

Zoiper 5 User guide

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Version: 1.07

The screenshot displays the Zoiper 5 application interface. At the top left, the user's account information is shown: 'Zoiper5' and 'account@sip.example.com'. A search bar labeled 'Find a contact...' is positioned below the account info. The main interface is split into two panes. The left pane, titled 'Contacts', shows a list of contacts: John Smith (selected), Jeff Groves (15), Multiparty Chat (9), Casey Stoner (3), Catherin Stone, Andrea Stella, and Marco Minneman. The right pane shows a chat window for 'John Smith'. At the top of the chat window, there are 'Call' and 'Video call' buttons. The chat history shows a date separator for '2016-03-08'. The messages are: 'Hey there!' (sent at 10:45) and 'Hey, John! What's up? How have you've been?' (received at 10:46). At the bottom of the chat window, there is a text input field containing the text 'That vacation looked awesome from the pictures you posted!' and a 'Send' button.

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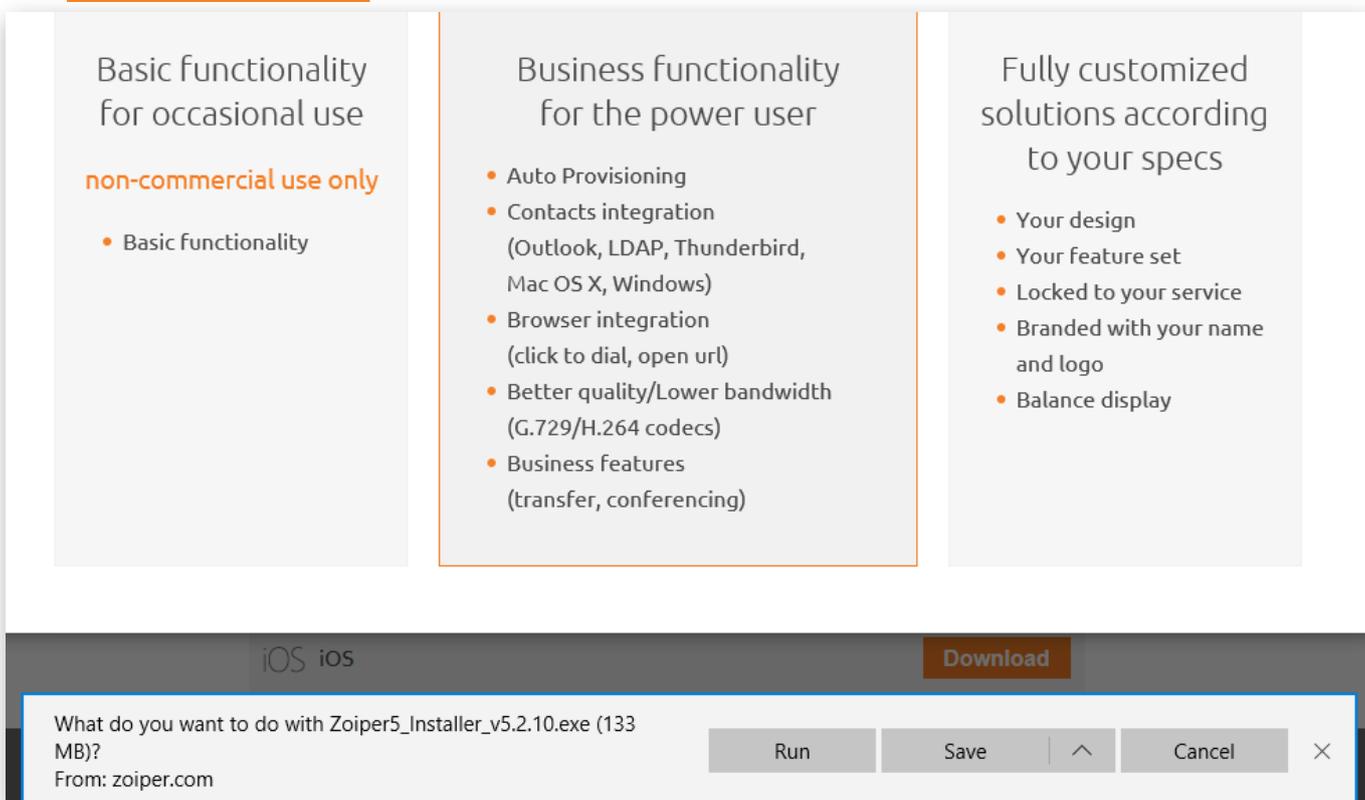
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This User Guide is intended to demonstrate typical uses and features of the Zoiper 5 PRO application. It is up to the user of this manual to decide whether the information herein is applicable to the IP-based network on which they want to run the application.

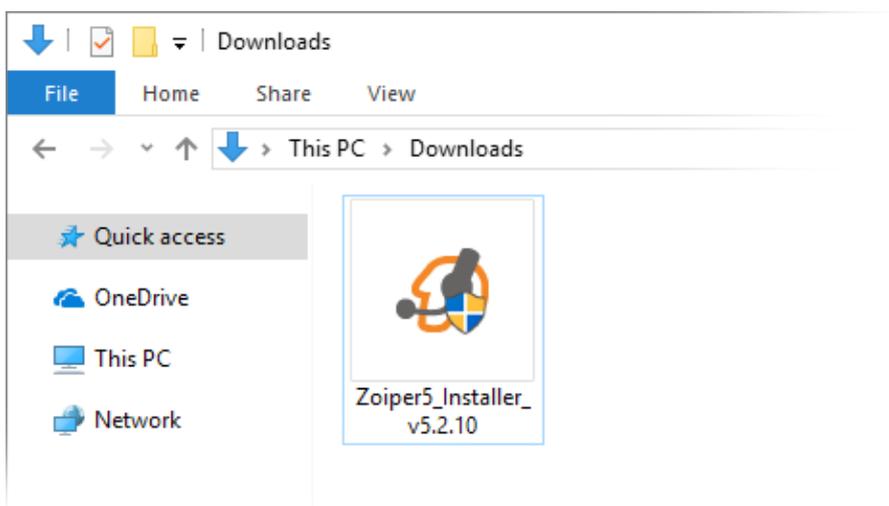
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Download and Install

1. After the download prompt appears, save the file and wait for it to be downloaded successfully.



2. Next, go to your Downloads folder and find the Zoiper 5 installer, double click to execute it.



3. A verification prompt window will appear, click "Yes" in order to run the installer application. If an administrator password pop-up comes up, enter your admin password to authorize Windows to run the installer.

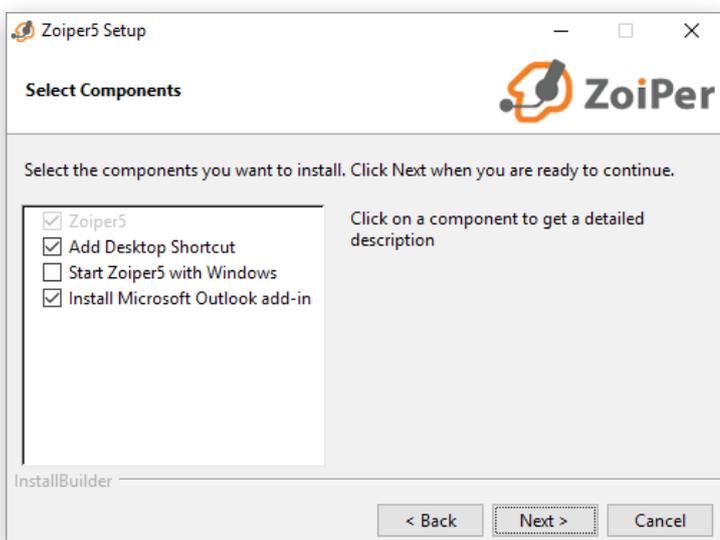
Download and Install



4. The Zoiper 5 installer will start, click "**Next**" on the first screen of the Setup wizard

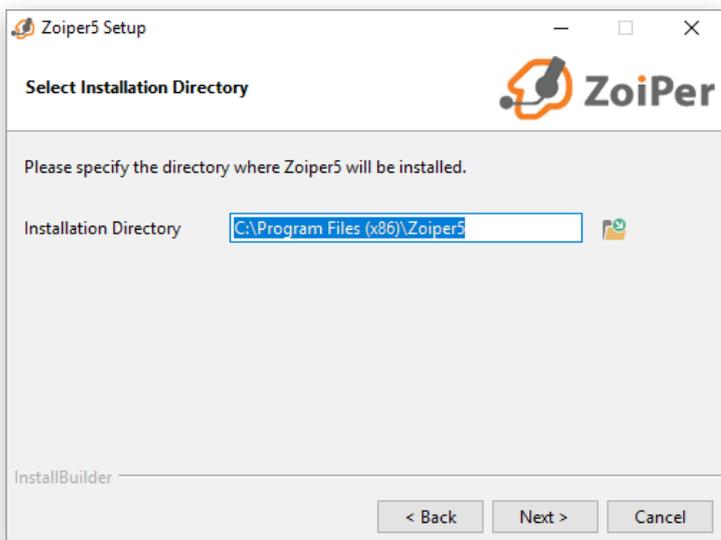


5. Read the license agreement and click "**Next**" after marking "**I accept the agreement**".

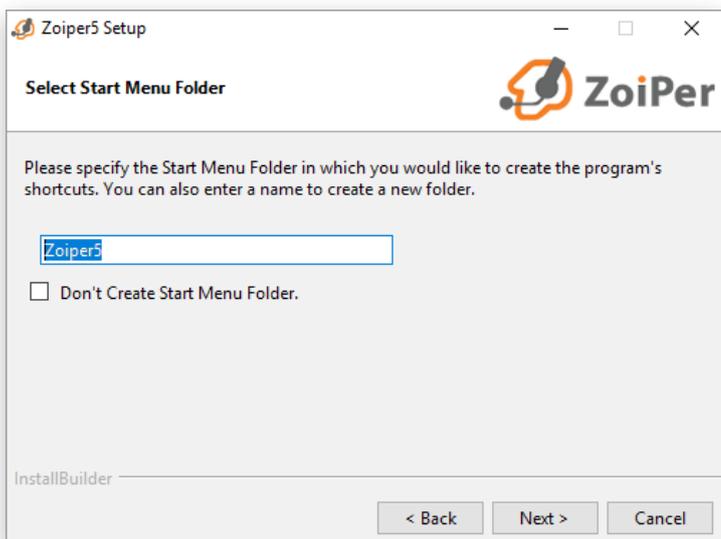


6. Select which components to be included.

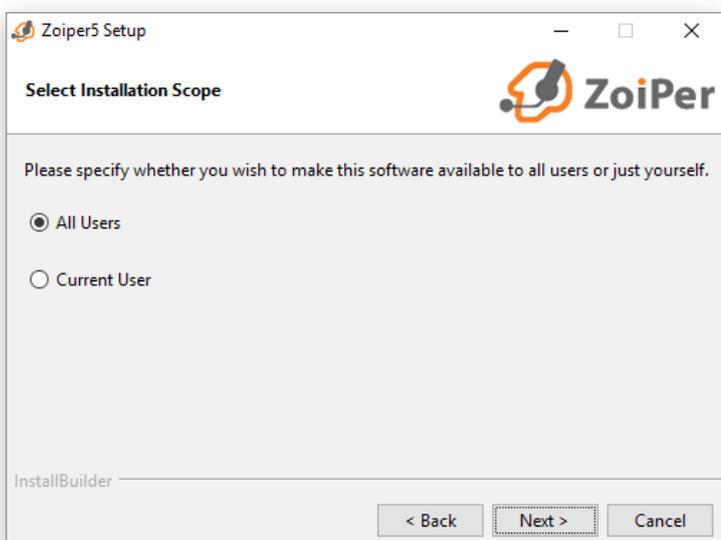
Download and Install



7. Select an installation folder for Zoiper 5 (*it is best to keep the default one*).

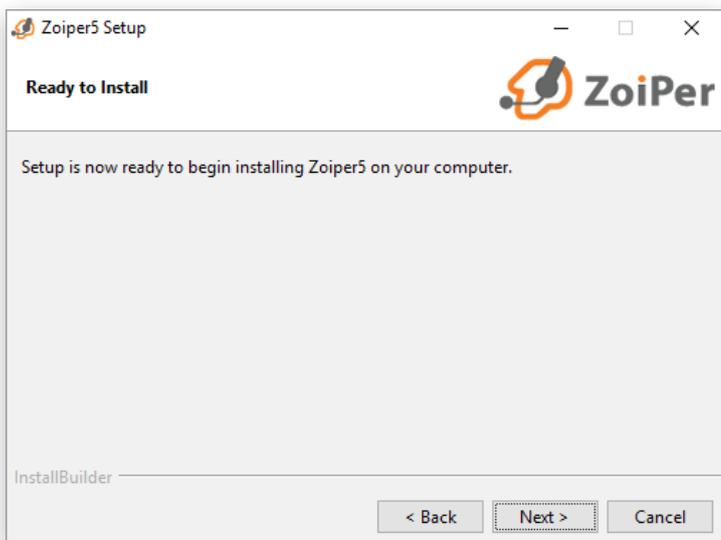


8. Choose a **Start Menu** folder.

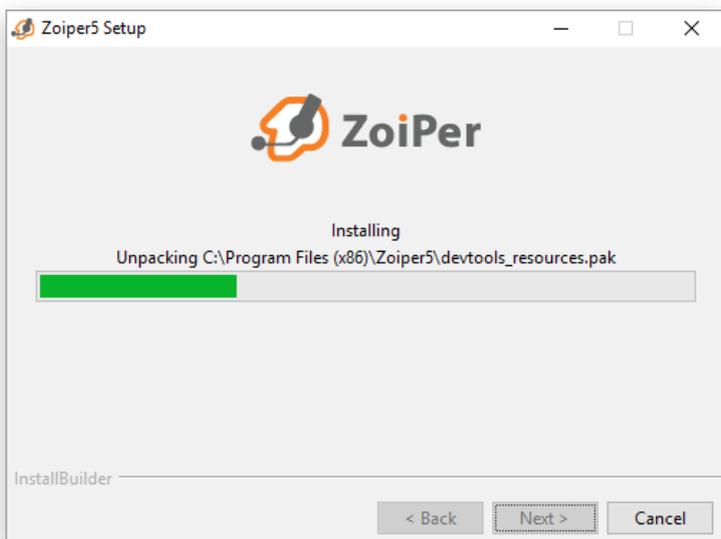


9. Select which users should be able to use the new **Zoiper 5** application.

Download and Install



10. The Setup is now ready to begin the installation. Click "**Next**" to continue and install Zoiper 5 on your computer.



11. Be patient while the Zoiper 5 installation finishes.



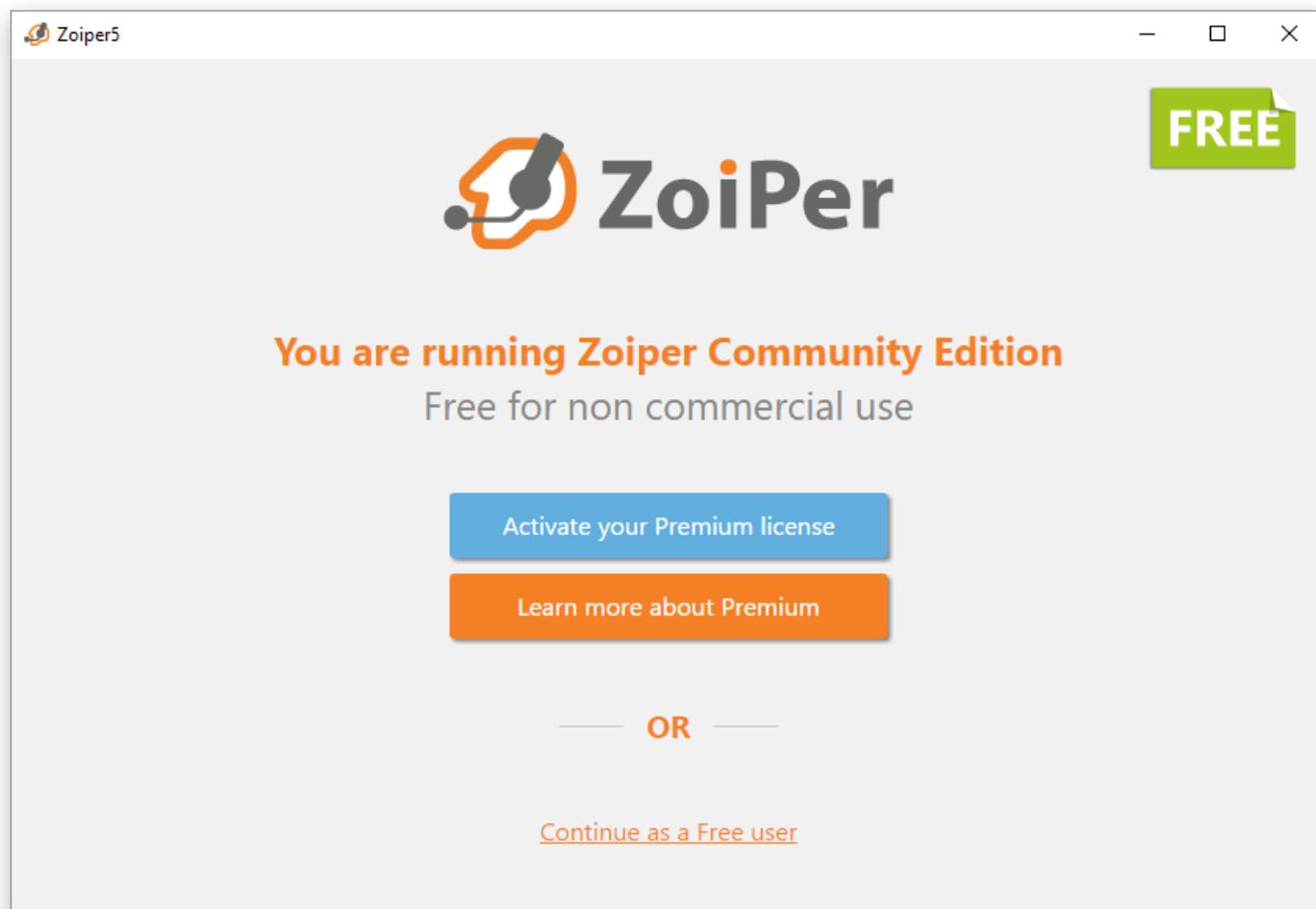
12. Once you see this screen, the installation is complete. Click "Finish" to launch Zoiper 5 and exit the Installer.

Activation

Online activation

On first start of Zoiper 5, you'll be greeted with a screen and a few options:

- Activate your Premium license
- Learn more about Premium
- Continue as a Free user



These are all valid options, depending on your setup and rather if you have purchased a Zoiper 5 license or have been given a demo one to test it in your specific environment.

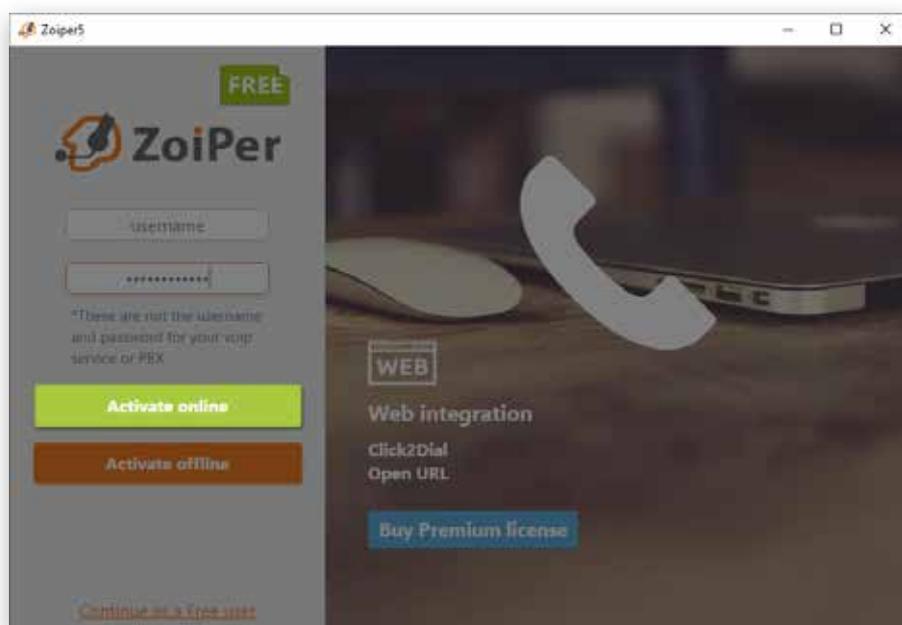
Activation



Let's start with the first option – “**Activate your Premium license**”.

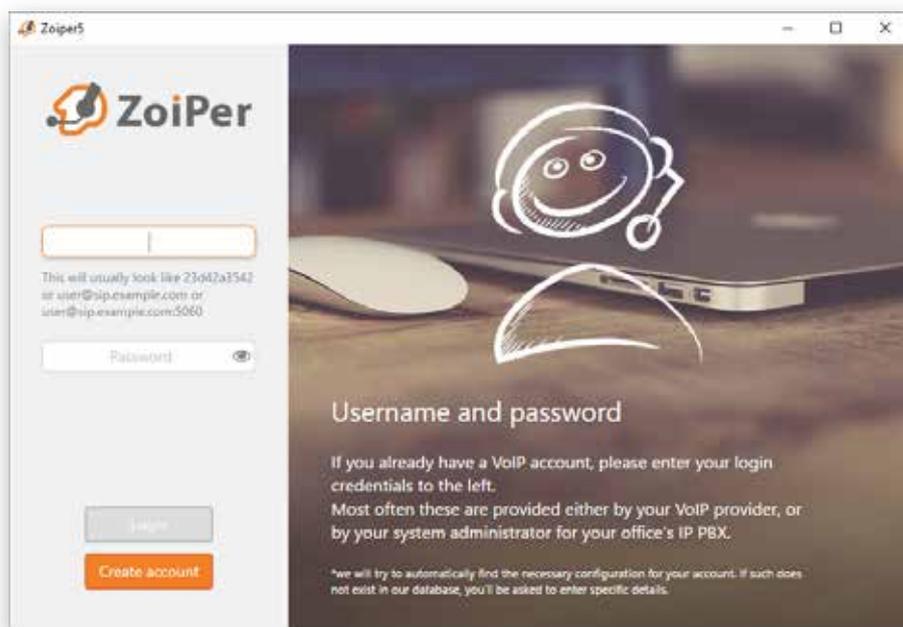
By clicking the button, you'll start the Activation wizard that's built into Zoiper 5. On the next screen you'll be asked to enter your Activation credentials, these include a Username and a Password. Please note that these are not your VoIP (PBX) account credentials, but rather the ones either received by you from our automated system after you've made a purchase, or have been manually sent to you from one of our agents for testing purposes.

After entering your credentials into the respective input fields, you can click “**ACTIVATE ONLINE**”.



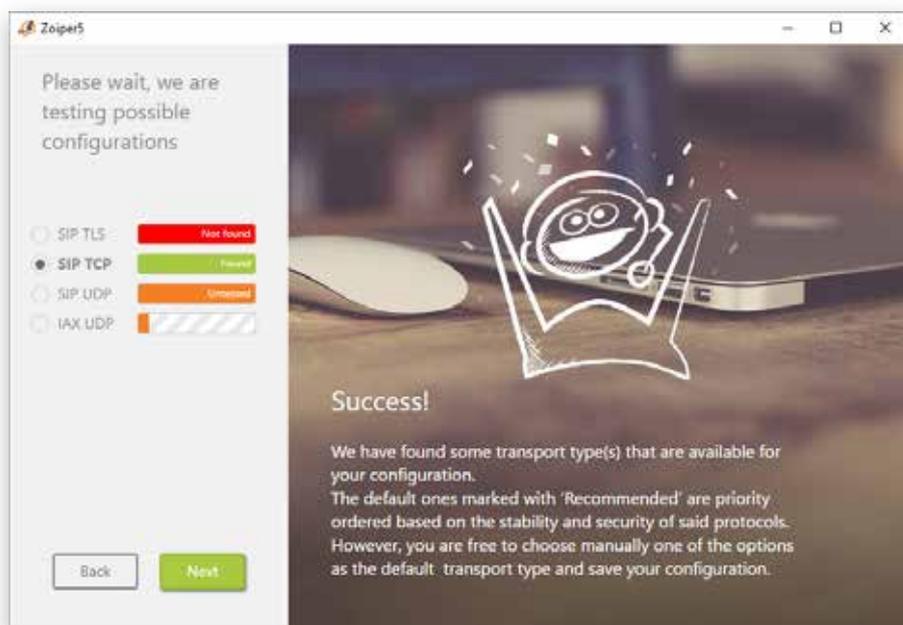
Next, Zoiper 5 will seamlessly transition you from the Activation wizard towards the Account creation wizard, where you'll have to setup a SIP or an IAX account, which is necessary to use Zoiper 5 in the first place.

Activation



The rest of the Account creation wizard is straight forward – you just have to follow the steps, there are hints provided for each and every step of the way on the main screen.

After the wizard has found the proper protocol(s) for your account, you'll be greeted with a similar screen to the following:



Then you click the **"NEXT"** button, and the automated audio / video wizard will start, once this is complete, you are ready to start using Zoiper 5! Congrats!

You can find an entire step by step guide for the audio / video configuration wizard at page 16 of this user guide, or simply by clicking [here](#).

Offline activation

If your computer is not connected to the Internet or a firewall is blocking access to our licensing server, the "Activate offline" - button can be used. Clicking on the button will generate a file that contains some details that are unique for your computer and the version of Zoiper that you are trying to register. The filename contains the name of your computer. It will look like this:

COMPUTERNAME.certificate

It can be found in the Zoiper Certificates folder.

If during the installation of Zoiper, you have chosen to install it for "all users", the certificate folder location will typically be **C:\ProgramData\Zoiper5**

If during the installation of Zoiper, you have chosen to install it for "the current user only", the certificate folder location will typically be %USERPROFILE%\AppData\Roaming\Zoiper5

Zoiper<ComputerName>.certificate is the file that should be sent to register5@shop.zoiper.com

Please open your mail client and press the "Compose new mail" button.

Address the new mail to register5@shop.zoiper.com and attach the **COMPUTERNAME.certificate** file.

You will receive a certificate file by mail in return. Please make sure that you are saving it named: certificate

No file extension is needed.

Keep in mind that by default Windows hides the known file extensions and there is a high possibility that your Windows automatically puts a file extension to the certificate file while saving it.

Please right click on that file and choose "Properties". You will see the full filename in the Properties window. You might need to remove the extension to make it work.

This file (certificate) should be placed in the folder you got **COMPUTERNAME.certificate** from. (**C:\ProgramData\Zoiper5** or **%USERPROFILE%\AppData\Roaming\Zoiper5**)

Restart the phone, it should now be activated.

SILENT INSTALLERS FOR MASS DEPLOYMENTS

If you would like to install Zoiper 5 without the need for user interaction, but with a progress indicator, use these command line options to the Zoiper 5 installer. (You will need to adjust the name based on the installer you are using).

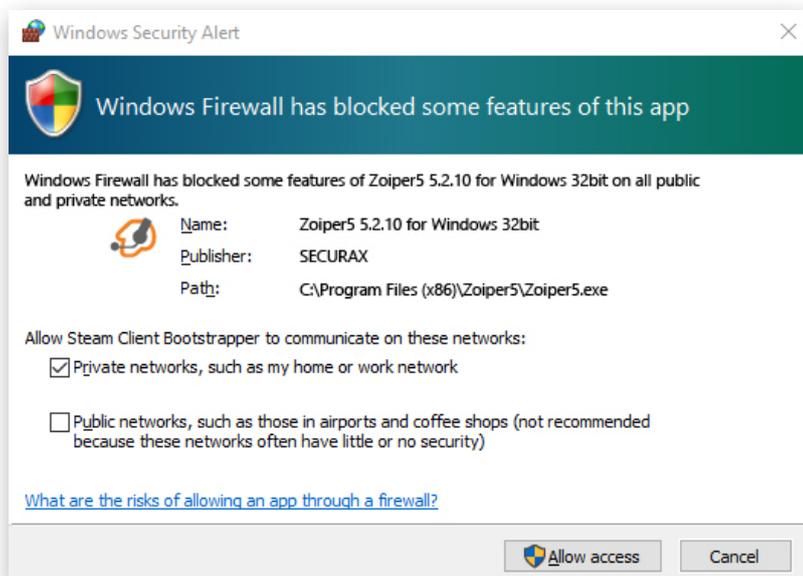
Just open command prompt and enter the path of your Zoiper 5 downloaded installer file and include the following parameters:

```
"Zoiper5_Installer_v5.2.10.exe" --mode unattended --unattendedmodeui minimal
```

Activation errors



In case the username and or password is incorrect, an error message will be shown, and the application will prompt you about it. Please re-enter your username and password, and make sure you are using the ones you have received initially from our automated email message, after you've purchased Zoiper 5. Or ask your system administrator to help you out with the activation and/or activation credentials.



Please confirm that Zoiper can accept incoming network connections.

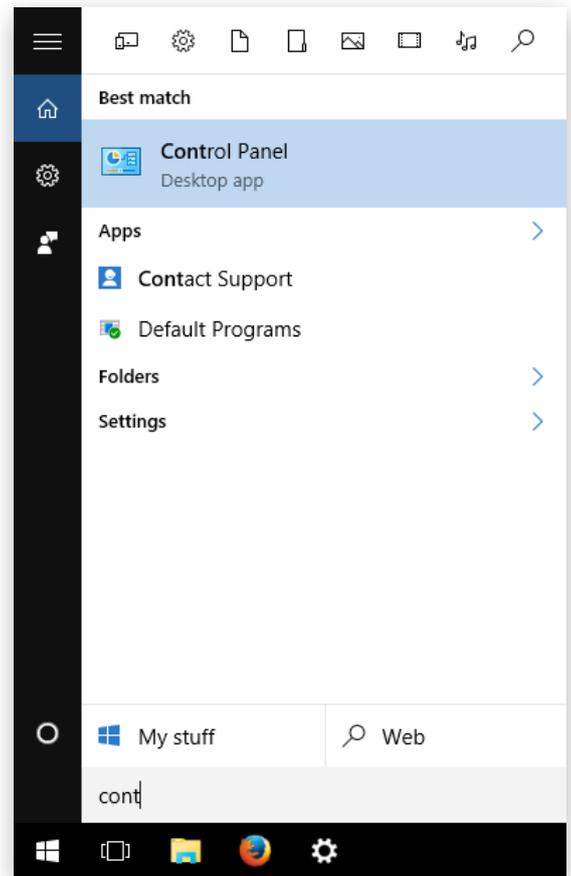
Activation

NETWORK ACCESS AND ZOIPER

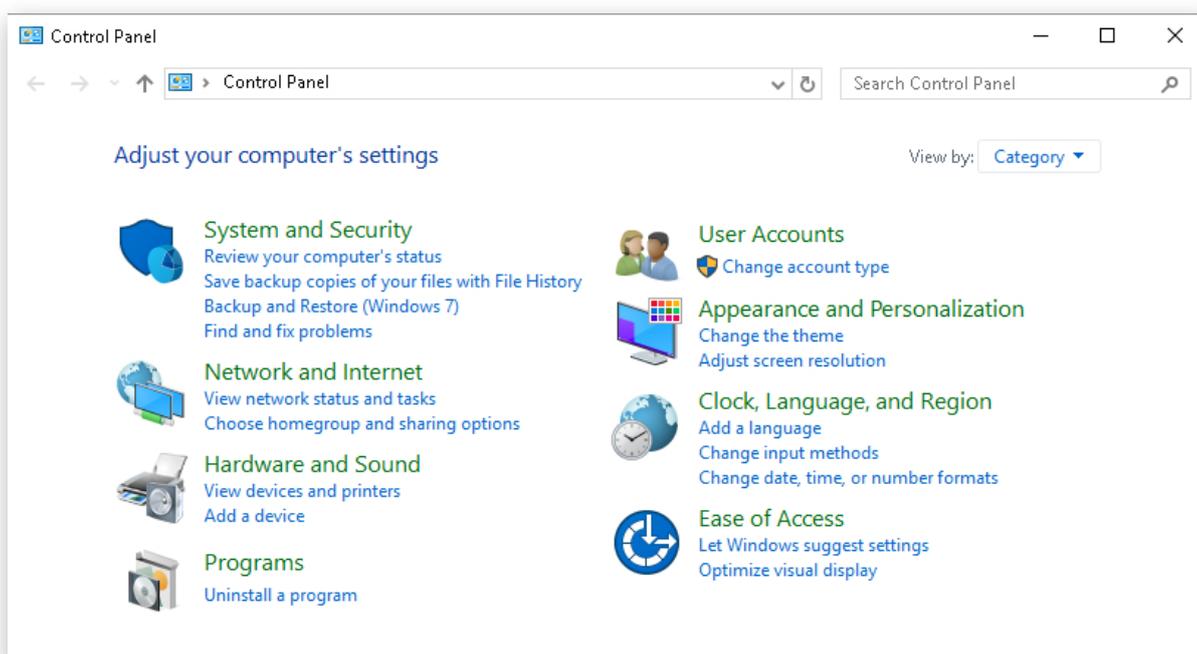
If you want to check at a later stage if Zoiper 5 is allowed access to the network, you need to check your operating system's firewall settings. You can do that by following this quick tutorial:

WINDOWS 10

The first thing you need to do is to open Control Panel. There are several ways how to do it, but here we have listed the quickest and easiest.

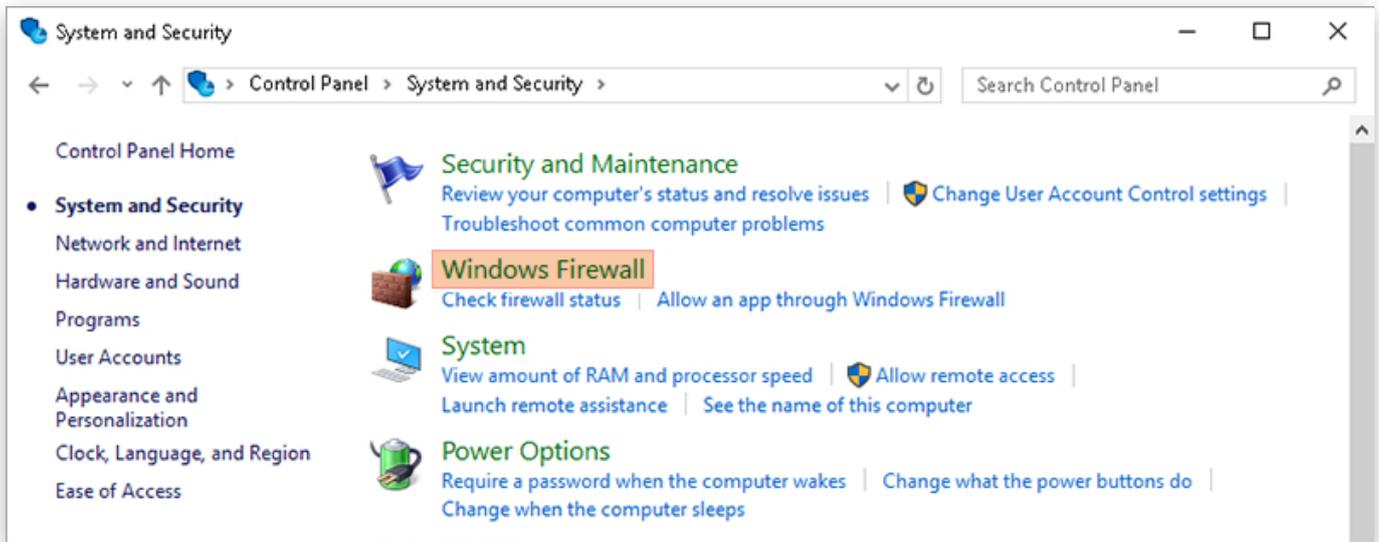


Click the Windows menu button on your



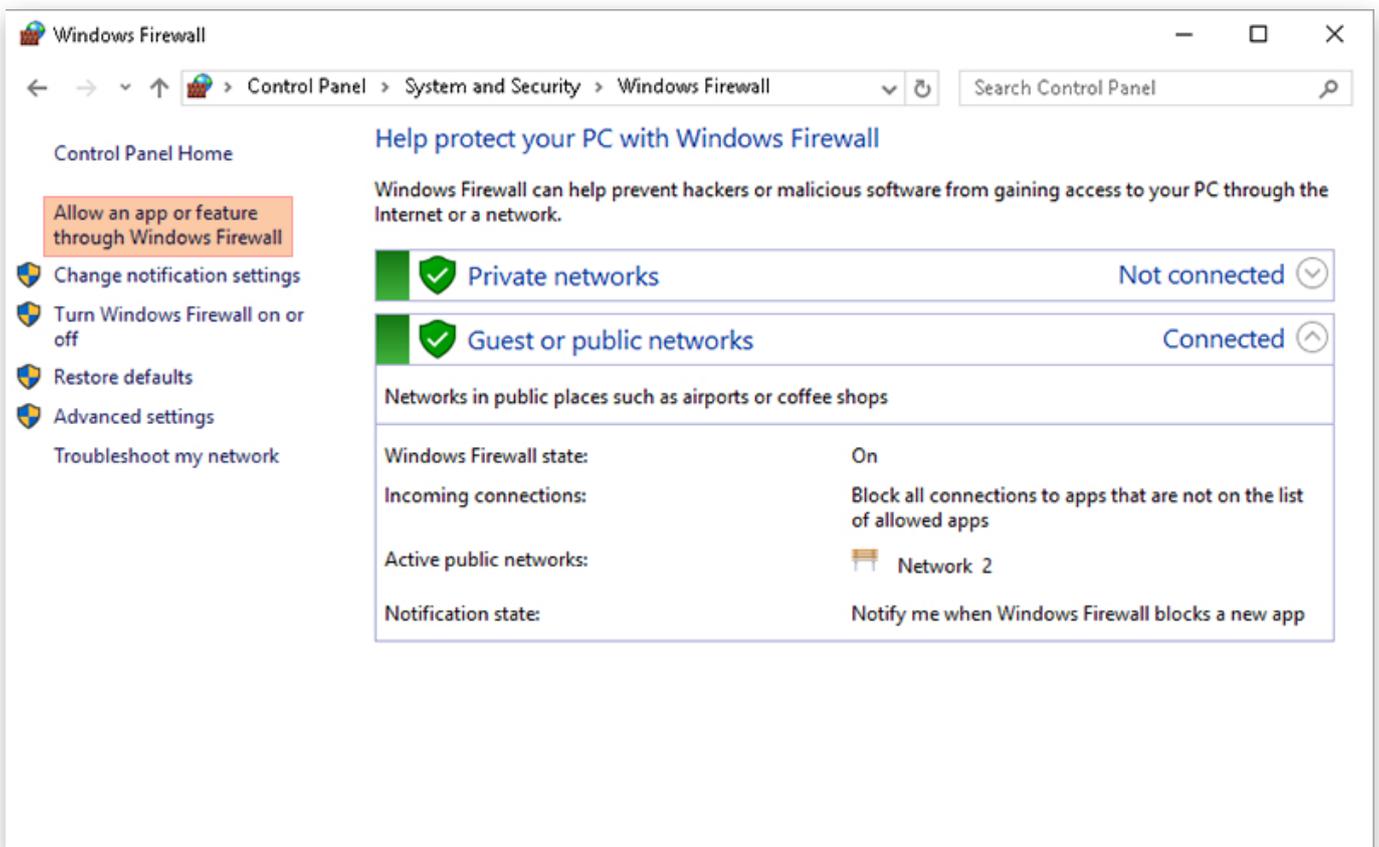
Activation

task bar or the Windows button on your keyboard. Type in Control Panel to search for it. The



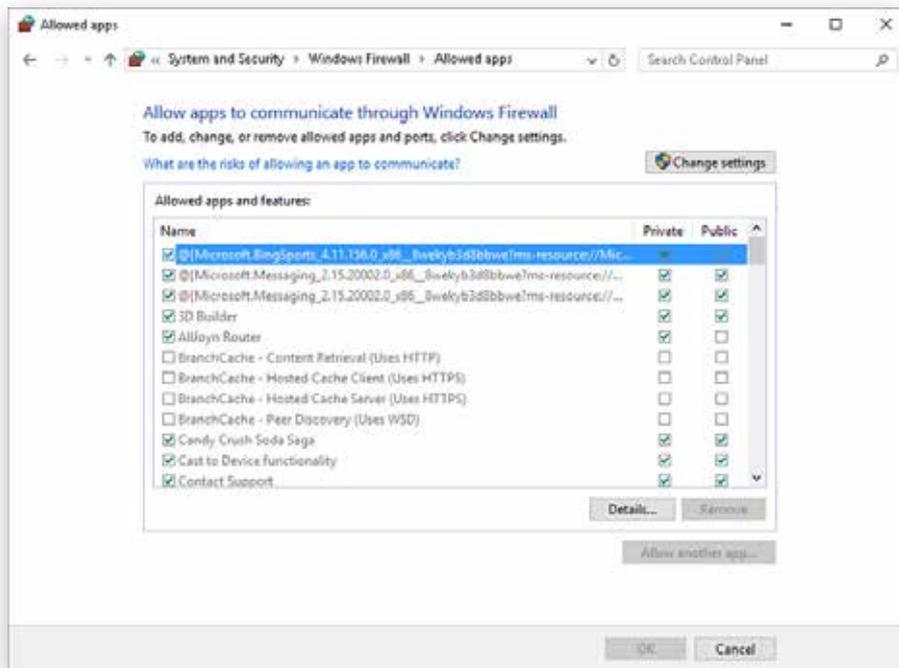
application will be showed automatically, once you even start typing.

Click on it to open the Control Panel.



Once you do that, you will be presented with the Control Panel window.

Activation



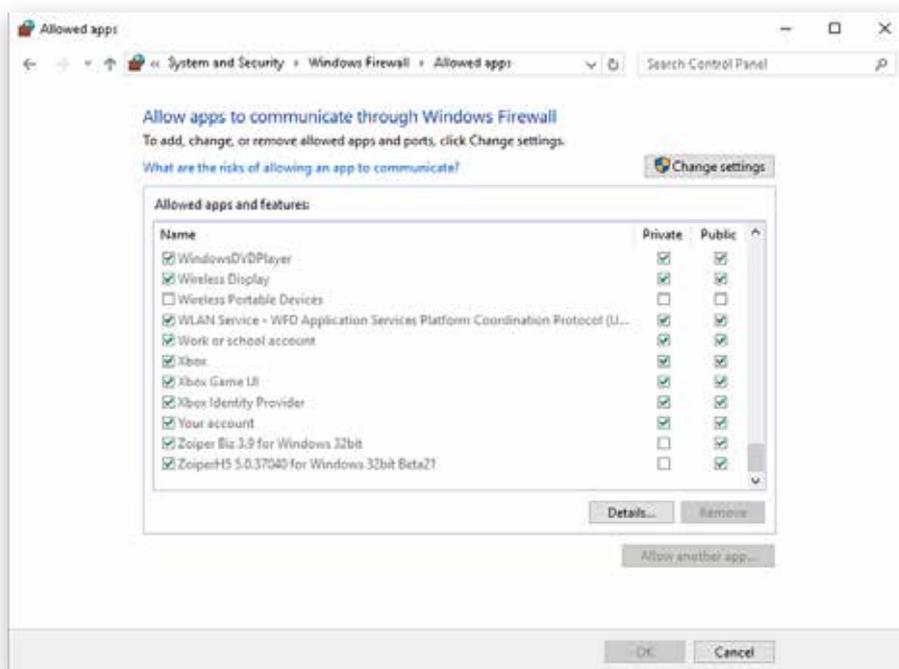
Once the Control Panel window is open, go to System and Security option and open it.

You will be presented with the System and Security section: Here click on Windows Firewall.

You will be presented with the Firewall settings window:

From here you should find the "Allow an app or feature through Windows Firewall" on the top left of the window. Click on it to open the advanced options. Be careful with the settings, these control all your applications' network access.

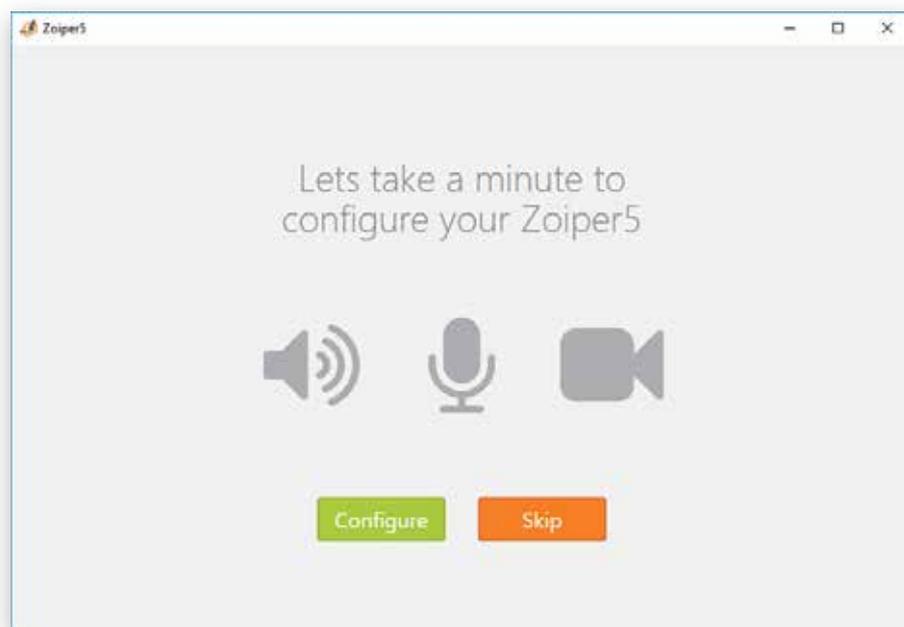
Once presented with this window, you can scroll all the way down, since the applications are automatically order by name. Zoiper should be at the bottom of the list:



From here you can adjust if Zoiper will work on Private or Public networks, depending on your preferences. If both checkmarks are not ticked, Zoiper will not work since the network access will be restricted by the Windows Firewall.

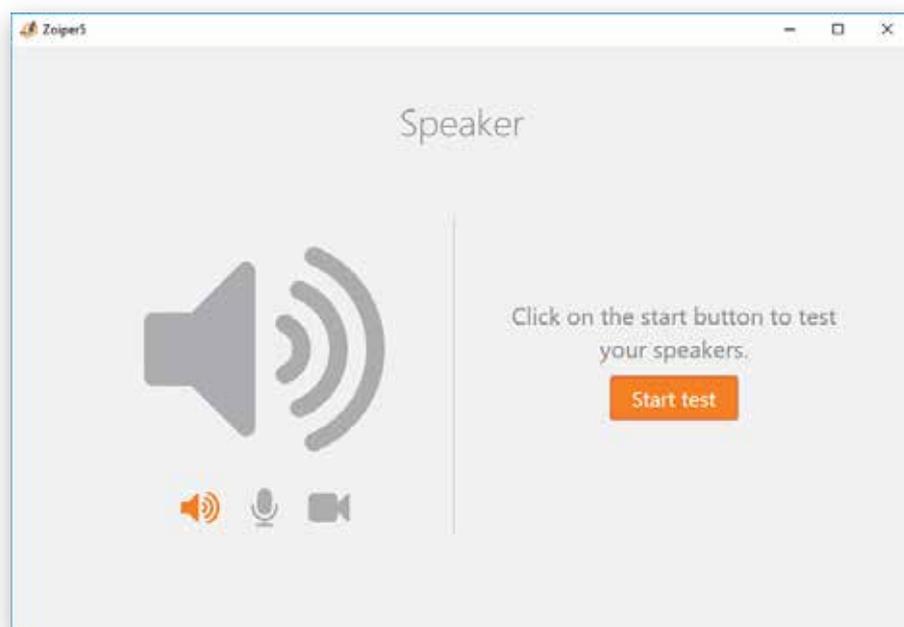
To change the check boxes, Windows will ask you for administrator privileges. If you do not have access, you should contact your system administrator to help you out.

Audio-Video wizard



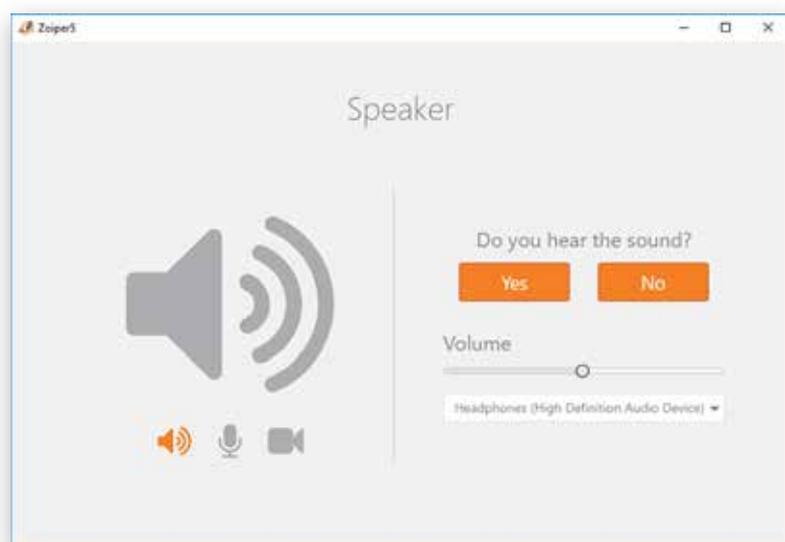
Zoiper comes with a built-in Audio wizard for easy configuration of your microphone and speaker. This wizard is displayed once you have started Zoiper for the first time. If you would like to test or change your audio/video settings later, you can do this from the Settings menu.

The wizard is pretty straightforward, just follow the steps one by one. Zoiper will configure your Speakers first.



Click on the "Start test" – button.

Audio-Video wizard

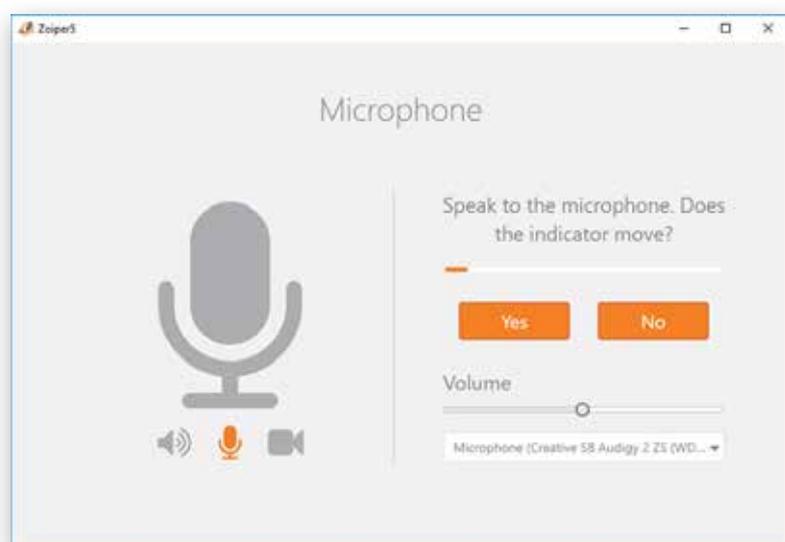


If your speakers are configured and connected properly, you should hear a ringing sound. If you do, please click on the "Yes" button and move on to the Microphone step.

If no ringing sound was heard, please make sure your speakers are connected properly and powered on and if needed, change the selected audio device from the drop-down menu to a different one and try again by clicking on the "No" button.



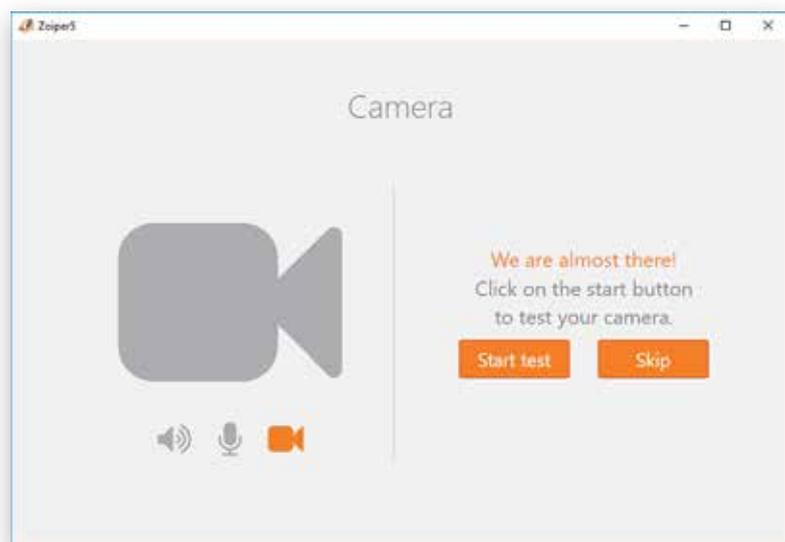
Click on the "Start test" button to start the Microphone check.



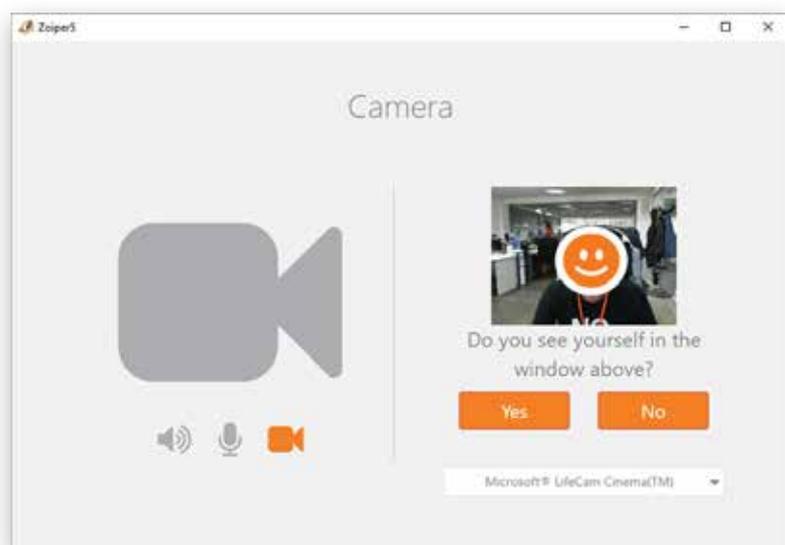
If the selected microphone is connected properly, you should see the volume meter move when speaking into the microphone. If the volume meter is not moving, please check your cabling and make sure the proper audio device is selected in the Device drop-down menu.

Once the microphone and speaker are configured properly, click on the "Yes" button to move on to the camera configuration screen.

Audio-Video wizard



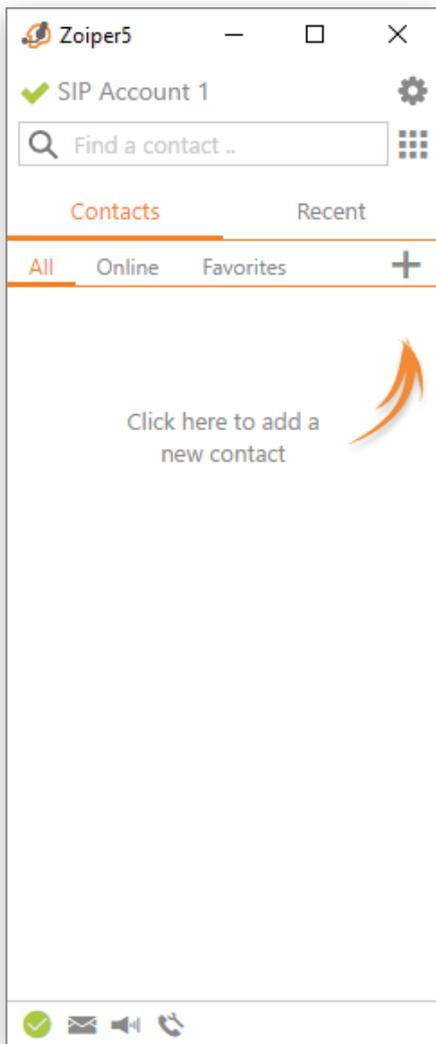
The camera test screen will appear. Click "**Start test**" to continue with the wizard.



Please select from the drop-down menu the proper camera device to use. To confirm that your video capture device is working, click on "**Yes**". If no video appears, please make sure that your camera and camera drivers are properly installed and configured in MS Windows.

Clicking the "**Yes**" button will confirm and close the *Audio/Video Wizard*.

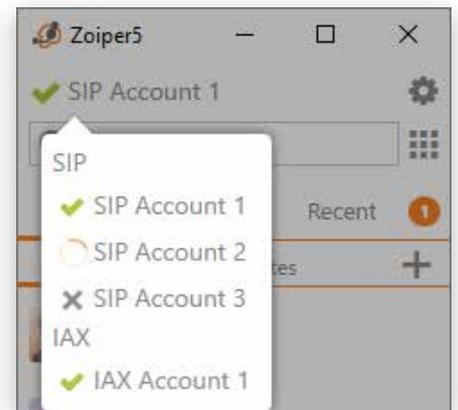
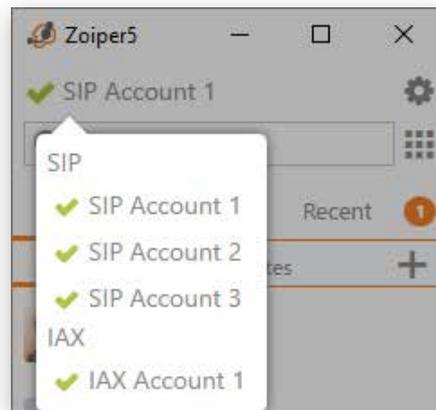
Interface



Zoiper 5 is designed to make communications easier and more intuitive. It is a powerful tool that combines voice, video and instant messaging in one.

The screen that you see the first time when Zoiper 5 is started. From here you can see the most important functions in Zoiper.

TOP BAR



DEFAULT ACCOUNT

From this drop-down menu you can choose which account to be your default one. That means that if you have chosen f.ex. Account 1 as default, all your outgoing calls and messages will be initiated from it.

ACCOUNT STATUS

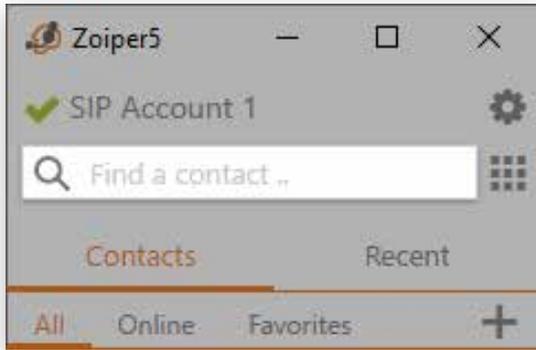
To the left of the account name, you can see the Account status icon, representing if the account has been Registered (**checkmark**), Not registered (**dark X**) or if it is currently registering (animated circle).

Clicking to the right of the Default account is the Settings menu button . From it, you will be presented with the main Settings menu in Zoiper 5. We will get to that later in this manual.

Interface

SEARCH

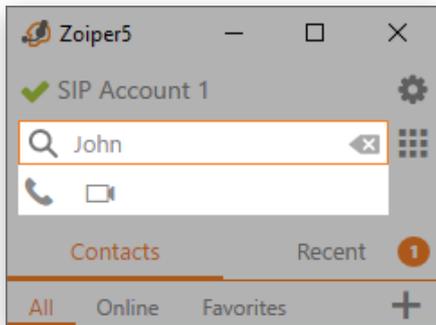
Right below the Default account, you can find the Search field, which looks like this if clicked on (i.e. active):



The Search field could be used to - dial a number, that you have entered in this field; search for a name, number, company, or any other field found in the contact entry itself. Please note that the Search field can be used to look for a contact through your entire Contacts list. Thus, a search is possible in:

Native Zoiper contacts *(added manually)*;

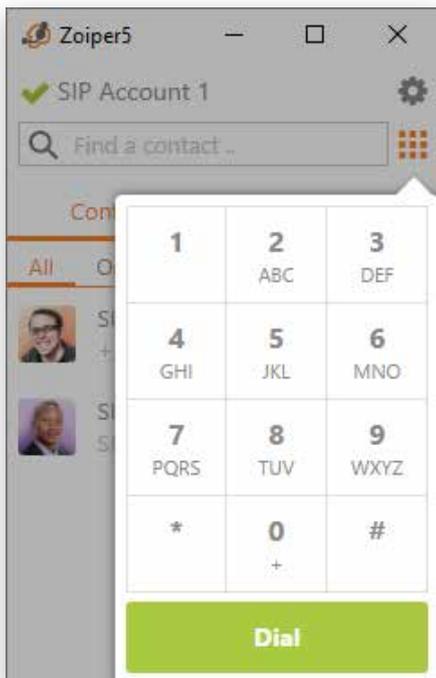
- Windows contacts;
- Outlook contacts;
- LDAP;
- Google;
- XML;
- CSV (imported)



A search may be made for phone numbers / extensions, digits or letters for names of contacts. For example, the overview image shows a search for one name of the contact John.

Typing in just the first syllable (i.e. 'Jo') is enough to instantly bring all results that contain

this sequence of letters. With each letter typed, the search is narrowed down to the right contact. You do not need to type the entire name: click on the chosen contact when the results are filtered out to just a few – give the contact a call by clicking on the call button, or start a chat session using the functional buttons.



DIALPAD

With the dialpad, one can enter manually digits and signs, if needed, and dial like that. Please note that with this dialpad, you can't enter DTMF tones.



To enter DTMF tones, you should use the keypad found in the active call window, as shown here.

Interface/**Bottom bar**

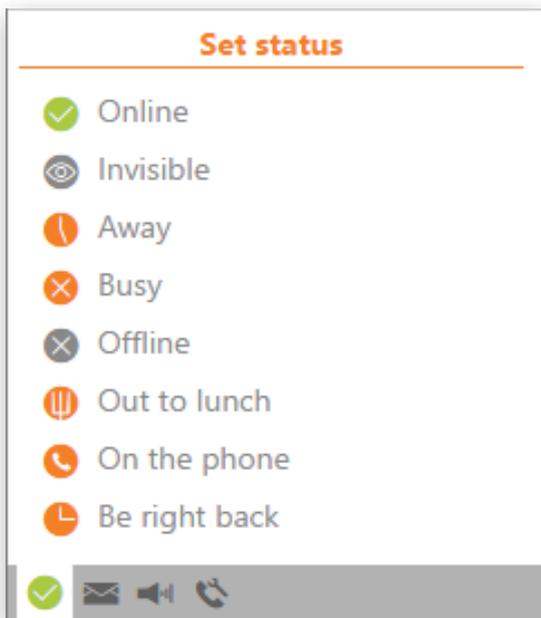


On the bottom of the phone, you will find a few buttons for quick access to the Presence status, Voicemail, Volume controls, Call settings, as well as error message notifications.

PRESENCE STATUS

This is the indicator of the online status for your current (default) account. The people that have added you in their contact lists may view your online status as well. Choose the status that matches your activity best.

Changing the status will affect all configured SIP and IAX accounts with the “publish presence” option enabled in the account advanced settings, listed under Features. When in an active call, the status will automatically



be changed to “On the phone”.

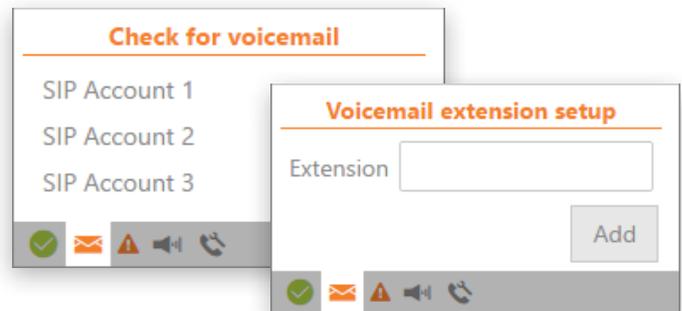
There are a few options for a status of your presence:

- Online
 - Invisible
 - Away
 - Busy
 - Offline
 - Out to lunch
 - On the phone
 - Be right back
- Zoiper 5 supports Presence status over the SIP SIMPLE protocol, which is required from your office’s PBX or VoIP provider to use it.

VOICEMAIL

The second icon, being a “mail slip” indicates voicemail messages. When you click on the Voicemail message icon you will be presented with the following pop-up:

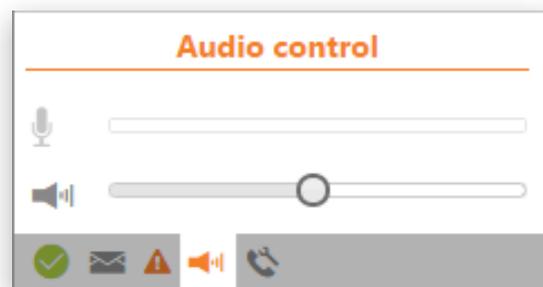
Here is the list of accounts that have been setup. Once you click on one of these, you would have to input an extension number for the Voicemail messages on one of your SIP or IAX accounts.



AUDIO CONTROL

The third icon from left to right, i.e. the “speaker” indicates the quick Audio controls. Pressing the button will show a pop-up containing the volume controls for the default selected microphone and for the default selected audio device.

From here, you can easily change the volume of your default audio device, or the microphone level of reception.



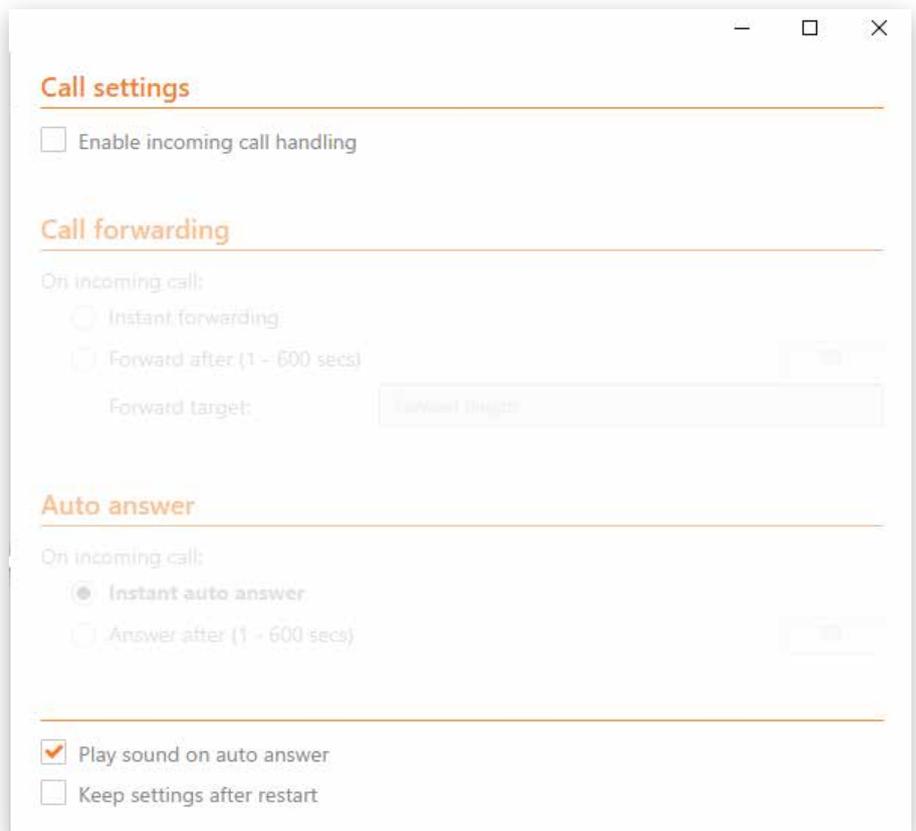
Interface/**Bottom bar**

CALL AUTOMATION SETTINGS

The fourth button to the very right, e.g. the Call automation settings menu opens the Call settings in Zoiper 5. From here you can quickly access the following call options:

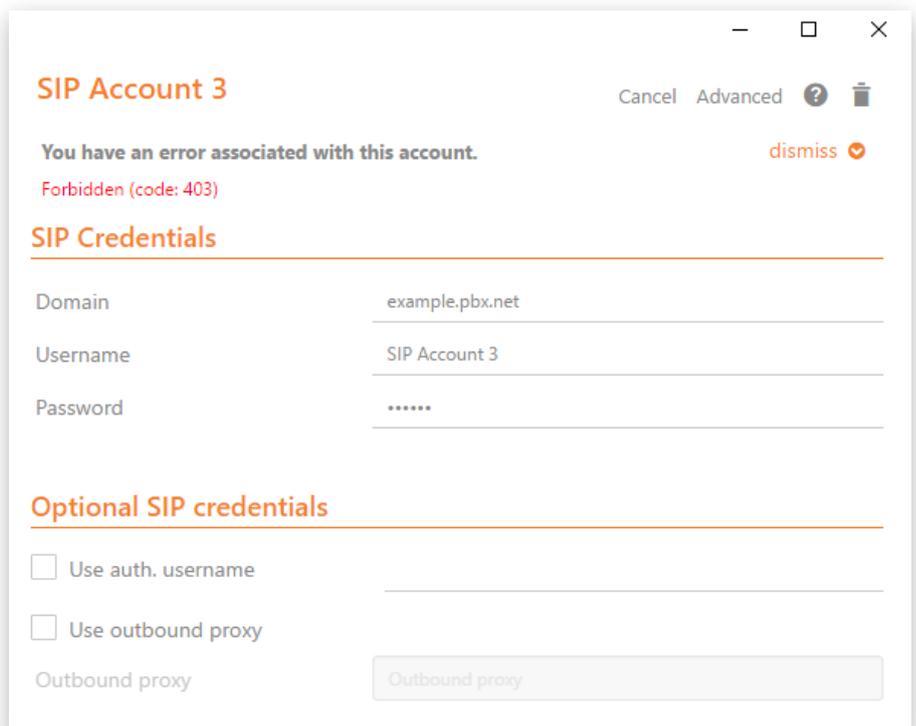
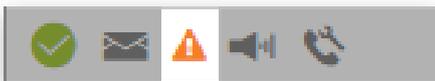
- Enable / disable incoming call handling
- Call forwarding options
- Auto answer
- Play sound on auto answer
- Keep settings after restart

When you enable incoming call handling, you can see clearly that it's enabled through the interface, since the icon will be changed to **orange**:



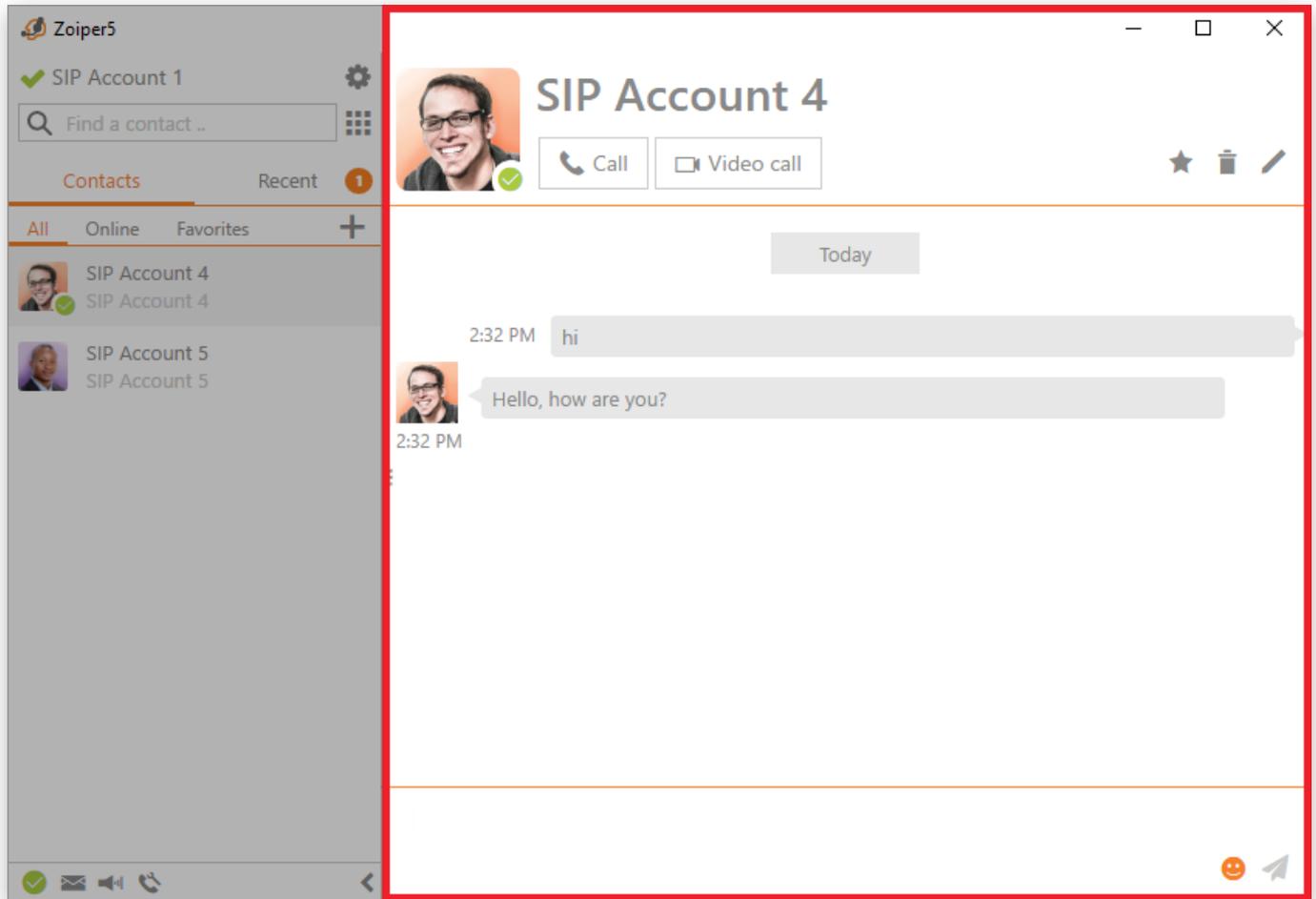
ERROR MESSAGES

When there's an error message, an indicator on the bottom bar marked with an exclamation mark will appear. Clicking it will lead you to the Zoiper 5 Settings menu, where you can see further details about the error(s).



Interface/Conversation window

What we call the “Conversation window” is the portion of the screen to the right hand-side of Zoiper’s main window, as shown below:

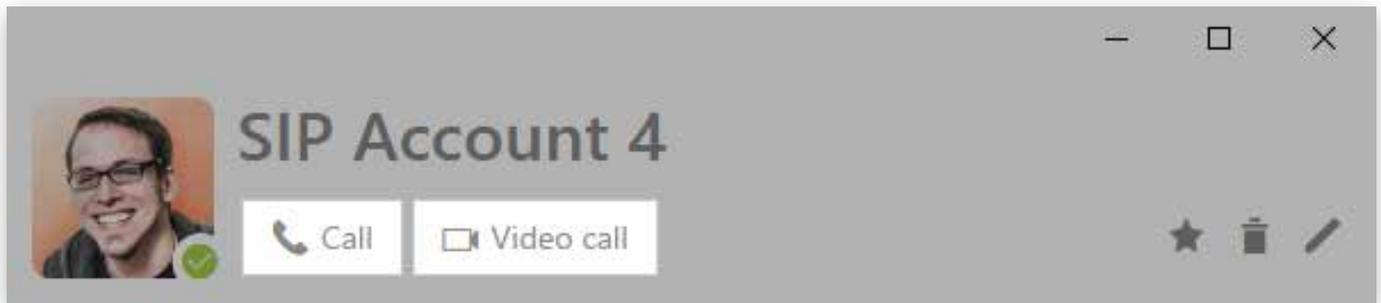


Interface/Conversation window

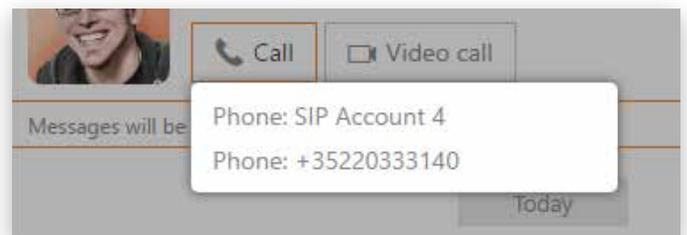
There are **three** distinct sections in the conversation window:

TOP PART

If we focus on the top part of that window, there are a few directly noticeable buttons right away – the “Call” and “Video call” buttons.



These are easy to read and understand, except one – if the selected contact has a few phone numbers associated with it, once you click on the “Call” button a small drop-down will appear underneath where you can choose which number to dial out.



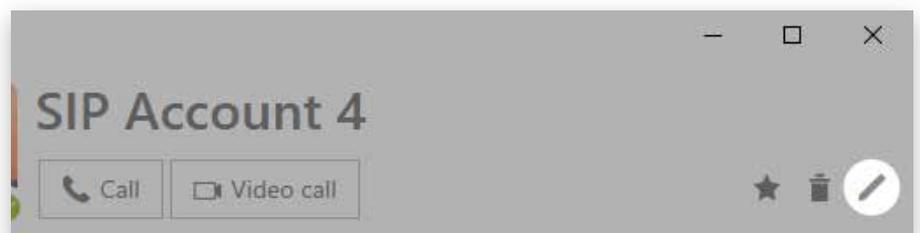
You can find three icons to the right

- Favorite
- Delete
- Edit

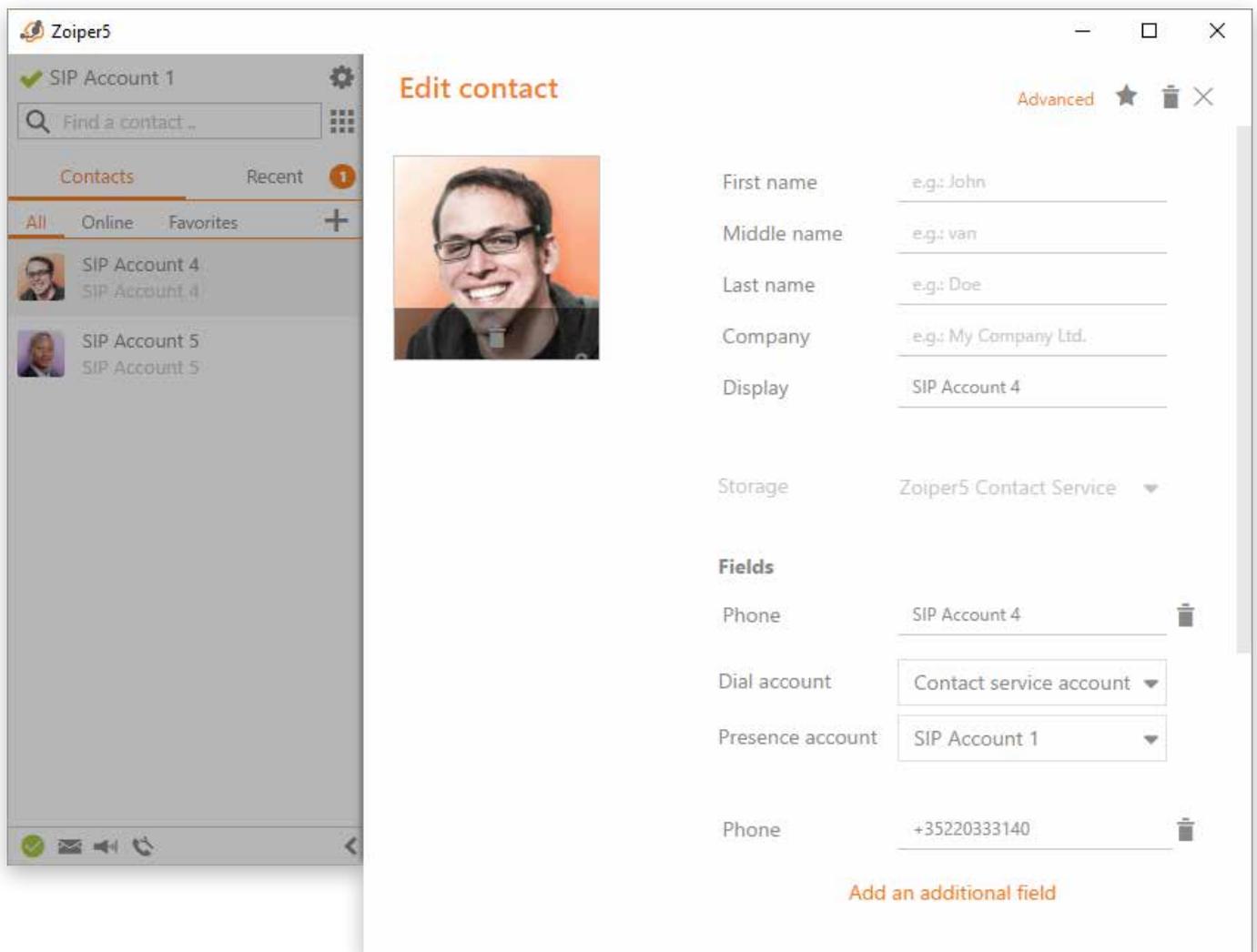
These allow you to (you guessed that right) – to add the selected contact into your Favorites list, delete either the conversation history or the conversation history and the contact itself, or to edit the contact.



The most important of these is the Edit button found on the right side (represented by the pen-shaped icon):

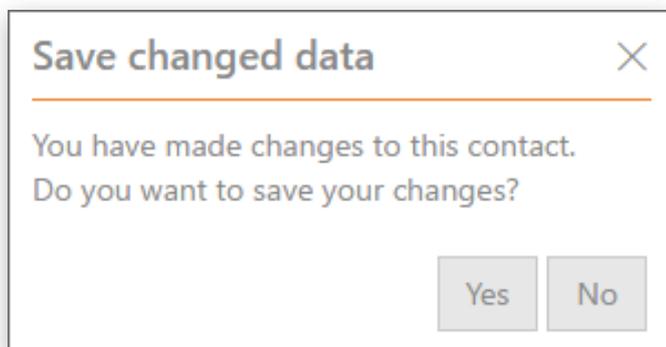


Interface/Conversation window



Here you can fill up all the contact details necessary for the selected contact. You can also add as many additional fields as you'd like, just click on the "Add an additional field" at the bottom of the screen.

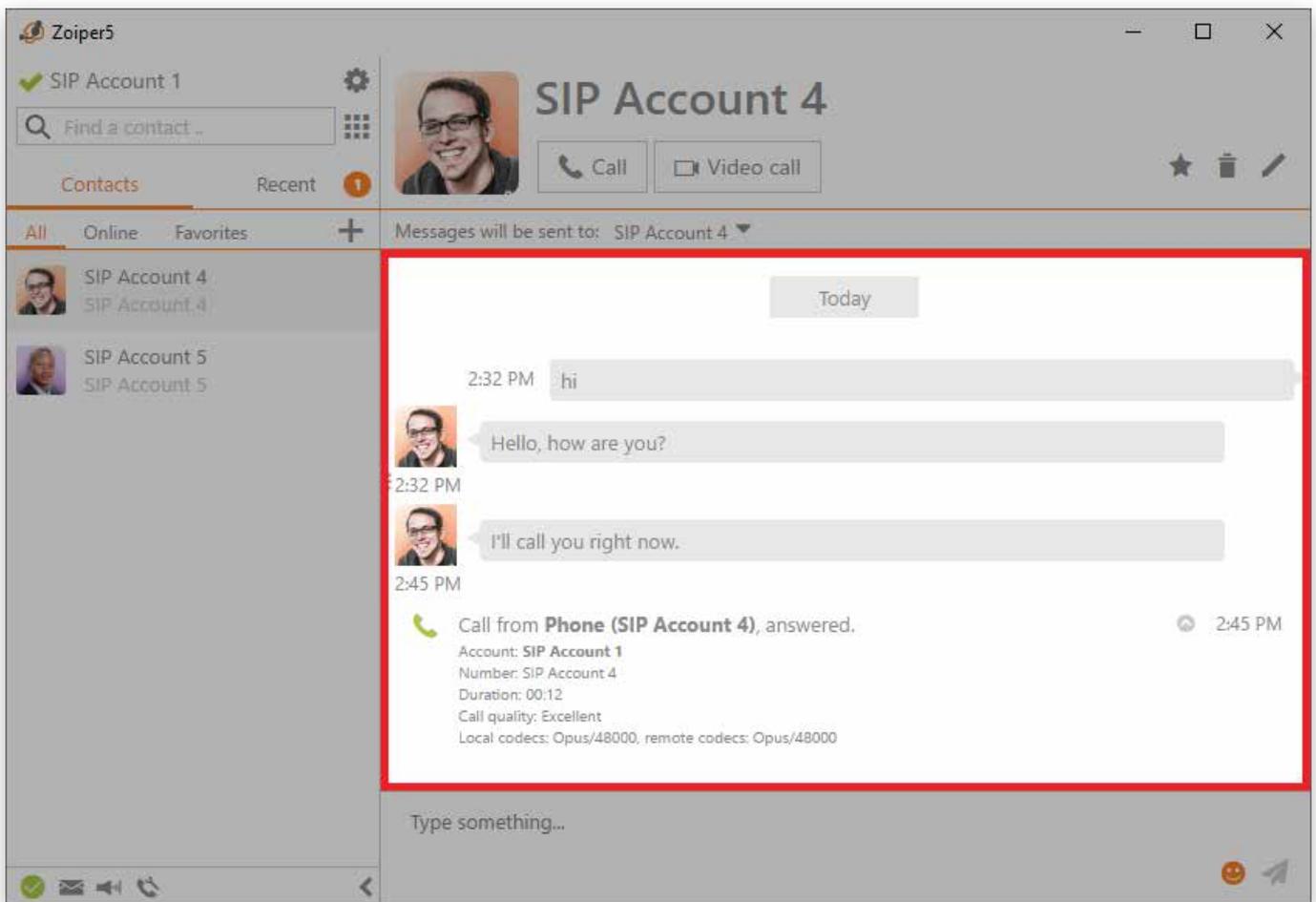
To save the changes you can either click the **X** button on the top right, or out of the Edit contact screen.



Interface/Conversation window

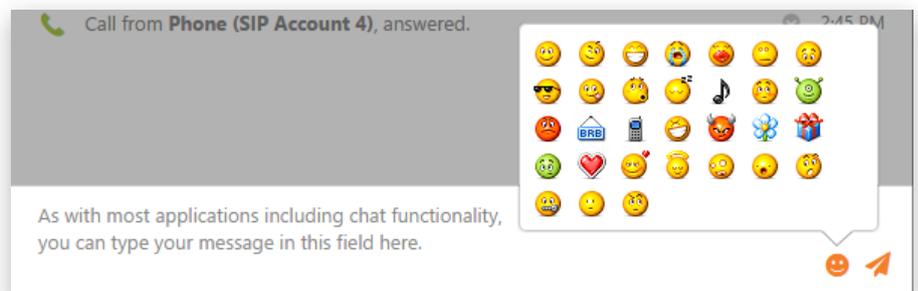
MIDDLE PART

In the middle part of Conversation history window, you could see all necessary information for a selected contact. This includes: date and time stamps, chat messages, missed, received and not answered calls. Including additional details for these as shown below:



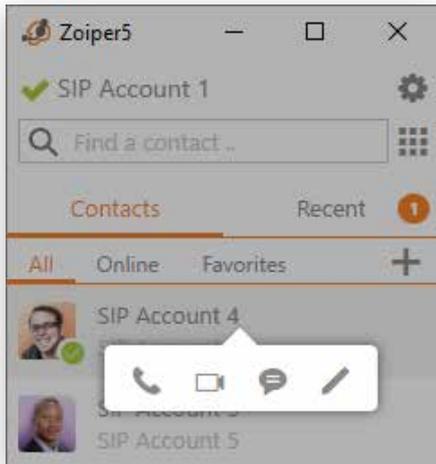
BOTTOM PART

At the bottom part of the Conversation history window, you can type a message to be send either as a chat message via the SIP SIMPLE protocol associated with that account, or as an SMS towards a cellular network connected phone number.



There is also the emoticon button allowing you to send emotes, and the send message button as well.

COMPACT WINDOW



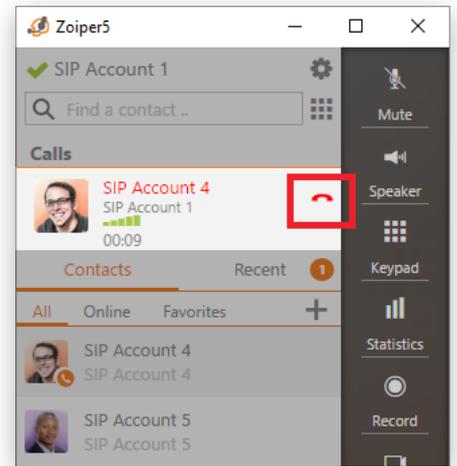
If you prefer a more minimalistic phone layout, you can disable the chat / history from opening by default by going to [Settings > Theme](#), then check the “Enable compact mode” option. When this option is enabled, and a contact is selected, a small menu will appear with a Voice call, Video call, Chat and Edit buttons.

The phone button will initiate a call, the camera button will initiate a video call, the message one will open the conversation history for that contact and the pen-shaped button allows to edit the contact. Note that only the Call button keeps the window in its compact mode, the others will extend Zoiper 5 to the right as in normal mode.

When multiple telephone numbers are available for a contact, a popup selection menu will appear to select the number to dial or send a message to.

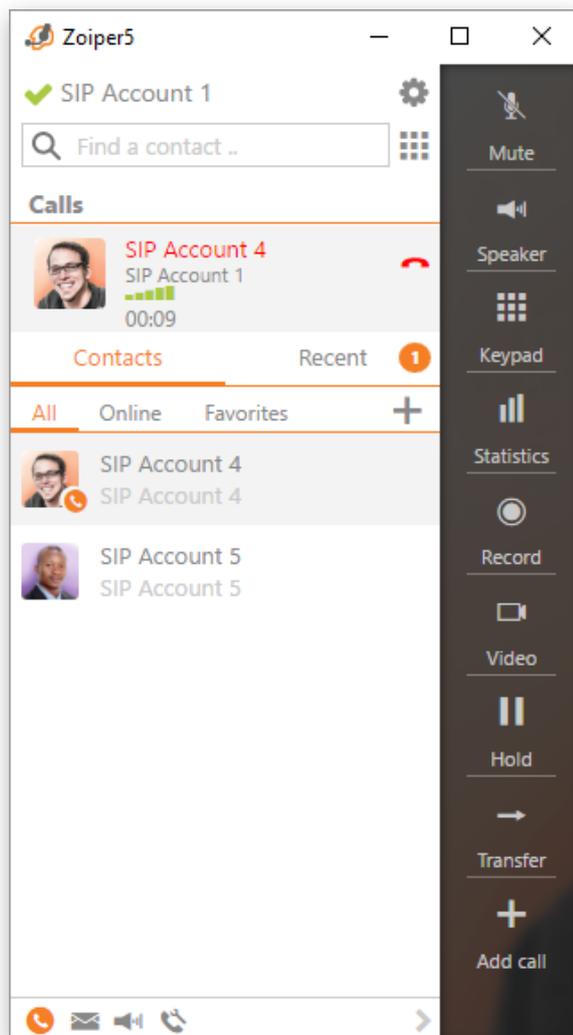
HANG-UP BUTTONS

When a call is active, the active calls section will appear showing the list of active calls. A hang-up button will appear next to each call. You can click the hang-up button to end the active call. If it's only an incoming call, and you have not answered yet, you can still hang-up by doing the same.



IN CALL MENU

During an active call, a menu will appear with additional options such as call mute, speaker, keypad (DTMF), show call statistics, turn call recording on/off, start a video call, call hold, transfer or add a call (start a conference call). When you have enabled Compact mode in [Settings > GUI > Theme](#), the in-call menu will appear vertically to the right:

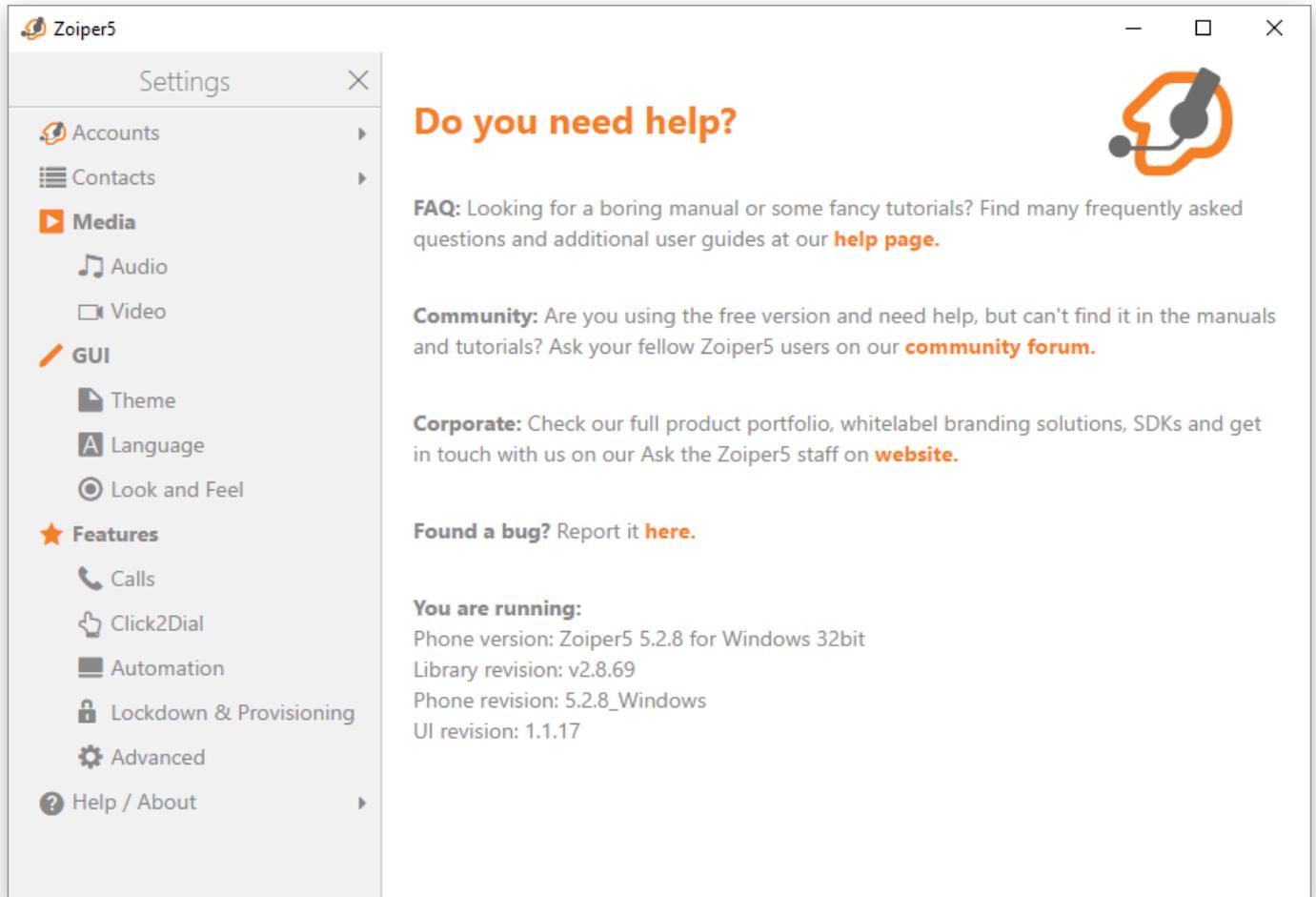


Click once the mute button to disable your microphone, the button becomes orange. Click it again to enable the microphone.

Settings

In Zoiper 5 there are two ways how to access the Settings menu:

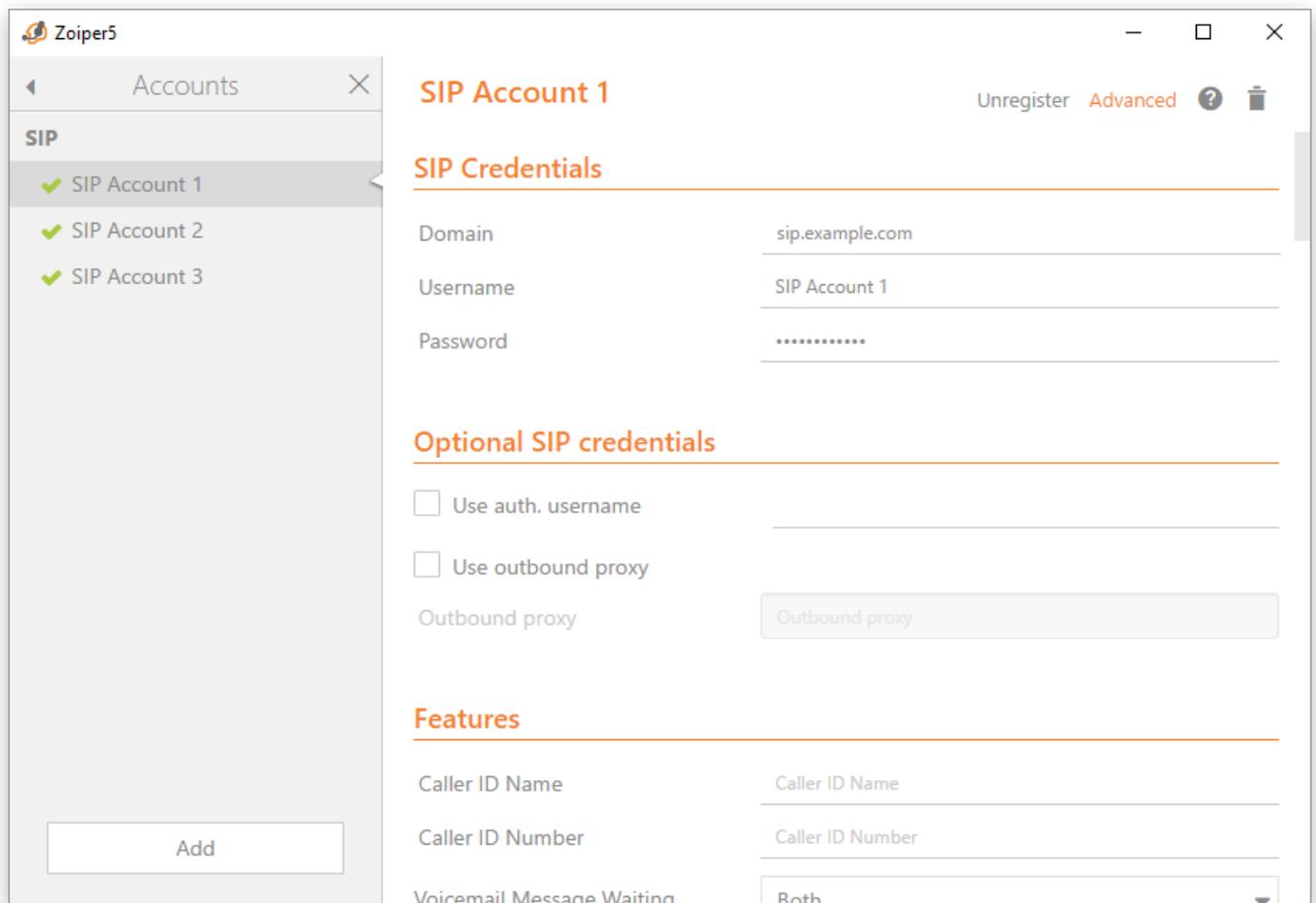
click the settings button (⚙️) to the right of the default account in main window, and click on the phone-wrench button at the bottom of the main window. Here is a view of the main Settings window in Zoiper 5:



To navigate around the settings menu, you can just click on the tree-options menu to the left, which in turn will open the specific settings options for the select function to the right.

Accounts

If you have one or more accounts, you will see these listed to the left on the Accounts window:



The accounts are grouped by protocol (SIP, IAX). An icon in front of the account informs you of the current status: registered, trying to register, not registered.

When you click on an account, settings for this specific account will open. What settings will be shown depends on the protocol type (SIP, IAX).

Accounts/SIP Accounts

SIP Account 1 Unregister Advanced ?

SIP Credentials

Domain: sip.example.com

Username: SIP Account 1

Password:

Optional SIP credentials

Use auth. username

Use outbound proxy

Outbound proxy: Outbound proxy

SIP CREDENTIALS

Domain

This is the hostname or IP address for the SIP registrar server. This could also be called Proxy, Domain, IP or Registrar; and will typically look like sip.example.com or 10.1.1.120; A port can be added by adding :port at the end of the domain, e.g. sip.example.com:4200

Username

This is the username to authenticate to the SIP registrar. This could be a name, a telephone number, or a number of random letters and numbers.

Password

This is the password to authenticate to the SIP registrar, this probably will be a combination of letters and numbers.

OPTIONAL SIP CREDENTIALS

Optional SIP credentials

Use auth. username

Use outbound proxy

Outbound proxy: Outbound proxy

Use auth. Username

Leave this one empty unless you are explicitly instructed to fill this field for your provider or PBX.

Use outbound proxy

This checkbox makes sure that Zoiper will use the outbound proxy configured underneath.

Outbound proxy

Leave this one empty unless you are explicitly instructed to fill this field for your provider or PBX.

SIP Accounts

FEATURES

Caller ID Name

This is the caller ID name that will be set for your outgoing calls. Keep in mind that the provider or PBX will usually ignore or override this setting on their end.

Caller ID Number

This is the caller ID number that will be set for your outgoing calls. Keep in mind that the provider or PBX will usually ignore or override this setting on their end.

Features

Caller ID Name:

Caller ID Number:

Voicemail Message Waiting Indicator (MWI):

Voicemail Message Waiting Indicator (MWI)

This setting controls if and when the softphone will subscribe for Message Waiting Indicator to the server. If the server supports it, the phone will inform the user of new voicemail messages.

REGISTER ON STARTUP

When enabled, the softphone will automatically register when the phone is started. A registration is usually required for incoming calls to work and in rare configurations also for outgoing calls to work. Registrations can be done manually with the Register button on the top of this screen.

SUBSCRIBE PRESENCE

Subscribe for presence status (online, busy, out to lunch etc.) for your contacts on this server. You will need to also configure this server as source for presence information for the individual contact or contact source.

PUBLISH PRESENCE

Send my presence status (online, busy, out to lunch etc.) to the server.

USE BLF

Enable the Busy Lamp Field if the server supports such functionality.

Register on startup

Subscribe presence

Publish presence

Use BLF

Use custom ringtone:

Custom ringtone

Don't play ringback tones

Enable sending of typing notification

USE CUSTOM RINGTONE

Select a different tone for calls that come in on this account.

DON'T PLAY RINGBACK TONES

Disable the ringback tone for outgoing calls. (This means you will not hear the other side ringing unless ringing is sent as early media)

SIP Accounts

NUMBER REWRITING

Number Rewriting

Strip dial chars

Enable default country code and international prefix

Default country for numbers

without country code

Prefix to use for international calls

STRIP DIAL CHARACTERS

Characters in this input field will be stripped from the telephone number prior to dialing.

ENABLE DEFAULT COUNTRY CODE & INTERNATIONAL PREFIX

With this option you can enable/disable the default country code for numbers that are saved without one and the prefix when dialing international numbers. You can also use it to include a specific custom prefix (if needed) in front of the numbers – for example “9” to make outgoing calls or something similar that needs to be used as an outgoing extension, etc.

PRE-CONFIGURED EXTENSIONS

Pre-configured Extensions

Check voicemail	<input type="text" value="Check voicemail"/>
Transfer to voicemail	<input type="text" value="Transfer to voicemail"/>

CHECK VOICEMAIL

The extension that the softphone will dial on the server to listen to voicemail messages. Alternative - This is the extension on the server where you can listen to your voicemails. This extension will be dialed when you click on the voicemail icon on the main panel.

TRANSFER TO VOICEMAIL

The extension that the softphone should dial on the server to leave a voicemail message. Alternative - This is the extension on your server that hosts the voicemail functionality. This is used to forward incoming calls to the voicemail when you click on the send to voicemail button on the incoming call popup.

SIP Accounts

COMPATIBILITY MODES

Compatibility modes

DTMF mode Use DTMF RFC-2833 ▾

Send KPML (Cisco Unified Communications Manager)

Force rfc3264 hold (Cisco Unified Communications Manager)

Cisco Call forwarding (Cisco Unified Communications Manager)

Enable video FMTP

DTMF tones are sent when browsing voice menus. Ask your VoIP provider which DTMF type to use with your account.

DTMF MODE

This setting controls how the softphone will send DTMF digits to the server. This is used to control IVRs (e.g. press 1 for English, 2 for Spanish). This setting needs to match the configuration on the server.

SEND KPML

(Cisco Unified Communications Manager)

Enable this option to use KPML If the server confirms it supports it. This is mainly used in combination with Cisco Callmanager and will replace the other DTMF capabilities.

FORCE RFC3264 HOLD

(Cisco Unified Communications Manager)

This forces a change in the hold and unhold packets and is a workaround for some broken implementations that do not advertise the supported hold methods properly. Use this when experiencing issues putting a call on hold and you confirm NAT is not to blame.

CISCO CALL FORWARDING

(Cisco Unified Communications Manager)

Used to enable the cisco server side style of call forwarding. This option will only work if you configure the phone type on the Cisco Callmanager as Cisco Softphone instead of the standard 3rd party SIP softphone.

SIP Accounts

NETWORK RELATED

Network related	
Transport	TCP ▼
Registration expiry mode	Default (UDP - 60s; TCP - 600s) ▼
Registration expiry	0
Subscription expiry mode	Default (UDP - 60s; TCP - 600s) ▼
Subscription expiry	0
Keep alive time-out	Default (UDP - 30s; TCP - 180s) ▼
Keep alive custom interval	30

TRANSPORT

The protocol that will be used to send and receive SIP packets. Try to avoid UDP as it might lead to issues with codec negotiations due to the limited UDP packet size (calls failing or missing video). It is also less reliable for incoming calls due to NAT timeouts on our router. Use TLS if you want to encrypt who you call to and what DTMF tones you send over the line (with SIP INFO), e.g. for phone banking or credit card payments by phone. Using TLS will not encrypt audio sent over the network, you need to use SRTP or ZRTP to encrypt audio and video. Please note that some PBXs do not support TCP or TLS.

REGISTRATION EXPIRY MODE

The maximum number of seconds between consecutive registrations on the server. Zoiper will register 10% earlier than configured to account for network delays and retransmissions. The registration procedure is used to inform the server of our location to make sure incoming calls will arrive properly. Registration is sometimes also required by the server to make outgoing calls.

SUBSCRIPTION EXPIRY MODE

Zoiper 5 will send a re-subscribe request automatically to the server after the set default times of: 60s for UDP and 600s for TCP, respectively.

KEEP ALIVE TIME-OUT

Makes sure that the NAT (firewall, router) has correct port mapping for TCP and UDP connections.

SIP Accounts

NETWORK RELATED

USE RPORT

NAT handling based on the rport RFC. Recommended for TCP and TLS configurations.

USE RPORT MEDIA

Last resort for NAT related missing audio for some broken implementations (e.g. when the client is behind a symmetric nat in combination with a CUCM server). Use with caution and only if needed.

USE STUN

This dropdown let's you select the stun options. If you use the custom stun option, you will need to fill it in at next input field.

STUN SERVER

Here you are either presented by the default STUN server (stun.zoiper.com), or if you would like to – enter manually a different STUN server.



STUN PORT

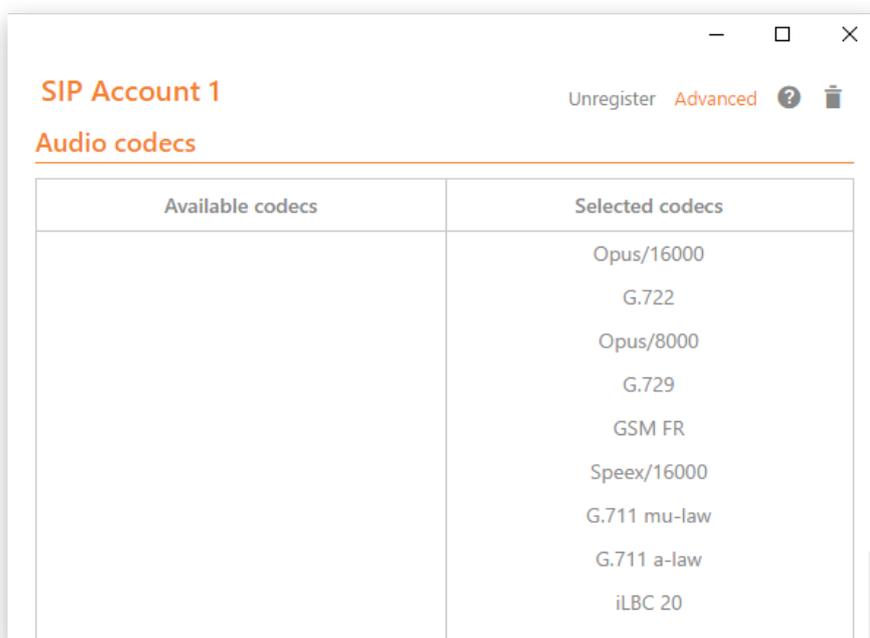
Enter manually a specific port to be used for STUN. Default one is 3478.

STUN REFRESH PERIOD

Configure how often the STUN will be refreshed. The value is in seconds, with a default entry of 30 sec.

AUDIO AND VIDEO CODECS

On this screen of the Advanced settings you can select one or more codecs to be used for this account.



The available codecs shows the unselected codecs, when you select them and click on the right point arrow, they will be added to the selected codecs.

Using the up and down arrow in the selected codecs column, will change the priority of the codec, the higher in the list, the higher the priority. You can also drag and drop the codecs entries to move these around.

Keep in mind that the codec that ends up being used will be negotiated between Zoiper and the other end, from the list of codecs available on both sides.

IAX Accounts

IAX CREDENTIALS

The screenshot shows a configuration window for 'IAX Account 1'. At the top right, there are buttons for 'Unregister', 'Advanced', a help icon, and a trash icon. The 'IAX Credentials' section contains three input fields: 'Server Hostname/IP' with the value 'iax.example.com', 'Username' with the value 'IAX Account 1', and 'Password' with masked characters. The 'Features' section includes two text input fields for 'Caller ID Name' and 'Caller ID Number'. Below these are four checkboxes: 'Register on startup' (checked), 'Use custom ringtone' (unchecked), 'Don't play ringback tones' (unchecked), and a 'Custom ringtone' field with a file selection button.

SERVER HOSTNAME/IP

The Hostname or IP address of the VoIP server;

USERNAME

The username needed to authenticate to the server;

PASSWORD

The password associated with this account.

FEATURES

CALLER ID NAME

This is the caller ID name that will be set for your outgoing calls. Keep in mind that the provider or PBX will usually ignore or override this setting on their end;

CALLER ID NUMBER

This is the caller ID number that will be set for your outgoing calls. Keep in mind that the provider or PBX will usually ignore or override this setting on their end!

REGISTER ON STARTUP

When checked this account will automatically register to the server, once the application has been started;

USE CUSTOM RINGTONE

This checkbox and the field underneath let you activate and configure an alternative ringtone to be used for incoming calls on this account. Clicking on the "..." button will open a file browser to select the file you want to use. This file needs to be an 8kHz, 16-bit Mono wave file. (.wav);

DON'T PLAY RINGBACK TONES

This setting will stop local generation of ring back tones and playback of early media when you are dialing somebody and the call is in the ringing state. This setting is usually used for call centers.

IAX Accounts

PRE-CONFIGURED EXTENSIONS

The screenshot shows the configuration page for 'IAX Account 1'. At the top right, there are links for 'Unregister', 'Advanced', a help icon, and a trash icon. The 'Pre-configured Extensions' section contains two rows: 'Check voicemail' and 'Transfer to voicemail', each with a corresponding input field. The 'Compatibility modes' section has a 'DTMF mode' dropdown menu with options: 'Use DTMF Outband' (selected), 'Use DTMF Inband', and 'Disabled'. The 'Network related' section shows 'Registration expiry' set to '0'. The 'Audio codecs' section contains a table with two columns: 'Available codecs' and 'Selected codecs'. The 'Selected codecs' column lists 'Opus/16000' and 'G.722'.

Available codecs	Selected codecs
	Opus/16000
	G.722

CHECK VOICEMAIL

This is the extension on the server where you can listen to your voicemails. This extension will be dialed when you click on the voicemail icon on the main panel;

TRANSFER TO VOICEMAIL

This is the extension on your server that hosts the voicemail functionality. This is used to forward incoming calls to the voicemail when you click on the send to voicemail button on the incoming call popup;

COMPATIBILITY MODES

DTMF MODE

This setting controls how the softphone will send DTMF digits to the server. This is used to control IVRs (e.g. press 1 for English, 2 for Spanish). This setting needs to match the configuration on the server.

NETWORK RELATED

REGISTRATION EXPIRY

The maximum number of seconds between consecutive registrations on the server. Zoiper will register 10% earlier than configured to account for network delays and retransmissions.

The registration procedure is used to inform the server of our location to make sure incoming calls will arrive properly. Registration is sometimes also required by the server to make outgoing calls.

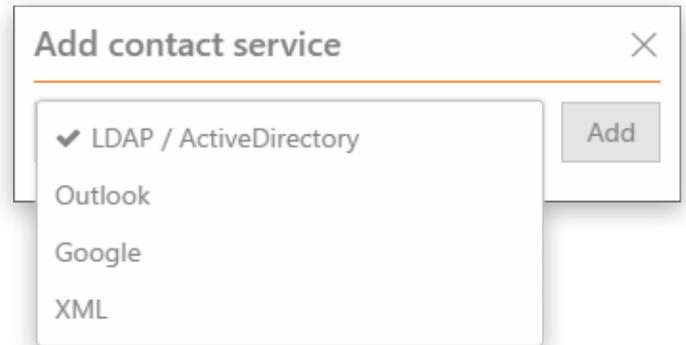
Contacts

There are two default contact sources in the Contacts settings found in Zoiper 5:

- Native Phone Name Contact Service
- Windows Windows Contact Service

And then there's the **"Add contact source"** button, allowing you to add a third, fourth and so on (you get the idea) contact source to Zoiper 5.

- LDAP/Active directory
- Outlook (Windows only)
- Google contacts
- XML
- Mac address book
- Windows contact service



Contacts

LDAP / ACTIVE DIRECTORY

ENABLED

check this box to enable the selected contact source. If the checkbox is unselected, then the account would not be active.

HOSTNAME

this would be the hostname or IP address for that specific LDAP / Active Directory source in order to get authenticated.

USERNAME

This is the username used for authentication to the LDAP / Active Directory. This could be a name, a telephone number or several random letters and numbers.

PASSWORD

This is the password used for authentication to the LDAP / Active Directory. This probably will be a combination of letters and numbers.

DC

This is the Domain Component, which refers to each component of the domain. For example `www.google.com` would be written as `DC=www,DC=google,DC=com;`

LIMIT THE NUMBER OF SEARCH RESULTS TO

here you can set a limit to the search results in the LDAP / Active Directory. Might be useful in order to not overload the server.

LDAP Contact Service 1

Enable

Hostname

Username

Password

DC

Limit the number of search results to

Use this account for dialing

Use this account for presence

Enable simple authentication

Filters

Hide contacts without name

Hide contacts without phone

USE THIS ACCOUNT FOR DIALING

From the drop-down menu you can select a few different options: "Default account", account of your choice that you already have set up and "Do not use".

USE THIS ACCOUNT FOR PRESENCE

You have the option to choose between "Default account" and "Do not use".

ENABLE SIMPLE AUTHENTICATION

enabling this options allows you to connect to a LDAP or an Active Directory server, without the need of entering additional login credentials, such as a username and a password.

FILTERS

HIDE CONTACTS WITHOUT NAME

Enabling this option will not show entries in the Contact list, that does not contain a name in the Name input field.

HIDE CONTACTS WITHOUT PHONE

Enabling this option will not show entries in the Contact list, that does not contain a phone in the Phone field(s).

Contacts

OUTLOOK / EXCHANGE

OUTLOOK PROFILE

This is the name of the Outlook profile that you would like to add.

The default Outlook profile name is just "Outlook" and it is prefilled, as Zoiper 5 takes it directly from MS Windows's Outlook profile. (You can check your default Outlook profile through the Control Panel > Mail > Show Profiles...)

Outlook Contact Service 1

Enable

Outlook Profile: Outlook Profile

Outlook Profile Password: Outlook Profile Password

Use this account for dialing: Default account

Use this account for presence: Do not use

Filters

Hide contacts without name

Hide contacts without phone

OUTLOOK PROFILE PASSWORD

This is the password used for authentication to the Outlook profile. This probably will be a combination of letters and numbers. Please note, that this is not your actual email account password, but a password needed to authenticate your MS Windows Outlook profile, that has been set up in Control Panel > Mail. It is not necessary to input anything in this field, if you are not specifically instructed to do so by your system administrator.

USE THIS ACCOUNT FOR DIALING

From the drop-down menu you can select a few different options: "Default account", account of your choice that you already have set up and "Do not use".

USE THIS ACCOUNT FOR PRESENCE

You have the option to choose between "Default account" and "Do not use".

FILTERS

HIDE CONTACTS WITHOUT NAME

Enabling this option will not show entries in the Contact list, that does not contain a name in the Name input field.

HIDE CONTACTS WITHOUT PHONE

Enabling this option will not show entries in the Contact list, that does not contain a phone in the Phone field(s).

Media

AUDIO DEVICE SELECTION

INPUT DEVICE

This is default microphone device. If you have more than one input (microphone) devices, you can select the one you would like to use by clicking on the drop-down menu.

OUTPUT DEVICE

This is the default speaker device. If you have more than one output (speaker) devices, you can select the proper one by clicking on the drop-down menu.

INPUT SPEAKER DEVICE

This is a separate audio profile. The device you select here will be treated as the device for the microphone when the "speaker phone" mode is active.

OUTPUT SPEAKER DEVICE

This is a separate audio profile. The device you select here will be treated as the device for the microphone when the "speaker phone" mode is active.

RINGING DEVICE

The default device where the softphone will ring. You can change the device as per your preference.

Audio device selection

Input Device	Microphone (Jabra BIZ 2300)	▶
Output Device	Speakers (Jabra BIZ 2300)	▶
Input Speaker	Microphone (Jabra BIZ 2300)	▶
Output Speaker	Speakers (Jabra BIZ 2300)	▶
Ringling Device	Speakers (Jabra BIZ 2300)	▶

Automatic microphone selection
 Echo cancellation
 Automatic gain control
 Noise suppression

AUTOMATIC MICROPHONE SELECTION

Enable this option to allow the softphone to select automatically your input device. This could be useful in case you are using a portable device for a conference, then want to plug-in a USB headset to continue or vice versa.

ECHO CANCELLATION

This will reduce or eliminate the echo that person you are calling might hear. It is recommended to keep this functionality enabled at all times, unless you are using a desk speaker phone with built in echo cancellation. Please keep in mind that it is technically impossible to stop the echo coming from the other end. If you hear an echo when using Zoiper, the other side needs to use better echo cancellation.

AUTOMATIC GAIN CONTROL

This will control the microphone levels automatically to make sure your voice is always the proper volume, regardless of what microphone you use or slight changes in the distance to the microphone. It is recommended to leave this enabled at all times.

NOISE SUPPRESSION

Noise suppression is used to eliminate annoying background noise from being sent over the network.

Media

EXTERNAL HEADSET / HEADSET INTEGRATION

USE GENERIC HID

Enable this setting to use standard all-around human interface device, letting you use any standard USB headset/headphones.

External Headset / Headset Integration

- Use generic HID
- Use Jabra HID
- Use Plantronics HID

USE JABRA HID

Enable this option to use the softphone with Jabra headsets.

USE PLANTRONICS HID

Enable this option to use Zoiper 5 with Plantronics headsets.

EXTRA FEATURES

MUTE EARLY MEDIA (OUTGOING CALLS)

This enables the muting of early media. This includes ring back tones coming from the network or service announcements such as but not limited to "this number is not in use".

RING WHEN TALKING (INCOMING CALLS)

If you unselect this checkbox, the softphone will no longer make a ringing sound when you are already on the phone and a second call comes in.

RING ALSO THROUGH PC SPEAKERPHONE

This option is commonly used for situations where the user is using a headset, but wants to hear the ringing sound through the PC speaker in case the headset is not worn, when there's an incoming call.

DISABLE DTMF SOUNDS

Activate this option if you want to stop the phone from playing sounds when you press the dial pad buttons. This has no effect on the DTMF being sent to the server, it just stops the local playback of the same tones to the user of the softphone.

Extra features

- Mute early media (outgoing calls)
- Ring when talking (incoming calls)
- Ring also through pc speaker
- Disable DTMF sounds

Play sounds

- On new chat message

NewMessage.wav



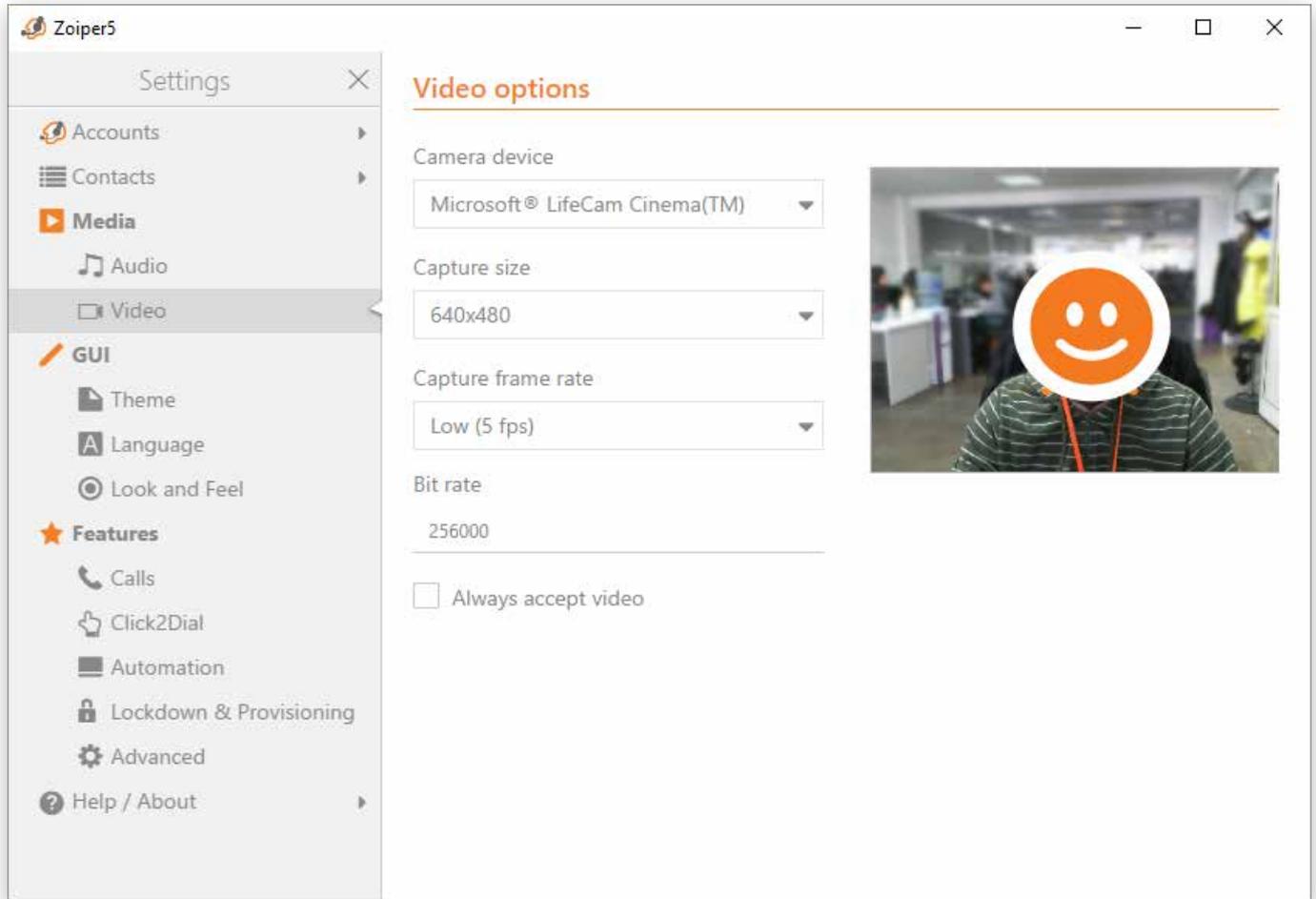
PLAY SOUNDS

ON NEW CHAT MESSAGE

Enable this option to receive sounds on an incoming chat message.

Video

VIDEO OPTIONS



CAMERA DEVICE

from the drop-down menu here, you can choose the video capturing device. Once chosen, this will be your default video device;

CAPTURE SIZE

lets you choose the camera capture size, higher resolutions require faster internet connection (e.g. broadband for High);

CAPTURE FRAME RATE

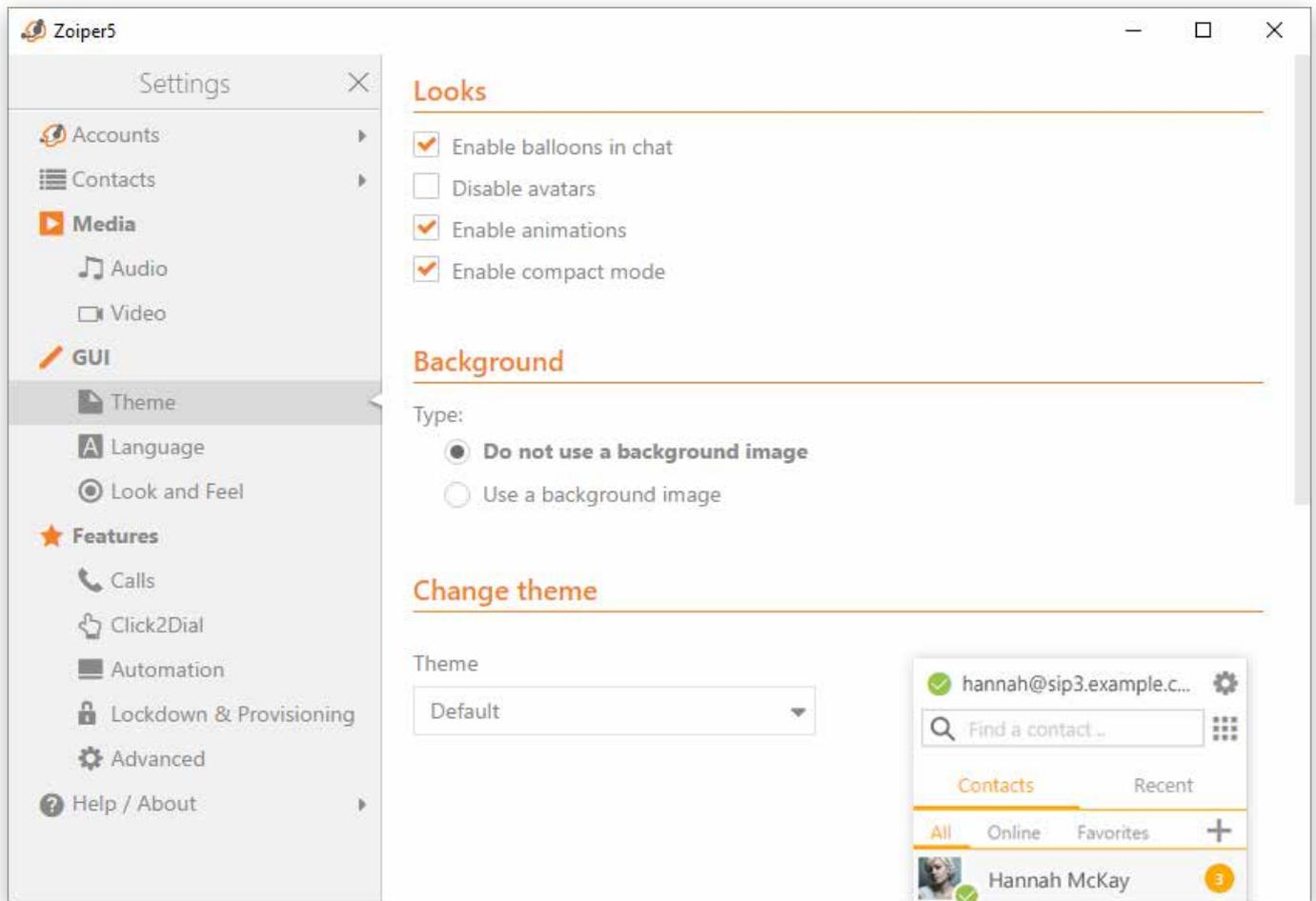
lets you choose the capture frame rate, again – higher the frames per second, you would need faster internet connectivity.

BIT RATE

another custom entry with an input field. Here you can manually enter a precise bit rate number, depending on your capturing device's capabilities.

GUI

THEME



SKIN

On the skin selector page you can select the skin of your liking. Select a skin from the drop-down menu, click on apply (if needed) and Zoiper 5 will change its skin automatically.

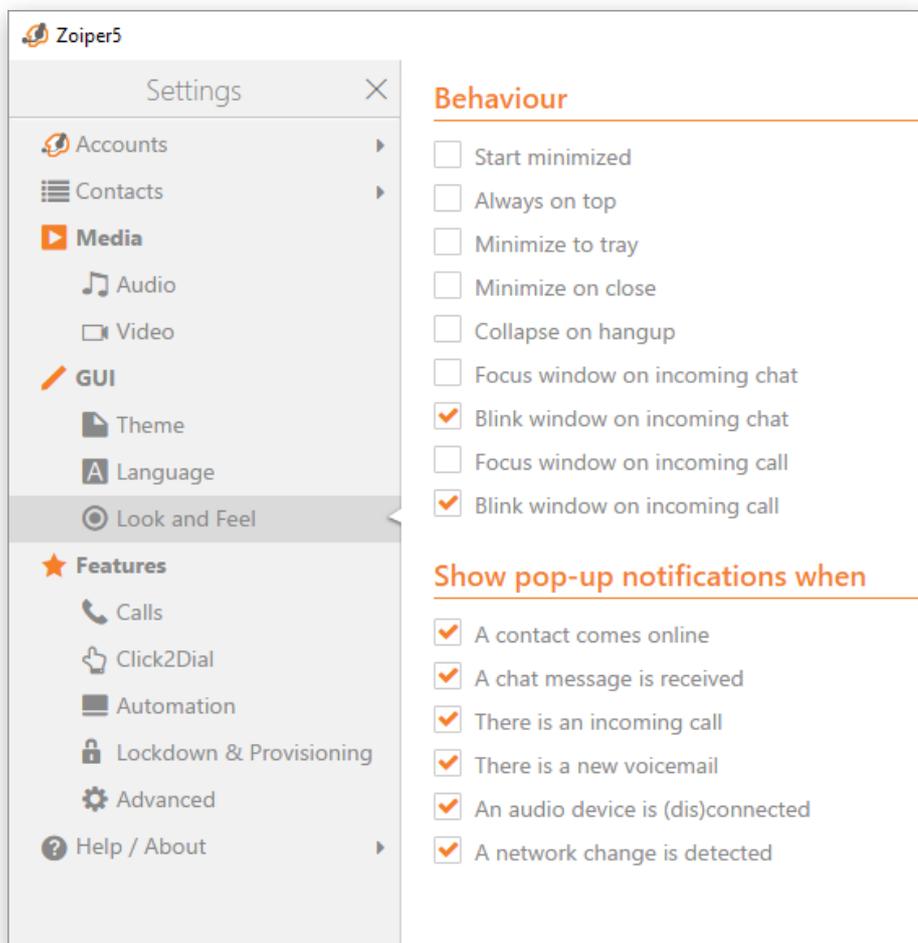
If you are using Zoiper Biz, then you are able to take advantage of the simple, minimalistic and always-on-top Zoiper business skin. This skin allows you to have always-on-top, on-the-fly settings, functions.

LANGUAGE

From this drop-down menu you can choose your preferred language. If you can't find your language, or you have found some spelling or grammar mistakes. You can always participate by registering at <http://zoiper.oneskyapp.com/>

Look and Feel

From here you can select what kind of pop-up notifications would be displayed in Zoiper 5 and when.



BEHAVIOUR

START MINIMIZED

this will make Zoiper to launch minimized when it has been started;

ALWAYS ON TOP

this option will bring the Zoiper window on top of all your other windows;

MINIMIZE TO TRAY

every time when you click the "minimize" button, Zoiper will go to the tray bar;

MINIMIZE ON CLOSE

every time when you click the "close" button, Zoiper will be minimized;

COLLAPSE ON HANGUP

when the conversation window is expanded to the right, if the call is hung-up, Zoiper will go to collapsed (I want to call this Compact mode and the other one regular) mode.

SHOW POP-UP NOTIFICATIONS WHEN

A CONTACT COMES ONLINE

get a notification once a contact from your contact list comes online;

A CHAT MESSAGE IS RECEIVED

get a notification every time you receive a chat message;

THERE IS AN INCOMING CALL

get a notification on an incoming call;

THERE IS A NEW VOICEMAIL

receive notifications upon a new voicemail message;

AN AUDIO DEVICE IS (DIS)CONNECTED

get notified when an audio device is connected or disconnected;

A NETWORK CHANGE IS DETECTED

notifications when the network status is changed (LAN, WiFi, etc.);

Features

CALLS

Call settings

Enable incoming call handling

Call forwarding

On incoming call:

Instant forwarding

Forward after (1 - 600 secs)

Forward target: Forward target:

Auto answer

On incoming call:

Instant auto answer

Answer after (1 - 600 secs)

Play sound on auto answer

Keep settings after restart

CALL SETTINGS

from here you can enable/disable Incoming call handling;

CALL FORWARDING

couple options to choose from:

- **INSTANT FORWARDING**
the call will be instant forwarded to the target number/contact below, or:
- **FORWARD AFTER**
the call will be forwarded after a certain amount of time (1-600 sec) to the same target number / contact below;

AUTO ANSWER

here you have the same options as above for Call forwarding. e.g. Instant auto answer and auto answer after a certain time period (1-600 sec).

Features

AUTOMATION

GENERAL OPTIONS

START ZOIPER WITH THE OPERATING SYSTEM

Enabling this option will make the Zoiper application to start automatically with the operating system.

CHECK FOR UPDATES

if you enable this option, Zoiper will check for updates automatically.

AUTOMATICALLY OPEN URLS SENT IN SIP HEADER

check this box to enable Zoiper to automatically open a URL when one is received from the server.

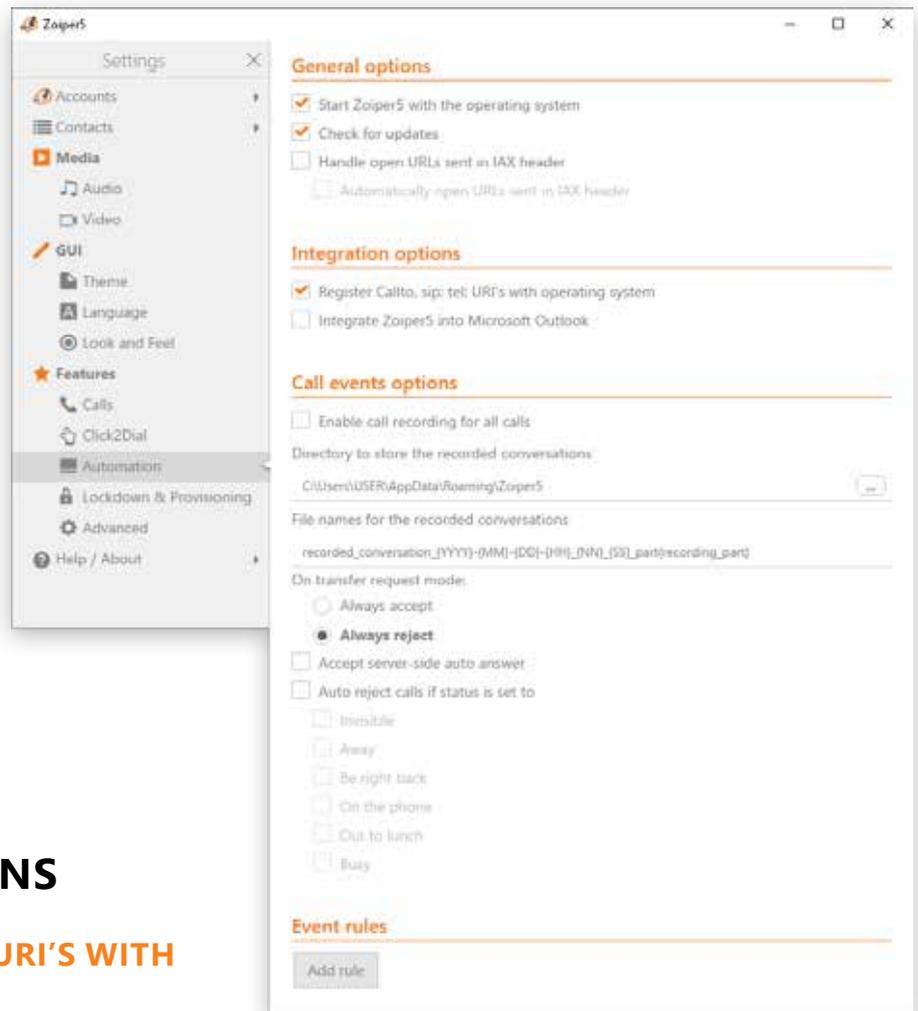
INTEGRATION OPTIONS

REGISTER CALLTO, SIP: TEL: URI'S WITH OPERATING SYSTEM

enable this option to allow the operating system to use Zoiper 5 PRO's URIs

INTEGRATE ZOIPER5 INTO MICROSOFT OUTLOOK

enable this option if you would like Zoiper to be integrated in your Outlook email client.



Features

CALL EVENTS OPTIONS

ENABLE CALL RECORDING FOR ALL CALLS

the checkbox enables or disables recording of all calls. You have the option to start recording a call from the active call window at any time.

DIRECTORY TO STORE THE RECORDER CONVERSATIONS

from here you can choose a default path to a folder on your computer, where all call recording will be saved.

FILES NAMES FOR THE RECORDED CONVERSATIONS

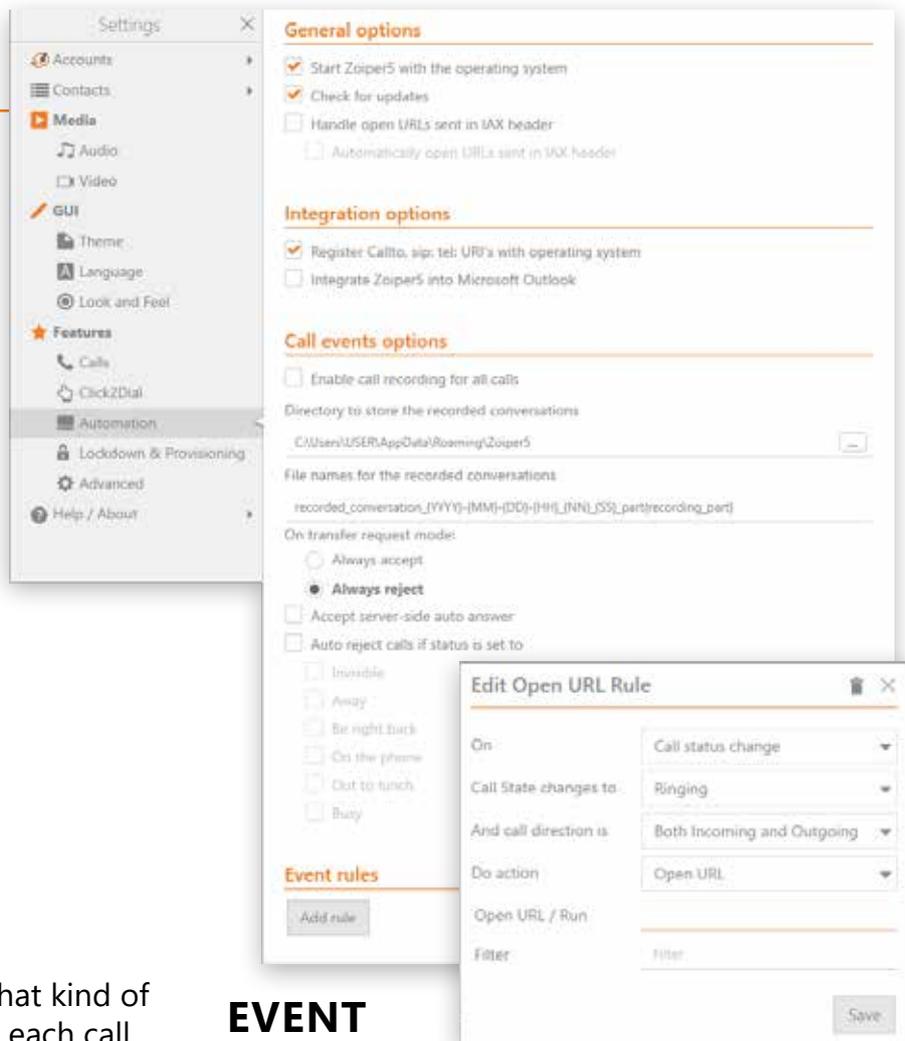
this input field let's you modify what kind of automatically generated filename each call recording will have. You can change the parameters as per your liking and order.

Here is a list of the available parameters:

- {dnid} – Dialed number identifier
- {name} – Display name for contact
- {phone} – Contact phone number
- {number} – Contact phone number
- {account} – Account name
- {YYYY} – Date year
- {MM} – Date month
- {DD} – Date day
- {HH} – Date hour
- {NN} – Date minute
- {SS} – Date second

EXAMPLE: recorded_conversation_{YYYY}-{MM}-{DD}-{HH}_{NN}_{SS}_{account}_{number}_part{recording_part}

On this example record file name will include: year-month-day-hour_minute_second_contact phone number_account name



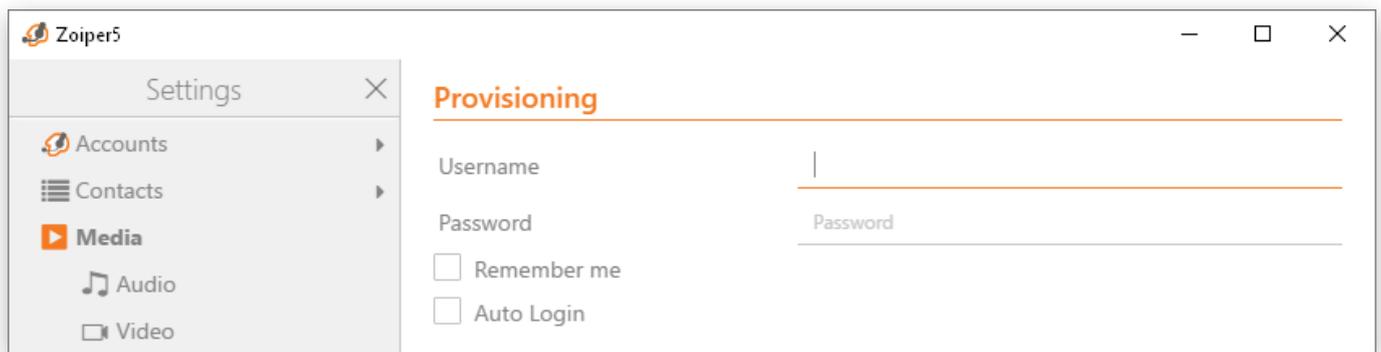
EVENT RULES

From this menu, you can set various event rules depending on your requirements and use-case scenarios. Zoiper 5 does not have limitation on how many Event rules can be created.

There are several different options to choose from:

- **On** – Call status change or Presence change
- **Call State changes to** – Ringing, Answered, Rejected, Hangup
- **And call direction is** – Both Incoming and Outgoing, Incoming, Outgoing
- **Do action** – Open URL, Open/Execute Application, REST API
- **Open URL / Run** – manual input field with following parameters:
 - {dnid} – Dialed number identifier
 - {name} – Display name for contact
 - {phone} – Contact phone number
 - {number} – Contact phone number
 - {account} – Account name
- **Filter** – use regex to make a rule exception

Lockdown & Provisioning



The automatic provisioning allows you to login only with a username and password. It could be used for:

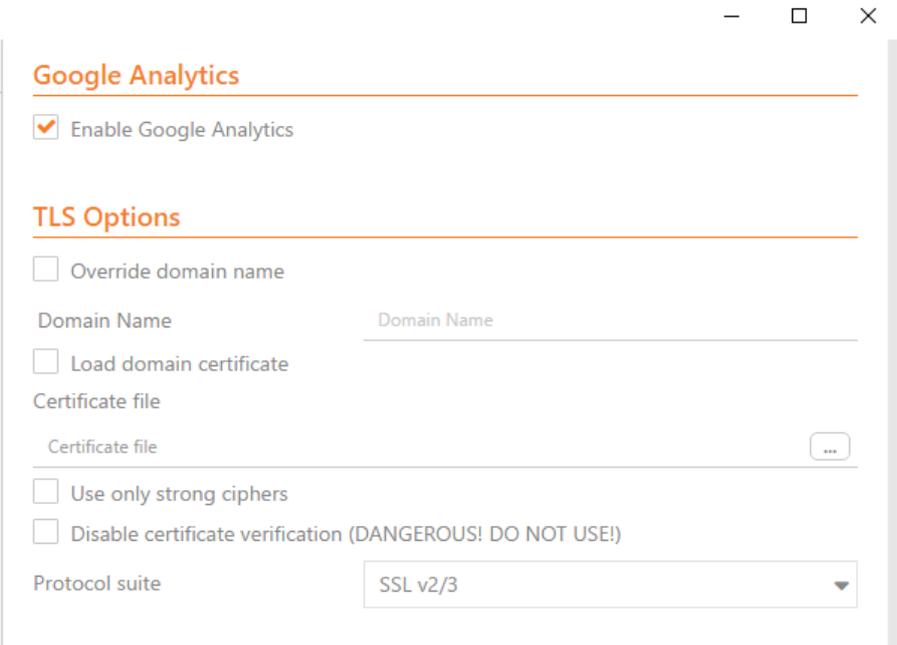
- Use remote provisioning and installer service to automate the deployment of pre-configured phones.
- Lock down some of the functionality to reduce the internal support costs.

Advanced

The advanced panel lets you configure a range of protocol settings, configure provisioning and active some troubleshooting tools.

SETTINGS/ADVANCED/ GOOGLE ANALYTICS

enable / disable the use of Google analytics. We would appreciate if you leave this option on, to provide us with some valuable data regarding use statistics, behavior and possible future improvements.



The screenshot shows a settings window with two sections: 'Google Analytics' and 'TLS Options'. In the 'Google Analytics' section, the 'Enable Google Analytics' checkbox is checked. The 'TLS Options' section includes several checkboxes: 'Override domain name' (unchecked), 'Load domain certificate' (unchecked), 'Use only strong ciphers' (unchecked), and 'Disable certificate verification (DANGEROUS! DO NOT USE!)' (unchecked). There are text input fields for 'Domain Name' and 'Certificate file', with a file selection button next to the latter. At the bottom, a 'Protocol suite' dropdown menu is set to 'SSL v2/3'.

SETTINGS/ADVANCED/TLS OPTIONS

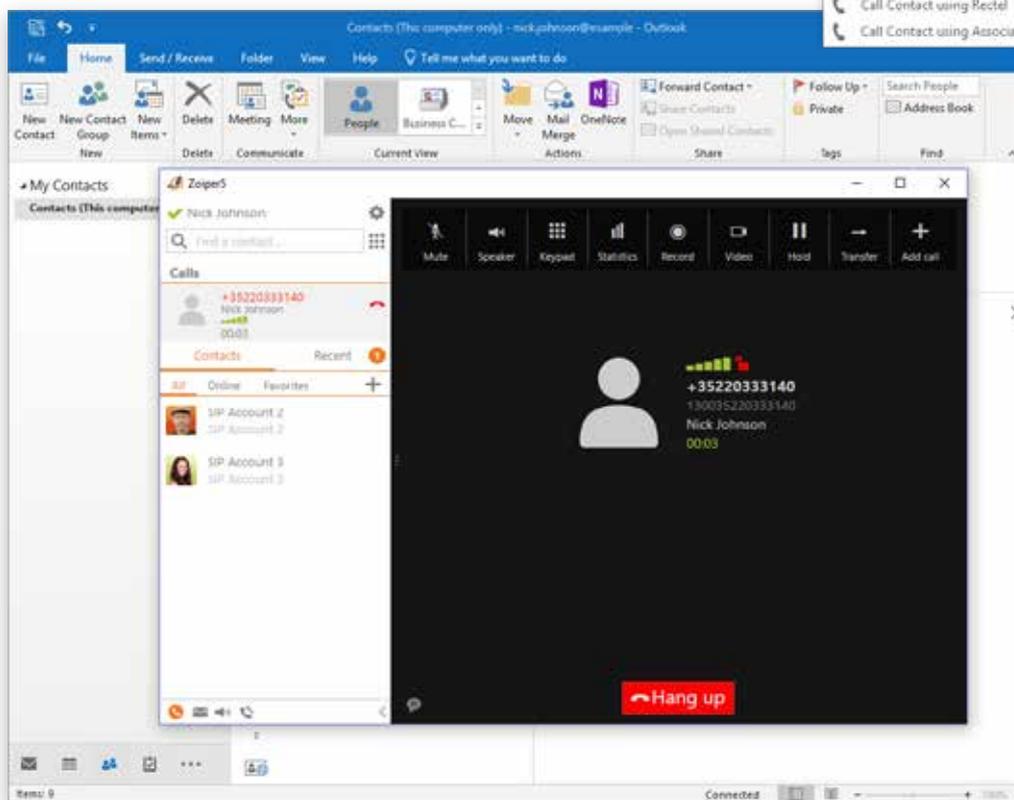
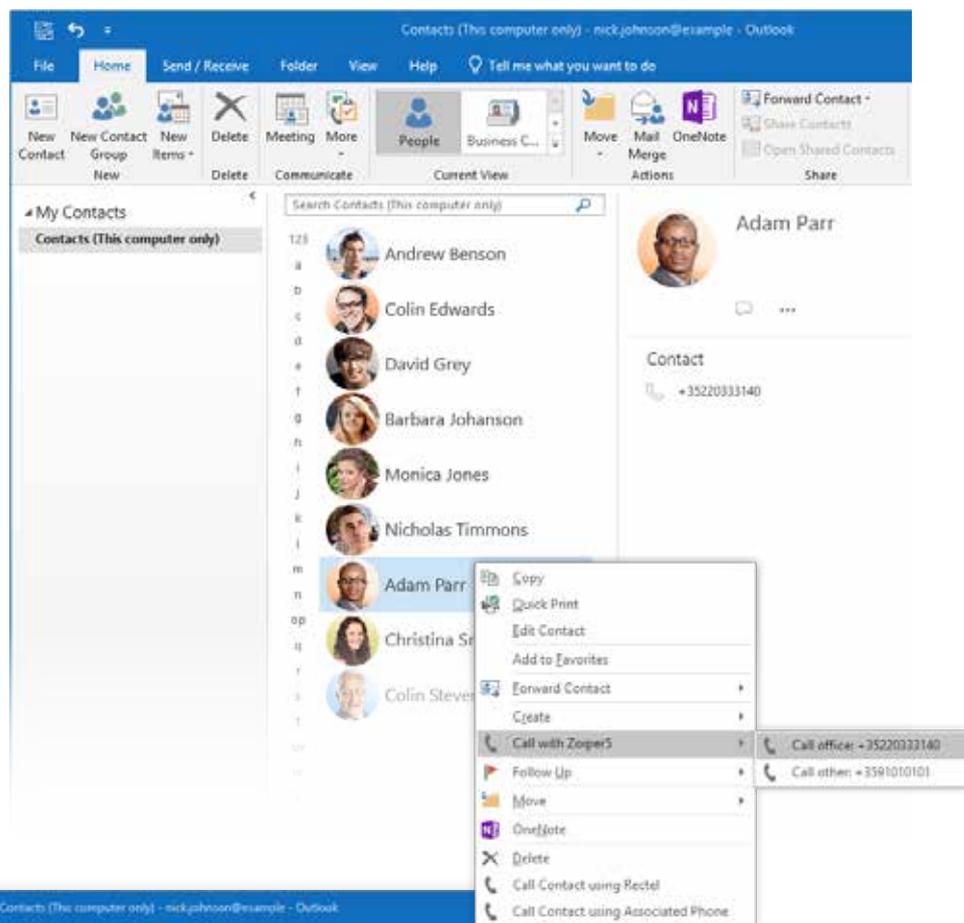
- Override domain name
- Load domain certificate
- Use only strong ciphers
- Disable certificate verification
- Protocol suite – SSL v2 and v3 or TLS

Outlook integration

HOW TO DIAL WITH OUTLOOK WITH ZOIPER 5 PRO

Make sure you have selected the "Install Microsoft Outlook add-in" during the Zoiper 5 installation process.

Open Microsoft Outlook, select a contact from your Contacts list and right click on it. Then select **"Call with Zoiper5"** > and click the **number** you wish to dial for this contact.



Zoiper 5 will initiate the call directly:

*You have successfully dialed a number through Microsoft Outlook with **Zoiper 5 PRO!***

Call transfer with Zoiper 5

TRANSFER FUNCTIONALITY IS AVAILABLE ONLY IN ZOIPER 5 PRO.

ZOIPER 5 SUPPORTS BOTH ATTENDED (WARM) AND UNATTENDED (COLD) CALL TRANSFER.

ATTENDED TRANSFER WITH ZOIPER 5

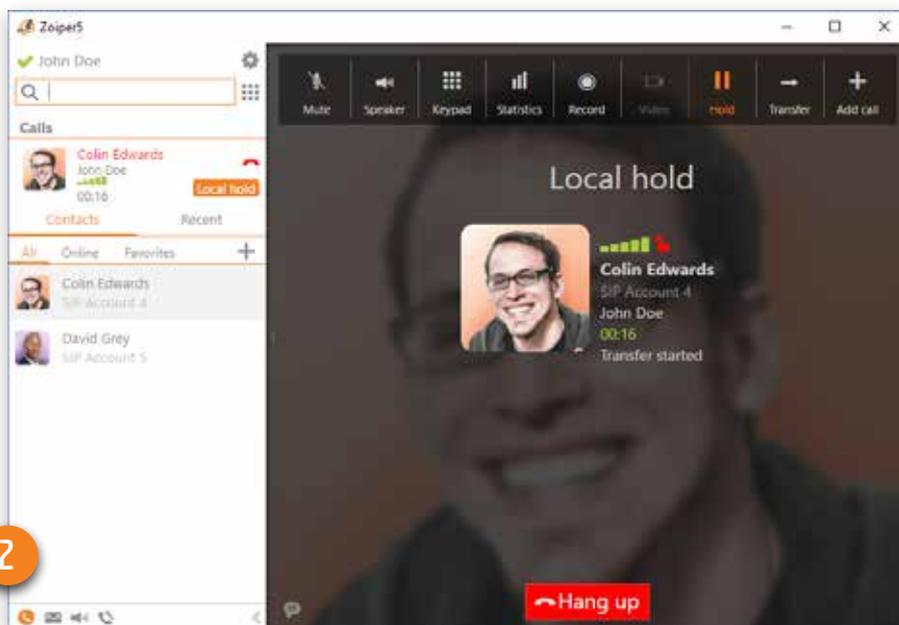
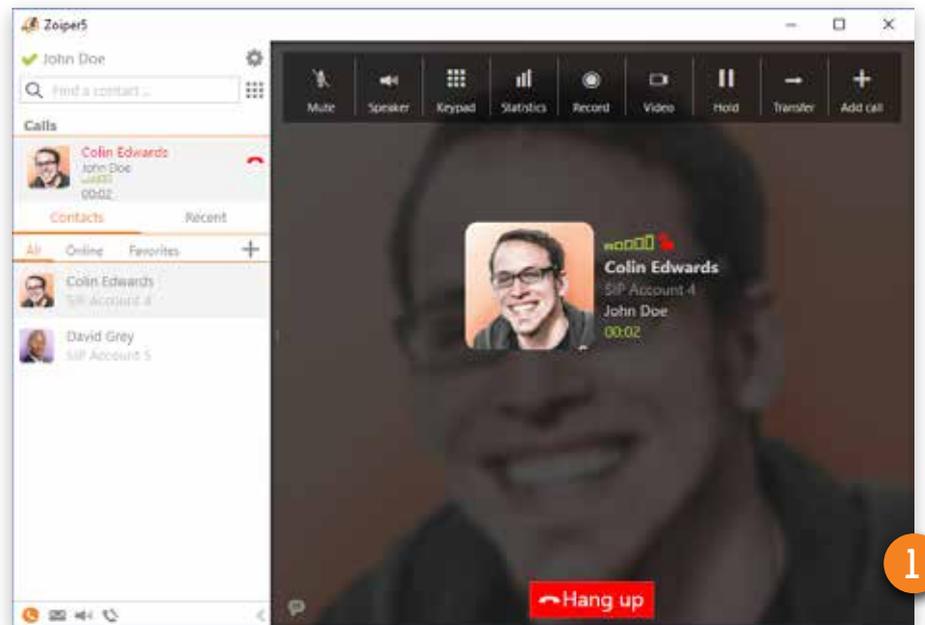
Q: What is Attended transfer?

A: It is used when you first need to inform the third party about the call.

Q: How to do it?

A: In a few easy steps:

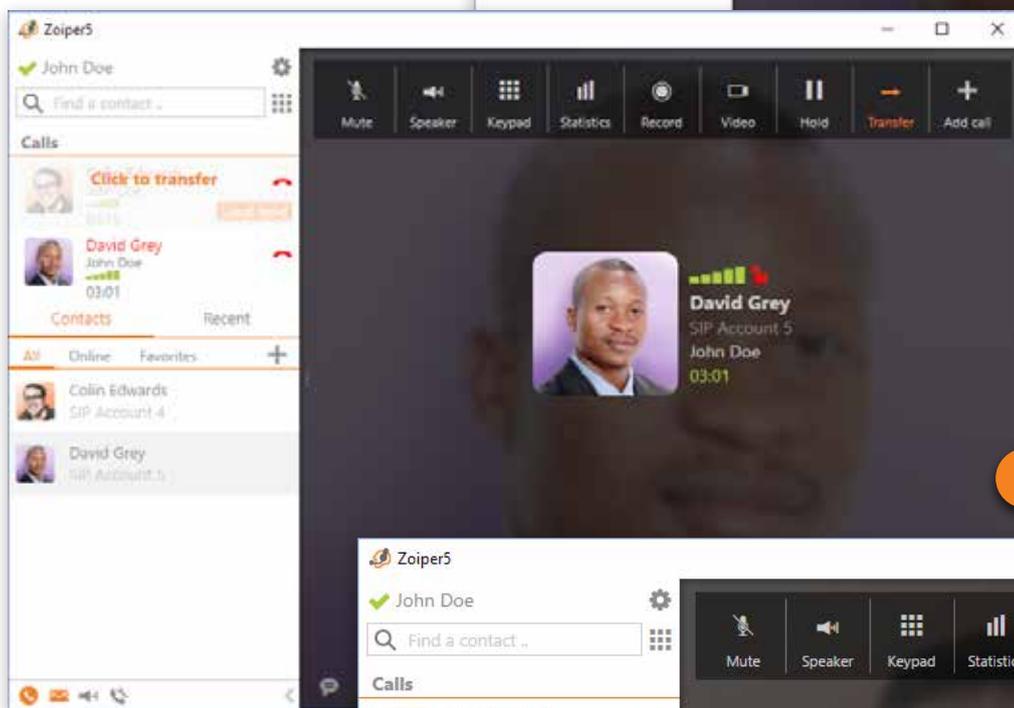
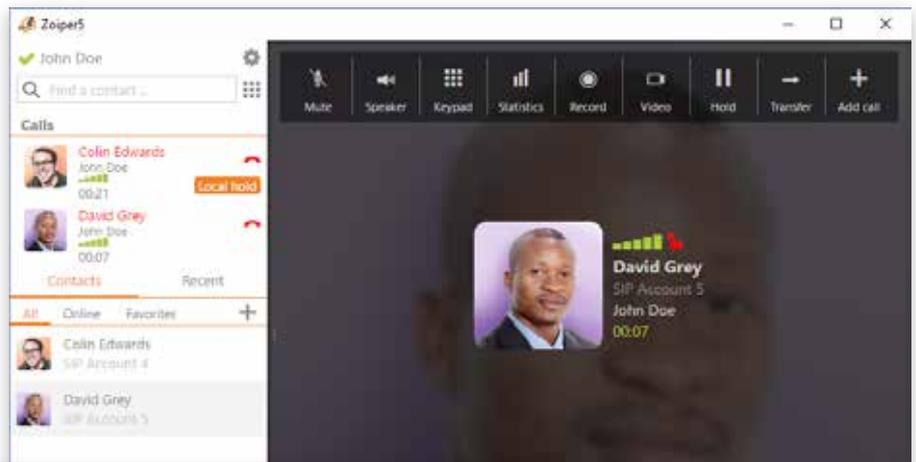
1. Establish the first call.



2. Put the first call on hold manually (by clicking the hold button), or just dial the second number. If you directly dial the second number, the first call will be put on hold automatically. Here, Zoiper 5 gives you much more versatility - you can "dial" the second number either by choosing it from your Contacts list, or by typing it in the Search field.

Call transfer with Zoiper 5

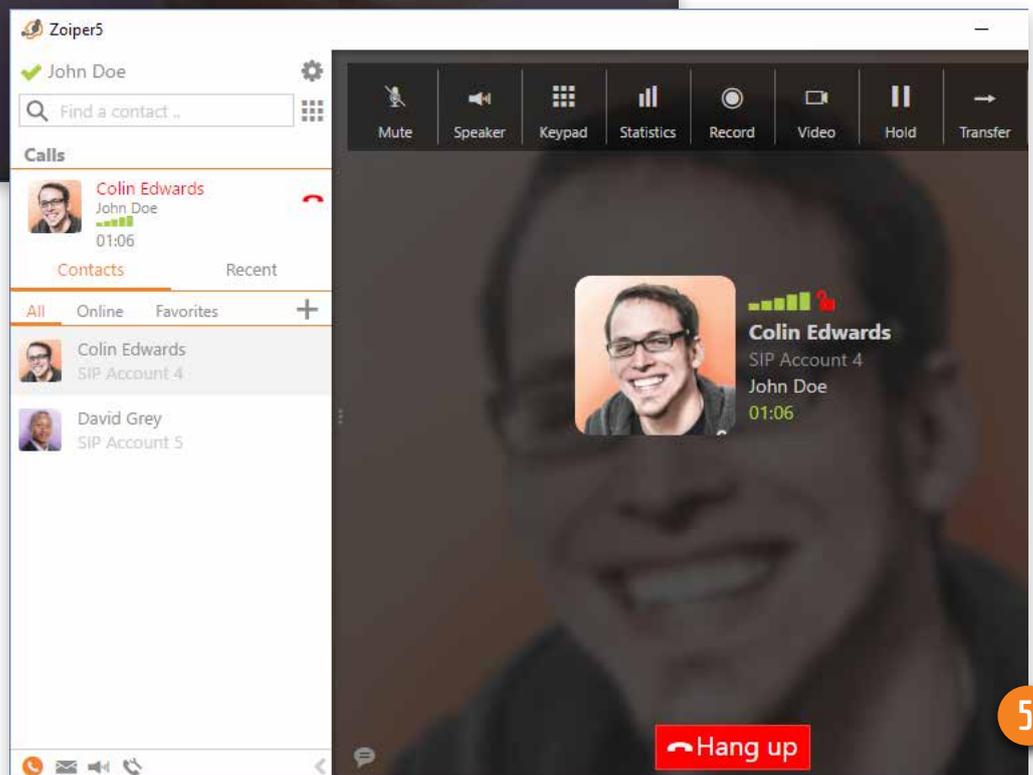
3. Wait until the second call is established. There will be two (2) active calls now in Zoiper 5.



4. Click the *Transfer* button while in the active call that you want to transfer.

5. Click the *other call* that is placed on hold.

YOU HAVE NOW ESTABLISHED AN ATTENDED TRANSFER!



Call transfer with Zoiper 5

UNATTENDED TRANSFER WITH ZOIPER 5

Q: What is Unattended transfer?

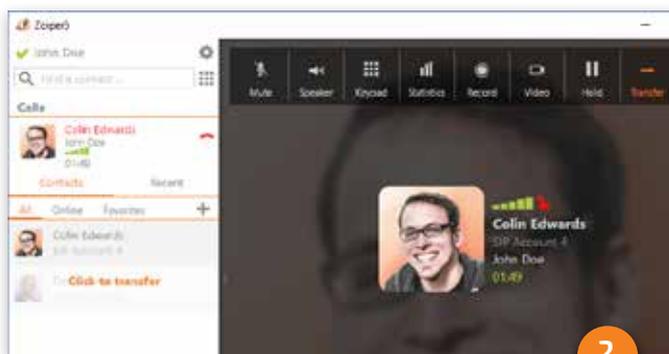
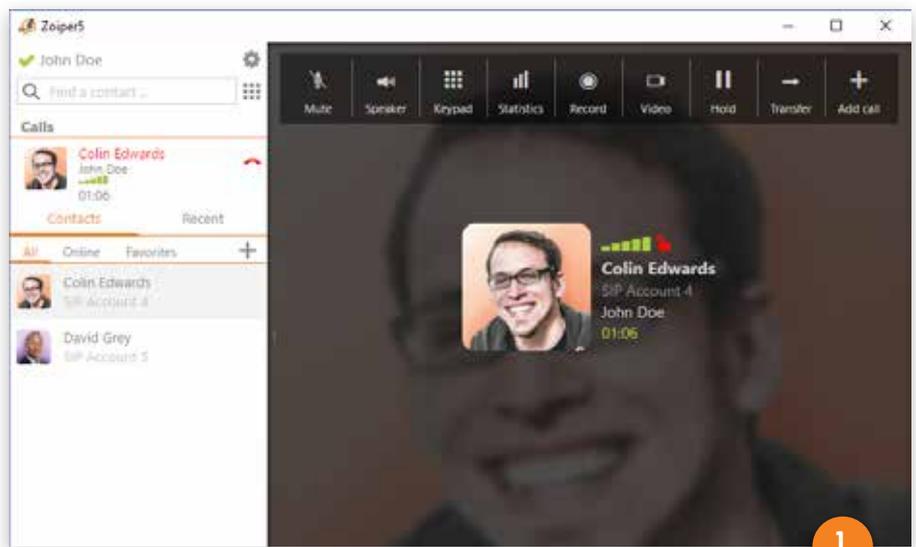
A: It is used when a call is transferred without informing the third party.

Q: How to do it?

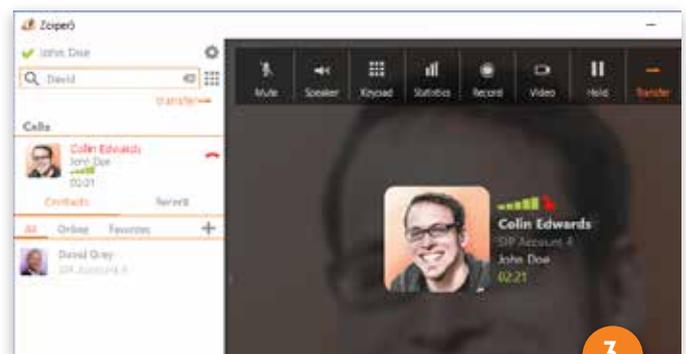
A: In a few easy steps:

Establish the first call.

1. Click the *Transfer* button located in the functions bar while in an active call.

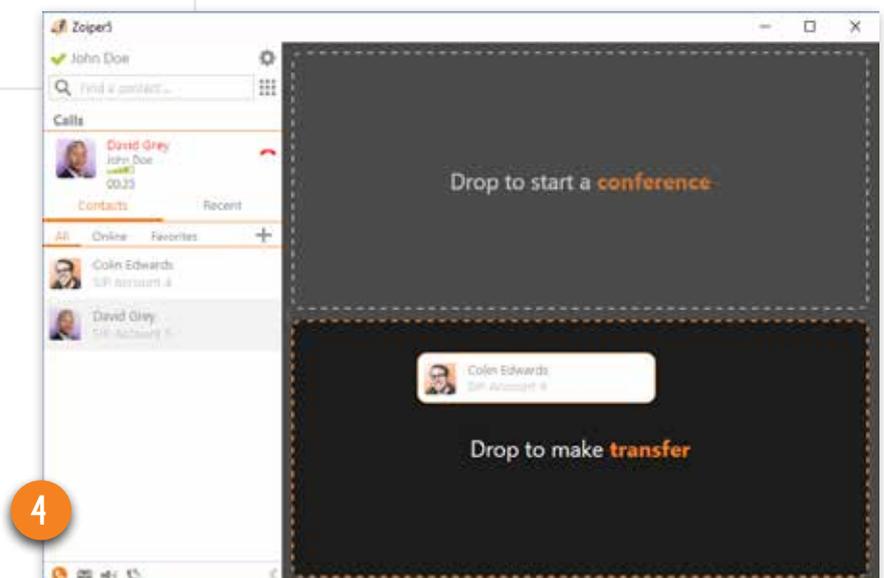


2. Type the other party's number in the Search field and press Enter key or click the the *transfer arrow button*.



3. You have now established an unattended call transfer.

4. Zoiper 5 gives you even more flexibility than ever before. Now you can drag and drop a contact from your Contacts list to make a transfer.

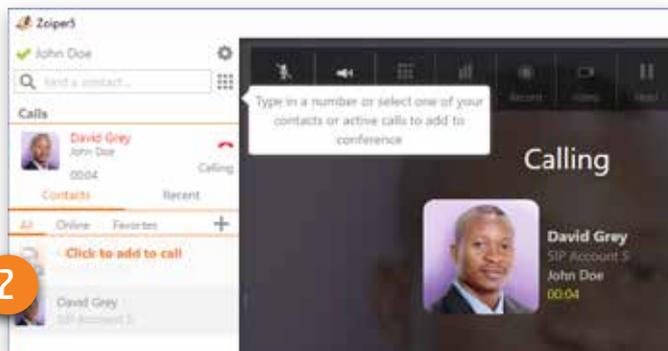
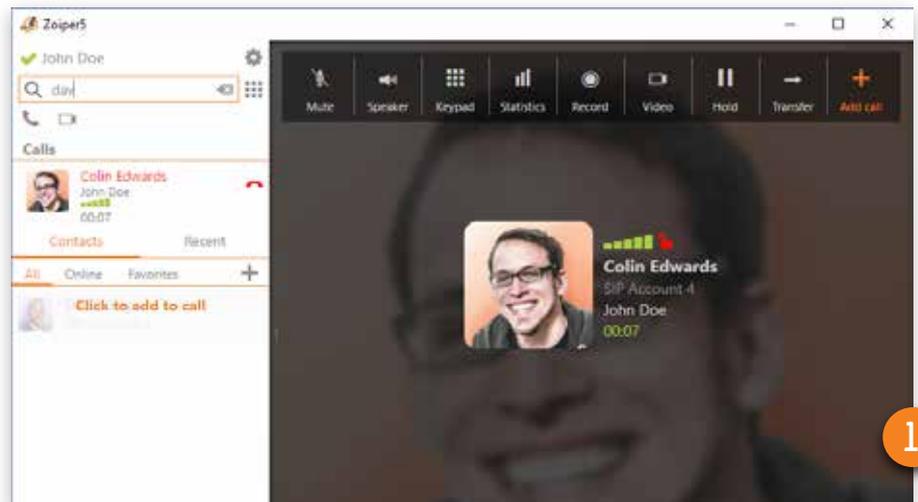


Conference with Zoiper 5

CONFERENCE FUNCTIONALITY IS AVAILABLE **ONLY** IN ZOIPER 5 PRO.

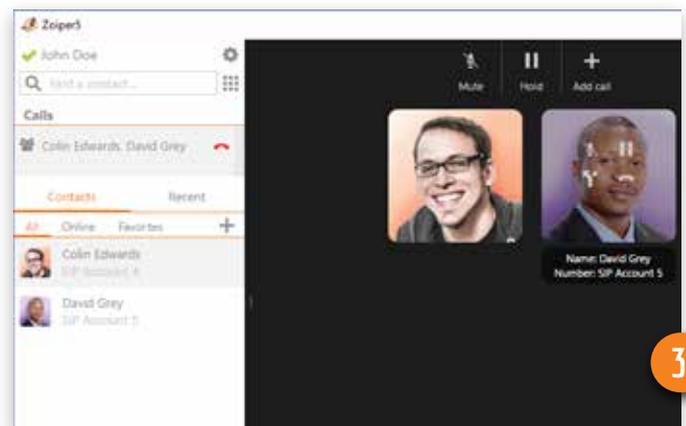
THERE'S A FEW WAYS HOW YOU CAN MAKE A CONFERENCE CALL.

1. After establishing an active call, you can add more participants by clicking the Add call button in the conversation window.

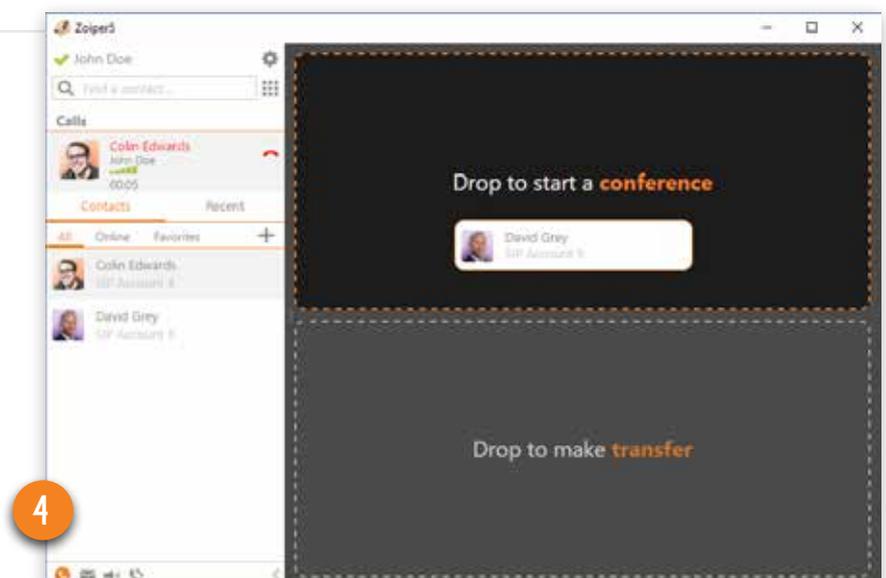


2. You can also type in the Search field the name of the contact or the number you want to add to the conversation. Or simply hover over your Contacts list and click on a contact to create a Conference.

3. After the other party picks up your incoming call, Zoiper 5 will have successfully established a call conference:

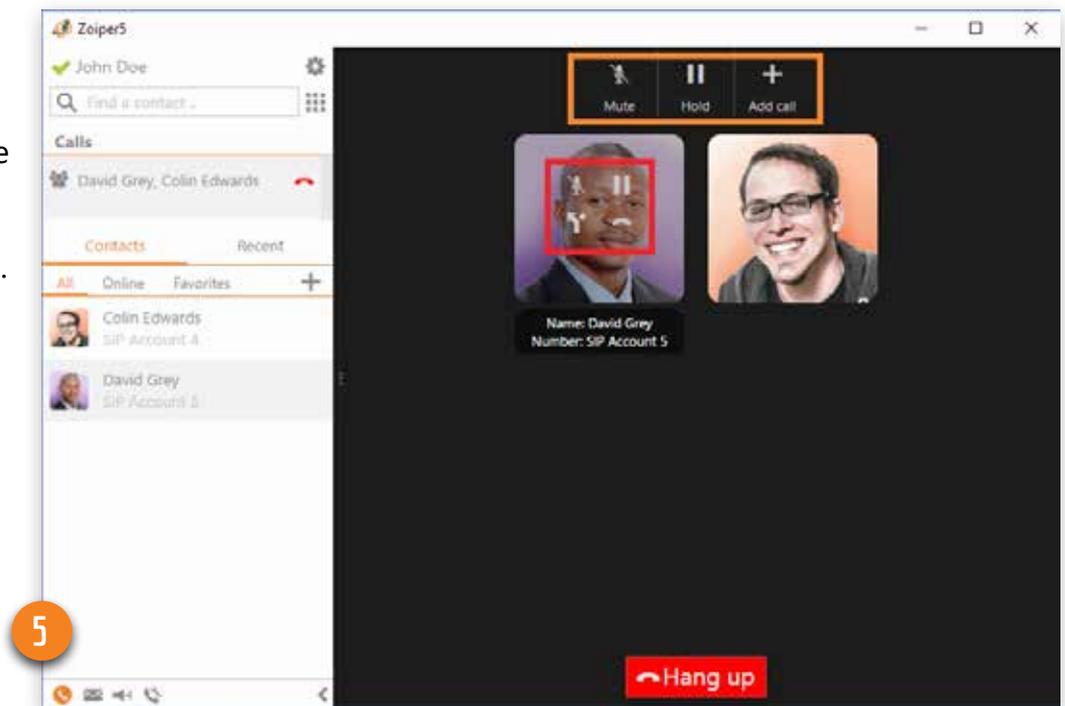


4. Zoiper 5 gives you even more flexibility than ever before. You can also drag and drop a contact from your Contacts list to make a conference.



Conference with Zoiper 5

5. While in a Conference call, Zoiper 5 allows you to manage the conversation with either global or individual controls.



Top buttons (in orange) affect all the participants in a specific Conference, so these are the global controls. i.e. if you click Mute all participants' voice will be muted. Hold will put the entire conference on hold, while Add call will give you the ability to include an additional participant.

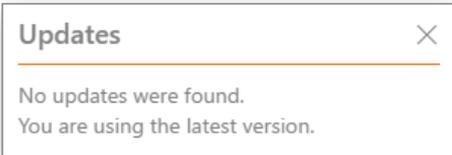
You can however, manage individual participants in the conference call, simply by hovering over each participant with the mouse over them (in red). Then, you can individually mute a participant, place on hold, hang up or separate* a conference call.

**separate - as in disjoining two or more merged participants, essentially placing them out of the conference as individual calls*

Help/About

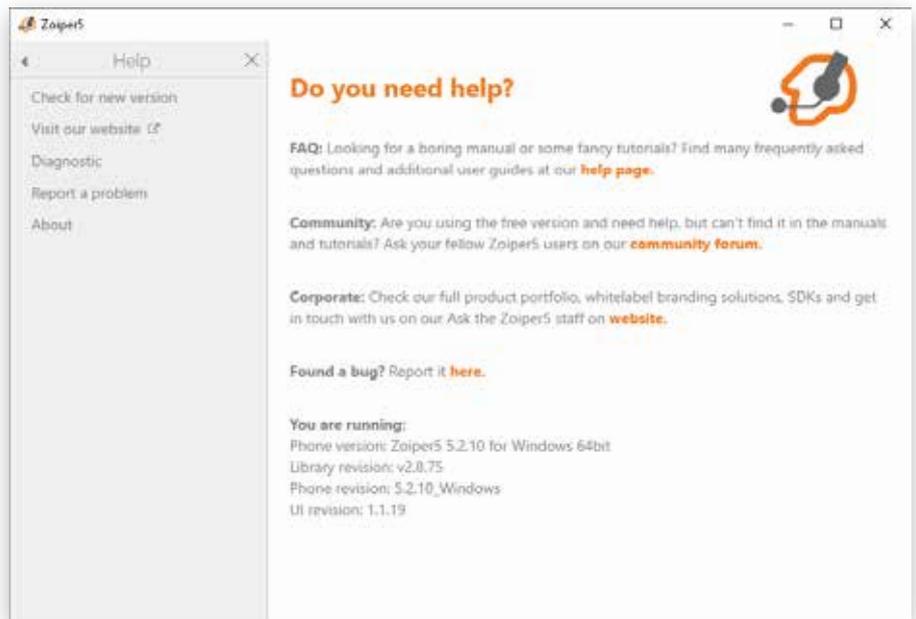
CHECK FOR NEW VERSION

manually check if there is an update for Zoiper 5.



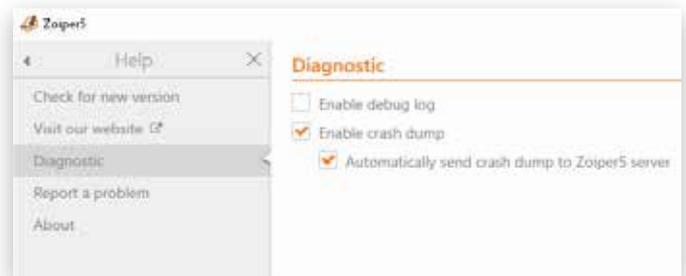
VISIT OUR WEBSITE

opens <http://www.zoiper.com/> in your default web browser.



DIAGNOSTIC

If you are experiencing any issues with Zoiper, this will be a great place to start. You have the options to enable / disable the following: Enable debug log, Enable crash dump and to Automatically send crash dump to our Zoiper servers for further investigation and help us to fix these issues.



REPORT A PROBLEM

A quick way to send our technicians detailed information regarding the issues you might be experiencing. Just type it in and click **Send!**



ABOUT

the usual suspects here. Library version, phone build version, UI version, copyrights.

