

Configuring Soft-Phones

The WebFones PBX offers a flexible and easy-to-use soft-phone interface that allows you use your phone extension from a soft-phone or desk phone interchangeably. In fact, an incoming call to your desk phone will also ring your soft-phone if it is running on your computer.

Before releasing this feature we did extensive testing on soft-phones and found that performance is highly dependent the network environment and phone software. Most do not work well. The purpose of this document is to provide guidance in setting up soft-phones that work reliably and give acceptable sound quality.

WebFones uses hardware-based g729 compression, which provides much better clarity than competing free codecs (such as gsm) used by some other services. While WebFones will work with gsm, we only recommend soft-phones that use the standard g729 codec provided by WebFones.

Network Environment

Before we begin, we have a few warnings about the various network environments you could run your soft-phone on. For best results, we recommend hard-wired Ethernet connections over Wi-Fi whenever using a soft-phone for important calls. Wi-Fi alone is not consistent enough to rely on for good sound quality, especially if there is other network traffic.

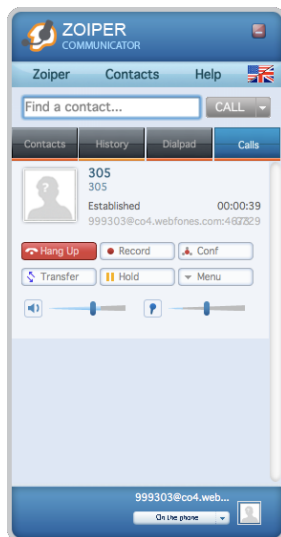
Soft-Phone Download

While WebFones will work with other soft-phones, we recommend ZoIPer Communicator BIZ version because it supports g729 codecs used by WebFones. (Note: The free version does not support g729.)

Here is where you can purchase the ZoIPer Communicator:

<http://www.zoiper.com/softphone/>

Here is what it looks like:



Adding the Soft-Phone in the WebFones Interface

To configure the soft-phone in the WebFones interface, follow these steps:

1. Select an extension under the extensions menu.
2. Under the General tab, select the “Configure Soft Phone” checkbox.
3. Press the “Show Soft-Phone Details” button. This will bring up the login details.

For example, say you would like to configure extension “303.”

The “Show Soft-Phone Details” interface will display something like this for the soft-phone

Domain: co4.webfones.com:4673

Username: 999303

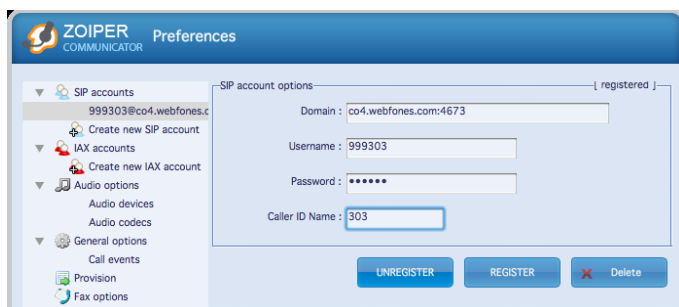
Password: YOURPASSWORD

Caller ID Name: 999303

Configuring the ZoIPer Communicator

The ZoIPer Communicator can be configured by entering your SIP login information and setting up the list of codecs. Both can be done from the ZoIPer Communicator preferences panel.

STEP #1 – Create a new SIP account by selecting the “Create new SIP account” option in the preferences.



STEP#2 – Enter your account details from the WebFones website.

STEP#3 – Select “Audio Codecs” in the ZoIPer Preferences.

STEP#4 – Using the left arrow to remove all codecs except for G729. Then select u-law on the left and use the right arrow to add u-law back to the right side in position #2. **It is very important that G729 is in the first spot.**

