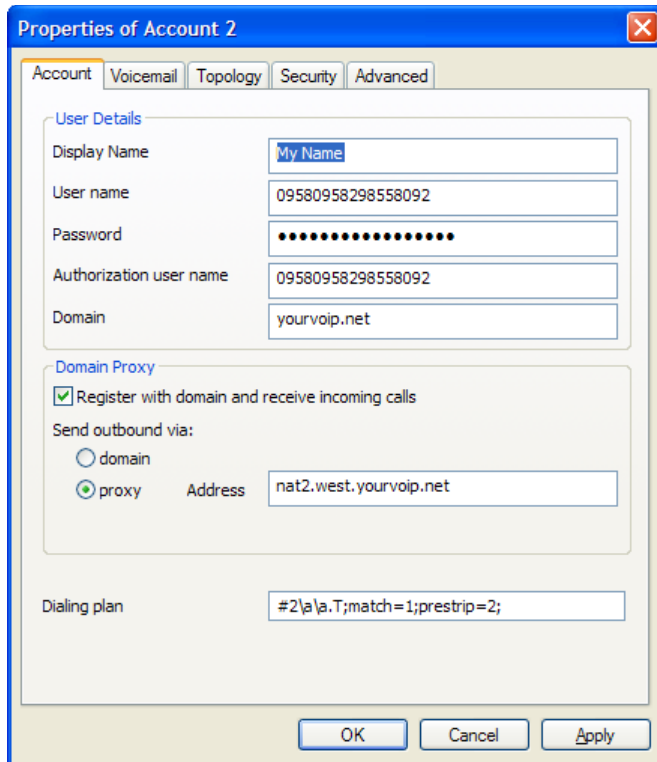


This guide will demonstrate how to configure the CounterPath eyebeam Softphone for Velocity Network's Broadsoft Hosted VoIP. Velocity Network will need to configure your VoIP seat to use a softphone and provide you with your username and password.

1. Download and install the eyebeam soft phone from the CounterPath website <http://www.counterpath.com/eyebeam.html>
2. Launch the application from your desk top or applications folder
3. Before you go any further you will need to call Velocity Networks or your VoIP admin to have your seat configured for a soft phone and get your **SIP ID**.
4. Configure a SIP Account a.
 - a. Account Tab (figure 1)
 - i. Select ADD and the properties window will open up
 - ii. User Details
 1. Display Name: (either your name or your phone number)
 2. Username: **SIP ID** provided by Velocity
 3. Password: **SIP ID** provided by Velocity
 4. Authorization user name: **SIP ID** provided by Velocity
 5. Domain: **yourvoip.net**
 - iii. Domain Proxy
 1. Check Register with domain and receive incoming calls
 2. Send outbound via: proxy address: **nat2.west.yourvoip.net**
 - iv. Dialing plan: (leave default)
5. Select Apply and OK
6. You will now see your new configuration in the SIP Accounts (figure 2)
7. Select Close
8. Your softphone should now attempt to register, and the display will show ready (figure 3).
9. If your phone does not register try the trouble shooting tips below or call Velocity Networks support 800-404-5407 for assistance.

Trouble Shooting Unable to register:

1. Confirm settings
 - a. SIP ID is the username, password and Auth name
 - b. Domain: yourvoip.net
 - c. Proxy Address: nat2. West.yourvoip.net
2. STUN server, some connections need assistance with NAT traversal and you may require a STUN server. A free STUN server is available at stun.xten.com, you can configure this in the Topology Tab of your SIP Account Properties. (figure 4)
3. Disable ICE. Sometimes this setting can prevent registration; it can be unchecked in the Topology Tab of your SIP Account Properties.

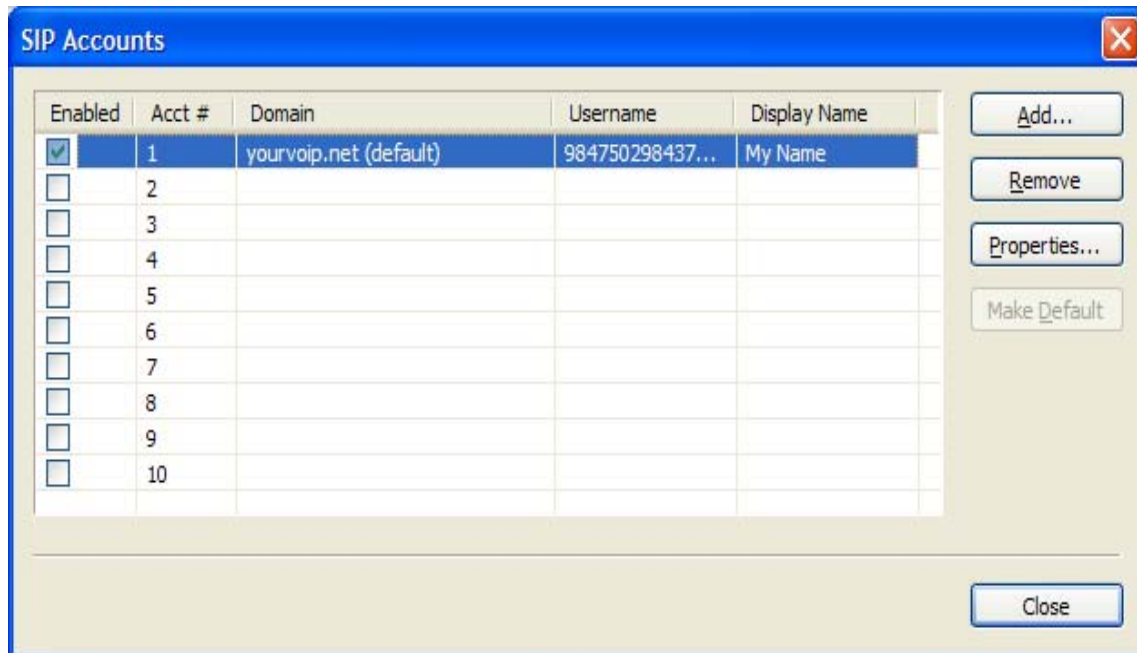


The screenshot shows the 'Properties of Account 2' dialog box with the following fields and options:

- Account** (selected tab): Voicemail, Topology, Security, Advanced
- User Details**
 - Display Name: My Name
 - User name: 09580958298558092
 - Password: [Redacted]
 - Authorization user name: 09580958298558092
 - Domain: yourvoip.net
- Domain Proxy**
 - Register with domain and receive incoming calls
 - Send outbound via:
 - domain
 - proxy Address: nat2.west.yourvoip.net
- Dialing plan**: #2[a\|a.T;match=1;prestrip=2;

Buttons: OK, Cancel, Apply

Figure 1



The screenshot shows the 'SIP Accounts' dialog box with a table of accounts and control buttons.

Enabled	Acct #	Domain	Username	Display Name
<input checked="" type="checkbox"/>	1	yourvoip.net (default)	984750298437...	My Name
<input type="checkbox"/>	2			
<input type="checkbox"/>	3			
<input type="checkbox"/>	4			
<input type="checkbox"/>	5			
<input type="checkbox"/>	6			
<input type="checkbox"/>	7			
<input type="checkbox"/>	8			
<input type="checkbox"/>	9			
<input type="checkbox"/>	10			

Buttons: Add..., Remove, Properties..., Make Default, Close

Figure 2



Figure 3

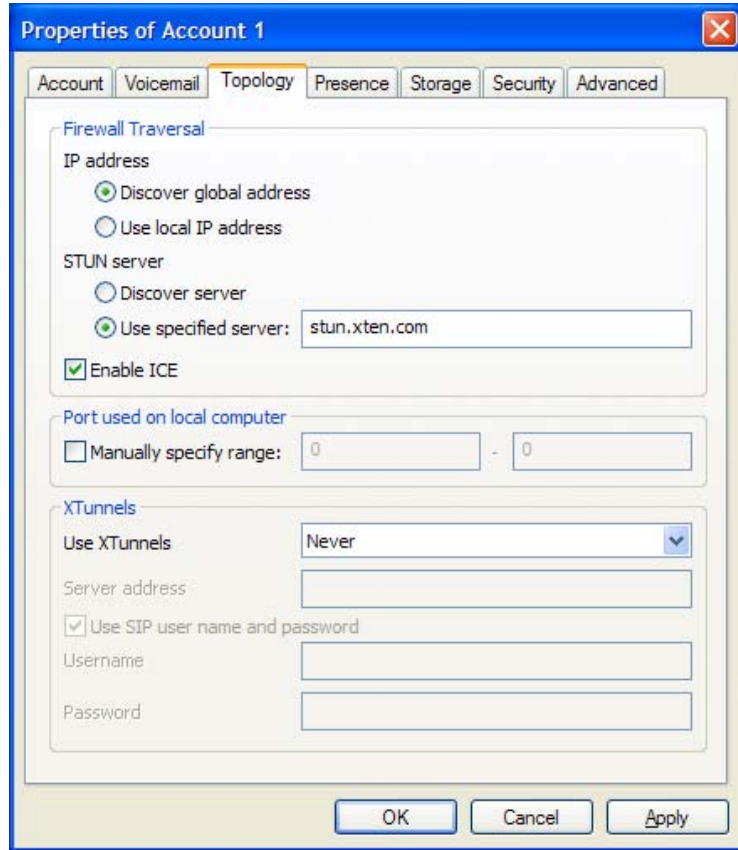


Figure 4