Desktop VirtualPBX Softphone Setup Instructions for Windows

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)
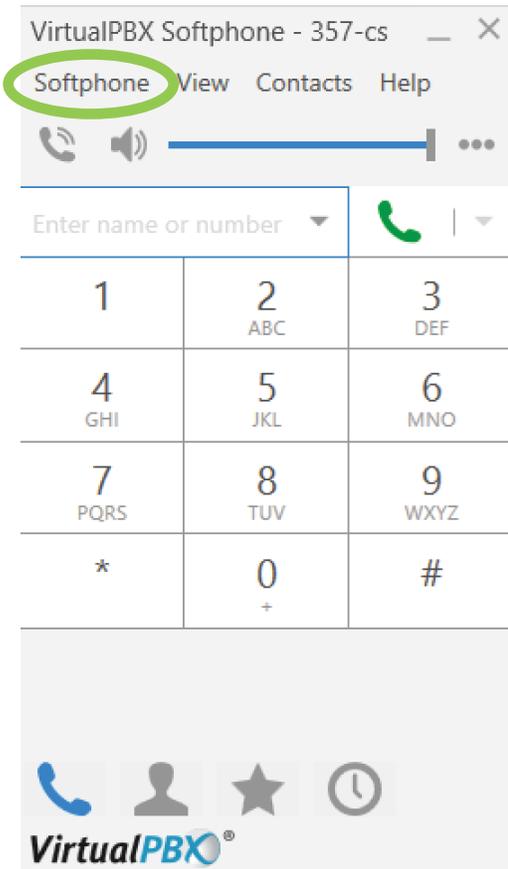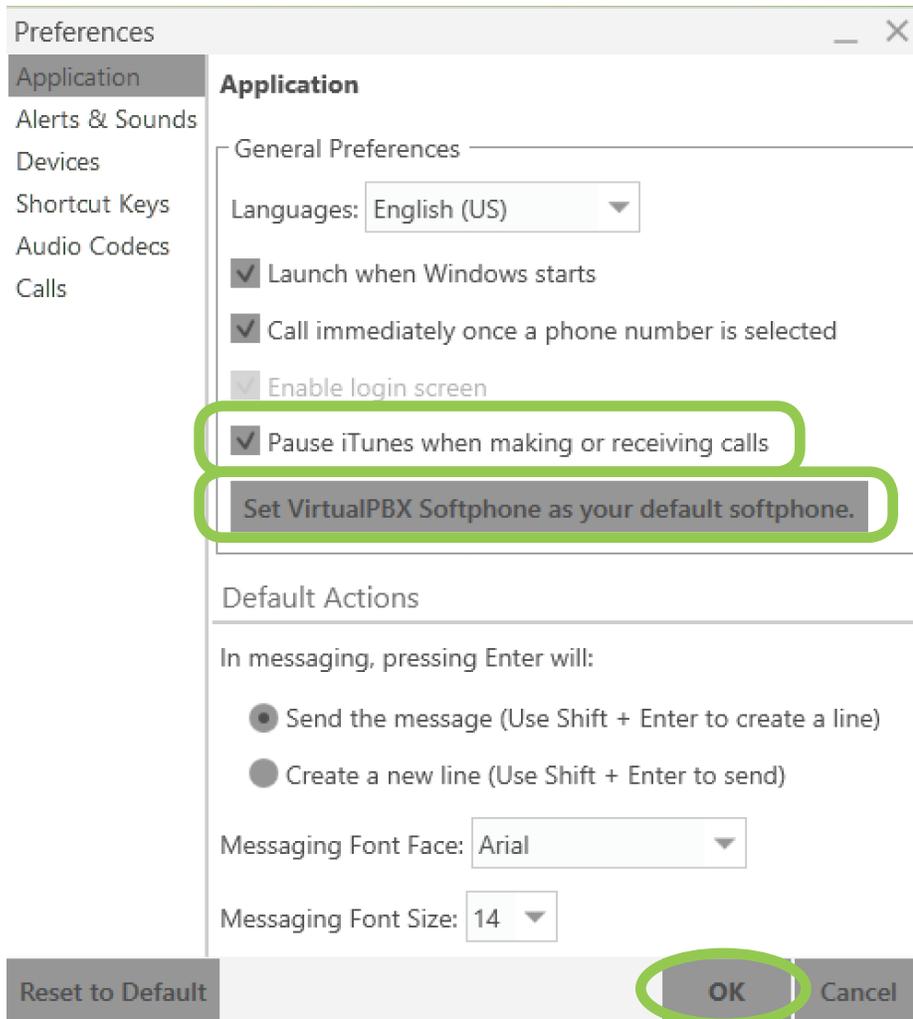
After logging in, you will see the VirtualPBX Softphone's dial pad.

Click on Softphone and select Account Settings.

The Account Settings Window will open.

Make sure the Virtual PBX account is enabled. This may require checking the box under the Enabled column.
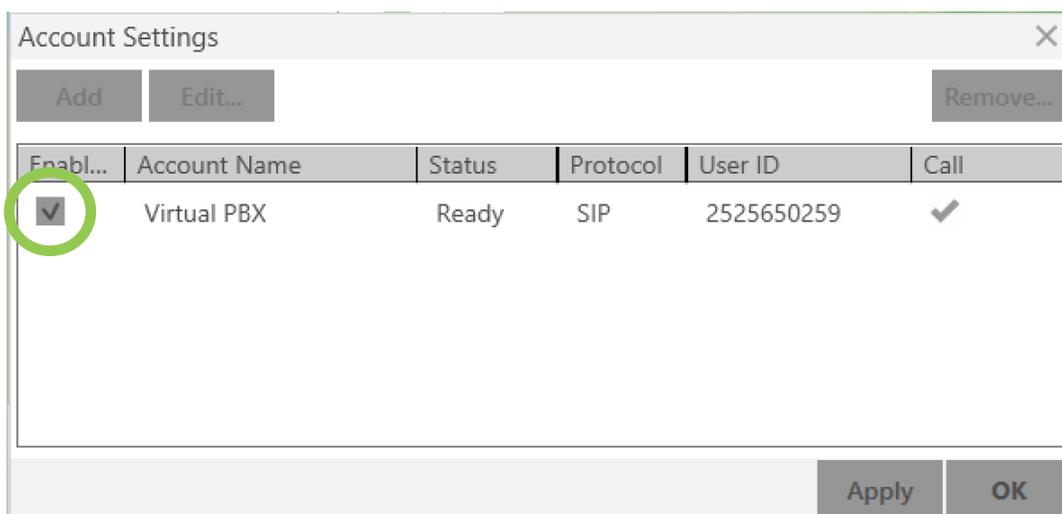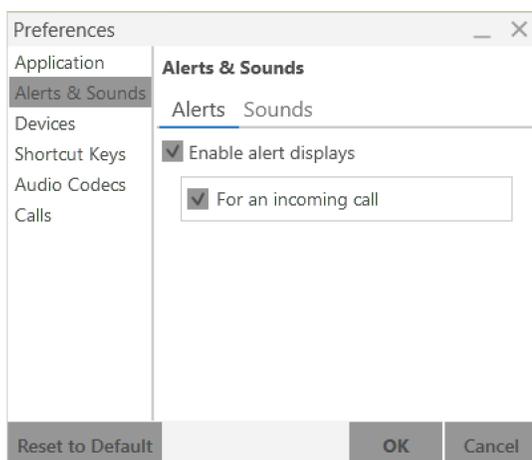
Under Softphone, click on Preferences.

Under Applications please make sure your settings match what is shown here:

• Pause iTunes when make or receiving calls is checked

• Highlight/select Set VirtualPBX Softphone as your default softphone
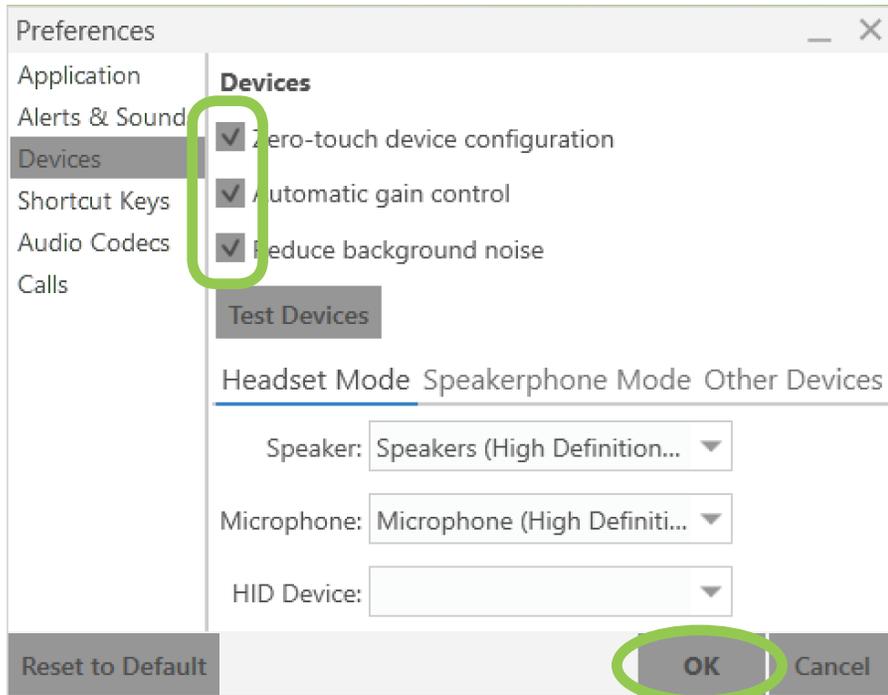
Click OK.

Click on Alerts & Sounds.

Enable Alert displays by clicking on the checkbox.

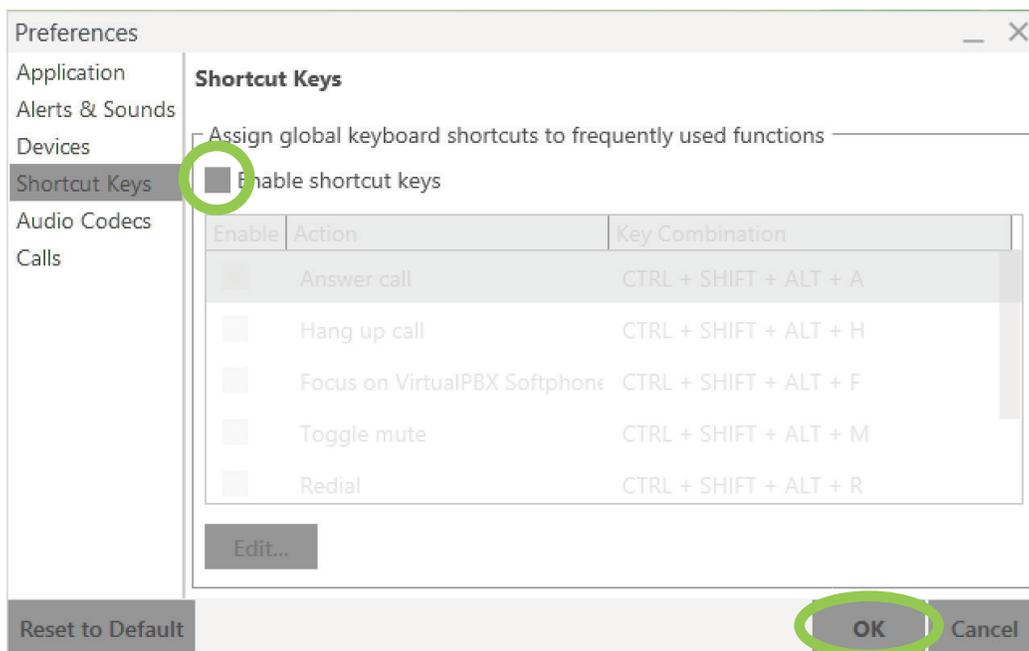Check the box For an incoming call.

Click OK.

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
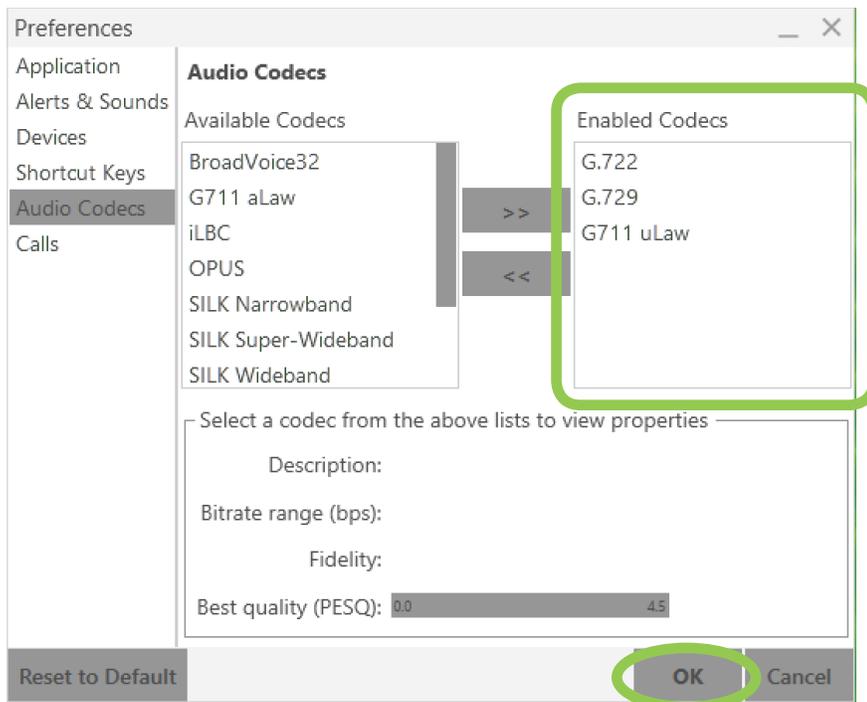
Click OK.

Click on Shortcut Keys if you wish to enable keyboard shortcuts.

Click on the box Enable shortcut keys to enable various shortcuts.
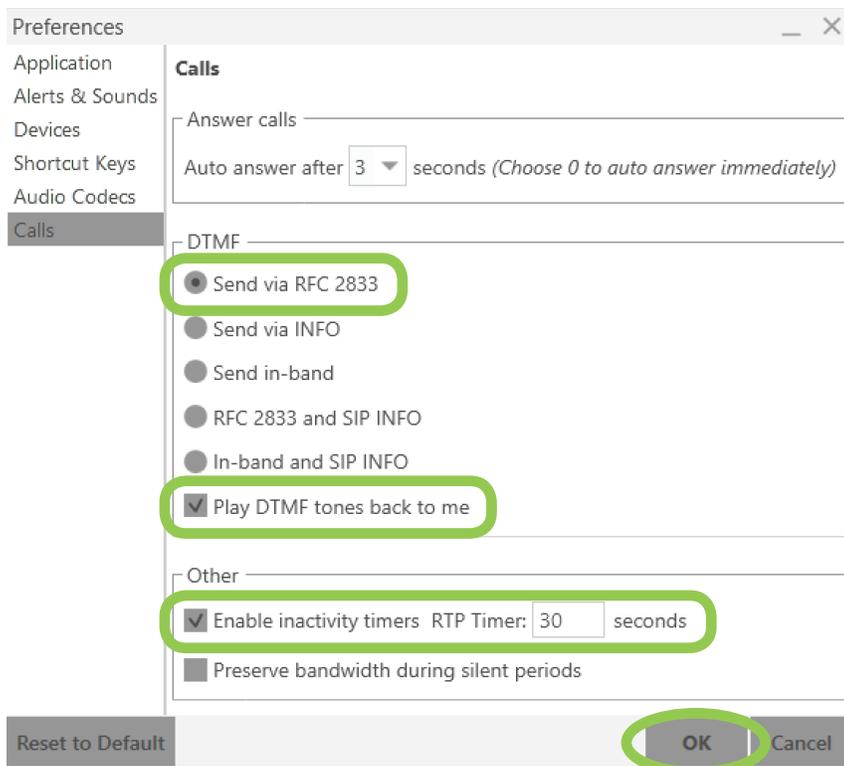
Click OK.

Click on Audio Codecs.

Move the following codecs to the Selected Codecs box:

• G.722

• G.729

• G711 uLaw
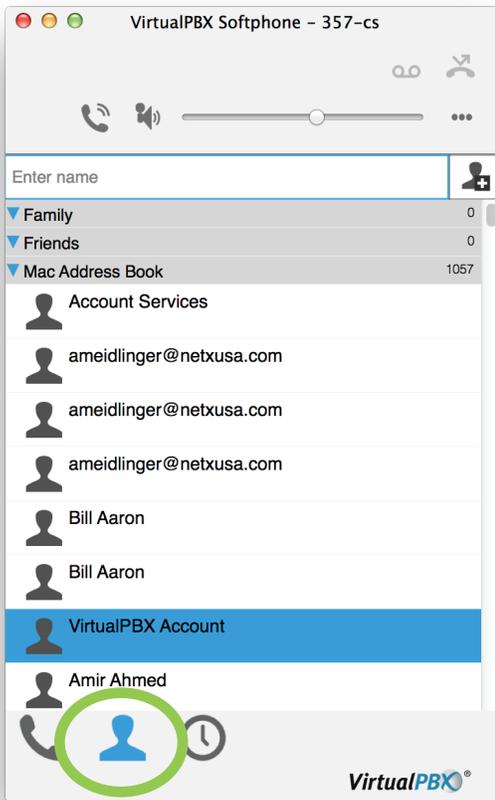
Click OK.

Click on Calls.

Please make sure your settings match what is shown here:

Under DTMF, make sure that Send via RFC 2833 is selected.

• Click on the box to enable the soft-phone 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

You've completed setting up the VirtualPBX Softphone. The following pages will show screen shots and give instructions on how to use the softphone.

VirtualPBX.com | 111 N. Market St., Suite 1000, San Jose, CA 95113 | Toll Free: 800.914.VPBX | Fax: 888.825.0800
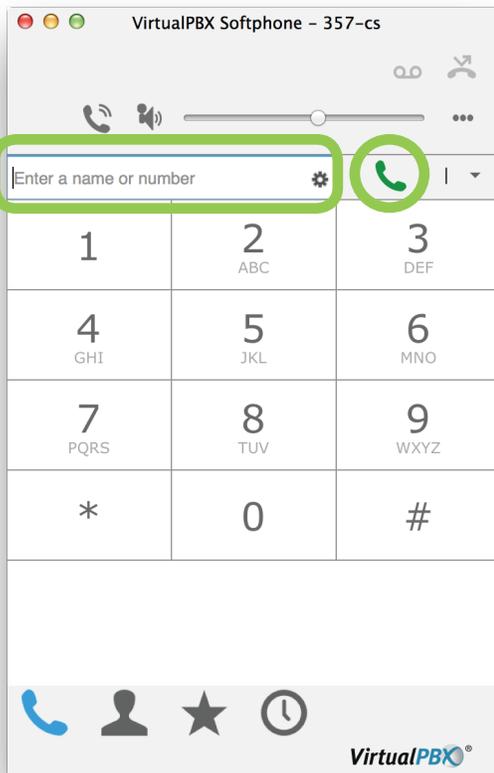
To find the contact you wish to call, start by clicking on the address book (the person icon) shown below. This will bring up a list of current contacts in the softphone.
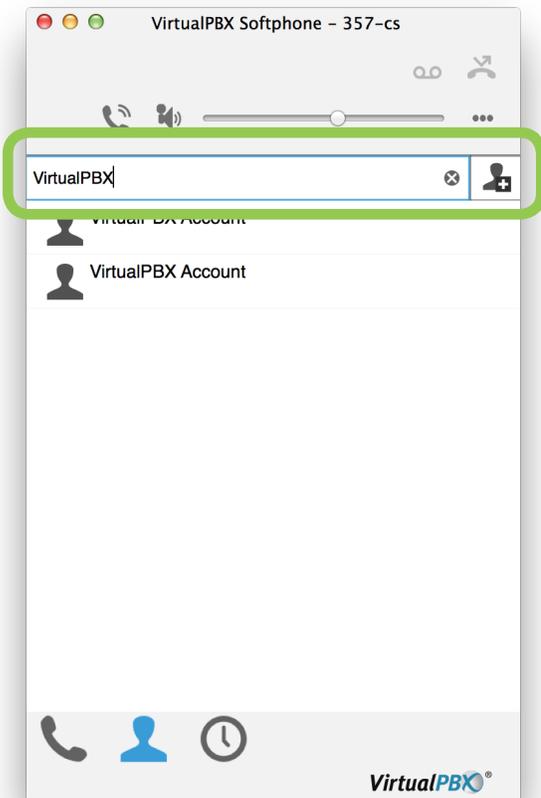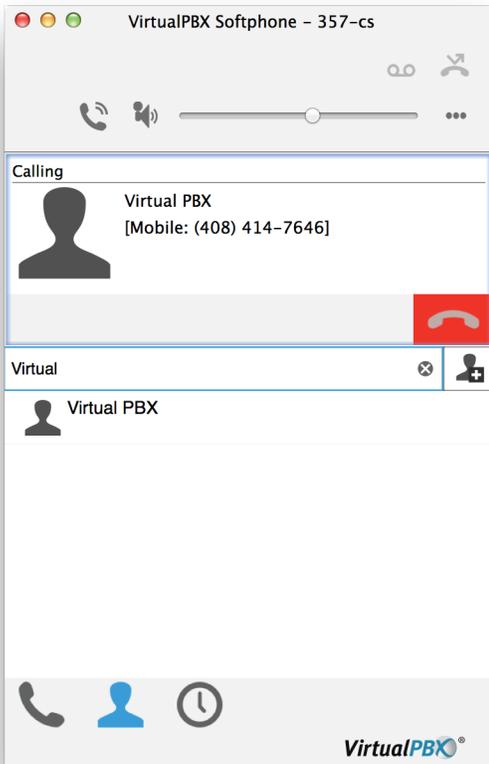

You can also search for a contact by typing their name in the search bar.
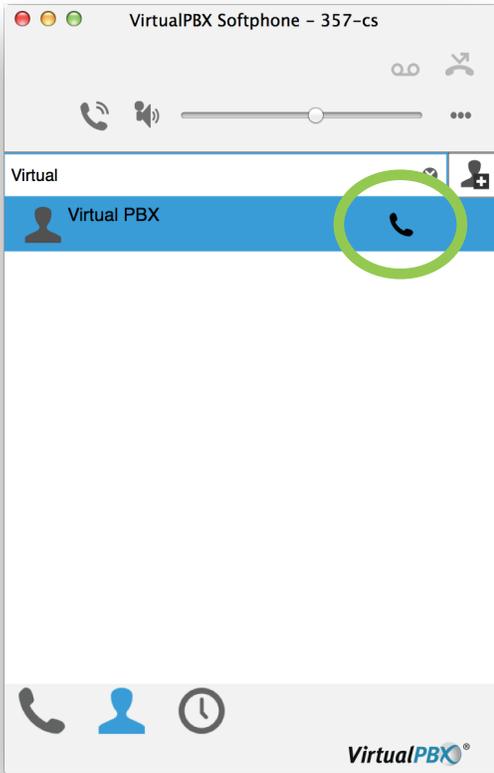
To place the call you can either double click on the contact or click on the phone icon on the right.
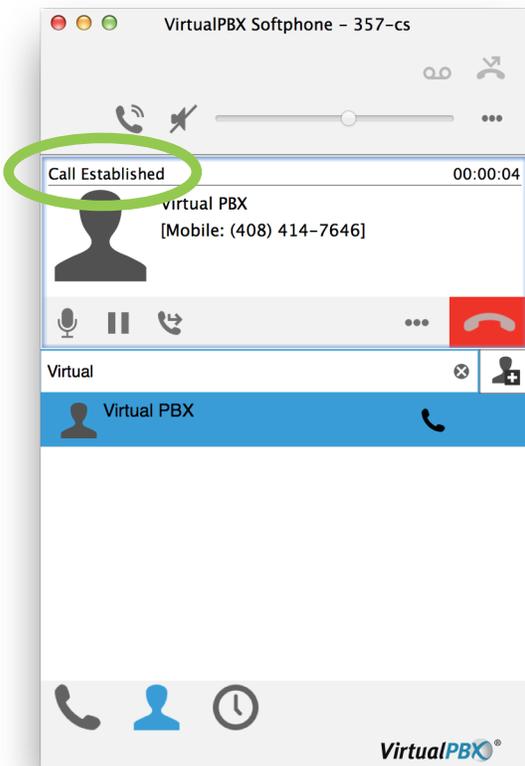
You may also directly enter a phone number you wish to call by entering the phone number and clicking on the phone icon.

You are now calling the contact.

Display once the call has been connected:

Display once the call has ended: