# Desktop VirtualPBX Softphone Setup Instructions for Mac

If you have not yet done so, please contact us to purchase the VirtualPBX Desktop Softphone. Desktop Softphones are a one time payment of $40 for the license and are then billed based on your current service plan. You can check your current plan information in the billing portal or by contacting us. Once purchased, we will send you an email with download instructions, SIP URI, and password.

• Download and install the softphone software on your desktop computer

• Launch the VirtualPBX Softphone

• The VirtualPBX Softphone login screen will appear

• Enter the username and password that was provided by VirtualPBX via email

The username and password can be viewed in the vConsole under VoIP Phones.

The username will look like an email address (xxxxxx@virtualpbx.net)
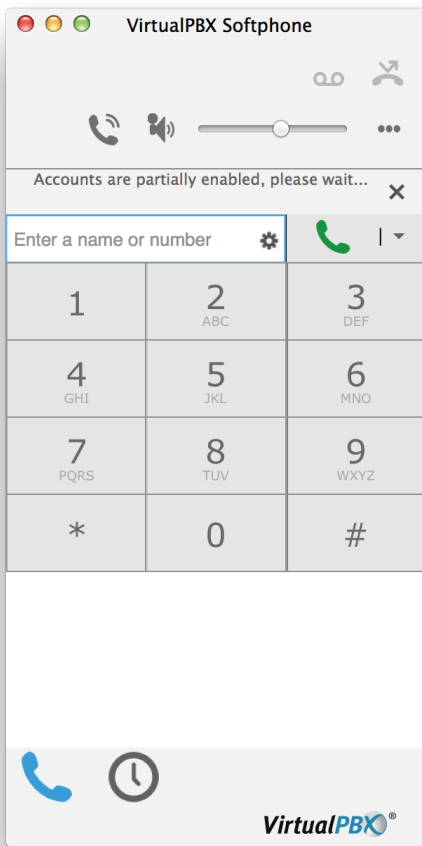
After logging in, you will see the VirtualPBX Softphone's dial pad. Notice that the accounts are partially enabled.

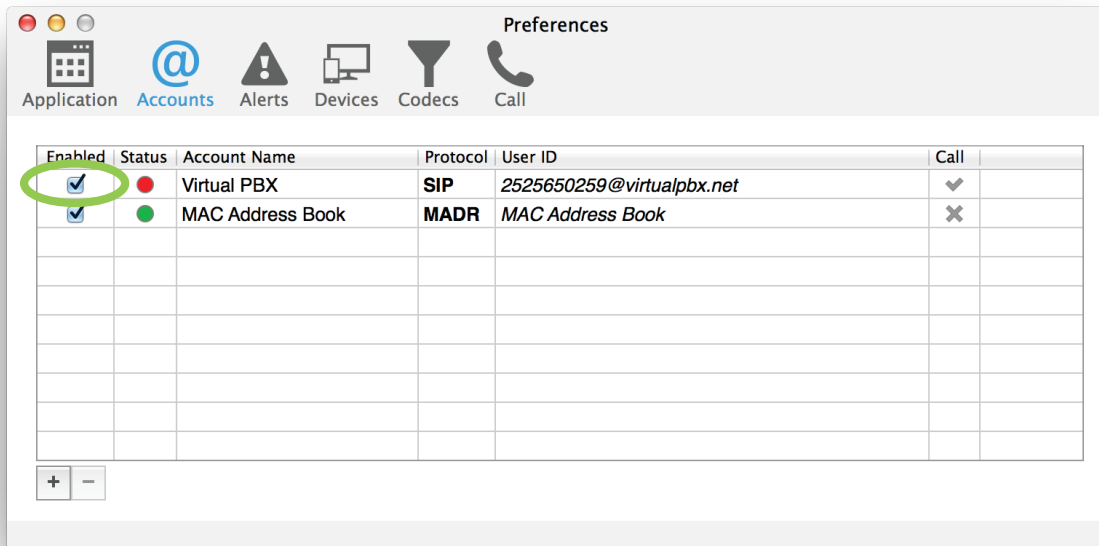On the top menu select VPBX Softphone and click on Preferences.

After clicking on Preferences, the below window will open.
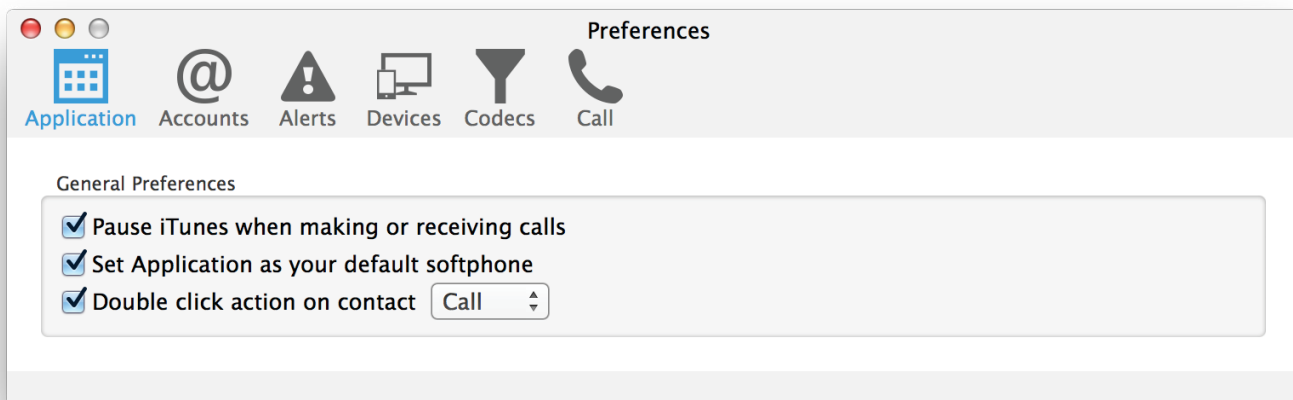
Please make sure the settings match what is shown:

• Pause iTunes when making or receiving calls is checked

• Set Application as your default softphone is checked

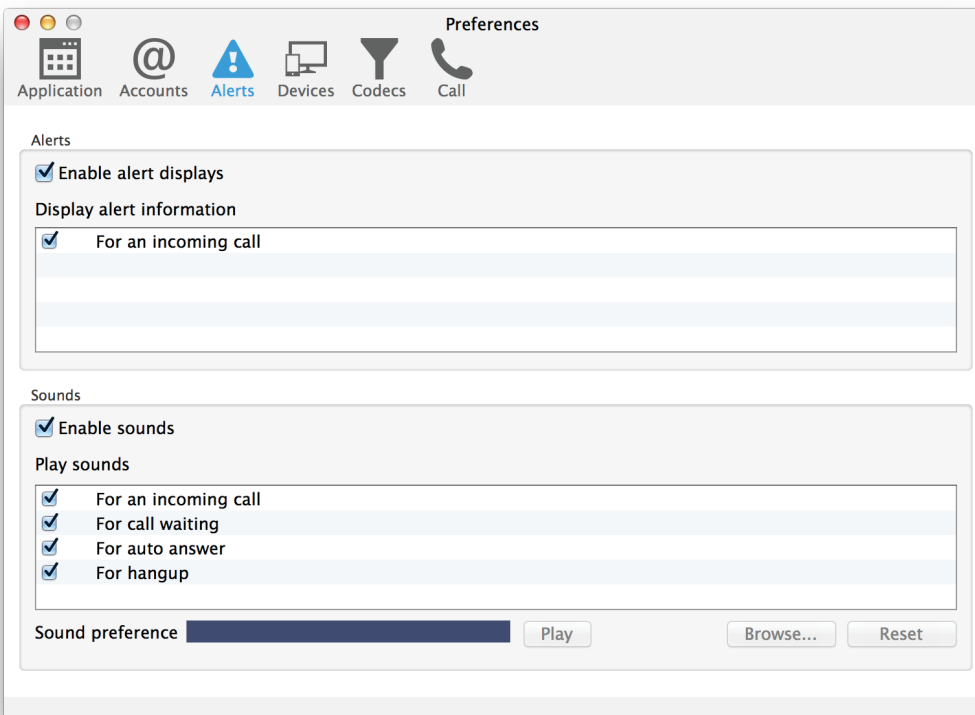• Double click action on contact is set to Call and is checked

Click on Accounts.

Please make sure that the Virtual PBX account is enabled. This may require you to click on the checkbox under the Enabled column.
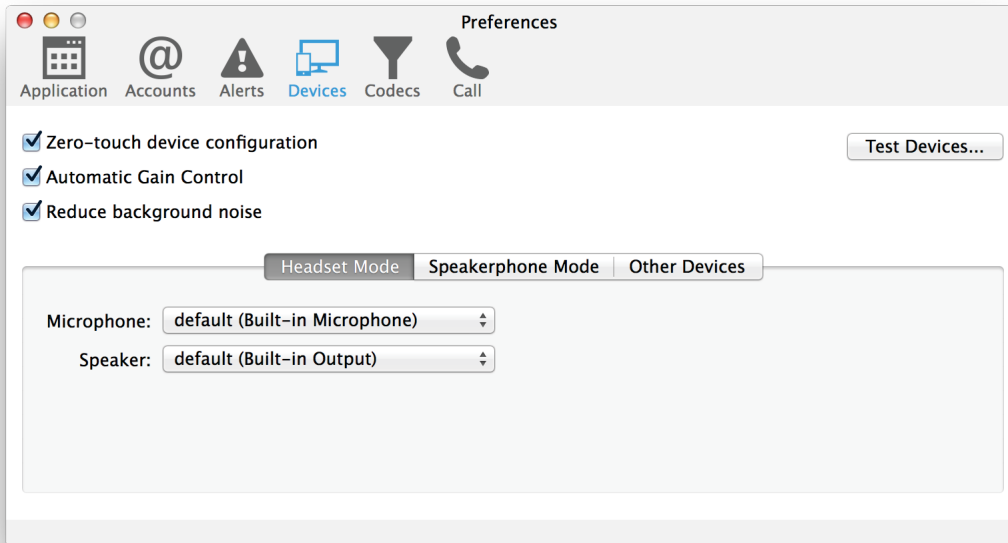
Click on Alerts.

Enable alert displays by clicking on the checkbox.

Please make sure that your settings match what is shown here under Sounds:

• Click on the box to Enable Sounds

• Click on the box to play sounds for an incoming call

• Click on the box to play sounds for call waiting

• Click on the box to enable sounds for auto answer

• Click on the box to enable sounds for hangup

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Click on Devices.

Please make sure that your settings match what is shown here:

• Click on the box to enable Zero-touch device configuration

• Click on the box to enable Automatic Gain Control

• Click on the box to enable Reduce background noise

Click on Codecs.
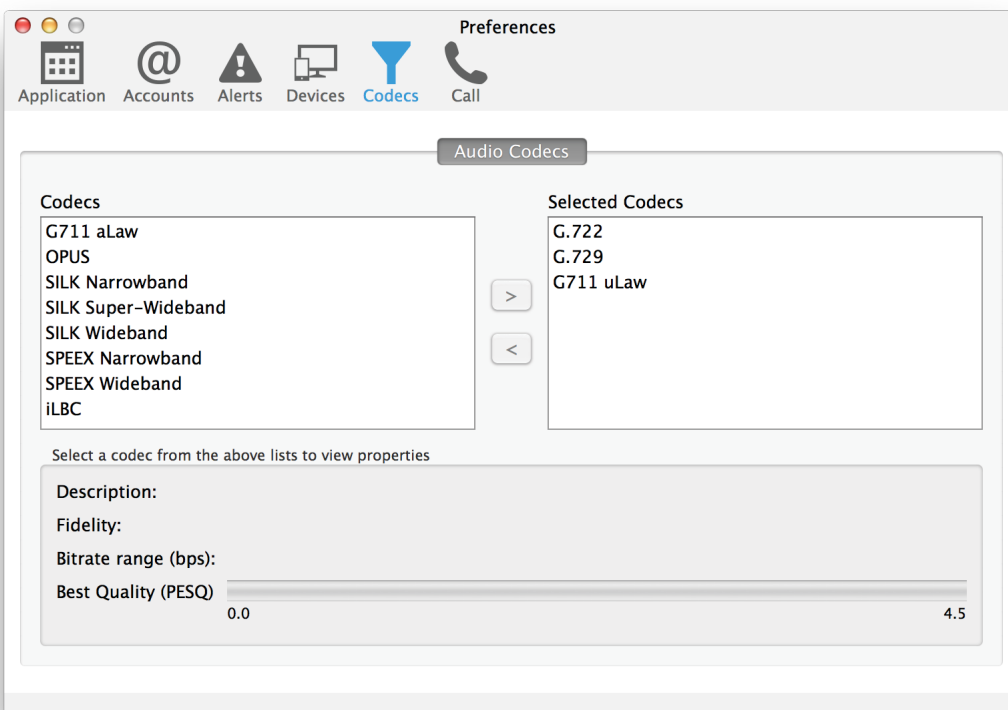
Please make sure that the codecs shown are in the Selected Codecs box:

• G.722

• G.729

• G711 uLaw

Click on Call.

Please make sure your settings match what is shown here:

Under DTMF, make sure that Send via DTMF 2833 is selected.
• Click on the box to enable the softphone to Play DTMF tones back to me

Under Other, click on the box to enable inactivity timers and set the RTP timer to 30 seconds
• Click on the box to enable Preserve bandwidth during silent periods

You've completed setting up the VirtualPBX Softphone. The following pages will show screen shots and give instructions on how to use the softphone.
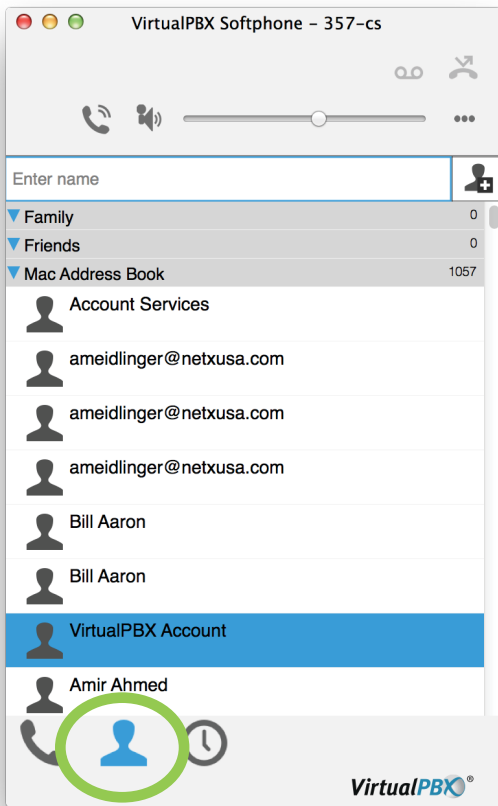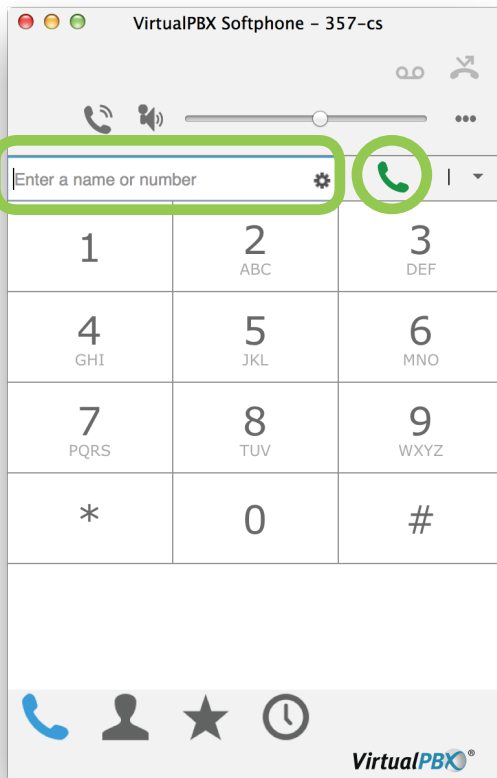
To find the contact you wish to call, start by clicking on the address book (the person icon) shown below. This will bring up a list of current contacts in the softphone.
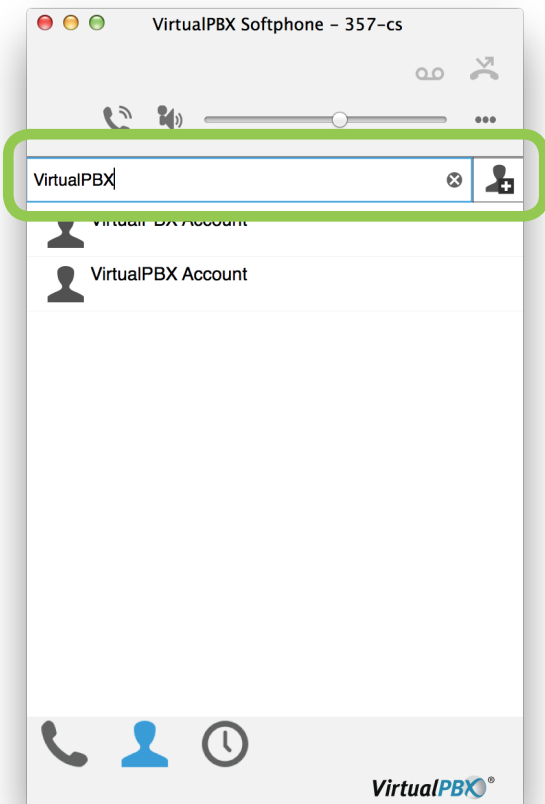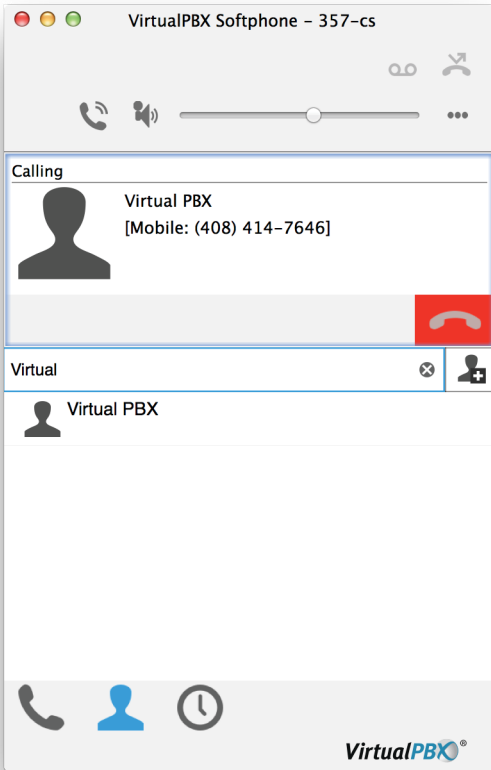

You can also search for a contact by typing their name in the search bar.
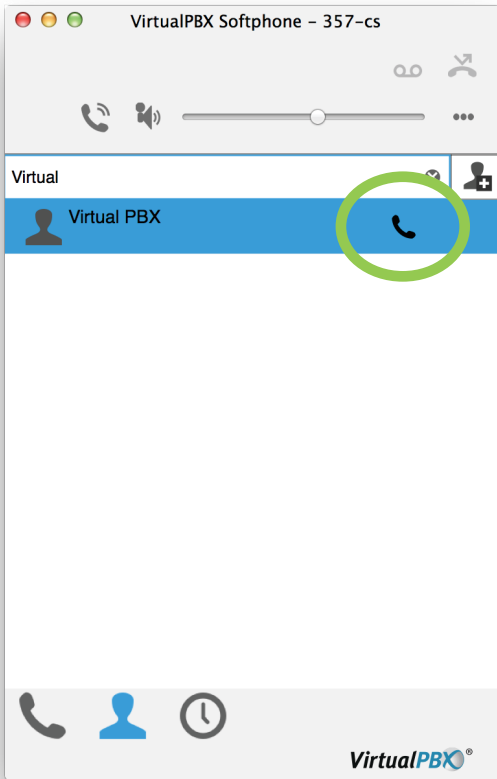
To place the call you can either double click on the contact or click on the phone icon on the right.
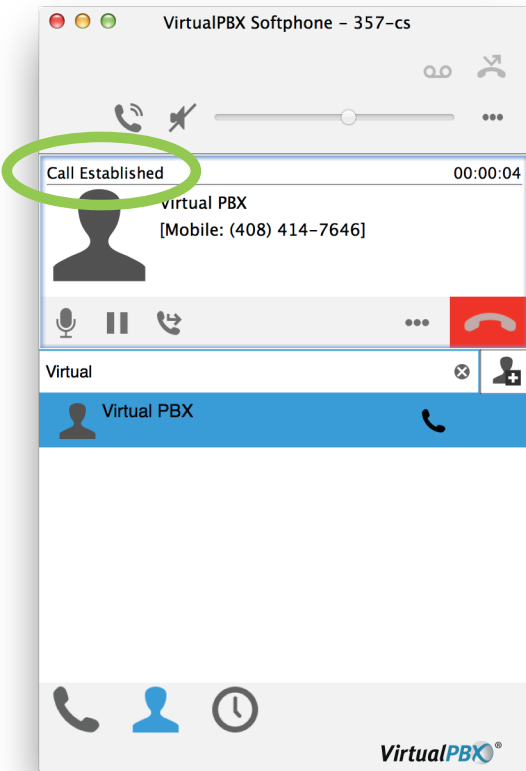

You may also directly enter a phone number you wish to call by entering the phone number and clicking on the phone icon.

You are now calling the contact.

VirtualPBX Softphone – 357–cs

Calling

Virtual PBX
[Mobile: (408) 414–7646]

Virtual

Virtual PBX

Display once the call has been connected:

VirtualPBX Softphone – 357–cs

Call Established   00:00:04

Virtual PBX
[Mobile: (408) 414–7646]

Virtual

Virtual PBX

Display once the call has ended:

VirtualPBX Softphone – 357–cs

Call ended   00:00:13

Virtual PBX
[Mobile: (408) 414–7646]

| | | All |

Status	Address	Date
	*	Jul 7, 2014, 3:47 PM
	18888250800	Today 9:00 AM
	Virtual PBX	Today 9:02 AM
	Virtual PBX	Today 9:01 AM