Lightpath Hosted Voice Softphone Settings Information v04-04-14

In order to use a softphone that you have purchased or acquired and have installed on your computer, you will typically need the following settings information:

- Display Name: Your Name
- Username: Your 10 digit telephone number
- Password: Assigned by your Administrator
- Domain:
  - for customers created after 1/1/14:   ssch.lightpathhostedvoice.com
  - for customers created before 12/31/13:   registerh.optimumlightpathvoice.com

Firewall Ports:
Please verify that the following ports are available for access by the softphone for outbound traffic:
- DNS: Port 53 UDP
- HTTP/HTTPS: PORT 80 / 443 TCP
- NTP: Port 123 UDP
- SIP: Port 5060 UDP
- RTP: Port 1024 – 65535 UDP

E911 Mobility Information: If you use your softphone away from the location of your IP Phone, you must update your CURRENT address via the CommPortal in order for your 911 emergency calls to reach the proper emergency personnel.

Please follow these instructions to update your user information via the CommPortal:
- Open the CommPortal via the Web: http://lightpathhostedvoice.com
- Login with your Phone Number and Password.
- Click "Settings" tab.
- Click "Account" tab.
- In the Personal Details section click the "set location" hyperlink.
- Fill in your Name and CURRENT: Street Address, City, State and Zip Code.
- Click "SUBMIT".
- Your telephone number will appear as "READ ONLY".

NOTE: Special characters **!@#$%^&*()** will not be recognized.

If the location cannot be updated you MUST use a land-line to dial 911 until the problem can be resolved.
If you continue to experience any problems, please call
Customer Care at 866-611-3434.

Troubleshooting

Error Messages:
301 - Moved Permanently
Indicates that the user is no longer available at the specified location.
Lightpath needs to be contacted.

401 - Unauthorized
Indicates that the request requires authentication with the server.
This error is not related to the softphone. Either you have entered incorrect login information (username/password), or your account has not been provisioned or set up properly. Lightpath needs to be contacted.

403 - Forbidden
Indicates that the server has received and understood the request but will not provide the service. Either you have incorrect login information, or your account has not been correctly provisioned. Lightpath needs to be contacted.

Why can't my softphone register with my proxy?
Make sure that you have entered your user name (user ID), domain, and password exactly as detailed by Lightpath.
- Make sure you enter your user name, which is always one number with no spaces (i.e. 5165551212).
  - Makes sure you enter the full domain:
    - for customers created after 1/1/14:   ssch.lightpathhostedvoice.com
    - for customers created before 12/31/13:   registerh.optimumlightpathvoice.com
  - Make sure your password is correct. Enter it again just to make sure and make sure your Caps Lock is off on your keyboard.

If you receive a timeout error, make sure that you have an Internet connection. To test for this, try opening a web browser and going to a web page you often use. If you can go to that page, then you have an Internet connection.

The other person can't hear me:
There could be many factors that could lead to having calls with no audio. We recommend verifying the following:
1. Verify that your microphone is properly connected and functioning. Unplug it and plug it in again.
2. Verify that the microphone is currently selected: Go to Preferences | Devices page.
3. Call yourself and start speaking. To verify that your microphone is detecting your voice, see if the microphone meter (the green bar on the call panel) is moving up and down as you speak.
4. Verify the microphone on another application, other than your softphone: Use another application like Windows Sound Recorder (Start | Programs | Accessories | Entertainment). You may need to ensure the microphone is selected as the audio input device in Control Panel | Sounds and Audio Devices | Audio | Sound Recording | Volume.
5. If you still have no audio, verify that the correct Firewall ports are open.