

# User Manual FRITZ!Box

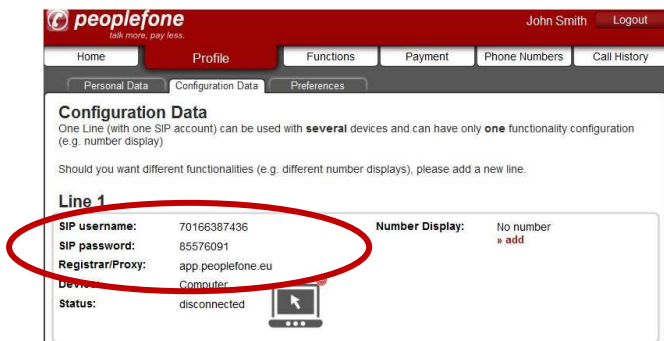
With an internet connection, your **FRITZ!Box** and a regular phone you can make very low cost calls worldwide from wherever you are. You just need to plug the FRITZ!Box and fill in the SIP configuration data through your computer.

## Peoplefone account

1. Go to [www.peoplefone.ch](http://www.peoplefone.ch)
2. «**Register**» for free to have a new peoplefone account



3. Add a first credit for phoning on «**Payment**» - «**Add Funds**»
4. Go to «**Profile**» - «**Configuration Data**» and get your SIP Username and your SIP Password



As your FRITZ!Box is already connected to internet, you just need to plug a regular phone to the FRITZ!Box and start installing the internet telephony part on the FRITZ!Box user interface.

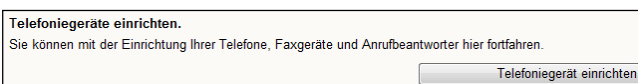
## FRITZ!Box Configuration

1. Go to your web browser and enter «fritz.box» as the URL.
2. Go to «**Einstellungen – Erweiterte Einstellungen – Telefonie – Internettelefonie – Neue Internetrufnummer**»

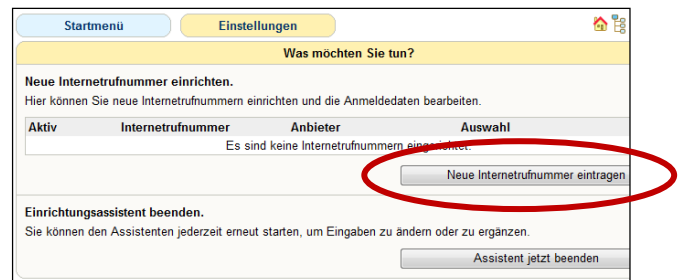


The screenshot shows the 'Internetrufnummer' configuration page. The 'Internetrufnummer' field is circled in red. The page includes a sidebar with navigation options like 'Assistenten', 'Erweiterte Einstellungen', 'Internet', 'Telefonie', and 'Internettelefonie'. The main content area contains fields for 'Internetrufnummer', 'Benutzername', 'Kennwort', and 'Registrierung'.

4. Define if you want to use also your fixnet line.

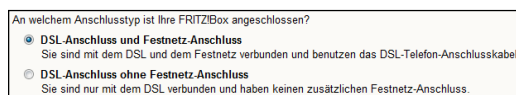


The screenshot shows a button labeled 'Telefoniegerät einrichten' with the text 'Telefoniegeräte einrichten.' above it and 'Sie können mit der Einrichtung Ihrer Telefone, Faxgeräte und Anrufbeantworter hier fortfahren.' below it.



The screenshot shows the 'Neue Internetrufnummer einrichten.' page. The 'Neue Internetrufnummer eintragen' button is circled in red. The page includes a table with columns 'Aktiv', 'Internetrufnummer', 'Anbieter', and 'Auswahl'. Below the table is a button labeled 'Assistent jetzt beenden'.

3. Fill in at *Internetrufnummer* and *Benutzername* the SIP Username, at *Kennwort* the SIP Password and at *Registrar* «app.peoplefone.ch» from your peoplefone account («Profile» - «Configuration Data»)



The screenshot shows a dialog box titled 'An welchem Anschlusstyp ist Ihre FRITZ!Box angeschlossen?'. It contains two radio button options: 'DSL-Anschluss und Festnetz-Anschluss' (selected) and 'DSL-Anschluss ohne Festnetz-Anschluss'.

5. Define finally the telephone devices that you will be using.

## The most common mistakes

### «Login failed»

Please check the SIP Username and SIP Password from your peoplefone account that have to be filled in twice (*Internetrufnummer* and *Benutzername*).

### «Error»

The FRITZ!Box cannot connect to our servers through your internet provider. There may be firewalls on your computer, ports blocked for VoIP in your router or from your internet provider. Please open the firewalls and ports and try again.

### Bad quality of voice (echo or interrupted voice)

If the voice may be interrupted or you hear yourself on echo, the internet connection has not a good bandwidth or is not very stable. Please check the bandwidth of your internet connection through [www.peoplefone.ch](http://www.peoplefone.ch) «**Support**» - «**FAQ - Troubleshooting**».