

# Daktela SW Phone

The Daktela Software Phone is the perfect phone companion for use with Daktela, combining simplicity and functionality to get you up and running in no time.

For **Contact Centre use**, we recommend the version with [automatic SIP provisioning](#).

**Back office users** that don't use the Daktela GUI must use the version with [manual SIP setup](#).

Download



You can download both versions in the sections below.

Licence



The Daktela Software Phone is freeware – free to use with an active Daktela V6 installation.

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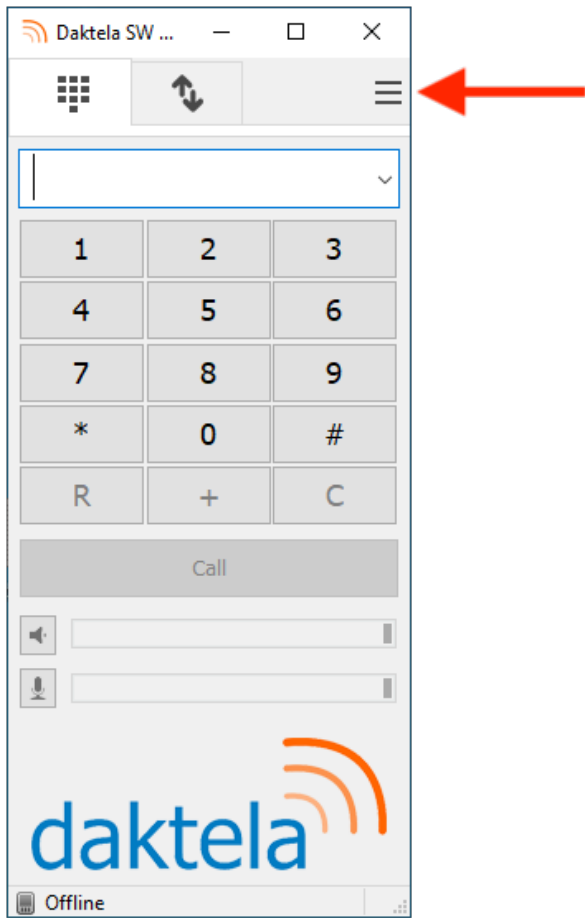
## Automatic SIP provisioning

Only **contact centre users** (i.e. those that work with the GUI) can use the Daktela Software Phone with **automatic** SIP provisioning. Back office users that don't use the Daktela GUI must use the version with [manual SIP setup](#).

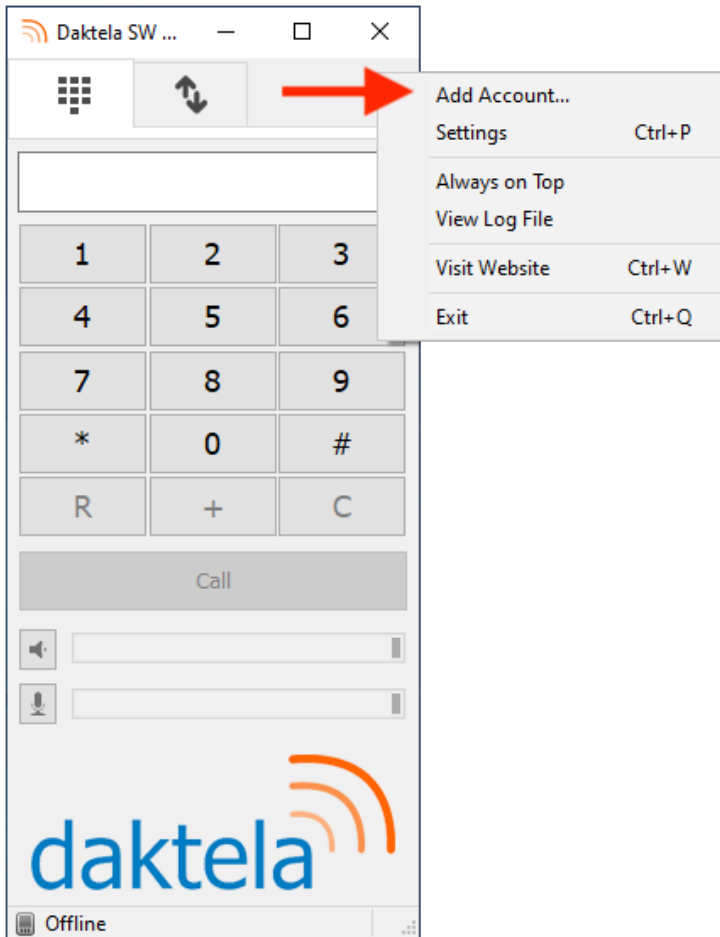
Download the Daktela Software phone with automatic SIP provisioning using the button below and follow the installation instructions:



Once installed, start the Daktela Software Phone and click the *Options button*:



Select *Add Account...*:



Log in using the same credentials that you use in Daktele.

A screenshot of the "Account" dialog box. It has a close button (X) in the top right corner. The fields are: "Instance" with ".daktela.com" entered, "Username" with a cursor, and "Password" which is empty. Below the password field is a blue link "display password" and a checked checkbox "Remember Details". At the bottom are "Save" and "Cancel" buttons.

**Instance:** the address you use to log in to Daktele, e.g. "*yourcompany.daktela.com*".

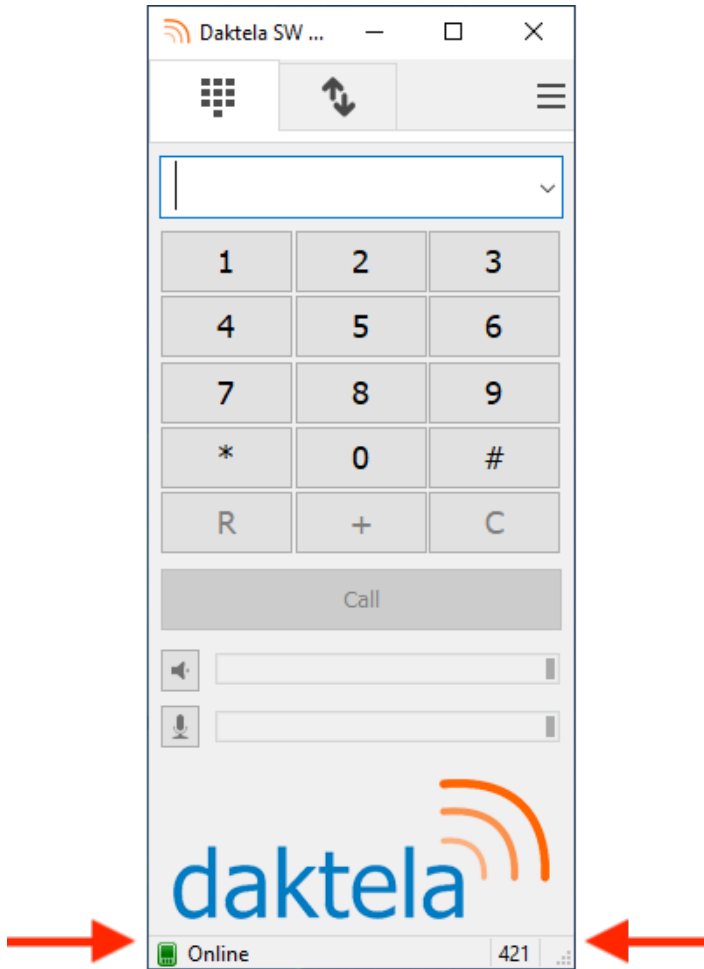
**Username:** your Daktele user name.

**Password:** your Daktele password.

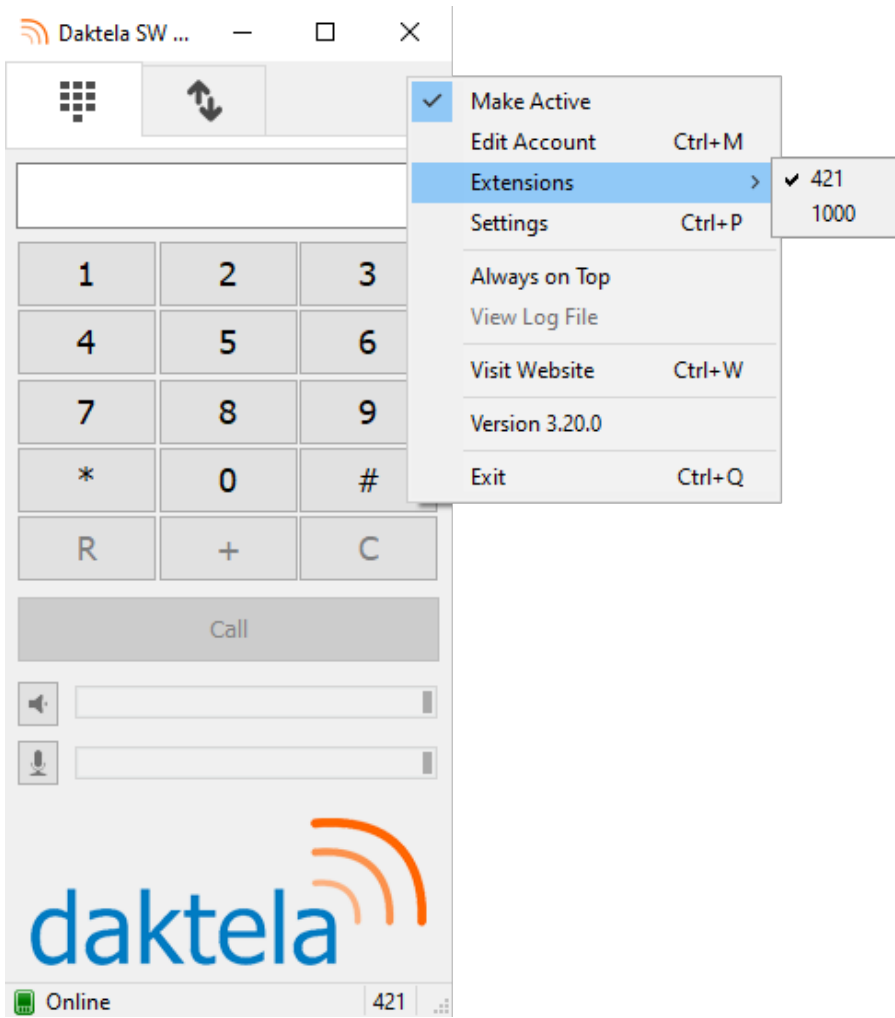
Click *Save*.

For remote provisioning to work correctly, the **user** you are logging in as **must have at least one device assigned statically**. Go to [Users](#) → [List of users](#) → *your user* to set a device. If you don't have access to these settings, ask your Manager to set a device for you.

If your log in was successful, you will see you are online in the bottom left corner and your device number in the bottom right. Your Daktele Software Phone is now set up and ready to make and receive calls.



If the User you have logged in as has several devices, you can select which device you want to use under *Options* → *Extensions*:



If you have any problems setting up the Daktele Software Phone for use with Daktele, please contact us on +420 226 211 245 or at [daktela@daktela.com](mailto:daktela@daktela.com).  
The .ini file path is usually C:\Users\username\AppData\Daktela SW Phone RP\Daktela SW Phone RP.ini.



To place the .ini file in a different location, run the Daktele SW phone with an initialisation parameter such as: "Daktela SW phone RP.exe" /ini:"C:\path with spaces\file.ini"

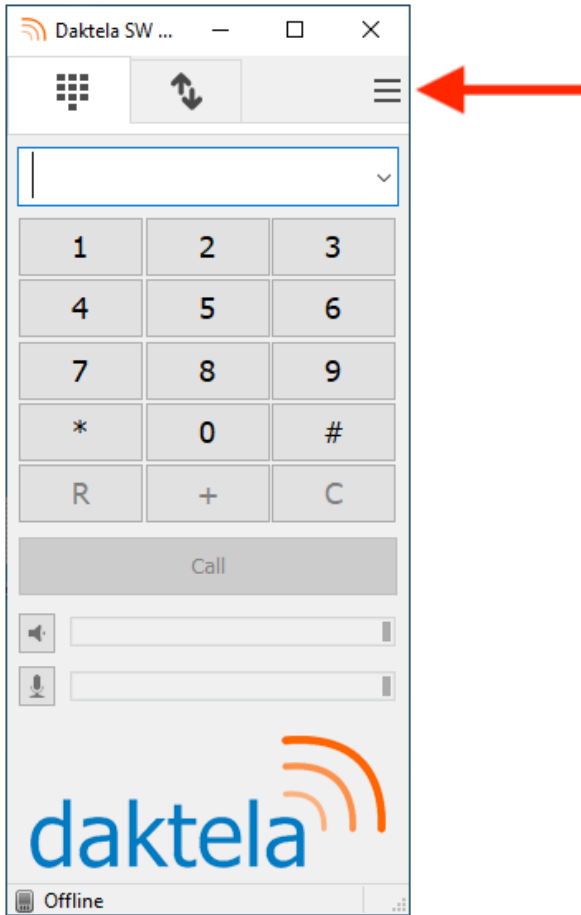
## Manual SIP setup

The Daktele Software Phone with **manual** SIP setup is intended for **back office users** (i.e. those that don't work with the Daktele GUI). We recommend that **contact centre users** use the version with **automatic** SIP provisioning.

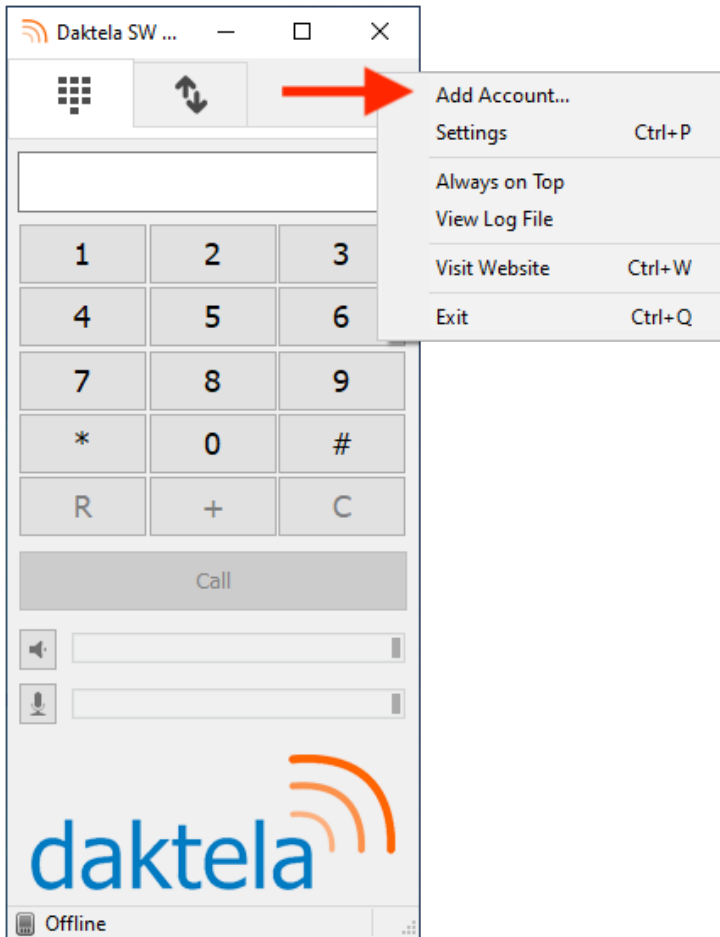
Download the Daktele Software phone with manual SIP setup using the button below and follow the installation instructions:



Once installed, start the Daktela Software Phone and click the *Options button*:



Select *Add Account...*:



Log in to your SIP device:

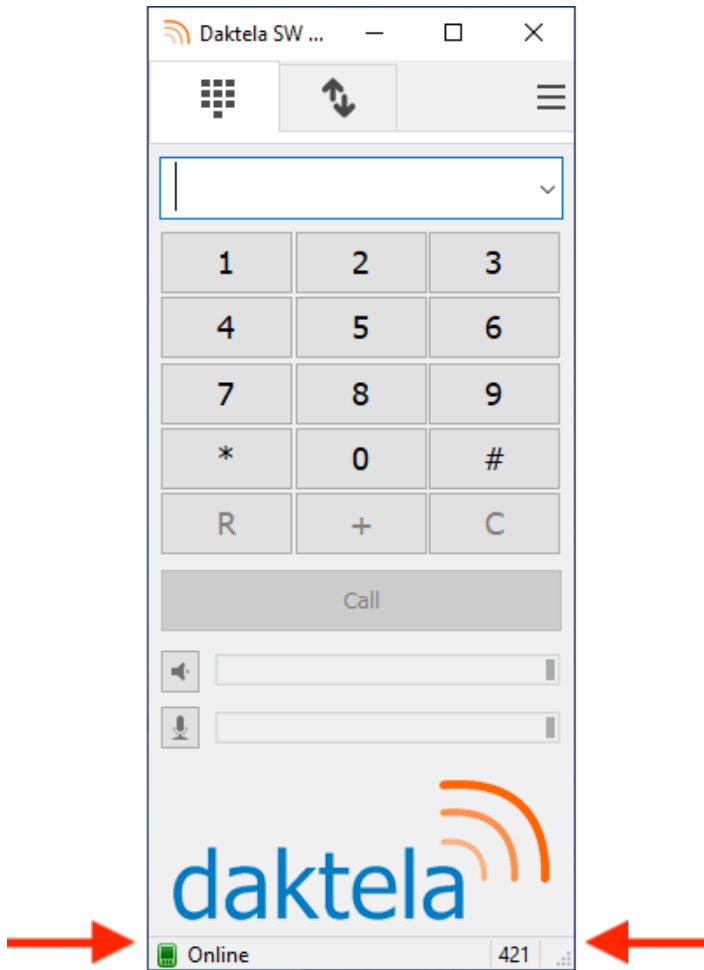
A screenshot of the "Account" dialog box. It contains the following fields and options: "Server" (text input with "daktela.com"), "Extension" (text input), "Password" (text input with a "display password" link below it), "Transport" (dropdown menu set to "UDP"), and a checked "Remember Details" checkbox. At the bottom are "Save" and "Cancel" buttons.

**Server:** enter your hostname – it is usually the same as the URL of your Daktele instance, e.g. "*yourcompany.daktela.com*".

**Extension:** enter your SIP device number (see [SIP devices](#) to find your number).

**Password:** enter your SIP device password (see [SIP devices](#) to find your password).

If your log in was successful, you will see you are online in the bottom left corner and your device number in the bottom right. Your Daktela Software Phone is now set up and ready to make and receive calls.



If you have any problems setting up the Daktela Software Phone for use with Daktela, please contact us on +420 226 211 245 or at [daktela@daktela.com](mailto:daktela@daktela.com).  
The .ini file path is usually C:\Users\username\AppData\Daktela SW Phone RP\Daktela SW Phone RP.ini.



To place the .ini file in a different location, run the Daktela SW phone with an initialisation parameter such as: "Daktela SW phone.exe" /ini:"C:\temp\file.ini"