Hey, John! What's up? How have you've been?

Hey there!

That vacation looked awesome from the pictures you posted!
Table of contents

DOWNLOAD AND INSTALL ............................................................... 4
ACTIVATION ....................................................................................... 8
- Online activation ........................................................................... 8
- Offline activation .......................................................................... 11
- Silent Installers for mass deployments .................................... 11
- Activation errors ......................................................................... 12
Network access and Zoiper ............................................................ 13
Configure microphone and speaker .............................................. 16
Main Interface .................................................................................. 19
- Top bar ....................................................................................... 19
- Default account .......................................................................... 19
- Account status ........................................................................... 19
- Search .......................................................................................... 20
- Dial pad ...................................................................................... 20
Bottom bar ....................................................................................... 22
- Presence status .......................................................................... 21
- Voicemail .................................................................................... 21
- Audio control ............................................................................. 21
- Call automation settings .......................................................... 22
- Error messages .......................................................................... 22
Conversation window ......................................................................... 23
- Top part ....................................................................................... 24
- Middle part .................................................................................. 26
- Bottom part .................................................................................. 26
Compact window ................................................................................ 27
- Hang-up buttons .......................................................................... 27
- In Call menu .................................................................................. 27

SETTINGS ............................................................................................ 28
Accounts ............................................................................................... 29
SIP Accounts ....................................................................................... 30
- SIP Credentials .......................................................................... 30
- Optional SIP Credentials .......................................................... 30
- Features ....................................................................................... 31
- Number rewriting ........................................................................ 32
- Pre-configured extensions .......................................................... 32
- Compatibility modes ................................................................. 33
- Network related .......................................................................... 34
- Audio and Video codecs ............................................................ 35
IAX Accounts ....................................................................................... 36
- IAX Credentials .......................................................................... 36
- Features ....................................................................................... 36
- Pre-configured extensions .......................................................... 37
- Compatibility modes ................................................................. 37
- Network related .......................................................................... 37
Table of contents

CONTACTS

LDAP / Active Directory ............................................................. 39
Outlook / Exchange ....................................................................... 40

MEDIA

Audio ............................................................... 41
Audio device selection ................................................................. 41
External Headset / Headset integration ......................................... 42
Extra features .............................................................................. 42
Play sounds .................................................................................. 42
Video ......................................................................................... 43

GUI

Theme ......................................................................................... 44
Skin ............................................................................................... 44
Language ....................................................................................... 44
Look and Feel ................................................................................ 45
Behaviour ....................................................................................... 45
Show pop-up notifications when .................................................. 45

FEATURES

Calls ............................................................................................. 46
Automation ..................................................................................... 47
General options ............................................................................. 47
Integration options ......................................................................... 47
Call events options ......................................................................... 48
Event rules ..................................................................................... 48
Lockdown & Provisioning ............................................................... 49
Advanced ....................................................................................... 50
Help / About .................................................................................. 51

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

By clicking the button, you’ll start the Activation wizard that’s built in 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.
The rest of the Account creation wizard is straightforward – 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\n
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 register3@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.
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.
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.
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.
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.
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.
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**

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.

**DEFAULT ACCOUNT**

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.
**SEARCH**

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

![Search Field](image)

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.

**Native Zoiper contacts (added manually):**
- Windows contacts;
- Outlook contacts;
- LDAP;
- Google;
- XML;
- CSV (imported)

**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”.

**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

Zoiper 5 supports Presence status over the SIP SIMPLE protocol, which is required from your office’s PBX or VoIP provider to use it.
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).
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):
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.
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:

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.
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.

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.

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).
**SIP Accounts**

**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**

**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.

**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.

**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**

<table>
<thead>
<tr>
<th>Strip dial chars</th>
<th>-000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable default country code and international prefix</td>
<td></td>
</tr>
<tr>
<td>Default country for numbers</td>
<td>US</td>
</tr>
<tr>
<td>without country code</td>
<td></td>
</tr>
<tr>
<td>Prefix to use for international calls</td>
<td></td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Check voicemail</th>
<th>Check voicemail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer to voicemail</td>
<td>Transfer to voicemail</td>
</tr>
</tbody>
</table>

**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

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.

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

NETWORK RELATED

**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 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

<table>
<thead>
<tr>
<th>IAX Account 1</th>
<th>Unregister</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IAX Credentials</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Hostname/IP</td>
<td>iax.example.com</td>
<td></td>
</tr>
<tr>
<td>Username</td>
<td>IAX Account 1</td>
<td></td>
</tr>
<tr>
<td>Password</td>
<td>**********</td>
<td></td>
</tr>
<tr>
<td><strong>Features</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID Name</td>
<td>Caller ID Name</td>
<td></td>
</tr>
<tr>
<td>Caller ID Number</td>
<td>Caller ID Number</td>
<td></td>
</tr>
<tr>
<td>Register on startup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use custom ringtone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Custom ringtone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t play ringback tones</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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.

**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.
IAX Accounts

PRE-CONFIGURED EXTENSIONS

<table>
<thead>
<tr>
<th>IAX Account 1</th>
<th>Pre-configured Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Check voicemail</td>
</tr>
<tr>
<td></td>
<td>Transfer to voicemail</td>
</tr>
</tbody>
</table>

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.

**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 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.

**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 form 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.

<table>
<thead>
<tr>
<th>External Headset / Headset Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Use generic HID</td>
</tr>
<tr>
<td>[x] Use Jabra HID</td>
</tr>
<tr>
<td>[x] Use Plantronics HID</td>
</tr>
</tbody>
</table>

**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.

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.
**THEME**

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/](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

- Check the box to 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.

**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
CHECK FOR NEW VERSION
manually check if there is an update for Zoiper 5.

No updates were found. You are using the latest version.

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