



The Mirial Softphone How-to

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Your first steps into video conferencing with Mirial Softphone

Using Mirial Softphone is easy and straightforward: this guide will help you get familiar with Mirial Softphone's interface and explore its advanced functionalities.

To get started with your evaluation, you will need to accomplish a few simple, one-time operations:

1. **Fill the form** in [this web page](#), making sure to select the right platform (Windows or Apple Mac OS X); **provide a valid e-mail address**, as you will receive download instructions by e-mail
2. **Save your license file** in the hard drive of your PC/Mac
3. **Launch the Mirial Softphone installer** and **follow the procedure** on the configuration wizard (it will take you less than 2 minutes).

That's it. You're ready to go!

Since **the evaluation license of Mirial Softphone can be installed on multiple workstations**, you can immediately set up your first video conferencing session with your colleagues: you will only need to repeat step 3 in the procedure above and place a video call (see page 4 for details). Mirial Softphone allows you to experience desktop video conferencing in Full-HD video quality.

To enable HD video calls, please check that the following requirements are satisfied:

- the workstations involved are equipped with HD webcams
 - In the *Codecs* section of the *Configurations* menu, all the video codecs (H.261, H.263, H.264) and the 720p + 1080p video formats are enabled
 - The configured bandwidth in the *Network* section of the *Configurations* menu is at least 1 Mbps (IP Network Settings → IP Network Type = LAN 1280k or higher)
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The Mirial Softphone How-To

This guide will help you locate all the features of Mirial Softphone at a glance and help you with your first-time configuration.

For comprehensive information on the product's features, settings and troubleshooting, please refer to the following sources:

- **Built-in Software Help**
 - Click on the Help button in the upper right corner of the Mirial Softphone interface
- **Mirial User Guide and Quick Start**
 - In **PDF** - by default, they are located under `C:\Program Files\DyLogic\Mirial\bin`; if you have chosen a custom destination path during your installation, you will find the PDFs in the directory you have specified (`<new_directory>\bin`). Notice that in the installation procedure for Mac OS X the "Destination Select" step is skipped because the pkg has been configured to automatically select the system disk.
- **[Mirial Softphone FAQ online](#) (click to go to the related web page)**
- If the information included in the sources cited above do not help you solve your issue, contact support@mirial.com



Tip: refer to this picture and to the Mirial Softphone Quick Start Guide for locating the buttons/features described in this document.

1. Placing a video call

- Digit the desired SIP URI or H.323 alias or IP address inside the Dial Input Field; you can use the digits on the softphone's dialpad (just click on them) as well as the numbers on your keyboard.
Please notice that you will necessarily use the keyboard for including symbols such as @ or dots
- Click on the Call button
- To use the Full Screen mode:
 - To enter, click on the Full Screen Button on the upper right corner or double click on the remote view window
 - To return to the normal view mode, double click on the Full Screen video or hit the Esc key on your keyboard

2. Ending a call

- Simply click the Call button next to the Dial Input Field.

3. Putting a call on hold

- Once your call is active (see item 1), the "LINE A" button will turn green
- To put your call on hold, click on the "LINE B" button, which will be black; the "LINE A" button will automatically change its color to yellow
- To resume your call, click back on the "LINE A" button, which will turn green again.

4. Set up a 3-party video call

Bridge 2 bi-directional video calls to set-up a video conferencing session between 3 endpoints - no external MCU required

- Place the first video call (see item 1)
- Put the video call on hold (see item 3)
- Place a second video call following the same procedure described in item 1
- Once the "LINE B" button turns green, click the 3 Party button on the right: Mirial Softphone will take care of mixing audio and compositing video streams so that each of the three parties can hear and see the other two. The picture-in-picture area displaying the video received from third party endpoint can be moved to any part of the video window using the mouse. You can still switch between LINE A and LINE B depending on which party you want to see in detail.
- To exit the 3-Party Conference mode, click again on the 3 Party button, or press F5 in full-screen mode.

5. Transfer a call

Mirial supports two kinds of Call Transfer modes:

- Blind Transfer
 - Place a video call (see item 1)
 - Click on the Transfer button on the right: a pop-up window will appear, requiring you to type the transfer destination
 - Click on OK to confirm and transfer the call: you have now put the two parties on call and exit the session.
 - Attended Transfer
 - Place a video call (see item 1)
 - Put in on hold (see item 3)
 - Place a second video call (same procedure described in item 1)
 - Hit the transfer button on the right: the two called parties will be automatically connected and your session will terminate.
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6. Manage contacts in your Address Book

- Open the Address Book by clicking on the Address Book button on the lower left corner
- Manage your contacts using the buttons in the lower bar:
 - Add contact
 - Click on the Add Contact button
 - Fill the form with your contact's information and click OK to save them, or Cancel to abort
 - Edit a contact
 - Select a contact in the contact list by clicking on it
 - Click on the Edit button
 - Modify the desired fields in the form and click OK to save them, or Cancel to abort
 - Delete a contact
 - Select a contact in the contact list by clicking on it
 - Click on the Delete button

7. Place a call from your Address Book

- Open the Address Book by clicking on the Address Book button on the lower left corner
- Double-click on the contact you wish to call among the ones in your contact list: your call will automatically be placed.

8. Record and export video calls

- Place a call (see item 1)
- Click on the Record button on the local view window
- When you start recording the call, the remote party is notified by a "REMOTE PARTY IS RECORDING THIS CALL" message overlay on the received video
- To stop recording, click back on the Record button
- You can review your recorded video calls by clicking on the Recorded Calls button ; to play a video call back, simply click on the Play button in the bottom left corner or double click on the video call information noted inside the Recorded Call list
- To export a recorded video call, click on the Export as WMV button on the bottom right corner: you will be prompted a pop-up window allowing you to specify the desired name and location for your WMV file.

9. Show active applications on your desktop and share presentations and documents

- Place a call (see item 1)
 - Click on the Presentation button under the remote view window
 - There are two different presentation modes: "H.239 Presentation" and "Video Sharing". The best available presentation mode will be automatically selected: nevertheless, you may change the presentation mode using the drop-down menu and then click on an application in the list to start your presentation. If "H.239 Presentation" is not available, or you manually select "Video Sharing" as the presentation mode, Mirial Softphone will send the presentation content instead of the local live video.
 - To exit the presentation mode select "None" from the drop down menu.
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