



END-USER GUIDE

Learn how to make and manage voice and video calls via Kerio Phone, Kerio Operator Softphone, or various third-party softphones.



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1 Introduction

Kerio Operator enables you to make and manage voice and video calls via Kerio Phone, Kerio Operator Softphone, or various third-party softphones.

Kerio Phone lets you place and receive voice and video calls, listen to voicemail, set up call forwarding, and check call history anytime and anywhere, using only your computer. The native application for Windows, macOS and Linux provides an experience with persistent login, desktop notifications of calls and voicemails, and the ability to pin the application to the desktop for quick access. You can also use Kerio Phone directly in a web browser.

Use your iOS or Android based mobile phone and the Kerio Operator Softphone app to take your business phone number with you wherever you go. The app uses data instead of cellular minutes, so you can make calls from anywhere you are in the world. It delivers excellent voice quality and a high level of security through robust call encryption.

In addition, it provides:

- » Integrated contacts from a phone's native contacts directory
- » Transfer to speakerphone, mute and hold functionality
- » Call history
- » Call display and voicemail indicator
- » Multiple call support - swap between two active calls, merge and split calls, transfer calls

2 Kerio Phone

Kerio Phone lets you place and receive voice and video calls, listen to voicemail, set up call forwarding, and check call history - anytime, anywhere using only your computer.

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2.1 Installing Kerio Phone for Windows, Mac and Linux

NOTE

New in Kerio Operator 2.5!

Kerio Phone for Windows, Mac and Linux is a native desktop application for managing calls, voicemail messages and contacts.

You can install it on your computer and enjoy the [same features as the browser-based application](#).

2.1.1 System requirements

Kerio Operator supports:

- » Mac OS X Yosemite and newer
- » Microsoft Windows 7 and newer
- » Ubuntu 16.04
- » Debian 8

2.1.2 Installing the application

1. Go to the [Kerio Operator download page](#).
2. On the **Clients** tab, locate Kerio Phone application for Windows or Mac.
3. Click **Download**.
4. Run the installation.

5. On Windows, click **Run** to install Kerio Phone.
6. On Mac, drag the Kerio Phone icon into the **Applications** folder.
7. On Linux, double-click the `.deb` file to install Kerio Phone.

NOTE

You can also download Kerio Phone from the application page.

On the Kerio Phone for web login page, click **Get tools** and download the application.

2.1.3 Logging into Kerio Phone

For more information, refer to [How to log in to Kerio Phone for desktop](#) (page 8).

2.1.4 Customizing the application

For more information, refer to [Changing the theme](#) (page 13).

2.1.5 Working with the application

The application has the same functions and features as the browser-based Kerio Phone. You can find additional information in Kerio Knowledge Base in the [Kerio Phone](#) section.

2.2 Logging into Kerio Phone

NOTE

This topic is for Kerio Phone for desktop and web.

For information about Kerio Operator Softphone for mobile devices, see [Configuring Kerio Operator Softphone for mobile devices](#).

We recommend to use the supported browsers to connect to Kerio Phone. For the list of the browsers, refer to [the Kerio Operator product pages](#).

Kerio Phone is currently localized into several languages. Select yours in the top right corner of the interface. The default language is set according to your browser language settings.

2.2.1 How to log in to Kerio Phone for web

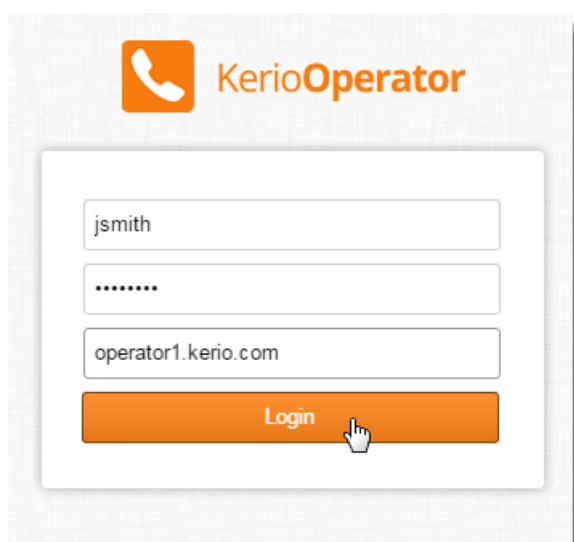
1. Specify URL in the browser in the following format: `http://kerio.operator.name/`
2. If the URL is entered correctly, Kerio Phone login page is displayed.
3. Use credentials of Kerio Operator user.



2.2.2 How to log in to Kerio Phone for desktop

When you log into Kerio Phone for the first time, you must create an account first. With created account, Kerio Phone logs you automatically at the start of the application.

1. In the Kerio Phone login page, click **Add account**.
2. Type your username, password and the server address of your Kerio Operator.
3. Click **Login**.



Changing user accounts

If you want to log in as another user:

1. Click **File > Logout**.

2. Log in.

2.3 Using Kerio Phone

NOTE

Redesigned in Kerio Operator 2.5!

This topic is for Kerio Phone for desktop and web. For information about Kerio Operator Softphone for mobile devices, see [Configuring Kerio Operator Softphone for mobile devices](#).

Kerio Phone is an application for making audio and video calls through Kerio Operator. It can be installed on Microsoft Windows and macOS, or it can be accessed via web using the most modern browsers.

Through Kerio Phone, you can:

- » Call people using their names or extensions.
- » Transfer or park the call
- » Customize your voicemail, read and manage your voicemail messages.
- » Add people to your **Favorites** — Kerio Phone shows you if their extension is free or busy.
- » Change the theme of your softphone.

2.3.1 Making calls through Kerio Phone

For more information, refer to [Making calls through Kerio Phone](#) (page 14).

2.3.2 Using the favorites buttons

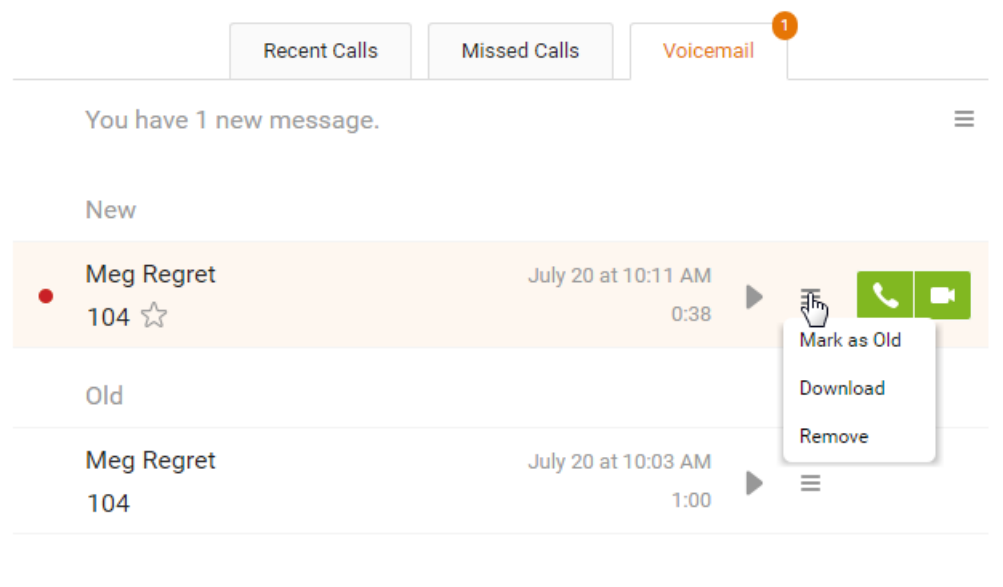
In Kerio Phone, you can add people to your **Favorite buttons**.

For more information, refer to [Using the favorites buttons in Kerio Phone](#) (page 19).

2.3.3 Using voicemail

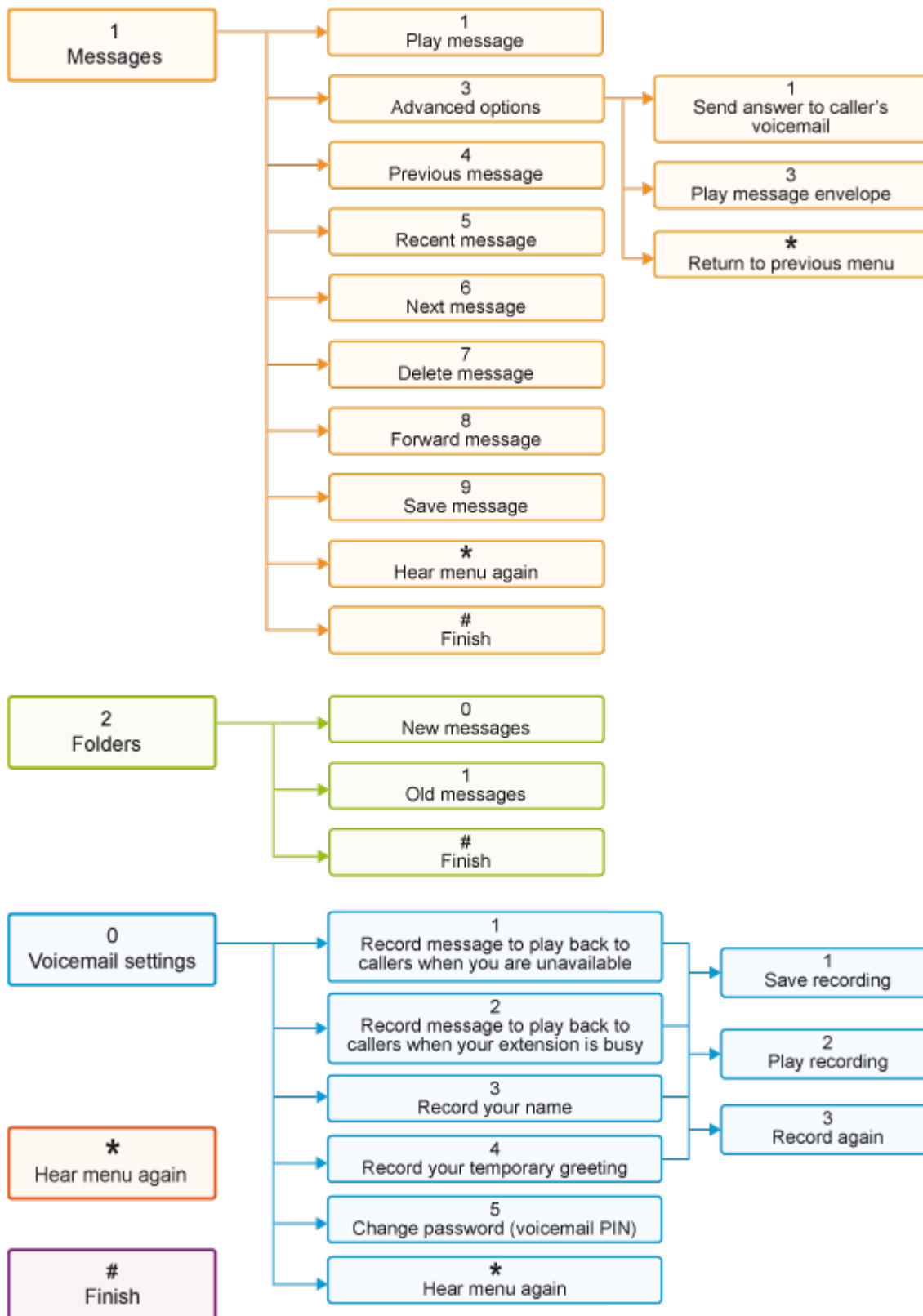
In Kerio Phone, go to **Voicemail** to:

- » Play, download, and remove voicemail messages
- » Dial numbers that left voicemail messages
- » Mark voicemail messages as unread
- » Dial voicemail number



2.3.4 Voicemail Menu

After reaching your voicemail, an automatic menu will navigate you through your messages and other options. You can view the whole menu in picture.



Screenshot 1: Voicemail Menu

2.3.5 Recording your own greeting for voicemail

If you wish to record your own greeting to voicemail, such as: "Hello. You have reached Kelly Jellybelly. I cannot answer the phone right now, but please leave me a message.", follow these instructions:

1. Login to your voicemail, enter the PIN and press 0.
2. Follow the instructions of the auto attendant script.

2.3.6 Uploading your own voicemail announcement messages

NOTE

New in Kerio Operator 2.4.0!

You can now upload your own sound files and change your voicemail messages:

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Settings > Voicemail**.
3. In the line of a message you want to change, click **Upload File** and select a new file.

NOTE

You can upload only files in a .wav format. The maximum length of the sound file is 30 seconds.

Voicemail Configuration

You can upload a personalized message for your voicemail.

Unavailable message

Play Download Remove

Busy message

Message is not set. Upload File...

Greeting (name)

Message is not set. Upload File...

Temporary greeting

Message is not set. Upload File...

To configure your voicemail options, call 50, login using your PIN, press the 0 (zero) key to access voicemail options and follow the instructions.

2.3.7 Using call forwarding

For more information, refer to [Redirecting calls in Kerio Phone](#) (page 21).

2.3.8 Using call transfer and call parking

For more information, refer to [Transferring and Parking calls using Kerio Phone](#) (page 18).

2.3.9 Call history

Kerio Phone logs every call you make, receive, and miss and displays them under following tabs in the Calls section:

- » **Recent Calls** for incoming and outgoing calls
- » **Missed Calls** for missed calls

To dial the contact straight from the call history tabs, click  or .

2.3.10 Changing password for authentication at Kerio Phone

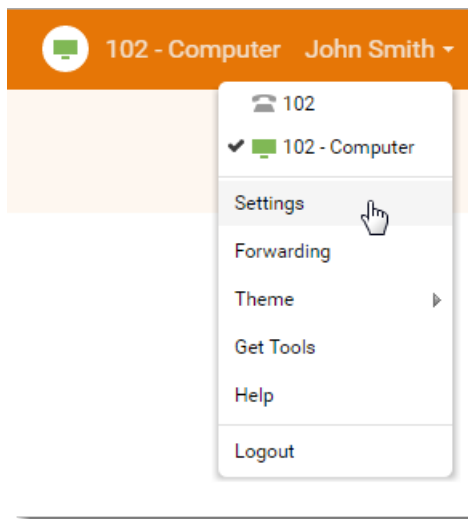
1. Log in to Kerio Phone.

WARNING

In Kerio Phone for web, you can change your password only via the HTTPS protocol. Type the following address in your browser's address bar:

`https://address`

2. Click your name to open the toolbar.
3. Go to **Settings > Password**.
4. Type your current and new passwords.
5. Click **Change Password**.

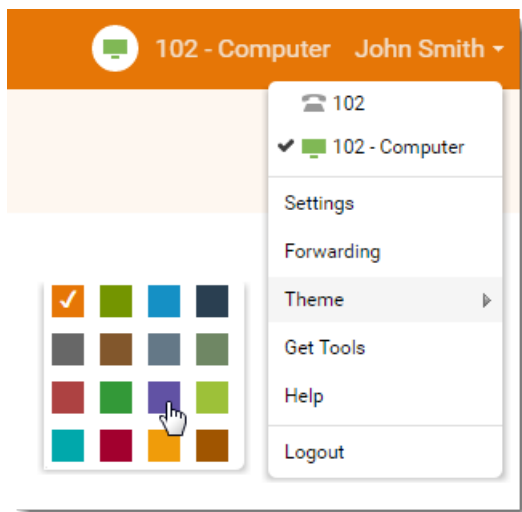


If you do not remember your password, contact your network administrator. They can set a new password for you.

2.3.11 Changing the theme

If you want to change the color theme of your Kerio Phone:

1. Click your name to open the toolbar.
2. Go to the **Change theme** section.
3. Select a new color.



2.3.12 Changing the PIN number

1. Login to Kerio Phone.

WARNING

In Kerio Phone for web, you can change your PIN only via the HTTPS protocol. Type the following address in your browser's address bar:

`https://address`

2. Click your name to open the toolbar.
3. Go to **Settings > PIN**.
4. Type new PIN.
5. Click **Change PIN**.

2.3.13 Changing date and time format

To change the date and time format (for example, in history):

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Settings > General**.
3. In the **Locales** section, deselect **Set your locale to match your language settings**.
4. Select a format for the date and time.
5. Click **Save**.

2.4 Making calls through Kerio Phone

NOTE

New in Kerio Operator 2.5!

You can use Kerio Phone to make calls and video calls directly from your browser or computer without additional applications or hardware phones. To do so, you must [switch to the Computer extension](#) and [enable your browser to use your microphone and camera](#).

You can also use Kerio Phone to dial numbers on your hardware phone or another softphone.

NOTE

Kerio Phone is not intended for emergency calling. Call may not provide accurate location data, may be misdirected to the wrong emergency response center, or the emergency response center may not be able to accurately determine your location.

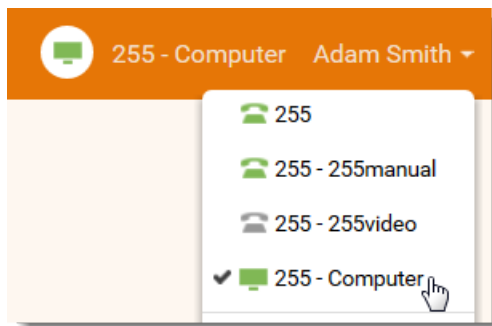
Use Kerio Phone only as a last resort and make sure you tell the emergency response center your location.

2.4.1 Switching extensions

To switch to the extension for browser calling:

1. In Kerio Phone, click your name in the upper right corner.
2. Select the **Computer** extension.

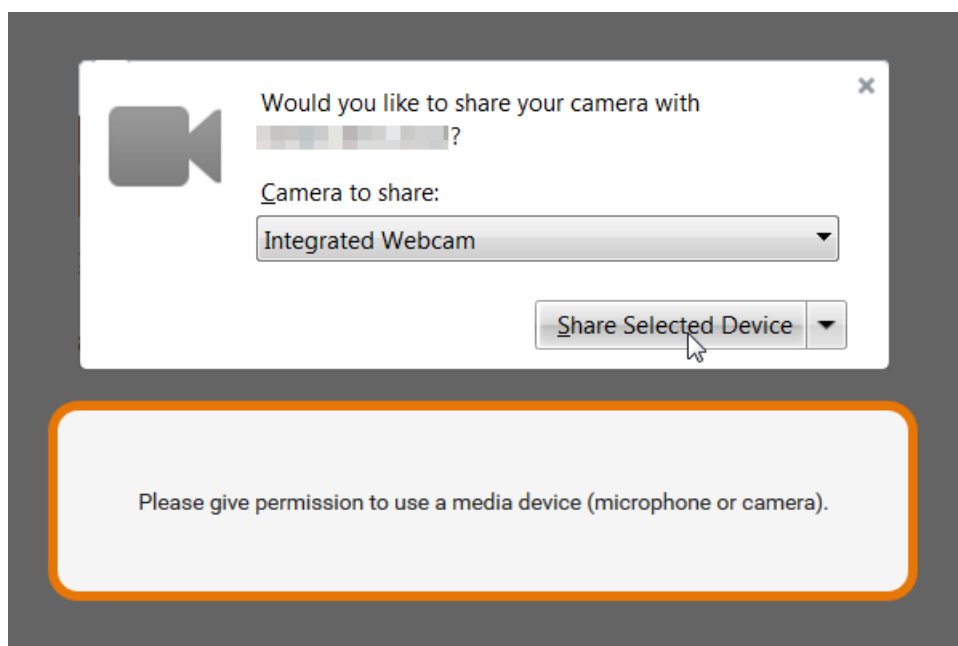
Kerio Phone now uses the extension for calls.



2.4.2 Enabling your microphones and cameras

To use your microphone and camera:

1. In KerioPhone, click your name in the upper right corner and go to **Settings**.
2. Go to the **Sound and Video** section.
3. When the browser's pop-up shows up, allow your browser to use your microphone and camera.
4. In the Ringing drop-down list, select a device where incoming calls ring.
5. In the Speakers drop-down list, select a device for call audio.
6. Test the echo of your microphone.




From now on, Kerio Phone uses the selected devices for your calls. You can change devices in the **Sound and Video** section.

2.4.3 Video-calling in Kerio Phone

Kerio Phone allows you to make browser-to-browser video calls. To make video calls, [switch to the Computer extension](#) and [enable your camera](#).

To initiate a video call:

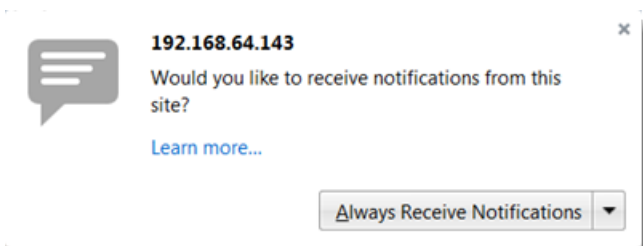
1. In Kerio Phone, type a number or select a contact.
2. Click . A window with video transmission opens.
3. In the call window, you can:
 - » Enter the full screen mode (1).
 - » Mute your sound (2).
 - » Disable your camera (3).
 - » Hang up (4).



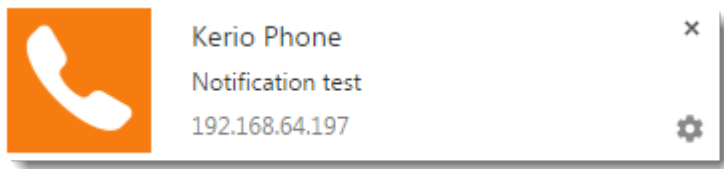
2.4.4 Enabling call notifications

To have a better perspective about your incoming calls, enable call notification:

1. Click your name.
2. Go to **Settings > General**.
3. In the **Notifications** section, select **Enable call notifications**.
4. Allow your browser to send notifications Kerio Phone.



5. Click **Test** to see if notifications work.
6. Click **Save**.

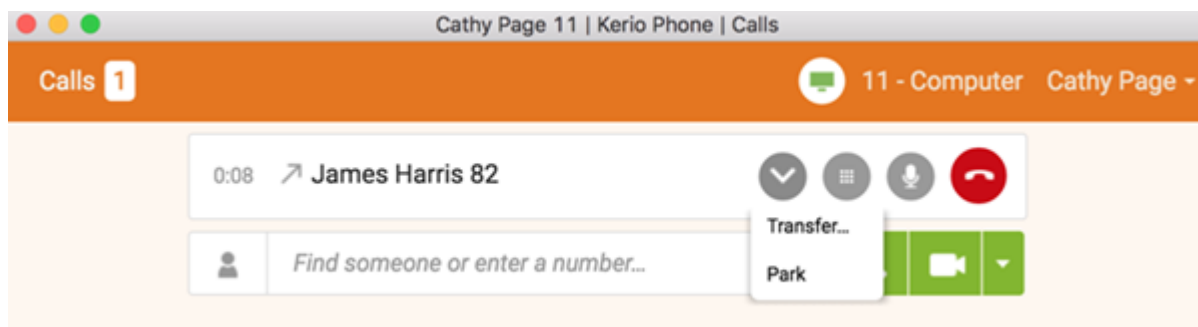


2.4.5 Troubleshooting

- » There are options in the Sound and Video section where you can Call Echo Test to confirm that the two way audio works. For more information, refer to [Troubleshooting call quality issues](#) (page 1).
- » Kerio Operator uses WebRTC over HTTPS and STUN and TURN methods. The respective ports should accordingly be configured in the firewall. For more information, refer to [Securing Kerio Operator](#) (page 1). There is also a debug log event (WebRTC TURN Server) that can be enabled to troubleshoot STUN / TURN.

2.5 Transferring and Parking calls using Kerio Phone

While on call, Kerio Phone provides you the options to transfer or park the call.

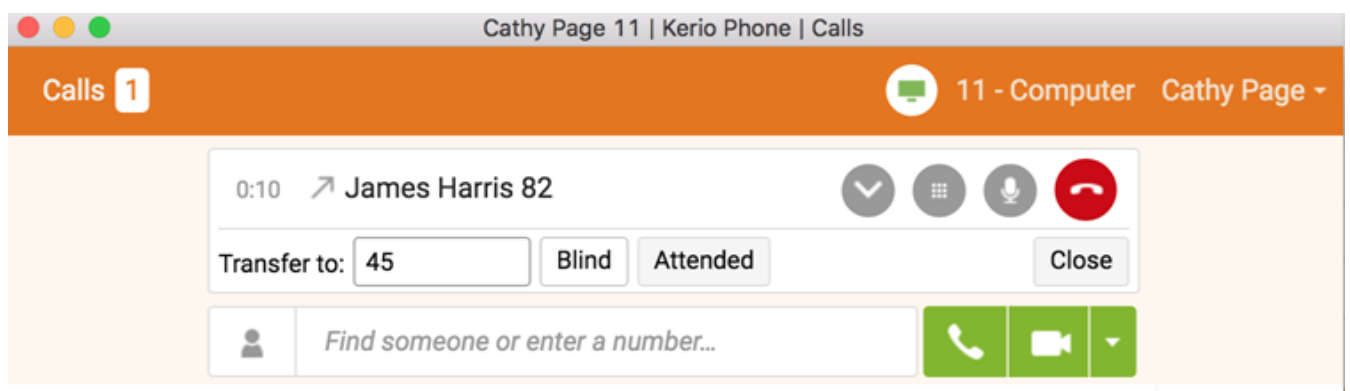


Screenshot 2: The call transfer and parking options

2.5.1 Call Transfer

To transfer a call:

1. Initiate or answer the call.
2. Click  and select **Transfer..**
3. Key-in the person's name or extension in the **Transfer To** field to whom the call needs to be transferred.



Screenshot 3: The call transfer options

4. Click **Blind** or **Attended** as needed:

- Blind transfer - the call is transferred immediately.
- Attended transfer - the caller is temporarily placed on hold while you connect to the forwarding party to notify them about the call before confirming the transfer.

2.5.2 Call Parking

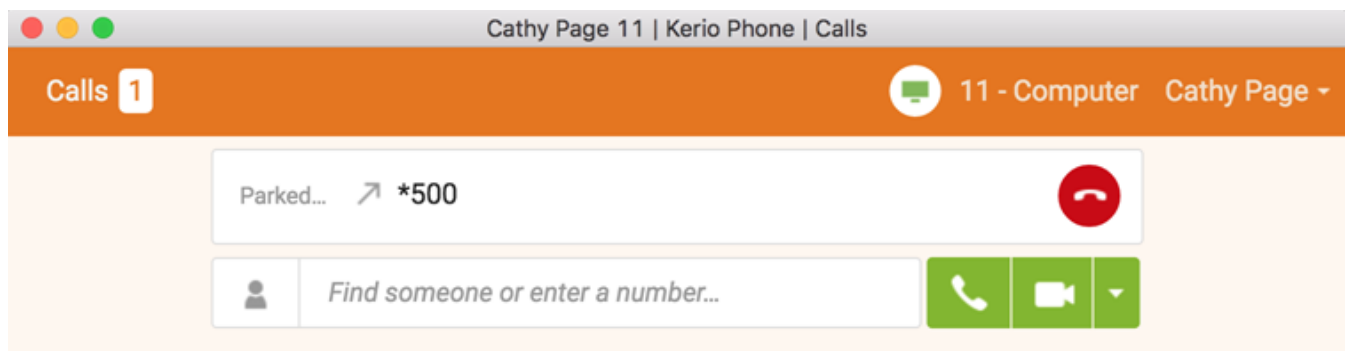
Call parking is a special type of call transfer where calls wait for the callee at a designated parking slot. For more information, see [Configuring call parking in Kerio Operator](#).

To park a call:

1. Initiate or answer the call.

2. Click  and select **Park**

The parking slot is determined automatically and gets displayed in the dialing input area.



Screenshot 4: The call parking options

To retrieve the call from a different phone, dial the designated parking slot.

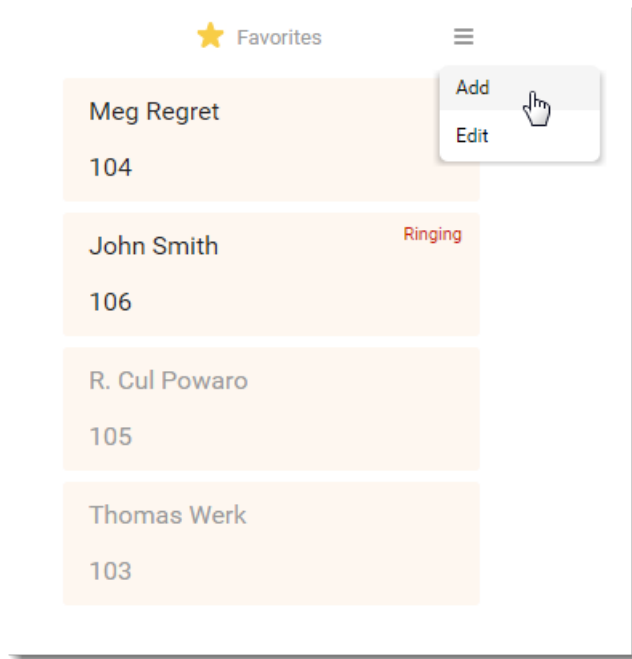
2.6 Using the favorites buttons in Kerio Phone

In [Kerio Phone](#) for desktop and web, you can add people or numbers to **Favorites**.

To add or edit your favorites, open the context menu and click **Add** or **Edit**.

NOTE

If you use a prefix for outgoing calls, add numbers with the prefix. For example, for prefix 9 and number 5000195, dial 95000195.



To enlarge the section for your **Favorites**:

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Settings**.
3. In the **View** section, select **Enable wide view**.
4. Click **Save**.

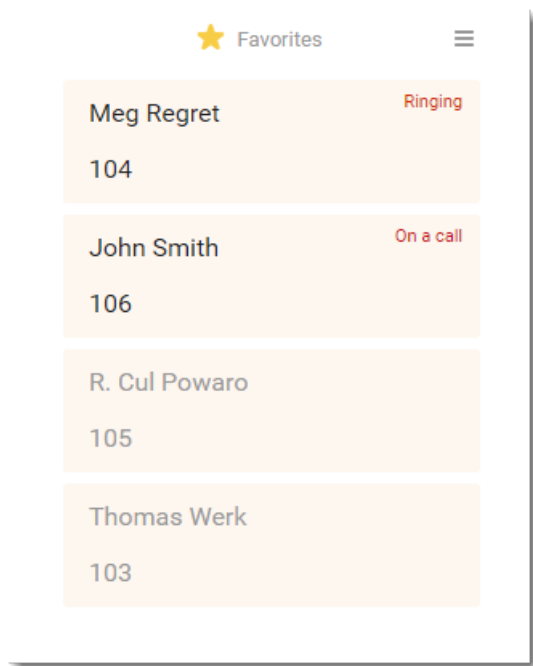
2.6.1 Using BLF (Busy Lamp Field)

Kerio Phone displays the status of other users' phones.

BLF works only for users in Kerio Operator. If you add, for example, a cell phone number or phone numbers of your customers, BLF does not work.

Kerio Operator displays that users are:

- » Online — the name is black.
- » Offline — the name is gray.
- » Busy or their extension is ringing.
- » On a call.



NOTE

Kerio Phone also supports directed call pickup. Read more in the [Using call pickup in Kerio Phone](#) topic.

2.7 Redirecting calls in Kerio Phone

NOTE

Redesigned in Kerio Operator 2.4!

This topic is for Kerio Phone for desktop and web.

Kerio Operator can route incoming calls to different internal extensions or external numbers.

You can configure call forwarding (ringing rules) in the **Forwarding** section.

2.7.1 Forwarding calls to mobile phones

See the following example:

Bob has the internal extension 255 and a cell phone with the number 5550155. He wants to receive calls on his cell phone. When he is busy, calls fallback to voicemail.

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Forwarding**.
3. Click **Set up advanced ringing rules**.
4. Enable the **Ring extension** option.
5. Select a number for **Timeout**. When the specified time runs out, Kerio Operator forwards the call.
6. For **When busy**, select the **Continue** option.
7. Click **Add** and type a number **5550155** and a description (for example, cell phone).

8. Select a number for **Timeout**.
9. Enable the **Fallback to voicemail** option.
10. Click **OK**

Ringing Rules - Extension 255

☒ Ring extension 255

Timeout: 15 seconds

When busy: Continue

Find me on these numbers (ring simultaneously):

<input type="checkbox"/> Number	Description
<input checked="" type="checkbox"/> 5550155	cell phone

Buttons: Add..., Edit..., Remove

Timeout: 15 seconds

☒ Fallback to voicemail

☐ Allow only one incoming call

☐ Use the above rules also for Ringing Groups and Call Queues

☐ Receive calls to Ringing Groups and Call Queues using Kerio Phone for desktop and web

Buttons: OK, Cancel

NOTE

Administrators can change also these settings in the administration interface. Contact the administrator if you need help.

2.7.2 Redirecting calls to another extension or person

In Kerio Phone, you can also redirect calls to another extension.

See the following example:

Bob has the internal extension 255. He wants to forward calls to an extension 100 (reception) and disable fall back to voicemail.

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Forwarding**.

3. Click **Set up advanced ringing rules**.
4. Enable the **Ring extension** option.
5. Select a number for **Timeout**. When the specified time runs out, Kerio Operator forwards the call.
6. For **When busy**, select the **Continue** option.
7. Click **Add** and type a number **100** and a description (Reception).
8. Select a number for **Timeout**.
9. Disable the **Fallback to voicemail** option.
10. Click **OK**

Ringing Rules - Extension 255

☒ Ring extension 255

Timeout: 15 seconds

When busy: Continue

Find me on these numbers (ring simultaneously):

<input type="checkbox"/>	Number	Description
<input checked="" type="checkbox"/>	100	Reception

Add... Edit... Remove

Timeout: 15 seconds

☒ Fallback to voicemail

☐ Allow only one incoming call

☐ Use the above rules also for Ringing Groups and Call Queues

☐ Receive calls to Ringing Groups and Call Queues using Kerio Phone for desktop and web

OK Cancel

2.7.3 Additional configuration

NOTE

New in Kerio Operator 2.4!

For call forwarding, you can configure additional settings

- » Configure extension to allow only one incoming call
- » Apply ringing rules to calls coming from call queues and ringing groups.

Configuring extension to allow only one incoming call

If you have a phone that supports multiple calls, you can configure your extension to reject or redirect additional incoming calls when your extension is busy.

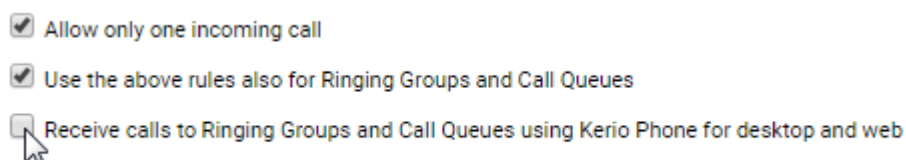
1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Forwarding**.
3. Click **Set up advanced ringing rules**.
4. Enable the **Allow only one incoming call** option.
5. Click **OK**

Kerio Operator now handles with incoming calls using the configuration set in the **Forwarding** dialog box.

Forwarding calls coming from call queues and ringing groups

To configure forwarding for calls from call queues and ringing groups:

1. In Kerio Phone, click your name to open the toolbar.
2. Go to **Forwarding**.
3. Click **Set up advanced ringing rules**.
4. Enable the **Use the above rules also for Ringing Groups and Call Queues** option.
5. Click **OK**



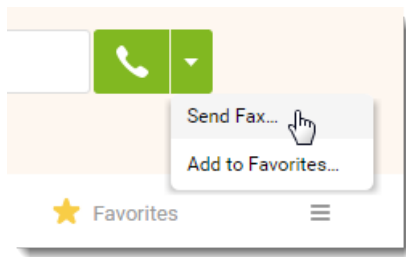
2.8 Sending PDF to fax in Kerio Phone


NOTE

Redesigned in Kerio Operator 2.5!

Kerio Phone for desktop and web allows you to send faxes by uploading PDF files.

1. In Kerio Phone, switch to the **Calls** tab.
2. Open the context menu and click **Send fax**.



3. Select the PDF file.
4. Type name or number of the fax recipient.
5. (Optional) For a better quality of the fax, select **Fine resolution**.
6. Click  to send the file.

NOTE

You can send maximum of 50 pages in a single PDF file.

2.9 Using call pickup in Kerio Phone

NOTE

This topic is for versions of Kerio Operator 2.4.9 and older.


Call pickup enables you to pick up colleague's ringing phone directly in Kerio Phone. You can use call pickup if your administrator enables it in Kerio Operator.

2.9.1 Using call pickup in Kerio Phone

To pick up someone's call:

1. Go to Kerio Phone. If you do not know what Kerio Phone is, read the [Using Kerio Phone](#) topic.
2. [Configure favorite buttons](#).
3. Jim's phone extension is ringing. Jim's favourite button is blinking.



4. Click Jim's favorite button. Kerio Operator connects you to a person, who dialed Jim's extension.
5. To end up the call, click  icon.

2.10 Using Click to Call for Kerio Operator plugin for Chrome and Firefox

NOTE

New in Kerio Operator 2.3!

Click to Call for Kerio Operator allows you to dial any phone number in Chrome and Firefox browsers.

Click to Call for Kerio Operator provides the following features for users whose phone is connected to the Kerio Operator PBX:

- » The plugin detects phone numbers in the web page and makes them clickable.
- » The detection of phone numbers is enabled/disabled by clicking on the extension's icon.
- » The detection of phone numbers is repeated when the web page changes.
- » You can select the phone number manually and then dial it from the context menu (right-click on the selected text).

NOTE

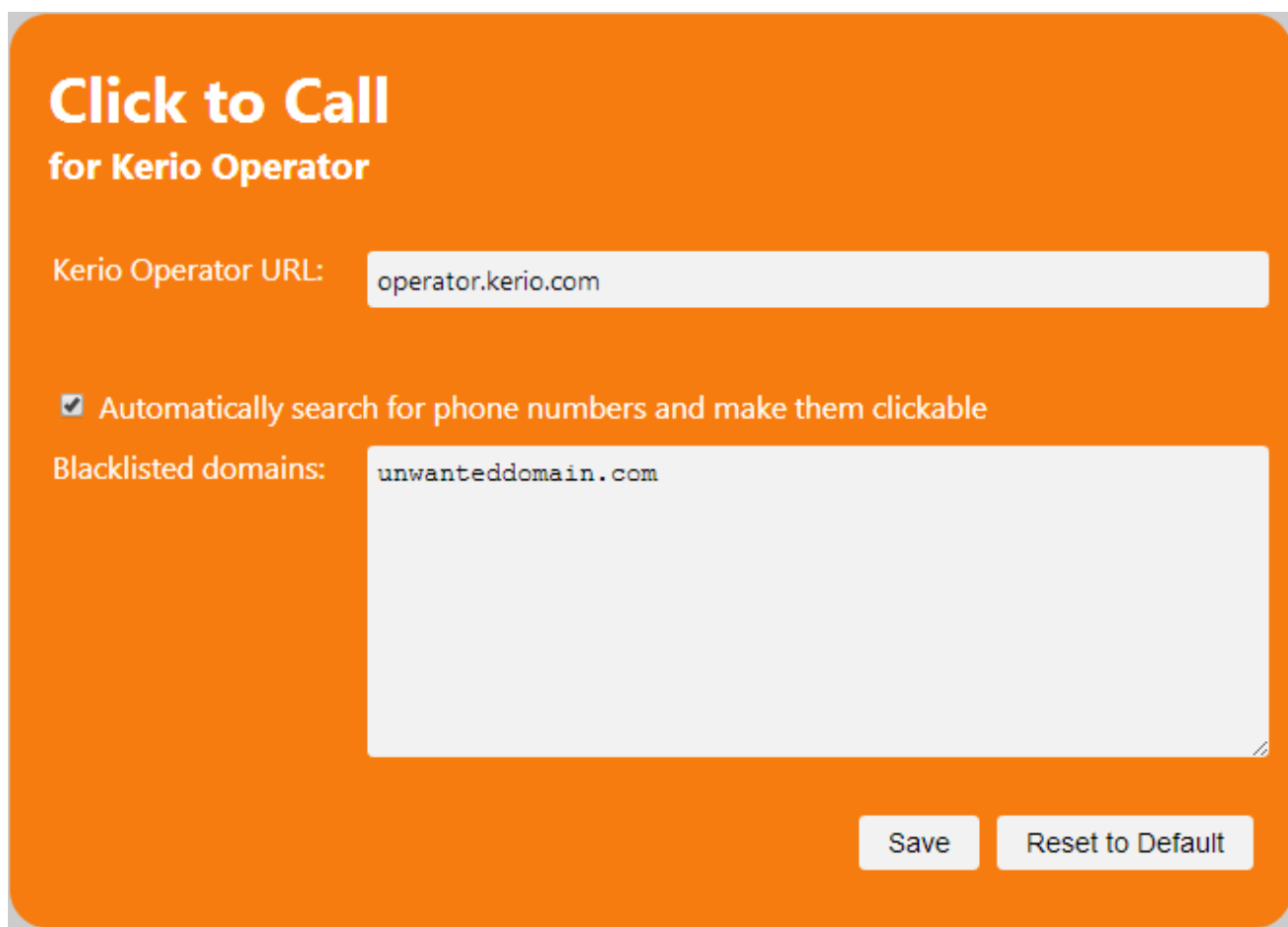
Click to Call in Kerio Connect Client needs to be integrated by administrators before the feature can be utilized by end-users.

2.10.1 Installing and configuring the Click to Call for Kerio Operator plugin in Chrome

Kerio Operator does not need any configuration, however, users must configure the Click to Call for Kerio Operator plugin.

Follow these steps to install the Chrome version of the plugin:

1. Open the following link in the Chrome browser: [Click to Call for Kerio Operator](#)
2. Install the plugin. A configuration dialog appears after the installation.
3. In the configuration dialog, type the Kerio Operator URL.



Screenshot 5: Click to Call for Kerio Operator

NOTE

If you want to display the configuration dialog later, right-click the **Click to Call for Kerio Operator** icon placed next to the address bar and select **Options**.

4. Check the **Automatically search for phone numbers and make them clickable** option. This option enables/disables the Click to Call for Kerio Operator plugin.
5. If you know some websites, which should not use the Click to Call for Kerio Operator plugin, type the URLs into the **Blacklisted domains** field.
6. Click **Save**.

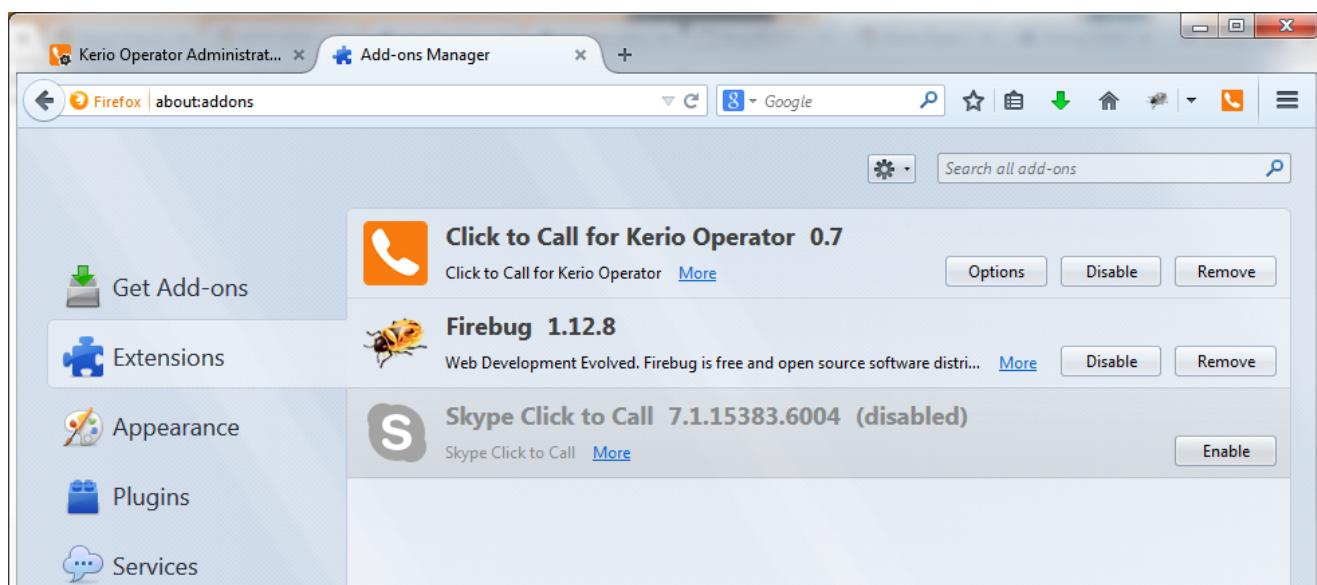
Click to Call for Kerio Operator is configured.

2.10.2 Configuring the Click to Call for Kerio Operator plugin in Firefox

Kerio Operator does not need any configuration, however, you have to configure the Click to Call for Kerio Operator plugin.

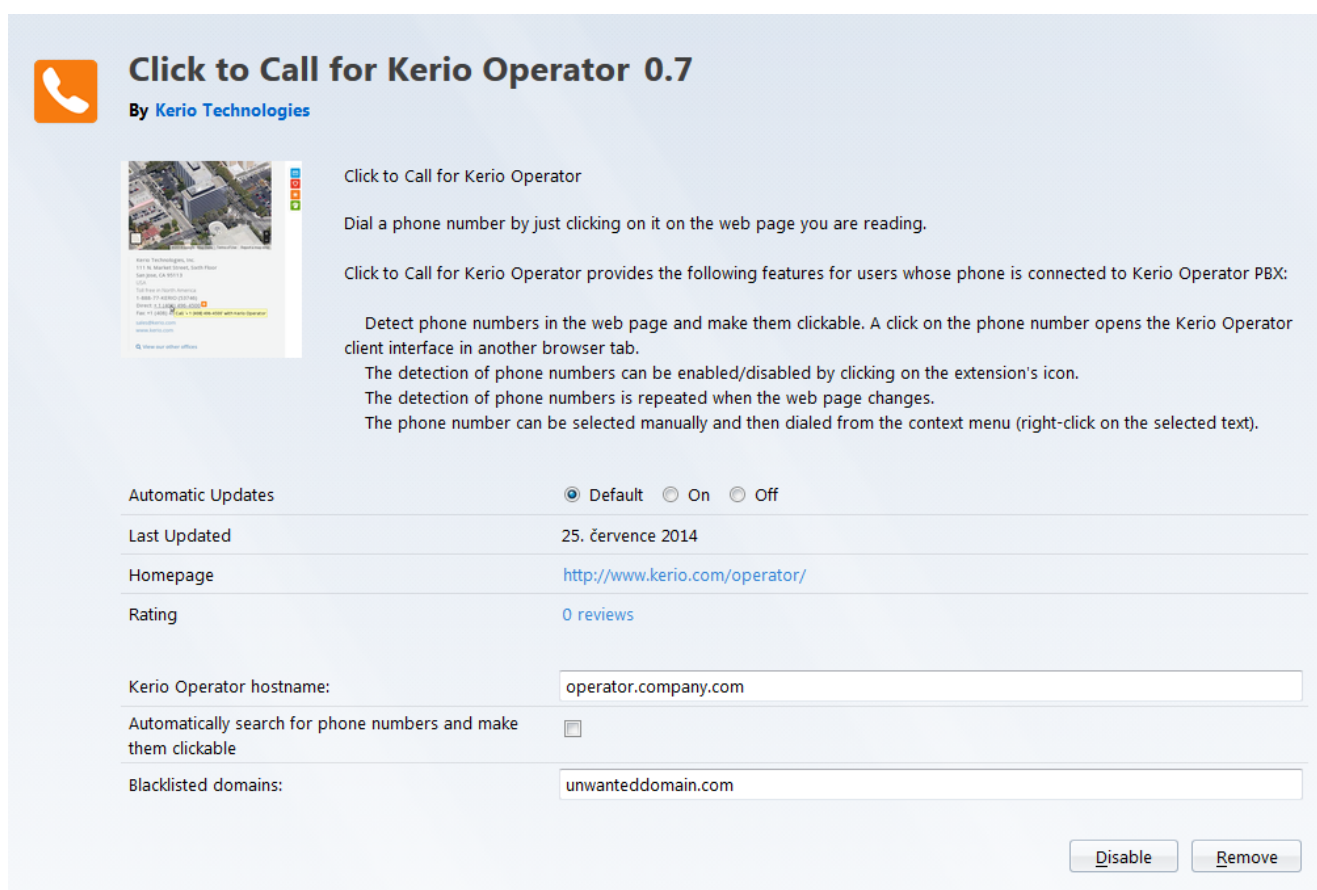
Follow these steps to install the plugin:

1. Open the following link in the Firefox browser: [Click to Call for Kerio Operator](#)
2. Install the plugin. The plugin appears on the Firefox **Extensions** after successful installation (type `about : addons` in your browser).



Screenshot 6: Firefox Extensions

3. Click **Options**.
4. In the configuration dialog, type the Kerio Operator URL.



Screenshot 7: Click to Call for Kerio Operator — Options

5. Check the **Automatically search for phone numbers and make them clickable** option. This option enables/disables the Click to Call for Kerio Operator plugin.

6. If you know some websites, which should not use the Click to Call for Kerio Operator plugin, type the URLs into the **Blacklisted domains** field.

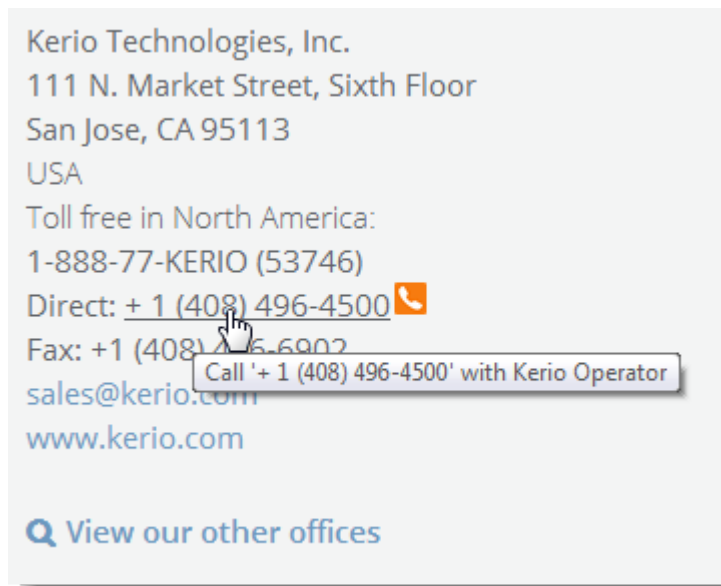
7. Click **Save**.

Click to Call for Kerio Operator is configured.

2.10.3 Using the Click to Call for Kerio Operator plugin

Click to Call for Kerio Operator plugin allows you to initiate a call from Kerio Operator using Chrome and Firefox browsers:

1. Double-click the phone number marked with Kerio Operator logo.



2. The browser opens the Kerio Phone interface in another browser tab. The phone number is predefined.



3. Click **Dial**. Dialing in the Kerio Phone works on a callback basis. Kerio Phone connects directly with the PBX and the PBX contacts back your phone. Your phone starts ringing as well as the called person's one. Pick it up and wait for the called person to answer.

Enabling/disabling Click to Call for Kerio Operator

To enable/disable Click to Call for Kerio Operator, click Kerio Operator icon in the browser (see figure below).

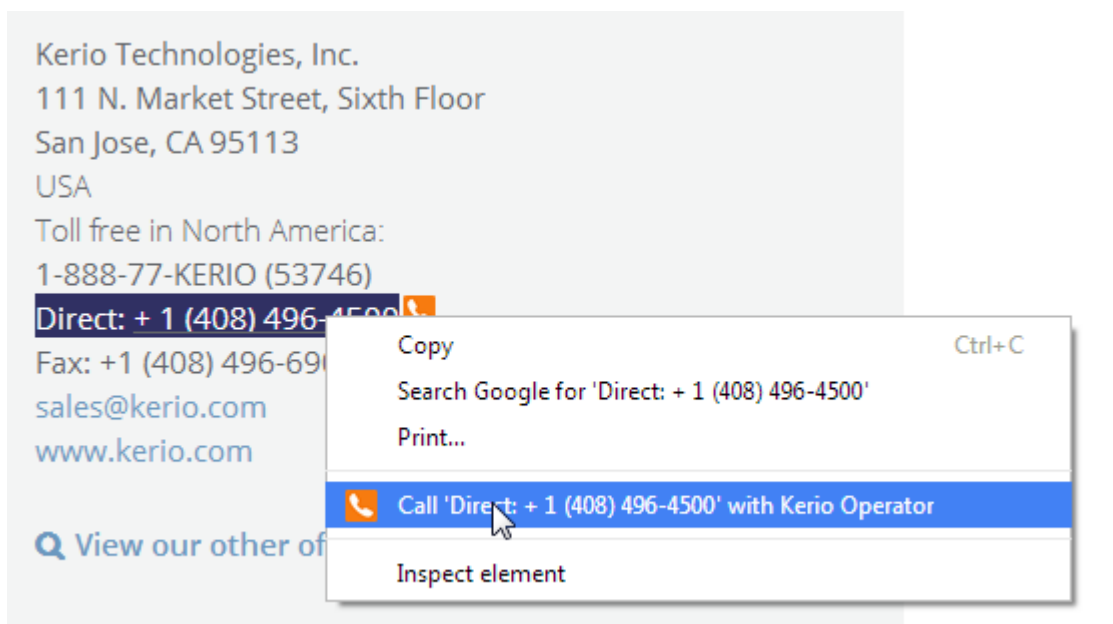


Selecting the phone number manually

You can select the phone number manually and then dial it by right-click on the selected text (see figure below).

NOTE

The context menu option is available even if the plugin is disabled.



3 Kerio Operator Softphone for mobile devices

Kerio Operator Softphone is a software phone client for Android and iOS. Kerio Operator Softphone works with Kerio Operator or any other SIP based VoIP service.

Kerio Operator Softphone supports auto-configuration with Kerio Operator. Contact your administrator for further information.

WARNING

Do not use wildcard certificates. Kerio Operator Softphone follows the [RFC 5922](#) standard.

3.1 System requirements

For Kerio Operator Softphone system requirements, see the [Kerio Operator product pages](#).

3.2 Installing Kerio Operator Softphone

You can install Kerio Operator Softphone from:

- » [Apple App Store](#) on your Apple iPhone
- » [Download APK](#) on your Android

NOTE

To allow installation of APK from sources other than the Google Play Store, ensure that **Unknown Sources** is enabled. Go to **Menu > Settings > Security >** and check **Unknown Sources**.

3.3 Configuring Kerio Operator Softphone

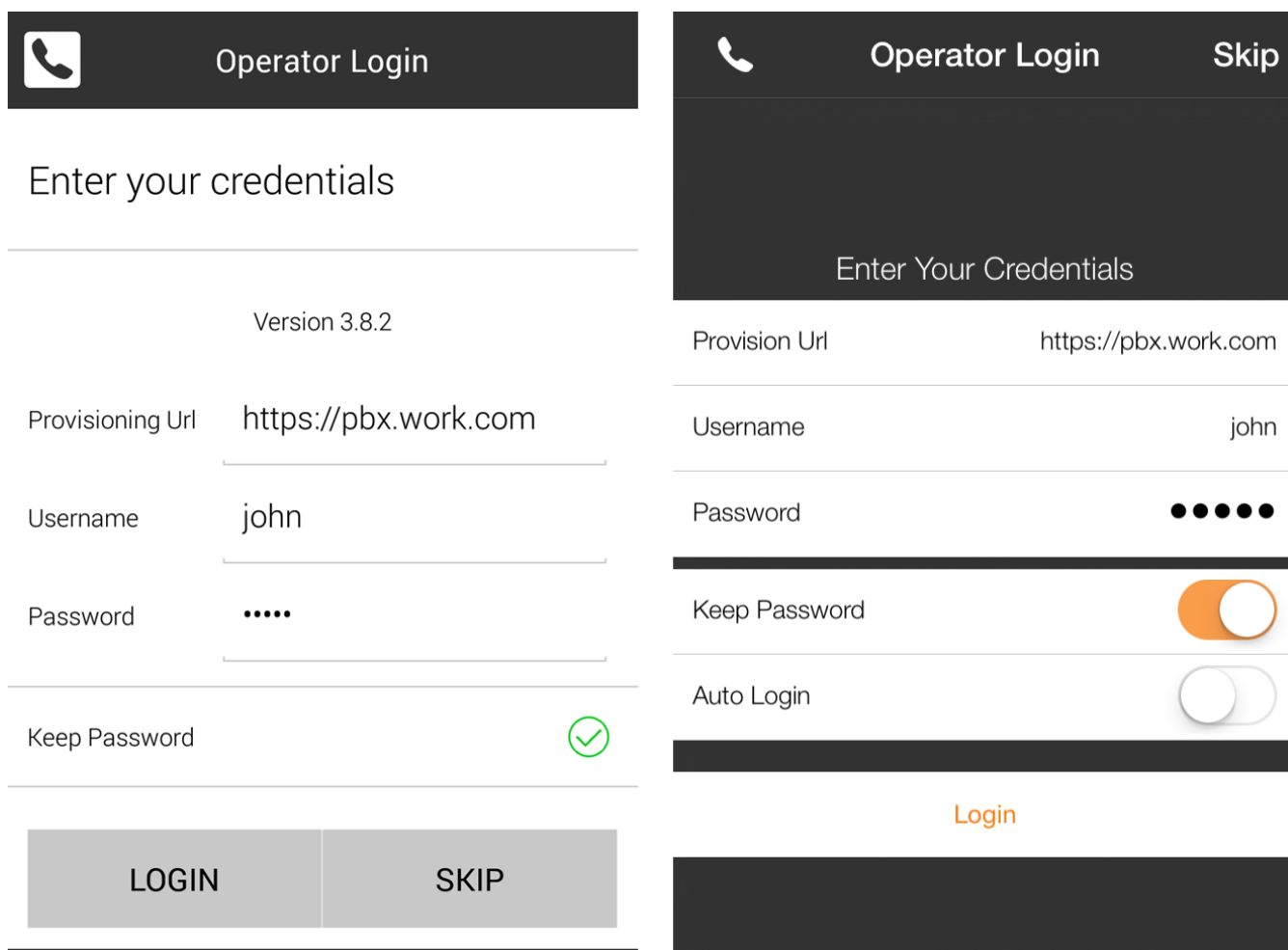
WARNING

Contact your system administrator who must configure your account.

If you use an SSL certificate created by your Kerio Operator server, see [Using the self-signed certificate from your Kerio Operator server](#).

1. Tap the Kerio Operator Softphone icon on your device.
2. In the **Provisioning Url** field, type the Kerio Operator domain name. Use the following format: `https://address`
3. Type your Kerio Operator username and password. Use the same credentials as the [Kerio Phone interface](#).
4. Tap **Login**.

The account is fully configured and you can make a call.



Screenshot 8: Login to Kerio Operator Softphone on your Apple iPhone or Android

3.4 Using the self-signed certificate from your Kerio Operator server

If you use a self-signed certificate created in your Kerio Operator server, you must manually download and install the certificate on your device:

1. In the browser on your device, go to Kerio Operator Softphone. For more information, see the [Kerio Phone](#) section in the **Logging into Kerio Operator** topic.
2. Tap **Download SSL certificate**. If the downloading fails, see the [SSL certificate troubleshooting](#) section.
3. Install the SSL certificate.

You can then log into Kerio Operator Softphone.

Softphone for mobile devices

Kerio Phone for Android and iOS includes secure automatic provisioning from the Kerio Operator server, call encryption support, and excellent voice quality.

[Learn more...](#)



Download SSL Certificate

3.4.1 SSL certificate troubleshooting

If the downloading of the SSL certificate fails:

- » Use the Firefox web browser to download the certificate.
- » Modify the URL for logging into Kerio Operator Softphone to the HTTP version. The format of the link is `http://kerio_operator_hostname/server.cer`
- » (Admins only) Use paid certificates signed by a certification authority.

3.5 Configuring mobile data network

By default, only Wi-Fi connection is allowed on mobile devices. If you want to use a mobile data network:

1. In Kerio Operator Softphone, go to **Settings > Preferences**.
2. In the **Mobile Data Network** section, allow **Use When Available**.
3. In the same section, select the **Allow VoIP Calls** option.

You can now connect via a mobile data network.

4 Other softphones

To configure a third-party software phone, have the following information ready:

- » IP address or DNS name of the Kerio Operator server
- » Extension number
- » SIP username and SIP password associated with the phone extension . Note that the SIP password does not match the password used for connecting to Kerio Phone.
- » Information whether the extension will be behind NAT. Get this information from your administrator.

This section helps you configure and use various softphones.

4.1 Configuring the Acrobits Groundwire software phone	34
4.2 Configuring the Ekiga (Gnome Meeting) software phone	34
4.3 Configuring the SJphone software phone	35
4.4 Configuring the X-Lite software phone	37

4.1 Configuring the Acrobits Groundwire software phone

This topic assumes that:

- » Acrobits Groundwire software phone is already installed
 - » the [information necessary for connection of the phone](#) is available.
1. Run the application and wait for Groundwire to display on your screen.
 2. Click the **no accounts** button located at the top-left corner of the phone.
 3. In **Settings**, select **SIP accounts**.
 4. Under **SIP accounts**, click + to add a new account.
 5. Type a name of the account in **Title** (e.g. *Kerio*).
 6. In **Username** and **Password**, type your SIP username and SIP password provided by your administrator. The SIP user-names/passwords do not correspond with usernames and passwords for Kerio Phone.
 7. In **Domain**, specify IP address or name of the DNS server where Kerio Operator is running.
 8. In **Display Name**, insert your phone extension number.

4.2 Configuring the Ekiga (Gnome Meeting) software phone

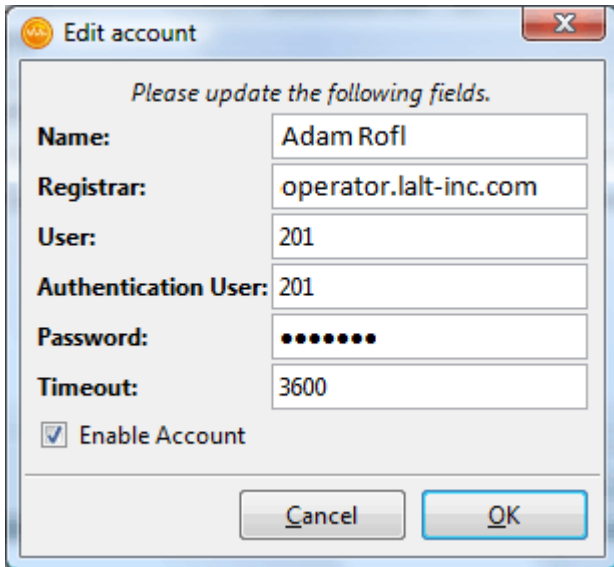
This topic assumes that:

- » Ekiga software phone is already installed
- » the [information necessary for connection of the phone](#) is available.

NOTE

Tested on Ekiga 3

1. Run the application and wait for the softphone to display on your screen.
2. On the toolbar, go to **Edit > Accounts**.
3. In the **Accounts** dialog box, click **Add**.
4. This opens the dialog where a new phone account can be created.



Screenshot 9: Account settings dialog

5. In **Registrar**, type IP address or DNS name of the PBX.
6. In entries **User** and **Password**, type the SIP username and SIP password for your account provided by your administrator.

4.3 Configuring the SJphone software phone

This topic assumes that:

- » SJphone software phone is already installed
- » the [information necessary for connection of the phone](#) is available.

NOTE

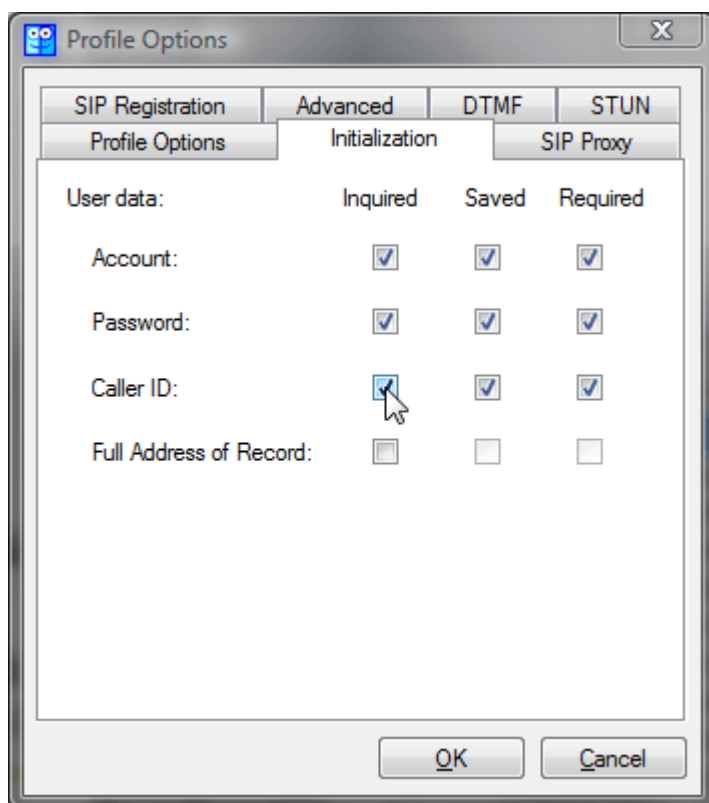
Tested on SJphone 1.60

1. Run the application and wait for the softphone to display on your screen.
2. Click **Menu**.



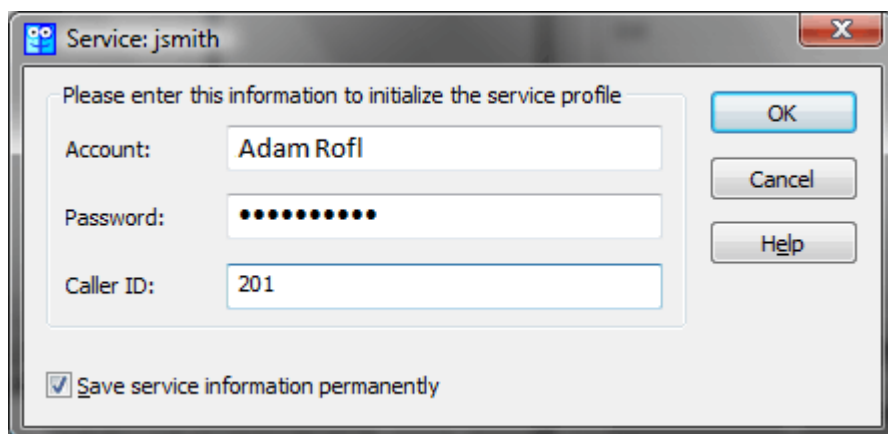
Screenshot 10: Softphone S/Jphone

3. Menu with options is displayed. Click **Options**.
4. On the **Profiles** tab click **New**. This opens the **Create New Profile** dialog where it is required to enter any profile name (you can use your username, for example). Save the profile.
5. This opens the **Profile Options** dialog. Go to the **SIP Proxy** tab and enter IP address or DNS name of the Kerio Operator PBX.
6. On the **Initialization** tab check options **Account**, **Password** and **Caller ID**.



Screenshot 11: Profile Options > Initialization

7. Dialog asking for authentication details and phone extension gets opened automatically. In entries **Account** and **Password** specify your username and the SIP password associated with the extension and in the Caller ID field enter the SIP username assigned by your network administrator.



Screenshot 12: Profile Options —

4.4 Configuring the X-Lite software phone

This topic assumes that:

- » X-Lite software phone is already installed
- » the [information necessary for connection of the phone](#) is available.

NOTE

Tested on X-Lite 4.7

1. Run the X-Lite application and wait for the softphone to display on your screen.
2. Click **Softphone > Account Settings**.
3. The **SIP Account** dialog box opens.
4. Select **Call**.
5. In the **User ID** and **Password** fields, type your SIP username and SIP password.
6. In the **Domain** field, type IP address or DNS name for the computer where the PBX is running.
7. Select **Register with domain and receive calls**. Otherwise incoming calls rings only on your hardware phone.

SIP Account [X]

Account Voicemail Topology Presence Transport Advanced

Account name:

Protocol:

Allow this account for:

- ☒ Call
- ☒ IM / Presence

User Details

* User ID:

* Domain:

Password:

Display name:

Authorization name:

Domain Proxy

☒ Register with domain and receive calls

Send outbound via:

☒ Domain

☐ Proxy Address:

Dial plan:

OK **Cancel**

Screenshot 13: SIP Account dialog — fill in highlighted parts

Now, you can call for X-Lite to any phone number.