

# univoip

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## Hosted IP Telephony

SOFTPHONE SUPPORT – General Information Guide  
Release 1.0

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UniVoIP Hosted IP Telephony – SOFTPHONE SUPPORT  
General Information Guide

Release 1.0  
April 2009



Simple as your phone. Smart as the internet.

## Overview

This document provides a general overview of third party SIP-BASED softphone support utilizing UniVoIP's hosted Voice-over-Internet Protocol (VoIP) telephone service. While any softphone supporting SIP standards should function with UniVoIP service, this document will provide configuration examples using CounterPath's (<http://www.counterpath.com>) X-Lite and eyeBeam softphone.

## Audience

This document is intended for:

- Tenant Administrators
- Telephone Users
- I.T. Personnel
- Sales Executives
- Sales & Support Engineers

## Document Set

The following documents provide additional information about UniVoIP Hosted VoIP Phone Service:

- The **Administrator Reference Guide** is a complete guide to all of the Tenant administration functions.
- The **Administrator Getting Started Guide** is a subset of the *Administrator Reference Guide* with emphasis on the most used functions.
- The **Dynamic Site Support – End User Information** provides instructions on how to create a dynamic site from any location with a connection to the Internet.

## What is SoftPhone

A softphone is a computer application that allows users to make telephone calls directly from their computer. A soft phone is most often used in conjunction with Voice over Internet Protocol (VoIP). The soft phone is part of a category of technology known as computer telephony integration (CTI). With a soft phone, calls can be made from the PC to a phone line, from a phone to the PC, or between softphone-enabled computers.

The software for a softphone usually mimics the appearance of a real handset and can take the form of either a standalone program with its own window, or an embedded program in a Web application or other PC programs. Commands can be entered through either the keyboard or the onscreen interface. Conversations are conducted on a headset with a built-in microphone, with a microphone and the computer's speakers. The computer's sound card is used to provide audio input and output for the softphone.

The typical softphone has all the functionality and features of a conventional telephone, including speed dialing, teleconferencing, call forwarding, and call waiting. Many companies have softphone programs available to download, but the software alone does not enable users to make calls. A softphone must be used in conjunction with a premise-based VoIP telephone system or with a VoIP services provider. The right type of softphone depends on a user's needs and the specific functionality provided by each brand of softphone -- for example, whether the softphone will be used for business or personal calls.



The softphone is most popular in business applications. It is well suited for users who want the ability to carry their office phone along on a laptop, such as those who frequently use the computer and phone simultaneously and who may be required to travel. Examples include employees of a call center that takes sales or technical support calls. For these users, customer information for example can be set to display automatically in the softphone window when the phone rings utilizing the computer telephony integration (CTI) features of the softphone client. The features and functionality of each softphone and the level of CTI integration will vary from one softphone provider to another.

## Requirements

The following are the minimum requirements for using a softphone with UniVoIP hosted VoIP phone service:

- SIP-Based SoftPhone (i.e., CounterPath's X-Lite or eyeBeam)
- Internet Access
- UniVoIP Teleworker Extension

## Required Configuration Parameters

The following information is required for configuring a softphone parameters for use with UniVoIP hosted VoIP phone Service:

- **Audio Codec:** G711 uLaw
- **User Name:** This is your extension number (i.e., 101)
- **Password:** This the PIN assigned to your extension
- **Domain:** *Contact UniVoIP to obtain this information*
- **Voice Mail Number (optional):** This would be the extension number of an Auto Attendant (i.e., 700) in your company where a specific key (i.e., \* ) has been configured for voice mail retrieval

## Configuring SIP-based Softphone Client

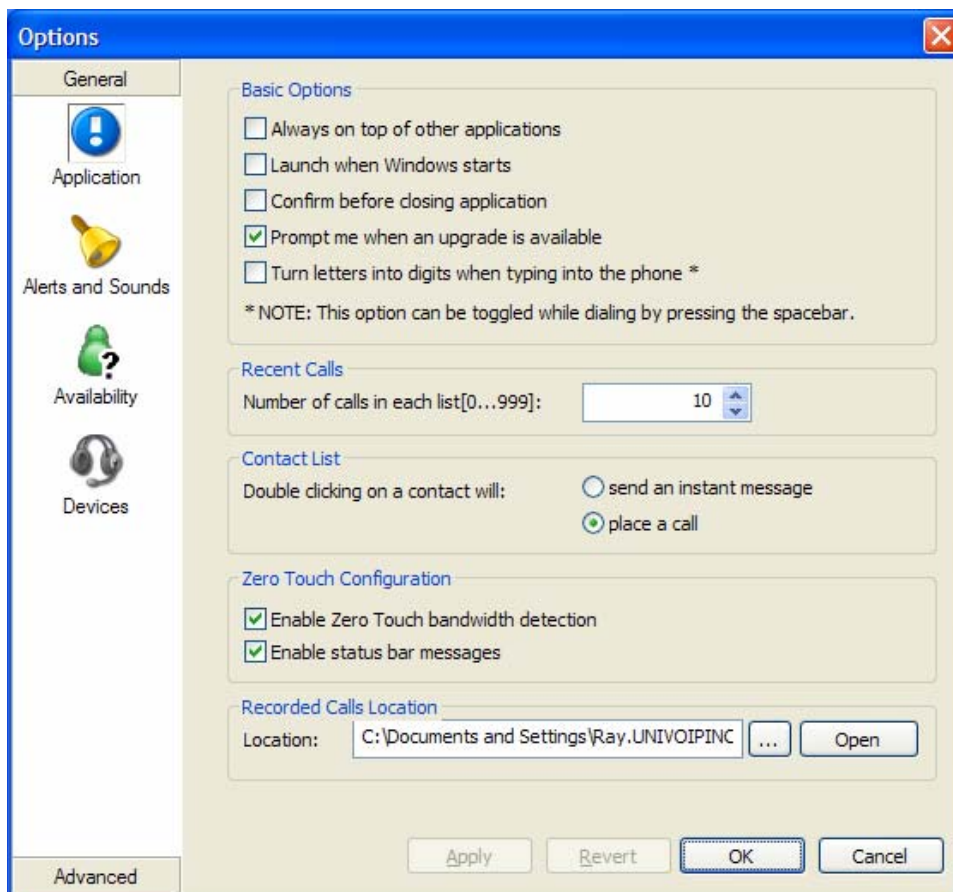
This section illustrates the minimum configuration settings required to register CounterPath's X-Lite or eyeBeam softphone with UniVoIP Hosted VoIP phone service. X-Lite is the free version of CounterPath's eyeBeam softphone and may be downloaded from the company's web site at <http://www.counterpath.com>. Both products are similar in functionality with the exception that the free version provides a maximum of two phone lines and the ability to create only a single SIP account.



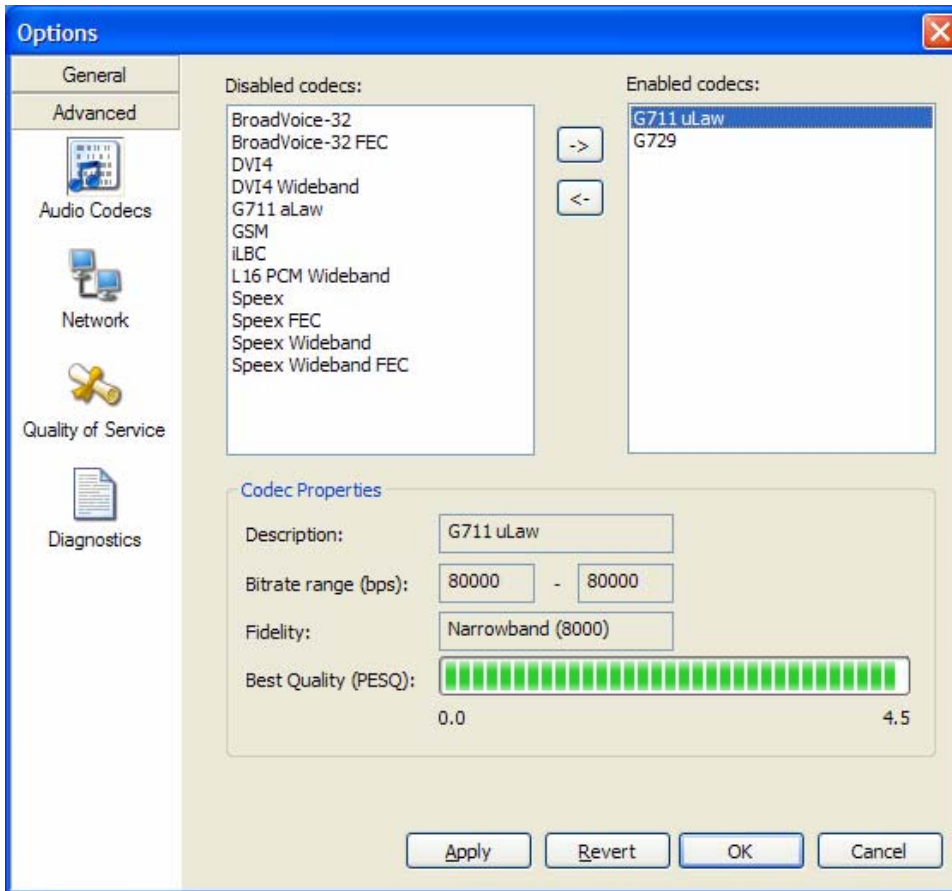
- Launch the softphone application after installing it on your PC. You will be presented with the following screen.



- To configure click on the down arrow button on the top of the phone screen and select “options...”



- Click on “Advanced” Tab



- Ensure that the “Enabled codecs:” section contains G711 uLaw and G729 and press “OK”.



- Continue the configuration by clicking on the down arrow button on the top of the phone screen and select “SIP Account Settings...”

Enabled	Acct #	Domain	Username	Display Name
<input type="checkbox"/>	1			
<input type="checkbox"/>	2			
<input type="checkbox"/>	3			
<input type="checkbox"/>	4			
<input type="checkbox"/>	5			
<input type="checkbox"/>	6			
<input type="checkbox"/>	7			
<input type="checkbox"/>	8			
<input type="checkbox"/>	9			
<input type="checkbox"/>	10			

- Click on “Add...”

- Enter your extension and PIN for “User name” and “Password”. Configure the remaining parameters as shown above (Contact UniVoIP for Domain Info). Click on “Voicemail” tab to continue the configuration.

**Properties of Account 1**

Account Voicemail Topology Presence Storage Security Advanced

Check for voice mail

Number to dial for checking voicemail: 700

Number for sending calls to voicemail:

Send calls to voicemail if unanswered for: 0 seconds

**Forwarding**

Always forward to this address:

Forward to this address when busy:

OK Cancel Apply

- In the “Number to dial for checking voicemail” box, enter the extension number of an Auto Attendant (i.e., 700) in your company where a specific key (i.e., \*) has been configured for voice mail retrieval. Consult with your telephone system administrator for additional information on retrieving voice mail messages via Auto Attendant. Press “OK” to continue.

**SIP Accounts**

Enabled	Acct #	Domain	Username	Display Name
<input checked="" type="checkbox"/>	1	Contact UniVoIP for Domain info (default)	101	
<input type="checkbox"/>	2			
<input type="checkbox"/>	3			
<input type="checkbox"/>	4			
<input type="checkbox"/>	5			
<input type="checkbox"/>	6			
<input type="checkbox"/>	7			
<input type="checkbox"/>	8			
<input type="checkbox"/>	9			
<input type="checkbox"/>	10			

Add... Remove Properties... Make Default

Close

- Press “Close”.



- If your internet connection with your ISP (Internet Service Provider) utilizes “Dynamic IP” addressing, the softphone may not successfully register itself and will display the above registration error. Exit the softphone application and launch it after creating a “Dynamic Site”. Refer to UniVoIP’s **Dynamic Site Support – End User Information** guide or consult with your telephone administrator for additional information.



- The softphone will register itself via the internet connection and will display “Ready” and your extension as “Your username”.

### Additional References

Additional information on the configuration, use and support of CounterPath's SIP-based softphone products may be obtained at <http://www.counterpath.com>.

