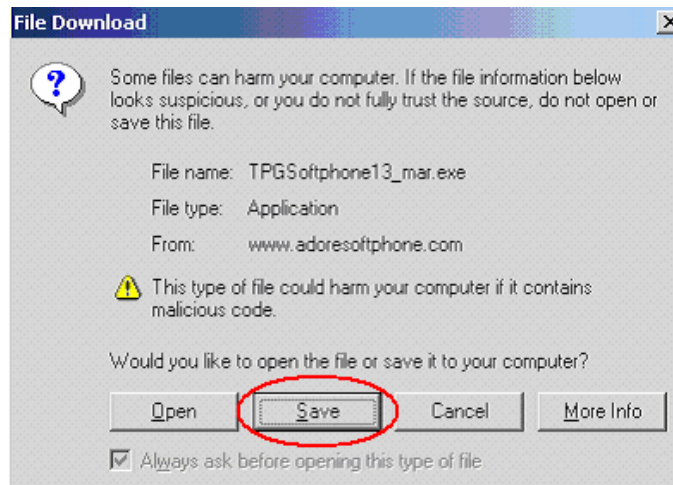
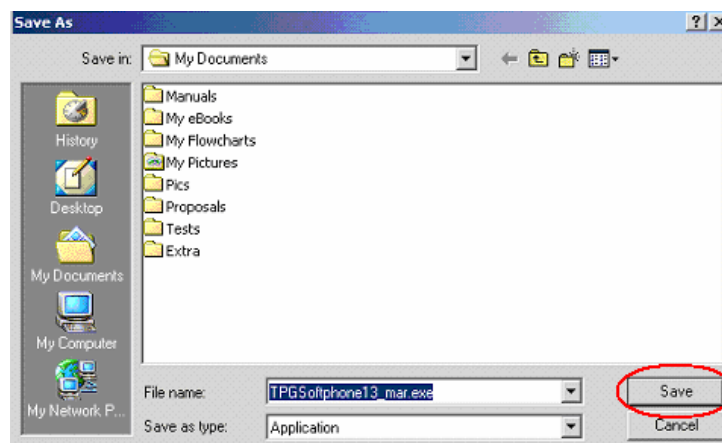


## HOW TO DOWNLOAD AND SAVE THE TPG SOFTPHONE CLIENT

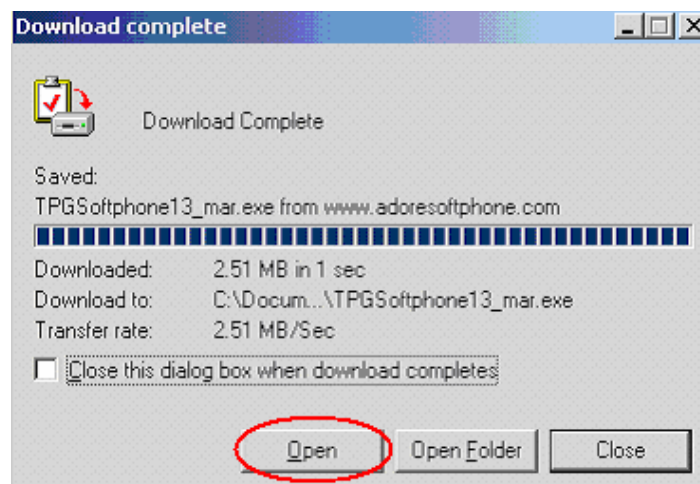
1. Click on the TPG Softphone link to start the download
2. You will see a prompt to save the file. Click on the “Save” button



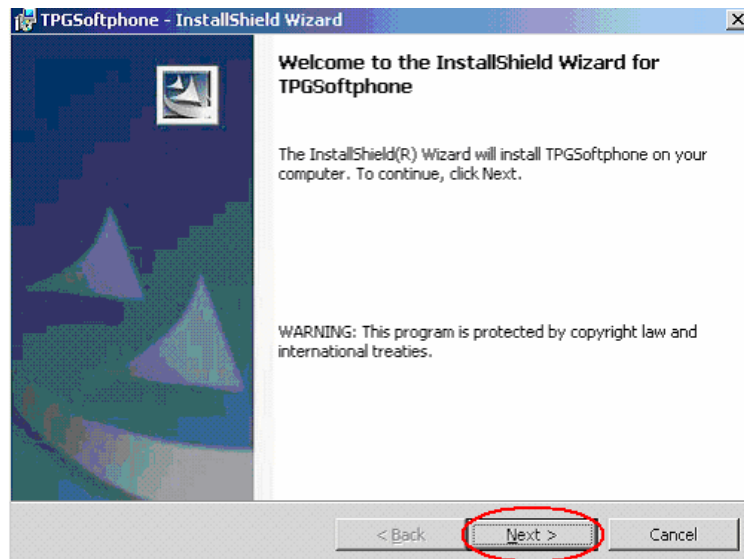
3. The file will be saved to “My Documents”. Click on the “Save” button to start the download



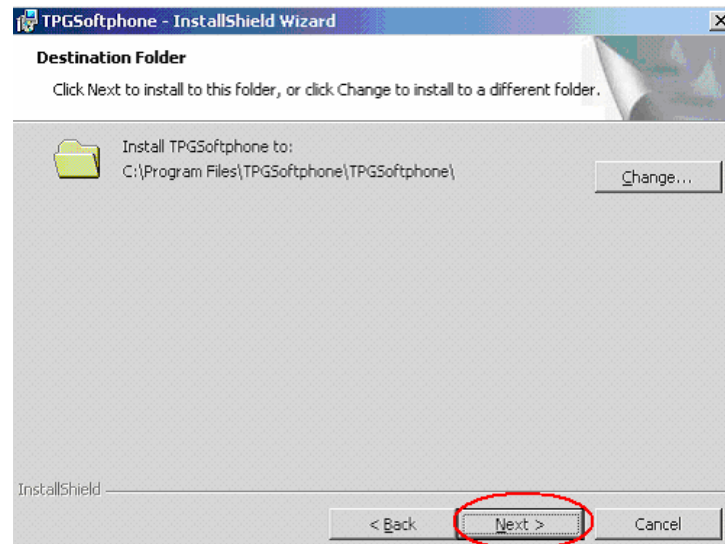
4. Once the download is complete, click “Open”



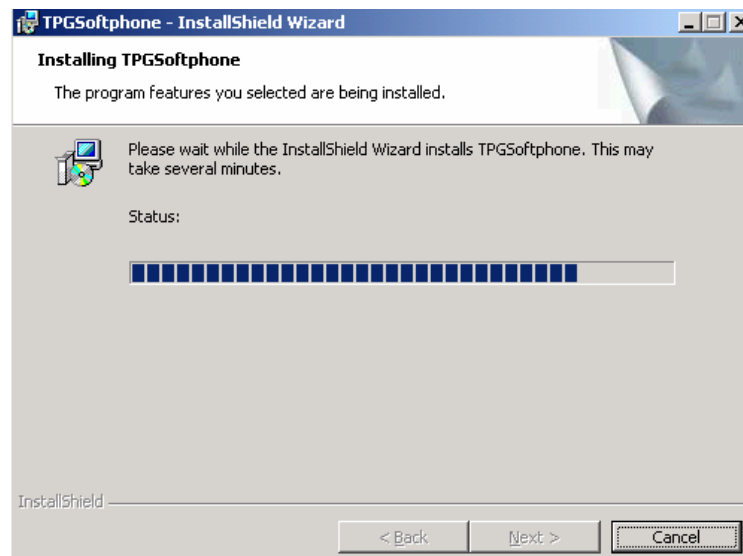
5. The InstallShield Wizard for your softphone will begin. Click "Next"



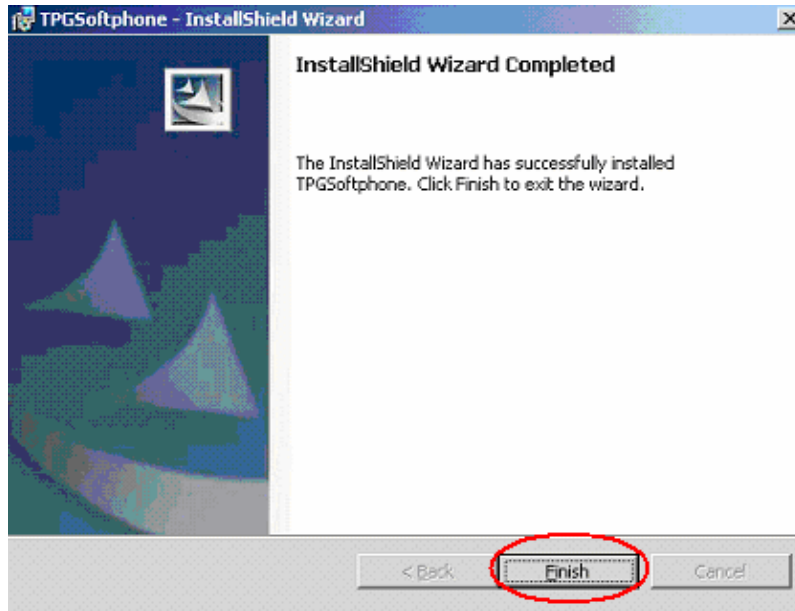
6. Click "Next"



7. The installation of the softclient will now begin



8. Once the installation is complete, click on "Finish"



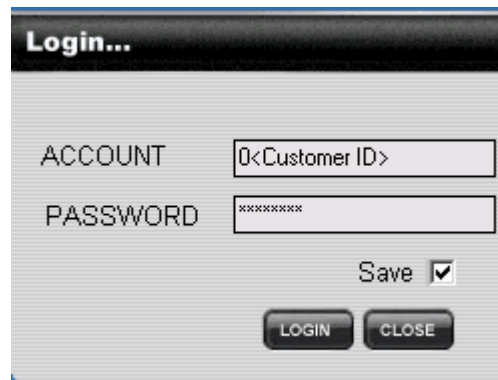
9. You will now see the TPG Softphone shortcut on the desktop



10. Double click on this shortcut

11. Please now fill in your details as follows:

- a. Account - enter zero (0) then your 7 digit Customer ID (no space)
- b. Password –enter your account password



12. If you would like to save these details, please check the "Save" box else leave this box empty

13. Now click the "Login" button

14. Please make sure you see a confirmation that you are registered before making calls

## To change your Softphone VoIP password

### For non TPG ADSL or ADSL2+ customers

If you would like to change your password, go to the following link and enter your 7digit Customer ID and current Password to log in

[https://cyberstore.tpg.com.au/your\\_account/](https://cyberstore.tpg.com.au/your_account/)

Activation of your new password will take approximately 10 minutes. Please ensure you use your new password upon next login to the TPG Softphone client.

### Existing TPG ADSL or ADSL2+ customers

To log into the Softphone client, you will be using your existing 7digit Customer ID and password associated with your ADSL or ADSL2+ Internet account.

If in the future if you would like to change your password, go to the following link and log in with your 7digit Customer ID and Password.

[https://cyberstore.tpg.com.au/your\\_account/](https://cyberstore.tpg.com.au/your_account/)

By changing your password, your PPPoE Internet login password also changes. You need to ensure that you change your router/modem settings to ensure you are able to connect to the Internet. If you have problems doing this, please contact the TPG Helpdesk Team on 1300 360 855.

Activation of your new password will take approximately 10 minutes. Please ensure you use your new password upon next login to the TPG Softphone client.

### Using your new password in the Softphone client

After you have changed your password through the link above and if you have saved your old password in your Softphone client, you must re-enter your new password before you can register and make a call

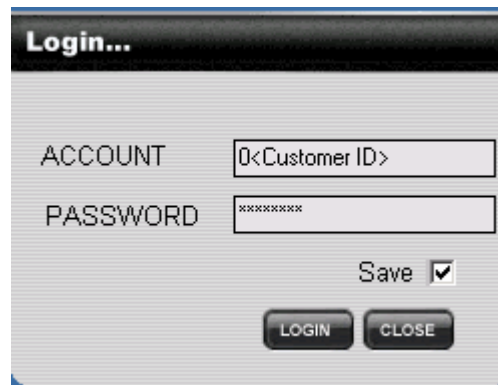
1. Double click on the TPG Softphone shortcut on the desktop



2. Click on "Account Pin"



3. Please delete your old password and enter your new password



Login...

ACCOUNT [ <Customer ID >

PASSWORD [ \*\*\*\*\* ]

Save

LOGIN CLOSE

4. If you would like to save your password, make sure there is a tick in the "Save" check box
5. Click "Login"