



MicroSIP Installation and Information Guide

A simple customer guide for installing and registering the MicroSIP softphone on Windows.

Download, installation, account setup, firewall access and call transfer settings.

Before you start

MicroSIP is designed for Windows computers. You will need a reliable internet connection, a speaker and microphone or a USB headset, and the SIP account details supplied by FibreMax.

Download MicroSIP only from the official MicroSIP website. Keep your FibreMAXfone SIP username and password ready, but do not share them with anyone.

Download and install

Follow Steps 1 to 6 to download the installer, keep the recommended options and complete setup.

Register the account

Follow Steps 7 to 9 to allow access, open Add Account and enter the SIP details provided by FibreMax.

Check the settings

Follow Step 10 to confirm the settings required for call transfers, then use the troubleshooting page if needed.

Important security note

Your SIP username and password allow access to your phone extension. Enter them only in the MicroSIP account window, and store the original FibreMax account document securely.

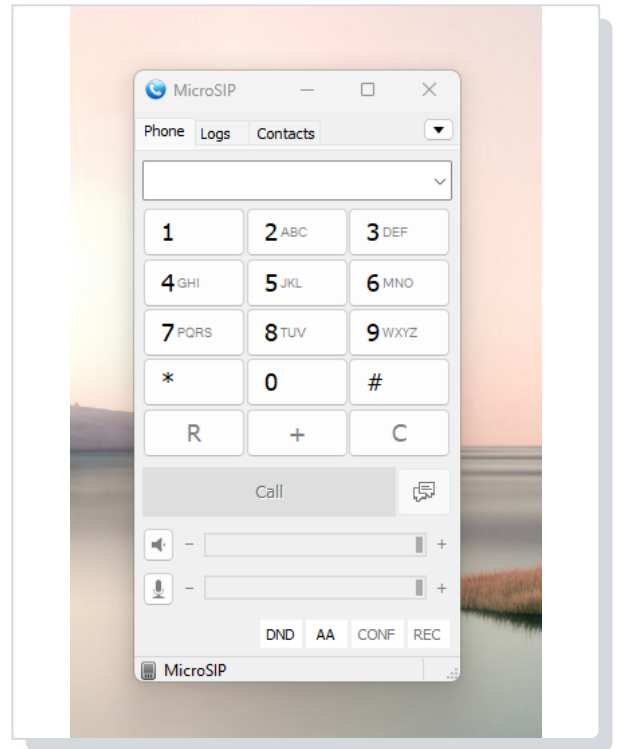
For assistance, contact FibreMax Support on 1800 880 881.

What is MicroSIP

MicroSIP is an open-source and portable SIP softphone for Windows. It allows your computer to operate as a FibreMAXfone extension for VoIP calls.

Key benefits

- Lightweight and simple to use for daily calls.
- Compatible with standard SIP services and common voice codecs.
- Supports microphone, speaker and headset devices in Windows.
- Includes settings that allow call transfers when Single Call Mode is cleared.

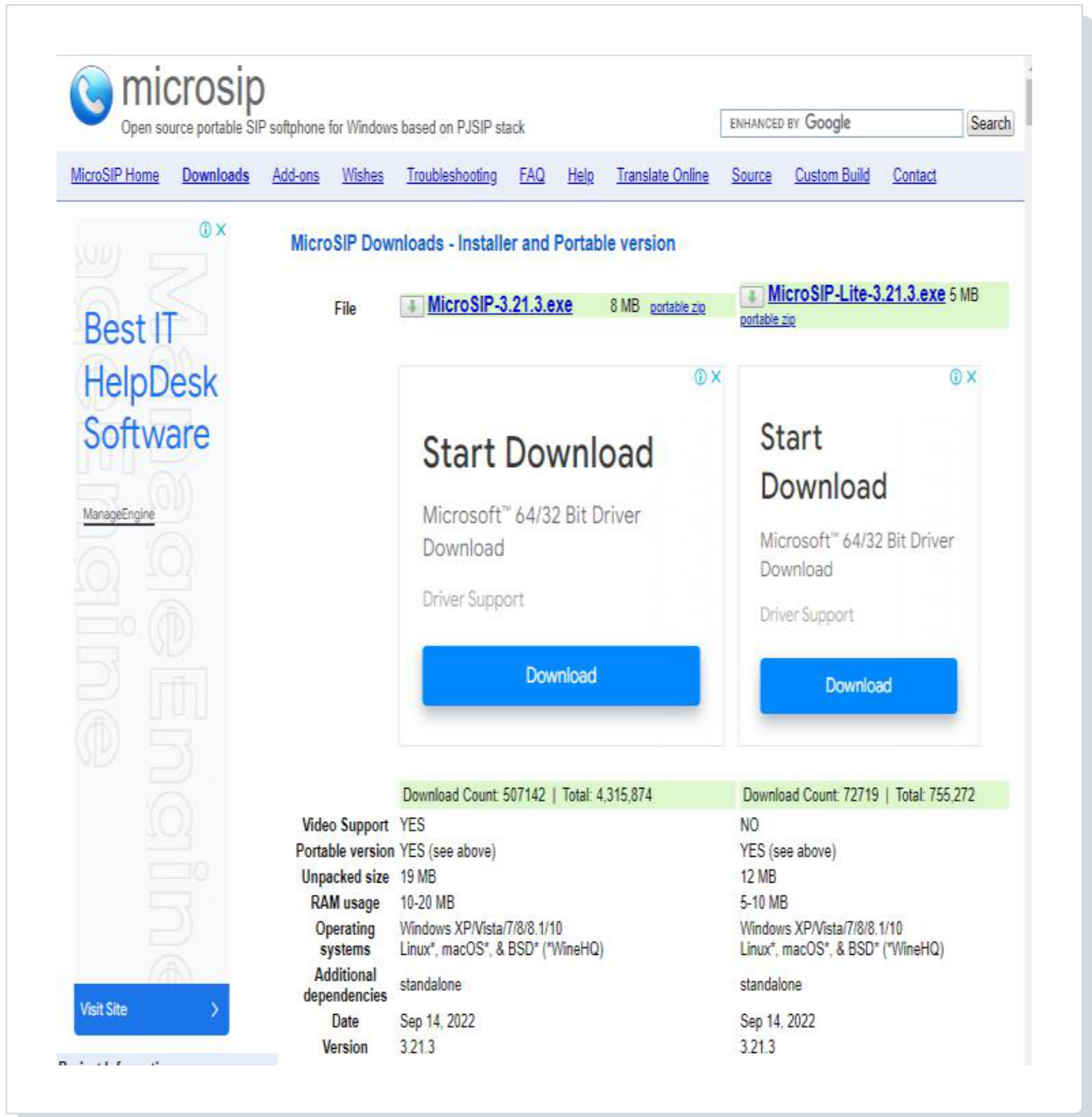


Encryption and transport settings

MicroSIP includes configurable TLS and SRTP options. Leave the transport and media encryption settings at the values supplied by FibreMax. Do not change these settings unless FibreMax Support or your IT administrator instructs you to do so.

Step 1, Download MicroSIP

Visit the official MicroSIP downloads page and select the current Windows installer.



The screenshot shows the MicroSIP website's download page. The header includes the MicroSIP logo, a search bar, and navigation links. The main content area is titled 'MicroSIP Downloads - Installer and Portable version'. It features two download options: 'MicroSIP-3.21.3.exe' (8 MB) and 'MicroSIP-Lite-3.21.3.exe' (5 MB). Each option has a 'Start Download' button and a 'Download' button. Below the download buttons, there are two columns of specifications for each version. The left column is for the full installer, and the right column is for the portable version. A 'Visit Site' button is located at the bottom left of the page.

File	Size	Format
MicroSIP-3.21.3.exe	8 MB	portable zip
MicroSIP-Lite-3.21.3.exe	5 MB	portable zip

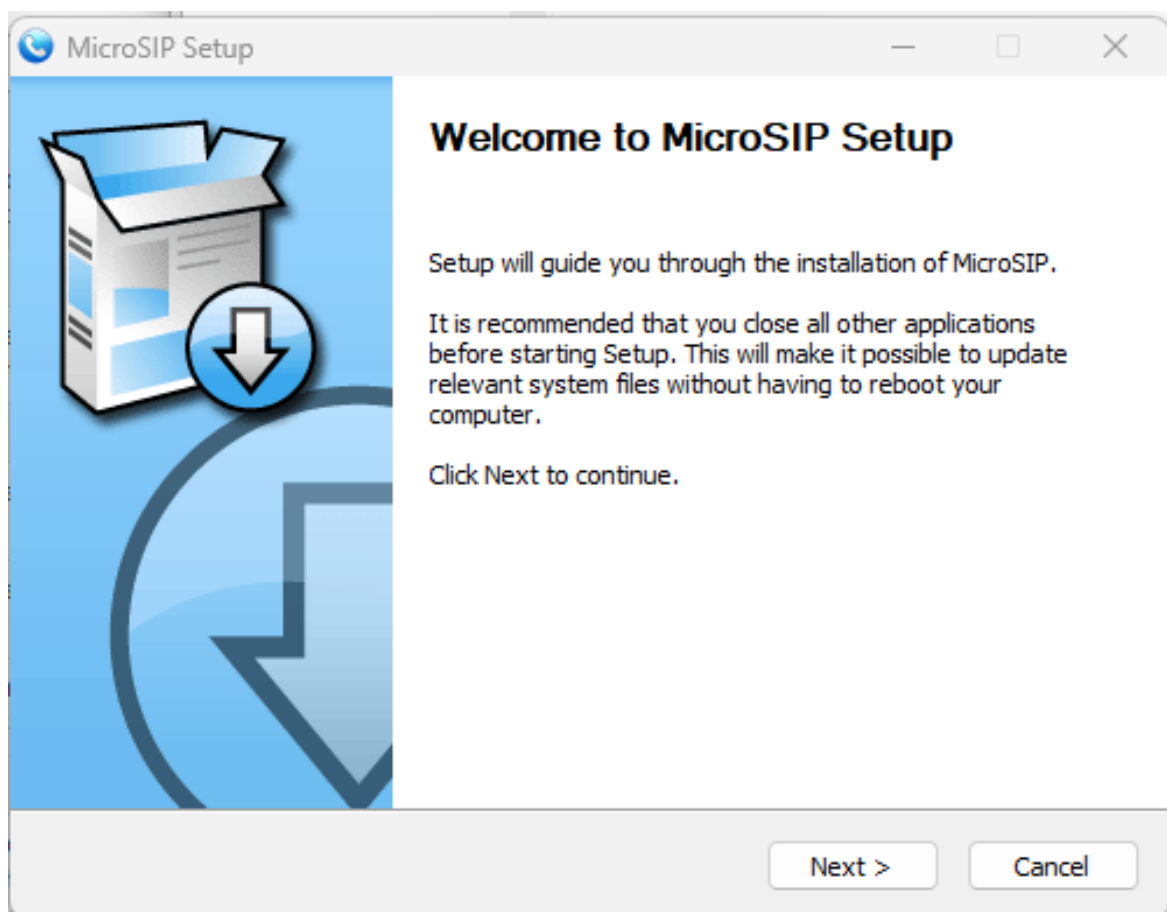
Feature	MicroSIP-3.21.3.exe	MicroSIP-Lite-3.21.3.exe
Download Count	507142	72719
Total Downloads	4,315,874	755,272
Video Support	YES	NO
Portable version	YES (see above)	YES (see above)
Unpacked size	19 MB	12 MB
RAM usage	10-20 MB	5-10 MB
Operating systems	Windows XP/Vista/7/8/8.1/10 Linux*, macOS*, & BSD* (*WineHQ)	Windows XP/Vista/7/8/8.1/10 Linux*, macOS*, & BSD* (*WineHQ)
Additional dependencies	standalone	standalone
Date	Sep 14, 2022	Sep 14, 2022
Version	3.21.3	3.21.3

Official download page

<https://www.micosip.org/downloads>

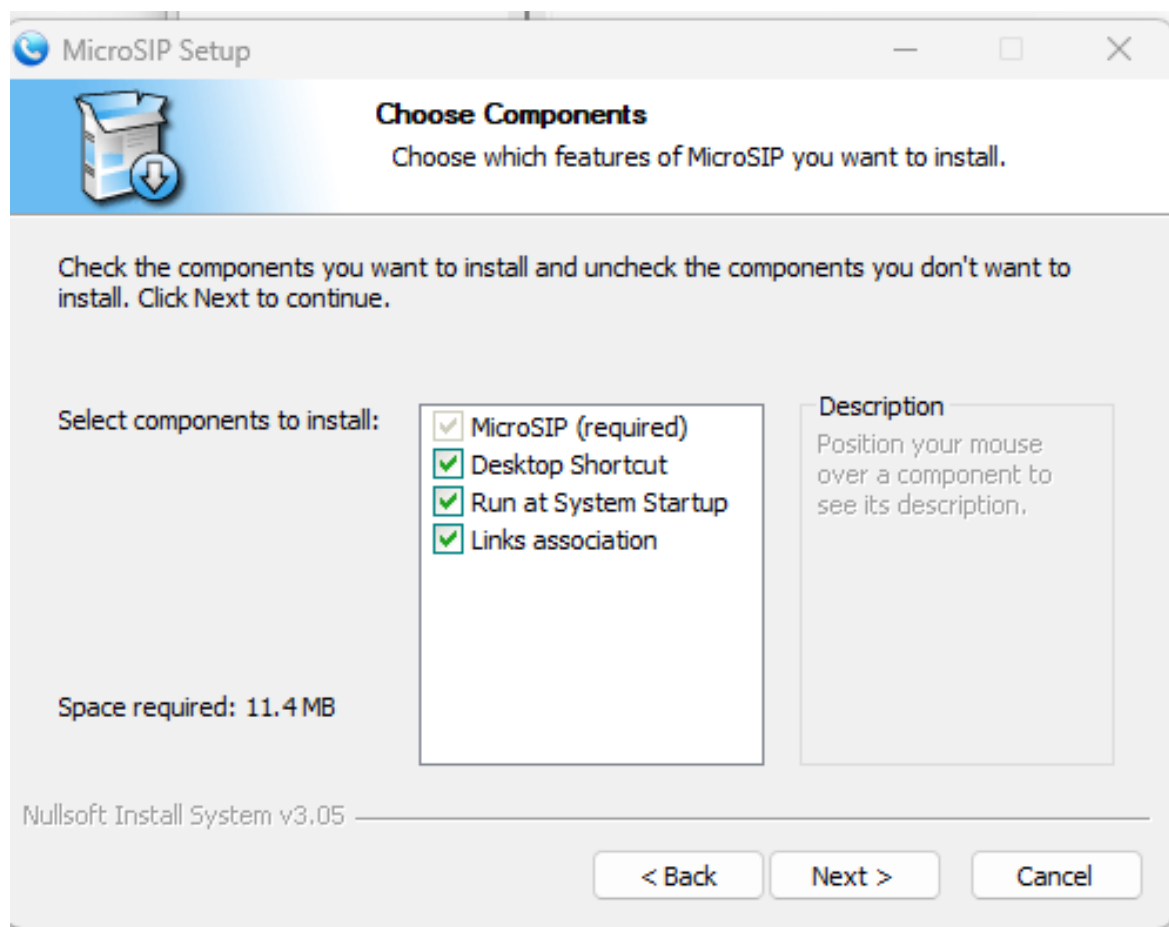
Step 2, Open the installer

Open your Downloads folder, double-click the MicroSIP installer, then select Next.



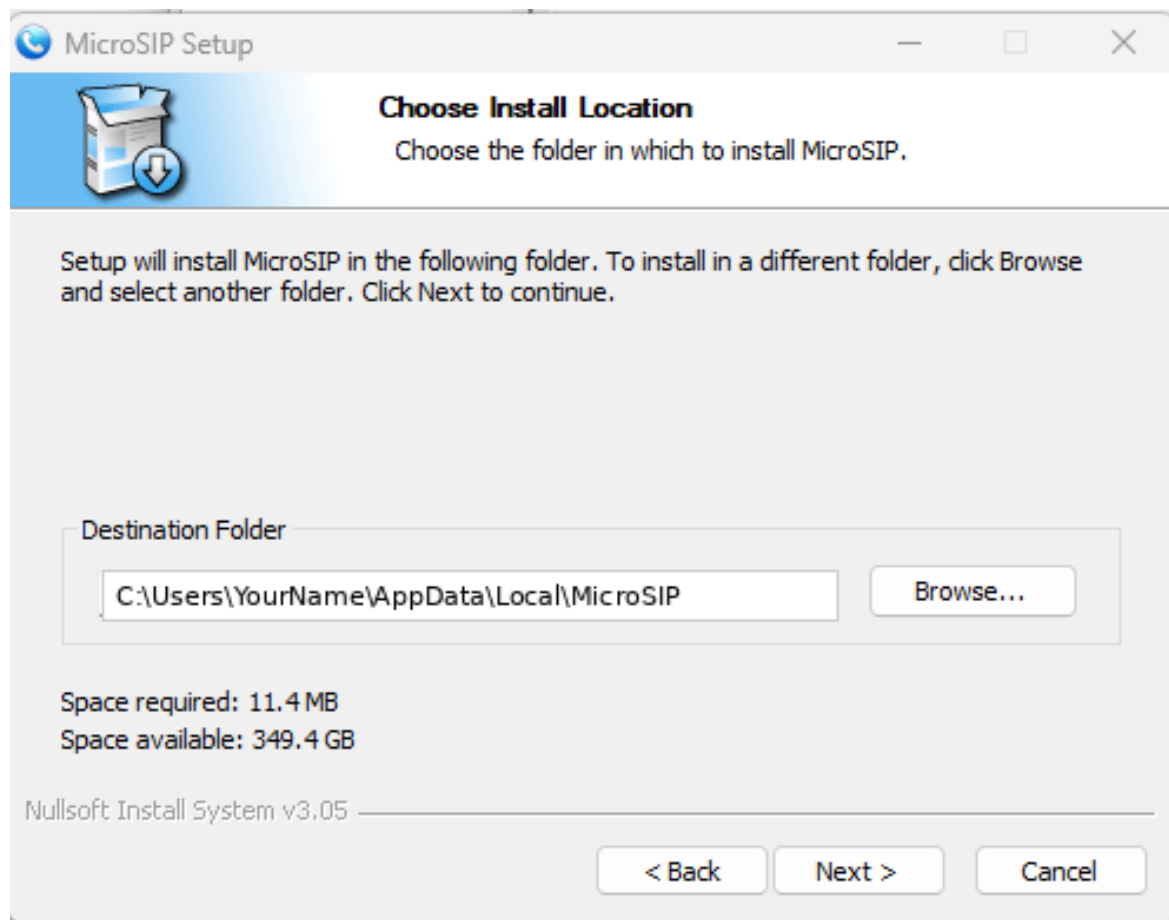
Step 3, Choose components

Keep the default components selected, then select Next.



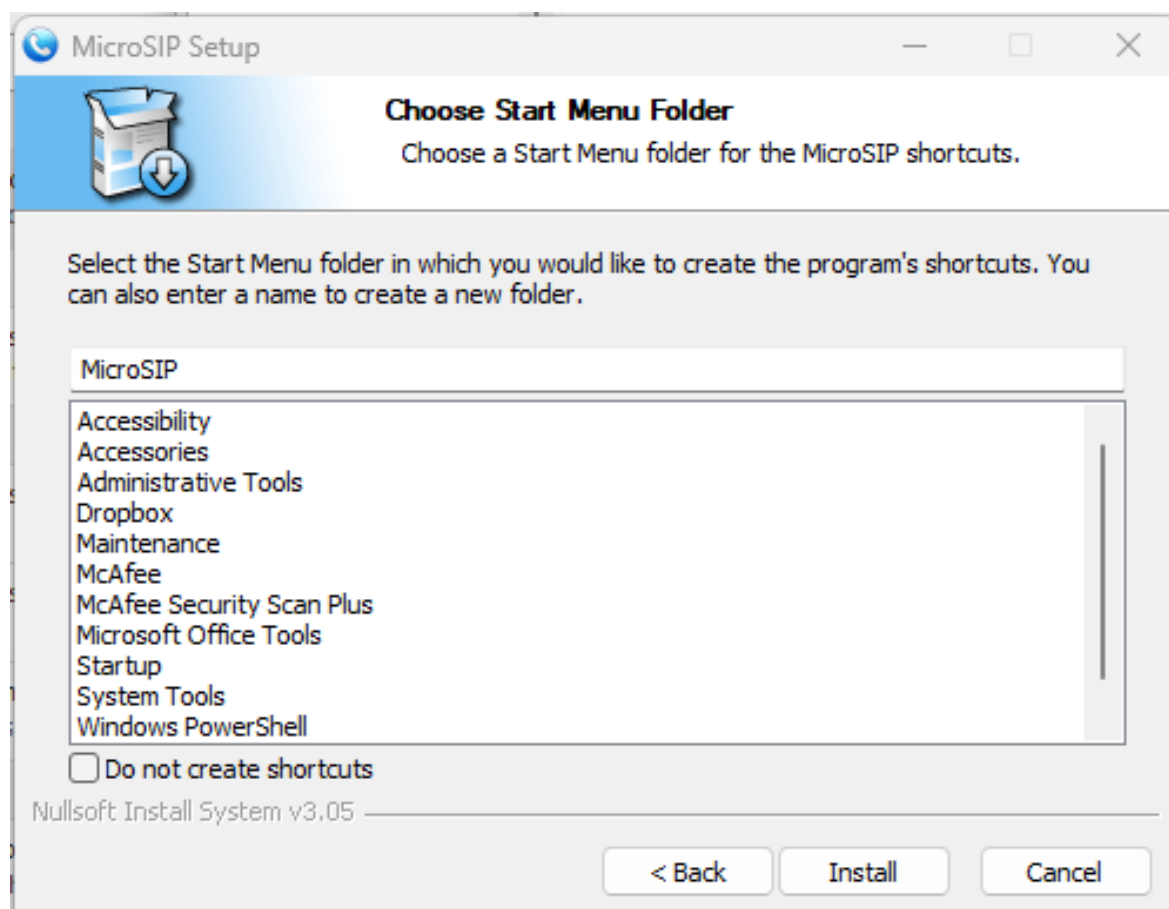
Step 4, Choose the install location

Keep the default installation folder, or choose another location if required, then select Next.



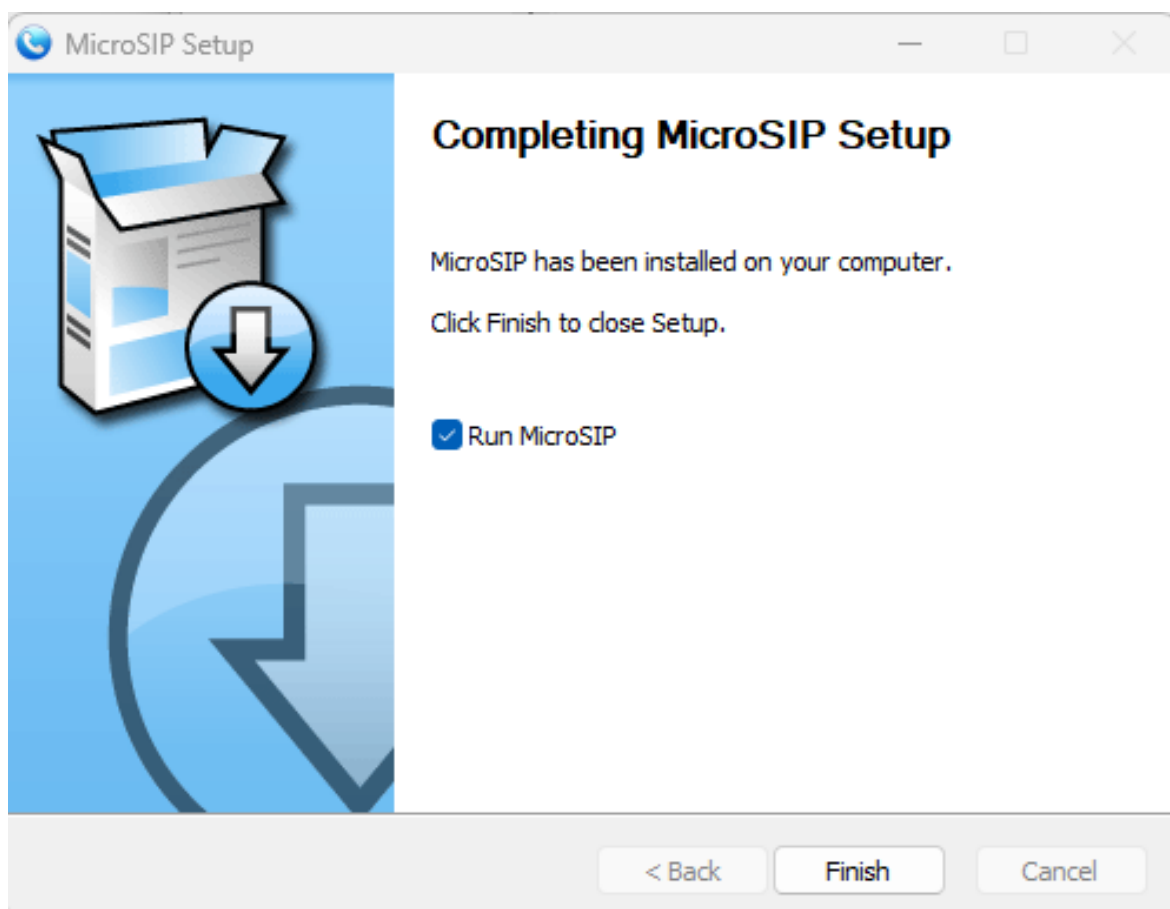
Step 5, Choose the Start Menu folder

Leave Do not create shortcuts unchecked, then select Install.



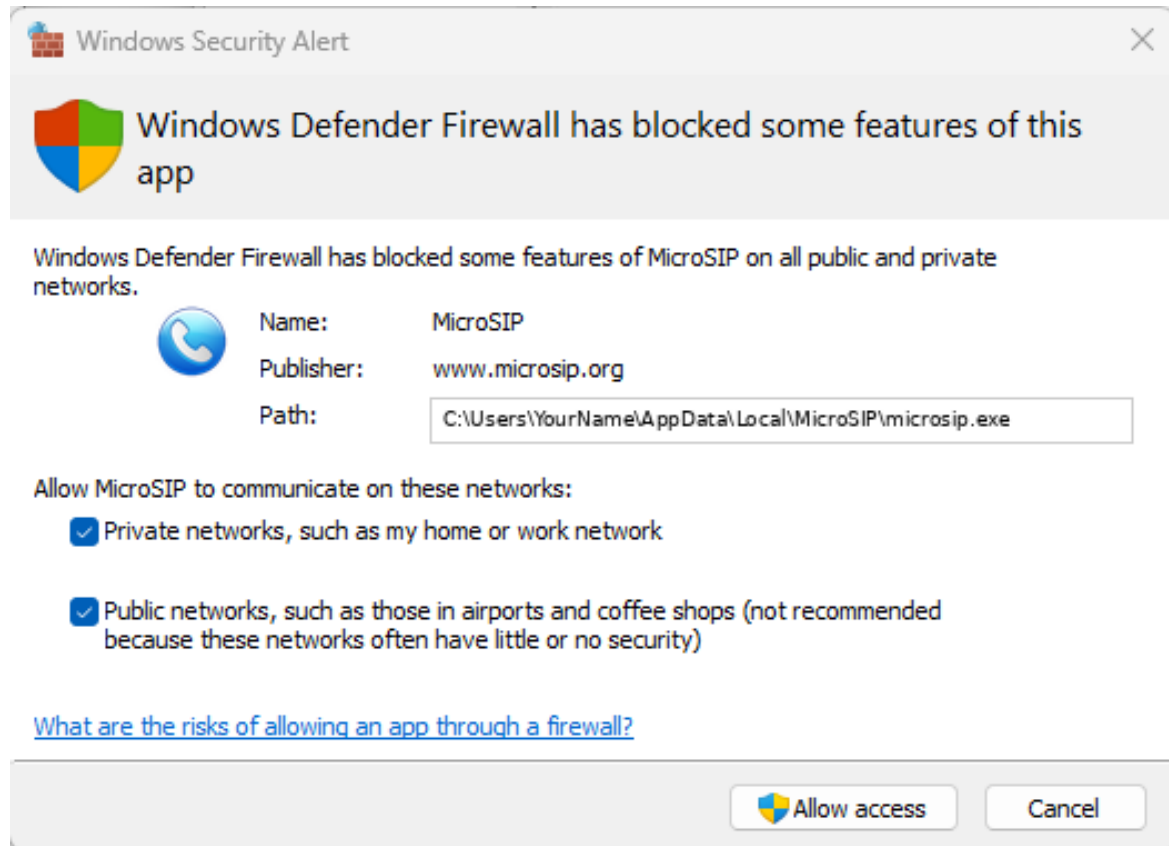
Step 6, Complete the setup

Keep Run MicroSIP selected, then select Finish.



Step 7, Allow Windows Firewall access

When Windows Defender Firewall prompts you, choose the approved network types, then select Allow access.

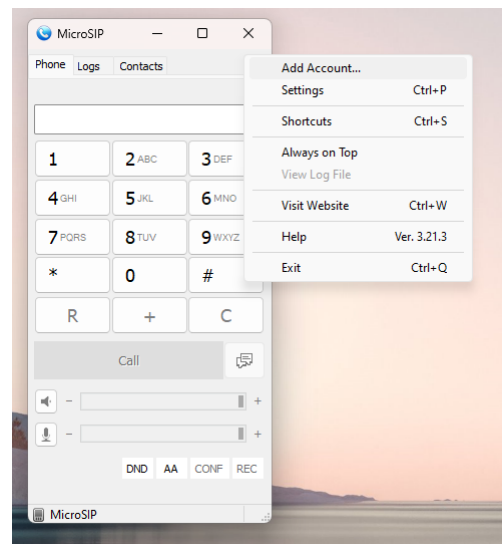
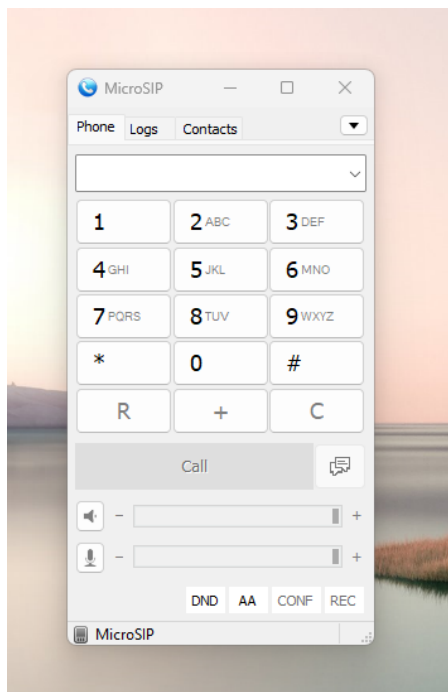


Network security

Private networks is normally required on a trusted home or business network. Select Public networks only when instructed by your IT administrator or FibreMax Support.

Step 8, Open Add Account

Open MicroSIP, select the down arrow at the top-right of the window, then select Add Account.



Step 9, Enter the SIP account details

Enter the details supplied by FibreMax, leave all other fields at their default values, then select Save.

Complete these fields

Account Name

Your name or extension name.

SIP Server

Use the exact server supplied by FibreMax.

Username

Your SIP user ID.

Domain

Use the exact domain supplied by FibreMax.

Login

Your SIP user ID.

Password

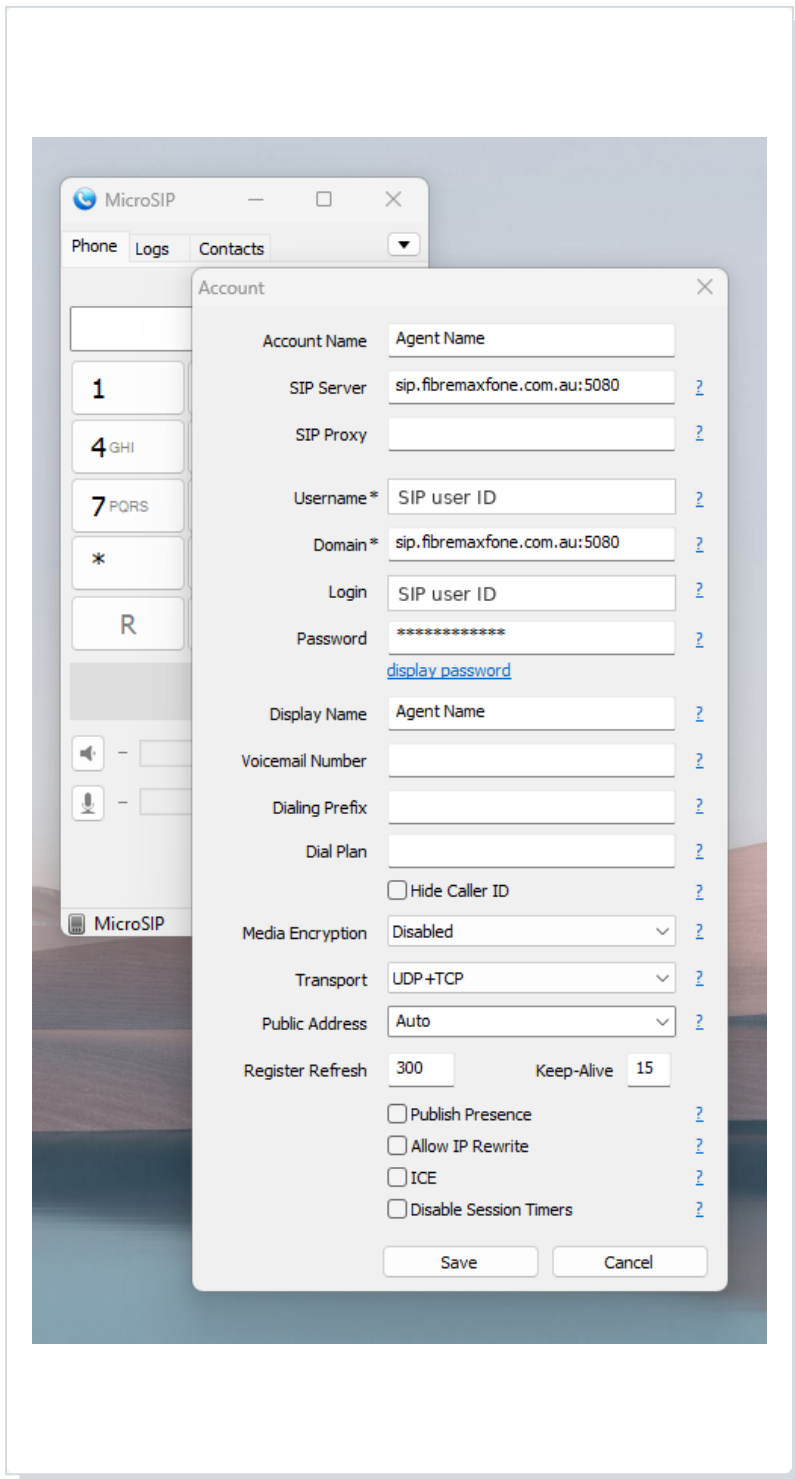
Your SIP password.

Display Name

Your preferred name.

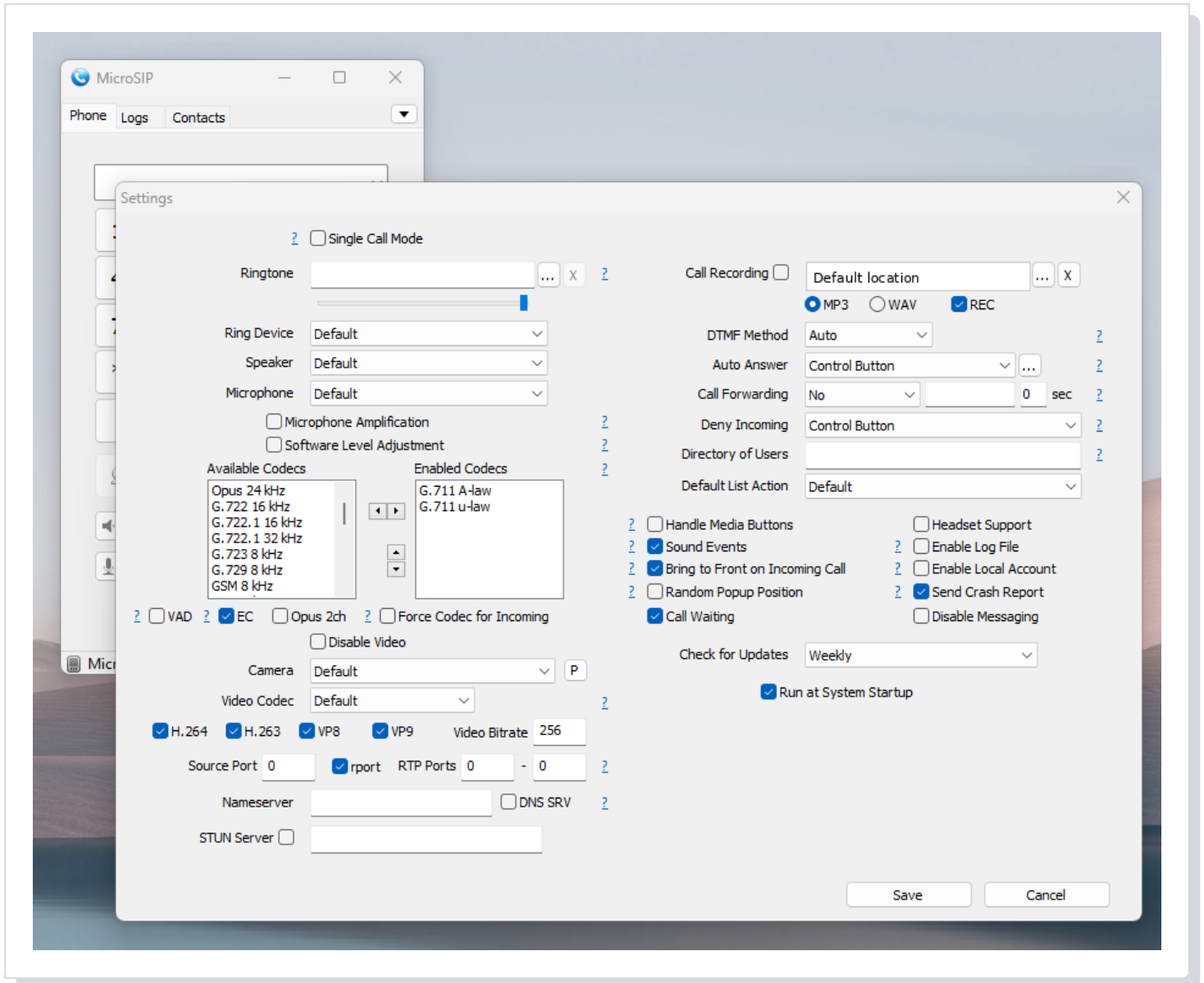
Important

Do not copy sample values from a screenshot or another user. Use only the credentials issued for your FibreMAXfone extension.



Step 10, Enable call transfers

Open the down arrow, select Settings, clear Single Call Mode, then select Save.



Keep the remaining settings unchanged

Leave Ring Device, Speaker, Microphone and other options on Default unless FibreMax Support or your IT administrator provides different settings.

Troubleshooting and support

The account does not register

Check the SIP Server, Username, Domain, Login and Password against the account details supplied by FibreMax. Enter the values exactly as provided.

MicroSIP cannot communicate

Confirm that Windows Firewall access was allowed for the approved network type. Reopen MicroSIP after changing the firewall setting.

Call transfer is unavailable

Open Settings and confirm that Single Call Mode is not selected. Select Save after making the change.

Settings need to be restored

Open Settings, return any changed device or application options to Default, then select Save.

Need help

Contact FibreMax Support on 1800 880 881.

www.fibremax.au

Keep your SIP username and password private when requesting support.