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

INSTALLATION AND CONFIGURATION
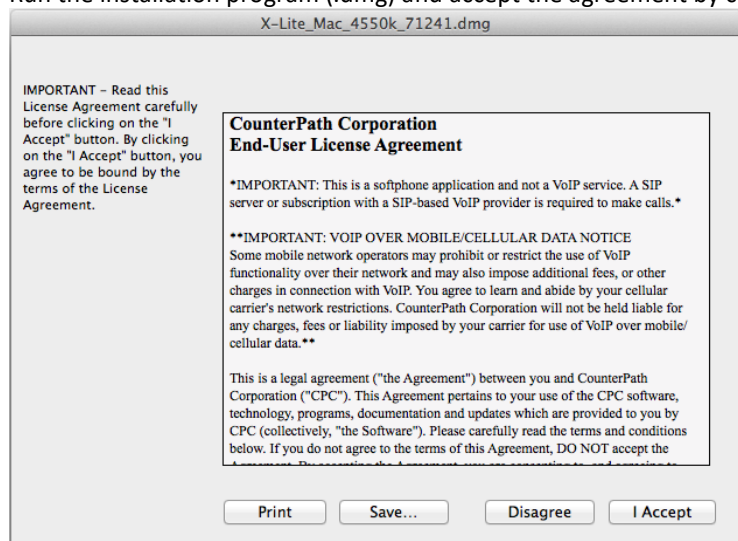
Download the software from:
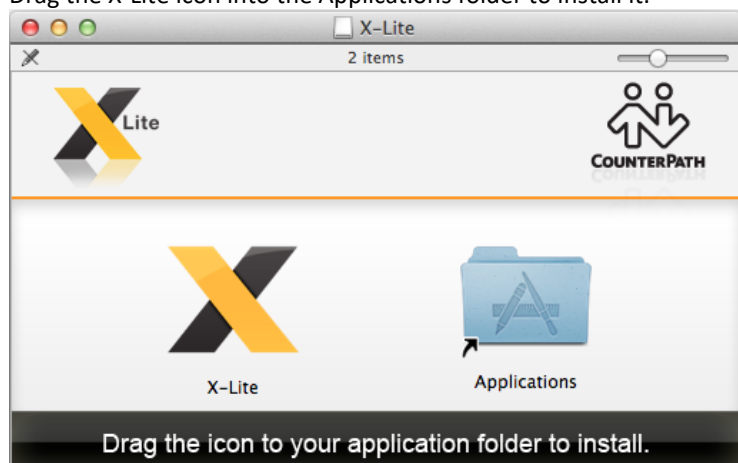http://www.counterpath.com/x-lite-for-mac-download.html

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

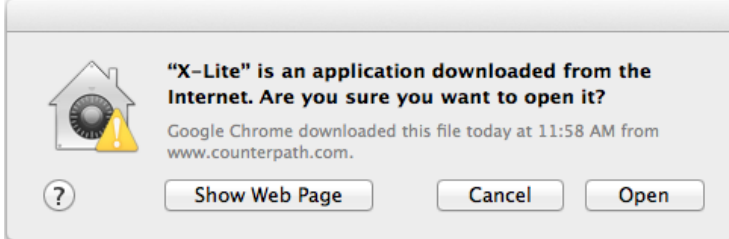**To begin your download, please click here.**

Run the installation program (.dmg) and accept the agreement by clicking "Next"
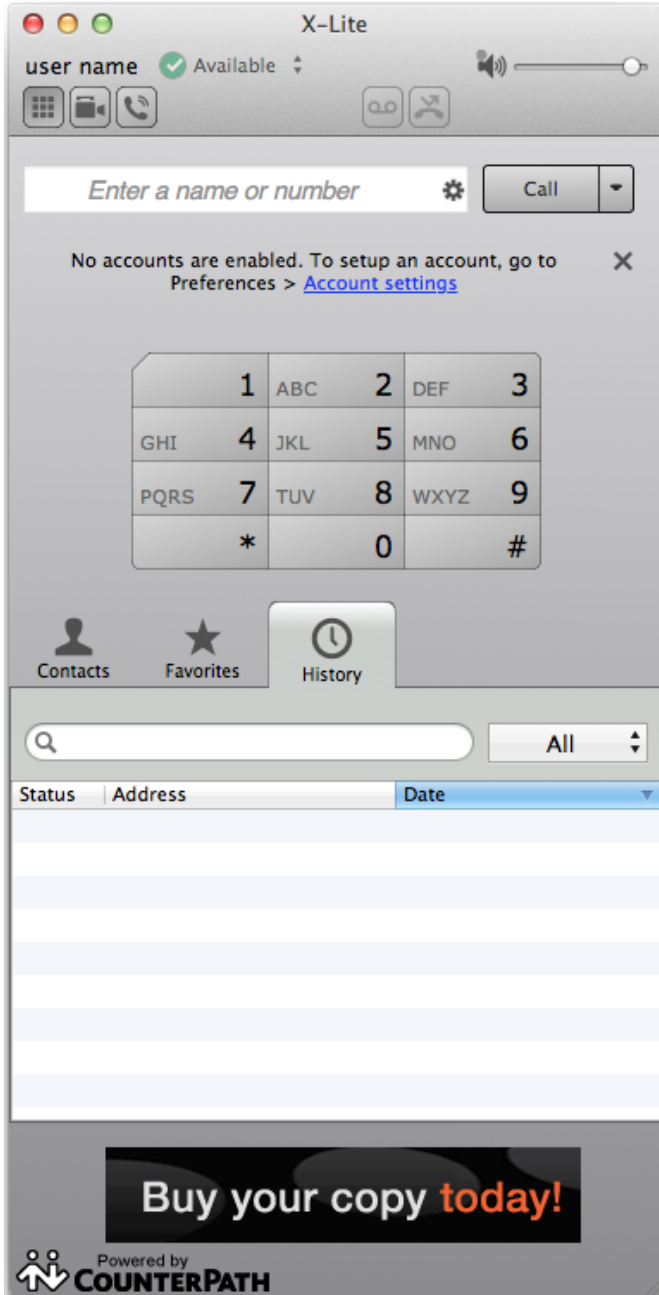

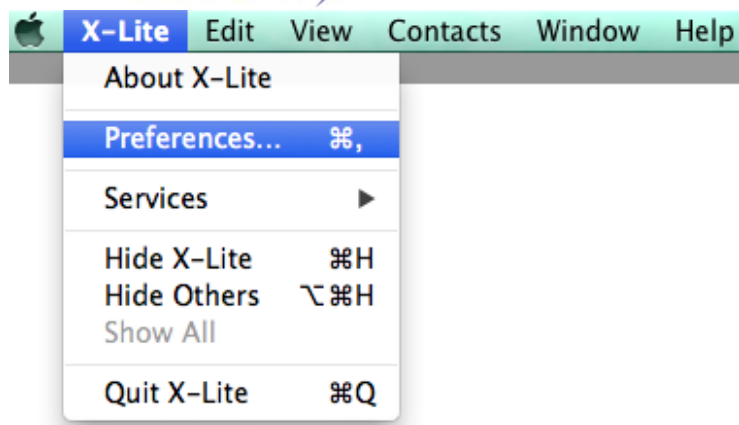Drag the X-Lite icon into the Applications folder to install it.

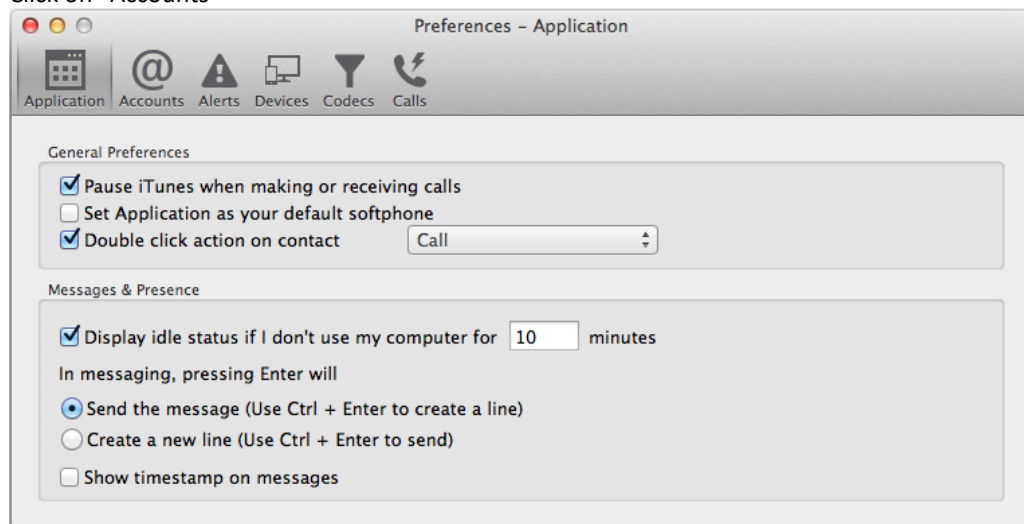Accept the warning message about the Internet download by clicking "Open"

You will see the main dashboard once the installation finishes.

To configure, Click on X-Lite -> Preferences:

Click on "Accounts"

Account name: Your name or Extension number and your name depending on your preference.

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.

Leave all other fields unchanged.

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

Account

Account name: My VoIP Account

Protocol: SIP

Use for: ☑ Call ☑ IM/Presence

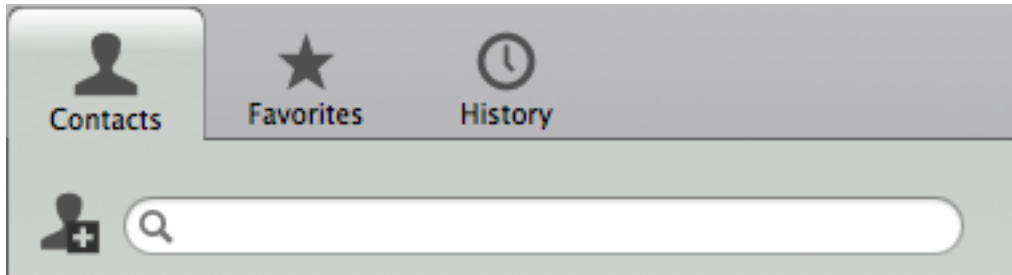| General | Voicemail | Topology | Presence | Transport | Advanced |

Voicemail

☑ 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
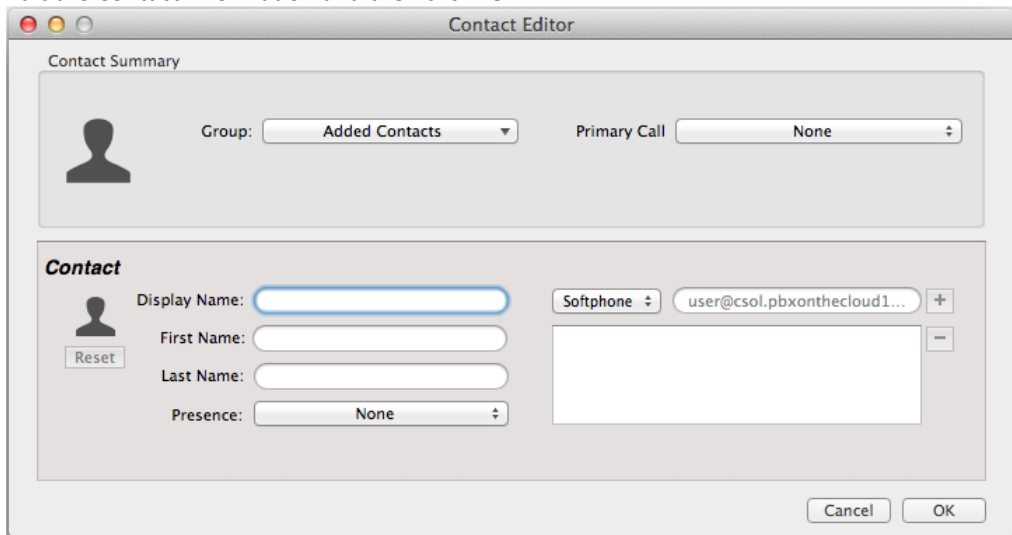
Cancel   OK

USING THE SOFTPHONE

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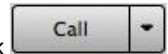Click on the Contacts Tab in middle of the window and then click on "Add Contact" icon:

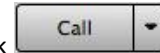Edit the Contact Information and then click "OK"

TO DIAL AN EXTENSION OR PHONE

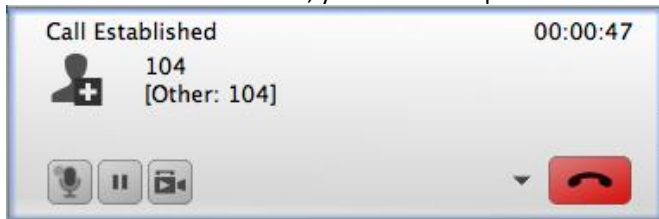Double click on the Contact (If defined previously) or:

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

or click on [▦] and press the digits of th extension you want to call and hit <Enter> or click [Call ▼]

When the call is established, you have this options:

To mute/unmute your microphone, press: [🎤]

To put the call on hold, press: [II]

To resume the call, press: [▶]

To hangup, press: [☎]

To switch between Speaker or Headset mode: [📞]

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

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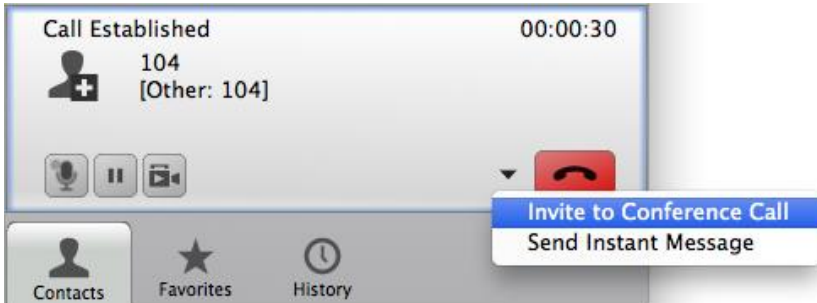
You will be asked for your extension voice mail password followed by the # sign (1234# by default). You should change this voice mail password the first time you use the system. Hear the instructions to do it.
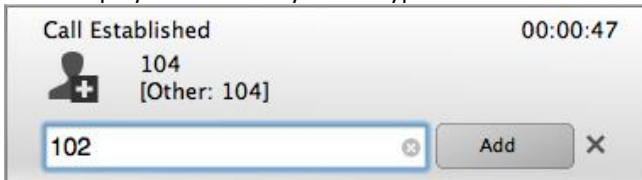

TO CHECK FOR MISSED CALLS:

Look for this icon: and click [1] on it. In this case, it will indicate you have 1 missed call.
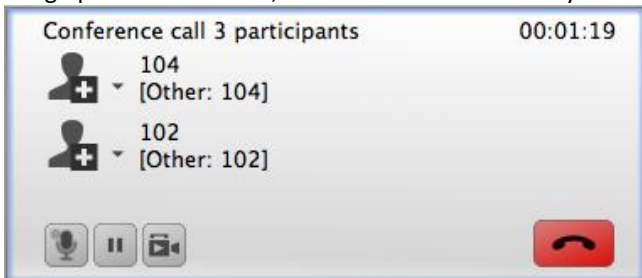
TO DO A CONFERENCE CALL

Make the first call. Once the call is established, you can generate a Conference call by clicking on the arrow icon next to the hangup icon.

It will display a box where you can type the new number to dial. Click "Add" to start the second call.

Once the second call is established, you will see the merged calls into the Conference where you can individually place on hold, or hang up each of the calls, or finish the Conference by clicking the hangup red icon

TO TRANSFER A CALL TO ANOTHER EXTENSION

The free X-Lite version doesn't have this capability.