Softphone shows Unable to connect: Connection Failure on the display

This article will guide you how to fix Softphone when you get the error message **Unable to connect: Connection Failure** on the Softphone's display.

Internet Connection

Ensure that you have a stable **Internet Connection**. If you are unable to access the Internet, you will not be able to connect to the RingCentral service. Call your Internet service provider for assistance.

Login

Ensure you have the correct username and password on the Softphone. Try to login to your RingCentral online account via web and ensure you are entering the same username and password to your Softphone.
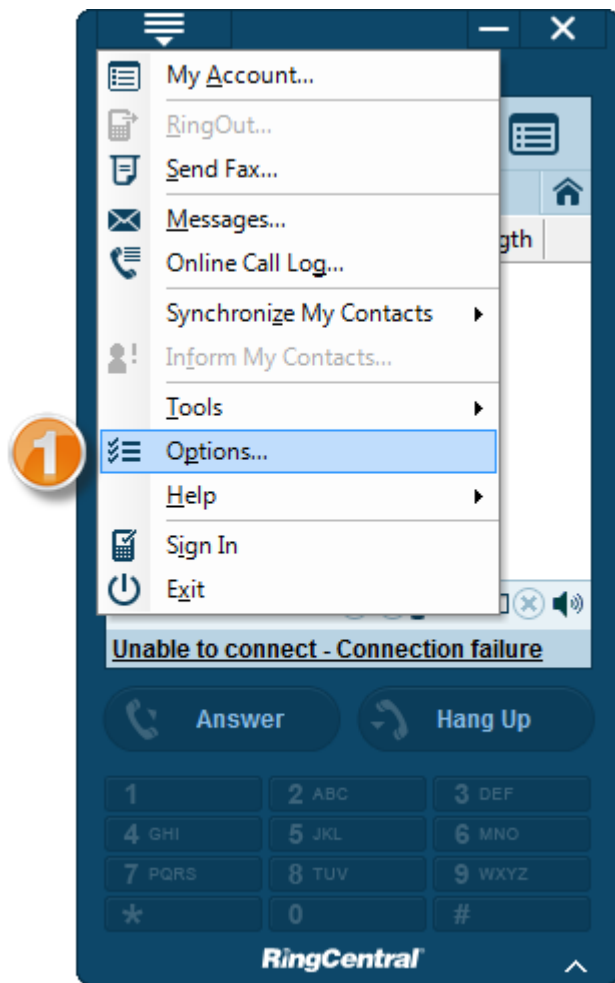
Change Local Ports

Change your Softphone local ports . Select between **8000 - 8200** or **5060-5090** (i.e 5061, 5062, 5070...5090)

Step 1:
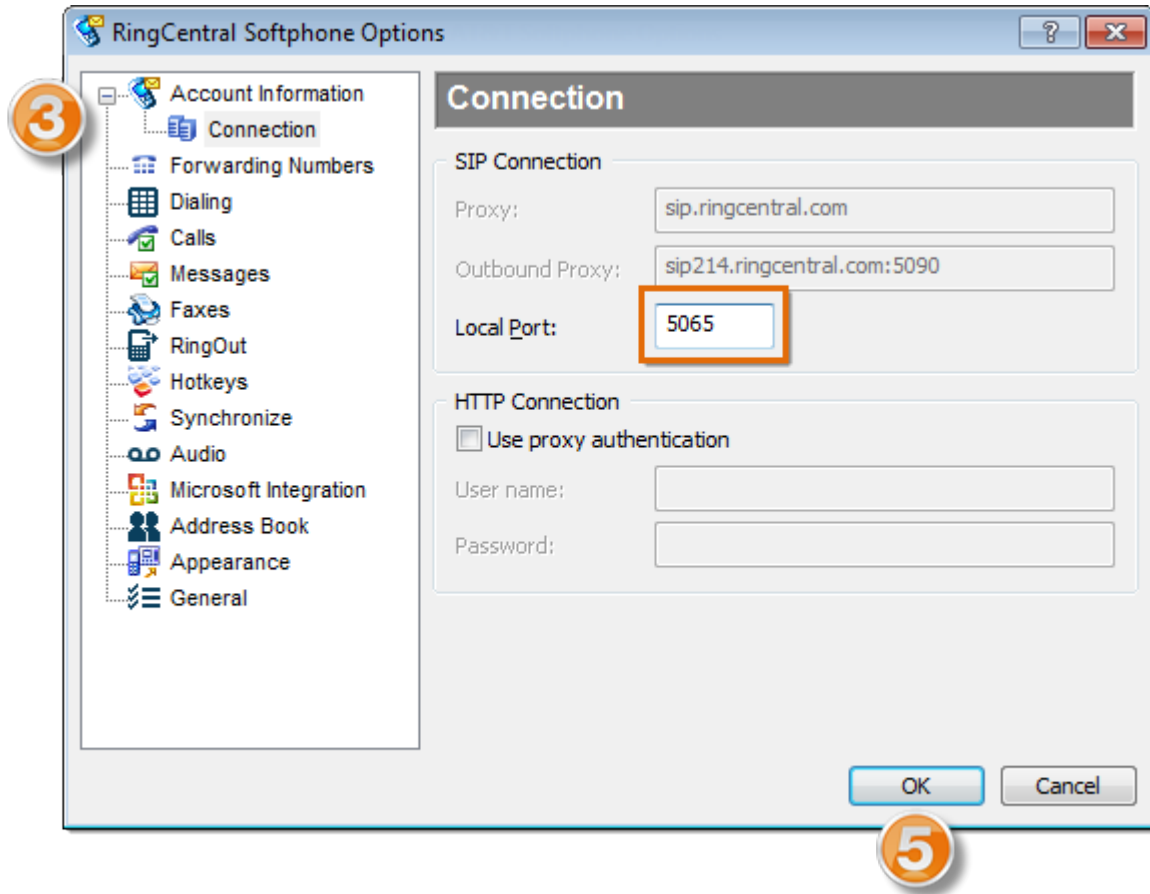Click on **Menu**, then select **Options**.

Details

Step 2:
Check if Login Credentials are correct on the **Account Information** screen.

Step 3:
Click the **(+) Plus** or Expand sign beside **Account Information**, then click on **Connection**.

Step 4:
Change the **Local Port**.

Step 5:
Click **OK**.

Computer Firewall Settings
Ensure that the RingCentral Softphone is permitted or fully allowed to operate in your computer. Go to **Control Panel** > **Windows Firewall** and allow the RingCentral Softphone.

Router Firewall Settings
Consider checking the firewall settings of your router. Make sure that the ports used for RingCentral or VoIP is already added to exception rules. Refer to your Internet Service Provider to assist you on your router. Make sure they have added rules to allow the ports listed below:

• UDP: 5060-5090
• UDP: 16384-16482
• UDP: 8000-8200

Reinstall Softphone

Try to uninstall and reinstall the Softphone. If the issue still persists, contact our <u>Support</u> for further assistance.

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