Using CounterPath X-Lite with Virtual PBX - PC

Installing X-Lite
- Exit any software applications that use sound such as CD and media players.
- Run the setup executable file.
- Follow the prompts offered by the install wizard. Note: You must accept the license agreement to install X-Lite.
- Select Launch X-Lite at the final step of the wizard to start using the softphone.
- Click Finish to complete the installation.
- You may need to restart Windows in order to use X-Lite.

Running X-Lite
- Click the Start button.
- Select Programs.
- Select the folder labeled X-Lite (or whatever you chose as the Start Menu Folder during the installation).
- Select X-Lite.

X-Lite Audio
Since X-Lite is a software telephone application, you will require both speaker and microphone devices to make calls. Any of the following configurations are acceptable:
- External speakers and microphone (requires a full-duplex sound adapter)
- Dual-jack multimedia headset (requires a full-duplex sound adapter)
- Built in microphone and speakers (requires a full-duplex sound adapter)
- USB multimedia headset
- USB phone

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X-Lite Overview

The X-Lite dial pad, along with its various controls and indicators, is shown below.

Configuring X-Lite

In order to use the Virtual PBX service with X-Lite you have to configure it using the following steps.

Start X-Lite. If this is the first time you have used X-Lite then the "Sip Accounts" screen will appear. Otherwise, click on the **Softphone** button and choose **Account Settings** shown below.
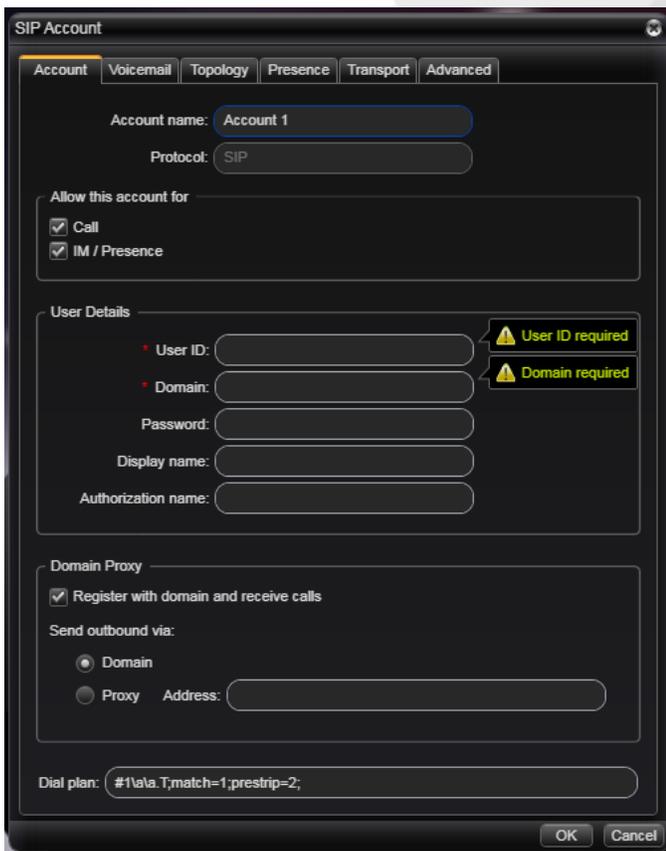
In the General tab:

1. Name the **Account** (for instance, Virtual PBX, as below).
2. Disable **IM/Presence**.
3. Enter your VoIP Phone Username in the **User ID**, **Display name** and **Authorization name** fields.
4. Enter "virtualpbx.net" in the **Domain** field.
5. Enter your VoIP Phone Password in the **Password** field.
6. Enable **Register with domain and receive calls**.
7. Enable "**Send outbound via**" to use **Domain**.
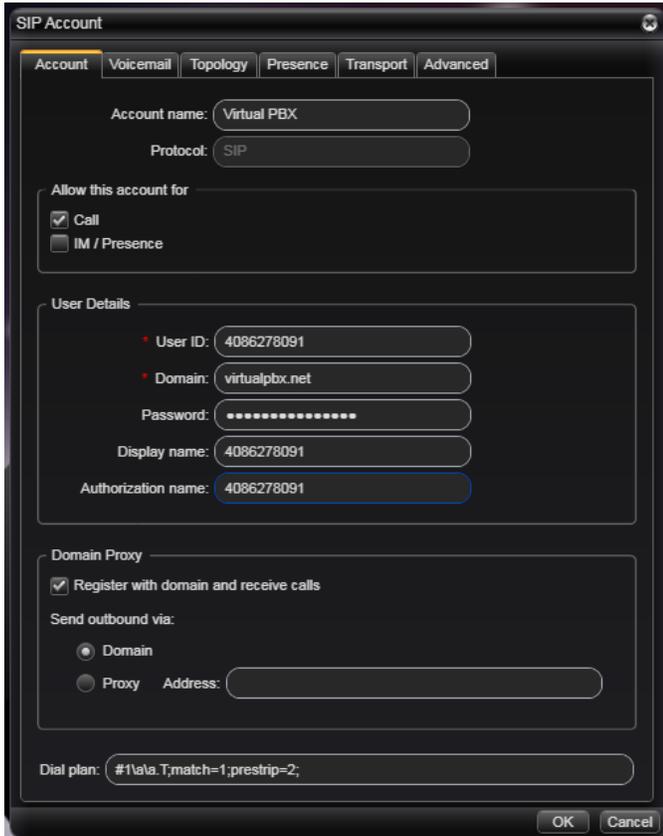
SIP Account

| Account | Voicemail | Topology | Presence | Transport | Advanced |

Account name: Virtual PBX
Protocol: SIP

Allow this account for
☑ Call
☐ IM / Presence

User Details
* User ID: 4086278091
* Domain: virtualpbx.net
Password: ••••••••••••••
Display name: 4086278091
Authorization name: 4086278091

Domain Proxy
☑ Register with domain and receive calls
Send outbound via:
◉ Domain
○ Proxy   Address:

Dial plan: #1\a\a.T;match=1;prestrip=2;

OK   Cancel

In the Voicemail tab:

1. Disable "**Check for voicemail**".
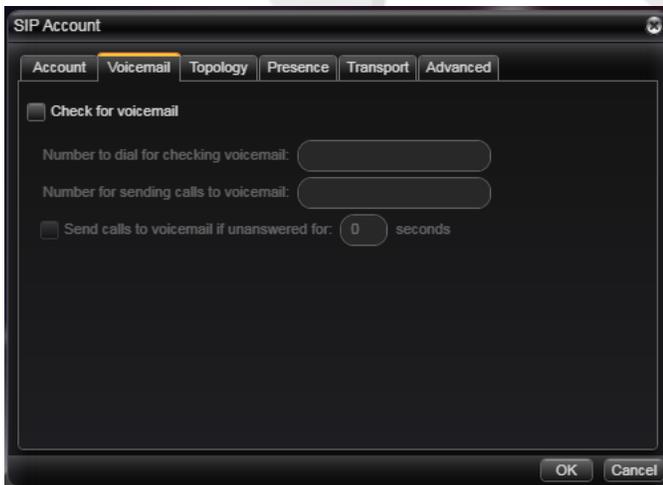
SIP Account

| Account | Voicemail | Topology | Presence | Transport | Advanced |

☐ Check for voicemail

Number to dial for checking voicemail:
Number for sending calls to voicemail:
☐ Send calls to voicemail if unanswered for: 0 seconds

OK   Cancel

In the Topology tab:
1. Set **Firewall traversal method** to **Auto-detect firewall traversal method using ICE**.
2. Enable **Range of ports used on local computer** and set the values to **10000-25000**.
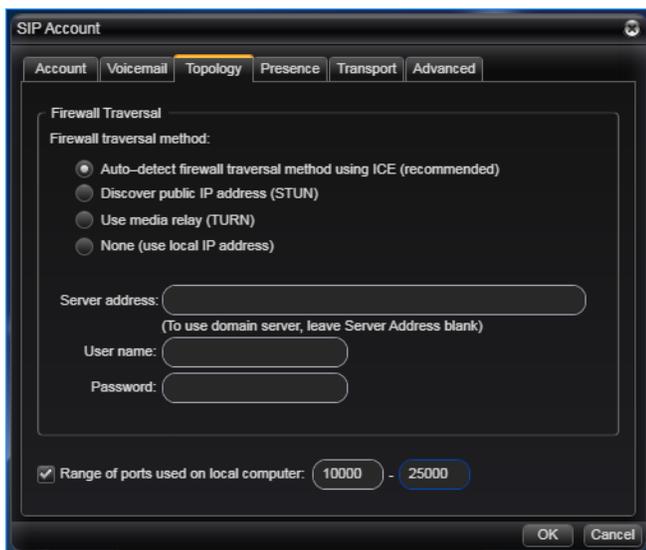
In the Presence tab, no changes are needed.

In the Transport tab:

1. Verify that "**Signaling transport**" is set to **Automatic**.
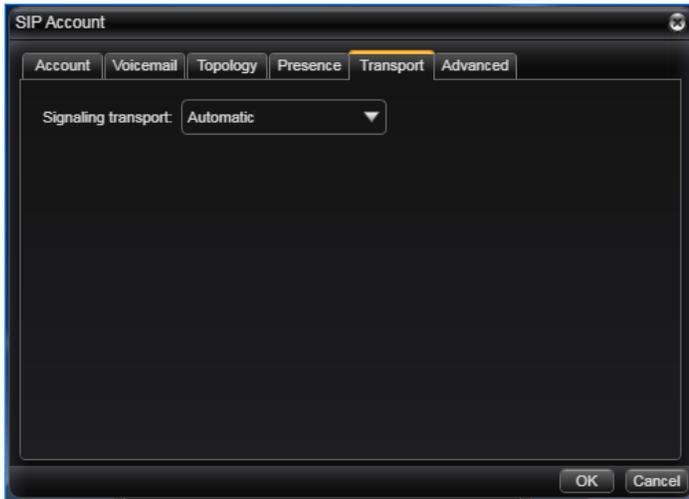
In the Advanced tab, no changes are needed.
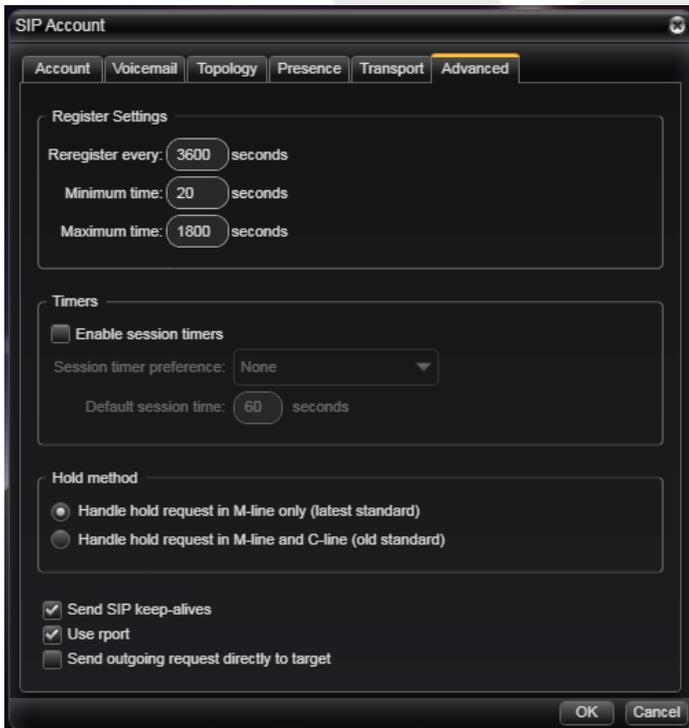
Calling with X-Lite

Making a call
1. Open X-Lite.
2. Allow it to detect network and login - this will take a few seconds – check the Call Status for "Available".
3. Enter the phone number using your keyboard, or with your mouse using the numeric keypad on X-Lite.
4. Click the Call or press return.

Ending a call
1. To end a call, click the Hang up button.
2. As with traditional calls, a call is also brought to an end when the other party hangs up.

Answering a call
1. X-Lite must be running to answer an incoming call.
2. X-Lite will ring like a traditional telephone.
3. To answer the call, click the green Dial button.