presented by ◗ sipgate

Welcome to sipgate! Let's get started.

This quick-start guide will show you **how to create your first telephony routing with sipgate**. It's meant for administrators who have just signed up for an account. All routing can be changed at any time in the future.


Your sipgate team account starts off in a 30-day free trial where you are provided with:

- 3 free test telephone numbers
- 60 free minutes
- the ability to create as many users as you'd like
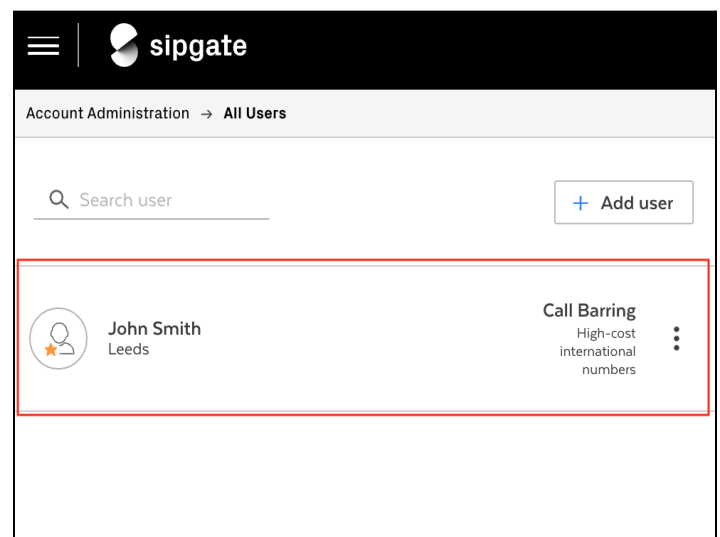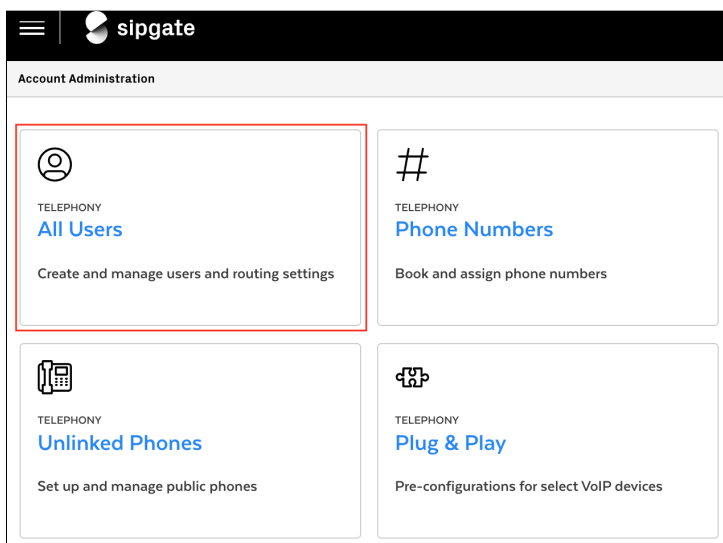- All sipgate team features excluding CRM integrations

This guide will teach you the **very basics of setting up your telephony routing** for one user. From there you can apply what you've learned to other users or groups, or head to our help centre for further instructions.

Upon logging in, you'll be greeted by all your sipgate account's sections:
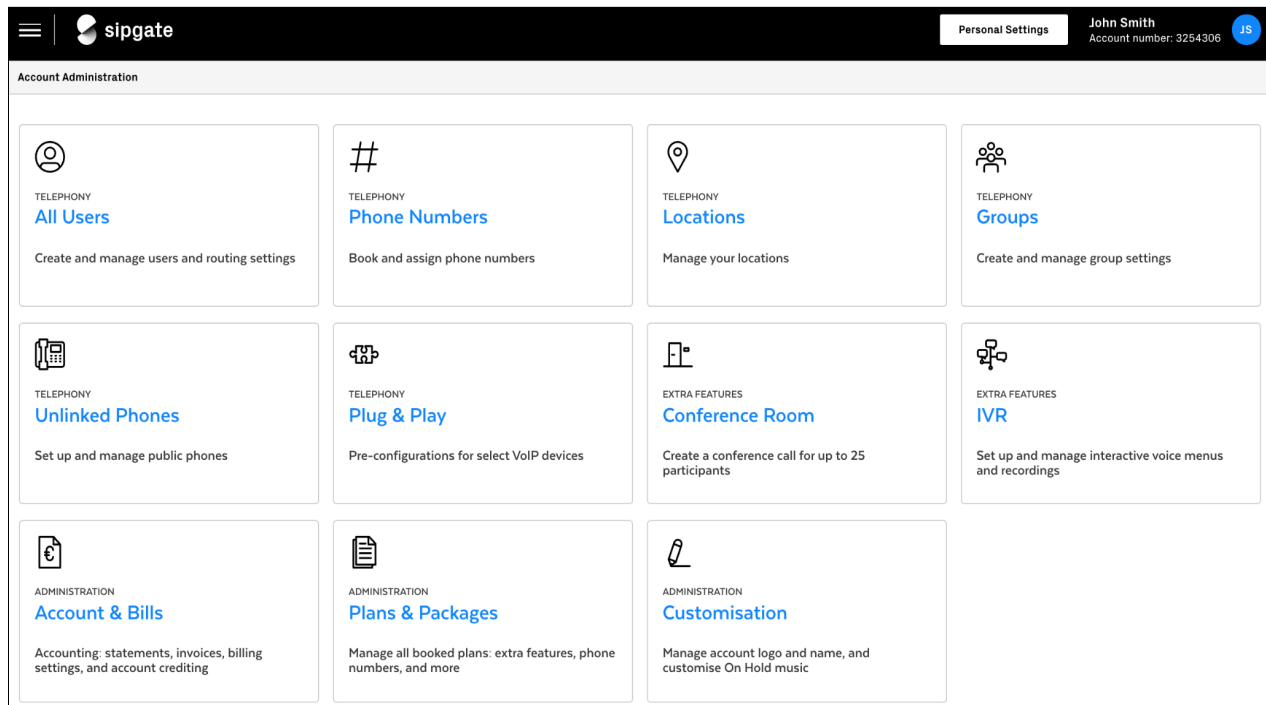
To begin creating your desired telephony routing:
1. Click **All Users**
2. Then your user profile's name

3. Next click **Edit Routing** in the pre-set routing section, as shown here:

4. Then click **Add phone number**

5. From the pop-up window, select one of the free trial telephone numbers and click **Add phone numbers**

6. You'll be directed back to editing your routing. From here, click **Add Forwarding**. All three will need to be done separately.

We are now setting up call forwarding for when your phones are online, busy, or offline. For now, please simply click **Next** and go with the recommended settings, and then click **Save**.
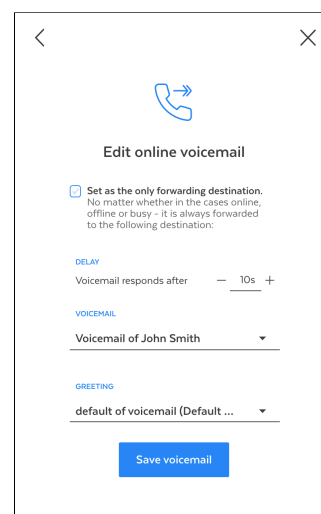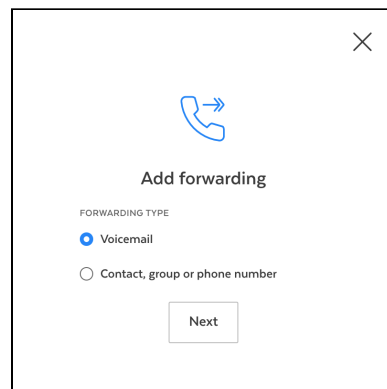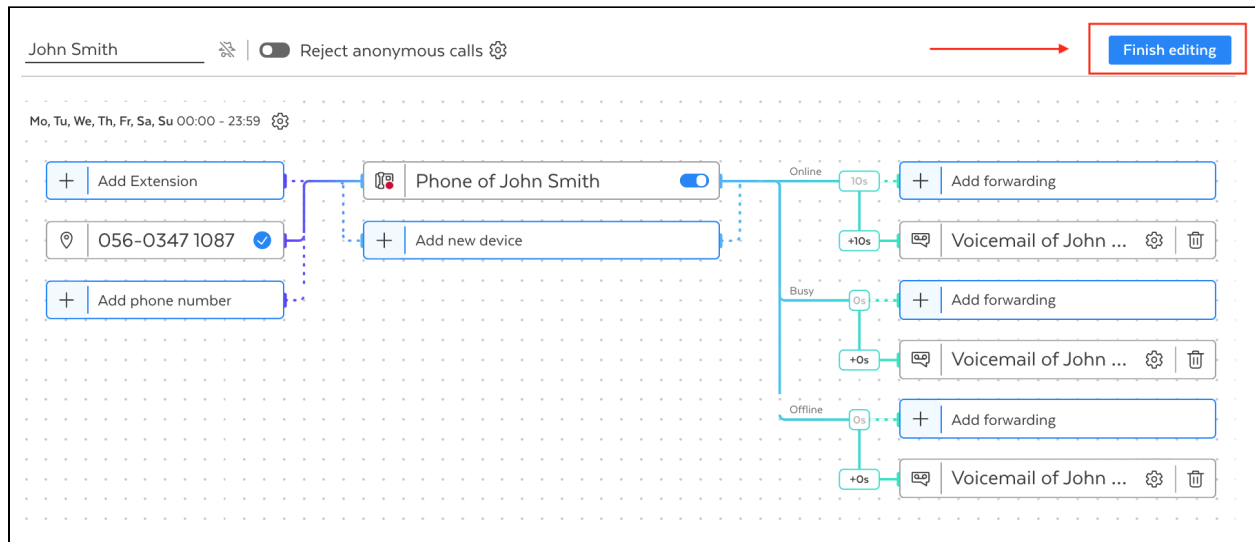
7. Once you've set up forwarding for all three cases separately, please click **Finish Editing**.

8. Register a VOIP device to your profile

The last step is to connect a device to your user profile for this routing. You may have noticed that the "Phone of John Smith" in this example has a little red circle - this means that there is no device successfully registered with this particular "device connection"/set of SIP credentials.

Your options for connecting a device include:
- A VOIP-compliant hardphone/desk phone
- A softphone client downloaded to your computer, laptop, or mobile
- The sipgate softphone for your computer

We have many different set up guides for different devices available in our help centre. This guide will not go through device set up, but will show you where you can find your SIP Credentials in order to register a device below.

After clicking Finish Editing, you will still be on your routing page.

Just above the routing you set up, you'll see a small graphic of a phone. Please click there to see the device connections details.
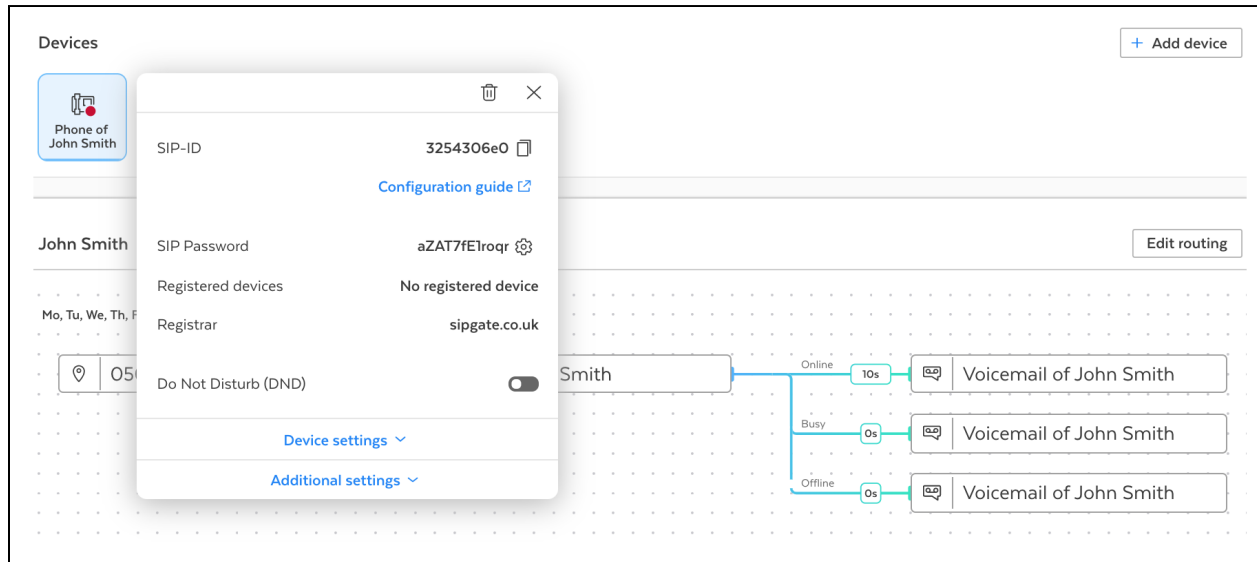
Your SIP Credentials should now be displayed. Please note, you will need to use the full SIP ID and the full SIP Password, which is case sensitive, in order to register a device.

The only exception here is the sipgate softphone, where you do not need to enter your SIP credentials because it connects to your account via the login once you have downloaded it to your computer.

You can also see all device connections by scrolling down to the bottom of the page.

And that's it! You've now successfully created your first telephony routing with sipgate. You can now apply this to other users or groups!

We would now recommend changing your voicemail message to personalise it, or adding other team members to the account.

If you'd like to set up other things on your sipgate account, please see our help centre for further guides and instructions.