Zoiper Softphone Configuration

Prerequisites

- Download Zoiper Lite (Free) or Zoiper (Paid). The free version is excellent for most users.
- Understand that you have less than 10 minutes to scan the QR code from your ring-u portal from the time it is generated.
- Adjustments in Port Forwarding / External Remote Phones will have to be completed before this extension will work.

Also worth mentioning before you begin: Zoiper is easier on your phone's battery than Grandstream Wave, but offers you service buy-ups frequently upon startup.

Caveats

- Softphones are subject to your data connection (WiFi or cellular), and will never be as reliable as a desk phone.
- If using a WiFi network outside of your business or a cellular data connection, you may encounter network settings hostile to VOIP traffic (SIP ALG, DDOS, Carrier Grade NAT) that prevent your softphone extension from working effectively. **This is outside of our control.**
- Your softphone app should be restarted periodically to keep the app in good working order.
- Your smartphone should be power cycled periodically to keep any softphone functioning correctly.
- Mission-critical traffic should always be directed to desk phones inside of your network.

Step 1 - Add an Extension in the Portal

Go to: Configuration > Extensions and **Add an Extension**.
Select "Zoiper."

Zoiper QR Code Generated

Step 2 - Open Your Zoiper App

There are usually 7 prompts involved in this process. If you answer incorrectly, you are generally best to delete the app, download again, and start this process over.
1. Network Permission - Answer "OK"

2. Notifications - Answer "Allow"

3. Microphone Permission - **Answer "OK"**

4. Camera Permission - Answer "OK"

5. Contacts Permission - **This one is up to you, but is not required unless you want access to your personal (non ring-u) contacts.**

6. Scan QR Code **(no screen shot)**

7. Configuration - **Extension will take a few minutes to Configure, but will display a green "Ready" when complete.**

8. Example of the buy-up messages.**

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