Crux Labs
Simplifying Technology

Installation Instructions for Free Softphone Apps on Mobile and Laptop

Crux LX & VX

Feel free to ask us any questions

via Email: support@crux-labs.com
via Live Chat: www.crux-labs.com
via Phone: +65 6401 3357

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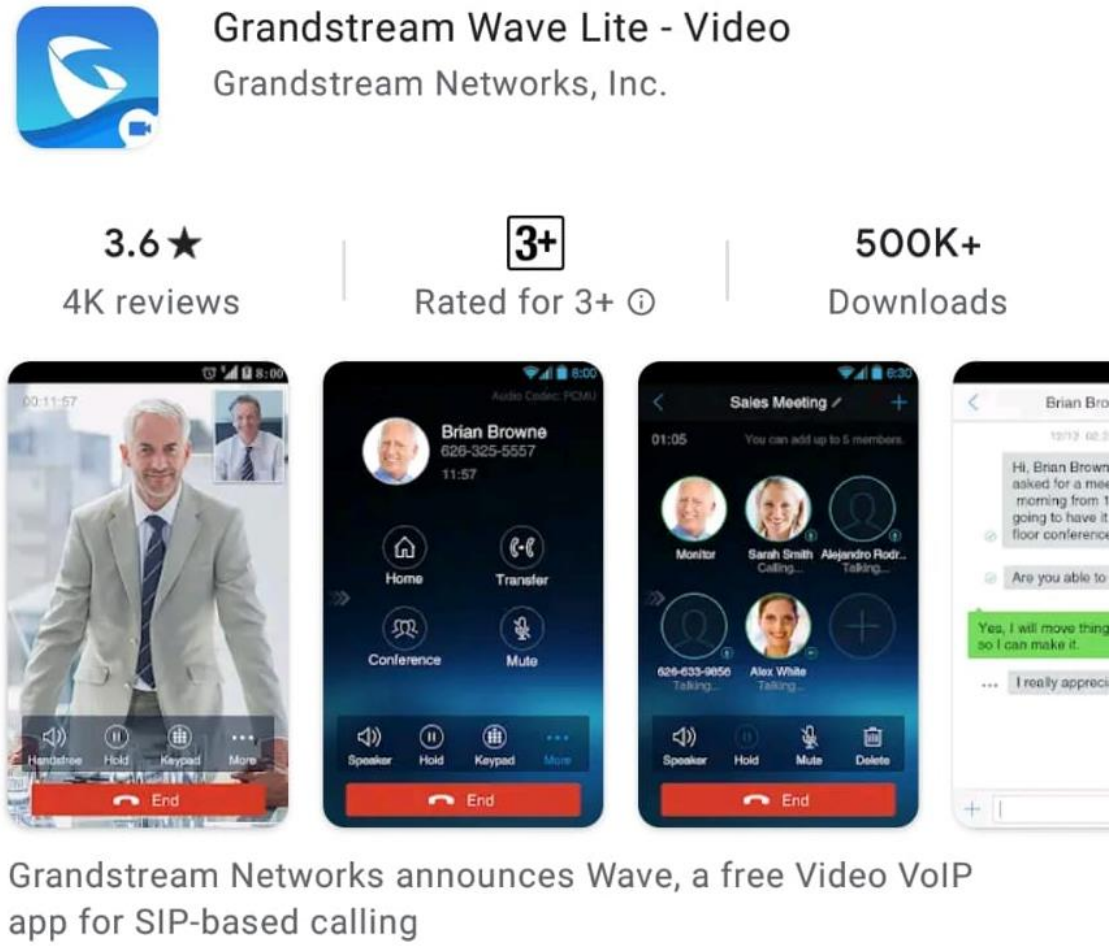
For Mobile #1

Grandstream Wave Lite – Video

Cost: Free

GET IT ON Google Play

Download on the App Store



For Mobile #1

Grandstream Wave Lite – Video

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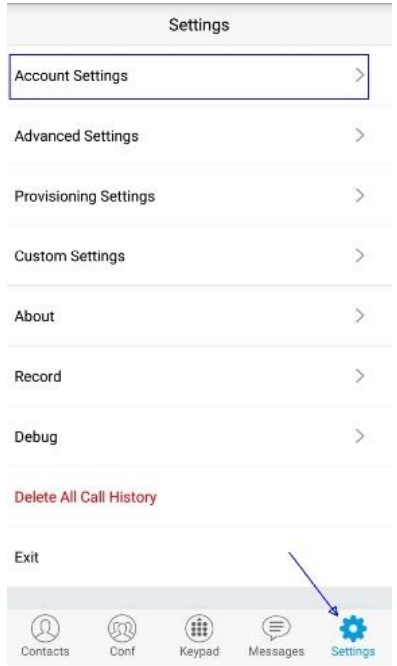
STEP 1 – Download the app **Grandstream Wave Lite – Video** from Google PlayStore or Apple AppStore

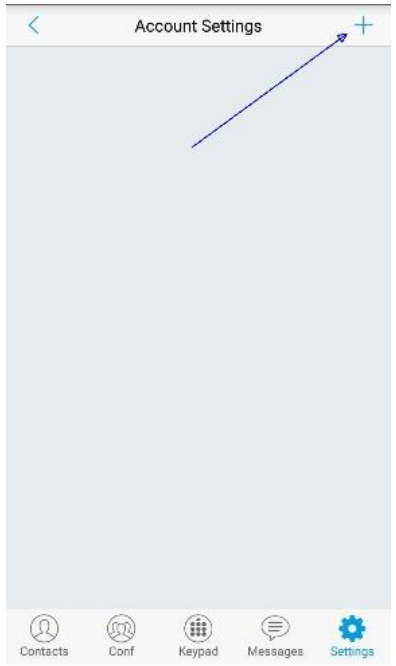
STEP 2 – Open the App and add your Extension as a SIP Account by following screen-by-screen instructions below

STEP 3 *(Go to Settings)*



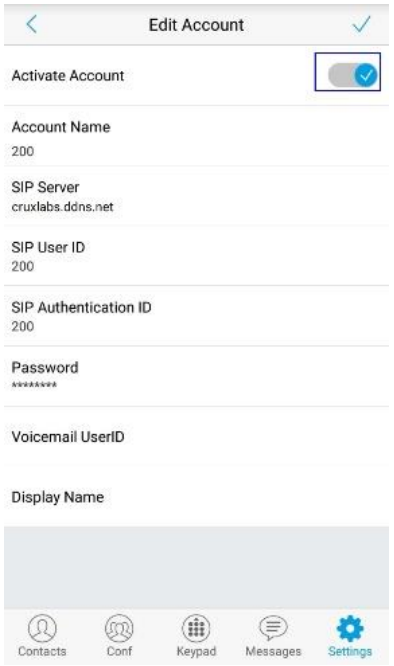
Go to Settings to setup your Extension on this App so that you can use it to make and receive calls

STEP 4 *(Add Account)*



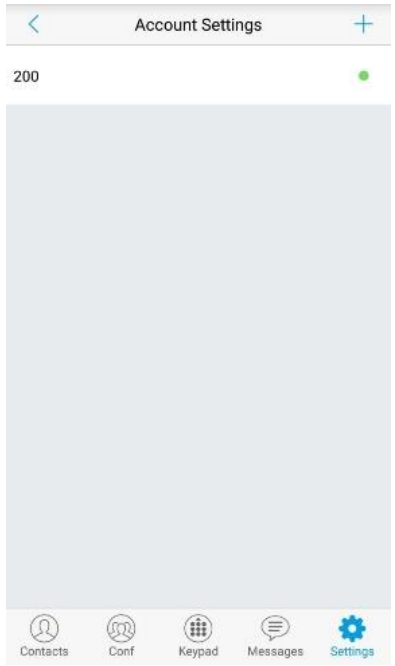
Add an Account to setup your Extension. You can create multiple Accounts if needed

STEP 5 *(Edit Account)*



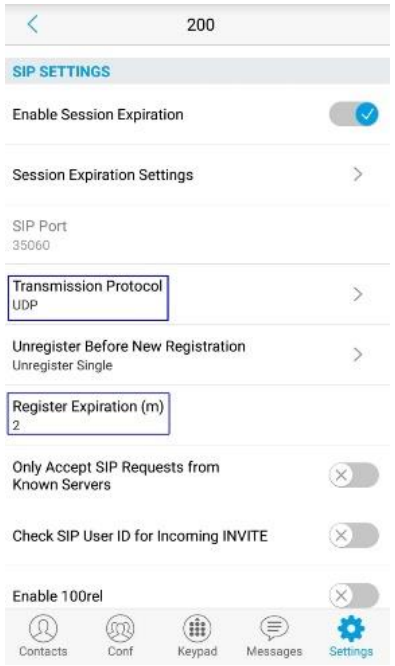
Activate your Account with **Username**, **Password, SIP Server** provided by your Admin or Crux Labs staff

STEP 6 *(Ensure Green Dot)*



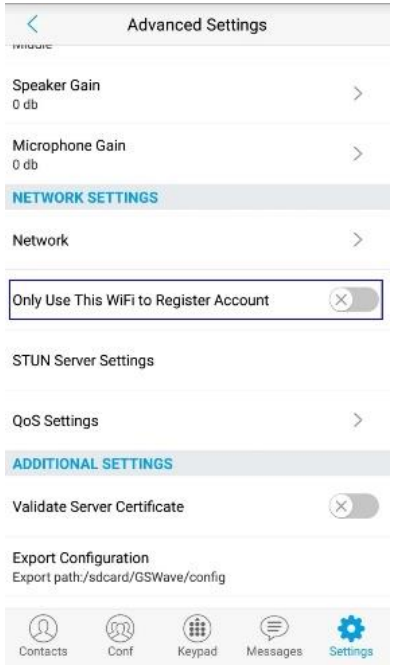
The **Green** Dot indicates **Successful Registration** of the App with Crux. Contact Admin if you get a **Red** Dot

STEP 7 *(Config iPhone)*



On iPhone, edit account again to set Transmission Protocol to **TCP** and Register Expiration to **2**

STEP 8 *(For Mobile Data)*



For the App to work with WiFi as well as Mobile Data, in Advanced Settings **Disable** "Only Wifi" option

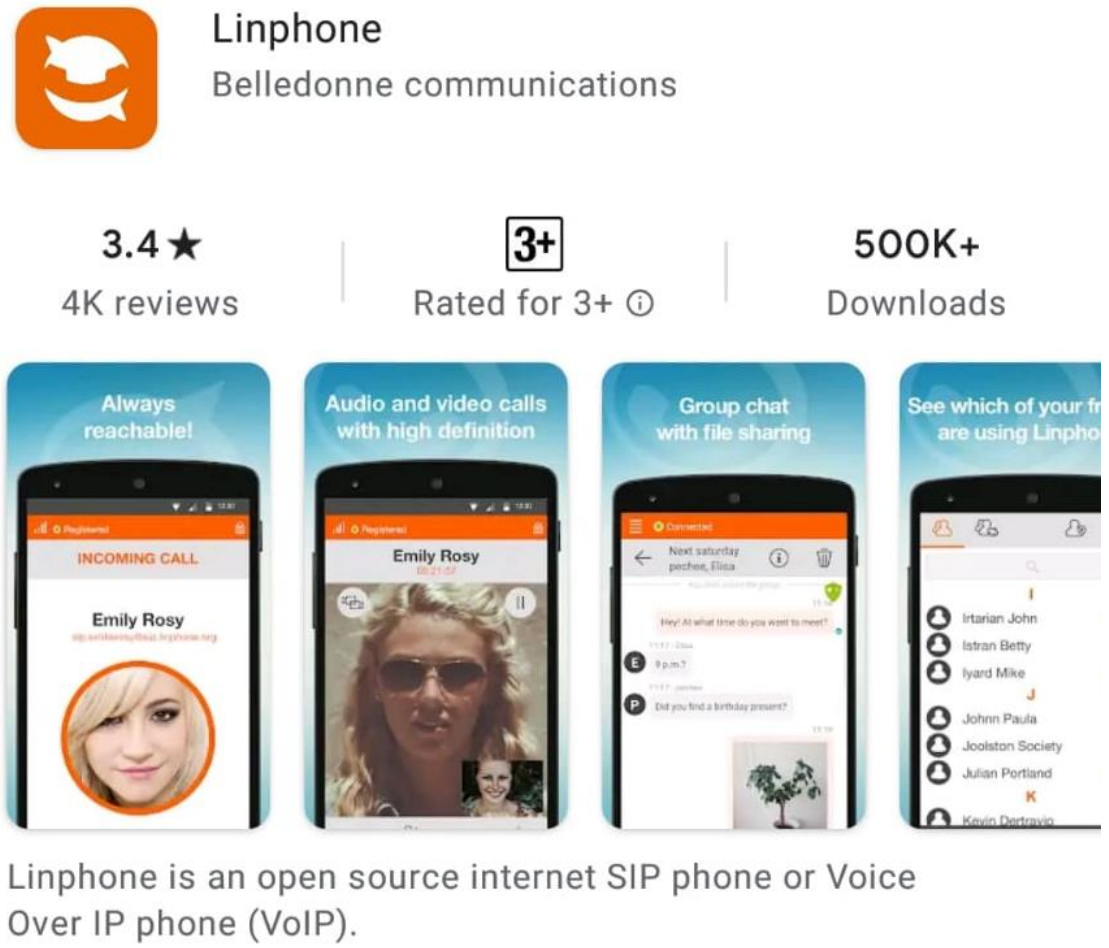
For Mobile #2

Linphone

Cost: Free

GET IT ON Google Play

Download on the App Store



For Mobile #2

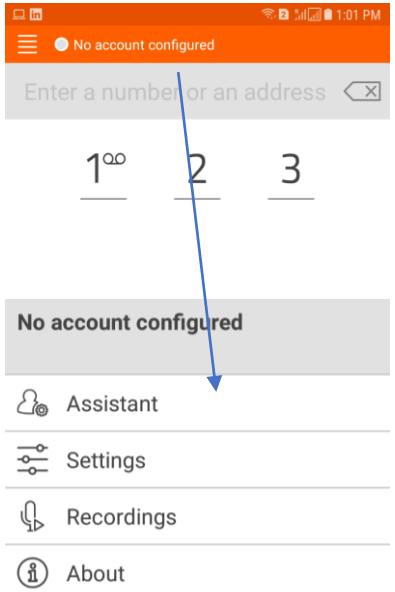
Linphone

Crux Labs
Simplifying Technology

STEP 1 – Download the app **Linphone** from Google PlayStore or Apple AppStore

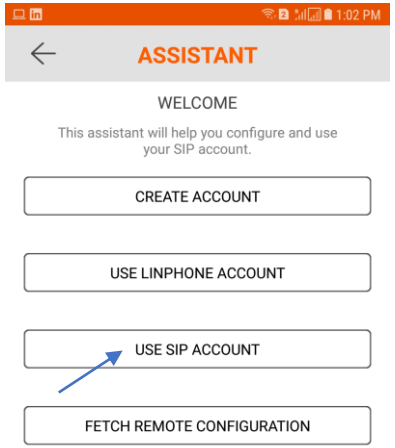
STEP 2 – Open the App and add your Extension as a SIP Account by following screen-by-screen instructions below

STEP 3 *(Go to Settings)*



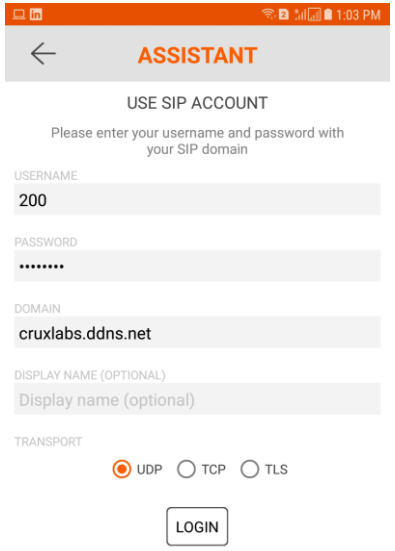
Click the menu option on top and select **Assistant** to setup your Extension to make and receive calls

STEP 4 *(Setup Account)*



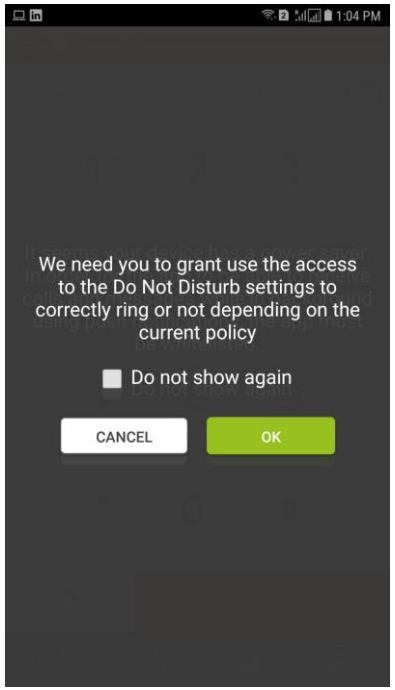
Select **Use SIP Account** to setup your Extension. You can create multiple Accounts if needed

STEP 5 *(Setup Account)*



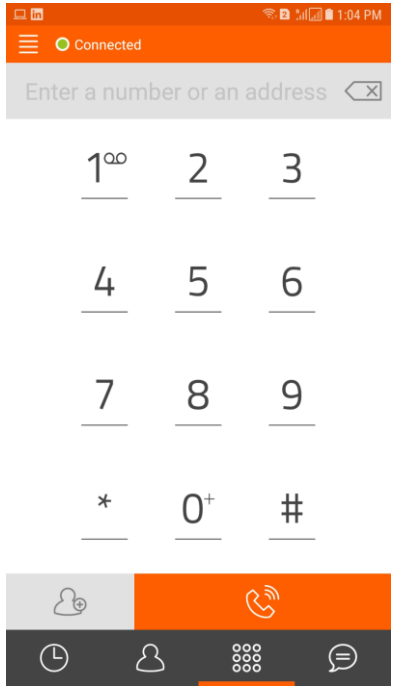
Use **Username**, **Password**, **Domain** provided by your Admin or Crux Labs staff. **TCP** on **iPhone** else **UDP**

STEP 6 *(Config Phone)*



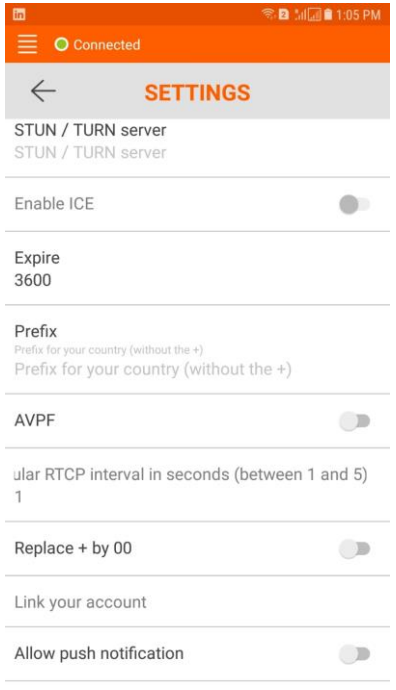
The App may prompt you for certain **permissions** that it requires to run accurately in background

STEP 7 *(Check Green Dot)*



The **Green** Dot indicates **Successful Registration** of the App with Crux. Contact Admin if you get a **Red** Dot

STEP 8 *(Remove Prefix)*



Edit Account and **Remove** any **Prefix** that may be have been auto-appended by the Linphone App

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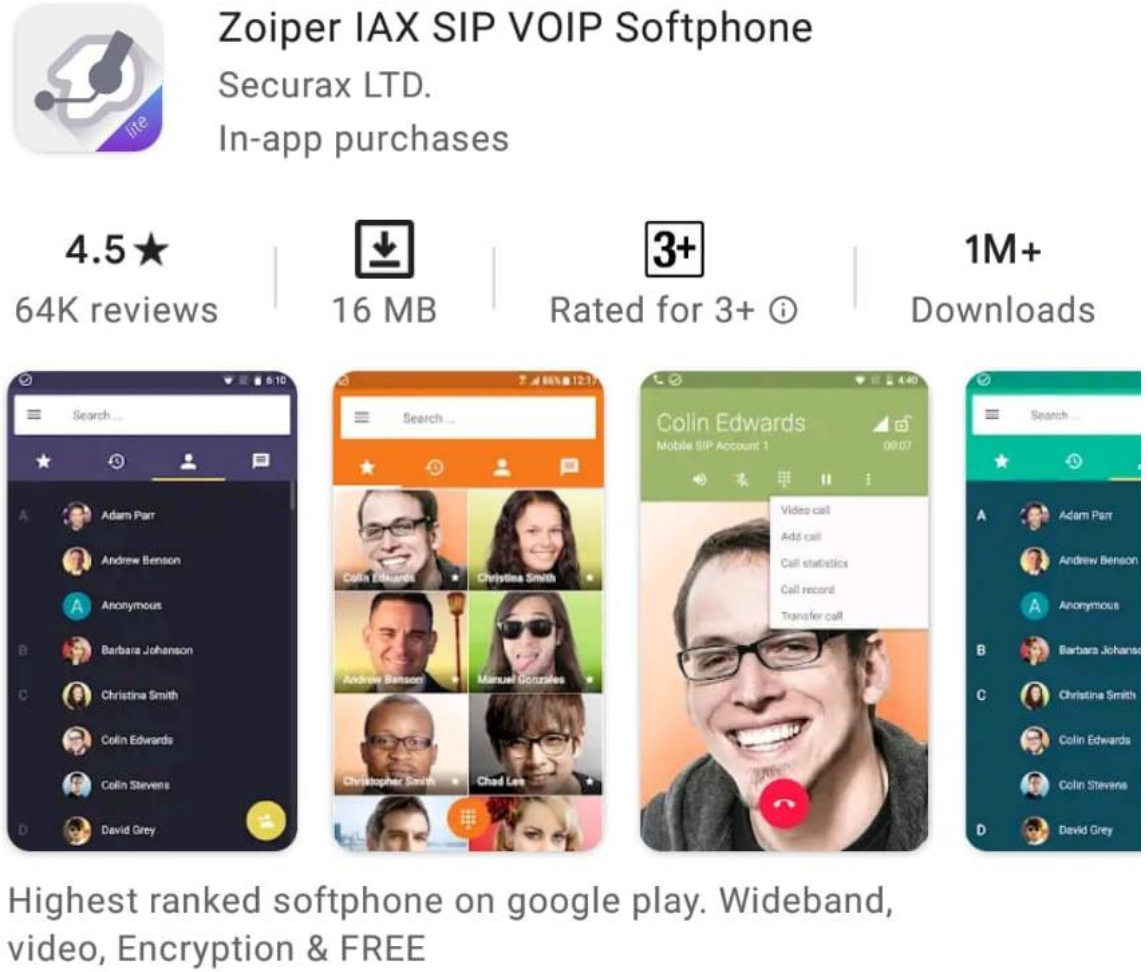
For Mobile #3

Zoiper IAX SIP VOIP Softphone
Zoiper Lite
Cost: Free

GET IT ON Google Play

Download on the App Store



For Mobile #3

Zoiper IAX SIP VOIP Softphone

Crux Labs
Simplifying Technology

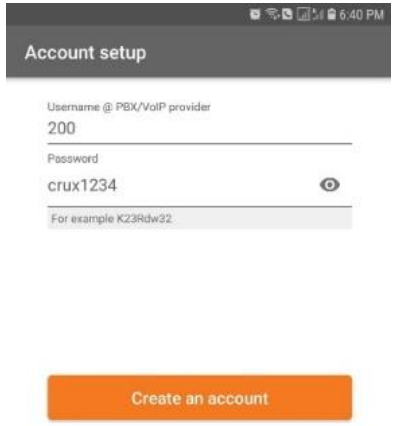
STEP 1 – Download the app **Zoiper IAX SIP VOIP Softphone** from Google PlayStore or Apple AppStore

STEP 2 – Open the App and add your Extension as a SIP Account by following screen-by-screen instructions below

STEP 3 *(Create Account)*

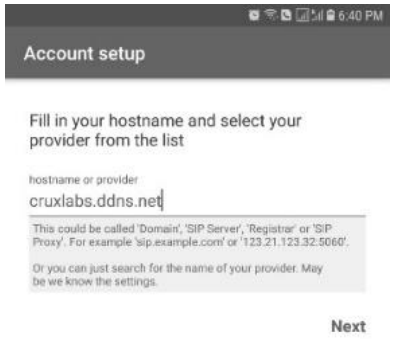
Click **Create an Account** to get started

STEP 4 *(User Credentials)*



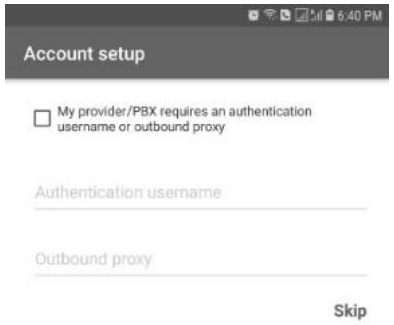
Create an Account using the **Username** & **Password** provided by your Admin or Crux Labs staff

STEP 5 *(Hostname)*



Fill in the **Hostname** provided by your Admin or Crux Labs staff. This is the Crux URL or IP address

STEP 6 *(Skip Screen)*

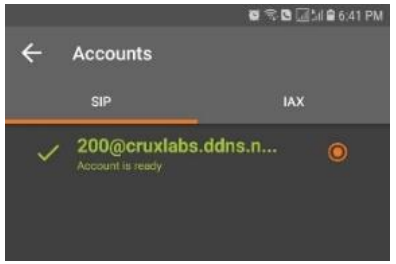


Nothing to be done on this screen. **Skip** this Screen

STEP 7 *(Select Transport)*

On **Android**, select Transport as SIP UDP. On **iPhone**, select Transport as SIP TCP if it is **Green**

STEP 8 *(Get a Green Tick)*



The **Green** tick indicates **Successful Registration** of the App with Crux. Contact Admin if you get a **Red** tick

Crux Labs
Simplifying Technology

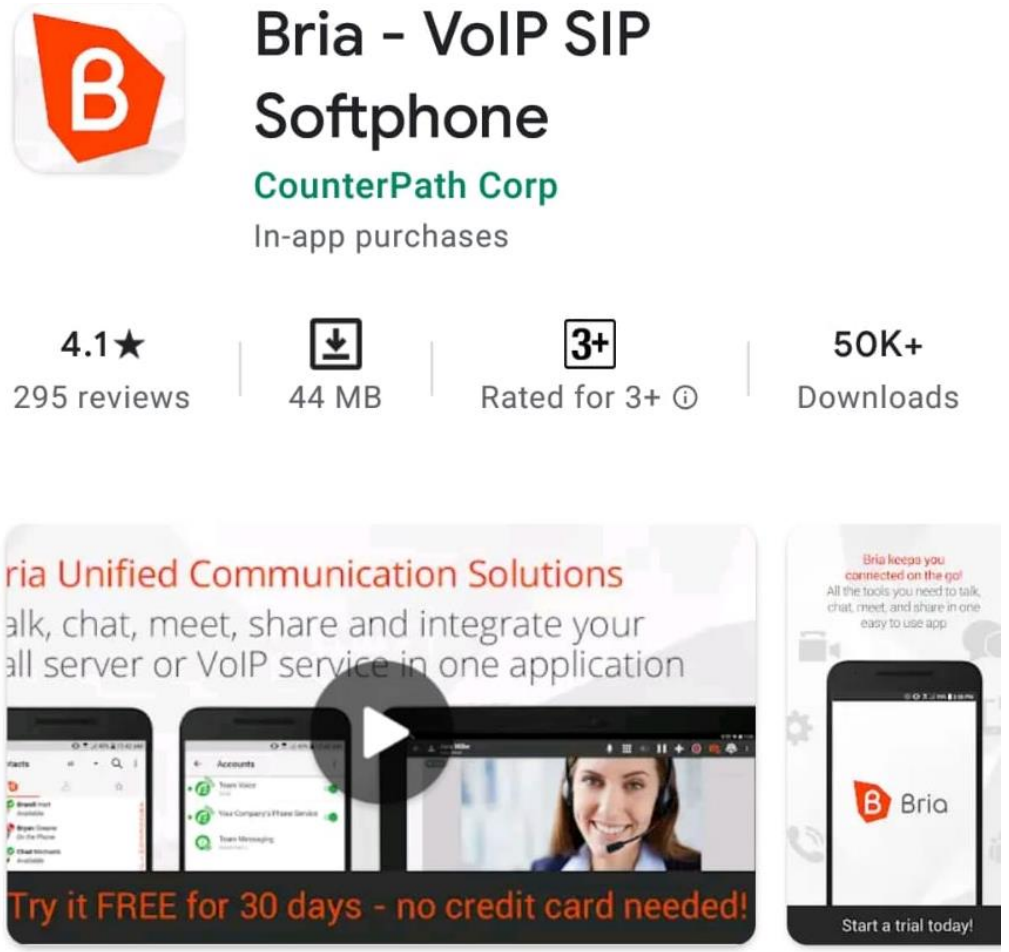
For Mobile #4

Bria – VoIP SIP Softphone

Cost: Free

GET IT ON Google Play

Download on the App Store



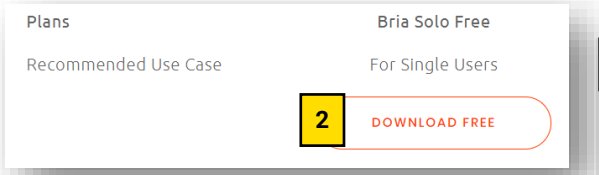
For Mobile #4

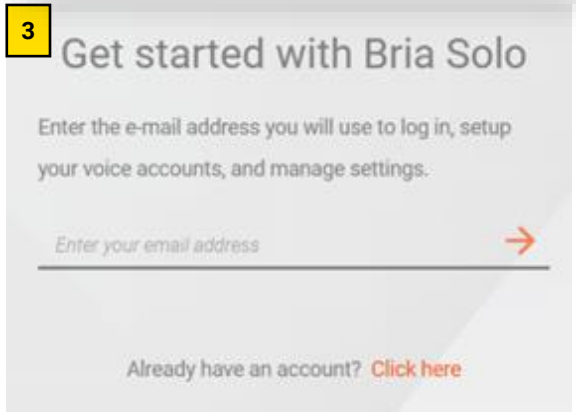
Bria – VoIP SIP Softphone

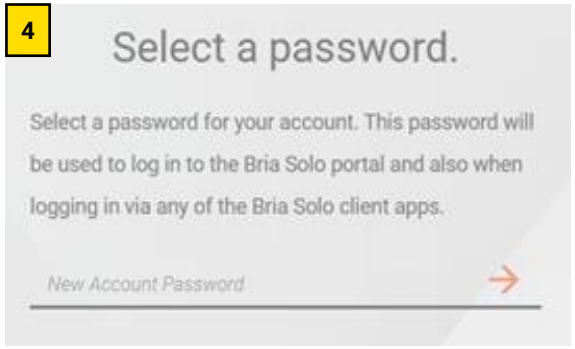
Crux Labs
Simplifying Technology

STEP 1 – Sign-up for **Bria Solo Free account for Individuals** at https://www.counterpath.com/plan-select-solo/

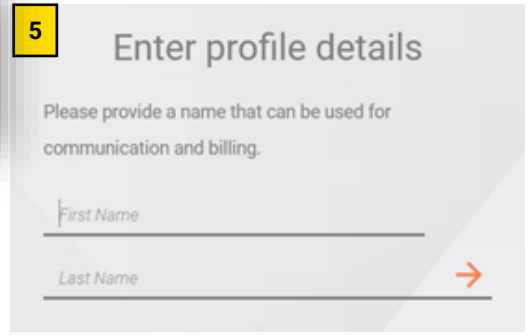
STEP 2, 3 & 4 *(Create Login & Password)*

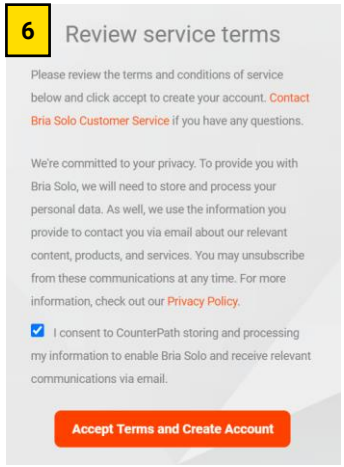






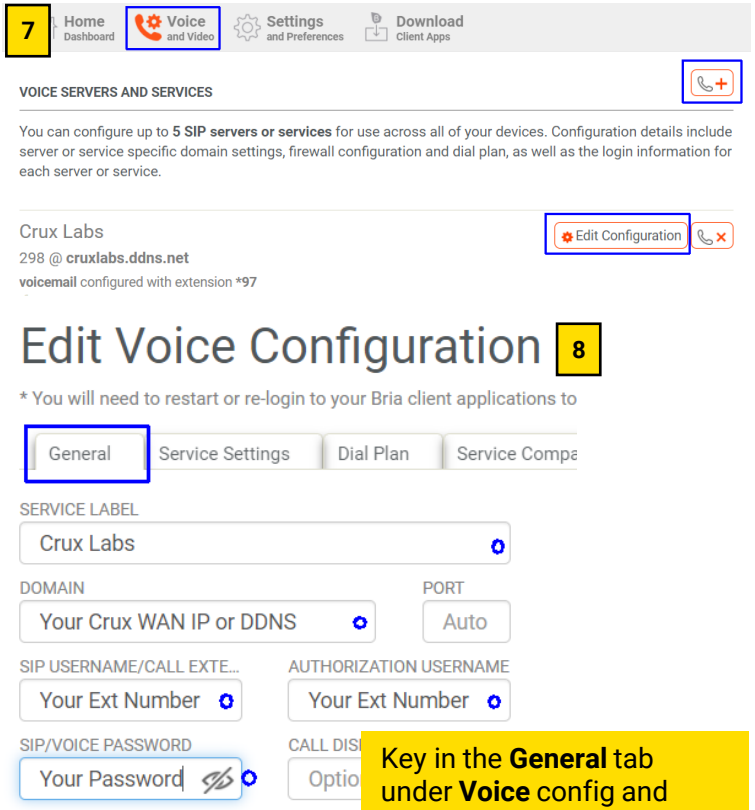
4 & 5 *(Enter Name and Accept T&C)*





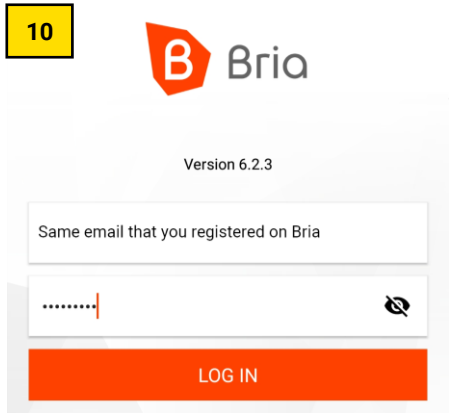
STEP 9 – Download the app **Bria – VoIP SIP Softphone** from Google PlayStore or Apple AppStore

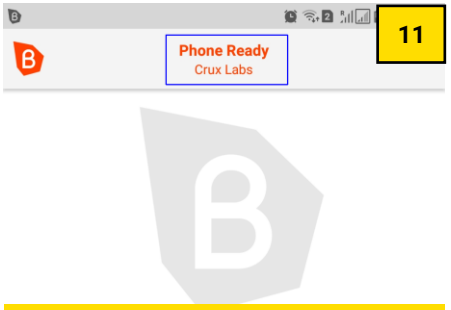
7 & 8 *(Edit Voice Configuration, then setup General)*



Key in the **General** tab under **Voice** config and input your extension details in the boxes marked **blue**

STEP 10 & 11 *(Login, Get Phone Ready)*





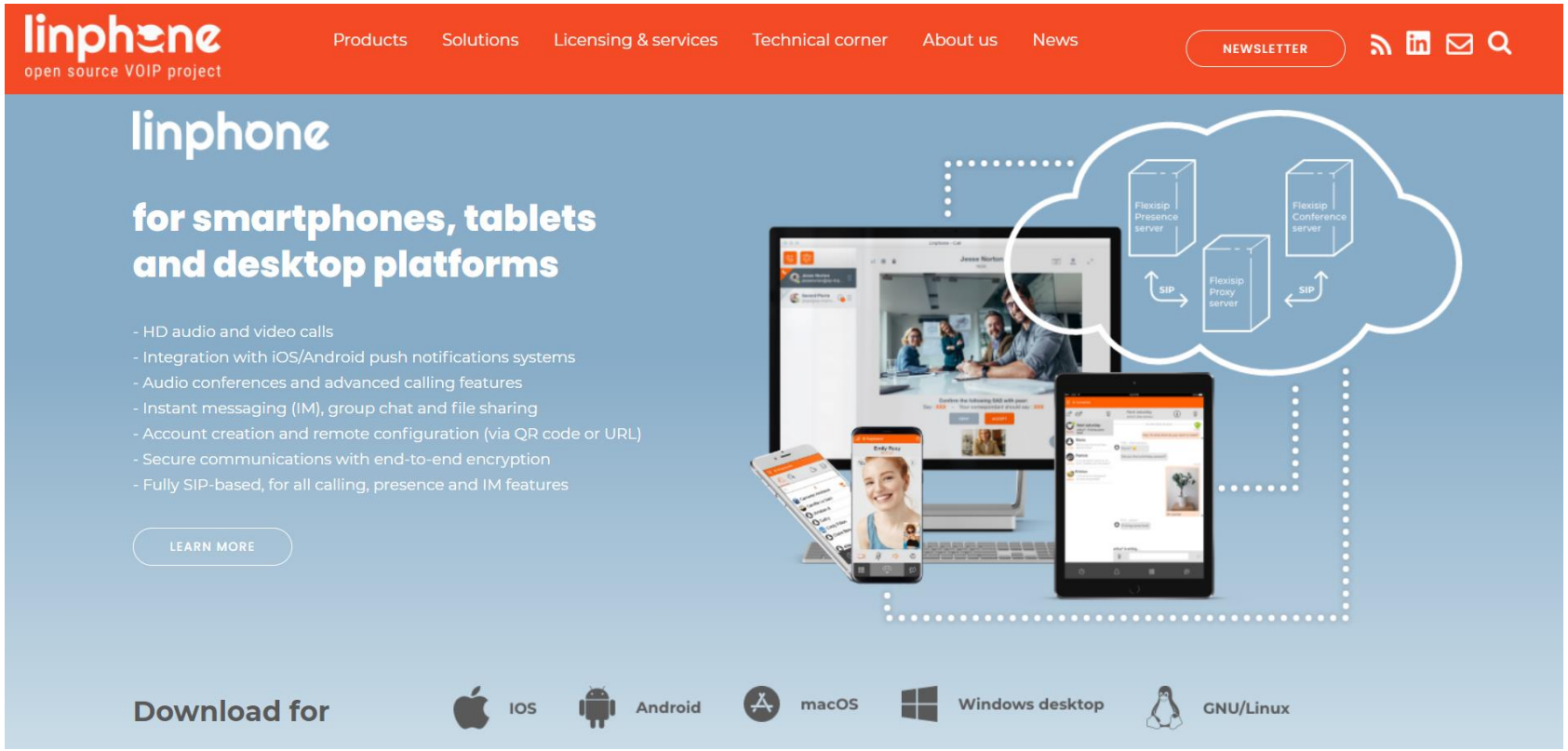
The **Phone Ready** status shows **Successful Registration** of the App with Crux. Contact Admin if you do not get the Ready status.

For Laptop #1

Windows
MacOS
Linux

Linphone 4.1.1
Cost: Free

Download from
www.linphone.org



For Laptop #1

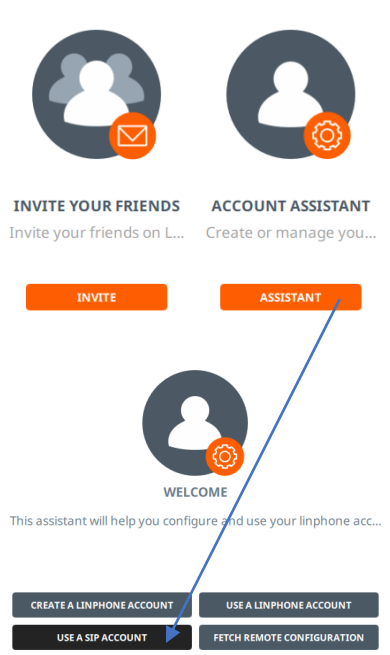
Linphone

Crux Labs
Simplifying Technology

STEP 1 – Download the app **Linphone** from Google PlayStore or Apple AppStore

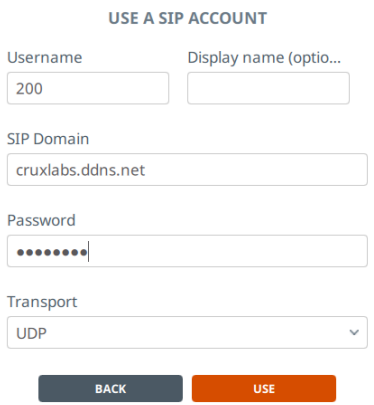
STEP 2 – Open the App and add your Extension as a SIP Account by following screen-by-screen instructions below

STEP 3 *(Use SIP Account)*



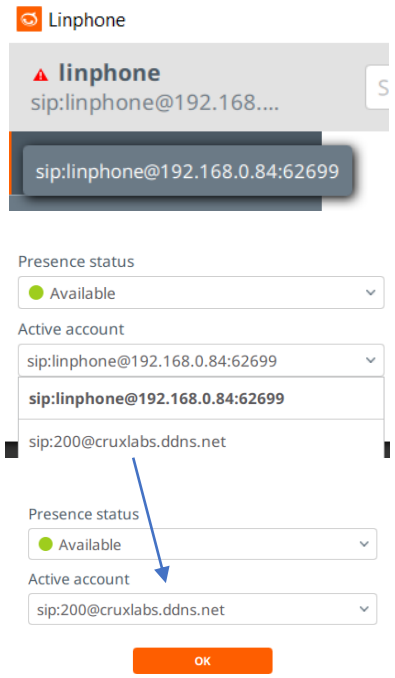
Click on **Home** tab on top-left column, then select **Assistant,** and **Use SIP Account** to start the setup

STEP 4 *(Setup Account)*



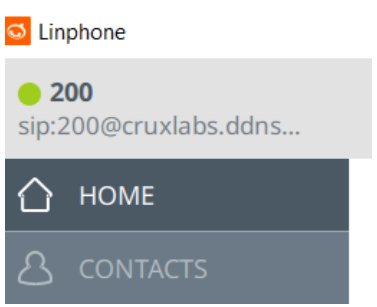
Key in **Username**, **SIP Domain**, **Password** given by your Admin or Crux Labs staff. Transport **UDP**

STEP 5 *(Select Account)*



Linphone App comes with a default Account. Click on top-left corner to change & **Select** your **Crux Account**

STEP 6 *(Check Green Dot)*

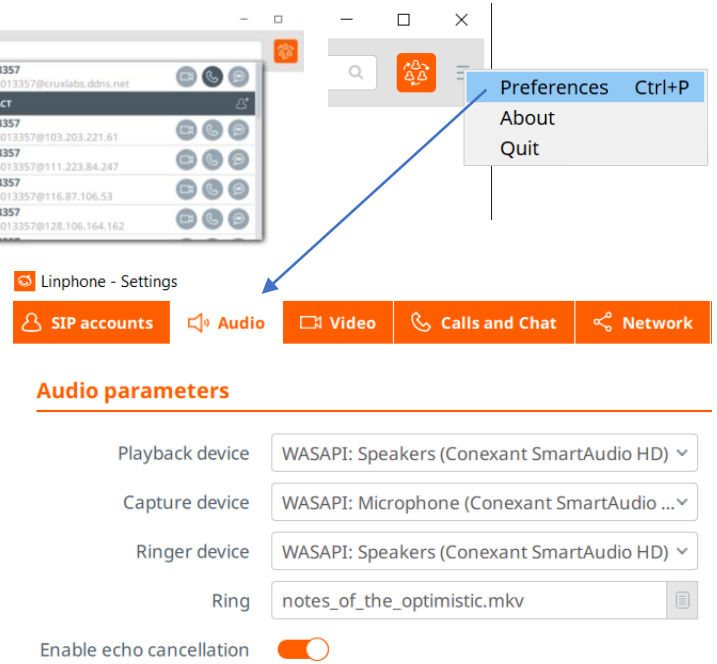


The **Green** Dot indicates **Successful Registration** of the App with Crux. Contact Admin if you get a **Red** Dot

STEP 7 *(Start Your Calls)*

Type the phone number in the text input box on top of the App window and press **Call Icon** to make a call

STEP 8 *(Mic & Speaker)*



If using an external **Mic** or **Speaker** or **Headset**, go to the **Audio** tab under **Preferences** for selection

Crux Labs
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For Laptop #2

Windows
MacOS

Bria – VoIP SIP Softphone

Cost: Free

Download after you create account at
https://solo.softphone.com/login

CounterPath

Bria Solo is the New X-Lite Softphone

Combining voice and video calls in a user-friendly interface, CounterPath Bria Solo softphones help you seamlessly transition from a traditional phone environment to the world of Voice over IP.

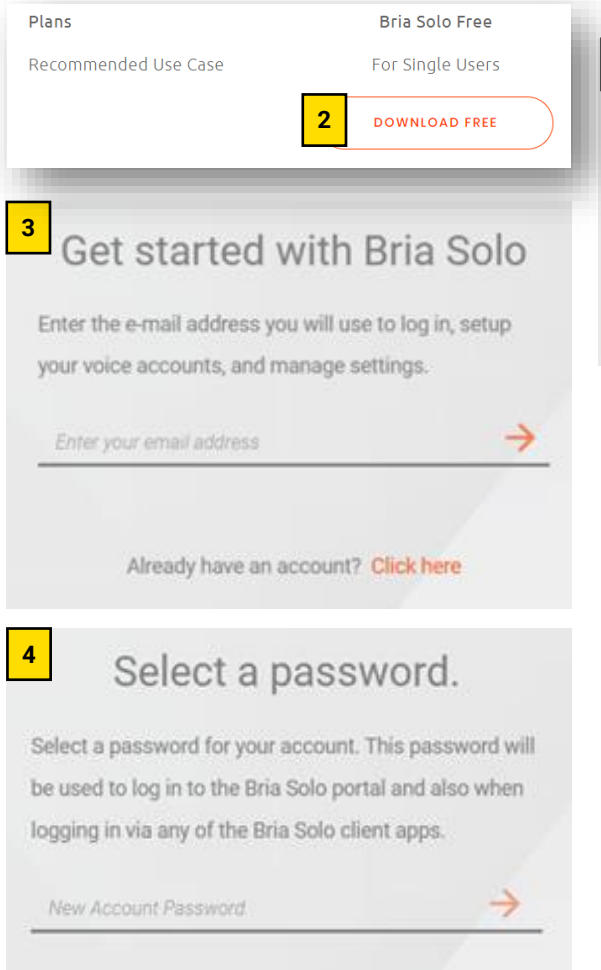
For Laptop #2

Bria – VoIP SIP Softphone

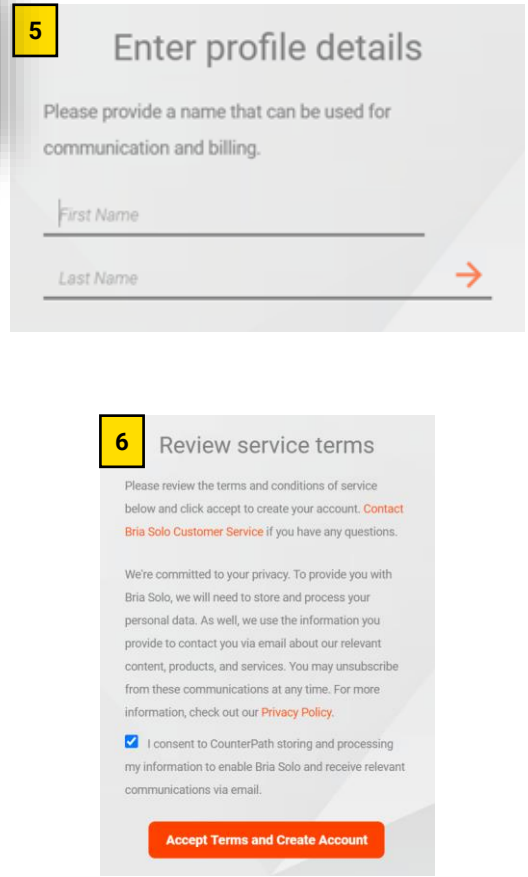
Crux Labs
Simplifying Technology

STEP 1 – Sign-up for **Bria Solo Free account for Individuals** at https://www.counterpath.com/plan-select-solo/

STEP 2, 3 & 4 *(Create Login & Password)*

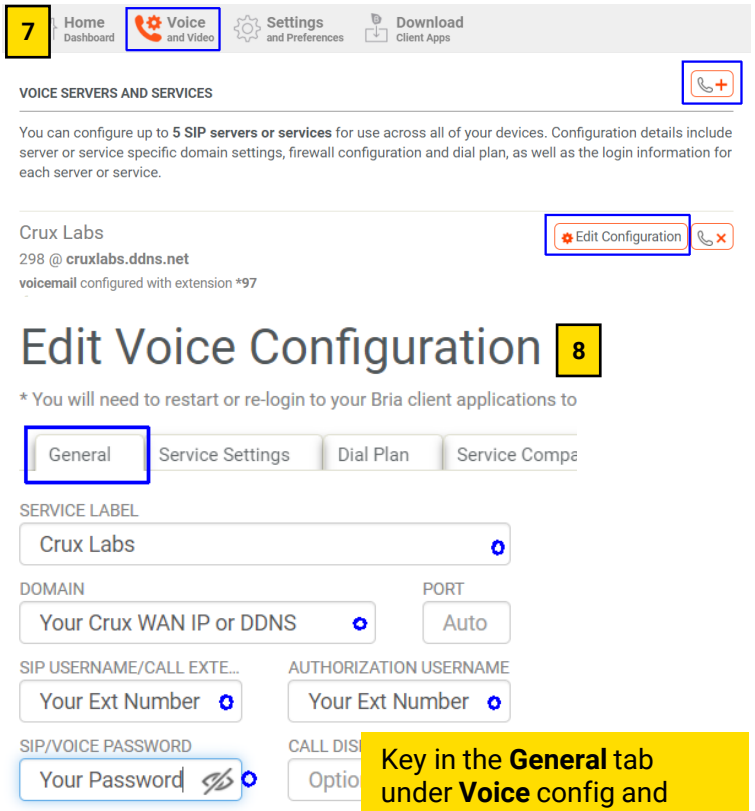


4 & 5 *(Enter Name and Accept T&C)*



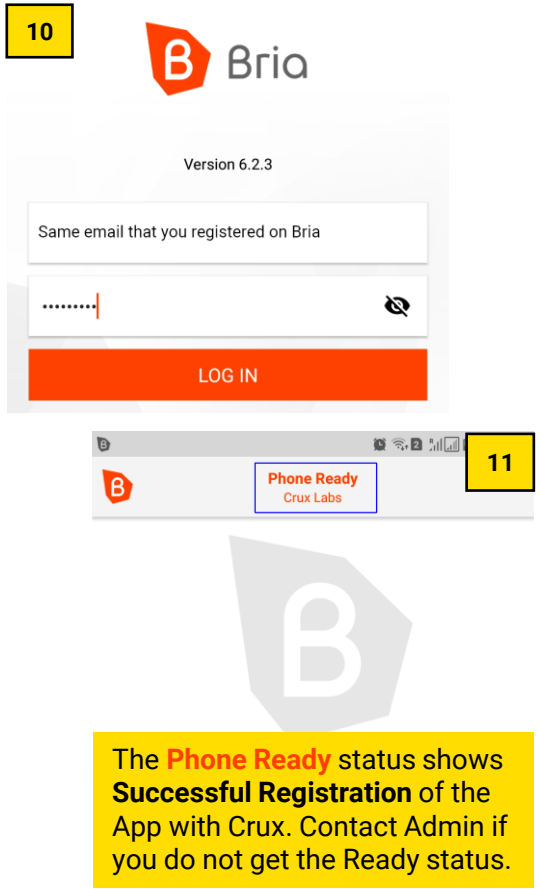
STEP 9 – Download the requisite App from the Download tab at https://solo.softphone.com/login

7 & 8 *(Edit Voice Configuration, then setup General)*



Key in the **General** tab under **Voice** config and input your extension details in the boxes marked **blue**

STEP 10 & 11 *(Login, Get Phone Ready)*



The **Phone Ready** status shows **Successful Registration** of the App with Crux. Contact Admin if you do not get the Ready status.

KNOW **OUR** PRODUCTS

Crux Labs
Simplifying Technology

CRUX LX
FOR OFFICE
COMMUNICATION

CRUX VX
FOR RETAILERS &
CALL CENTRES

Crux Labs
Simplifying Technology

Ask for a free trial today!

Crux Labs Pte. Ltd.

sales@crux-labs.com

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