Setting up your iPhone for I.T. Guys VoIP with Zoiper

Start by getting three pieces of information from The I.T. Guys for your extension:

Extension _____

Password _____

Domain _____

Find and install the App called "Zoiper Lite voip soft phone" from the Apple App store. It should look exactly like this.

It may ask you for access to your speaker and microphone. You must allow this.

You can optionally give it access to your call log and contacts.

It works best when you're on a good WiFi connection.

You can use it with your iPhone's speakerphone and your usual Bluetooth/handsfree devices.

Open the Zoiper app and you'll see a dial pad. We will need to set it up before it'll work. Click the Settings button (gear icon) in the bottom right corner.
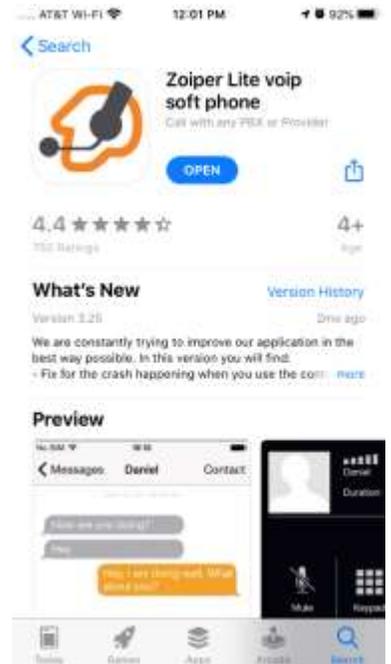
Open the Accounts menu.
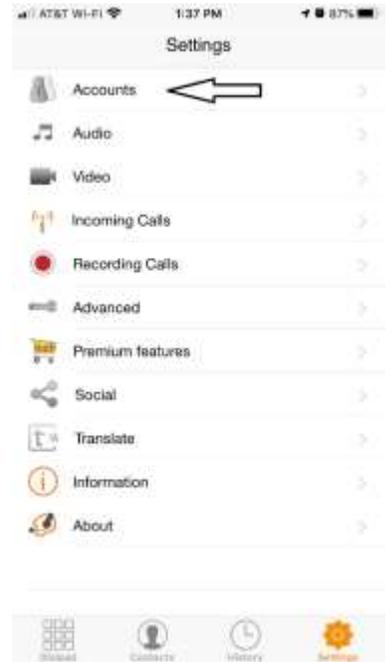
Tap the + icon to add a new account.
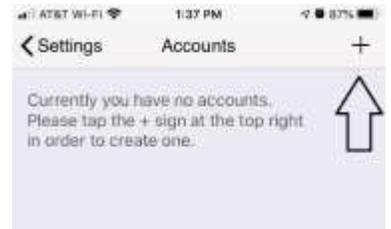
Tap "Yes" here. We've already created an account for you.

Tap "Manual Configuration" here.

You're going to manually add a SIP account here.

This is where you're putting in the information we've given to you.

Your extension (likely two or three digits) goes in four places:

- Account name
- User name
- Caller ID
- Auth Username

Your domain goes into the Domain field. This address should only have letters and periods. There are no special characters, numbers or spaces allowed.

Put your password into the password field, paying close attention to capitalization. It must be exactly verbatim.

Click the "Register" button last.

If all goes well, you'll see "Registration Status: OK" at the top.

You won't see your password at all.

At this point, you can click on whatever button is at the top left to exit the account settings. Once you're at the main settings menu, you'll see the dial pad icon at the bottom left.

Now you can use that dialpad to make outbound calls that will show the Caller ID of your office line. You must use the area code every time. You can also call between extensions.

If we've set you up with multiple extensions, you'll need to repeat this process on each iPhone you want to connect.

Limitations:

It must remain running (in the background is fine) in order to receive calls.

You can only have one device associated to an extension at a time.

This system doesn't allow for international dialing. DO NOT USE THIS APP FOR DIALING 911!