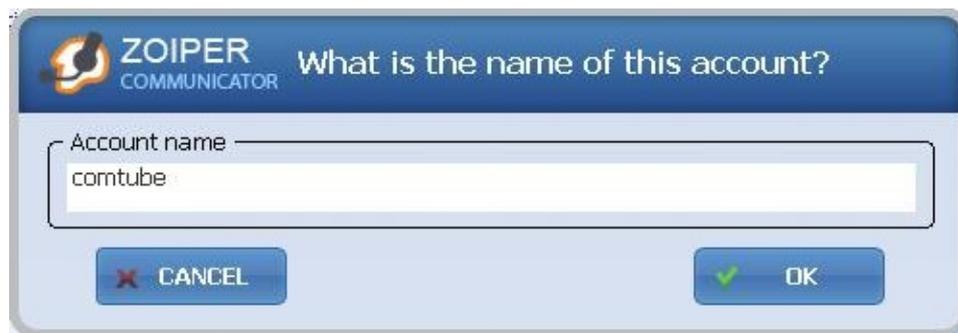


Zoiper Communicator setup HowTo

Create account

1. Launch Zoiper Communicator.
2. In "Zoiper" menu choose "Preferences".
3. In "SIP Accounts" branch choose "Create new SIP account", then specify profile name. For example, "Comtube".



4. After entering profile name, a "SIP account options" window will open. Specify the following parameters:
Domain: sip.comtube.com
Username - your 6-digit SIP-number
Password - your comtube.com password
Caller ID Name - your 6-digit SIP-number.



5. After specifying parameters press "Register" and go back to "SIP Accounts" - you should see "Registered" status for created profile.



Possible problems

Here are typical possible problems and ways to solve them.

401 – Unauthorized

Check if login and/or password are specified correctly (login is 6-digit SIP number, not your login at comtube.com). Check authorization data (see p.1),

fix it (if needed) and retry. Also check "Domain" - probably, you specified different server or made a typo.

408 – Timeout

X-Lite is unable to communicate with our server - your firewall/router blocks incoming/outgoing UDP traffic. Check firewall/router settings and retry. Also this error may occur if you use proxy to access to the internet (SIP protocol does not allow proxies).

503 – Internal Server Error

This error occurs if you use proxy to access to the internet (SIP protocol does not allow proxies). Also, you may encounter this problem in case of technical problems on our side. If you don't use proxy and encounter this error, please contact technical support.

No voice

Probably your firewall/router blocks incoming/outgoing UDP traffic. Check firewall/router settings and retry.

Also it may be a codec problem. Check "Audio codecs" setup in "Audio options" branch and try to leave only one codec (for example, G.711).

NOTE!

Even if there's no voice, billing system works and makes write-offs. So if you encounter this problem, try to hang up in 6 seconds after a call is established.

Incoming calls do not work

First of all check you call forward schedule on comtube.com - see «**SIP-Phone - Settings**». For example, that call forwarding works from 10:00 till 23:00, but someone called you before 10:00 or after 23:00. This is also possible if "From" and "Till" values coincide - do not set "From 00:00 till 00:00".

If schedule is correct, probably X-Lite has lost it's registration. Restart the program and try to specify lower re-register timeout (see p.5).

Outgoing calls

To make an outgoing call dial a number in international (E.164) format:

«**country code**» «**city/operator code**» «**phone number**»

Example: 74959610008

NOTE!

Do not use local prefixes for long distance and international calls, like 8 and 810 in Russia - only international format is allowed. Also, do not specify leading "+" sign.

Your account's balance **MUST BE POSITIVE** for outgoing calls!

Incoming calls

To connect to comtube's SIP number from PSTN, dial access number:

+7 (495) 956-88-50

When you hear the answer, dial 6-digit SIP number. For example, 104705.

If someone calls you when you are offline, voicemail will answer the call and attempt to record a message (or receive fax). You can see new messages on «**Voicemail - Incoming**» page.

NOTE!

Your account's balance **MUST BE POSITIVE** for incoming calls!

Internal calls

To make a call to other comtube user, dial 6-digit number, for example 104706.

Comtube project
Tel/Fax: **+7 (495) 961-00-08**
E-mail: support@comtube.com
www: www.comtube.com