



Zoiper Mobile

Android & iOS

User Guide

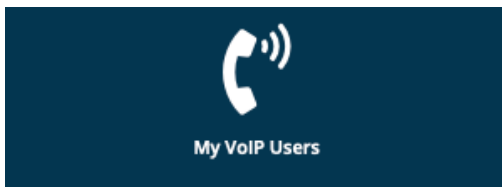
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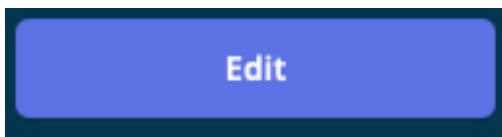
Connecting Zoiper to your VOIP extension

To connect your Zoiper mobile app to your VOIP account you would need to follow these steps below. You may have been given a QR code by our Vivi support team or you may need to find this through the Vivi Portal under the My VOIP users tab on the dashboard, From there you will be able to get your QR code you need for Zoiper mobile. Please go to page 4 if you already have been given a QR code for your extension.

To get your QR code through the VIVI portal



Go to My VOIP Users



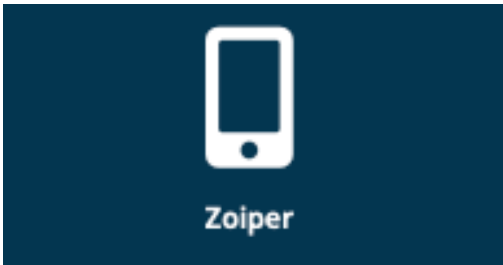
Then go to Edit on your VOIP User account



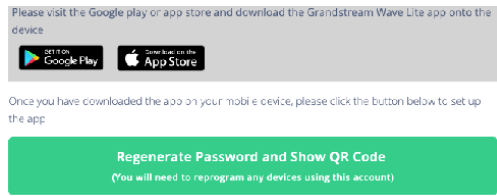
Go to Setup My Device



Then go to Mobile/Softphone



Click on Zoiper



Then go to Regenerate New Password

Run this and on the dial pad screen click on the QR code on the bottom left of the screen.
This will activate your camera. Point it at the QR code shown here and this will program your soft phone ready for use.



You should now see your QR code you need to scan into the app

How to scan the QR code into Zoiper

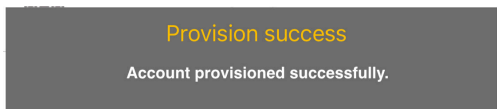


Once you have opened the app and accepted all the app permissions it needs to work. You now need to press the QR code icon which should enable the camera mode

Run this and on the dial pad screen click on the QR code on the bottom left of the screen.
This will activate your camera. Point it at the QR code shown here and this will program your soft phone ready for use.



Point the camera to the QR code



You should see that the account has been provisioned and it should say either successfully or not



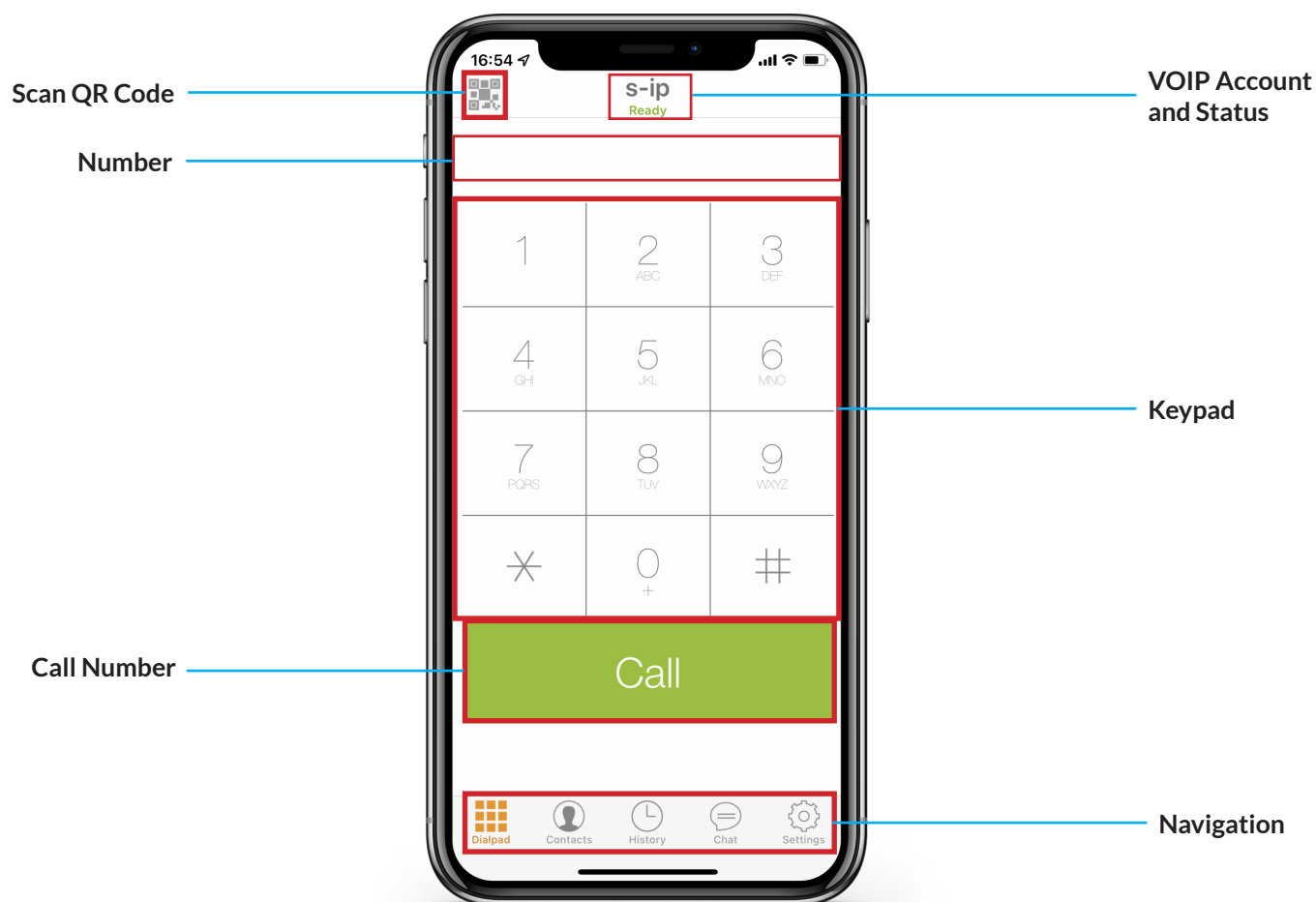
If your account has been successfully provisioned then your account should show as ready. If not then please contact support

If you have any issues with setting up then please contact our support team who will be happy to provide assistance.

Getting to know Zoiper

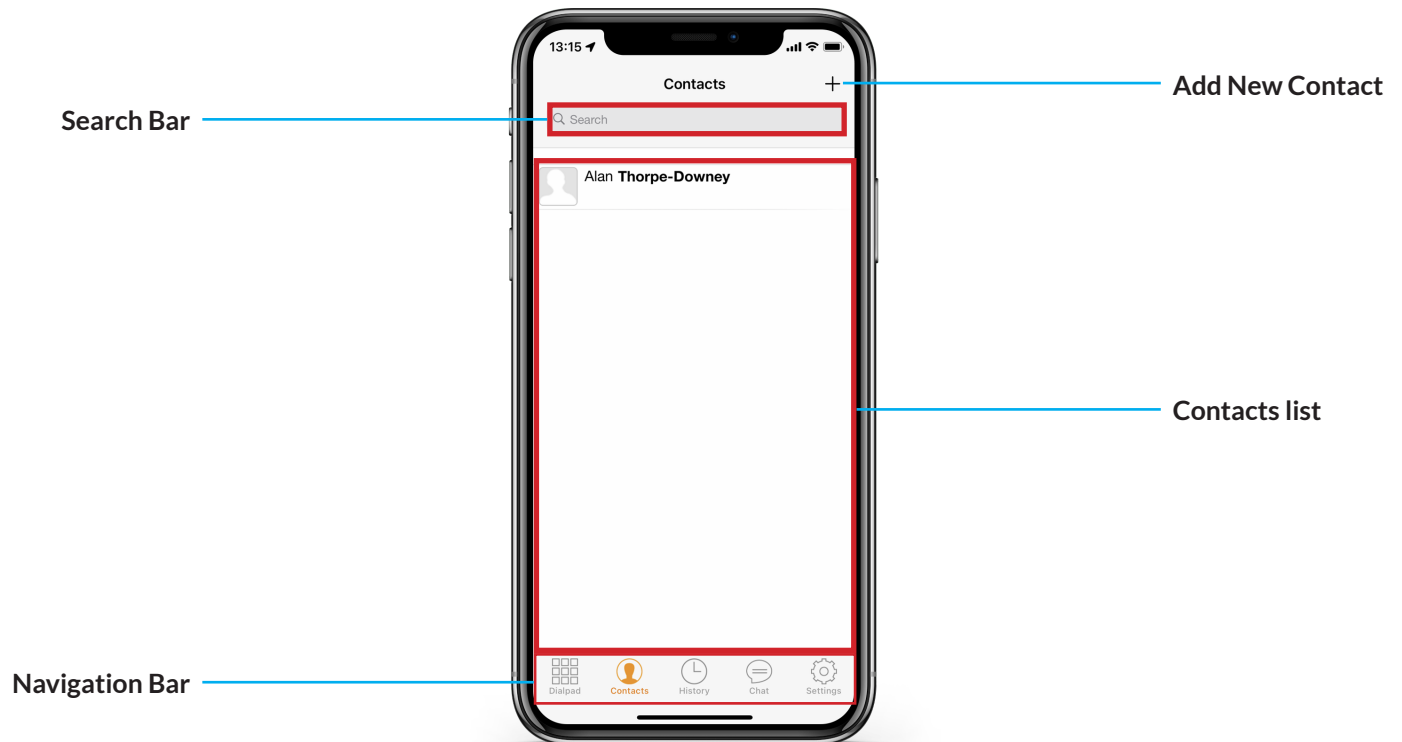
The Zoiper mobile app has the same the layout design for both iOS and Android, please note that the app will function differently between OS. On the next few pages we give you a detailed layout on what each item does on the app.

Keypad function layout

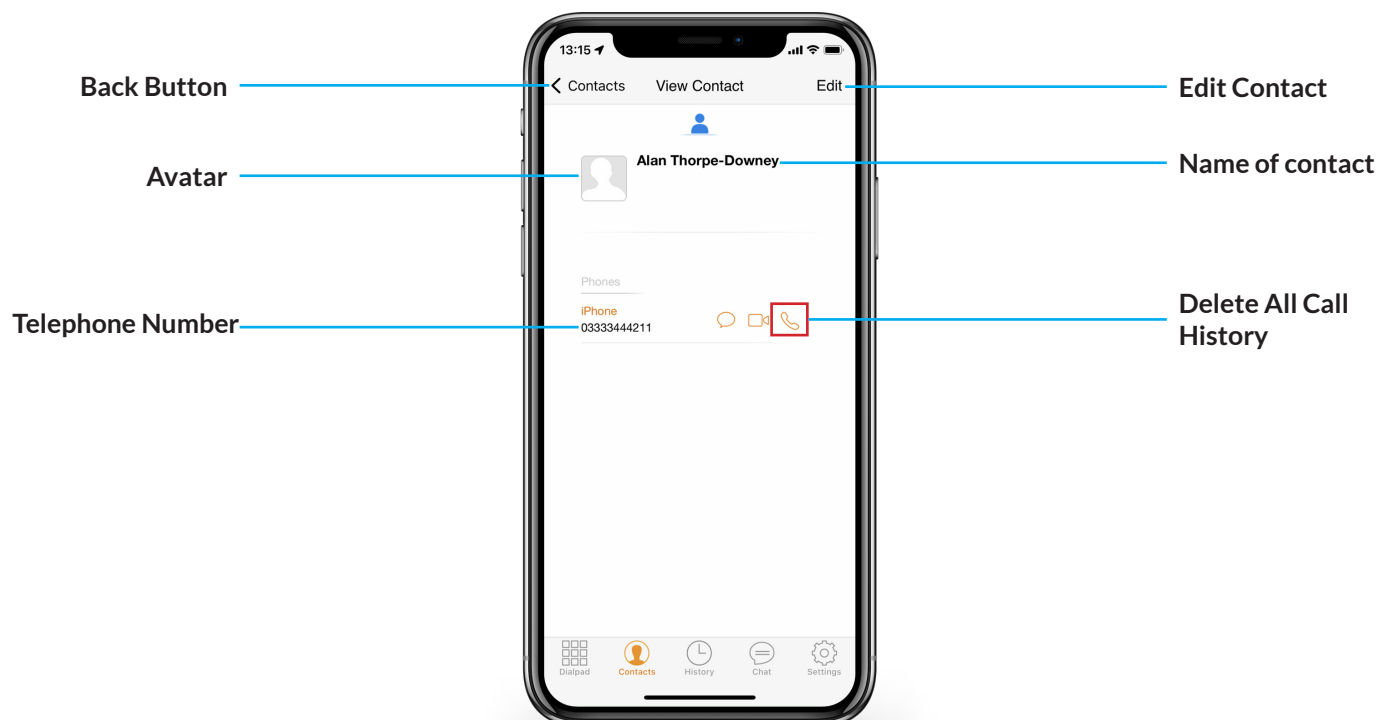


Contact layout

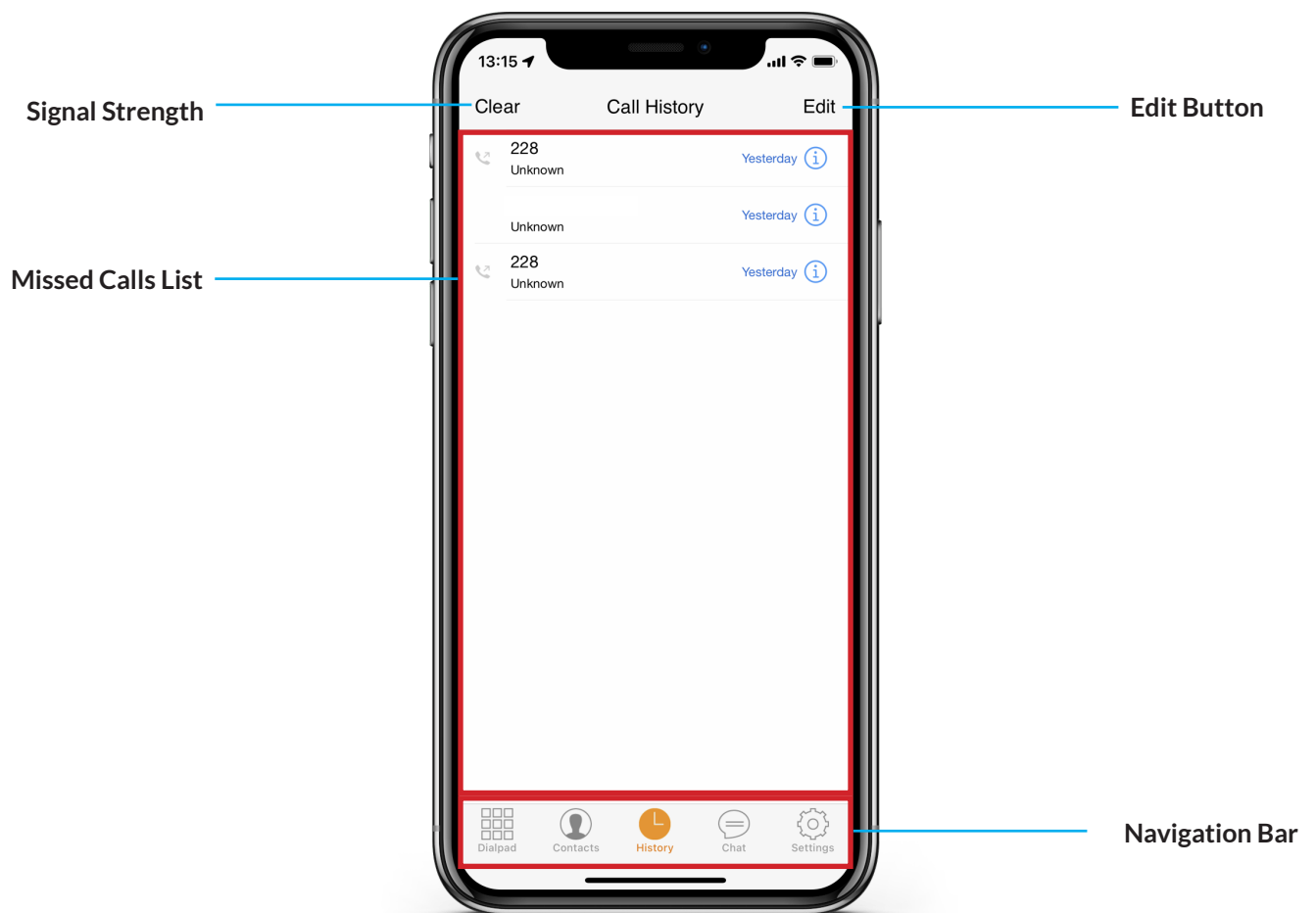
Contact screen



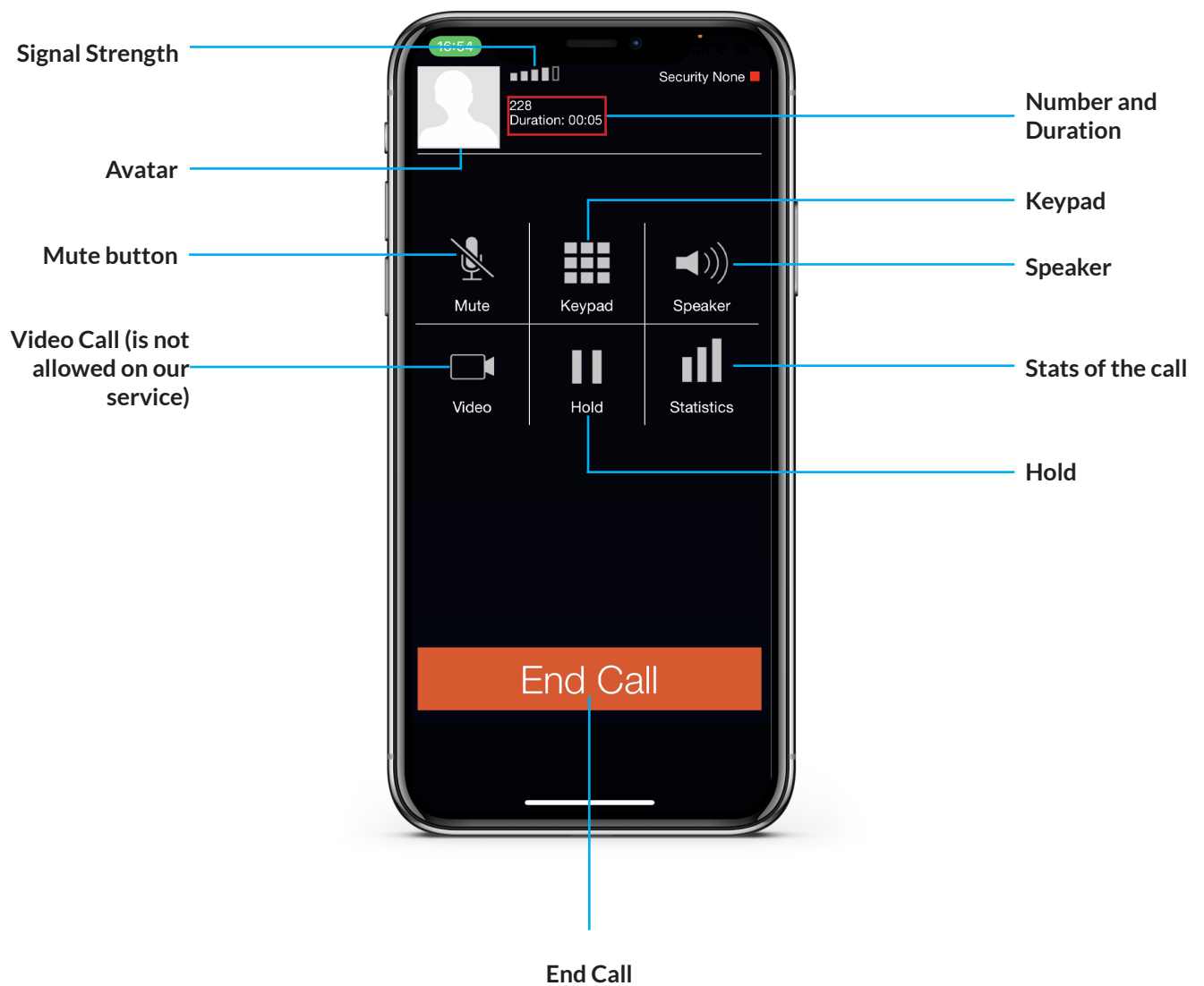
Contact Details Screen



Call History Layout

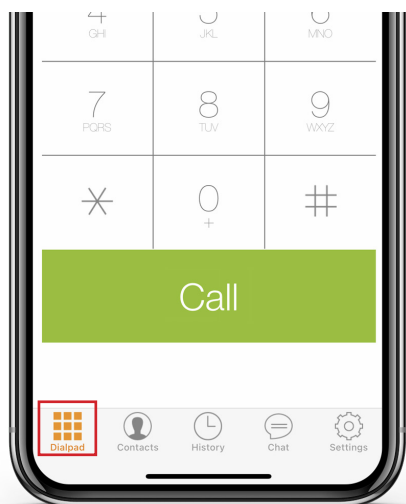


Answering/Making a call layout

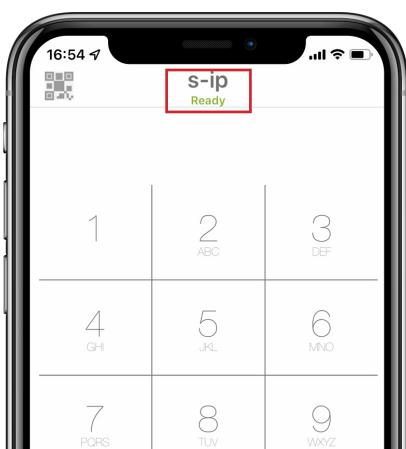


How to make calls with Zoiper

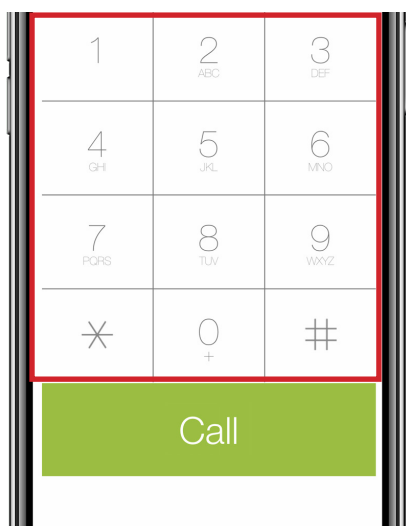
To call from your VOIP Extension



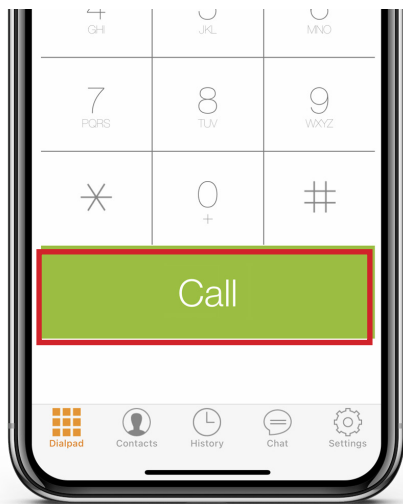
First go to the Dialpad



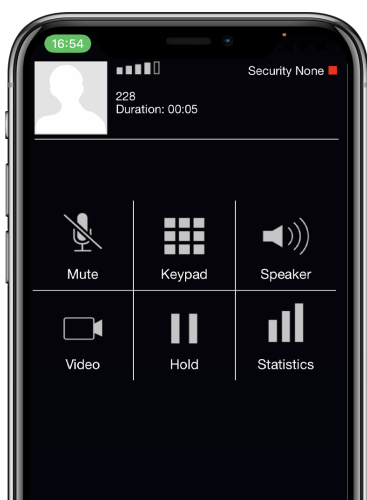
Make sure your VOIP account says ready underneath the 's-ip'.



Dial the number on the keypad

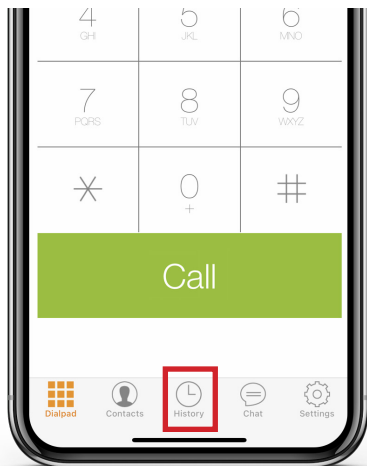


Once you have put your number in press the call button to begin calling the number

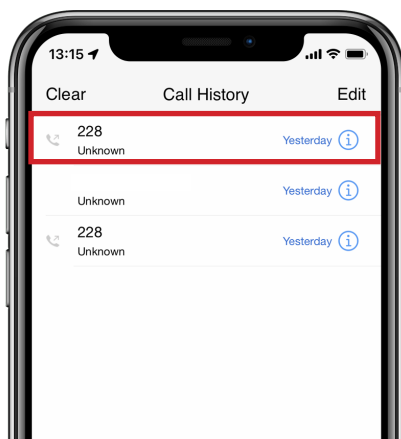


When you press call it will begin calling the number you have dialled.

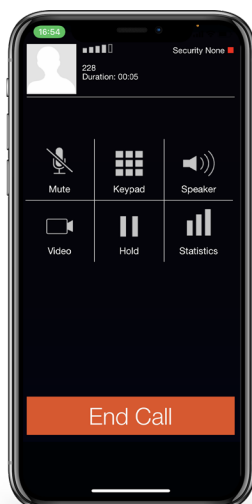
To redial a number from call history



First go to Call History

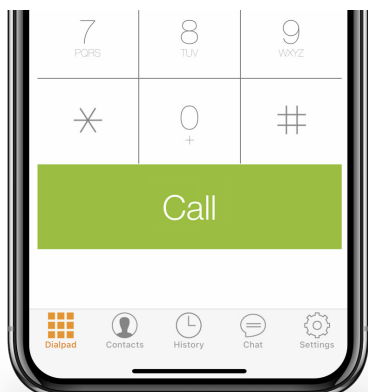


Then pick the number you want to call by tapping on the number.

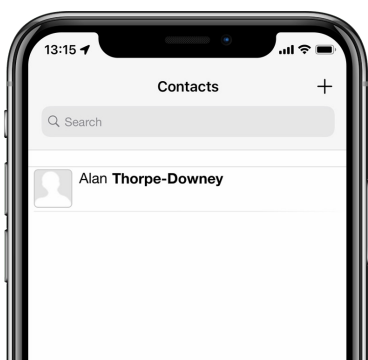


Once you have tapped it will begin to call the number that you have missed

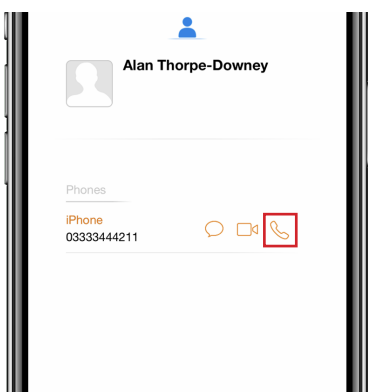
Calling from the phone book



First go to your contacts tab



Click on the contact you want to call

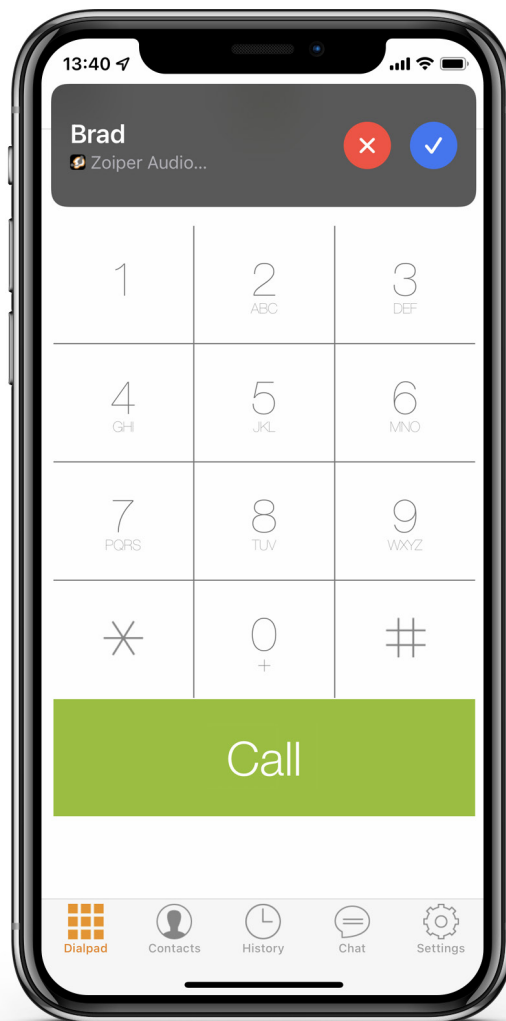


Then press the phone icon to begin calling the number.



The app will begin dialling the number who you want to call

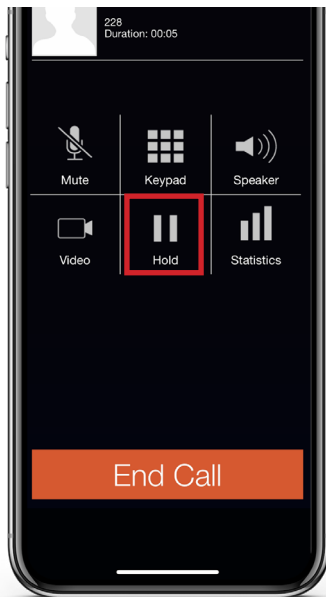
How to answer calls with GS Wave Lite



When a call comes in you would be given the option to accept or reject the call that comes through from your VOIP extension.

Phone function during a call

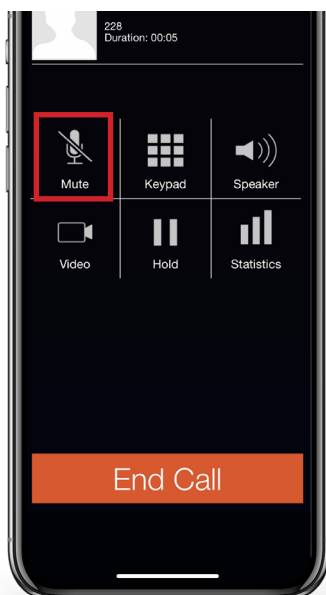
Holding a call



During a call you can put somebody on hold by pressing the hold button to put the active caller on hold

To unhold the active caller please press the hold button again to take the active caller off hold and speak to the active caller

How to mute the microphone



During a call you can put somebody on mute by pressing the mute button to put the active caller on mute.

Please note the active caller will not hear any hold music when you put the caller on mute.

To unmute the active caller please press the mute button again to take the active caller off hold and speak to the active caller

Faulty Handset or replacement parts

If your handset develops a fault then we will need to do a remote session with you to see what the issue is. You may be asked to move the handset to another ethernet port or swap some parts with another phone that is working to see if the issue persists. You'll also need to reboot the handset, and possibly any networking equipment such as your router or network switches. If the handset is faulty we will email you instructions on where to return the handset..

Faults and Solutions

Issue	Solution
Receiver is not picking up any sound	<p>First, check if the app VoIP user is active on the keypad,</p> <p>Then, dial 121 to do an echo test. While on the call, press the volume key and make sure the volume hasn't been turned down.</p> <p>Check if the speaker phone is working.</p> <p>If there is no sound please check if the Microphone is enabled on the phone app settings</p>
VOIP User is showing Not Ready	<p>If the s-ip is showing 'not ready' then please try the following settings below:</p> <p>Close the app down and reboot the app again, you can try turning your phone off and back on again and opening the app to see this puts it back to 'ready'</p> <p>They may be an issue with your router or ISP so please disable WIFI on your phone and see if the app connects to mobile data, If this works then you have an issue with the ISP or your router may of gone down.</p> <p>If this does not connects still then please re-scan the QR code for your VOIP User account.</p> <p>If that fails then please contact the support team</p>



the IP phone network