

iSoftPhone 1.4 and vertico Starface PBX

Compatibility Tests

Ver. 1.2 (2007-10-24)



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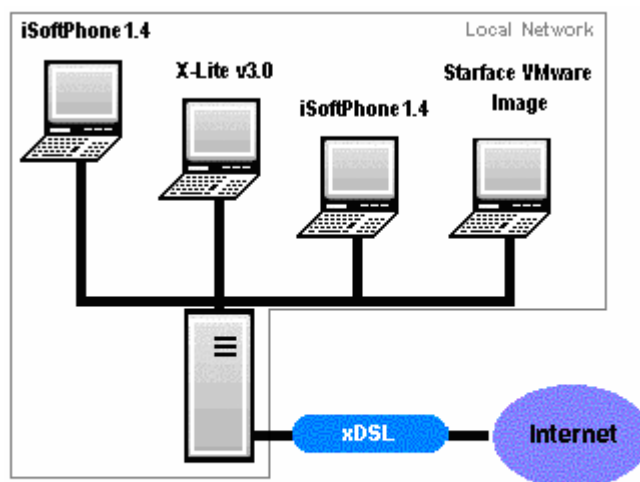
1. Introduction

These Application Notes describe the configuration steps for using the iSoftPhone 1.4 with vertico Starface PBX. General administration information can be found in the product documentation. Products WEB sites:

- iSoftPhone – <http://www.call4mac.com>
- Starface – <http://starface.de>

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
iSoftPhone	1.4 (build 1.4040-070912)
Apple Macintosh	MacOS X 10.4.9
PC	Win XP Pro SP2
Starface VMware Image	2.2.0.2
VMware Player	2.0.0
X-lite	3.0



4. Configuration on Starface

This document shows only the basic configuration of Starface PBX, for more information please refer to Starface Manual and/or Starface website.

4.1 Initial configuration of Starface

After the operating system and server have been installed, you can start the configuration of Starface entering the IP address of Starface in a web browser from any computer in local network (in this documentation IP Address of Starface - 192.168.200.101).

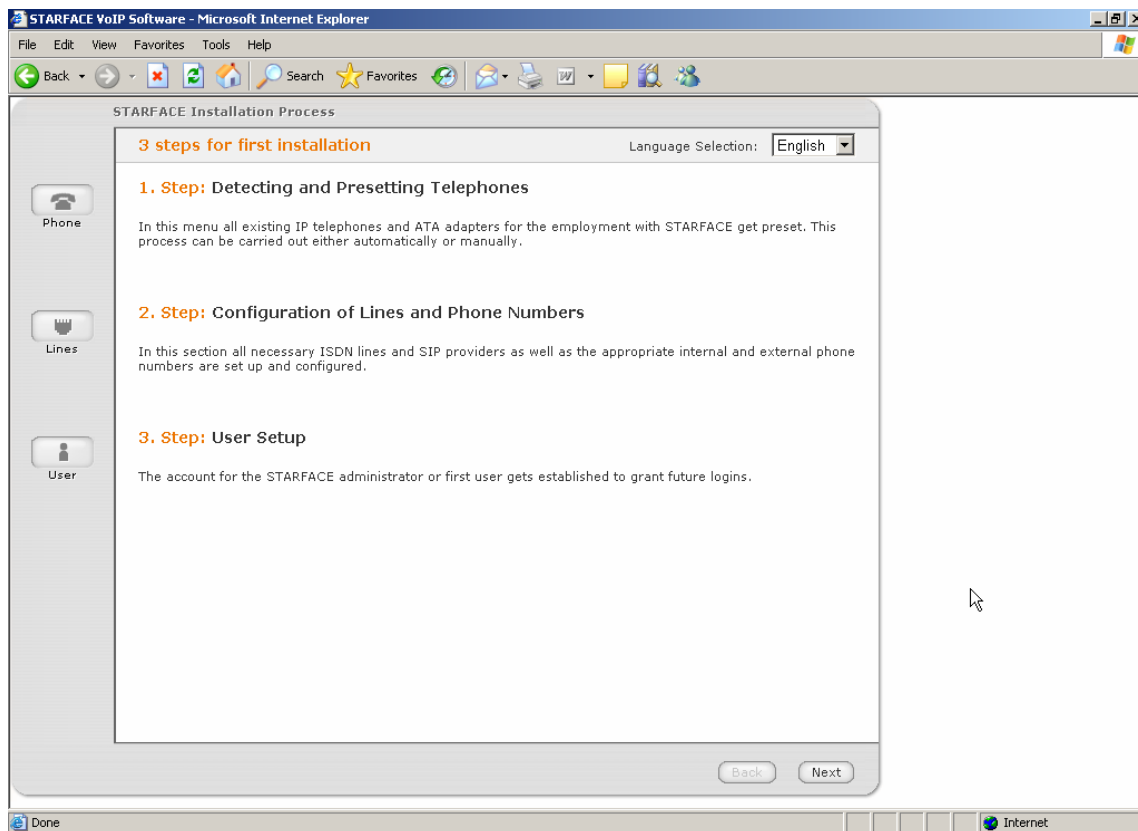
Initial configuration of Starface contains of three steps:

Step 1. Detecting and presetting Telephones

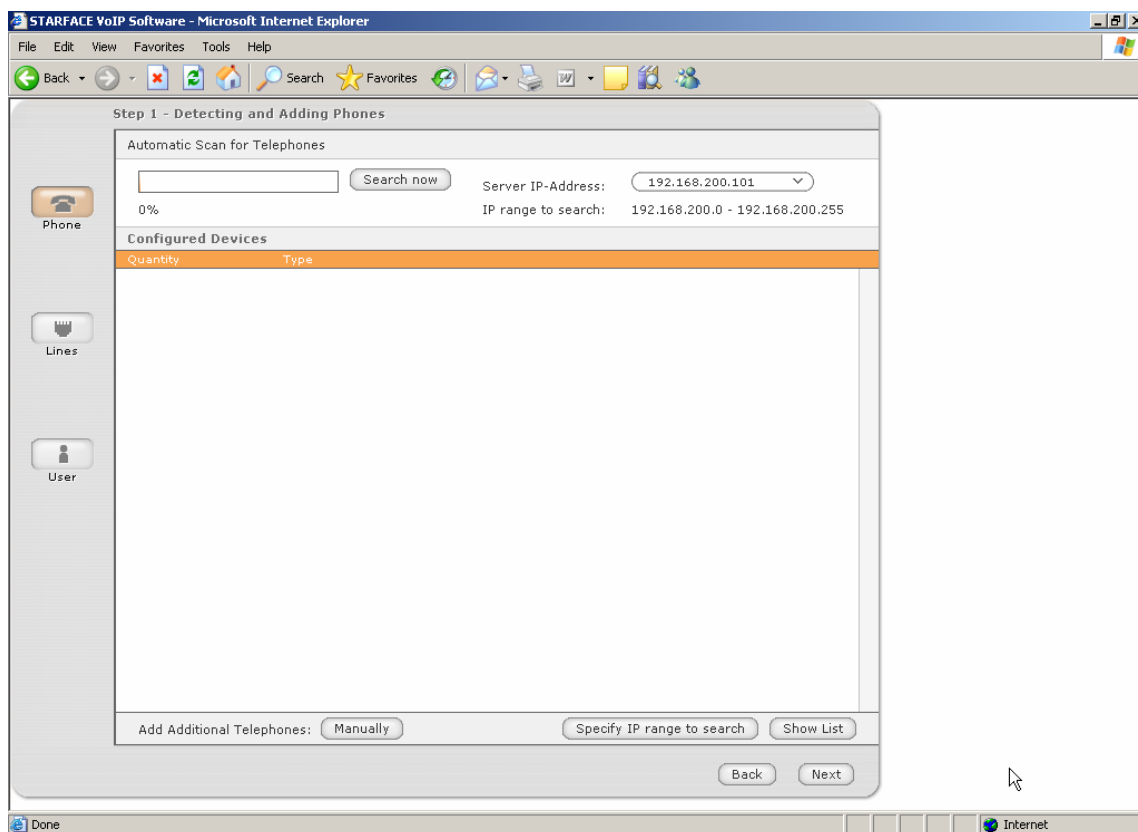
Step 2. Configuration of Lines and Phone Numbers

Step 3. User Setup

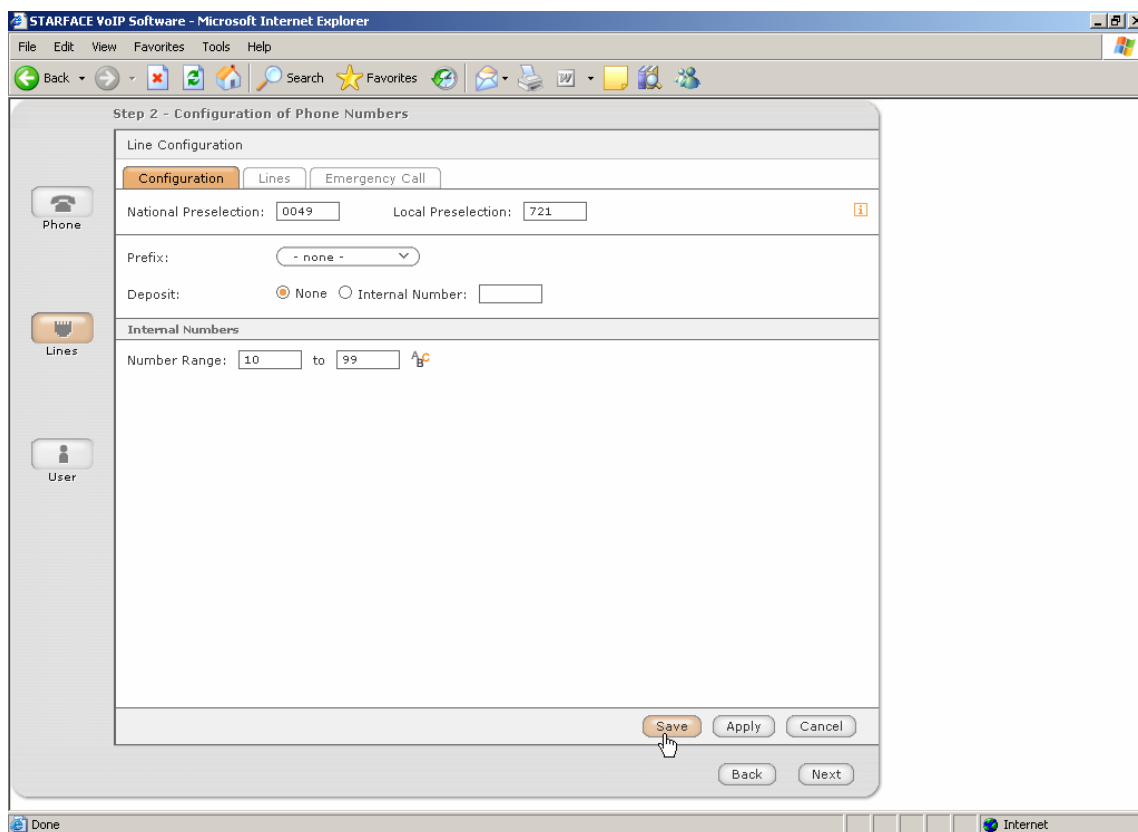
In this document we skip first two steps of initial configuration (the phones and lines are configured manually).



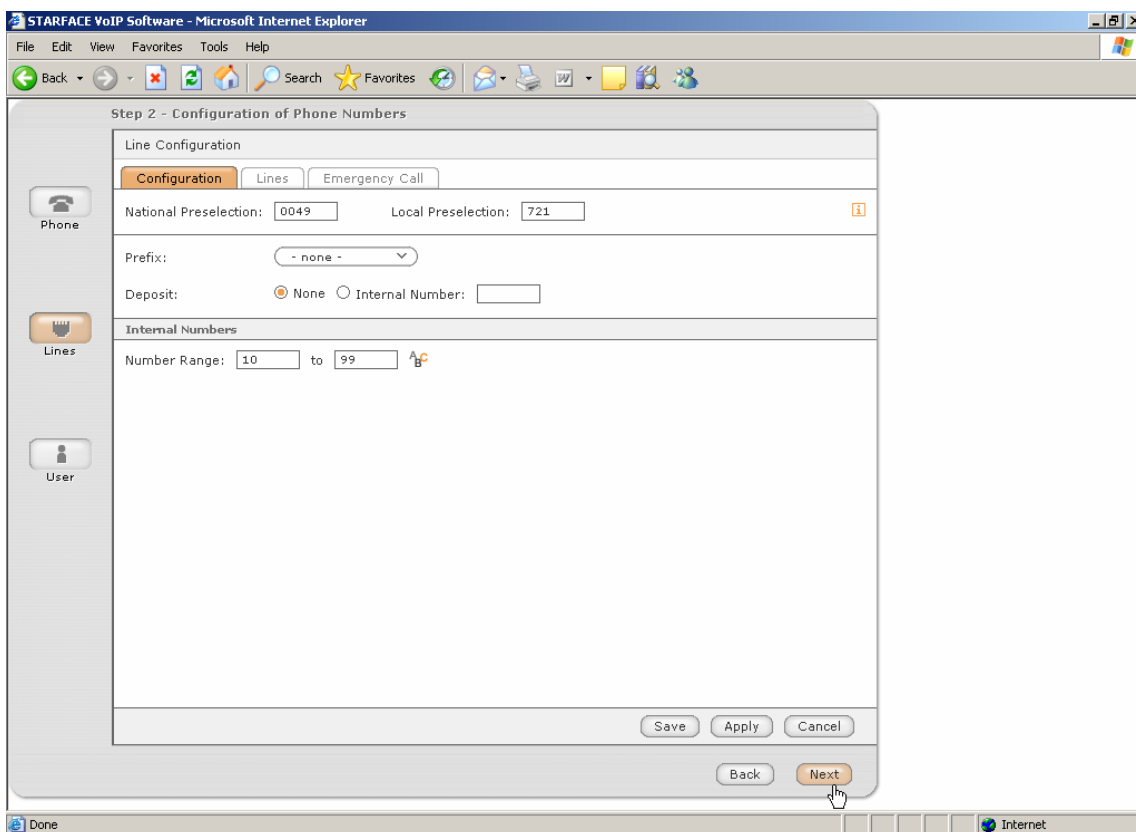
Click 'Next'.



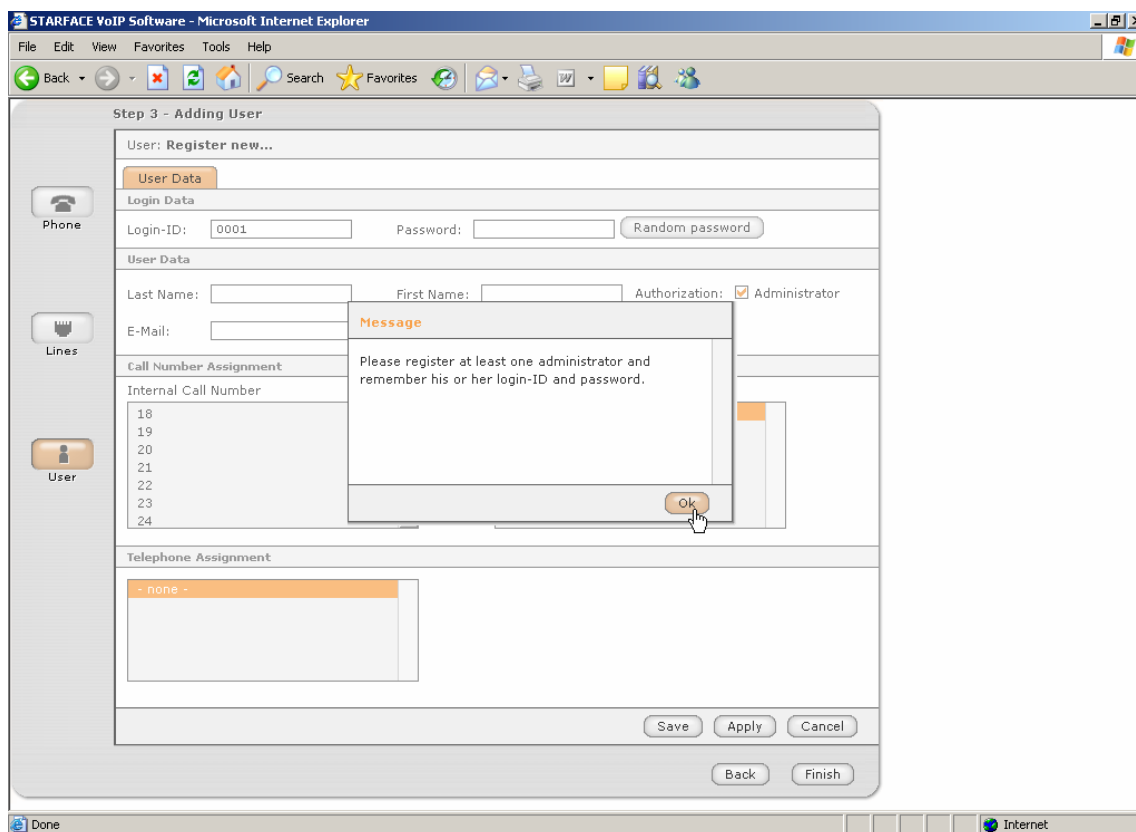
Click 'Next'.



In 'Number Range' specify the range of internal numbers, then save the changes.

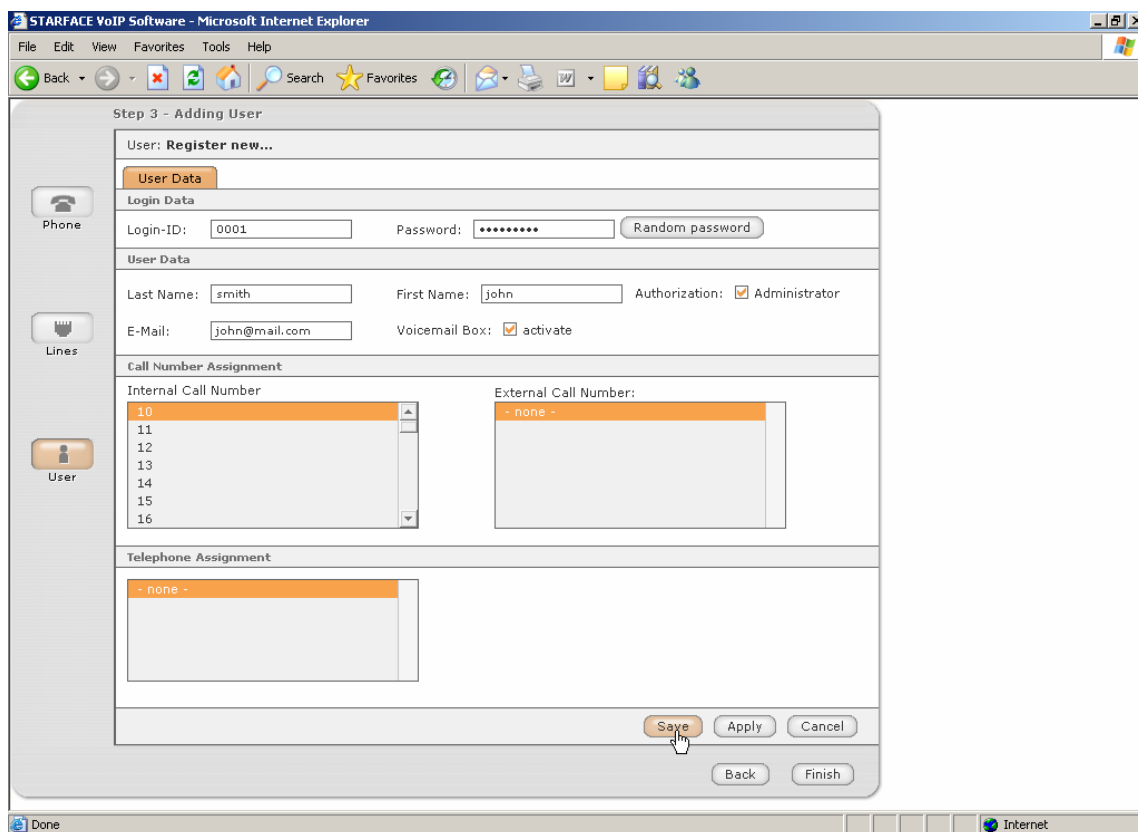


Click 'Next'.

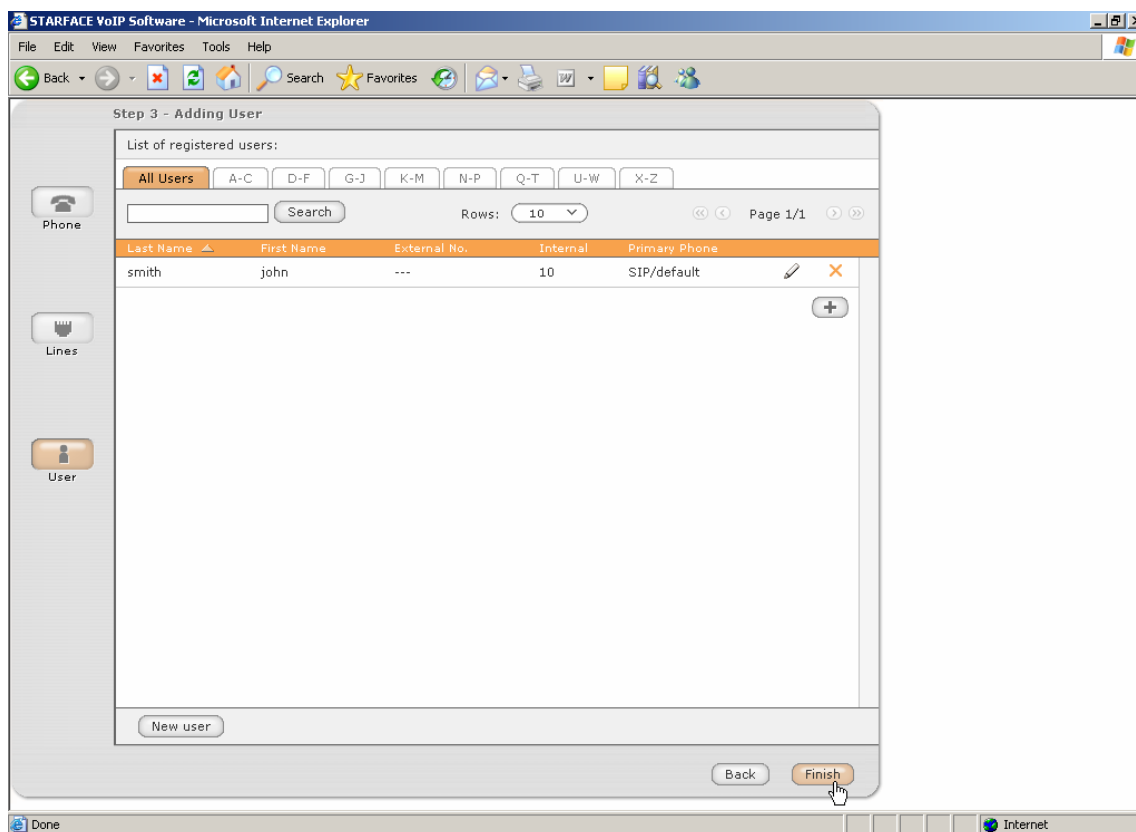


The third step of initial configuration is obligatory. You need to create at least one user with administrator rights.

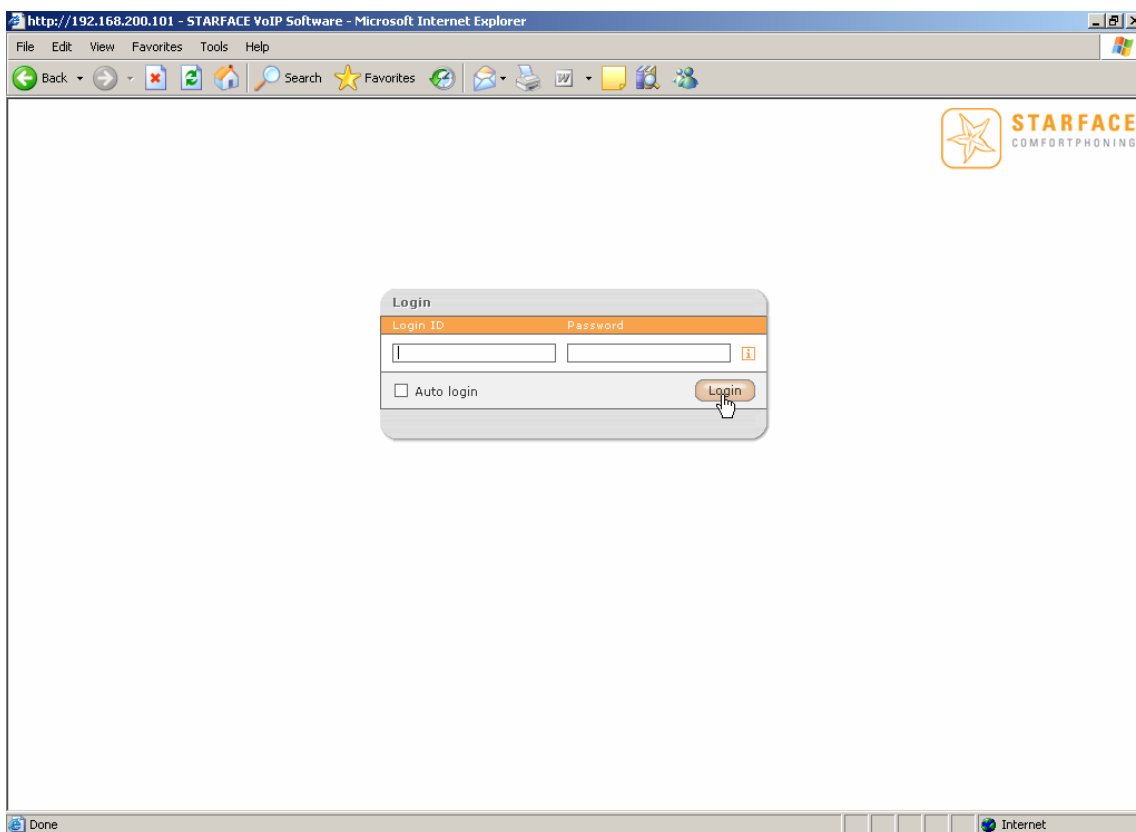
Attention!!! Only users with administrator rights can configure Starface PBX.



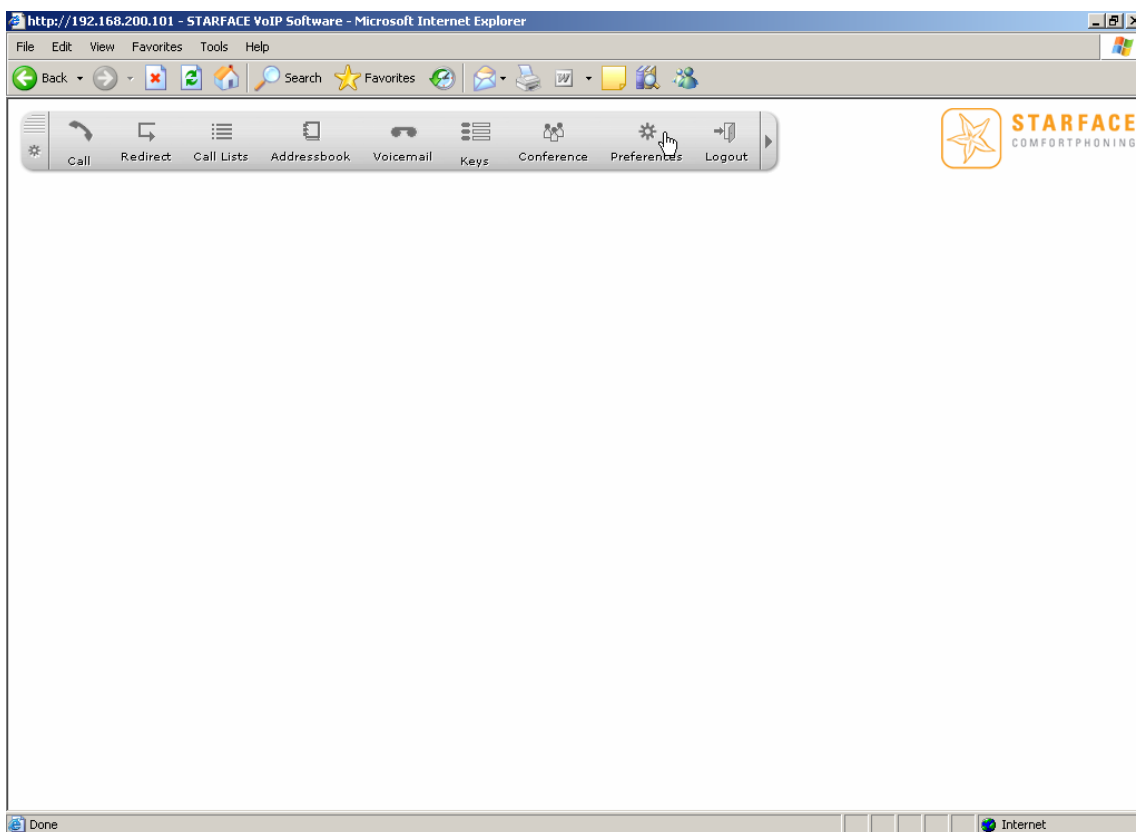
Enter 'Password' ('Login-ID' is created automatically).
Enter user data (Last Name, First Name, E-Mail).
Pick 'Internal Call Number' for this user.
Save the changes.



Click 'Finish'.
The initial configuration of Starface is now finished.



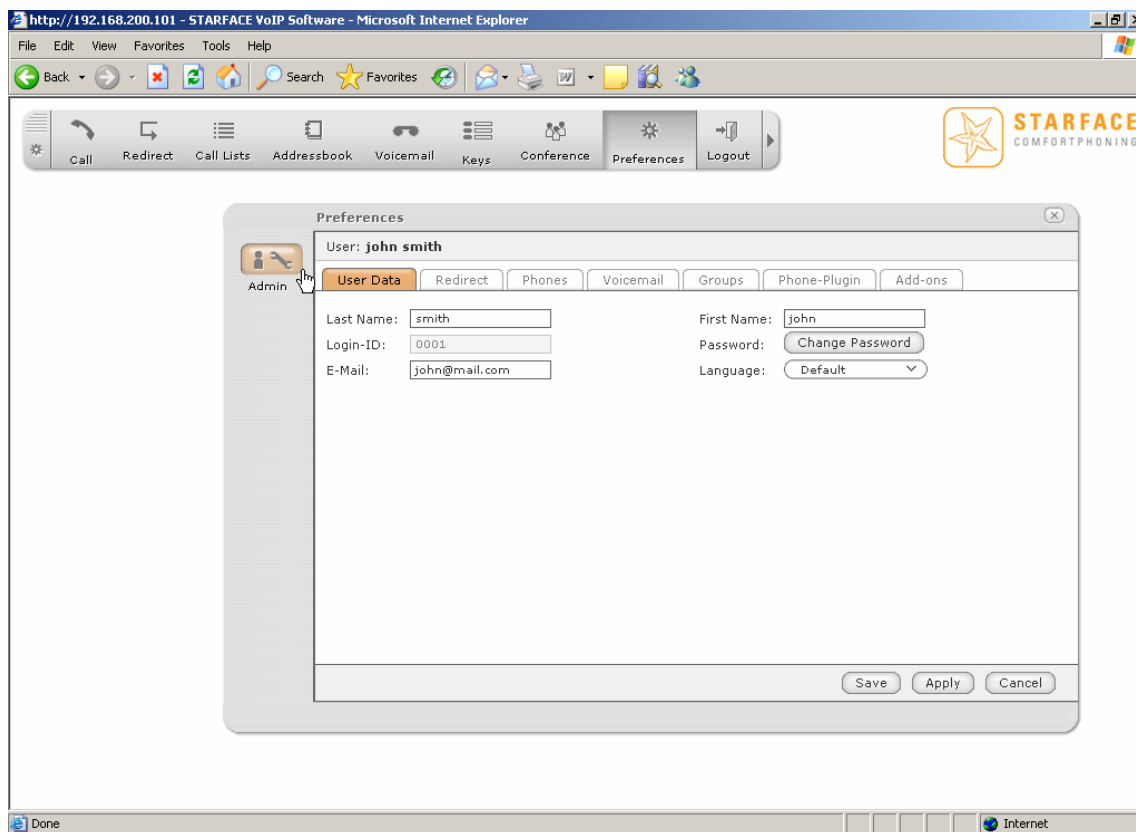
A new window appears. Log in to the administrator account that you have created during initial configuration.



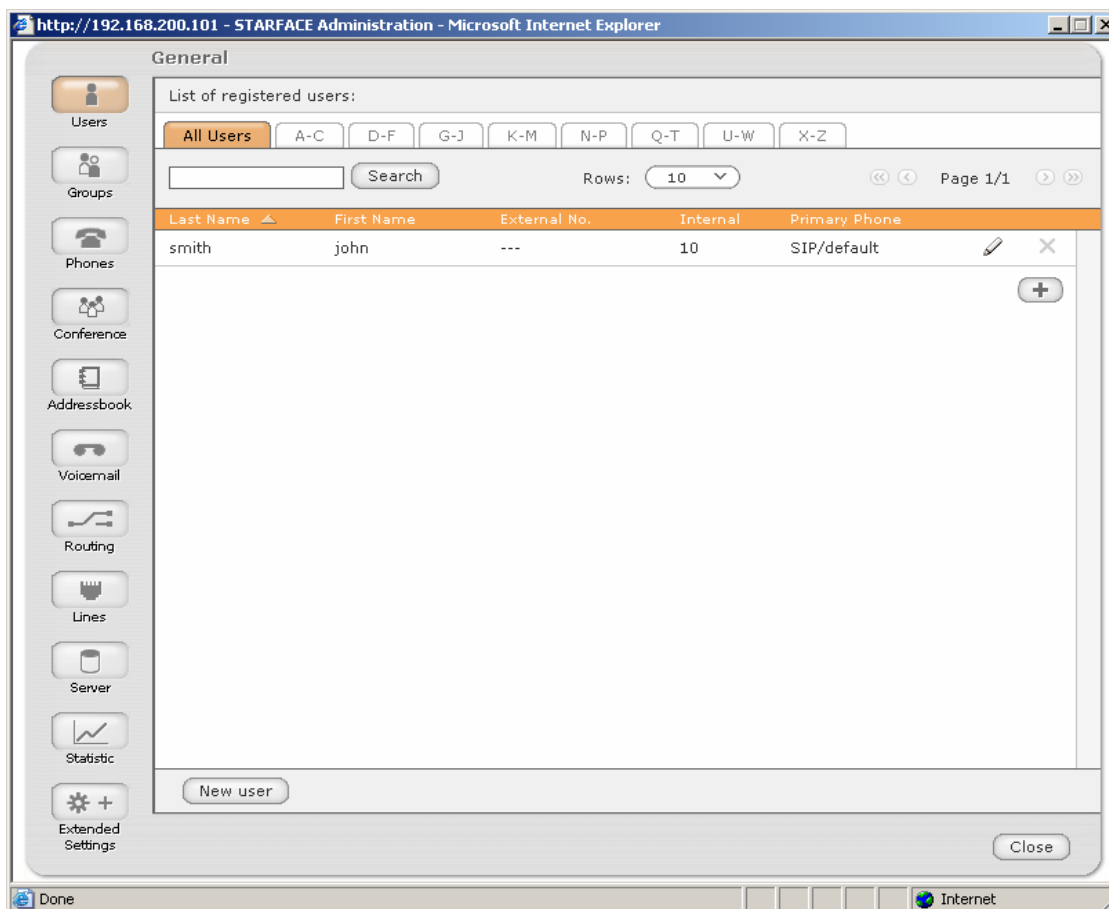
Once you have logged in, you are in main menu of Starface.



4.2 Adding new user



Click **Preferences** and then 'Admin' button to get to the configuration area.



Open 'Users' tab.

Then click the Add symbol to add new user.



http://192.168.200.101 - STARFACE Administration - Mozilla Firefox

General

User: Register new...

User Data

Login Data

Login-ID: 0002 Password: ***** Random password

User Data

Last Name: brown First Name: mark Authorization: Administrator

E-Mail: mark@mail.com Voicemail Box: activate

Call Number Assignment

Internal Call Number

11
12
13
14
15
16
17

External Call Number:

- none -

Telephone Assignment

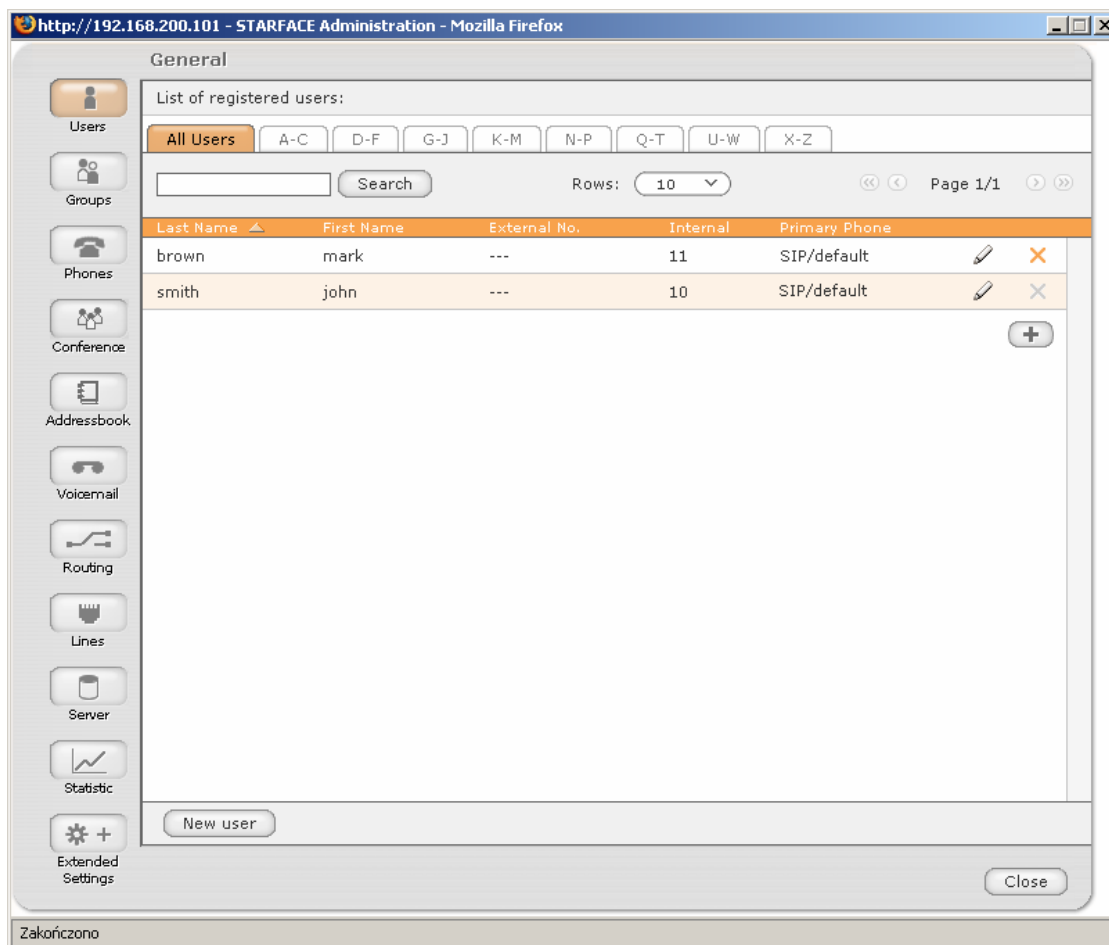
- none -

Save Apply Cancel

Close

Zakończono

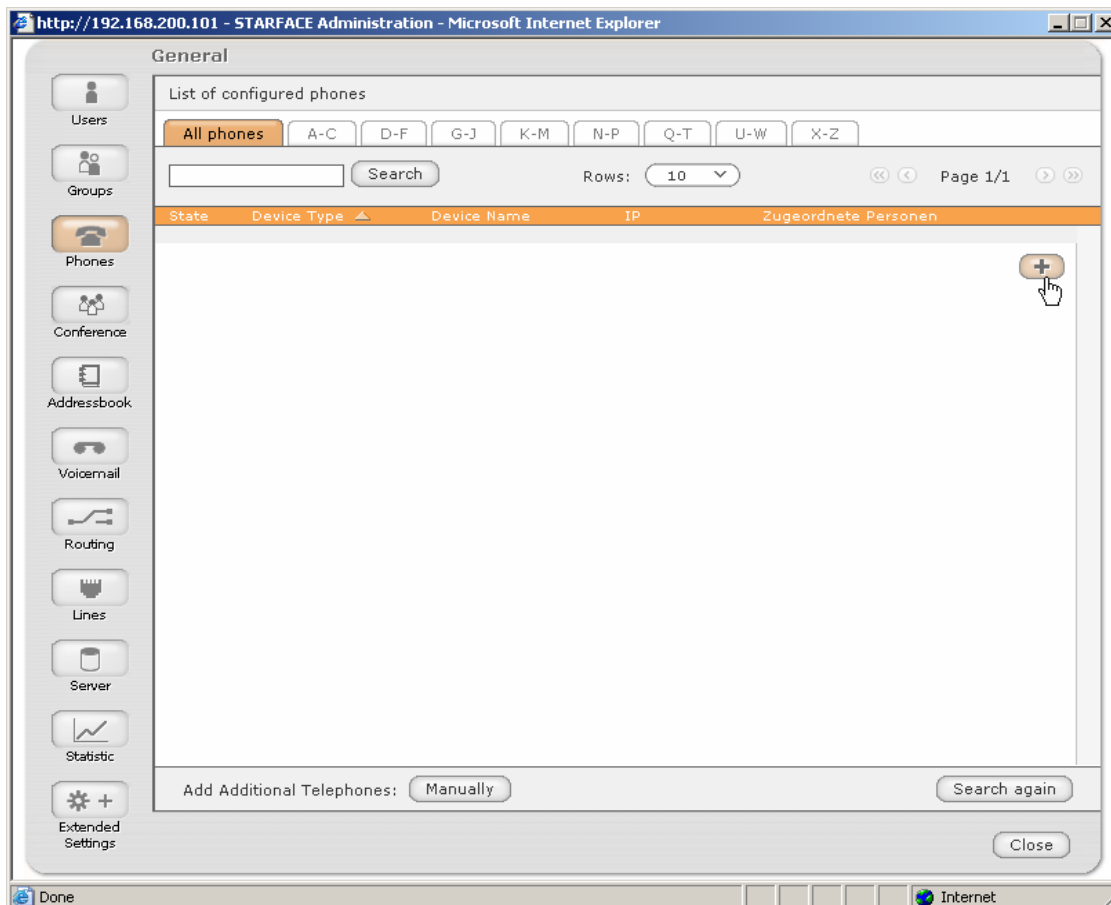
Enter 'Password' ('Login-ID' is created automatically).
Enter user data (Last Name, First Name, E-Mail).
Pick 'Internal Call Number' for this user.
Save the changes.




New user appears in the 'Users' tab.



4.3 Adding new phone



Open 'Phones' tab.

Then click  to add new device.



http://192.168.200.101 - STARFACE Administration - Microsoft Internet Explorer

General

Device: **Add New**

Details

Telephone Type: Functionality:

Telephone name: Password:

Server IP-Address: Last known Device-IP: --

Extended Configuration ⓘ

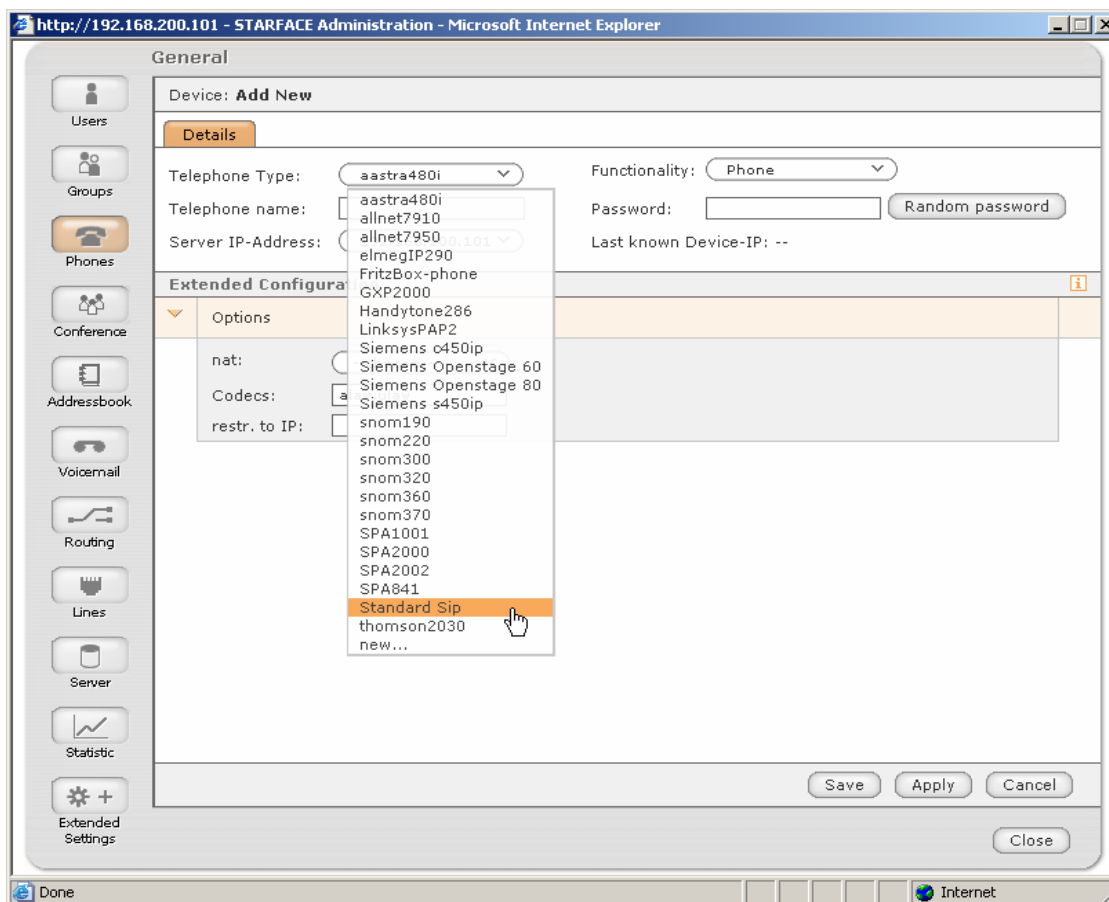
Options

nat:

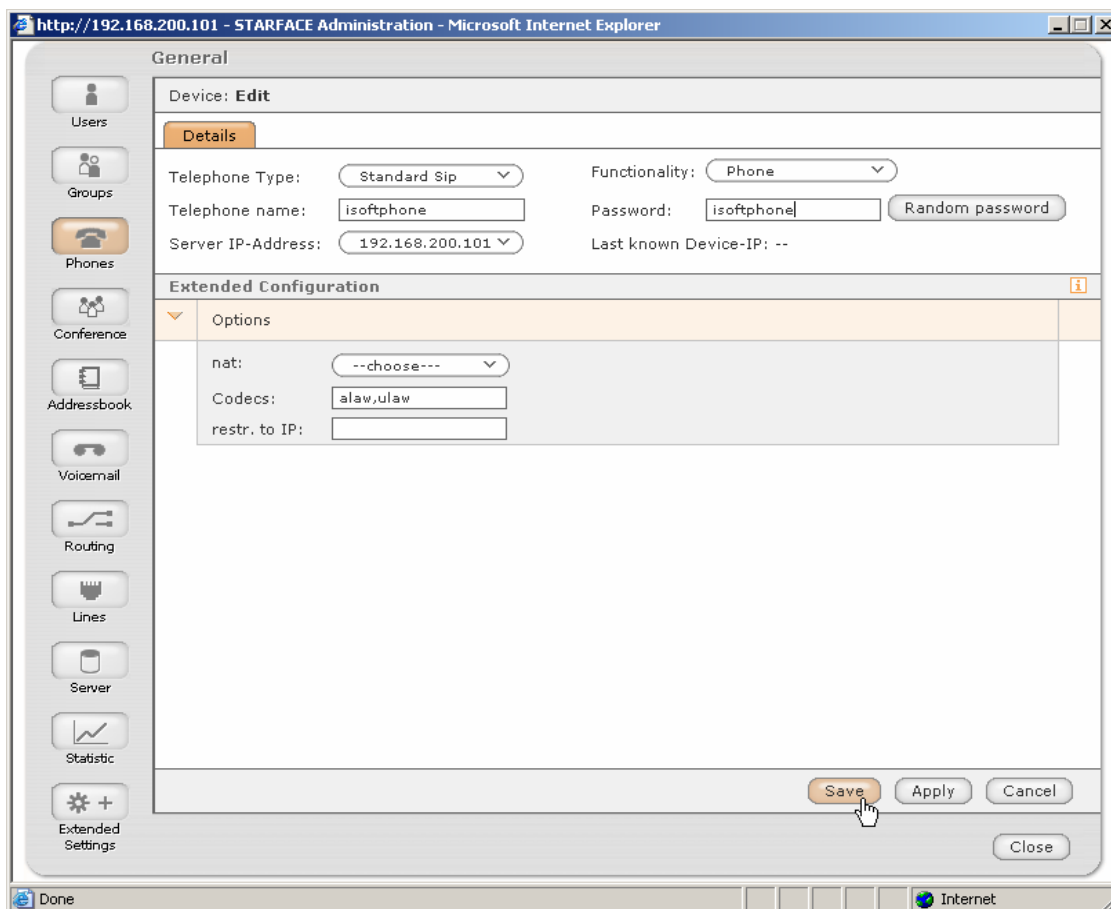
Codecs:

restr. to IP:

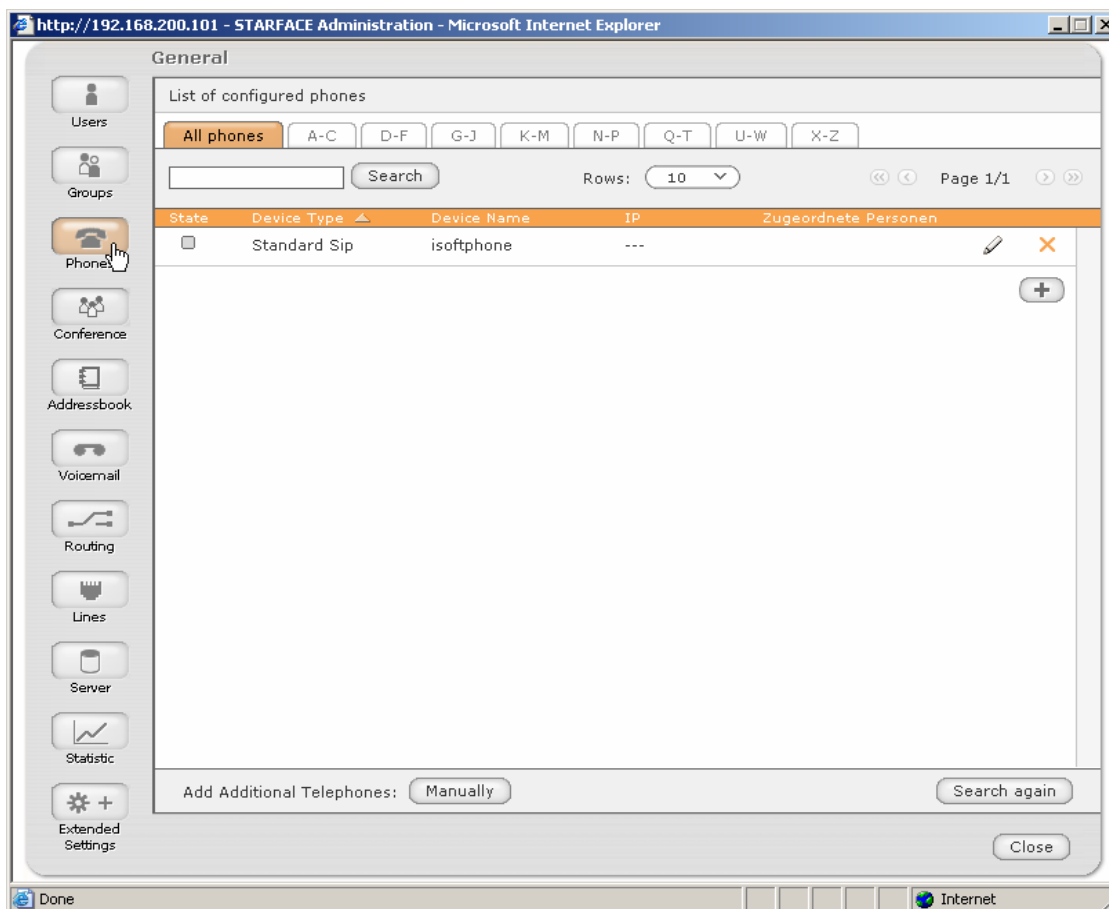
Done Internet



Pick 'Standard Sip' from the list.

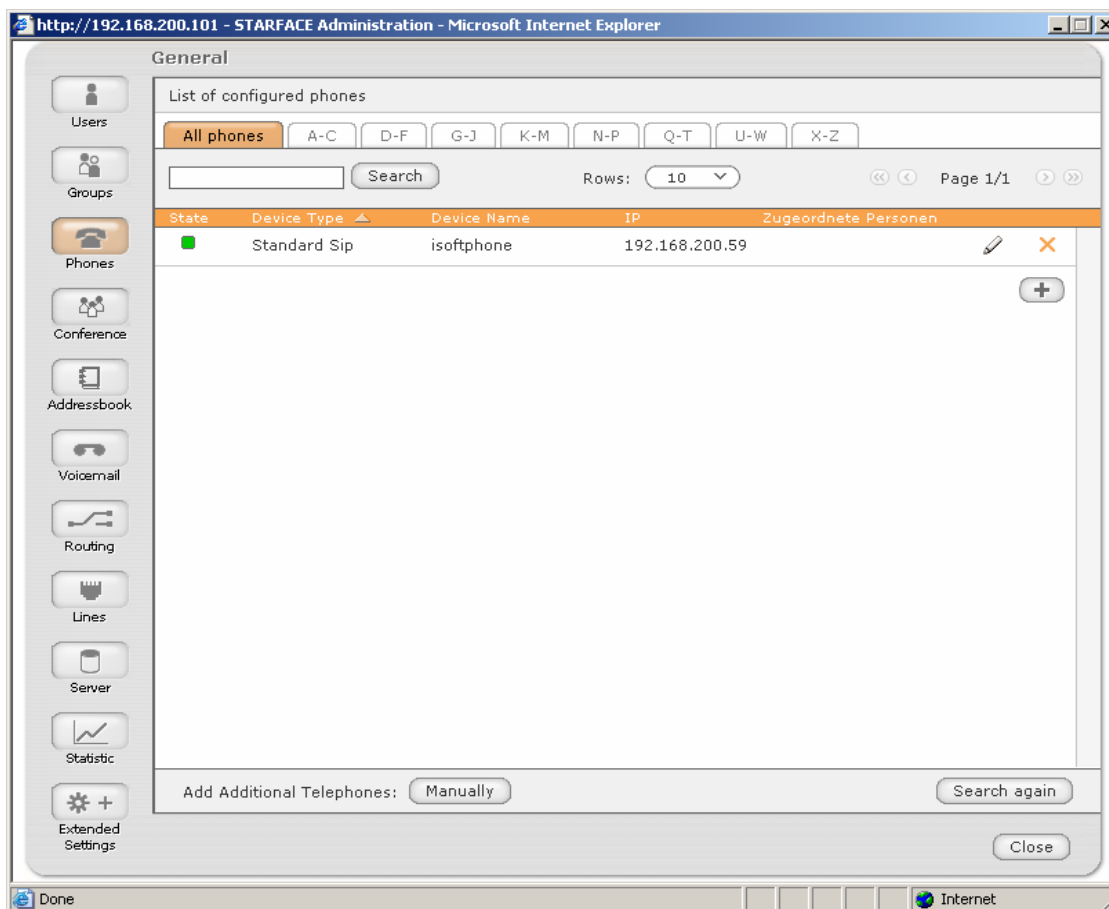


Enter 'Telephone name' and 'Password'.
Save the changes.



New phone appears in 'Phones' tab.

You can now setup your iSoftPhone (see chapter 5).

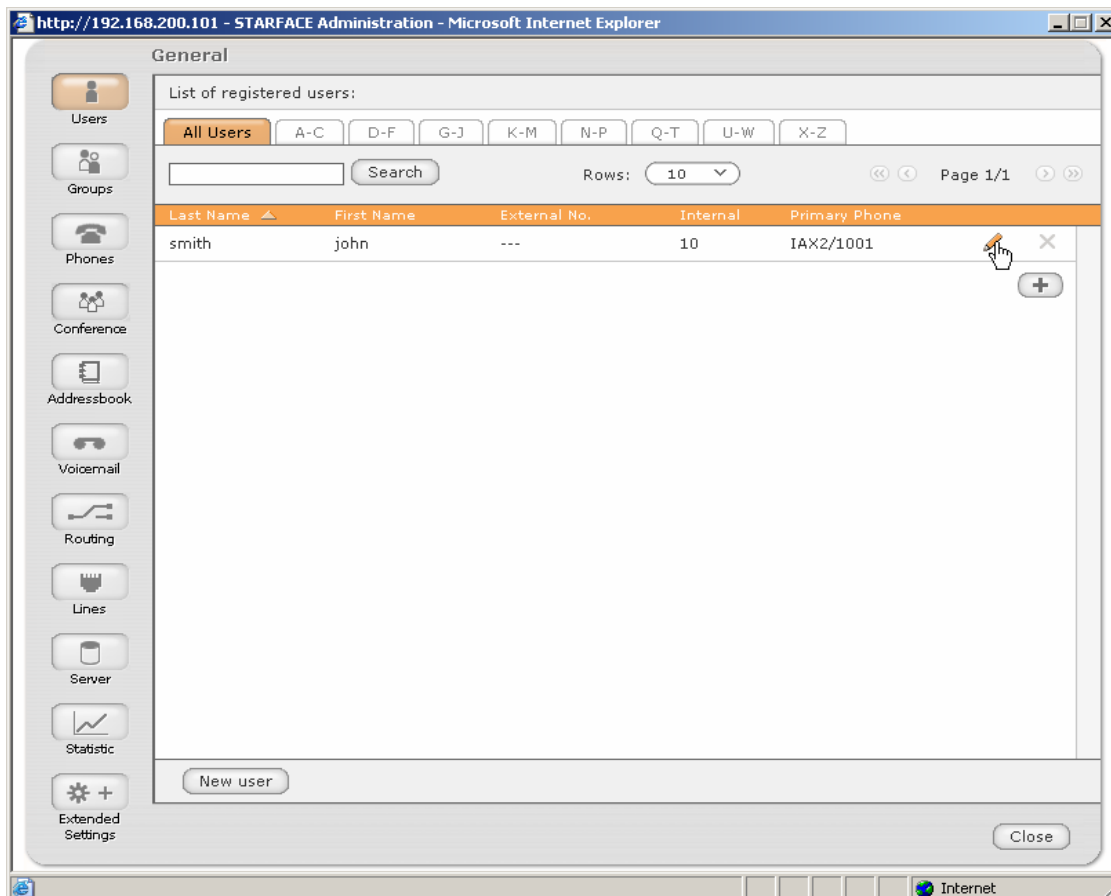


Refresh 'Phones' tab.

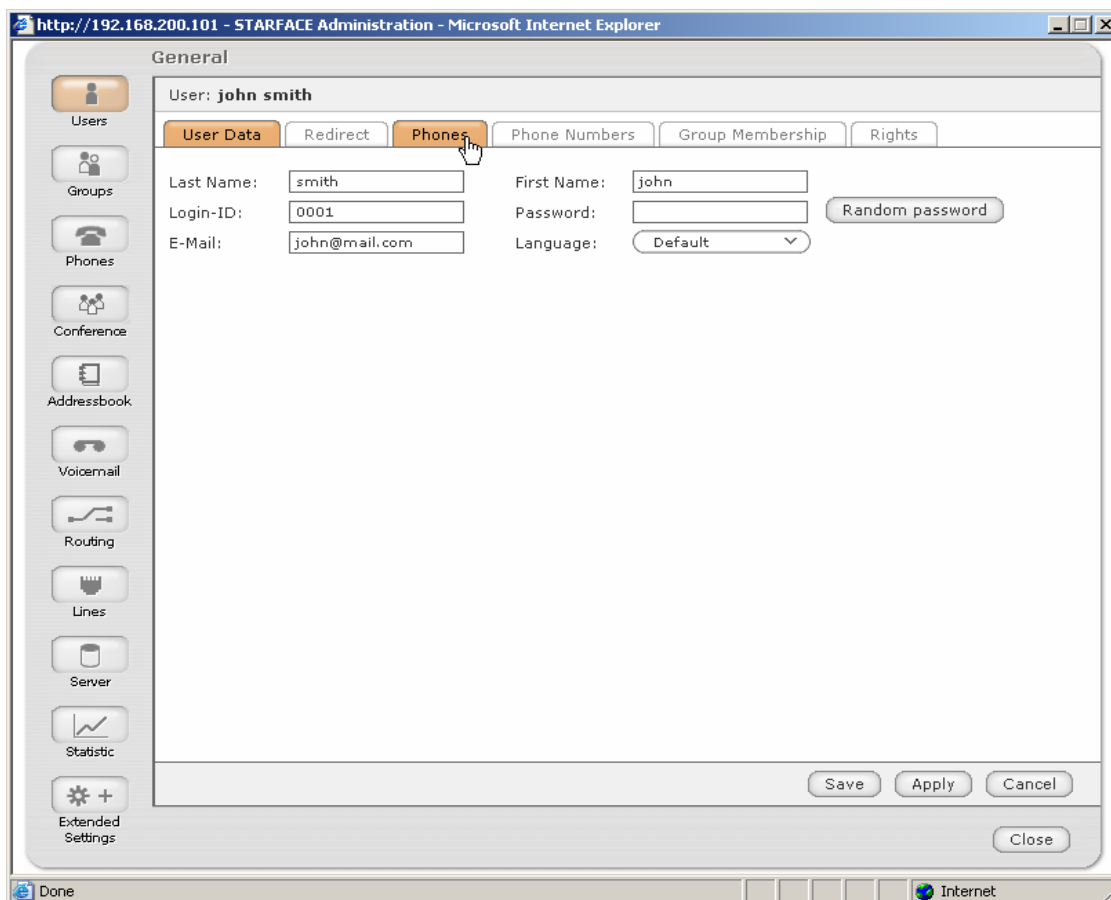
The green led means that your iSoftPhone has successfully registered on Starface (after you have configured iSoftPhone).



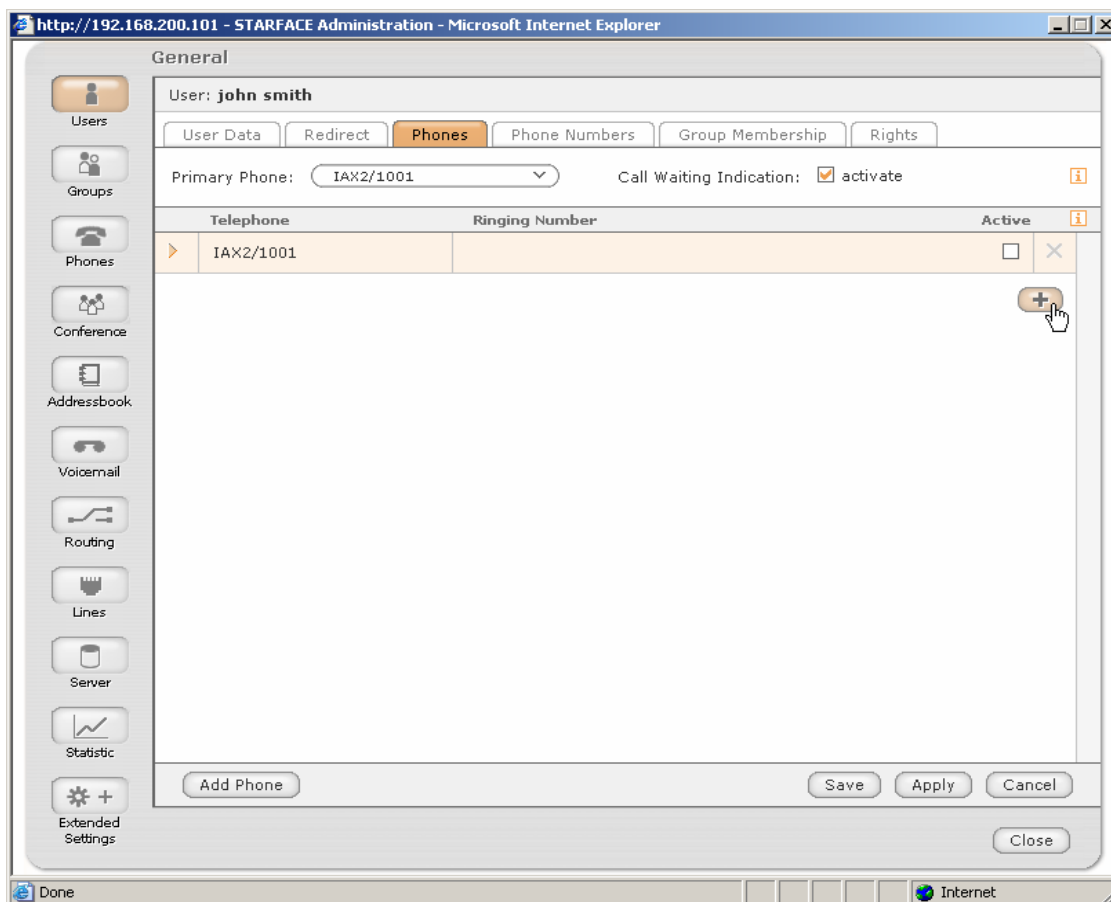
4.4 Assigning phone to a user




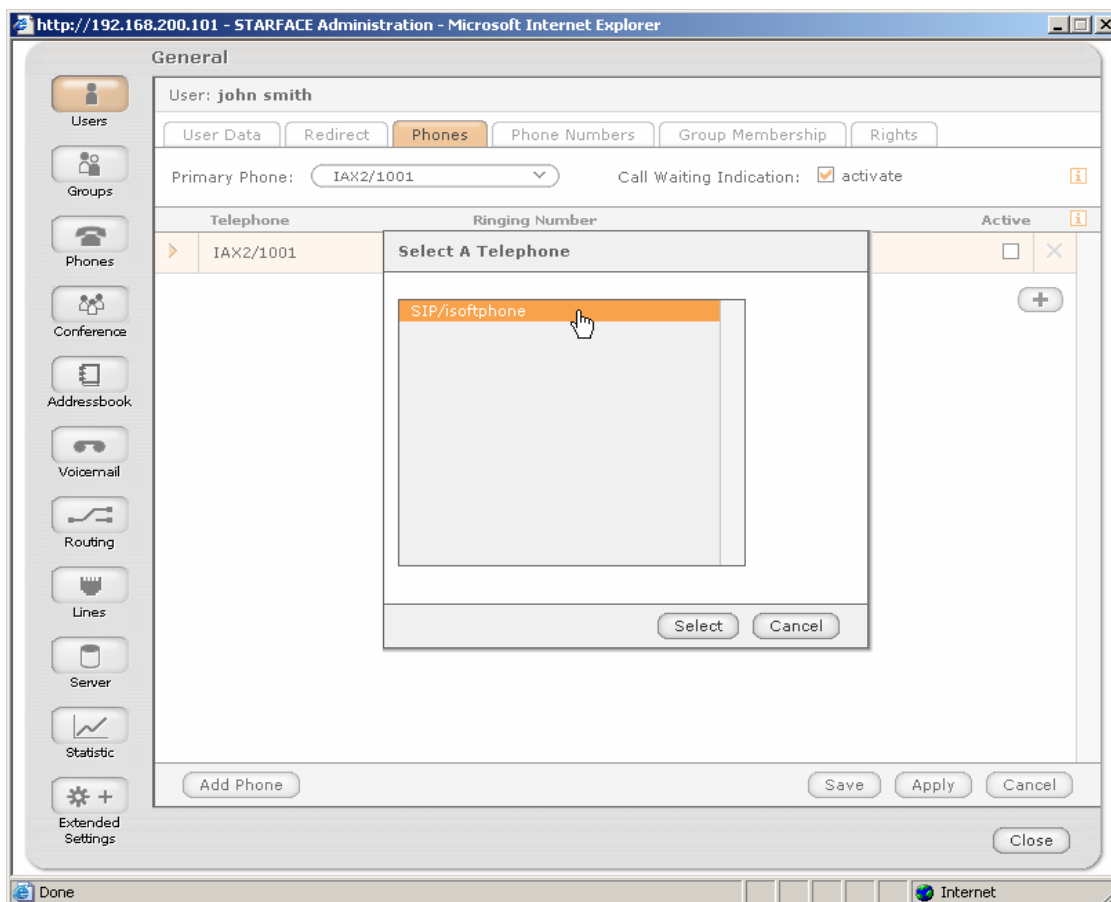
Click the Edit symbol  to edit the settings of user account.



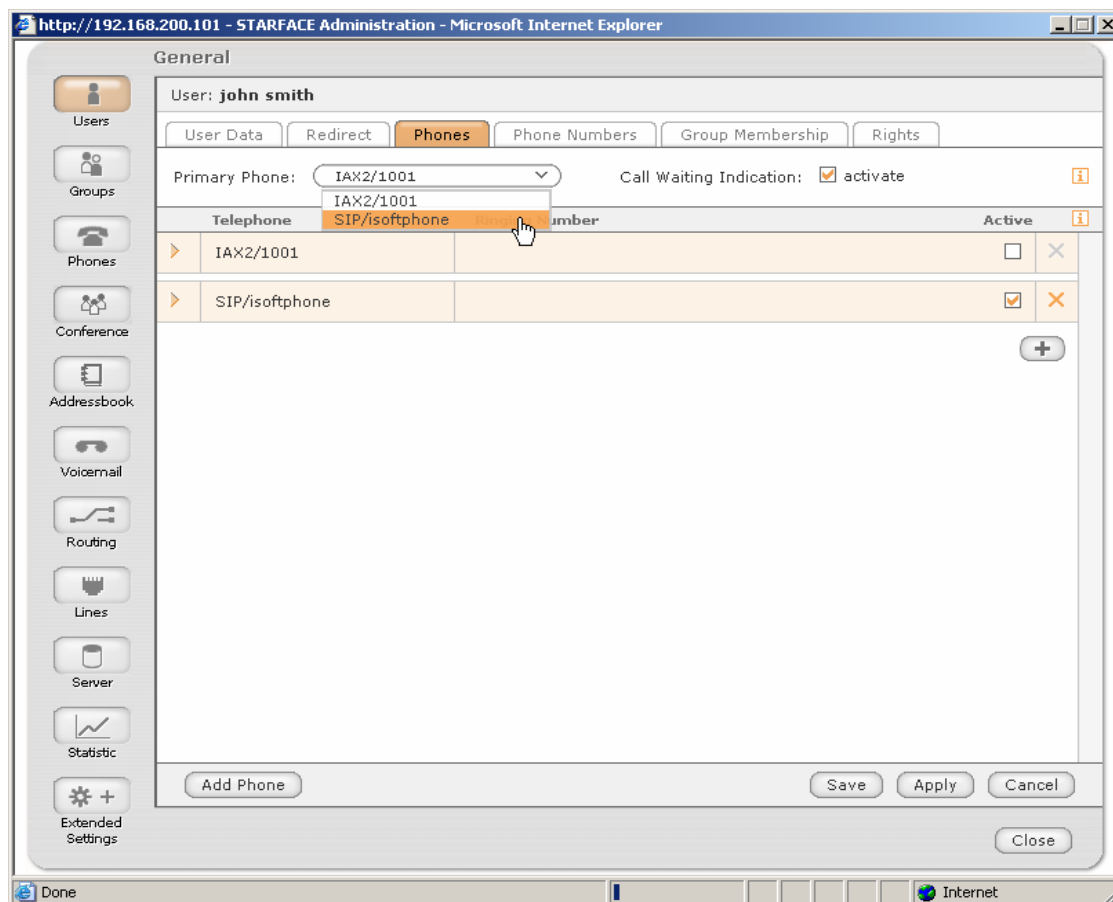
Open 'Phones' tab.



Click the Add symbol  .

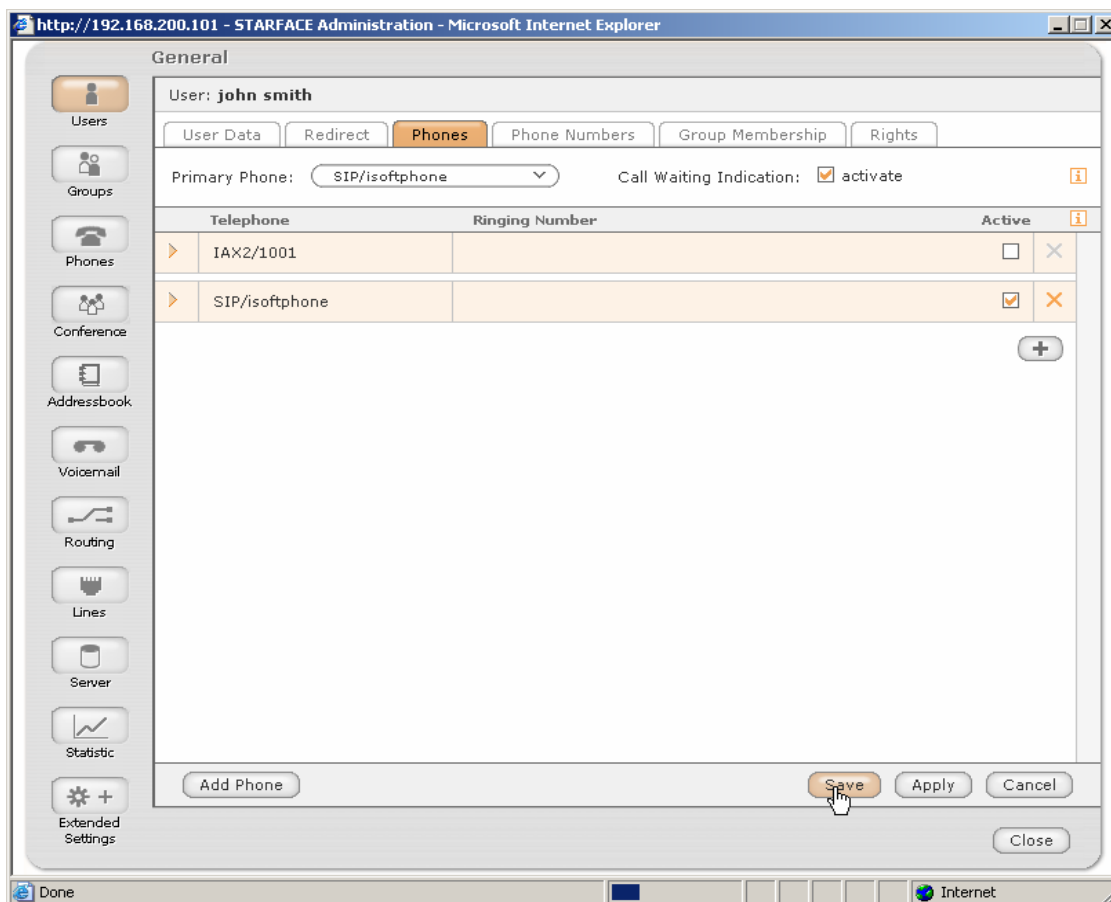


Select a phone. Click 'Select'.

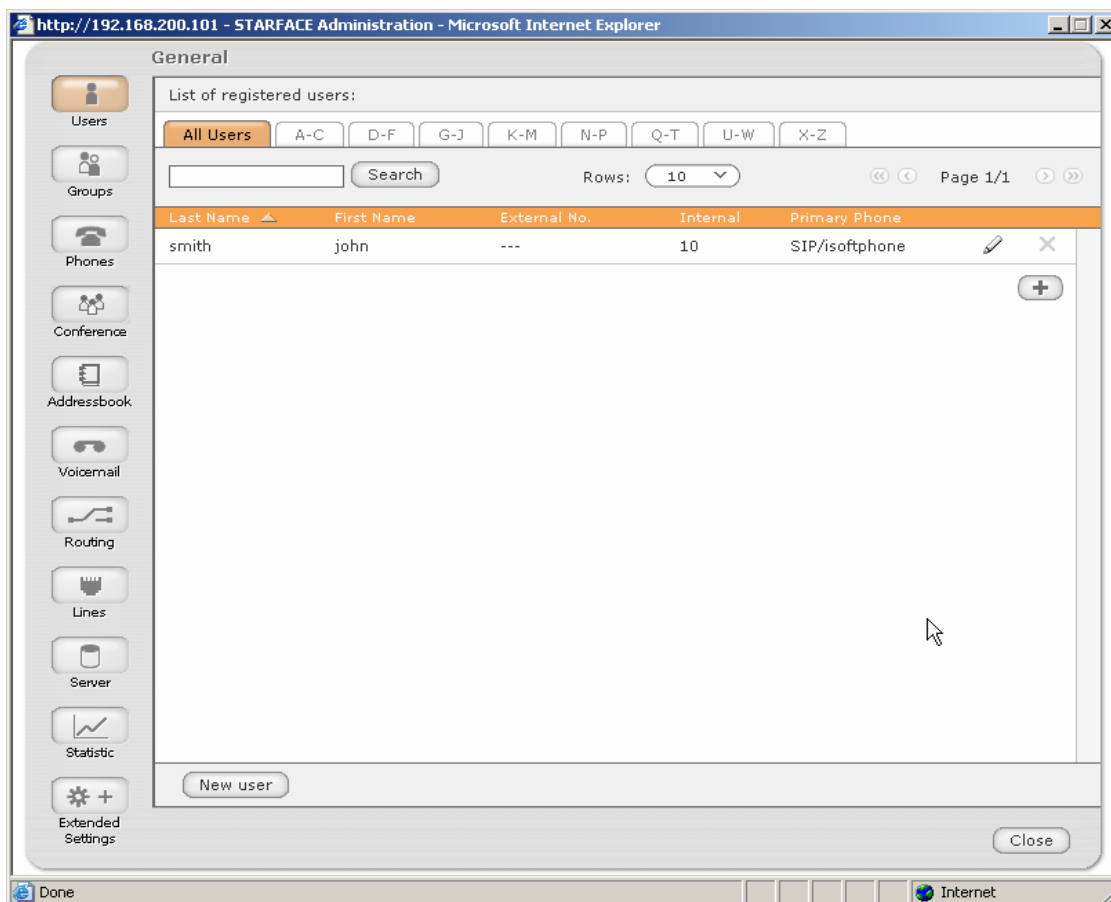


Pick 'Sip/isoftphone' from the list. Set iSoftPhone as your primary phone.

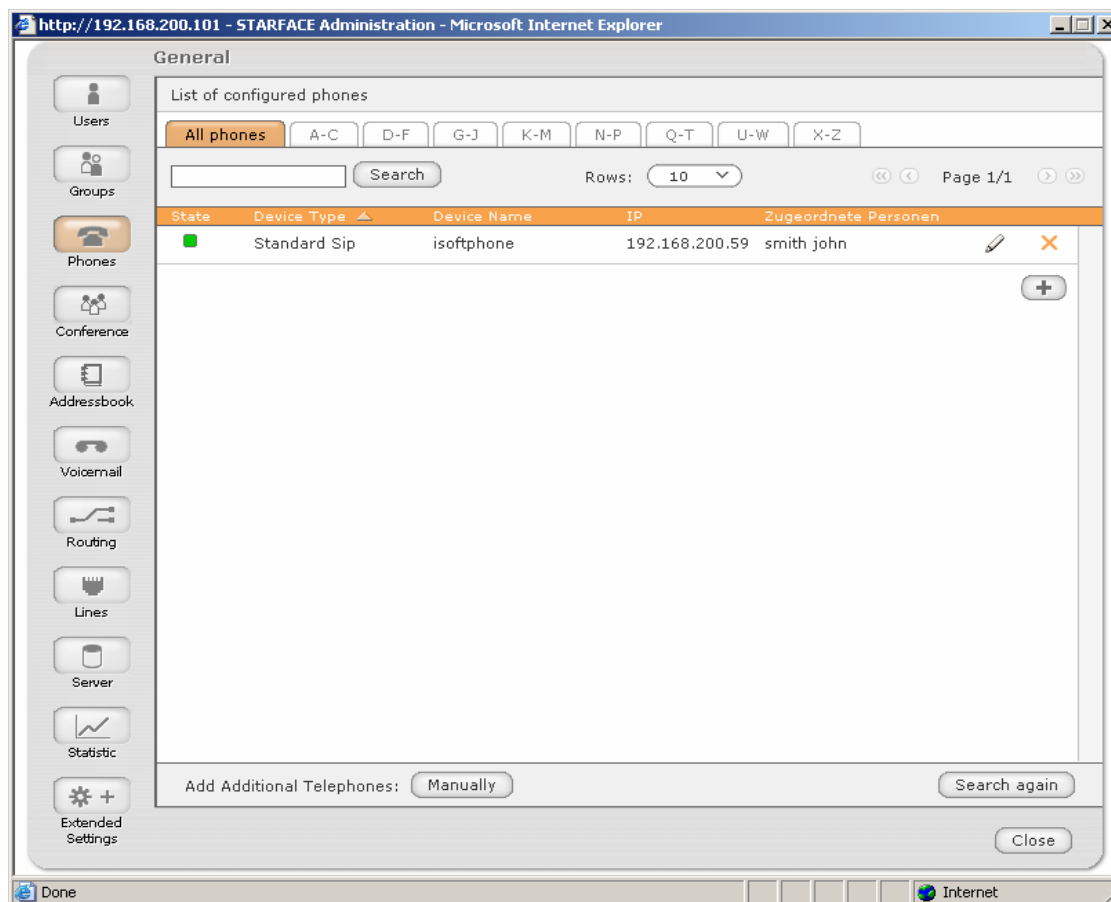
"IAX2/..." is a Plug-in phone integrated in Starface.



Save the changes.



Now in 'Users' tab you can see the name of a phone assigned to 'john smith'.



In 'Phones' tab you can see the name and IP address of the user assigned to 'isoftphone'.



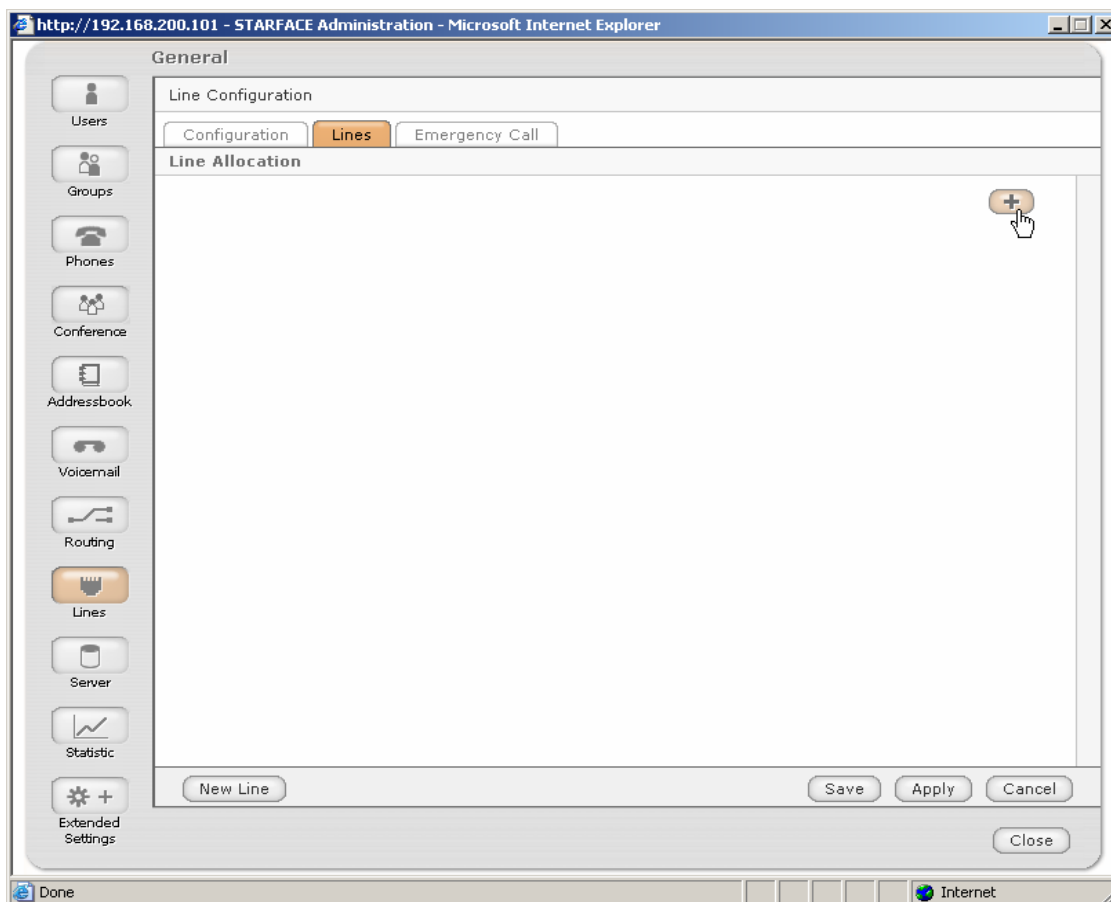
4.5 Adding new SIP line

The screenshot shows the 'General' configuration page for a SIP line in the STARFACE Administration interface. The 'Configuration' tab is selected, and the 'Internal Numbers' section is visible. The 'National Preselection' field is set to '0048' and the 'Local Preselection' field is set to '61'. The 'Prefix' dropdown is set to '- none -'. The 'Deposit' section has the 'None' radio button selected. The 'Internal Numbers' section shows a 'Number Range' from '10' to '99'. The 'Save' button is highlighted with a mouse cursor.


Open 'Lines' tab.

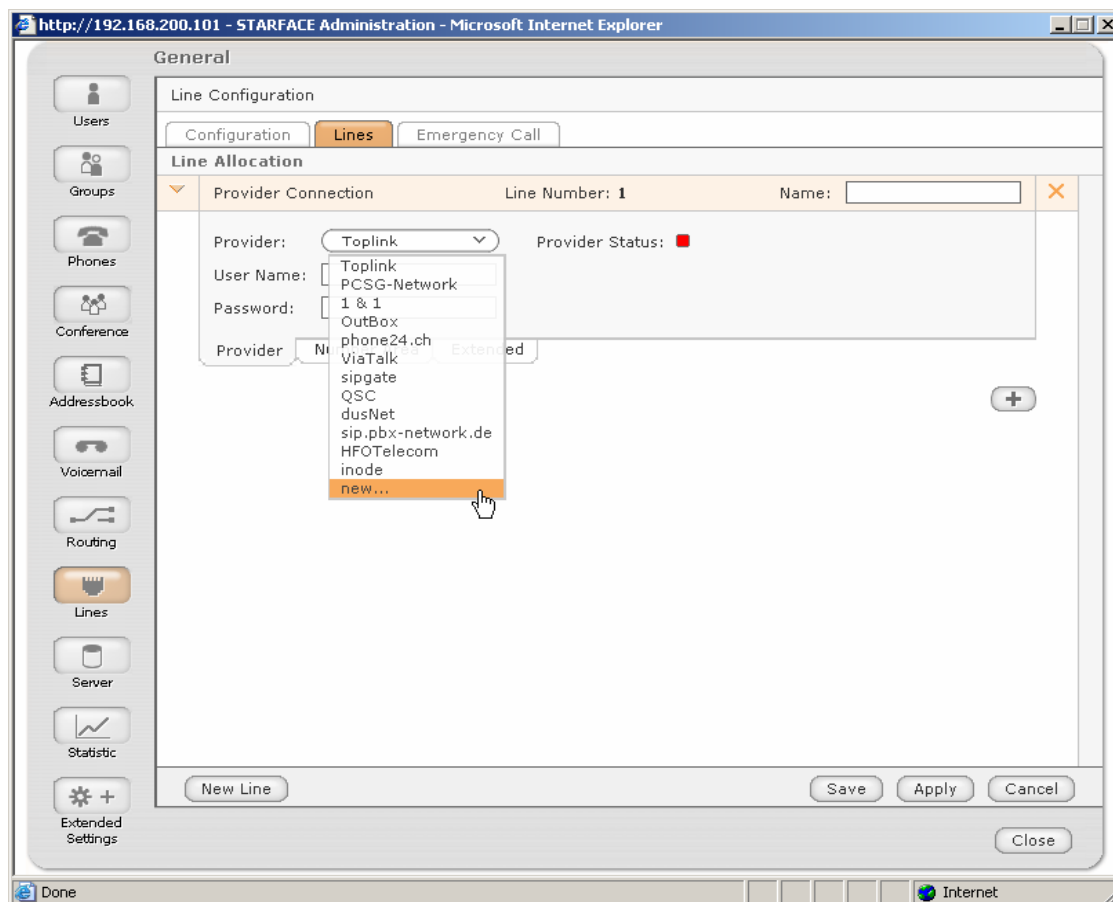
Fill the 'National preselection' and 'Local preselection' fields. Optionally set a prefix for external calls and 'Deposit'.

Save the changes.



Open 'Lines' tab.

Click the Add symbol .



Select your SIP Provider from the list.
If your provider is not on the list, pick 'new...'

If you have selected Provider from the list go to page 36.



http://192.168.200.101 - STARFACE Administration - Mozilla Firefox

General

Edit Provider

Provider Name:

Line Protocol: SIP

Line Configuration

type:	<input type="text" value="friend"/>	host:	<input type="text" value="213.218.116.65"/>
dtmfmode:	<input type="text" value="rfc2833"/>	permit:	<input type="text"/>
auth mode:	<input type="text" value="Username/Pass"/>	deny:	<input type="text"/>
auth:	<input type="text" value="plaintext"/>	canreinvite:	<input type="text" value="no"/>
nat:	<input type="text"/>	disallow:	<input type="text" value="all"/>
allow:	<input type="text" value="ulaw,alaw"/>	progressinband:	<input type="text"/>
insecure:	<input type="text" value="very"/>	qualify:	<input type="text" value="no"/>
port:	<input type="text"/>	rtptimeout:	<input type="text"/>
defaultip:	<input type="text"/>	mask:	<input type="text"/>
rtpholdtimeout:	<input type="text"/>	fromuser:	<input type="text"/>
fromdomain:	<input type="text" value="sip.freeconet.pl"/>		

Number Display:

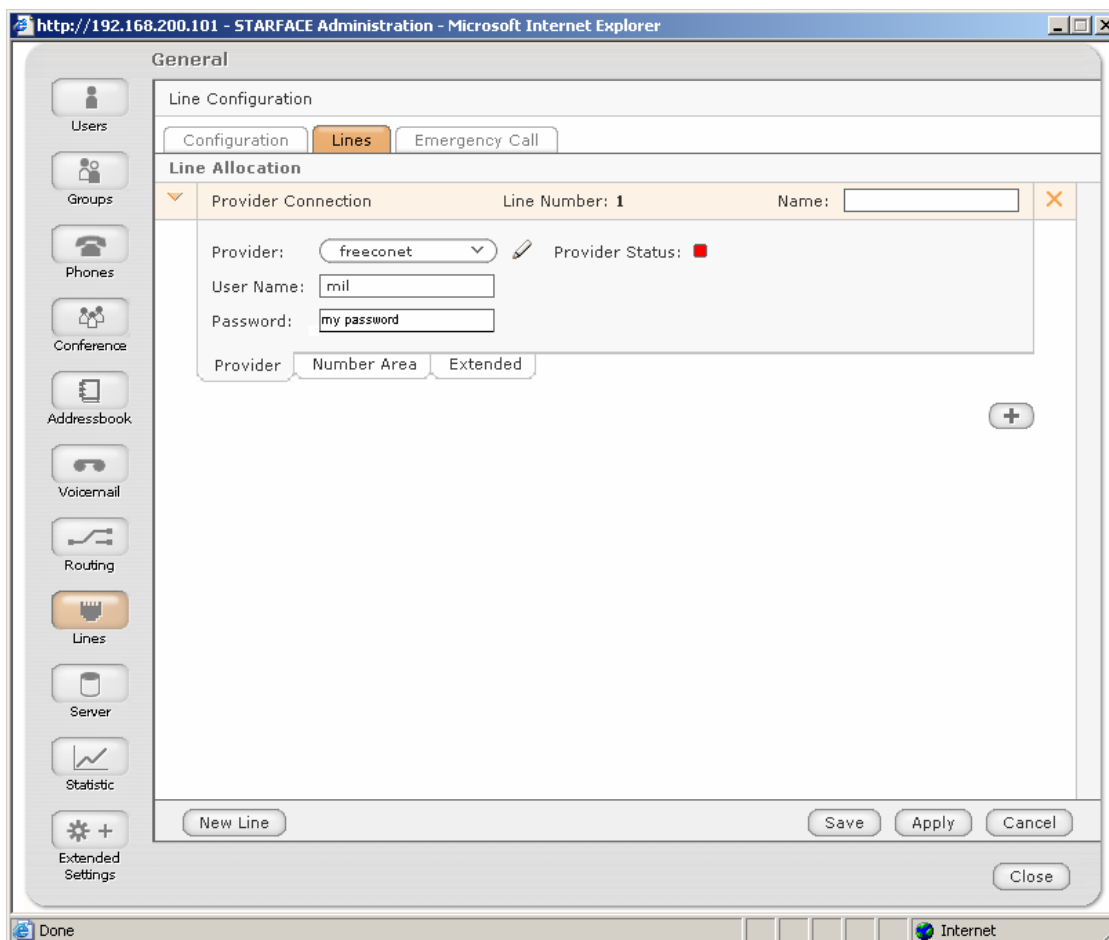
type:	<input type="text" value="rfc3261"/>	format outgoing:	<input type="text" value="0011 (222) XXX"/>
format incoming:	<input type="text" value="0011 (222) XXX"/>		

Zakończono

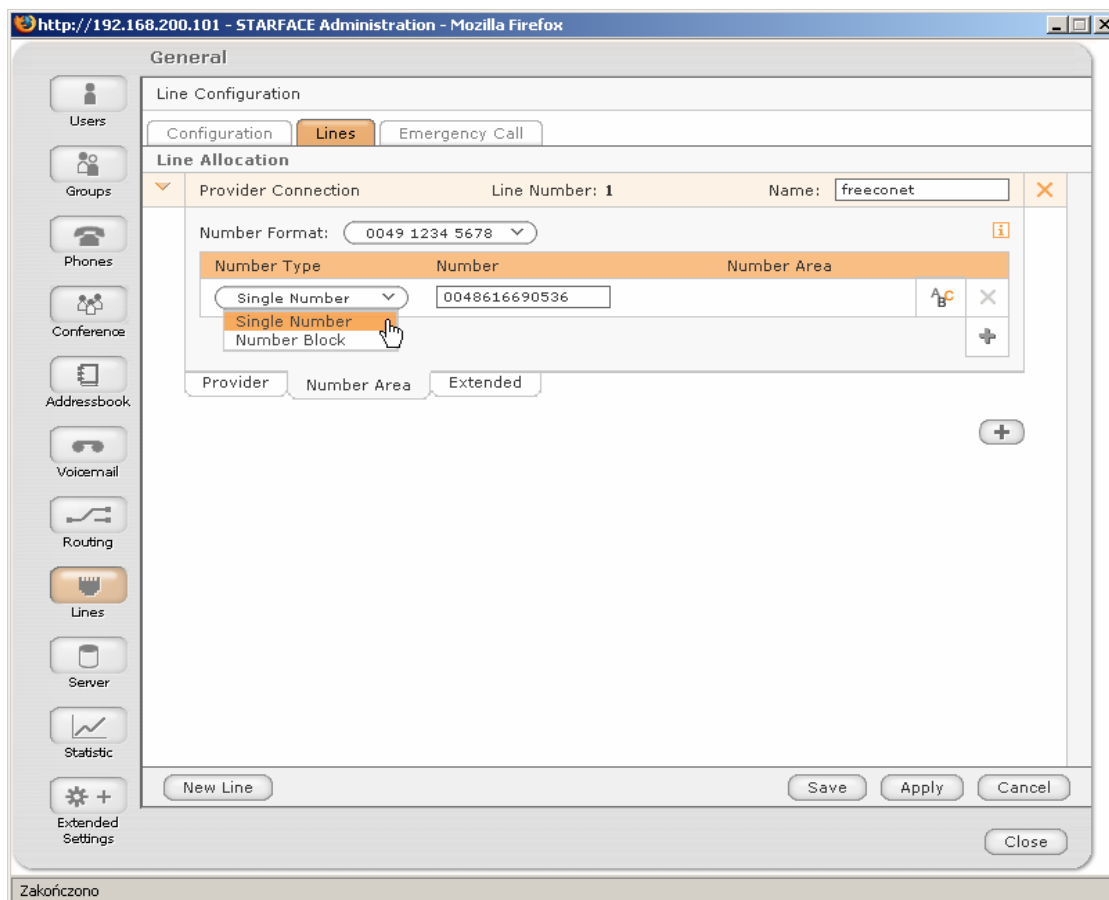
Enter configuration data.

Provider Name – the name of your SIP provider
host – IP address of your SIP provider
fromdomain – domain name of your provider

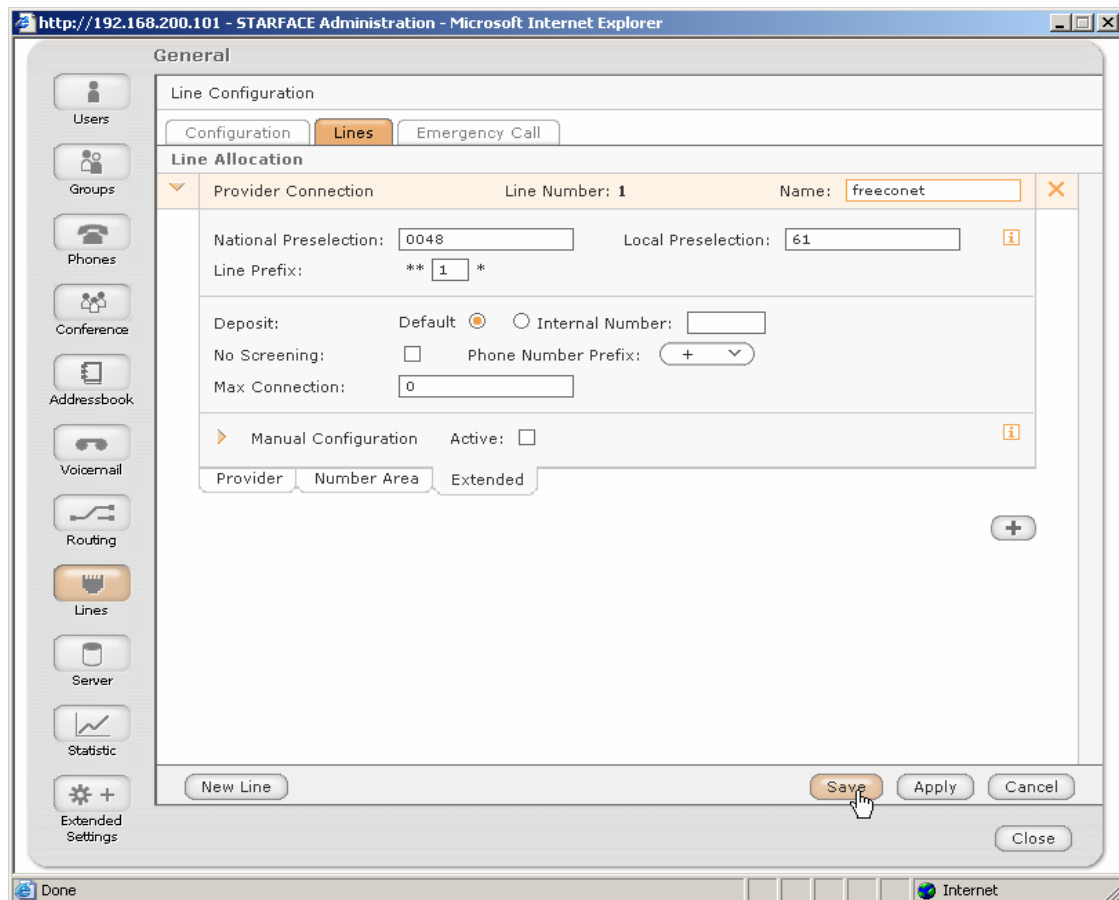
Save the changes.



Enter the name of SIP line.
Enter 'User Name' and 'Password' to your account at external SIP Provider.



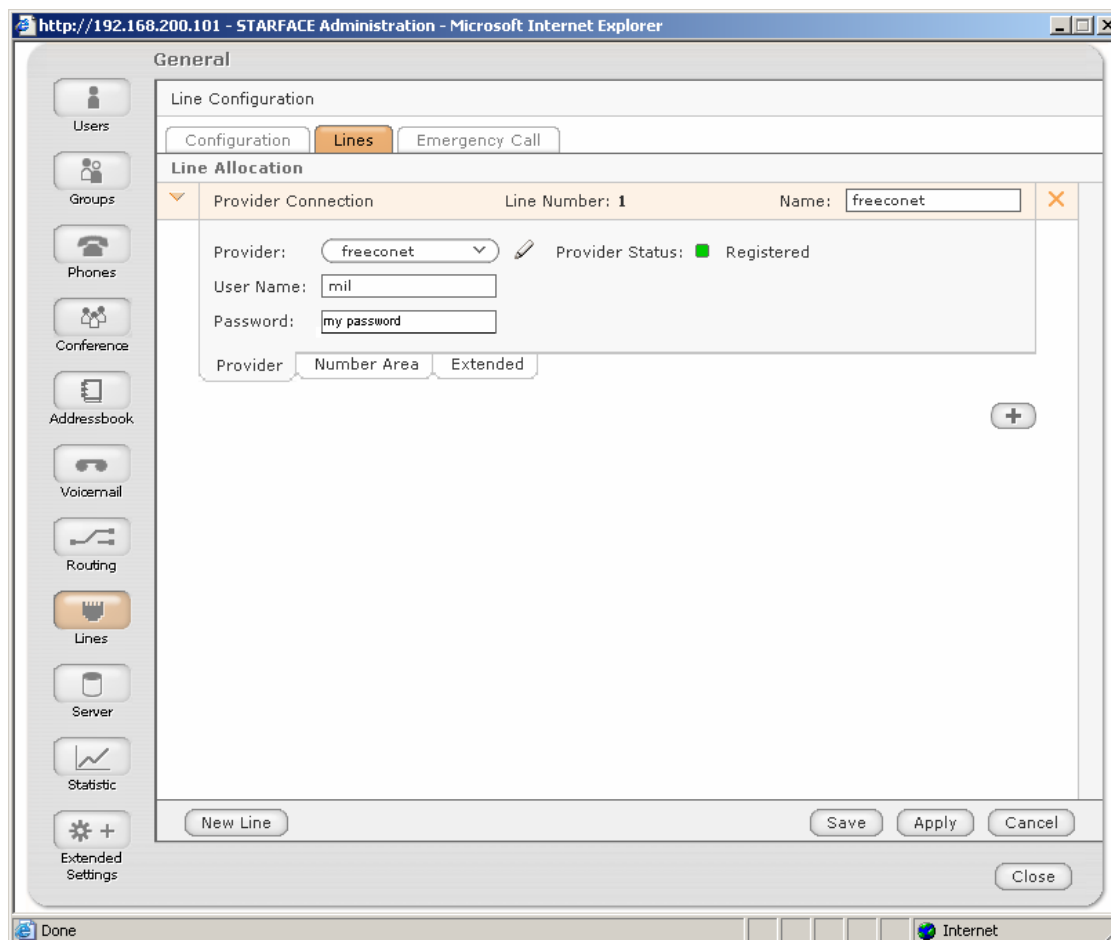
Enter Single Number/Number Block assigned to your account by your SIP provider.



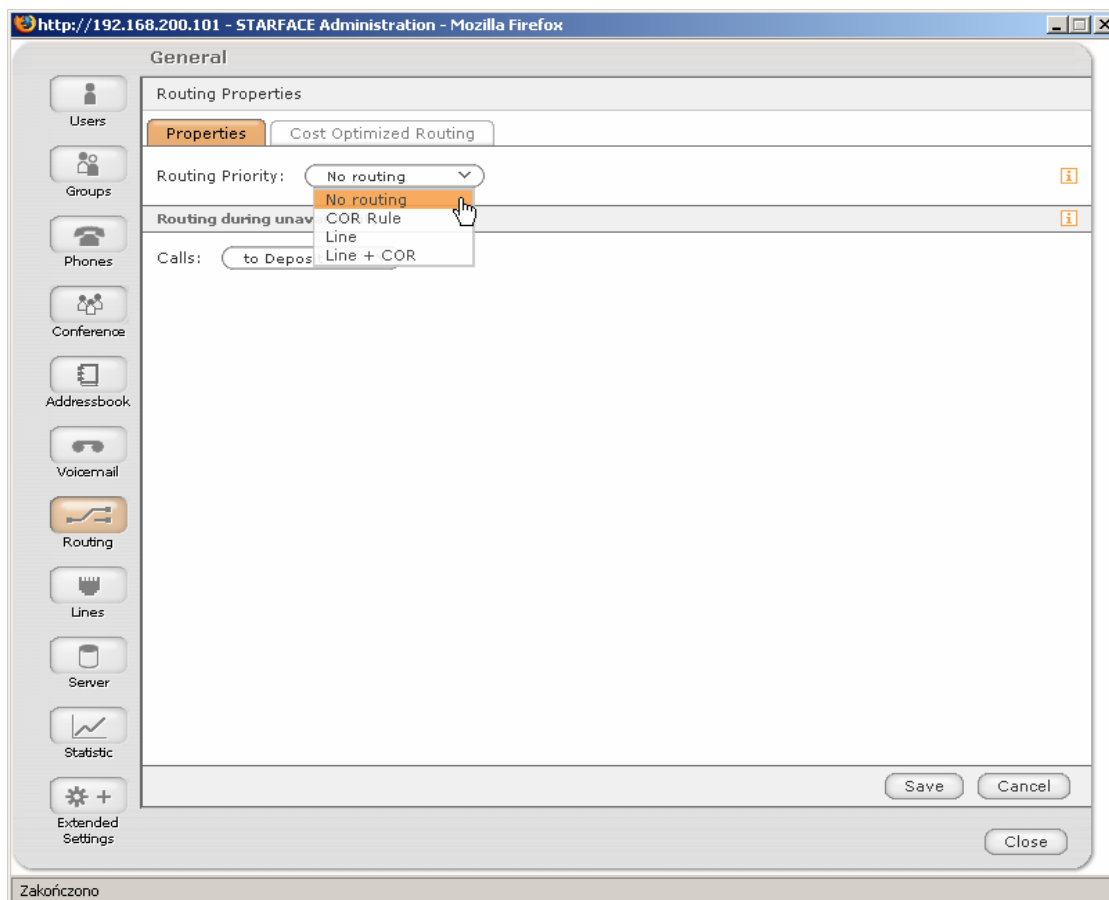
Enter your country code ('National preselection') and regional code ('Local Preselection').

If multiple lines have been configured, you can define 'Line prefix' to direct calls via a specific line.

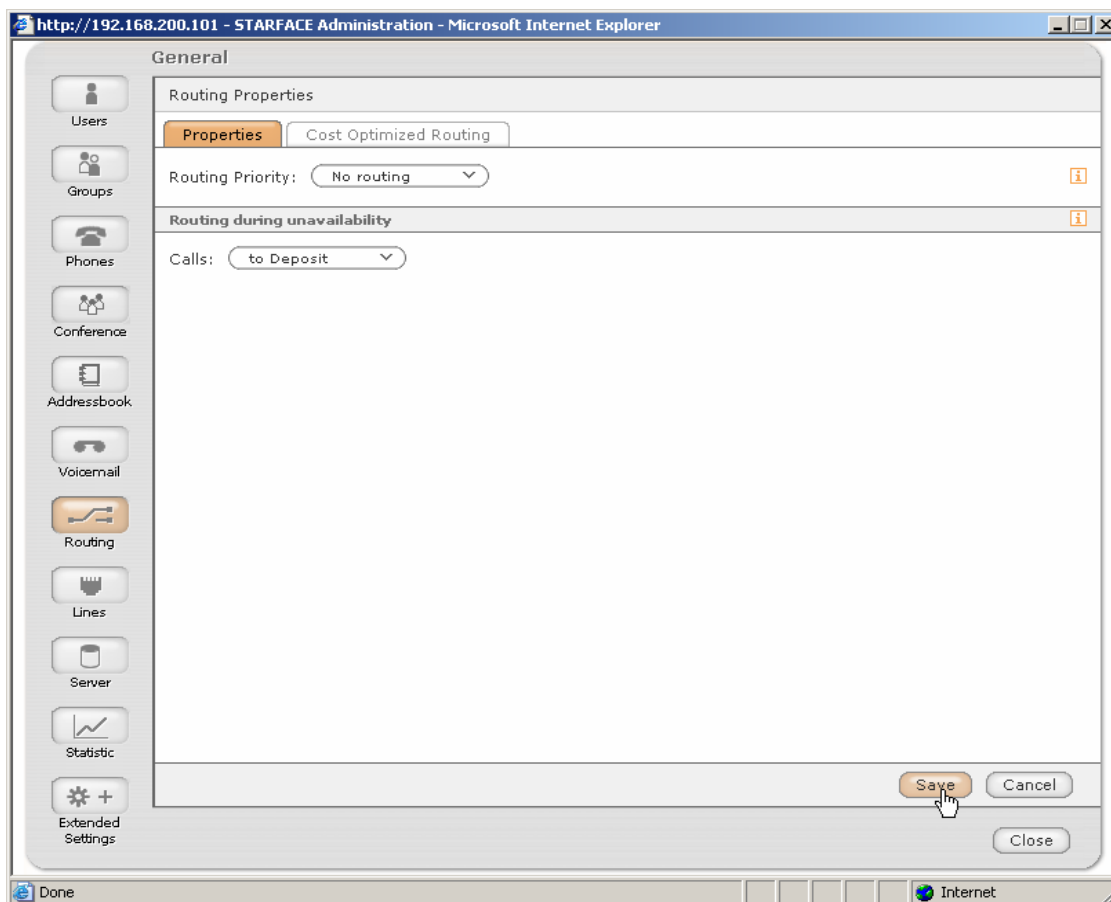
Save the changes.



Provider Status: ■ Registered means that Starface has successfully registered on the SIP server of your Provider.



Open 'Routing' tab.
Select desired 'Routing Priority' from the list.
If you have only one external line configured, select 'No routing'.

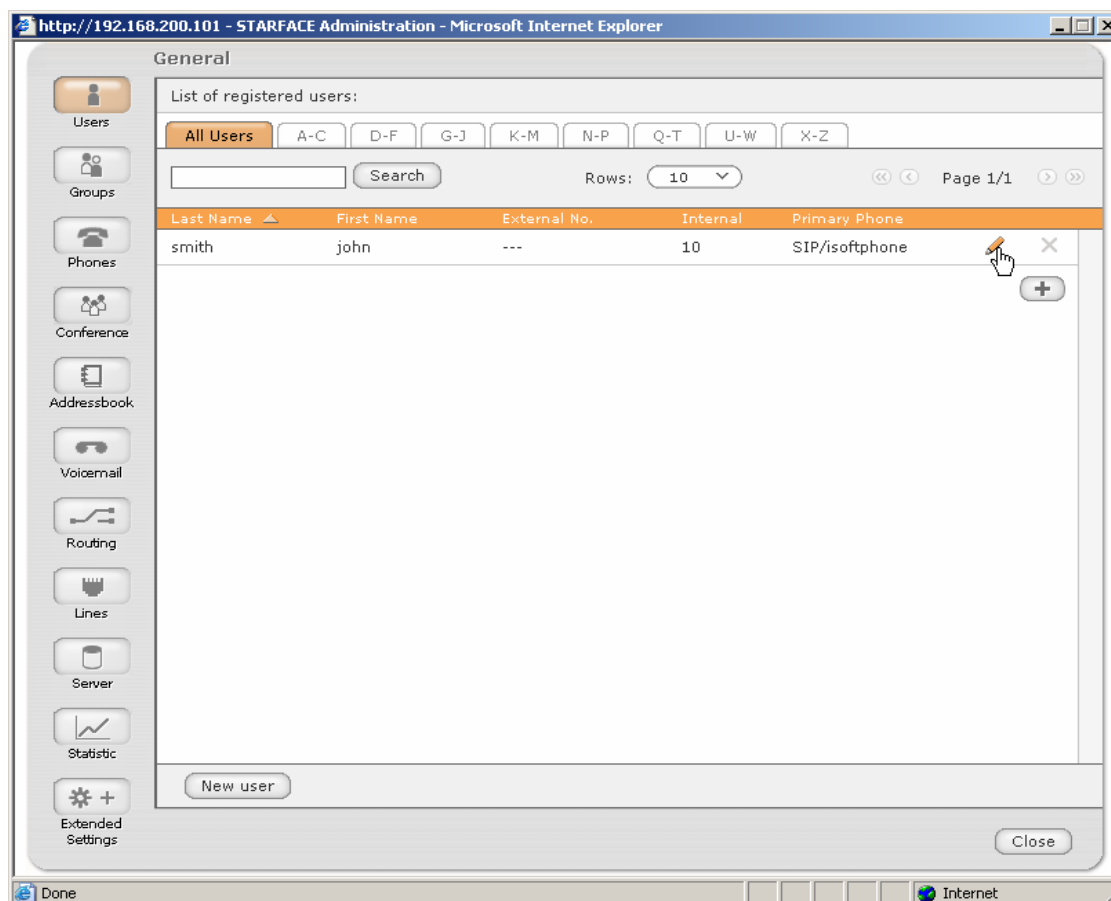


Save the changes.




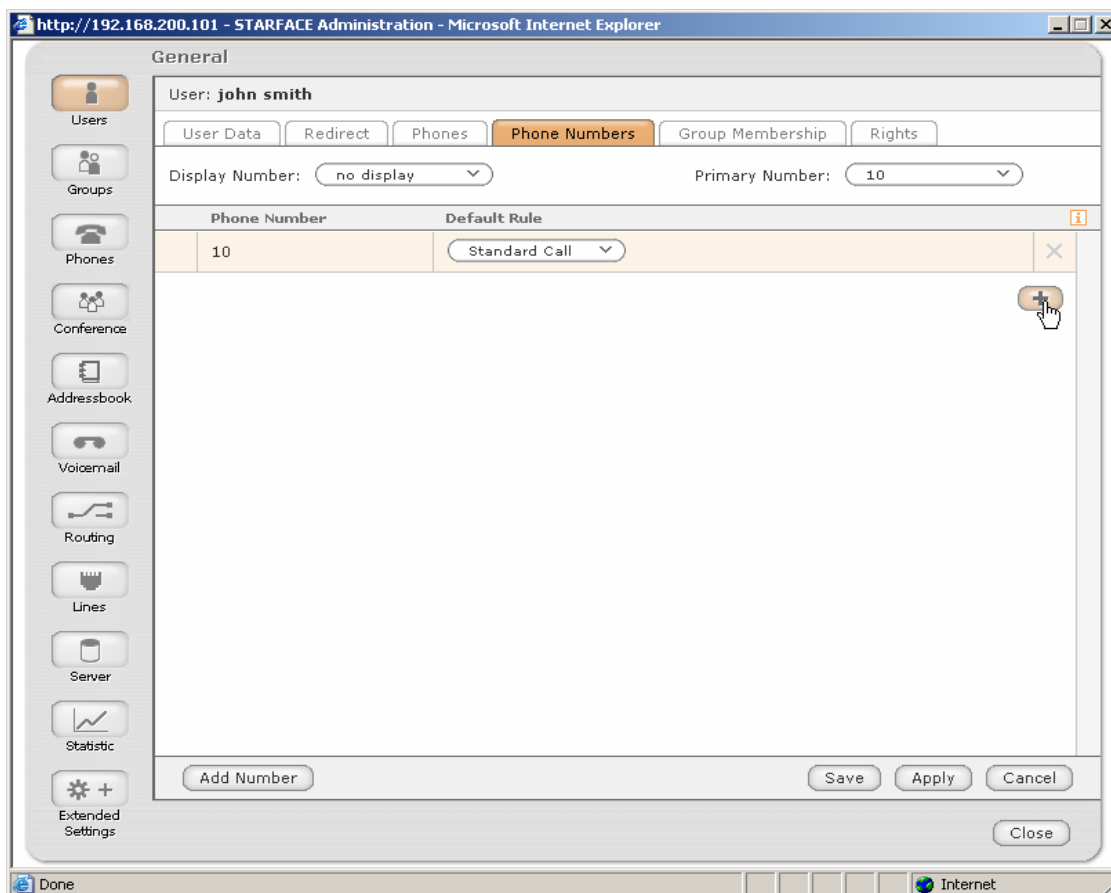
4.6 Assigning external number to internal user (for incoming calls)


To receive incoming external calls, you have to assign an external number to one of internal users/groups.

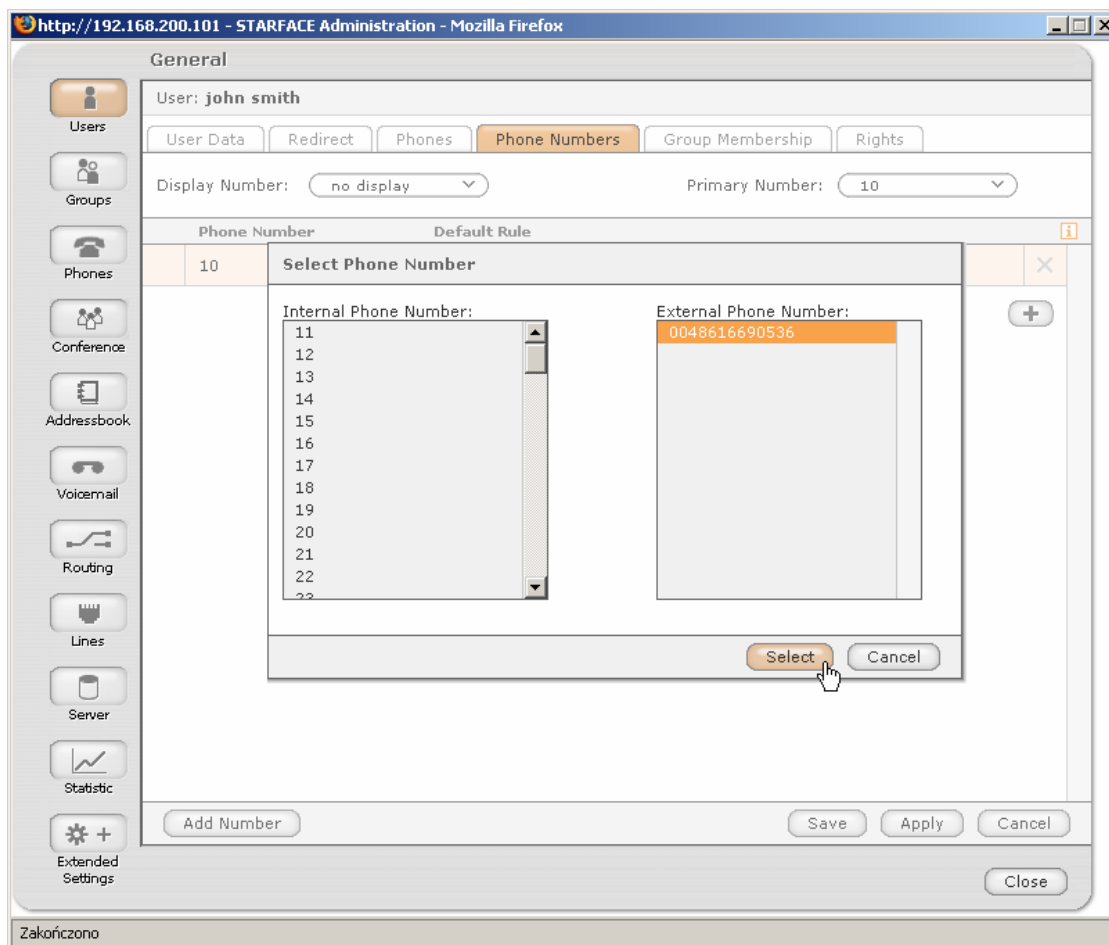


Open 'Users' tab.

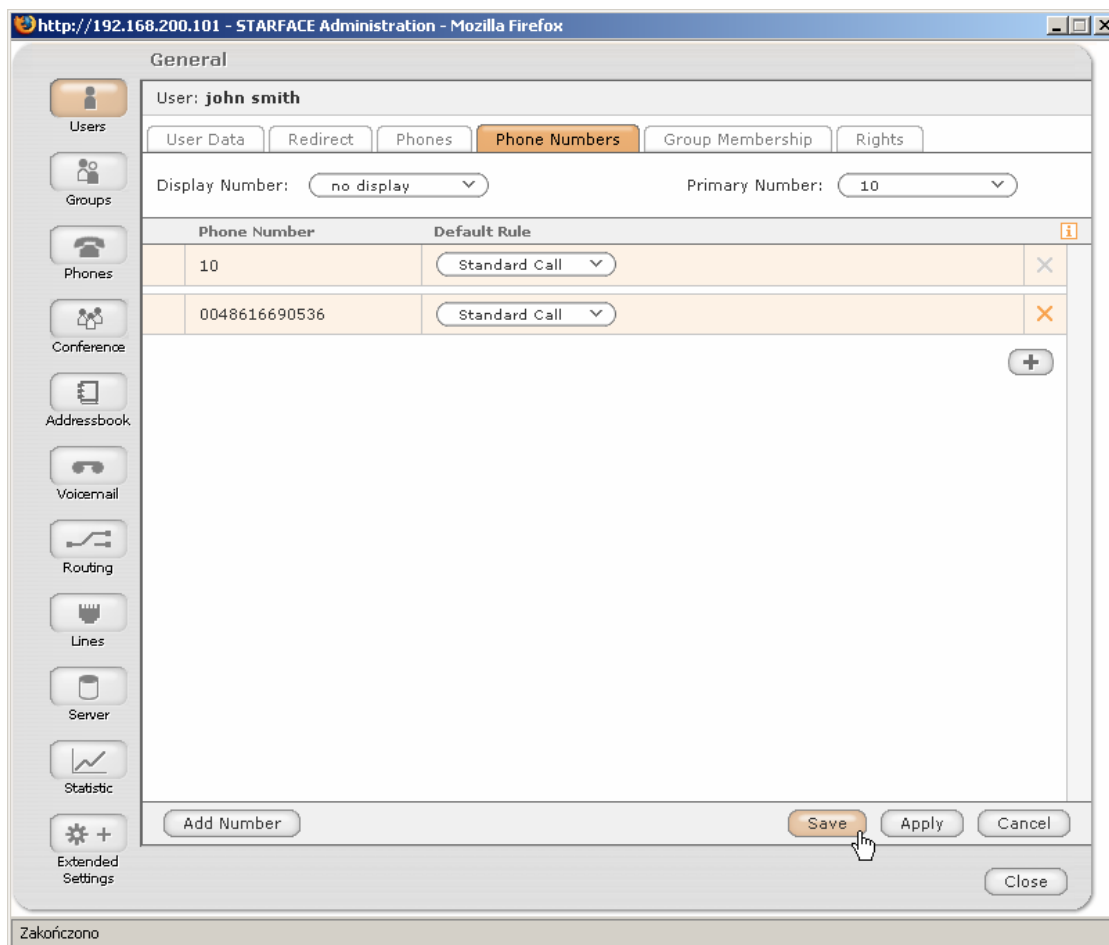
Click the Edit symbol  .



Open 'Phone Numbers' tab.
Click the Add symbol .



Select external phone number. Click 'Select'.



Save the changes.



The screenshot shows the STARFACE Administration web interface in Mozilla Firefox. The browser address bar displays 'http://192.168.200.101 - STARFACE Administration - Mozilla Firefox'. The main content area is titled 'General' and contains a 'List of registered users:' section. Below this, there are tabs for 'All Users', 'A-C', 'D-F', 'G-J', 'K-M', 'N-P', 'Q-T', 'U-W', and 'X-Z'. A search bar and a 'Search' button are present, along with a 'Rows: 10' dropdown and 'Page 1/1' navigation. A table lists the following user:

Last Name	First Name	External No.	Internal	Primary Phone
smith	john	0048616690536	10	SIP/isoftphone

At the bottom of the table, there is a '+', a 'New user' button, and a 'Close' button. The left sidebar contains icons for Users, Groups, Phones, Conference, Addressbook, Voicemail, Routing, Lines, Server, Statistic, and Extended Settings. The status bar at the bottom left shows 'Zakończono'.


In 'Users' tab you can see the external number assigned to internal user 'john smith'. All incoming external calls will be now directed to this user.



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

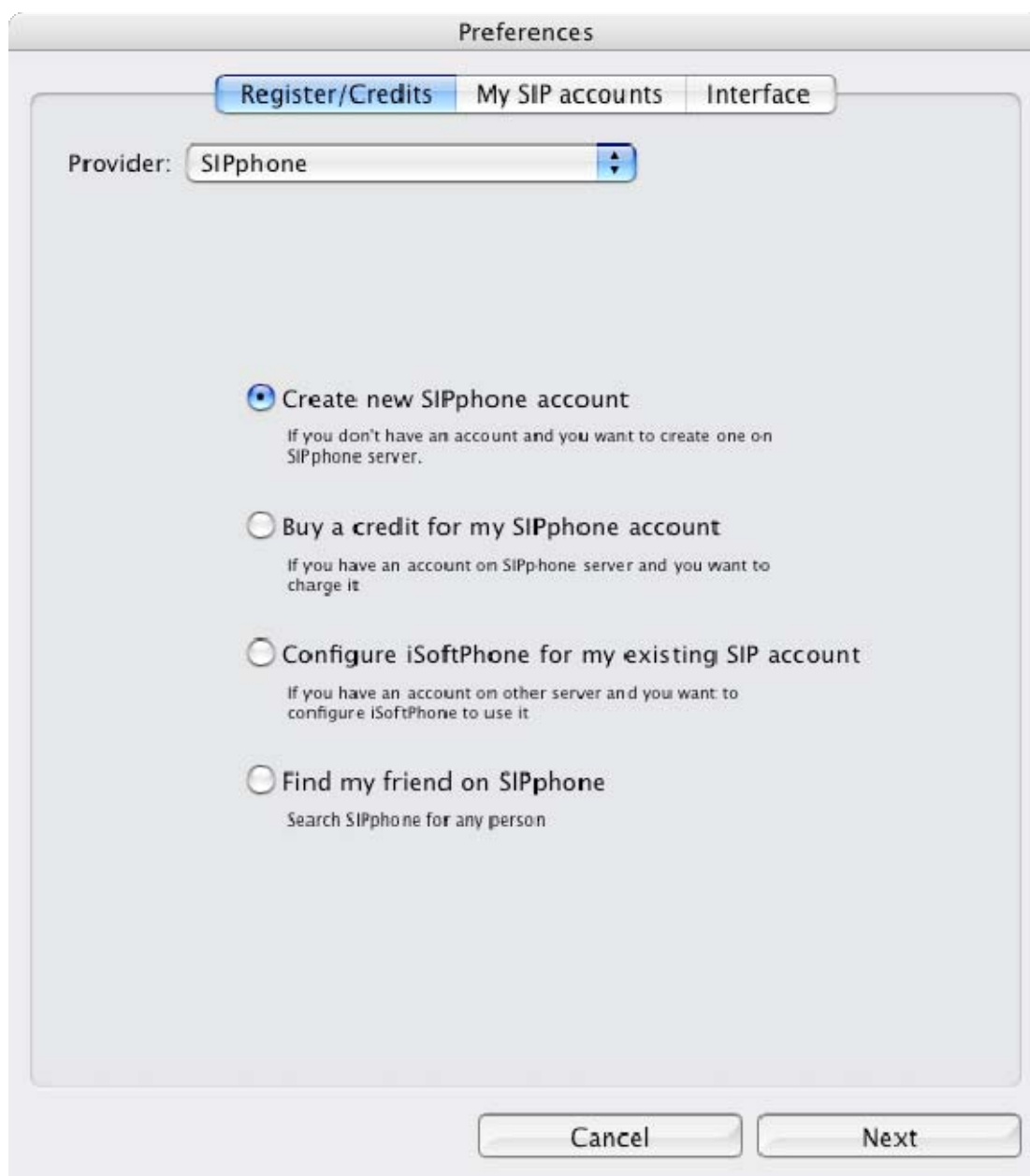
To configure SIP server account please press the icon  from the bottom toolbar of iSoftPhone.





5.2 Preferences “Register/Credits”

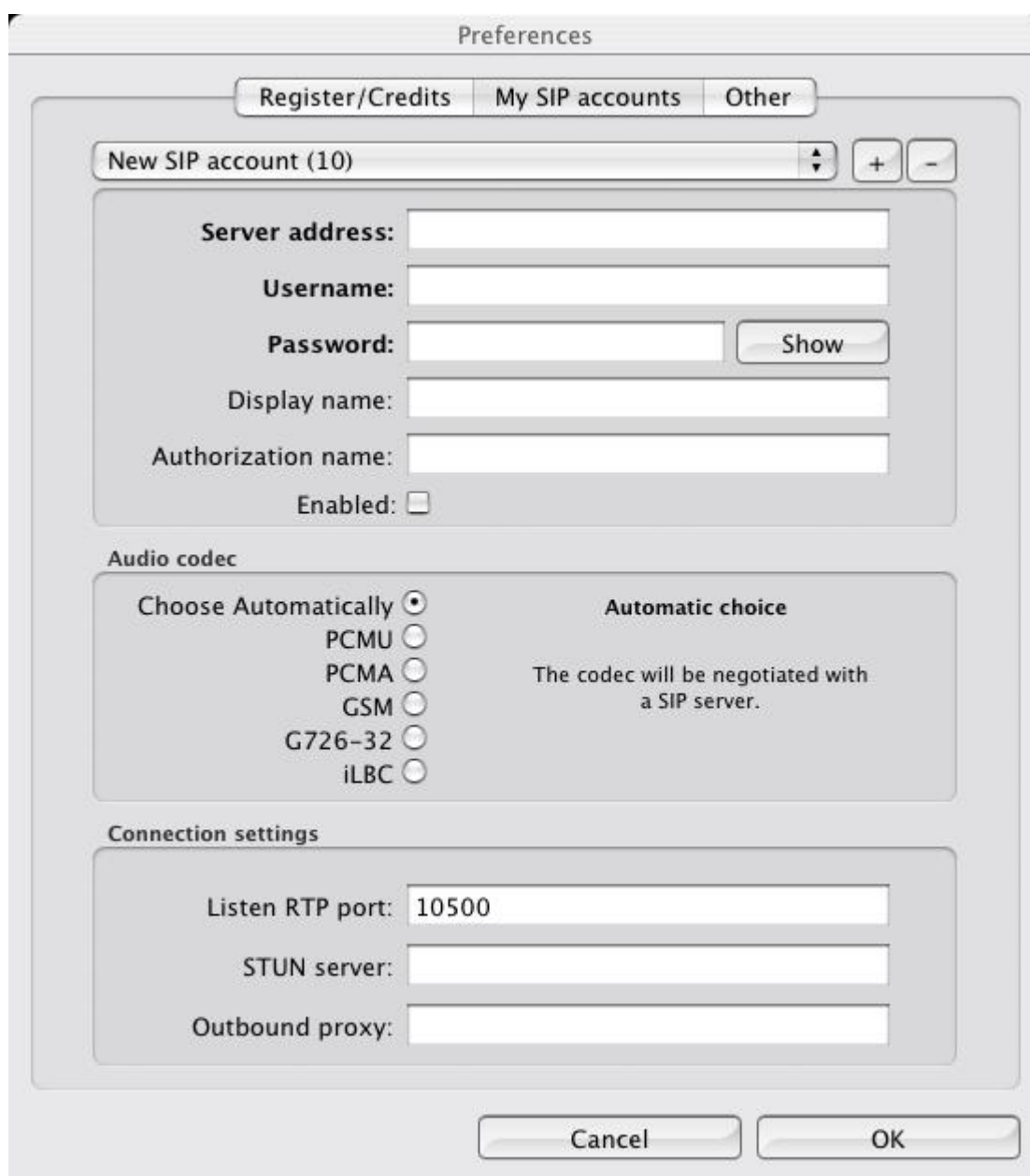
In the new appeared “Preferences” window please select “My SIP accounts” tab.






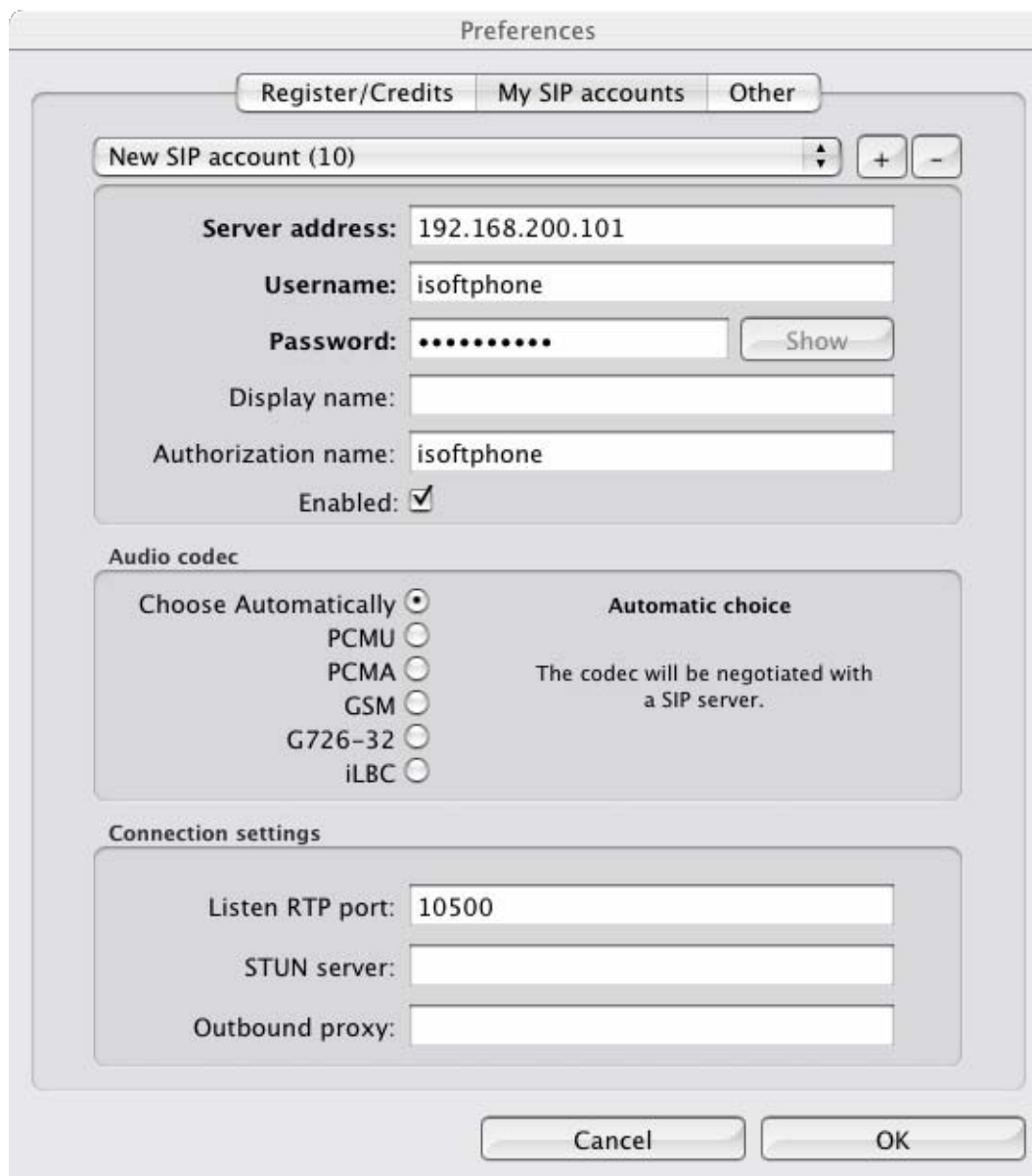
5.3 Preferences “My SIP accounts”

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





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

The image shows a screenshot of the 'Preferences' dialog box in iSoftPhone, specifically the 'My SIP accounts' tab. At the top, there are three tabs: 'Register/Credits', 'My SIP accounts', and 'Other'. Below the tabs is a list of SIP accounts, with 'New SIP account (10)' selected. To the right of the list are '+' and '-' buttons. The main area contains several fields: 'Server address' (192.168.200.101), 'Username' (isoftphone), 'Password' (masked with dots, with a 'Show' button), 'Display name' (empty), and 'Authorization name' (isoftphone). There is also an 'Enabled' checkbox which is checked. Below these fields is the 'Audio codec' section, which has two columns. The left column is 'Choose Automatically' with radio buttons for PCMU, PCMA, GSM, G726-32, and iLBC. The right column is 'Automatic choice' with the text 'The codec will be negotiated with a SIP server.' Below the audio codec section is the 'Connection settings' section, which has three fields: 'Listen RTP port' (10500), 'STUN server' (empty), and 'Outbound proxy' (empty). At the bottom of the dialog are 'Cancel' and 'OK' buttons.

Server address: **IP address of the Starface server**

Username/Authorization name: **Telephone name for this phone** (see chapter 4.3)

Password: **Password for this phone** (see chapter 4.3)

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

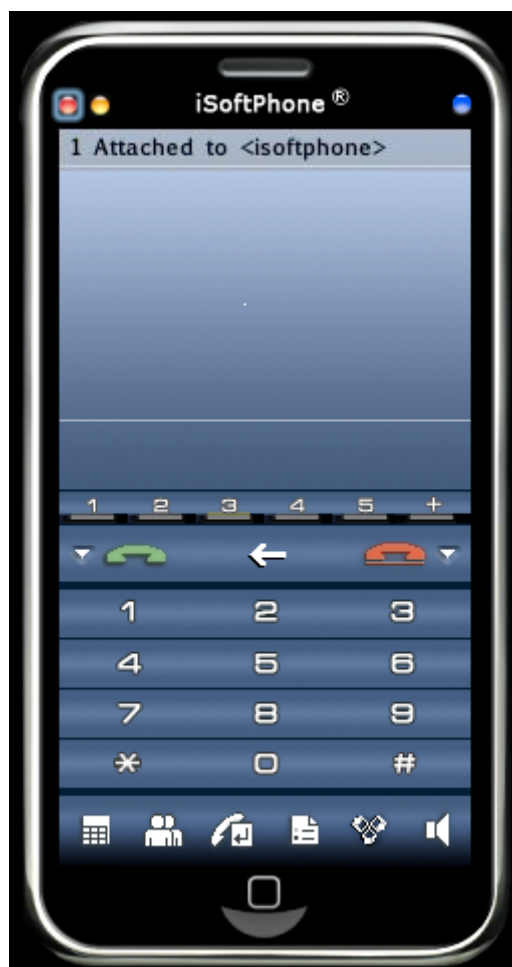


5.4 Registration on SIP server account

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




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



Congratulations! You have successfully configured iSoftPhone with Starface PBX.



6. 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 internal number 10.

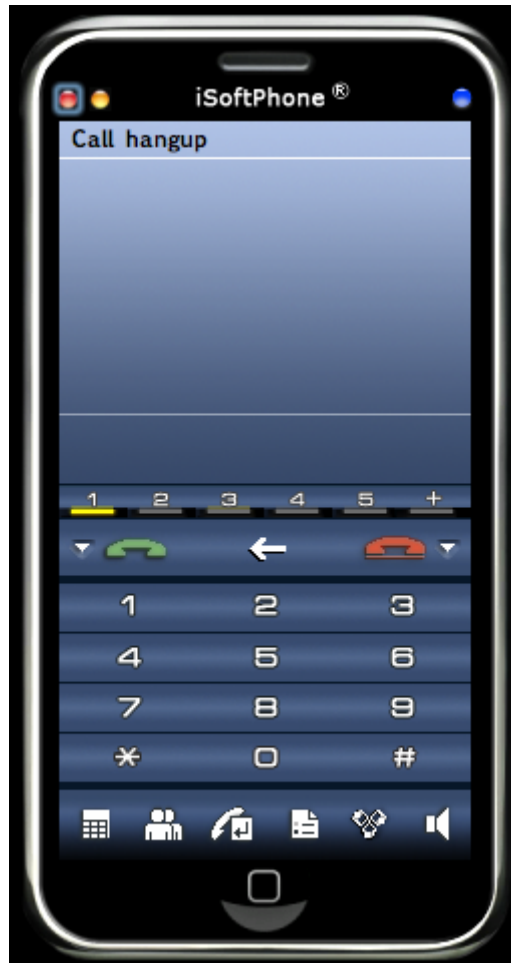




Once the connection is established then iSoftPhone display's will look like shown below.



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



7. Verification steps

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

1. Configure phone on Starface PBX for the iSoftPhone. After configuring the iSoftPhone, verify that the “Attached to...” message appears in the upper left corner of the display, indicating that registration has occurred.
2. Verify that the extension shown in the brackets (in our example <isoftphone> is the desired value.
3. If “Not logged to server.” or “Not attached to server” is displayed,



use the following to troubleshoot the problem: Check in Preferences “My SIP accounts” settings if the correct IP address of Starface PBX 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”.

4. 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.



8. Support

For technical support of iSoftPhone please contact:

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

E-mail: mac_support@xdsnet.de