



XLite 4.0 Setup & Quick Guide



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Software version: 4.0 Build 58832
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1-800-942-4700 broadcore.com



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Initial Setup

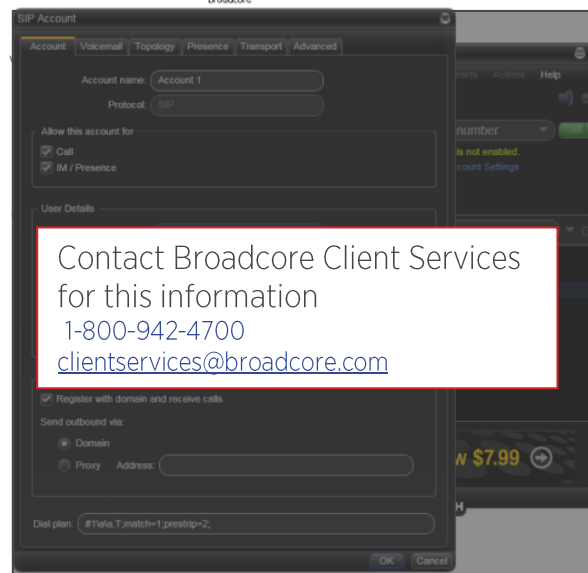
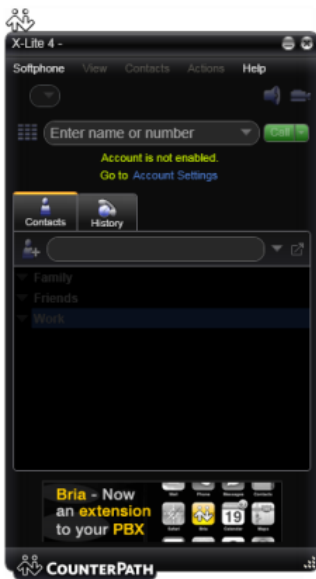
1. Have the Broadcore setup done at the web portal level. Call customer support for help.
2. Download the softphone from www.counterpath.com
3. Install the softphone.
4. Run the softphone.
5. If this is your first installation, the phone will not register. You'll see "Account is not enabled. Go to Account Settings."

6. Click Account Settings in blue.
7. Under Account:
Enter the settings from Broadcore.

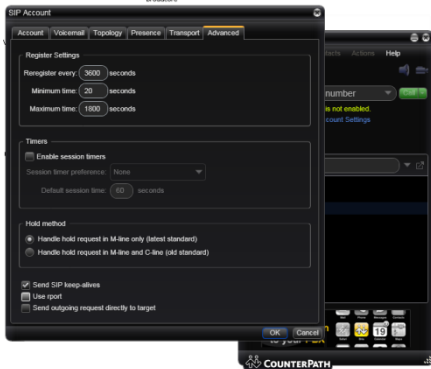
- Account Name:
- Protocol:
- User ID:
- Domain:
- Password:
- Display name:
- Authorization name:

For your security, Contact Broadcore Client Services for this information.

- 1-800-942-4700
- clientservices@broadcore.com



8. Under Advanced Tab:
Near the bottom, uncheck use rport.



9. Click OK.

10. Also under Advanced Tab:

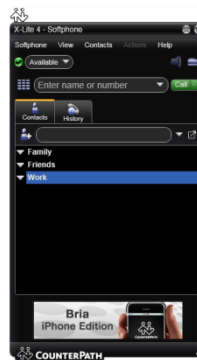
Set these parameters
SIP Transport UDP
Refresh Interval 3600

For Bria iphone and Android set:

WiFi Interval 50
3G Interval 50

11. Click OK.

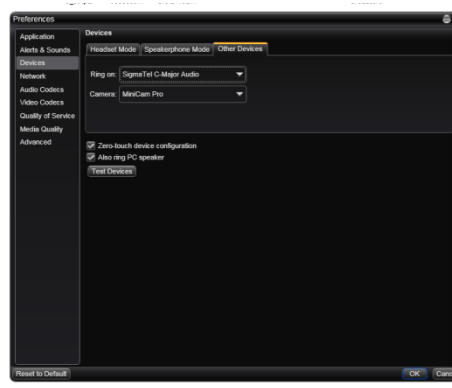
The phone should register.



Once the phone is registered, you can set up other softphone options. You can use the built in microphone and speakers, but for best audio results use a headset. Also, a video option is available for built in or external web cams.

- Click Softphone
- Click Preferences
- Click Devices
- Click each tab for settings.

For full details see the long format user guide.



How to Use the Softphone

For full details see the long format user guide at counterpath.com

Answering the Phone

To Answer a call:

- Click Answer on the popup at the bottom right hand corner of your screen.



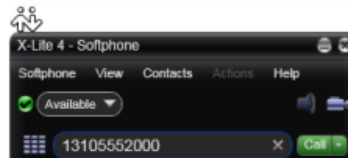
You can see a call connected. It looks like this:



Making a call

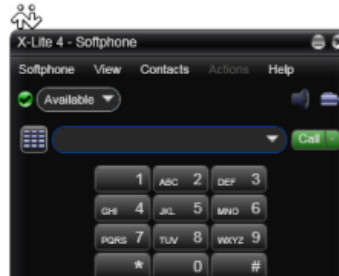
There are several ways to make a call.

1. Call Box
 - Enter the number in the call box.
 - Then click call



2. Keypad

- Click the keypad button to the left of the call box and use your mouse to enter the telephone number.
- Then click Call.



3. Broadcore Speed Dial
 - Enter the speed dial 8 or 100 designation and
 - Click Call.
4. Softphone Contacts
 - Enter contacts on the softphone and
 - click to dial.
5. History
 - Call from the History menu, by clicking to dial.

Voicemail

Dial *62 to check messages.

Missed Calls

There is a missed calls alert on the softphone. See below.



Basic Troubleshooting

Reboot

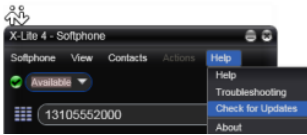
Periodically, you'll want to reboot your softphone. You can reboot the entire computer, or just to reboot the softphone:

- Right Click on the Counterpath icon in the notification area of your computer (near the clock.)
- Click Exit.
- Then Click on Xlite on the desktop, or start menu.



Check for the latest update

It's a good idea to be on the latest build of the softphone.



One-way Audio

One-way Audio is often a function of a firewall. Be sure to turn off SIP ALG or SPI. You can also do a simple reboot of all network equipment such as your modem, router and computer to see if that resolves the issue.

Additional Help

The Xlite has limited support from the manufacturer. This phone is offered as a convenience to our customers.

If you need more features, you may consider getting one of the paid versions of software. There is also service available from counterpath on the paid phone versions.

More Help can be found here:

<https://support.counterpath.com>

Click Knowledge Base

Click your softphone model

Also try here for help:

<http://forums.counterpath.com/>