



Using VirtualPBX Softphone Guide for iPhone

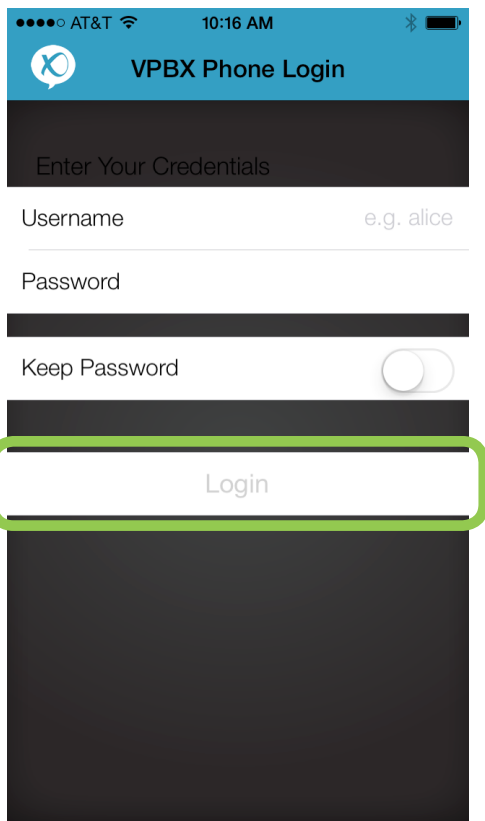
Installing the Softphone

- Install VirtualPBX Softphone for iPhone from the AppStore and get the softphone credentials from the vConsole, under Call Routing > Manage VoIP Phones. Choose the softphone you wish to assign to your iPhone, then click manage to view the credentials.
- You'll need the Username and Password to configure your softphone.

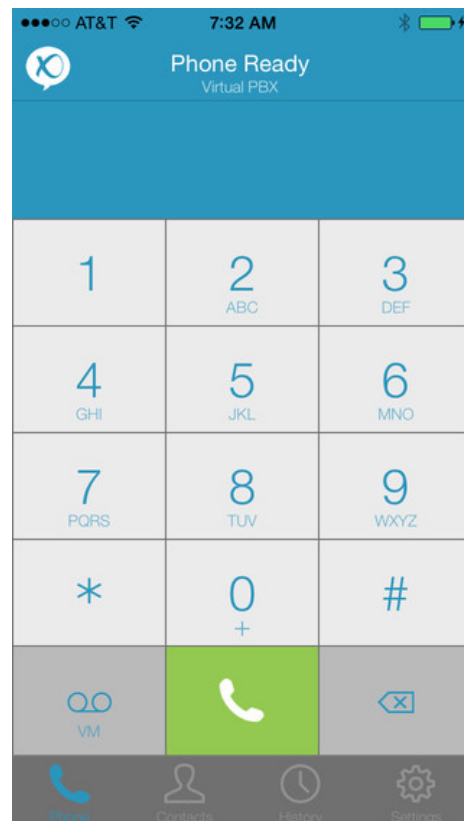
Configuring the Softphone

Launch your VirtualPBX Softphone application and you'll be presented with the following screen. Enter your credentials, as shown in the vConsole, and click Login.

Your username will look like an email address. Ex: xxxxx@virtualpbx.net



You will see the below screen when your VirtualPBX Softphone is ready to use:



Optional Configuration

VirtualPBX Softphone for iPhone supports a wide variety of options. Most technical configuration is handled remotely by VirtualPBX. User configurable options are available under Settings in the VirtualPBX Softphone.

The two areas of most interest are audio codecs and enabling calls over 3G.

When making calls over 3G it's important to have a good 3G connection and use the correct codec when possible. Use of your mobile data connection may incur charges with your carrier, separate from your VirtualPBX account.

About Audio Codecs

Calls over 3G can be adversely affected by the carrier network and data speed available. To improve quality, you can use the G729 codec. This feature is included free of charge by VirtualPBX in the VirtualPBX Softphone. We enable this option by default for all VirtualPBX Softphones.

About Mobile Data (3G/4G)

You may enable or disable using your Mobile Data Network for calls, as well as allowing the application to run in the background in the Preferences section. If you allow use of your Mobile Data connection, you can make and receive calls anywhere you have a mobile data connection. Otherwise, you can only use your VirtualPBX Softphone when using a WiFi connection.

Allowing the VirtualPBX Softphone to Run In Background, allows you to receive calls when using other applications on your iPhone.

Additional Questions?

If you have any questions, please contact our Support Team at 888-825-0800, via chat at VirtualPBX.com, or by emailing Support@VirtualPBX.com.

