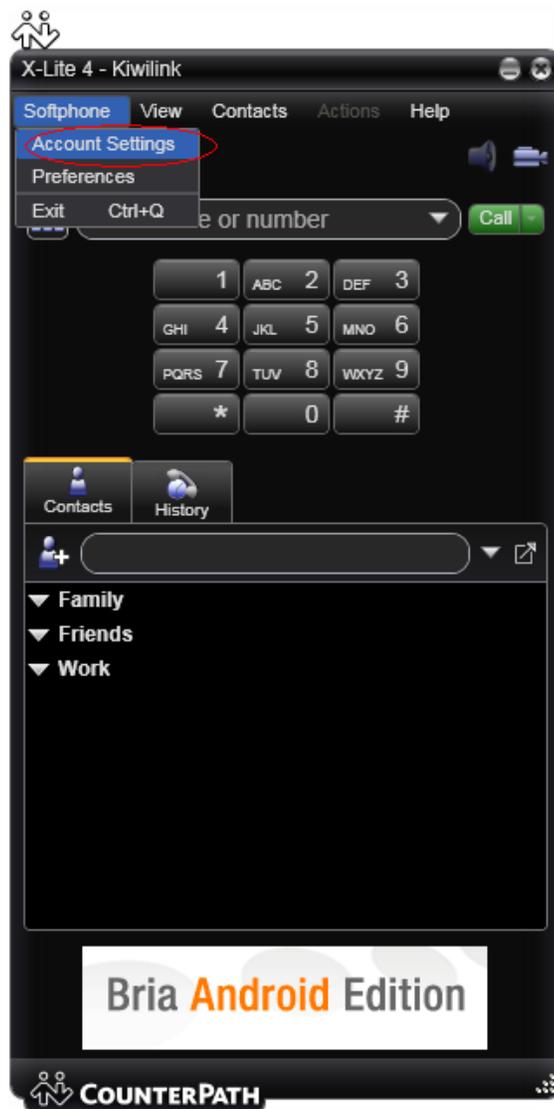


Guide– Setting up X-Lite 4 Softphone for Kiwilink VoIP

Check that you have received your Kiwilink Welcome email with your VoIP number details.

Steps:

- 1) Go to <http://www.counterpath.com/x-lite.html> to download and install the appropriate version of X-Lite 4 for your operating system.
- 2) After installation is complete open the X-Lite program.
Click on Softphone on the top menu > then select Account Settings



- 3) The SIP Account window should now appear. Configure the following fields in the Account tab.

User Details

User ID: <Your Kiwilink VoIP Number>

Domain: sip.kiwilink.co.nz

Password: <Your Kiwilink VoIP Password>

Display Name: <Your Kiwilink VoIP Number or Preferred Display Name>

Authorization Name: <Your Kiwilink VoIP Number>

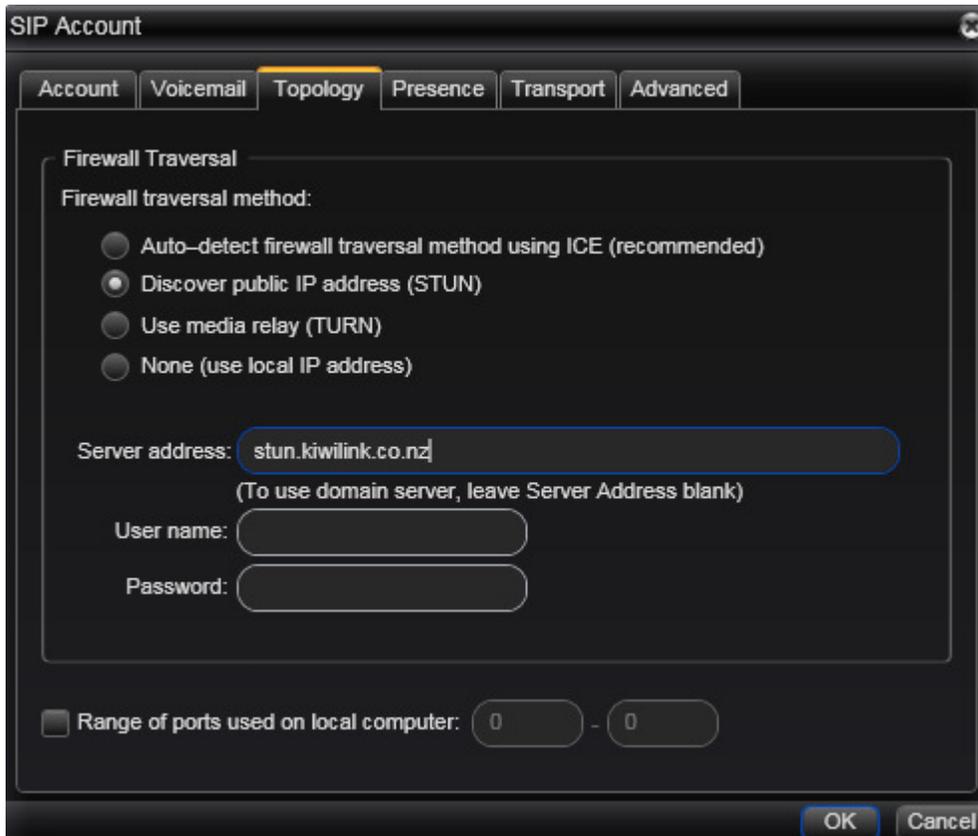
Domain Proxy

Register with domain and receive calls: Enable

Send outbound via: Select Proxy and enter **Address:** sip.kiwilink.co.nz

The screenshot shows the 'SIP Account' configuration window with the 'Account' tab selected. The 'Account name' is 'Account 1' and the 'Protocol' is 'SIP'. Under 'Allow this account for', both 'Call' and 'IM / Presence' are checked. The 'User Details' section contains: 'User ID' (099749874), 'Domain' (sip.kiwilink.co.nz), 'Password' (masked with dots), 'Display name' (099749874), and 'Authorization name' (099749874). The 'Domain Proxy' section has 'Register with domain and receive calls' checked. Under 'Send outbound via', 'Proxy' is selected with the 'Address' set to 'sip.kiwilink.co.nz'. The 'Dial plan' is '#1\|a.T;match=1;prestrip=2;'. 'OK' and 'Cancel' buttons are at the bottom right.

- 4) Click on the Topology tab and enter the following
Firewall traversal method: Discover public IP address (STUN)
Server address: stun.kiwilink.co.nz



The image shows a screenshot of the 'SIP Account' configuration window, specifically the 'Topology' tab. The window has a dark theme and a title bar with a close button. The 'Topology' tab is selected and highlighted. Below the tabs, there is a section titled 'Firewall Traversal'. Under this section, the 'Firewall traversal method:' is set to 'Discover public IP address (STUN)', which is selected with a radio button. Other options include 'Auto-detect firewall traversal method using ICE (recommended)', 'Use media relay (TURN)', and 'None (use local IP address)'. Below the radio buttons, there is a text input field for 'Server address:' containing the text 'stun.kiwilink.co.nz'. A note below this field says '(To use domain server, leave Server Address blank)'. There are also empty input fields for 'User name:' and 'Password:'. At the bottom of the window, there is a checkbox for 'Range of ports used on local computer:' followed by two input fields containing the number '0'. The 'OK' and 'Cancel' buttons are located at the bottom right of the window.

Click OK to complete the setup of your phone

- 5) The phone should now attempt to register with Kiwilink. If the status shows Available, then you are now ready to dial and receive calls.

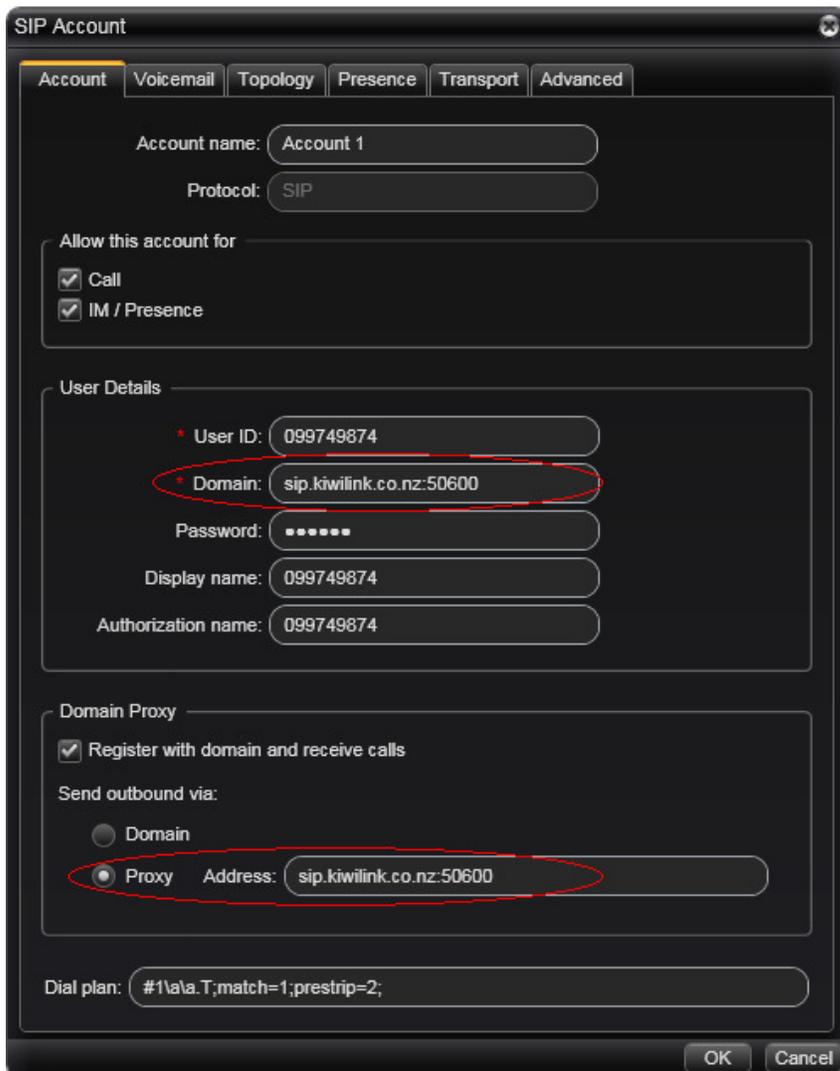


Still having problems getting the phone to register or make/receive calls? Read on...

Some users behind certain firewalls/routers appear to have problems registering by following the above instructions. However there are some more things you can try in the softphone settings to enable the softphone to work correctly. It is recommended that you try each setting individually and see if it makes a difference first before moving on to the next setting (rather than simply changing all the settings at once).

Here are the options:

- a) In the Account Settings under the 'Account' tab you can enter 'sip.kiwilink.co.nz:50600' for the Domain Address and Proxy Address.



The screenshot shows the 'SIP Account' configuration window with the 'Account' tab selected. The 'Account name' is 'Account 1' and the 'Protocol' is 'SIP'. Under 'Allow this account for', both 'Call' and 'IM / Presence' are checked. In the 'User Details' section, the 'Domain' field is highlighted with a red circle and contains 'sip.kiwilink.co.nz:50600'. In the 'Domain Proxy' section, the 'Proxy' radio button is selected and highlighted with a red circle, and the 'Address' field next to it is also highlighted with a red circle and contains 'sip.kiwilink.co.nz:50600'. The 'Dial plan' is '#1\|a.T;match=1;prestrip=2;'. The 'OK' and 'Cancel' buttons are at the bottom right.

- b) In the SIP Account Settings under the 'Topology' tab you can change the **Firewall traversal method** to 'Auto-detect firewall traversal method using ICE (recommended'

- c) In the SIP Account Settings under the 'Topology' tab you can change the **Firewall traversal method** to "None (user local IP address)"

You can download the official X-Lite 4.0 user guide from the following links:

X-Lite 4.0 for Windows User Guide

http://www.counterpath.com/assets/files/191/X-Lite_Windows_4.0_User_Guide_R1.pdf

X-Lite 4.0 for Mac User Guide

http://www.counterpath.com/assets/files/191/X-Lite_4_for_Mac_User_Guide_R1.pdf