



Provisioning your X-Ten X-Lite Softphone for Citadel Telephone Co.

Use the following link to download the X-Lite softphone:

<http://www.counterpath.com/13#Download>

(Follow the on-screen instruction for installation)

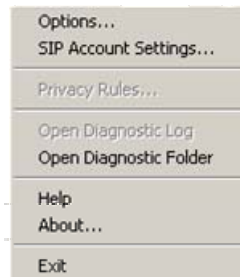
After downloading the X-Lite Softphone you must provision your phone to register with Citadel Telephones VoIP network.

Please refer to the following instructions and screen-shots for details.

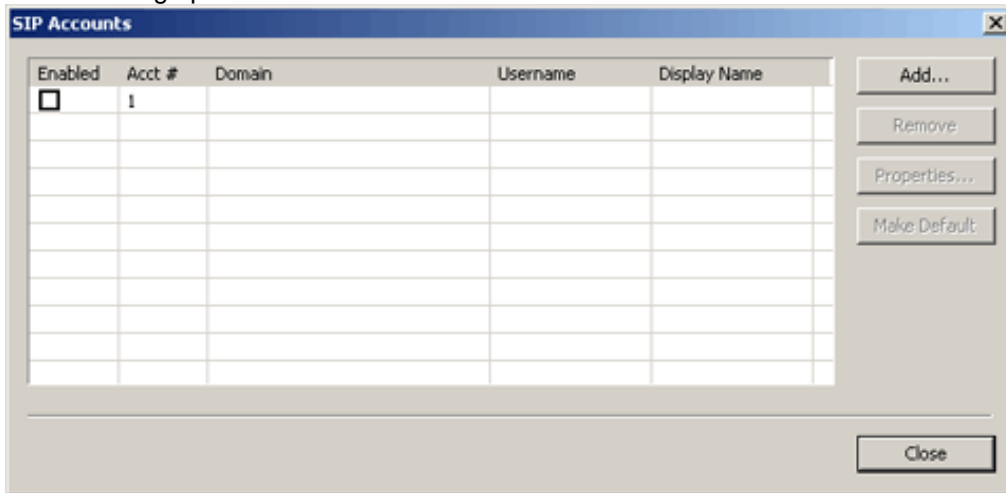
- 1) Your X-Ten X-Lite Softphone application should bring up a telephone-like application like the one shown below after installation.



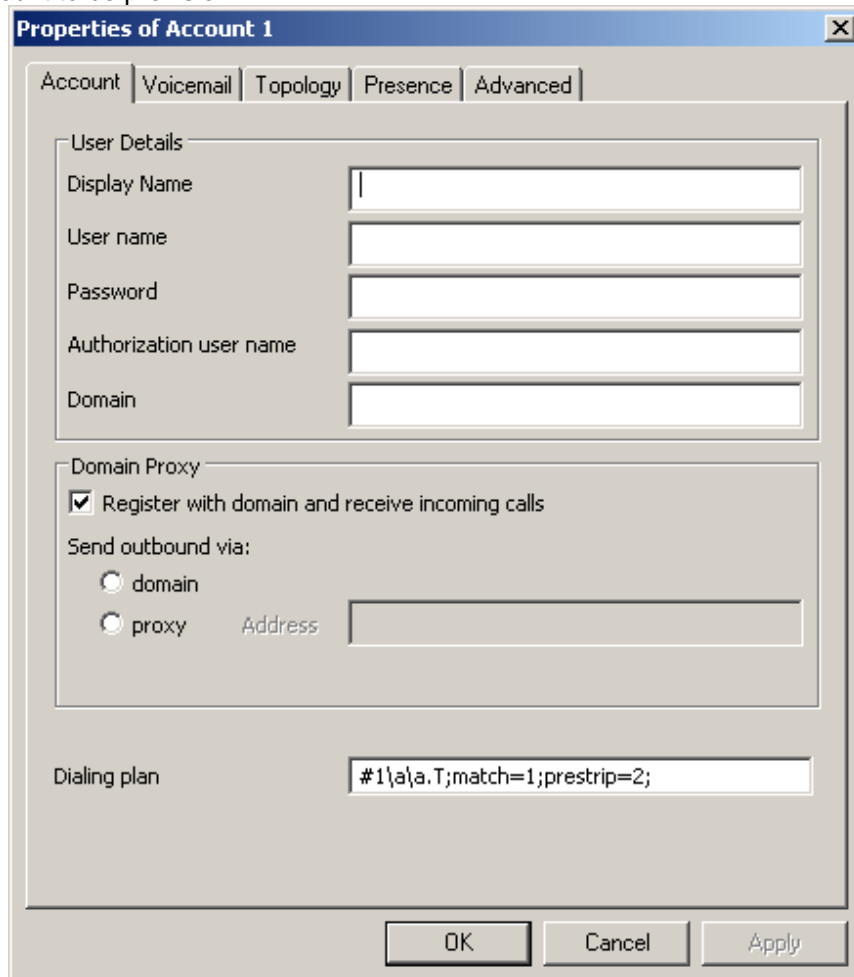
- 2) Right click anywhere on the display portion of the phone. This will bring up context sensitive pop-up menu like the one shown below.



- 3) Select **SIP Account Settings** option from the popup menu shown in the graphic from step 2.
- 4) This will bring up the SIP Accounts window like the one shown below.



- 5) Click on the **Add** button to bring up the multi-tabbed Properties window for the new account to be provision.

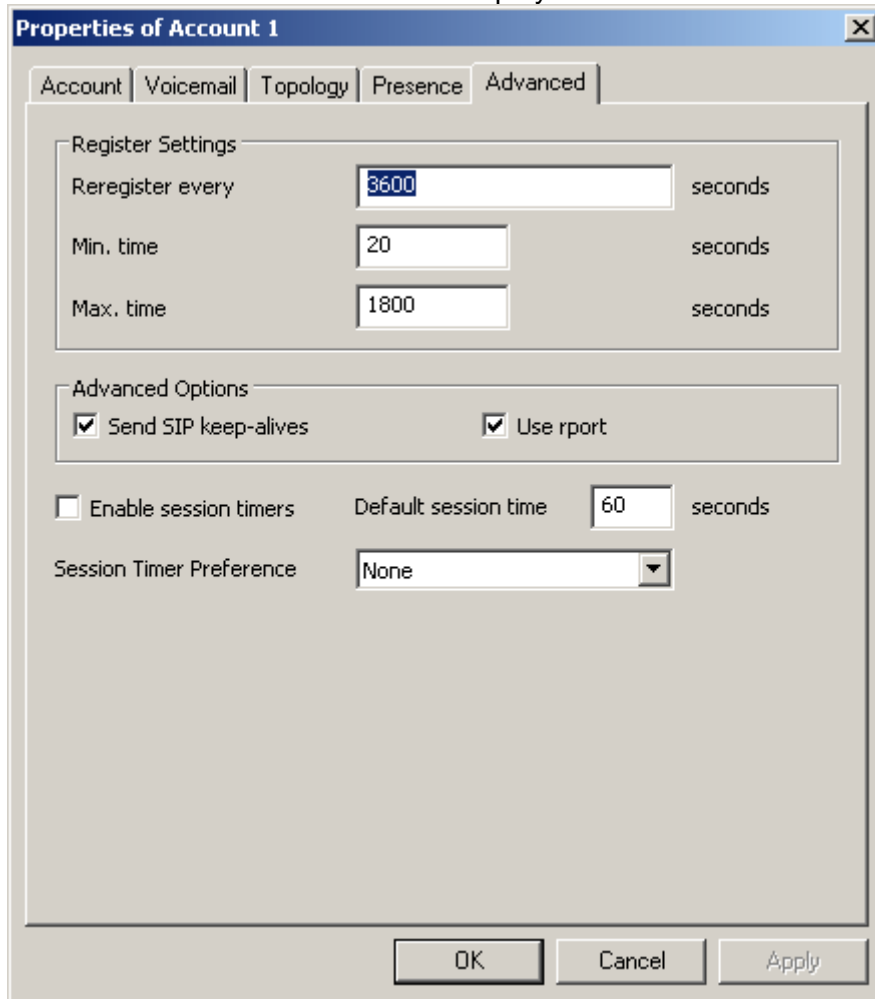


- 6) In the **Display Name** field enter the complete DID that you wish to provision this softphone with (i.e. 16005552368) with no spaces, dashes or parenthesis.
- 7) In the **User Name** field re-enter the complete DID that you wish to provision this softphone with (i.e. 16005552368) with no spaces, dashes or parenthesis.
- 8) In the **Password** field enter the VoIP password provided to you by Citadel support with your assigned DID.
- 9) In the **Domain field**, enter the Proxy address provided to you with your DID.
- 10) Set the **Send Outbound Via** radio button to **Proxy**, and enter the proxy address provided to you in the address field.
- 11) Select the **Topology** tab, which will display the window shown below.

The screenshot shows the 'Properties of Account 1' dialog box with the 'Topology' tab selected. The 'Firewall Traversal' section contains the following settings: 'IP address' is set to 'Discover global address', 'STUN server' is set to 'Discover server', and the 'Enable ICE' checkbox is checked. The 'Port used on local computer' section has the 'Manually specify range' checkbox unchecked, with '0' entered in both the start and end address fields. The 'XTunnels' section has 'Use XTunnels' set to 'Never', 'Use SIP user name and password' checked, and empty fields for 'Server address', 'Username', and 'Password'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

- 12) Make sure under **Firewall Traversal** settings for **IP Address** the radio button is set for **Discover Global Address**, and the **STUN server** setting radio button is set for **Discover server**. Also the **Enable ICE** check box should be checked.
- 13) Under the **XTunnels** settings set **Use XTunnels** to Automatic, and that the **USE SIP user name and password** check box is checked.

14) Click on the **Advanced** tab which will display the window shown below.



15) Don't not make any changes under **Register Settings**.

16) Under **Advanced Options** set the check boxes for **Send SIP Keep-Alives** and **Use rport**.

17) Make sure the **Session Timers** check box is not checked, and **Session Timer Preference** is set to None.

18) Click the **OK** button at the bottom of the current display window.

19) Double check that the check box is checked next to your newly created account, and click on the **Close** button in the SIP Accounts window from entry 4 above. Your X-Lite Softphone should automatically register with the Citadel Telephone Company network within 5 - 10 seconds. When your softphone has successfully registered with our network, a message indicating "Your username is: 1XXXXXXXXXX" in the display portion of softphone. Your softphone is now provisioned to use Citadel Telephone services. For further information using your X-Lite softphone follow this link <http://www.counterpath.net/assets/files/191/X-Lite3.0 UserGuide.pdf>

*** If you are having technical difficulty registering your softphone with Citadel Telephones switch please call technical support at 888.724.8233 for further assistance.**