

Manufacturer : CounterPath Model : X-Lite 3.0

> X-lite 3.0 Softphone Installation and Configuration tutorial for use with Ubity VoIP Service





Step 1 : Prerequisites

You will first need to acquire your Ubity account parameters. These should include the following informations :

Server/Gateway Address: *Example vgw1.ubity.com* Username/UserID : *Example z990101* Password : *Example fRtGT5* Extension : *Example 101*

You will also need the X-Lite software installation file. This file can be downloaded from the following link : <u>http://www.counterpath.com/x-lite.html</u>



Once downloaded, you should be presented with an icon resembling the one above. Double-click on it to start the installation process and go on to step 2.



Step 2 : XLite Installation

Once the installation process started, follow the instructions and click on the items highlighted in orange in the following screenshots.





Read the license agreement if needed. Once done, choose « I accept the agreement » from the radio buttons below and continue the installation process by clicking « Next ».

🔂 Setup - X-Lite	. 🗆 🖂
License Agreement Please read the following important information before continuing.	
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.	
COUNTERPATH END USER LICENSE AGREEMENT This is a legal agreement ("the Agreement") between you and CounterPath Solutions, Inc. ("CPSI"). This Agreement pertains to your use of the CPSI software, technology, programs, documentation and updates which are provided to you by CPSI (collectively, "the Software"). Please carefully read the terms and conditions below. If you do not agree to the terms of this Agreement, DO NOT click the	
"I Accept" button. By clicking on the "I Accept" button, you are consenting to, and agreeing to be bound by, the terms of this Agreement. accept the agreement I do not accept the agreement 	•
< Back	Cancel



Change the destination location if required (the default should be fine) and hit « Next ».

🔂 Setup - X-Lite	
Select Destination Location Where should X-Lite be installed?	
Setup will install X-Lite into the following folder.	
To continue, click Next. If you would like to select a different folder, click Browse.	
C:\Program Files\CounterPath\X-Lite	e
At least 27.7 MB of free disk space is required.	
< <u>B</u> ack <u>Next</u>	Cancel



Choose the appropriate icon placement options for your environment. Also choose whether you wish the softphone to be automatically started when your computer starts up.

Click on "Next" when done.

🔂 Setup - X-Lite 📃 🗖 🔀
Select Additional Tasks Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing X-Lite, then click Next.
Additional icons:
Create a desktop icon
Create a <u>Q</u> uick Launch icon
Launch options:
✓ Launch the application when Windows starts
< <u>B</u> ack <u>Next</u> Cancel



The installation process should complete without incidents.





Once the installation process complete, you will be offered the option to restart your computer. This step is recommended but not necessary. You may choose not to restart your computer by choosing the corresponding option (as shown below). Click on "Finish"





Step 3 : Startup and configuration

If you have previously chosen no to restart your computer, you may need to start the phone manually by double-clicking on the icon that resembles the one show below :



One of the first questions you will be asked is whether or not you wish to contribute to counterpath's quality control data collection. Choose "No".



It is possible that the version of X-Lite you have downloaded may not the be latest one available. If so, you may be presented with the option of upgrading. You may choose "Yes" and let the Auto-Update process upgrade your softphone to the latest version.



If you have chosen to upgrade, the following window will be displayed during the update process.





Once the upgrade process has downloaded the latest version, you will be prompted to install this new version. Click on "Yes".

X-Lite -	Auto Update	
2	The new version of X-Lite is Do you want to install it now	; downloaded. w?
	Current build stamp:	39982
	New build stamp:	41150
		Yes No

After the installation or upgrade process, or during your first startup, you will need to enter your Ubity account information.

When the following window is displayed, click on "Add".

 ACCC #	Domain	Username	Display Name	<u>A</u> dd
1				Remove
				Properties
				Make <u>D</u> efault



Enter your Ubity account information and click on « Ok »

Properties of Account1		
Account Voicemail Topology	Presence Advanced	
User Details		
Display Name	YOUR NAME	
User name	YOUR USERID	
Password	YOUR PASSWORD	
Authorization user name	YOUR USERID	
Domain	SERVER/GATEWAY	
Register with domain and r Send outbound via: O domain proxy Address otarget domain	receive incoming calls	
Dialing plan	#1\a\a.T;match=1;prestrip=2;	
	OK Cancel Apply	



Once back to this previous window, hit "Close"

Enabled	Acct #	Domain	Username	Display Name	<u>A</u> dd
V	1	vgw1.ubity.com (default)	<username></username>	<displayname></displayname>	Remove
					Properties
					Make <u>D</u> efaul

At this point, the softphone will attempt to contact Ubity servers.

If you have Windows XP SP2 or a firewall, you may need to authorize this connection. The below example is from the Windows firewall. Click on "Unblock".

👹 Windov	ws Security Alert 🛛 🔀
	o help protect your computer, Windows Firewall has blocked ome features of this program.
Do you w	ant to keep blocking this program?
₩ <u></u>	ame: X-Lite ublisher: Unknown
	Keep Blocking
Windows F Internet or unblock it.	irewall has blocked this program from accepting connections from the a network. If you recognize the program or trust the publisher, you can When should I unblock a program?



Once done, your phone should display something similar to the screenshot below. It should be in « Ready » state.





Step 4 : Deactivation of X-lite Call Inactivity option

This step is necessary for the good functioning of X-lite with Ubity.

1. Open X-Lite menu and go to « Options »...





2. The following window will open.

ptions	
General	Basic Options
	Always on top of other applications
Application	Launch when Windows starts
	Confirm before closing application
	Prompt me when an upgrade is available
Alerts and Sounds	*NOTE: This option can be toggled while dialing by pressing the spacebar.
\$?	Recent Calls
Availability	Number of calls in each list[0999]: 10
n l	Contact List
Devices	Double clicking on a contact will: O send an instant message place a call
	Zero Touch Configuration
	Enable Zero Touch bandwidth detection
	Enable status bar messages
	Recorded Calls Location
	Location: C:\Users\christophe\Documents\X-Lite Open
Advanced	Apply Revert OK Cancel



3. Go to the « advanced » tab at the bottom right corner .





4. The following window will open .

General	Disabled codecs:		Enabled codecs:
Advanced Audio Codecs Video Codecs	BroadVoice-32 FEC DVI4 DVI4 Wideband GSM iLBC L 16 PCM Wideband Speex Speex FEC Speex Wideband Speex Wideband FEC	~	BroadVoice-32 G711 aLaw G711 uLaw
Network	Codec Properties Description: Bitrate range (bps): 0	- 0	
Diagnostics	Fidelity: Best Quality (PESQ):	1	4.5



5. Choose the « Network » icon .

General	Disabled codecs:		Enabled codecs:	
Advanced	BroadVoice-32 FEC DVI4 DVI4 Wideband GSM iLBC L 16 PCM Wideband Speex Speex FEC Speex Wideband Speex Wideband FEC	~	BroadVoice-32 G711 aLaw G711 uLaw	
Network Quality of Service Diagnostics	Codec Properties Description: Bitrate range (bps): 0 Fidelity: Best Quality (PESQ): 0.0)		4.5
	A	pply Rev	ert OK Can	icel



6. The following options are displayed.

General	Network Connection Speed	
Advanced	(To change, first disable Application > Bandwidth Detection)	
	Dial-up or ISDN (slow)	
Audio Codece	Cable, DSL or ADSL	
	Fast cable, DSL or ADSL (512kbps)	
	🔘 Local area network (LAN)	
/ideo Codecs	Preserve bandwidth during silence periods	
2	Call Inactivity	
Network	In times of network disruption, automatically hang up calls after	:
INCLINUIK	RTCP has been inactive for 30 🚔 second:	5
8	RTP has been inactive for 0 second:	5
ality of Service	DNS	
	Primary DNS server	
Diagnostics	Secondary DNS server	
	Call Statistics	
	Enable anonymous sending of call quality information	



7. In the "Call Inactivity" section, uncheck the "In times of network disruption,..." check-box.

General	Network Connection Speed
Advanced	(To change, first disable Application > Bandwidth Detection)
Audio Codecs	Dial-up or ISDN (slow)
	Cable, DSL or ADSL
	Fast cable, DSL or ADSL (512kbps)
	🔵 Local area network (LAN)
Video Codecs	Preserve bandwidth during silence periods
Network	Call Inactivity In times of network disruption, automatically hang up calls after:
Quality of Service	DNS
	Primary DNS server
Diagnostics	Secondary DNS server
	Call Statistics
	Finable anonymous sending of call quality information

Finally, click on "Apply" and then on "OK".

Quit and launch X-lite again to ensure that changes have been applied.

After X-Lite has been restarted, it will be ready to make and receive calls through Ubity.

Do not hesitate to call our technical support from Monday to Friday between 9am and 5pm if you need any help.

(514) 907-3400 / 1-877-558-2489, Ext. 2 or support@ubity.com