# **VirtualPB**X<sup>®</sup>

## 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





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.

Account	Settings				×
Add	Edit				Remove
Enabl	Account Name	Status	Protocol	User ID	Call
	Virtual PBX	Ready	SIP	2525650259	*
				Appl	ју ОК

Under Softphone, click on Preferences.

Preferences	_ ×		
Application	Application		
Alerts & Sounds Devices	General Preferences		
Shortcut Keys Audio Codecs	Languages: English (US)		
Calls	Call immediately once a phone number is selected		
	Enable login screen		
	Pause iTunes when making or receiving calls		
	Set VirtualPBX Softphone as your default softphone.		
	Default Actions		
	In messaging, pressing Enter will:		
	Send the message (Use Shift + Enter to create a line)		
	Create a new line (Use Shift + Enter to send)		
	Messaging Font Face: Arial		
	Messaging Font Size: 14 💌		
Reset to Default	OK Cancel		

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.

Preferences	_ ×
Application	Alerts & Sounds
Alerts & Sounds Devices Shortcut Keys Audio Codecs Calls	Alerts Sounds  Enable alert displays  For an incoming call
Reset to Default	OK Cancel

Enable Alert displays by clicking on the checkbox. Check the box For an incoming call.

Click OK.

#### Click on Devices.

Preferences	_ ×
Application	Devices
Alerts & Sound Devices Shortcut Keys Audio Codecs Calls	<ul> <li>2 ero-touch device configuration</li> <li>4 utomatic gain control</li> <li>Feduce background noise</li> <li>Test Devices</li> </ul>
	Headset Mode Speakerphone Mode Other Devices Speaker: Speakers (High Definition 💌
	Microphone: Microphone (High Definiti 🔻
	HID Device:
Reset to Default	t OK Cancel

### 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.

Hortcut Keys       Fable shortcut keys         Judio Codecs       Enable       Action       Key Combination         Calls       Answer call       CTRL + SHIFT + ALT + A         Hang up call       CTRL + SHIFT + ALT + H         Focus on VirtualPBX Softphone       CTRL + SHIFT + ALT + F         Toggle mute       CTRL + SHIFT + ALT + M	lerts & Sounds levices	Shortcut Keys Assign global keyboard shortcuts to frequently used functions				
Audio Codecs       Enable       Action       Key Combination         Calls       Answer call       CTRL + SHIFT + ALT + A         Hang up call       CTRL + SHIFT + ALT + H         Focus on VirtualPBX Softphone       CTRL + SHIFT + ALT + F         Toggle mute       CTRL + SHIFT + ALT + M	Shortcut Keys	E hab	le shortcut keys			
Calls       Answer call       CTRL + SHIFT + ALT + A         Hang up call       CTRL + SHIFT + ALT + H         Focus on VirtualPBX Softphone       CTRL + SHIFT + ALT + F         Toggle mute       CTRL + SHIFT + ALT + M	Audio Codecs	Enable	Action	Key Combination		
Hang up callCTRL + SHIFT + ALT + HFocus on VirtualPBX SoftphoneCTRL + SHIFT + ALT + FToggle muteCTRL + SHIFT + ALT + M	Calls					
Focus on VirtualPBX SoftphoneCTRL + SHIFT + ALT + FToggle muteCTRL + SHIFT + ALT + M						
Toggle mute CTRL + SHIFT + ALT + M						
				CTRL + SHIFT + ALT + M		
Redial CTRL + SHIFT + ALT + R				CTRL + SHIFT + ALT + R		
Edit		Edit				

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

Click OK.

Click on Audio Codecs.

Preferences				_ ×	
Application	Audio Codecs				
Alerts & Sounds Devices	Available Codecs		Enabled Codecs		
Shortcut Keys Audio Codecs Calls	BroadVoice32 G711 aLaw iLBC OPUS SILK Narrowband	>>	G.722 G.729 G711 uLaw		
	SILK Super-Wideband SILK Wideband Select a codec from the above lists to view properties Description: Bitrate range (bps): Fidelity: Best quality (PESQ): 0.0 45				
Reset to Default			ОК	Cancel	

Move the following codecs to the Selected Codecs box:

- G.722
- G.729
- G711 uLaw

Click OK.

### Click on Calls.

Preferences	_ ×			
Application	Calls			
Alerts & Sounds Devices Shortcut Keys	Answer calls Auto answer after 3 v seconds (Choose 0 to auto answer immediately)			
Audio Codecs Calls				
	Send via RFC 2833			
	Send via INFO			
	Send in-band			
	RFC 2833 and SIP INFO			
	In-band and SIP INFO			
	■ Play DTMF tones back to me			
	Cother			
	Enable inactivity timers RTP Timer: 30 seconds			
	Preserve bandwidth during silent periods			
Reset to Default	OK Cancel			

### 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 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

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 Softphone - 357-	-cs
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VirtualPBX	۵ 🎝
VirtualPBX Account	
	/irtualPBX)°

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.

⊖ ⊖ ⊖ VirtualPBX Softphone - 357-cs				
		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		
		•••		
Enter a name or num	ber 🏼 🋠			
1	<b>2</b> АВС	3 DEF		
<b>4</b> GHI	<b>5</b> JKL	6 MNO		
7 PQRS	<b>8</b> TUV	9 <sub>WXYZ</sub>		
*	0	#		
<b>L</b>	* 0	VirtualPBX)°		

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:

