X-Lite (Softphone) Configuration

Dear Customer,

Thank you for subscribing **to Eyesurf's Digital Phone** service. This document outlines the steps required to successfully configure your **X-Lite Softphone**, in order to use your Digital Phone service.

What is a softphone? A softphone is an application that allows you to make/receive calls on your PC/Mac using your **Eyesurf Digital Phone** service – all that is required is a headset with a microphone
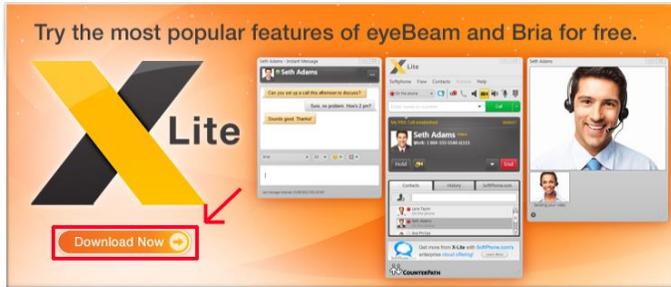
We recommend using **X-Lite** which is FREE. This can be a more cost-effective alternative to purchasing an ATA device.

It is recommended that you fully read this document prior to configuring your device, so that you are aware of all the steps.
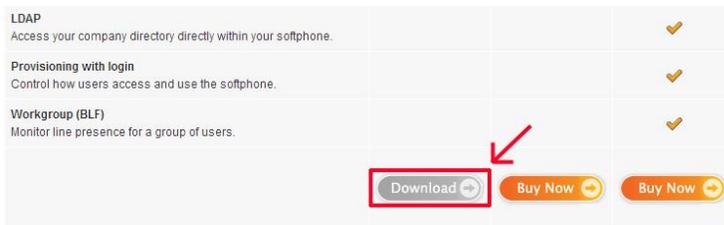
If you get stuck at any point, feel free to call our technical support center at 519-804-7873 or toll-free at 1-855-804-SURF

Once you are ready, please proceed to follow the directions starting on the next page

1. To download **X-lite,** visit http://www.counterpath.com/x-lite.html and click on the *Download now* button as shown below:

2. You will be taken to the next page. Scroll down until you see the following, then click *Download* again

3. On the next page you will see the following:

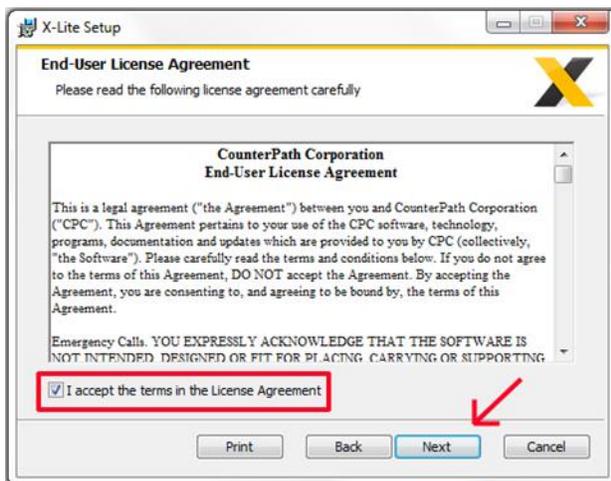Click the version that corresponds to the OS you are using (either Windows or Mac).

4. Click on download and on the next page you will see **To begin your download, please click here.** Click on the **here** link and your download should begin.

5. Once the file has finished downloading, open the file begin the installation process
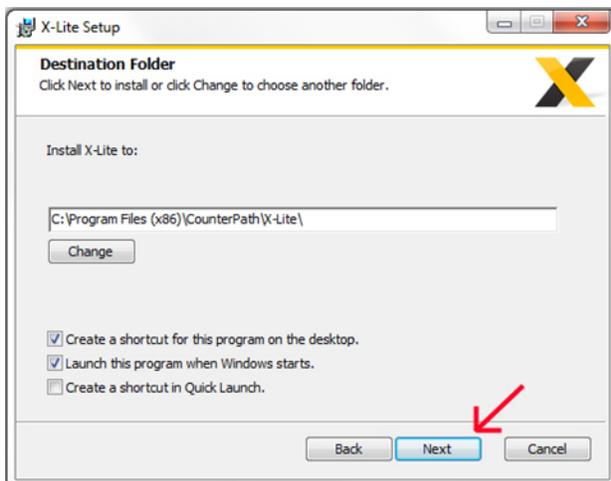
6. On the welcome, screen click **Next**

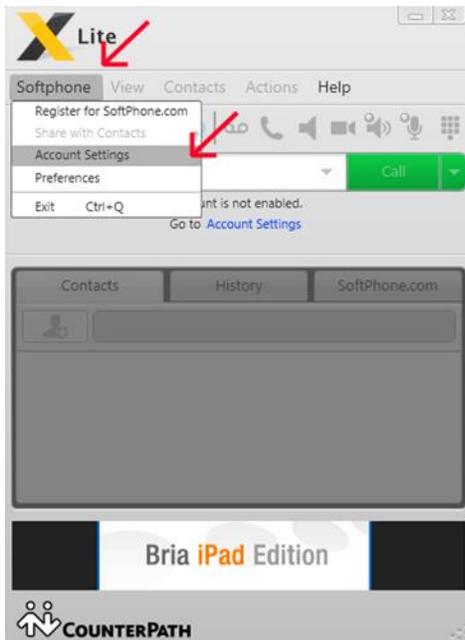7. Check the **I accept the terms in the License agreement** box and click **Next**

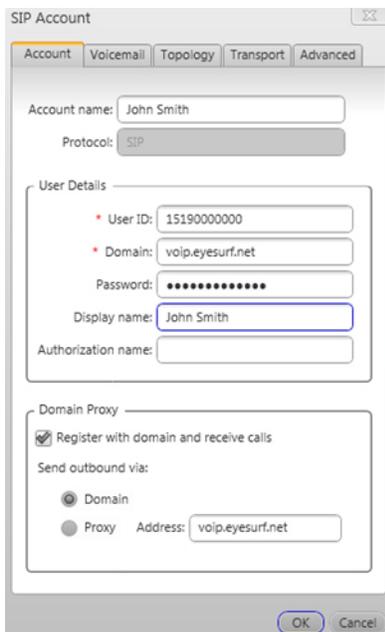8. Click **Next** to install in the default folder

9. Finally, click **Install** in the next step, and wait for the installation to complete. Once complete, click **Finish** to close the installation. Your installation for **X-Lite** has now been complete. Follow the next set of instructions to configure the phone for use with your **Eyesurf Digital Phone** service.

10. Run **X-Lite** from the location where you installed it.

11. Notice when you run **X-Lite** for the first time, you will see the message: *Account is not enabled, go to account settings*. To do this, please click on the **Softphone** menu, and then **Account settings**.

12. You will then be prompted with the following window

Use the following chart as a guide to determine what these fields should be set to

Setting	Expected value
Account name	(can be anything you like)
User ID	(provided by Eyesurf)
Domain	**voip.eyesurf.net**
Password	(provided by Eyesurf)
Display name	(can be anything you like)
Authorization name	(leave empty)
Register with domain and receive calls	This field should be checked.
Set outbound as	**Domain** should be checked
Address	**voip.eyesurf.net**

Once this has been completed, click **OK** to save your settings

That's it! You are now ready to start making/receiving calls using **X-Lite** and your **Eyesurf Digital Phone Service.** Simply enter a number in the text field, and then hit **Call** (shown below)