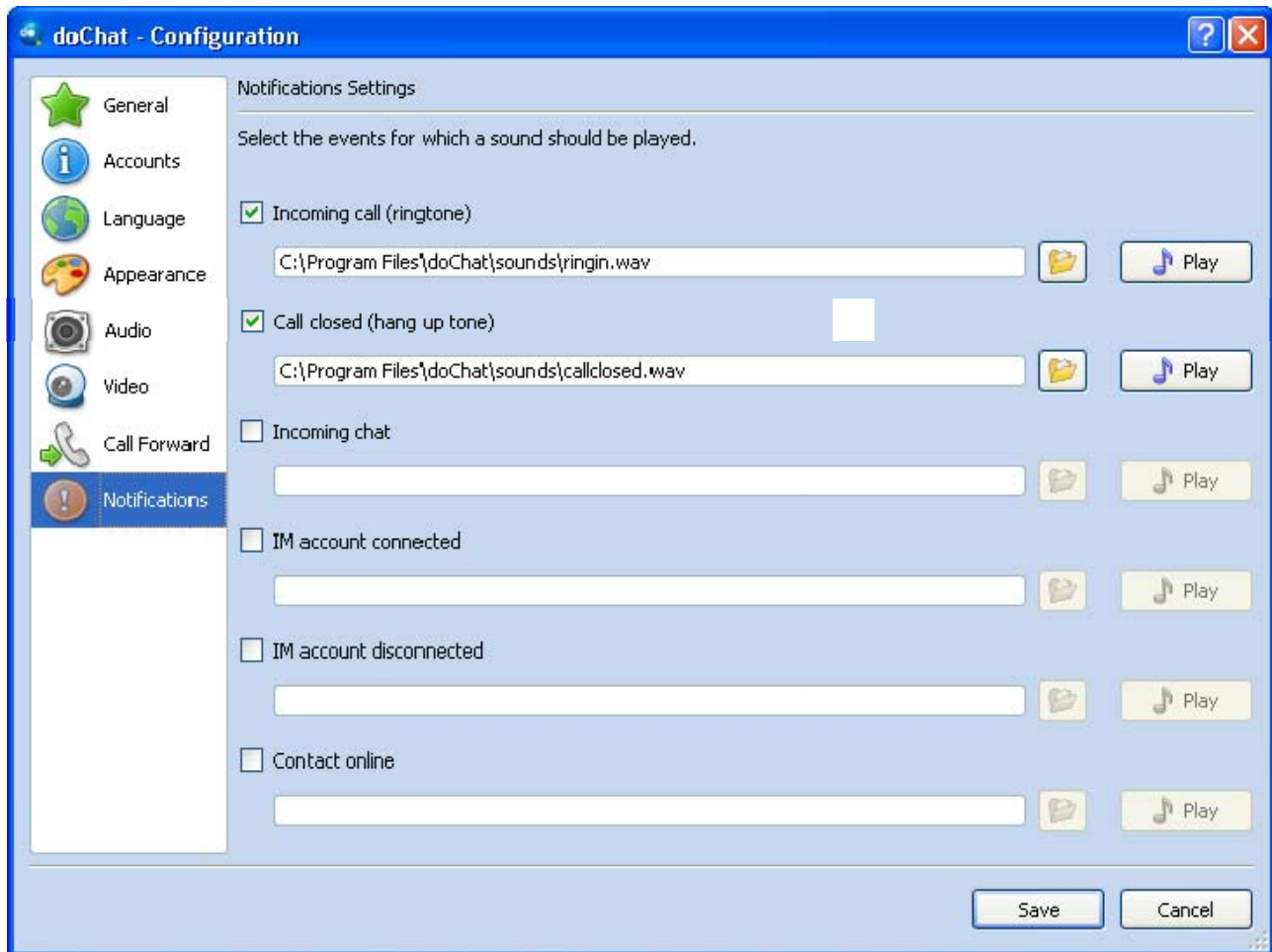




Figure 31 Notifications Configurations window.

Select notification sounds for incoming calls, incoming chats, hang up tone and other notifications by first checking the checkbox of the sound you'd like to modify. Once that is done, click the  button to browse for a sound file you would like to use for that notification. To play a sample of the sound clip, click the  button. Click 'Save' to commit the changes or click 'Cancel' to discard and close the window.

**Note:** Only “.wav” files can be used for notifications.

## Video

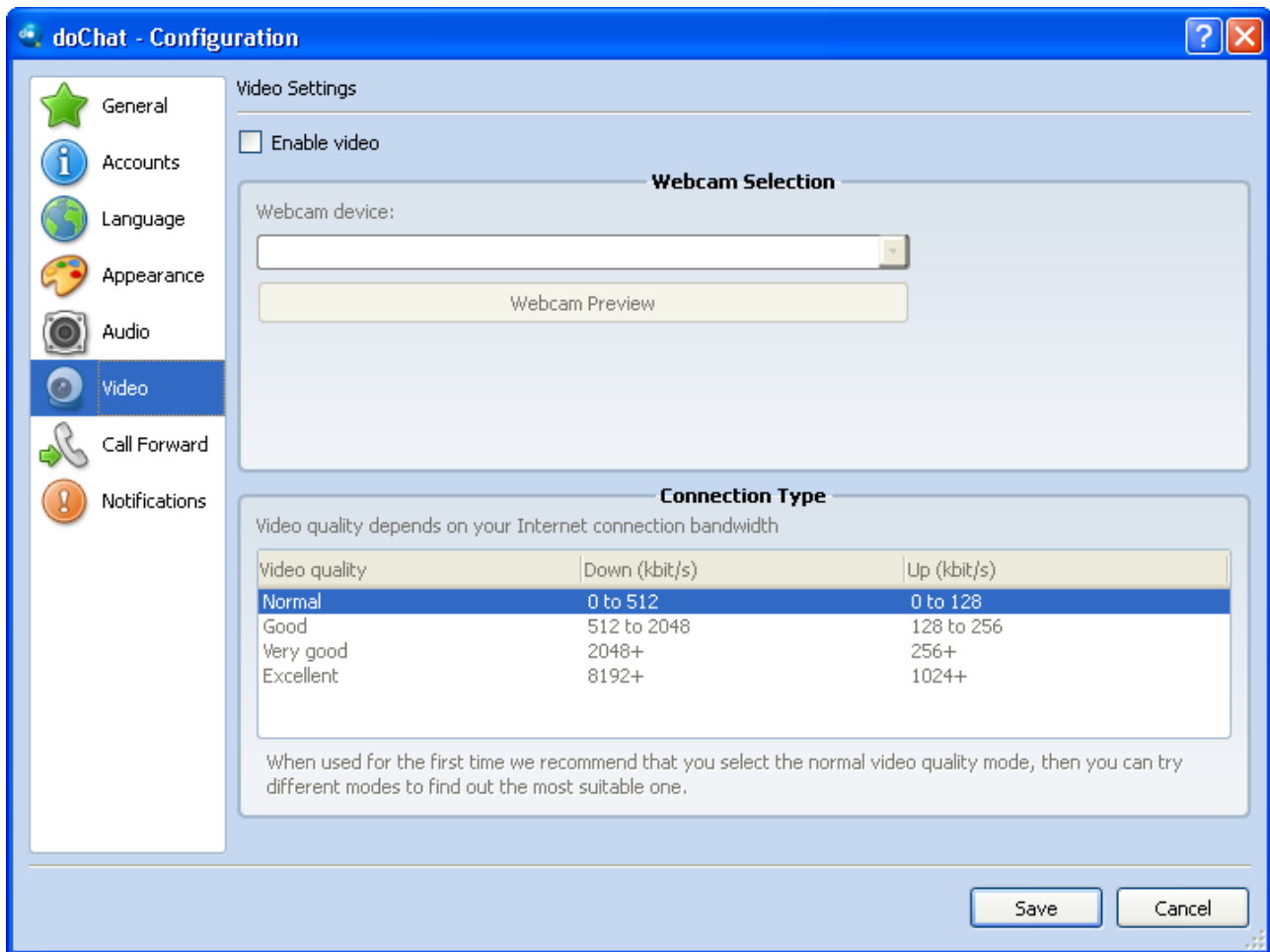


Figure 32 Video Configurations window.

The Video configuration window is shown in the figure above. The softphone will detect if there are any webcam device drivers. If none is found, the 'Webcam Selection' and the 'Enable video' checkbox will be disabled. If one or more were found, check the 'Enable video' box to enable webcam and Video support.

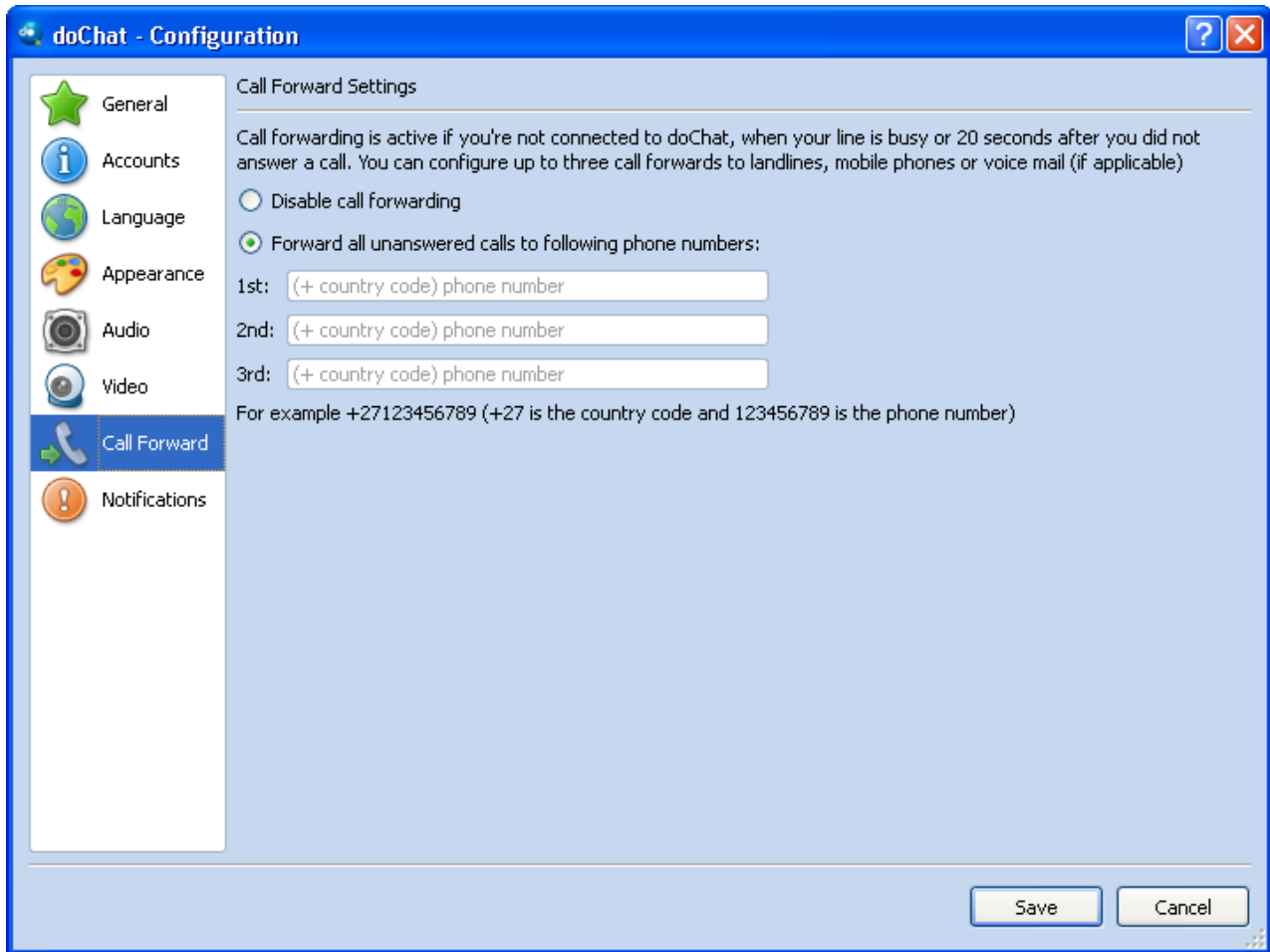
To select a different webcam driver, click the drop down box and select from the options. This can only be done if the 'Enable video' checkbox is ticked.

To test your webcam, click the 'Webcam Preview' button as soon as it becomes enabled. A webcam feed frame will be displayed.

Select the connection type, depending on the bandwidth of your Internet connection. To avoid lost video frames and poor quality, select Normal in the 'Connection Type' list.

Click 'Save' to commit the changes or click 'Cancel' to discard and close the window.

## Call Forwarding



**Figure 33. Call forwarding configurations.**

The Call forwarding configuration window is shown in the figure above. By default, call forwarding is disabled. If enabled, call forward will apply if you are not connected to doChat, if the line is busy or 20 seconds after a call was not answered. To enable call forwarding, check the 'Forward all unanswered calls to following numbers' radio button.

Click 'Save' to commit the changes or click 'Cancel' to discard and close the window.

## 9. Troubleshooting

Please visit <http://www.do.co.za/broadband/#/chat/help/> for more general troubleshooting information.

## 10. Codec support

### Voice

The following audio codecs are supported

Codec Name	Status	Rate (kHz)	Bitrate (kbps)
G729	supported*	8	8
G711	supported	8	64
iLBC	supported	8	15
AMR-NB	supported *	16	5-12
G722	supported	16	64
Speex	supported	8/16	4-44
AMR-WB(G722.2)*	supported *	16	7-24

\* - requires license

### Video

Here is a table of video codecs that the application might support in future releases.

Codec Name	Status	Bitrate (kbps)
H263	supported	?
H263+	not supported	?
H264	not supported	?
Dirac*	not supported	?

## 11. Bandwidth usage

### *SIP signaling messages*

Message	Bandwidth usage
SIP REGISTER messages <ul style="list-style-type: none"><li>• Re-registers every 60 seconds.</li></ul>	± 1448 Bytes
SIP INVITE messages <ul style="list-style-type: none"><li>• For initiating a call session</li></ul>	±

## 12. About doChat

doChat is developed from the open source client [QuteCom](#). QuteCom is a community of enthusiasts and developers, creating free software products related to communication over IP. The flagship product of the QuteCom project is a softphone which allows you to make free PC to PC video and voice calls, and to integrate all your IM contacts in one place.

QuteCom was started by the French VoIP provider Wengo as OpenWengo.

The QuteCom softphone is written in Python, C and C++ and it uses other free and open source software projects such as:

- The Qt toolkit.
- CMake.
- FFmpeg.
- Speex.
- phAPI
- LibPurple

```
doChat, a voice over Internet phone
Copyright (C)2008 Mbdsys

This program is free software; you can redistribute it and/or
modify it under the terms of the GNU General Public License
as published by the Free Software Foundation; either version 2
of the License, or (at your option) any later version.

Qt: 4.3.0
Boost: 1_34_1
LibPurple: 2.5.1
GLib: 2.18.1
cURL: libcurl/7.16.1 OpenSSL/0.9.7l
TinyXML: 2.5.1
FFmpeg's libavcodec: 3348736
PortAudio:
```

**Figure 34. About the QuteCom application.**

## 13. Glossary of terms

VoIP	Voice over Internet Protocol
IP	Internet Protocol
IM	Instant Messaging
SIP	Session Initiation Protocol
PPPoE	Point to Point Protocol over Ethernet

## 14. References

1. <http://www.qutecom.org/>
2. <http://trac.qutecom.org/wiki/QuteCom>
3. <http://mac.wareseeker.com/Utilities/wgphone-for-mac-os-x-0.1.zip/c718f65f0>
4. <http://trac.qutecom.org/wiki/>