Softphone Set-Up User Guide for Desktop

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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.

Zoiper

To install Zoiper on your desktop, you will first need to download the app. It is available for download at https://www.zoiper.com/en/voip-softphone/download/current.

Open your web browser and enter the following: https://www.zoiper.com/en/voip-softphone/download/current.

You will see a screen offering Zoiper 5. Select 'Download' for Windows.
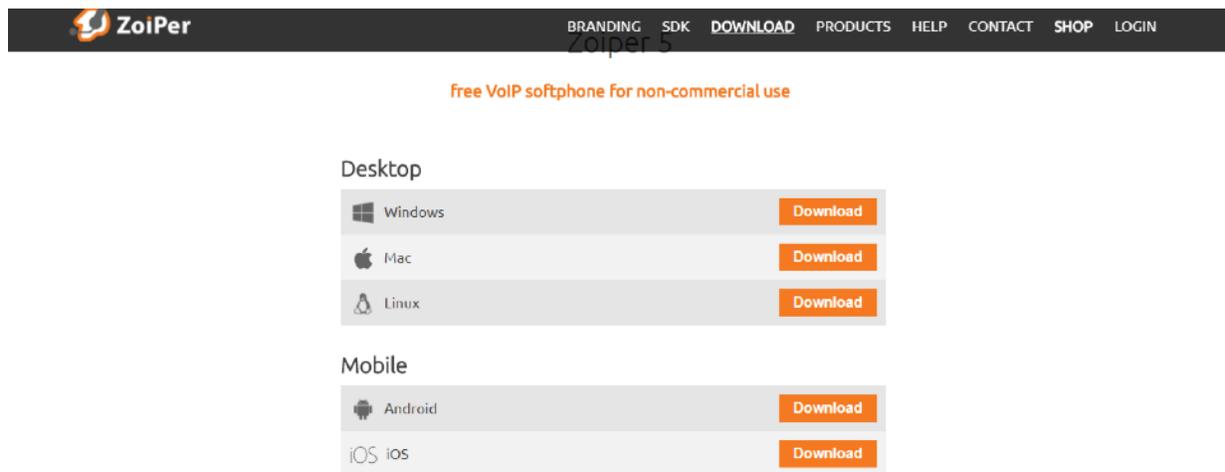
You will be offered three options – a free version, a premium version, and a custom version. Select the free version. Zoiper should start to download automatically. If it does not, select the orange 'Click here if it doesn't' button to manually start downloading.
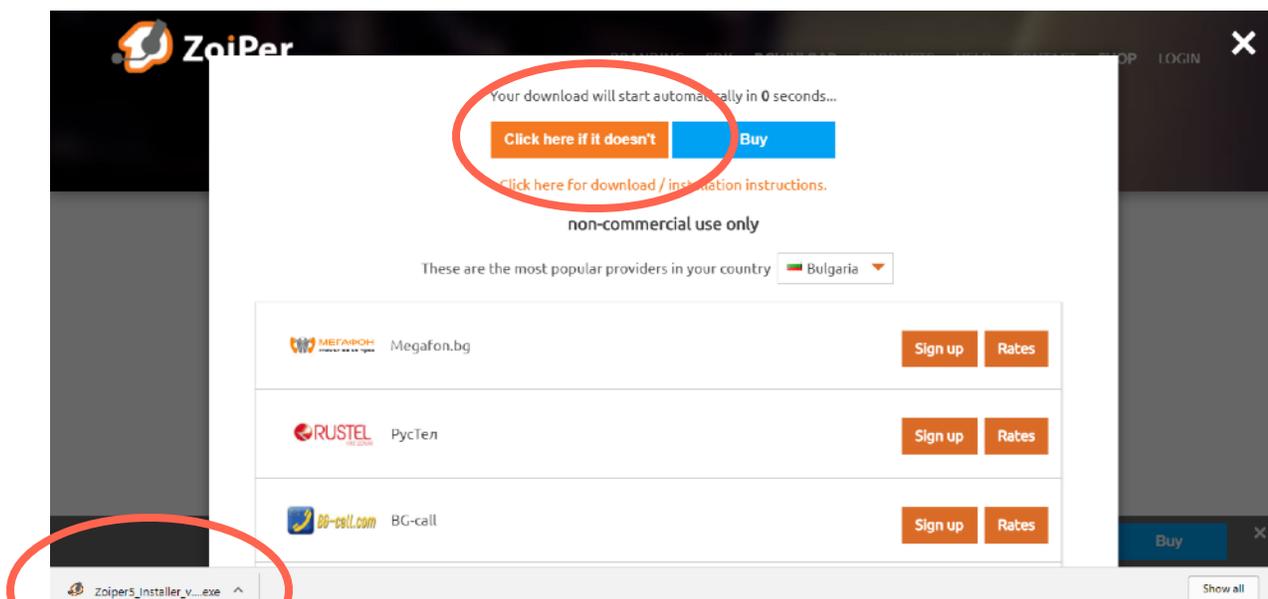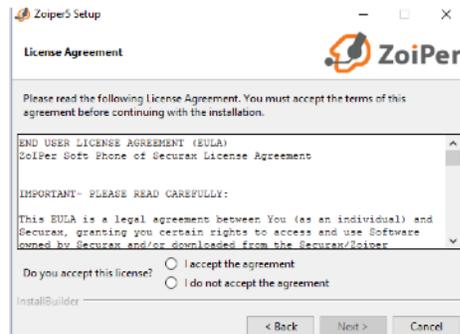
Once it has finished downloading, click on the 'Zoiper5_installer_v…exe' download. It will ask you whether to allow the app to make changes to the harddrive. Select 'Allow' and the install wizard will take you through the installation process.
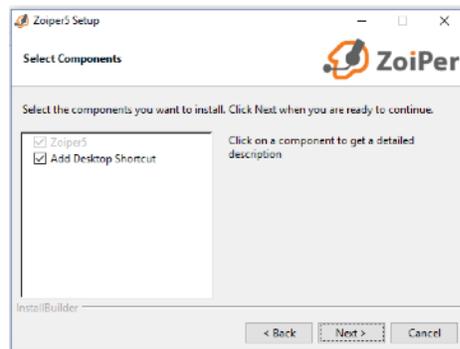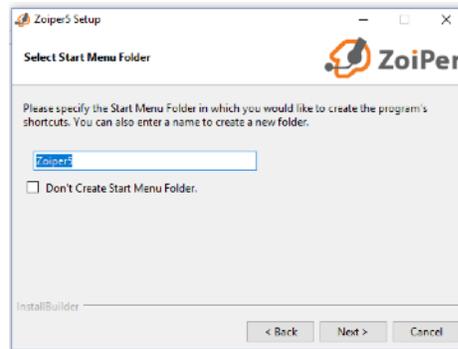
Click 'Next'

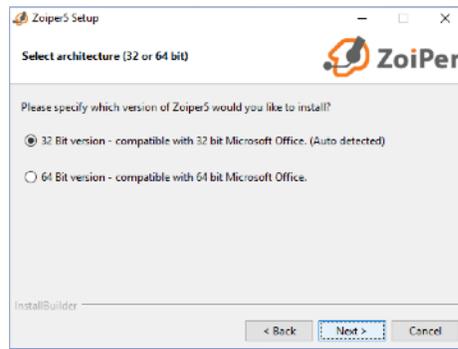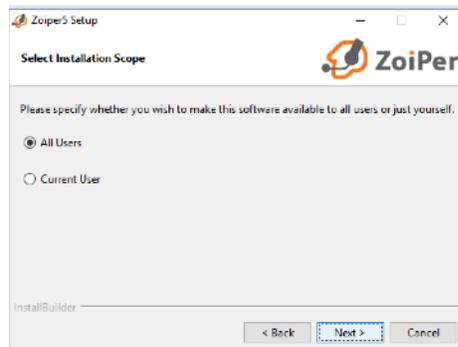Click 'I accept the agreement' and 'Next'
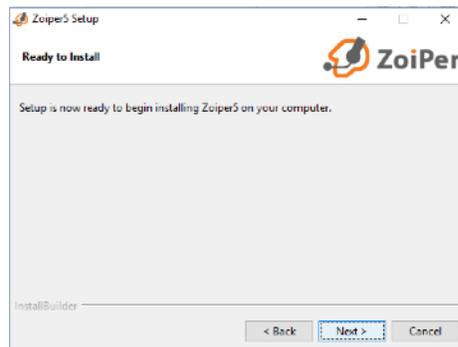
Click 'Next'

Click 'Next'

Click 'Next'

Click 'Next'

Click 'Next'

A green progress bar will display while the download completes

Click 'Finish'

If your firewall displays an alert, click 'Allow access'
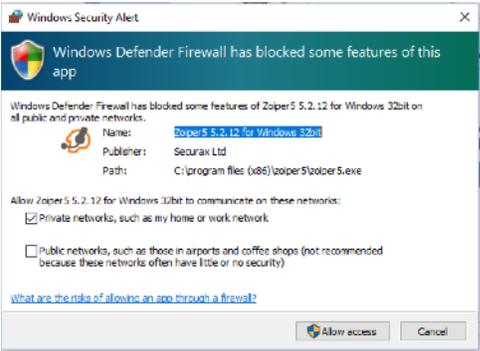
Zoiper will display the screen depicted below. Select 'Continue as a free user.'
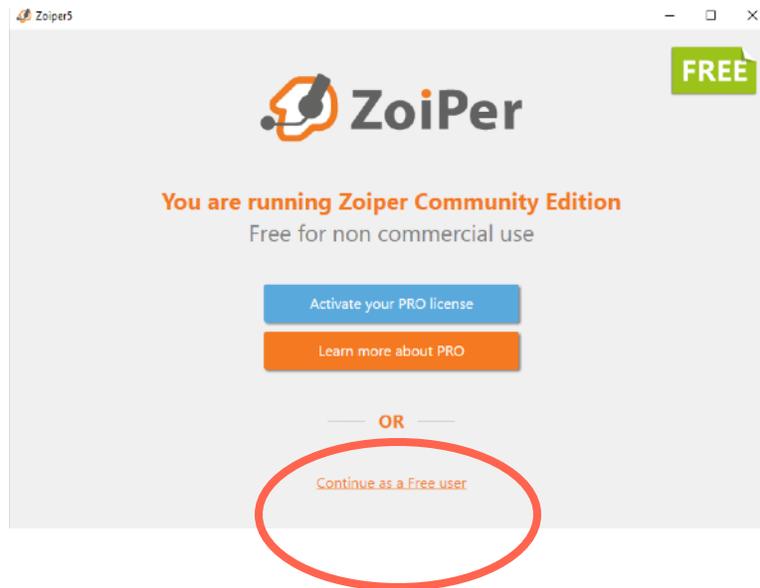
The screen will ask you to set up your account as depicted below:
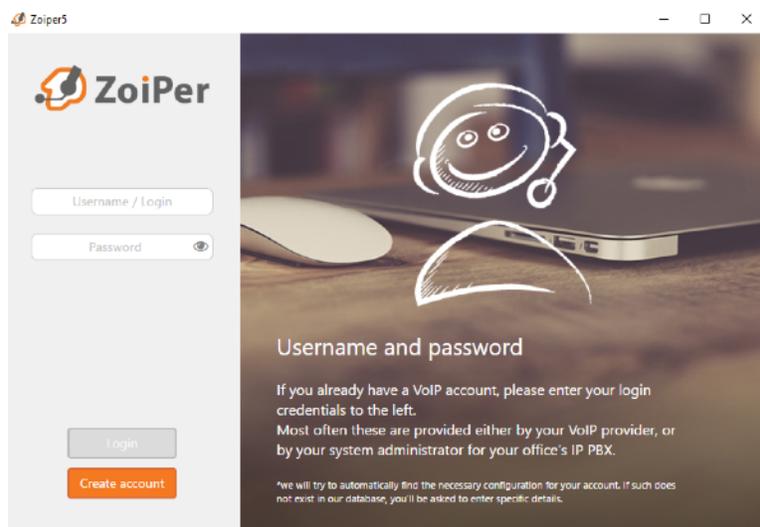
Referring to the **Cover Settings** page for the necessary information:

- 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 hostname and select your provider from the list. Enter the SIP domain (from the **Cover Settings** page) for the 'hostname,' as depicted below, and select 'Next.'
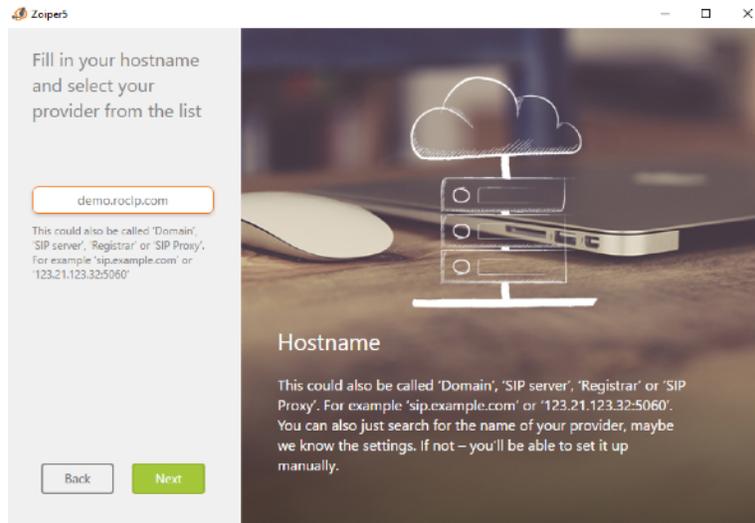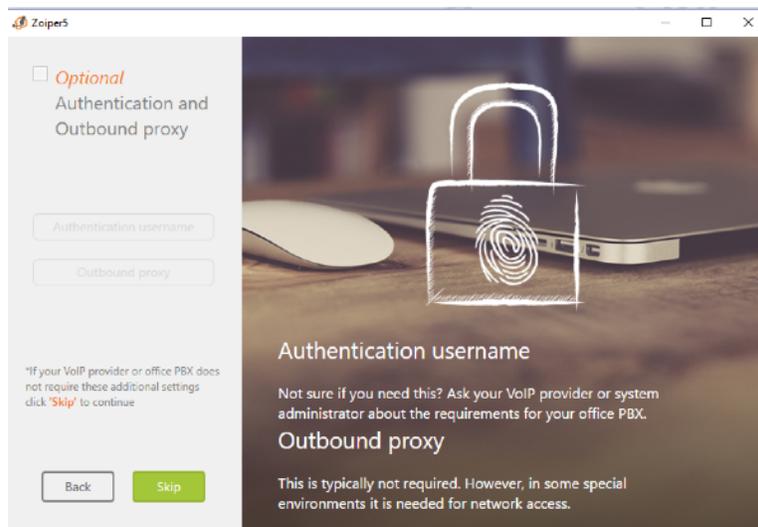

The next screen will display an option to check a box indicating that your provider/PBX requires an authentication username or outbound proxy. Select 'Skip' without checking the box.

The app will 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, click 'Next.'
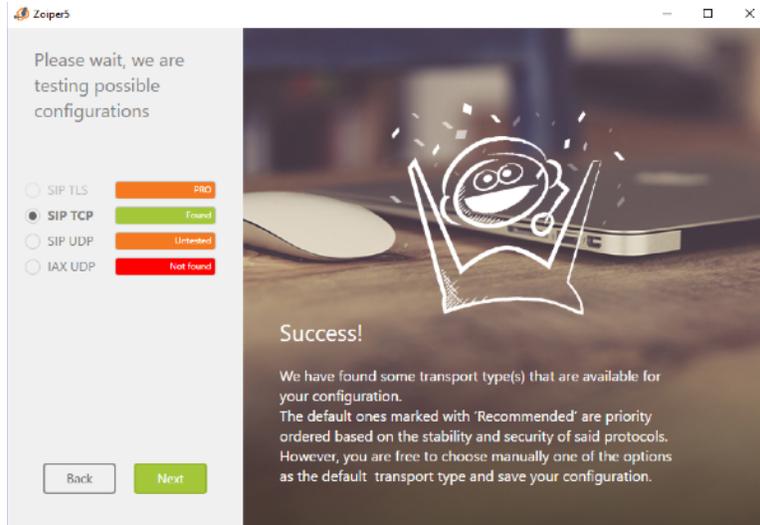
Finally, the app will ask you to configure Zoiper. Select 'Skip.'
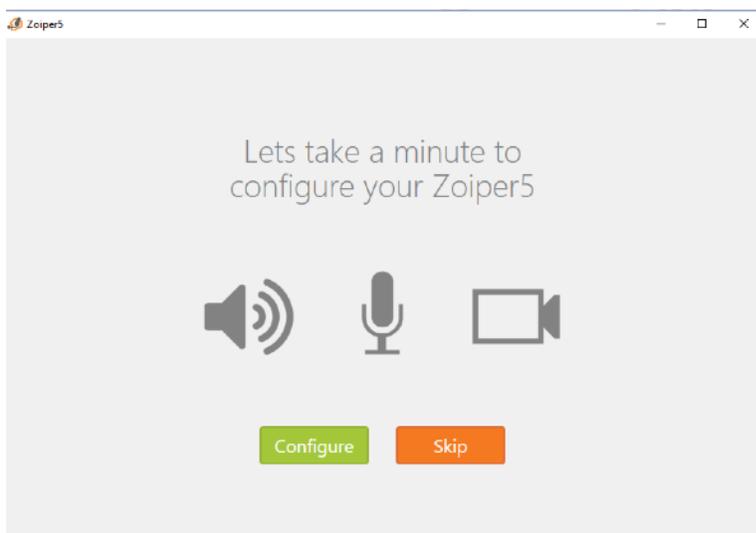
You are now ready to receive inbound calls to, and make outbound calls from, the Cover Number, using the Zoiper desktop app.

In order to make a call, select the gray dialpad at the top right of the screen, or type the number directly into the search bar at the top of the screen. You must enter '1' followed by the 10 digit number you wish to dial.

Note: If you do not enter the prefix '1' the call will not go through.
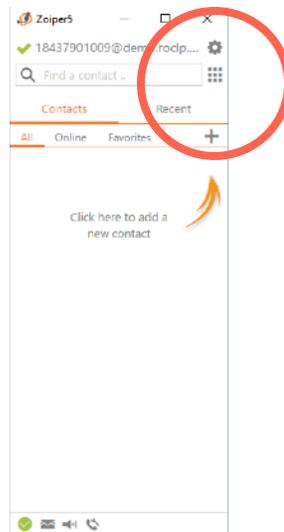
You can also live-monitor ongoing calls to/from the Cover Number using Zoiper. All calls and mobile texts will automatically be recorded on the ROC. For detailed instructions on how to use these features, following the instructions in the MobilePBX User Manual.

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.

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