![CounterPath logo]

X-Lite User Guide

Windows and Mac - Version 5.4

About this document

X-Lite User Guide - Windows and Mac - Version 5.4
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Contents

Introduction to X-Lite

X-Lite is a softphone from CounterPath that enables you to make VoIP voice and video calls, send and receive instant messages (IMs), and share online status (presence) information.

X-Lite Features

Standard enterprise telephone features in X-Lite softphone

- Call display
- Voicemail with message waiting indicator (MWI)
- Speakerphone and mute
- Redial
- Hold
- Do not disturb
- Call history
- Three-party audio conferencing (hosted locally)
- Three-party video conferencing (hosted locally)

Enhanced features and functions in X-Lite softphone

- Video calls
- IM and presence using the SIP SIMPLE protocol
- Contact list containing the individual user's contacts
- Favorites list
- Support for DTMF (RFC 2833, SIP INFO or inband DTMF)
- Automatic detection of audio and video devices
- Acoustic echo cancellation, automatic gain control, voice activity detection

- Audio codecs: G.711aLaw, G.711μLaw, G.722, GSM, Opus, , Speex Narrowband, Speex Wideband

- Video codecs: H.263, H.263+ (1998)

- Compliance with 3261 SIP standard. For SIP and open standards to which X-Lite is compliant, visit http://www.counterpath.com/sip.html.

- Support for these firewall traversal solutions: STUN, TURN, or ICE

Requirements

Service requirements

- A VoIP service subscription with a local service provider or ISP in order to make audio or video calls with X-Lite. Please contact your local service provider to subscribe.

System requirements

Processor	Minimum: Core 2 Duo 2.1 GHz Recommended: i5/i7 2.4 GHz and above
Memory	Minimum: 4GB RAM Recommended: 16 GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Operating System	Microsoft Windows 7 SP1 Microsoft Windows 8.1 (Desktop mode) Microsoft Windows 10, including 2-in-1 tablet support (Fall Creators Update or newer required) macOS 10.12 (Sierra) macOS 10.13 (High Sierra) macOS 10.14 (Mojave)
Connection	IP network connection (broadband, LAN, wireless); Constant Internet connection

X-Lite supports Windows-based 2-in-1 laptops so you can enjoy using X-Lite in both desktop mode and tablet mode. Make sure you enable **Settings** > **Devices** > **Typing** > **Touch Keyboard** and select **Show the touch keyboard when not in tablet mode** and **There's no keyboard attached**.

Quick start – Setting up X-Lite

This section can help you get started with X-Lite.

Set up X-Lite

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(Mac)
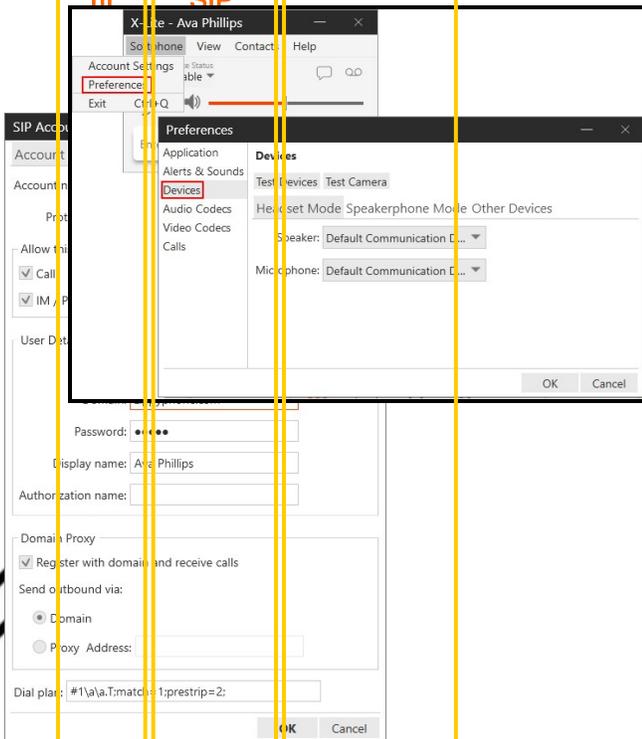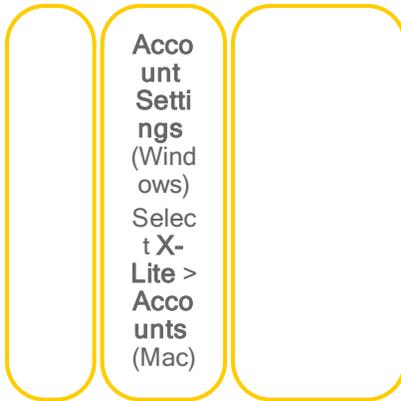
Quick start - Getting to know X-Lite

This section can help you get started with X-Lite.

This section can help learn about X-Lite's user interface.

Get to know X-Lite

Learn the tools of X-Lite

Quick start – Handling calls

This section can help you handle calls on X-Lite.

Make and accept calls

Make a call	Answer a call
Enter a phone number or the name of a contact .	Accept with video or audio or hang up to reject the call.

Start a conference call

Start a conference	Add participants	Merge calls together
Enter a phone number or the name of a contact and select **Start Conference Call**.	Select additional contacts to add.	Click **... More** and choose **Merge Calls**.
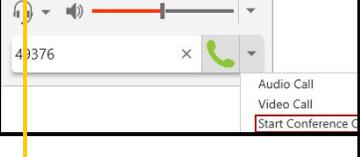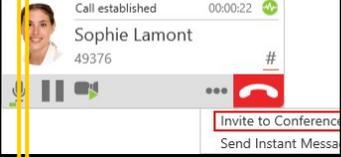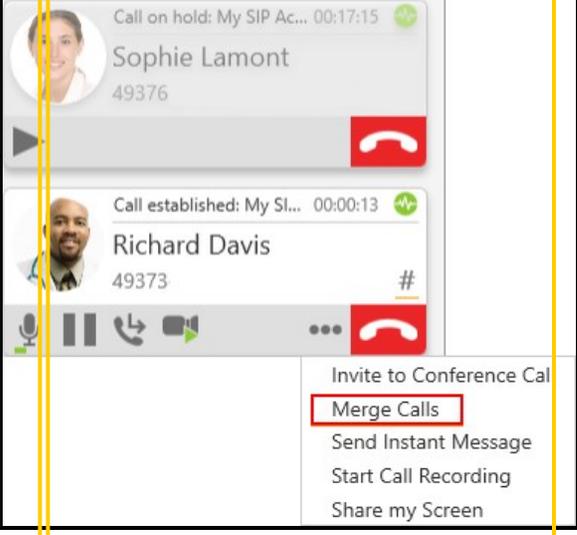
Getting started

Install and launch X-Lite on your computer.

To launch X-Lite

1. Obtain the X-Lite download file and follow the prompts in the install wizard.

2. Start X-Lite as you would any other program.

X-Lite launches and you are ready to add your SIP account.

Giving permissions to X-Lite (Mac)

On Mac, X-Lite asks permissions for:

- Notifications for incoming calls and messages. See Configuring desktop notifications.
- Contacts for displaying your contact list within X-Lite
- Microphone for phone conversations
- Camera for video calls

Allow X-Lite a permission if a pop-up appears. Or change permissions by following the steps below.

To give permissions to X-Lite

1. Click the Apple icon on the **X-Lite** menu and click **System Preferences** > **Security and Privacy**.

2. Click **Privacy**.

3. Click **Contacts** in the list, and select **X-Lite** to allow access.

4. Repeat Step 3 for **Microphone** and **Camera** if applicable.

Exiting X-Lite

When you are ready to stop using X-Lite, you need to exit X-Lite. If you simply close the X-Lite on screen phone, X-Lite continues to run in the background.

Exiting X-Lite - Windows

1. Click **Exit** on the **Softphone** menu or type `CTRL+Q`.

Exiting X-Lite - Mac

1. Click **Quit X-Lite** on the **X-Lite** menu or type `COMMAND+Q`.

Setting up your SIP account

A SIP account is used to make voice and video calls in X-Lite. Each user requires a SIP account. The SIP account can also be used for presence and messaging if your VoIP service provide supports SIP SIMPLE.

Prerequisites for setting up accounts

The following information is required to set up your SIP account.

SIP account

You need the following information from your VoIP provider to set up your SIP account

- User ID
- Domain
- Password
- Authorization name, if used by your service provider
- Voicemail number, if used by your service provider

You may also require your:

- Firewall traversal method
- Server address

- Server user name

- Server password (optional)

- Port ranges (optional)

> **Note:** See Transport settings (SIP) for more information.

Setting up a SIP account

You need the following information from your VoIP provider to set up your SIP account:

SIP account requirements

- User ID

- Domain

- Password

- Authorization name, if used by your service provider

- Voicemail number, if used by your service provider

You may also require your:

- Firewall traversal method

- Server address

- Server user name

- Server password (optional)

- Port ranges (optional)

> **Note:** See Transport settings (SIP) for more information.

Setting up your SIP account

You can set up your SIP account when you first launch X-Lite or you can add a SIP account on a subsequent start up.

To set up your SIP account on initial start up

1. Click **Account Settings**.

   The **SIP Account** window opens.

2. In the **Account** tab, complete the following information:
   - **Account name**: A name that helps you distinguish the SIP account
   - **User details**: The login information provided by your VoIP service provider
   - **Display name**: The name you want to appear in caller ID

3. In the voicemail tab, complete the **Number to dial for checking voicemail** and the **Number for sending calls to voicemail**.

4. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately are:
   - The **Proxy Address** on the **Account** panel.
   - The **Firewall Traversal** and **Port Ranges** on the **Topology** tab.

5. Click **OK**.

The SIP account is created. Check **Account Settings** to make sure that the SIP account is registered. If the account does not register successfully, review the information you have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

Your SIP account is ready for voice and video calls.

To set up a SIP account on a subsequent start up – Windows

1. On the **Softphone** menu, click **Account Settings**.

The **Account Settings** window opens.

2. In the **Account** tab, complete the following information:
   - **Account name**: A name that helps you distinguish the SIP account
   - **User details**: The login information provided by your VoIP service provider
   - **Display name**: The name you want to appear in caller ID

3. In the voicemail tab, complete the **Number to dial for checking voicemail** and the **Number for sending calls to voicemail**.

4. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately are:
   - The **Domain Proxy** area on the **Account** tab.
   - The **Topology** tab if your computer is on a network and / or if you computer is behind a firewall.

5. Click **OK**.

   The SIP account is created. If the account does not register successfully, review the information you have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

Your SIP account is ready for voice and video calls.

To set up a SIP account on a subsequent start up - Mac

1. On the **X-Lite** menu, click **Preferences**. Click on the **Accounts** tab.

The **Account Settings** window opens.

2. In the **Account** tab, complete the following information:
   - **Account name**: A name that helps you distinguish the SIP account
   - **User details**: The login information provided by your VoIP service provider
   - **Display name**: The name you want to appear in caller ID

3. In the voicemail tab, complete the **Number to dial for checking voicemail** and the **Number for sending calls to voicemail**.

4. Complete the remaining tabs as specified by your service provider or to suit your setup. Settings that you may need to change immediately are:
   - The **Domain Proxy** area on the **Account** tab.
   - The **Topology** tab if your computer is on a network and / or if you computer is behind a firewall.

5. Click **OK**.

   The SIP account is created. If the account does not register successfully, review the information you have added for the account or check with your system administrator or your VoIP service provider to make sure you have all the correct information.

Your SIP account is ready for voice and video calls.

Using the X-Lite interface

You can navigate in X-Lite using the icons on the resource panel and the X-Lite menu.

You can rearrange the order of the icons on the resource panel by dragging and dropping them into your preferred order.

Windows

The Windows on-screen phone
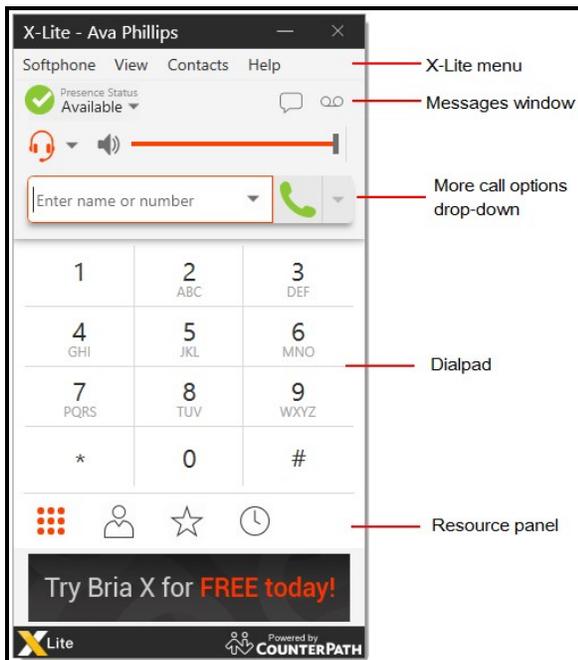
Compact view

To create the compact view, hide all the resources using the **View** menu.

X-Lite menus

The **Softphone**, **View**, **Contacts**, and **Help** menus are available in the X-Lite menu.

Softphone menu

- **Account settings**: Account settings apply to individual accounts. These settings control how you interact with your VoIP service provider. See Configuring X-Lite – Accounts for more information.
- **Preferences**: Preferences apply to all accounts. These settings control the way you work with X-Lite. See Configuring X-Lite – Preferences for more information.
- **Sign out**: Sign out logs you out of X-Lite and X-Lite displays the log in screen. This menu item only shows when you select **Softphone** > **Preferences – Application** > **Enable Sign In**.
- **Exit**: Use **Exit** to shut down X-Lite. You can also use `CTRL+Q`.

View menu

Use the **View** menu to change how X-Lite looks. In the **View** menu, you can show or hide which resources are on the resource panel, open the Messages windows, and view your Video.

Contacts menu

Use the Contacts menu to add contacts and groups, and to change the way your contacts are displayed in **Contacts** and **Favorites**.

Help menu

The **Help** menu provides support for X-Lite. Use the **Help** menu to access troubleshoot problems, check for updates, and upgrade to X-Lite.

Detaching tabs

The **Contacts**, **Favorites**, **History**, and the **Directory** panels can all be detached from the on-screen phone into their own window. On the resource panel, click on the tab you want to detach and then click ⊡ **Detach window**. To return the window to the on-screen phone, click ⊡ **Move back to main window**.
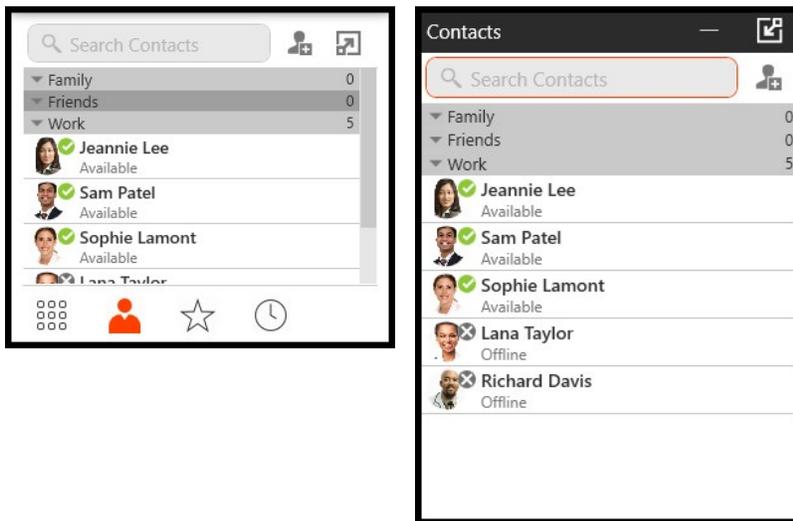
Mac

The Mac on-screen phone
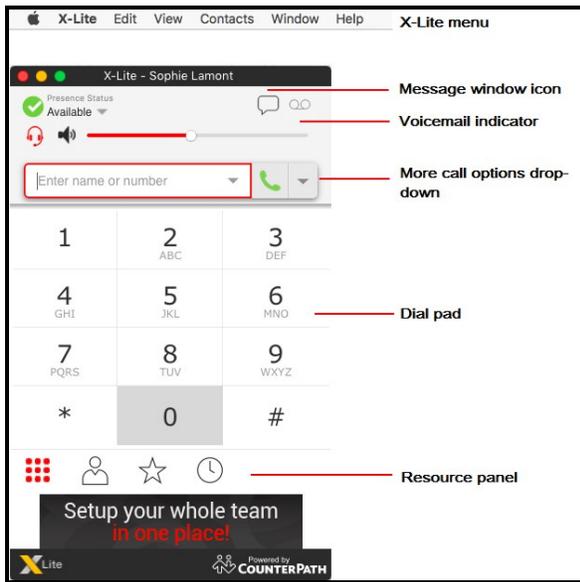
Compact view

To create the compact view, hide all resources on the **View** menu.

X-Lite menus

The X-Lite menu

The X-Lite menu allows you to set up your accounts and preferences, change the look of the X-Lite interface, work with contacts, and find support for X-Lite.

- **Preferences:** Preferences apply to all accounts. These settings control the way you work with X-Lite.
- **Accounts Settings:** Account settings are found in the **Preferences** menu. Account settings apply to individual accounts. These settings control how you interact with your VoIP service provider.
- **Quit**: Use **Quit** to shut down X-Lite. You can also use `COMMAND+Q`.

View menu

Use the **View** menu to change how X-Lite looks. In the **View** menu, you can show or hide which resources are on the resource panel.

Windows menu

Use the Windows menu to **Show Messages**, **Show Video**.

Contacts menu

Use the Contacts menu to add contacts and groups, and to change the way your contacts are displayed in **Contacts** and **Favorites**.

Help menu

The **Help** menu provides support for X-Lite. Use the **Help** menu to access troubleshoot problems, check for updates, and upgrade to X-Lite.

Configuring desktop notifications

X-Lite uses OS notifications. Make sure that the notifications are set up in Preferences: Alerts and sounds panel.

For information on the device that X-Lite uses for ringing, incoming audio, and incoming video, see Preferences: Devices panel.

To set up notifications on Windows 10

1. From the Start menu, select **Settings** > **System** > **Notifications & actions**.

2. Under **Get notifications from these senders**, click the entry for X-Lite.

3. Choose the notification style and preferences.

To set up notifications on a Mac

You can choose banner or alert style notifications. Banner style notifications appear briefly in the top corner of the screen. Alert styles notifications appear and remain on the screen until you take action on them.

1. Click the Apple icon on the **X-Lite** menu and click **System Preferences** > **Notifications**.

2. Click **X-Lite**.

3. Choose the banner or alert notification style for incoming alerts.

You will receive either a banner or alert notification when you have an incoming call or instant message on X-Lite.

Checking for X-Lite software updates

Click **Check for Updates** on the **Help** menu to see if there is an update available. The **Auto Update** (Windows) or the **Auto Upgrade** (Mac) window opens.

If a new version of the software is available, you can download it from this window. If no newer version is available, this window informs you that your version is up to date.

Upgrade now…

To use features such as multiple SIP accounts, call forwarding, call recording, call transfers, and auto-answer, upgrade from X-Lite. Visit Desktop Comparison to see the full range of features.

Click **Upgrade now…** on the **Help** to make a purchase from CounterPath.

Calls

You can use X-Lite to place and receive audio and video calls, as well as host conference calls. You can forward, transfer, and record calls.

A user must have a SIP account registered in order to place and receive calls.

In addition to a SIP account, a speaker and a microphone are necessary for audio calls. For video calls, you also require a video camera to allow the remote parties to see your image. X-Lite works with most USB video cameras.

You can test your devices in **Softphone** > **Preferences** > **Devices** (Windows) or **X-Lite** > **Preferences** > **Devices** (Mac). See Preferences: Devices panel for more information.

Placing an audio or video call

You can use X-Lite to place audio and video calls. You can place an audio or video call from the dialer, from **Contacts**, **Favorites**, and **Directory** (if available), from **History**, or from an IM.

Set the default actions for the call button and the double-click button in Softphone > Preferences (Windows) or Bria > Preferences (Mac).

Using the dialer

Enter a name or phone number in X-Lite's dialer to make a voice or video call from any tab on the resource panel.

To place a call using the dialer

1. Type the name, phone number, or email of the person you want to call in the **Enter name or number** field. As you type, X-Lite may display suggestions for completing

the entry.
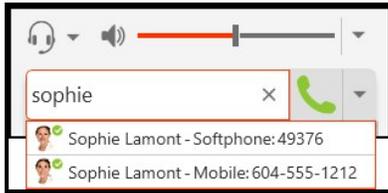
2. Do one of the following:

- Press `ENTER` after typing the full name, phone number, or email.

- Use the up and down arrow keys on your keyboard to move through the list of suggestions and press `ENTER` or `TAB` to dial.

- Click 📞 **Make a call** or 📹 **Make a video call** after typing the full name, phone number, or email.
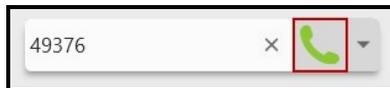
- Select **Audio Call** or **Video Call** from the **More call options** menu after typing the full name, phone number, or email.
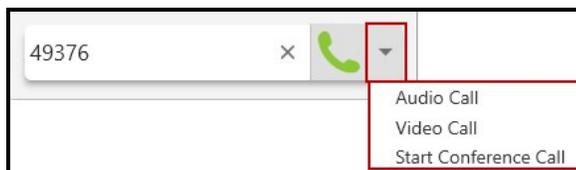
X-Lite makes the call.

Using redial

Redial a number by clicking 📞 **Make a call** or 📹 **Make a video call** without entering a number or by using the **List of recent calls**.

To redial using 📞 Make a call or 📹 Make a video call

1. Tap 📞 **Make a call** or 📹 **Make a video call** beside **Enter name or number**.
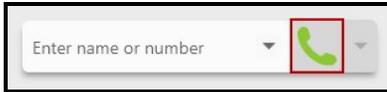
   The last number dialed appears.

2. Do one of the following:

   - Tap 📞 **Make a call** or 📹 **Make a video call** a second time.
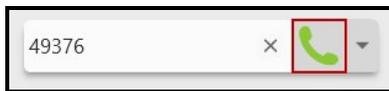
   - Select **Audio Call** or **Video Call** from the drop-down menu.
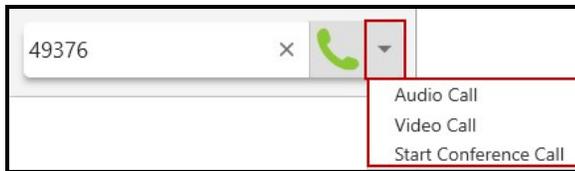
X-Lite makes the call.

To redial using the List of recent calls

X-Lite places an audio call when you use the drop-down list even if the call was a video call.

1. Tap the **List of recent calls** drop-down arrow in the **Enter name or number** field. A list of recent calls appears.
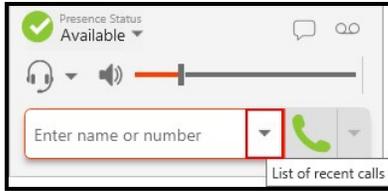
2. Click the number or person you want to call.

X-Lite places the audio call.

Using Contacts, Favorites, or Directory

Make calls on X-Lite using the click-to-call button, single-click, double-click, or the short-cut menu in **Contacts**, **Favorites**, or **Directory** (if available).

To place a call using the click-to-call button

1. Type a name in the **Search Contacts**, **Search Favorites**, or **Search Directory** field or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact your want to call. You can also use phone number, or email.

2. Hover on the contact you want to call to reveal the click-to-call button and click 📞 **Call this contact**.

X-Lite makes the call.

To place a call using the Contact Info flyout

1. Type a name in the **Search Contacts**, **Search Favorites**, or **Search Directory** field or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact your want to call. You can also type the email address in **Search Contacts**.

2. Click on the contact or number you want to call. A **Contact Info** flyout with the persons information opens.

3. Click the number you want to call in the **Contact Info** flyout.

X-Lite makes the call.

To place a call using the short-cut menu

1. Type a name in the **Search Contacts**, **Search Favorites**, or **Search Directory** field
   or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact you want to
   call.

2. Right-click (Windows) or `CTRL`+click (Mac) on the contact you want to call and
   click **Call** or **Video Call**.

3. If the contact has more than one number, click the number you want to call.
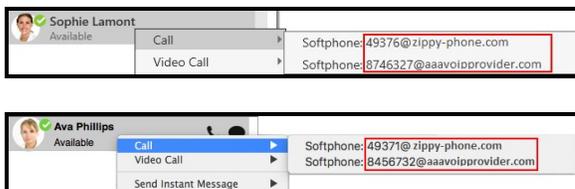
X-Lite makes the call.

To place a call using double-click

Double-click only works if the default action is set to **Call**. The action for double-click is

set in Preferences: Application panel.

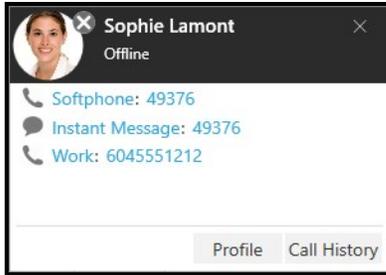1. Type a name in the **Search Contacts**, **Search Favorites**, or **Search Directory** field or scroll through **Contacts**, **Favorites**, or **Directory** and find the contact your want to call. You can also type the email address in **Search Contacts**.

2. Double-click the contact or number that you want to call.

X-Lite makes the call.

> **Note:** To use double-click to call, make sure to set **Action when double-clicking on contact** to **Call** in **Softphone** > **Preferences – Application** > Default Actions to Call.

Using History

Make calls on X-Lite from **History** using ☏ **Make a call**, using the short-cut menu, or using the **Contact Info** flyout.

Making a call from the **Contact Info** flyout only works if the person is one of your **Contacts**. You may want to use the **Contact Info** flyout when the person you want to call is in **History** but you want to reach them at a different number than the one in **History**.

To place a call using ☏ Make a call

1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.

2. Click on the group to expand it.

3. Click ☏ **Make a call**.
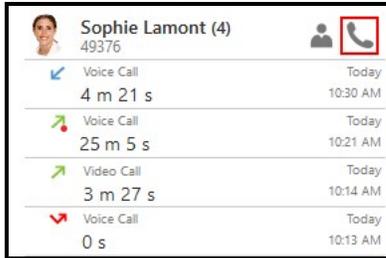
X-Lite makes the call.

To make a call using the short-cut menu

1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.

2. Right-click (Windows) or `CTRL`+click (Mac) on the **History** group and click **Call** or **Video Call**.
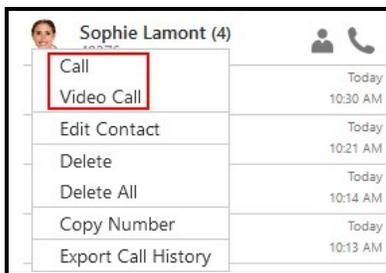
X-Lite makes the call.

To make a call using the Contact Info flyout

1. Type a name in the **Search History** or scroll through **History** and find a grouped entry with the contact and number you want to call.

2. Click 👤 **Contact Info**.
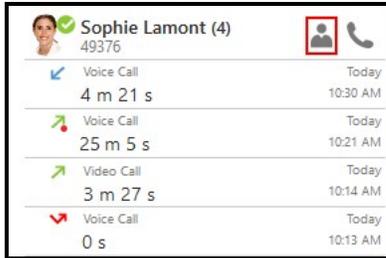
3. Click the number on the **Contact Info** flyout that you want to call.
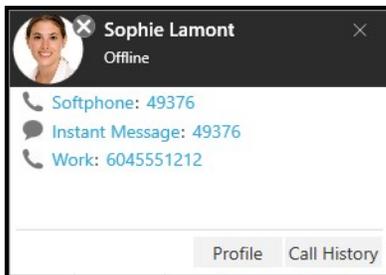
X-Lite makes the call.

From an instant message

From the **Messages** windows, call the message sender or call a number in a message.

To call the message sender

1. Select a message from the person you want to call by clicking on the message or entering the person's name in the **Search Messages** field and clicking on the message.

2. Do one of the following:

    - In the menu at the top of the **Messages** window, tap the **Make a call** or **Make a video call** icon.
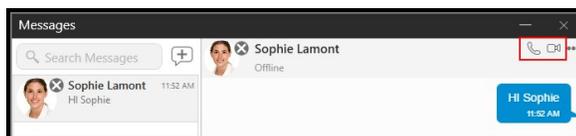
- Click ••• **More options for this contact** (Windows) or ••• **More options for this conversation** (Mac)icon. If the person has more than one phone number, choose the phone number you want to call.
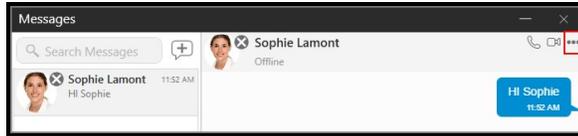
X-Lite makes the call.

To call a number sent in an IM

1. Click on the number you received in an IM.

X-Lite makes the call.

Changing video options

Video can be added or removed from an established call. If the remote party starts sending video, your video window opens automatically and their video plays. Your video is only sent to the remote party if you add it to the call.

To add video to an audio call

1. Click ▪ **Start sending video** (Windows) or ▪ **Start my video** (Mac) at the bottom of the call panel or on the video window tool bar.
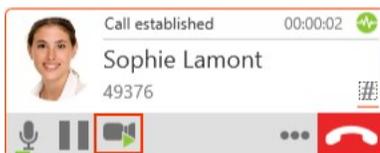
X-Lite sends your video to the remote party. The remote party may or may not send their video to you.

To stop and resume video

1. Click the 🎥 **Stop video** icon at the bottom of the call panel or the video window to pause or end your video. You can also close the video windows to stop sending video. Closing the video window does not end the call.

2. Click 🎥 **Start sending video** (Windows) or 🎥 **Start my video** (Mac) at the bottom of the call panel or on the video window toolbar or the open the video window to resume sending your video.

X-Lite starts or stops sending your video.

To show and hide the video preview

X-Lite can show you a preview of the video you are sending.

1. Click on the video window if it is not in focus and hover over the video window.

2. Click the 🖼️**Toggle local video view** icon.
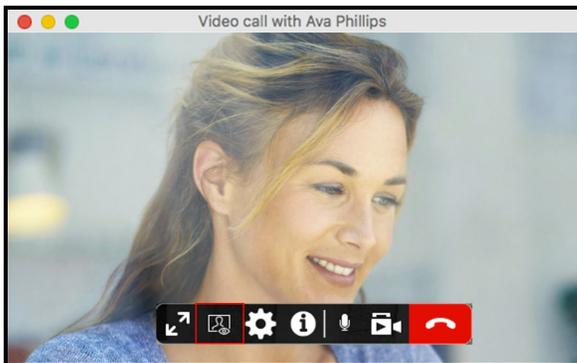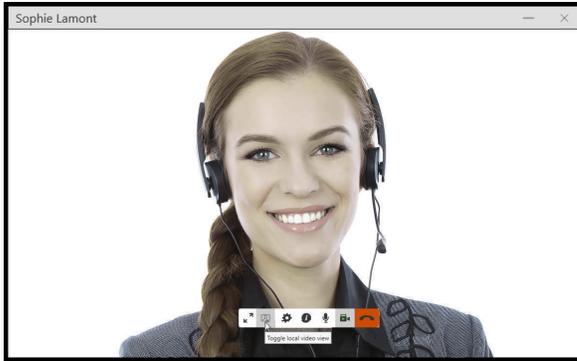
X-Lite toggles the local video view on and off.
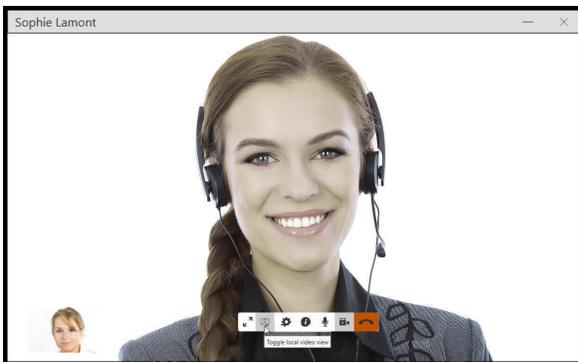
To expand and exit full screen video

1. Click on the video window if it is not in focus and hover over the video window.

2. To view in full screen click the

      ⤢ **Full screen** or press `F11` (Windows only).

3. To close full screen view click ⤢ **Exit full screen** or press `ESC` (Mac only).

The video window screen changes size.

To change video settings

1. Click the ⚙ **Camera settings** icon at the bottom of the video window.

2. Use the drop down menus to change your video device or change your video resolution.
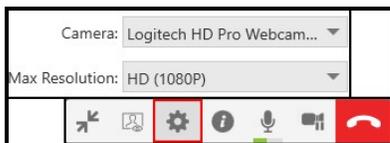
X-Lite changes the video settings.

Dealing with an auto attendant (Pause dialing)

If you know that your call will be answered by an auto attendant and you know what menu items you will choose, you can include those menu items (DTMF) in the phone number when you dial it.

DTMF dialing rules

- Include at least one capital P before the first DTMF number. Each P causes X-Lite to pause for one second before sending the next character.
- You can include other P's.
- At the end of the input, include a ; (semi-colon).

> **Note:** Make sure to enter a ; (semi-colon) when you are done entering pauses and DTMF numbers or X-Lite will not be able to complete the call.

Examples

✅ **Example 1**

To dial a number, add a 3-second delay and then press 44, enter this in the call entry field:

```
6045551212PPP44;
```

✅ **Example 2**

To dial a number, add a 6-second delay, then press 1 then 3 then 2, each with a two second delay:

```
6045551212PPPPPP1PP3PP2;
```

A capital X or a , (comma) can be used instead of P; the following will work in the same way as the first example above.

```
6045551212XXX44;
```

> **Tip:** You can save a number in this format in your contacts.

Placing simultaneous calls

You can make up to two concurrent calls on X-Lite.

To place a second call

To place a second call, use any of the methods for placing an audio or video call when you have a call established. X-Lite automatically puts the first call on hold and dials the second call.
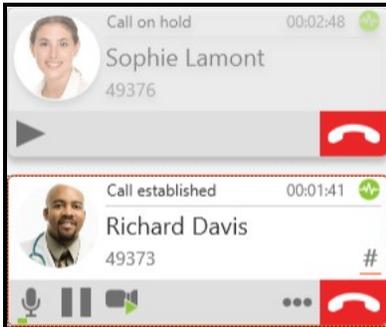
X-Lite displays a call panel for each call.

To swap between calls

Click **Take this call off hold** on the call you want to switch to. All other calls are put on hold.
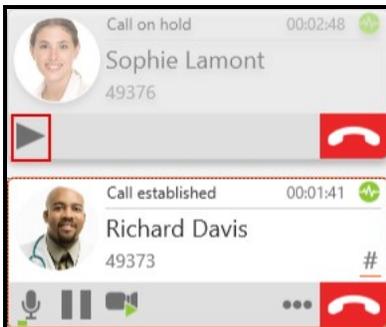
Handling an incoming call

X-Lite must be running to answer incoming calls. It can be running in the system tray. If X-Lite is not running, incoming calls may be directed to voice mail if you have this service. Check with your VoIP service provider or your system administrator.

When X-Lite is in the foreground, the call appears in the call panel in the X-Lite interface. When X-Lite is in the either the foreground or the background, you may also receive a

notification for the incoming call depending on your settings. To receive notifications on a Mac, also set the system preferences.

Answering on the call panel

You can answer a call on the call panel or using the notification.

To answer a call on the call panel

1. Click an action button.
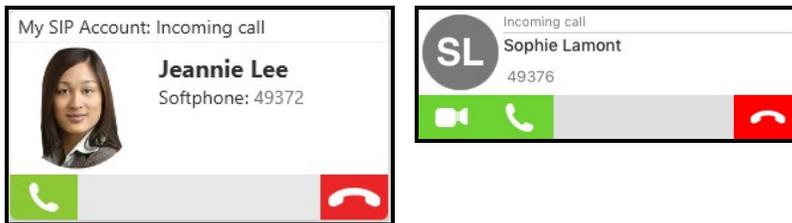
One of the following results occurs depending on the action button you choose:

Icon and Meaning - Windows

Answer incoming call: The incoming audio call is answered with audio. If you were on another call, X-Lite places the first call on hold.

Answer incoming call with audio only: The incoming video call is answered with audio only. If you were on another call, X-Lite places the first call on hold.

Answer incoming call and start sending my video: The incoming video call is answered with video. If you were on another call, X-Lite places the first call on hold.

Forward this call to another person without answering: The incoming call is forwarded without answering it first. A call entry field appears. Enter the name or number you want to forward the call to and click **Forward**.

Refuse incoming call: The call is declined and the remote party gets a busy signal or the call is forwarded to voice mail if you have this service.

Icon and Meaning - Mac

Answer call: The incoming audio call is answered with audio. If you were on another

call, X-Lite places the first call on hold.

📞 **Answer with audio only**: The incoming video call is answered with audio only. If you were on another call, X-Lite places the first call on hold.

🎥 **Answer with video**: The incoming video call is answered with video. If you were on another call, X-Lite places the first call on hold.

➡ **Forward call**: The incoming call is forwarded without answering it first. A call entry field appears. Enter the name or number you want to forward the call to and click **Forward Call**.

📵 **Reject call**: The call is declined and the remote party gets a busy signal or the call is forwarded to voice mail if you have this service.

Answering notifications

In Windows, you will receive Windows 10 interactive toast notifications or Windows 7 style notifications. In Mac, you will receive banner style notifications or alert style notifications.

To use Windows interactive toast notifications, you have to enable **Use Windows notifications** in **Softphone** > **Preferences** > **Alerts & Sounds**.

To answer Windows 10 interactive toast notifications

1. Click **Answer**, **Decline**, or **Decline with message** in the interactive toast notification. When you click **Decline with message**, the message you enter is sent to the caller as an IM.

To answer Windows 7 style notifications

You can answer a call with the notification by clicking **Answer incoming call**, **Answer incoming call and start sending my video**, or **Refuse incoming call**.

To answer Mac notifications

Banner style notifications appear briefly in the top corner of the screen. They will

disappear on their own. To answer a call, click on the notification. This brings X-Lite into the foreground and you can answer the call using the call panel.

Alert styles notifications appear and remain on the screen until you take action on them. You can click **Answer** or **Decline** on the alert. You can click anywhere else on the notification to bring X-Lite into the foreground and answer the call using the call panel.

The notifications do not indicate whether the incoming call is an audio call or a video call. If the incoming call is a video call, X-Lite will answer with video. If you do not want video, you can stop sending video once the call is established.

Ending a call

To end a one-to-one or conference call, click 🔴 **End call** on the bottom of the call panel. The call panel closes after a few seconds.

To end a video call, click 🔴 **End call** on the bottom of the call panel or click 🔴 **End call** in the video window tool bar.

In Windows, you can end a call by right-clicking the X-Lite icon in the taskbar and clicking **End Call**.
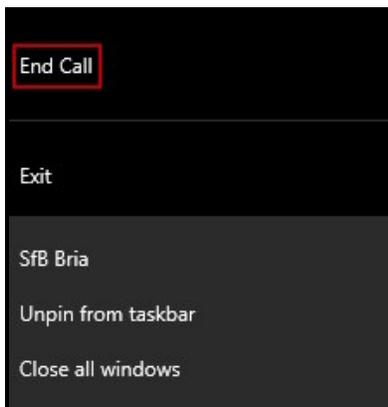
In Mac, you can end a call by using CONTROL + click on the X-Lite icon in the dock and click **End Call**.
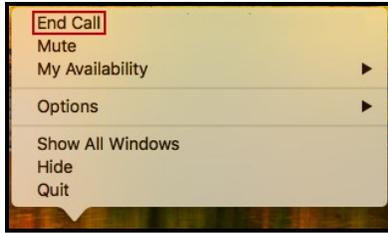
Conference calls

Use X-Lite for three-party audio conferencing (you and two other participants) and three-party video conferencing (you and two other participants) where you are the host.

With X-Lite, you can create a conference call, remove a participant from a conference call, send instant messages to conference participants, and place the conference call on hold.

Creating a conference call

You can create a conference call or you can add participants to an existing call.

Creating a conference call

Create a conference call without an established call.

To create a conference call using the dialer

1. Type a number in **Enter name or number**.

2. Click ⏷ **More call options** beside 📞 **Make a call** or 📹 **Make a video call** and select **Start Conference Call**.
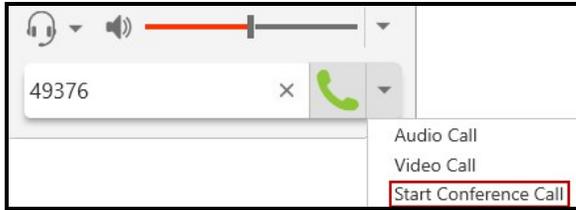
X-Lite connects the first participant.

3. Type a name or a number, use the redial drop-down, or drag a contact into the **Enter name or number** field and click **Add**.
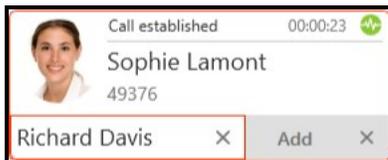
X-Lite creates a three-party conference call.
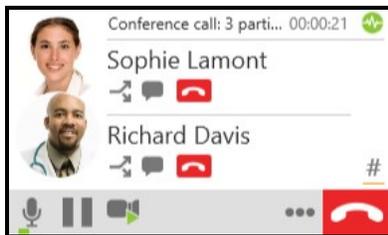
Adding participants to an established call

You can add a participant to a one-on-one call.

Adding participants to an active call

You can use the ••• **More options for handling this call** (Windows) or ••• **More options** (Mac) from an existing one-on-one call or from an existing conference call.

Using the More menu

1. Click ••• **More options for handling this call** (Windows) or ••• **More options** (Mac)

and click **Invite to Conference Call** from an established call.

2. Type a name or a number, use the redial drop-down, or drag a contact into **Enter name or number** and click **Add**.
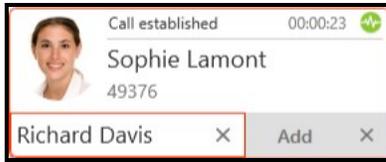
X-Lite creates a conference call.
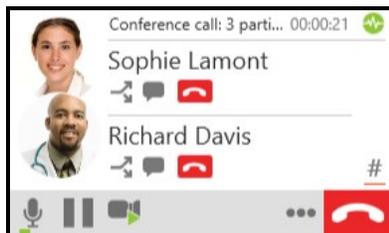
Merging existing calls

You can create a conference call by merging two or more existing calls.

To add participants by merging calls

1. Establish the two calls you want to merge.

2. On the active call, click ••• **More options for handling this call** (Windows) or ••• **More options** (Mac) and click **Merge Calls**.
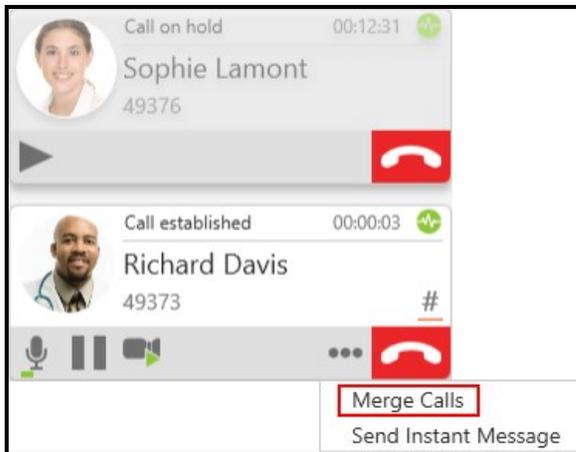
X-Lite creates a conference call.
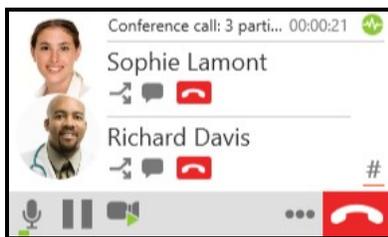
Using the short-cut menu in Contacts or Favorites

You can add participants to an established one-on-one call using the short-cut menu in
Contacts or **Favorites**.

To add participant using the short-cut menu

1. During an established call, go to the **Contacts** or **Favorites** panel.

2. Right-click (Windows) or `CTRL`+click (Mac) on a **Contact** or **Favorite** and click **Add
   to Call**.
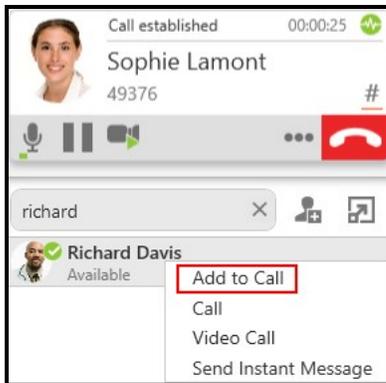
X-Lite creates a conference call.
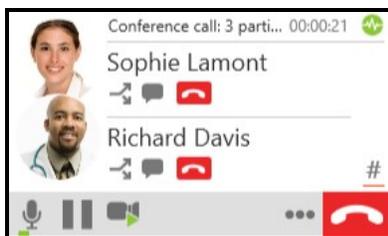
Using the short-cut menu in History

You can add participants to an established one-on-one call using the short-cut menu in **History**.

To add participants by using the short-cut menu

1. During an established call, go to the **History** panel.

2. Right-click (Windows) or CTRL+click (Mac) on a **History** entry – expanded or collapsed – and click **Add to Call**.
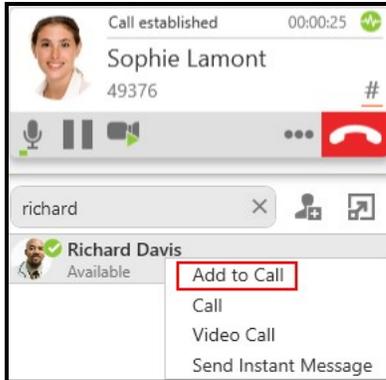
X-Lite creates the conference call.
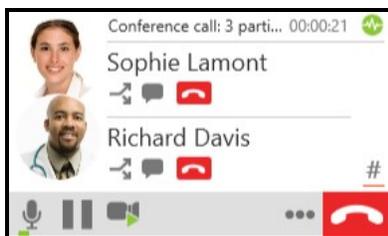
Video conference calls

To place a video call, a video camera is necessary to allow the remote parties to see your image. X-Lite works with most USB video cameras.

Including video in a conference call

When you start a conference call from established calls, video is automatically included if at least one of the established call includes video.

When you create a new conference call, video is not included.

To add video to a conference call

1. Click 🎥 **Start sending video** (Windows) or 🎥 **Start my video** (Mac).

Video is sent to all conference participants. Participants can choose whether to share their own video.

How video is shared

The conference host, the person who started the conference call, serves as the host for the video feed. The video that the host sees is automatically sent to all participants.

If the conference host pauses or stops the video, the other participants no longer receive video.

One person does not have video

Participants that have video see **Video** beside their name. If there are any participants that do not have video, the host must stop and start the video.
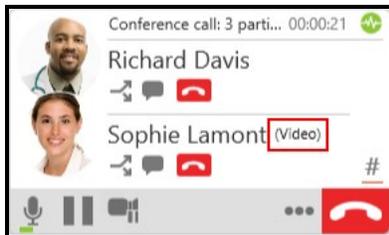
Sending an instant message to a conference participant

Send individual instant message (IM) to a conference participant.

To send a participant an instant message (IM) during the conference call

1. On an established conference call, click 💬 **Send Instant Message** beside the name of the participant you want to send an IM to. The **Messages** window opens.

2. Type the message in the **Compose Message** field.

3. Click 💬 **Send Message** or press `ENTER`.

X-Lite sends the IM.

Putting a conference on hold

With X-Lite, you can put a conference call on hold.

To put a conference call on hold

1. Click ⏸ **Put conference call on hold** at the bottom of the conference call panel.

X-Lite places the conference call on hold.

To resume a conference call

1. Click ▶ **Take all participants off hold** at the bottom of the conference call panel.
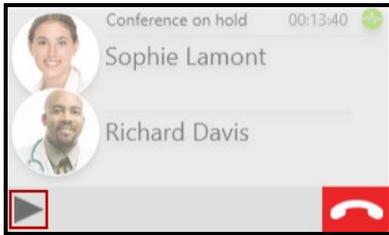
X-Lite takes the conference call off of hold.

Speaking to a participant separately

During a conference call, you can speak to one of the conference participants separately while maintaining the conference call.

To speak to one participant in a conference call

1. Click ⤙ **Separate Calls** beside the participant you want to speak to.
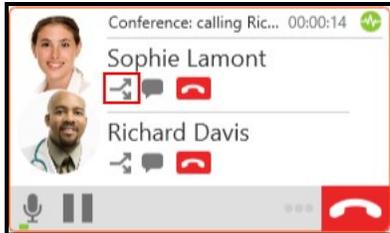
The conference is split into two calls. When you are finished speaking to the separate participant, you can merge the two calls back into the conference call or end one call and return to the other call.

Removing a participant or ending a conference call

You can remove a participant from the conference call and continue with call or you can end the conference call.

To end a conference all

1. Click ☎ **End call** from the conference call panel.
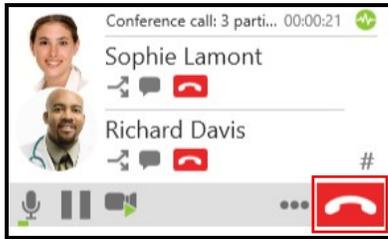
X-Lite ends the conference.

Accessing voice mail

If your service includes voice mail and you have set up voice mail options, you can use X-Lite to access your VoIP service provider's voice mail services.

When you have a new message, an icon showing the number of messages shows on ᴼᴼ **Voice messages** (Windows) or ᴼᴼ **Voice Mail** (Mac) .

To listen to your messages

1. Click ᴼᴼ **Voice messages** (Windows) or ᴼᴼ **Voice Mail** (Mac).
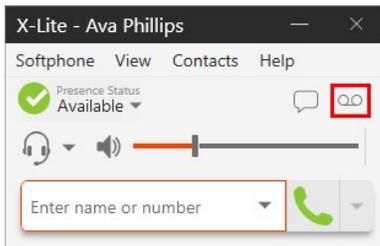
X-Lite plays your messages.

Multiple SIP accounts

If you have multiple SIP accounts registered, clicking the ᴼᴼ **Voice messages** (Windows) or ᴼᴼ **Voice Mail** (Mac) button reveals the number of messages for each SIP account. Click the account that you want to hear the messages from.

Presence and messaging

You can use X-Lite to share online status using presence and to send instant messages (IMs).

Presence

X-Lite allows you to share your online status (your presence) with contacts who have a softphone number. When you launch X-Lite, your online status is **Available**.

Messaging

Send instant messages to any contact who has a softphone address (if your SIP provider supports SIP SIMPLE).

You can use emoticons and formatting in your IMs. Use `CTRL+B` for bold, `CTRL+I` for Italic, and `CTRL+U` for underline on Windows. Use `COMMAND+B` for bold, `COMMAND+I` for Italic, and `COMMAND+U` for underline for Mac.

By default, `SHIFT+ENTER` (for Windows) or `CONTROL + ENTER` (for Mac) inserts a new line in a message and `ENTER` sends the message. You can modify this behavior in X-Lite Preferences.

Changing your status

X-Lite allows you to share your online status (your presence) with contacts who have a softphone number. When you launch X-Lite, your online status is **Available**.

You can change your status from **Available** to **Busy**, **Away**, **Not available for call**, **Do not disturb**, and **Appear offline**. When you change your status from **Available**, X-Lite no longer automatically updates your status and it remains as what you set it to until you change it again.

X-Lite updates your status to **On the phone** when you make or receive a phone call if your status is **Available**. If you do not use your computer for a specified period of time (set in Preferences: Application panel), X-Lite updates your status to **Idle**.

> **Note:** To make use of presence on a SIP account, make sure that your VoIP provider supports SIP SIMPLE.

To change your status

1. Click the drop-down arrow beside your online status indicator.
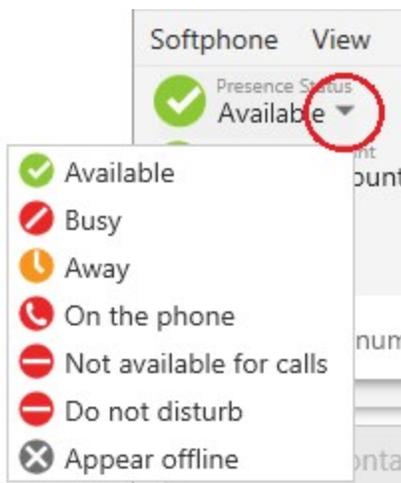
2. Select the status you want to display.

X-Lite updates your status. If you change your status away from Available, X-Lite does not automatically update your presence.

Status indicators and what they mean

Icon	Status	Meaning for your status	Meaning for others' status
	Available	Either: • You have set your status to this value. • X-Lite has determined that you are logged on but not on the phone or idle.	You can contact this person.

		When you have this status, X-Lite automatically detects when you are idle or on the phone, and changes the status to match.	
	Busy	You have set your status to this value. X-Lite never automatically switches you out of this status; you must switch yourself.	You can contact this person.
	Away	You have set your status to this value. X-Lite never automatically switches you out of this status; you must switch yourself.	You can contact this person.
	On the phone	Either: • You have set your status to this value. In this case, X-Lite never automatically switches you out of this status; you must switch yourself. • You started a phone call when your status was **Available**. When your call ends, your status reverts back to **Available**.	You can contact this person.
	Do not disturb	You have set your status to this value. X-Lite never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Not available for calls	You have set your status to this value. X-Lite never automatically switches you out of this status; you must switch yourself.	You cannot contact this person.
	Idle	You have not moved or clicked the mouse or pressed a keyboard key for the idle period. Set the idle period in Preferences: Application panel. As soon as you click the mouse or keyboard, your status changes to **Available**.	You can contact this person.
	Appear offline	You have set your status to this value. The other person sees you as offline, even though you are actually online. The other person cannot tell the difference between this status and you really being offline.	The contact is either not logged on or does not want to share online status.
n/a	No icon	Not applicable	You are not watching the other person's status.

Settings your custom status

You can create a custom wording for your presence status. When you set a custom status, X-Lite does not automatically update your status for you.

To change your custom status

1. Click on the wording in the status indicator and type your custom status. Press `ENTER` when you finished.
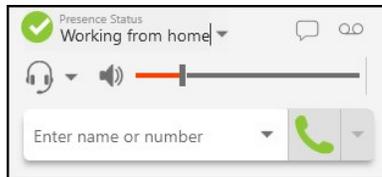
X-Lite updates your custom status.

To remove your custom status

1. Click on the wording in the status indicator, delete all text, and press `ENTER`.

X-Lite returns to the default status wording.

Viewing others' status

To view the status of one of your contacts, the contact must be tagged for presence.

To view contact status in Contact Profile

If the contact is using SIP for presence, you need to add their SIP address to the **Softphone** field. X-Lite automatically obtains the status information for this address.

Online status alerts

You can add and remove contacts, favorites, or group of contacts to the alert list. When a contact is on the alert list, you receive a X-Lite notification when their online status has changed.

To add contacts or favorites to the alert list

1. Click on a contact or favorite, or use `SHIFT`+Click, `CTRL`+Click (Windows), `COMMAND`+Click (Mac) or a combination to select one or more contacts or favorites.

2. Right-click (Windows) or `CTRL`+click (Mac) and select **Add to Alert List** (Windows) or **Add Contact to Alert List** (Mac).

An alert icon appears by the contact after you add them to the alert list. The icon disappears when you remove the contact from the alert list.

To add groups to the alert list

1. Click on a group or use `SHIFT`+Click, `CTRL`+Click (Windows), `COMMAND`+Click (Mac) or a combination to select one or more groups.

2. Do one of the following:

   - Right-click (Windows) or `CTRL`+click (Mac) and select **Add Group to Alert List** (Windows) or **Add Contacts in Group to Alert List** (Mac).

   - Right-click (Windows) or `CTRL`+click (Mac) and select **Remove from Alert List** (Windows) or **Remove Contact from Alert List** (Mac), **Remove Group from Alert List** (Windows) or **Remove Contacts in Group from Alert List** (Mac)

An alert icon appears by the contacts in the group after you add them to the alert list. The icon disappears when you remove the contacts from the alert list.

To remove contacts or favorites from the alert list

1. Click on a contact or favorite, or use `SHIFT`+Click, `CTRL`+Click (Windows), `COMMAND`+Click (Mac) or a combination to select one or more contacts or favorites.

2. Right-click (Windows) or `CTRL`+click (Mac) and select **Remove from Alert List** (Windows) or **Remove Contact from Alert List** (Mac).

   - Right-click (Windows) or `CTRL`+click (Mac) and select **Add Group to Alert List** (Windows) or **Add Contacts in Group to Alert List** (Mac).

   - Right-click (Windows) or `CTRL`+click (Mac) and select **Remove from Alert List** (Windows) or **Remove Contact from Alert List** (Mac), **Remove Group**

from Alert List (Windows) or Remove Contacts in Group from Alert List (Mac)

X-Lite removes the contacts or favorites from the alert list. The alert icon disappears from the contacts.

To remove groups from the alert list

1. Click on a group or use SHIFT+Click, CTRL+Click (Windows), COMMAND+Click (Mac) or a combination to select one or more groups.

2. Right-click (Windows) or CTRL+click (Mac) and select **Remove Group from Alert List** (Windows) or **Remove Contacts in Group from Alert List** (Mac)

X-Lite removes the groups from the alert list. The alert icon disappears from the contacts.

Alert styles

Windows

You will receive a notification when the contact changes their status. On Windows 7 alerts, select Keep contact on Alert List if you want to continue to see presence changes. On Windows 10 toast notifications, click Remove Alert to stop seeing presence changes for the contact. You can call or IM the contact directly from both alert styles.
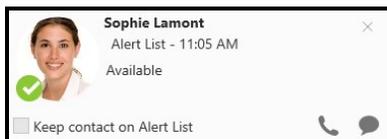
Mac

Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. Alert styles notifications appear and remain on the screen until you take action on them. Click the notification to bring X-Lite into the foreground.

Opening the Messages window

There are several ways that you can open the **Messages** window.

- Click 💬 **Show the messages window**.
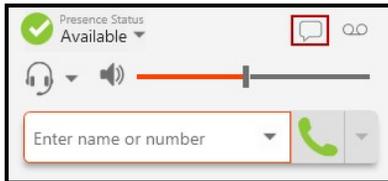
- Windows: `CTRL+SHIFT+M`

- Mac: `COMMAND+SHIFT+M`

- Windows: Select **View** > **Messages**
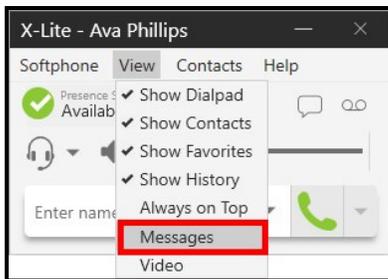
- Mac: Select **Menu** > **Show Messages**

- Click on an IM notification
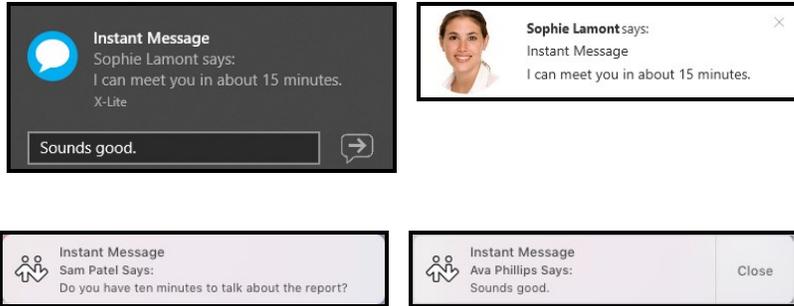
Sending an IM

IM's can be sent from the Messages window, the Contacts panel, the Favorites panel, or from an active call.

Sending an IM from the Messages window

From the **Messages** window, you can start a new IM or you send another message on an existing conversation.

To start a new IM

1. In the **Messages** window, click **New Conversation**.
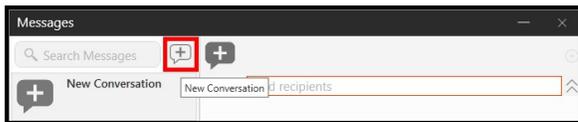
2. Type a name into **Add recipients**. As you type, X-Lite may display suggestions for completing the entry. Use your mouse or the Up and Down keys to move through the list of suggestions. Click on the person or press `ENTER` to select the recipient.

3. Type your message in **Compose Message**.
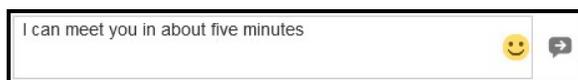
4. Click 🗨 **Send Message** or press `ENTER`.

X-Lite sends the IM.

Add to an existing IM conversation

1. In the **Messages** window, click on an existing conversation.
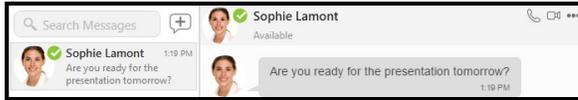
2. Type your message in **Compose Message**.
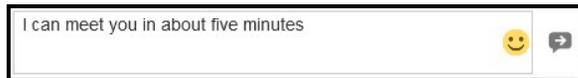
3. Click 🗨 **Send Message** or press `ENTER`.

X-Lite sends the IM.

Sending an IM from the Contacts or the Favorites panel

From the **Contacts** or **Favorites** panel, you can start a new IM using the short-cut menu or using click-to-message.

To send an using the short-cut menu

1. On the **Contacts** or **Favorites** panel, right-click (Windows) or `CONTROL`+Click (Mac) on a Contact or a Favorite and select **Send Instant Message** from the short-cut menu. If there is more than one IM address, select the one you want to use.
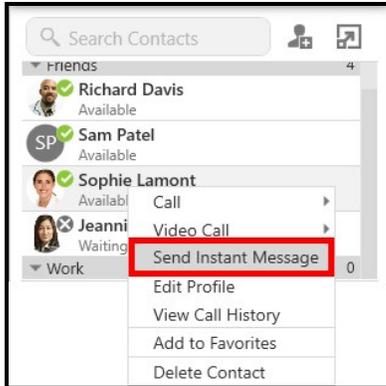
2. Type your message in **Compose Message**.
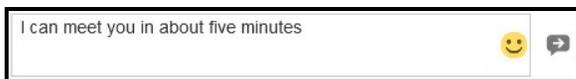
3. Click 🗨 **Send Message** or press `ENTER`.

X-Lite sends the IM.

To send an IM using click-to-message

1. On the **Contacts** or **Favorites** panel, hover on the contact you want to message to
    reveal the click-to-message button. Click 💬 **Instant message this person**.

2. Type your message in **Compose Message**.

3. Click 🗨 **Send Message** or press `ENTER`.

X-Lite sends the IM.

Sending an IM from an active call

From an active call, you can send a message using **More options for handling this call**.

To send an IM from an active call

1. During an active call, click ••• **More options for handling this call** (Windows) or •••
   More options (Mac) in the call panel and click **Send Instant Message**.
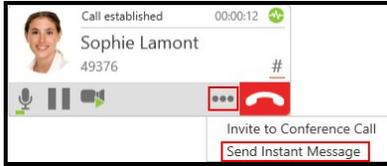
2. Type your message in **Compose Message**.
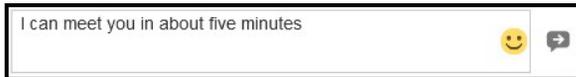
3. Click 💬 **Send Message** or press `ENTER`.

X-Lite sends the IM.

Receiving an IM

When you receive an IM, the **Messages** window or a notification appears. To control the
type of notification, go to **Softphone** > **Preferences** > **Alerts & Sounds** (Windows) or **X-
Lite** > **Preferences** > **Alerts** (Mac).

Windows 10 interactive toast notification

You can type your response directly into a Windows 10 interactive toast notification or
you can click on the notification to open it in the **Messages** window.
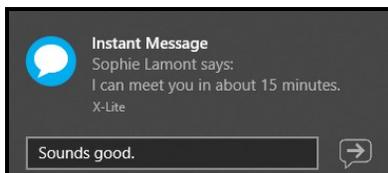
Windows 7 and Mac notifications

You click on the Windows 7 or a Mac IM notification to open it in the **Messages** window.

Deleting messages

You can delete an IM conversation from X-Lite. Before you delete a conversation, you may want to export it.

To delete a conversation using ⊗ Delete Conversation

1. Click ⊗ **Delete Conversation** beside the session.
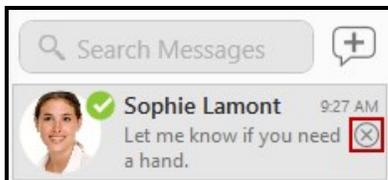
   A **Delete Conversation** dialog opens.

2. Click **Yes** (Windows) or **OK** (Mac).
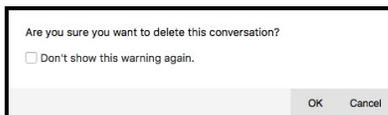
X-Lite deletes the session.

To delete a conversation using the ⋯ More menu

1. Click on the session, click ⋯ **More options for this contact** (Windows) or ⋯ **More**

options for this conversation (Mac) and click **Delete Conversation**.
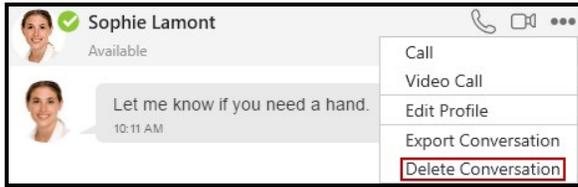
A **Delete Conversation** dialog opens.

2. Click **Yes** (Windows) or **OK** (Mac).
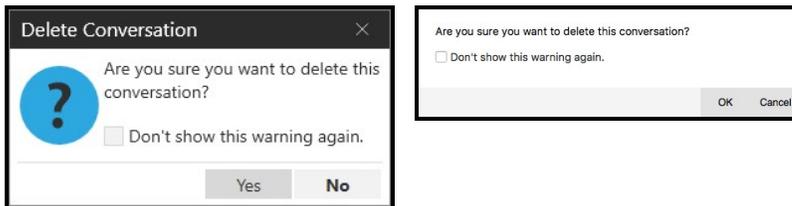
X-Lite deletes the session.

To delete a conversation using the short-cut menu – Windows only

1. Right-click on the session and click **Delete Conversation**.
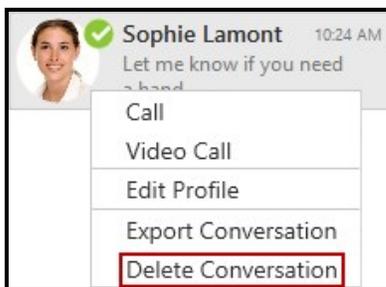
A **Delete Conversation** dialog opens.

2. Click **Yes** (Windows) or **OK** (Mac).
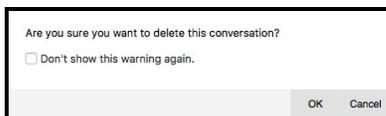
X-Lite deletes the session.

> **Tip:** If you select **Don't show this warning again** before clicking **Yes** on the **Delete Conversation** dialog, you will not receive a warning before deleting sessions in the future.

Working with messages

X-Lite allows you to preview, search, copy/paste, export, and delete messages and conversations.

Previewing hyperlinks

When you send or receive a message with a hyperlink in it, X-Lite can show a preview of the hyperlink in the message.

To control hyperlink previews

1. Click **Preferences** on the **Softphone** menu (Windows) or the **X-Lite** menu (Mac).
2. Select or clear **Show hyperlink preview on messages**.

X-Lite either shows or removes previews for all the hyperlinks in **Messages**.

Search messages

You can use the search feature to find a message using a name or a keyword.

To search in messages

Search your messages with a name or a keyword.

1. Type the contacts name or search keywords in the **Search Messages** field. X-Lite filters the sessions that contain the search words.
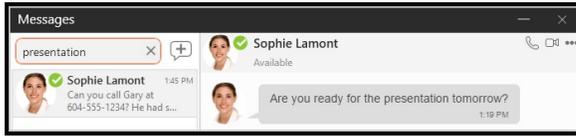
2. Click the message you want to view.

The session appears in the **Messages** pane.

Copying and pasting messages

You can copy messages from X-Lite and paste within the X-Lite or in another application.

To copy and paste messages

1. In the **Messages** window, highlight the message or messages that you want to copy.

2. Do one of the following:

   - **Windows**: Right-click one of the selected messages and click **Copy**.
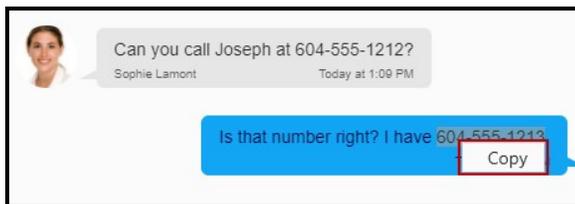
   - **Mac**: `COMMAND`+Click on one of the selected messages and click **Copy**.
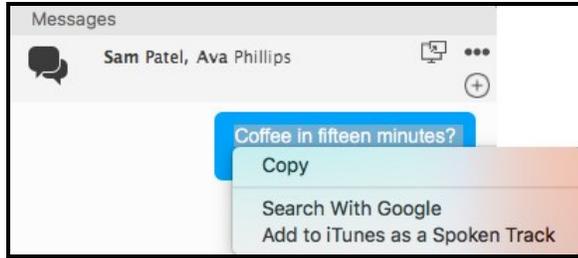
- **Windows**: Press `CTRL+C` on the keyboard.
- **Mac**: Press `COMMAND+C` on the keyboard.

X-Lite places the messages on the clipboard. You can paste the messages in X-Lite or in another app on your computer.

To export a conversation

You can export a conversation into a CSV file.

1. Click on a session Do one of the following:

    - Click on the session, ••• **More options for this contact** (Windows) or ••• **More options for this conversation** (Mac), and then click **Export Conversation**.
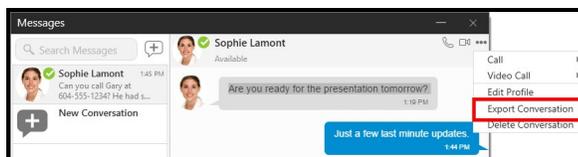
    - **Windows**: Right-click on the session and click **Export Conversation**.

    X-Lite opens the **File Manager**.

2. Select the location and enter a name for the file. Click **Save**.
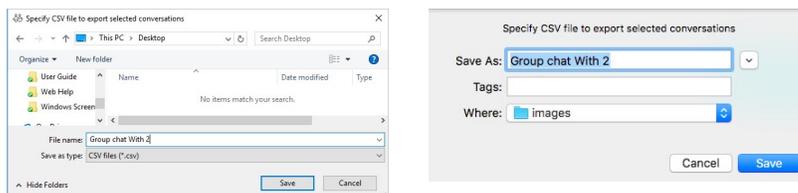
X-Lite saves the session as a .csv file in the location you selected.

Contacts

Contacts are organized in groups in **List of contacts** (Windows) or **Contacts** (Mac) – referred to as **Contacts**. The Contacts tab is empty at start-up. Each contact is shown with presence information (if available) and icons for single-click calling and messaging.

If you have contacts that you use frequently, you can add these contacts as **Favorites** for easier access.

If the **Contacts** or **Favorites** tabs are not showing, click **Show Contacts** or **Show Favorites** on the **View** menu.

Viewing contacts

You can view a contact from the **Contacts**, **Favorites** or **History** tab.

Using Contacts and Favorites

In **Contacts** or **Favorites**, you can open the **Contact Info** flyout, or open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) for more contact details.

Using the Contact Info flyout

1. Click on a contact in **Contacts** or **Favorites**. A **Contact Info** flyout appears with contact information.

2. Click **Profile** if you want to see more information.
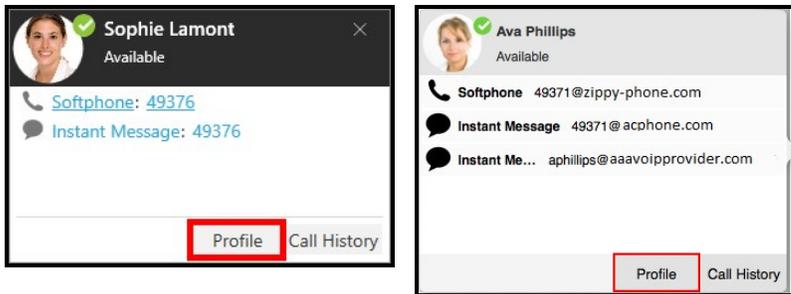
X-Lite displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Using the short-cut menu

1. Right-click (Windows) or CTRL+click (Mac) on a contact in **Contacts** or **Favorites** and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).
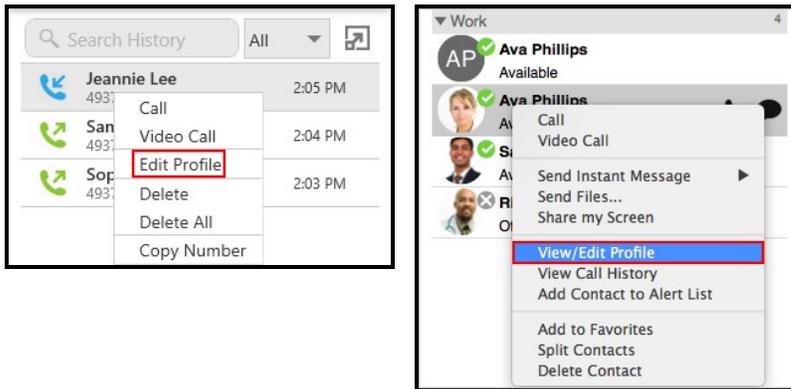
X-Lite displays the **Contact Profile**.

Using History

In **History**, you can open the **Contact Info** flyout, or open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) for more contact details.

Using the Contact Info flyout

1. Click on a **History** group to expand the group entry.
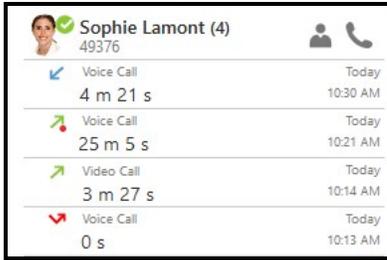
2. Click on ⬤ **Contact Info**. A **Contact Info** flyout appears with contact information.

3. Click **Profile** if you want to see more information.
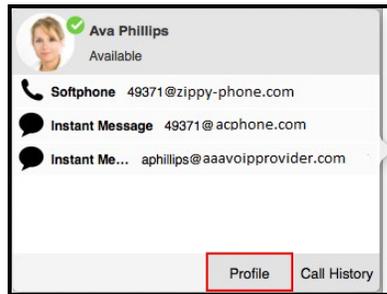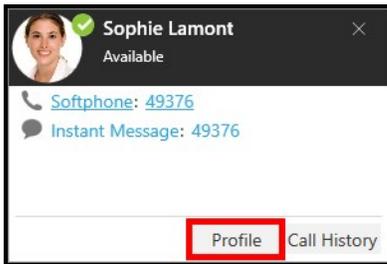
X-Lite displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Using the short-cut menu

1. Right-click (Windows) or `CTRL`+click (Mac) on a call group or the heading of an expanded call group.

2. Click **Edit Contact**.
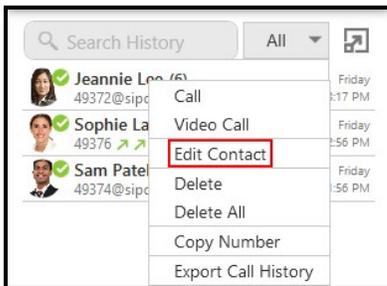
X-Lite displays the **Contact Profile** (Windows) or the **Contact Editor** (Mac).

Adding and exporting contacts

For each contact you communicate with, you can save their information as an entry in the contacts list. These contacts are added individually. You can also export your contacts to a .csv file, a vCard file, or a .pst file.

Adding an individual contact

You can add contacts individually in the **Contacts** panel, using the **Contacts** menu and in the **History** panel.

Adding a contact in the Contacts panel

Use **Add a new contact** or the short-cut menu to add an individual contact from the **Contacts** panel.

To add a contact using Add a new contact

1. On the **Contacts** panel, click **Add a new contact**.
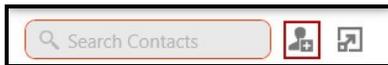
   The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window appears.

2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.

3. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).

When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

4. Complete the **Display name** (required on Windows).
5. Complete any other fields you want to include with the contact.
6. Click **OK**.

The contact is added to the X-Lite.

To add a contact using the short-cut menu

1. right-click (Windows) or CONTROL+Click (Mac) on a group and click **Add Contact**

to Group. The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).

When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

3. Complete the **Display name** (required on Windows).

4. Complete any other fields you want to include with the contact.

5. Click **OK**.

The contact is added to the X-Lite.

Adding a contact using the Contacts menu

You can add contacts to X-Lite using the **Contacts** menu on the menu bar.

To add a contact using the Contacts menu

1. Click **Add Contact** on the **Contacts** menu.

2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.

    When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

3. Complete the **Display name** (required on Windows).

4. Complete any other fields you want to include with the contact.

5. Click **OK**.

The contact is added to the X-Lite.

Adding a contact in the History panel

Add an unknown caller to **Contacts** from **History** using 👤 **Add this person to your contact list** or using the short-cut menu.

To add a contact 👤 Add this person to your contact list

1. Click on a **History** group with the caller ID **Unknown**. The **History** group expands.
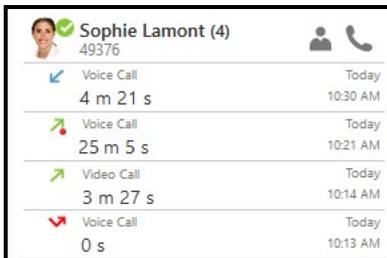
2. Click 👤 **Add this person to your contact list**. The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

3. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.

4. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).

When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

5. Complete the **Display name** (required on Windows) and any other fields you want to include with the contact.

6. Click **OK**.

The contact is added to the X-Lite.

To add a contact using the short-cut menu

1. Right-click (Windows) or CTRL+click (Mac) on the History entry with the caller ID **Unknown**. and click **Add to Contacts**.

   The **Contact Profile** (Windows) or the **Contact Editor** (Mac) opens.

2. Use the **Group** drop-down arrow to select the group or groups that you want a contact to belong to.

3. Use the drop down list to select the type of information you want to add, type the information, and click **Add** (Windows) or the **Add number** icon (Mac).

When you use the **Instant Message** contact method, a window will open to send an introduction to the contact. Type an introduction, if desired. If you do not want to see the presence status for this person, clear **Enable presence**. When you are finished click **Continue**.

4. Complete the **Display name**(required on Windows) and any other fields you want to include with the contact.

5. Click **OK**.

The contact is added to the X-Lite.

Fields in Contact Profile

The **Contact Profile** is divided into **Contact Summary**, **Contact**.If you have merged multiple contacts together, you may see more than one **Contact** section.

Some fields may be read-only depending on how the contact was added to X-Lite.

This following is a list of X-Lite contact fields and their description:

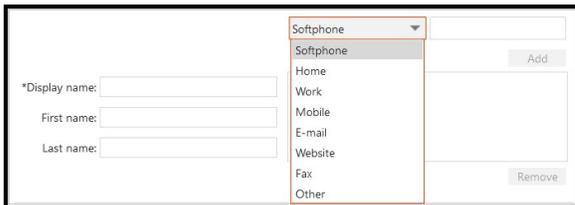### Contact summary

- **Contact image**: The image associated with the contact. If the contact has more than one image, use the drop-down to choose the image that you want to use. You can also use the drop-down to **Change** or **Reset** the image.
- **Group**: Click the drop-down list and select each group the contact is going to belong to. A contact must belong to one group and can belong to multiple groups. See Managing groups for more information.
- **Primary presence**: This field is read-only. Primary presence is used for:
    - The presence icon on the contact list that shows the status for this address.
    - The single-click and double-click actions for instant messaging.

    You can still send IMs to this person at their other addresses by using right-click (Windows) or `CONTROL`+Click (Mac) and choosing them from the short-cut menu.

- **Primary Call** (Mac): This field is read-only unless the contact has more than one phone number. **Primary Call** is used with single-click calling and double-click calling.
- **Primary phone number** (Windows): This field is ready-only unless the contact has more than one phone number. The **Primary phone number** is used with single-click calling and double-click calling.

Contact

Display name (required on Windows): The display name is the source of information.

First name, **Last name** (Optional): A first name and a last name for the contact.

Contact Methods: The drop-down list that contains the different methods of contacts.

Choose **Softphone** if you are using your SIP account for messaging and presence.

Presence: This field is automatically populated when you enter and address in the **Softphone** contact method. It indicates that you are sharing presence information using this address. The address is shown in the list in the **Primary presence** field.

Exporting contacts

You can export X-Lite contacts to a file on your computer.

Windows

In Windows, X-Lite contacts can be exported as a .csv file, a vCard file, or a .pst file.

To export a .csv file

1. On the **Contacts** menu, click **Export Contacts**.

2. Select **Comma-separated value (*.csv file)** from the drop-down list and click **Next**.
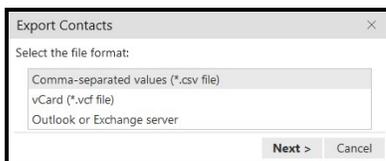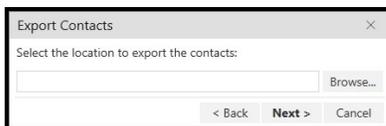
3. Click **Browse**.

The Windows save dialog open.

4. Use the file explorer to find the location you want to save the file, give the file a name and click **Save**.

5. Click **Next** on **Export Contacts**.

A new .csv file is created in the location you chose in the **Export Contacts** wizard.

- **PST**: For a PST export, the existing PST file is updated to include the entries from X-Lite. If Microsoft® Outlook® is open, the entries immediately appear in the Outlook contacts.

  All information in X-Lite is exported to Microsoft Outlook. Only information that can be displayed in Outlook appears in the Outlook Contacts window. Typically, this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

- **vCard and CSV**: A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

To export a .vCard file

1. On the **Contacts** menu, click **Export Contacts**.

2. Select **vCard (*.vcf file)** from the drop-down list and click **Next**.

Export Contacts	×
Select the file format:	
Comma-separated values (*.csv file)	
vCard (*.vcf file)	
Outlook or Exchange server	
	Next > Cancel
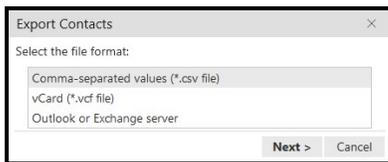
3. Click **Browse**. The **Browse For Folder** dialog opens.

Export Contacts	×
Select the location to export the contacts:	
	Browse...
< Back Next > Cancel	
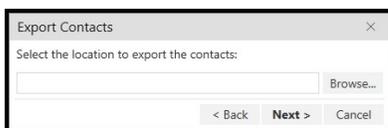
4. Use **Browse For Folder** to navigate to the location you want to save the file and click **OK**.

5. Click **Next** on **Export Contacts**.

A new vCard file is created in the location you chose in the **Export Contacts** wizard.

To export a .pst file

1. On the **Contacts** menu, click **Export Contacts**.

2. Select **Outlook or Exchange server** from the drop-down list and click **Next**.
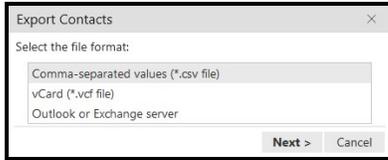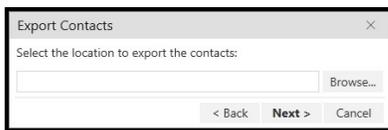
3. Click **Browse**.

   The Windows save dialog open.

4. Use the file explorer to find the location you want to save the file, give the file a name and click **Save**.

5. Use the drop down list to select a field to use in the .pst file for the softphone address and the IM address.

6. Click **Next**.

The existing PST file is updated to include the entries from X-Lite. If Microsoft® Outlook® is open, the entries immediately appear in the Outlook contacts. Typically, this means that all softphone addresses are exported (and stored in custom fields) but not displayed in Outlook.

Mac

In Mac, X-Lite contacts can be exported as a .csv file or a vCard file.

To export a .csv file

1. On the **Contacts** menu, click **Export Contacts**.

2. Select **Comma separated values (*.csv file)** from the drop-down list.

3. Type a name for the file in **Save as**.

4. Use **Browse** to select the location you want to export the file to.
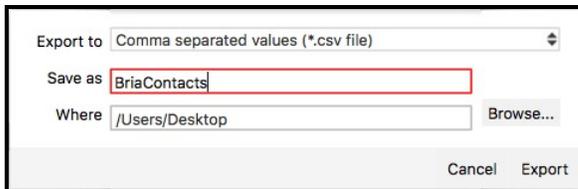
5. Click **Export**.

A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

To export a vCard file

1. On the **Contacts** menu, click **Export Contacts**.

2. Select **vCard (*.vcf file)** from the drop-down list.

3. Use **Browse** to select the location you want to export the file to.
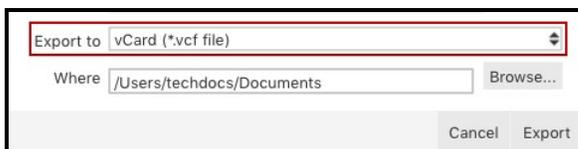
4. Click **Export**.

A new file of the specified type is created in the location you chose in the **Export Contacts** wizard.

Editing a contact

You can update contact information, change the contact groups, and delete contacts.

Updating contact information

You can open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) from **Contacts**, **Favorites**, or **History**. Once in the **Contact Profile** (Windows) or the **Contact Editor** (Mac), you can edit the contact.

Using Contacts and Favorites

In **Contacts** and **Favorites**, you can use the **Contact Info** flyout or the short-cut menu to open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) so you can edit contacts.

To edit a contact using the Contact Info flyout

1. Click on a contact and click **Profile** in the **Contact Info** flyout.

   The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Edit any of the fields that need to be changed.

3. Click **OK.**

The contact is updated in X-Lite. If you add or edit the **Softphone** contact method, an online status request is sent to this person.

To edit a contact using the short-cut menu

1. Right-click (Windows) or `CTRL`+click (Mac) on a contact and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).

   The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Edit any of the fields that need to be changed.

3. Click **OK.**

The contact is updated in X-Lite. If you add or edit the **Softphone** contact method, an online status request is sent to this person.

Using History

In **History**, you can use the **Contact Info** flyout or the short-cut menu to open the **Contact Profile** (Windows) or the **Contact Editor** (Mac) so you can edit contacts.

To edit a contact using the Contact Info flyout

1. Click on a **History** group to expand the group entry.
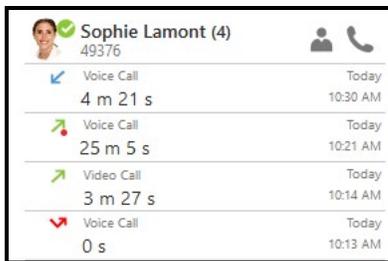
2. Click on 👤 **Contact Info**. A **Contact Info** flyout appears with contact information.
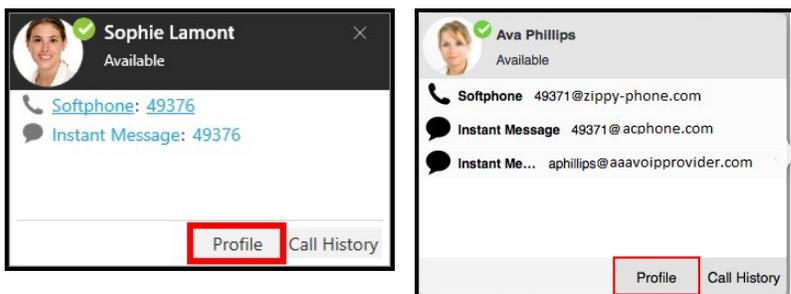
3. Click **Profile**.

The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

4. Edit any of the fields that need to be changed.

5. Click **OK.**

The contact is updated in X-Lite. If you add or edit the **Softphone** contact method, an online status request is sent to this person.
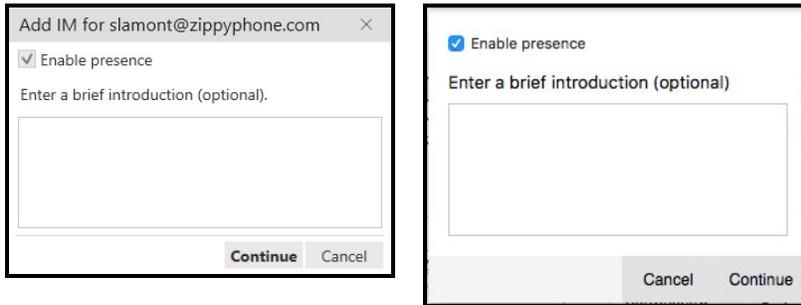
To edit a contact using the short-cut menu

1. Right-click (Windows) or `CTRL`+click (Mac) on a call group or the heading of an expanded call group.

2. Click **Edit Contact**.
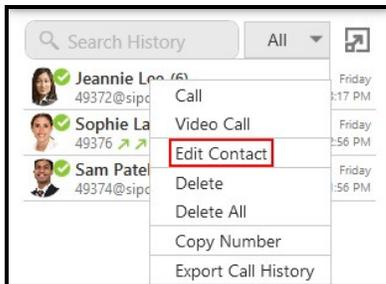
The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

3. Edit any of the fields that need to be changed.

4. Click **OK.**

The contact is updated in X-Lite. If you add or edit the **Softphone** contact method, an online status request is sent to this person.
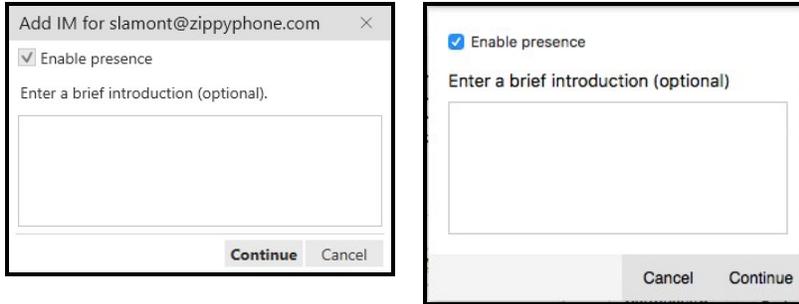
Changing contact groups

You can move a contact from one group to another or add them to multiple groups.

To move contacts to another group

1. In the contacts panel, use `SHIFT`+Click, `CTRL`+Click (Windows), `COMMAND`+Click (Mac) or a combination to select one or more contacts you want to move to another group.

2. Drag the selected contacts to the title bar of the new group.
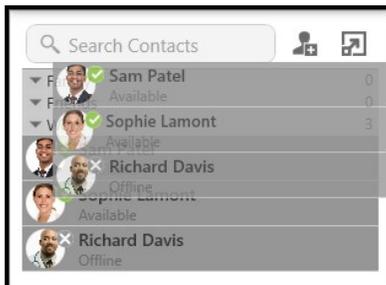
The contact or contacts are removed from the old group and added to the new group.

To add and remove contacts from multiple groups using the Contact Profile

1. Right-click (Windows) or `CTRL`+click (Mac) on a contact and select **Edit Profile** (Windows) or **View/Edit Profile** (Mac).
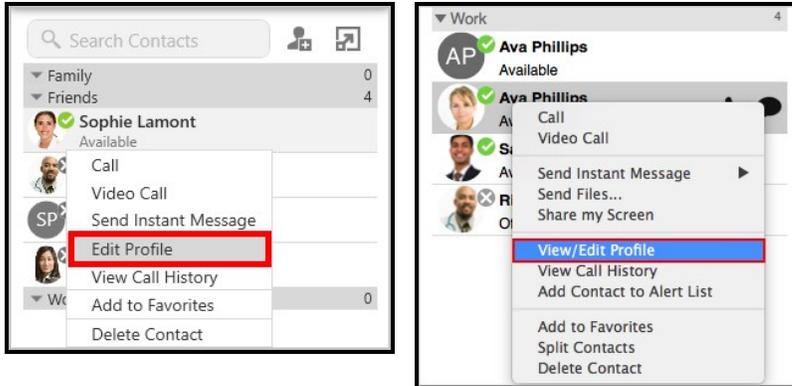
The **Contact Profile** (Windows) or the **Contact Editor** (Mac) window opens.

2. Click the drop-down arrow in **Group**. Select the groups you want to add the contact to and deselect the groups you want to remove the contact from.
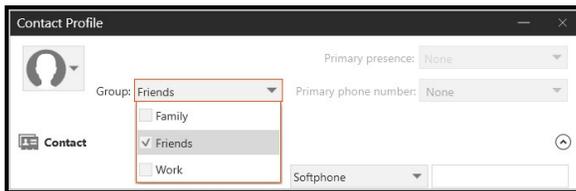
3. Click **OK**.

The contact is added to all groups you selected and removed from all groups you deselected.

To remove a contact from a single group

If a contact is in multiple groups, you can remove them from one of the groups.

1. Use SHIFT+Click, CTRL+Click (Windows), COMMAND+Click (Mac) or a combination to select one or more contacts you want to remove from a group. Make sure you select the contact or contacts in the group you want to delete them from.

2. Right-click (Windows) or CTRL+click (Mac) and click **Delete Contact** for an individual contact or **Delete Selected** for multiple contacts.
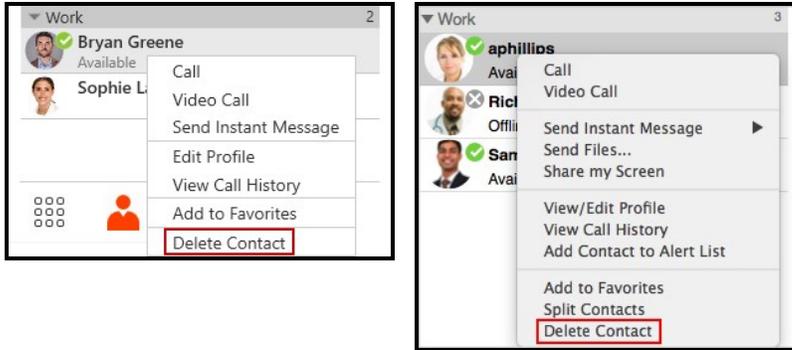
3. If the contact belongs to more than one group, clear **Delete this contact from all groups** or **Delete these contacts from all groups**. Click **Yes** in the **Delete Contact** dialog.
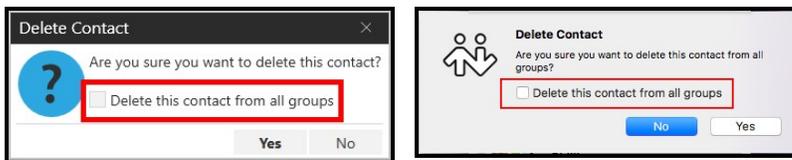
The contact or contacts are removed from the group. They remain in any other groups they belonged to.

Deleting a contact

You can delete a single contact or a group of contacts from X-Lite.

To delete one or more contacts

1. In the contact panel, use $SHIFT$+Click, $CTRL$+Click (Windows), $COMMAND$+Click (Mac), or any combination to select the contacts you want to delete.

2. Right-click (Windows) or $CTRL$+click (Mac) and select **Delete Contact** or **Delete Selected**.
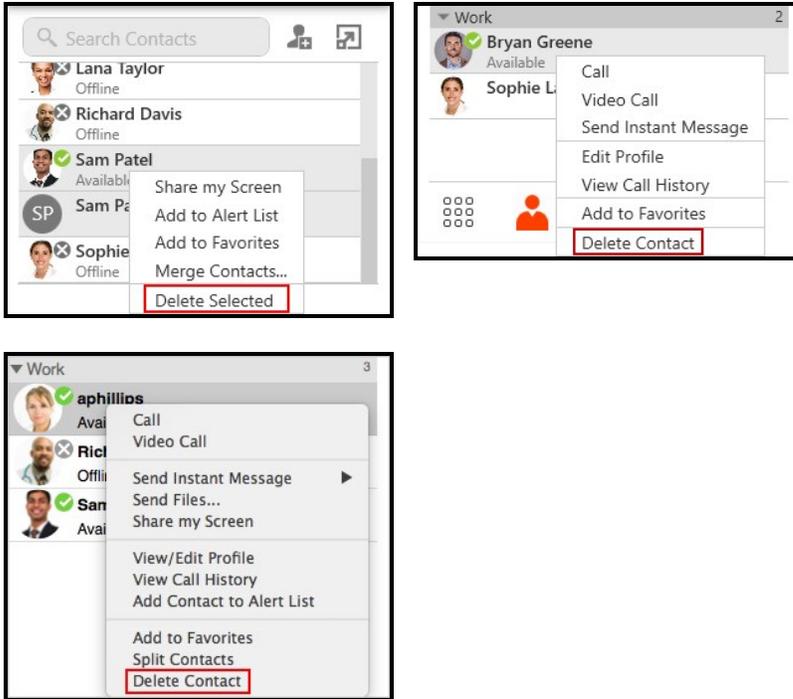
3. If the contact belongs to more than one group, leave **Delete this contact from all groups** or **Delete these contacts from all groups** selected. Click **Yes**.
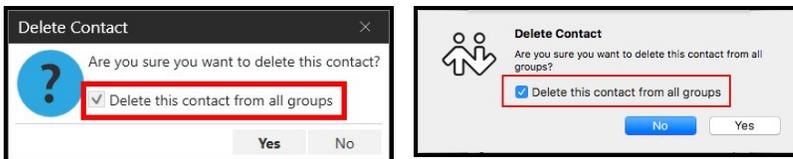
The contacts are deleted.

Managing groups

Contacts are arranged in groups. X-Lite has three default groups: **Family**, **Friends**, and **Work**.

Each contact must belong to at least one group and can belong to multiple groups. You can create, rename, and delete groups.

As well as organizing your contacts, you can perform the following actions on groups instead of on individual contacts:

Add a group to Favorites

Creating a group

Use the short-cut menu or the **Contacts** menu to create a new group.

To create a new group using the short-cut menu

1. Right-click (Windows) or `CTRL`+click (Mac) on a group in contacts from the short-cut menu.

2. Type in a group name in the **New Group** window and click **OK**.
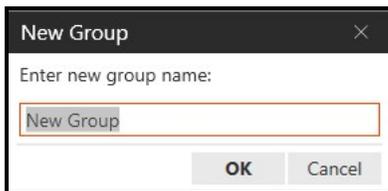
The new **Group** is displayed in the **List of contacts**.

To create a new group using the Contacts menu

1. Click **New Group** on the **Contacts** menu.
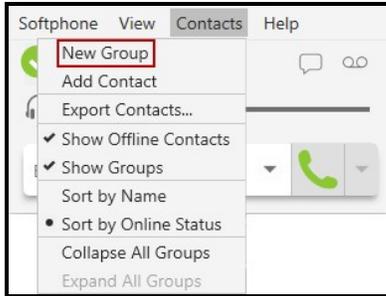
2. Type in a group name in the **New Group** window and click **OK**.

The new **Group** is displayed in **Contacts**.

Renaming a group

To rename a group using the short-cut menu

1. Right-click on a group in **Contacts** and select **Rename Group**.
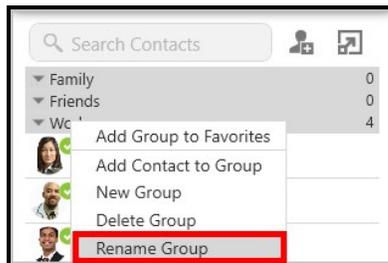
2. Type in a the new group name in the **Rename Group** window and click **OK**.
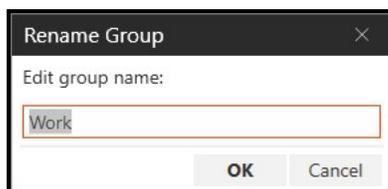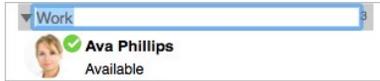
The **Group** appears with the new name in the **List of contacts**.

Deleting groups

To delete a group

1. Right-click (Windows) or `CTRL`+click (Mac) on a group in contacts and select
Delete Group.
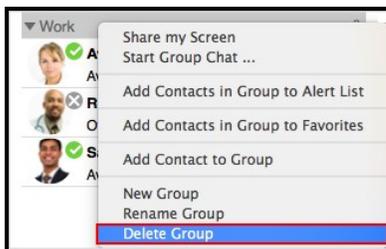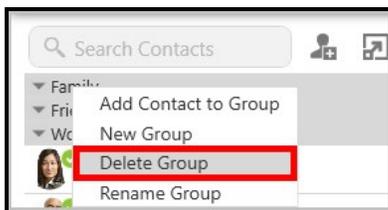
2. If there are contacts in the group, click **Yes** in **Delete Group**.
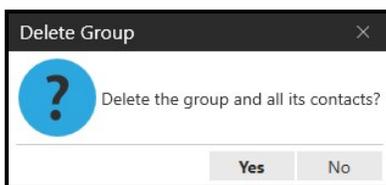
The **Group** is deleted from contacts. Any contacts that were not in another group are
deleted.

Favorites

You can create favorites from the **Contacts** panel or in the contact profile. When you add a contact to **Favorites**, it displays in both the **Contacts** panel and the **Favorites** panel.

Adding a contact to Favorites

You can add a contact to **Favorites** using the short-cut menu.

To add a contact to Favorites

1. Click on a contact, SHIFT+Click, CTRL+Click (Windows), COMMAND+Click (Mac) one or more contacts you want to add to **Favorites**.

2. Right-click (Windows) or CTRL+click (Mac) and select **Add to Favorites**.
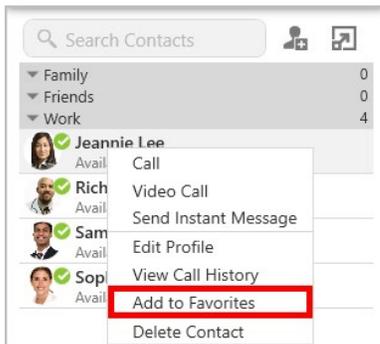
The contact or contacts are added to **Favorites**.

Adding a group to Favorites

You can add a group to **Favorites** using the short-cut menu.

To add a group to Favorites

1. Click on a contact, SHIFT+Click, CTRL+Click (Windows), COMMAND+Click (Mac) one or more contacts you want to add to **Favorites**.

2. Right-click (Windows) or CTRL+click (Mac) and select **Add Group to Favorites** (Windows) or **Add Contacts in Group to Favorites** (Mac).
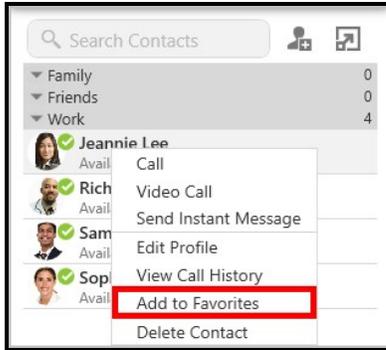
The contacts in the group or groups appears are added to **Favorites** and can be viewed in the **Favorites** panel.

Removing a contact from Favorites

You can remove a contact from **Favorites** panel using the short-cut menu.

To remove a contact from Favorites

1. On the **Favorites** panel, click on a contact, or `SHIFT`+Click, `CTRL`+Click (Windows), `COMMAND`+Click (Mac) one or more contacts you want to remove from favorites.

2. Right-click (Windows) or `CTRL`+click (Mac) and select **Remove from Favorites**.
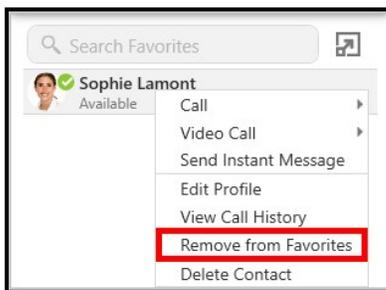
The contact or contacts are removed from the **Favorites** panel but still appear in the **Contacts** panel.

> **Warning:** If you select **Delete Contact**, the contact is deleted from X-Lite, not just from **Favorites**.

History

All X-Lite calls are captured in the X-Lite's **List of recent calls** (Windows) or **History** (Mac) – referred to as **History**. The last 200 records are stored in X-Lite and grouped by phone number.

Viewing History

All X-Lite calls are captured in X-Lite's **List of recent calls** (Windows) or **History** (Mac) – referred to as **History**. Calls are grouped to easily find all calls from one contact, and can be filtered to make it easier to find a specific call.

Call grouping

Calls captured in X-Lite's history are grouped by name and caller ID. The caller ID can be a phone number or a SIP address, but will be referred to as phone number. The group can be expanded and collapsed to show or hide the individual calls received.

If a person has called you from multiple numbers, you may see more than one group of calls for them.

Collapsed group display

The collapsed group displays an overview of call information: the name and presence status of the caller, the number and types of calls, and the time and date of the most recent call.

Expanded group display

The expanded group shows a list of recent calls between you and the person. The most recent calls are displayed at the top of the list. In addition to the information displayed in

the collapsed group, X-Lite also shows whether the call was voice or video, and the length or the call.
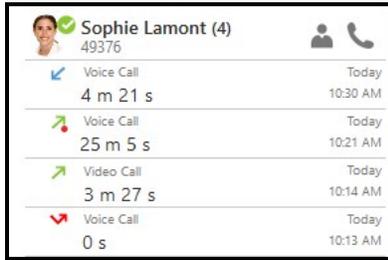
Multiple groups for the same number

In some cases, calls from the same person may show up in multiple groups. If one call only contains the phone number, and another call contains the phone number a domain, they calls appear in two different groups. X-Lite does not strip the domain and try to match the results with other calls.

Multiple contacts with the same number

When you have a number that is used for multiple contacts, all calls for that number are grouped together as **Multiple Contacts**. Expand the group and click 👤 **Contact Info** to see the contacts associated with the number.

Unknown contacts

There are two types of unknown contacts that can appear in the call history. If a call comes from a phone number that is not in your contacts, the contact is grouped as **Unknown** with the phone number displayed. Calls that come in with an unknown number are grouped as **Unknown** with **Unknown** displayed for the number.

To view all calls in a group

1. Click the group you want to expand.

X-Lite displays the expanded group.

Call type icons and their meanings

↙ Incoming call

↗ Outgoing call

↘ Missed call

Filtering call history

Limit the calls you see in the call history using filtering. X-Lite lets you filter all calls, missed calls, and calls by date.

Filtering for missed calls

You can filter call history for all missed calls or filter for missed calls on a specific account if you have more than one account.

To filter missed calls

1. Click on the call filter and click **Missed Calls**.
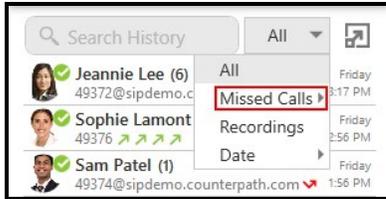
2. Click **All** or click the account you want to see missed calls from if you have more than one SIP account.
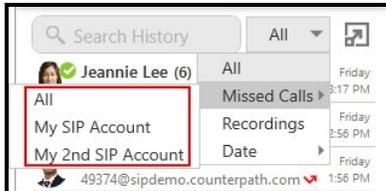
X-Lite displays all missed calls or the missed calls for the selected account.

You can filter which calls you see in X-Lite's **History**.

Filtering by date

You can search X-Lite for calls based on when the call occurred. Filter calls from **Today**, **Yesterday**, **This Week**, **This Month**, **Last 7 Days**, and **Last 30 Days**. **This Week** filters for calls for the current week running from Sunday to Saturday. **This Month** filters for calls during the current calendar month.

To filter by date

1. Click on the call filter and click **Date**.
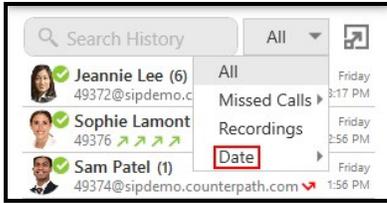
2. Click the selector for the dates you want to filter.

X-Lite displays all calls that match the date selector.

To see which filter is applied to call history when the full name of the filter does not fit, hover over the filter drop down and the full text appears.

Searching and filtering History

To find a specific entry in **History**, you can filter or search the list of recent calls, or use both methods.

Limit the calls you see in the call history using filtering. X-Lite lets you filter all calls, missed calls, and calls by date.

Searching History

Search for a call in **History** by either the name of the caller or by their phone number.

To search History

1. Type the name or phone number for the call your are looking for in **Search History**.

2. Expand the **History** entry to find specific call details.
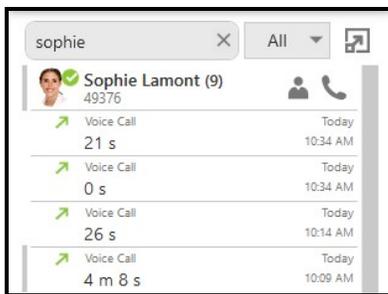
X-Lite displays all calls from the name or number.

Filtering History

Limit the calls you see in **History** using filtering. X-Lite lets you filter all calls, missed calls, and calls by date.

Filtering for missed calls

You can filter **History** for all missed calls.

To filter missed calls

1. Click on the call filter and click **Missed Calls**.
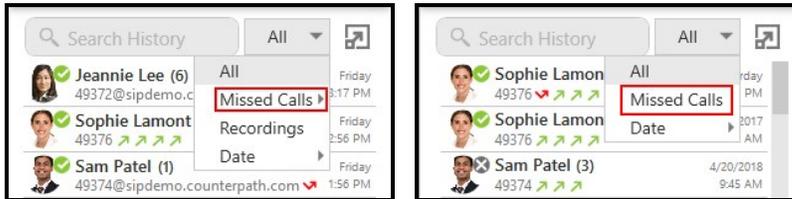
X-Lite displays all missed calls.

Filtering by date

You can search X-Lite for calls based on when the call occurred. Filter calls from **Today**, **Yesterday**, **This Week**, **This Month**, **Last 7 Days**, and **Last 30 Days**. **This Week** filters for calls for the current week running from Sunday to Saturday. **This Month** filters for calls during the current calendar month.

To filter by date

1. Click on the call filter and click **Date**.

2. Click the selector for the dates you want to filter.

X-Lite displays all calls that match the date selector.

To see which filter is applied to call history when the full name of the filter does not fit, hover over the filter drop down and the full text appears.

Search and filter History

Use search and filter at the same time. You can filter your results first, and then enter your search information or enter your search information first and filter your results.

Deleting History

Calls are grouped by caller ID in X-Lite's **List of recent calls** (Windows) or **History** (Mac) – referred to as **History**. You can delete all calls in **History**, or you can delete all calls in a group.

To delete all calls

1. Right-click (Windows) or `CTRL`+click (Mac) on a call group or the heading of an expanded call group.

2. Click **Delete All**.
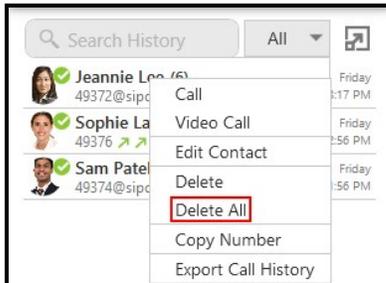
3. Click **OK** on **Confirm Delete**.
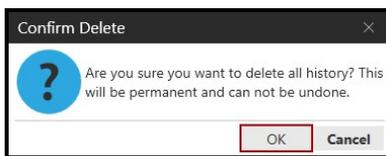
X-Lite deletes all calls from **History**.

To delete a History group

1. Right-click (Windows) or `CTRL`+click (Mac) on the call group or the heading of the expanded call group you want to delete.

2. Click **Delete**.
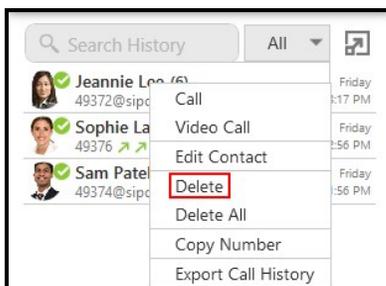
X-Lite deletes the calls in the **History** group.

Warning: There is no warning before all calls in a group are deleted.

Configuring X-Lite

This section describes how to set up accounts and preferences on X-Lite.

Configuring X-Lite – Accounts

There are two ways of configuring X-Lite – **Account Settings** and **Preferences**.

Account Settings are settings that only apply to an individual account. **Preferences** are settings that apply to X-Lite as a whole.

To view the Account Settings

Windows

1. Click **Account Settings** on the **Softphone** menu.

The **Account Settings** window opens.

Mac

1. Click **Preferences** on the **X-Lite** menu.
2. Click **Accounts**.

The **Preferences** – **Accounts** window opens.

The Call column

The **Call** column shows how the account is used for calls.

Windows iconsIcons

: The account is the preferred account for calls

: The account can be used for outgoing calls if you select is when placing an outgoing call

no icon: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

Mac iconsIcons

: The account is the preferred account for calls

: The account can be used for outgoing calls if you select is when placing an outgoing call

: The account cannot be used for phone calls. It is either a SIP account with calling disabled or a non-SIP account.

The Status column

The **Status** column indicates the registration status of each account.

Windows

Ready: The account is registered and can be used for calls (SIP) and messaging.

Registering: The account is in the process of registering.

Failed: The account is enabled but registration failed. Check that you entered your account credentials correctly.

Disabled: The account is disabled. Select the Enabled check box to register the account.

MacMeaning

: The account is registered and can be used for calls (SIP) and messaging.

: The account is in the process of registering.

🔴: The account is enabled but registration failed. Check that you entered your account credentials correctly.

⚫ : The account is disabled. Select the Enabled check box to register the account.

SIP account

A SIP account is used to make voice and video calls in X-Lite. Each user requires a SIP account. The SIP account can also be used for presence and messaging if your VoIP service provide supports SIP SIMPLE.

This section describes the SIP account settings. See Setting up a SIP account to see how to set up your SIP account.

Account or General panel (SIP)

The **Accounts** (Windows) or **General** (Mac) panel lets you configure **User Details**, **Domain Proxy**, and the **Dial plan** for the account.

User ID and **Domain** are required fields.

Settings in this panel

Account Name

Account Name: Used to identify the account. If desired, change the name to something meaningful to you. For example, the name of your VoIP service provider.

Protocol: Read-only. Always specifies **SIP**.

Allow this account for

Calls (Windows) / **Used for Call** (Mac): Determines if the account is used to place outbound calls.

> **Selected**: This account can be used for outbound calls.

> **Cleared**: This account cannot be used for outbound calls.

IM / Presence (Windows) / **Presence** (Mac): Determines if the account is used for presence and messaging. Make sure SIP SIMPLE is supported by your VoIP service provided is you plan to use your SIP account for presence and messaging.

Selected: This account is used to share your online presence and send instant messages.

Cleared: This account is not used to share your online presence and send instant messages.

User Details

User ID: The account number for the softphone. Provided by your VoIP service provider.

Domain: The domain of your softphone address. Provided by your VoIP server provider.

Password: The password for the softphone. Provided by your VoIP service provider.

Display name: This is the name that is displayed in the X-Lite title bar. Remote parties see this name.

Authorization name: Complete this field if your VoIP service provider gave you an authorization name. Typically not used in an enterprise environment. An Authorization name is useful if you allow user IDs that are short and easy to guess. The Authorization name is used in place of the User ID to register the SIP account.

Domain Proxy

Register with domain and receive calls: This field must be **Cleared** if your level of service does not include the ability to receive incoming calls. In this case, leaving this field selected may prevent the account from registering.

Selected: Register this account with your VoIP service provider so you can receive incoming calls.

Cleared: This SIP account cannot be used for incoming calls.

Send outbound via: Choose the settings specified by your VoIP service provider. If you select this field, complete the **Address** field with the domain provided by your VoIP service provider.

Domain: Select this field if your VoIP service provider requires that traffic be directed to proxies that are discovered via the domain.

Proxy: Select this field if your VoIP service provider has an outbound proxy address and requires that you provide the address to your softphone client.

If neither of these options are suitable, see Advanced for additional ways to direct traffic.

Dial Plan

Dial Plan: Information about the syntax of the numbers used by your VoIP service provider. This information is provided by your VoIP service provider.

The default plan is: `#1\a\a.T;match=1;prestrip=2;`

You do not have to change the dial plan if:

- You only have one SIP account.

- You have multiple SIP accounts but will always manually select the account to use for calls.

- The default plan is acceptable.

See Using a Dial Plan to Modify How Calls are Placed for information on configuring dial plans.

Voicemail panel (SIP)

This panel lets you set up client-side voicemail.

Voicemail is offered through your VoIP service provider or through your enterprise's IP PBX. It is not part of X-Lite. Contact your VoIP service provider or your system administrator for information on using voicemail.

Settings in this panel:

Voicemail

Check for voicemail: Check with your VoIP service provider or your enterprise's IP PBX system administrator for the correct configuration.

> **Selected**: Subscribe for message waiting – X-Lite must subscribe to be notified when there is a voicemail.

> **Cleared**: Implicit subscription – the VoIP service provider's voicemail server send notifications without X-Lite subscribing.

> **Cleared**: Your VoIP service provider does not support voicemail.

Number to dial for checking voicemail: Complete this field only if your VoIP service includes voicemail. This is the number that will be called when a user click the Voice messages icon on X-Lite to check for voicemail and listen to messages. Completing this field enables the **Voice messages** icon. If you leave this field empty, the icon will not work and you will have to dial your voicemail number manually. Enter the number provided by your VoIP service provider or system administrator.

Number for sending calls to voicemail: Complete this field only if your VoIP service includes voicemail. This is the number that incoming calls will be forwarded to if they are unanswered after the specified interval. This field must be completed if you select **Send call to voicemail if unanswered for**. If you leave this field empty, X-Lite never forwards call to your service provider's voicemail. However, most VoIP service providers have their own mechanism for sending unanswered calls to voicemail. Leaving this field blank does not mean that forward-to-voicemail does not work. Enter the number provided by your VoIP service provider or your system administrator.

Send calls to voicemail if unanswered for: Complete this field only if your VoIP service includes voicemail. Your service provider may have a similar feature outside X-Lite. If they do, make sure that you are not entering competing information in X-Lite and in the service provider's interface. For example, if you clear this field in X-Lite, make sure that you turn this feature off with your service provider as well or calls continue to be forwarded.

> **Selected**: X-Lite sends call to voicemail when the specified interval expires. Enter the time interval in seconds.

If you have a subscription from a VoIP service provider

Your VoIP service provider may provide the ability to set up voicemail outside of X-Lite (server-side handling), such as calling a softphone address and following voice prompts or by accessing a website.

Check with your VoIP service provider to determine if another setup mechanism is available. If so, check what settings are in the setup and make sure you enter the compatible information in X-Lite.

If you have a System Administrator managing IP PBX

Your IP PBX may also provide the ability to configure voicemail outside of X-Lite (server-side handling). An incoming phone call first goes through server-side handlers and then

through client-side handlers. Keep in mind that the fields on the Voicemail tab are not written to the server. They are configuring a second, separate handler.

Decide how you want phone calls to be handled — by the X-Lite client only, by the server only, or by both the client and the server. Instruct your users accordingly. If you decide to allow both, make sure that your users understand how the server-side and the client-side voicemail configuration must be synchronized to work together. Check what the server-side settings are and make sure you enter compatible information on X-Lite.

Topology panel (SIP)

This panel controls how signals are passed through your network.

Settings in the panel:

Firewall Traversal

Firewall traversal method: Choose the settings recommended by your VoIP service provider.

Auto-detect firewall traversal method using ICE (Windows) / **Auto-detect (ICE, recommended)** (Mac): Automatically determines the contact address for signaling traffic.

Discover public IP address (STUN): Advertises the public IP address (discovered via STUN) for the contact address for signaling traffic and for the connection address for media traffic.

Use media relay (TURN): Advertises the public IP address (discovered via STUN) for the contact address for signaling traffic.

None: Advertise the local IP address only for both signaling and media traffic.

Server address:

Empty: Discover the address of the firewall traversal server (the STUN or TURN server), if available, using DNS SRV.

Specified: Use the firewall traversal server specified as either an IP address or a fully qualified host name. If you use **Auto-detect firewall traversal method using ICE** (Windows) or **Auto-detect (ICE, recommended)** (Mac),

you can only enter a STUN server here. Do not enter a TURN server because TURN is not supported when ICE is used.

User name: The user name for the server.

Password: The password for the server.

Port Ranges

Range of ports used for signaling (Windows) / **Range of ports used on local computer** (Mac): Set the range of ports on the local computer for SIP signaling.

> **Selected**: Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

> **Cleared**: You computer is not behind a restrictive firewall.

Range of ports used for RTP: Set the range of ports on the local computer RTP audio and RTP video.

> **Selected**: Your computer is behind a restrictive firewall that only allows specific port ranges to be used. Enter the port ranges for your SIP account and also open the same ports on your firewall. Refer to applicable firewall documentation for more information.

> **Cleared**: You computer is not behind a restrictive firewall.

Custom DNS

Server 1 / **Server 2**: Enter the custom domain name server. A custom DNS is a domain name server that is specific to a given domain (network or sub-network). It provides X-Lite the ability to query inside the network for IP addresses associated to domain names rather than querying outside the domain.

Presence panel (SIP)

Presence allows other softphone users to see your online status and allows you to see the online status of others.

This panel lets you configure how your SIP account handles online status for contacts who have a softphone number. The **Presence** panel only appears if you have selected **IM / Presence** in **Allow this account for**.

Settings in this panel:

Presence

Mode: Enter the value specified by your VoIP service provider.

> **Peer-to-peer**
>
> **Presence agent**

Poll time: The frequency, in seconds, that X-Lite uses to check presence.

Refresh interval: The amount of time, in seconds, that X-Lite refreshes your presence.

Transport settings (SIP)

You can configure the method X-Lite uses for transporting your SIP signal.

Settings in this panel

Transport

Signaling transport: Contact your VoIP service provider to identify the types of transport that are supported.

> **Automatic**: X-Lite sets up the transport based on the capabilities of the network and the X-Lite computer. Choose this option if you do not care which transport is used.
>
> **TCP (Transmission Control Protocol)**: This transport provides no signaling security.
>
> **UDP (User Datagram Protocol)**: This transport provides no signaling security.
>
> **TLS (Transport Layer Security)**: Choose this option to request signaling encryption or both signaling and media encryption.

Media Encryption (Windows) / Media Encryption over TLS (Mac)

Media Encryption (Windows) / **Media Encryption over TLS** (Mac): Applies when TLS is chosen for transport. See Transport settings (SIP).

Security

Verify TLS Certificate: Applies when TLS is chosen for transport.

> **Selected**: X-Lite attempts to verify one or more of the certificates sent by the SIP server to see if it is trusted. If the certificate is trusted by a well-known certificate authority such as VeriSign, no further action is required. If the certificate is self-signed, install a corresponding CA certificate on your device. Contact your VoIP service provider to get a corresponding CA certificate.

> **Cleared**: X-Lite accepts the certificate without trying to verify it.

IPv6: Generally, leave this selected. Clear the check box only if advised by your VoIP service provider or your system administrator.

> **Selected**: Allows X-Lite to make phone calls and send IMs over an IPv6 network.

Advanced settings (SIP)

The **Advanced** panel allows you to set registration intervals, timers, the hold method, and mange connections.

Settings in the panel:

Register Settings

Reregister every: The time interval measured in seconds between X-Lite's attempts to reregister in order to refresh the account registration with the account's VoIP service provider. A value of zero means that X-Lite should not attempt to reregister after the initial registration. This value is placed in the Expires header field of the REGISTER message.

Minimum time: If the reregister fails, X-Lite waits this amount of time, measure in seconds, and then attempts to reregister. If the second attempt fails, X-Lite waits twice

this time and tries again. Each time the attempt to reregister fails, X-Lite increases the amount of time between tries until registration succeeds.

Timers

Enable session timers: A session timer is a mechanism to detect whether a call session still active from a signaling point of view. When the timer expires, a refresh is sent from one party to the other. This timer is then reset.

> **Selected**: Turns on the session timers.

> **Cleared**: Turns off session timers, refreshes will never be sent.

Session time preference: Specifies how X-Lite uses session timers.

> **Inactive**: Session timers are not used in any session, except when it is explicitly required in the remote request.

> **Optional**: Session timers are used in all sessions whenever the remote party supports and uses it.

> **Required**: Session timers support is a requirement for the remote party to be able to establish a session.

> **Always**: Sessions timers are used in all sessions whether or not the remote party supports or uses it.

Default session time: The default value of the session timer measured in seconds.

Hold Method

Hold method: Change this setting only if your VoIP service provider advises you to.

> Handle hold request in M-line only (latest standard)

> Handle hold request in M-line and C-line (old standard)

Connection Management

Send SIP keep-alives: Typically selected. Instructs X-Lite to send SIP keep-alive messages in order to maintain a "pinhole" through your firewall for SIP messaging.

Use rport: Typically selected.

Use SIP Outbound: Determines X-Lite uses an existing connection.

> **Selected**: X-Lite uses an existing connections by populating the SIP header as specific to RFC 5626. The SIP server should communicate with X-Lite using the same connection if the transport is set to TCP or TLS.

> **Cleared**: X-Lite does not use an existing connection.

Force outbound proxy on all requests: Typically **Cleared**. Use this setting only if you have trouble connecting to the SIP server.

> **Selected**: Requests always go to the outbound proxy configured in **Send outbound via** on the **Account** (Windows) or **General** (Mac) panel. X-Lite never sends the invite directly to the end point. If you select this field, make sure you also set **Send outbound via**.

Windows Outlook account settings

This section describes how to integrate Outlook contacts so they remain in sync.

Outlook account

The user can enable the Outlook account to provide X-Lite with access to the contacts in their address book. The users can map contact addresses to fields in X-Lite in order to make calls and send messages to Outlook contacts. Calls and messages can be made either from X-Lite or from within Outlook.

Settings in the panel

Account

Protocol: Read only. Always specifies Outlook.

Account Details

Outlook profile: The default Outlook profile detected by X-Lite. If Outlook is set up with more than one profile and you want to use a different profile other than the default, you need to change the default profile in Outlook. After you configure the default profile in Outlook, X-Lite detects the profile that you have change to.

Field to use for Softphone address: If you are using SIP for presence, you can set up X-Lite to treat one of the contact fields in Outlook as a SIP address that can be subscribed to.

> ✅ **Softphone address example**
>
> If you select **Business Telephone Number** in this field, any values that are in the **Business Telephone Number** field in Outlook are copied to the **Softphone** field in X-Lite and X-Lite subscribes to the online status of that contact through your SIP account. If an Outlook contact has "2766" in Outlook's **Business Telephone Number** field and your SIP account domain is "domainA.com", X-Lite subscribes to "2766@domainA.com".

Field to use for IM address: If you have an XMPP account, you can set up X-Lite to treat one of the contact fields in Outlooks as an XMPP address that can be subscribed to.

> ✅ **IM address example**
>
> If you select **IM Address** in this field, any values that are in the **IM Address** field in Outlook are copied to the **Instant Message** field in X-Lite and X-Lite subscribes to the online status of that contact through your XMPP account. If an Outlook contact has "aphillips@acphone.com" in Outlook's **IM Address** and the domain of your XMPP account is acphone.com, X-Lite subscribes to "aphillips@acphone.com".

Configuring X-Lite – Preferences

There are two ways of configuring X-Lite – **Account Settings** and **Preferences**.

Account Settings are settings that only apply to an individual account.

Preferences are settings that let you control the way that you work in X-Lite. **Preferences** also contains fields to configure features that apply globally rather than on a per-account basis.

This section describes **Preferences**.

For Windows, click **Preferences** on the **Softphone** menu. For Mac, click **Preferences** from the X-Lite menu on the menu bar.

Preferences: Application panel

This panel lets you set preferences for the general user interface.

Settings in the panel:

General Preferences (Windows)

Language: The language you want the app to run in. Restart X-Lite for the change to take effect. Supported languages are English (US), Dutch, French, German, Italian, Japanese, Portuguese, Russian, Simplified Chinese, and Spanish.

Launch when Windows starts: Determines whether you need to start X-Lite manually.

> **Selected**: X-Lite X-Lite launches when you start Windows.

> **Cleared**: Start X-Lite manually.

Call immediately once a phone number is selected: Restart X-Lite for the change to take effect.

> **Selected**: You can start a X-Lite call without click the **Make a call** button.

> **Cleared**: You must click the **Make a call** button to start a call.

Enable Sign In screen: Only available when you selected **I will manually input my account configuration** on initial start up. Check if you have login credentials. Restart X-Lite for the change to take effect.

> **Selected**: The next time you start X-Lite, you will see the sign in screen.

> **Cleared**: The next time you start X-Lite, you will not see the sign in screen.

Set X-Lite as your default softphone: This works for Windows 7 only. See Setting X-Lite as your default softphone to set X-Lite as your default softphone in Windows 10.

Enable/Disable Outlook integration: See Office integration.

General Preferences (Mac)

Pause iTunes when making or receiving calls:

> **Selected**: X-Lite pauses iTunes when you are using X-Lite to place and receive calls.

> **Cleared**: X-Lite does not pause iTunes when you are using X-Lite to place and receive calls.

Set X-Lite as your default softphone: Determines whether X-Lite is your default softphone.

> **Selected**: X-Lite is your default softphone.

> **Cleared**: X-Lite is not your default softphone.

Call immediately once a phone number is selected: Restart X-Lite for the change to take effect.

> **Selected**: You can start a X-Lite call without click the **Make a call** button.

> **Cleared**: You must click the **Make a call** button to start a call.

Enable Sign In screen: Only available when you selected **I will manually input my account configuration** on initial start up. Check if you have login credentials. Restart X-Lite for the change to take effect.

> **Selected**: The next time you start X-Lite, you will see the sign in screen.

> **Cleared**: The next time you start X-Lite, you will not see the sign in screen.

Messages & Presence

Display idle status if I don't use my computer for:

> **Selected**: X-Lite automatically changes your status to Idle if you have not used your computer for a set amount of time.

> Set the amount of time here. Time is measured in minutes.

In messaging, pressing Enter will: Set the action for pressing `ENTER` when you are composing an IM.

Send the message (Use `SHIFT` + `ENTER` to create a line) (Windows)

Create a new line (Use `SHIFT`+ `ENTER` to send) (Windows)

Send the message (Use `CTRL`+ `ENTER` to create a new line) (Mac)

Create a new line (Use `CTRL`+ `ENTER` to send) (Mac)

Show timestamp on messages: Changing this setting affects all messages in your history.

Selected: X-Lite displays date and time information in the message.

Cleared: Cleared: X-Lite only displays the message content.

You can always hover over a message to get the date and time information.

Show hyperlink preview on messages: X-Lite can display a preview for any hyperlinks that appear in **Messages**.

Selected: X-Lite shows a hyperlink preview in the message.

Cleared: Cleared: X-Lite does not show a hyperlink preview in the message.

Messaging Font Face: Use the drop-down box to select a different font for your messages.

Messaging Font Size: Use the drop-down box to select a font size for your messages.

Default Actions

This section lets you configure the default action for the **Call** and **Transfer** buttons and the action that occurs for double-clicking on a contact.

- You can set the action of the **Call** button to **Call**, **Make a video call**, or **Start a conference**.
- You can set the action for double-clicking to **Call**, **IM**, or **E-mail**.

Button: Use the drop-down list to select the button you want to change the default action for.

Call

Transfer

Default Action: Use the drop-down list to set the action that occurs when you single-click on the **Call** or **Transfer** button.

> Call
>
> Make a video call
>
> Start a conference
>
> Call First
>
> Transfer Now

Action when double-clicking on contact: Use the drop-down list to set the action that occurs when you double-click on a contact.

> Call
>
> IM
>
> E-mail

Preferences: Alerts and sounds panel

This panel lets you change the way you are notified of calls, IMs, and messages.

For information on the device that X-Lite uses for ringing, incoming audio, and incoming video, see Preferences: Devices panel.

Enabling alerts

You can set up X-Lite to send an alert for incoming calls, contacts going online or offline, and incoming IMs. Select **Enable alert displays** to enable alerts for all the actions. Once **Enable alert displays** is selected, you can select whether you would like to receive an alert for each event.

For Windows 10, see Configuring desktop notifications to make sure system notifications are enabled.

Windows

In Windows, you will receive an notification from X-Lite. If you are running Windows 10, you may receive a Windows 10 interactive toast notification or a Windows 7 style

notification. The Windows 10 interactive toast notification is sent when you select **Use Windows notifications** in **Preferences** > **Alerts & Sounds** .

Windows 7 style notification

A X-Lite alert allows you to answer a call, answer a call with video (if the remote party initiated a video call), or decline a call.

Windows 10 interactive toast notifications

With an interactive toast notification, you can answer or decline the call, or you can decline the call and send an IM to the remote party. The incoming call notification displays the name of the remote party and the number they are calling from. If you have more than one SIP account, the notification also displays the account that the call is received on.

Mac

X-Lite uses OS notifications. Make sure that the notifications are set up for X-Lite in the Mac system preferences.

Setting up OS notifications

1. From the menu, click the Apple logo and click **System Preferences** > **Notifications**.

2. Click **X-Lite**.

3. Choose the banner or alert notification style.

You will receive either a banner or alert notification when you have an incoming call or instant message on X-Lite. Banner style notifications appear briefly in the top corner of the screen. They will disappear on their own. Alert styles notifications appear and remain on the screen until you take action on them.

Banner and alert notifications

If you receive a banner notification, you can click on the notification to open the call panel or the **Messages** window.

If you receive an alert style notification for a phone call, you can click **Answer** or **Decline** on the notification or click anywhere else on the notification to open the call panel.

If you receive an alert style notification for an IM, you can click **Close** or click anywhere else on the notification to open the **Messages** window.

Enabling sounds

You can set X-Lite up to play a sound in the following events:

- For an incoming call
- For call waiting
- For auto answer
- For hangup
- For an incoming IM
- When a contact comes online
- When a contact goes offline

Select **Enable sounds** to turn on sounds for all the actions. Once **Enable sounds** is enabled, you can select whether you would like to hear a sound for each event.

You can assign a sound for each event. Click on the event you want to change the alert sound for. Use **Browse** to locate the file you want to use.

Settings in the panel

Alerts

Enable alert displays: Determines if X-Lite displays notifications. Once **Enable alert display** is selected, you can select whether you receive an alert **For an incoming call**, **When a contact comes online**, **When a contact goes offline**, or **For IMs (show alert**

instead of automatically opening the IM window) by selected or clearing the corresponding box.

> **Selected**: You can set up alerts for incoming calls, contact presence, and IMs.

> **Cleared**: X-Lite flashes in the taskbar (Windows) or the Dock (Mac) for incoming calls, contact presence changes, and IMs.

Windows 10 only: A X-Lite sends a Windows 7 style notification or a Windows interactive toast notification.

Use Windows notifications (Windows only): Determines whether X-Lite sends Windows 7 style notifications or Windows 10 interactive toast notifications.

> **Selected**: X-Lite sends Windows 10 interactive toast notifications.

> **Cleared**: X-Lite sends Windows 7 style notifications.

Sounds

Enable sounds: Determines if X-Lite plays sounds for notifications. Once Enable Sounds is selected, you can select whether a sound is played **For an incoming call**, **For call waiting**, **For auto answer**, **For hangup**, **For an incoming IM**, **When a contact comes online** or **When a contact goes offline** by selected or clearing the corresponding box.

> **Selected**: You can set up X-Lite to play sounds for calls, contact presence, and IMs.

> **Cleared**: X-Lite flashes in the taskbar (Windows) or the Dock (Mac).

Windows 10 only: A X-Lite sends a Windows 7 style notification or a Windows interactive toast notification.

Sound preference: If you have enabled sounds for an event, you can select the individual event and choose a sound to play for that event.

Click **Browse** and find the file locations for the sound you want to use.

Click **Reset** to go back to the default sound.

Preferences: Devices panel

This panel lets you select your Speaker and Microphone in Headset Mode and in Speakerphone Mode, and lets you select which device should ring, your Camera, and the maximum resolution for video.

Unless you have made changes in **Devices**, X-Lite automatically detects devices at each startup and selects the most appropriate device for audio and video. Your choices apply at the next start up unless the device is no longer in use, in which case, X-Lite will automatically detect the device to use.

On a new install, X-Lite uses your system default device for the speaker and the microphone.

Test Devices: Opens the Troubleshooting window.

Test Camera: Opens the Video window and shows the image from your camera.

Headset Mode

Change these fields only if you want to override the devices that X-Lite automatically selected.

Speaker: Click the drop-down arrow to see the devices detected by X-Lite. Select the device you want to use for the speaker when you are using a headset.

Microphone: Click the drop-down arrow to see the devices detected by X-Lite. Select the device you want to use for the microphone when you are using a headset.

Speakerphone Mode

Change these fields only if you want to override the devices that X-Lite automatically selected.

Speaker: Click the drop-down arrow to see the devices detected by X-Lite. Select the device you want to use for the speaker when you are in speakerphone mode.

Microphone: Click the drop-down arrow to see the devices detected by X-Lite. Select the device you want to use for the microphone when you are in speakerphone mode.

Reduce echoes from speakers (AEC): Automatic echo cancellation.

> **Selected**: Improves the sound quality. The feature is typically on.

Other Devices

Ring on: Change this field only if you want to override the devices that X-Lite automatically selected.

Click the drop-down arrow to see the devices detected by X-Lite. Select the device where you want to hear the phone ringing.

Camera: Change this field only if you want to override the devices that X-Lite automatically selected.

Click the drop-down arrow to see the devices detected by X-Lite. Select the device you want to use as your video camera.

Max Resolution: Click the drop-down arrow and select the maximum resolution you want to user for your outgoing video.

> **Low (CIF)**: Common Intermediate Format, uses 352 x 240 pixels.

> **Medium (VGA)**: Video graphics array, uses 640 x 480 pixels.

Preferences: Shortcut keys panel (Windows)

X-Lite supports system-wide shortcut keys and keyboard accelerators. This topic describes how to enable shortcut keys. For keyboard accelerators, see X-Lite Desktop keyboard accelerators.

- Shortcut keys work regardless of whether X-Lite is in focus or not. Other applications on your device may interfere with these operations. X-Lite shortcut keys are disabled by default until you enable them under Preferences.
- Keyboard accelerators apply only when X-Lite is in focus. They are keyboard combinations that speed up common interactions with X-Lite. They cannot be enabled/disabled, or customized.

System-wide shortcut keys

Answer call	CTRL+SHIFT+ALT+A

Hang up call	`CTRL+SHIFT+ALT+H`
Focus on X-Lite	`CTRL+SHIFT+ALT+F`
Toggle mute	`CTRL+SHIFT+ALT+M`
Redial	`CTRL+SHIFT+ALT+R`
Dial selected text	`CTRL+SHIFT+ALT+D`
Focus on Joined Screen Share	`CTRL+SHIFT+ALT+S`

On the Shortcut keys panel of the **Preferences** window, select **Enable shortcut keys** to use the shortcuts in X-Lite. You can also enable or disable individual shortcut keys by selecting or clearing **Enable** for each action.

To customize shortcut key combinations

You can change the default shortcut key combinations.

1. Make sure **Enable shortcut keys** is selected and the action you want to change is enabled.

2. Select an **Action** and click **Edit**. The **Edit Shortcut Key** window opens.

3. Select the keys that you want to use in the new combination. Select at least two keys.

4. Type the desired letter or number in the field.

5. Click **Assign**.

You can use the new shortcut key combination for the action you selected.

Shortcut key combination rules

The following rules apply to shortcut key combinations.

- You cannot override a standard Microsoft Windows combination such as `CTRL+ALT+DELETE`.
- The shortcut applies when X-Lite is running, regardless of the application that is in focus.
- If another program uses the same shortcut key combination, the application that was started later has control over that combination.

- If a shortcut key combination is not valid at a particular moment, entering the combination has no effect. For example, `CTRL+SHIFT+ALT+A` has no effect if there is no incoming call on X-Lite.

Preferences: Audio codecs panel

Audio codecs describe the format by which audio streams are compressed for transmission over networks. Each codec has different characteristics and each works better in some situations that others.

Codecs can be categorized as either narrowband, wideband, or super-wideband, and fixed bit rate or variable bit rate.

- Narrowband codecs work with low bandwidth, such as a dial-up Internet connection. These codecs have a sampling rate of 8 kHz.

- Wideband codecs work with high bandwidth and result in better audio quality. Wideband codecs do not work with PSTN numbers. These codecs have a sampling rate of 16 kHz.

- Super-wideband codecs have a sampling rate of 24-48 kHz.

- Fixed bit rate codecs use the same amount of data during the call.

- Variable bit rate codecs use different amounts of data depending on network conditions.

This panel shows all of the codecs that are included in your version of X-Lite. You can enable and disable codecs by clicking on the codec and clicking one of the arrow buttons to move it between the **Available Codecs** column to the **Enabled Codecs** column. You can also view the codec properties by clicking on each codec.

With only one codec enabled, all calls will use that codec. With more than one codec enabled, X-Lite offers the enabled codecs and negotiates a common codec with the other party.

You cannot change the properties of any codecs.

Enable RFC 7261 negotiation: Without this option selected, X-Lite responds with G.729 annexb=y to an incoming invite with G.729 annexb=no. If calls negotiated with the G.729 codec fail, select this option.

Preferences: Video codecs

Video codecs describe the format by which video streams are compressed for transmission over networks. Some codecs require less bandwidth than others but may result in lower video quality.

This panel shows all of the codecs that are included in your version of X-Lite. You can enable and disable codecs by clicking on the codec and clicking one of the arrow buttons to move it between the **Available Codecs** column to the **Enabled Codecs** column. You can also view the codec properties by clicking on each codec.

With only one codec enabled, all calls will use that codec. With more than one codec enabled, X-Lite offers the enabled codecs and negotiates a common codec with the other SIP client. If you do not have a common codec with the other party, video will not be available on the call.

Preferences: Calls

This panel allows you to configure DTMF.

DTMF

Select a method X-Lite uses when using dual-tone multi frequency (DTMF) or interactive voice response.

You may need to change this method if you cannot interact with interactive voice response systems – auto attendants, voice-activated menus. Contact your VoIP service provider or your system administrator for the correct setting.

- Send via RFC 2833
- Send via INFO
- Send in-band
- RFC 2833 and SIP INFO
- In-band and SIP INFO

In-band means that X-Lite encodes DTMF signals in the audio stream as regular sound. Typically, DTMF is not send in-band.

You may want to use in-band if all three conditions apply:

- You own your own gateway.
- One or more gateways do not support RFC 2833 or do not handle it well.
- Your gateway is using codes that reproduce DTMF codes well.

In this case, sending in-band ensures your DTMF tones get through because they bypass the gateway and they are reproduced accurately on the receiving end.

Play DTMF tones back to me

Selected: X-Lite plays key tones through your speaker when you dial.

Cleared: X-Lite does not play key tones.

Reference

This section provides reference information regarding X-Lite.

Troubleshooting

On the **Help** menu, click **Troubleshooting** to display the **Troubleshooting** window.

Devices panel

You can verify that your microphone and speakers are working and can set the volume to a comfortable level without having to place a call.

1. Select the microphone and speakers that you want to use from the drop-down menus.

2. Speak into the microphone. If X-Lite detects sounds, you see **Your microphone works**.

3. Click the **Play** button while listening to the speakers. Drag the volume slider to set the volume to a comfortable level. If your speakers are working, you see **Your speakers work**.

Audio panel

While you are on a phone call, you can test the quality of the audio.

> **Note:** To perform a valid test, you should be on an established call and not on a call attempt.

Video panel

While you are on a video call, you can test the quality of the video.

> **Note:** To perform a valid test, you should be on an established call and not on a call attempt.

Support panel

If you have contacted CounterPath Customer Support in order to troubleshoot a problem, you may have been asked to generate a diagnostic log and send it to CounterPath.

To send a log

1. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.

2. On the **Support** tab, change the log level to **Verbose** by moving the slider next to **View Log** (Windows) or **View Current Log** (Mac).

3. Close the **Troubleshooting** window.

4. Reproduce the problem you were having.

5. Return to the **Support** tab in **Help** > **Troubleshooting**.

6. Click **Send log**. The **Send Log Report** window opens.

7. Type a brief description of the problem you were having and click **Send Log** (Windows) or **Send Log Report**.

X-Lite sends the log to CounterPath.

To view a log

1. On the **Help** menu, click **Troubleshooting**. The **Troubleshooting** window opens.

2. On the **Support** tab, click **View Log** (Windows) or **View Current Log** (Mac).

CounterPath displays the reference number of previous logs. You cannot view the previous logs but the reference number could be helpful when you are talking to customer support. The customer support representative can view the previous logs and can use the reference number to find the correct log.

X-Lite Desktop keyboard accelerators

Keyboard accelerators apply only when X-Lite is in focus. They are keyboard combinations that speed up common interactions with X-Lite. They cannot be enabled/disabled, or customized. They are different from system-wide shortcut keys that can be customized in Windows.

Windows

Making or answering a call

`CTRL+N`: Answer an incoming call

`CTRL+D`: Decline an incoming call

`CTRL+R`: Redial the last number called

`CTRL+R` then `ENTER`: Redial the last number called

`CTRL+E`: End a call or end a conference call (hang up on all participants).

During a call

`CTRL+M`: Mute your voice

`CTRL+H`: Hold or resume a call when the focus is on the call panel

`CTRL+T`: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **Down arrow**: Turn the call volume down when the focus is on the call panel

`F11`: Display the **Video** window in full screen when the focus is on the **Video** windows

During a screen share session

`SHIFT+CTRL+ALT+S`: Bring the screen share window to the front and in focus

Opening a window

`SHIFT+CTRL+M`: pen the **Messages** window

`F8`: Open the **Preferences** window

`CTRL+F9`: Open the **Support** tab in the **Troubleshooting** window

`F1`: Open **Help** in a browser

Exiting

`CTRL+Q`: Quit X-Lite.

Mac

Making or answering a call

`CTRL+N`: Answer an incoming call

`CTRL+D`: Decline an incoming call

`CTRL+R`: Redial the last number called

`CTRL+R` then `ENTER`: Redial the last number called

`CTRL+E`: End a call or end a conference call (hang up on all participants).

During a call

`CTRL+M`: Mute your voice

`CTRL+H`: Hold or resume a call when the focus is on the call panel

`CTRL+T`: Transfer an established call when the focus is on the call panel

↑ **(Up arrow)**: Turn the call volume up when the focus is on the call panel

↓ **(Down arrow)**: Turn the call volume down when the focus is on the call panel

Opening a window

`SHIFT+COMMAND+M`: Open the **Messages** window

`COMMAND+,`: Open the **Preferences** window

`CTRL+F9`: Open the **Support** tab in the **Troubleshooting** window

`SHIFT+COMMAND+V`: Open the **Video** window

`SHIFT+COMMAND+?`: Open **Help** in a browser

Exiting

`COMMAND+Q`: Quit X-Lite.