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DOCUMENTATION · FILANTIS PHONE APPS

SIP softphone for Windows

Install Filantis Phone, connect it to any SIP provider or PBX, and use every feature — calls, video, transfer, recording, contacts and voicemail — from your Windows PC.

Updated 1 October 2026

filantis.com/docs/sip-phone-windows/

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At a glance

- **Filantis Phone is a SIP softphone for Windows 10 and 11** (64-bit) that works with any provider or PBX — Asterisk, FreePBX, 3CX, Kamailio, hosted VoIP or Filantis itself.
- **Five steps to your first call:** buy, install, activate, add your SIP account, dial.
- **Several accounts at once**, each with its own status light; pick which one places each call.
- **HD voice and video** (Opus, G.722, G.711, VP8), encrypted with TLS and SRTP when your provider supports it.
- **Transfer, hold, record, contacts, call history and voicemail** are built in. One licence key works on one PC, with every future update included.

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1 What you need



A Windows PC

Windows 10 (version 1809 or later) or Windows 11, 64-bit, with a headset or microphone and speakers.



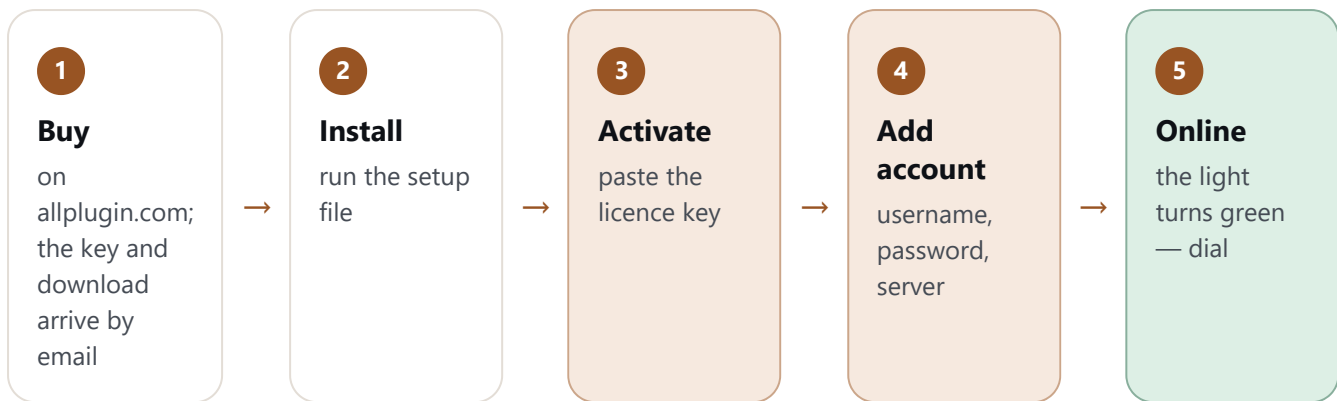
A SIP account

The username, password and server your provider or PBX administrator gave you.



A licence key

Sent by email with your order from allplugin.com. One key activates one PC.



From order to first call in about five minutes.

2 Install and activate

- 1 Download **FilantisPhone-Setup.msi** from the link in your order email and open it.
- 2 If Windows shows *Windows protected your PC*, click **More info** and then **Run anyway**. Accept the licence agreement and click **Install**.
- 3 Setup adds **Filantis Phone** to the Start menu and the desktop, and allows it through Windows Firewall so calls can reach you.
- 4 Open Filantis Phone. Paste the licence key (it looks like FILA-XXXXX-XXXXX-XXXXX-XXXXX) and click **Activate**. The PC must be online for this step.

One key, one PC. If activation says the key is already in use on another computer, use **Open a support ticket** in the same window and our support team will help.

3 Add your SIP account

Right after activation the app opens **Connect your SIP account**. Later you can add more in **Settings → SIP accounts → Add account**.

- 1 **Username / extension** — e.g. 1001 or john.
- 2 **Password** — the SIP password, not the password you use to log in to the provider's website.
- 3 **Domain / server** — e.g. sip.provider.com. Add :port only if it is not the usual 5060 (5061 for TLS).
- 4 **Transport** — *UDP* works with most providers; choose *TLS* if yours offers encrypted signalling.
- 5 Click **Save**. The status light turns green when the server accepts you.

Connect your SIP account

Username / extension

1001

Password

.....

Domain / server

sip.example.net

Display name

Front desk

Transport

UDP

Cancel

Save

Advanced options

Most accounts never need these. Open **Advanced** in the same window when your provider asks for them.

FIELD	USE IT WHEN
Account label	You have several accounts — "Office line", "Home". Otherwise the account shows as user@server.
Authentication user	Your provider gives a separate auth ID from the username.
Outbound proxy	Your provider names a proxy (host:port) that all traffic must go through.
Media encryption (SRTP)	Set to <i>Required</i> only if the server supports SDES-SRTP; usually with TLS.
Registration interval	Default 300 seconds. Lower it if calls stop arriving after a while behind some routers.
Voicemail number	Your mailbox number, e.g. *97. Used by the voicemail button.

FIELD	USE IT WHEN
Dial prefix	Your PBX needs a digit for an outside line, e.g. 9 — it is added to numbers you dial.
Register with the server	Untick for an account used only to place calls; it will not receive any.
Voicemail notifications	On by default: shows the count of new messages on the voicemail button.
Verify TLS certificate	Leave on. Turn off only for a test server with a self-signed certificate.
Account enabled	Untick to park an account without deleting it.

With several accounts, click the **star** beside one in **Settings** → **SIP accounts** to make it the default. The account picker at the top of the dialpad changes which one places the next call; calls back from **Recent** use the account the call came in on.

4 Account status

Each account has a coloured light and a short message, on the dialpad and in Settings.

MESSAGE	WHAT IT MEANS	WHAT TO DO
 Online	Registered: you can call and be called.	Nothing.
Connecting...	Talking to the server.	Wait a few seconds.
Wrong username or password	The server refused the details.	Re-type the password; check whether an <i>Authentication user</i> is needed.
Unknown user	The server does not know that username.	Check the username and domain.
Server not found	The domain name does not exist.	Check the spelling of the domain.
No answer from server	Nothing came back in time.	Check the port and transport; try TCP; check the internet connection.

MESSAGE	WHAT IT MEANS	WHAT TO DO
Online (no registration)	Registration is switched off for this account.	Calls out work; calls in will not arrive.
Disabled	The account is switched off.	Tick <i>Account enabled</i> .

5 Make and take calls

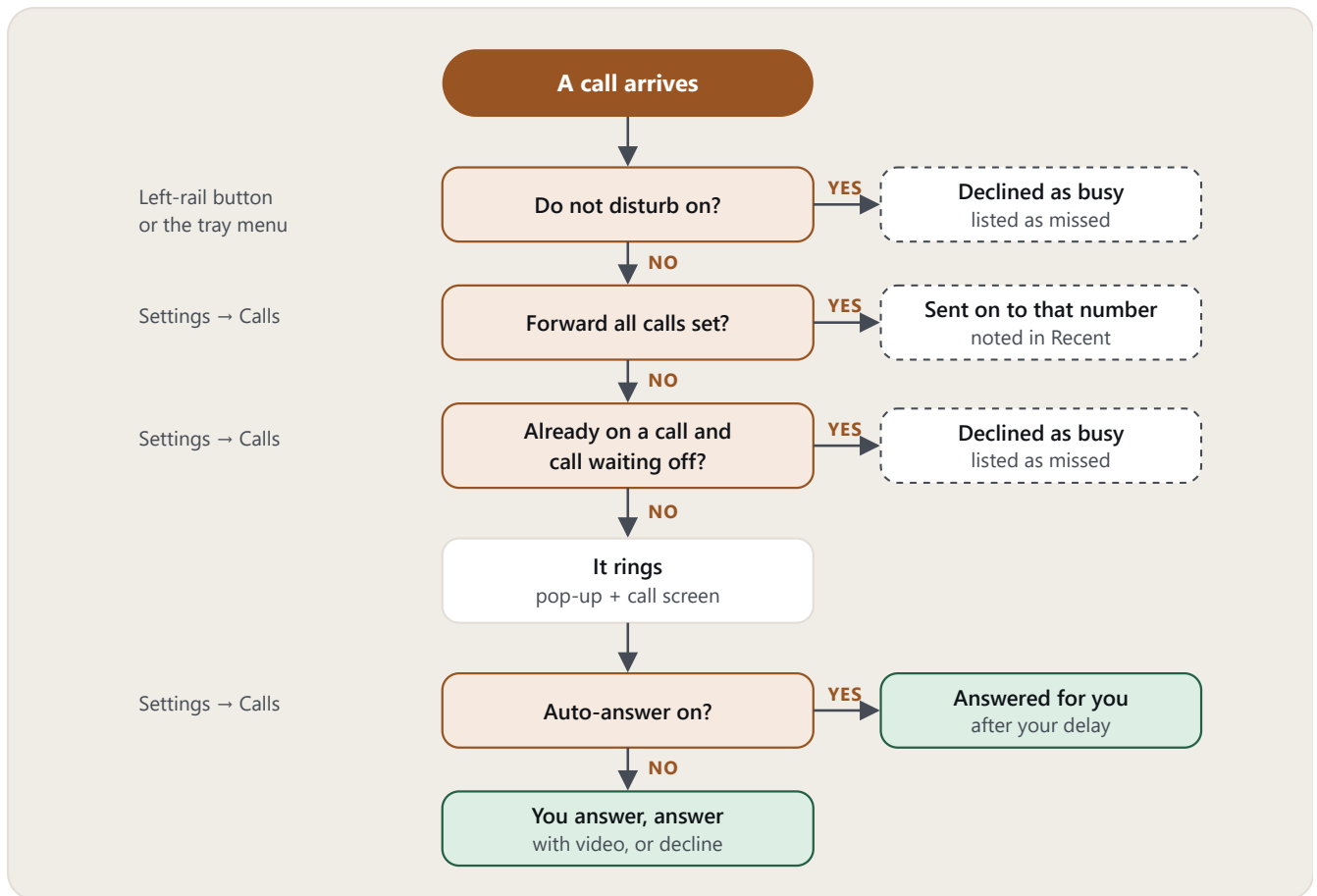
Make a call

- 1 On the **Dialpad**, type a number, an extension or a SIP address such as `alice@example.com` — with the keyboard or the keypad.
- 2 Matching contacts and recent numbers appear as you type; click one or pick it with  .
- 3 Press  or the green button to call; the camera button or  +  makes a video call.

Press **Call** with nothing typed to bring back the last number you dialled. Right-click  for ; hold the delete key to clear the number.

When a call comes in

A pop-up appears in the corner of the screen with **Decline**, **Video** and **Answer**, and the call screen opens. Before it rings, Filantis Phone checks your settings in this order:



Do not disturb wins over everything. Missed, forwarded and busy calls all appear in Recent, so nothing goes unseen.

Turn **Do not disturb** on and off with the button just above Settings in the left rail (it turns red), or from the tray icon's menu.

6 During a call

The call screen shows the name, the timer, the codec in use and a **padlock** when the audio is encrypted. Your microphone level shows under the timer.



Mute

They stop hearing you; you still hear them.



Keypad

Send tones to menus — “press 1 for sales”.



Hold

Puts the other side on hold until you press it again.



Transfer

Hand the call to someone else, straight away or after asking first.



Record

Starts and stops a recording of both sides.



Add call

Holds this call and dials another; switch between them from the strip at the top.



Camera

In a video call, turns your camera off and on. Your picture shows in the corner.



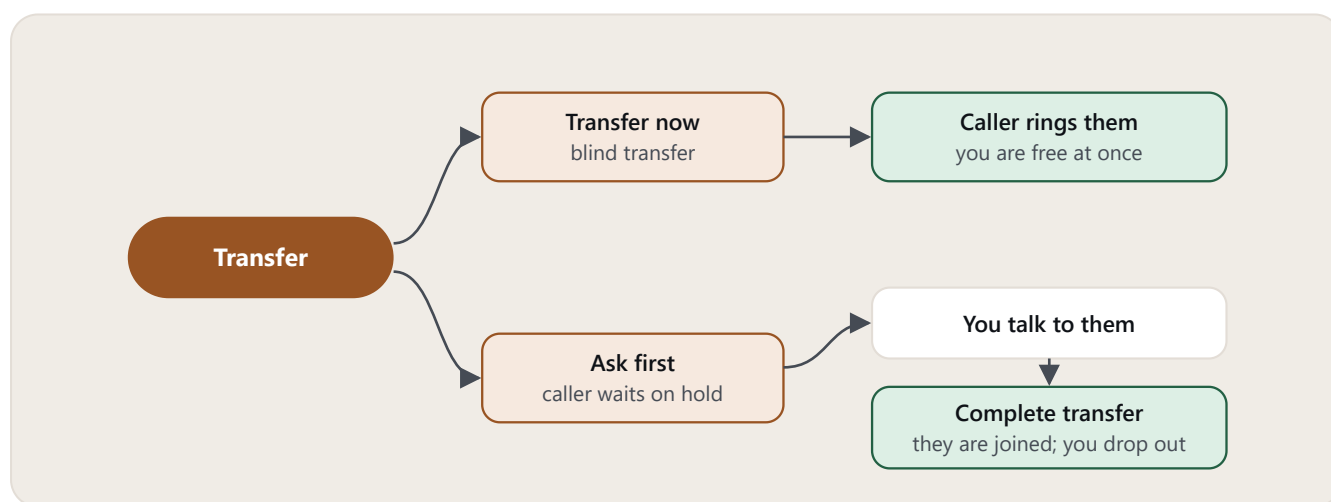
Volume

The slider under the buttons sets how loud the other side is.

You can leave the call screen to look up a contact; the green phone icon in the left rail brings you back.

7 Transfer a call

Click **Transfer**, type a number, extension or SIP address (or pick a contact), then choose how:



Ask first lets you check the person is free before handing the caller over. The **Complete transfer** button appears once you are speaking to them.

Transfers are carried out by your provider or PBX. If a transfer is refused, ask your provider whether call transfer (SIP REFER) is enabled on your account.

8 Contacts and Recent

Contacts

- **Add** a contact with a name, a number (extension, phone number or SIP address), an optional mobile, company, email and notes. Tick **Favourite** to keep them at the top.
- **Import** a CSV or vCard file exported from Outlook, Google Contacts or your phone; **Export** saves them all as CSV.
- Search by name, number or company. Double-click to call; a contact with both a number and a mobile asks which to ring.
- Typing on the dialpad shows the matching contact's name under the number.

Recent

Every call is listed with its direction, length and time, filtered by **All**, **Missed**, **Incoming** or **Outgoing**. Missed calls show in red and as a count on the Recent icon. From each row you can call back, make a video call, edit the number before calling, add it to contacts, copy it, or play its recording.

9 Recording and voicemail

Call recording

Press **Record** during a call, or tick **Settings** → **Calls** → **Record every call automatically**. Recordings are saved on your PC as WAV files — your voice on the left channel, the other side on the right — named by date, time and number, in Documents\Filantis Phone Recordings unless you choose another folder. Play them from the call's row in **Recent**.

Tell people when you record. Many countries require the other side's consent. Recordings stay on this PC; nothing is uploaded.

Voicemail

When your provider supports it, a red count of new messages appears on the voicemail button at the top right of the dialpad. Click it to call your mailbox — the *Voicemail number* of the account, or *97 if none is set.

10 Settings reference

SECTION	WHAT YOU CAN SET
Audio devices	Microphone (with a live level meter), speaker or headset, and a separate <i>ringing device</i> — so the PC speakers can ring while you talk on the headset. Mic gain, call volume, ring volume, echo cancellation and noise suppression, <i>Test microphone</i> and <i>Play ringtone</i> .
Video	Camera, resolution (320×240, 640×480 or 1280×720), frame rate (15, 25, 30) and bitrate. Without a camera you still see the other side.
Audio codecs	Tick and reorder Opus, G.722, G.711 μ-law and G.711 A-law. They are offered in this order: Opus gives HD voice, G.711 works with every provider.
Calls	Auto-answer after a delay, call waiting, show the call screen on a new call, keypad tones, forward all calls, ringtone (built-in or your own file), record every call, recordings folder.
Network & NAT	Local SIP port, RTP port range (10000–20000 by default), STUN server, public IP address, UDP keep-alive (20 s by default) and a SIP message log for troubleshooting. Click <i>Apply network changes</i> after editing.
Application	Theme (follow Windows, light or dark), start with Windows, start minimised to the tray, keep running in the tray when closed, always on top, open sip:, tel: and callto: links, check for updates automatically.

The card at the foot of Settings shows the version and licence, with **Check for updates**. Updates are free for life; the app offers each new version when it is released.

11 Windows and shortcuts

Filantis Phone starts with Windows and keeps running in the notification area, so calls ring even when its window is closed. Right-click the tray icon for **Open**, **Dial...**, **Do not disturb** and **Exit**. To quit completely, use **Exit Filantis Phone** at the bottom of Settings.

Click any tel:, sip: or callto: link — in a browser, an email or your CRM — and Filantis Phone dials it.

KEYS	DOES
Ctrl + 1 / 2 / 3	Dialpad / Contacts / Recent
Ctrl + ,	Settings

KEYS	DOES
Enter	Call the number typed (or the highlighted suggestion)
Shift + Enter	Video call
↑ ↓	Move through suggestions
Esc	Clear the number

12 Troubleshooting

– I can call out, but calls to me never ring.

Check the account shows *Online*, that *Register with the server* is ticked, and that *Do not disturb* and *Forward all calls* are off. Behind a home or office router, lower the account's registration interval to 60–120 seconds and keep UDP keep-alive on — or switch the transport to TCP or TLS.

– The call connects but there is no sound, or only one side hears.

This is almost always the router. Add a STUN server in **Settings** → **Network & NAT** (for example `stun.1.google.com:19302`) and click *Apply network changes*. If your router forwards ports to this PC, enter its public IP address there too.

– They hear an echo of themselves.

Turn on *Echo cancellation and noise suppression* in Audio devices, or use a headset. Echo cancellation does not work through HDMI or S/PDIF outputs; the app then falls back to plain audio.

– Calls drop after about 30 seconds.

The server is not receiving our answer — usually a router changing SIP. Turn off “SIP ALG” on the router, or switch the account to TCP or TLS.

– My provider support asks for a log.

Tick *Log all SIP messages* in Network & NAT, repeat the problem, then click *Open log folder* and send the newest file. Turn the log off afterwards.

13 Questions

– Which providers does it work with?

Any standard SIP service: Asterisk, FreePBX, 3CX, Kamailio, FusionPBX, hosted VoIP providers and Filantis. If a desk phone can register with it, Filantis Phone can.

– Is it a subscription?

No. You pay once, and every future version is included.

– Can I use it on a second PC?

Each key activates one PC. Buy another key for a second computer. Replacing your PC? Open a support ticket from the activation window and we will help.

– Where are my settings and contacts kept?

In %APPDATA%\Filantis Phone on this PC. SIP passwords are encrypted with your Windows account, so they cannot be read from another user or computer.

– Is there a version for my phone?

Yes — Filantis for Android, the same any-provider softphone, is on allplugin.com.

Need the phone system too?

Filantis Phone works with any provider. Pair it with Filantis and you also get extensions, call menus, voicemail and recording in the cloud — with the staff, the invoices and the front desk of your business in one place.

Any provider

Asterisk, FreePBX, 3CX, hosted SIP.

Pay once

Every future update included.

HD and encrypted

Opus, video, TLS and SRTP.

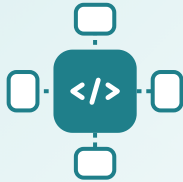
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Buy Filantis Phone

What to do next

Running Filantis as your phone system? See [Extensions and numbering](#) for the details to type into the app, and [the mobile app](#) for phones.

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Questions? hello@filantis.com



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