



## USER GUIDE

Zoiper Biz Edition  
version 2.0 for Windows®

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## 0. Notice

### Liability

All rights reserved.

- This *User Guide* is intended to demonstrate typical uses and features of the Zoiper Biz SIP and IAX/IAX2 soft phone: Version 2.0. 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 soft phone application on.
- Attractel Ltd. 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 Zoiper Biz Version 2.0.

### Conventions used in this document

The following typographical conventions are used in this document:

- Hyperlinks to sections inside this document, email and the Internet are [underlined and blue.](#)
- The names of windows are marked in ***bold and italics.***
- The names of files, directories and syntax of commands are written in *italics.*
- Parameters of commands are written as follows: *<italics>*
- Buttons 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...

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# 1. ZOIPER Editions

## Introduction

This document will guide you step by step to your actual aim: reducing the costs of your phone calls by using the VoIP (Voice over Internet Protocol) technology of *Asterisk*<sup>®</sup> and the latest version of ZOIPER soft phone.

In the rest of the first chapter of this *User Guide* you can find more details about the ZOIPER Biz Edition. If you are interested in having your ["own" phone](#) but don't have the resources to have it developed, there is the option of ordering a re-branded OEM ZOIPER.

Do not hesitate to send a mail to [zoiper@attractel.com](mailto:zoiper@attractel.com) for more information and offers. Our team of experienced professionals is most willing to answer all your questions. At the same time, our developers are looking forward to implement your specific desires in future versions of ZOIPER.

Together, we make calling more comfortable.

## Features of ZOIPER Biz

Zoiper Biz Edition V.2.0 has many features to provide you with a very comfortable calling experience:

- SIP + IAX / IAX 2 protocols
- Native conferencing
- Multilanguage support
- Changeable number of lines (up to 6)
- TCP support with SIP
- TLS support with SIP
- API\*
- Available codecs - G.729 (for Zoiper Biz edition supporting G.729), GSM, µlaw, alaw, speex, iLBC
- Callto URL protocol
- Incoming URL handling
- Open URL on different call events
- Auto answer
- Automatic provisioning (XML)\*\*
- Mail program plug-in: Outlook integration
- Portable Zoiper with portable devices (like USB, flashcards, etc.) - for Free and optionally for BIZ OEM
- Call forward
- Blind call transfer
- Attended transfer
- Command line dialing
- Unlimited Number of accounts
- Call recording (Single file recordings)
- Custom ring tones
- Access voice mail message with one button
- Echo cancellation
- STUN support
- STUN server per account
- Account password encryption
- Codec settings per account

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\* In order to view the API Documentation in .pdf format, [click here](#).

\*\* In order to view the Provisioning Documentation in .pdf format, [click here](#).

- Outband DTMF tones sending
- Automatic user registration
- Hold function
- Optional Automatic pop-up window for incoming call
- Address book
- Call logs
- Call history
- Support for multiple audio devices
- Adaptive Jitter Buffer
- Always on top
- Quick dial panel
- Voice mail message information
- Minimize on start up
- Minimize to tray
- Account import (XML)\*

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\* In order to view the Account File Documentation in .pdf format, [click here](#).

## Personalised ZOIPER

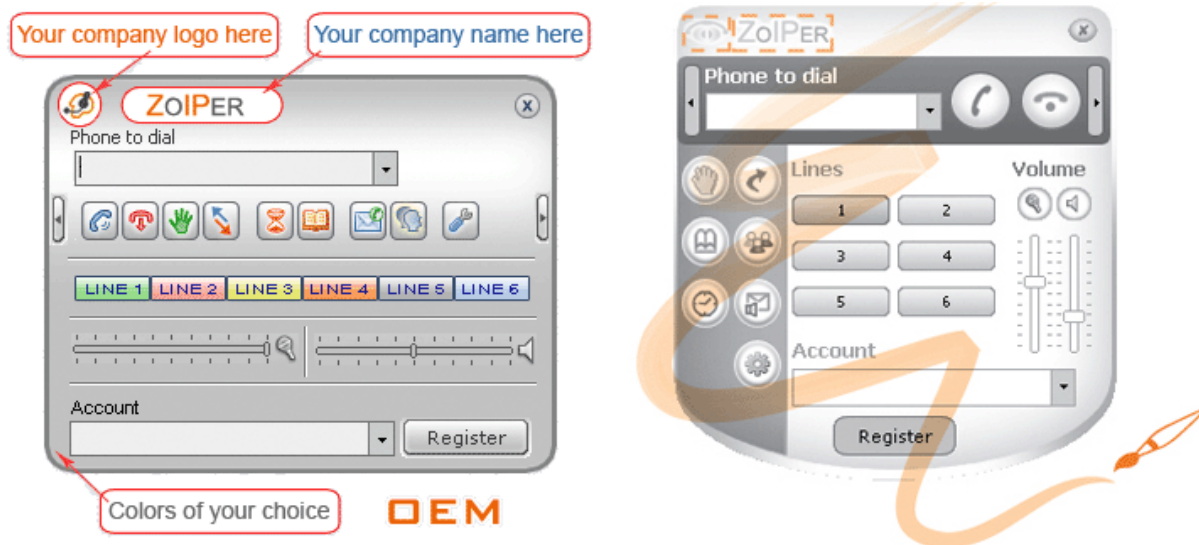
- Do you want your employees to use state-of-the-art VoIP technology with your own company's logo and colors clearly visible on it?
- Do you want to surprise your clients with your "own" personal telephone?

You can opt for a personalised version of ZOIPER Biz Edition. The basic rebranding includes:

- changing the name "ZOIPER" to your choice.
- changing the color scheme to your choice.
- changing the logo to the logo of your choice.

You may also go for the complete customization of ZOIPER Biz Edition. Apart from change of colors and logo, this includes complete change of interface (adding/removing buttons/features) and functionality!

Contact [zoiper@attractel.com](mailto:zoiper@attractel.com) for more information.



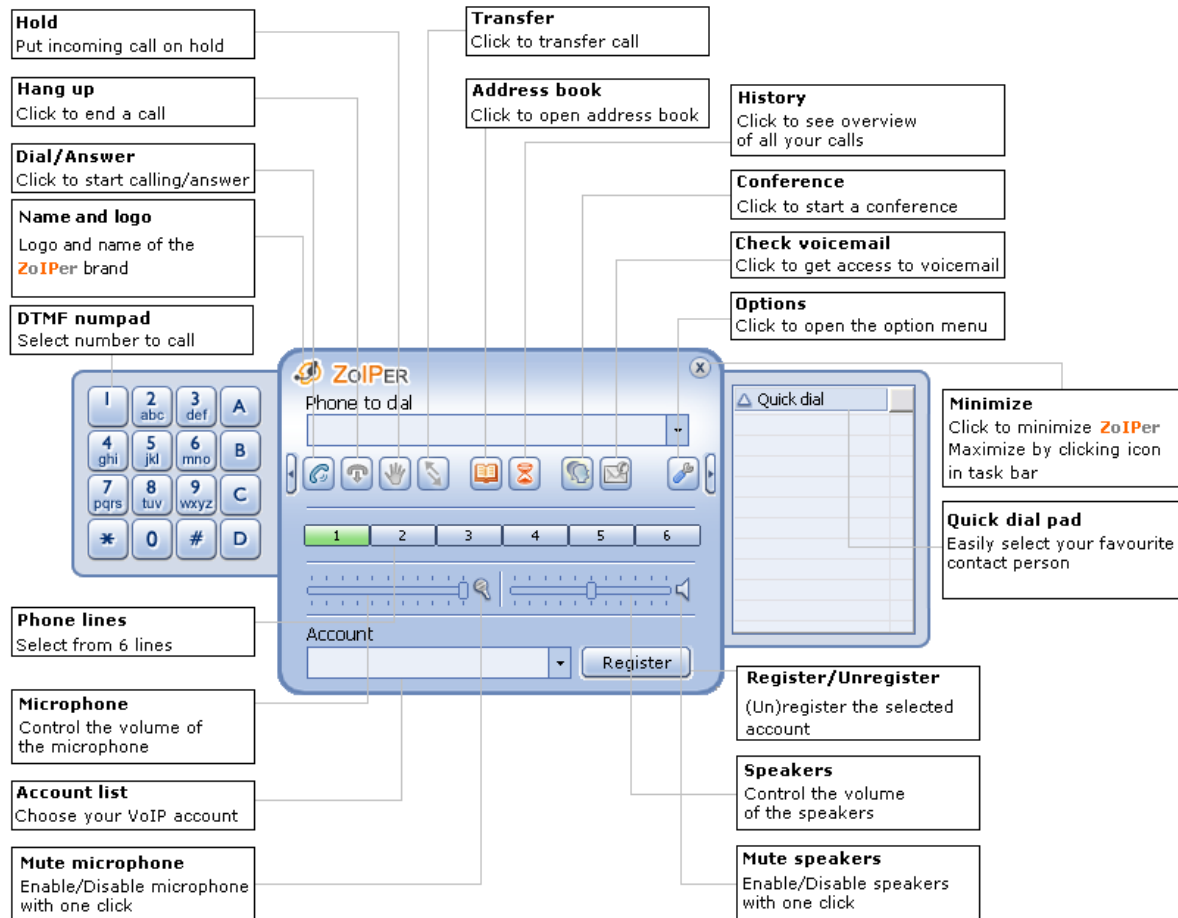
## 2. Getting started with ZOIPER

### System requirements

In order to use Zoiper properly, you need at least following 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

### A glance at ZOIPER



## Purchase ZOIPER Biz

You can read more information about ZOIPER Biz Edition and purchase it [here](#). After a successful purchase, you will receive a mail containing a download link, a username and a password.

Please note that in order to make VoIP calls with Zoiper you must be either connected to a VoIP PBX or have a subscription with any VoIP service provider throughout the world.

## Installing ZOIPER

To install Zoiper, follow the instructions below:

1. Click on the icon of the downloaded *Zoiper2.0 Biz Installer.exe* file.
2. The **InstallShield Wizard** now opens. Click Next, read our EULA and if you agree with the terms and conditions, click I agree.
3. Choose the destination folder in which to install Zoiper (default is C:\Program Files\Attractel\Zoiper Free) by clicking on the Next button.
4. Choose who will be making VoIP calls with Zoiper (either All users on the current computer or the Current user only). Note that when you choose "All users" you have to register Zoiper Biz 2 using Windows administrative rights.
5. Choose the Start Menu folder for the Zoiper shortcuts.
6. Choose the Zoiper components you might want to have installed:
  - Zoiper itself (the main files);
  - Zoiper Desktop Shortcut;
  - Quick Launch Shortcut.
7. Click Install. After a successful installation you may start Zoiper.

## Uninstalling ZOIPER

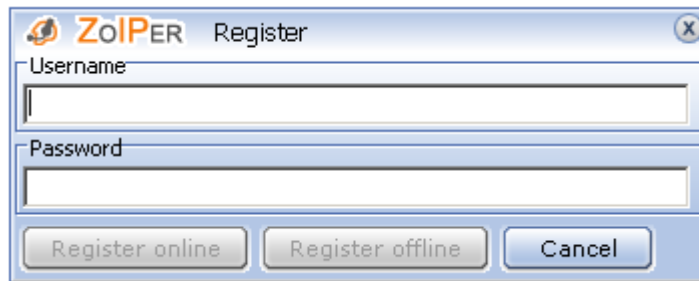
To remove ZOIPER from your computer, choose one of the following:

- From the Windows Start Menu>Programs>Attractel>Zoiper Biz>Uninstall Zoiper Biz.
- Via the Control Panel>Add/Remove Programs. Find Zoiper from the list of applications, click on the Remove button.

## Starting ZOIPER for the first time

Double-click the Zoiper icon. If you chose not to have Zoiper shortcuts installed, click Start > Programs > Attractel > Zoiper Biz. You can now start using the Zoiper softphone. Please note that in order to make VoIP calls with Zoiper you must be either connected to a VoIP PBX or have a subscription with any VoIP service provider in the world.

1. Open ZOIPER click Start > Programs > Attractel > Zoiper Biz.
2. The Register window opens. Type in the username and password provided by Attractel and register, either online or offline.



3. After a successful registration you may start Zoiper.

## Creating users in Asterisk®

1. The first thing to do is create users in the [iax.conf](#) file. You have to provide values for the following fields:

<b>Field</b>	<b>Description</b>	<b>Example</b>
<b>type</b>	You can choose from 3 different <i>types</i> :  <b>friend</b> : make and receive calls <b>user</b> : can only make calls <b>peer</b> : can only be called	"friend"
<b>username</b>	Used for authentication.	"gogh"

Field	Description	Example
secret	The password of this user.	"gogh"
host	Dynamic or static.	"dynamic"
context	The environment in which the user can make and receive calls.	"tutorial"

```

10.3.3.25 - Pu...
[gogh]
type=friend
username=gogh
secret=gogh
host=dynamic
context=tutorial
iax.conf 188,17

```

2. In the [extensions.conf](#) file, you link the created users to an *extension* and a *context*. In the example below, the user "Gogh" can call and be called in the context "tutorial" with the [Dial](#) application. His extension is "9876".

```

10.3.3.25 - PuTTY
[tutorial]
exten => 9876,1,Dial(IAX2/gogh)
<nsions.conf [+] 220,32 88%

```

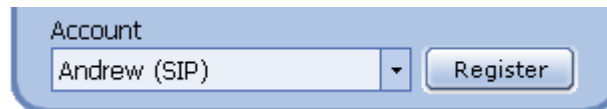
3. Reload Asterisk from CLI.

For more information about how to configure the Asterisk® configuration files, please read our tutorial about [Configuring IP Phones for Asterisk](#).

### 3. Calling with ZOIPER

#### Selecting an account

- You can select the account you want to call with, by choosing the desired account from the dropdown menu.



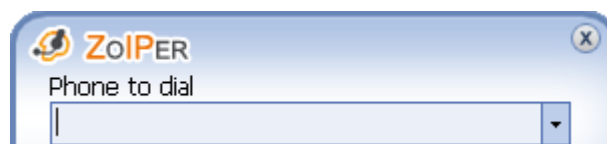
- To register an account:
  - Select a user from the list
  - Click on Register
- To unregister an account:
  - Select a registered user from the list.
  - Click on Unregister
- All your registered accounts can be dialed to.


#### Outgoing calls

##### Selecting a contact person

There are different ways to select the user you want to call:

- place the cursor in the *Phone to dial* field and type the extension on your keyboard.



- open the [Address book](#). Double click on the person you want to call.
- open the *DTMF numpad* by clicking on the small arrow pointing to the left. 

You can now compose the dial extension with your mouse by clicking on the DTMF buttons.



- enter a dial string in the field *Phone to dial*, as in the example below. The dial string is composed as follows:

- SIP

*sip:* <user>:<password>@<servername>/<extension> @<realm>

- IAX

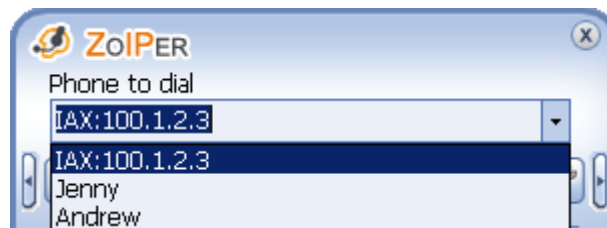
*iax:* <user>:<password>@<servername>/<extension> @<context>



- Place the cursor in the *Phone to dial* field and type in the name and the IP address/servername of the callee and click on the Dial/Answer button. You do not need to have a selected account for direct calling.



- click on the arrow of the *Phone to dial* drop-down list. Here you can find the persons you have called in chronological descending order.



- click on the small arrow pointing to the right. The *Quick dial pad* opens. If you double click on a contact person, you will start calling him.



### Selecting a phone line

- You can make use of 6 phone lines for both incoming and outgoing conversations.
- You can easily switch from lines by left clicking on the Line button you want to use for the phone call.
- The selected line by default is Line 1 and its colour is green. When you select any other idle line (e.g. any blue line) it becomes selected and green.
- A line in a middle of an established conversation is coloured in yellow. If you select it, its colour changes to green.
- A line, receiving an incoming call becomes pink in colour. Note that an incoming call is also notified with an *Info Pad*, and an optional pop up window.



### Calling a contact person

- If you have selected the person you want to call and which line to use, you can call your contact person by clicking on the Dial/Answer button. The Hang up button will turn red now.



### Ending a phone call

To end a conversation, simply click on the Hang Up button



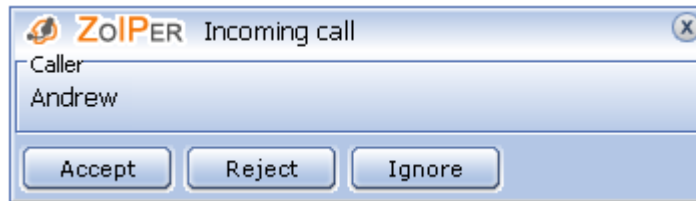
### Incoming calls

When you have an incoming call, ZOIPER notifies you in the following ways:

- You hear a ringtone in your headphones/speakers.
- An *Info pad* appears on top of ZOIPER. To learn more about the *Info pad*, click here.
- The first idle line will become pink.



- If you want to, you can also choose for a *Pop-up menu* with the *CallerID* of the Caller, as shown below. With this pop-up window, you have 3 options.



- You can choose to Accept the call. You can also accept a call by clicking on the Dial/Answer button.
- You can choose to Reject the call. You can also reject a call by clicking on the Hangup button.
- Clicking on Ignore will not end the call. It will just ignore the pop-up screen. The *Info pad* will remain on top of Zoiper and the ringtone will go on.

Check the [Call events](#) options to learn how to receive a pop-up window for incoming calls.

## Hold

- When an incoming or outgoing call becomes accepted, the Hold button will become enabled.



- You can configure Asterisk so that the caller who is put on hold listens to music while waiting on the phone.

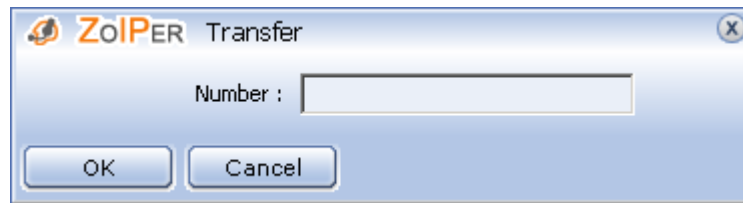
## Transferring calls

### Transfer

1. When an incoming or outgoing call becomes accepted, the Transfer button will become enabled. To transfer a call (no matter incoming or outgoing), click on the Transfer button.



2. The *Transfer* pop-up window will appear.



Enter the recipient number of the call to be transferred in the Recipient field. Already entered recipients can be seen by clicking on the drop down button.

### Attended transfer

To make an Attended transfer with Zoiper:

1. Change the Asterisk configuration file *features.conf* to the desired DTMF sequence that will be used for Attended transfer.
2. Find in the configuration file the lines shown in the example below, to uncomment the lines and set them to the desired values.
  - Blind transfer will be set to be executed after you press '#' in a call.
  - Attended transfer will be executed on pressing '\*'.
  - To use the '#' sequence for attended transfer a different sequence should be set for blind transfer sequence.

*Example:*

*features.conf*

-----

*[featuremap]*

*blindxfer => # ; Blind transfer*

*atxfer => \* ; Attended transfer*

To transfer calls using DTMF sequences the 't' and 'T' options should be set into the Dial() application parameters in extensions.conf. This allows the called and the caller party to transfer the call by sending the DTMF sequence defined in features.conf.

*Example:*

*extensions.conf*

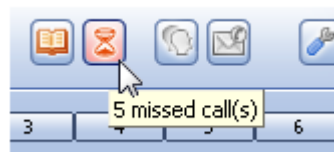
-----

*exten => 555010203,1,Dial(IAX2/some-user,t,)*

To make an attended transfer enter the sequence defined in the atxfer field. To finish successfully the attended transfer the transferring side should hang up.

## Missed calls

- If you have a missed call, the History button will be flashing red. If you move the mouse over the button, the number of missed calls will be shown.



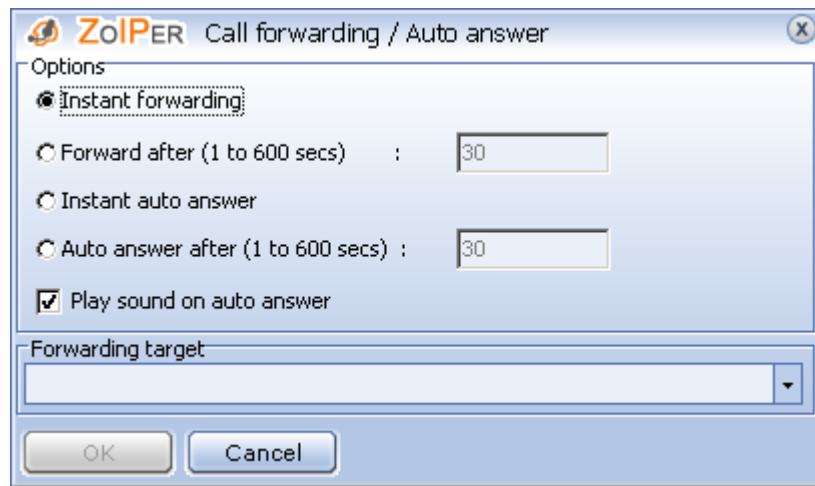
- To see more details about the missed call in the [History](#), click on the History button.

## Forwarding calls/Auto Answer

To access the Call Forwarding/Auto Answer options, click on the Forwarding/Auto Answer button, while idle, i.e. not in a middle of a conversation (or through a free line).



The following window appears:



#### Instant forwarding

With this option checked, the incoming calls are immediately forwarded to another number/IP address.

#### Forward after (1 to 600 secs)

Type in the period (in seconds), after which an incoming call should be transferred to a chosen number/IP address. The value could range from 0 to 999 seconds. Note that only unanswered incoming calls can be forwarded.

#### Instant Auto answer

With this option checked, the incoming calls are immediately auto answered. Selecting this option suggests keeping your headset on your head.

#### Auto answer after (1 to 600 secs)

Type in the period (in seconds), after which an incoming call should be autoanswered. The value could range from 0 to 999 seconds.

Checking any of the options mentioned above (in the radio-buttons) eliminates the other ones. For example, you can choose to forward a call either immediately or after a certain period and you cannot have forwarding and autoanswering at the same time.

#### Play sound on auto answer

Check this option for a alarm, notifying the beginning of the Auto answer of an incoming call.

### Forwarding target

Type in the number/IP address to which the incoming call should be forwarded.  
Entered Numbers/IP addresses can be viewed by clicking on the drop down button.

Click OK in order for the changes to be saved.

### Transferring calls

#### Blind transfer

1. When an incoming or outgoing call becomes accepted, the Forward/Auto answer button will turn into the Transfer button. To transfer a call (no matter incoming or outgoing), click on the Transfer button.



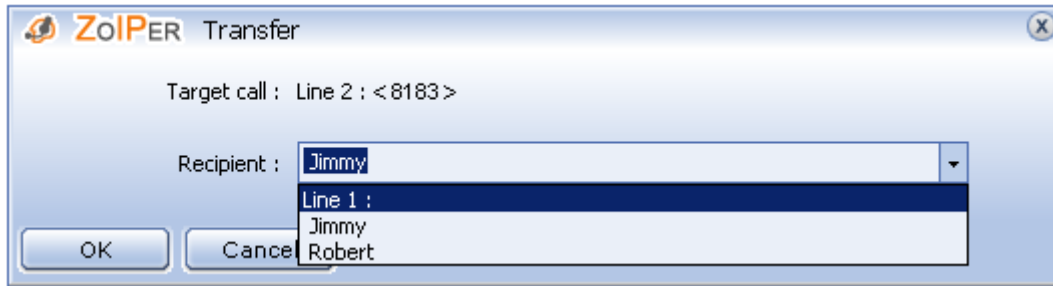
2. The Transfer pop-up window will appear.



3. Enter the recipient number of the call to be transferred in the Recipient field and click OK. Already entered recipient, as well as Address book entries can be seen listed by clicking on the drop down button. This is called Blind transfer.

#### Attended transfer

Zoiper provides the option of Native Attended transferring. This is done again with the Transfer button during an accepted call, by connecting the line with another active call. This is particularly useful for a secretary that checks with a boss whether to transfer a certain call to him/her. So, instead of direct Blind transfer with a number, one can actually dial the number and when the call is accepted, can perform an Attended transfer, by choosing any of the active lines, as shown in the following image:



### Alternative Attended transfer

To make an alternative (non-native) Attended transfer with Zoiper:

1. Change the Asterisk configuration file "features.conf" to the desired DTMF sequence that will be used for Attended transfer.
  2. Find in the configuration file the lines shown in the example below, to uncomment the lines and set them to the desired values.
- Blind transfer will be set to be executed after you press '#' in a call.
  - Attended transfer will be executed on pressing '\*'.  
To use the '#' sequence for Attended transfer a different sequence should be set for Blind transfer sequence.

▪ *Example:*

*features.conf*

-----

*[featuremap]*

*blindxfer => # ; Blind transfer*

*atxfer => \* ; Attended transfer*

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*19/19*

To transfer calls using DTMF sequences the 't' and 'T' options should be set into the Dial() application parameters in extensions.conf. This allows the called and the caller party to transfer the call by sending the DTMF sequence defined in features.conf.

- *Example:*

*extensions.conf*

-----

*exten => 555010203,1,Dial(IAX2/some-user,t,)*

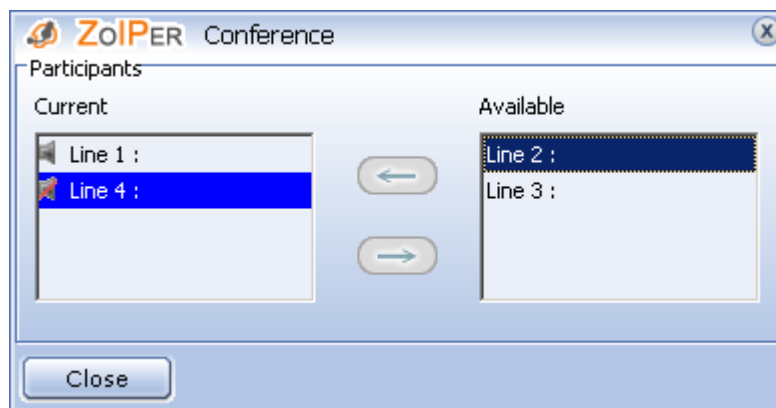
To make an attended transfer enter the sequence defined in the atxfer field. To finish successfully the attended transfer the transferring side should hang up.

## Conference

To make a conference, click on the Conference button during an active call.



A key telephony feature provided by Zoiper is Native Conference. The Conference button opens the **Conference window**. 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 (six lines) plus yourself.

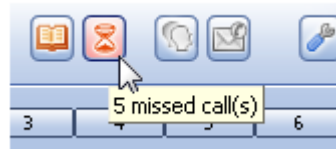


All available active lines (potential participants) are displayed in the right part of the window. In order to add a participant to the conference, click on the desired available line. The Right arrow button becomes enabled and by clicking it you transfer the participant from the Available field to the Current conference field. In order to remove a conference participant, choose the desired line and click on the Left arrow.

If you want to remove one or more participants from the conference for a while without dropping him/her/them out (to put a conference participant on Hold) , you just need to click on the small speaker icon to the left of each participant and he/she will not be able to neither speak nor listen to the conversation. A small diagonal red line appears over the speaker icon, indicating the calls on hold.

## Missed calls

If you have a missed call, the History button will be flashing red. If you move the mouse over the button, the number of missed calls will be shown.



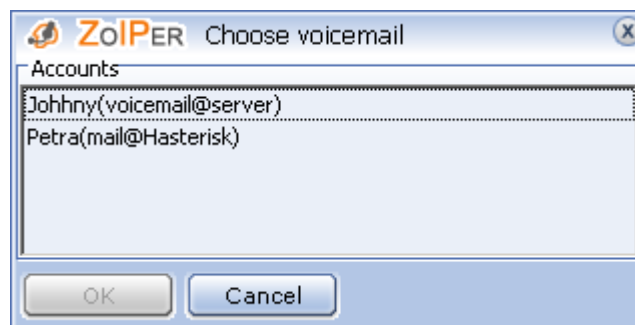
To see more details about the missed call in the [History](#), click on the History button.

## Voice mail

With Zoiper, you can easily check your voicemail by clicking the voicemail button.



When you have voicemail messages received, the History button will flash in red and clicking it will open the History window with notification about existing voicemails messages. In order to set a voicemail extension (at which you check your voicemails), please see [SIP Advanced account options](#) or [IAX Advanced account options](#).



To see more details about a voicemail message in the [History](#), click on the History button.

## 4. Address book

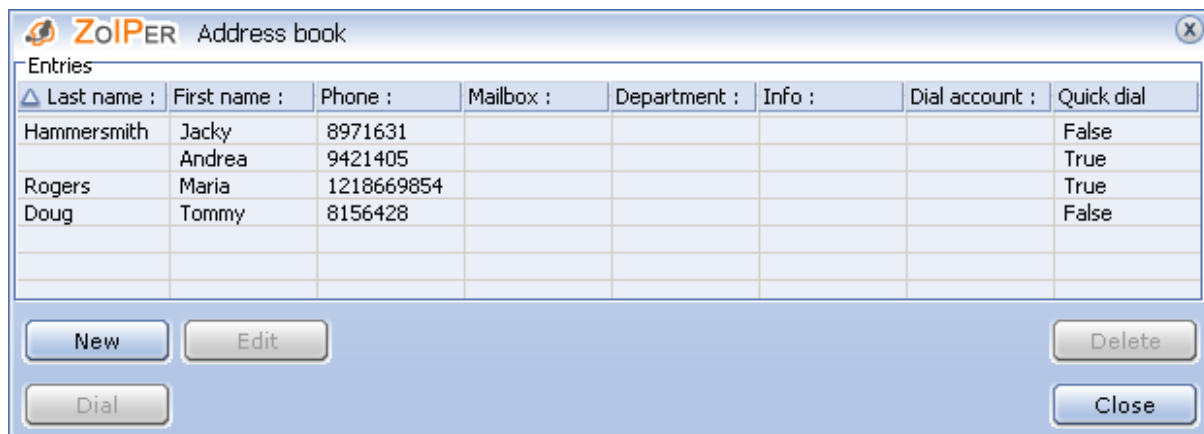
### Accessing the address book

Open your **Address book** by clicking on the Address book button.



### Contact information

- You can enter useful information about each contact person in 7 different fields: *Last name*, *First name*, *Phone*, *Mailbox*, *Department*, *Info* and *Dial account*.

A screenshot of the ZOIPER Address book window. The window title is 'ZOIPER Address book'. It contains a table with 7 columns: Last name, First name, Phone, Mailbox, Department, Info, and Dial account. Below the table are buttons for 'New', 'Edit', 'Delete', 'Dial', and 'Close'.

△ Last name :	First name :	Phone :	Mailbox :	Department :	Info :	Dial account :	Quick dial
Hammersmith	Jacky	8971631					False
	Andrea	9421405					True
Rogers	Maria	1218669854					True
Doug	Tommy	8156428					False

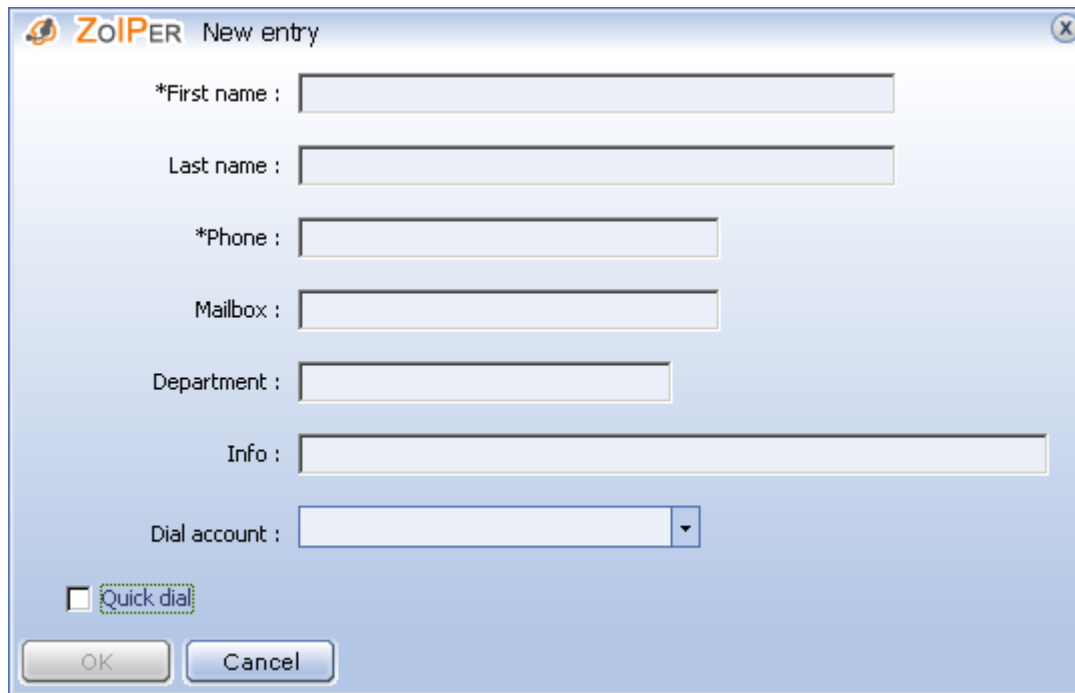
- Provide info for at least First name and Phone. The other 5 fields can be left empty if you want to.

To save time, it is best to add the persons you call most often to the **Quick dial pad**. You can do this by ticking the Quick dial check box when you add a [new entry](#) to your **Address book**.

## Adding and deleting entries

### New entry

1. Click on the New button.
2. Enter information in the New entry window for at least the following fields: *\*First name* and *\*Phone extension*. The other fields are added for your convenience and are non-mandatory.



1. Save the entry by clicking on the enabled OK button.

### Deleting entries

1. Click on the entry you want to delete from your Address book.
2. Click on the Delete button.

### Editing entries

1. Click on the entry you want to change.
2. Click on the Edit button.
3. Edit the information for this entry.
4. Store your changes by clicking OK.

## Sorting entries

The contact persons can be sorted on the 8 different fields: *Last name*, *First name*, *Phone*, *Mailbox*, *Department*, *Info*, *Dial account* and *Quick dial*.

1. Click on a field and an arrow will appear like in the example below: *Last name*.
2. Click again on the arrow to sort the list in ascending or descending order.



## 5. Volume control

- You can easily control the incoming and outgoing volume of Zoiper. Adjust the volume by moving the sliders to the left (less sound) or the right (more volume).



- If you want to disable/enable the incoming/outgoing sound, click on the icon of the Speaker, respectively the Microphone. The icons will turn red when the sound is mute.



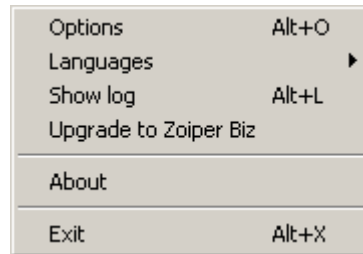
- Also note the Audio level indicators within the sliders. They indicate the outgoing and incoming sound respectively.



## 6. Log

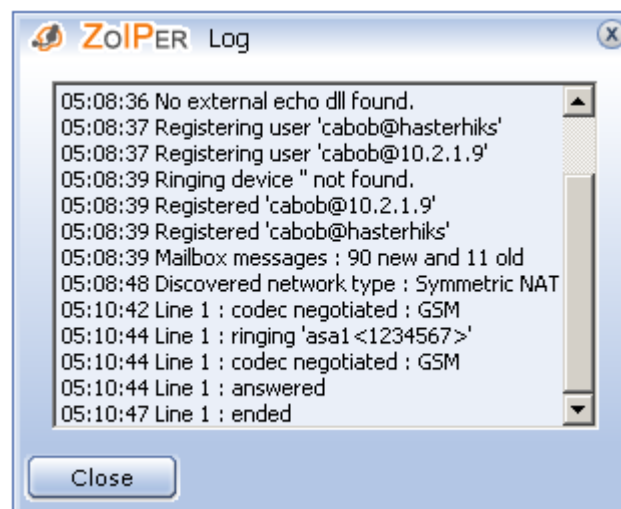
To open the **Log**, you must either:

- right-click on Zoiper with your mouse and choose *Show Log* from the popup menu.



- press Alt+L on your keyboard.

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



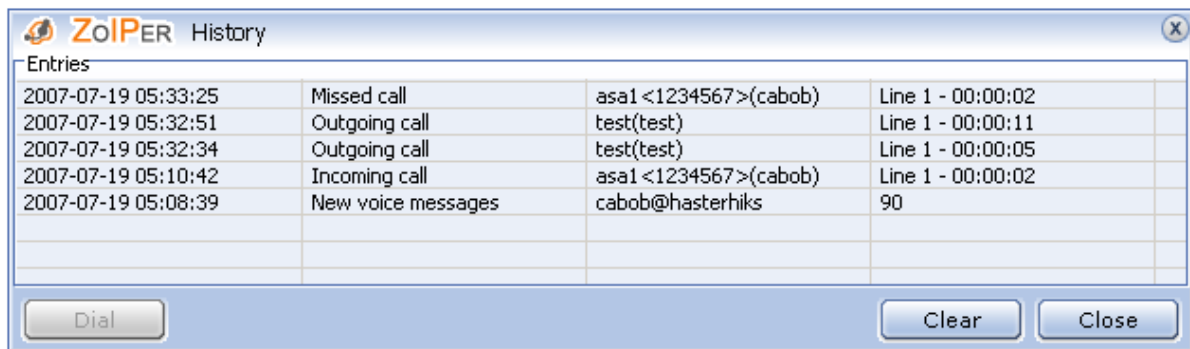
## 7. History

### Accessing the History

You can open the **History** by clicking on the History button.



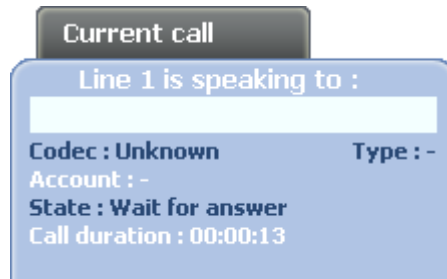
- When in the **History** window you click on an entry of a *Missed call*, you can call your contact person by clicking on the enabled Dial button. You can also scroll up and down to see the chronological sequence of events.
- You can also choose to Clear the content or Close the **History** window.



- For each phone call the **History** contains the following information:
  - Date and time of calling
  - Status of the call. This is one of the following:
    - missed
    - unanswered
    - new voice mail messages
    - incoming
    - outgoing
  - Name/Number of called/calling person
  - Phone line used for the call

## Call information

Every time you dial or receive a call, an *Info pad* pops on top of the Zoiper window.



The Info pad is showing information about:

- The callerID of the caller party
- The codec the caller is using
- The type of protocol used for the call
- The account that receives the call
- The state the current line is in. This could be one of the following:
  - Up – when you or the others side picks up the call
  - Down – when you or the other side hangs up the call
  - Ringing – when you or the other side is still ringing
  - Wait for Answer – when you have dialled and wait for the other side to respond
  - Active – the line is in active state when early media is detected
  - Dialling – when you are in a state of dialling before being connected
  - Resolving Port – the line is in a state of resolving 1the port for STUN
- Call duration – the time elapsed since the Info pad appears

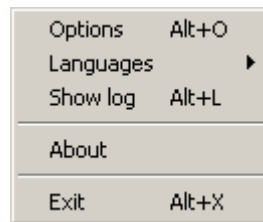
## 8. Options

### Accessing the options

#### Options menu

You can access the *Options Menu* of ZOIPER in three ways:

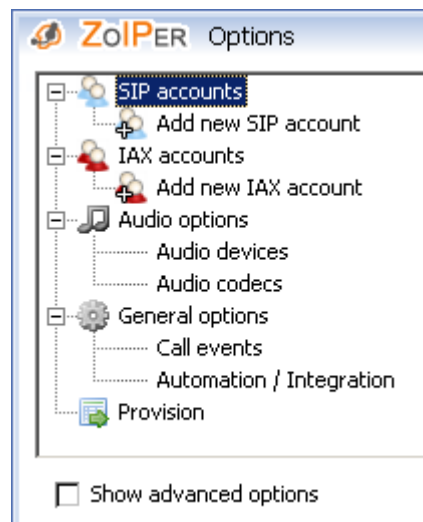
- right click on the ZOIPER icon in your system tray or on the phone itself and the following pop-up menu appears



- press Alt+O on your keyboard
- click the Options button

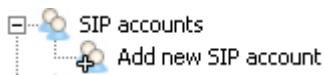


In all cases the Zoiper *Options* screen will pop up:



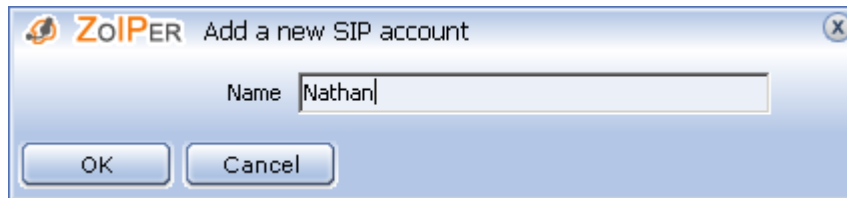
Click on the option in the *Option Tree* you want to change the settings for.

## SIP accounts

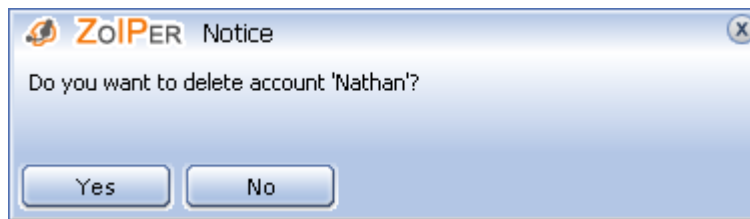


### Add a new SIP account

Enter an account name and press the OK button.

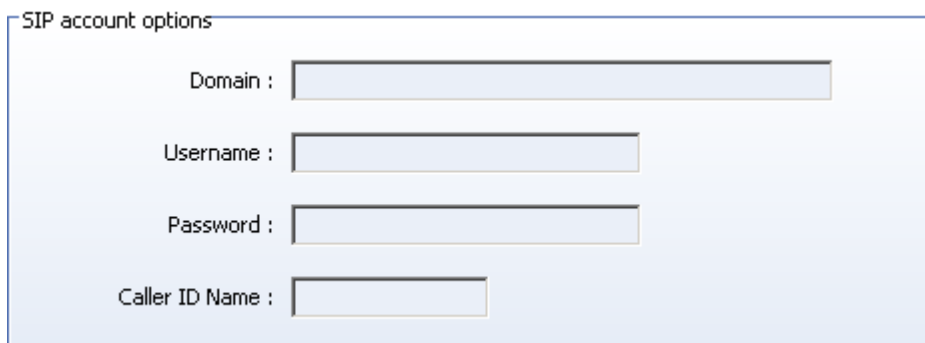


Each new account is added under the SIP accounts options in the *Options Tree*. To delete an existing SIP account, click on the account name in *Options Tree* and press "Del" on your keyboard. A confirmation popup will appear:



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

The SIP account options are as follows:

A screenshot of a dialog box titled 'SIP account options'. It contains four text input fields, each with a label to its left: 'Domain :', 'Username :', 'Password :', and 'Caller ID Name :'. The fields are empty.

### Domain

Enter the host name, 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

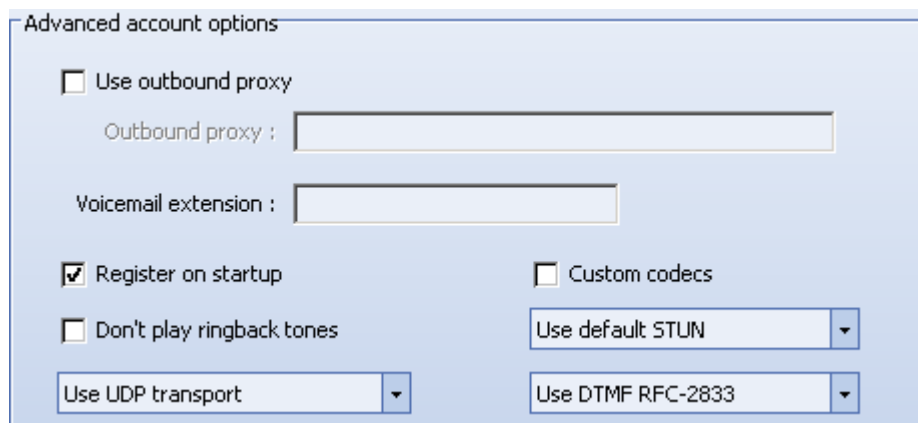
Enter your Caller ID name. The callee side, if capable, will be seeing this Caller ID name whenever you call.

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

Please mind that all added *SIP accounts* are listed in the *SIP accounts overview* table. As clearly visible from the picture below, it displays the *Account name*, *Username* and *Domain*, as well as whether the chosen account is *Registered* (True) or not (False). 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.

### *SIP Advanced 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

Use outbound proxy  
Outbound proxy :

Voicemail extension :

Register on startup  Custom codecs

Don't play ringback tones

### 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.

### 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.

- 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

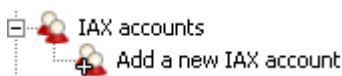
Choose this option if you prefer the DTMF RFC-2833 method of sending outband DTMF tones using the RTP protocol.

### 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.

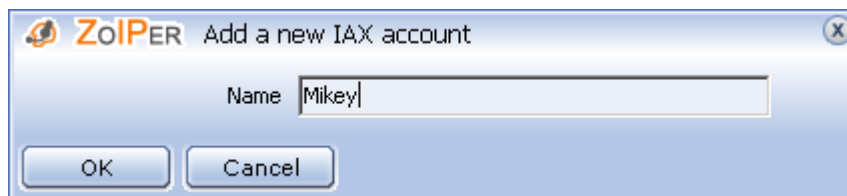
Do not forget to apply all changes by clicking on the Apply button. After applying the changes, the Audio codecs options and the STUN options for the current account appear underneath its name in the *Options Tree*.

## IAX accounts

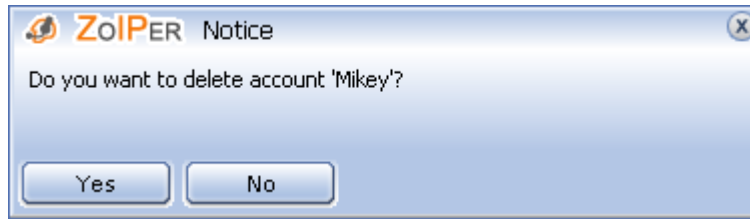


### Add a new IAX account

Enter an account name and press the OK button.

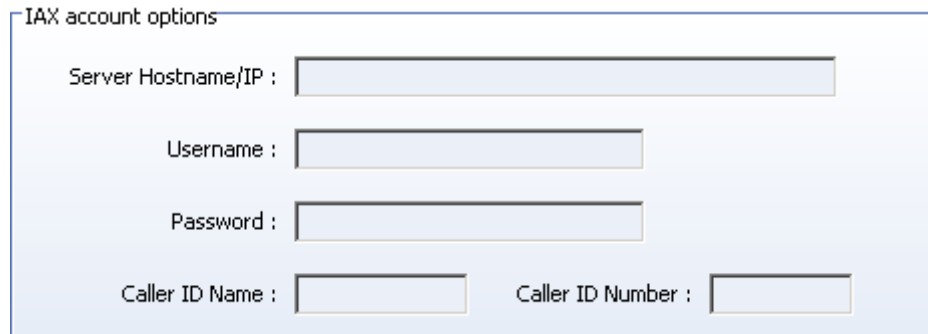


Each new account is added under the IAX accounts options in the *Options Tree*. To delete an existing SIP account, click on the account name in *Options Tree* and press “Del” on your keyboard. A confirmation popup will appear:



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

The *IAX account options* are as follows:

A screenshot of a form titled "IAX account options". The form contains five input fields: "Server Hostname/IP", "Username", "Password", "Caller ID Name", and "Caller ID Number". Each field is represented by a rectangular text box.

#### 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.

#### Caller ID Number

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



## 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.

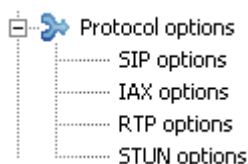
## Custom codecs

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



A screenshot of a configuration window titled "SIP options". It contains a single text input field labeled "Port :" with the value "5060" entered.

#### 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

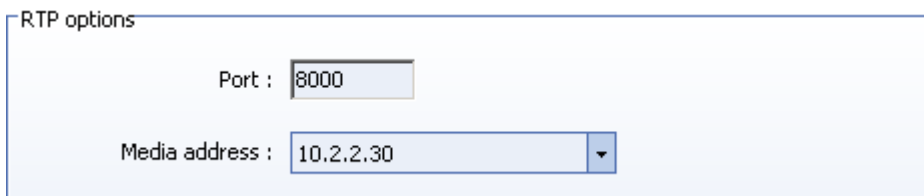


A screenshot of a configuration window titled "IAX options". It contains a single text input field labeled "Port :" with the value "4569" entered.

#### 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



A screenshot of a configuration window titled "RTP options". It contains two fields: a text input field labeled "Port :" with the value "8000" entered, and a dropdown menu labeled "Media address :" with the value "10.2.2.30" selected.

#### Port

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

#### Media address

The Media address is negotiated by the SIP in order for the RTP to follow the correct address. The default Media address is the external IP of your network.

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

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

- 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.



Advanced RTP options

Session name : ZoIPer\_user

User name : ZoIPer\_user

URL : www.attractel.com

E-mail : info@attractel.com

Session name

Enter Session name a name for all the RTP sessions.

User name

Enter your preferable User name.

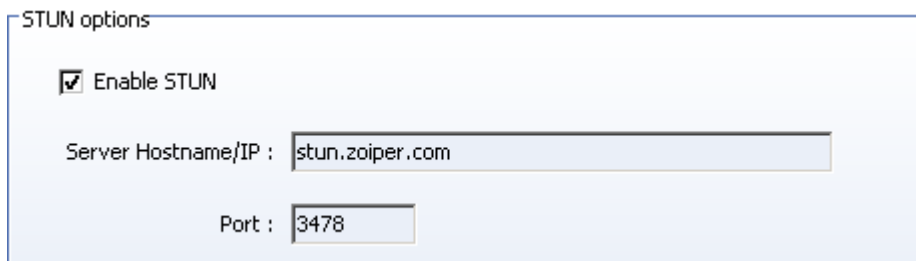
URL

Enter your URL.

E-mail

Enter your E-mail address.

STUN Options



STUN options

Enable STUN

Server Hostname/IP : stun.zoiper.com

Port : 3478

Enable STUN

Tick this checkbox if you have a STUN server.

### Server Hostname/IP

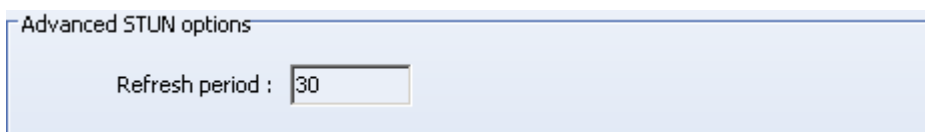
Enter the IP address of your STUN server or the IP address given to you by your VoIP Service Provider.

### 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.

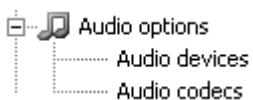


### Refresh period

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

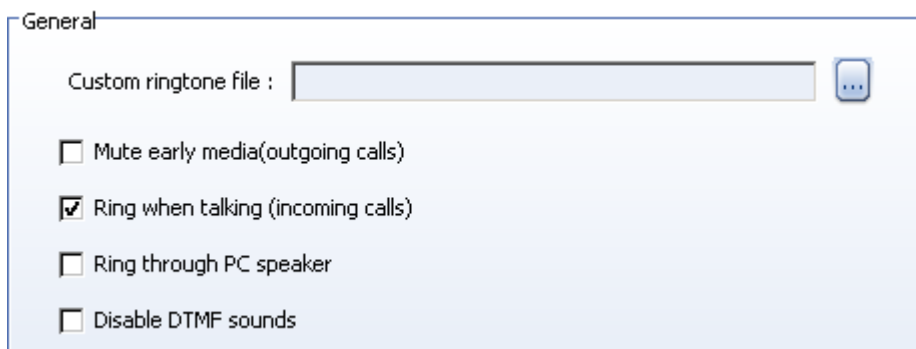
Do not forget to apply all changes by clicking on the Apply button.

## Audio options



### General

You can adjust the *General audio options*. Always confirm your settings by clicking Apply.



### 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.

### Mic boost

To turn up the volume of your microphone, tick this option. Please mind that this might negatively affect sound quality.

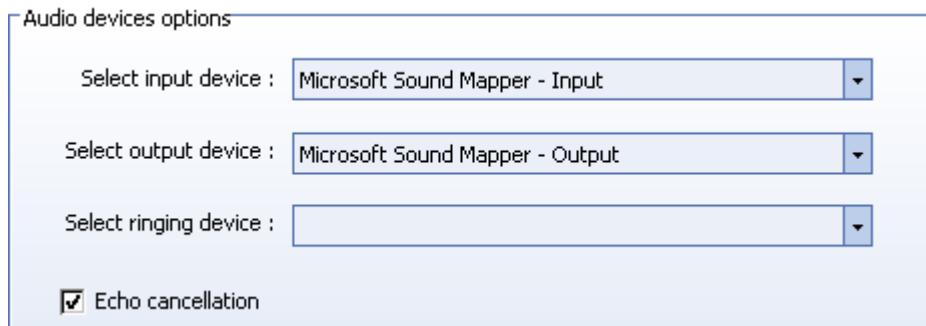
### Ring through PC speaker

Tick this option if you want to use a beep from your PC speaker. Please mind that this does not mute the ringing through your headphones or speakers.

### Disable DTMF sounds

Tick this option if you do not want to listen to sounds of DTMF buttons pressed.

### Audio devices



Audio devices options

Select input device : Microsoft Sound Mapper - Input

Select output device : Microsoft Sound Mapper - Output

Select ringing device :

Echo cancellation

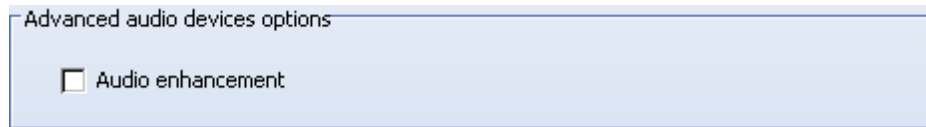
### Select input/output/ringing device

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.

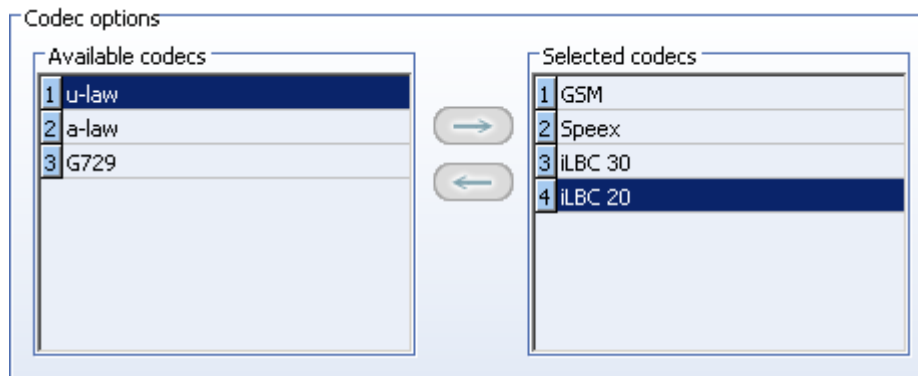
### - Audio devices advanced options



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:

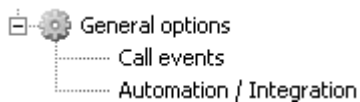
- GSM
  - Raw  $\mu$ -law (G.711)
  - Raw A-Law data (G.711)
  - Speex Audio
  - iLBC (20, 30 ms)
  - G.729 (optional)\*
- 
- These are the default settings for the audio codecs. They will be used by all accounts unless the custom codecs per account are used.
  - If you want to use any of the Available codecs you have to select it and then press the right direction arrow.

\* In order to use the G.729 codec, you need to purchase Zoiper Biz with G.729. Find out more at [www.zoiper.com](http://www.zoiper.com)

- 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.

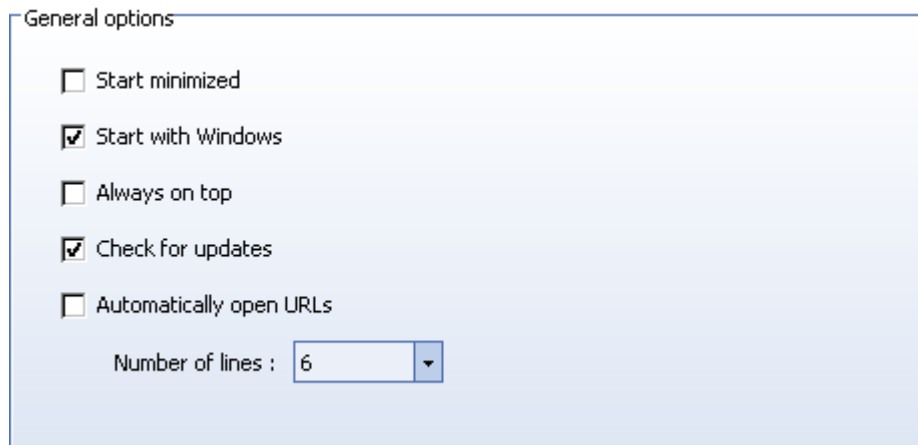
Do not forget to apply all changes by clicking on the Apply button.

## 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 with Windows

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

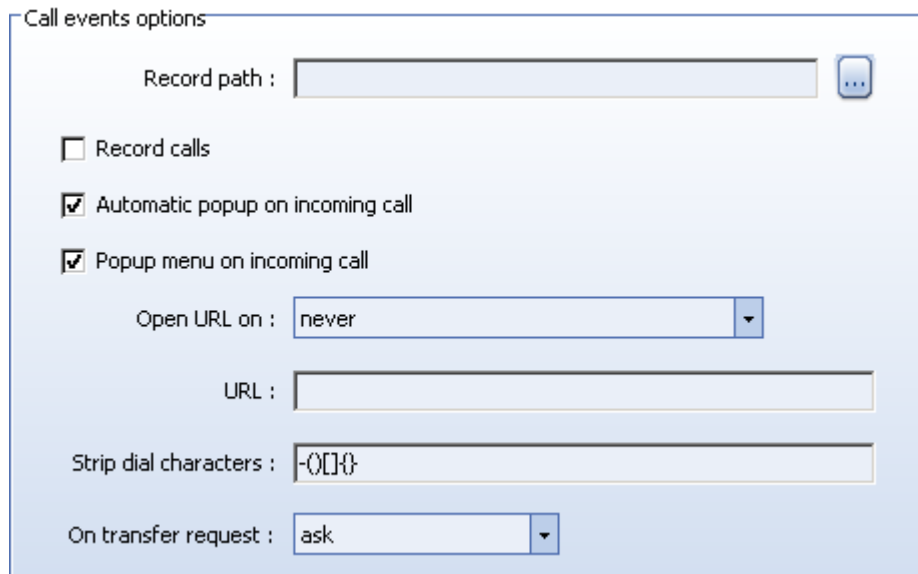
With this option checked, Zoiper automatically opens every incoming URL in the default browser. If unchecked, Zoiper will each time prompt you to open incoming URL or not.

### Number of lines


With Zoiper Biz you can decide how many lines to use. The default value is the maximum value (6 lines). Note that you cannot change the Number of lines during a conversation.

### 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 :

URL :

Strip dial characters :

On transfer request :

### 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

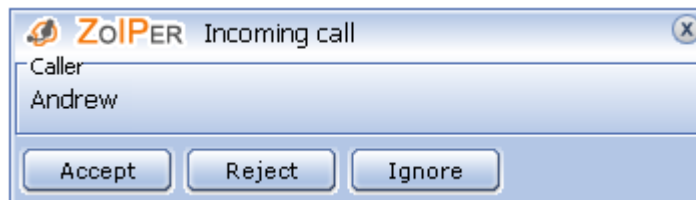
To record all phone calls made with Zoiper, tick the check box for this option.

### Automatic popup on incoming call

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

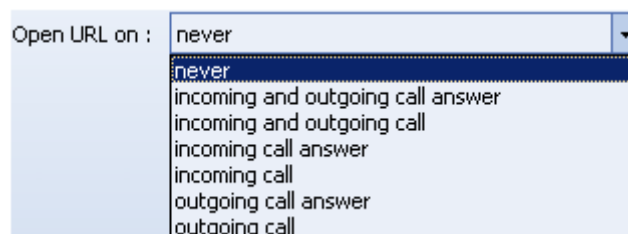
### Popup menu on incoming call

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:

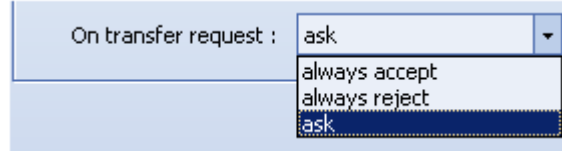
- \$(CALLERNAME) - this tag is replaced with the callername of the call.
- \$(CALLERNUMBER) - this tag is replaced with the callernumber of the call.
- \$(DNID)- this tag is replaced with DNID number of the call if it is incoming call. For outgoing calls there is no DNID. DNID is the number that the 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.

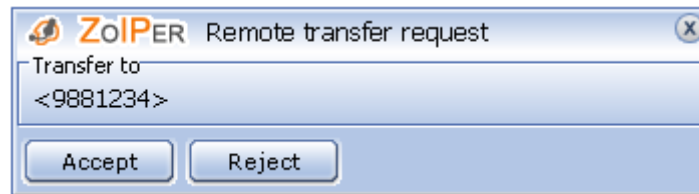
### On transfer request

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.

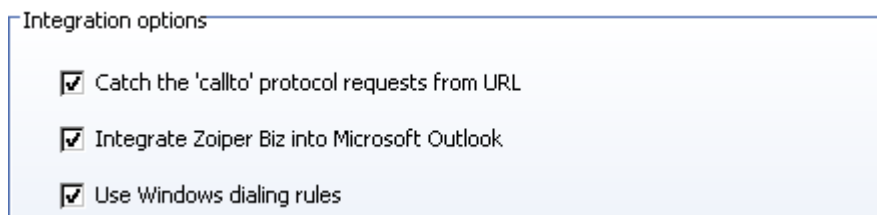
- always reject

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

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

### Automation/Integration

The *Automation/Integration* options are as follows:



Catch the 'callto' protocol requests from URL

With this option checked Zoiper can catch 'callto:' protocol requests and dial a number with the current registered account. The URL consists of scheme (callto://), followed by parameters. Parameters are in the form 'name=value' and are separated by an '&'.

Zoiper supports the following parameters:

- extension

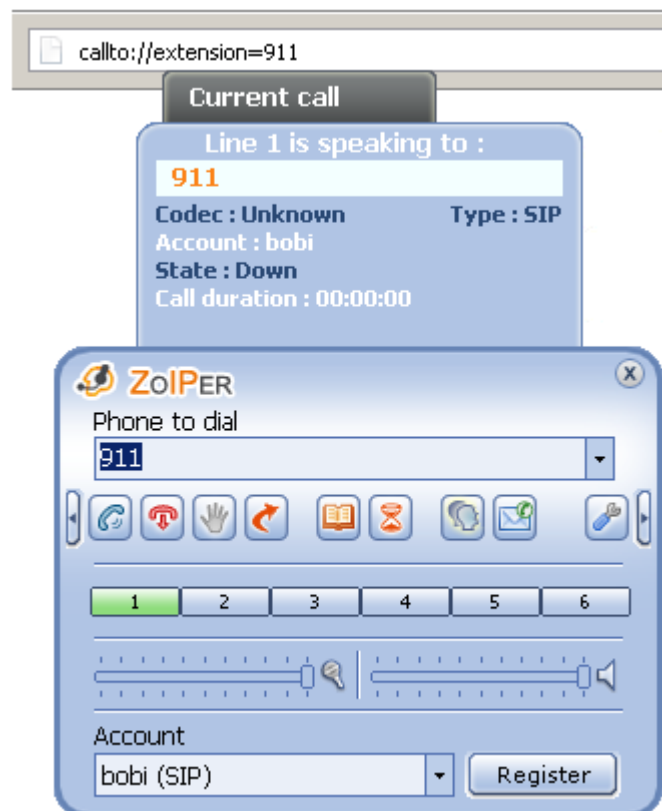
The following example uses the 'extention' parameter that prompts Zoiper to dial a certain extension.

- *Example 1:*

*Open your browser and type the following command:*

*callto://extension=911/*

*and press "Enter". This will open Zoiper ready to dial the 911 extension.*

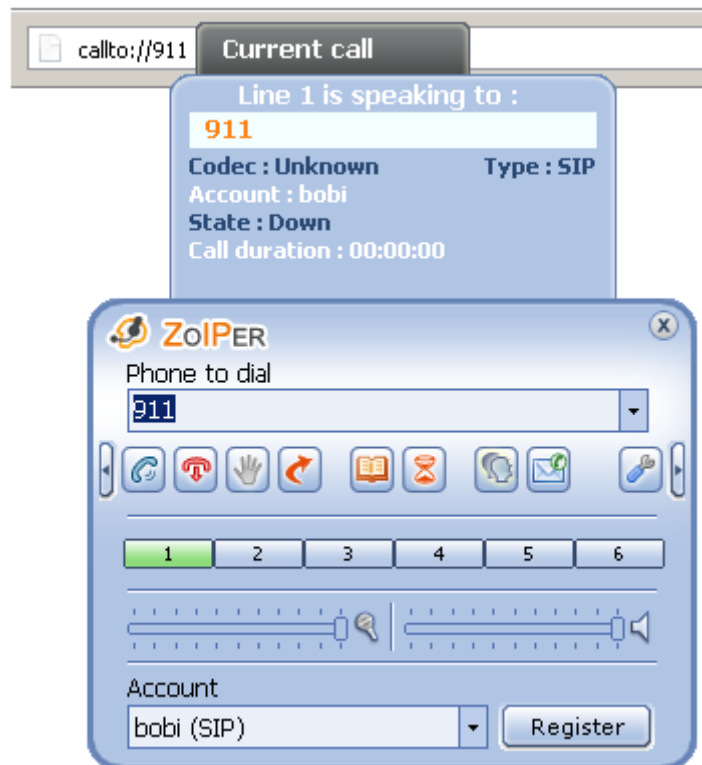


▪ *Example 2:*

*This example shows that when the scheme (callto://) is followed by the extension itself, Zoiper by default executes it just like the Example 1.*

*callto://911*

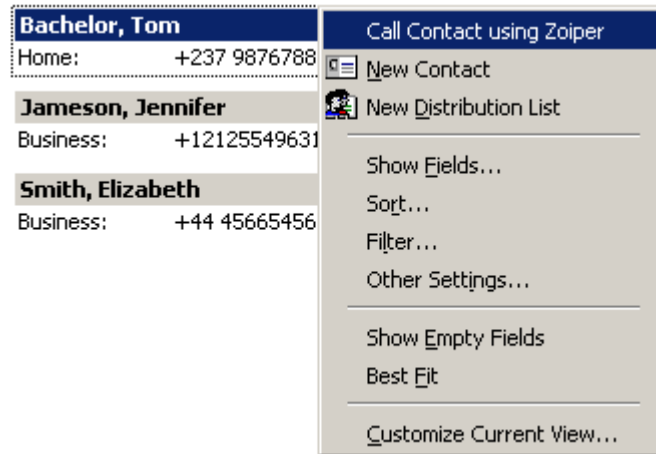
*Press "Enter". This will open ZOIPER ready to dial the 911 extension.*



Intergrate ZOIPER into Microsoft Outlook

This option allows Zoiper to make calls to Microsoft Outlook contacts. Of course, these must be contacts with phone numbers entered. Making the actual call is quite easy:

- In the main Outlook window, click Contact, and right-click on the desired contact with a mouse. A pop-up menu appears:



- Select Call Contact with Zoiper and make your call.

If you decide to take advantage of the *Intergrate Zoiper into Microsoft Outlook* feature, you must restart Outlook after installing Zoiper. Please note that the *Catch the 'callto' protocol requests from URL* feature must be checked in order to use Outlook integration.

### Use Windows dialing rules

Check this option if you prefer to use Windows dialing rules. Note that Windows dialing rules are applicable only with numbers, starting with the plus sign (+). In order to configure the dialing rules on a computer, use Phone and Modem Options in the Control Panel.

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

### Provision

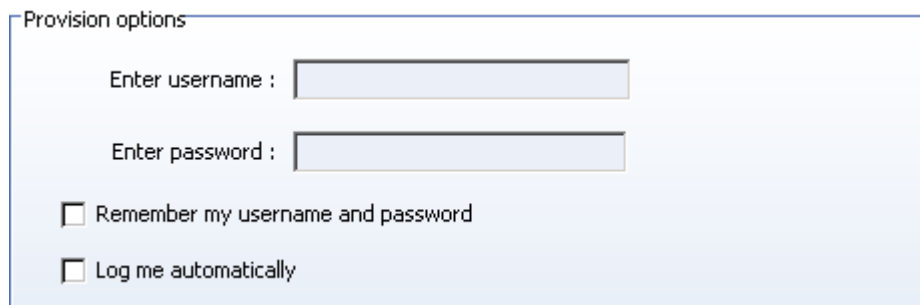


The provisioning in Zoper BIZ 2.0 is controlled by a provision file. The provision file must be situated in the Zoiper installation folder and named 'provision.conf'. Upon startup, Zoiper checks if this file exists, tries to read it and exits if the file has an invalid format. If the file is successfully read, Zoiper tries to provision itself with the parameters, specified in the provision file. Usually, a user must be authenticated on the remote HTTP (or HTTPS) web server. This is why each user needs a username and password.

So each time at startup, if the provision configuration requires a user authentication, the user will be prompted to fill in his credentials:



This window will appear every time ZOIPER restarts unless the Log me automatically checkbox is checked. In this case, on following startups ZOIPER will send the users credentials to the HTTP server automatically. However, if the user decides to use a different username and password, he must use the Provision options:



#### Enter username

Enter the desired username login for authentication on the remote HTTP (or HTTPS) web server.

#### Enter password

Enter the password for the desired username.

#### Remember my username and password

With this option Zoiper will remember the username and password typed above on each startup.

#### Log me automatically

This option is clickable only if the *Remember my username and password option* is checked. Zoiper will automatically log in with the username and password remembered.

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

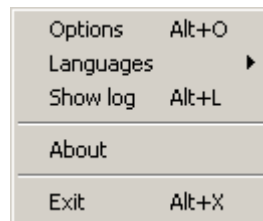
## Diagnostics



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 behavior in case of bugs and crashes.

## Languages

In order to use Zoiper with your preferred language, left-click on the main window and make your choice from the list of available languages.



Zoiper is available in the following languages:

- English (default)
- German
- French
- Spanish
- Dutch

## About

On the **About** screen you can find more information about the version of Zoiper installed on your computer.

