

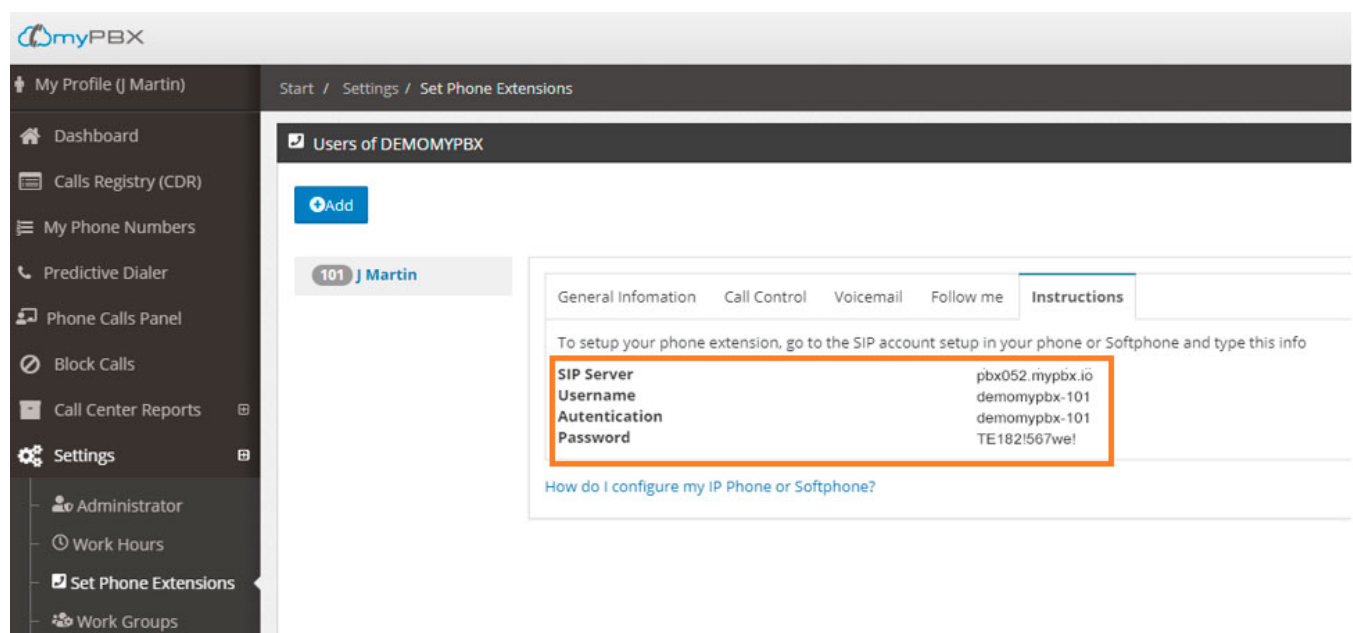
Configuring Zoiper softphone on your computer

Configuring Zoiper softphone on your computer allows you to talk using your myPBX phone extension.

We have an article to help you [install Zoiper on your computer](#) and also information on [how to create a PBX extension](#).

Step 1 – Browse your phone extension information

After login into the Control Panel go to Settings -> Set Phone Extension and click on the desired phone extension. Now go to the Instructions tab to see the phone extension info:



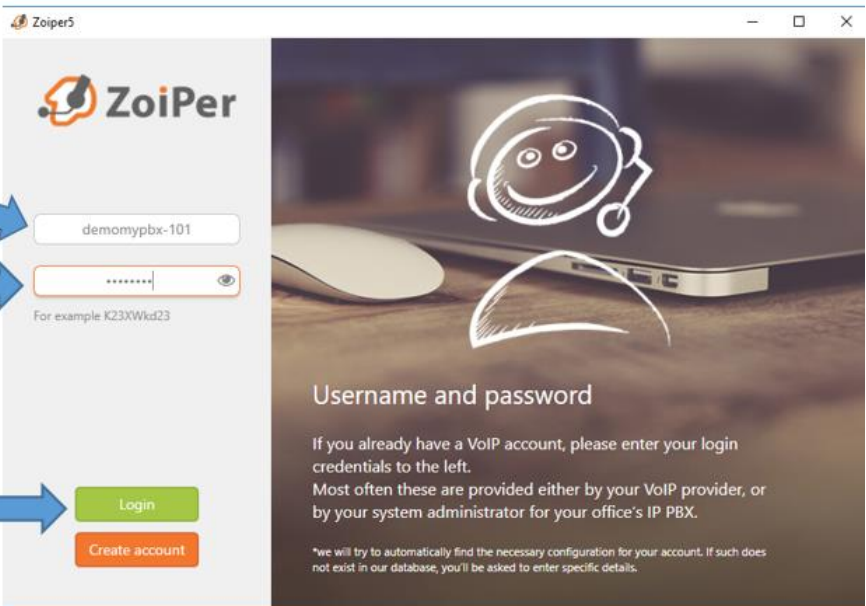
The screenshot shows the myPBX control panel interface. On the left is a sidebar menu with options like Dashboard, Calls Registry (CDR), My Phone Numbers, Predictive Dialer, Phone Calls Panel, Block Calls, Call Center Reports, and Settings. The 'Settings' menu is expanded, showing 'Set Phone Extensions' as the selected option. The main content area is titled 'Users of DEMOMYPBX' and shows a list of users with '101 J Martin' selected. Below the user list, there are tabs for 'General Information', 'Call Control', 'Voicemail', 'Follow me', and 'Instructions'. The 'Instructions' tab is active, displaying a table of SIP account setup information for the selected user. The table lists the SIP Server, Username, Authentication, and Password. Below the table is a link to a help article: 'How do I configure my IP Phone or Softphone?'.

To setup your phone extension, go to the SIP account setup in your phone or Softphone and type this info	
SIP Server	pbx052.mypbx.io
Username	demomypbx-101
Authentication	demomypbx-101
Password	TE1821567we!

[How do I configure my IP Phone or Softphone?](#)

Step 2 – Launch Zoiper to begin configuration

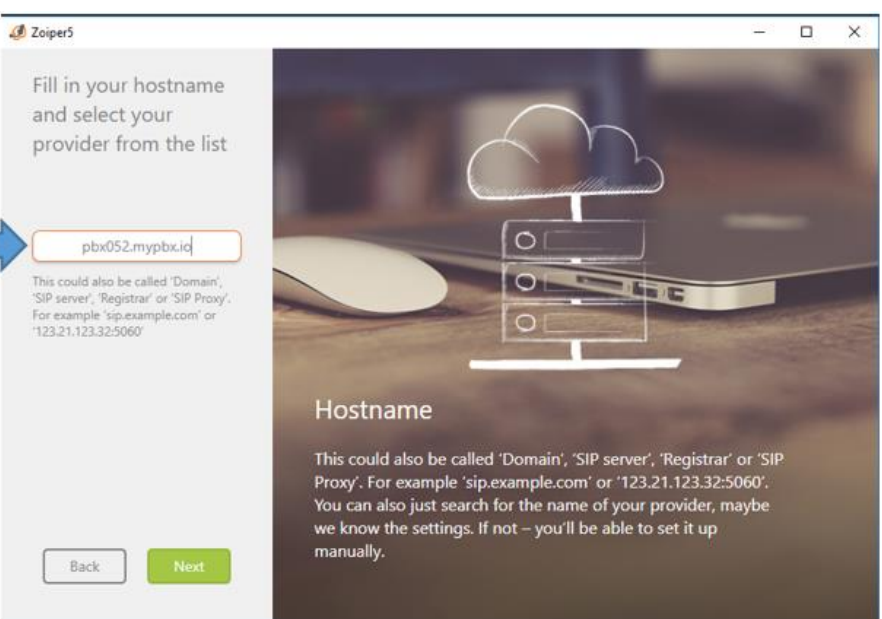
After opening Zoiper, type your extension information as follows:



The image shows the Zoiper5 login interface. On the left, there are three blue arrows pointing to the input fields and the login button. The first arrow is labeled 'Username' and points to a text box containing 'demomypbx-101'. The second arrow is labeled 'Password' and points to a password box with masked characters and an eye icon. Below the password box is the text 'For example: K23XWkd23'. The third arrow is labeled 'Click Login' and points to a green 'Login' button. Below the 'Login' button is an orange 'Create account' button. On the right side of the window, there is a large graphic with a smiling face wearing a headset and the text 'Username and password'. Below this, it says: 'If you already have a VoIP account, please enter your login credentials to the left. Most often these are provided either by your VoIP provider, or by your system administrator for your office's IP PBX. *We will try to automatically find the necessary configuration for your account. If such does not exist in our database, you'll be asked to enter specific details.'

Step 3 – SIP Server info

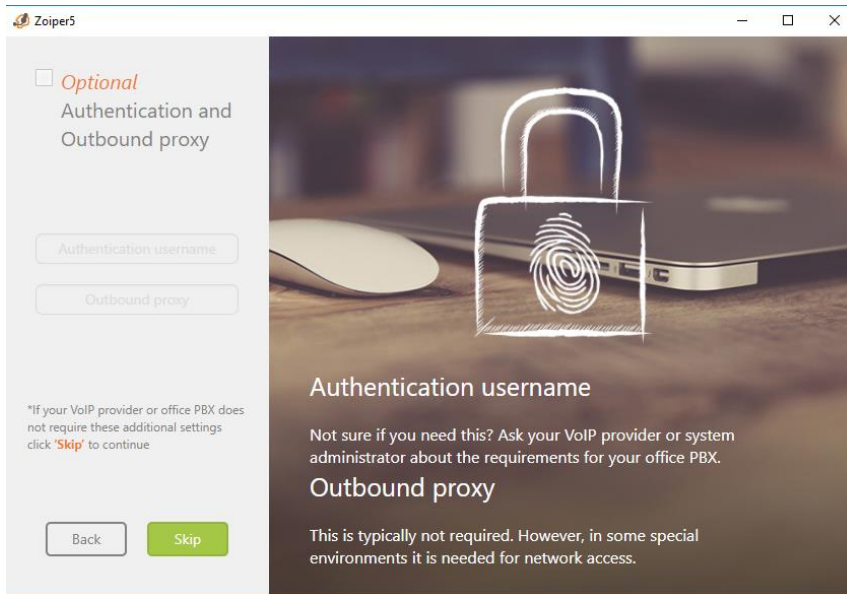
Type your SIP Server information and click on Next button.



The image shows the Zoiper5 SIP Server info screen. On the left, a blue arrow labeled 'SIP Server' points to a text box containing 'pbx052.mypbx.id'. Below this text box is the text: 'This could also be called 'Domain', 'SIP server', 'Registrar' or 'SIP Proxy'. For example 'sip.example.com' or '123.21.123.32:5060''. At the bottom left, there are two buttons: 'Back' and 'Next'. On the right side of the window, there is a large graphic with a cloud and server icons and the text 'Hostname'. Below this, it says: 'This could also be called 'Domain', 'SIP server', 'Registrar' or 'SIP Proxy'. For example 'sip.example.com' or '123.21.123.32:5060'. You can also just search for the name of your provider, maybe we know the settings. If not – you'll be able to set it up manually.'

Step 4 –Optional Proxy information

Only if you're using a proxy in your network, please add the corresponding information, otherwise just click on Skip.



☐ **Optional**
Authentication and Outbound proxy

Authentication username

Outbound proxy

*If your VoIP provider or office PBX does not require these additional settings click 'Skip' to continue

Back Skip

Authentication username

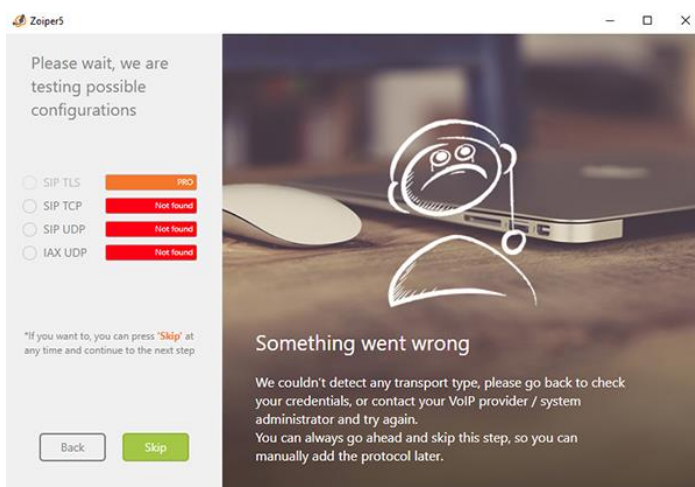
Not sure if you need this? Ask your VoIP provider or system administrator about the requirements for your office PBX.

Outbound proxy

This is typically not required. However, in some special environments it is needed for network access.

Step 5 – Wait for the Zoiper test to conclude

If the test fails you'll see a message that says "Something went wrong" similar to this:



Please wait, we are testing possible configurations

<input type="radio"/> SIP TLS	PRO
<input type="radio"/> SIP TCP	Not found
<input type="radio"/> SIP UDP	Not found
<input type="radio"/> IAX UDP	Not found

*If you want to, you can press 'Skip' at any time and continue to the next step

Back Skip

Something went wrong

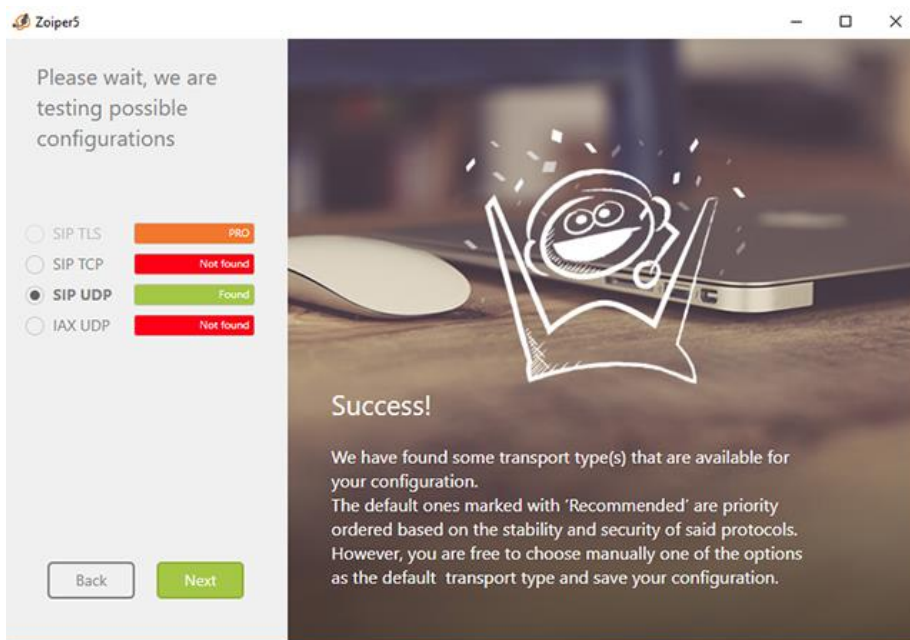
We couldn't detect any transport type, please go back to check your credentials, or contact your VoIP provider / system administrator and try again.
You can always go ahead and skip this step, so you can manually add the protocol later.

The possible causes of this error are:

- You've made a mistake when entering your username, password and/or sip server address, please go back and verify them.

- If you copy & paste the information from your browser, it's possible that some special characters that you cannot see were copied. To avoid this issue, open the Notepad on your computer and paste the information in there. Now, copy the information from the Notepad and paste it to Zoiper.
- If you continue with the same error, please verify with your network administrator or Internet provider that your Internet network has the required ports to connect to myPBX open.

If the test is successful, at the end of the test Zoiper should have found SIP UDP connection, click on Next.

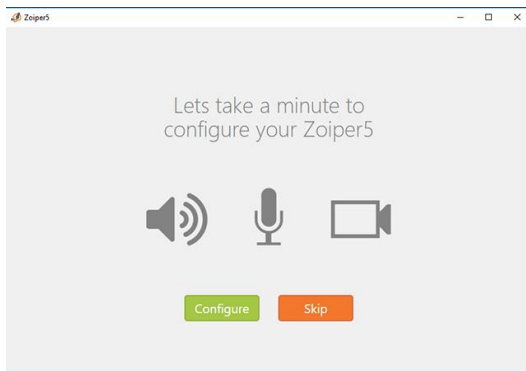


Step 6 – Optional Audio Settings

Depending on your computer features, Zoiper installation may ask you to do an audio configuration using a Wizard.

Please notice that if you're using a computer with no integrated microphone, make sure you plug in the Headset you'll use to talk in your computer.

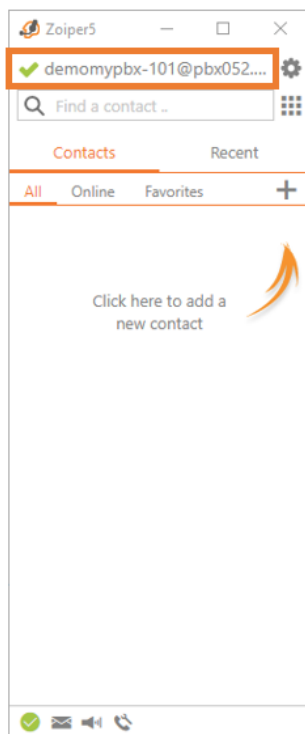
Just follow the steps in there to successfully configure your audio options.



Step 7 – Your Phone extension is working

Now you can see your phone extension connected to Zoiper with a green check.

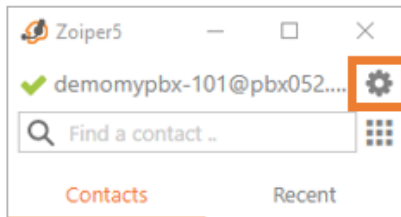
Wait you're not done yet, please continue reading.



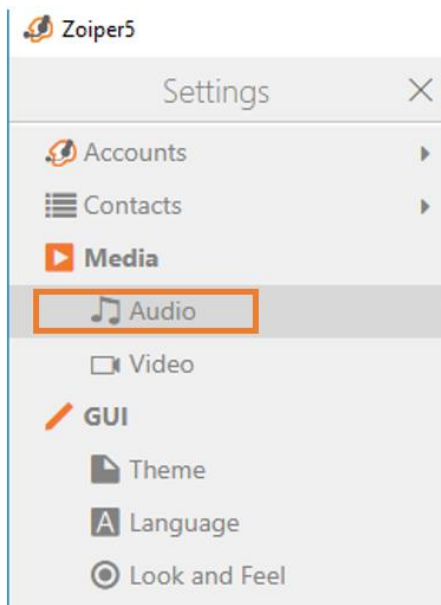
Step 8 – Verify your audio settings

Before doing calls, it's advisable to verify that your audio settings are correct. The information displayed it's just an example since it will change depending on your computer and headset hardware.

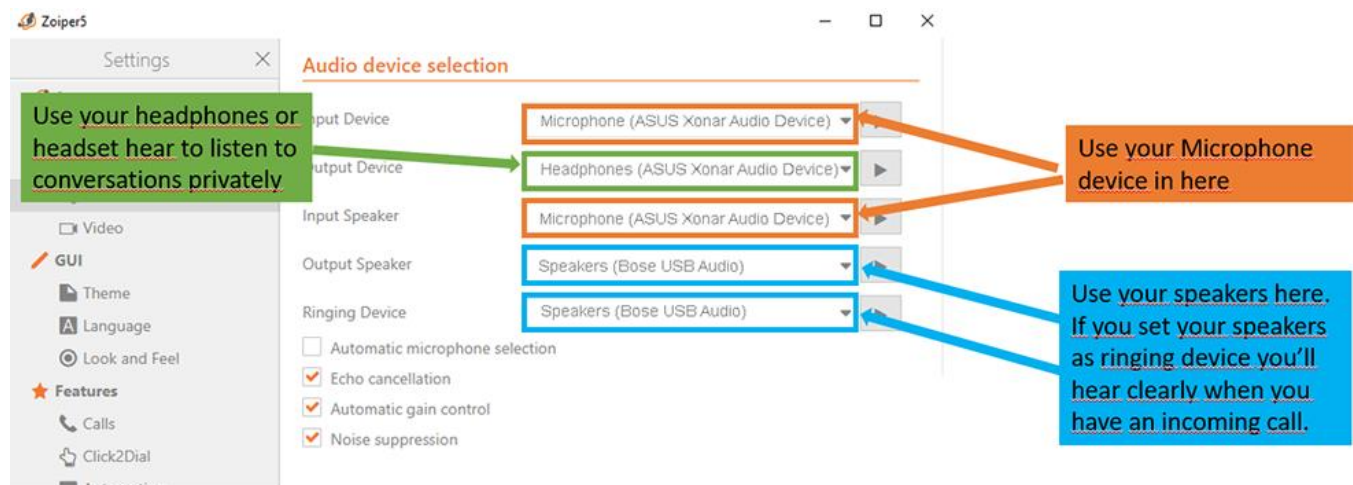
8.1 Click on the gear icon to open Zoiper settings



8.2 On the Settings menu, under Media click Audio



8.3 Verify that your audio devices are set as follows:



The screenshot shows the 'Audio device selection' window in Zoiper5. The left sidebar contains a menu with 'Automation' highlighted. The main area shows settings for Input Device, Output Device, Input Speaker, Output Speaker, and Ringing Device. Annotations with arrows point to specific settings:

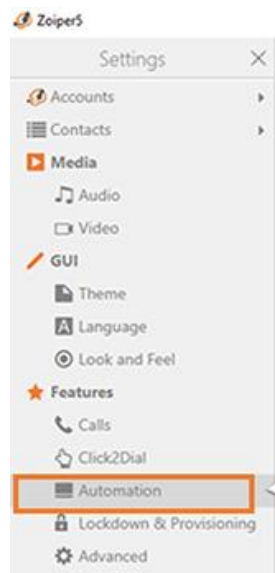
- Use your headphones or headset hear to listen to conversations privately:** Points to the 'Output Device' dropdown, which is set to 'Headphones (ASUS Xonar Audio Device)'.
- Use your Microphone device in here:** Points to the 'Input Device' dropdown, which is set to 'Microphone (ASUS Xonar Audio Device)', and the 'Input Speaker' dropdown, which is also set to 'Microphone (ASUS Xonar Audio Device)'.
- Use your speakers here. If you set your speakers as ringing device you'll hear clearly when you have an incoming call.** Points to the 'Output Speaker' dropdown, which is set to 'Speakers (Bose USB Audio)', and the 'Ringing Device' dropdown, which is also set to 'Speakers (Bose USB Audio)'.

Additional settings visible include 'Automatic microphone selection' (unchecked), 'Echo cancellation' (checked), 'Automatic gain control' (checked), and 'Noise suppression' (checked).

Step 9 – Verify that Zoiper starts with your Computer

It's advisable to make Zoiper run when you start your computer, that way you won't miss calls for not having the application opened when you turn on or reboot your computer.

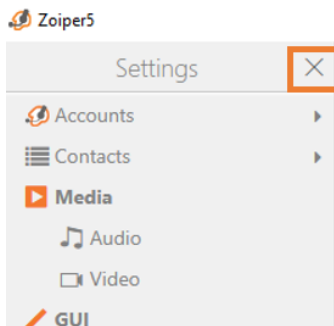
9.1 On the Settings click on Automation



9.2 Check the option labeled “Start Zoiper with the operating system”



9.3 Close settings



You're all set! Now you can use Zoiper with your myPBX phone extension.