



Zoiper - PC/Mac/Linux

User Guide

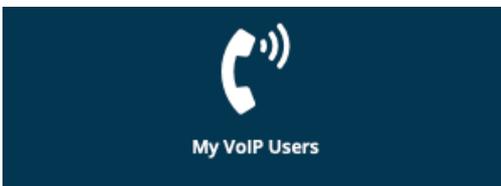
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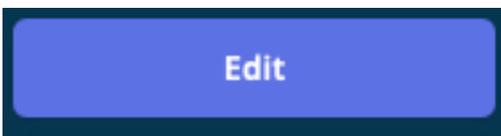
Connecting Zoiper to your VOIP extension

To connect your Grandstream Wave Lite 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 Grandstream Wave Lite. Please go to step xx if you already have been given a QR code for your extension.

To get your VOIP user details 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 Manual Setup



Once you have downloaded the app on your mobile device, please click the button below to set up the app

Regenerate Password and Show QR Code
(You will need to reprogram any devices using this account)

Then go to Regenerate New Password and click on OK

Detail	
Host	customer1186723.vo-ip.co.uk
Username	1186723-
Password	
Port (if required)	5060

You should now see your SIP user details you need to use for Zoiper

How to download the free version of Zoiper



Then click on Account Settings

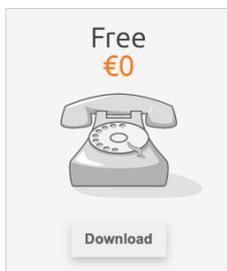
Zoiper 5

Free VoIP softphone for non-commercial use

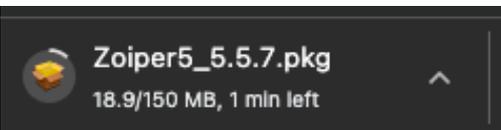
Desktop

Windows	Download
Mac	Download
Linux	Download

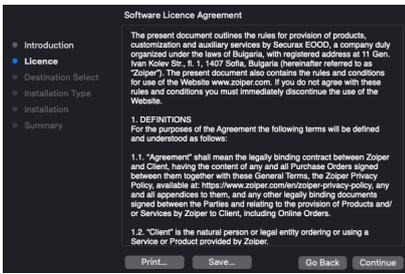
Open up the Grandstream Wave Lite app and allow all permissions and then go to Settings on the app.



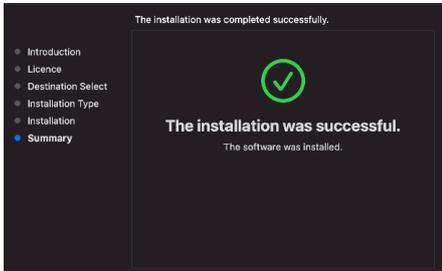
Then click on Account Settings



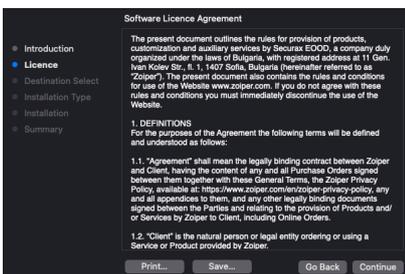
Click on the + icon on the top right hand side of the screen



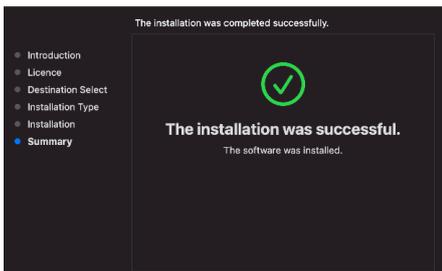
Once scanned your need to click on add new account



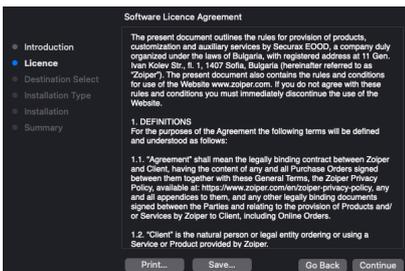
Once you have done that please go to the Keypad and you will see on the top right that the VOIP user is now active.



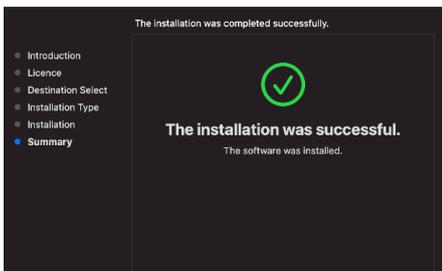
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Once you have done that please go to the Keypad and you will see on the top right that the VOIP user is now active.



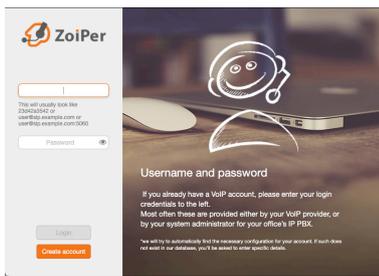
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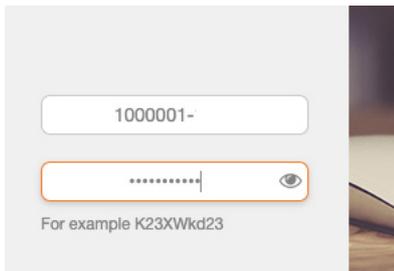
Once you have done that please go to the Keypad and you will see on the top right that the VOIP user is now active.

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

Connecting your VOIP user to Zoiper PC



When you open the Zoiper app you will see a login screen for Zoiper you would need to following details below



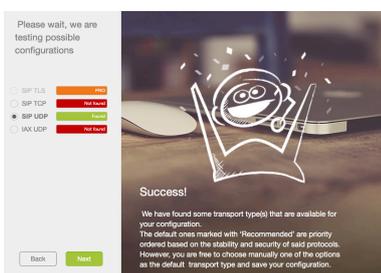
On the username put in the username for your SIP account and then put in the SIP password into the Password field in Zoiper and click on login



Put in the server name into the host and click on next

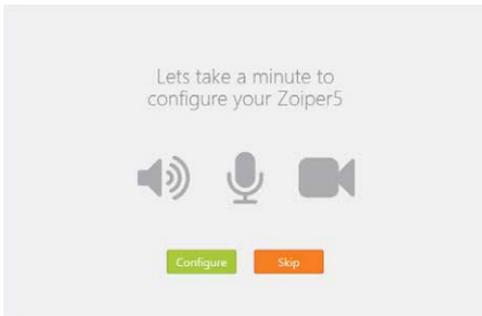


Press SKIP on the outbound proxy

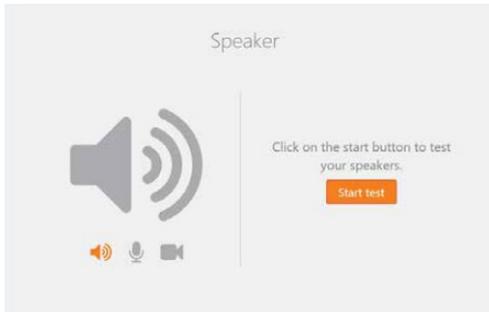


Once scanned your need to click on add new account

When you press next you will now be able to configure the audio through your speakers and microphone through the Zoiper audio wizard, please see the next page on how to do this



On the audio wizard please press the configure button to begin setting up your speakers and microphone



To start the speaker test press Start Test and you will hear a sound



If you did hear the sound click on Yes to proceed with the wizard. If you did not or would like to change the speakers to another device then click on the drop down and choose the speakers that the calls should be coming out from



To start the microphone test press Start Test and you will need to speak to see if your microphone is working



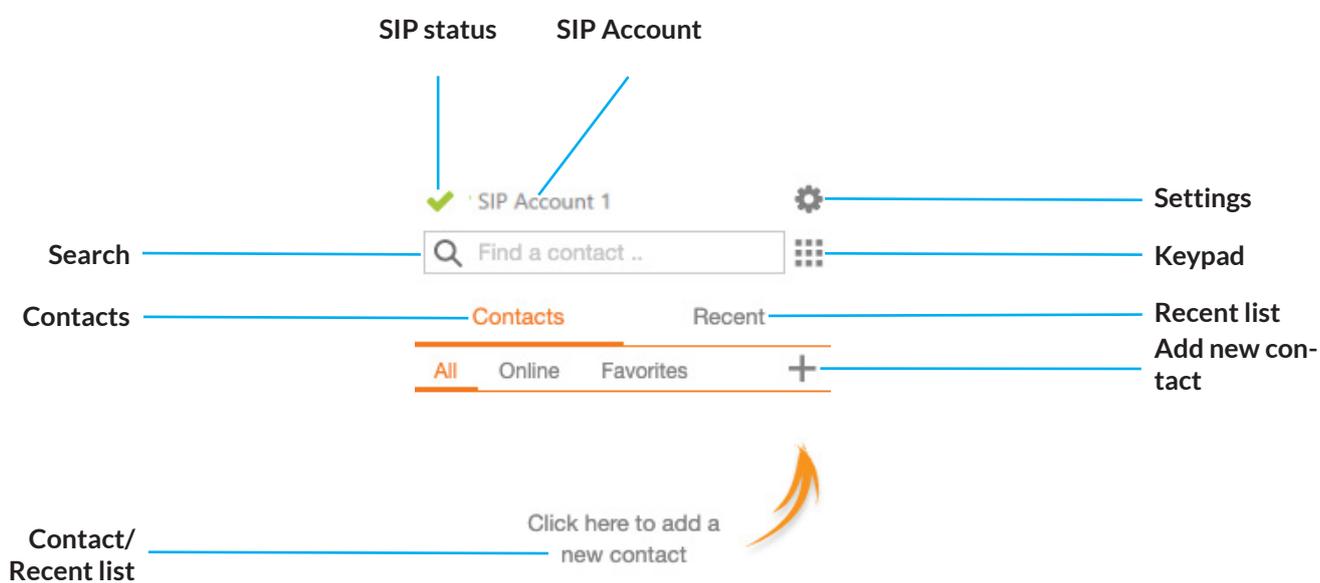
If the microphone did hear you speak you should see the volume meter moving up and down when you are talking, if that worked then press Yes. If there was no sound from the microphone you would need to choose the device from the drop down and try again.

On the Video you need to press SKIP and then you have completed the audio wizard on Zoiper and you can start using your VOIP User account

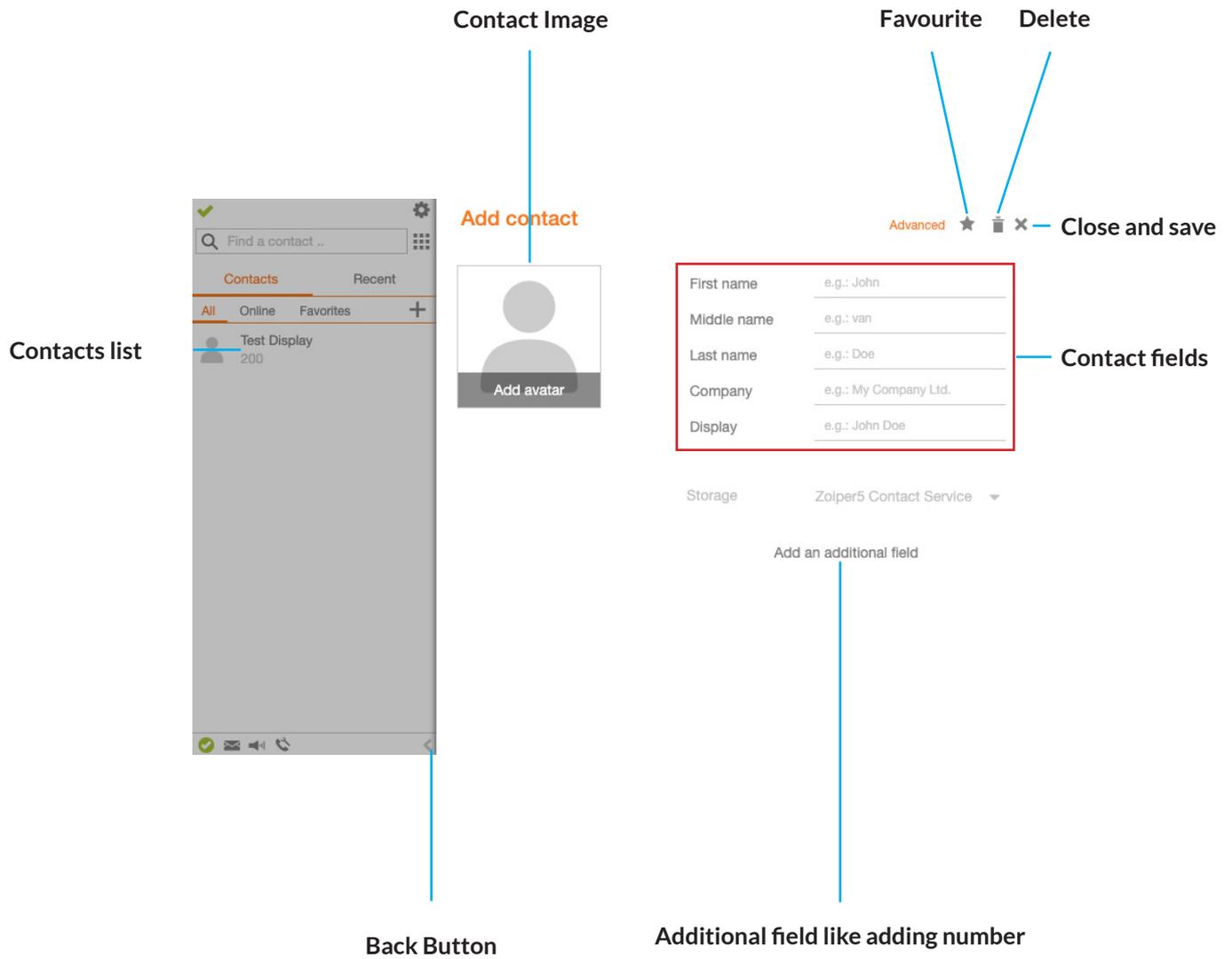
Getting to know Zoiper

The Grandstream Wave Lite has the same the layout design for both iOS and Android, please note that the app will function differently between OS. We will notify of anything that is slightly different throughout the guide.

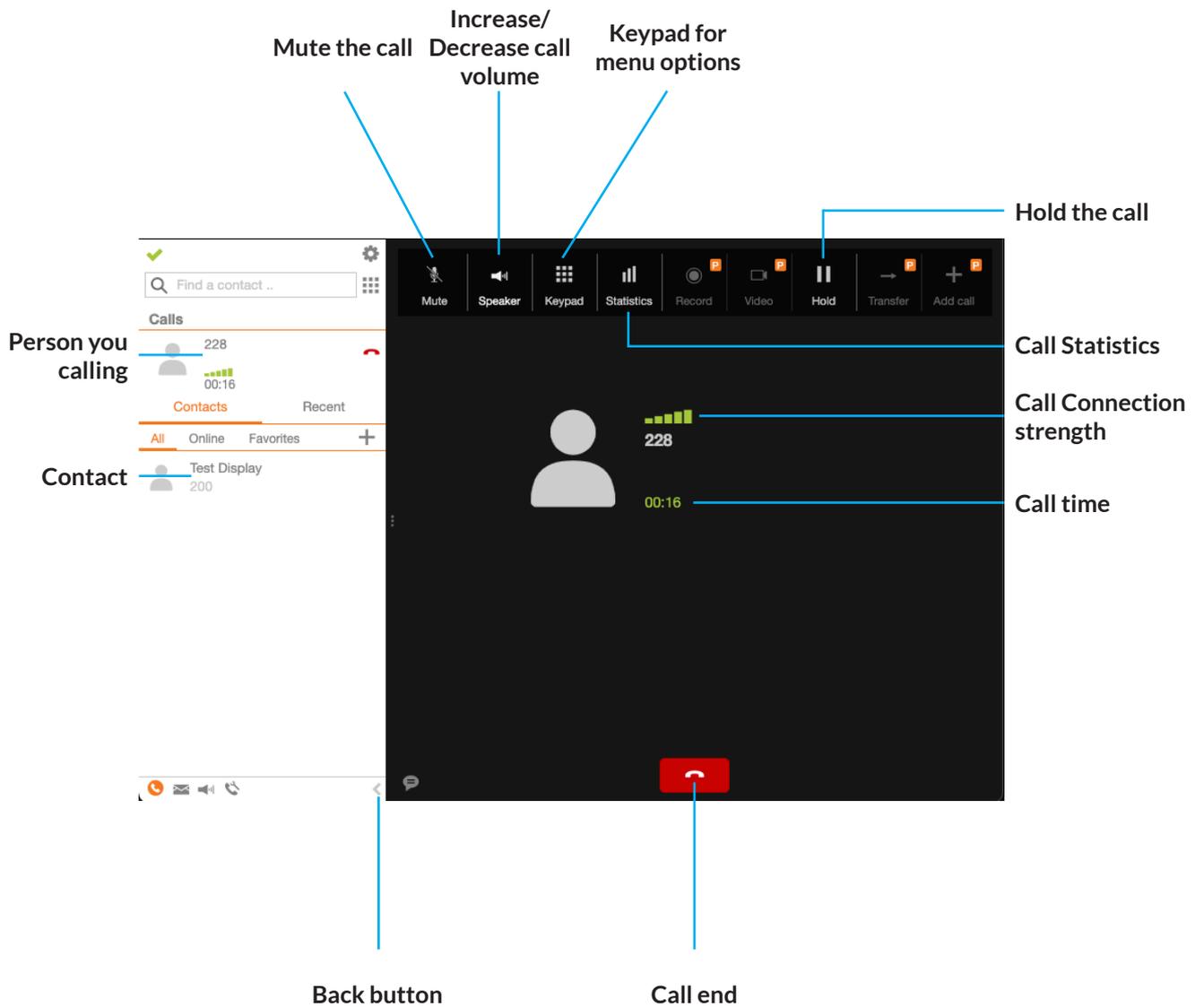
Home page



Contact layout

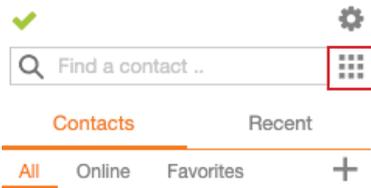


Answering/Making a call layout



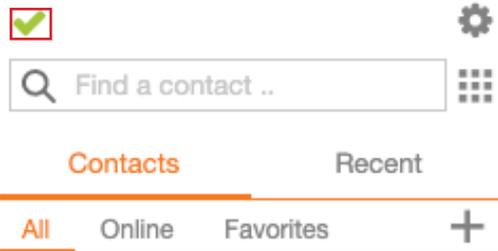
How to make calls with Zoiper

To dial from your VOIP Extension

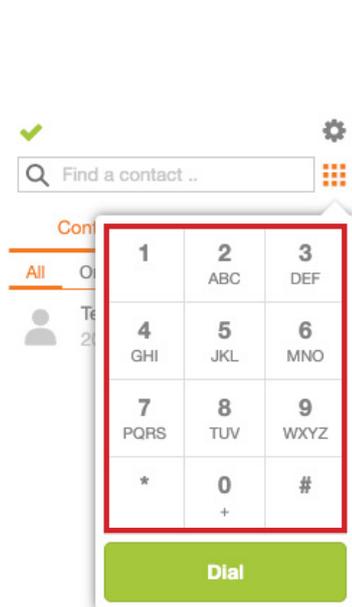


Click here to add a new contact 

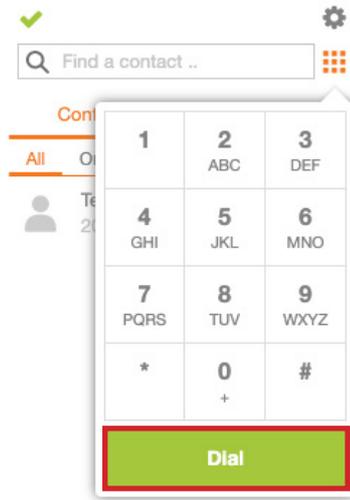
First go to the Keypad



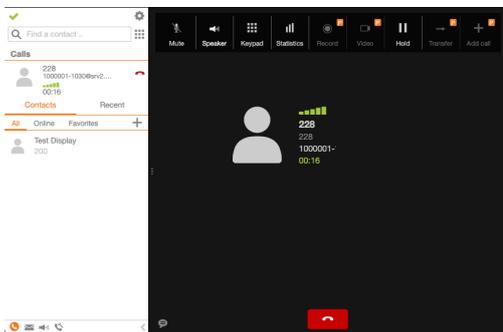
Make sure your VOIP account is active or has a green tick next to the name.



Dial the number on the keypad

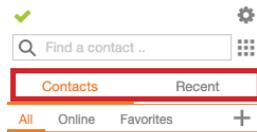


Once you have put your number in press dial button to begin the call



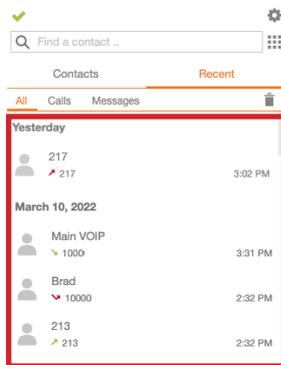
When you press dial it will begin to call the person you want to speak to

To redial a number from call history or missed calls

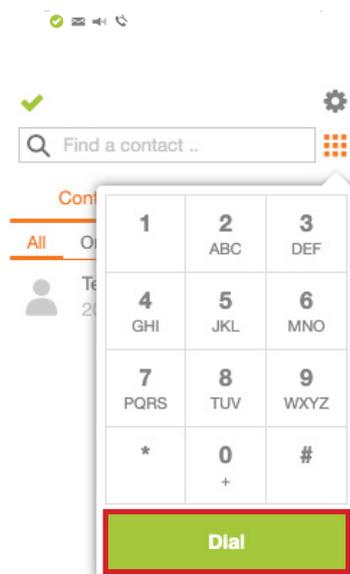


Click here to add a new contact 

First choose to find your number in your Call History or Missed Call List

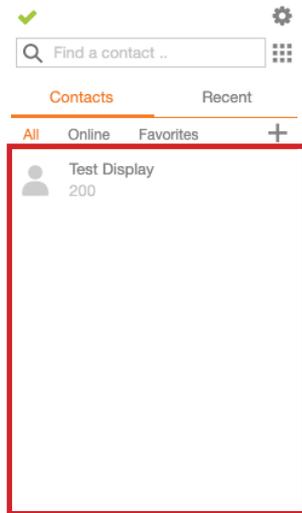


Then pick the number you want and select it by tapping it.

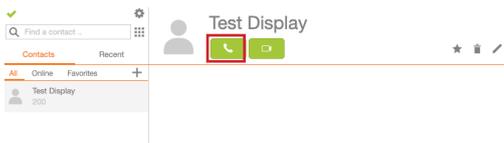


Then with the number selected press the Dial button to call the number.

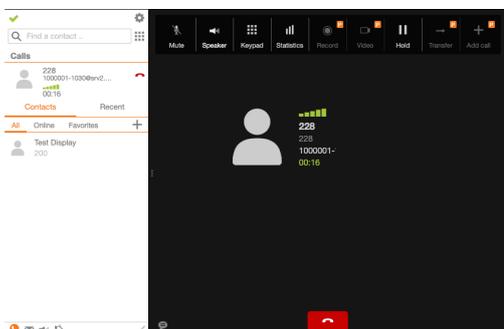
Calling from the phone book



First choose the contact from your contact list and click on that contact to bring y



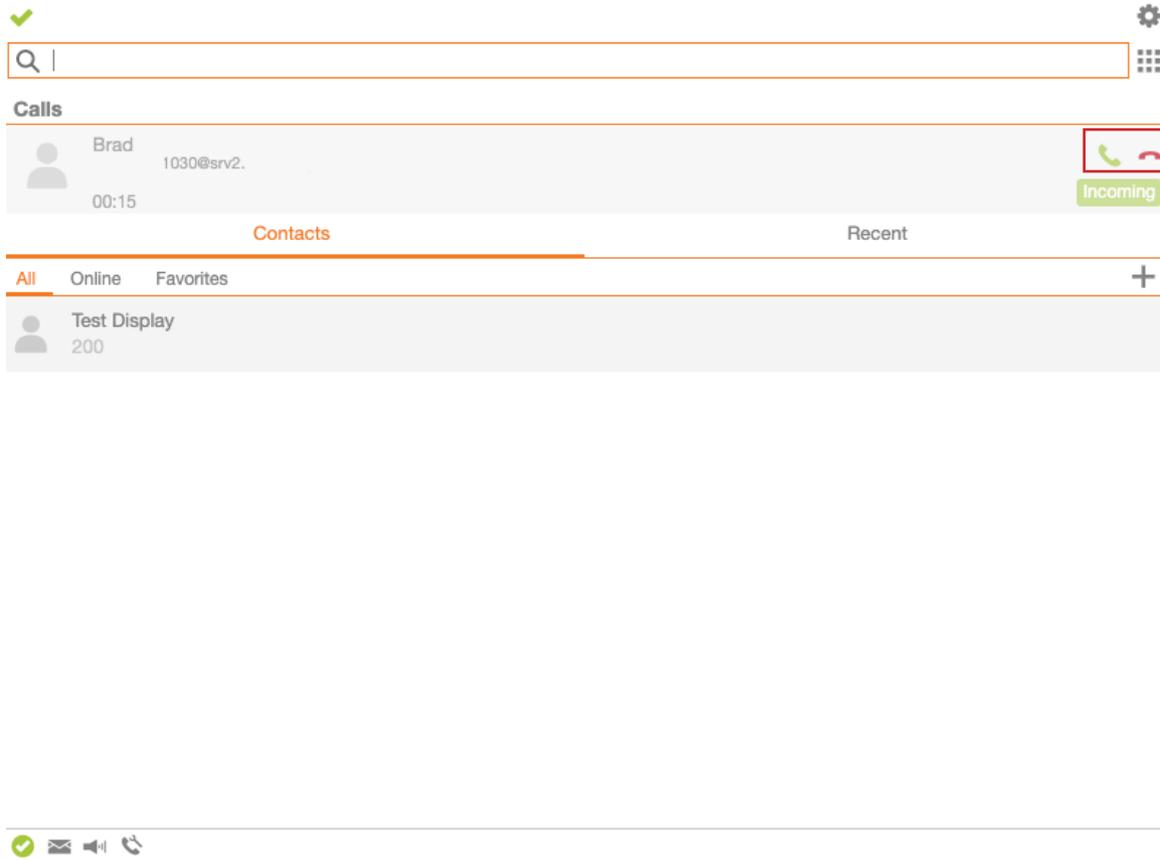
Click on the phone icon



The app will dial the number and you can speak to the person through the app.

How to answer calls on Zoiper

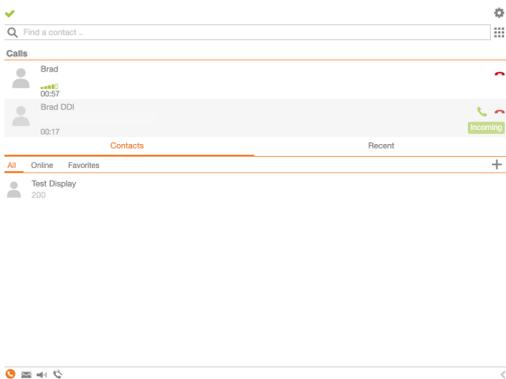
When a call comes in to your phone



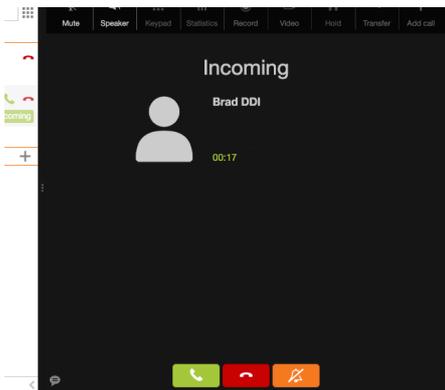
When an inbound call comes through you should hear a ringtone sound be played and on the Zoiper app under Calls you should see the person who is calling you and the option to answer the call or reject the call.

If you reject the call it will keep calling the extensions in the call group or your extension is the only one that receives calls then it will be sent to voicemail.

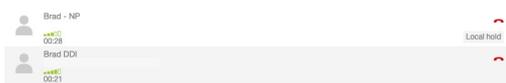
Multiple Incoming calls



When a second call comes in you should see the second number flashing up and the ringtone sound hear during the live call.



On the right hand side you would be given the option to answer the call, reject the call or mute the person who is ringing you.



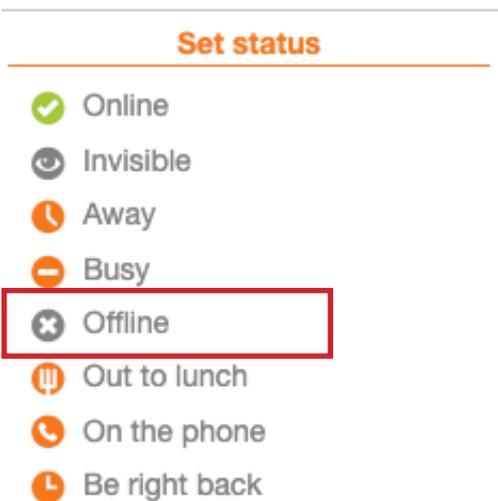
If you answer it will put the active caller on hold and you can speak to the person who has called you.

To go back to the first caller you can either press end on or go to calls and click on the caller on hold to speak to the person and put the second caller on hold.

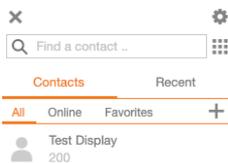
Putting the phone on DND mode



To put Zoiper into DND mode you would need to click on the status button at the bottom of Zoiper.



You would need to click on the Offline so your phone will be set to DND

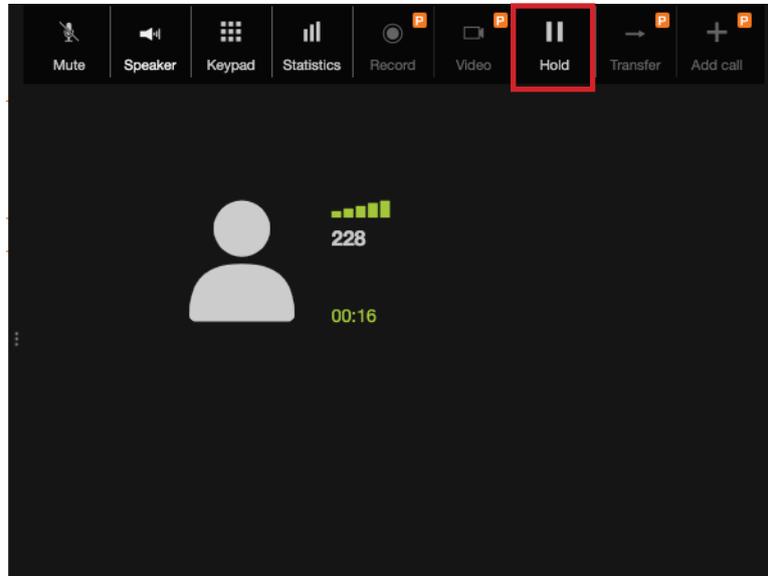


When it is on this mode no calls will come through. If you want to receive calls then please go to Set Status again and click on Online and calls will come through to you.

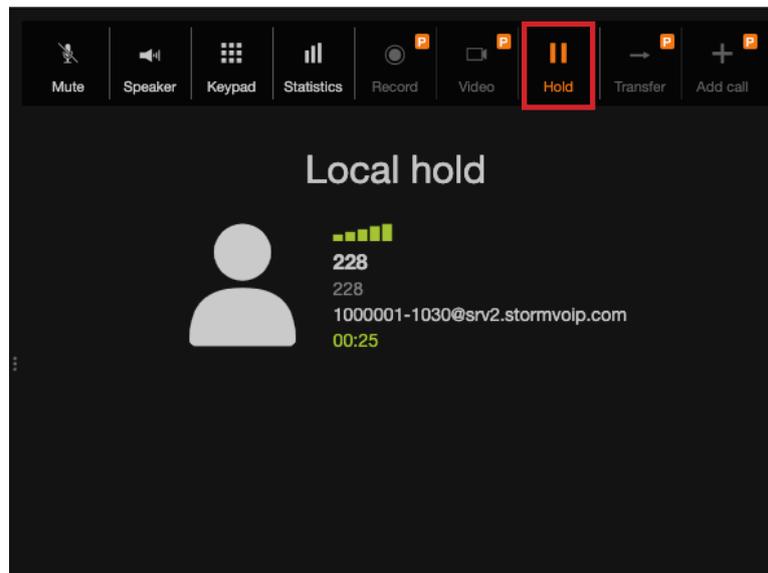


Phone function during a call

Call Waiting / Call Hold

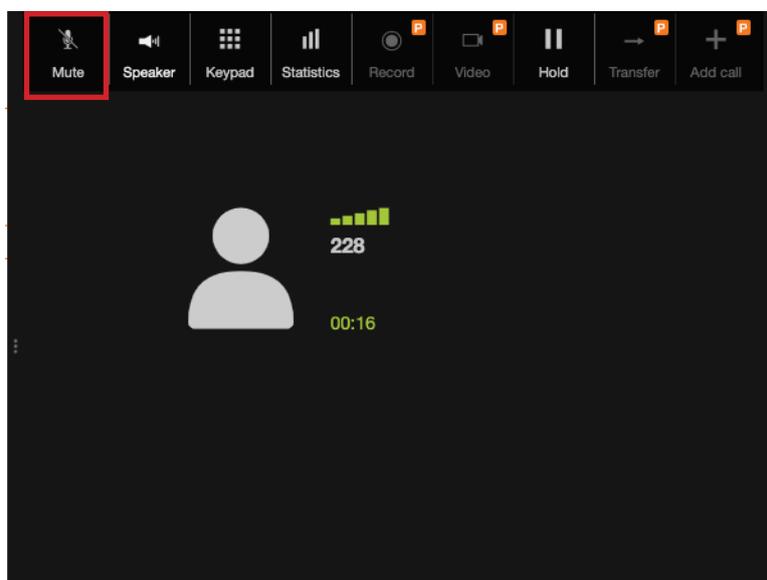


Hold - During a call press the hold button to put the active caller on hold

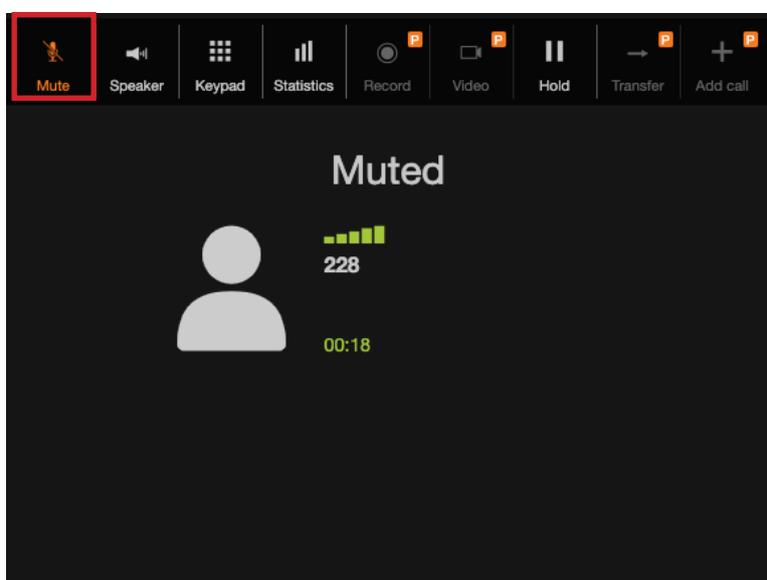


Resume - When you put somebody on hold you will see the call will say “Local Hold” meaning the active caller is hearing the music on hold. Press the hold button again to speak to the active caller.

How to mute the microphone



To mute the microphone during the active call you need to press the Mute key.



After this, the caller will not be able to hear you. Press the button again to unmute.

Please note, this does not place the call on hold, just prevents the other party hearing you.

Faults and Solutions

Issue	Solution
<p>Receiver or speaker is not picking up any sound</p>	<p>First check that your audio is pointing to the correct drivers, If you are using PC speakers and microphones then you would need to go to Settings and then go to Audio and make sure your audio drivers are correct if not change them to the correct drivers.</p>
<p>I have the correct audio devices but still cannot hear any audio when a call happens</p>	<p>If audio drivers are correct then this can be the STUN causing issues with the app, Please go to Settings and then Account and click on your VOIP account. From there you would to click on advanced and scroll down to Use STUN and go to 'Do Not Use STUN' and then click on your account to save changes this should work after changes made.</p>
<p>App is not ringing</p>	<p>You may have DND on the handset. If you do, you'll see an icon on the app. See Page 18 - 'Putting the phone on DND mode'</p>
<p>App says not connected</p>	<p>If the Zoiper says there is no network or not connecting first make sure you are connected to the internet on the computer. The best way to check this is open web browser and go to any website to see if you have internet connection, If you don't then you would need to check to see if your router is connected to your broadband.</p> <p>If there is connection you should get an error code of what the issue that Zoiper is having issue with. Please contact support who can support the issue you having</p>



the IP phone network