

ZOIPER SOFTPHONE CONFIGURATION GUIDE

How to Reach us

When You Need Us

Smart Choice Communications maintain a 24 hour a day, 7 days a week customer support call center.

Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

When calling:

- Identify yourself and the company you represent.
- State the nature of the trouble.
- A service ticket will be opened.
- Your call will be transferred to our Tech Support Team to attempt problem resolution.
- In the event the issue resides, an onsite dispatch will be arranged.

Overview

1. Install Zoiper Softphone Application
2. Start Zoiper Application and Add an Account
3. Fill in Credentials
4. Enable Account as Default
5. Verify Softphone Line is Registered

1. Install Zoiper Softphone Application

1. Navigate to your smartphone's application store, and search for "Zoiper".
2. Install the Zoiper Softphone Application.



Zoiper IAX SIP VOIP
Softphone

Securax LTD.

INSTALL

UPDATE

In-app purchases



Downloads



13,176



Communication



Similar

WHAT'S NEW

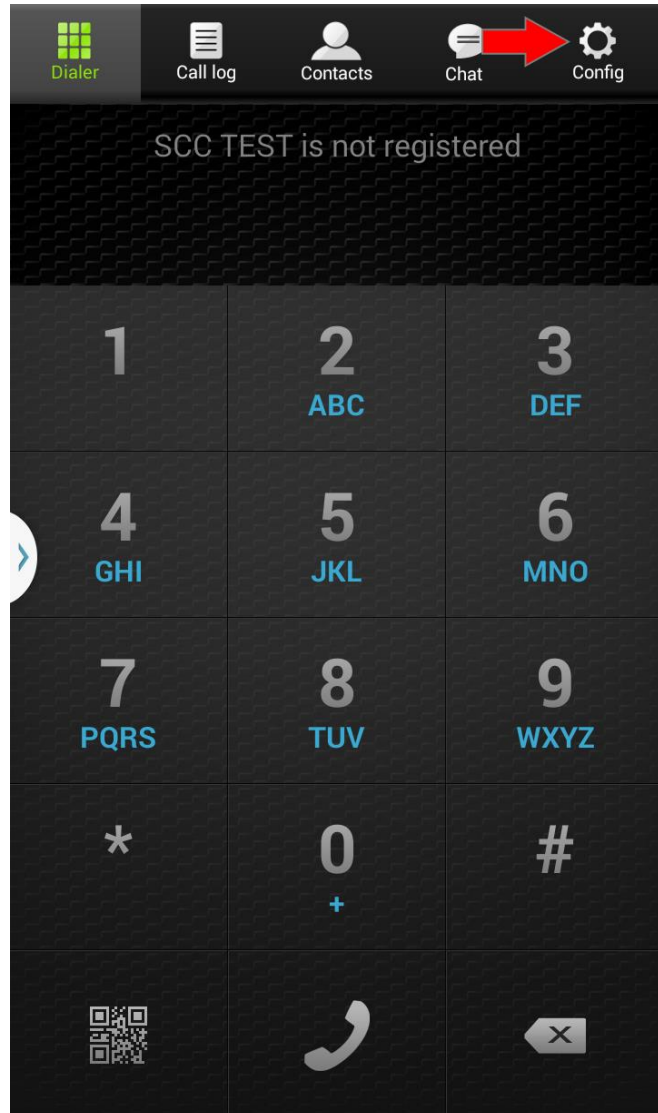
v. 1.18.5

- Added Presence
- many fixes
- Added Talkback functionality for dial,

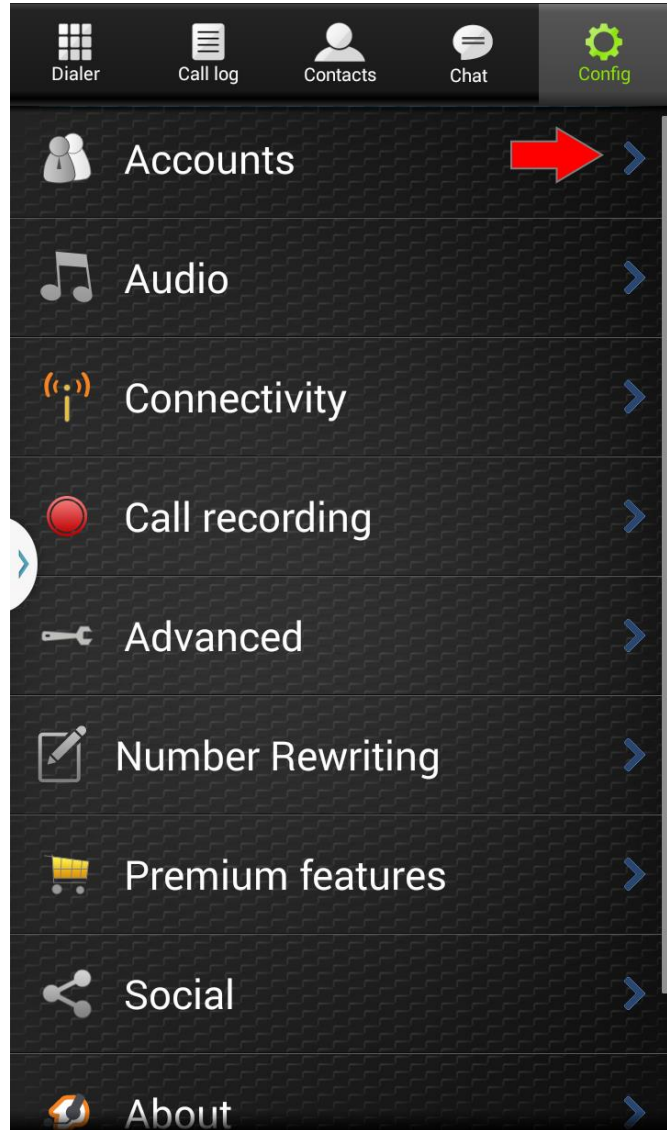
[READ MORE](#)

2. Start Zoiper Application and Add an Account

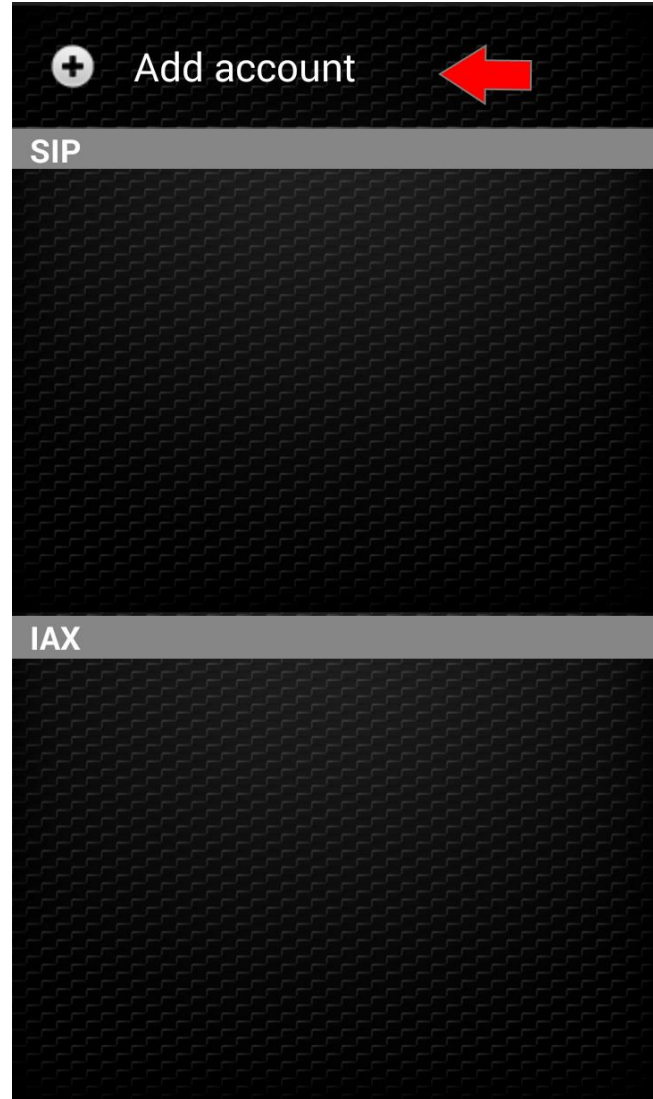
1. Start the Zoiper application
2. On the initial screen, select the "Config" icon in the upper right hand corner.



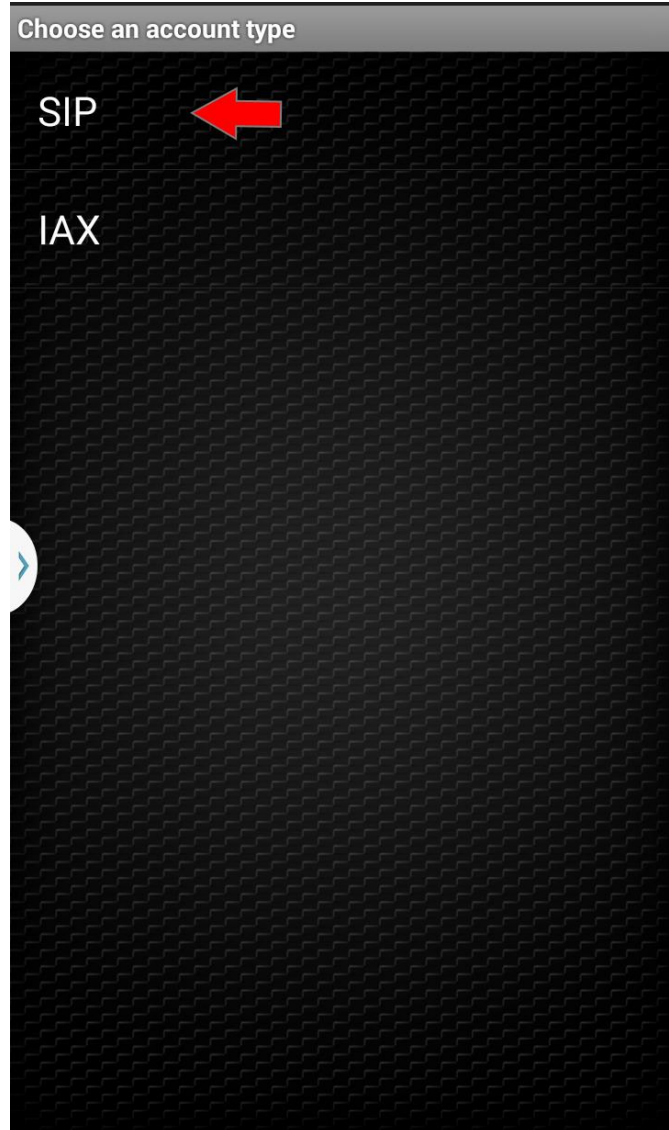
3. On the "Config" screen, select "Accounts"



4. Select "Add account"



5. Select "SIP"



3. Fill in Credentials

1. Select "Account name" and type in a label. "SCC TEST" is filled out in this example, but it is just a preferred label ("Work", "Ext 275", etc.)
2. Enter the Host IP address (Provided by Smart Choice Communications)
3. Enter the Username (Provided by Smart Choice Communications)
4. Enter the Password (Provided by Smart Choice Communications)
5. Select "Save"

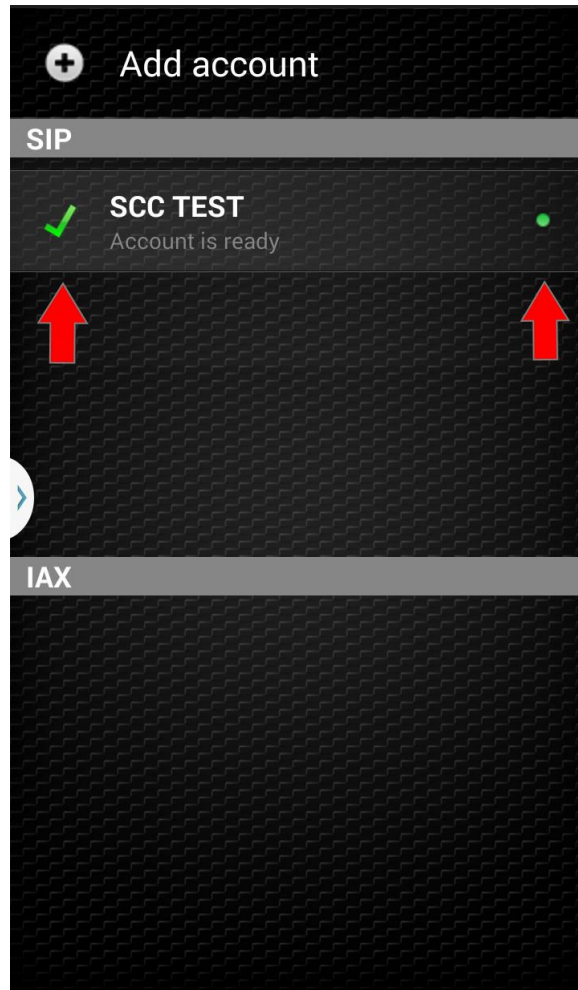
The screenshot shows a mobile application interface for configuring a SIP account. The screen is titled "SIP Account" and has a dark background with a subtle grid pattern. It is divided into sections: "SIP Account", "Authentication", and "Optional".

- SIP Account:** Contains the "Account name" field with the value "SCC TEST". A red arrow points to this field.
- Authentication:** Contains three fields: "Host" with the value "8.22.188.10", "Username" with the value "mycompany-100", and "Password" with the value "*****". Red arrows point to each of these fields.
- Optional:** Contains three fields: "Authentication user", "Outbound proxy", and "Caller ID".

At the bottom of the screen, there are two buttons: "Save" and "Cancel". A red arrow points to the "Save" button.

4. Enable Account as Default

1. To enable the account, select the checkmark on the left side. If it is enabled, it will be green.
2. To make this account the default account, select the "dot" on the right side. If it is the default account, it will be green.



5. Verify Softphone Line is Registered

1. Press “back” on your phone, then select “Dialer” in the upper left.
2. You will now see that your line is ready for use.
3. If you see “not ready”, then the account has not been enabled. Please go back to section “4. Enable Account as Default”
4. If you see “registration failed”, please re-enter your credentials provided to you by Smart Choice Communications. If you still are unable to register your line, please contact the Smart Choice Communications Technical Support team by calling 1-800-217-3096 or email us at techsupport@smartchoiceus.com

