

VoIPdito

User Manual

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1. Introduction

General

VoIPdito is a complete fully featured Hosted PBX Business VoIP telephone systems. It allows you to make and receive phone calls from the Internet and traditional telephone network at the same time. It makes managing your communication easier and helps to reduce operating costs and increase productivity.

Requirements

Your control panel is browser-based. The following are recommended:

- Internet Explorer 7+
- Mozilla Firefox 3.6+
- Google Chrome
- Opera 9+
- Safari 4+

The web control panel is optimized for a screen resolution of minimum 1024 x 786 pixels.

Softphone application requires one of the following operating systems:

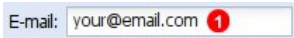
- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7
- Linux
- Apple OSX

Intended Audience

This guide is intended for anyone using VoIPdito Hosted PBX system. Only basic computer skills are required.

Conventions

In this manual, you will find a number of styles of text that distinguish between different kinds of information. Here are some examples of these styles, and an explanation of their meaning.

style	meaning
<code>www.example.com/login</code>	Text you need to type into a program.
email field (1)	Field shown in a figure. For example: 

Key concepts

VoIP (Voice over IP)

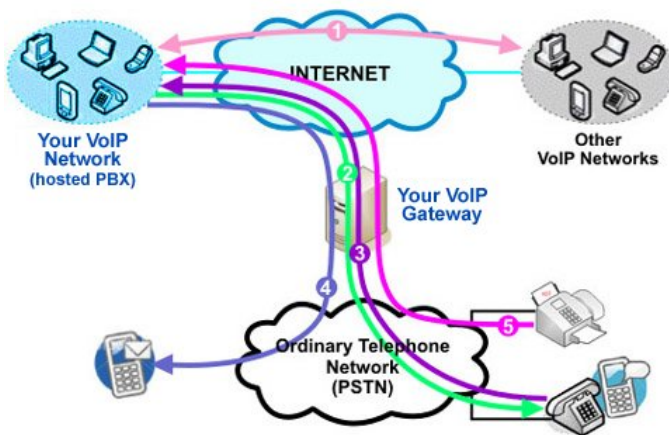


Figure 2.1 How VoIP works.

VoIP or Internet telephony refers to communications services - voice, facsimile, and/or voice-messaging applications - that are transported via the Internet, rather than the public switched telephone network (PSTN - traditional telephony). Thanks to VoIP Hosted PBX technology you can:

- (1) make and receive free Internet calls to other VoIP networks.
- (2) call any land line or mobile (cell) phone at very low rates.
- (3) receive calls from traditional telephone network.
- (4) send text messages (SMS) to mobiles (cells) world wide at very low rates.
- (5) receive faxes to your email address for free.

Virtual telephone number

A telephone number assigned to a user (or a Ring Group, IVR etc.) which can be dialled using any telephone in the world.

Extension

Four digit long number assigned to each user. It can be only dialled within the same organisation and allows for quick access to co-workers.

Softphone

An important part of the VoIP system is the Softphone program. It allows users to make and receive telephone calls (both from the Internet and traditional telephone network) directly on their PC or a laptop.

Control Panel

The control panel is the heart of the VoIP web based application. It is from the control panel that you can manage all aspects of your Hosted PBX system. For example, you can view your call history, check voice mail messages, or join a virtual conference room.

2. Quick Start

Login

Email:
 1

Password:
 2

Remember me on this computer. 3

4

Figure 2.1 Login form.

To login into the control panel navigate your web browser to <http://voipdito.com/login> and enter your email address into field (1) and password into field (2). Optionally you can select "Remember me on this computer" checkbox (3) to have your email address saved. Finally click Login button (4).

User Interface overview

Figure 2.2 Control Panel.

1. **SMS Gateway** panel - allow you to send text messages to any mobile in the world at very low rate.
2. **Web Call** panel - you can use any telephone anywhere to make a call and have the call charged at very low internet rate. VoIPdito calls the phone you're making the call from, then makes another call to the person you want to call; then connects both together.
3. **Support Centre** panel - this panel gives you access to context sensitive help. Also here you can submit tickets to our support team.
4. **My Account** panel - here you can view and manage your service settings.
5. **Voicemail** panel - here you can organize voice messages into folders, upload your custom greetings and manage other setting of your personal voicemail box.
6. **Calls History** grid - in this panel you can see history of all your calls (including billing details).
7. **Contacts** - here you can access your personal Contacts.

8. **Conferences** - here you can easily join virtual Conference room.
9. **Footer** section - here you will find various links, including the one to download Softphone application.
10. **Header buttons** - here you will find buttons allowing you to switch to different sections of your Control Panel and to log out.

Install Softphone

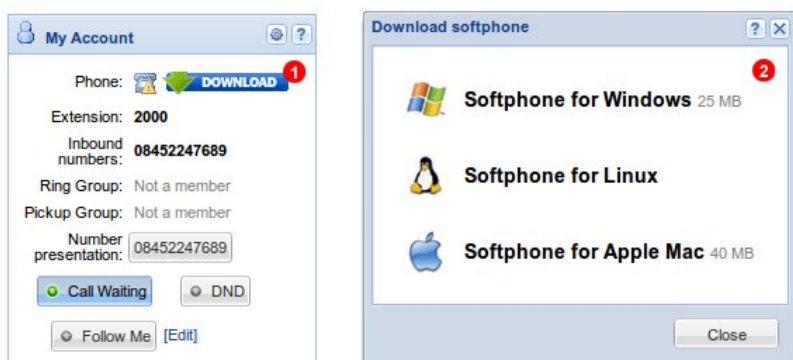


Figure 2.3 Softphone application download window.

This application needs to be installed on every PC you want to use for receiving or making phone calls. To install Softphone application follow steps below:

1. Click **Download** link in My Account panel. See (1) in figure 2.3 above.
2. Save and install Softphone application on your PC. See chapter "Softphone application" for detailed instructions.
3. Start Softphone application, log in with your email address and password. Make sure there is a green dot in your task bar, indicating Softphone is working correctly.

Test Call



Figure 2.6 Test call.

1. Select **Test Call** in contacts list and click **Call** button - see (1) in the figure 2.6 above.
2. To end a **Test Call** click **Hangup** button.

3. My Account



Figure 3.1 My Account panel.

Here you can view telephone(s) (hardware phones or softphone) currently registered with your account. Extension, inbound number(s) assigned to your account and membership of Ring and Pickup groups. You can also edit your account settings described below.

Profile



Figure 3.2 My details window.

To view your account information or edit your details click on the gear icon in the My Account panel and select Profile from context menu - see (1) in the Figure 3.1 above. This will open a form, where you can update account details.

SIP Info

My details window includes information about your SIP account required to configure a third party softphone or VoIP phone to work with VoIPdito service. See "Third party softphones" chapter for detailed instructions.

Dial Plan

Dialling pattern (number plan) depends on your geographical location. Some countries have different dial plans than others. Please see below a list of all dialling patterns supported by VoIPdito Hosted PBX system:

Country	National dialling	International dialling
Andorra	Nxxxxxxxx	00 country_code Nxxxxxxxx
Aruba	Nxxxxxxxx	00 country_code Nxxxxxxxx
Australia	Nxxxxxxxx	0011 country_code Nxxxxxxxx


Bahrain	Nxxxxxxxx	00 country_code Nxxxxxxxx
Belize	Nxxxxxxxx	00 country_code Nxxxxxxxx
Benin	Nxxxxxxxx	00 country_code Nxxxxxxxx
Botswana	Nxxxxxxxx	00 country_code Nxxxxxxxx
Burkina Faso	Nxxxxxxxx	00 country_code Nxxxxxxxx
Burundi	Nxxxxxxxx	00 country_code Nxxxxxxxx
Côte d'Ivoire	Nxxxxxxxx	00 country_code Nxxxxxxxx
Cambodia	Nxxxxxxxx	001 country_code Nxxxxxxxx
Cameroon	Nxxxxxxxx	00 country_code Nxxxxxxxx
Canada	11-digit dialing: 1 NPA Nxx xxxx 10-digit dialing: NPA Nxx xxxx 7-digit dialing: Nxx xxxx **	011 country_code Nxxxxxxxx
Cape Verde	Nxxxxxxxx	00 country_code Nxxxxxxxx
Central African Republic	Nxxxxxxxx	00 country_code Nxxxxxxxx
Chad	Nxxxxxxxx	00 country_code Nxxxxxxxx
Congo (Brazzaville)	Nxxxxxxxx	00 country_code Nxxxxxxxx
Cook Islands	Nxxxxxxxx	00 country_code Nxxxxxxxx
Costa Rica	Nxxxxxxxx	00 country_code Nxxxxxxxx
Cuba	Nxxxxxxxx	119 country_code Nxxxxxxxx
Cyprus	Nxxxxxxxx	00 country_code Nxxxxxxxx
Czech Republic	Nxxxxxxxx	00 country_code Nxxxxxxxx
Denmark	Nxxxxxxxx	00 country_code Nxxxxxxxx
Diego-Garcia	Nxxxxxxxx	00 country_code Nxxxxxxxx
Djibouti	Nxxxxxxxx	00 country_code Nxxxxxxxx
East Timor	Nxxxxxxxx	00 country_code Nxxxxxxxx
El Salvador	Nxxxxxxxx	00 country_code Nxxxxxxxx
Falkland Islands	Nxxxxxxxx	00 country_code Nxxxxxxxx
Faroe Islands	Nxxxxxxxx	00 country_code Nxxxxxxxx
Fiji	Nxxxxxxxx	00 country_code Nxxxxxxxx
France	Nxxxxxxxx	00 country_code Nxxxxxxxx
French Antilles	Nxxxxxxxx	00 country_code Nxxxxxxxx
French Guiana	Nxxxxxxxx	00 country_code Nxxxxxxxx
French Polynesia	Nxxxxxxxx	00 country_code Nxxxxxxxx
Gabon	Nxxxxxxxx	00 country_code Nxxxxxxxx
Gambia	Nxxxxxxxx	00 country_code Nxxxxxxxx
Gibraltar	Nxxxxxxxx	00 country_code Nxxxxxxxx
Greece	Nxxxxxxxx	00 country_code Nxxxxxxxx
Greenland	Nxxxxxxxx	00 country_code Nxxxxxxxx
Guatemala	Nxxxxxxxx	00 country_code Nxxxxxxxx
Guinea	Nxxxxxxxx	00 country_code Nxxxxxxxx
Guinea-Bissau	Nxxxxxxxx	00 country_code Nxxxxxxxx
Guyana	Nxxxxxxxx	001 country_code Nxxxxxxxx
Haiti	Nxxxxxxxx	00 country_code Nxxxxxxxx
Honduras	Nxxxxxxxx	00 country_code Nxxxxxxxx
Hong Kong	Nxxxxxxxx	001 country_code Nxxxxxxxx
Hungary	06 Nxxxxxxxx	00 country_code Nxxxxxxxx
Iceland	Nxxxxxxxx	00 country_code Nxxxxxxxx
Indonesia	Nxxxxxxxx	001 country_code Nxxxxxxxx
Italy	Nxxxxxxxx	00 country_code Nxxxxxxxx
Japan	Nxxxxxxxx	010 country_code Nxxxxxxxx
Kuwait	Nxxxxxxxx	00 country_code Nxxxxxxxx
Lesotho	Nxxxxxxxx	00 country_code Nxxxxxxxx
Liberia	Nxxxxxxxx	00 country_code Nxxxxxxxx
Liechtenstein	Nxxxxxxxx	00 country_code Nxxxxxxxx
Lithuania	8 Nxxxxxxxx	00 country_code Nxxxxxxxx
Luxembourg	Nxxxxxxxx	00 country_code Nxxxxxxxx
Macao	Nxxxxxxxx	00 country_code Nxxxxxxxx
Madagascar	Nxxxxxxxx	00 country_code Nxxxxxxxx
Malawi	Nxxxxxxxx	00 country_code Nxxxxxxxx
Maldives	Nxxxxxxxx	00 country_code Nxxxxxxxx
Mali	Nxxxxxxxx	00 country_code Nxxxxxxxx
Malta	Nxxxxxxxx	00 country_code Nxxxxxxxx
Martinique	Nxxxxxxxx	00 country_code Nxxxxxxxx
Mauritania	Nxxxxxxxx	00 country_code Nxxxxxxxx
Mauritius	Nxxxxxxxx	00 country_code Nxxxxxxxx
Mayotte and Reunion	Nxxxxxxxx	00 country_code Nxxxxxxxx
Mexico	01 Nxxxxxxxx	00 country_code Nxxxxxxxx
Micronesia	1 Nxxxxxxxx	011 country_code Nxxxxxxxx
Monaco	Nxxxxxxxx	00 country_code Nxxxxxxxx
Nauru	Nxxxxxxxx	00 country_code Nxxxxxxxx
New Caledonia	Nxxxxxxxx	00 country_code Nxxxxxxxx
Niger	Nxxxxxxxx	00 country_code Nxxxxxxxx
Nigeria	Nxxxxxxxx	009 country_code Nxxxxxxxx
Niue Island	Nxxxxxxxx	00 country_code Nxxxxxxxx

Norway	Nxxxxxxxx	00 country_code Nxxxxxxxx
Palau	Nxxxxxxxx	011 country_code Nxxxxxxxx
Panama	Nxxxxxxxx	00 country_code Nxxxxxxxx
Papua New Guinea	Nxxxxxxxx	00 country_code Nxxxxxxxx
Paraguay	Nxxxxxxxx	002 country_code Nxxxxxxxx
Portugal	Nxxxxxxxx	00 country_code Nxxxxxxxx
Qatar	Nxxxxxxxx	00 country_code Nxxxxxxxx
Rwanda	Nxxxxxxxx	000 country_code Nxxxxxxxx
Samoa	Nxxxxxxxx	0 country_code Nxxxxxxxx
San Marino	Nxxxxxxxx	00 country_code Nxxxxxxxx
Sao Tome and Principe	Nxxxxxxxx	00 country_code Nxxxxxxxx
Senegal	Nxxxxxxxx	00 country_code Nxxxxxxxx
Seychelles	Nxxxxxxxx	00 country_code Nxxxxxxxx
Singapore	Nxxxxxxxx	001 country_code Nxxxxxxxx
Solomon Islands	Nxxxxxxxx	00 country_code Nxxxxxxxx
South Korea	Nxxxxxxxx	001 country_code Nxxxxxxxx
Spain	Nxxxxxxxx	00 country_code Nxxxxxxxx
St Helena and Tristan da Cunha	Nxxxxxxxx	00 country_code Nxxxxxxxx
St Pierre and Miquelon	Nxxxxxxxx	00 country_code Nxxxxxxxx
Suriname	Nxxxxxxxx	00 country_code Nxxxxxxxx
Taiwan	Nxxxxxxxx	002 country_code Nxxxxxxxx
Thailand	Nxxxxxxxx	001 country_code Nxxxxxxxx
Togolese Republic	Nxxxxxxxx	00 country_code Nxxxxxxxx
Tokelau	Nxxxxxxxx	00 country_code Nxxxxxxxx
Tonga	Nxxxxxxxx	00 country_code Nxxxxxxxx
Tuvalu (formerly Ellice Islands)	Nxxxxxxxx	00 country_code Nxxxxxxxx
United States	11-digit dialing: 1 NPA Nxx xxxx 10-digit dialing: NPA Nxx xxxx 7-digit dialing: Nxx xxxx **	011 country_code Nxxxxxxxx
All other countries	0 Nxxxxxxxx	00 country_code Nxxxxxxxx

** - for 7 digit dialling Location with local area code needs to be defined. Please see "Locations" chapter in Administrator Manual.

Password

Figure 3.3 Password window.

To change your password click on the gear icon  in the My Account panel and select Password from context menu - see (1) in the Figure 4.4 above. This will open a form, where you can change your password.

Number presentation

Figure 2.2 Caller Line Identification window.

This is a number presented as Caller ID when you make outbound calls. To change your Caller ID click button (2) and select desired number from the drop down list. Caller ID can be only set to one of the Inbound Numbers assigned to your account.

Call Waiting

With Call Waiting enabled you can answer more than one call at the same time. You will be able to put one of your callers On Hold and talk to another one, switching between the calls as required. With Call Waiting disabled you will be able to answer only one call at the time. Next incoming call will be automatically redirected to your voicemail.

Do not Disturb

With Do not Disturb enabled all incoming calls are automatically redirected to your voicemail.

Follow Me

The image shows two side-by-side windows from a web interface. The left window is titled 'Follow Me' and contains several settings: 'Follow Me Active' is checked (1); 'Initial ring time' is set to 0 seconds (2); 'Announcement' text is 'Call forwarding enabled. Please wait while I connect your call.' (3); there is a 'Change' button (4) and an 'Enabled' checkbox (5); 'Numbers' field contains '07791231234' and '02088445544' (6); 'Ring time' is set to 30 seconds (7); 'Ring strategy' is 'Ring All' (8); and 'Destination if no answer' is 'Hangup' (9). The right window is titled 'Follow Me announcements' and shows a preview of the announcement: 'Call forwarding enabled. Please wait while I connect your call.' (1). Below this is an 'Add announcement' section with a 'Description' field, an 'MP3 announcement file' field with a 'Browse...' button (4), and an 'Upload' button. Both windows have 'Submit' and 'Cancel' buttons at the bottom.

Figure 2.2 Follow Me window.

Follow Me allows to forward incoming calls to your co-workers and/or other telephone numbers (your mobile phone for example).

Please note: if you set up Follow Me (call forwarding) to mobile (cell) and/or land line number on PSTN network (Ordinary Telephone Network) normal Call Out Rates will apply as per <http://voipdito.com/en/rates>

To set up call forwarding:

1. Activate Follow Me feature.
2. You may want your own extension to ring before trying Follow Me destinations. To enable initial ringing of your own telephone first, set Initial ring time to value greater than zero.
3. You may want to play an announcement before forwarding call to Follow Me destinations.
4. To modify you announcement click *Change* button.
5. To enable or disable announcement use checkbox (5).
6. Enter list of numbers (one per line) where you wish to forward your incoming calls.
7. Set number of second to ring Follow Me destinations.
8. Select one of the available ring strategies.
9. Set final destination if no Follow Me number answers the call.

4. Voicemail

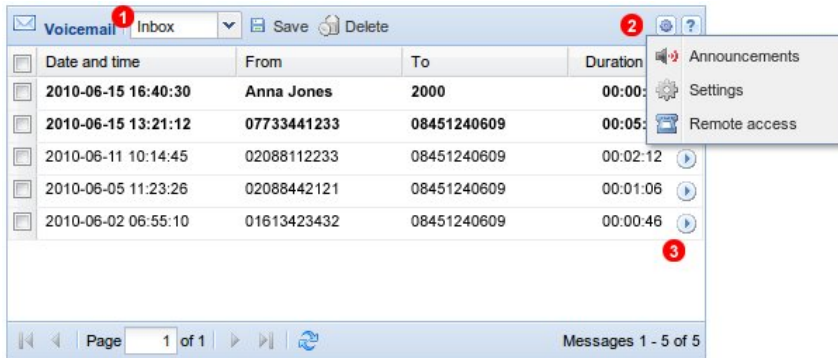


Figure 4.1 Voicemail panel.

Here you can listen to your voicemail and archive or delete your messages. To listen to your voice message click **Play** button located on the right of each message.


To access your voicemail from VoIPdito phone please dial **445** - you will have the following options.

1. Listen to your messages
 2. Call back the person who left the message
 3. Play message envelope
 4. Previous message
 5. Repeat current message
 6. Next message
 8. Delete current message
 9. Save current message
 - *. Return to the main menu
 - #. Quit voicemail
2. Change folder to:
 4. New messages
 5. Old messages
 6. Saved messages
0. Record you unavailable message
 - #. Stop recording
 1. Accept the recording
 2. Listen to recording
 3. Record again
- #. Quit voicemail

Announcements



Figure 4.2 Voicemail announcements.

To change your voicemail announcement click gear icon  in top right corner of Voicemail panel - see (2) in the figure 4.1 above - and select `Announcements` from the menu. Here you can upload your own MP3 file which will be used as your custom announcement.

You can also change your voicemail announcement by dialling FIXME

Settings

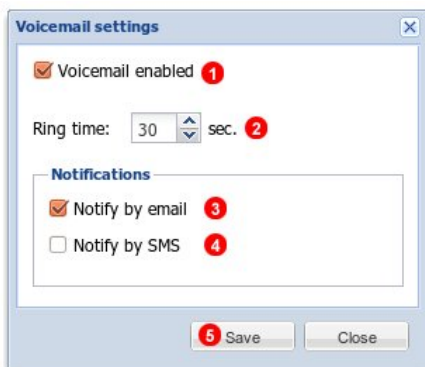


Figure 4.3 Voicemail settings.


Here you can modify voicemail settings:

1. Enable or disable voicemail service.
2. Set number of seconds your extension should ring before diverting calls to voicemail.
3. Select `Notify by email` to have your voicemail messages sent as MP3 files to your inbox.
4. Select `Notify by SMS` to have notifications about new voicemail sent to your mobile.

Remote access



Figure 4.3 Voicemail remote access.

To change your voicemail password (required for remote access to your messages) click gear icon  in top right corner of Voicemail panel - see (2) in the figure 4.1 above - and select Remote access from the menu. Here you can change your four digits long password.

5. Calls History

Dialled numbers				Received calls				Missed calls			
Date and time		From		To		Destination					
2010-08-30 19:02:54		07854740947		08456234774		John Smith					
2010-08-30 19:01:26		07854740947		08456234774		John Smith					

Page 1 of 1 Displaying calls 1 - 2 of 2

Figure 5.1 Calls history.

Here you can view history of all dialled numbers and received/missed calls. You can use "click to call" feature to dial any number from your calls history, just click blue telephone icon - see (1) in figure 5.1 above - to make a call.

6. Contacts

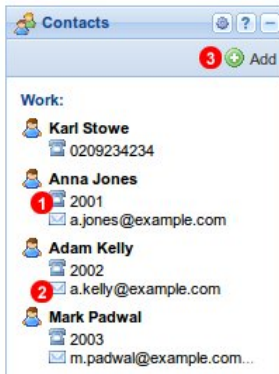


Figure 6.1 Contacts panel.

Use Contacts panel to make phone calls and send email to your friends and co-workers. To make a phone call click telephone icon below Contact's name - see (1) in the figure 6.1 above. To send an email click envelope icon next to the Contact's email address - see (2) in the figure 6.2 above.

Add contact

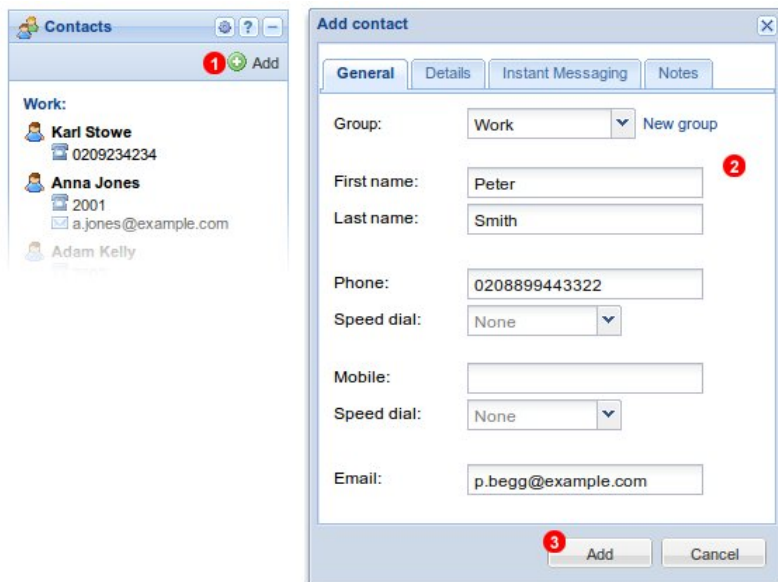


Figure 6.2 Add contact.

To add a Contact click **Add** button located in top right corner of Contacts panel - see (1) in the figure 6.2 above. Fill in the form (2) providing your contact details and click **Add** button (3).

Edit contact

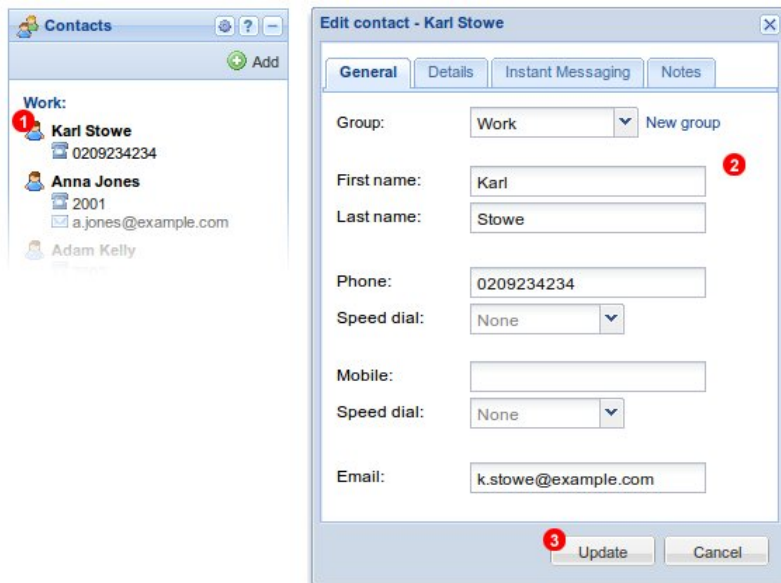


Figure 6.3 Edit contact.

To edit a Contact click on the icon (1) located on the left of Contact's name. Fill in the form (2) providing updated details and click Update (3) button.

Import contacts

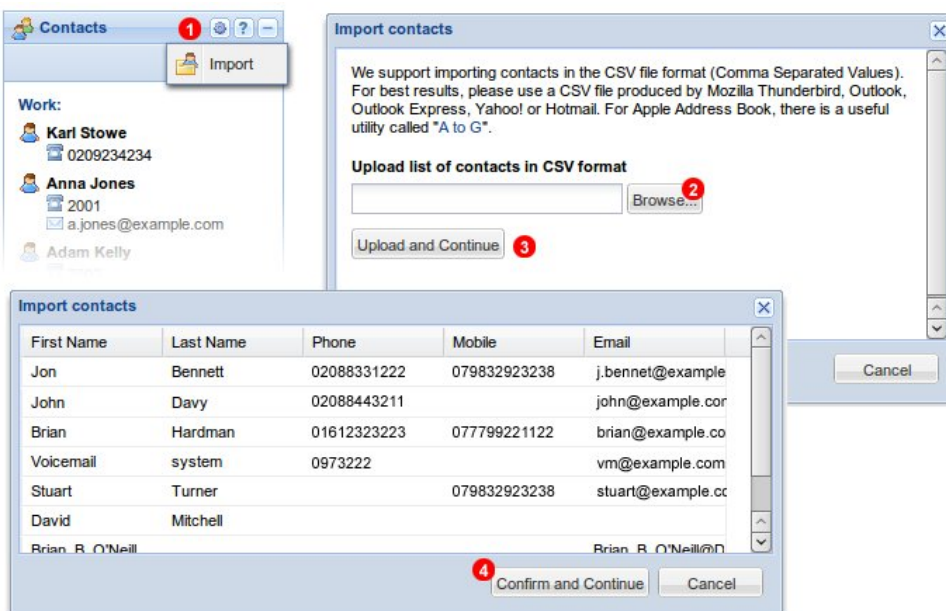


Figure 6.4 Import contacts.

To import many contacts at once click gear icon in top right corner of Contacts panel - see (1) in the figure 6.4 above. Select a .CSV file (2) with your contacts and click Upload and Continue button (3). Review details of your contacts and click Confirm and Continue to add all your contacts.

7. Conferences

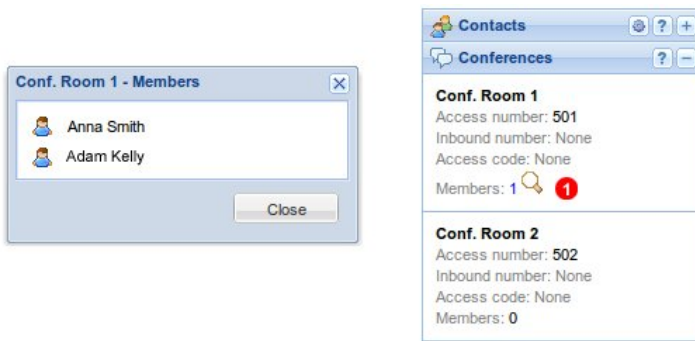



Figure 7.1 Conferences panel.

Here you can monitor status of all available virtual conference rooms. To see conference participants click on the  icon next to the members count indicator. To join a conference dial `Access number` on your VoIP phone.

8. SMS Gateway

The figure illustrates the three-step registration process for the SMS Gateway. Step 1: The user enters their mobile number (0894332211) into the 'Mobile' field and clicks 'Submit'. Step 2: The user receives an activation code (represented by four asterisks) and clicks 'Activate'. Step 3: The user is ready to send messages, with the 'To:' field and a large text area for the message content.

Figure 8.1 SMS Gateway panel.

Using SMS Gateway you can send text messages (SMS) to any mobile phone in the world at very low rate. Before you can start sending text message, you need to verify your own mobile number:

1. Enter your mobile number into field (1). A text message with activation code will be sent to it.
2. Enter activation code received to your mobile into field (2).
3. You can start sending messages now using form (3).

9. Web Call



Figure 9.1 Web Call panel.

If you have access to the internet, you can use any telephone anywhere to make a call and have the call charged at very low VoIP rate. VoIPdito calls the phone you're making the call from (see (1) in the figure above), then makes another call to the person you want to call (see (2) in the figure above); then connects both together (see (3) in the figure above). So you will be charged for two calls. But because VoIP prices are so low, even with two calls, this is still a more economical way of making a call than, say, from your mobile. If you are travelling abroad you can avoid roaming charges by using web calls.

10. Softphone

Softphone application allows for making and answering calls. It needs to be installed and running on every PC, which you want to use for VoIP calls.

Download

Softphone application can be downloaded from:

- Home page of our website at <http://voipdito.com>
- Download page of our website at <http://voipdito.com/en/download>
- In the Control Panel - by clicking "Downloads" link in the footer section - see (5) figure 2.2.

Install

Windows

To install Softphone application on Microsoft Windows follow steps below:

1. Locate and double click VoIPdito-setup.exe icon to start set up program.
2. Follow set up wizard.

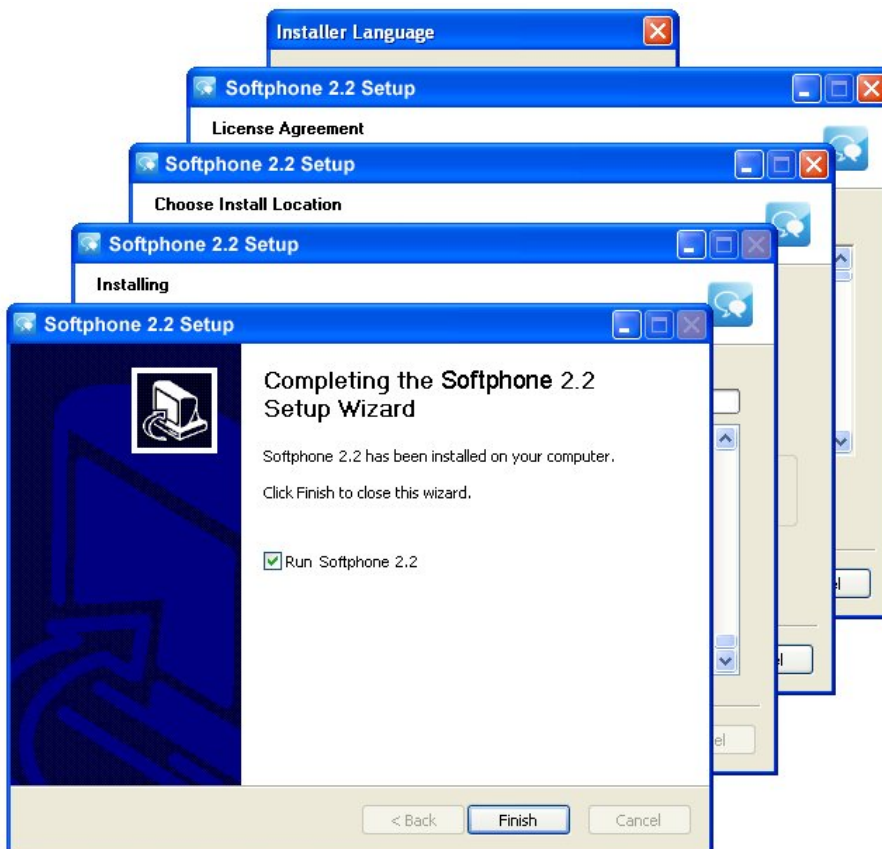


Figure 10.1 Softphone Application installation wizard.

Ubuntu Linux

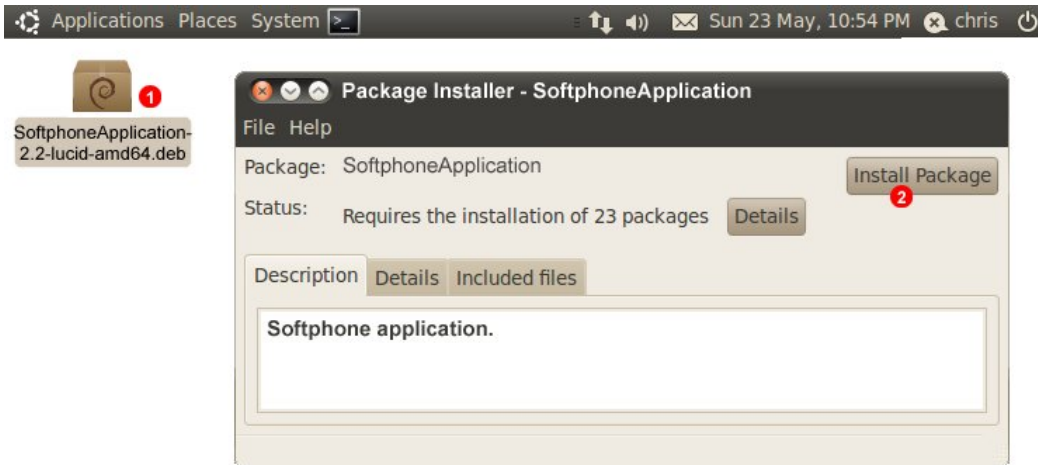


Figure 10.2 Linux set up package.

To install Softphone application of Linux follow the steps below:

1. Double click VoIPdito icon to start set up program.
2. Click "Install Package" button.
3. To start Chat Operator application select "Applications" => "Internet" => "VoIPdito"

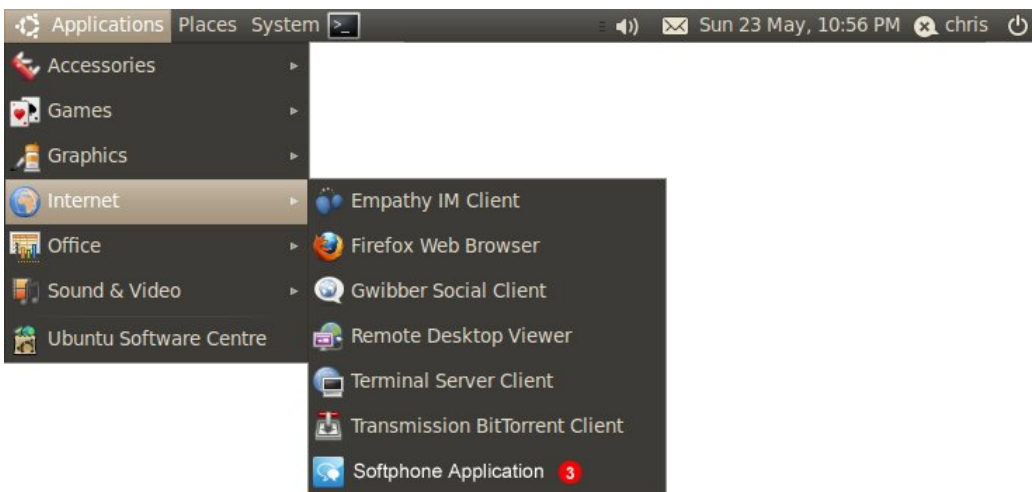


Figure 10.3 Linux Chat Operator program.

Login

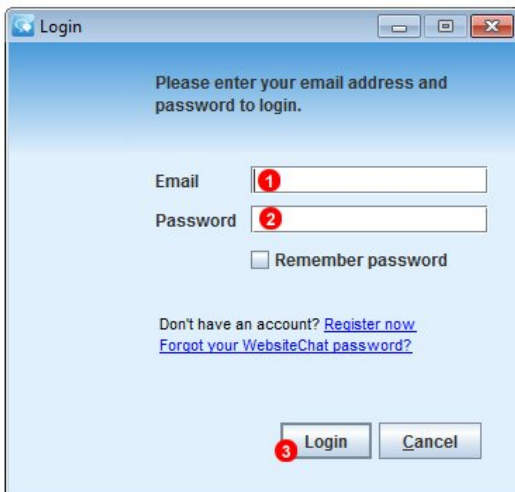


Figure 10.4 Softphone Application login screen.


To start making VoIP calls you need to login into Softphone application with your email and password (the same you use for web Control Panel). Enter your email address into field (1) and password into field (2). Click Connect button (3) and verify there is a green icon  in your taskbar which indicates the application is running correctly - see Figure 10.5 below.



Figure 10.5 Softphone Application - status icon.

Other IM Networks

To connect Softphone application to other Instant Messaging network (MSN, AIM, ICQ, Yahoo, GoogleTalk or Jabber) follow steps below:

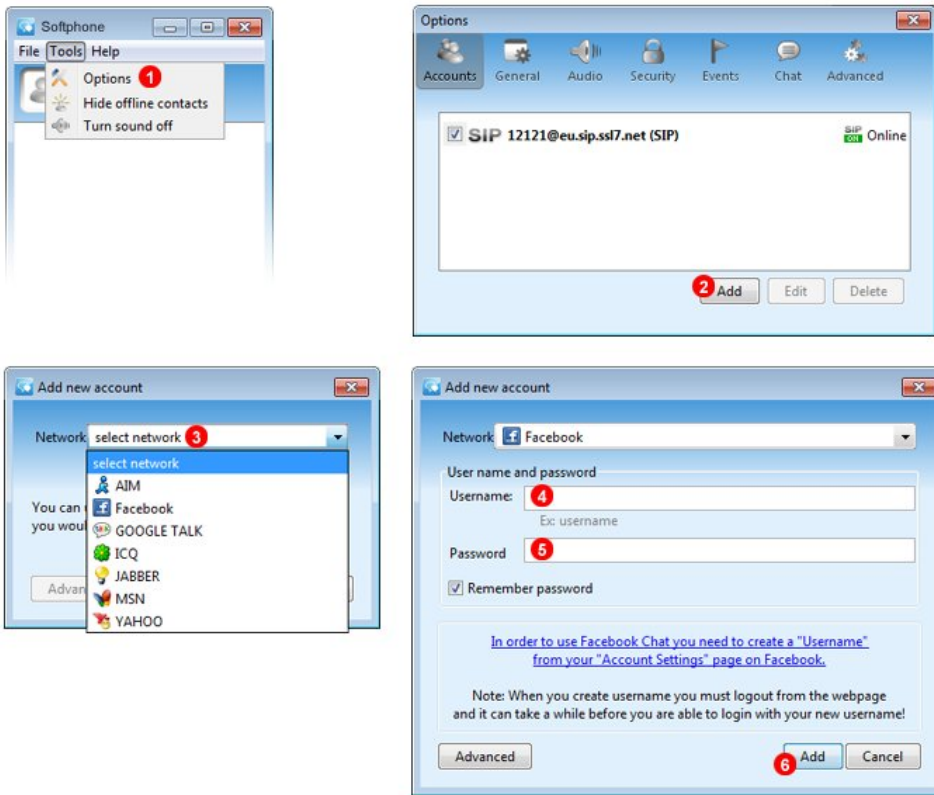


Figure 10.6 Other Instant Messaging networks

1. Click Tools => Options menu - see (1) figure 10.6 above.
2. Select Accounts tab (2), click Add button (3) and select your Instant Messaging network from the drop down list.
3. Enter your login details into fields (4) and (5) and click Save button (6).
4. Click Save button (7) in main configuration window.

After few seconds Softphone application will connect to your Instant Messaging network and list of your buddies will appear in the contacts panel.

Troubleshooting

Below is a listing of commonly asked questions and answers and basic troubleshooting steps for Softphone application.

1. **"Wrong email/password entered"** message displayed when I try to login.

Make sure the email address and password is the same you use to login into a Control Panel at <http://voipdito.com/login>. If you forgot your password, go to <http://voipdito.com/recover-password> and we will send a new password to your email address.

2. **"Connection error"** message displayed when I try to login.

Some ISPs (Internet Service Providers) block UDP port 5566 which is required for our Softphone Application to work. To check if your PC can successfully connect to our network:

Download our test tool from <http://voipdito.com/downloads/Windows/Test5566.exe> to your PC and run it.

After a few seconds you will see one of the windows shown below:

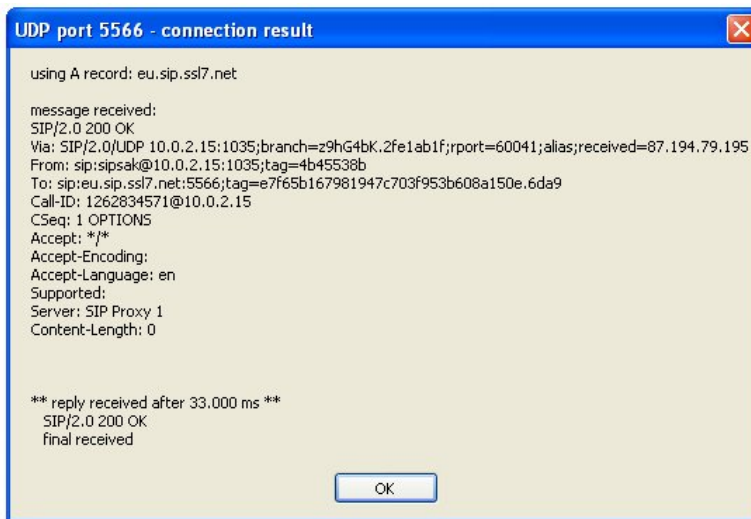


Figure 10.7 Network test - success.

Your PC can successfully connect to VoIPdito network.

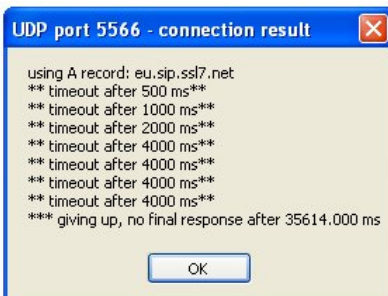


Figure 10.8 Network test - failure.

Your PC can't establish connection with VoIPdito - most likely your ISP or local firewall is blocking UDP port 5060 (SIP).

11. Third party softphones

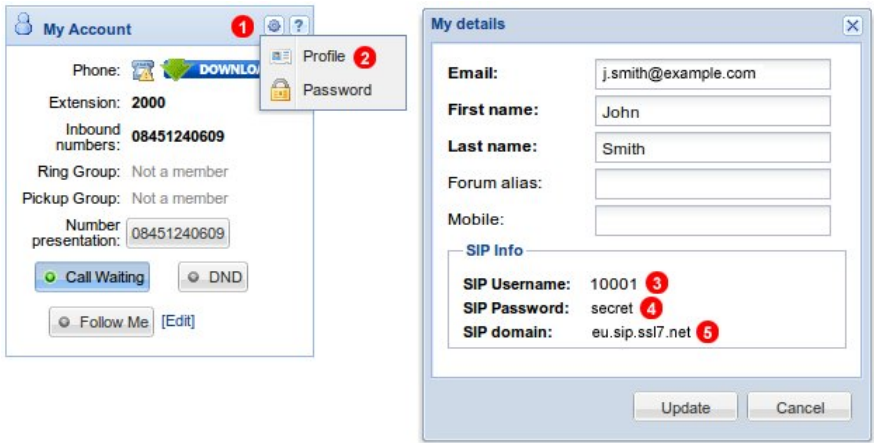



Figure 11.1 SIP account details.

Below you will find instructions how to configure popular free SIP softphones with VoIPdito service. Before you begin you will need to obtain your SIP account details:

1. Click gear icon  in top right part of the My Account panel
2. Select Profile from the menu.

Use SIP username, password and domain (3,4,5 in the Figure 11.1 above) to configure SIP softphone or a hardware device.

Ekiga

In order to set up Ekiga with VoIPdito download installation package from <http://ekiga.org/> website (or use your distribution packages manager), obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

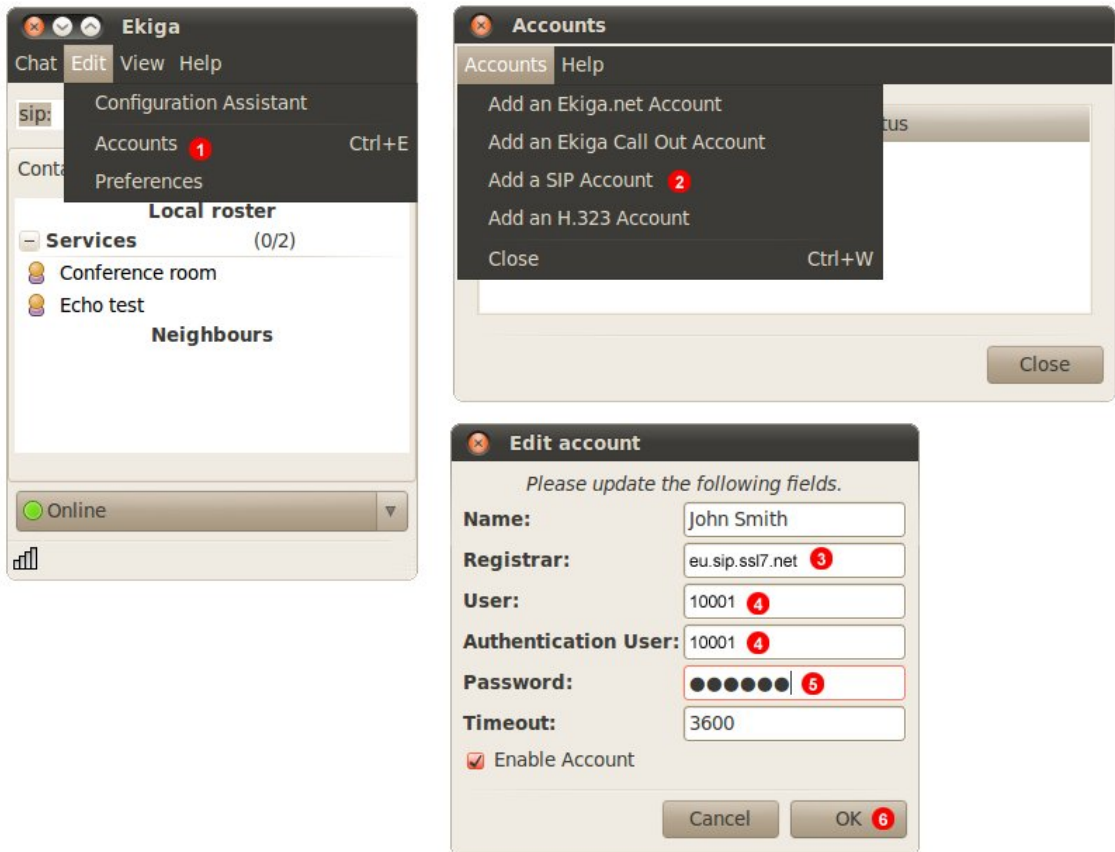


Figure 11.2 Ekiga account set up.

1. Go to **Edit and Accounts**.
2. Select **Add a SIP Account** from the menu.
3. Enter your SIP domain into field (3).
4. Enter your SIP username into fields (4).
5. Enter your SIP password into field (5).
6. Click **OK** button.

After a short while Ekiga will connect to our servers and you will be able to start making and receiving calls.

Telephone

In order to set up Telephone with VoIPdito download installation package from <http://www.tlphn.com/> website (or MacApp Store), obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

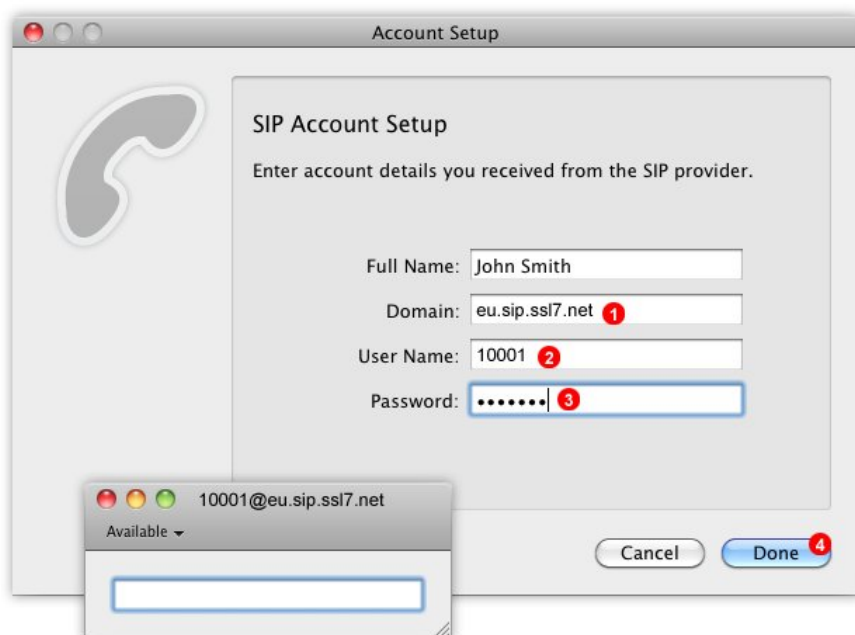


Figure 11.3 Telephone account set up.

1. Start Telephone and enter your SIP domain into field (1).
2. Enter your SIP username into field (2).
3. Enter your SIP password into field (3).
4. Click **Done** button

After a short while Telephone will connect to our servers and you will be able to start making and receiving calls.

Twinkle

In order to set up Twinkle with VoIPdito download installation package from <http://www.twinklephone.com/> website (or use your distribution packages manager), obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

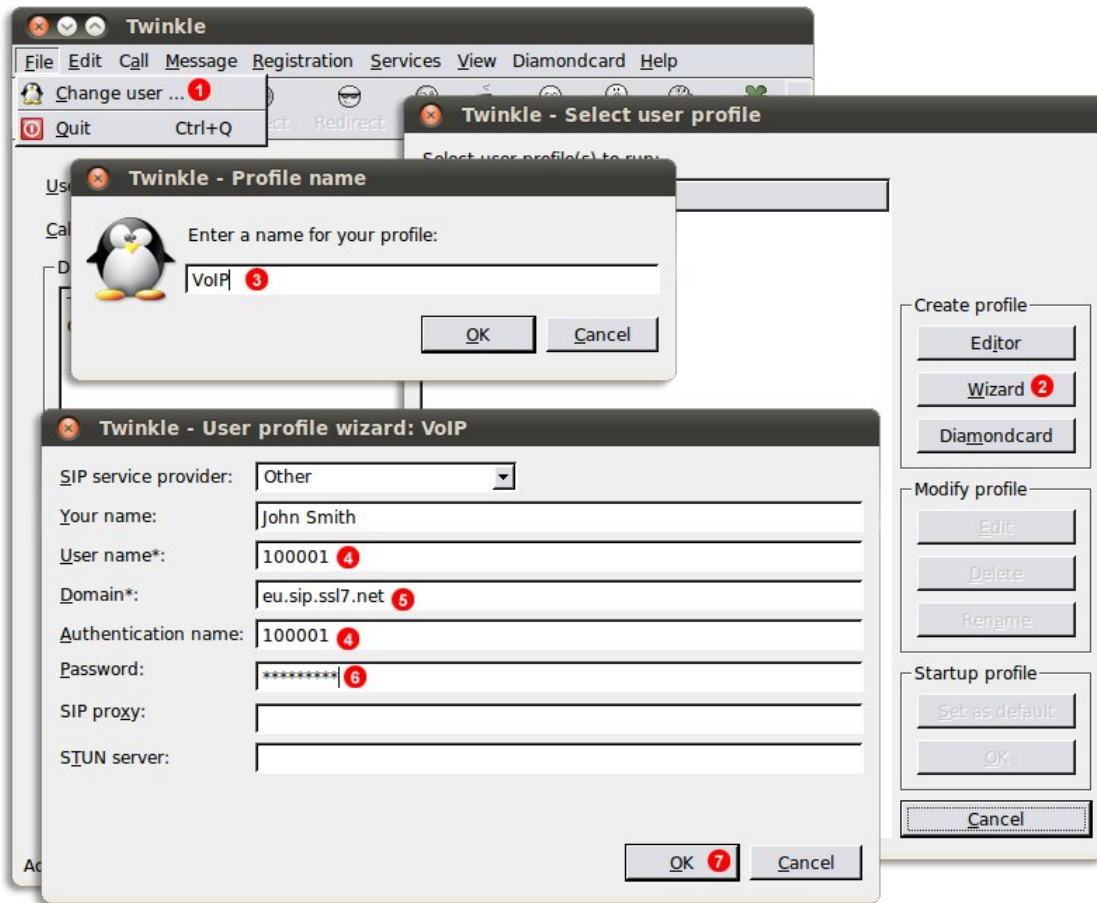


Figure 11.5 Twinkle account set up.

1. Go to File and Change user ...
2. Click Wizard button.
3. Enter VoIPdito as your account name and click OK.
4. Enter your SIP username into fields (4).
5. Enter your SIP domain into field (5).
6. Enter your SIP password into field (6).
7. Click OK button.

After a short while Twinkle will connect to our servers and you will be able to start making and receiving calls.

X-Lite 3

In order to set up X-Lite 3 with VoIPdito download installation package from <http://www.counterpath.com> website, obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

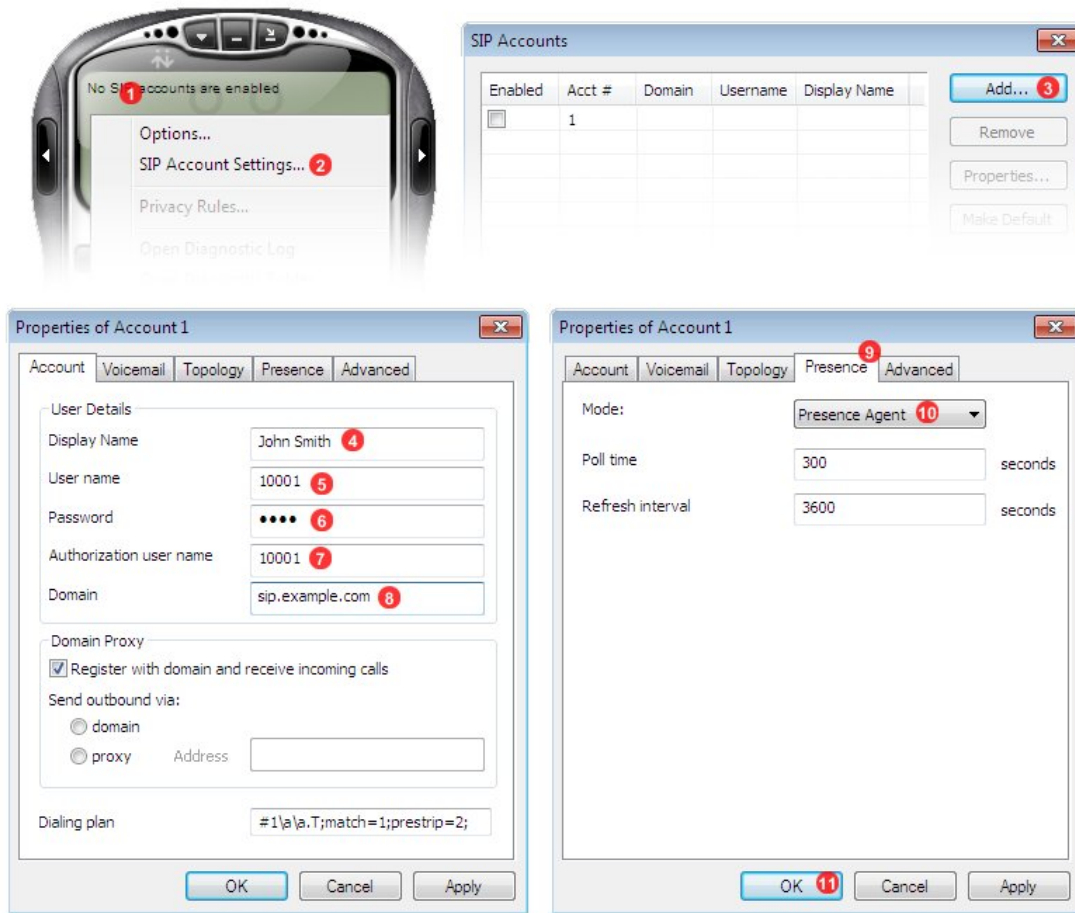


Figure 11.3 X-Lite 3 account set up.

1. Right click on X-Lite screen.
2. Select SIP Account Settings... option (2) from context menu.
3. Click Add... button (3) in SIP Accounts window.
4. Enter your name into field (4).
5. Enter your SIP Username from SIP Info panel
6. Enter your SIP Password into field (6).
7. Enter your SIP Username into field (7).
8. Enter SIP domain into field (8).
9. Switch to Presence tab (9).
10. Select Presence Agent from drop down list (10).
11. Click OK button.

After a short while X-Lite will connect to our servers and you will be able to start making and receiving calls.

X-Lite 4

In order to set up X-Lite 4 with VoIPdito download installation package from <http://www.counterpath.com> website, obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

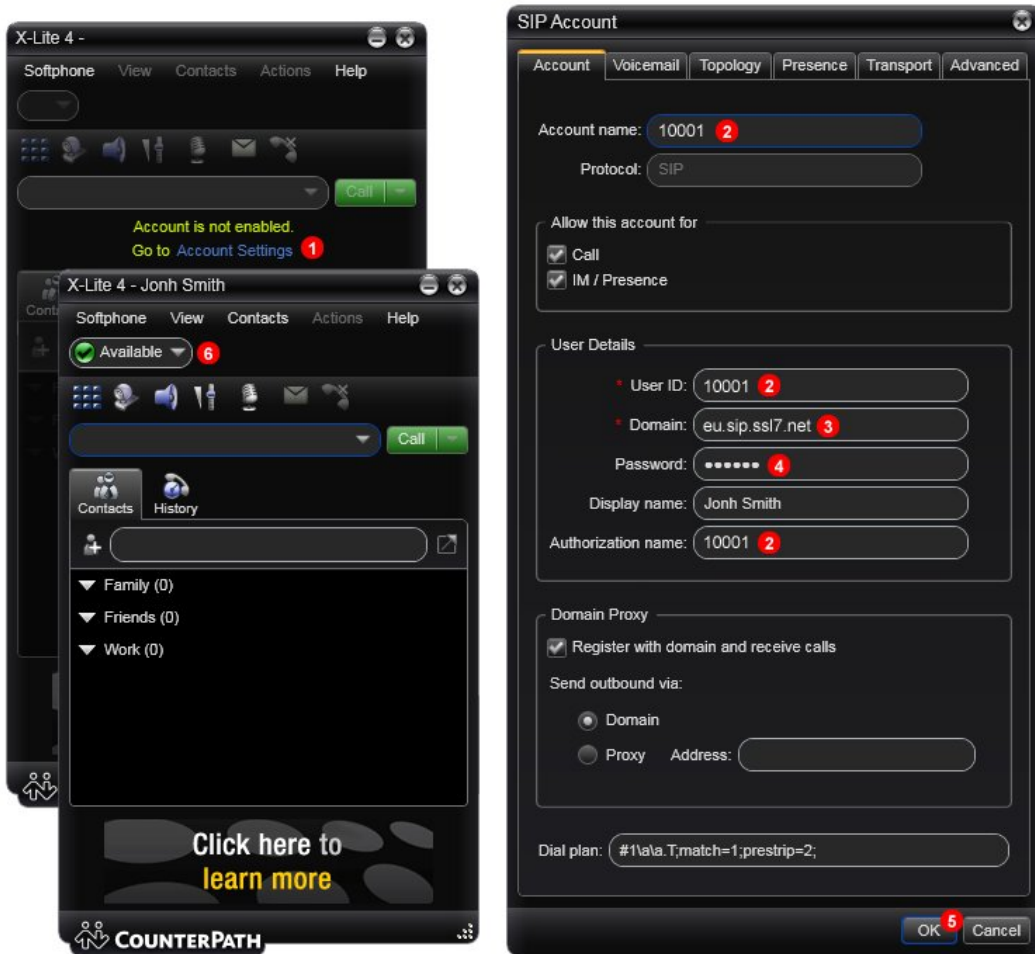


Figure 11.4 X-Lite 4 account set up.

1. Click **Account Settings** in main X-Lite window.
2. Enter your SIP username into field (2).
3. Enter your SIP domain into field (3).
4. Enter your SIP password into field (4).
5. Click **OK** button.

After a short while X-Lite will connect to our servers and you will be able to start making and receiving calls.

ZoIPer

In order to set up ZoIPer with VoIPdito download installation package from <http://www.zoiper.com/> website, obtain your VoIPdito SIP account details as shown in Figure 11.1 above and follow instruction below:

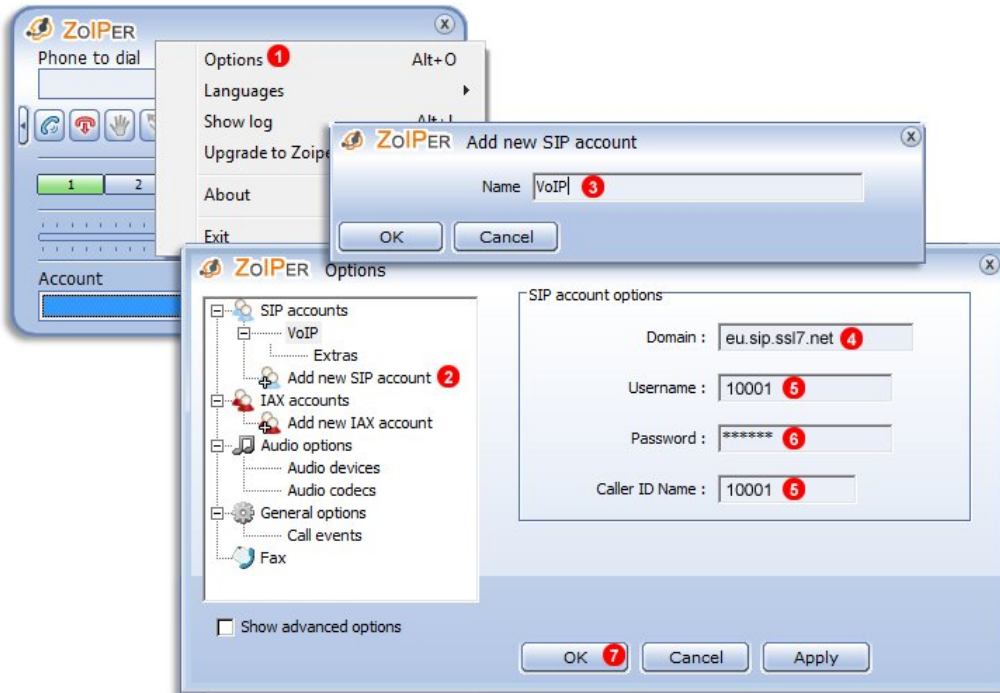


Figure 11.5 ZoIPer account set up.

1. Right click the main window and select **Options** from the context menu.
2. Select **Add new SIP account** from the menu on the left.
3. Enter VoIPdito as account name and click **OK**.
4. Enter your SIP domain into field (4).
5. Enter your SIP username into fields (5).
6. Enter your SIP password into field (6).
7. Click **OK** button.

After a short while ZoIPer will connect to our servers and you will be able to start making and receiving calls.

Bria Android

In order to set up Bria Android with VoIPdito, download installation package from <https://play.google.com/store/apps/details?id=com.bria.voip> and follow instruction below:

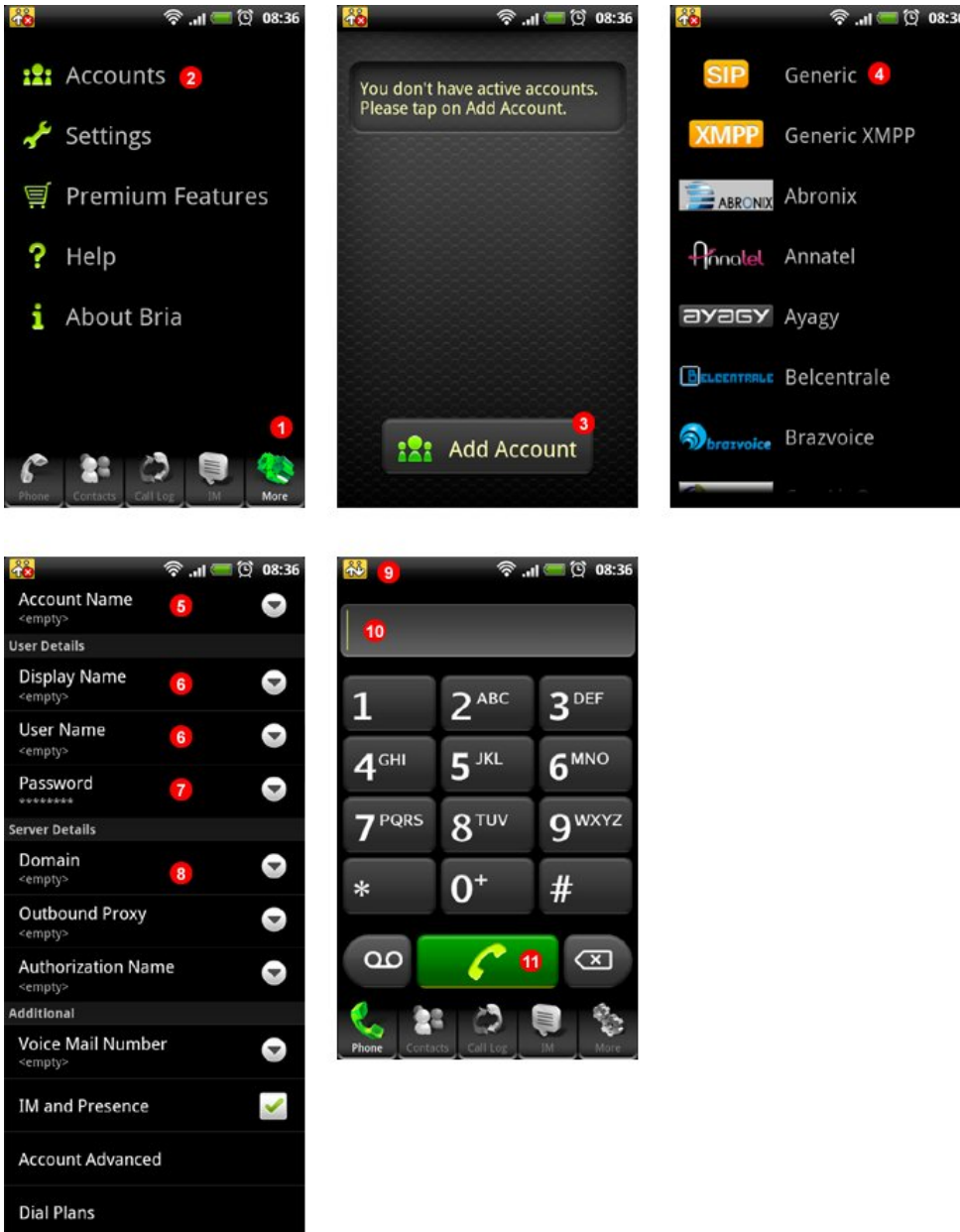


Figure 11.6 Bria Android set up.

1. Click More in the bottom toolbar.
2. Select Account menu.
3. Tap on Add Account button.
4. Select Generic from the menu.
5. Enter VoIPdito as Account Name.
6. Enter your SIP Username into fields (6).
7. Enter your SIP Password into field (7).
8. Enter SIP domain into field (8).
9. Verify there is Bria icon in top left corner of the device which indicates registration with VoIPdito network was successful.
10. Type number you wish to call.
11. Tap on Dial button to place a call.

Bria iPhone

In order to set up Bria iPhone with VoIPdito, download installation package from <http://itunes.apple.com/app/bria-iphone-edition/id373968636> and follow instruction below:

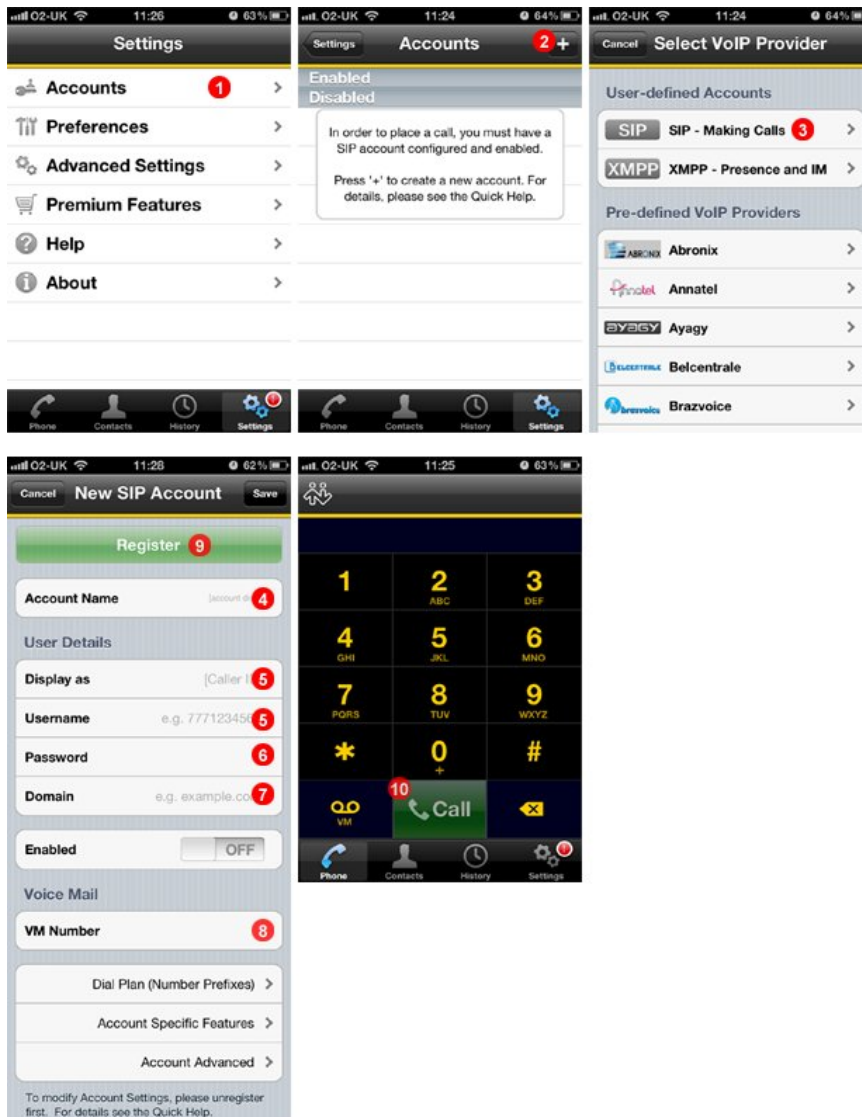


Figure 11.7 Bria iPhone set up.

1. Select Accounts menu.
2. Tap plus button to add account.
3. Select SIP - Making Calls from the menu.
4. Enter VoIPdito as Account Name.
5. Enter your SIP Username into fields (5).
6. Enter your SIP Password into field (6).
7. Enter SIP domain into field (7).
8. Enter 445 into field (8).
9. Tap Register button.
10. Enter number you wish to call and tap Call button (10).

Bria iPad

In order to set up Bria iPad with VoIPdito, download installation package from <http://itunes.apple.com/app/bria-ipad-edition-mobile-voip/id440744818> and follow instruction below:

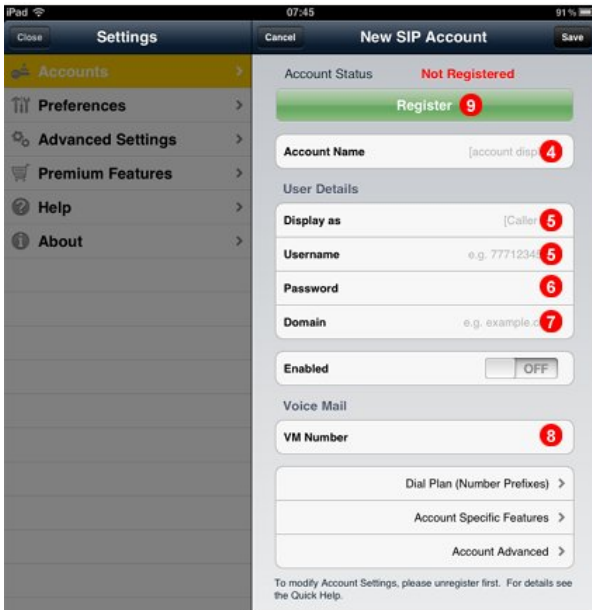
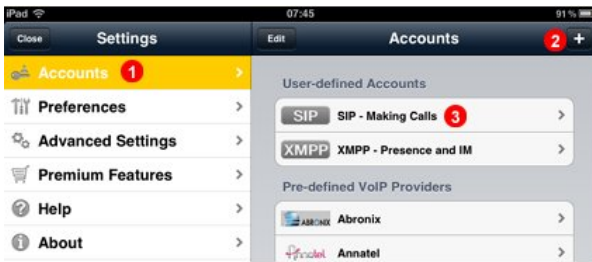


Figure 11.8 Bria iPad set up.

1. Select Accounts menu.
2. Tap plus button to add account.
3. Select SIP - Making Calls from the menu.
4. Enter VoIPdito as Account Name.
5. Enter your SIP Username into fields (5).
6. Enter your SIP Password into field (6).
7. Enter SIP domain into field (7).
8. Enter 445 into field (8).
9. Tap Register button.
10. Tap Dialpad icon in top right corner.
11. Enter the number you wish to call and tap Call button.

12. Getting Help

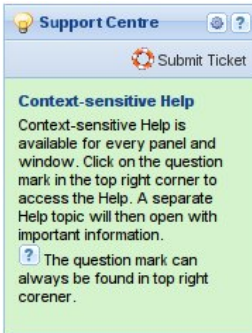


Figure 12.1 Help panel.

Submit ticket

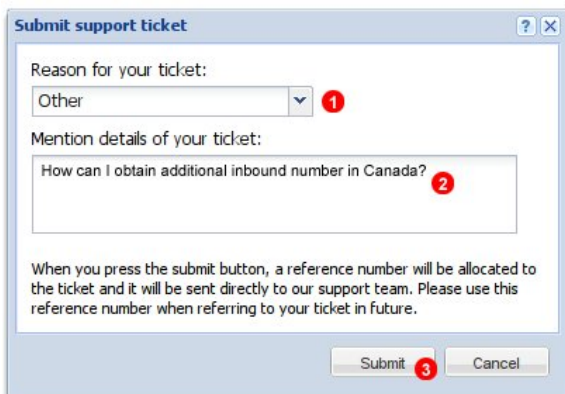


Figure 12.2 Submit support ticket window.

To submit a ticket click "Submit ticket" button located in Help panel - see figure 9.1. Next select your ticket type, from the drop down list (1) and enter details of your problem into text area (2). Finally click Submit button (3).

View your tickets

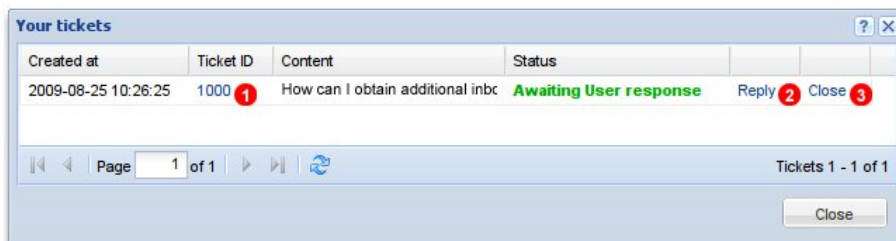




Figure 12.3 Your tickets window.

To view your tickets click gear icon  located in top right corner of Help panel. Next select  Your tickets from the context menu. To view history of all messages, click ticket ID link (1).

Reply to ticket

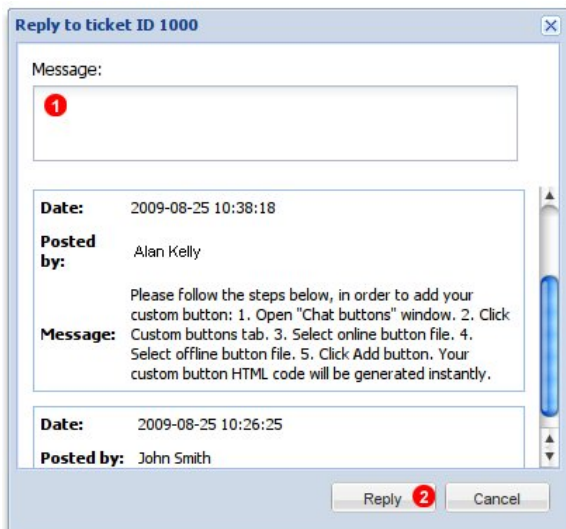


Figure 12.4 Ticket reply window.

To post a new message click Reply link - see (2) in figure 8.3. Next enter content of your reply into text area (1) and click Reply button (1). Once you are satisfied with the solution provided by support team, you can close your ticket by clicking Close link - see (3) in figure 9.3 above.

Remote Support

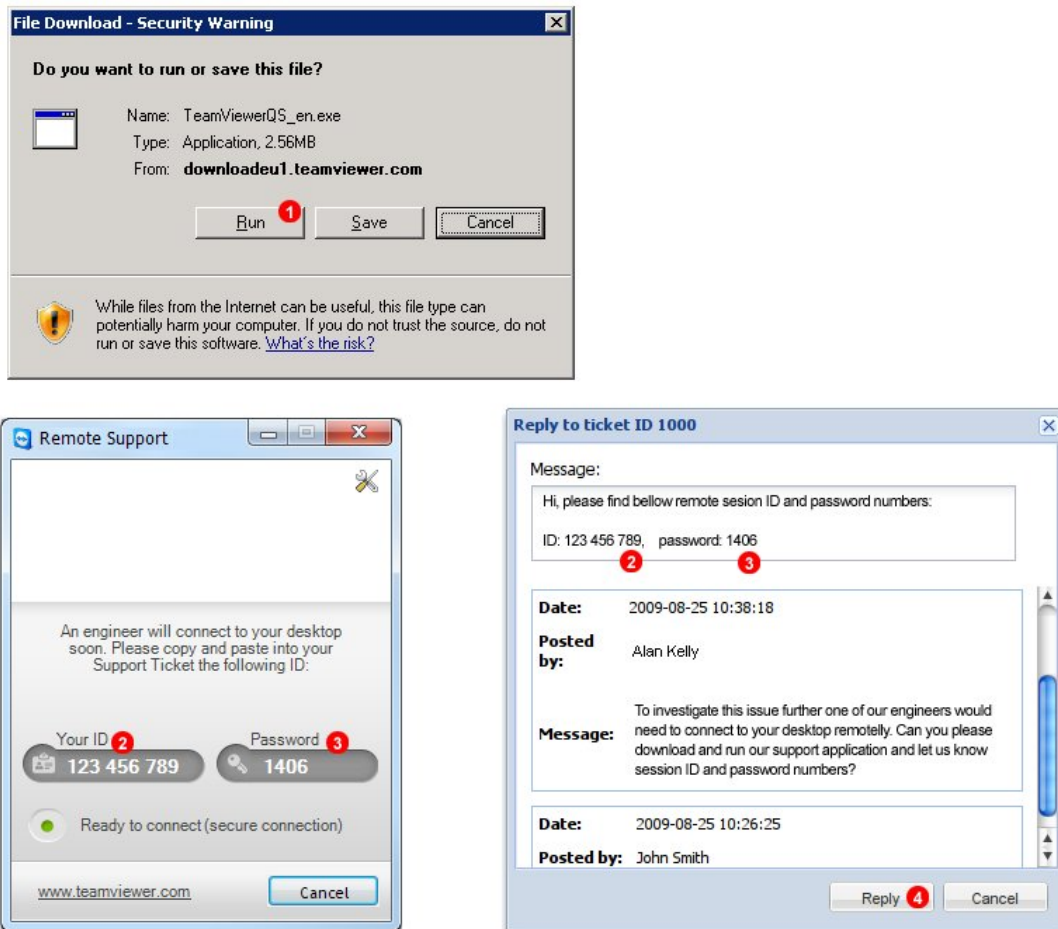


Figure 12.5 Remote Support application.

In some cases a support engineer may need to establish a remote connection with your computer in order to conduct further investigation or troubleshooting of the problem. To allow for that please:

1. Download and run our remote support program using a link provided by a member of our support team.
2. Copy and paste session ID - see (2) in figure 12.5 above into Support Ticket.
3. Copy and paste password (3) into Support Ticket.
4. Click Reply button (4).

After a short while an engineer will establish a connection with your PC.