Technical Guide

Ref No. 14KA0012

Model: IP Softphone

Title: Allow IP Softphone to communicate through Windows Firewall

1- Requirement

The operation of IP Softphone must be accepted by Windows Firewall.

2- How to allow IP Softphone to communicate through Windows Firewall

Windows7 (or Windows8)

Step 1 : Open Control Panel.





Step 2 : Open Windows Fierwall.

| Control Panel 🕨 All Cor | ntrol Panel Items 🕨 | ✓ ✓ Search Control Panel |
|-----------------------------------|-------------------------------------|--|
| Adjust your computer's settings | | View by: Small icons ▼ |
| Action Center | 🍓 Administrative Tools | 🖬 AutoPlay |
| 🐌 Backup and Restore | 💶 Color Management | Credential Manager |
| P Date and Time | 😿 Default Programs | Dell Touchpad |
| 🔓 Desktop Gadgets | 🚔 Device Manager | na Devices and Printers |
| 📕 Display | 🕒 Ease of Access Center | 🚰 Folder Options |
| Fonts | 📳 Getting Started | 🤣 HomeGroup |
| Judexing Options | 💕 Intel(R) Graphics and Media | 😪 Internet Options |
| 🔉 Keyboard | 🖾 Location and Other Sensors | Mail (32-bit) |
| Mouse | 💱 Network and Sharing Center | 📟 Notification Area Icons |
| Performance Information and Tools | Personalization | 📰 Phone and Modem |
| Power Options | 🛐 Programs and Features | necovery |
| Region and Language | 🐻 RemoteApp and Desktop Connections | 🛋 Sound |
| Speech Recognition | 🔞 Sync Center | 🕎 System |
| Taskbar and Start Menu | 📧 Troubleshooting | & User Accounts |
| Windows Anytime Upgrade | 📑 Windows CardSpace | 🕍 Windows Defender |
| Windows Firewall | 🖼 Windows Mobility Center | 🚰 Windows Update |

| Click this me | nu. Hel Items 🕨 Windows Fir | rewall 🔻 🔩 Search Con | trol Panel 🔎 |
|---|--|--|---|
| Control Panel Home Allow a program or feature through Windows Firewall Change motification settings Turn Wir off Restor Advanced settings Troubleshoot my network | Help protect your computer Windows Firewall can help prevent h through the Internet or a network. How does a firewall help protect my What are network locations? Update your Firewall settings Windows Firewall is not using settings to protect your comp What are the recommended set | with Windows Firewall mackers or malicious software from gaining acce computer? s the recommended uter. ettings? | ess to your computer |
| | Image: Second state Image: Second state Image: Second state Image: Second state <th>rate) networks irports or coffee shops</th> <th>Not Connected 🕑 Not Connected 📀 Connected 🍝</th> | rate) networks irports or coffee shops | Not Connected 🕑 Not Connected 📀 Connected 🍝 |
| See also Action Center Network and Sharing Center | Windows Firewall state: Incoming connections: Active public networks: Notification state: | On Block all connections to prog list of allowed programs Unidentified network Notify me when Windows Fi | grams that are not on the rewall blocks a new |

Step 3 : Add the program of IP Softphone

| | | | | | | x |
|--|--|-------------|---------------------|------------------|--------|---|
| 🕞 🕞 🗢 🔐 « All C | Control Panel Items 🕨 Windows Firewall 🕨 Allowed Prog | jrams | ▼ Searce | ch Control Panel | l | Q |
| | | | | | | |
| A | Allow programs to communicate through Wi | ndows Fi | rewall | | | |
| т | o add, change, or remove allowed programs and ports, cli | ck Change s | ettings. | | | |
| What are the risks of allowing a program to communicate? | | | | | | |
| | Allowed programs and features: | | | | | |
| | Name | Domain | Home/Work (Private) | Public 🔺 | | |
| | A fast, secure and flexible webserver | | | | | |
| | BranchCache - Content Retrieval (Uses HTTP) | | | | | |
| | BranchCache - Hosted Cache Client (Uses HTTPS) | | | | | |
| | BranchCache - Hosted Cache Server (Uses HTTPS) | | | | | |
| | BranchCache - Peer Discovery (Uses WSD) | | | | | |
| | ✓ CAServer | | | | | |
| | Communication Assistant | | | | | |
| | Connect to a Network Projector | | | | | |
| | Core Networking | ◄ | ✓ | | | |
| | CSTAMux | | | | | |
| | ✓ DCCServer | | Clic | ck this b | utton. | |
| | DCCSupervisor | | | | | |
| | | | Details | Remove | | |
| | | | Allow anothe | er program | > | |
| | | | ОК | Cancel | | |

| C C C C C C C C C C C C C C C C C C C | s > Windows Firewall > Allowed Programs - 4 | 2 |
|---|--|---|
| Allow progra To add, change, What are the risk Allowed progra Name A fast, secu BranchCad BranchCad CAServer Communia Connect te Core Netw CSTAMux DCCServer | Add a Program Select the program you want to add, or click Browse to find one that is not isted, and then click OK. Pograms CC Agent Connection Monitor Connection Mo | |
| | OK Cancel | |



Go to "C:\Program Files\Panasonic\KX-NCS8100 IP Softphone".

| Select the | e program you want to | add, or click Browse to fir | nd one that is no | ot |
|--------------------------------|---|---|-------------------|----------|
| Drogram | | | | |
| Programs | | | | |
| Gold | Mine Popup | | | ^ |
| EInte | rnet Explorer | | | |
| e Inte | rnet Explorer (64-bit) | | | |
| S IP S | oftphone | | | = |
| 🂡 🦞 Man | ual | | | |
| elect " | SoftphoneGl | JI2.exe". | | |
| Out Pan | look 2003 Popur asopic CallMontor 3 | | | |
| Outless Para | ook 2003 Popur asopic CallMonttor 3 phoneGUI2 | | | - |
| Out Pap Soft | ook 2003 Popur asonic CallMontor3 phoneGUI2 | | | - |
| Path: | look 2003 Popur asonic CallMontor 3 phoneGUI2 C:\Program File the risks of unblock | Click the " | Add" but | ton. |
| Path: What are You can d | look 2003 Popur asonic CallMontor 3 phoneGUI2 C:\Program File the risks of unblocks noose which network lo | Click the " cation types to add this p | Add" but | ton. |

Step 4 : Modify the setting.

| G 🕞 🗢 📾 « All C | ontrol Panel Items 🔸 Windows Firewall 🕨 Allowed Pro | grams | ▼ Searce | ch Control Pane | el 🔎 |
|-----------------|---|-------------------------|----------------------------------|--------------------------|-----------------|
| A T W | Allow programs to communicate through Wi o add, change, or remove allowed programs and ports, cl Vhat are the risks of allowing a program to communicate? | indows Fi ick Change | irewall settings. | nge settings | |
| | Allowed programs and features: | | | | |
| | Name | Domain | Home/Work (Private) | Public 🔺 | |
| | ✓ Remote Desktop ✓ Remote Desktop - RemoteFX □ Remote Event Log Management | 9 9 | V V | y y | |
| | Remote Scheduled Tasks Management | | | | |
| | Remote Service Management Remote Volume Management Routing and Remote Access Secure Socket Tuppeling Protocol | | All of the shou | ese check Ild be tick | k boxes ked. |
| | Serialtap.exe | | | | |
| | ☑ SoftphoneGUI2 ☑ software ippt | ✓ | ✓ ✓ | | |
| | | | Details | Remove | |
| | | | Click the | e "OK" bu | utton. |
| | | | ОК | Cancel | |

Windows8

The following procedure will be needed before the above step 3.

| Name ♥ Bing Food & Drink ♥ Bing Health & Fitness □ BranchCache - Content Retrieval (Uses F □ BranchCache - Hosted Cache Client (Use | ITTP) | Private V | Public | |
|--|-------|--------------|-----------|--|
| ✓ Bing Food & Drink ✓ Bing Health & Fitness □ BranchCache - Content Retrieval (Uses F □ BranchCache - Hosted Cache Client (Use) | ITTP) | | | |
| Bing Health & Fitness BranchCache - Content Retrieval (Uses F BranchCache - Hosted Cache Client (Use | ITTP) | \checkmark | | |
| BranchCache - Content Retrieval (Uses F | ITTP) | _ | | |
| BranchCache - Hosted Cache Client (Use | | | | |
| ReanchCache - Horted Cache Service (Use | | | | |
| BranchCache - Peer Discovery (Uses WSI |)) | | | |
| CheckPoint.VPN | 9 | | | |
| Communication Assistant | | | | |
| Communication Assistant | | | | |
| Communication Assistant | | \checkmark | | |
| Communication Assistant | | | ✓ | |
| Communication Assistant | | v | □ ¥ | |
| | | Details | Remove | |
| | | Allow an | other app | |
| | | Allow an | other app | |

Document History

| Edition | Date of issue | Revision details | Issued by |
|-----------------|---------------|------------------|-----------|
| 1 st | 12nd Nov 2014 | First Edition | OCS |