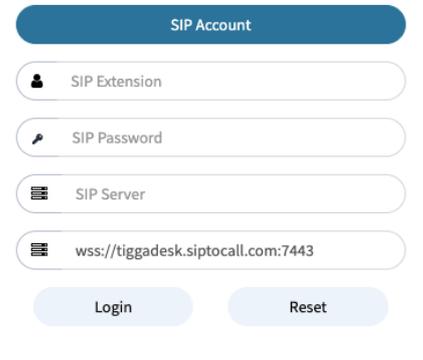
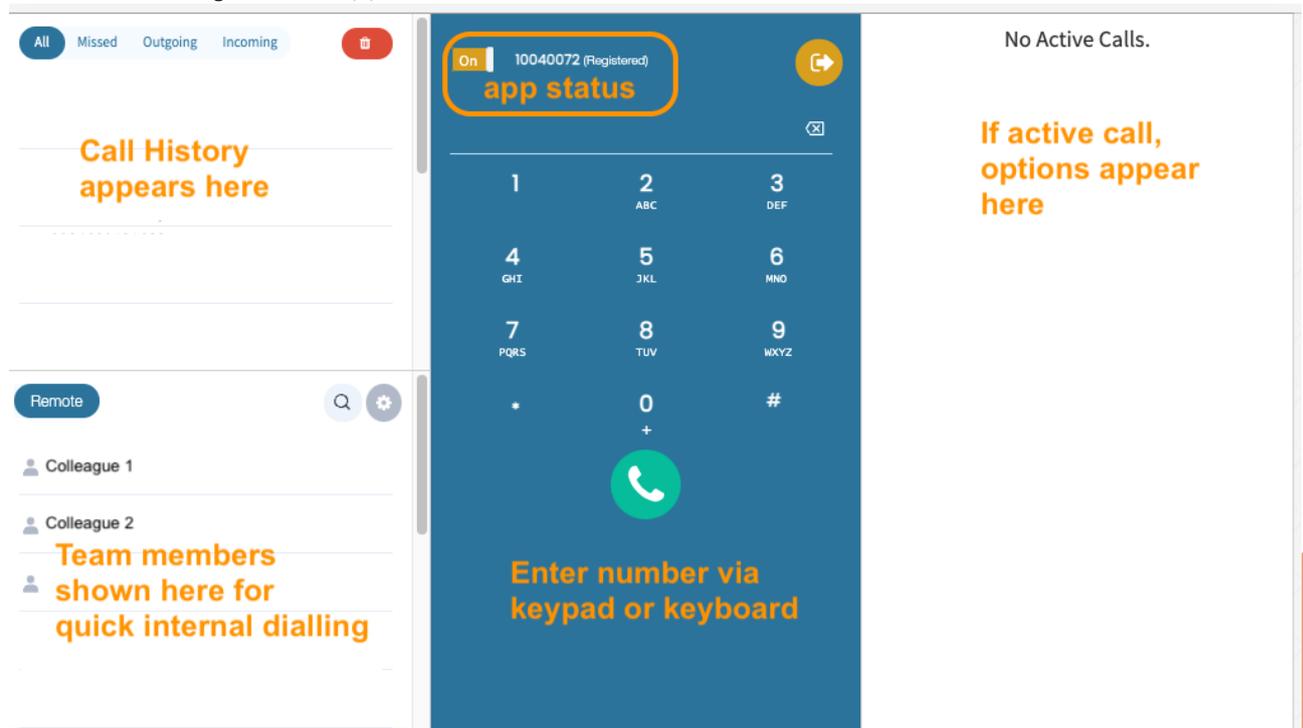


In order to make and receive calls on your laptop or desktop computer, install our special tiggadesk software. Download it from our website, run the dmg package for Apple MacOs or the .exe file for Windows users.

You will find the configuration data that you need in the supervisor or admin accounts.

1. In the 'management' module go to the tab 'workforce'.
2. Find the user you want to configure in the listing
3. Click on the 'eye' symbol (at the left) for that user
4. Scroll down and look for the fields
  - a. SIP domain, SIP Username and SIP Password.
5. We need these to fill in the tiggaphone fields:
  - a. Now fill in SIP Extension (=SIP Username you found)
  - b. Fill in SIP password (=SIP Password)
  - c. Fill in SIP Server (=SIP Domain)
  - d. Fill in the bottom field **WSS server**:  
wss://tiggadesk.siptocall.com:7443
6. Click Login
7. The following screen appears.

8. In the middle blue section check that
  - a. The toggle switch is **orange** and shows "On"
  - b. Next to "On" you see between brackets **(Registered)**
    - i. **If not registered, press the orange button to log out and check the steps 1 to 5 are correct. Log back in.**
9. You're ready to go, now for a final test:
  - Type on your keyboard in 900900900 hit 'enter' or
  - Use the mouse and the blue dialpad on screen
  - You will hear a message confirming the configuration and stating your SIP extension number



Don't log out of tiggaphone.  
If logged out tiggadesk cannot deliver calls to your computer.



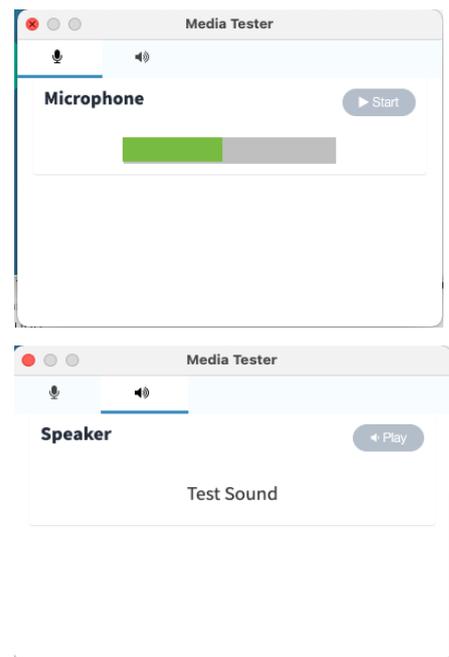
- If you close the tiggaphone app, it is like pulling the plug from the an electric appliance from the socket. In order to make and receive calls on your computer, you have to keep the program and your computer running!
- Even with your tiggaphone active (**On** and **Registered**), no calls will be delivered to your computer 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

### Audio Problem

The settings from step 1-6 are correct, the app shows "**On**" and (**Registered**) but you cannot hear ringing or when you call, there is an audio problem. For instance you cannot hear the other side, or the other side cannot hear you.

1. In the tiggaphone menu, go to Media Tester
2. First we check your microphone:
  - a. Click **Start**
  - b. Talk
  - c. When talking you should see a the grey bar **Turning into green** when it picks up your sound  
If it stays grey, check the settings of your Headset/microphone in your computer's "**Sound Settings**" or "**Sound Preferences**"
3. Secondly we check your Speaker/headphones
4. In the media tester, click on the speaker symbol
5. Press 'Play'
6. You should hear an old fashioned telephone ringing sound
  - a. If you hear nothing, check the volume and device Chosen in your computer's "**Sound Settings**" or "**Sound Preferences**"



### B. Installation Problems

Some mac or windows versions don't allow third party software to be installed. This depends on your security settings and is easy to solve.

1. Go to System or System Preferences
2. Search for Privacy or Security Setttings
3. Find 'Allow apps downloaded from'
4. Give Permission
5. Continue installation.