

# Softphones



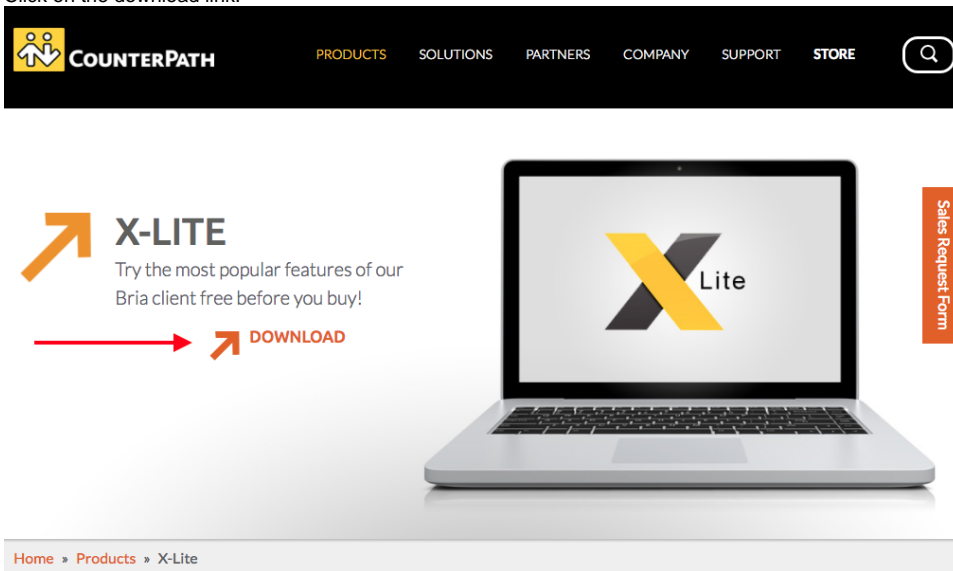
## Important Info | NocTel Go

Looking for a softphone for your mobile device? NocTel has a new mobile softphone app called [NocTel Go!](#) The app is available for both iOS and Android. Check out our [Go documentation space](#) for helpful how-tos or our [provisioning](#) article to get started.

To add a softphone to your NocTel account, you first need to have softphone software on your computer or mobile device. Many different SIP-compatible programs can be used. Below are instructions for using X-Lite a Mac or Windows based software and Telephone a Mac only option.

## Using X-Lite softphone

1. On your browser go to <http://www.counterpath.com/x-lite/>
2. Click on the download link.



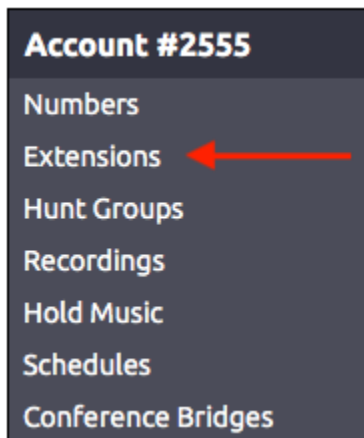
3. Click on the download link that matches with your operating system.

**Download X-Lite 4.9 for Windows**

**Download X-Lite 4.9 for Mac**

4. After downloading open the installer file and install it following the instructions it provides.
5. Once X-Lite is installed, go to [www.nocotel.com](http://www.nocotel.com) and log in to your account.

6. Click **Extensions** on the left-hand menu



7. Click **Add a New Extension** link located above the extension list.



8. Locate the **Generic SIP device** area and click **Add Device**.



9. A new Generic SIP extension will be created. Click the **pencil** icon to add an extension number and name.



Click **Save** to save the name and number change.



10. Below the *Device Connectivity* chart at the bottom of the *extension's page* is the section titled **How to Configure Your Generic SIP Device**. This area contains the information you will need to connect the extension to the X-Lite software. Make a note of the Info to use in the next steps.

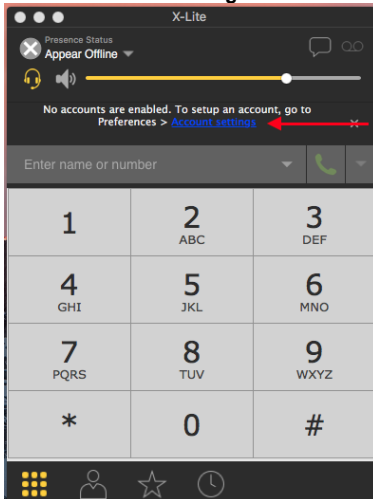
## How to Configure Your Generic SIP Device

SIP Host: **atl10.noctel.com**

SIP User ID: **zvcmlUzIGdqGsFH**

SIP Password: **cpq65TO7C7iXShS**

11. Open the X-Lite application on your device.
12. Click the **Account settings** link that is above the number pad or navigate to the account setting.



13. Give the new account in the X-lite software a name, if desired.

Sip Account - Disabled

Account name:

14. In the **General** tab enter the following info:

**General** Voicemail Topology Presence Transport Advanced

User Details

\* User ID  a.

\* Domain  b.

Password  c.

Display name  d.

Authorization name

Domain Proxy

☒ Register with domain and receive calls

Send outbound via:

☒ Domain ☐ Proxy Address

Dial plan

- a. **User ID:** Enter the SIP User ID from the Generic SIP Extension you just created.
- b. **Domain:** Enter the SIP Host from the Generic SIP extension you just created
- c. **Password:** enter the SIP Password from the Generic SIP extension you just created.
- d. **Display name:** add a name for the softphone if desired.

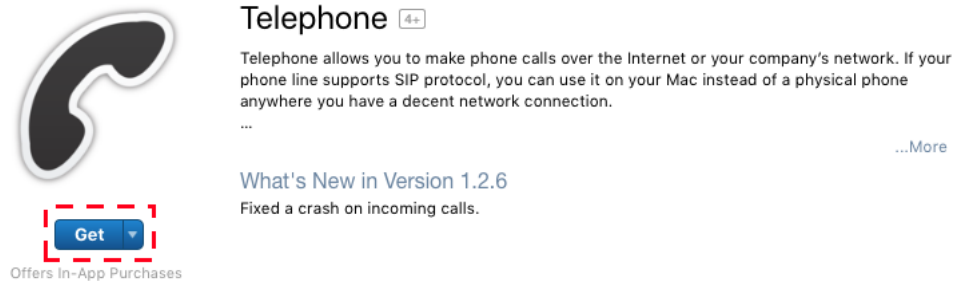
15. Click **OK**, and close the x-lite *Preferences*.

16. If configured correctly the **Status** of the softphone in the NocTel control panel should change to **Available** after a short while. You can now use the softphone.

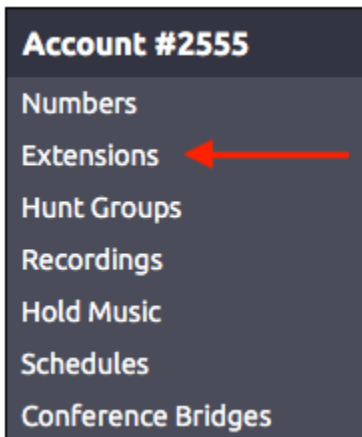


## Using Telephone softphone on Macs

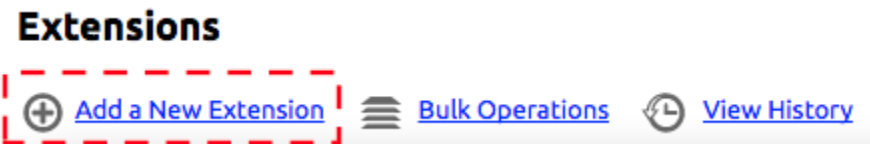
1. Open the App Store.
2. Search for Telephone.
3. Click **Get** under the app icon. And wait for the app to install.



4. Go to [www.nocotel.com](http://www.nocotel.com) and log in to your account.
5. Click **Extensions** on the left-hand menu



6. Click **Add a New Extension** link located above the extension list.



7. Locate the **Generic SIP device** area and click **Add Device**.



8. A new Generic SIP extension will be created. Click the **pencil** icon to add an extension number and name.  
Photo



Click **Save** to save the name and number change.

**Extension #** 5000 : **Soft Phone 1** Save Cancel

9. Below the *Device Connectivity* chart at the bottom of the *extension's page* is the section titled **How to Configure Your Generic SIP Device**. This area contains the information you will need to connect the extension to the X-Lite software. Make a note of the Info to use in the next steps.

### How to Configure Your Generic SIP Device

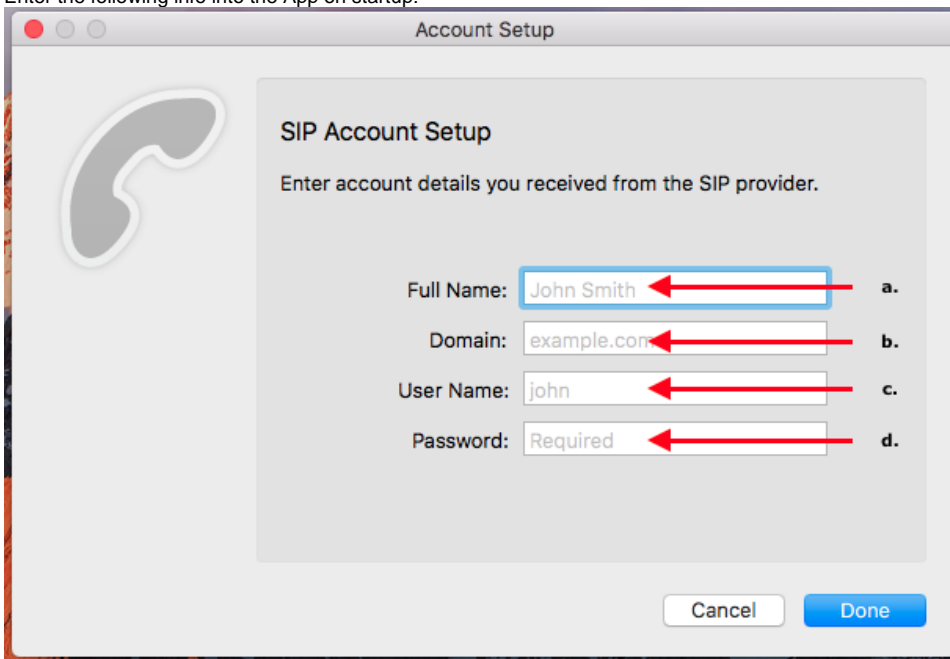
SIP Host: **atl10.noctel.com**

SIP User ID: **zvcmlUzIGdqGsFH**

SIP Password: **cpq65TO7C7iXShS**

10. Open Telephone application on your device.

11. Enter the following info into the App on startup:



- a. **Full Name:** Give the softphone a name
- b. **Domain:** Enter the SIP Host from the Generic SIP extension you just created
- c. **User Name:** enter the SIP User ID from the Generic SIP Extension you just created.
- d. **Password:** enter the SIP Password from the Generic SIP extension you just created.

12. Click **Done** when finished.

13. If configured correctly the **Status** of the softphone in the NocTel control panel should change to **Available**. You can now use the softphone.



### General Info about Creating a softphone

A softphone can be created using any number of the softphone programs out there, not just the ones detailed here. Whenever making a softphone in your account always use the Generic SIP Device as the extension type. The information listed at the bottom of the info page will have all the need info you need to connect the extension with the app of your choosing.

You should only use one softphone connected to each extension. Registering multiple softphones to the same extension on NocTel will work, but inbound calls will be delivered to a random softphone extensions, which may not be ideal for receiving calls.

### Related articles

- [Provisioning a NocTel Go Extension \(Legacy\)](#)
- [Softphones](#)