**SoftPhone Documentation
and Online Help
Customization Guide**

Contents

1   Overview

This document covers the process of localizing (e.g. Internationalization) and branding of the M6 SoftPhone documentation and online help. The following constraints apply to the documentation and online help:

- The documentation is developed in **FrameMaker v7.0**.
- The online help that is integrated into the SoftPhone is created using **WebWorks Publisher 8.0**.
- The FrameMaker source files are used by WebWorks Publisher to automatically generate the help files.
- The help for the SoftPhone is in compiled HTML format (.chm), also known as Microsoft HTML help.

This brandable documentation package contains this instruction document and the SoftPhone User Guide compressed in a file named **SoftPhone_UG_X_X.zip**.
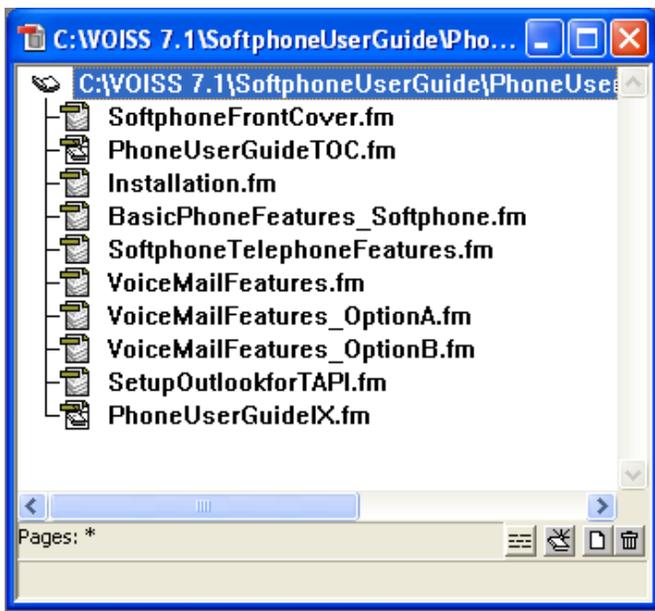
NOTE: The Copyright page does not contain variables. Since this is copyrighted material, it is illegal for you to replace the Copyright page with your own copyright information.

2   Documentation Customization

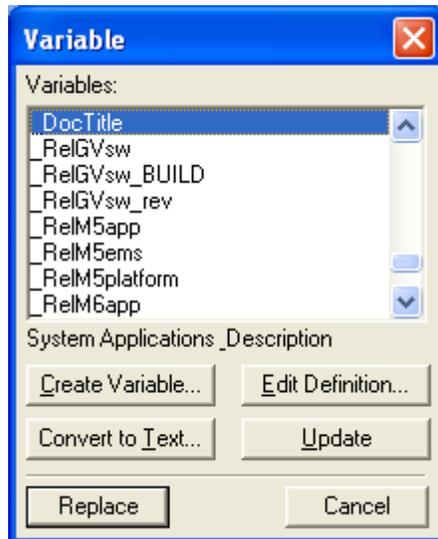To customize the SoftPhone documentation, you need only change one variable in the document:

- _**DocTitle** – currently set to "M6 SoftPhone User Guide"

The document book file is named PhoneUserGuide.book. When you open the book file, it should look like this:
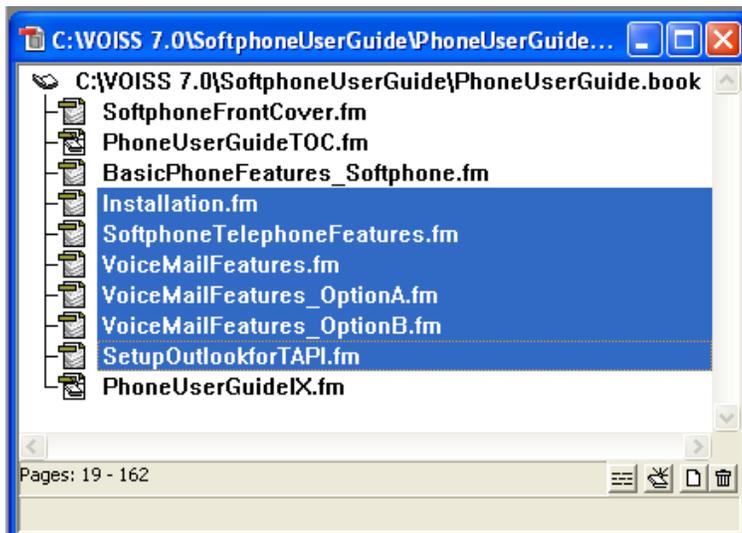
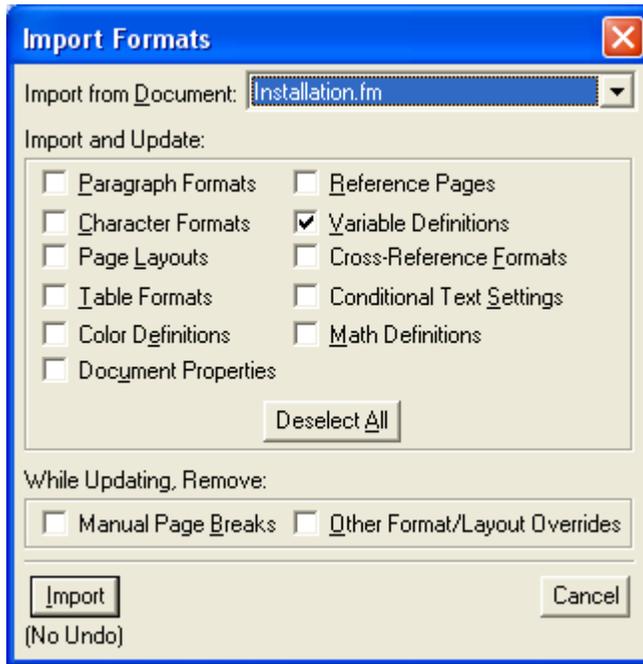To change the variable to your own product name:

1. Unzip the file **Softphone_UG_X_X.zip** into a new directory.

2. Open the book file **PhoneUserGuide.book**.

3. Open the first chapter, "Installation.fm".

4. Click on **Special** > **Variable…**

5. Select _**DocTitle**.

6. Click **Edit Definition**…

7. Change the _**DocTitle** variable to the desired document name.

8. Click **Done** twice to exit the dialog. Leave this chapter file open.

9. Select all of the chapter files in the book besides the "BasicPhoneFeatures_SoftPhone.fm" chapter.

10. Select **File** > **Import** > **Formats**

11. On the dialog box, select the open chapter file from the drop down list, and check only the **Variable Definitions** checkbox.

12. Click Import to change all of the variables in the selected chapter files in the book.

3   Online Help Customization

As previously stated, WebWorks Publisher 8.0 was used to generate a single online help file in compiled HTML (.chm) using the FrameMaker source.

However, you could use any other tool you wish to create the help, so long as your help output file meets the following requirements:

- **Output Help File Name:** Softphone.chm
- **Context Sensitive Help Map IDs:**
    - 1008 points to the topic "Configuring the Softphone"
    - 1014 points to the topic "Download Manager"

After you have created a new customized online help file, you will need to integrate it into the application. For instructions on integrating a customized help file into the application, please refer to Section 4.1 of the "M6 SoftPhone Localization and Branding" document that is included in the package with the brandable SoftPhone application.