

# **iSoftPhone 1.4 and pbxes.com iPPABX**

## **Compatibility Tests**

*Ver. 1.0 (2007-09-12)*



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## 1. Introduction

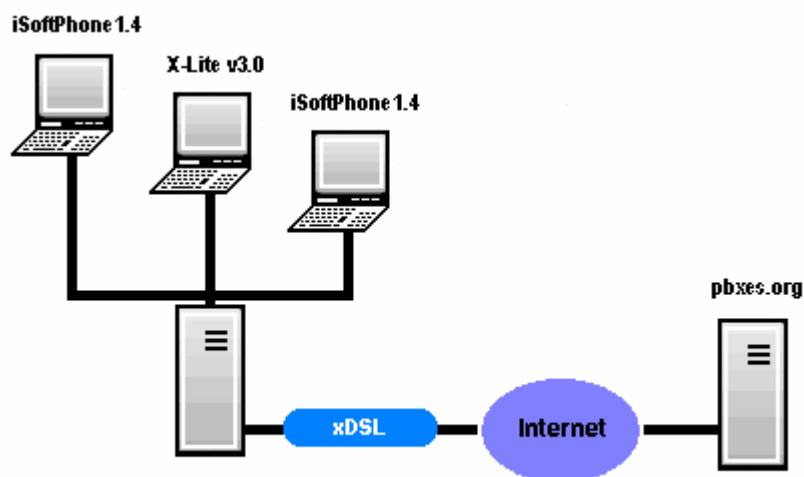
These Application Notes describe the configuration steps for using the iSoftPhone 1.4 (**build level 1.4040-070912 or higher**) with pbxes.com iPPABX. General administration information can be found in the product documentation.

Products WEB sites:

- iSoftPhone – <http://www.call4mac.com>
- pbxes.com – <http://pbxes.com>

## 2. Configuration

The configuration used in the test is shown at the picture below.





### 3. Equipment and Software

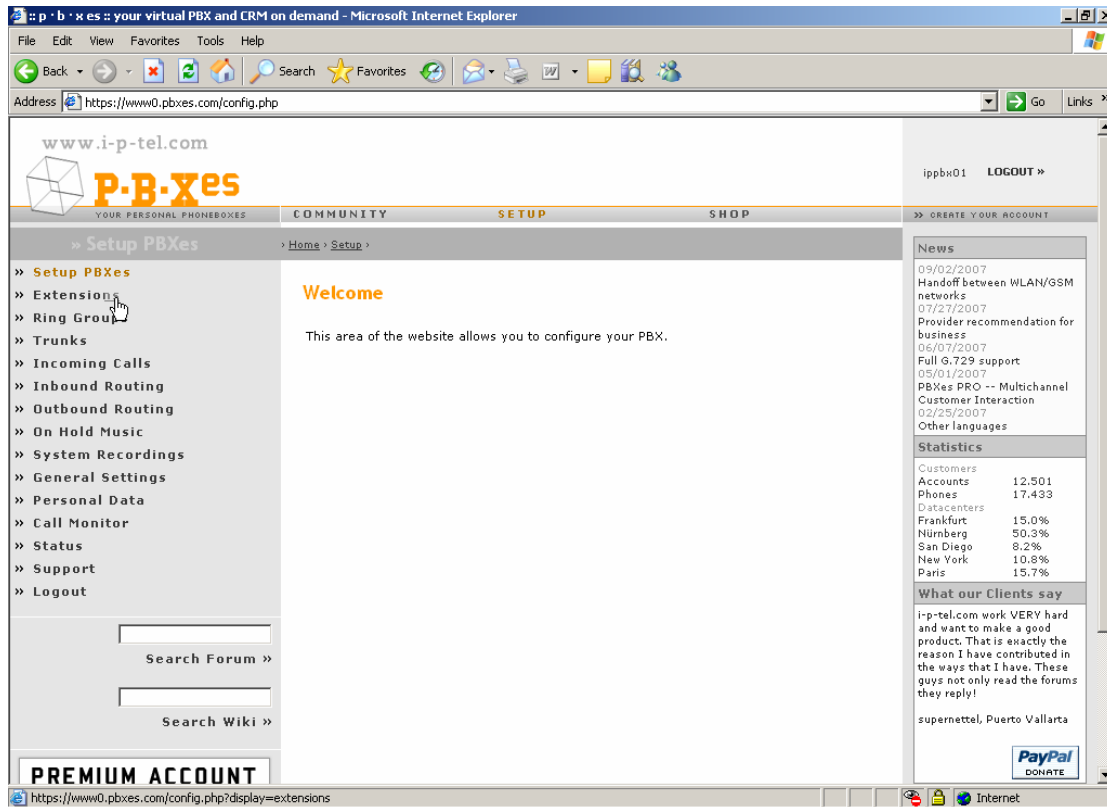
The following equipment and software were used in the configuration.

EQUIPMENT	SOFTWARE
X-Lite	3.0
PC	Win XP Pro SP2
<b>iSoftPhone</b>	<b>1.4 (build 1.4040-070912)</b>
Apple Macintosh	MacOS X 10.4.9



#### 4. Creating a new internal VoIP subscriber

When you log in to your pbxes.com account, the configuration interface appears.





Open 'Extensions' tab, click 'Add Extension' and then 'SIP'.

www.i-p-tel.com  
P-B-Xes  
YOUR PERSONAL PHONEBOXES COMMUNITY SETUP SHOP

» Setup PBXes » Home » Setup » Extensions

» Setup PBXes  
» Extensions  
» Add Extension  
» Ring Groups  
» Trunks  
» Incoming Calls  
» Inbound Routing  
» Outbound Routing  
» On Hold Music  
» System Recordings  
» General Settings  
» Personal Data  
» Call Monitor  
» Status  
» Support  
» Logout

Search Forum »

Search Wiki »

**Add an Extension**

Select device technology:

- **SIP**
- Classic

News

09/02/2007 Handoff between WLAN/GSM networks  
07/27/2007 Provider recommendation for business  
06/07/2007 Full G.729 support  
05/01/2007 PBXes PRO --- Multichannel  
Customer Interaction  
02/25/2007 Other languages

Statistics

Customers	
Accounts	12,501
Phones	17,433
Datacenters	
Frankfurt	15.0%
Nürnberg	50.3%
San Diego	8.2%
New York	10.3%
Paris	15.7%

What our Clients say

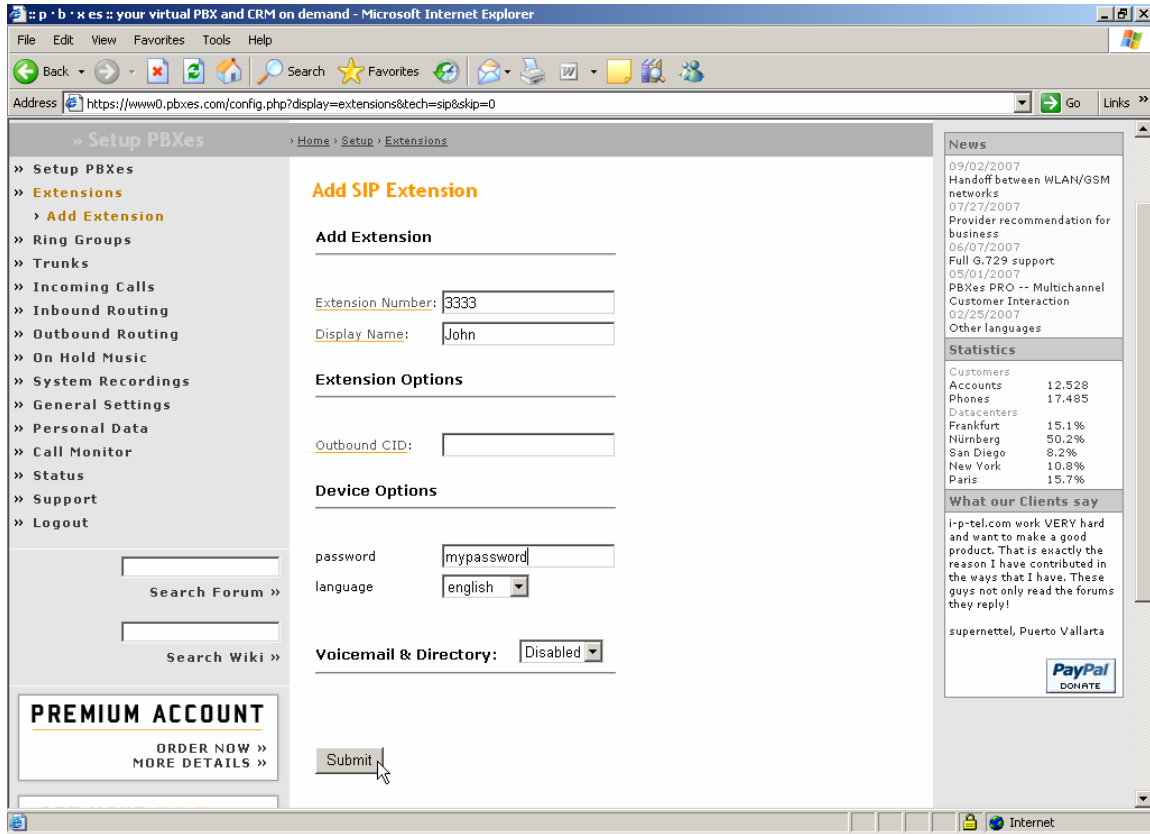
i-p-tel.com work VERY hard and want to make a good product. That is exactly the reason I have contributed in the ways that I have. These guys not only read the forums they reply!

supernetel, Puerto Vallarta

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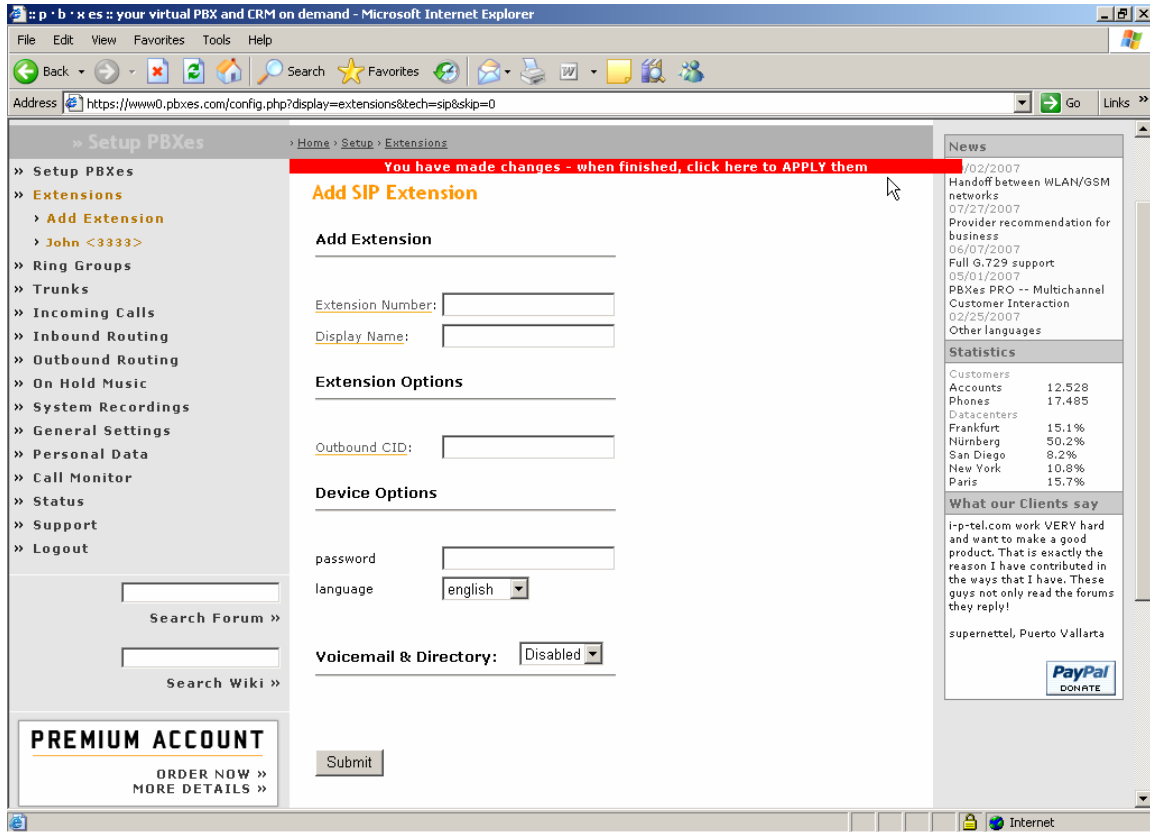
Enter unique extension number and password. Optionally you can enter display name.



Submit the changes.



New account (John <1111>) appears in 'Extensions' tab. To apply the changes press the red bar.







If you want to change the settings of an existing account, simply click this account in 'Extensions' tab.

The screenshot shows a Microsoft Internet Explorer browser window displaying the pbxes.com configuration interface. The address bar shows the URL: [https://www0.pbxes.com/config.php?display=extensions&clk\\_reload=true](https://www0.pbxes.com/config.php?display=extensions&clk_reload=true). The page title is "Setup PBXes".

The main content area is titled "Add an Extension" and includes the instruction "Select device technology:". Below this, there are two radio button options:  SIP and  Classic.

The left sidebar contains a navigation menu with the following items:

- » Setup PBXes
- » Extensions
  - » Add Extension
  - » John <3333>
- » Ring Groups
- » Trunks
- » Incoming Calls
- » Inbound Routing
- » Outbound Routing
- » On Hold Music
- » System Recordings
- » General Settings
- » Personal Data
- » Call Monitor
- » Status
- » Support
- » Logout

Below the navigation menu, there are two search boxes: "Search Forum »" and "Search Wiki »".

At the bottom left, there is a "PREMIUM ACCOUNT" section with the text "ORDER NOW »" and "MORE DETAILS »".

The right sidebar contains a "News" section with several entries, a "Statistics" table, and a "What our Clients say" section with a testimonial and a PayPal logo.

The status bar at the bottom shows the URL: <https://www0.pbxes.com/config.php?display=extensions&skip=0&extdisplay=3333>.



Microsoft Internet Explorer window showing the PBX configuration page for SIP Extension 3333. The browser address bar shows: `https://www0.pbxes.com/config.php?display=extensions&skip=0&extdisplay=3333`

**Setup PBXes**

- Setup PBXes
- Extensions**
  - Add Extension
  - John <3333>
- Ring Groups
- Trunks
- Incoming Calls
- Inbound Routing
- Outbound Routing
- On Hold Music
- System Recordings
- General Settings
- Personal Data
- Call Monitor
- Status
- Support
- Logout

**SIP Extension: 3333**

[Delete Extension 3333](#)

**Edit Extension**

Display Name:

**Extension Options**

Outbound CID:

**Device Options**

password:

language:

dtmfmode:

audio bypass:

dial:

**Mobile Options**

mobile:

**PREMIUM ACCOUNT**

ORDER NOW >>  
MORE DETAILS >>

**News**

09/02/2007 Handoff between WLAN/GSM networks  
07/27/2007 Provider recommendation for business  
06/07/2007 Full G.729 support  
05/01/2007 PBXes PRO -- Multichannel Customer Interaction  
02/25/2007 Other languages

**Statistics**

Customers	
Accounts	12,528
Phones	17,485
Datacenters	
Frankfurt	15.1%
Nürnberg	50.2%
San Diego	8.2%
New York	10.8%
Paris	15.7%

**What our Clients say**

i-p-tel.com work VERY hard and want to make a good product. That is exactly the reason I have contributed in the ways that I have. These guys not only read the forums they reply!

supernettel, Puerto Vallarta

Microsoft Internet Explorer window showing the PBX configuration page for SIP Extension 3333. The browser address bar shows: `https://www0.pbxes.com/config.php?display=extensions&skip=0&extdisplay=3333`

**Inbound Routing**

- Inbound Routing
- Outbound Routing
- On Hold Music
- System Recordings
- General Settings
- Personal Data
- Call Monitor
- Status
- Support
- Logout

**SIP Extension: 3333**

Display Name:

**Extension Options**

Outbound CID:

**Device Options**

password:

language:

dtmfmode:

audio bypass:

dial:

**Mobile Options**

mobile:

**Voicemail & Directory:**

**PREMIUM ACCOUNT**

ORDER NOW >>  
MORE DETAILS >>

**GET YOUR P-B-X<sup>ES</sup> PRO**

ORDER NOW >>  
MORE DETAILS >>

**Other languages**

**Statistics**

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## 5. Configuration on iSoftPhone 1.4

Once iSoftPhone 1.4 is installed then SIP server settings must be configured.

### 5.1 Configuring SIP server account

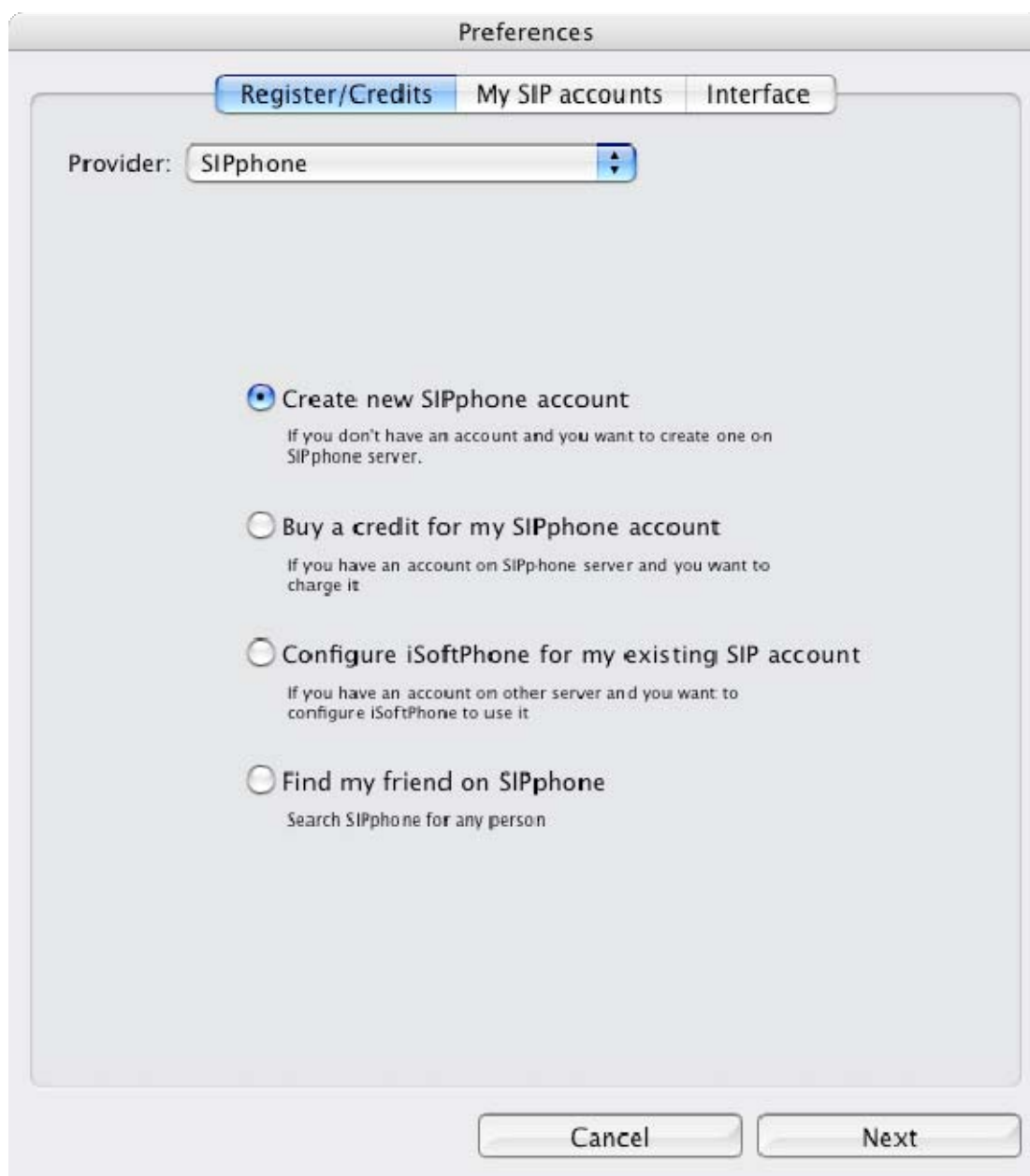
To configure SIP server account please press the icon  from the bottom toolbar of iSoftPhone.





## 5.2 Preferences “Register/Credits”

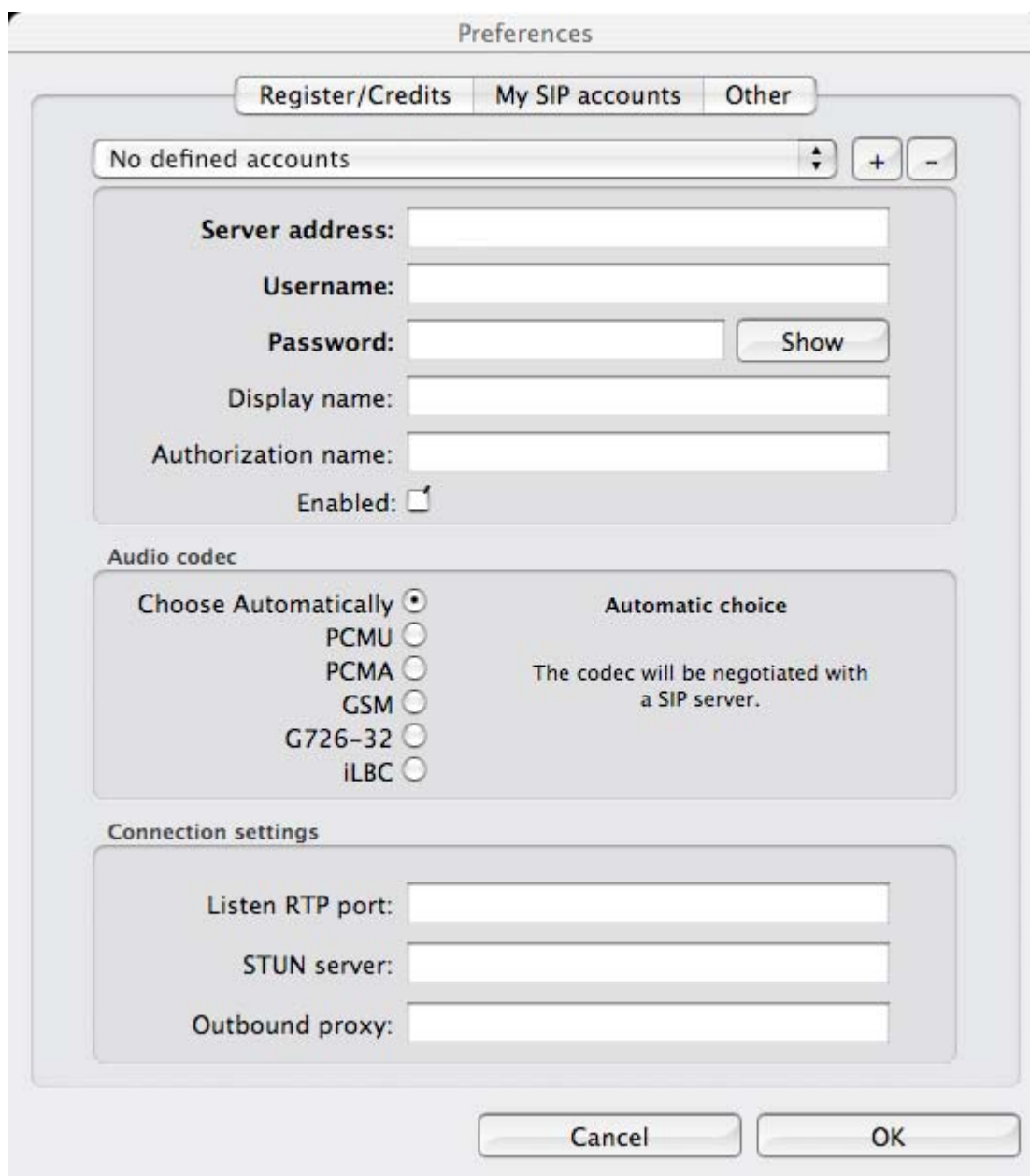
In the new appeared “Preferences” window please select “My SIP accounts” tab.






### 5.3 Preferences “My SIP accounts”

The empty “My SIP accounts” tab was shown below.





To configure SIP account that was created on pbxes.com iPPABX please press the icon  and fill up parameters as was shown below.

Preferences

Register/Credits My SIP accounts Other

ippbx01-3333@pbxes.org + -

Server address: pbxes.org

Username: ippbx01-3333

Password: ..... Show

Display name:

Authorization name: ippbx01-3333

Enabled:

Audio codec

Choose Automatically  Automatic choice

PCMU

PCMA

GSM

G726-32

iLBC

The codec will be negotiated with a SIP server.

Connection settings

Listen RTP port:

STUN server:

Outbound proxy:

Cancel OK

Server address: ***pbxes.org***

Username/Authorization name: ***<your pbxes.com account name>-<extension>***

Password: ***password for this pbxes.com SIP extension (see chapter 4)***

After all please confirm settings by pressing "OK" button.



## 5.4 Registration on SIP server account

Once SIP account settings were configured then iSoftPhone will try to connect and register on pbxes.com iPPABX. The process was shown below.



When all parameters were configured properly and iSoftPhone successfully registered on pbxes.com iPPABX then application window will look as shown below.



Congratulations! You have successfully configured iSoftPhone with pbxes.com iPPABX.





## 6. Configuration of the SIP account at SIP Provider (for external calls)

### 6.1 Creating a new SIP Trunk

To add a new trunk, simply open the 'Trunks' tab, select 'Add Trunk' and then 'Add SIP Trunk'.

www.i-p-tel.com  
**P-B-Xes**  
YOUR PERSONAL PHONEBOXES    COMMUNITY    **SETUP**    SHOP

» Setup PBXes    » Home » Setup »

- » Setup PBXes
- » Extensions
- » Ring Groups
- » **Trunk**
- » Incoming Calls
- » Inbound Routing
- » Outbound Routing
- » On Hold Music
- » System Recordings
- » General Settings
- » Personal Data
- » Call Monitor
- » Status
- » Support
- » Logout

Search Forum »

Search Wiki »

**PREMIUM ACCOUNT**

ipbx01    LOGOUT »

**Welcome**

This area of the website allows you to configure your PBX.

**News**

- 09/02/2007 Handoff between WLAN/GSM networks
- 07/27/2007 Provider recommendation for business
- 06/07/2007 Full G.729 support
- 05/01/2007 PBXes PRO -- Multichannel Customer Interaction
- 02/25/2007 Other languages

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https://www0.pbxes.com/config.php?display=6



Microsoft Internet Explorer window showing the pbxes.com configuration page. The address bar displays `https://www0.pbxes.com/config.php?display=6`.

The page content includes:

- Header: `www.i-p-tel.com` and **P.B.X.es** logo.
- Navigation: `COMMUNITY`, `SETUP`, `SHOP`, and `CREATE YOUR ACCOUNT`.
- Left sidebar: `Setup PBXes` menu with sub-items like `Extensions`, `Ring Groups`, `Trunks` (with `Add Trunk` sub-item), `Incoming Calls`, `Inbound Routing`, `Outbound Routing`, `On Hold Music`, `System Recordings`, `General Settings`, `Personal Data`, `Call Monitor`, `Status`, `Support`, and `Logout`.
- Main content: `Add a Trunk` section with links for `Request a new DID number`, `Add SIP Trunk` (highlighted by a mouse cursor), and `Add ENUM Trunk`.
- Right sidebar: `News` section with dates and titles, `Statistics` table, and `What our Clients say` section.
- Bottom: `Search Forum` and `Search Wiki` input fields, and a `PayPal DONATE` button.

Customers	12,501
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Paris	15.7%



Enter a name for this trunk.

In the 'Account' section enter username, password and SIP server address (you receive this information from your SIP Provider).

» Setup PBXes » Home » Setup » Trunks

### Add SIP Trunk

#### General Settings

Trunk Name:

language:

dtmfmode:

audio bypass:

#### Account

username:

password:

SIP server:

register:

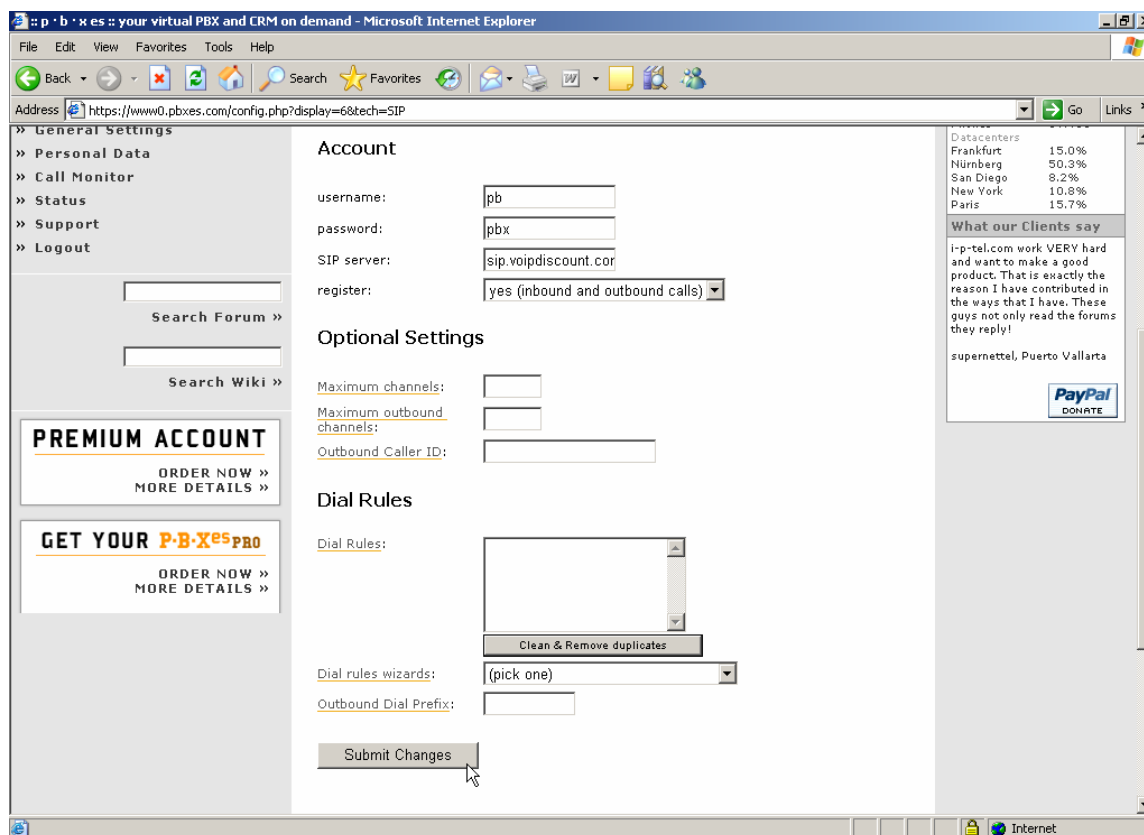
#### Optional Settings

Maximum channels:

Maximum outbound channels:

Outbound Caller ID:

#### Dial Rules



Submit the changes.



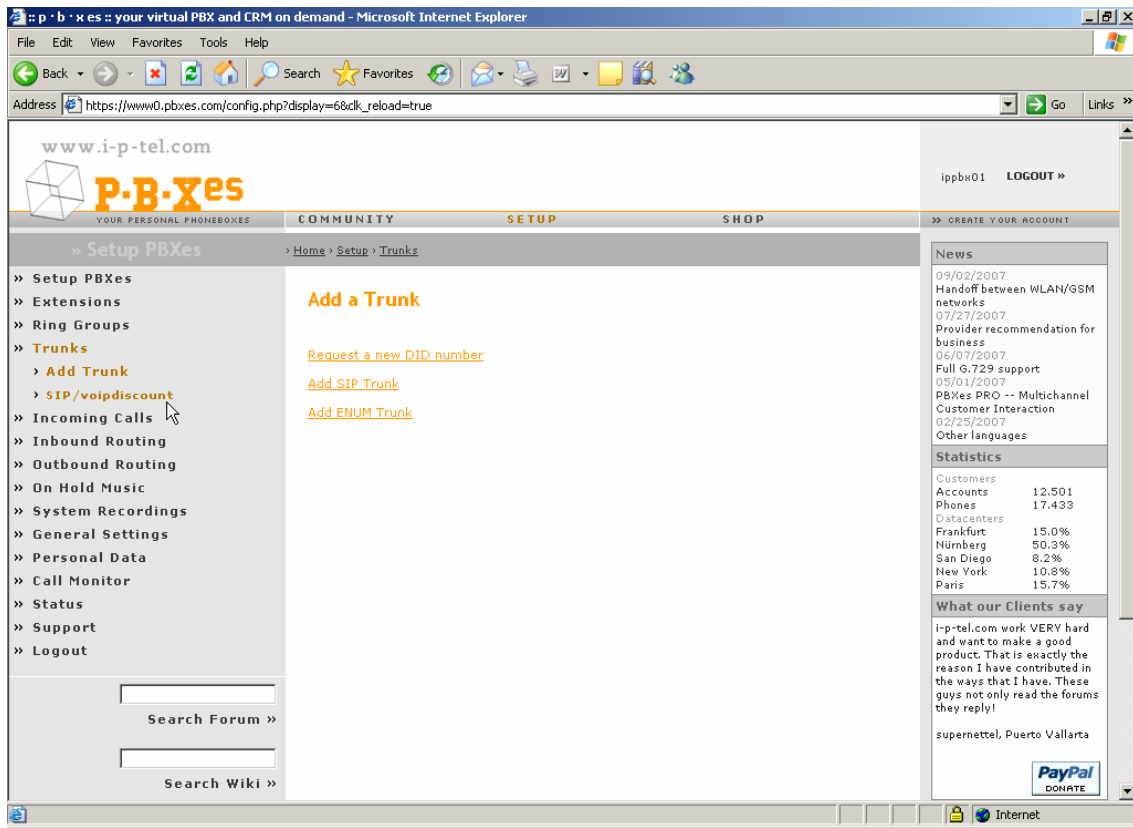
New trunk (SIP/voipdiscount) appears in 'Trunks' tab. To apply the changes press the red bar.

The screenshot shows the P-B-Xes web interface in Microsoft Internet Explorer. The browser address bar shows <https://www0.pbxes.com/config.php>. The page header includes the P-B-Xes logo and navigation tabs: COMMUNITY, SETUP, and SHOP. The main content area is titled 'Edit SIP Trunk' and features a red notification bar: "You have made changes - when finished, click here to APPLY them". Below this, there is a warning: "WARNING: This trunk is not used by any routes!". The configuration is divided into three sections:

- General Settings:**
  - Trunk Name:
  - language:
  - dtmfmode:
  - audio bypass:
- Account:**
  - username:
  - password:
  - SIP server:
  - register:
- Optional Settings:** (This section is currently empty in the screenshot)

The right sidebar contains a 'News' section with several entries, a 'Statistics' table, and a 'What our Clients say' section with a testimonial and a PayPal logo.

Category	Value
Customers	12,501
Accounts	17,433
Phones	17,433
Datasceters	
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San Diego	8.2%
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Paris	15.7%



## 6.2 Adding a new outbound route

Now you need to configure the outbound route that will be used for outgoing external calls.



Open 'Outbound Routing' tab and then 'Add route'.

www.i-p-tel.com  
**P-B-Xes**  
YOUR PERSONAL PHONEBOXES

COMMUNITY    **SETUP**    SHOP

» Setup PBXes    » Home » Setup »

- » Setup PBXes
- » Extensions
- » Ring Groups
- » Trunks
- » Incoming Calls
- » Inbound Routing
- » **Outbound Routing**
- » On Hold Music
- » System Recordings
- » General Settings
- » Personal Data
- » Call Monitor
- » Status
- » Support
- » Logout

Search Forum »

Search Wiki »

**PREMIUM ACCOUNT**

ipbx01    LOGOUT »

» CREATE YOUR ACCOUNT

**News**

- 09/02/2007 Handoff between WLAN/GSM networks
- 07/27/2007 Provider recommendation for business
- 06/07/2007 Full G.729 support
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DONATE

Internet



Enter a name of this route in 'Route Name'.

In 'Dial patterns' decide which calls are to be directed to this route, e.g.:

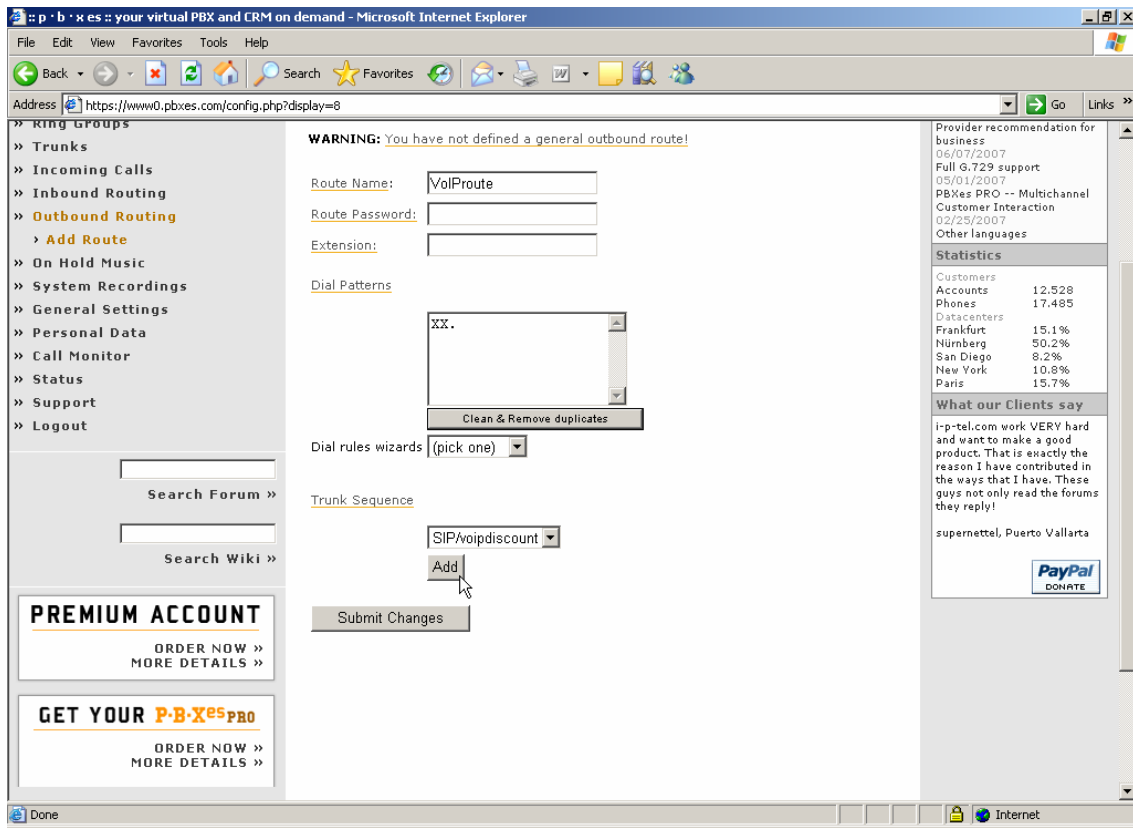
**0.** - calls to numbers starting with 0

**00.** - calls to numbers starting with 00

**XX.** - all external calls

*Optionally you can set a password for this route (in this case the route will prompt users for a password before allowing calls to progress).*





In 'Trunk Sequence' section pick a trunk and press 'Add'.

Submit the changes. New outbound route appears in 'Outbound Routing' tab.



To apply the changes press the red bar.

www.i-p-tel.com  
P-B-Xes  
YOUR PERSONAL PHONEROXES

COMMUNITY SETUP SHOP

» Setup PBXes  
» Extensions  
» Ring Groups  
» Trunks  
» Incoming Calls  
» Inbound Routing  
» Outbound Routing  
» Add Route  
» VoIProute  
» On Hold Music  
» System Recordings  
» General Settings  
» Personal Data  
» Call Monitor  
» Status  
» Support  
» Logout

Search Forum »  
Search Wiki »

**You have made changes - when finished, click here to APPLY them**

### Add Route

Route Name:   
Route Password:   
Extension:

Dial Patterns

Clean & Remove duplicates

Dial rules wizards (pick one) ▼

Trunk Sequence

Add

Submit Changes

News

07/02/2007  
Handoff between WLAN/GSM networks  
07/27/2007  
Provider recommendation for business  
06/07/2007  
Full G.729 support  
05/01/2007  
PBXes PRO -- Multichannel Customer Interaction  
02/25/2007  
Other languages

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## 7. Configuration of Incoming Calls and Inbound Routing

To get inbound calls working properly, you need to configure Incoming Calls and Inbound Routing.

### 7.1 Incoming Calls

Open 'Incoming Calls' tab.

The screenshot shows the 'Incoming Calls' configuration page in a Microsoft Internet Explorer browser. The page title is 'p · b · x e s :: your virtual PBX and CRM on demand - Microsoft Internet Explorer'. The address bar shows 'https://www0.pbxes.com/config.php?display=9'. The main content area is titled 'Incoming Calls' and contains the following settings:

- regular hours: times  days
- Digital Receptionist:
- Extension:
- Ring Group:
- Queue:

after hours:

- Digital Receptionist:
- Extension:
- Ring Group:
- Queue:

Override Incoming Calls Settings

- no override (obey the above settings)
- [force regular hours](#)
- [force after hours](#)

Submit Changes

The page also features a left sidebar with navigation links: Setup PBXes, Extensions, Ring Groups, Trunks, Incoming Calls (selected), Inbound Routing, Outbound Routing, On Hold Music, System Recordings, General Settings, Personal Data, Call Monitor, Status, Support, and Logout. There are also search boxes for the forum and wiki, and promotional banners for 'PREMIUM ACCOUNT' and 'GET YOUR P-B-XES PRO'. A right sidebar contains news, statistics, and a 'What our Clients say' section with a PayPal donate button.

Pick an Extension/Ring Group (or Digital Receptionist/Queue available with Premium Account) that should answer incoming calls.

Submit the changes and apply them by pressing the red bar.



## 7.2 Inbound Routing

Open 'Inbound Routing' tab.

The screenshot shows the 'Add Incoming Route' configuration page in a Microsoft Internet Explorer browser. The page title is 'Add Incoming Route' and the URL is 'https://www0.pbxes.com/config.php?display=7'. The left sidebar contains a navigation menu with options like 'Setup PBXes', 'Extensions', 'Ring Groups', 'Trunks', 'Incoming Calls', 'Inbound Routing', 'Outbound Routing', 'On Hold Music', 'System Recordings', 'General Settings', 'Personal Data', 'Call Monitor', 'Status', 'Support', and 'Logout'. The 'Inbound Routing' section is expanded, and 'Add Incoming Route' is selected. The main content area has the following fields and options:

- Trunk:** A text input field containing 'voipdiscount'.
- Caller ID Number:** An empty text input field.
- Options:** A section with a 'Privacy Manager' dropdown menu set to 'No'.
- Set Destination:** A section with three radio button options:
  - Extension: A dropdown menu showing 'John <3333>'.
  - Ring Group: A dropdown menu showing '#1'.
  - Callthru PIN: An empty text input field.
- Submit:** A button with a red bar, which is highlighted by a mouse cursor.

At the bottom left, there is a 'PREMIUM ACCOUNT' section with 'ORDER NOW >>' and 'MORE DETAILS >>' links. At the bottom right, there is a 'What our Clients say' section with a testimonial and a 'PayPal DONATE' button.

'Trunk' - Define the expected trunk on incoming calls


'Set Destination' - Pick an Extension/Ring Group (or Digital Receptionist/Queue - available with Premium Account) that should answer incoming calls.

**Attention!!! If you leave the 'Trunk' field blank, incoming calls from all trunks will be routed to this Extension/Ring Group.**

Submit the changes and apply them by pressing the red bar.



## 8. Making calls


Making calls from iSoftPhone is easy! Just enter the number to dial and hit <ENTER> or press  button. Below was shown sample call process for dialed number 99.





Once the connection is established then iSoftPhone display's will look like shown below.



To finish the connection just hit <ESC> or press  button. Once the connection is finished then iSoftPhone display's will look like shown below.



## 9. Verification steps

The following steps can be used to verify and/or troubleshoot installations in the field.

1. Check your iSoftPhone 1.4 version. Required build is 1.4040-070912 or higher.
2. Configure internal subscriber (Extension) on pbxes.com iPPABX for the iSoftPhone. After configuring the iSoftPhone, verify that the “Logged in...” message appears in the upper left corner of the display, indicating that registration has occurred.



3. Verify that the extension shown in the brackets (in our example <ippbx01-3333> is the desired value.
4. If “Not logged to server.” is displayed,



use the following to troubleshoot the problem: Check in Preferences “My SIP accounts” settings if the correct IP address of pbxes.com iPPABX is entered. If “Connecting...” is displayed for a long time





please check that username and password is correct entered for this account in Preferences “My SIP accounts”.

5. Verify basic feature by making calls to other phones. If audio cannot be heard from an iSoftPhone, check the firewall/NAT settings to make sure that ports for VoIP communication are not blocked.



## 10. Support

For technical support of iSoftPhone please contact:

Internet: <http://www.call4mac.com/isoftphone/support.html>

E-mail: [mac\\_support@xdsnet.de](mailto:mac_support@xdsnet.de)