

Softphone Set-Up User Guide for Android

Last updated February 27, 2018

Contents

Introduction	2
Zoiper	3
Troubleshooting and Support	9
Legal	10

Introduction

This User Guide accompanies the mobilePBX User Manual, and explains how to install and configure the selected softphone app so that calls can be received as, or made from, the Cover Number, with the Cover Number displayed as the Caller Identification (CID) on those outbound calls. The softphone app can also be used by other members of the law enforcement team to live-monitor ongoing calls to/from the Cover Number. Please note that you should not attempt to use the same device for calls as the Cover Number to also live-monitor calls.

In order to install and configure the softphone app, you will need the SIP Domain, SIP Username, and SIP Password for the Cover Number, all of which can be found on the **Cover Settings** page of the Remote Operations Center (ROC). Instructions to access the **Cover Settings** page of the ROC can be found in the MobilePBX User Manual.

Updated at: 02/26/2018 at 09:22:10 [ES:1]

Cover 1 843 790 1009

Search

Cover Information Voice Messages Cover Settings

Details

Cover Number Settings

Last Contact	Outbound Voice 2018-02-24 17:18:56 PM EST
Phone Number	+1 (843) 790-1009
Voice Mail Pin	2351
UUID	be5d6b29-c2c5-4cbe-962a-afa2cc9692b5
Total Recordings	9
Total SMS	0
SIP Domain	demo.roclp.com
SIP Username	18437901009
SIP Password	BWu85GZGCqky

[Live Listen Settings](#)

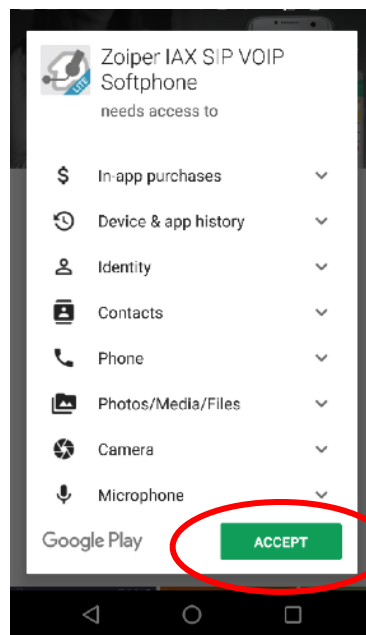
Listen SIP Username	listenuser
Listen SIP Password	99SdDNgTHhJR
Listen Only Number	88337
Listen Only Password	80582
Listen And Chat Number	68410
Listen And Chat Password	87856

Zoiper

To install Zoiper on your Android device, you will first need to download the app. Zoiper is available as a mobile app from the Google Play Store as Zoiper Lite (search for it as Zoiper IAX SIP VOIP Softphone).

Note: The screenshots displayed are from an Android smartphone, but the process should be similar for an Android tablet or other mobile device, although there may be minor deviations in the screenshots.


Open the Google Play Store and search for Zoiper IAX SIP VOIP Softphone. Once located, click 'Download' and/or 'Install,' as appropriate to install on your device. The app will state that it needs access to a number of functions. Select the green 'Accept' icon, allowing the app to access all functions.




The app will commence downloading and will offer the choice to 'Uninstall' or 'Open'. Select 'Open' and you will be asked to accept the Terms and Conditions. Select the orange 'Agree & Continue' option. The app will offer the option to check out its new interface. Feel free to select 'Skip' if you are already familiar with the app.

The screen will ask you to set up your account as depicted below:

Account setup


 ZoiPer
Voip · Chat · Video

Username @ PBX/VoIP provider

Password 

Create an account

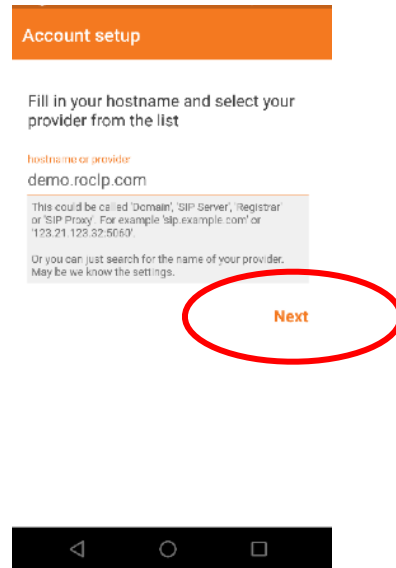
Providers list

 Login with a QR code

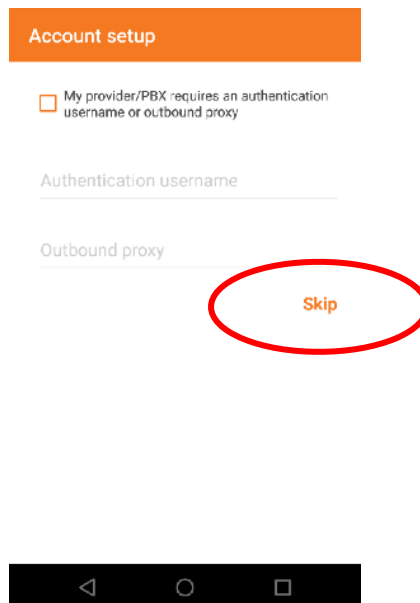
Referring to the **Cover Settings** page for the necessary information:

- For 'Username@PBX/VoIP provider' use the SIP Username followed by the '@' symbol and the SIP Domain, all run together with no spaces
- For 'Password' use the SIP Password

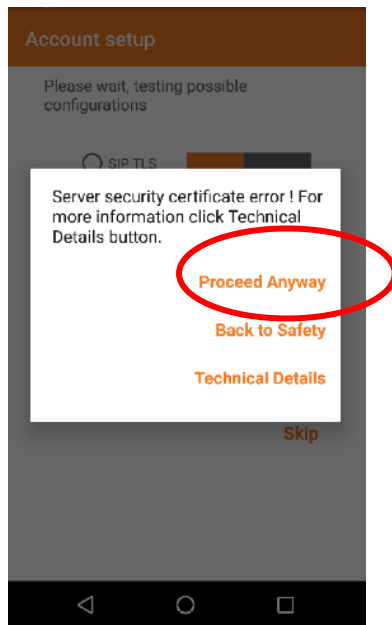
Once the information has been entered, a prompt will ask you to fill in your KEYWATCH server's hostname and select your provider from the list. Enter the SIP domain (from the **Cover Settings** page) as the 'hostname,' as depicted below, and select 'Next.'



The next screen will display an option to check a box indicating that your provider/PBX requires an authentication username or outbound proxy. Select 'Skip' without checking the box.



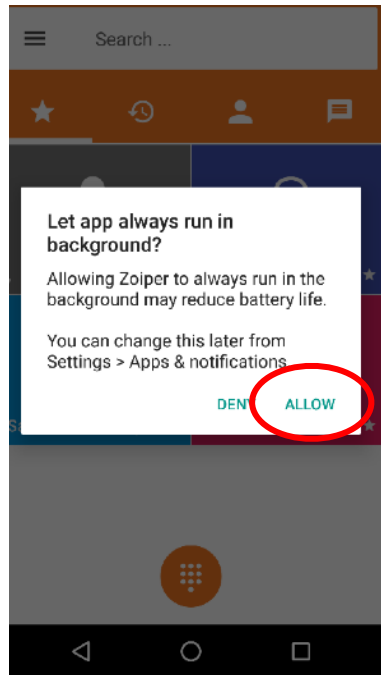
The app will proceed to test and select various configurations. If a security certificate error displays, select 'Proceed Anyway.'



The app will test configurations, ask for a configuration selection, and display the recommended selection(s). Choose SIP TLS, if it is available, or SIP TCP, if it is not. Once you have done so, select 'Finish.'

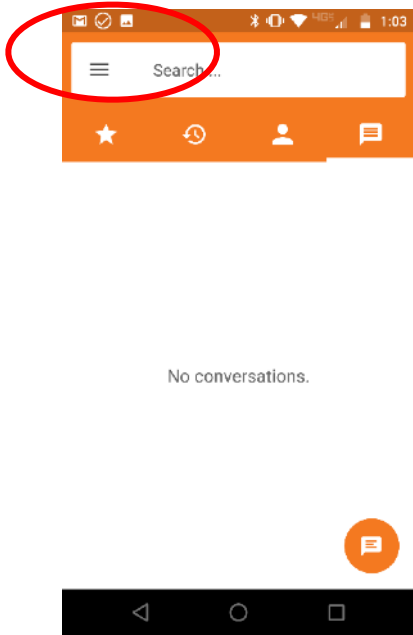


A final permission request will display, asking whether to allow the app to always run in the background. Select 'Allow;' to ensure that you will receive incoming calls to the Cover Number regardless of whether the app is open or not.

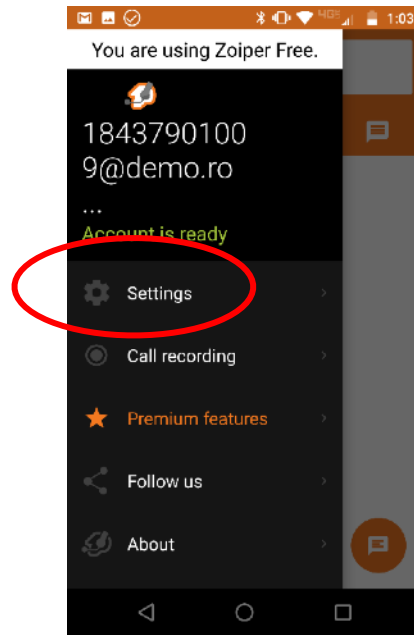


In order to confirm that you have successfully installed and set up the softphone app, select the 3 gray bars on the top left of the search bar in the Zoiper app. This will bring up the account for the Cover Number that you just set up. By selecting 'Settings' followed by 'Connectivity' you can check that you should be able to receive calls, even when Zoiper is not open but merely running in the background.

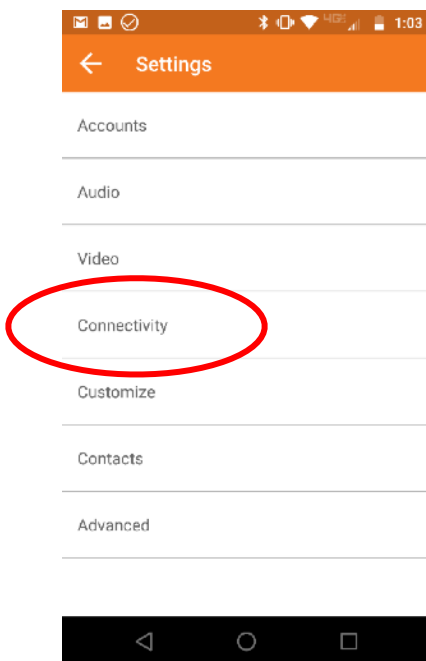
1.



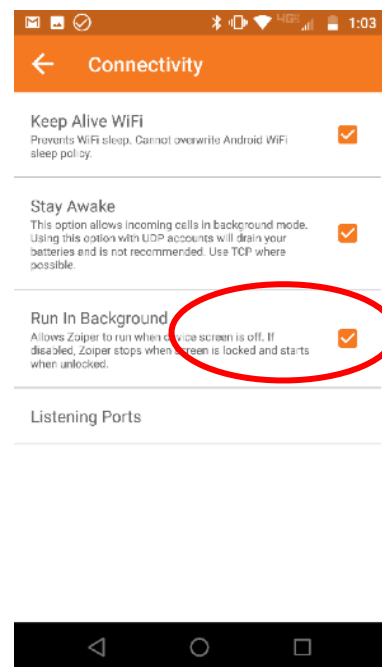
2.



3.



4.



You are now ready to receive inbound calls to, and make outbound calls from, the Cover Number. In order to make a call, select the orange dial pad at the bottom of the screen. You must enter the country code ('1' for the USA) followed by the number you wish to dial (consisting of 10 digits in the USA).

Note: If you do not enter the country code, the call will not go through.

You can also live-monitor ongoing calls to/from the Cover Number using Zoiper.

All calls and texts will automatically be recorded on the ROC.

For detailed instructions on how to use these features, refer to the MobilePBX User Manual.

Troubleshooting and Support

Support

If you encounter a problem that cannot be resolved or if you have a bug to report, please email KEYWAVE Products Support Team at support@keywaveproducts.com and we will respond as quickly as possible.

Please include a detailed description of the question or problem along with any additional relevant information (especially status codes and messages) so the support staff can resolve your issue as quickly as possible.

Legal

Trademarks

Product names, logos, designs, titles, words, or phrases mentioned within this publication may be trademarks, service marks, or trade names of entities and may be registered in certain jurisdictions, including internationally. Apple®, iPad®, iPhone®, and iOS® are registered trademarks of Apple Inc. Android® is a registered trademark of Google LLC. Zoiper® is a registered trade mark of Vanheuverzwijn Jan.

Disclaimers

Wave Sciences, LLC and its business partners make no warranties, either expressed or implied, regarding the purchased or referenced products, their merchantability or fitness for any particular purpose. The exclusion of implied warranties is not permitted in some states. The above exclusion may not apply to you. This warranty provides you with specific legal rights. There may be other rights that you may have which vary from state to state and country to country.

Features and specifications are subject to change without notification.

These guides may not be reproduced, translated, or converted to any machine-readable form in whole or in part without the prior written approval of Wave Sciences LLC.

--- [Support](#) --- [Legal](#)