

# Installing and setting up the X-Lite Softphone Software

*(Last Update – 19/09/2005)*

## [A] Pre-requisites:

Operating System: Windows 98SE\*/NT4/ME/2000/XP (X-Lite also supports MAC OS X)

Exit any software applications that use sound such as CD and Media Players.

## [B] Quick Start Guide:

Setting up X-Lite Softphone requires 3 simple steps. For a step-by-step guide through installation, configuration and usage of the X-Lite Softphone Software, follow the X-Lite Setup Manual.

1. Firstly the X-Lite Softphone Software has to be downloaded and installed. Follow the Install Shield Wizard until the installation is complete. At the “Completing the X-Lite Setup Wizard” step, tick **Launch X-Lite** to continue configuration immediately and click Finish.
2. Next, on launching the X-Lite Softphone for the first time, it is recommended to go through the Audio Tuning Wizard to optimise the quality of your phone conversations by adjusting the microphone and speaker levels.
3. Finally the X-Lite Softphone requires the following minimum configuration required to successfully set-up the Iphone to make and receive calls.

System Settings ⇒ SIP Proxy ⇒ [Default] (Launched automatically first time)

**Username:** your chosen Iphone number, e.g. 34566666

**Password:** your Iphone account password

**Domain:** iphone.com.mt

**SIP Proxy Server:** sip.iphone.com.mt:5060

**Send Internal IP:** Never

**Register:** Always

**Dial Prefix:** (leave empty)

Advanced System Settings ⇒ DTMF Settings

**DTMF Force Send In Band:** Yes

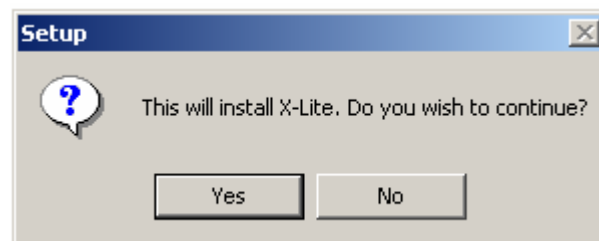
System Settings ⇒ Network

**Primary STUN Server:** stun.iphone.com.mt

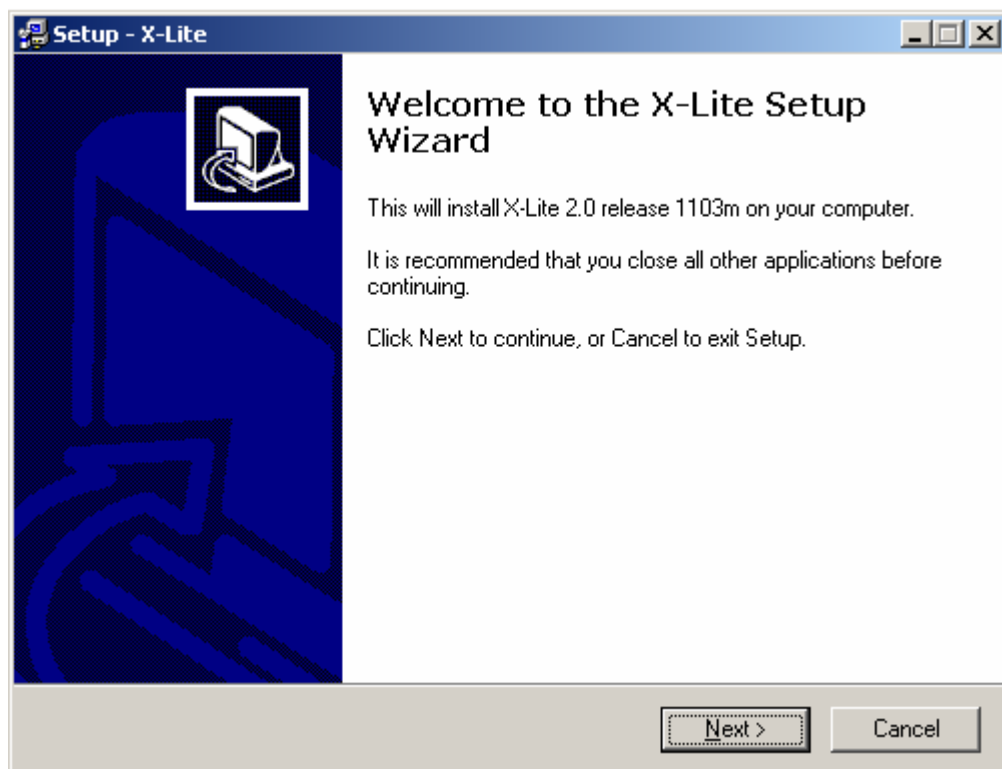
**Secondary STUN Server:** (delete default entry)

## [C] Installation:

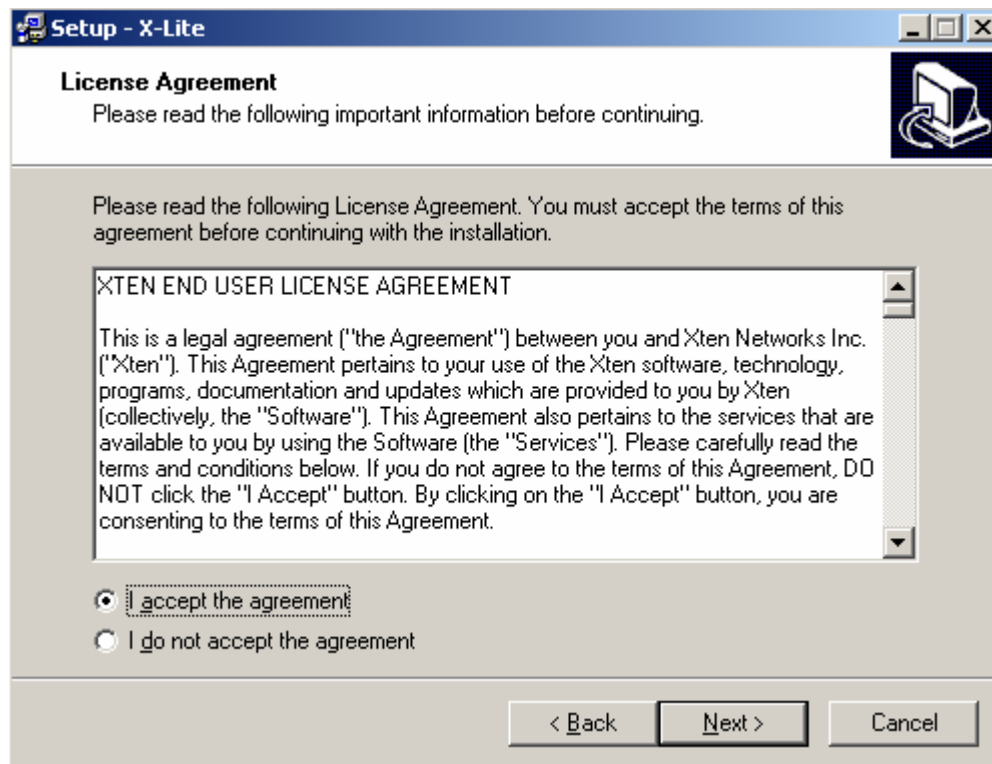
1. Download and run the X-Lite Softphone software file - X\_lite-Xten-Win32-1103m.exe from the [www.xten.com](http://www.xten.com) website. The following **Setup** window pops up. Proceed by clicking **Yes**.



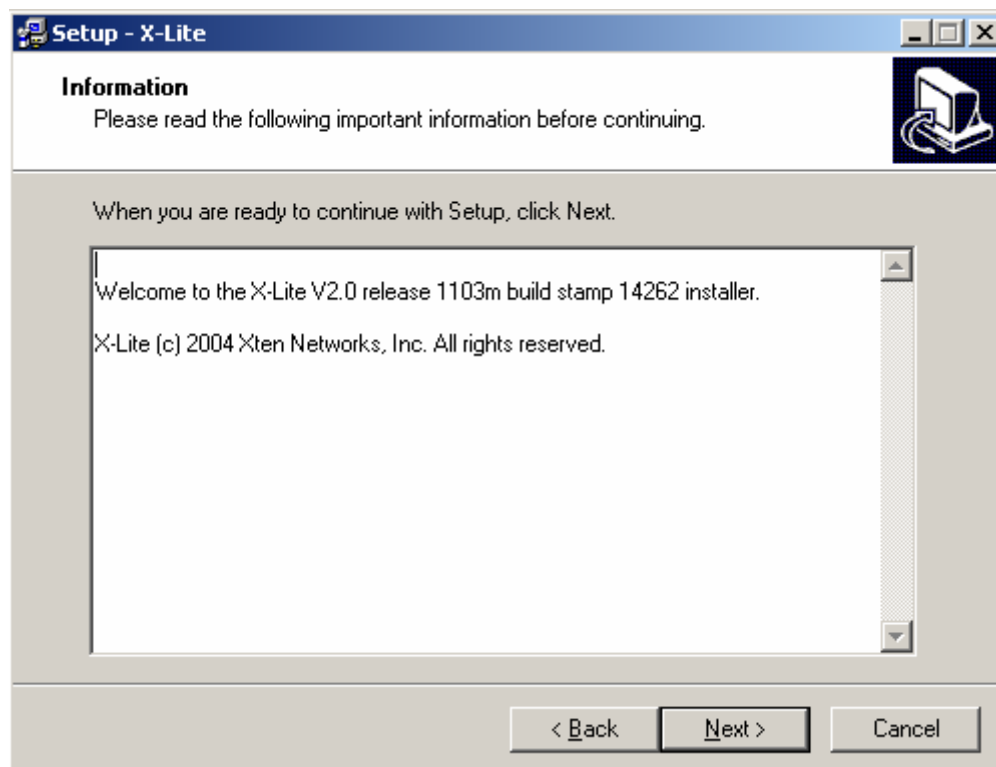
2. The following **X-Lite Setup Wizard** window pops up. Proceed by clicking **Next**.



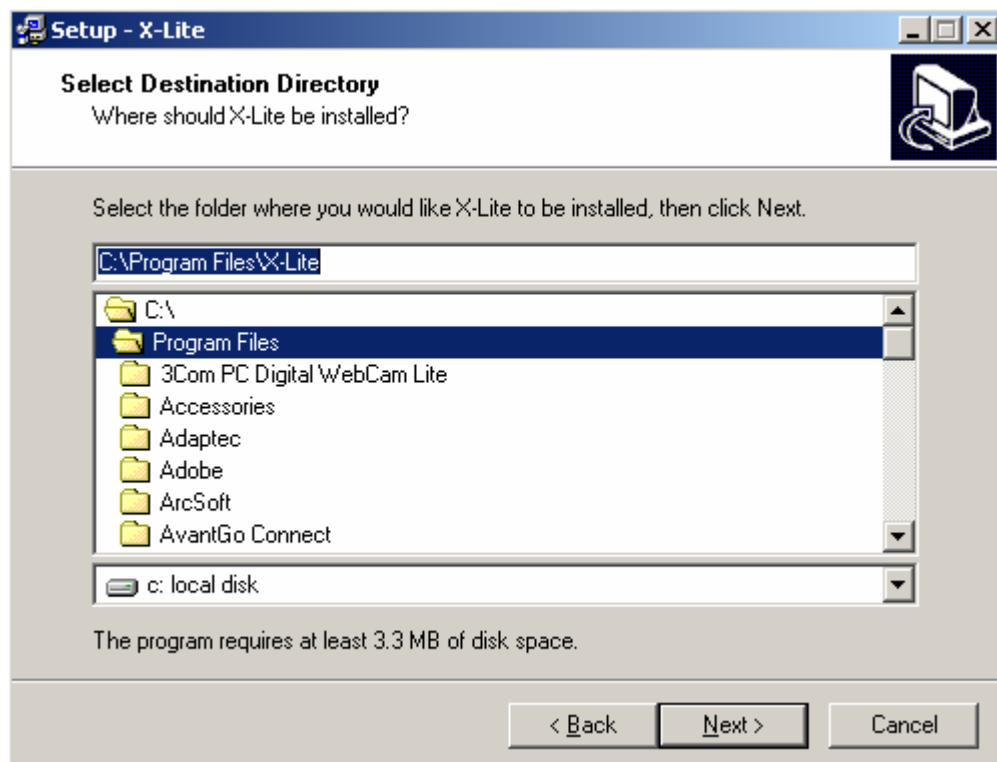
3. Choose **I accept the agreement** and click **Next**.



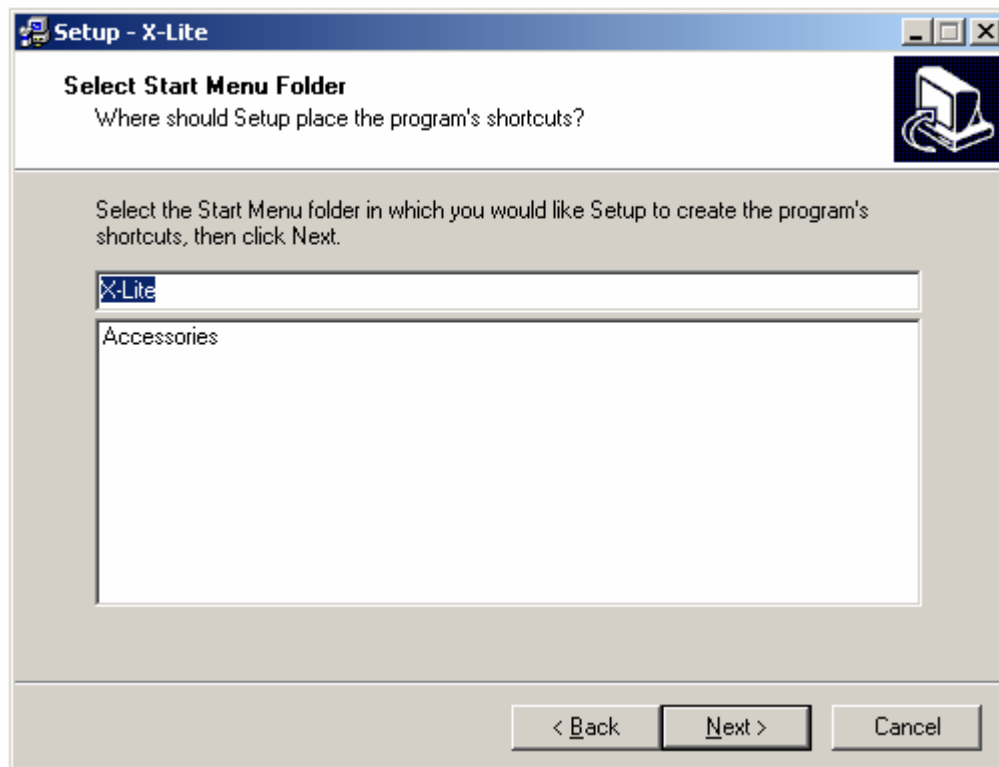
4. Proceed by clicking **Next**.



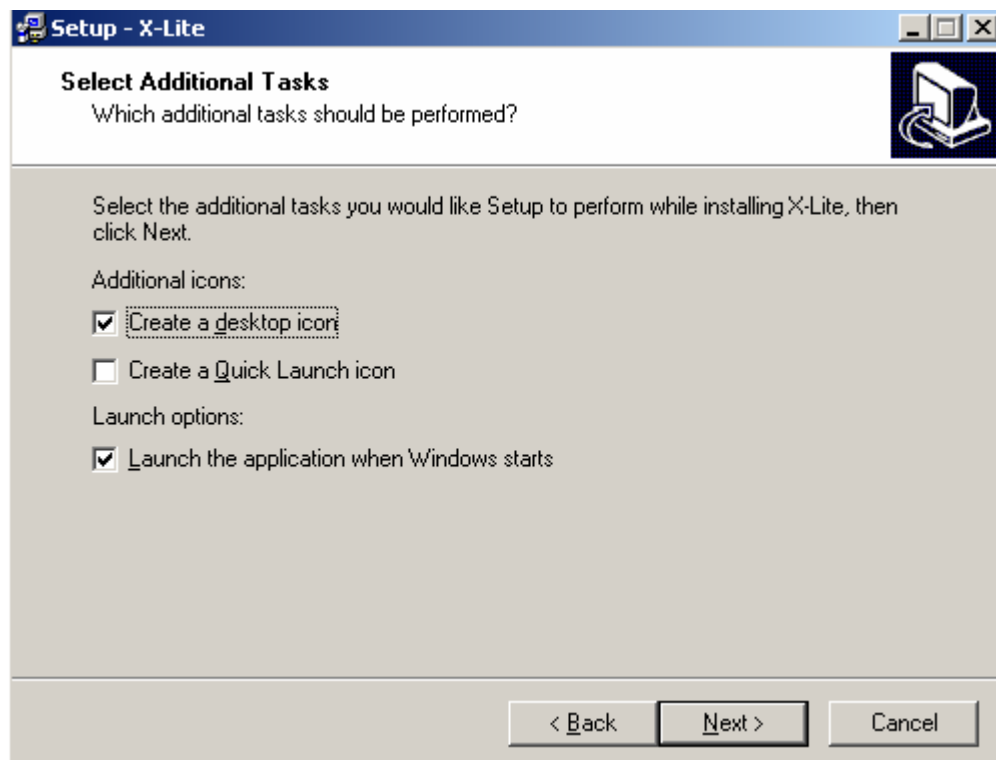
5. Click **Next** to install X-Lite under the Program Files directory.



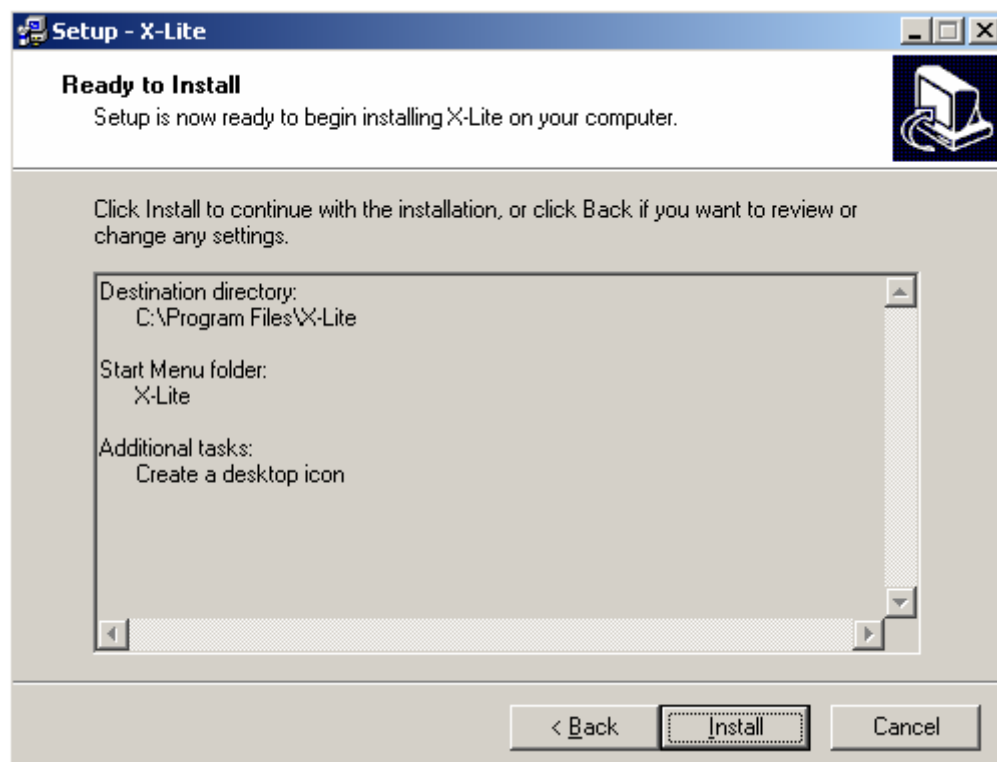
6. Click **Next**.



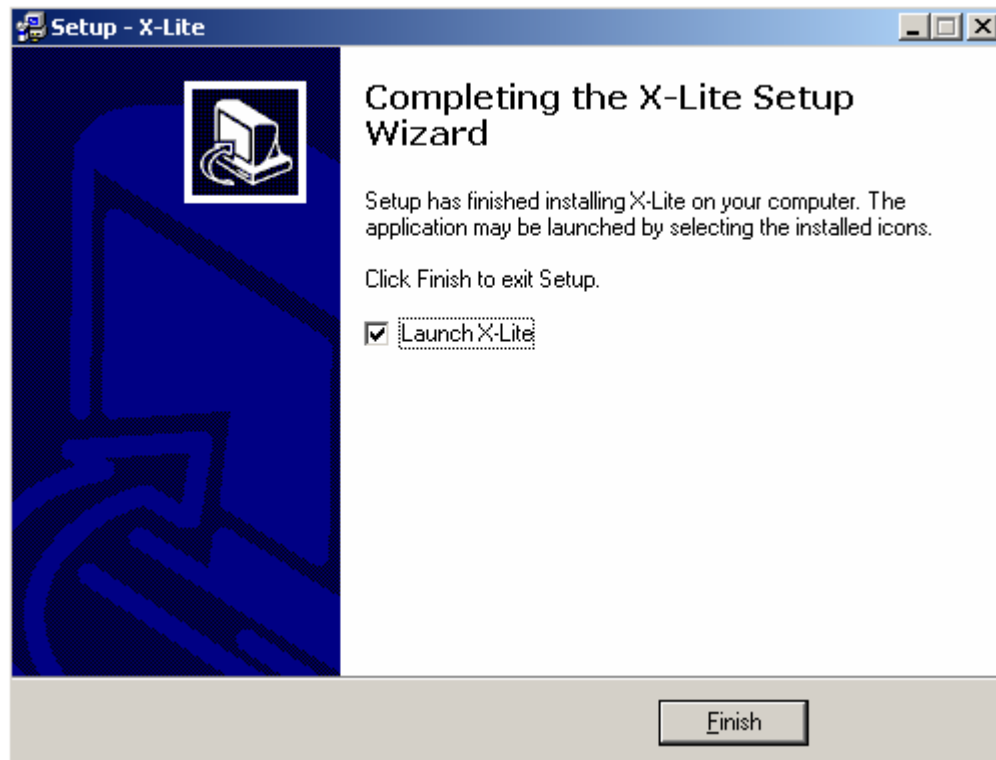
7. Click **Next**.



8. Click **Install** to begin installing X-lite on your computer.



9. Once setup has finished installing X-Lite on your computer, the following window appears. Tick **Launch X-Lite**, and then click **Finish** to exit Setup.



## [D] Setup:

1. The X-Lite Softphone includes an *Audio Tuning Wizard*, which allows you to select an available audio device (or devices) to be used for calling. The following **Audio Tuning Wizard** window automatically pops up the first time you run X-Lite. Proceed by clicking **Next**.

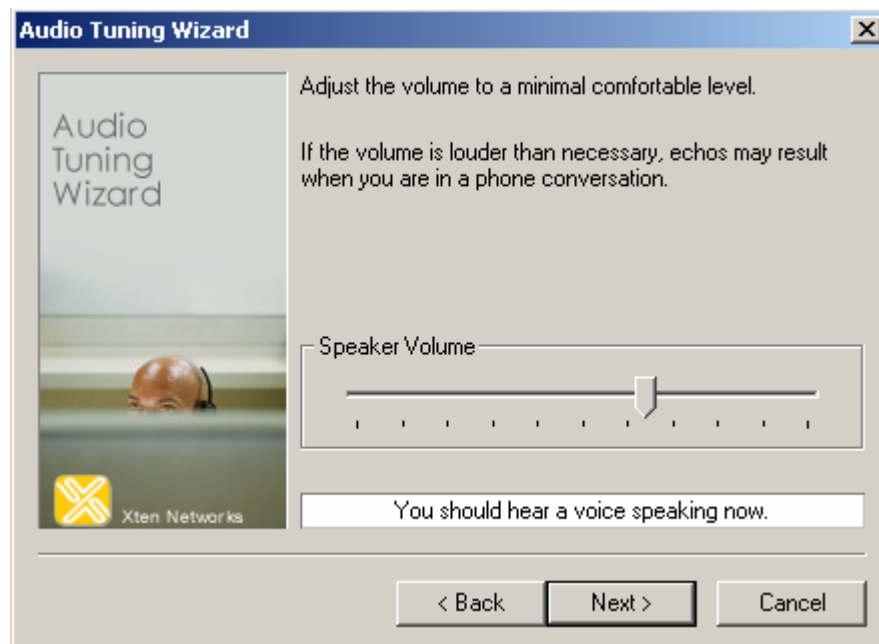


**Note:** It is strongly advised that you complete the wizard to make sure that your audio devices are working properly and are set at the right levels.

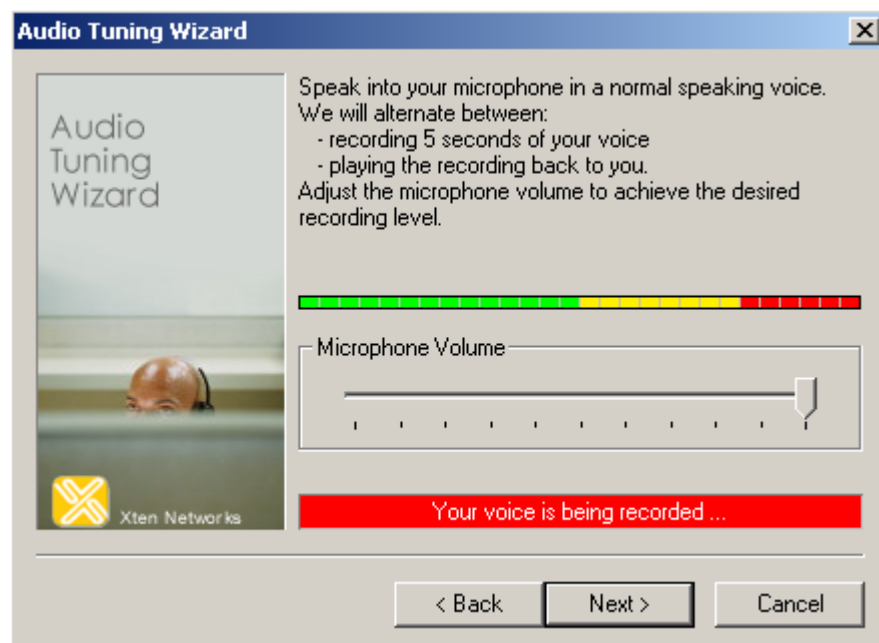
2. Choose the appropriate audio devices (speaker and microphone) and corresponding mixers installed on your computer. Proceed by clicking **Next**.



3. Adjust the speaker volume to a comfortable level. Proceed by clicking **Next**.

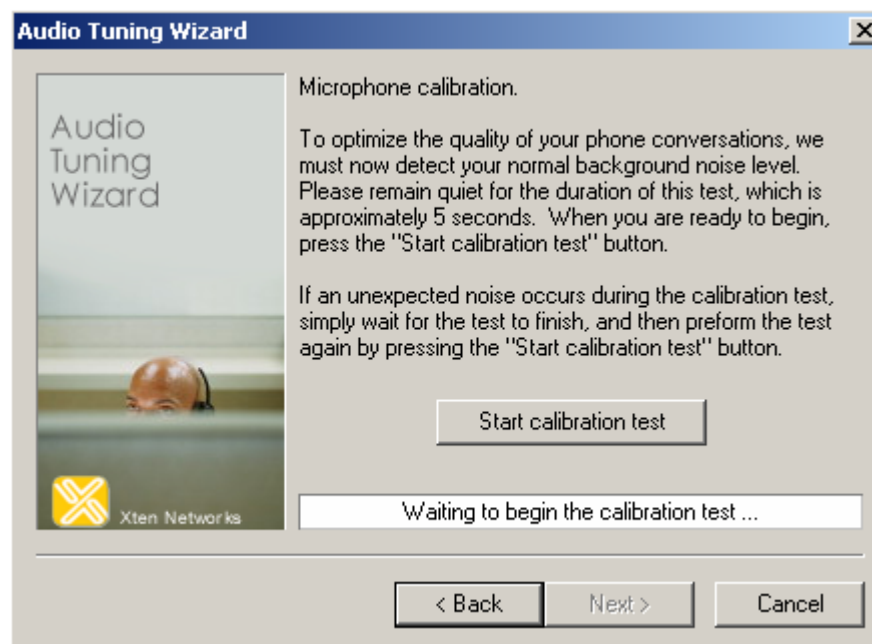


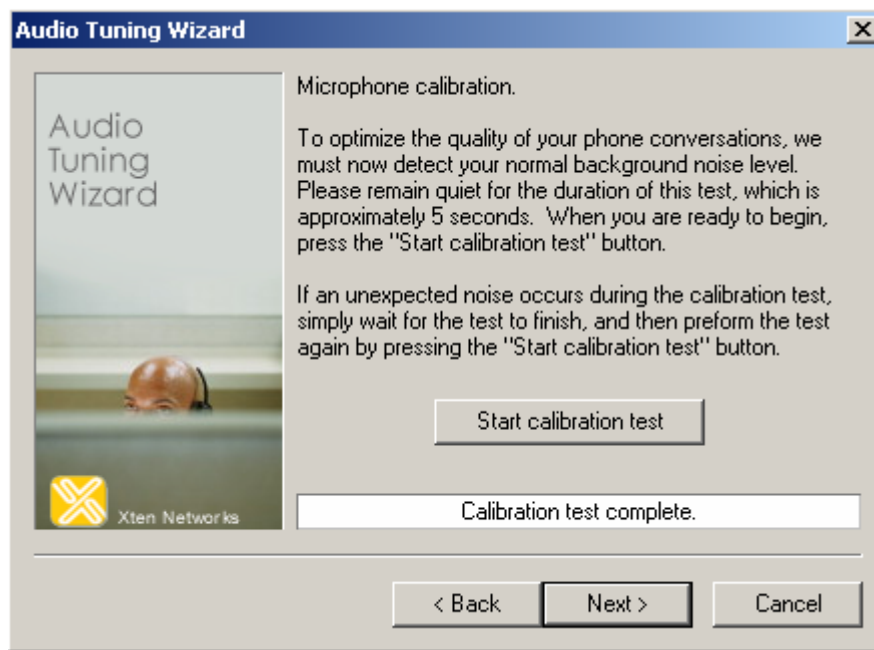
4. Speak into your microphone in a normal speaking voice, then listen to the playback of the recorded sample and adjust the microphone volume to achieve the desired recording level. Proceed by clicking **Next**.



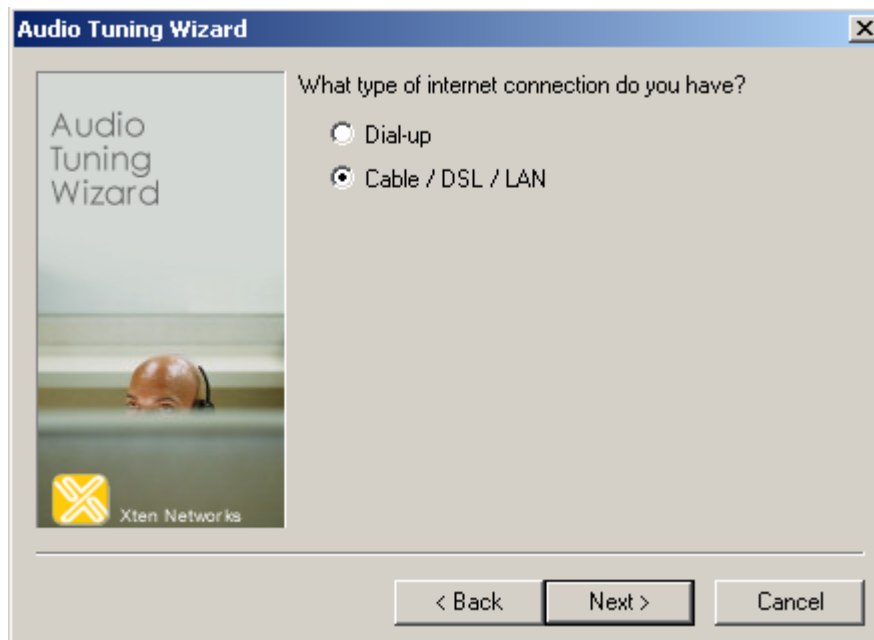


5. To optimise the quality of the phone conversations, press the **Start Calibration Test** button to calibrate your microphone. Once the calibration test is complete, Proceed by clicking **Next**.

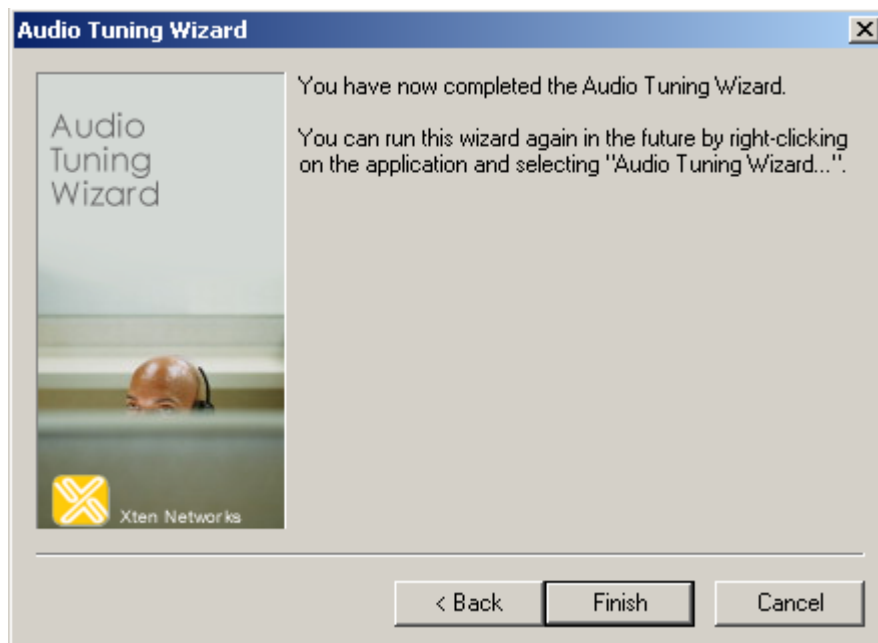




6. Chose your connection speed. Proceed by clicking **Next**.



7. Click **Finish** to complete the Audio Tuning Wizard.



8. Next, the X-Lite dial pad pops up, and you should read **Discovering Firewall ...** in the call status. This is normal behaviour and indicates that the softphone is discovering your network environment.



After this, you also see the message **Awaiting proxy login information**. This indicates that that you have to enter the Service Provider information so that the softphone can login to the network.



In this respect, the X-Lite **Default SIP Proxy** window automatically pops up, which prompts you for such information. This menu may be launched any time from the Main Menu following through the sub-menus: System Settings ⇒ SIP Proxy ⇒ [Default].



As illustrated above, set the following information needed to login to the Iphone service:

Enable:	Yes
Display Name:	Your name (e.g. John Bloggs)
Username:	Your Iphone number(e.g. 34566666)
Authorization User:	Your Iphone number (e.g. 34566666)
Password:	Your Iphone password
Domain/Realm:	iphone.com.mt
SIP Proxy:	sip.iphone.com.mt:5060
Send Internal IP:	Never
Register:	Always
Dial Prefix:	(leave empty)

**Note 1:** Use the **up** and **down** keys on your keyboard to move from one item to the next. You can also click on the arrows at the bottom left of the window to move between items.

**Note 2:** Double-click on an item or highlight the item and click **Select** to reveal the list of choices.

**Note 3:** Some items contain a list of choices such as “Yes” or “No”. In this case double-click on your choice. Other items have a flashing cursor next to them, indicating that you can enter text for that item.

**Note 4:** The menu can be launched at any time by clicking on the menu button on the dial pad.

When finished entering all of the information, click **Back** to save the settings.

To close the X-Lite Menu window, click its close button (**x**) or click the **Menu** button on the dial pad.

9. At this stage, the softphone will attempt to login to the Iphone service. This is indicated by a **Logging in...** message in the call status.



10. To enable support for “In-Band DTMF” (e.g. entering your Easyline Pin Number after dialling 123), then the softphone needs to be configured with one additional information as follows:

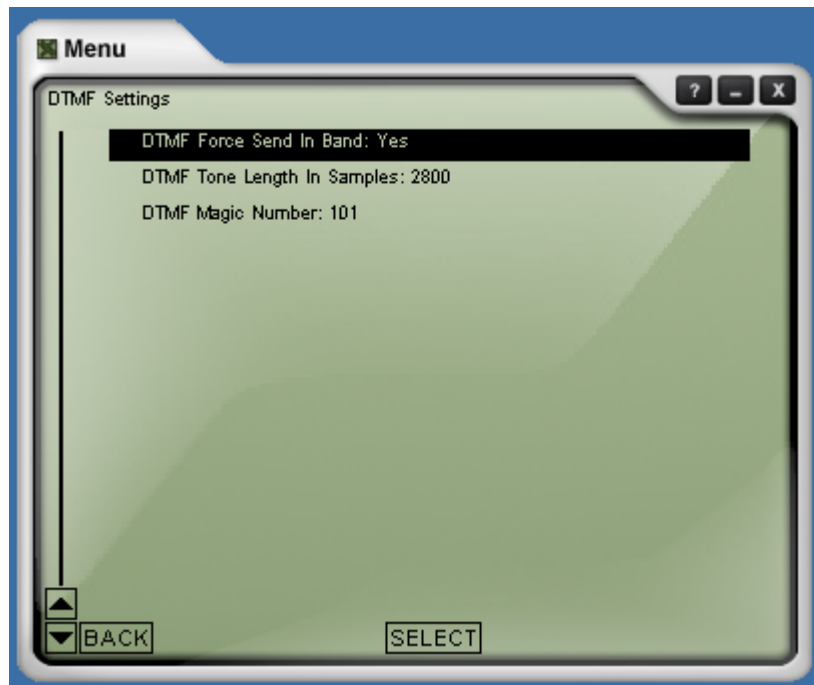
Click on the **Menu** button on the dial pad. The **Main Menu** window pops up.



Next, double-click the **Advanced System Settings** item to enter the **Advanced System Settings** window.



Then, double-click the **DTMF Settings** item to enter the **DTMF Settings** window.



As illustrated above, set the following additional information:

DTMF Force Send In Band: Yes

When finished entering this information, click **Back** to save the settings.  
To close the X-Lite Menu window, either click its close button (x) or click the **Menu** button on the dial pad.

11. For non Network Address Translation (NAT) environments (i.e. if the softphone is not behind a NAT), then you are ready to make and receive calls once the **Logged in** message in the call status appears.



**Note:** If you see the **Login timed out! Contact Network Admin** message in the call status, then you have not logged in successfully and will not be able to make a call.





12. For NAT environments (i.e. if the softphone is behind a NAT), then once the **Logged in** message in the call status appears, you are almost ready to make and receive calls. In this case, the softphone needs to be configured with one additional information as follows:

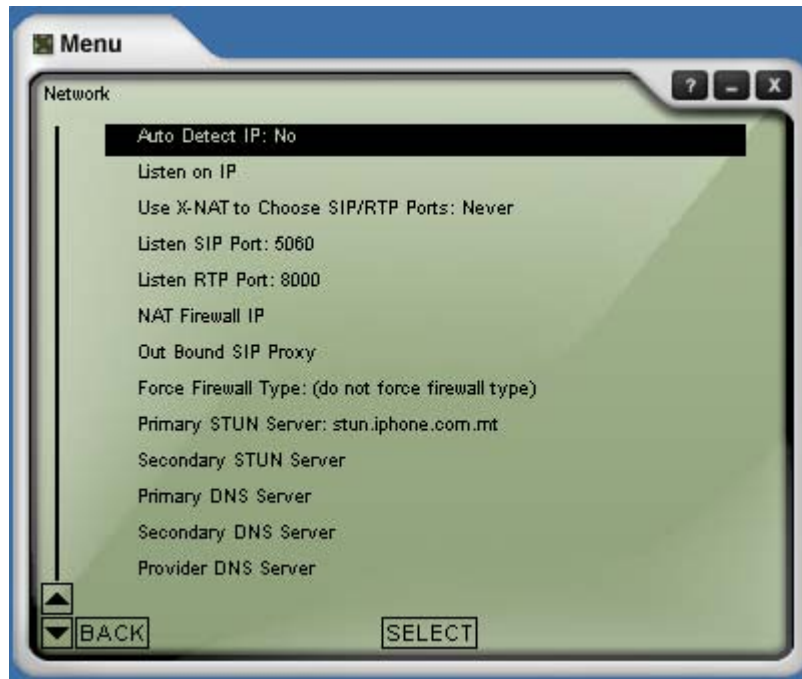
Click on the **Menu** button on the dial pad. The **Main Menu** window pops up.



Next, double-click the **System Settings** item to enter the **System Settings** window.



Then, double-click the **Network** item to enter the **Network** window.



As illustrated above, set the following additional information:

Primary STUN Server:	stun.iphone.com.mt
Secondary STUN Server:	(delete default entry)

When finished entering this information, click **Back** to save the settings.

To close the X-Lite Menu window, either click its close button (x) or click the **Menu** button on the dial pad.

## [E] Using the Softphone:

### 1. The Dial Pad.



**Note:** Things to keep in mind before you can make a call:

While making calls with X-Lite is simple, however there are two main differences between using a softphone and a traditional telephone that you should be aware of:

- The X-Lite softphone is a computer application, so it must be running in order for you to make or receive calls.
- An X-Lite icon in the “System Tray” (bottom right corner of the MS Windows desktop) indicates that the application is running.
- The X-Lite softphone must be logged in before you can make or receive a call. This will typically require a few seconds. The call status will read **Logged in – Enter Phone Number** to indicate that you are ready to make a call.
- When the X-Lite softphone is idle, you may wish to minimize it by clicking its close button (x).

## 2. Placing a Call.

Once the call status reads **Logged in – Enter Phone Number**, you are ready to make or receive calls.

To enter a number in X-Lite, you can enter the digits either directly from X-Lite's numeric keypad or from your computer keyboard.

**Note 1:** As you enter a number, you may see a suggested completion for that number (provided it already exists in the **Phonebook**. To enter the rest of the suggested number, simply hit the **Tab** key on your keyboard to automatically fill in the remaining digits.

**Note 2:** As you begin entering a number, **Line 1** is automatically selected as the line for that call.

**Note 3:** If at any point you enter an erroneous number, click the **Clear button** on the dial pad or press **Backspace** on your keyboard.

When finished entering your number, click the **Dial** button on the dial pad or press **Enter** on your keyboard. Like a traditional telephone, you will hear ringing in your speaker device as you try to call the remote party. You will also see the message **Session Progress** in the call status. When the remote party answers, you will see the message **Connected** in the call status.

## 3. Answering a Call.

As you receive the call, you will hear ringing in your configured speaker device. The call will come in on the highest line by default. This is indicated by the flashing “light” on the **Line** button. As the call arrives, simply click on the **Dial** button or press **Enter** on your keyboard to answer it. You can also click on the appropriate line button to answer the call.

**Note:** You can also hear the phone ringing in the device (i.e. headset/USB phone) that you may have configured in as your speakers from the **Audio Tuning Wizard**.

## 4. Placing a Call on Hold.

While you're on a call in progress, you can place that call on hold by either clicking on the corresponding **Line** button or by selecting another line. The appropriate **Line** button will “flash” to indicate that its corresponding call has been placed on hold. To resume a call that is on hold, simply select its Line again (by clicking on its **Line** button).

## 5. The Phonebook.

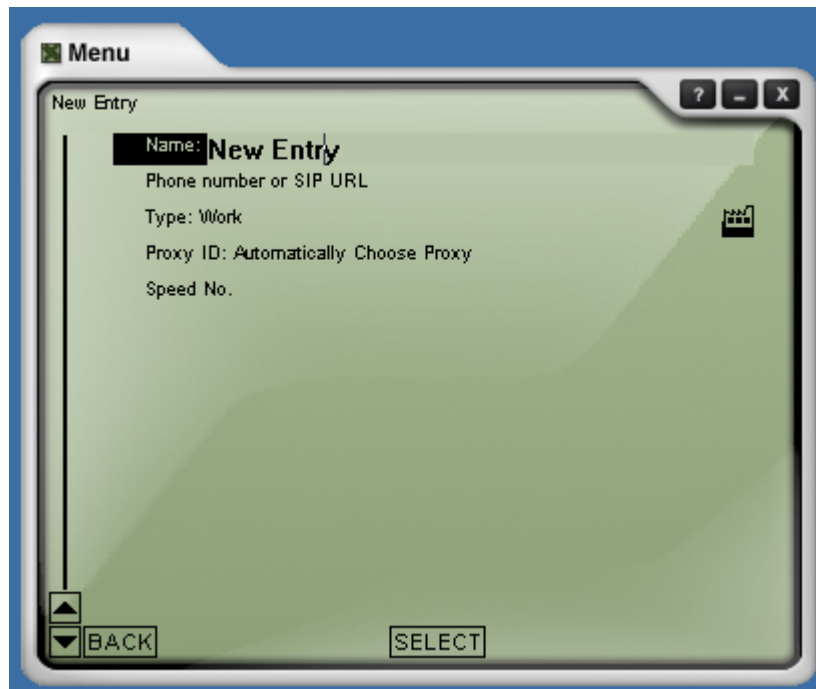
X-Lite allows you to store a list of contacts in a Phone Book. To bring up the X-Lite Phonebook, click on the **Phonebook** button on the dial pad.



Next, double-click the **New Entry** item to create a new contact.

Enter the following information for the contact:

- **Name**
- **Phone Number**
- **Type** (double-click to reveal a list of contact types, i.e. Work, Home, Mobile)



Click **Back** to save the contact.

To edit the information of a contact, double-click on the desired contact. You can also click on the desired contact to highlight it, and then click **SELECT**.

To remove a contact from the phone book, highlight the desired contact, and then click **DELETE**.

To dial a number in the **Phonebook**, highlight the corresponding Phonebook entry, and then click the **Dial** button on the dial pad.

To close the **Phonebook** window, click its close button (**x**) or click the **Phonebook** button on the dial pad.

0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0