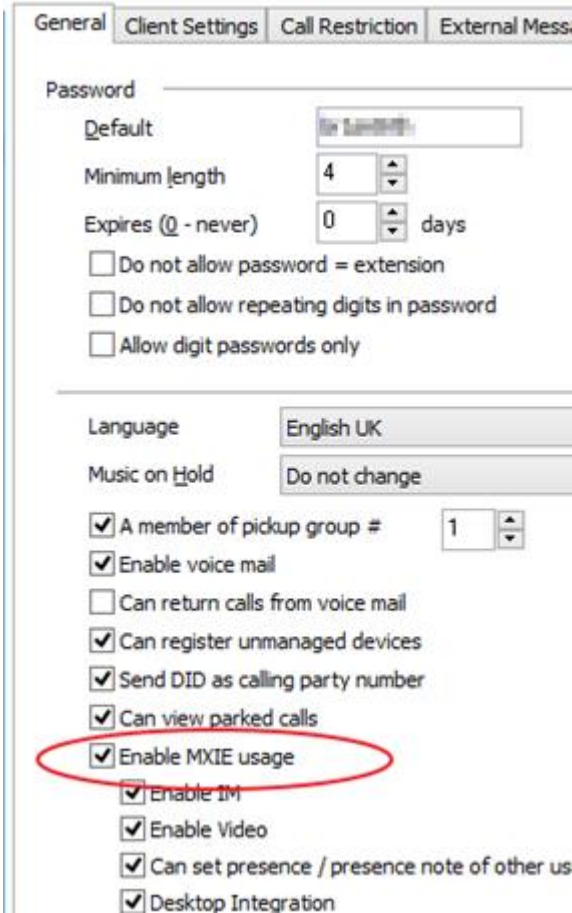


## SOFTPHONE WILL NOT BIND IN MXIE?

Ok, so you have checked in MX-ADMIN that you have sufficient licencing resources, and that the **User profile** has been set up with MXIE enabled...



General Client Settings Call Restriction External Mess

Password

Default

Minimum length 4

Expires (0 - never) 0 days

Do not allow password = extension

Do not allow repeating digits in password

Allow digit passwords only

Language English UK

Music on Hold Do not change

A member of pickup group # 1

Enable voice mail

Can return calls from voice mail

Can register unmanaged devices

Send DID as calling party number

Can view parked calls

Enable MXIE usage

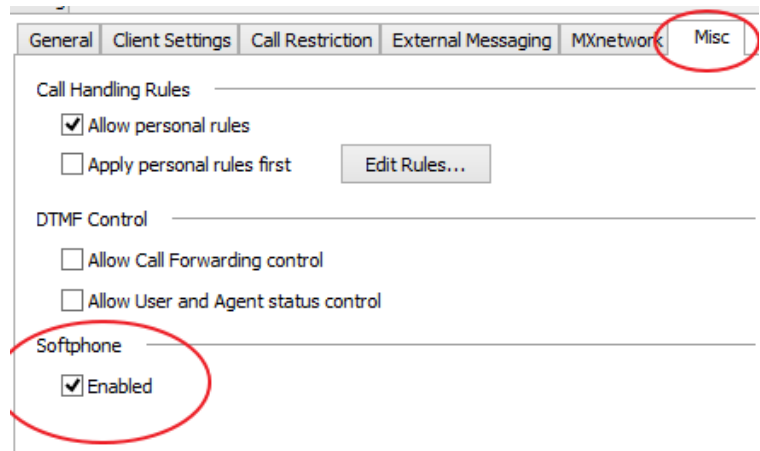
Enable IM

Enable Video

Can set presence / presence note of other us

Desktop Integration

....and Softphone enabled ...



General Client Settings Call Restriction External Messaging MXnetwork Misc

Call Handling Rules

Allow personal rules

Apply personal rules first Edit Rules...

DTMF Control

Allow Call Forwarding control

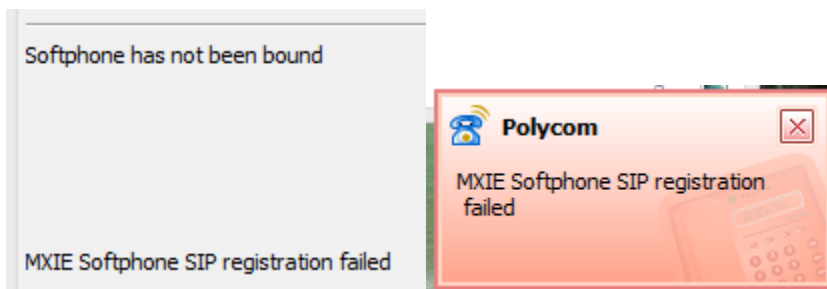
Allow User and Agent status control

Softphone

Enabled

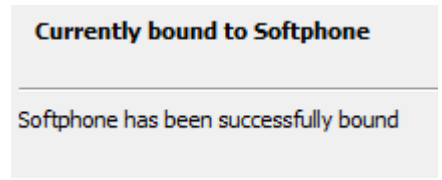
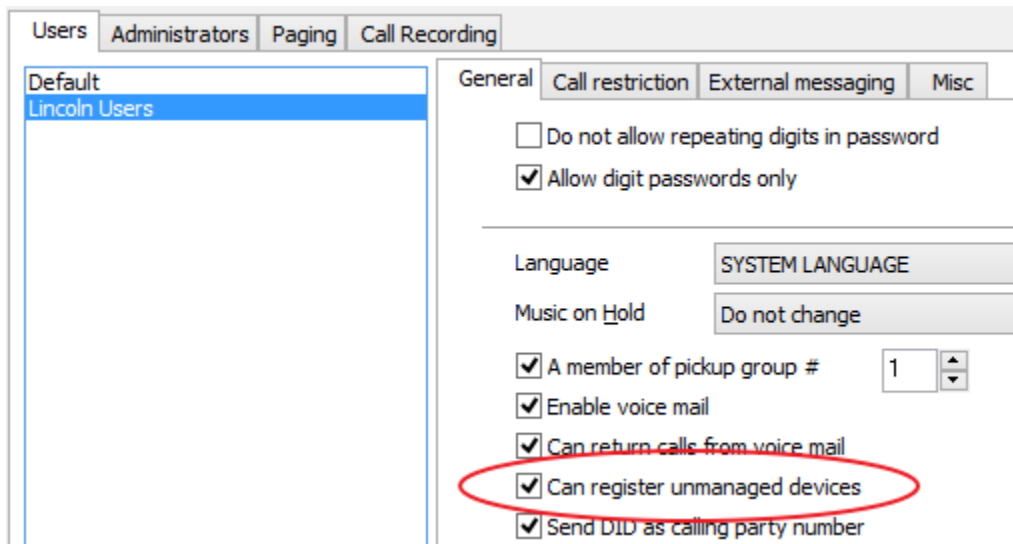
But when you go to 

your Softphone still fails to register and comes up with



**Note : MXIE softphone is treated as an Unmanaged Device.**



Check that the user's profile does not have "Can register unmanaged devices" enabled. Once you enable this option it will work.

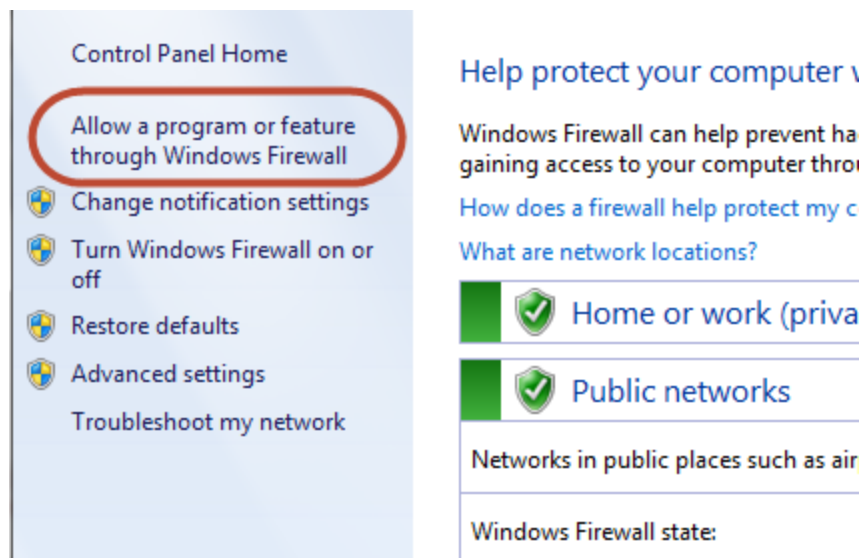


Now, when you try to bind , you should get :

If the User STILL cannot bind, then it will be because your Windows Firewall on your PC/Laptop is blocking MXIE and its softphone; You may need your Network Administrator's permission if your own Windows login does not allow you the privileges to update/install programmes.

**Follow these steps to Allow MXIE and port 5060 in Windows Firewall**

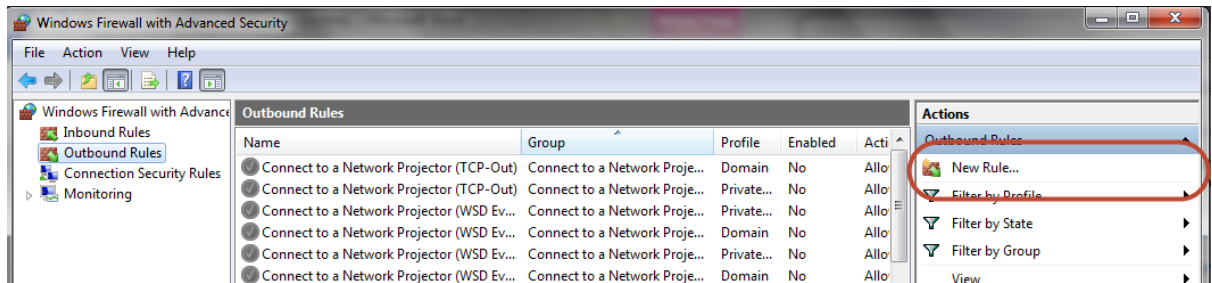
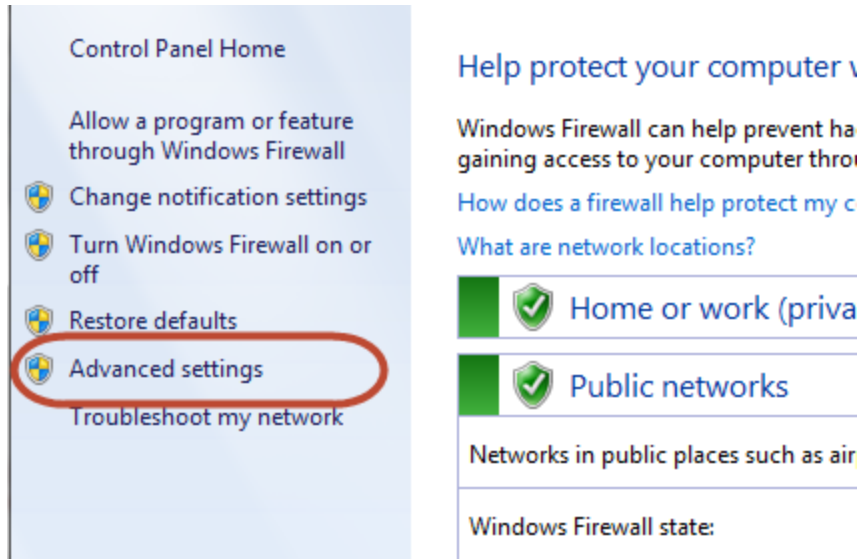
1. Open Windows Firewall by clicking the Start button , clicking Control Panel, clicking Security, and then clicking Windows Firewall.
2. Click Allow a program through Windows Firewall.  If you are prompted for an administrator password or confirmation, type the password or provide confirmation.



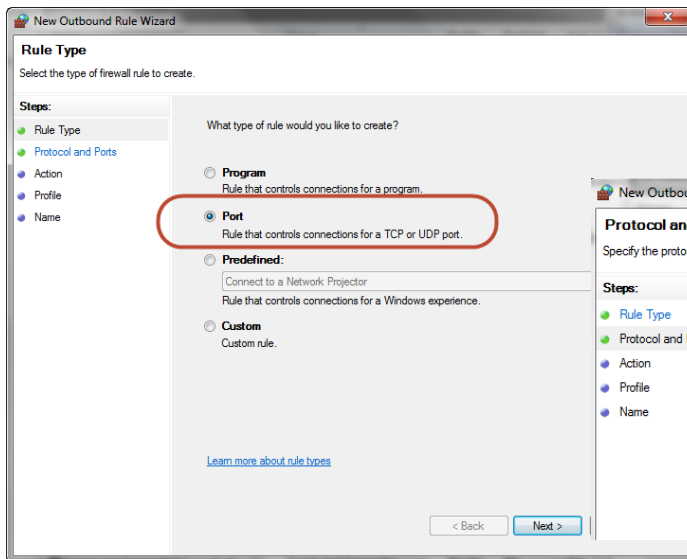
3. Check if MXIE user application are allowed Home/Work (Private) network

<input checked="" type="checkbox"/> MUZ AOD APP player	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> MXIE User application	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> MyWiFiDHCPDNS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

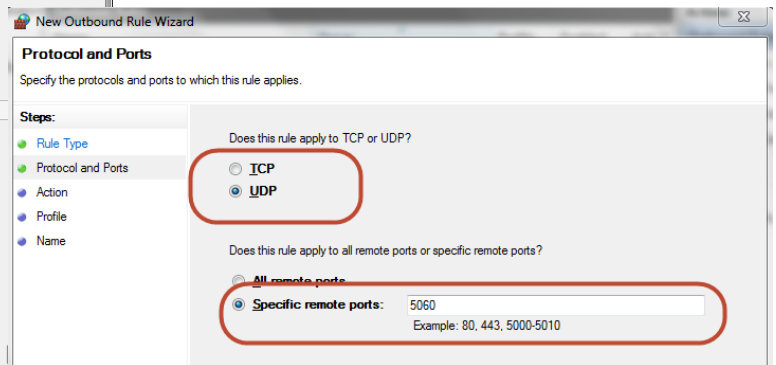
- Then clicking **OK**
- Then clicking **Advanced settings**, clicking **Outbound Rules, New Rules**



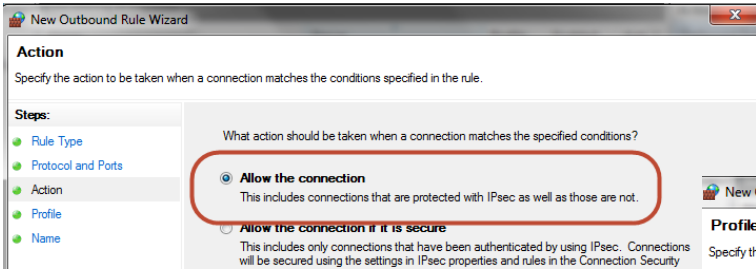
- Click **Add port**.



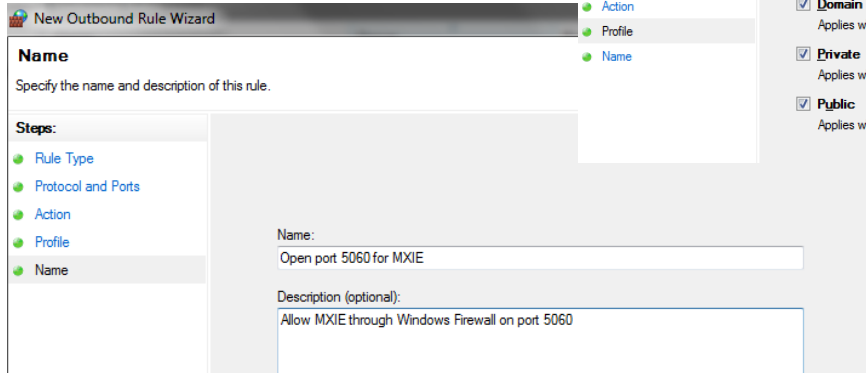
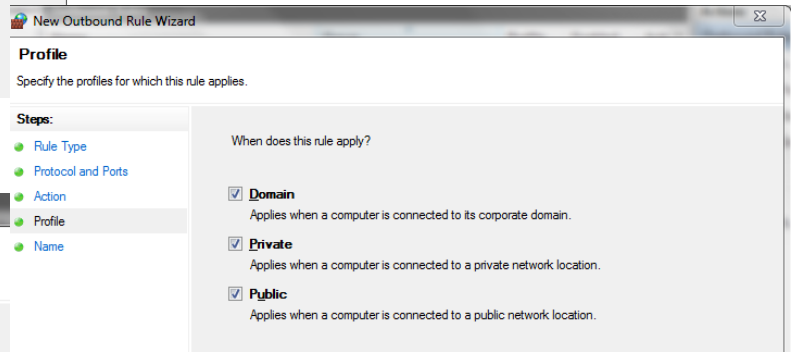
- Specify protocol **UDP** and port **5060**



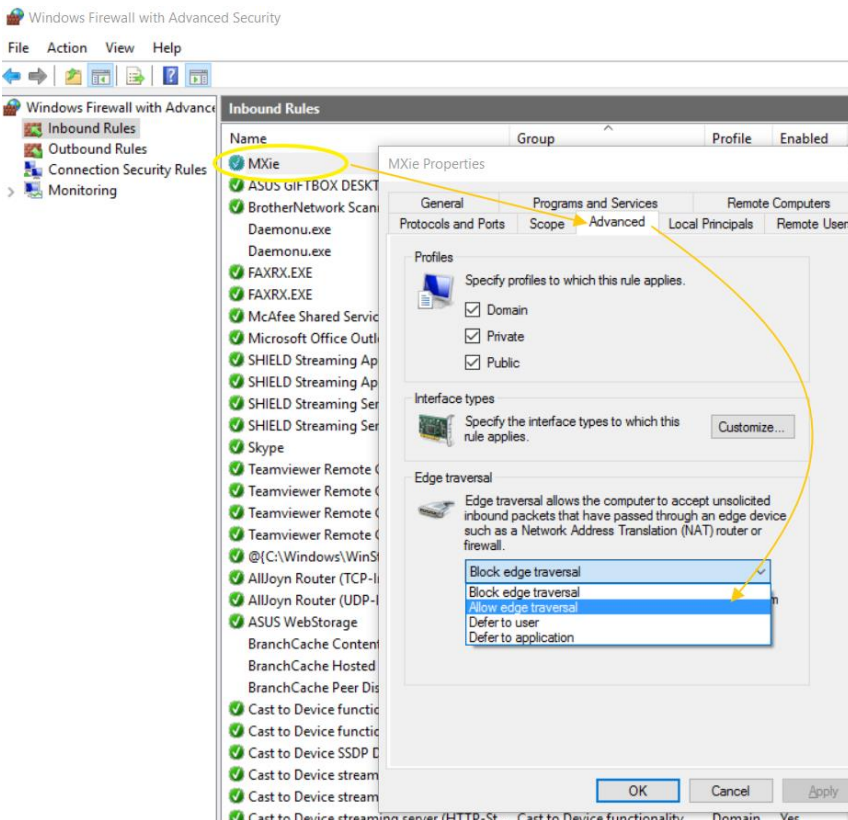
## 8. Then select **Allow the connection**



## 9. Select **NEXT**



10. In the Name box, type a name that will help you remember what the port is used for.



Then select **Finish** and go **BACK** into the MXIE rule that you created, and under the **Advanced** tab,

Check that your “Edge Traversal” is set to “Allow”

Have you watched our Zultys Tutorials ?

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