

## Zoiper Configuration Guide

- First of all, you will need to download the program. If you go to the following link, you will need to select your operating system under the 'Zoiper 3' section. <u>https://www.zoiper.com/en/voip-softphone/download/classic</u> If this link doesn't work, simply Google 'Zoiper 3 Download'
- 2. Once Zoiper is installed, you will be presented with something similar to the below:



3. You then need to click Settings → Create a New Account (This may pop up on its own after installation).

Ensure you leave 'SIP' ticked and hit 'NEXT'

Account wizard 👄
Account type
● SIP
_ ХМРР
X Close NEXT 👄



4. You then need to obtain / fill in your account details. You will find them in different places, depending on which the product you have with us.

## Hosted Dialler or Contact Centre:

All of the info you need can be found by logging into your dialler admin and going to Admin  $\rightarrow$  Phones  $\rightarrow$  Modify

- Phone Extension Will be 'ccXXX'
- Registration Password Blue highlighted background
- Server IP This is your dialler IP address which will also be showing in the address bar.

## Hosted PBX (Telephony):

- Phone Extension Should have been sent to you via email and will look like this: XXXX\*XXXX or similar.
- Registration Password Should have been emailed to you. If you don't know this, you can log in to your control panel 'contact-proX.co.uk', go to 'Edit Extension', tick 'Resend information' in the bottom right hand corner and click 'OK'
- Server IP You can use your control panel domain for this: 'contact-proX.co.uk'

Fill in the details in as per the below example. Then Click NEXT.

(Note: your extension number and domain / Outbound proxy will be different from the example.)

Account wizard	0
Credentials	
user / user@host cc250	
21	
Password •••••	
Domain / Outbound proxy 88.208.216.246	
SACK NEXT	-

5. On the next page, tick the box that is labelled 'Skip auto-detection' and click 'NEXT'. You should get a confirmation message that says 'Your account has been added to account list'. If you do, hit CLOSE. You have set up your Zoiper Softphone.



## Further steps if you have any set up problems

- 6. These steps should be taken if you have any problems with the Zoiper, but won't hurt to set anyway.
  - Caller ID name: Same as Username
  - Auth. Username: Same as Username
  - Tick the box for 'Use Outbound Proxy'
  - Use outbound proxy: Same as Domain

				Preferences				0
22		MARTI	A		(0)	*		
Accounts	Audio	Video	Contacts	Automation Skin	Advanced	Premium		
	SIP			General	Extra	Codec	Advanced	
✓ cc25	50@88.208.2	216.246		SIP account	options		R	eaistered
				Domain	88.208.216.2	.46		
				Username	cc250			
				Password	•••••	••		
				Caller ID Name	cc250			
				Outbound	options			
				Auth, username	cc250			
					Juse outbo	und provv		
				Use outbound proxy	88.208.216.2	:46		
					Register	Unregister		
	Create accor	int						
	Dename acco	unt	5					
	Remove acco	unt	5					
	Remove deed						$\mathbf{a}$	011
						× Cancel		OK

7. You then need to click 'Advanced' and set the 'Registration Expiry' to '120'

nced account options	General	Extra	Codec	Advanced
	Advanced account	count options		