



# Easy User's Guide For X-Lite 3.0

# Introduction

## What is X-Lite?

X-Lite is Counter Path's next-generation soft phone client, offering users all the productivity of a traditional telephone with desktop and mobile computer enhancements. From a simple click of a mouse button or tap on the keyboard users can dial, answer, or otherwise manage calls and personal availability.

Whether over wired or wireless connections, X-Lite supports a variety of headset devices to augment the modern telephony experience, severing the restrictive tethers of traditional, limited telephone receivers.

Designed to work over IP-based systems, X-Lite provides endpoint VoIP solutions that use internet-based telephony servers within an enterprise LAN (Local Area Network) or VoIP service provider network.



## Standard Telephone Features

The X-Lite 3.0 softphone has all the standard telephone features, including:

- Two lines (1), (2)
- Call display and Message Waiting Indicator (MWI)
- X-fer (Transfer the call)
- Hold
- Call record
- Mute
- Flash
- Redial
- Speakerphone
- Auto-Answer
- Automatic Conference
- Do not disturb
- Conference
- Call ignore
- Call history – list of received, missed, dialed and blocked calls
- Three-way audio and video conferencing

- **Placing a Call**

Users can place calls to a remote party using:

- A SIP address (e.g. kpereira@domainabc.com)
- A traditional phone number (if the VoIP service provider for the account supports PSTN gateways)

If users have Call Alerts turned on, the Call Alert box will appear at the bottom of the screen to announce incoming calls.

Users will hear a ringing tone while X-Lite attempts to make a connection.

- **Ending a Call**

To hang up, click on the Call display or Call Alert box, or press **Esc** on the keyboard.

Details of the call remain on the Call display. To clear the Call display, click **Clear**.

Note that selecting another line puts an existing call on hold without hanging up.

- **Answering a Call**

X-Lite must be running to answer incoming calls. (If X-Lite is not running, incoming calls may be directed to voicemail).

The soft phone rings and the line of the incoming call lights up. If Call Alerts are on, the Call Alert box appears.

If the Bring To Front feature is enabled, the phone comes to the front of the screen above all other running applications.

- **Users can answer calls in any of three ways:**

- Click on the softphone or on the Call Alert box.
- Click the appropriate line number on the softphone.
- If X-Lite is the active application, press **Enter** on the keyboard

- **Users can ignore calls in any of three ways:**

- Click on the Call display or on the Call Alert box; a message appears to the caller advising that the call could not be established. The phone stops ringing, and the call is added to the Received Calls list.
- Click on the Call display to send the call to voicemail. Voicemail access is a VoIP service provider option, not one of X-Lite's integrated features.
- Ignore the ringing until X-Lite sends the call to voicemail.

Users can also ban any caller, as follows:

- Click on the Call display; X-Lite adds the call to the Received Calls list.
- Within the Received Calls list, right-click the entry X-Lite added and select **Ban this Person**.

- **Video**

Click **Start** on the Video drawer to transmit video to the remote party. If the remote party has enabled video at their end, users will see them in the top half of the video panel.

- **Placing a Call on Hold**

Click **Hold** or click any line.

To resume a call, click the line that is on hold

- **Call Record**

Click **REC** at any time to record a call. Click **REC** again to stop recording. X-Lite saves recordings as .wav files for audio and .avi files for video, placing them in the location specified under **Options** → **Application**.

- **Adjusting Volume**

Use the microphone slider to adjust the volume of outgoing voice. Use the speaker slider to adjust the volume of incoming sound.

- **Mute**

Click on the dial pad to mute local sounds and prevent them from reaching remote parties. The icon will appear within the Call display. While sound is muted, users may wish to stop any local video feed as well.

- **Flash**

The Flash button on X-Lite works the same way as Flash or Link works on a traditional telephone.

Click **Flash** on the dialpad.

- If a call is active, clicking **Flash** will provide a new line and place the active call on hold.
- If a new incoming call is ringing, clicking **Flash** will answer the call.
- If a line is on hold, clicking **Flash** will pick up the line.

Note: exact functionality depends on VoIP service provider support for Flash.

- **Speakerphone**

Click on the dial pad to put a caller (or callers within a conference call) on the speaker phone. Note that users must have a speakerphone device configured before accessing this feature.

- **Adjusting Volume**

Use the microphone slider to adjust the volume of outgoing voice. Use the speaker slider to adjust the volume of incoming sound.

- **AA – Auto Answer**

Click AA on the dial pad to automatically answer calls as they come in.

- **DND – Do Not Disturb**

- **Manual Answering & Automatic Conferencing: AA Off and AC On**

“Users answer calls manually and X-Lite adds each to the conference automatically.”

1. Click **AC** to enable auto-conferencing.
  2. Answer the first call. There is no need to put the call on hold.
  3. Answer the next call that comes in on the second line. X-Lite will create an automatic conference for the local user and both remote parties.
- The conference gets established even if one line was on hold.
  - X-Lite includes all lines in the conference call, including those that were on hold.

- **Automatic Conference Server Mode: AA on and AC On**

“X-Lite acts as a fully-automated conference server.”

1. Click **AC** and **AA** to enable auto-answering and auto-conferencing.
2. When the first call comes in, X-Lite will answer automatically. Local users can speak to this remote party.
3. When another call arrives, X-Lite will answer automatically and add the remote party to a conference call.

- **Conference Call**

To host a conference between several callers:

1. With one active call, place the call on hold by either:
    - selecting the other line and dialing a third party, or
    - clicking an incoming call.
  2. To add all existing calls to a conference, click **CONF**. All lines will become participants in the conference.
  3. To suspend a conference, click **CONF** to place all remote parties on hold. The other participants will not be able to speak to one another.
- With a conference on hold, users can talk privately to one party by clicking the appropriate line.
4. To restart the conference, click **CONF** again.

Note that users can become a conference host even if they did not initiate the original call. For example, one person could phone in, after which the local user could place and accept other calls and establish a conference.

- **Receiving a New Contact Request**

If local presence availability is enabled, users can receive a New Contact Request dialog box at any time while X-Lite is running.