

Configuring Zoiper on an iPhone or Apple device

The Zoiper app is a softphone that you can use in your iPhone or Apple device to connect to your myPBX phone extension.

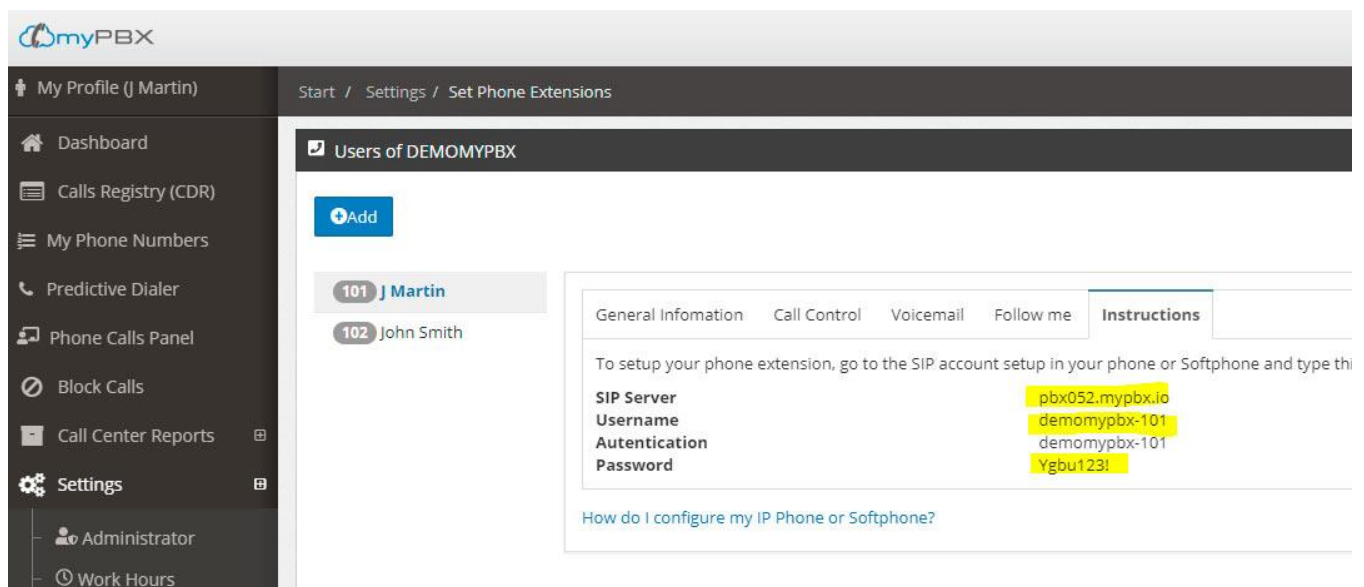
Warning regarding using your phone extension on a mobile device

We strongly suggest that you use your phone extension on a mobile device only in special cases and not on a daily basis since there are several drawbacks to consider:

- 1- If you don't open the App, you won't get any calls
- 2- If you block your mobile device like you normally do when you're not using it, you'll lose the connection to the myPBX business phone system and won't receive any calls.
- 3- Calls work great on 4G connection but on most 3G connections connection is lost frequently resulting in call drops and robotized voice. It's always better to use it on a Wi-Fi network.
- 4- Zoiper and other Softphone applications consume lots of battery since they require a permanent connection to the server.

How do I configure Zoiper on an iPhone

First login to [myPBX Control panel](#) and get your phone extension details by clicking on Settings -> Phone Extensions -> click on the desired phone extension and then on the Instructions tab.



The screenshot shows the myPBX Control Panel interface. The left sidebar contains navigation options: My Profile (J Martin), Dashboard, Calls Registry (CDR), My Phone Numbers, Predictive Dialer, Phone Calls Panel, Block Calls, Call Center Reports, and Settings. The main content area is titled 'Users of DEMOMYPBX' and lists two users: 101 J Martin and 102 John Smith. The 'Instructions' tab is selected for user 101 J Martin, displaying the following SIP configuration details:

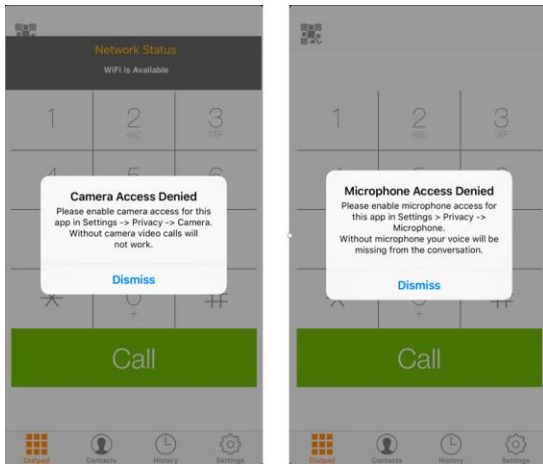
Category	Value
SIP Server	pbx052.mypbx.io
Username	demomyrbx-101
Authentication	demomyrbx-101
Password	Ygbu123!

Below the configuration details, there is a link: [How do I configure my IP Phone or Softphone?](#)

Install and Open Zoiper

Go to the App Store and install the Zoiper App, we suggest you connect your phone to a Wi-Fi Network.

When you open Zoiper, it will show you two messages saying that it cannot access the Camera and the Microphone.

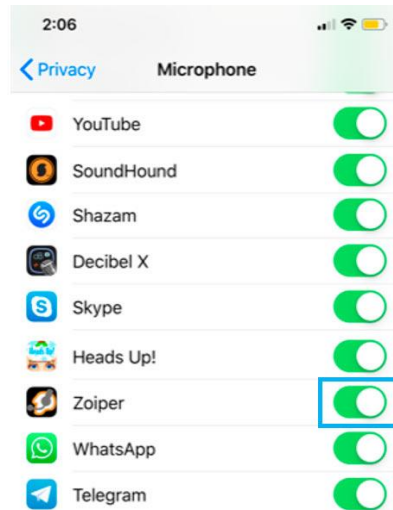


Enable the Mic and Camera access

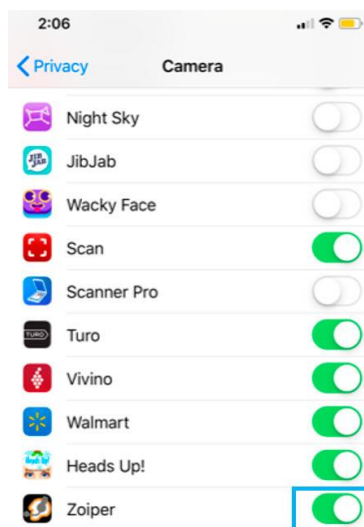
Open your iPhone Settings and go to Privacy.



Now click on the microphone, search on the apps enable it for Zoiper.



Go back and click on the Camera and enable it for Zoiper, you don't really need the camera for myPBX, but it's annoying to get that message every time you open the App.

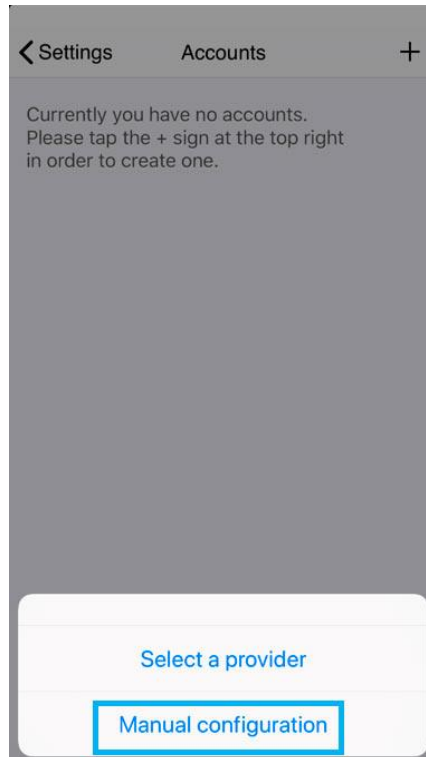
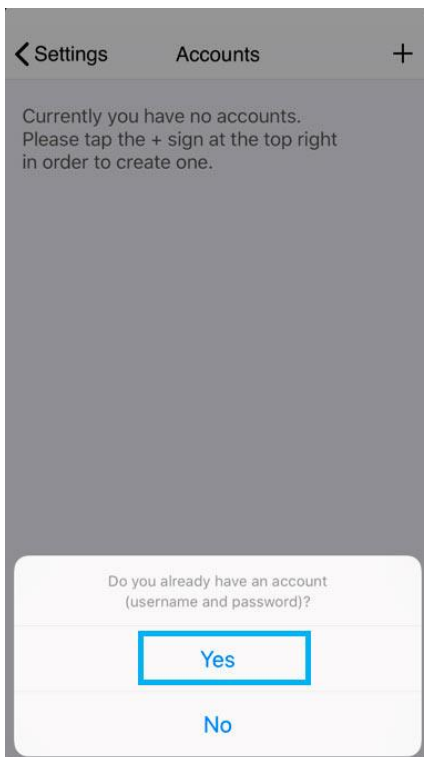


Configuring Zoiper on your iPhone

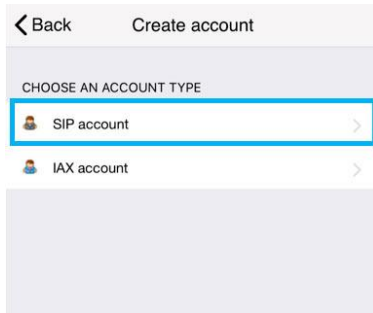
Now go back to the Zoiper APP and click on Settings.



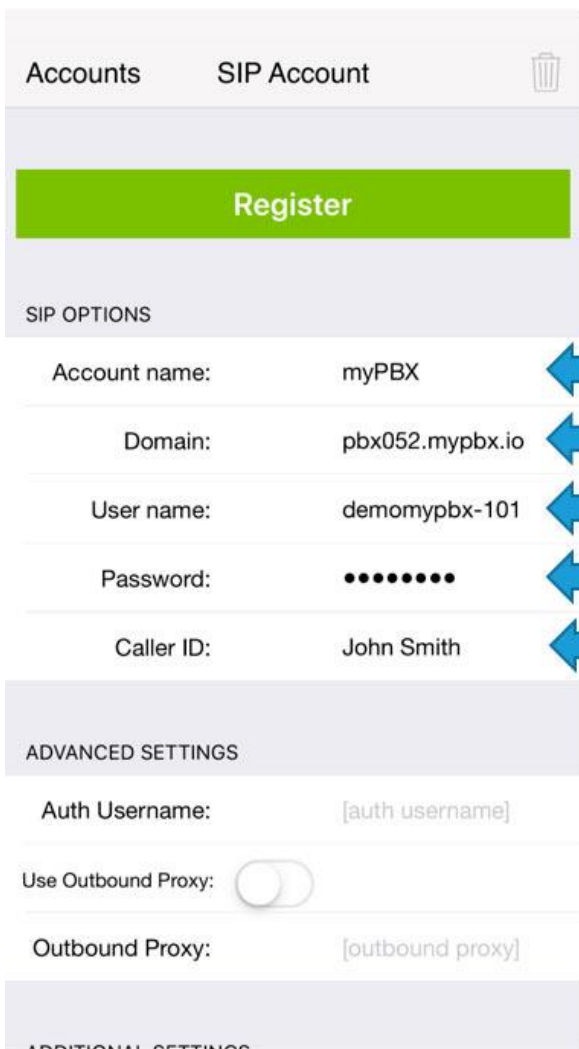
Now click on Accounts, click the plus sign and then “Yes”, and next click Manual configuration.



Choose SIP account.

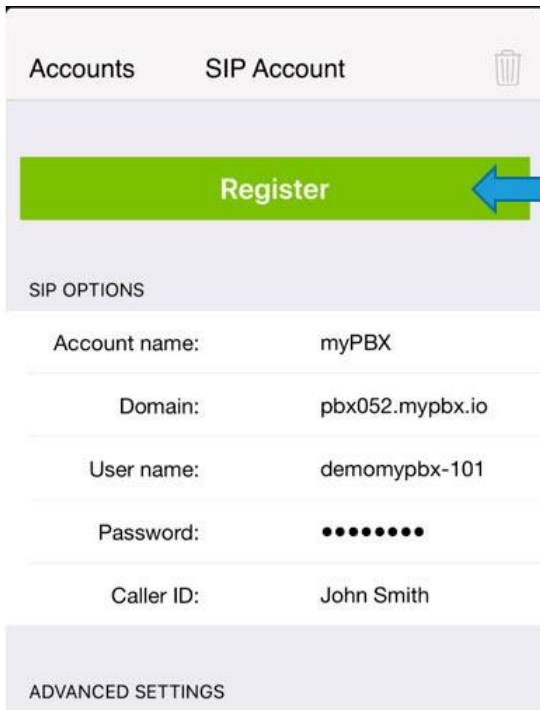



In the next screen type the information of the phone extension as explained in this image:



- ← Any name to identify the account
- ← SIP Server
- ← Extension Username
- ← Extension Password
- ← Optional your name or the extension name

Once you're done click on Register.



Accounts SIP Account 

Register

SIP OPTIONS

Account name: myPBX

Domain: pbx052.mypbx.io

User name: demomypbx-101

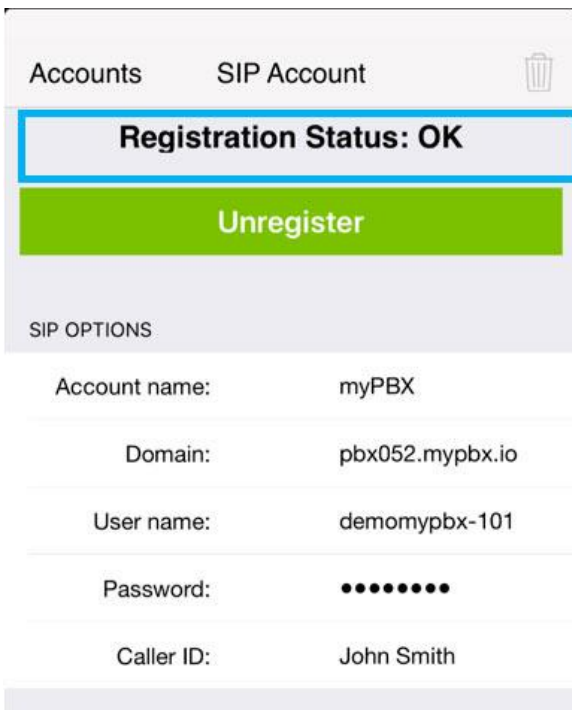
Password: ●●●●●●


Caller ID: John Smith

ADVANCED SETTINGS

When you're done click on Register

You will see that it's registering and then it will say "Registration Status: OK"



Accounts SIP Account 

Registration Status: OK

Unregister

SIP OPTIONS

Account name: myPBX

Domain: pbx052.mypbx.io

User name: demomypbx-101

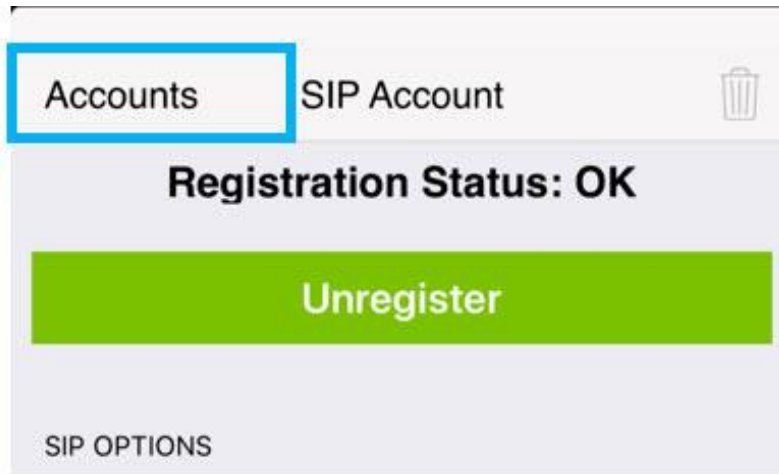
Password: ●●●●●●

Caller ID: John Smith

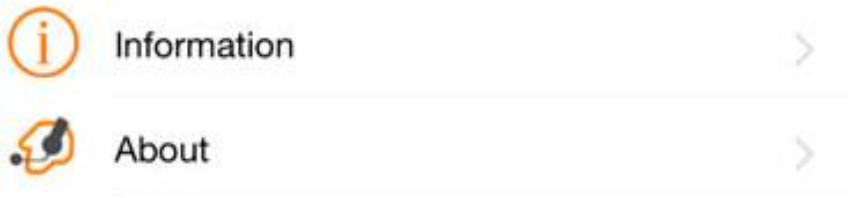
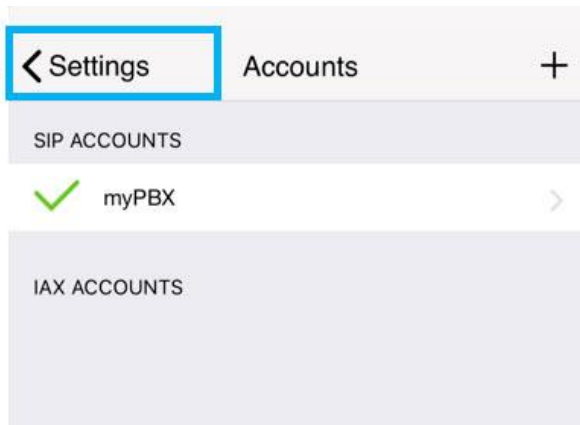
Your phone extension is working

Now click on Accounts and then on Settings, finally on the Dialpad

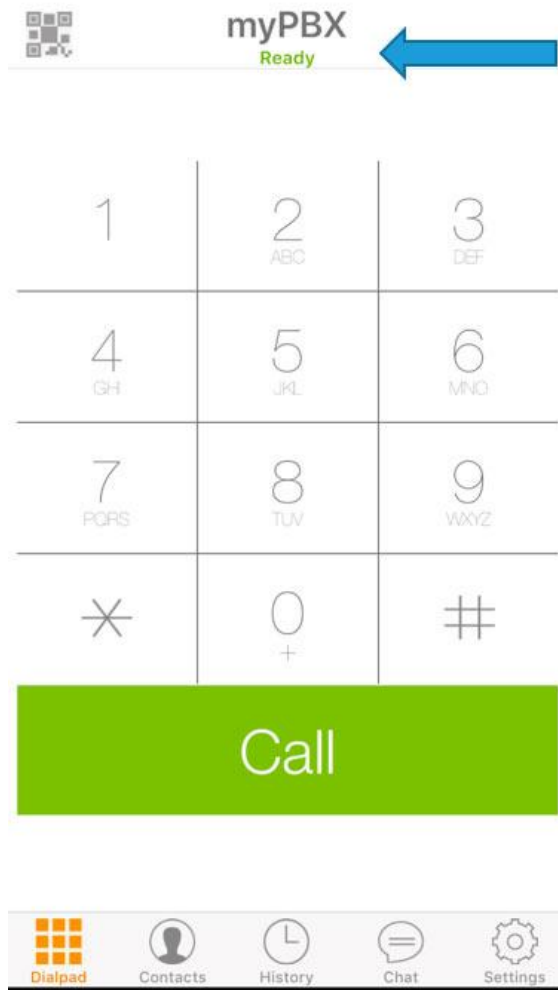
Click here



Click here



Now you're ready to call.



Your phone extension is shown here
It should be in Ready to be able to use it.

Each time you open Zoiper, it will connect to your myPBX phone extension.