

Softphone Set-Up User Guide for iOS

Last updated February 27, 2018

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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 also to 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: 02/25/2018 at 09:22:10 (EST)

Cover 1 843 790 1009

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 (643) 790-1009
Voice Mail Pin	2351
UUID	be5d5b29-c2c5-4cbe-962a-af62dc9692b5
Total Recordings	9
Total SMS	0
SIP Domain	demo.roc1p.com
SIP Username	18437901009
SIP Password	BW685GZGCqiy

[Live Listen Settings](#)

Listen SIP Username	listenuser
Listen SIP Password	965dDNgThhJR
Listen Only Number	66337
Listen Only Password	60582
Listen And Chat Number	66410
Listen And Chat Password	87856

Zoiper

To install Zoiper on your iPhone or iPad, you will first need to download the app. Zoiper is available as a mobile app for the iPhone or iPad from the App Store as Zoiper SIP softphone.

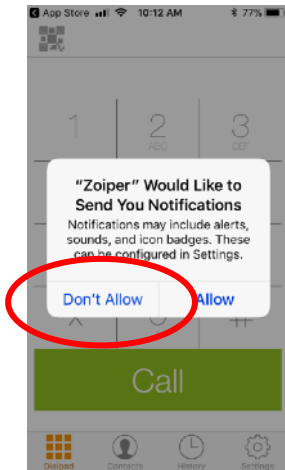
Open the App Store and search for 'Zoiper SIP' softphone. Once located, click the 'cloud' icon to download and install. Once it has downloaded, select 'OPEN' to open and configure the app.

Note: If you are using an iPad, we still recommend that you download and install the iPhone and **not** the iPad version of the app for reasons of reliability, based on our own and customer findings.

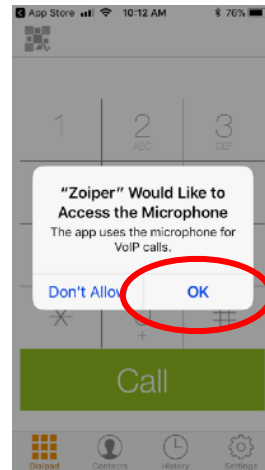
The app will first ask for several permissions; allow the app access only to the microphone, as set out below:

- To send notifications: Recommended to NOT allow.
- For access to microphone: DO allow.
- For access to camera: Recommended to NOT allow.
- For access to contacts: Recommended to NOT allow.

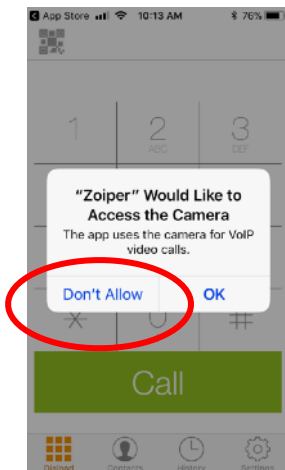
1.



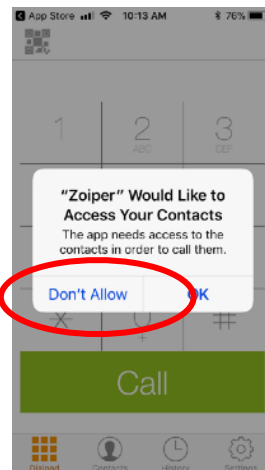
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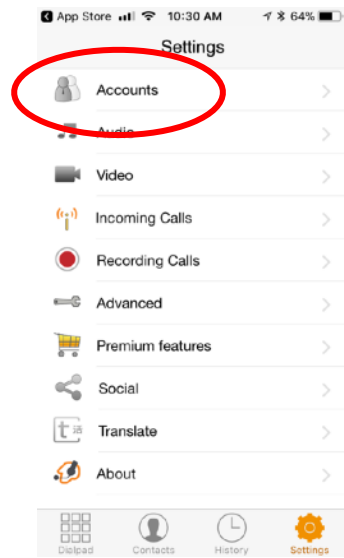
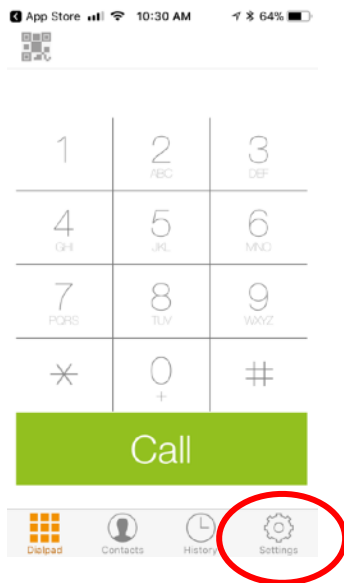
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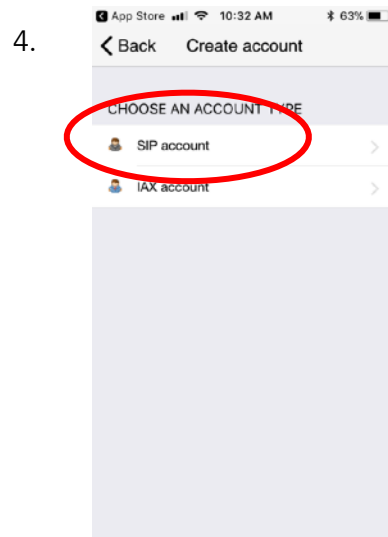
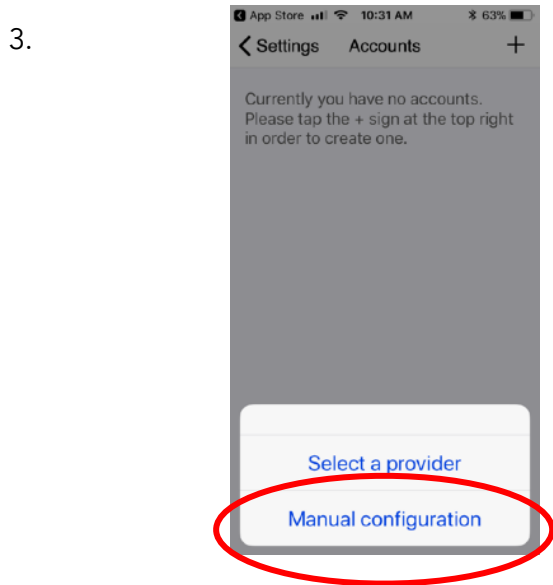
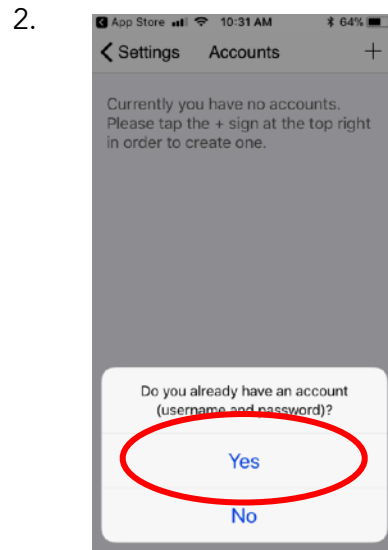
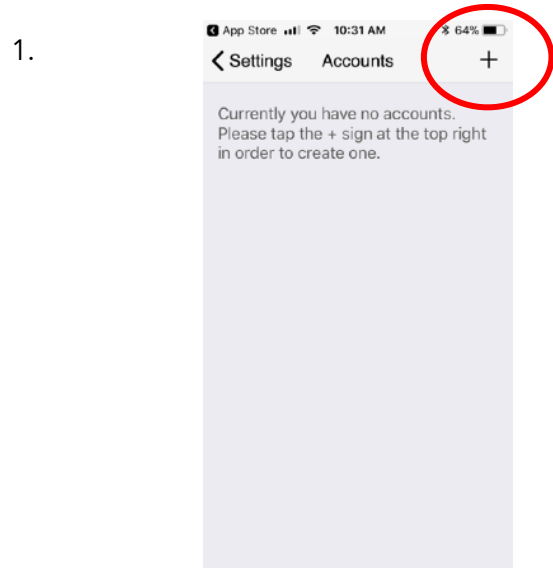
4.



Once the app has completed its initial installation, you will be asked to set up and configure your account. To do so, first select 'Settings' on the bottom right of the screen, followed by 'Accounts.'

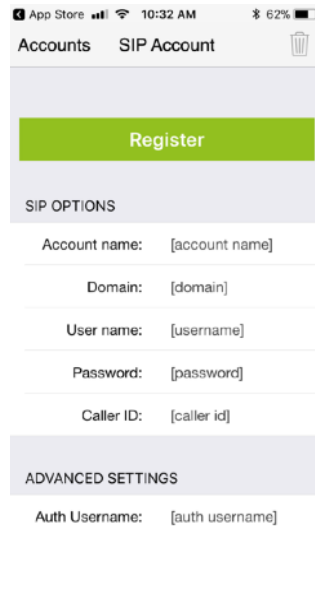


Select '+' in the upper right hand corner to set up an account. The Zoiper App will ask if you already have an account. Select 'Yes' followed by 'Manual Configuration' and then 'SIP Account.'

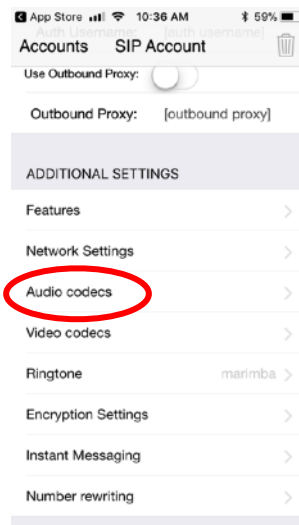


Referring to the **Cover Settings** page for the necessary information:

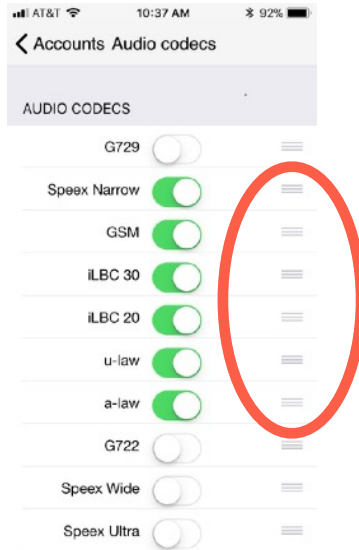
- For the Account name: Enter the SIP Username
- For the Domain: Enter the SIP Domain
- For the Username: Enter the SIP Username
- For the Password: Enter the SIP Password



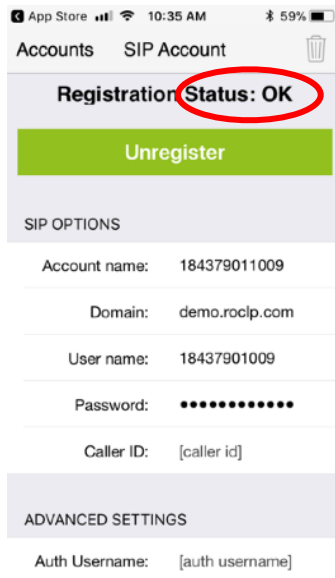
Then scroll down to 'ADDITIONAL SETTINGS' and select 'Audio Codecs.'



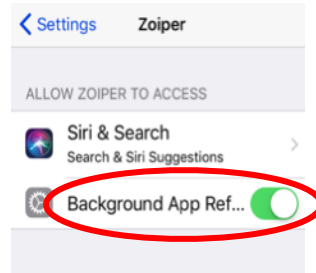
Adjust the settings (if necessary) so that they display as depicted below. Note that the order in which the Codecs appear may be slightly different, so take care to ensure that the correct Codecs are switched to green and that they are displayed in the order depicted below. You can change the order by touching the 3 gray bars next to each Codec and dragging up or down.



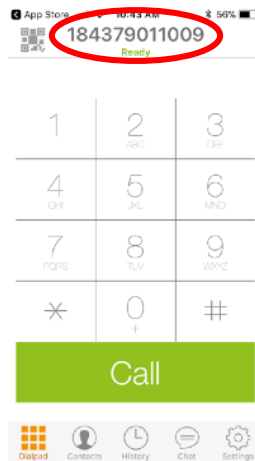
Once the information has been entered, select the large green 'Register' button, and the Registration Status should then display 'OK' as depicted below, if the preceding entries were keyin in properly and the device has a good data connection to the Internet.



Finally, in order to ensure that you can receive calls to the Cover Number even when not in the Zoiper app, you will need to enable it to run in the background. Go to your phone 'Settings' and scroll down to select 'Zoiper.' Switch the 'Background App' mode to the 'ON' position as depicted below.



In order to check that Zoiper is correctly set up, return to the app and select the dial pad at the bottom left of the screen. The Cover Number should be displayed at the top of the Zoiper dial pad.



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 (e.g., '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.

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