



iSoftPhone Guide

Configuration Help

SIP Account

- **Username:** enter the username to connect to the server.
- **Password:** user password to authenticate the server connection.
- **Server Address:** enter the address as an IP address example 155.155.155.10 or a domain such as sip.server.com.
- **Proxy:** the address of the proxy server, if turned on.
- **Outbound Proxy:** is used to handle signaling and media traffic across a firewall. It is recommended not to use STUN and Outbound proxy together.
- **Transport Type:** this is set to UDP by default as most servers use this protocol.

Other

- **Do Not Disturb:** turn on to reject calls and divert to voicemail.
- **Audio Codecs:** select which codecs to use from those available, depending on which are supported by the server.
- **Video Codecs:** select which codecs to use from those available, depending on which are supported by the server.
- **Advanced:**
 - **SIP Port:** value 0 means the first free port will be used. The port may need to be specified depending on the server.
 - **SRTP-Mode:** Turn on to encrypt voice communications, if the server supports this option.
 - **Background Mode:** Receive notifications of calls and messages when the app is in the background.
 - **Port Range:** Audio and video ports to be used for communication. Must not be blocked by the Firewall.
 - **Stun:** enables NAT and firewall traversal.

Dial Options

- **External Line Prefix:** number used to access an external line in a private telephone network, if specified by the Administrator.
- **Convert leading '+' into 00:** Turn on or off to convert the plus.

Voicemail Number: Enter the number of the Voicemail box as set on the server.

Connection Status

Green = connected.

Red = not connected to the server.



iOS does not support Background Mode for UDP.

Background Mode is only supported with the TCP protocol on iOS. Most PBX servers support TCP or can be quickly updated to support TCP. It is advised to contact your **System Administrator** or **Xnet Support** at <http://www.call4mac.com/isoftphone/support.html>

How does this impact iSoftPhone users?

If your server only supports UDP, you would not be able to receive notifications when the phone is in the background.

Fortunately most PBX servers support can support TCP and it is a relatively simple task to update a PBX to support TCP.

This option is configured in **Settings / Advanced / Transport Type**.