PBX On The Cloud

Installing, configuring and using X-Lite Softphone (By Counterpath) on Windows

INSTALLATION AND CONFIGURATION

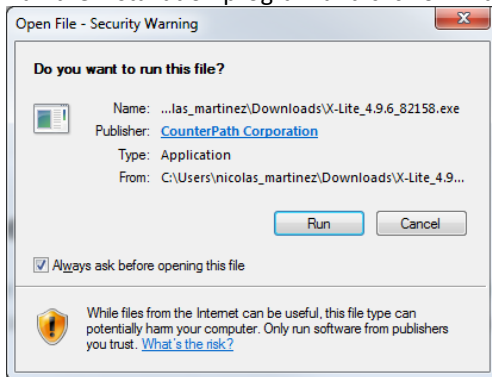Download the software from:
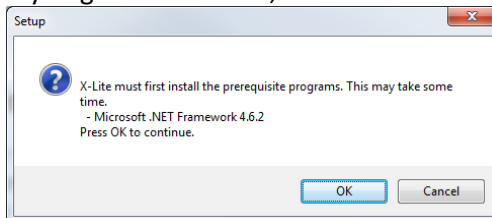http://www.counterpath.com/x-lite-download

Once in the download page above, click on "here":

Download X-Lite 4.9 for Windows

Run the installation program and click on "Run" when asked:

Open File - Security Warning

Do you want to run this file?

Name: ...las_martinez\Downloads\X-Lite_4.9.6_82158.exe
Publisher: CounterPath Corporation
Type: Application
From: C:\Users\nicolas_martinez\Downloads\X-Lite_4.9...

Run   Cancel

☑ Always ask before opening this file

⚠ While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

If you get this window, click on "OK":

Setup

❓ X-Lite must first install the prerequisite programs. This may take some time.
- Microsoft .NET Framework 4.6.2
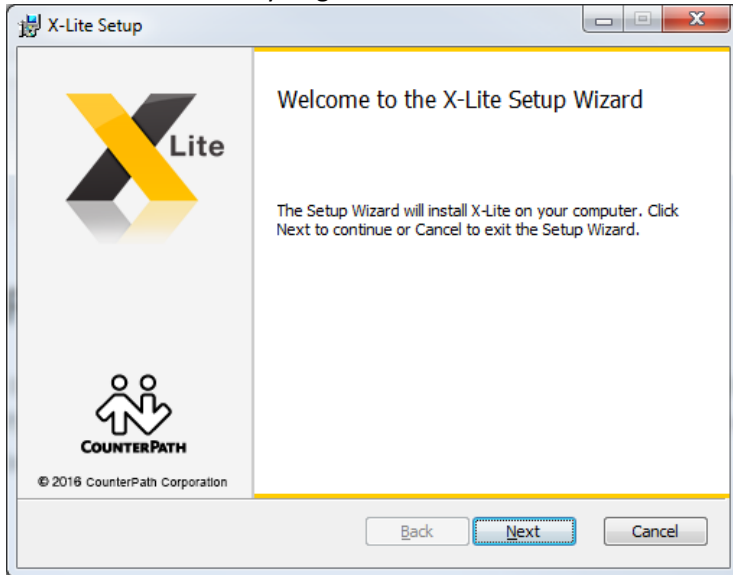Press OK to continue.

OK   Cancel

If you get this window, place a checkmark on "I have read and accept the license terms" and click on "Install":
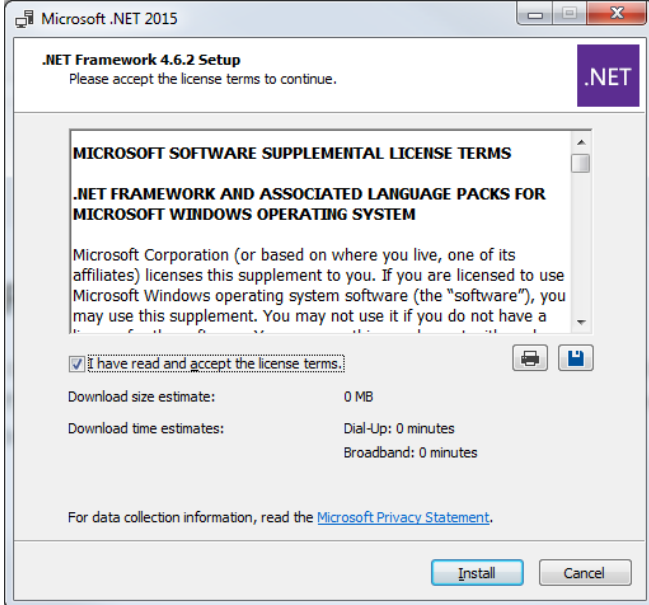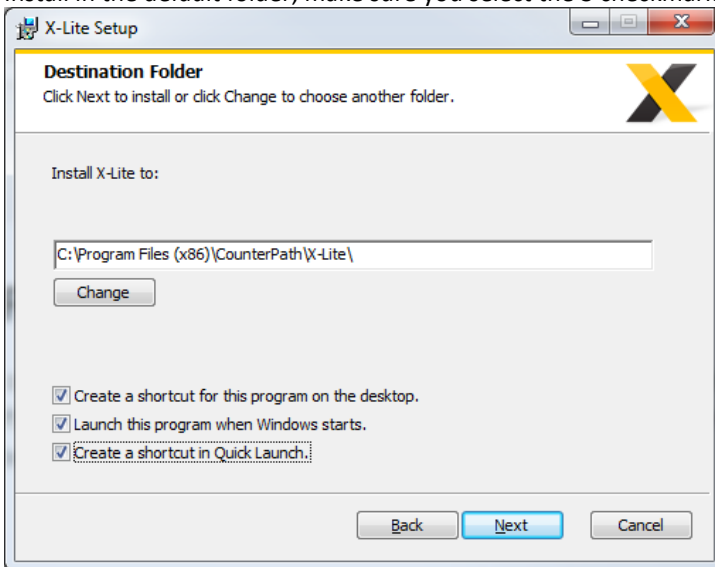
If you get this window, click on "Finish":
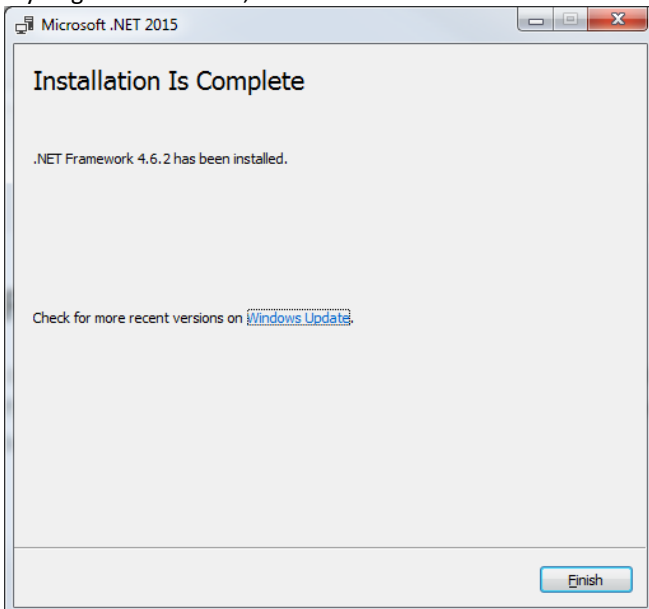
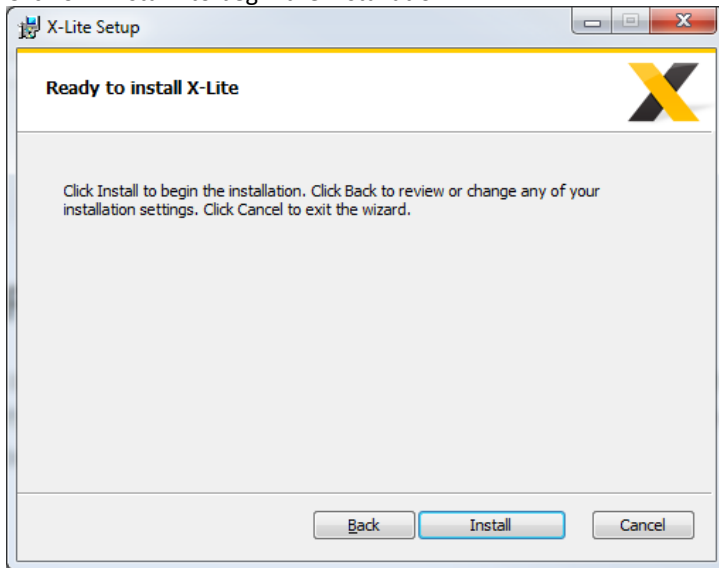Click on "Next" when you get to this screen:
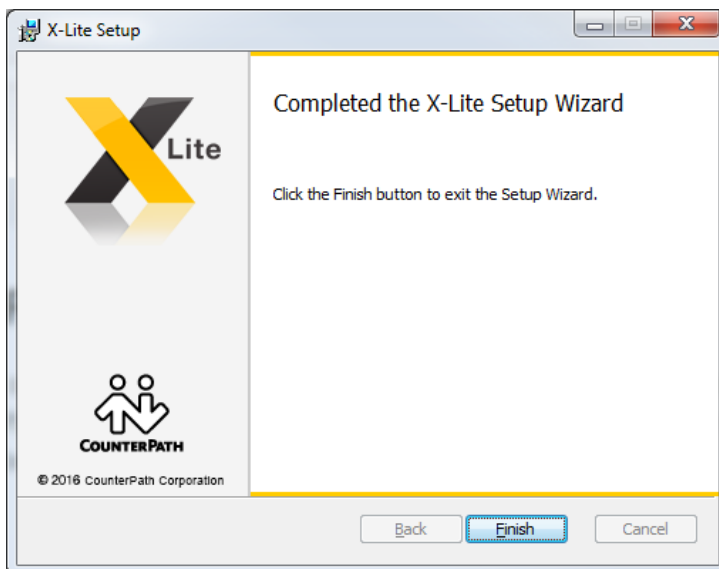
Accept the agreement and click "Next"

Install in the default folder, make sure you select the 3 checkmarks in the options below and click "Next"

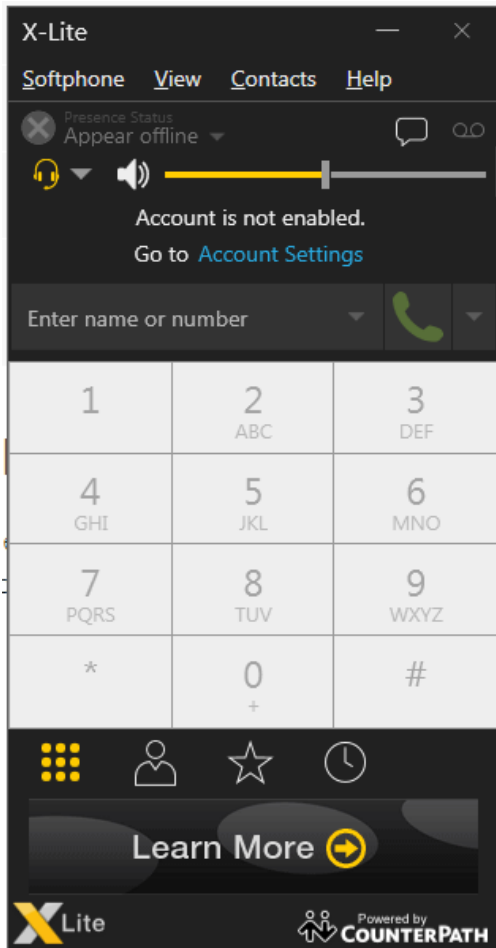Click on "Install" to begin the installation:

Click "Finish" when the installation ends:

Run the recently installed program.
To configure, Click on Softphone -> Account Settings or click on the Go to Account Settings blue text:

Enter the following information:

Account name: Your name or Extension number and your name depending on your preference. This will not affect the operation of the program.

User ID: Your extension number.

Domain: xyyy.pbxonthecloud1.com:zzzz where xyyy is your Company Code, which are the 4 letters that identify your company with PBX On The Cloud service. Normally x is the first letter of your Company name first word and yyy are the first 3 letters of your Company name second word. If your Company name has only one word, then xyyy will be the first 4 letters of the Company name. zzzz is the port where your server resides. Ask your PBX On The Cloud representative for it. Default is 5081.

Password: Your extension password. Ask your PBX On The Cloud representative for it. Be very careful to type the password correctly as if it is wrong, your extension will be blocked for ONE HOUR. (You can contact your PBX On The Cloud representative for help).

Display name: Your name or Extension number and your name depending on your preference. This will not affect the operation of the program.
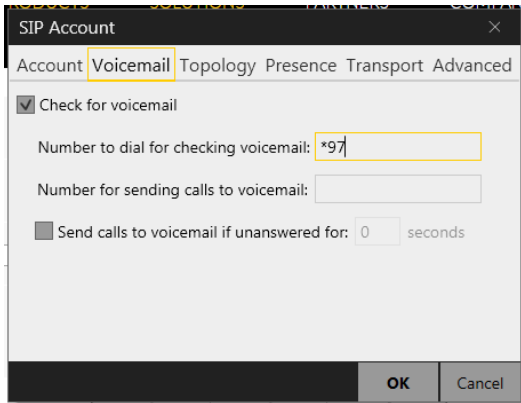
Leave all other fields unchanged.

Click on "Voicemail" tab and type "*97" in the "Number to dial for checking voicemail:"
Click "OK"

SIP Account   ×

Account **Voicemail** Topology Presence Transport Advanced

☑ Check for voicemail

    Number to dial for checking voicemail: `*97`

    Number for sending calls to voicemail: [   ]

☐ Send calls to voicemail if unanswered for: [0] seconds

                                      OK   Cancel

USING THE SOFTPHONE

TO ADD CONTACTS
Click on the Contacts Tab in middle of the window and then click on "Add Contact" icon:
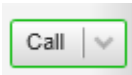

Select the desired Group (Family, Friends or Work)
Fill the Display name, First name , last name, Phone location (Work, Home, Mobile, etc) and phone number and then click "Add" and "OK".
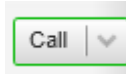
TO DIAL AN EXTENSION OR PHONE
Double click on the Contact (If defined previously) or:

Type the extension or phone number you want to dial in the "Enter name or number" field and hit <Enter> or click

or click on and press the digits of th extension you want to call and hit <Enter> or click
When the call is established, you have this options:

To mute/unmute your microphone, press:

To put the call on hold, press:

To resume the call, press:

To hangup, press:

To switch between Speaker or Headset mode:

To mute or unmute the speaker or adjust the volume:

TO CHECK VOICE MAIL (And change you initial voice mail password):

Look for this icon: and click on it. In this case, it indicates you have 1 voice mail.
You will be asked for your extension voice mail password followed by the # sign (1234# by default). You should change this voice mail password the first time you use the system. Hear the instructions to do it.

TO CHECK FOR MISSED CALLS:

Look for this icon: and click on it. In this case, it will indicate you have 1 missed call.

TO TRANSFER A CALL TO ANOTHER EXTENSION
Dial ## and the extension number you want to transfer to and dial #.

TO DO A CONFERENCE CALL

Once the first call is established, press:
Select "Invite to Conference Call"

Type the phone number in the "Enter name or number" field [Enter name or number ▼ Add ✖] and press
the "Add" button
or

Double click on the second Contact Name and once the call is established, press the and select "Merge Calls"