



SoftPhone Information for Computer Refreshes

Do you use SoftPhone?

If so, action is required before you are able to use your SoftPhone software on your new computer from a remote location!

What's Happening:	 <p>In order to use SoftPhone from a remote location, your SoftPhone profile must first be loaded onto your new computer while physically connected to the local HQ computer network.</p>
Action Required:	<p>To load your SoftPhone profile to your new computer, log into SoftPhone from your new machine while you are connected (via network cable) to the local HQ network. SoftPhone cannot be used remotely until this step is completed. Once you have successfully logged in while connected to the network, your system is configured to use SoftPhone remotely.</p> <p><u>Note:</u> Your SoftPhone password is not the same as your new NDC password. If you do not remember your SoftPhone password, contact the Enterprise Service Desk (ESD) to request a password change.</p>
SoftPhone Training & Assistance:	<p>For assistance with SoftPhone, contact NASA HQ Computer Training Center (CTC): ctc@hq.nasa.gov or 202-358-1111</p> <p>Classroom training is also available. Get an overview of key features of the software, including logging in, making and receiving “phone” calls, and information on how to obtain support. View the SoftPhone training schedule located on the CTC Web site: http://www.hq.nasa.gov/office/itcd/ctc/ctc_softphone.html</p> <p>Individualized training is also available by appointment. Contact the CTC to make arrangements: ctc@hq.nasa.gov or 202-358-1111</p>
Learn More:	<p>HQ SoftPhone Web page: http://www.hq.nasa.gov/office/itcd/softphone.html (includes additional details about the software, user guides for Windows and Macintosh, etc.)</p>
About SoftPhone:	<p>SoftPhone makes use of the Voice over Internet Protocol (VoIP) system to transmit voice data over the Internet. Specifically, SoftPhone allows you to make and receive “phone” calls from your NASA-issued computer. When used in combination with Virtual Private Network (VPN), you can place and receive calls from your HQ extension (202-358-xxxx) no matter where you are. The presence of voicemail messages is displayed on your computer screen, and you can listen to your messages with a single mouse click.</p>
Support:	<p>Enterprise Service Desk (ESD):</p> <ul style="list-style-type: none"> • Web Site (submit online ticket): https://esd.nasa.gov • Phone: 358-HELP (4357) or 1-866-4NASAHQ (462-7247)