

Application Note – Installing and setting up the INTEGRA VoIP Windows Application

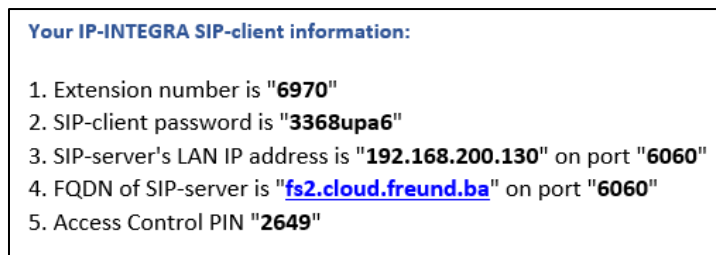


Introduction

This Application note will, in a few steps, describe how to install and set up the INTEGRA VoIP Windows application. It will be described using example values and illustrations.

Step 1

After the correct information is entered into our SIP Server by your IT Manager, you should receive the Welcome mail to the address you provided. It should contain a .pdf file along with the following information:

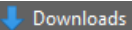


Pictures 1 showing the information received in the Welcome mail

NOTE: Provided information will be required later on in the process of adding the account.

Step 2

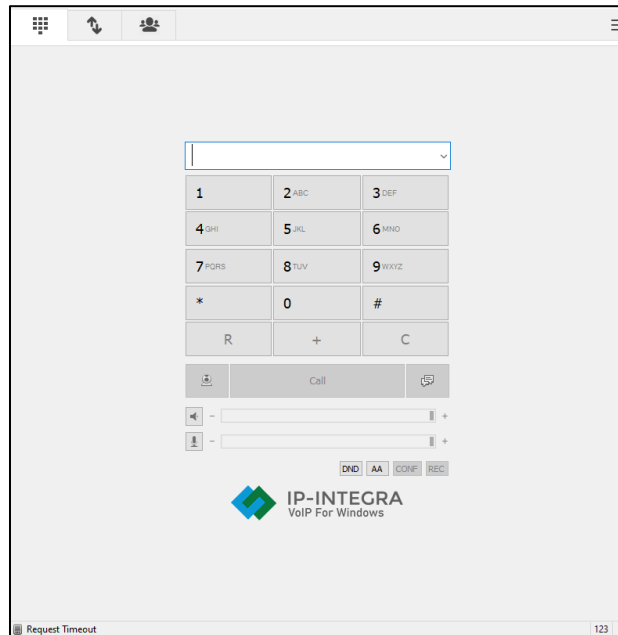
Next step is downloading and installing the IP-INTEGRA Windows VoIP Application. The application is available [here](#).

1. After the downloading has finished, locate the file (default location is Downloads folder in file browser:  Downloads).
2. Extract the installer file named „IP-INTEGRA-VoIPforWindows-3.20.4“ and run it.
3. Setup will guide you through installation.

Step 3

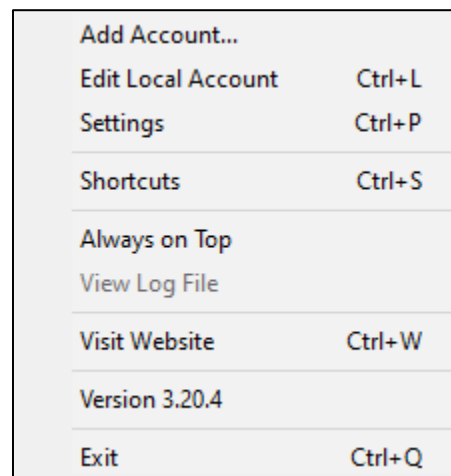
When the application is installed, run it by double clicking on „**IP-INTEGRA VoIP for Windows**“.

Following screen will be displayed:



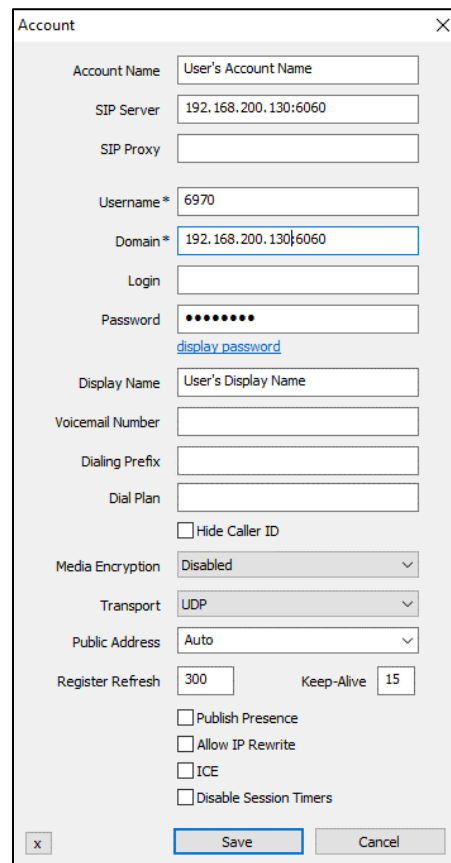
Picture 2 displaying the application

In the top right corner, click on the “hamburger menu” and click on “**Add Account**”.



Application Menu

Following screen will show:



The screenshot shows a window titled "Account" with a close button (X) in the top right corner. The window contains the following fields and options:

- Account Name: User's Account Name
- SIP Server: 192.168.200.130:6060
- SIP Proxy: (empty)
- Username *: 6970
- Domain *: 192.168.200.130:6060 (highlighted with a blue border)
- Login: (empty)
- Password: (masked with dots) with a [display password](#) link below it.
- Display Name: User's Display Name
- Voicemail Number: (empty)
- Dialing Prefix: (empty)
- Dial Plan: (empty)
- ☐ Hide Caller ID
- Media Encryption: Disabled (dropdown menu)
- Transport: UDP (dropdown menu)
- Public Address: Auto (dropdown menu)
- Register Refresh: 300 (input field)
- Keep-Alive: 15 (input field)
- ☐ Publish Presence
- ☐ Allow IP Rewrite
- ☐ ICE
- ☐ Disable Session Timers

At the bottom left is a small "x" button. At the bottom right are "Save" (highlighted with a blue border) and "Cancel" buttons.

Adding the account

In the picture, values are **examples** of how the forms should be filled out with corresponding information provided in the **Welcome mail**.

Account name – Arbitrary name to help user differentiate the accounts if using multiple.

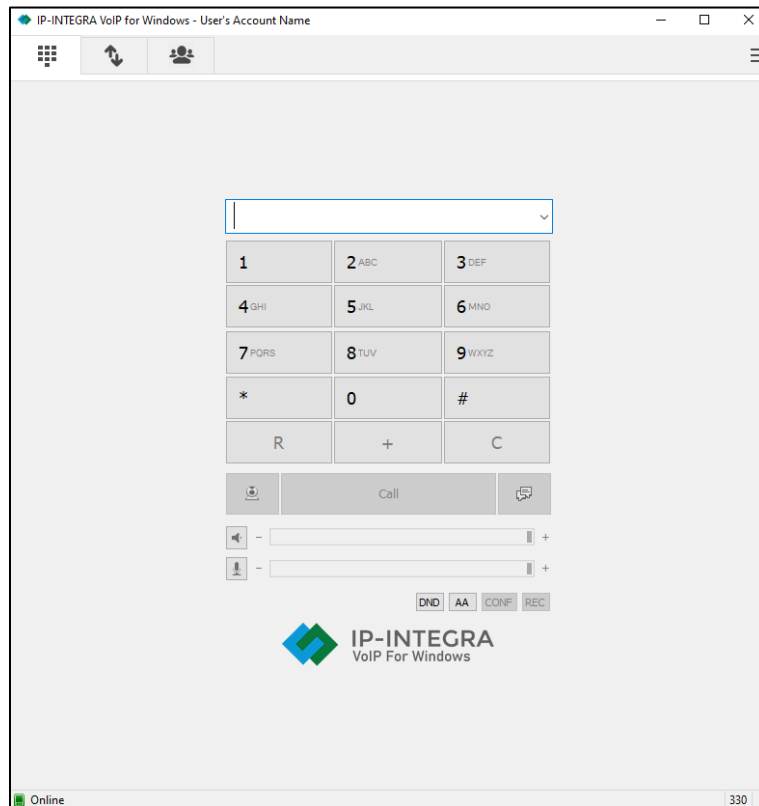
SIP Server – SIP Server's LAN IP Address

Username – Extension number

Password – SIP Client Password

When all the required information has been filled in, click on "**Save**" button on the bottom.

If the forms have been filled out correctly, the following screen will display “**Online**” in the bottom left corner.



Application properly set up

Troubleshooting known problems:

1. Request Timeout error shows when wrong information has been entered while adding the account