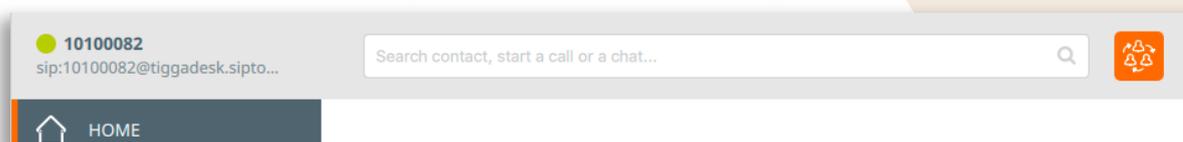


After downloading and installing the Linphone software on your computer, you have to configure the software. This is an easy process that is done in minutes.

*You will find the configuration data that you need in the supervisor account, under 'management' – 'workforce'. click on the 'eye' symbol and look for the field 'Channel Number' (scroll down) and 'Channel Password'. You will need them in below steps.*

1. Open Linphone on your computer
2. Open '**Account Assistant**'
3. Select '**Use a SIP account**'
4. User name: '**Channel Number**'
5. In 'Display Name' you can put your name (optional)
6. SIP domain: '**tiggadesk.siptocall.com**'
7. Password: '**Channel password**'
8. Transport: '**UDP**'
9. Click '**USE**'
10. Go to the left upper corner that shows the current account. If it has a green dot and shows your account (either the Channel Number or the name you have given this account), it has selected the right account. If you see a red dot or an exclamation mark, proceed as follows:
  - a. Click on the left upper corner section
  - b. A pop up box will appear: select your tiggadesk account
  - c. In the left upper corner you will now see your tiggadesk account and a green dot
11. Now make sure that your computer rings when there is an incoming call and that your audio device (e.g. headset) is selected to talk.
  - a. Via the Linphone menu, go to '**Preferences**'
  - b. Choose the '**Audio tab**'
  - c. In '**Audio Parameters**', you can select which device you want to use to call (for instance: your headset)
  - d. Select how you want it to ring: by selecting the build-in output of your computer or your monitor, the phone will ring via the computer or monitor speaker. This ensures that if you are not wearing your headphones, or not looking at your screen, you still hear incoming calls.
    - i. You can select or personalize the ringtone via the '**ring**' option. If you press the play button you can listen to sound of the ringtone
  - e. Click '**OK**'
12. Your Softphone has been configured: the top should have a green lit button and the account.



In the top bar (that states: search contact or start a call or a chat):

- Type in **900900900** hit '**enter**' or
- click the phone symbol at the right (the middle symbol)
- You will hear a message confirming the configuration and stating your Channel Number



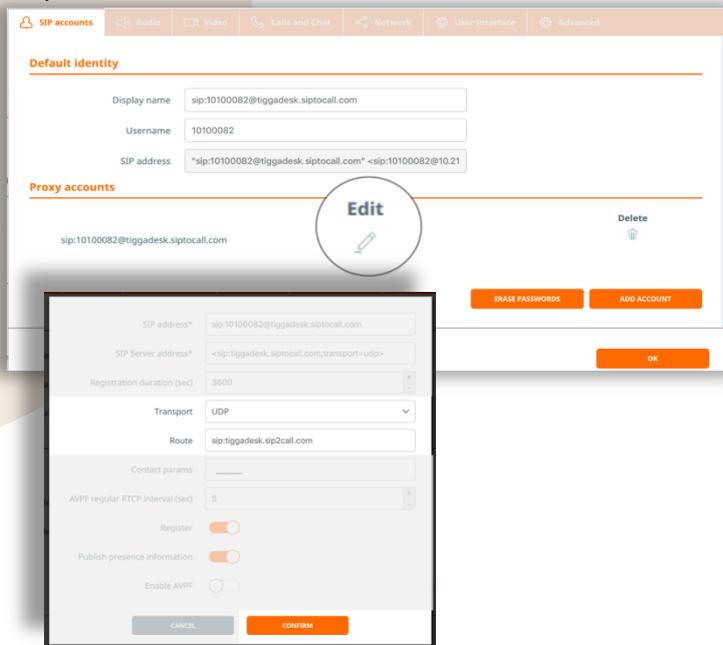
**Keep the Linphone program open.**  
**If closed, tiggadesk cannot deliver calls to your computer.**

- If you close the linphone program, it is like pulling the plug from the wall socket from a traditional phone, or taking out the battery of your mobile phone. In order to make and receive calls via your computer, you have to keep the program and your computer running.
- Even with your Linphone active, no calls will be delivered to your Linphone if you are not logged into the tiggadesk portal. Only when you log into the portal, tiggadesk knows that you are ready to receive calls.

## Trouble Shooting Guide

A . The light is green, but I can't hear anything.

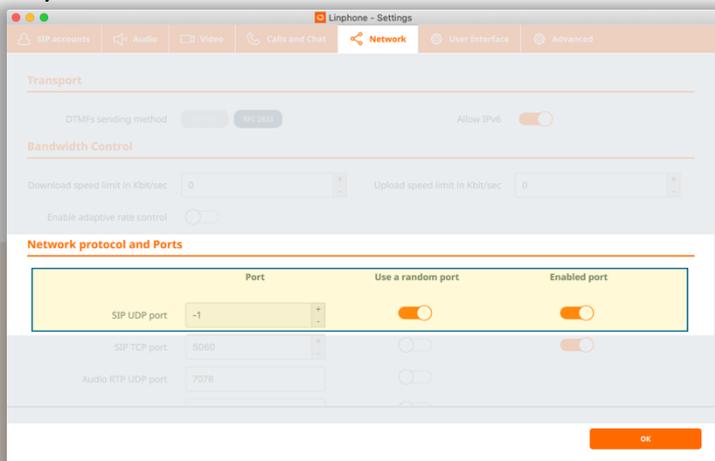
Step 1:



- Go to SIP Accounts (found in 'Preferences' or 'Settings')
- Click on 'Edit'

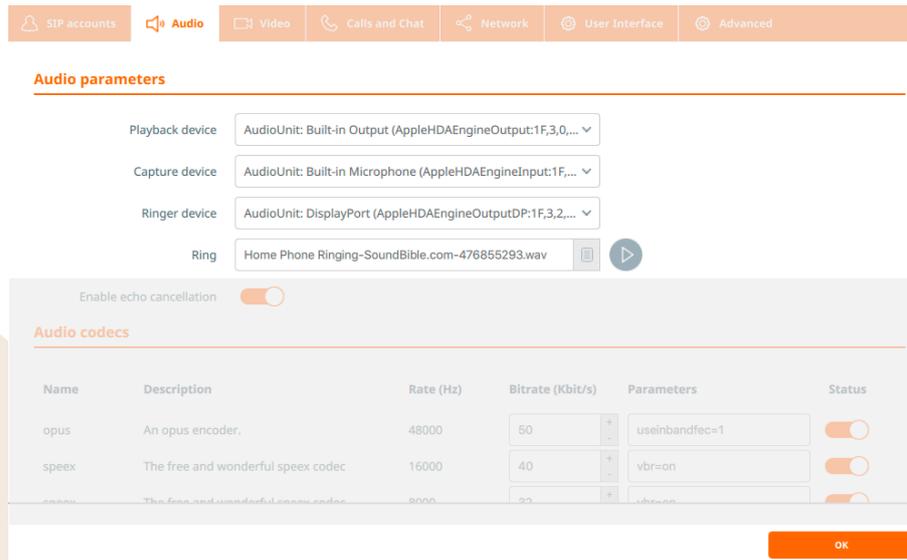
- Check whether 'Transport' to 'UDP'
- In 'Route' enter 'sip:tiggadesk.sip2call.com'
- Press 'Confirm'

Step 2:



- Go to 'Network', under 'Network protocol and Ports'
- For the SIP UDP port 5060, change "Use a random port" to 'Active'
- The SIP UDP port changes from 5060 to -1
- Press 'OK'

## Audio Settings: Microphone, Headset or Ringer not working



### Go to Audio (found in 'Preferences' or 'Settings')

In this section ('Audio Parameters') you can select which sound device you want to use. It works similar to for instance 'Skype' or 'Whatsapp' audio settings.

### Playback device / Capture device

These are like the handset settings of your phone. The playback device is the speaker, the capture device the microphone. If you have a headset connected, select for both options your headset. You can make and answer calls via this headset. If you're working on a laptop, you could also use the laptop speakers and microphone (like a hands-free set).

*Note: In the above example, the speaker has been set to "built-in output" and the microphone to the "built-in microphone".*

### Ringer Device

If you are using a headset, make sure that you can hear the phone and that the ringing is not played in the headset. If you would be away from your computer and headset, you wouldn't notice an incoming call.

*Note: in the above example, the Ringer has been set to a screen that is connected to the laptop ("Display port"). Many external screens have speakers, and when you connect them via HDMI to your computer, you can also use these speakers to sound (ring) when you have an incoming call.*

### Ring

You can set the ringtone like on a mobile phone. Select the \*.wav file you want to use and test by pressing the play button.

## Done? Save your settings – press OK and close and restart Linphone.

After making changes to the audio settings press 'OK' at the right bottom part of the box. In order to make sure that your settings are updated in the program, shutdown Linphone and reopen it. All changes are now active.