

## Counterpath X-Lite Configuration Guide

### Minimum Requirements

- Active Freshtel internet phone account (<http://www.freshtel.net>)
- Broadband internet connection (256/64kbps minimum)
- Intel Pentium III 700 MHz or equivalent
- 256 MB RAM
- 30MD HDD Space
- Mac OS X 10.4 or Windows 2000/XP/Vista
- Full-duplex, 16-bit sound card or adaptor

### Initial Setup

- Download and install Counterpath X-Lite from <http://www.counterpath.com/x-lite.html>

### Configure X-Lite for use with Freshtel

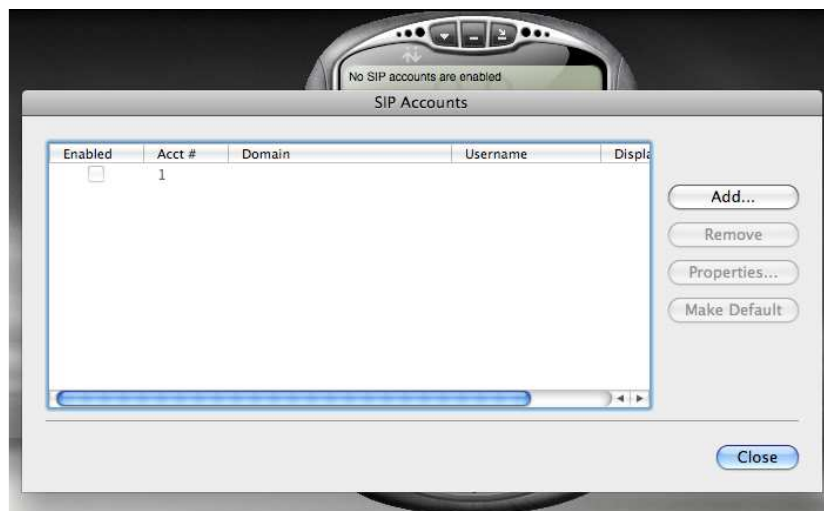
- After installation, start the X-Lite Program. You will see the below screen.



- Right-Click on the main screen and select **SIP Account Settings...**



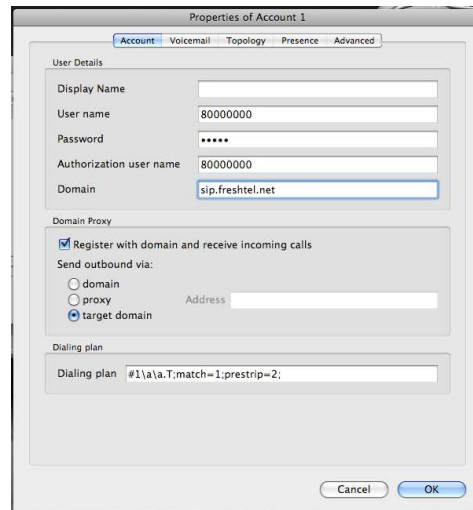
- Click on the **Add...** button to add your Freshtel account details



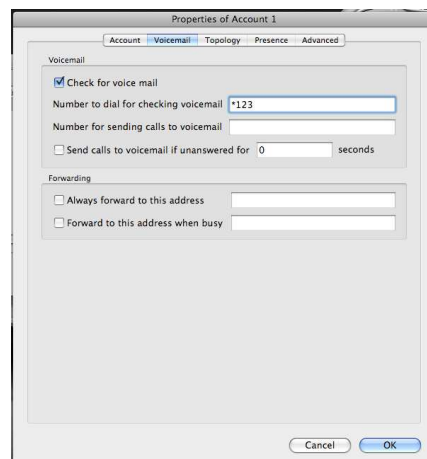
- On the **Account** tab, complete the following details:
  - **Display Name:** Your name or Freshtel number
  - **User name:** Your Freshtel number
  - **Password:** Your Freshtel password
  - **Authorization user name:** Your Freshtel number
  - **Domain:** sip.freshtel.net

*If you have a DID, this should be used as your Freshtel number in full international format – 61xxxx*

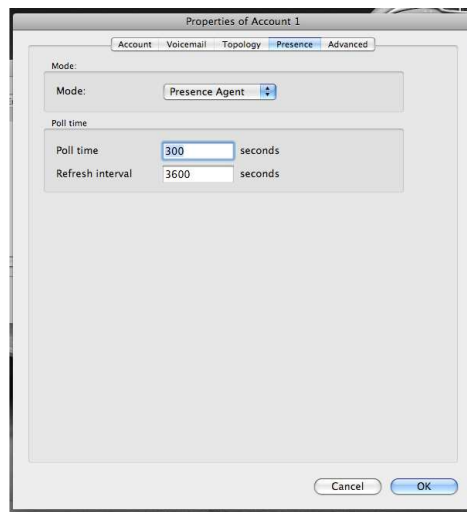
- **Tick the Register with domain...** checkbox
- **Select the target domain** radio button



- **Click on the Voicemail tab and:**
  - **Check the Check for voice mail** checkbox
  - **Number to dial...:** \*123



- Click on the **Presence** tab and:
  - Select the mode **Presence Agent**
  - Set the **Poll time** to 300 seconds
  - Click **OK**



You will now be returned to the main screen. After a few moments the display should read **Ready**. Your username is: **XXXXXXXX** and you will be able to start making calls.

The full X-Lite user guide can be found at:

[http://www.counterpath.com/assets/files/191/X-Lite3.0\\_UserGuide.pdf](http://www.counterpath.com/assets/files/191/X-Lite3.0_UserGuide.pdf)

## **Making Calls**

To make a call, simply dial from the onscreen keypad or using the number keys on your keyboard. Example:

### **FRESHTEL Test Number:**

- \*8000 1234

### **Landline Numbers:**

- 0011 61 3 9123 4567, or
- 03 9123 4567, or
- 9123 4567 (with local prefix set to relevant state)

### **Mobile Numbers:**

- 0011 61 412 345 678
- (Drop the First Zero)
- 0412 345 678 (works with and without local prefix set)

### **National Numbers:**

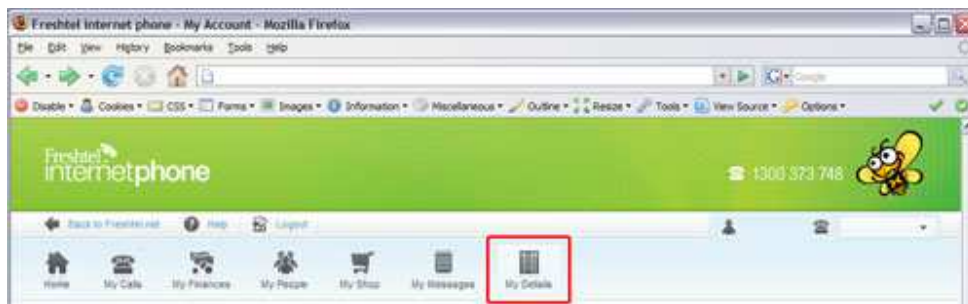
- 1300 number:
  - 0011 61 1300 123 456, or
  - 1300 123 456 (with local prefix set to relevant state)
- 1800 number:
  - 0011 61 1800 123 456, or
  - 1800 123 456
- 13 number:
  - 0011 61 13 12 34, or
  - 13 12 34

### **International Numbers:**

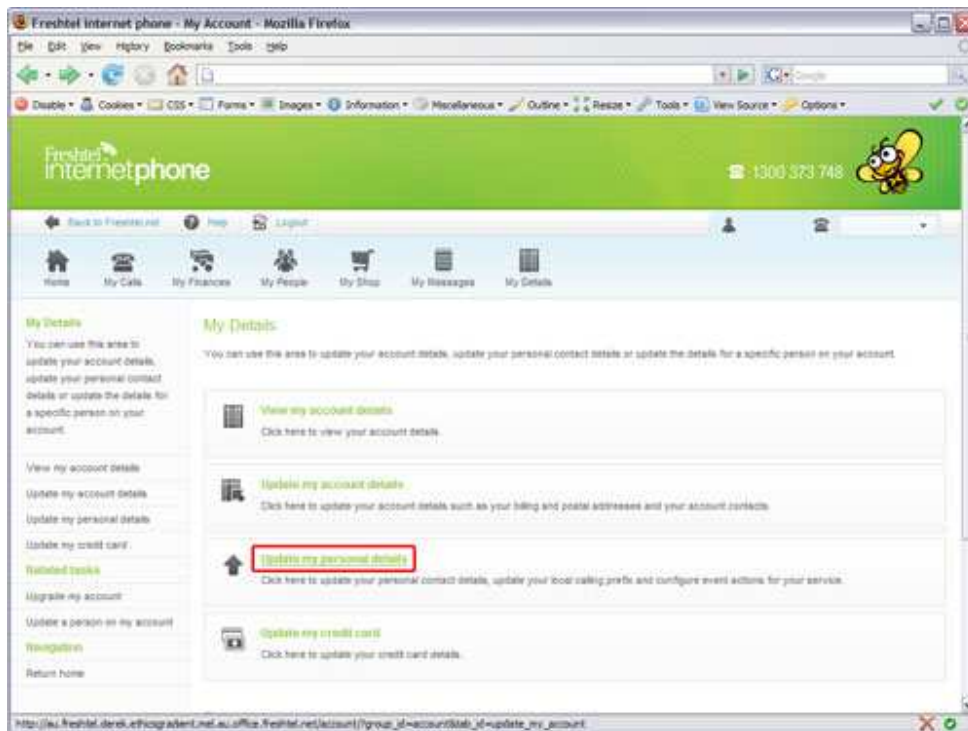
- Example: 0011 44 708 12345678
- 0011 (Country Code) (Area Code) (Number)

## Setting Local Call Prefix on Your Account

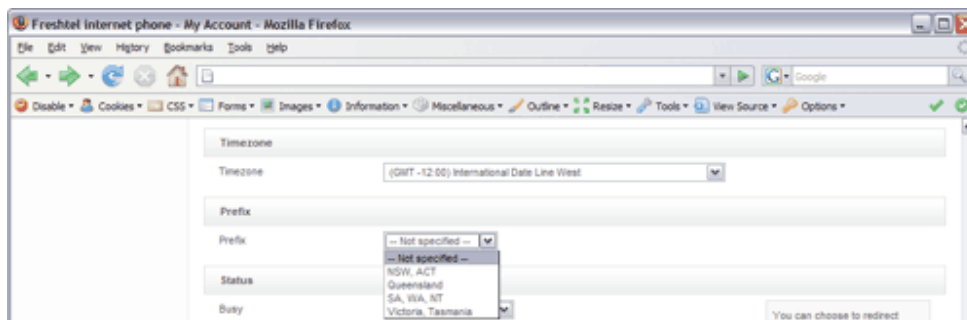
1. Log into your account at <http://www.freshtel.net>
2. Click on **MY DETAILS**



3. Click on **UPDATE MY PERSONAL DETAILS**



4. Scroll down to the **PREFIX** section, and select from one of the following options
  1. **Not Specified** No Prefix to be set
  2. **NSW, ACT** 02
  3. **Queensland** 07
  4. **SA, WA, NT** 08
  5. **Victoria, Tasmania** 03



5. Click on **UPDATE MY DETAILS**