



## Vdex-40: X-Lite Quick Setup

This document will guide you through downloading, installing and configuring X-Lite for use with the Vdex 40 system. X-Lite is a SIP soft phone that can be used as an alternative to a hard phone to connect to the Vdex 40 system. X-Lite works well with a Windows PC and headset.

### Downloading X-Lite

X-Lite can be downloaded using the following link:

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

or by going to Counterpath's web site <http://www.counterpath.com>.

Enter your name and email address when prompted, and then download X-Lite version 3 for Windows.

Once downloaded, run the X-Lite installer and install X-Lite. Agree to the license and keep all the default settings. Once installed, click ... **Start => All Programs => X-Lite => X-Lite** to start the program. You'll see the following X-Lite screen:



Figure 1: X-Lite

Figure 1 shows X-Lite connected to a Vdex 40 system configured as extension 103. After starting X-Lite, click on the down arrow on the top of the X-Lite client, and choose **SIP Account Settings**. Click on the properties button for the default SIP account. Figure 2 shows the properties for the SIP account.



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A screenshot of a Windows-style dialog box titled "Properties of Account1". It has several tabs: "Account", "Voicemail", "Topology", "Presence", and "Advanced". The "Account" tab is selected. Under "User Details", there are fields for "Display Name" (containing "x-lite"), "User name" (containing "103"), "Password" (containing three dots), "Authorization user name" (empty), and "Domain" (containing "192.168.1.99"). Under "Domain Proxy", there is a checked checkbox for "Register with domain and receive incoming calls". Below this, "Send outbound via:" has three radio buttons: "domain" (selected), "proxy" (with an "Address" field containing "64.61.162.98"), and "target domain". At the bottom, there is a "Dialing plan" field containing "#1\|a.T;match=1;prestrip=2;". At the very bottom are "OK", "Cancel", and "Apply" buttons.

**Figure 2: SIP Account Settings**

Enter values for the following parameters:

**Display Name** – This is optional, but can be used as the caller id when calling another extension. Enter the first and last name of the user.

**User Name** – Set this to the extension number that will be used by X-Lite. The extension must exist on the Vdex before X-Lite can register with the system and use the extension.

**Password** – Set this to the password for the extension defined as the user name. This is also known as the secret.

**Domain** – Enter either the internal IP address of the Vdex server , or the external IP address of the router when connecting to a Vdex system remotely.

**Domain Proxy** – Make sure that Register with domain and receive incoming calls is checked. And send outbound via is set to domain.

Click ok and then close to save the changes. At this point, X-Lite will attempt to register the extension with the Vdex server. See figure 1 for an example of what a registered extension looks like. When registered X-Lite can be used just like any other extension on the system.



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### Troubleshooting:

If the X-Lite extension fails to register, do the following:

- 1) Make sure the extension your trying to register with is a valid extension and that the password for that extension is correct.
- 2) If connecting to the Vdex system remotely (via the Internet) make sure ports 5060, and 10,000-20,000 are all forwarded for TCP/UDP to the Vdex system's internal IP address within your router.
- 3) In the Druid interface make sure that the external IP address has been set to the IP address of your router. This is done by clicking on the **Advanced => Security-Network-Codec => Network Settings**.
- 4) If connecting remotely, make sure you are entering the IP address of the router as the domain value and not the internal IP address of the Vdex system. If connecting to the Vdex server internally make sure you have the correct internal IP address assigned to the domain value.
- 5) If connecting remotely, make sure that X-Lite extensions have NAT set to yes under **Users => Manage Extensions => SIP/IAX Settings**.