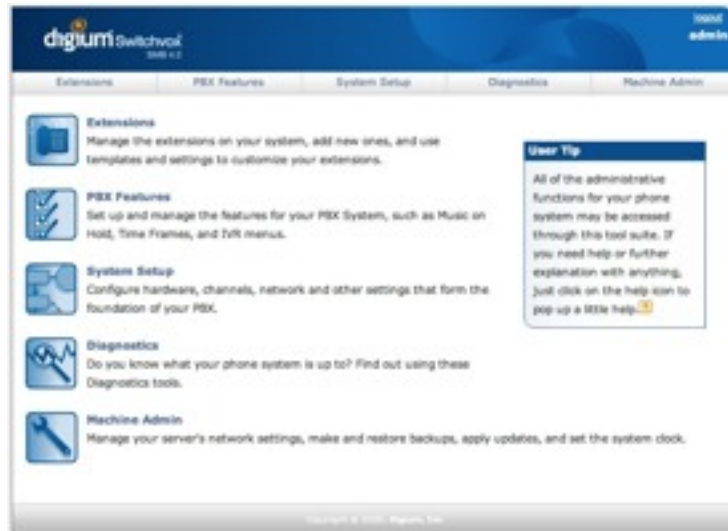


Configuring Switchvox and CounterPath X-Lite

Switchvox is Digium's family of Voice Over IP Phone systems for small and medium businesses. Switchvox systems are designed to be easy to use, full of helpful features and cost less than a traditional PBX.

Counterpath's X-Lite is a softphone, this softphone can run on Windows/Mac or Linux. X-Lite uses SIP with Switchvox and has most of the features of a standard desktop 'hard-phone'.



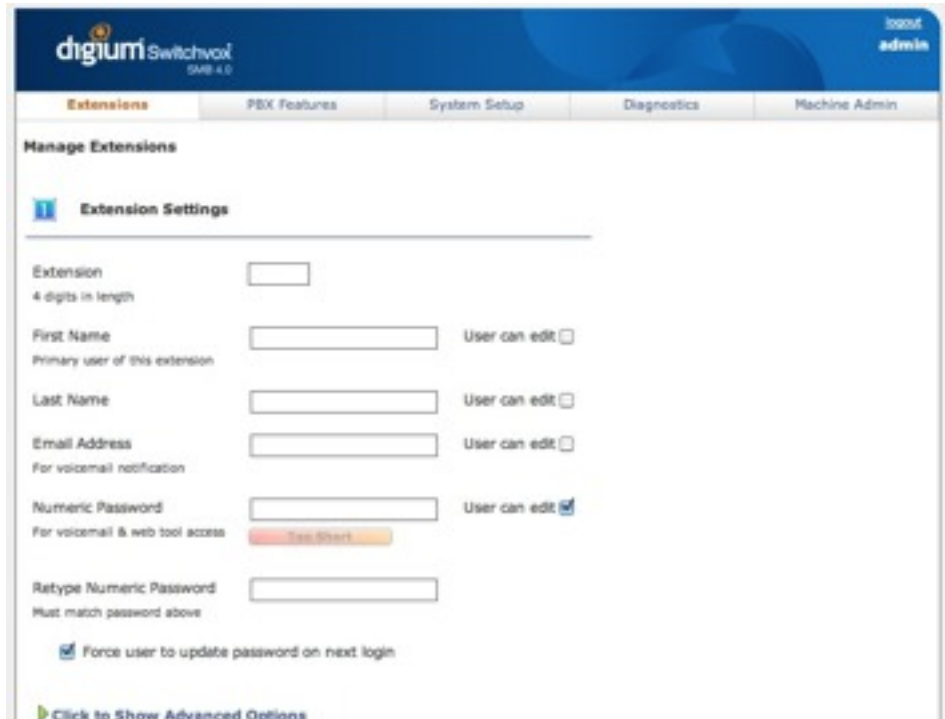
Prerequisites:

1. Switchvox system installed and running.
2. Admin access to Switchvox system.
3. Counterpath X-Lite installed and ready to configure.

Configuring Switchvox:

1 Extension Settings

1. Log in to Switchvox as an Administrator.
Navigate to “Extensions -> Manage Extensions -> Create A New Extension -> SIP Phone”.
2. Scroll down to “Phone Settings”



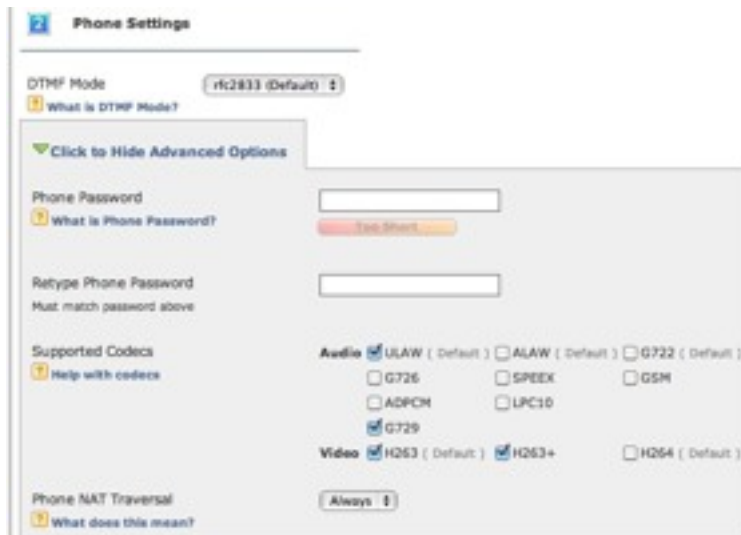
The screenshot shows the 'Extension Settings' page in the Switchvox web interface. The page title is 'Manage Extensions' and the sub-section is 'Extension Settings'. The form includes the following fields and options:

- Extension:** A text input field with a note '4 digits in length'.
- First Name:** A text input field with a 'User can edit' checkbox.
- Last Name:** A text input field with a 'User can edit' checkbox.
- Email Address:** A text input field with a 'User can edit' checkbox and a note 'For voicemail notification'.
- Numeric Password:** A text input field with a 'User can edit' checkbox and a note 'For voicemail & web tool access'. A 'Too Short' error message is visible below the field.
- Retype Numeric Password:** A text input field with a note 'Must match password above'.
- Force user to update password on next login:** A checked checkbox.

At the bottom of the form, there is a link that says 'Click to Show Advanced Options'.

2 Phone Settings

1. DTMF mode set to RFC2833.
2. Phone Password is your SIP authentication password, this must be secured and you must remember this.
3. Supported Codecs are ULAW and G729/ H263 (+).
4. Phone NAT Traversal set to Always.



The screenshot shows the 'Phone Settings' page in the Switchvox web interface. The page title is 'Phone Settings'. The form includes the following fields and options:

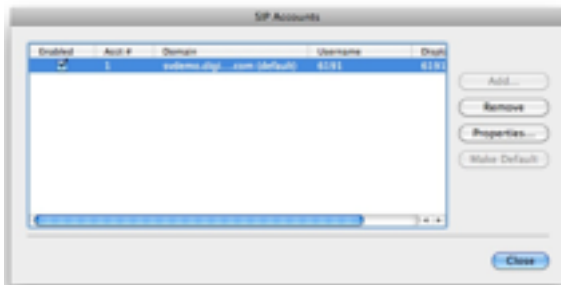
- DTMF Mode:** A dropdown menu set to 'rfc2833 (Default)'. A help icon and 'What is DTMF Mode?' link are present.
- Phone Password:** A text input field with a 'Too Short' error message. A help icon and 'What is Phone Password?' link are present.
- Retype Phone Password:** A text input field with a note 'Must match password above'.
- Supported Codecs:** A section with a help icon and 'Help with codecs' link. It includes:
 - Audio:** Checkboxes for ULAW (Default), ALAW (Default), G722 (Default), G726, SPEEX, GSM, ADPCM, LPC10, and G729.
 - Video:** Checkboxes for H263 (Default), H263+, and H264 (Default).
- Phone NAT Traversal:** A dropdown menu set to 'Always'. A help icon and 'What does this mean?' link are present.

At the top of the form, there is a link that says 'Click to Hide Advanced Options'.

The next two sections that need to be configured have options that must be decided on by the Administrator, thus they will not be covered here.

Configuring X-Lite:

1. Open the “SIP Account Settings dialog”, click “Add”.



1. Display name must be your username that was entered in Switchvox.
2. User name is the same as Display name.
3. Password is the “Phone Password” that was set in Switchvox.
4. Authorization username is the username set in Switchvox.
5. Domain is set to the IP address or hostname of Switchvox.
6. Check the box for “Register with domain and receive incoming calls”.
7. Outbound calls should be sent via “Proxy”. The Address is the IP address or hostname of Switchvox.
8. Click “OK”.
9. If your phone says “Ready”, you are successfully registered with Switchvox.

