iSoftPhone 1.4 and pbxes.com iPPABX

Compatibility Tests

Ver. 1.0 (2007-09-12)

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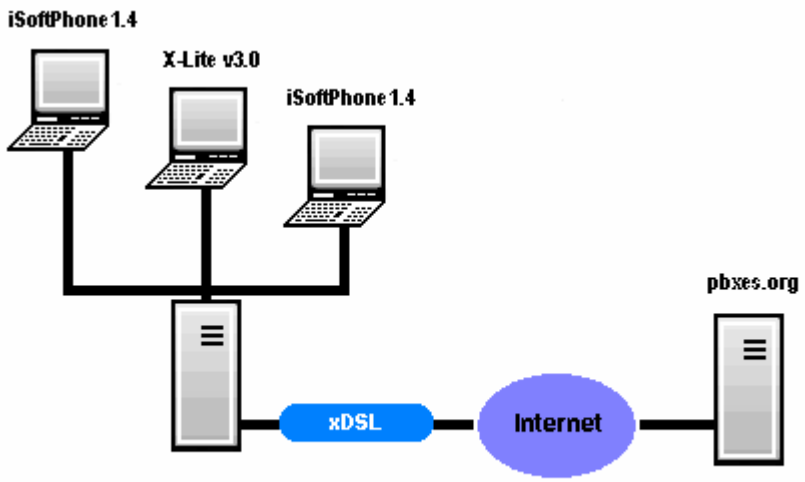
1. Introduction

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.



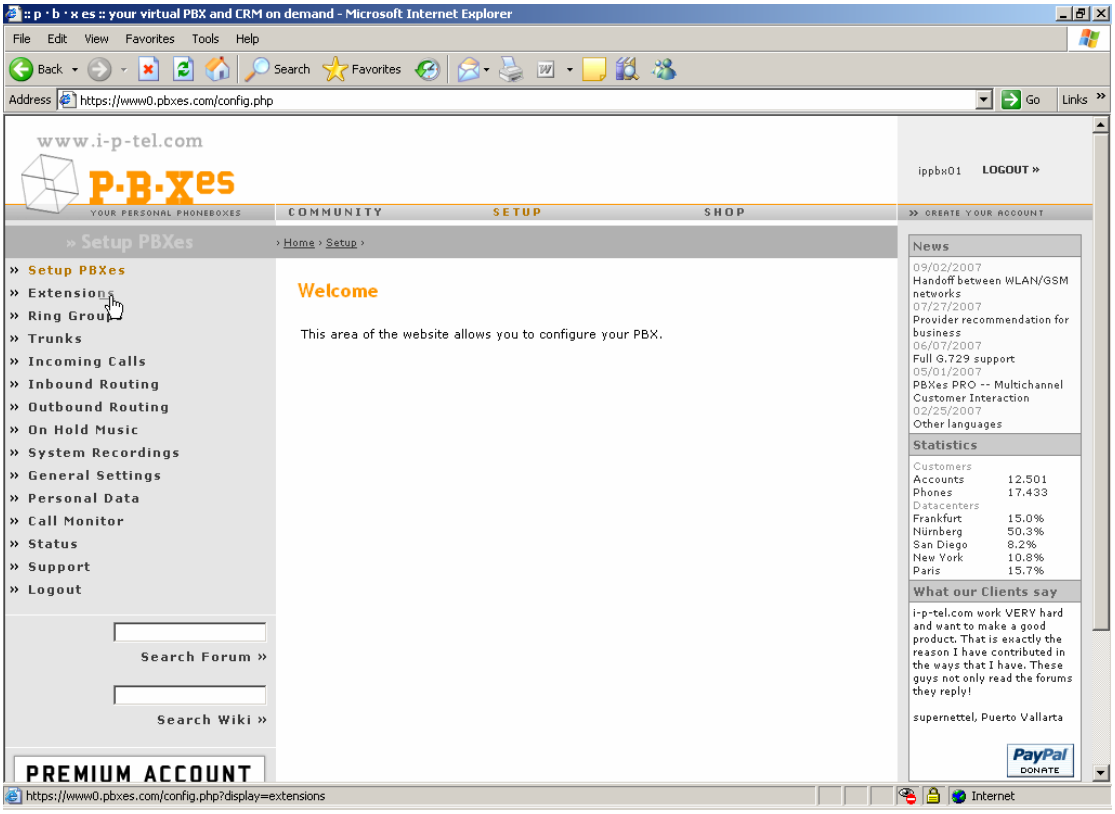
3. Equipment and Software

The following equipment and software were used in the configuration.

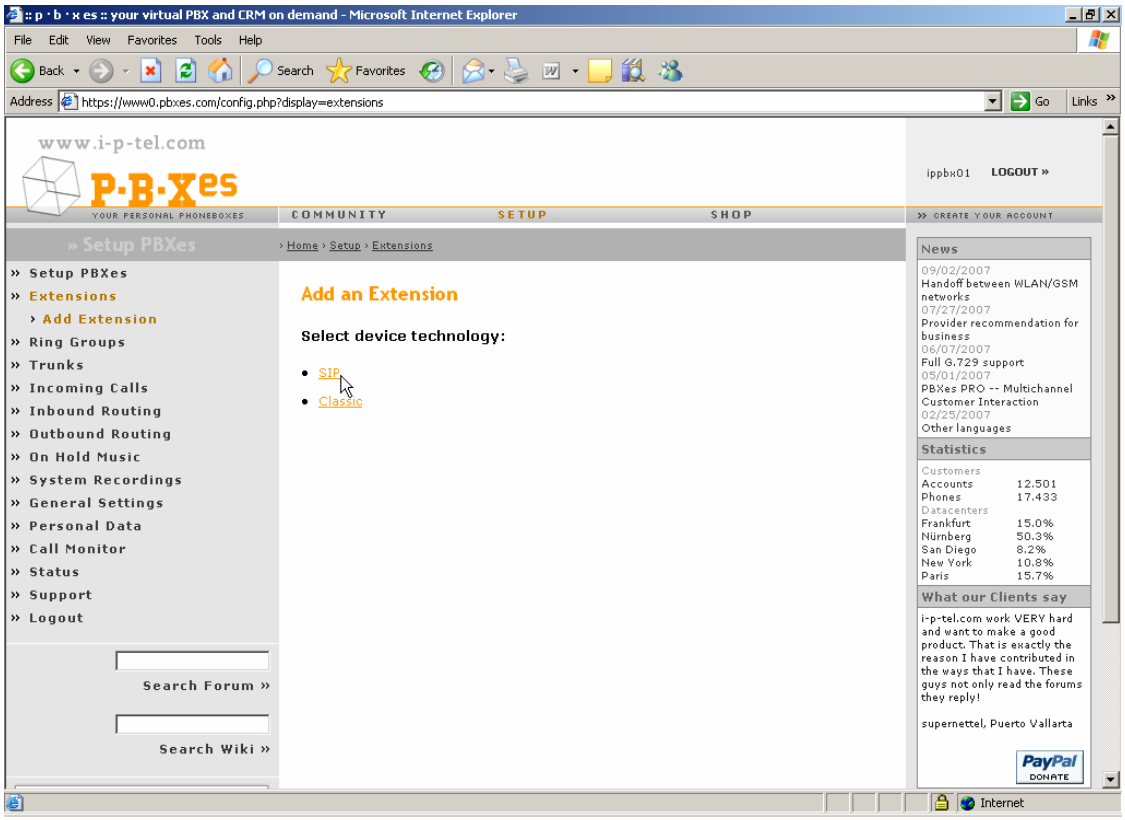
EQUIPMENT	SOFTWARE
X-Lite	3.0
PC	Win XP Pro SP2
iSoftPhone	**1.4 (build 1.4040-070912)**
Apple Macintosh	MacOS X 10.4.9

4. Creating a new internal VoIP subscriber

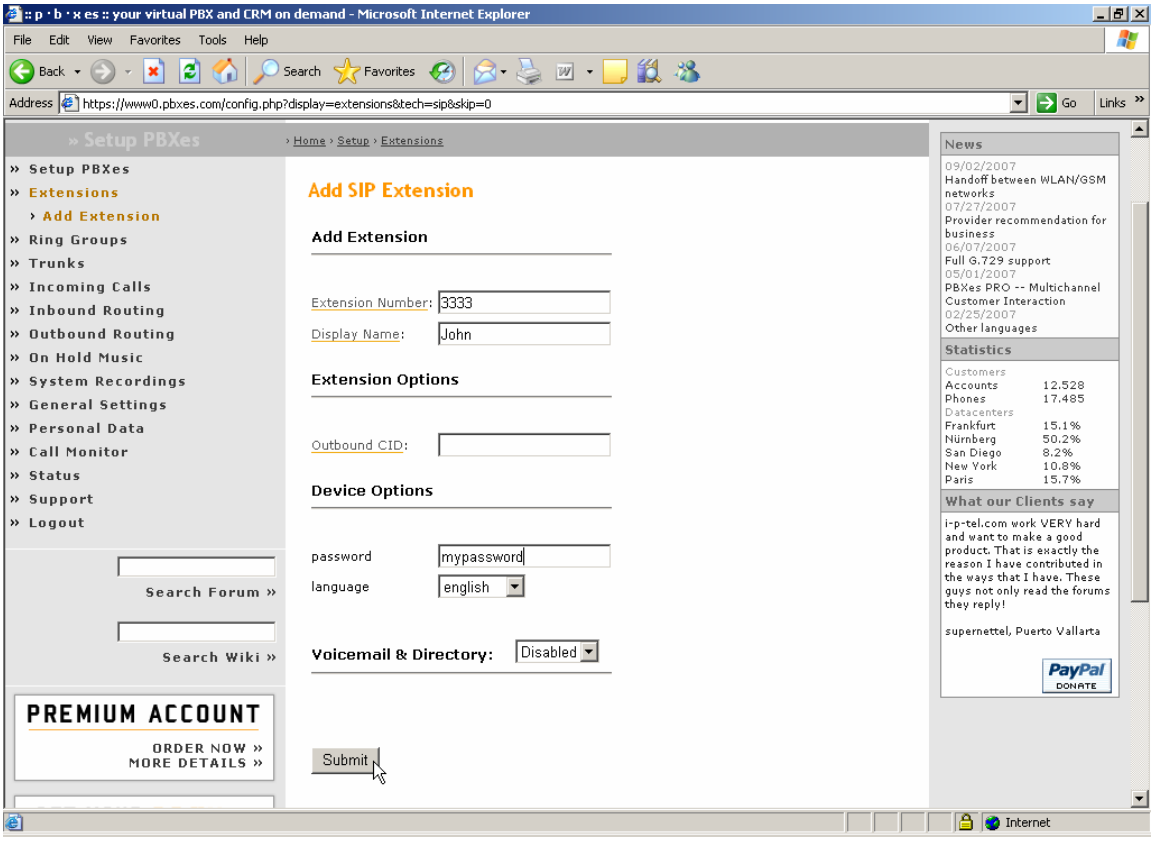
When you log in to your pbxes.com account, the configuration interface appears.



Open ‘Extensions’ tab, click ‘Add Extension’ and then ‘SIP’.

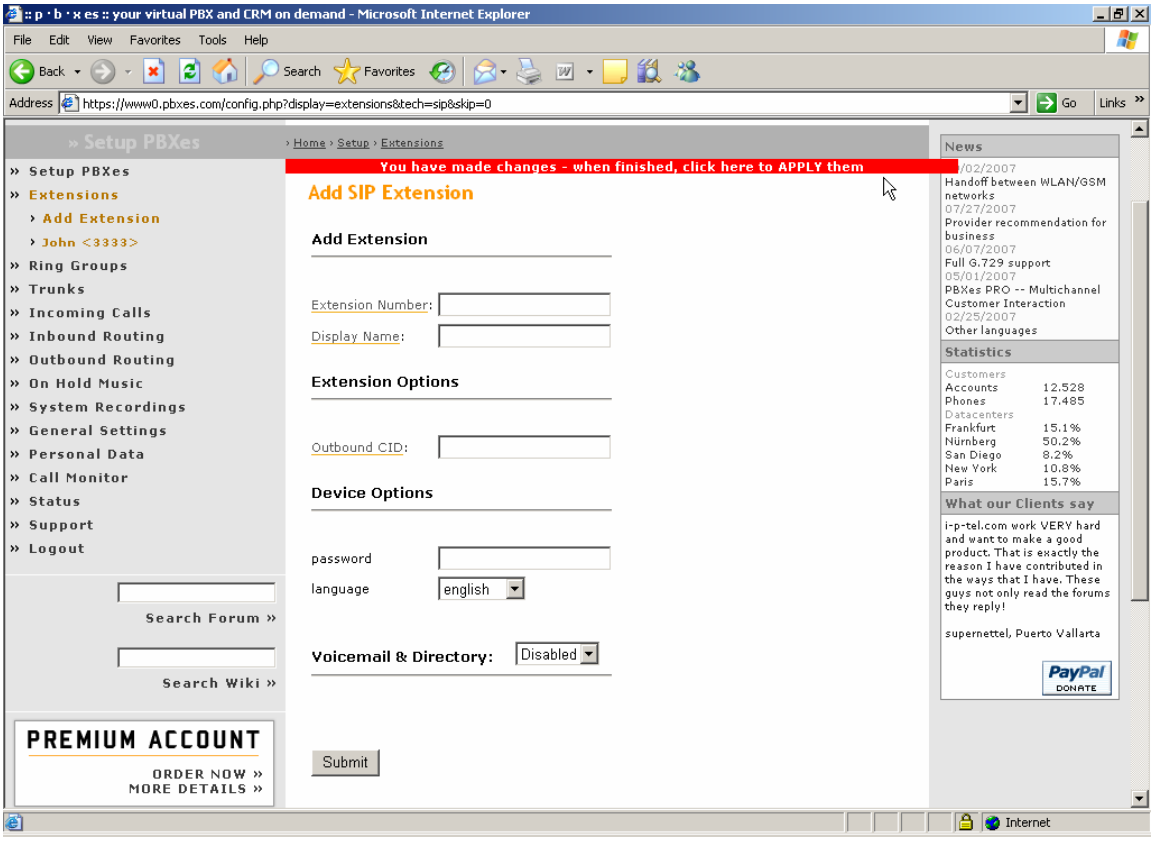


Enter unique extension number and password. Optionally you can enter display name.

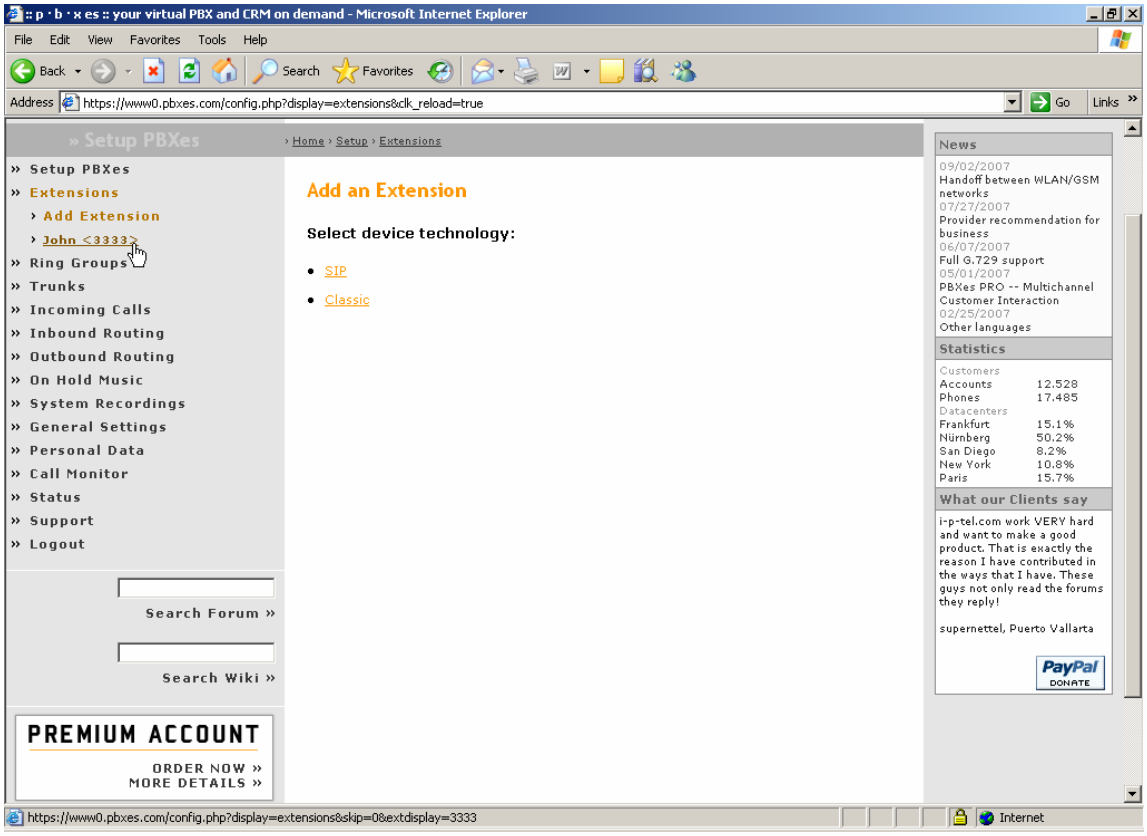


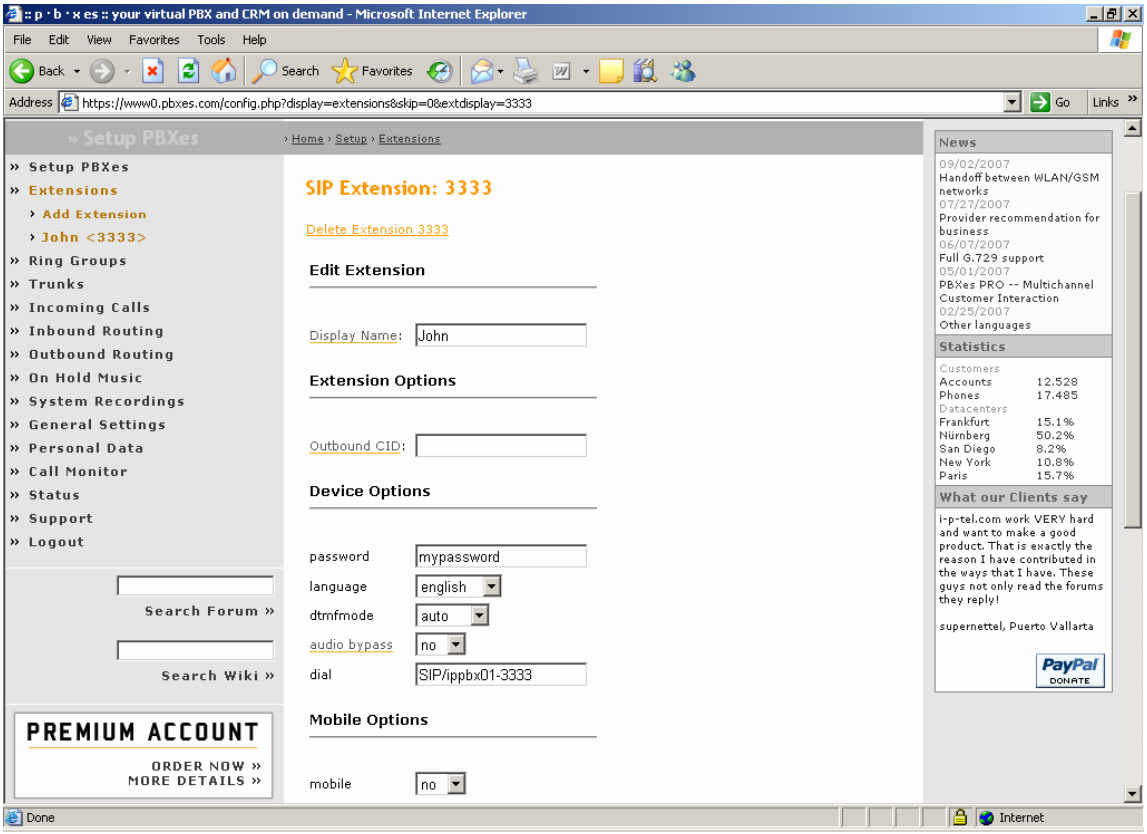
Submit the changes.

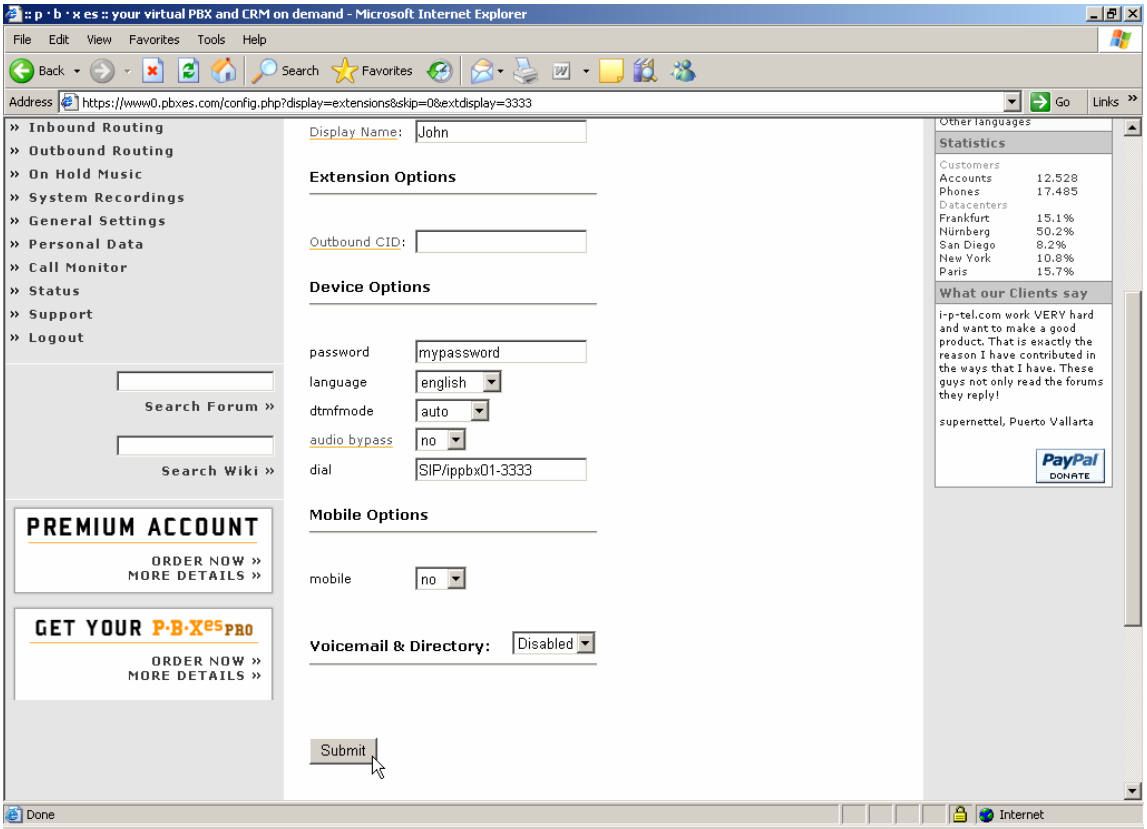
New account (John <1111>) appears in ‘Extensions’ tab. To apply the changes press the red bar.



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




:: p · b · x es :: your virtual PBX and CRM on demand - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www0.pbxes.com/config.php?display=extensions&skip=0&extdisplay=3333
Go Links
» Setup PBXes
Home › Setup › Extensions
» 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
Search Forum »
Search Wiki »
PREMIUM ACCOUNT
ORDER NOW »
MORE DETAILS »
SIP Extension: 3333
Delete Extension 3333
Edit Extension
Display Name: John
Extension Options
Outbound CID:
Device Options
password mypassword
language english
dtmfmode auto
audio bypass no
dial SIP/ippbx01-3333
Mobile Options
mobile no
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
PayPal DONATE
Done
Internet


:: p · b · x es :: your virtual PBX and CRM on demand - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www0.pbxes.com/config.php?display=extensions&skip=0&extdisplay=3333
Go Links
» Inbound Routing
» Outbound Routing
» On Hold Music
» System Recordings
» General Settings
» Personal Data
» Call Monitor
» Status
» Support
» Logout
Search Forum »
Search Wiki »
PREMIUM ACCOUNT
ORDER NOW »
MORE DETAILS »
GET YOUR P·B·Xes PRO
ORDER NOW »
MORE DETAILS »
Display Name: John
Extension Options
Outbound CID:
Device Options
password mypassword
language english
dtmfmode auto
audio bypass no
dial SIP/ippbx01-3333
Mobile Options
mobile no
Voicemail & Directory: Disabled
Submit
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%
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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!
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Done
Internet

5. Configuration on iSoftPhone 1.4

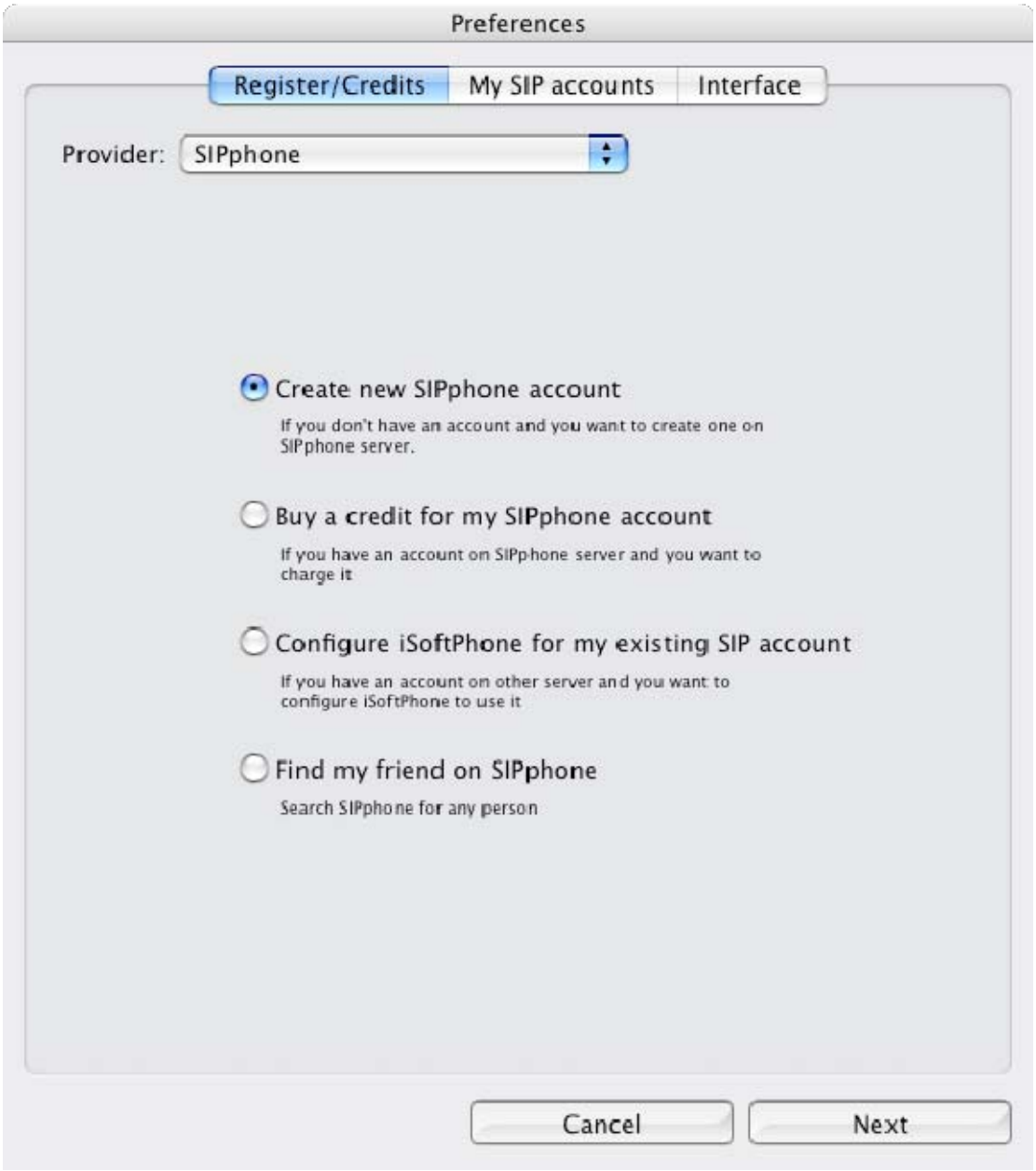
Once iSoftPhone 1.4 is installed then SIP server settings must be configured.

5.1 Configuring SIP server account

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

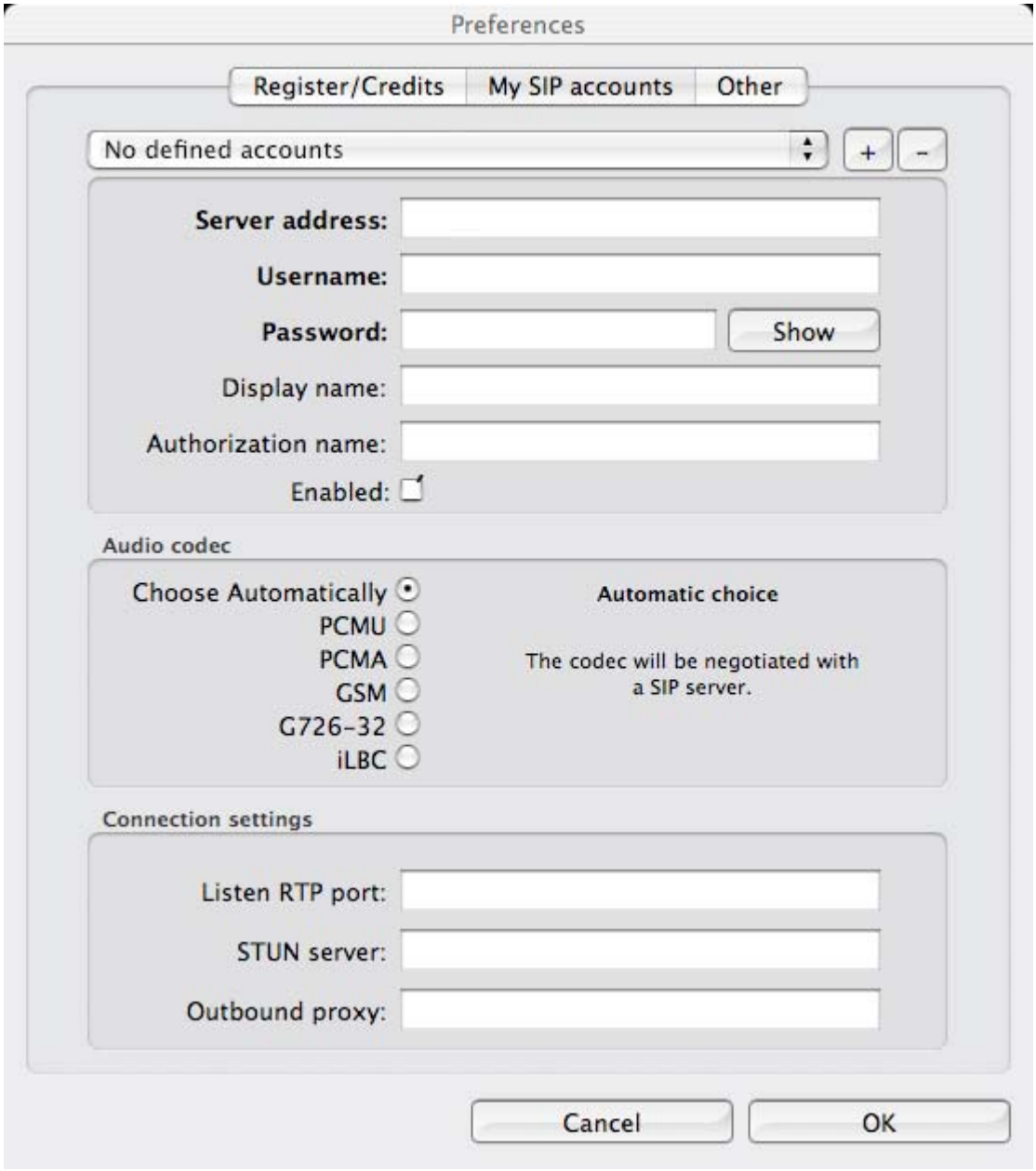
5.2 Preferences “Register/Credits”

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

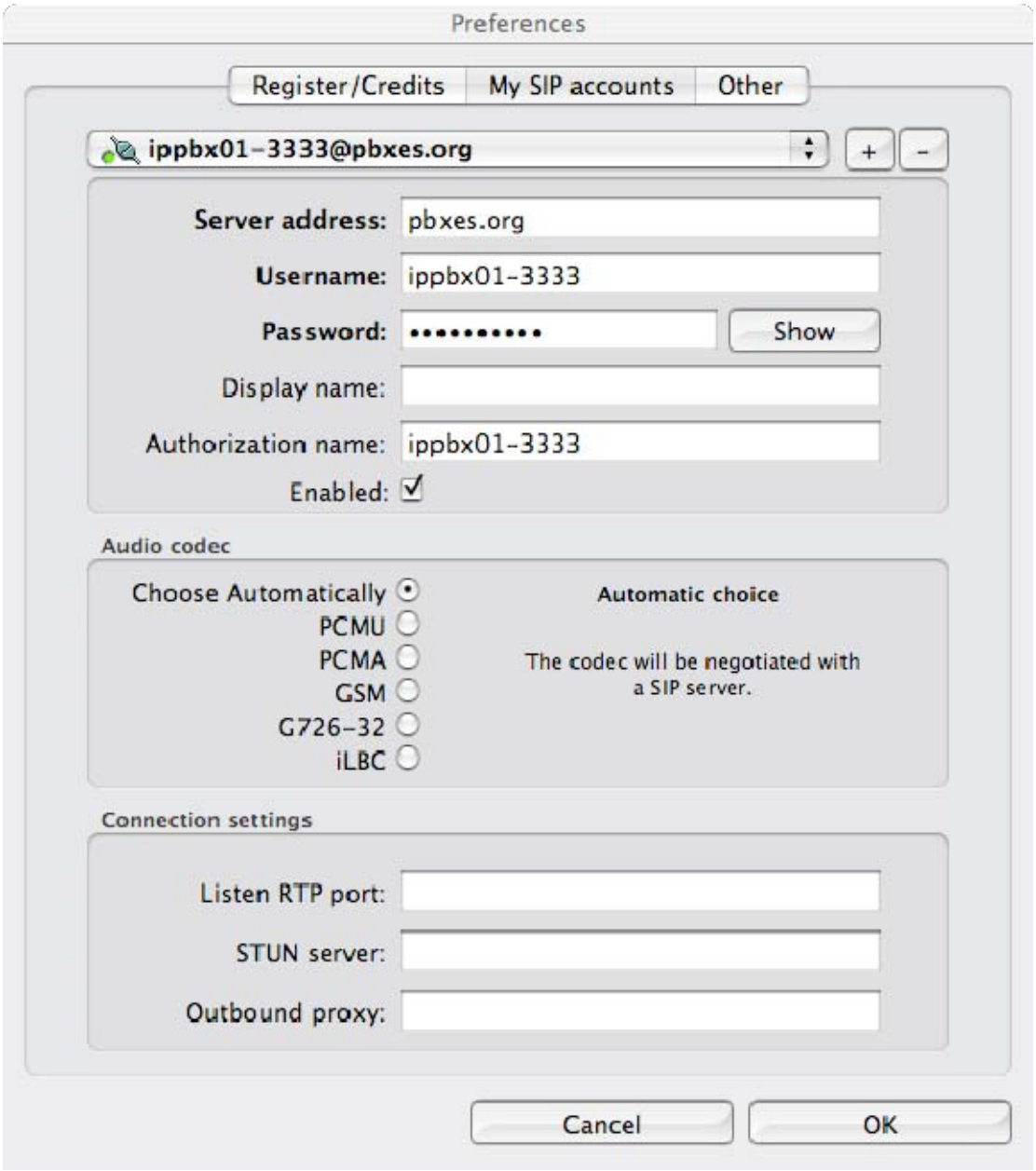


5.3 Preferences “My SIP accounts”

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.



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.

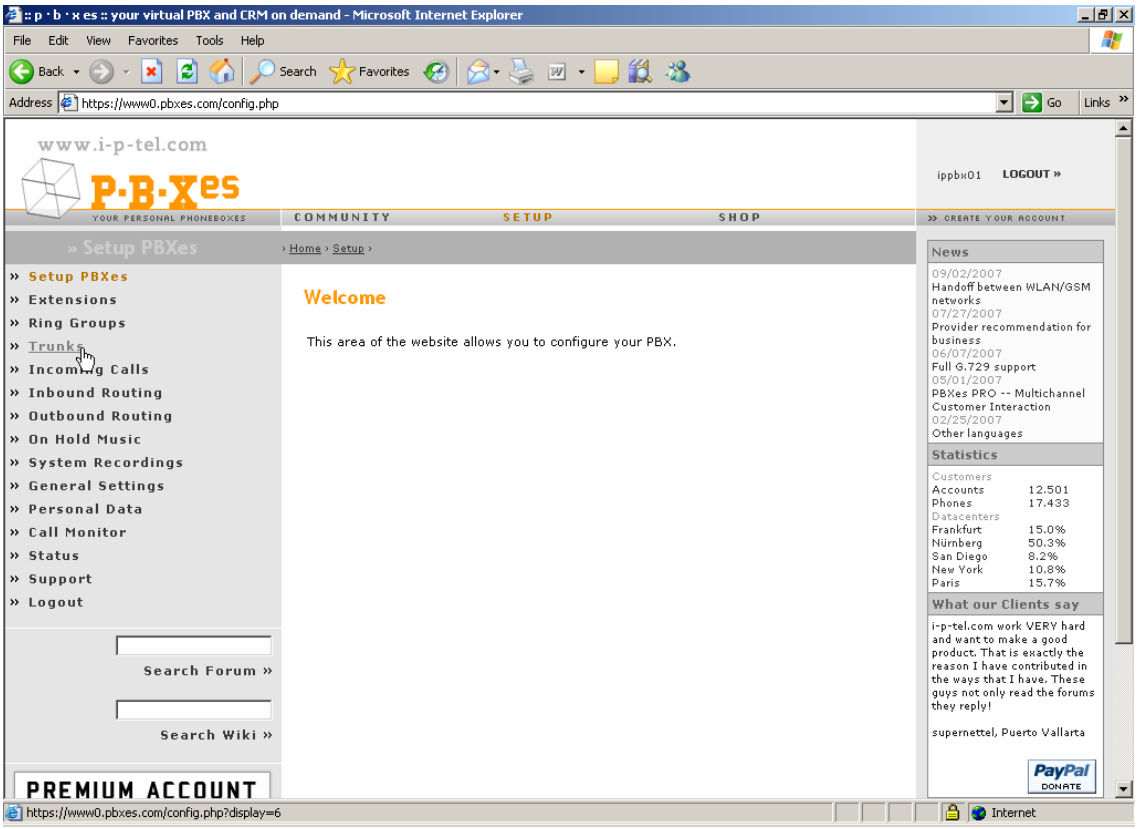
When all parameters were configured properly and iSoftPhone successfully registered on pbxes.com iPPABX then application window will look as shown below.

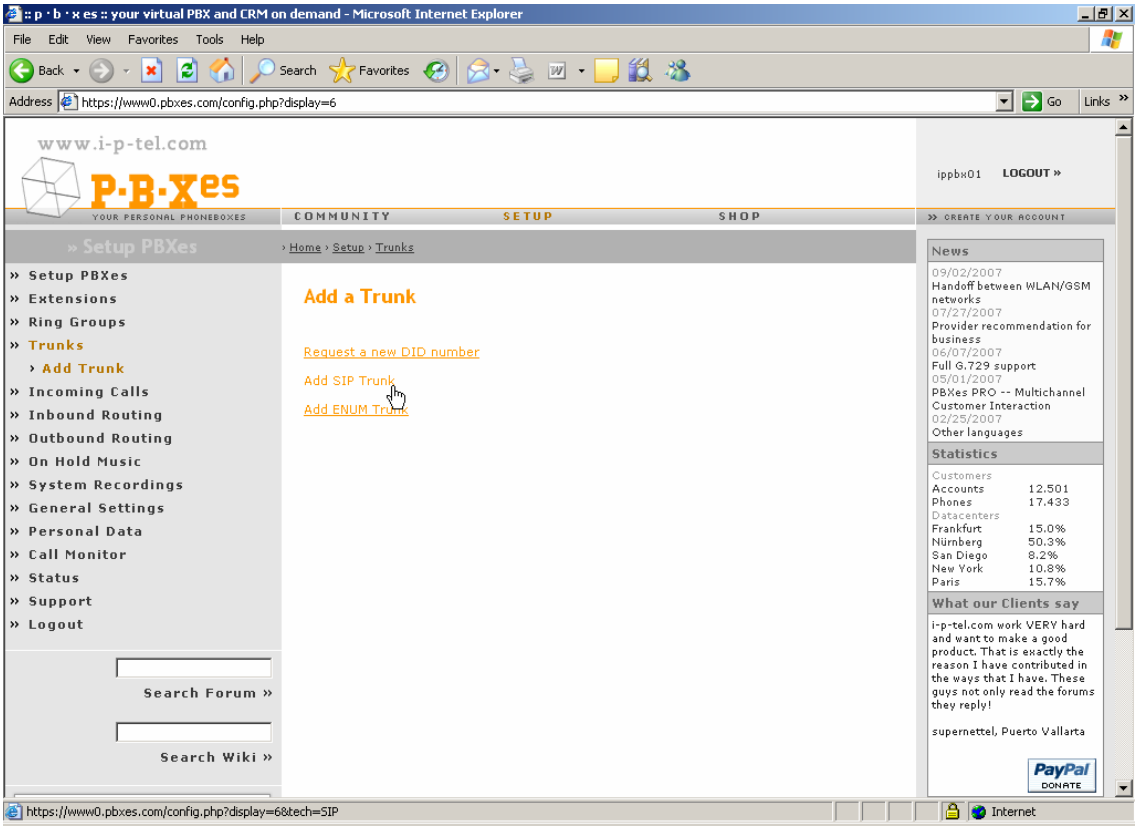
Congratulations! You have successfully configured iSoftPhone with pbxes.com iPPABX.

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’.




:: p · b · x es :: your virtual PBX and CRM on demand - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www0.pbxes.com/config.php?display=6
Go Links
www.i-p-tel.com
P·B·Xes
YOUR PERSONAL PHONEBOXES
COMMUNITY SETUP SHOP
ippbx01 LOGOUT »
» CREATE YOUR ACCOUNT
» Setup PBXes
› Home › Setup › Trunks
» Setup PBXes
» Extensions
» Ring Groups
» Trunks
› Add 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 »
Add a Trunk
Request a new DID number
Add SIP Trunk
Add ENUM Trunk
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 10.8%
Paris 15.7%
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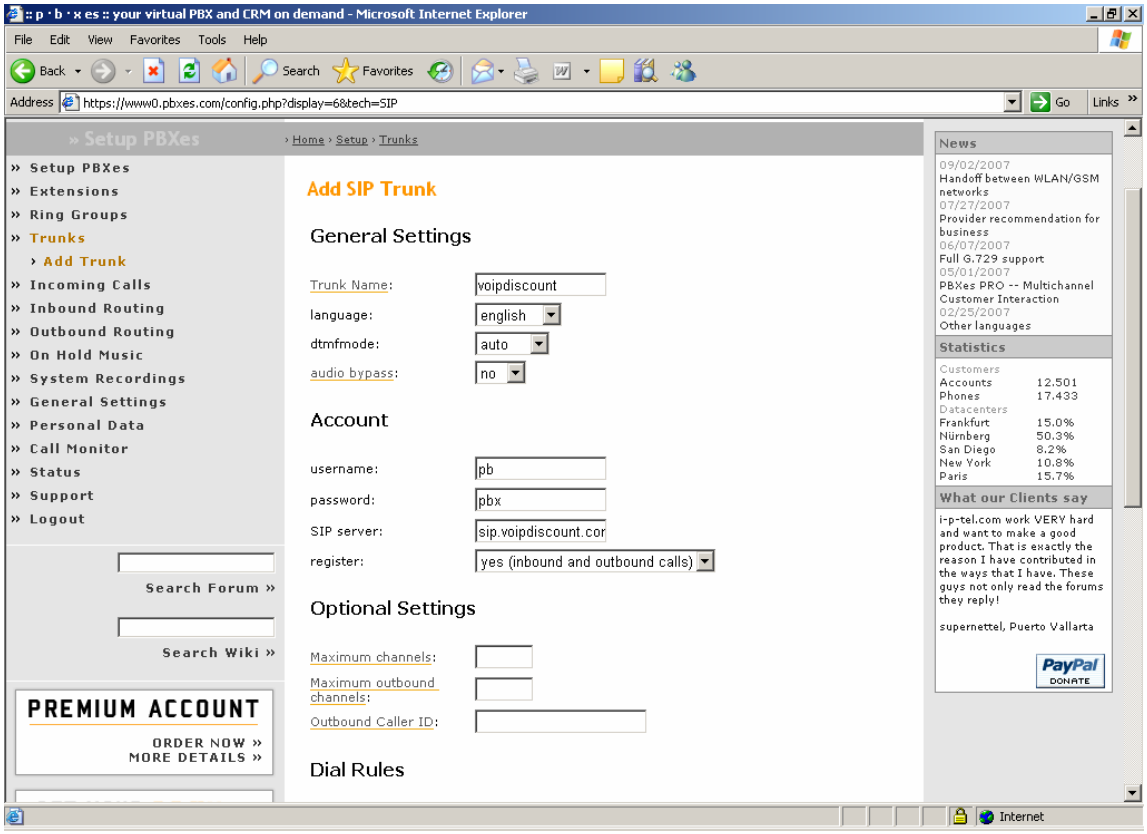
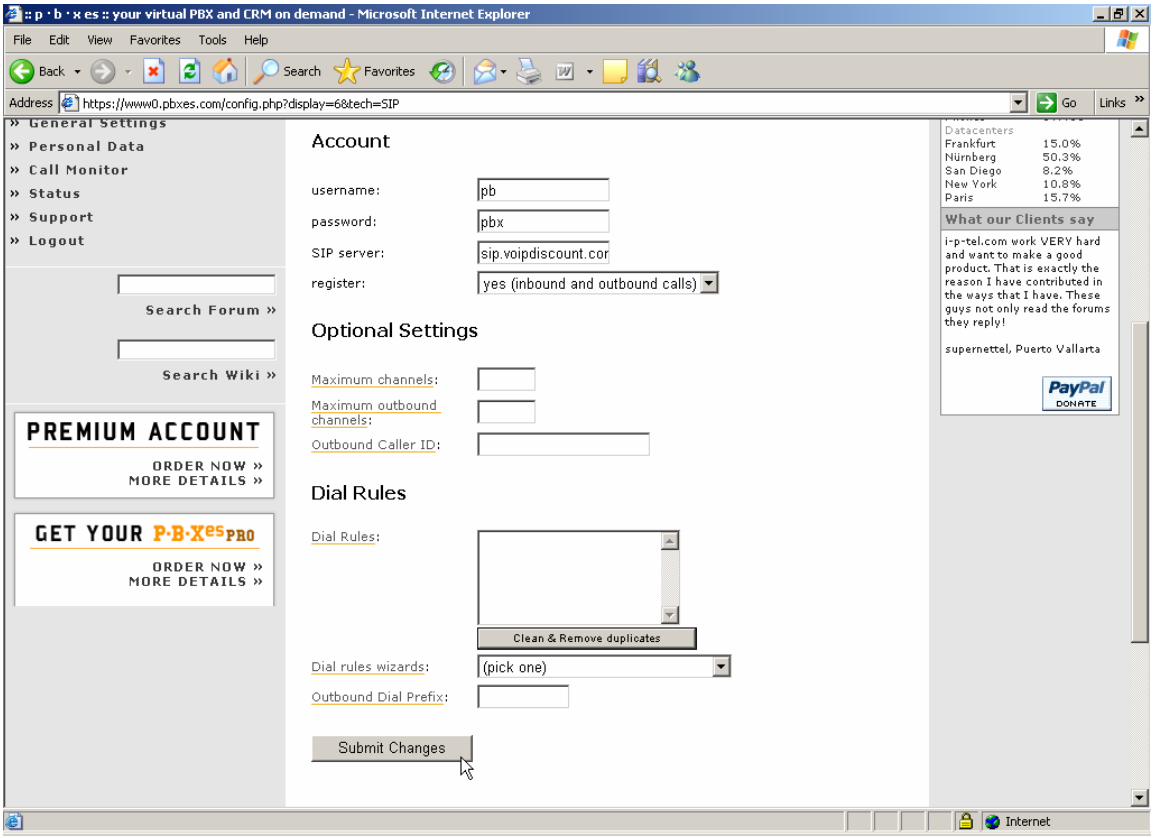
https://www0.pbxes.com/config.php?display=6&tech=SIP
Internet

Enter a name for this trunk.

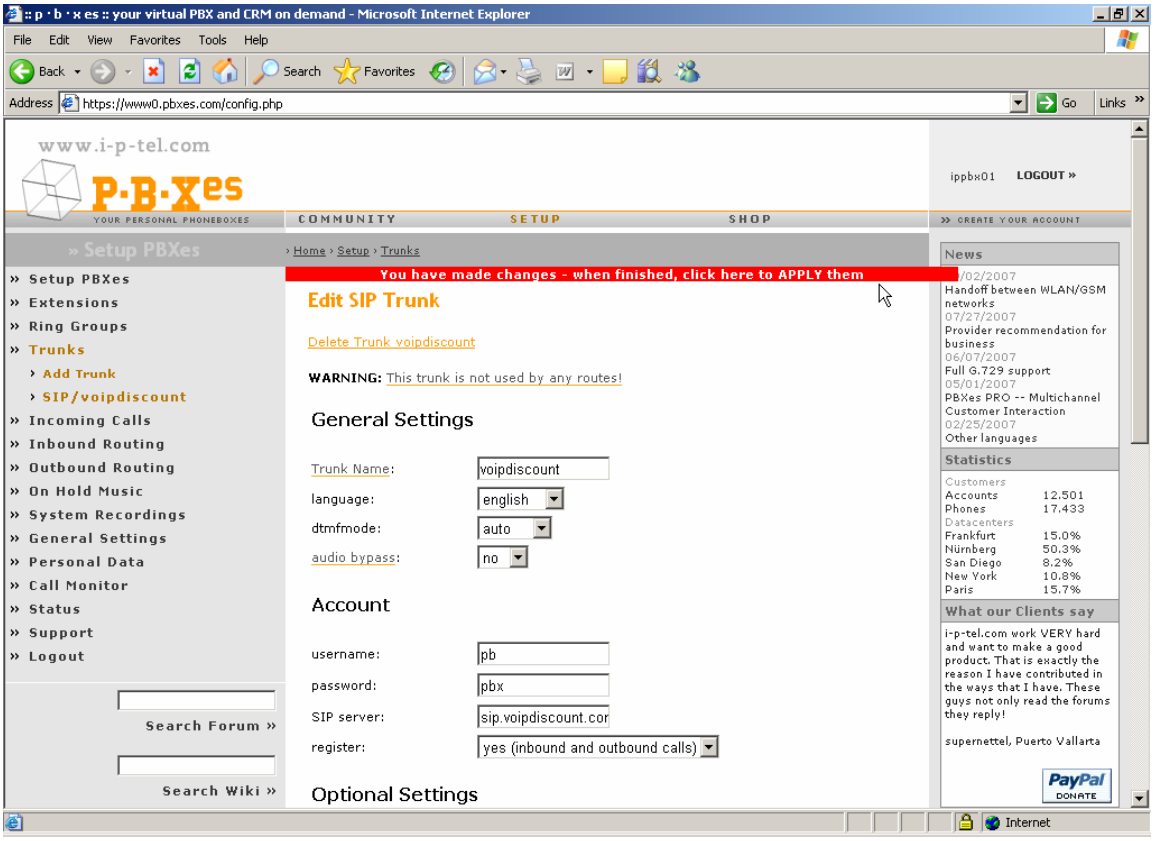
In the ‘Account’ section enter username, password and SIP server address (you receive this information from your SIP Provider).

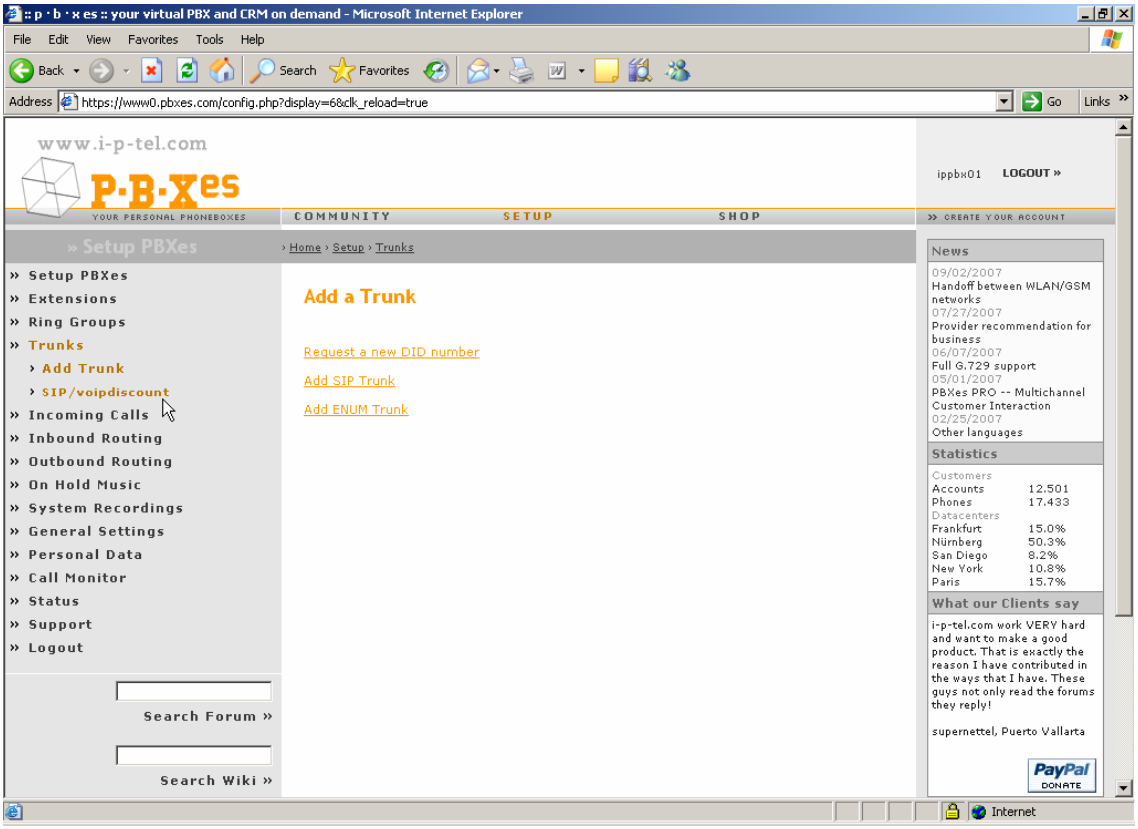




Submit the changes.

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

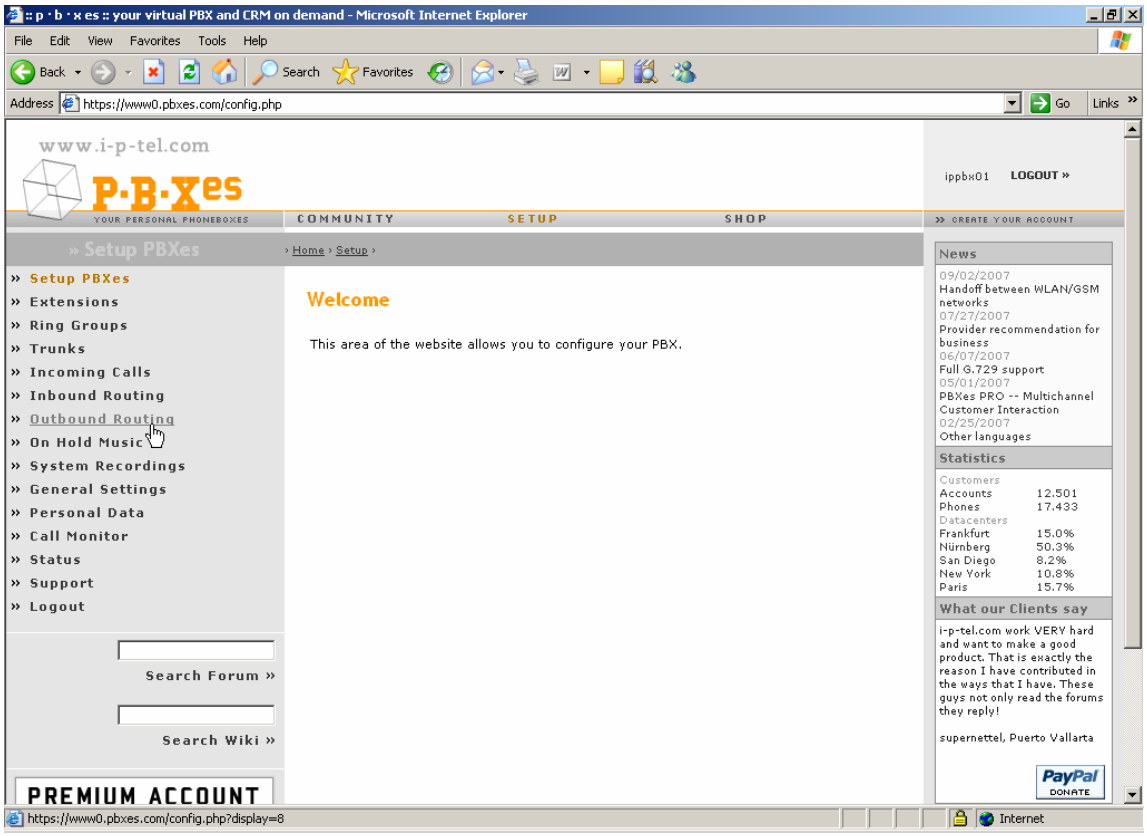


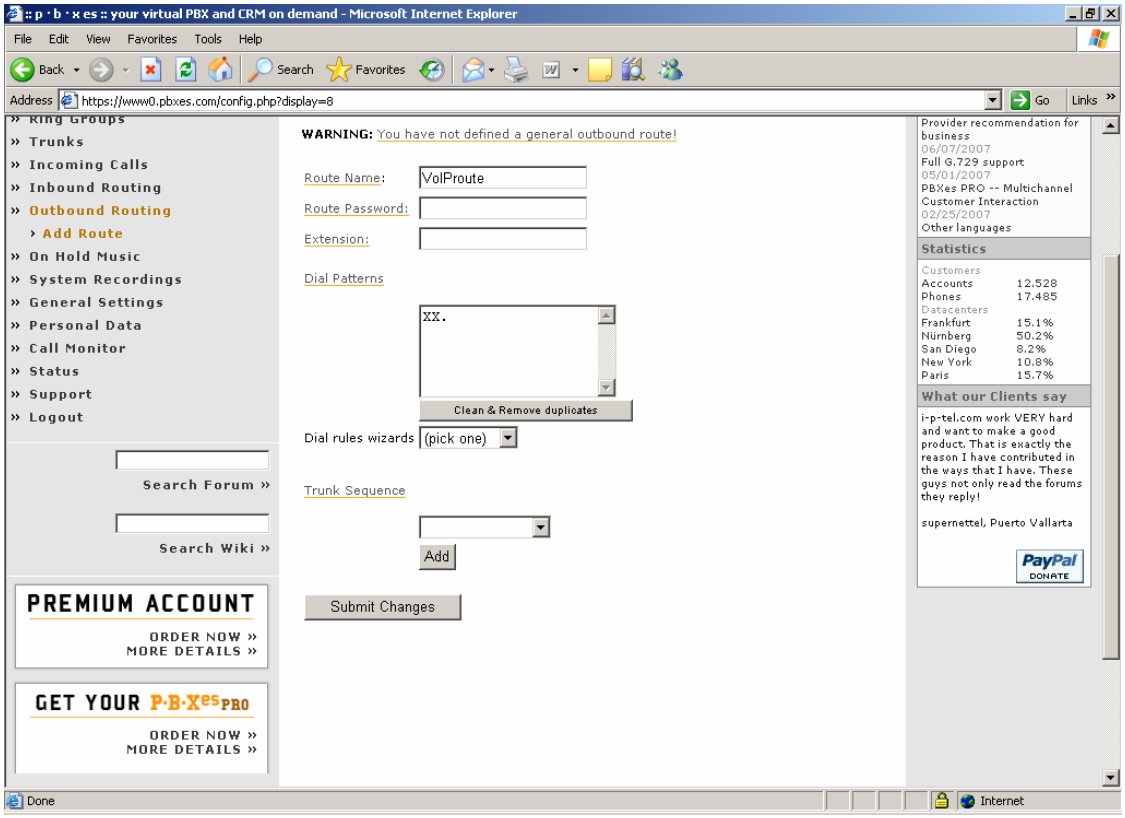


6.2 Adding a new outbound route

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

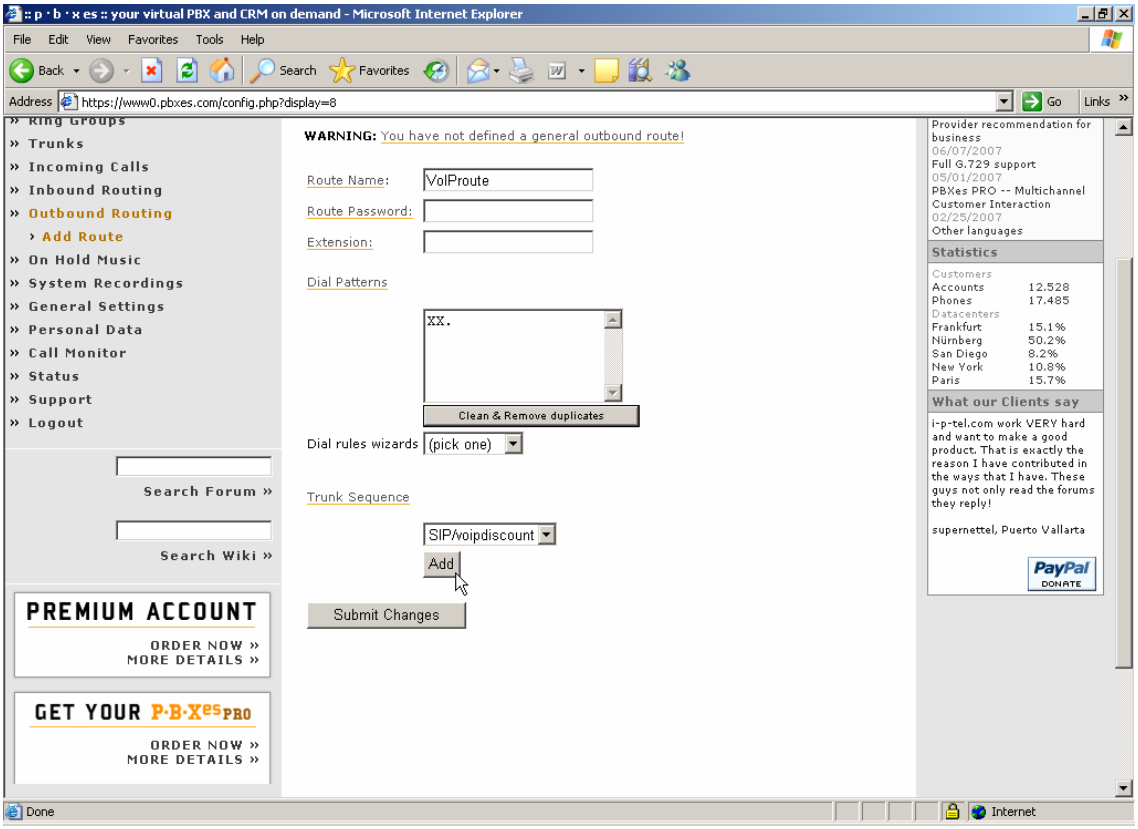
Open ‘Outbound Routing’ tab and then ‘Add route’.





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

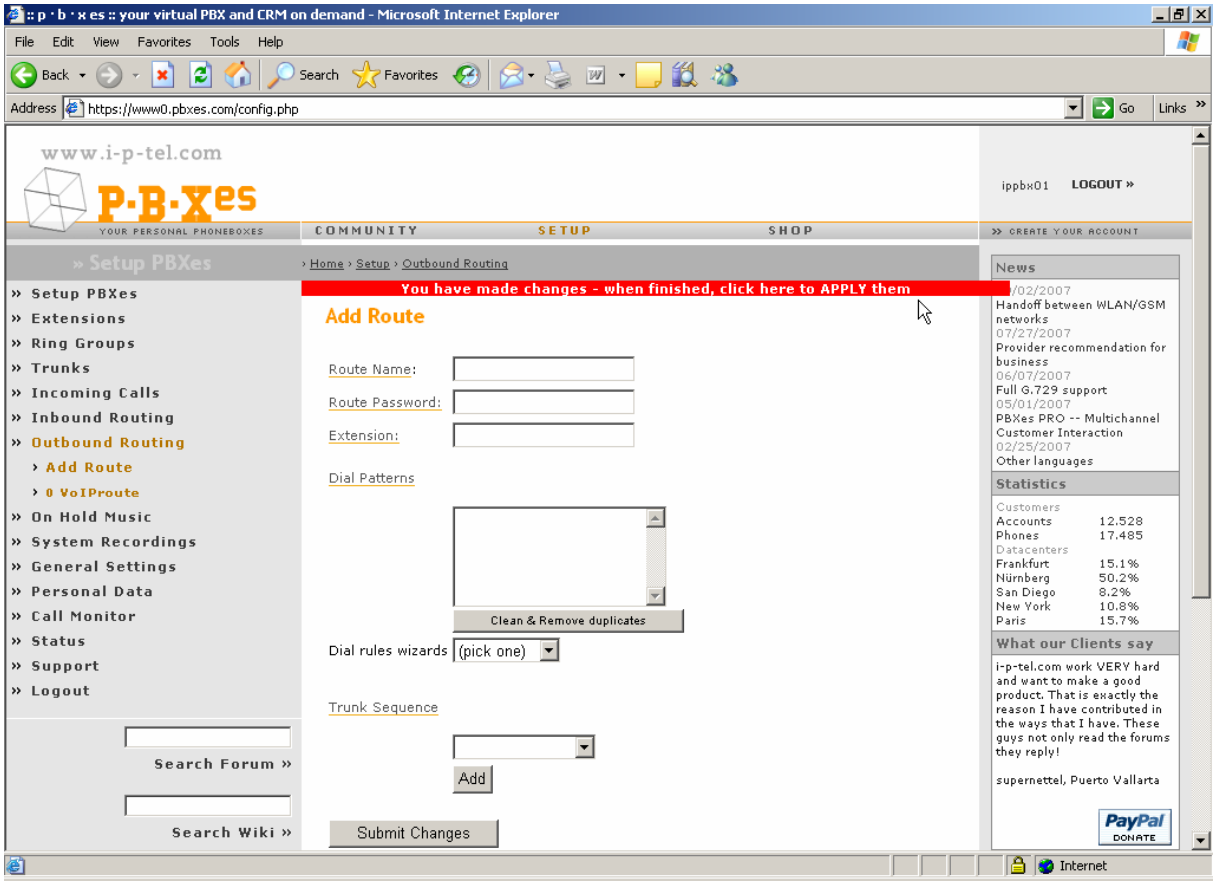
Optionally you can set a password for this route (in this case the route will prompt users for a password before allowing calls to progress).



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.

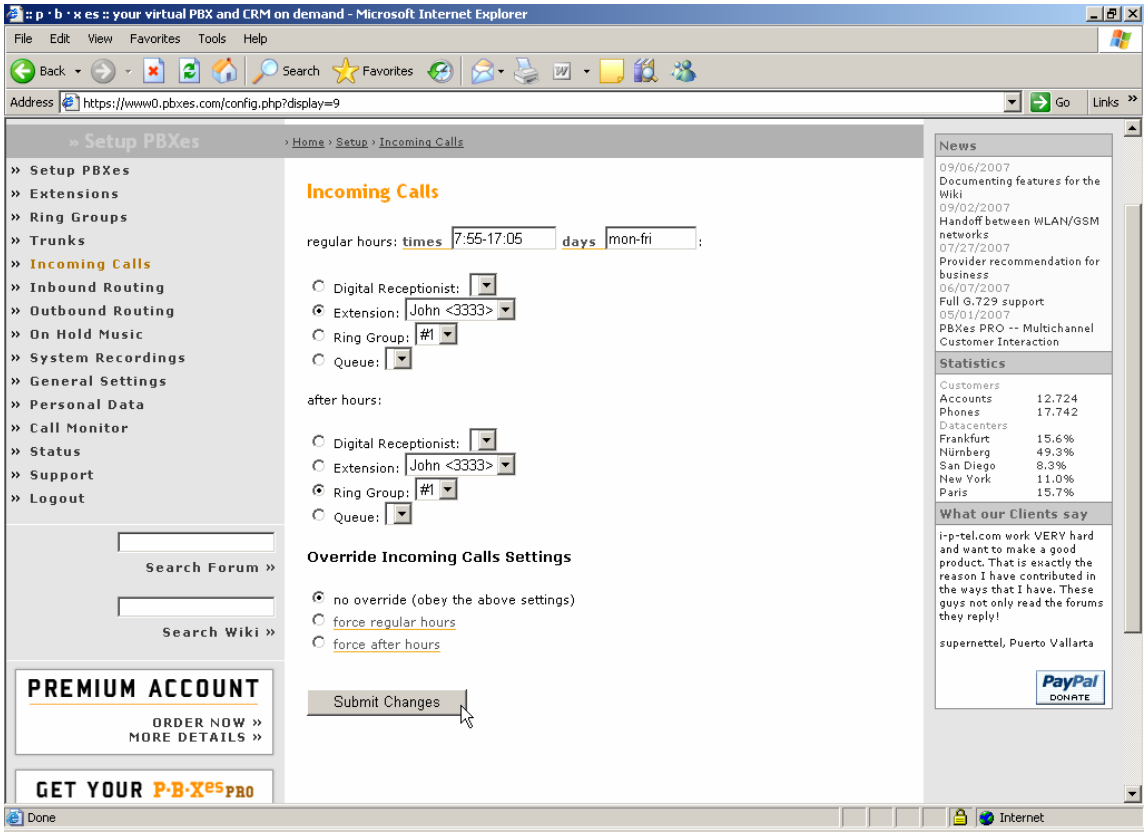


7. Configuration of Incoming Calls and Inbound Routing

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

7.1 Incoming Calls

Open ‘Incoming Calls’ tab.

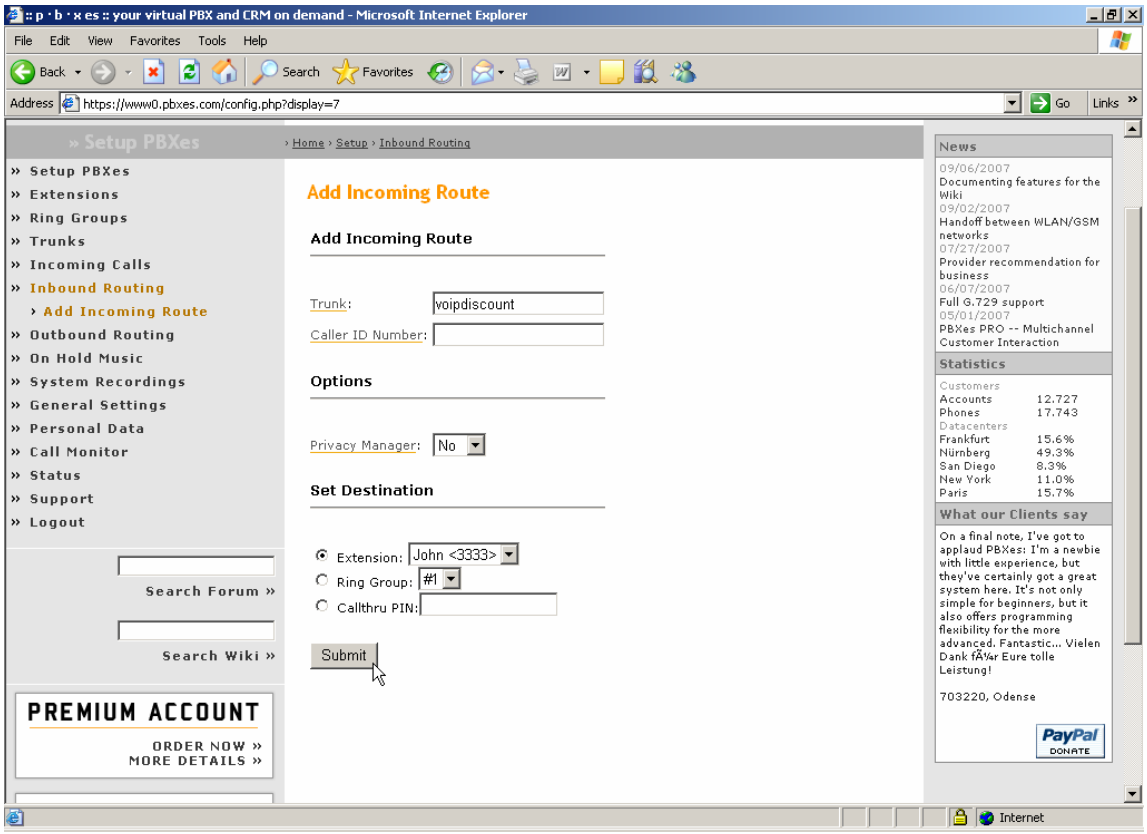


Pick an Extension/Ring Group (or Digital Receptionist/Queue available with Premium Account) that should answer incoming calls.

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

7.2 Inbound Routing

Open ‘Inbound Routing’ tab.



‘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.

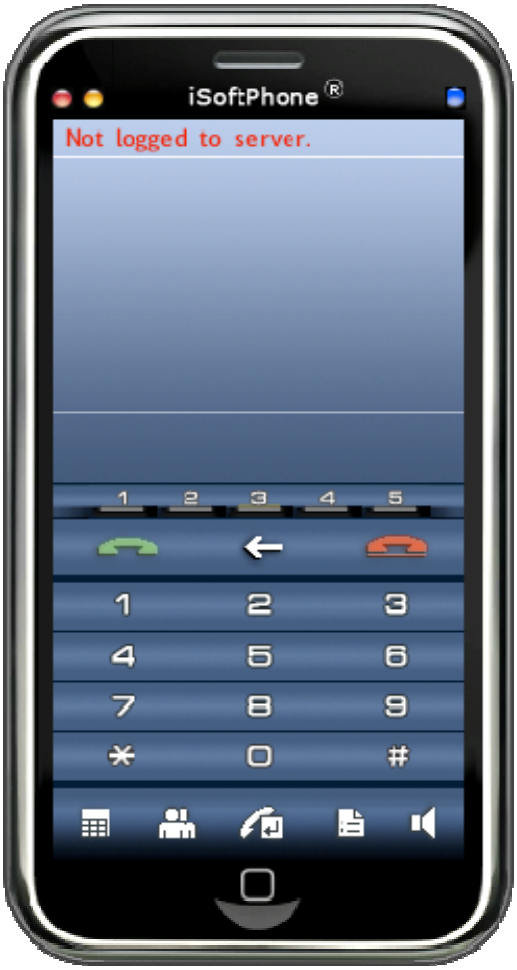
To finish the connection just hit <ESC> or press button. Once the connection is finished then iSoftPhone display's will look like shown below.

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