

## Zoiper Softphone Application - Powered by



Below are the instructions for downloading, set up and activation your Zoiper softphone. Please note: this soft phone requires the Internet to function.

Please go to the link below to download Zoiper on the computer you wish to use.

<https://www.zoiper.com/en/page/eb222724b505ab3ee9606583612993de?u=&h=&p=&o=&t=&x=&a=&tr=>

Press NEXT and select the FREE or Business version and click to download.

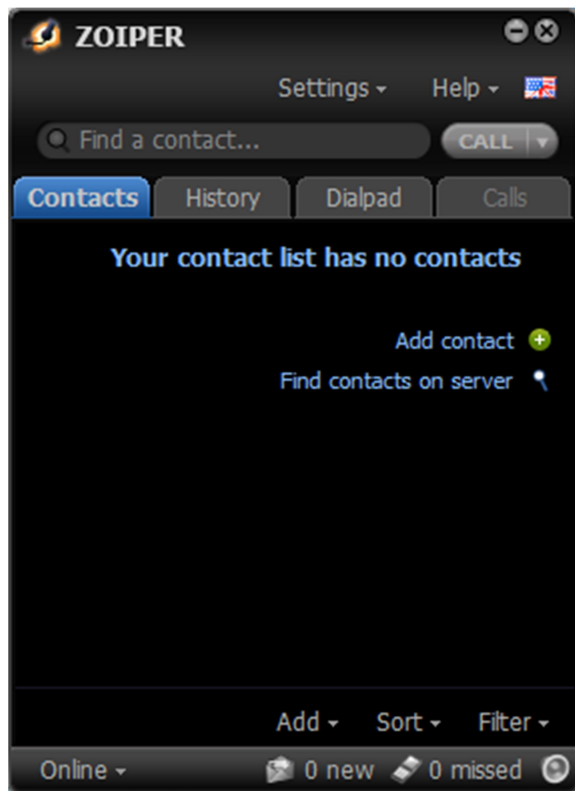
After downloading, click on the downloaded file (at your PC) to start its installation.

Follow and execute the Windows or iOS prompts and the Zoiper setup wizard.



**If application does not start automatically**, press twice at icon computer desktop and you must get the following view of Zoiper

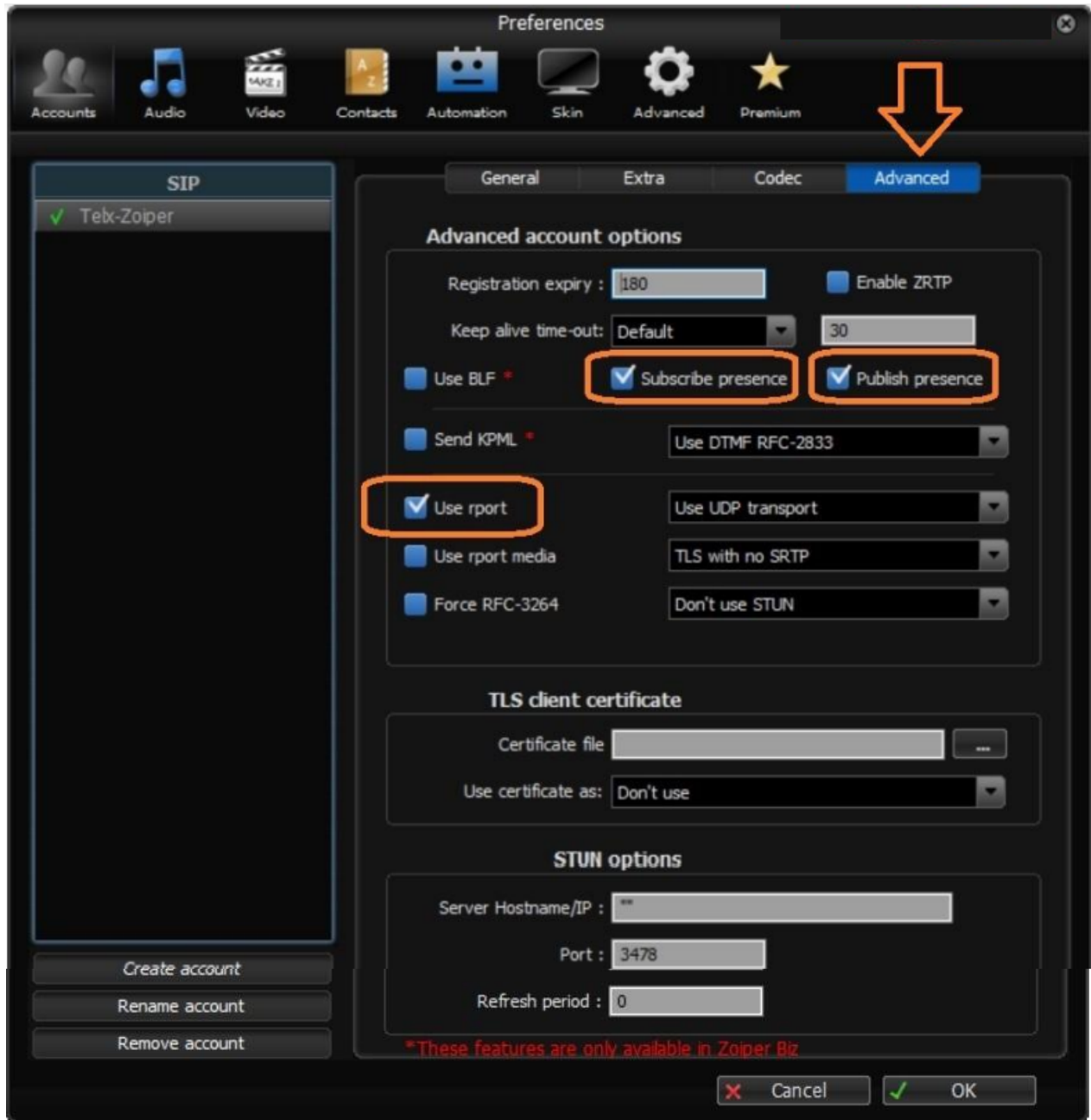
at your



Please press **Settings** and after press **Preferences** and go to **Advanced** section.

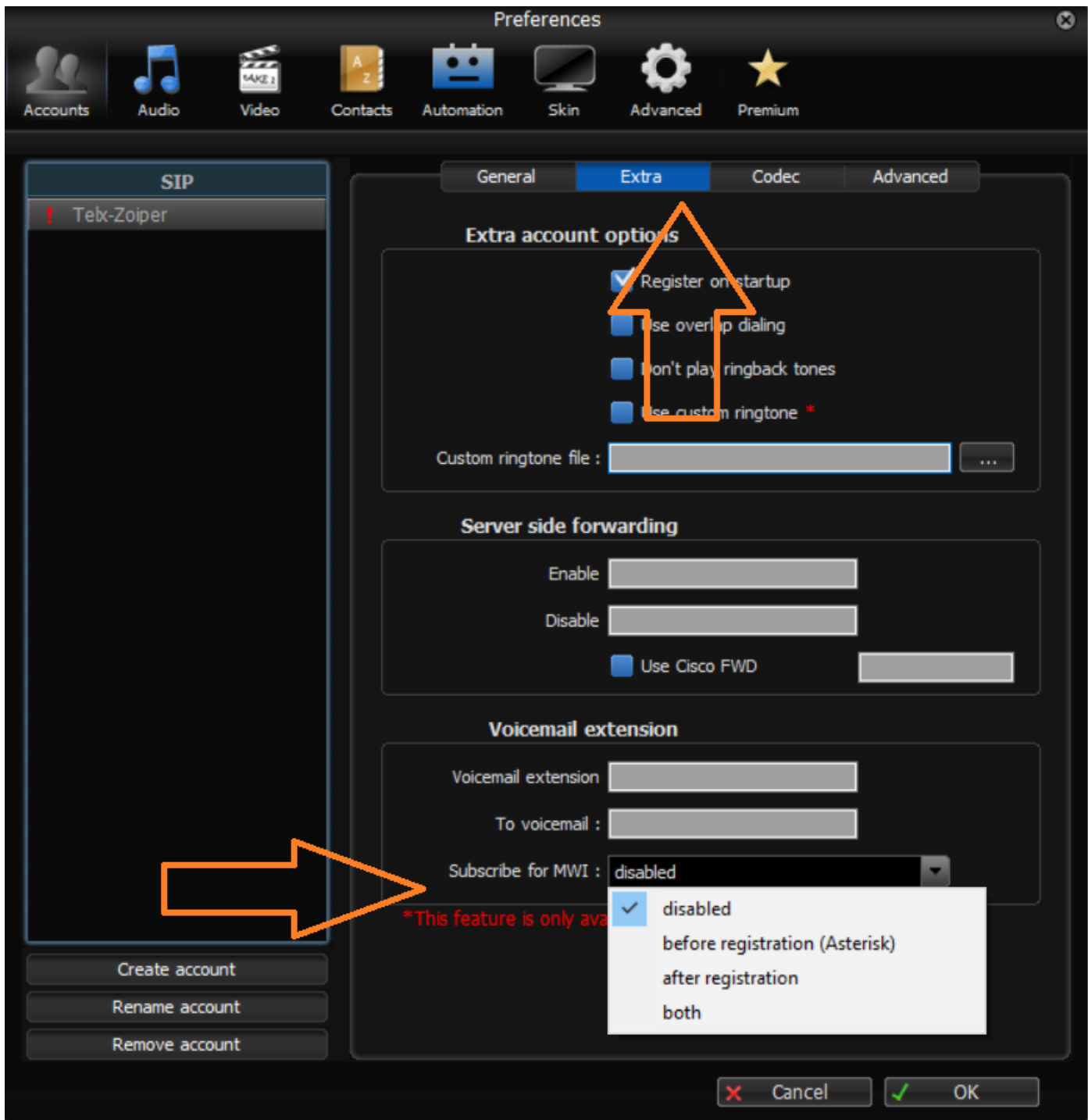
You will get the following screen and press the Advanced section:

- 2- Deactivate (remove marks) for **Use rport**, **Subscribe presence** and **Publish presence**, see picture below in Advanced section and press OK at the bottom.



3- Please press Extra.

4- Please set **Subscribe to MWI** to '**disabled**', and press OK at the bottom.



Press **OK** at the bottom and after press **General** on the top of menu.

Enter your account credentials (provided by your Account Manager) in **Username** and **Password** fields.

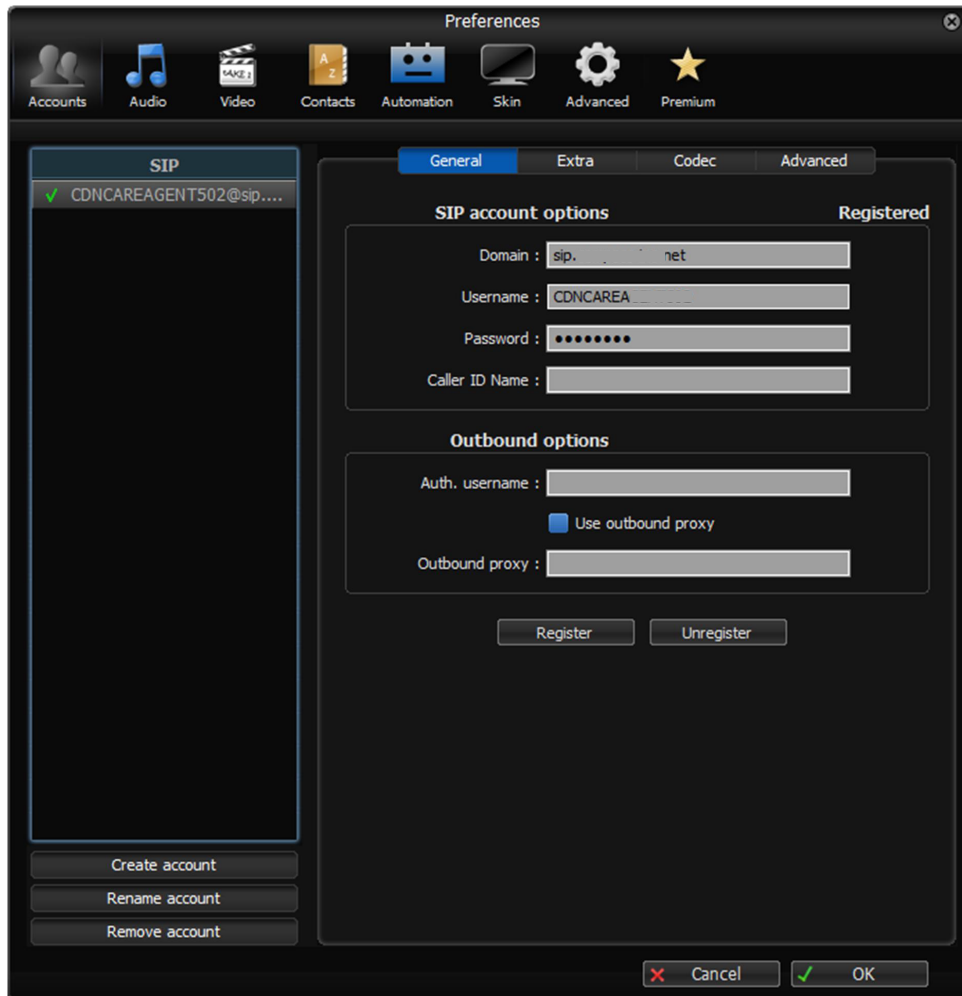
Please use COPY and PASTE - not manually.

**Make a COPY without a space.**

user / user@host:  
password:

**Example44**  
**Password44**

and press **OK**



1- Press **Register** at lower part of menu in General section.

2- Close this menu by pressing **X** at the top right side of this screen.

**Congratulation! The soft phone is ready for use.**



## Using Your Softphone

Once configured, try making both an inbound and outbound call. You will know if your phone has been configured properly if you see the phone status as “online”, in the bottom left of the app. A headset it will improve call quality.



**Call Transfer** is an advanced feature that allows incoming phone calls to be redirected to an internal company extension OR a different external phone number at any time during a conversation.

To use Call Transfer feature

1. Press ## (Pound key twice) at any time during conversation
2. Listen for 'TRANSFER' voice message
3. Enter extension number, OR full phone number, with area code, where you want to redirect your call, followed by # (pound key)
4. Hang up

**Extension Dialing:** Dial internal extensions simply by entering the extension number

**Voicemail:** To access your voicemail from the app, press 1111, then enter your password, which by default is your extension number, or the last 4 digits of your phone number. Change your voicemail message, password and other setting by accessing your voicemail and pressing “0”

**Voicemail to Email Delivery:** receive all voicemails in a sound clip via email, regardless of whether the phone is on or not.