



## Zoiper Communicator User Guide V1.0 for Windows®



*Date of issue: April 2009*

*ZOIPER COMMUNICATOR: USER GUIDE FOR WINDOWS®*

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## NOTICE

### Intention

This *User Guide* is intended to demonstrate the typical uses and features of Zoiper Communicator that offers Unified Communications (UC) functionalities of a Video and Voice over Internet Protocol (VVoIP) soft phone, Instant Messaging (IM) and FoIP (Fax over Internet Protocol).

This document provides basic description of the user interface functionalities of Zoiper Communicator software. All information listed herein is aimed to guide the end users of Zoiper Communicator.

This document does not provide technical information on the ITSP side Administration level. Its sole purpose is to aid end users into understanding and choosing the most efficient and appropriate way to take advantage of the different functionalities that Zoiper Communicator has to offer.

For more information and offers, email to [sales@zoiper.com](mailto:sales@zoiper.com).

We will take into consideration the needs of our customers and often implement their requests in future versions of Zoiper Communicator.

### Liability

It is up to the user of this manual to decide whether the information mentioned herein is applicable to the particular IP-based network (s)he wants to run this Unified Communications application on.

The Zoiper team and persons involved in the composition of this User Guide will in no case be held responsible for any incidental, indirect or otherwise consequential damage or loss that may result from using the Zoiper Communicator and this Zoiper Communicator User Guide.

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## INTRODUCTION

### Typographical Conventions

For your convenience we use the following conventions:

Hyperlinks to sections inside this document, email and the Internet are [underlined and blue](#).

The names of windows and are in **bold**.

The names of files, directories and syntax of commands are written in *italics*.

Parameters of commands are written as follows: *<italics>*

Names of buttons and checkboxes start with a Capital letter.

Sequential clicking on buttons and names of (sub)directories are separated by an arrow pointing to the right: >

Sequential steps in a process are preceded with numbers: 1,2,3...

### System Requirements

For the proper and smooth Zoiper Communicator experience, you need the following minimal system configuration:

Processor: minimum Pentium II 300

Memory: minimum 256 MB RAM

Operating systems: Windows® 2000, XP and later

Sound card: 16 bit sound card (SoundBlaster or equivalent)

Internet connection: wired or wireless broadband

## GETTING STARTED WITH ZOIPER

### Zoiper Communicator Overview

The Zoiper Communicator design is meant to make communication easier. Zoiper Communicator is a powerful tool that brings voice, video and instant messaging in one. Its interface and functionalities are conceived to make Internet communication simple and stable.



Here you may observe a basic overview of the Zoiper Communicator interface. Zoiper offers an instant search text box (Search/Input field) and tab windows feature. The following image displays an example how to use the search functionality to quickly find the desired contact. The search for 'pe' brings all contacts that contain this sequence of letters in their names.

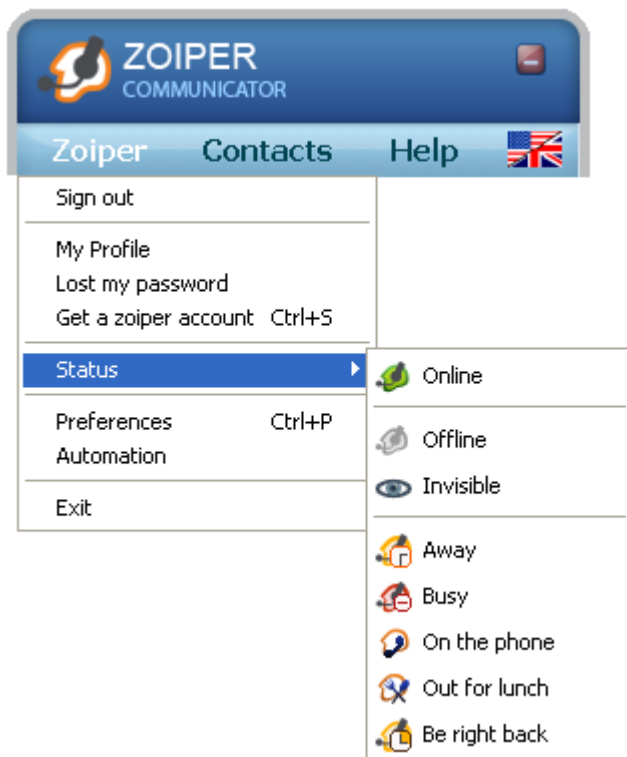
## Zoiper Communicator Interface

### Menu bar

Zoiper Menu bar provides access to basically all preparation options required for Internet communication. There are four menus: Zoiper, Contacts, Help and Languages (the flag icon)

### Zoiper Menu

Here you can change your current Status; Sing in/out; create/update your Profile; retrieve your password; create new accounts; set your Preferences; set your Automatic answer/Forwarding options; Exit.



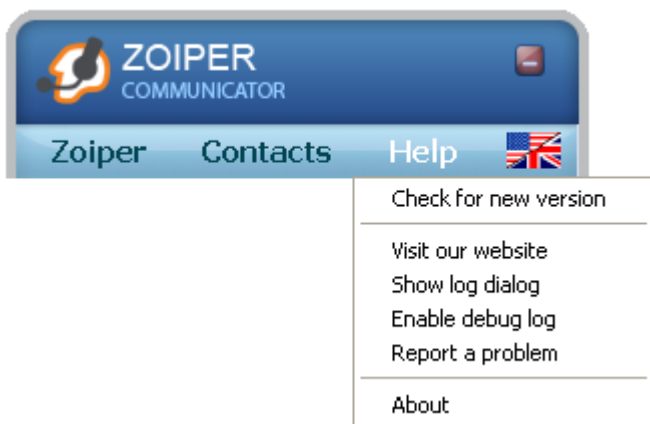
### Contacts Menu

Here you can Add new contacts, Sort them, either by Name or by Status, Hide the offline contacts, Find people on Zoiper. Please note that when you input contacts, Zoiper sorts them consequentially, depending on the time they were added. Use the Sort functionality to make you Contact List neater. Soon you will be able to upload your contact list on your ITSP's server and, respectively, download it from there when necessary.



### Help

Here you can Check for the latest version of Zoiper; view the current version of Zoiper (About); have a look at Zoiper's log; Enable debug log; report an issue with Zoiper by email; visit the Zoiper website.



### Languages

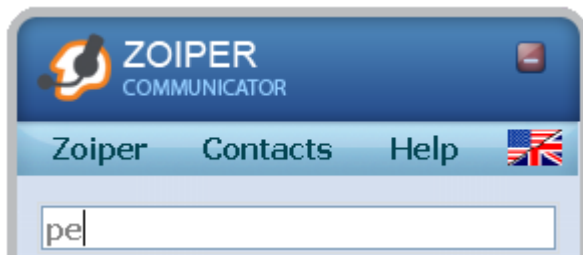
Soon you will be able to use Zoiper on several languages.

## Search / Input field

This field provides a powerful search functionality that instantly brings results contacts' names matching the input text.

### Search

Search may be made for phone numbers/extensions digits or letters for names of contacts. For example, the Zoiper Communicator [Overview image](#) shows a search for the first two letters of the name Peter. Typing in just the first syllable (i.e. 'pe') is enough to instantly bring all results that contain this sequence of letters. With each new letter typed the search is narrowed down to the right contact. You do not need to type in the entire name: click on the chosen contact when the results are filtered out to just a few – give him / her a call by clicking on the Call button, or send a Fax, or start an IM sessions using the functional buttons.

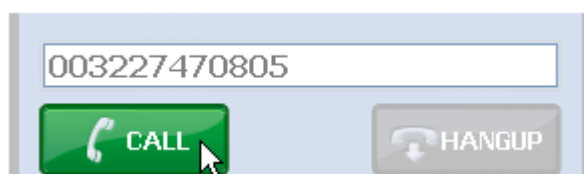


Note that you may perform a similar search with the matching digits of a phone number.

It is recommended to make use of the instant searching functionality. It may spare a lot of time, especially with extensive Contact lists.

### Input

You may enter any phone number / extension to make a VoIP call. Just type it in the field and click the Call button or hit enter to dial.



### **Call and Hangup buttons**

These buttons provide the basic phone functionality of Zoiper. Both buttons are grey and disabled by default. When you type something in the Search / Input field or click on a chosen contact, it becomes green.

The **Call button** is used for dialing phone numbers / extensions. It becomes enabled (green) when you:

- Click on a contact;
- Type a contact name to call in the search / input field;
- Type the phone number / extension in the search / input field.



Note that you can also dial a contact by clicking on the call functional button.

The **Hangup button** is to the right of the Call button. It becomes red while dialing or in the middle of an active call.



### **Volume controls**

Click on the corresponding button to bring out the volume controls and set the volume.



### **Tab bar and tabbed windows**

The tabbed windows feature provides convenient access to all functionalities. The tab windows are accessible via the Tab bar located beneath the Call and Hangup buttons.

The four tabs bring the relevant windows: Contacts, History, Dialpad, Active Calls.

All these windows are dockable. This means that you may drag them away from the main Zoiper window. This is particularly useful if you want to, for example, browse your Contacts list and have your Dialpad on display at the same time.



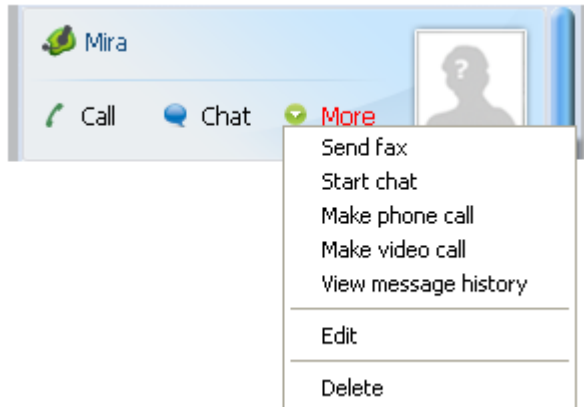
### **Dock / Undock tab windows**

Docking the tab windows is easy and may be very useful. A typical example of using this functionality is having your DTMF pad open, while browsing your Active calls or Contact list. In any case, you may dock / undock all tab windows at the same time.

You may easily dock / undock the tab windows by dragging them away from or back to the main Zoiper window.

### Contact functional buttons

These are the basic communication buttons to Call, send an IM, Send fax to the current contact; View the message history with the contacts. You may also Edit or Delete the current contact.



### Current account

This is an indicator of the current account. It is displayed on top of your Online status on the bottom right. In order to switch to another account, click on the current account name. A dropdown with all accounts shows. Choose the account you wish to use and click on it. In order to learn how to configure your SIP or IAX account, please refer to [Chapter 3: Configuring your account](#)

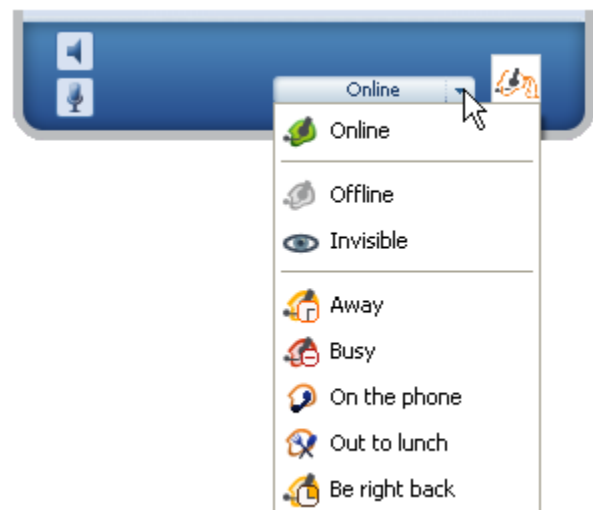


### Online status

This is an indicator of the online status of the current account. The people that have added you in their contact lists may view your online status as well. Choose the status that suits you best.

In order to change your current status, you may:

- Choose the online status you wish to use from the Online status button and click on it.
- Go to [Zoiper > Status](#) and click on the status you want to display.



## LAUNCHING ZOIPER COMMUNICATOR FOR THE FIRST TIME

When you run Zoiper Communicator for the first time you may want to do one or more of the following:

Set your [profile](#).

Configure your [account](#).

Add Contacts to your [Contact list](#).

Make / Receive [VoIP or VVoIP calls](#) with Zoiper.

Send / Receive [Instant Messages](#) with Zoiper.

Send / Receive [Faxes](#) with Zoiper.

Edit Zoiper [Preferences](#).

Please note that on startup, Zoiper always looks up for the following files:

- Zoiper configuration file – ‘config.xml’;
- Zoiper Contact list – ‘contacts.xml’;
- Zoiper History – ‘history.txt’.

Zoiper searches these files in the following order of folders:

1. <current folder> - this is the folder from where the phone is started or where the Zoiper shortcut is located.
2. <executable folder> - this is the folder from where the phone executable is located.
3. C:\Documents and Settings\<Username>\Application Data\Zoiper – the current user application data folder.

Zoiper by default saves these files in the current user application data folder.

This is a useful feature, e.g. if you run Zoiper from a folder, other than the one with the Zoiper executable.

## SETTING YOUR PROFILE

When you first startup Zoiper you may choose:

- to Get a new Zoiper account in order to use the Zoiper service
- not to use the Zoiper service but use Zoiper as a standalone softphone with your existing VoIP service

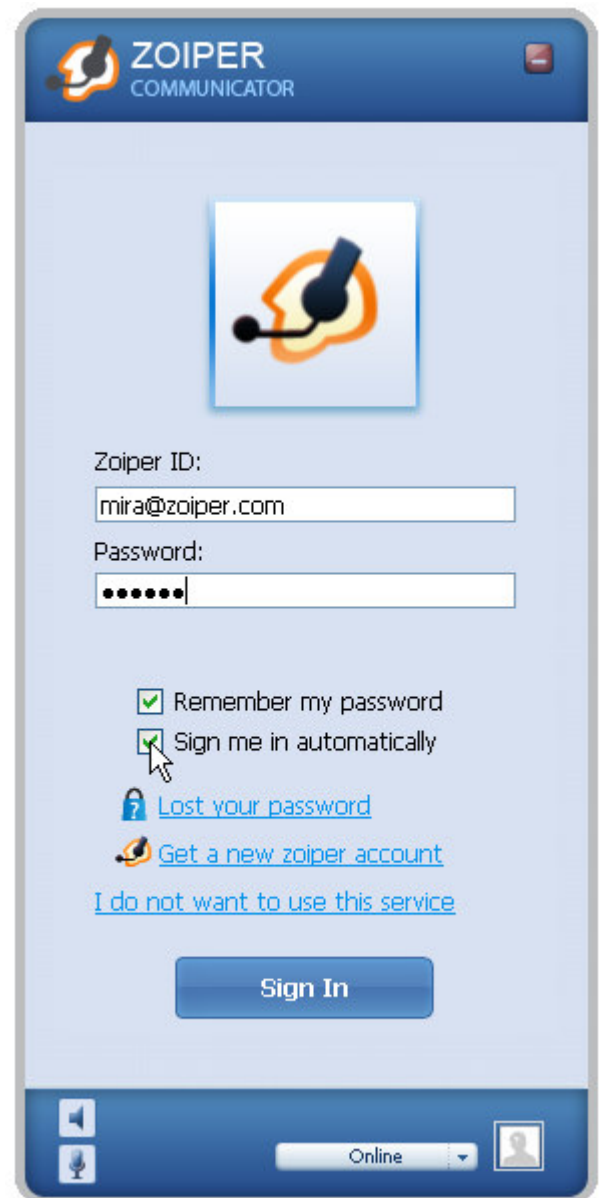
The Zoiper service allows you to make voice and video calls over the Internet, send faxes and instant messages FREE of charge to other Zoiper users. You can choose not to use the Zoiper service by selecting “I do not want to use this service”.

The Sign Up Wizard will guide you through the 3 easy steps to successful signup to the Zoiper service.

In case you have chosen not to use the Zoiper service and have changed your mind, or you would like for any reason to create a new Zoiper account, you can do so by either:

- opening Zoiper>Make a new account;
- pressing ‘Ctrl + S’ on your keyboard.

You can edit your existing profile by opening *Zoiper > My Profile* on the Menu bar.



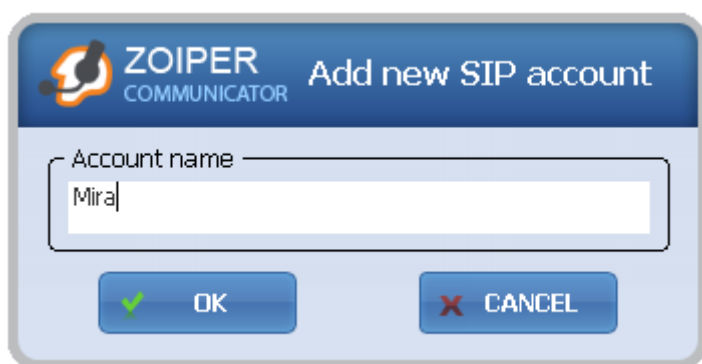
## CONFIGURING YOUR ACCOUNT

### Configuring Your SIP And/Or IAX Account

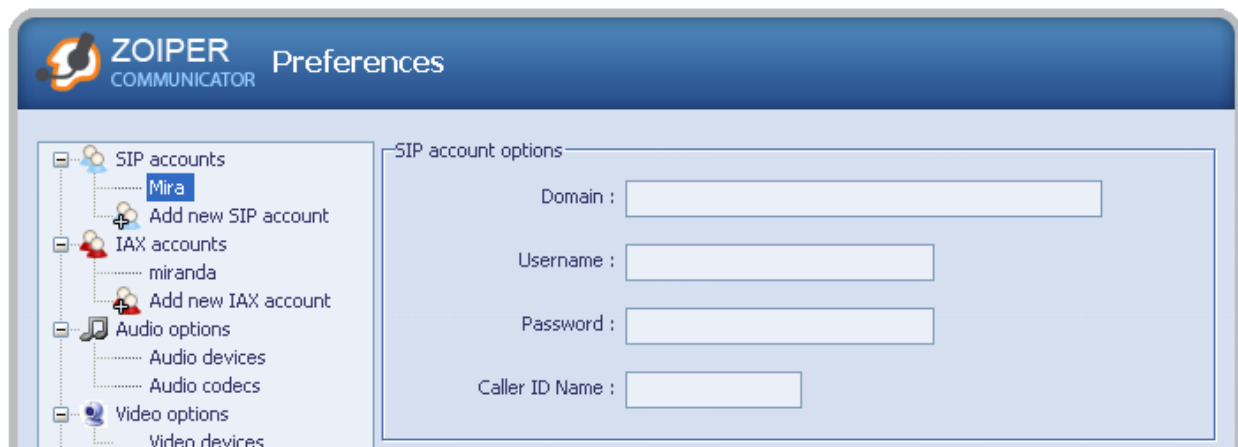
You may configure both your SIP and IAX accounts in the Zoiper Preferences. Bring up the Preferences Window by either:

- clicking on *Zoiper > Preferences*;
- pressing 'Ctrl + P' on your keyboard.

To add a new SIP account, click *Add new SIP account*; to add a new IAX account, click on *Add new IAX account* from the Options Tree at the top left corner on the Preferences Window. Enter the account name given to you by your VoIP provider and press the **OK** button.



The Account name you've entered now appears in the Preferences tree. Click on it to bring up the SIP/IAX account options. Enter the details given to you by your VoIP provider.



The accounts are automatically registered.

If you need to fill in some Advanced SIP/IAX account options, check the Show advanced options checkbox at the bottom left corner of the **Preferences** window. To find out more about Advanced SIP/IAX account options, click [here](#).

## CONTACTS

Having a Contacts list is very handy with the Zoiper Communicator interface. This is why it is recommended to fill in your contacts before you proceed to phone calls or IM.

### Adding a Contact

To add a new contact to your Contact List, click *Contacts > Add new contact* on the Menu bar or press Ctrl + Shift + Insert on your keyboard. The **Save this contact** window opens. Only the Display name is obligatory. Fill-in the fields and save this contact by clicking the OK button or hit the Cancel button to exit.



**ZOIPER COMMUNICATOR** Save this contact

**Personal Information**

Display as

First name

Last name

Middle name

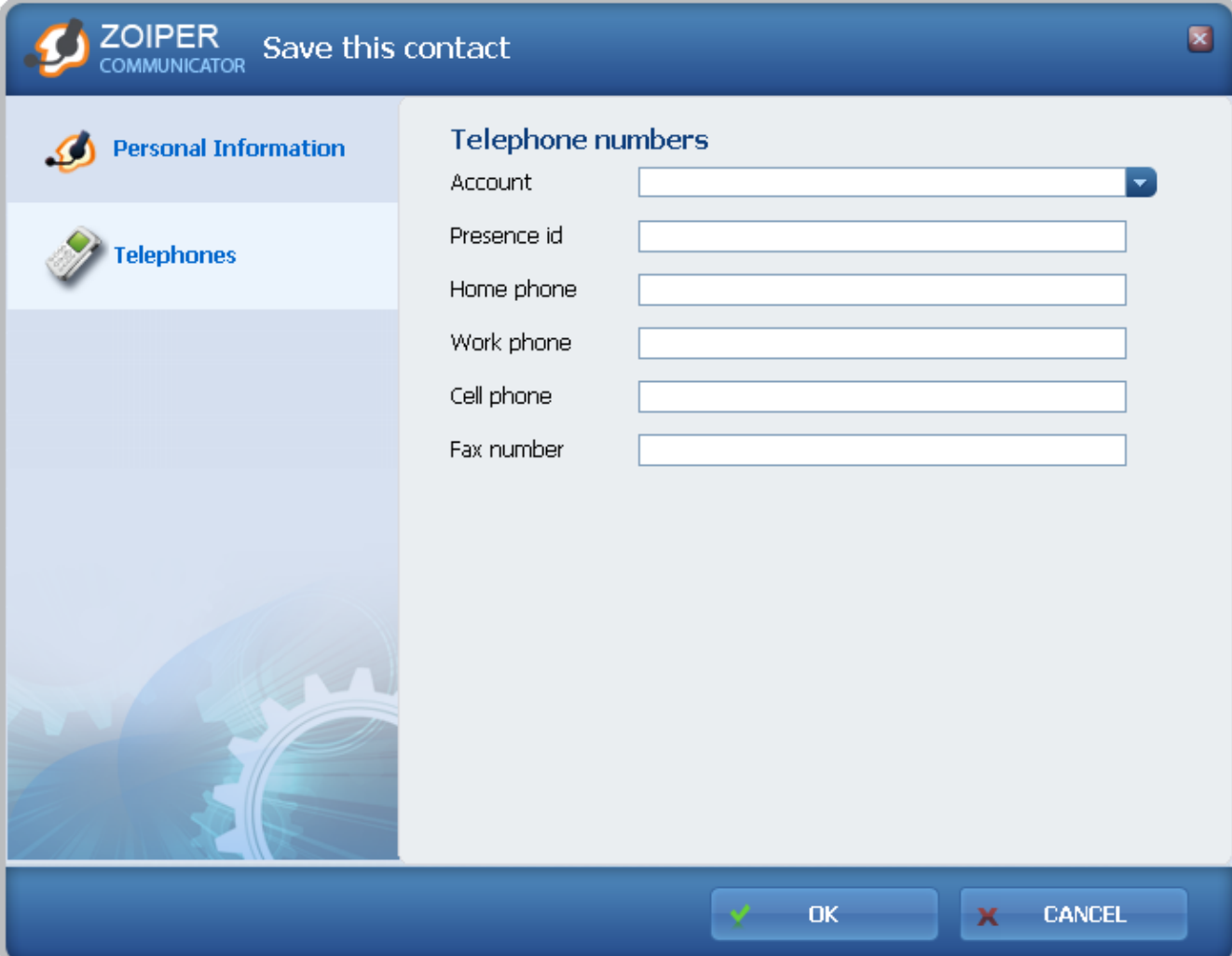
Country

City

Picture 

Once you are done inserting the Personal Information you may proceed with filling up the Telephones by choosing *Telephones* from the side-menu to the left.

From the Account field dropdown you can choose the account you prefer this contact to be calling.



The screenshot shows a window titled "ZOIPER COMMUNICATOR Save this contact". The window has a sidebar on the left with two options: "Personal Information" (selected) and "Telephones". The main content area is titled "Telephone numbers" and contains the following fields:

- Account: A dropdown menu.
- Presence id: A text input field.
- Home phone: A text input field.
- Work phone: A text input field.
- Cell phone: A text input field.
- Fax number: A text input field.

At the bottom of the window are two buttons: "OK" (with a green checkmark icon) and "CANCEL" (with a red X icon).

Note that when you attempt to dial a contact with multiple telephone numbers Zoiper will prompt you to choose which number you would like to dial. This is a very handy feature especially for business contacts.

### Find People On Zoiper

You can find people on Zoiper – choose *Contacts > Find people on server* or press Ctrl + F on your keyboard. Find the contact you are looking for by inserting his/her e-mail address, name, skype, etc.

## Authorize A Contact For Your Contact List

When a contact has added you to his/her contact list a popup window will prompt you to whether add or not this contact to your contact list.

## Editing A Contact

Your contacts are stored in the Contact List. You can bring your existing Contacts by clicking on the Contacts tab.

To edit an existing contact, find it in your Contact List. You can either scroll down the Contact List to manually search for the desired contact or type in his/her name the *Enter a contact to dial* text box.

When you find the desired contact, click on it to maximize it and choose *More>Edit*. The **Save this contact** window opens with all fields updatable. When you make all changes, click OK to confirm the entry or Cancel to exit.

## Sorting Contacts

Your contacts are stored in the Contact List and are kept in the same sequence they were added to it. You can sort your existing Contacts either from the *Contacts menu*:

- Choosing *By name* sorts your Contacts in alphabetical order.
- *By online status* sorts your Contacts according to their statuses.

## Upload And Download Contact List

Soon you will be able to upload your up to date Contact list on the XML Configuration Access Protocol (XCAP) server of your service provider to keep it in a database from where you will be able to download it. When you download the Contact list, it is added to your existing Contact list.

Note that Zoiper Communicator contacts are stored in a file named 'Contacts.xml', which by default is saved in the current user application data folder. This file could also be located in:

<current folder> - the folder from which the phone is started.

<executable folder> - this is the folder from where the phone executable is located.

## MAKING / RECEIVING VOICE CALLS

### Making An Outgoing Voice Call

In order to make a VoIP call, you must select an account to make calls with. To do that, click on the account name, located at the bottom right corner of the Main Zoiper Window. Select the account you want to call with and click on it.



You can make a phone call using one of the following methods:

- Type in a chosen phone number/extension in the *Enter a contact to dial* text box and click the Call button.
- Type in the partial or full contact name to find it in the Contact List and click either the enabled Call button or the Call functional button next to the Contact avatar.
- Manually find the desired contact name in the Contact List and wither click the enabled Call button or the Call functional button next to the Contact avatar.

When your call is over, click Hangup to end the call session.



You can have several simultaneous active calls, both outbound and inbound. Once a call is selected, all others are put on hold. To view all active calls, click on the Calls tab. A list of all current active calls will be displayed. Double-click on the chosen one to Unhold it.

### Receiving An Incoming Voice Call

In case of an incoming VoIP call, Zoiper will start ringing and the call tab appears. A pop-up will appear in the tab page area if you have set the option of having an Automatic pop up on incoming call from Zoiper Preferences.

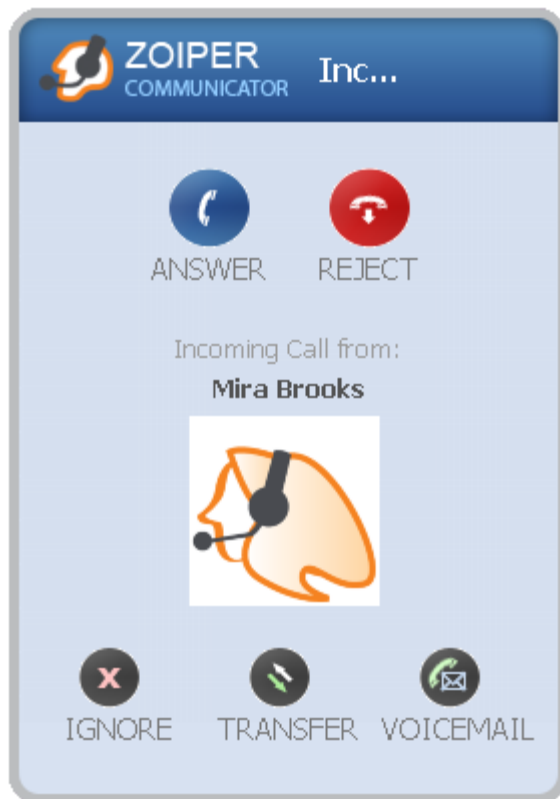
### Missed Calls

All missed calls are registered in the Zoiper History as well.

### Transferring Calls

Only active conversations with Zoiper may be transferred. This means that an incoming call or a call put on hold may be transferred as well.

To transfer a call with Zoiper, just press the transfer navigation key on an active call. A window will open with your contacts. Click on the desired contact to transfer the call to or cancel to exit.



## Conference

To make a conference, click on the Conf functional button during an established or incoming call. The Conference list appears with all active calls. To add an active call to the Conference, click the chosen call and then the Dial button. Note that you need to have at least two active lines in order to have a conference call and can have no more than six participants plus yourself.

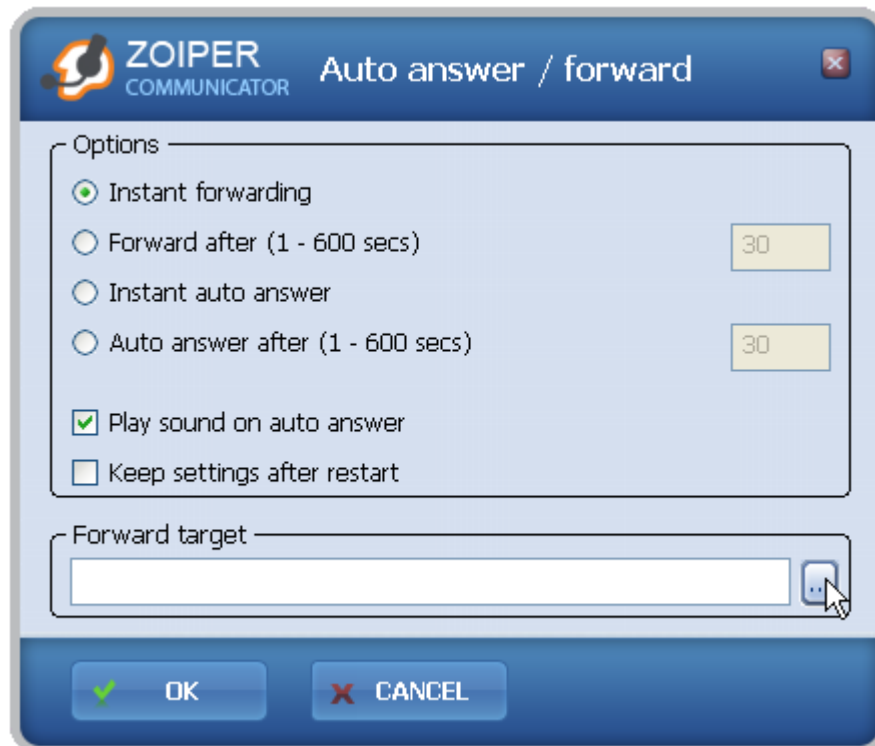
All available active conversations are potential participants. In order to add a participant to the conference, click on the desired active call.

## Auto Answer And Call Forward

Choose *Zoiper>Automation* to open the Autoanswer/Forward menu.

### Call Forward

You can choose to forward the call instantly or after 1 to 600 seconds. In order to forward a call you should choose the forward target. You can insert a phone number or choose from your contact list – clicking on the Browse button will bring a dropdown with your contacts.



### Auto Answer

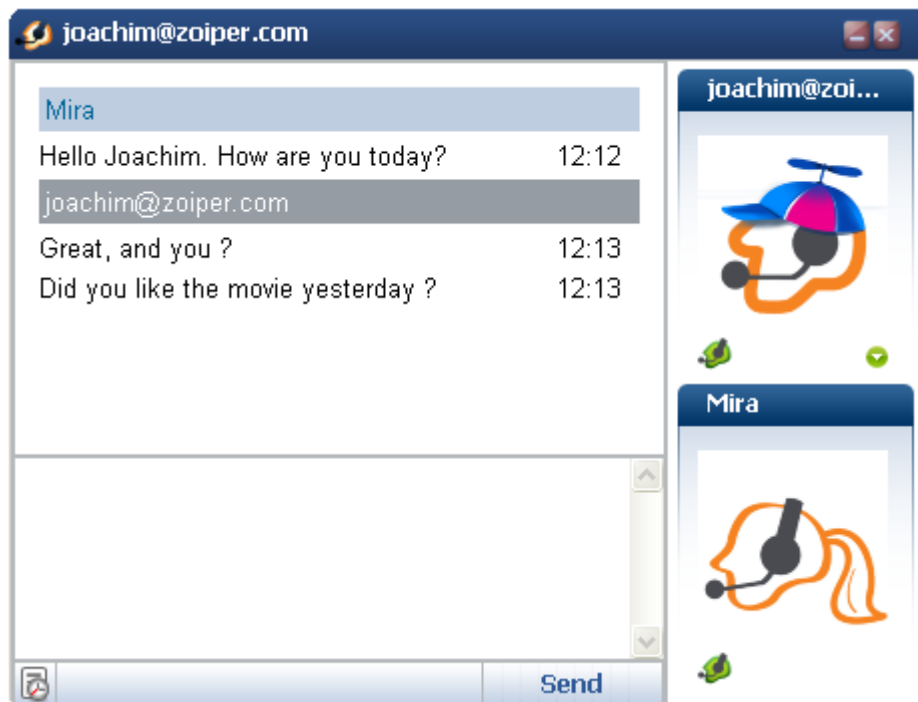
You can set an instant auto answer or after 1 to 600 seconds.

## CHATTING WITH ZOIPER (IM)

### Exchanging Instant Messages (Im)

Chatting with a Zoiper contact is easy. Find a contact and Click on the IM functional button. The Chat Window opens.

- The chat area is located at the left part of the Chat window. The input text box at the bottom is for typing text. After you have finished typing, click the Send button or press Enter on your keyboard.
- All text from the current messaging session appears in the large non-editable text box on top. You may Copy-Paste a certain excerpt of your chat conversation.
- Both yours and the other participant's avatars are located at the right part of the window. Your avatar is the bottom one and that of your chat companion is the one above it. Both avatars feature a small Zoiper icon that displays the current status of you and the contact you chat with.
- When you receive a message the Zoiper windows group will start flashing at the Windows taskbar.
- You may want to change your online status.
- To view the Chat History, click on the History tab. Zoiper History stores the sequence of events.



Zoiper will notify you when the contact you are chatting with is Away.

## SENDING / RECEIVING FAXES

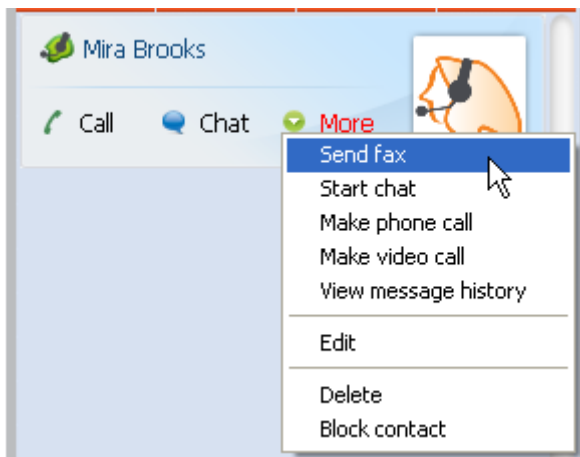
### Sending Faxes

Zoiper is capable of sending and receiving T.38 faxes using SIP.

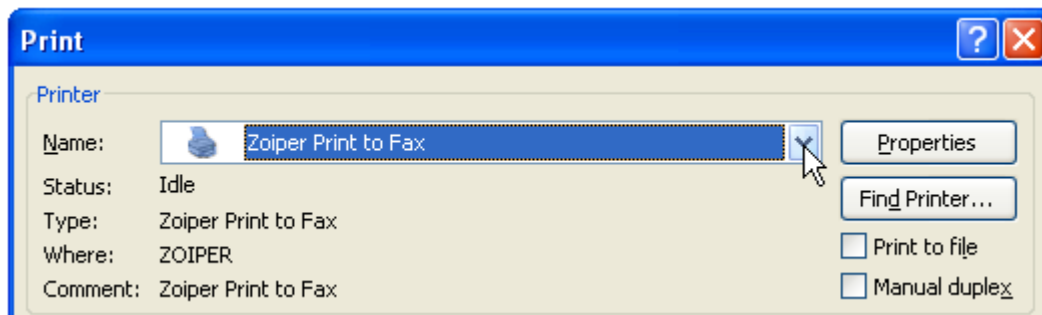
Sending faxes with Zoiper is easy. Just follow these simple steps:

1. Choose a contact from your Contact list to send fax to.
2. Click on the Fax functional button.
3. A dialog box appears, prompting you to choose the .tiff file you wish to send. Select the file and press Open. The chosen .tiff file is then automatically sent.

Note that the destination point must support receiving of T.38 faxes in order to receive your fax.



With the Zoiper Printer Driver you can send faxes through any Windows application.



### Receiving Faxes

Receiving incoming faxes with Zoiper is easy and pretty much resembles accepting an incoming phone call. Click the Call button to accept it or the Hangup button to reject it.

- If the Automatic popup on incoming call is checked (*Zoiper Preferences > General options > Call events*), a dialog box will prompt you to either Accept, Reject or Ignore the incoming fax.

To learn more about the options for receiving T.38 faxes with Zoiper, click [here](#).

## HISTORY

### Accessing the History

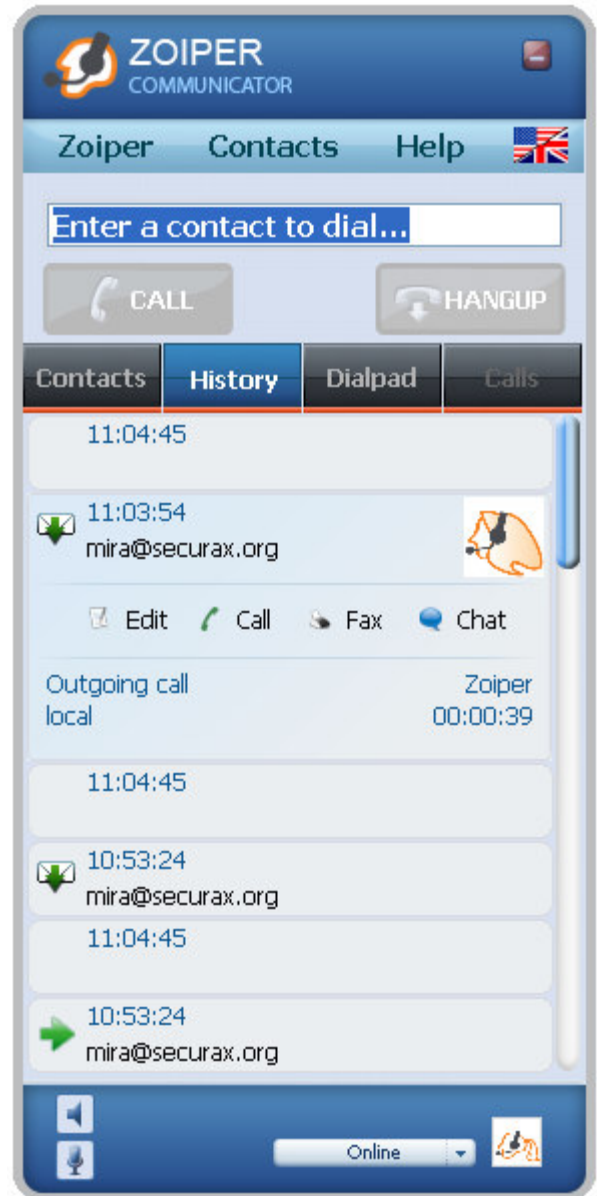
You can open the History by clicking on the History tab. The events are listed consecutively with date and time for each event. The History stores information about events, such as:

- Incoming calls
- Outgoing calls
- Missed calls
- Incoming faxes
- Outgoing faxes

If you have a missed call, you may dial back the caller right away. You may observe the length of calls or the contents of messages. History also allows you to bring up faxes received, if you like to.

When Zoiper Communicator is restarted, the History from previous sessions is still present. The previous Zoiper session (from Zoiper launch to Zoiper shutdown) is saved in History.txt text file, located in the folder where Zoiper was launched from.

Each new History is listed underneath the previous one according to its date.



## PREFERENCES

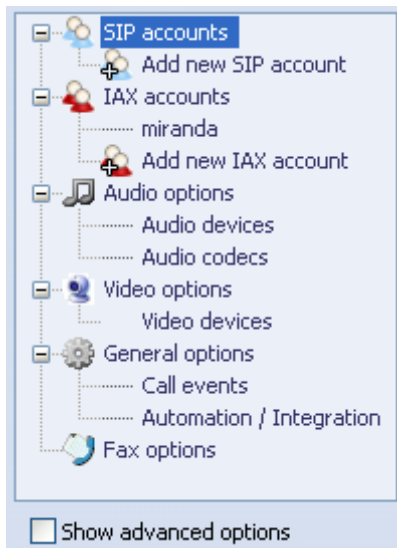
### Setting Your Preferences

You can access the Zoiper Preferences, by either:

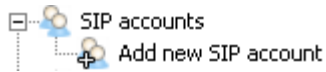
- clicking on the *Zoiper > Settings > Preferences* at the Menu bar;
- pressing 'Ctrl + P' on your keyboard.

In all cases the Zoiper Options screen will pop up. At the left you may see the *Preferences Tree*.

Click on the option in the *Preferences Tree* you want to change the settings for.



## SIP Accounts



### Add A New SIP Account

Enter an account name and press the OK button.

A dialog box titled 'ZOIPER COMMUNICATOR Add new SIP account'. It features a text input field labeled 'Account name' containing the text 'Mira'. Below the input field are two buttons: 'OK' with a green checkmark icon and 'CANCEL' with a red 'X' icon.

After entering an account name, press the OK button. Now you can access the *SIP account options*.

Each new account is added under the SIP accounts options in the *Options Tree*. To delete an existing SIP account, select the account name in *Options Tree* and click the Delete button at the right part of the Preferences window. A confirmation popup will appear.

The SIP account options are as follows:

A dialog box titled 'SIP account options' with four text input fields: 'Domain', 'Username', 'Password', and 'Caller ID Name'. A 'DELETE' button with a red 'X' icon is located at the bottom right of the dialog.

### Domain

Enter the host name followed by the port number, specified by your VoIP service provider.

## Username

Enter the username given to you for registration/authorization.

## Password

Enter the password given to you for registration/authorization.

## Caller ID Name

Enter your Caller ID name. The callee side, if capable, will be seeing this Caller ID name whenever you call.

Do not forget to apply all changes by clicking on the Apply button.

Please notice that all added *SIP accounts* are listed in the *SIP accounts* table. The SIP accounts overview is accessible by clicking on SIP accounts in the Options Tree. Note that all fields (except for Registered) could be sorted alphabetically or counter-alphabetically.

## Advanced SIP Account Options

You can enable/disable the Advanced account options by ticking/unticking the Advanced options checkbox at the bottom of the Options window.

The screenshot shows the 'Advanced account options' dialog box with the following settings:

- Auth. username : [Text input field]
- Use outbound proxy
- Outbound proxy : [Text input field]
- Voicemail extension : [Text input field]
- Registration expiry : [3600] [Spin box]
- Presence model : [Server based] [Dropdown menu]
- Register on startup
- Don't play ringback tones
- Use rport
- Custom codecs
- Use rport media
- Use default STUN [Dropdown menu]
- Use UDP transport [Dropdown menu]
- Use DTMF RFC-2833 [Dropdown menu]
- TLS with no SRTP [Dropdown menu]

### **Use Outbound Proxy**

This option is for outgoing calls through a proxy server. Enter the host name or the IP address of the desired Outbound proxy in the field below.

### **Voicemail Extension**

Enter the extension at which to check your voicemail messages.

### **Registration Expiry**

This option allows Zoiper users to set an expiry period for an account registration (in seconds). After a registration is expired, the current SIP account will automatically reregister. Please mind that this is a way for Zoiper to suggest this option to the PBX. The PBX might return a different result, according to its settings.

### **Register On Startup**

This option is for automatically registering the current account each time Zoiper starts up.

### **Don't Play Ringbacktones**

Tick this checkbox to mute all ringbacktones.

### **Custom Codecs**

You can choose to save the customised selection and order of codecs for this account. The Audio codecs for the chosen account are handled quite like in the general [Audio codecs](#).

The dropdown menu just beneath the Custom codecs option reveals the following options:

### **Use Default STUN**

Choose the STUN server, set in the Protocol options. To set the default STUN server, go to the STUN options in the Advanced Protocol options.

### **Use Custom Stun**

Choose a custom STUN server. The STUN options for the chosen account are handled quite like in the general [STUN options](#).

### **Don't Use STUN**

This option is for the case in which you do not need a STUN server for this account.

The dropdown menu beneath the Don't play ringtones option reveals the following options:

### **Use UDP Transport**

This is the recommended transport type with the User Datagram Protocol (UDP).

(Default)

### **Use TCP Transport**

Choose this transport type if you prefer the Transmission Control Protocol (TCP). Note that while Transmission Control Protocol (TCP) provides a reliable but slower connection.

### **Use TLS Transport**

TLS (Transport Layer Security) is defined as a protocol for establishing a secure connection between a client and a server. Many protocols use TLS to establish secure connections, including HTTP, IMAP, POP3, and SMTP. In our case it uses TCP transport.

TLS can authenticate both the client and the server and create an encrypted connection between them. TLS uses the Intermediate and Trusted Root Certification Authorities found in the Internet options in Windows Control Panel. Note that you can always import additional/local certificate authorities.

### **Use TLS and SRTP Transport**

SRTP is defined as a security profile for RTP that adds confidentiality, message authentication, and replay protection to that protocol. Zoiper allows encryption of media over SRTP, using AES crypto suite and SDES for key negotiation over TLS.

The dropdown menu at the bottom right corner of the screen allows users to choose between the following ways of sending DTMF tones:

### **Use DTMF RFC-2833**

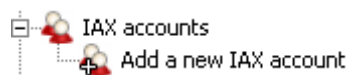
Choose this option if you prefer the DTMF RFC-2833 method of sending outband DTMF tones using the RTP protocol.

## Use DTMF SIP INFO

Choose this option if you prefer the DTMF SIP INFO method of sending outband DTMF tones using the SIP protocol. It is useful when the RTP traffic is not going through the proxy server or PBX.

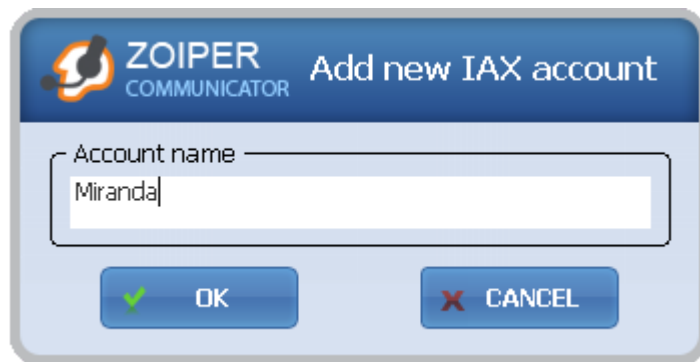
Do not forget to apply all changes by clicking on the Apply button. After applying the changes, the Audio codecs options and the STUN options for the current account appear underneath its name in the *Options Tree*.

## IAX Accounts



### Add A New IAX Account

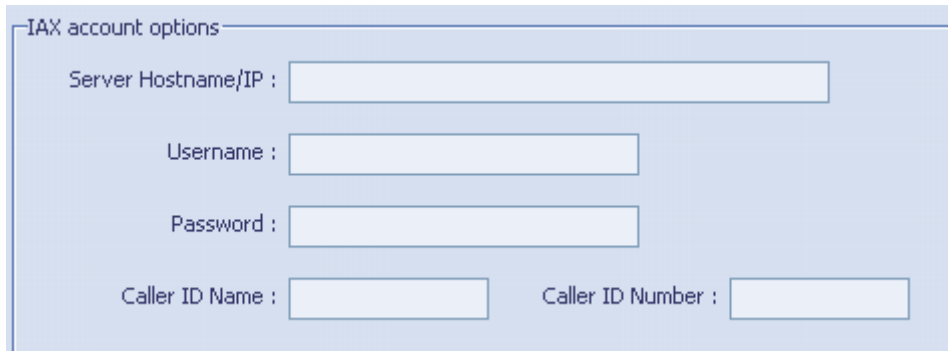
Enter an account name and press the OK button.



After entering an account name, click the OK button. Now you can access the IAX account options.

Each new account is added under the IAX accounts options in the *Options Tree*. . To delete an existing IAX account, select the account name in *Options Tree* and click the Delete button at the right part of the Preferences window. A confirmation popup will appear.

The *IAX account options* are as follows:



The screenshot shows a form titled "IAX account options" with the following fields:

- Server Hostname/IP :
- Username :
- Password :
- Caller ID Name :
- Caller ID Number :

### **Server Hostname/IP**

Enter the IP address of your VoIP PBX or the IP address given to you by your VoIP Service Provider.

### **Username**

Enter the username given to you for registration/authorization.

### **Password**

Enter the password given to you for registration/authorization.

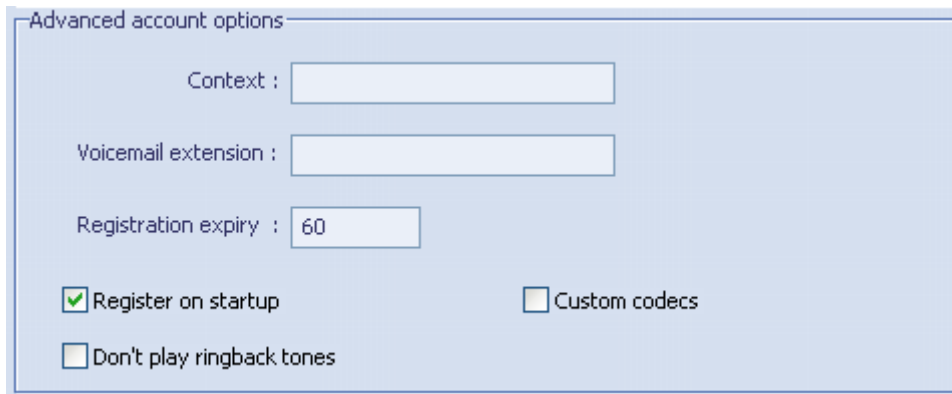
### **Caller ID Name**

Enter your Caller ID name. The callee side, if capable, will be seeing this Caller ID name whenever you call.

Please mind that all added *IAX accounts* are listed in the *IAX accounts overview* table. The SIP accounts overview is accessible by clicking on SIP accounts in the Options Tree. Note that all fields (except for Registered) could be sorted alphabetically or counter-alphabetically. The Registered accounts may be sorted by True or False.

## Advanced IAX Account Options

You can enable/disable the *Advanced account options* by ticking/unticking the Advanced options checkbox at the bottom of the Options window.



Advanced account options

Context :

Voicemail extension :

Registration expiry :

Register on startup  Custom codecs

Don't play ringback tones

### Context

Contexts play an organizational role within an Asterisk dialplan and also define scope. You can view contexts as a way to keep different parts of the dialplan separate. This comes handy for providing different reception destinations for different companies that share the same Asterisk server. Any call that Asterisk handles will begin in a certain context. The instructions defined in this context will determine what things may happen to the call. With this option you can change the context at which your IAX account is working.

### Voicemail Extension

Enter the extension at which you would like to check for new voicemail messages.

### Register On Startup

This option is for automatically registering the current account each time Zoiper starts up.

### Don't Play Ringbacktones

Tick this checkbox to mute all ringbacktones.

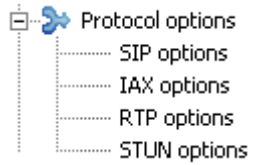
### Custom Codecs

You can choose to save the customised selection and order of codecs for this account. The Audio codecs for the chosen account are handled quite like in the general [Audio codecs](#).

Do not forget to apply all changes by clicking on the Apply button. After applying the changes, the Audio codecs options for the current account appear underneath its name in the *Options Tree*.

## Protocol Options

You can enable/disable the *Advanced Protocol options* by ticking/unticking the *Advanced options* checkbox at the bottom of the *Options* window.



## SIP Options

SIP options

Port :

TLS Certificate (PEM) :

### Port

You can change the default port that SIP is using. The default port for SIP is 5060 as shown in the example above.

## IAX Options

IAX options

Port :

### Port

You can change the default port that IAX is using. The default port for IAX is 4569 as shown in the example above.

## RTP Options



The screenshot shows a window titled "RTP options" with a single text input field labeled "Port :". The value "8000" is entered in the field.

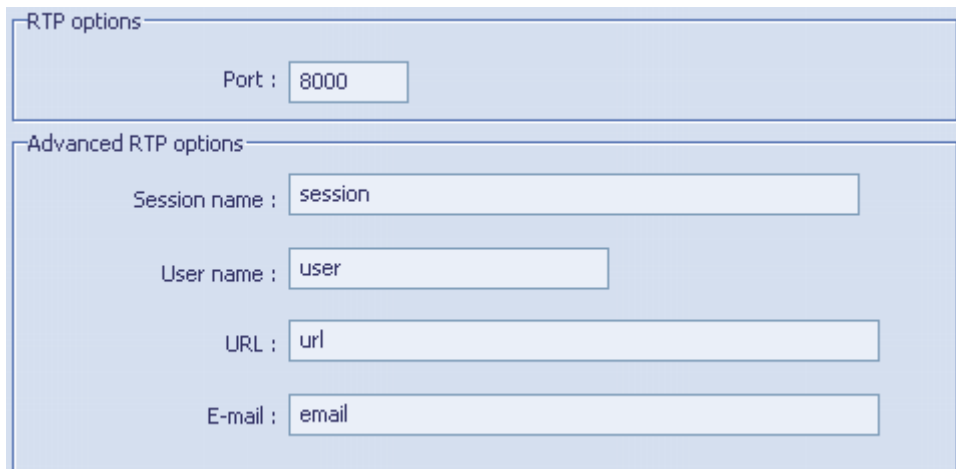
You can change the default port that RTP is using. The port number could range from 8000 (default) to 8100.

Do not forget to apply all changes by clicking on the Apply button.

On startup Zoiper tries to select the external IP. In case when no external IP is present, Zoiper selects the internal IP.

## Advanced RTP Options

You can enable/disable the *Advanced RTP options* by ticking/unticking the Advanced options checkbox at the bottom of the *Options* window.



The screenshot shows a window titled "Advanced RTP options" with four text input fields:

- Session name : session
- User name : user
- URL : url
- E-mail : email

### Session Name

Enter Session name a name for all the RTP sessions.

### User Name

Enter your preferable User name.

### Url

Enter your URL.

### E-Mail

Enter your E-mail address.

## Stun Options



The screenshot shows a window titled "STUN options" with a light blue background. At the top left, there is a checked checkbox labeled "Enable STUN". Below this, there are two input fields: "Server Hostname/IP" containing the text "stun.zoiper.com" and "Port" containing the text "3478".

### Enable STUN

Tick this checkbox if you have a STUN server.

### Server Hostname/IP

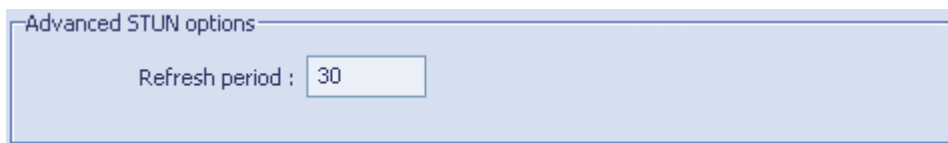
Enter the IP address of your STUN server or the IP address given to you by your VoIP Service Provider.

### Port

You can change the default port that STUN is using. The default port for STUN is 3478 as shown in the example above.

## Advanced STUN Options

You can enable/disable the *Advanced RTP options* by ticking/unticking the Advanced options checkbox at the bottom of the *Options* window.



The screenshot shows a window titled "Advanced STUN options" with a light blue background. It contains a single input field labeled "Refresh period" with the value "30" entered.

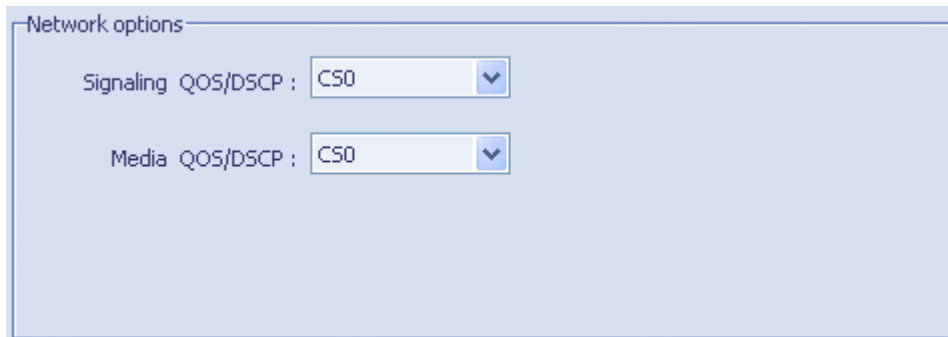
### Refresh Period

You can change the refresh period (in seconds) for the STUN server. The initially set value is 30 seconds as in the example above.

## Network



To access the *Network options*, you must tick the Advanced options checkbox at the bottom left corner of the *Options* window. The *Network options* appear.



Zoiper uses Differentiated Services (DiffServ) to provide prioritisation to VoIP traffic and marks packets with particular DiffServ Code Point (DSCP). Zoiper allows assigning different values for the signaling (SIP) and media (RTP, IAX) network packets. IAX is considered as media since signaling and media network packets flow in one connection.

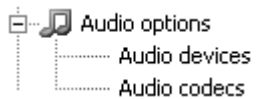
### Signaling Qos/DSCP

There are 12 AF (Assured Forwarding) values, one EF (Expedited Forwarding) and one default (----) value. AF is a method of providing low packet loss within a given traffic rate while this could affect latency. EF is a defined behavior that asks for low-delay, low-jitter, low-loss service.

### Media Qos/DSCP

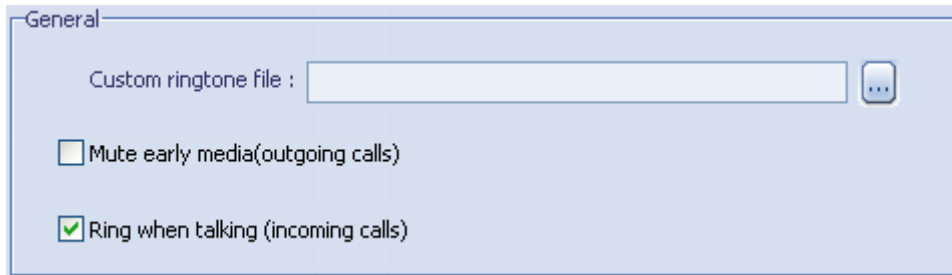
Media network packets are marked similarly as with signalling packets and are used for IAX or RTP traffic.

## Audio Options



### General

You can adjust the *General audio* options.



### Custom ringtone file

You can browse to a preferred ring tone or enter the file path. A ring tone file must be an 8 kHz 16-bit Mono wave file (.wav).

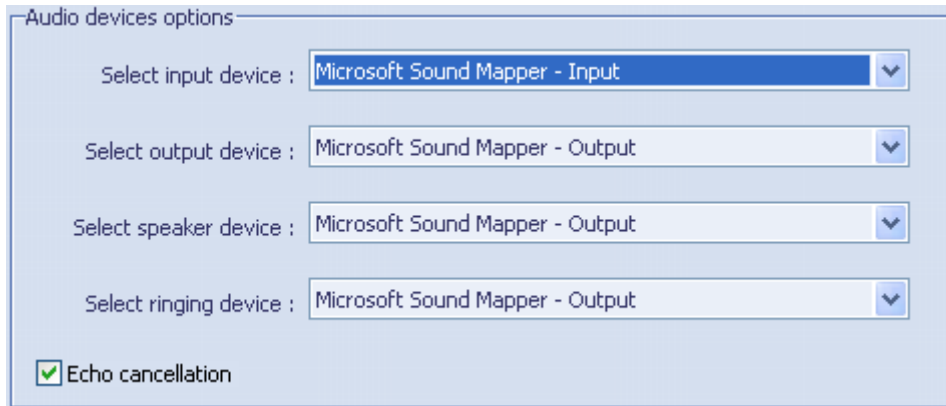
### Mute early media(outgoing calls)

You can choose to enable/disable hearing ringtone when you dial a call. Also blocks early media.

### Ring when talking (incoming calls)

You can choose to enable/disable the ringtone, while in a middle of a conversation.

## Audio Devices



### Select input/output/ringing device

You can select your audio input/output/ringing device(headphones) from each corresponding dropdown menu. Please mind that the drivers for these devices' must be properly installed and recognized by Windows.

### Echo cancellation

Tick this option in case of an echo tail to the speech.

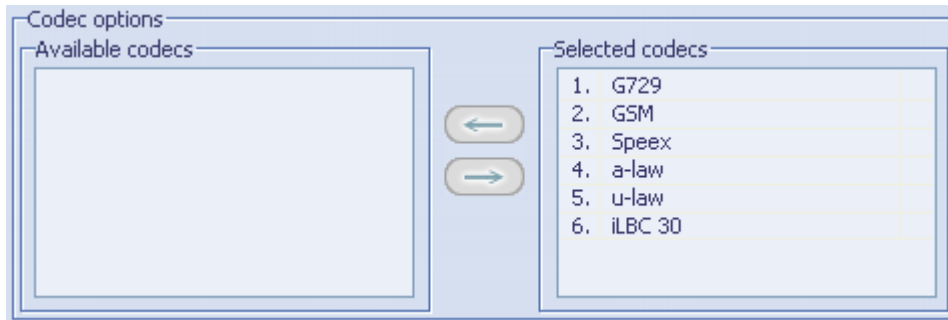
### Advanced Audio Devices Options



The *Audio enhancement* option uses post-processing filters to enhance the audio quality. It works better with lower quality sound cards.

## Audio codecs

The Codec options are as follows:



You can choose from the following codecs:

GSM

Raw  $\mu$ -law (G.711)

Raw A-Law data (G.711)

Speex Audio

iLBC (30 ms)

These are the default settings for the audio codecs. They will be used by all accounts unless the custom codecs per account are used.

If you want to use any of the Available codecs you have to select it and then press the right direction arrow.

If you want to use stop using any of the Selected codecs you have to select it and then press the left direction arrow.

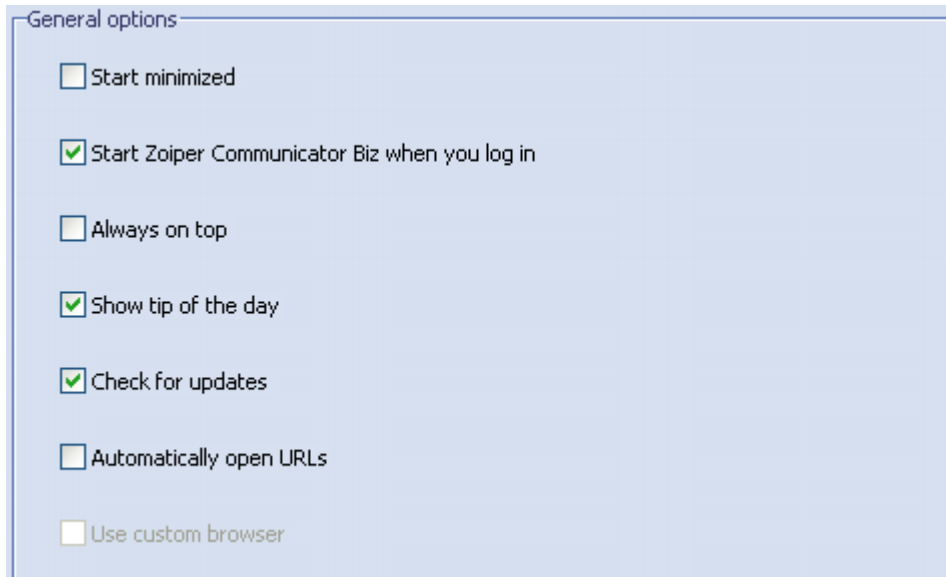
Arrange the codec priority by dragging the blue numbers of the Selected codecs up and down. The codec with the lowest number has the highest priority.

## General Options



### General

The *General options* are as follows:



#### Start minimized

Tick this option in order for Zoiper to start up minimised in your system tray.

#### Start Zoiper when you log in

Tick this option in order for Zoiper to automatically start up when opening Windows.

#### Always on top

With this option checked, Zoiper windows will stay on your screen in front of all others.

#### Check for updates

Tick this option in order for Zoiper to automatically check for updates on start up.

## Automatically open URLs

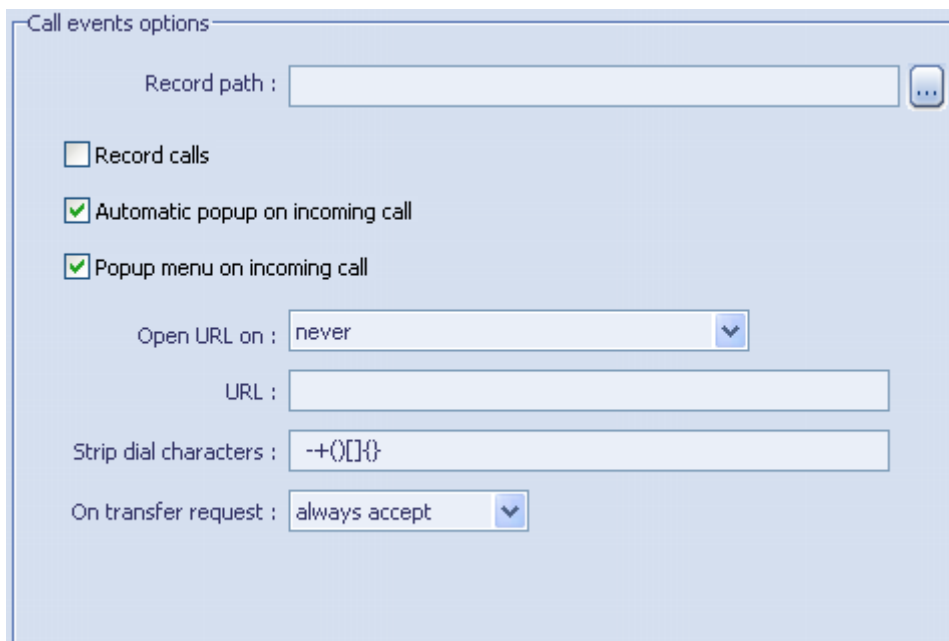
With this option checked, Zoiper automatically opens every incoming URL in the default browser. If unchecked, Zoiper will each time prompt you to open incoming URL or not.

## Use custom browser

Click this option if you prefer not to use your default browser for opening incoming URLs.

## Call Events

The *Call events options* are as follows:



Call events options

Record path :  ...

Record calls

Automatic popup on incoming call

Popup menu on incoming call

Open URL on : never ▼

URL :

Strip dial characters :

On transfer request : always accept ▼

### Record path

Here you can choose the directory in which you would like the calls to be saved. The calls are saved through the Record calls option in 16 bit 8 kHz wave files (.wav). The format of the filename is as follows:

*Record Path\<username>\YYYY-MM-DD\HH-MM-SS.wav*

where:

Record path is the folder (directory) in which the recorded calls are being sent.

<username> is the Windows account username (please note that is not the SIP or IAX/IAX2 username!)

YYYY-MM-DD is the date of the call (Year-Month-Day)

HH-MM-SS - is time of the call (Hours-Minutes-Seconds)

Please mind that you need sufficient free disk space in order for Zoiper to record all your calls.

## Record calls

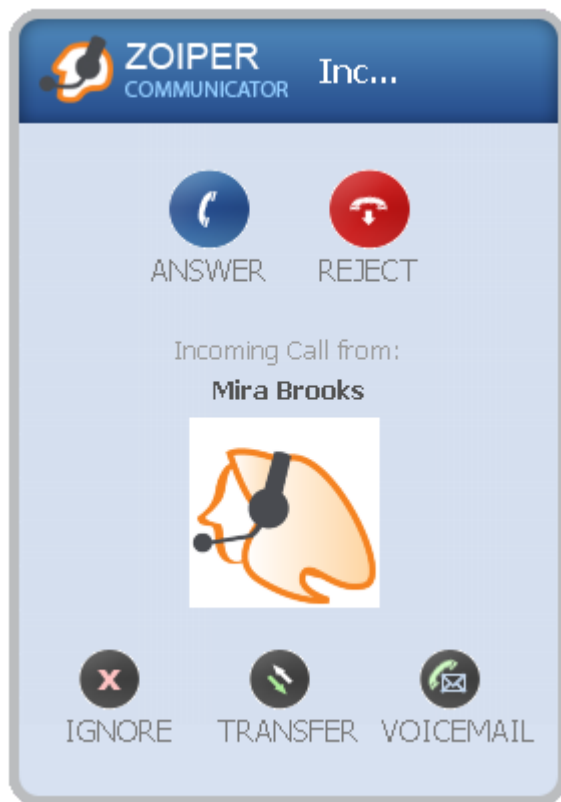
To record all phone calls made with Zoiper, tick the check box for this option.

## Automatic popup on incoming call

Choose this option if you want Zoiper to pop up when there is an incoming call.

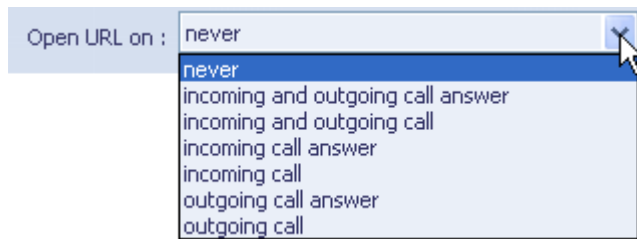
## Popup menu on incoming call

When this option is checked, the following pop-up window appears every time you have an incoming call:



## Open URL on:

The Open URL on dropdown menu provides the following options:



### **never**

Check this option if you do not wish Zoiper to open URLs.

### **incoming and outgoing call answer**

With this option checked, Zoiper will open the default browser with a chosen URL upon answering both incoming and outgoing calls.

### **incoming and outgoing call**

With this option checked, Zoiper will open the default browser with a chosen URL upon making incoming and receiving outgoing calls.

### **incoming call answer**

With this option checked, Zoiper will open the default browser with a chosen URL upon answering any incoming calls.

### **incoming call**

With this option checked, ZOIPER will open the default browser with a chosen URL upon receiving incoming calls.

### **outgoing call answer**

With this option checked, ZOIPER will open the default browser with a chosen URL upon answering of outgoing calls.

### **outgoing call**

With this option checked, Zoiper will open the default browser with a chosen URL upon making outgoing calls.

## URL

Use the URL field underneath to enter the desired URL for the Open URL on call answer option. Note that the URL supports the following 3 special tags:

\$(CALLERNAME) - this tag is replaced with the callername of the call.

\$(CALLERNUMBER) - this tag is replaced with the caller number of the call.

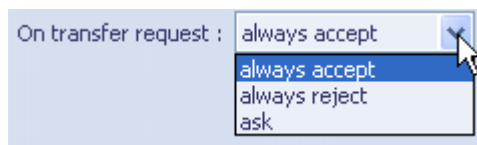
\$(DNID) - this tag is replaced with DNID number of the call if it is incoming call. For outgoing calls there is no DNID. DNID is the number that the caller has dialed to call you.

## Strip dial characters

This field allows you to strip dial extensions from certain characters. The default characters are: +-([]{}). There is no separator: this means that if you want to strip any other character, just type it after the ones in the field. If there are no characters you wish to strip your extension from, delete all characters, listed in the field. Note that the space character is always stripped by default.

## On transfer request

This option defines Zoiper actions in cases of incoming transfer request. This feature works with SIP conversations only. The dropdown menu at the bottom right reveals the following options:



### ask

This option means that, while in a conversation, with each transfer the other side attempts to make, the Zoiper user will be prompted with a pop-up window whether to proceed with the transfer or not.

### always accept

With this option no pop-up window shall appear and all callee transfers will be accepted automatically.

### always reject

With this option no pop-up window shall appear and all callee transfers will be rejected automatically.

## Fax Options



Zoiper is capable of receiving and transmitting incoming T.38 faxes for SIP.

Faxes are received as .TIFF files. Please mind that you need sufficient free disk space in order for Zoiper to record all your incoming faxes.

The *Fax options* are as follows:

A screenshot of the "Fax options" dialog box. It has a light blue background and a title bar that says "Fax options". Inside the dialog, there are three checked checkboxes: "Enable FAX for SIP (beta)", "Automatically display", and "Destination folder :". The "Destination folder" checkbox is followed by a text input field and a folder selection icon (three dots in a square). Below the "Destination folder" field is another text input field labeled "Custom command :".

### Enable FAX for SIP

Check this option in order to enable Zoiper to receive incoming faxes using SIP.

### Destination folder

Choose the folder in which to store incoming faxes. Faxes are stored as .tiff image files.

### Custom command

This option allows Zoiper users to deal with incoming faxes using a program of their choice. This is a command line allowing Zoiper to use custom applications that could open, convert, add to archive, mail or deal otherwise with received faxes in accordance to their predefined Command Line capabilities. Essentially, the Custom command uses the following format:

<Program Name.exe> <fax file name> [<additional parameters>]

where:

Program Name.exe is the full pathname to the chosen custom program application executable;

<fax file pathname> is the full pathname where the incoming files are stored in. Note <fax file pathname> has to be with the following parameter: '\$(FAX\_FILENAME) ' as the current user may not necessarily know the complete name of the .tiff file:

<Program Name.exe> \$(FAX\_FILENAME) [<additional parameters>]

<additional parameters> are parameters, supported by the chosen Program application.

### Automatically display

With this option checked, Zoiper automatically opens the application that .tiff files are associated with. If no application is associated with .tiff files, you will be prompted to choose a program from a list.

### Diagnostics



The *Diagnostics* option appears after you click the Advanced options checkbox. The purpose of the *Diagnostics* option is to create a debug log file, which contains essential information about Zoiper actions and behaviour in case of bugs and crashes. The debug log file are stored in the Zoiper installation folder (e.g. C:\Program Files\Attractel\Zoiper Communicator).

## HELP

Zoiper's Help menu allows you to either:

- see the current version of Zoiper (About);
- View Zoiper's Log;
- Send the Zoiper support department a report for a newly occurred problem.

### About

The About Window shows information about the current version of Zoiper Communicator, as well as the revision number of the Library it uses.

### Zoiper Communicator Log

- To open the Zoiper Communicator Log, click Help > Show log from the Menu bar.

The Log window contains useful detailed information about the sequence of events, and the time they took place. This information refers to internal Zoiper Communicator processes as well, which makes it very useful for more advanced users.

### Report a Problem

This feature allows you to easily report a problem that you have experienced while using Zoiper Communicator. Clicking this option will bring up the default mail client, ready to send a report mail to [zoiper-communicator@attractel.com](mailto:zoiper-communicator@attractel.com). The subject of this mail is, as follows:

Problem with Zoiper Communicator <current version>.

Please provide a precise brief description of your actions before the problem with Zoiper Communicator has taken place and send it to Attractel's support department.

### Exit Zoiper Communicator

To exit Zoiper Communicator, you may either:

- Click Zoiper > Exit on the Zoiper Menu bar;
- Press 'Alt + F4' on your keyboard.

Please note that the circular pale blue button at the top right corner of the main Zoiper Communicator window is a Minimize button that only minimizes Zoiper in the task bar.