# Zoiper Configuration Guide

1. 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.
https://www.zoiper.com/en/voip-softphone/download/classic
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:
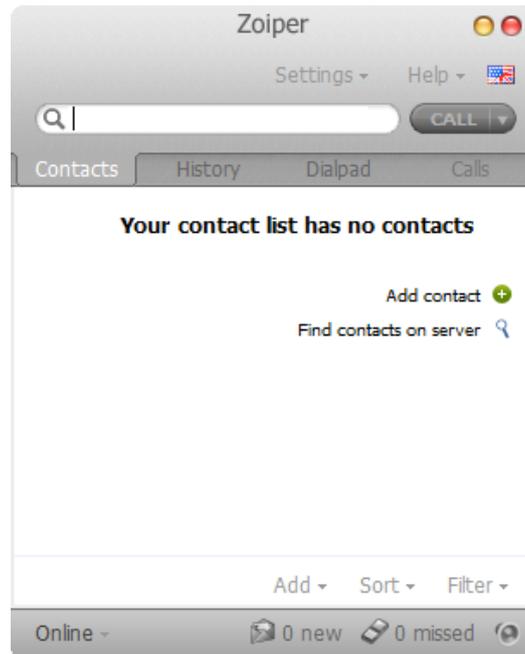
3. You then need to click Settings → Create a New Account (This may pop up on its own after installation).
Ensure you leave 'SIP' ticked and hit 'NEXT'
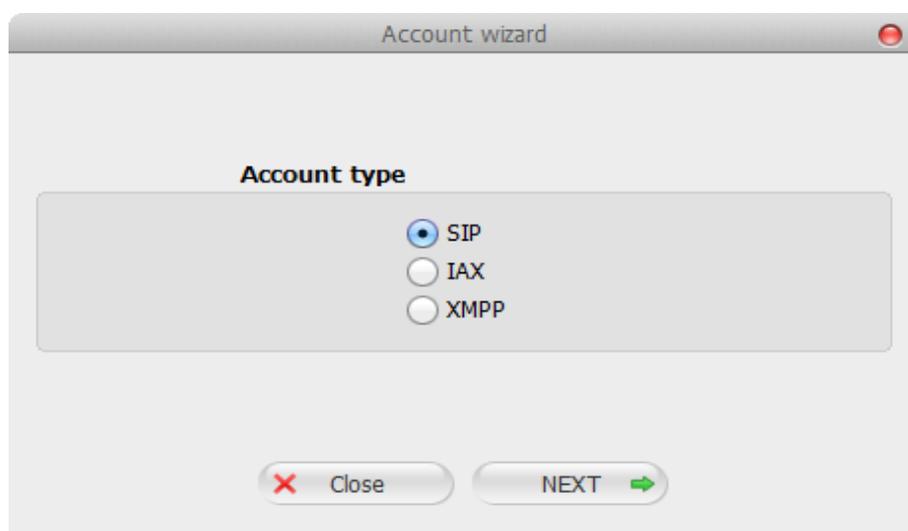
4. You then need to obtain / fill in your account details. You will find them in different places, depending on which the product you have with us.

    Hosted Dialler or Contact Centre:
    All of the info you need can be found by logging into your dialler admin and going to Admin → Phones → Modify
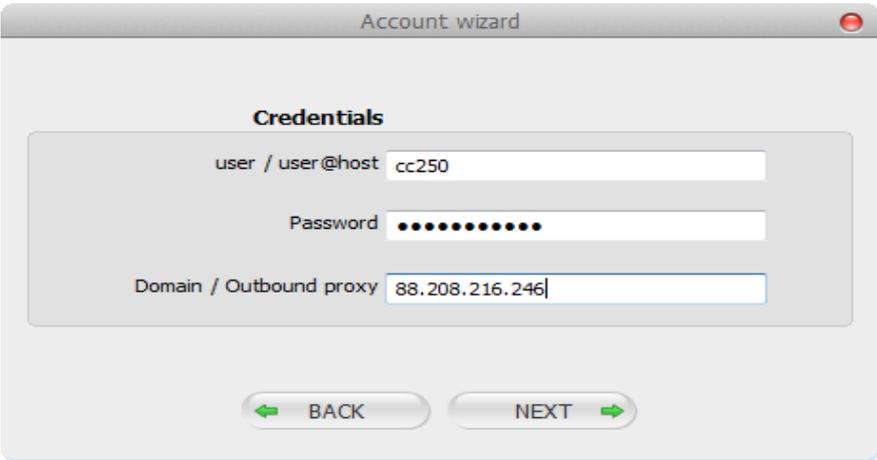   - Phone Extension - Will be 'ccXXX'
    - Registration Password - Blue highlighted background
    - Server IP - This is your dialler IP address which will also be showing in the address bar.

    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.)

5. On the next page, tick the box that is labelled 'Skip auto-detection' hand 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
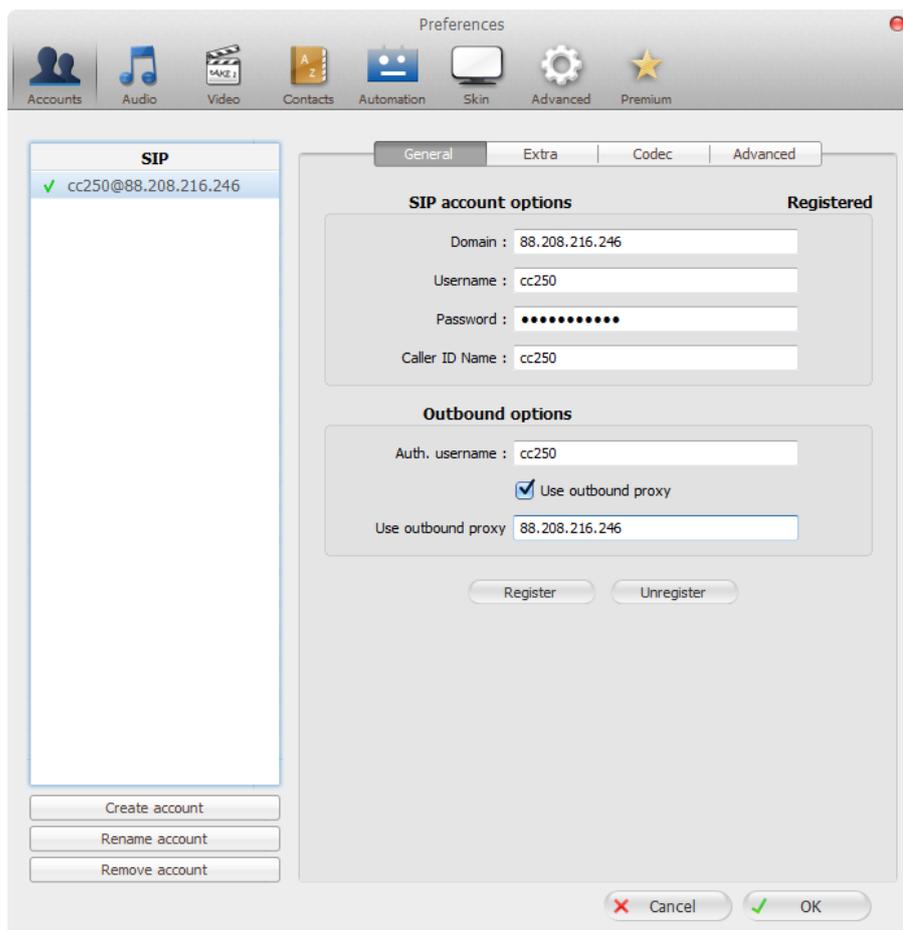
7. You then need to click 'Advanced' and set the 'Registration Expiry' to '120'