## SOFT PHONE STANDARD OPERATING PROCEDURE (SOP)

## MICROSIP

- 1. Go to http://www.microsip.org/downloads
  - 2. Select MicroSIP-X.XX.X.exe and download.
  - 3. Once downloaded, you may launch the MicroSIP software.
  - 4. Select Menu > Settings and ensure the Enabled Codecs consist the following codecs:
    - a. G.729 8kHz b. G.711 A-law

    - c. G.711 u-law

Settings			×
	Ringing Sound	X	2
	Ring device	Default v	
	Speaker	Default ~	
	Microphone	Default v	
	Audio codecs		2
	Available	Enabled	
	Opus 16 kHz G. 722 16 kHz GSM 8 kHz AMR 8 kHz LBC 8 kHz Speex 32 kHz Speex 16 kHz	G.729 B U/2 G.711 A-law G.711 u-law	
2 🗌 VAI	D 2 DEC	2 Force codec for incoming	
	Camera	Default v P	
	Video codec	Default 🗸	
	Disable H.	264 Bitrate 256	2
	Disable H.	263+ Bitrate 256	2
	Auto answer	No v	2
	Deny incoming	No 🗸	2
	Directory of users		2
2 🗹 Sox	ind events	2 Enable log file	
2 🗹 Sin	gle call mode	2 Enable local account	
2 Ra	ndom position	2 Send crash report	

- Once done, press save and select Menu > Edit Account and fill in the credential 5. as below:
  - a. SIP Server *sip01.nuavox.com*
  - b. **User** for e.g.: 1001
  - c. **Domain** *sip01.nuavox.com*
  - d. **Login** for e.g.: 1001
  - e. Password for e.g.: 123ABcDe59fGHijk
- 6. Once done, you may press save and wait for few seconds. If the registration is successful, it will shows *Connected* at the bottom left of the soft phone; else it will indicate Request Timeout.

🕓 Mio	croSIP - 100	)3 —		×	Account		
Dialpad	Calls	Contacts	Menu 2		Account name		]
		Contacto			SIP server	cyrus.biz.tm	
+	1	<b>2</b> ABC	3 DEF	+	SIP proxy		
	<b>4</b> GHI	5 JKL	<b>6</b> MNO		User*	1003	
•	-		_	-	Domain*	cyrus.biz.tm	
	7 PORS	<b>8</b> TUV	9 wxyz		Login	1003	
	*	0	#		Password	•••••	•
-		_		-		display password	
<u>.</u>	<	+	С	<b>-</b>	Display name		
					Media encryption	Disabled V	
			~		Transport	Auto ~	
					Public address	Auto ~	
0	-M	Call	Ģ			Publish presence	
🖩 Request Timeout			STUN server		]		
						ICE	
						Allow IP rewrite	
					Remove account	Save Cancel	

3 DEF

MESSAGE

## Voice over **Internet Protocol** (VoIP)

Optimizing business processes through modern communication tools.

2.ABC

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