

# How to connect SIP line to webitel

These actions should be performed on behalf of the telephony user with administrator rights and after setting up the connection of the Creatio system to the webitel system.

To login to webitel you should find a link to your telephony server and your domain name.

To find the link to your telephony server, in the Creatio environment, go to the System Designer, go to [System Settings] - open the [Webitel] setting, select [Webitel connection string], in the [Default value] field a link to your telephony server.

Example:

To find out your domain name, in Creatio enter the System Designer, go to [System Settings] - open the [Webitel] setting, select [Webitel Domain], your domain name will be indicated in the [Default value] field.

Example:

Follow this link to your telephony server (use the <https://> protocol). You should see a webitel login window.

Example:

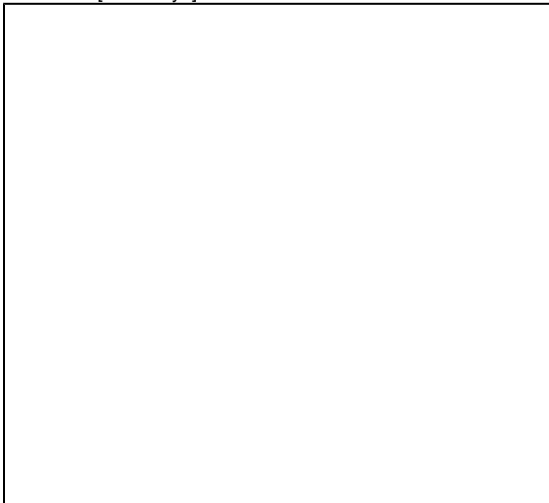
In the Login field, enter: user\_internal\_number @ your\_domain\_name (for example: [100@mycompany.terrasoft.com](https://100@mycompany.terrasoft.com) )

In the Password field, enter your telephony user password.

Leave the Server field unchanged.

Click the Log In button.

Select the [Gateways] section and click on the button with the "+" sign.



In the window that appears, fill in the following fields:

Name - set a name for your SIP line.

If you use a SIP line with registration, the SIP provider provided you with a host (or IP address) as well as a username and password:

- in the **Type** field - select **SIP provider**
- in the **Profile** field - select **External**
- enter the data provided by the provider in the fields *Host/IP*, *User Name*, *Password*

Example:



- Click the **Save** button to save the changes.
- If the line registration is successful, the REGED status will be set.

Example:

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If you use a SIP line without registration, the SIP provider has provided you with a host (IP address) and login.

- in the **Type** field - select **SIP trunk**
- in the **Profile** field - select **Nonreg**
- enter the data provided by the provider in the *Host/IP*, *User Name* fields.

Example:



- Click the **Save** button to save the changes.
- If the line registration is successful, the NOREG status will be set.

Example:

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If the line status is FAIL\_WAIT, contact your SIP provider or Webitel technical support at [support@webitel.com](mailto:support@webitel.com) or support portal [my.webitel.com](https://my.webitel.com).