

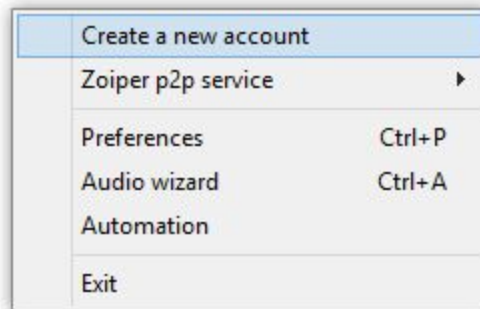
Setup & Troubleshooting Guide - ZoIPer

Overview: This document will detail how to configure ZoIPer in device.

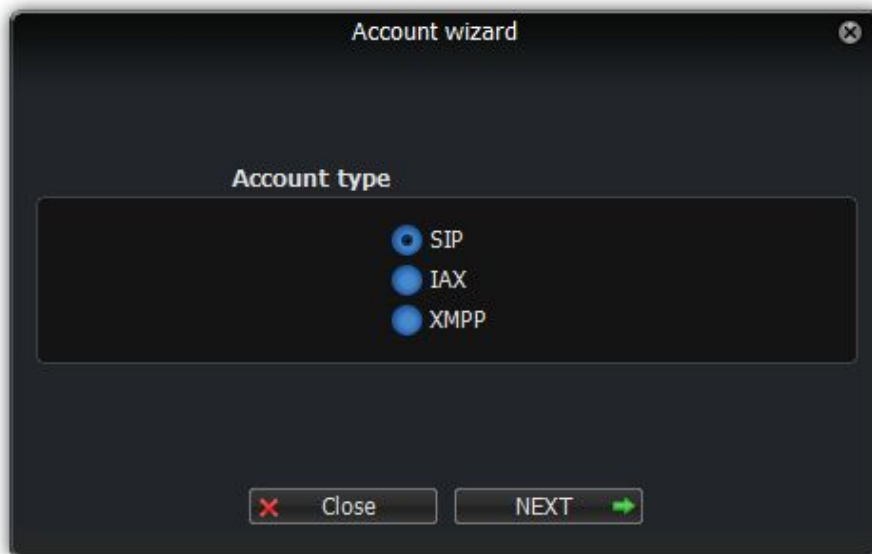
For a detailed setup instruction please refer to

<http://www.zoiper.com/en/documentation/windows-installation-and-configuration>

1. Download and install zoiper from <http://www.zoiper.com/en/voip-softphone/download/zoiper3> the website will automatically detect your device and preselects the compatible version. If the website detects it differently please choose accordingly.
2. Once you have installed ZoIPer open the application then go to Settings menu and select “create a new account”




3. You will be presented with two options “SIP” and “IAX” please select SIP on the account type then click on “Next”.



4. Please enter the following details on the account wizard form:

- user/user@host = Your MondoTalk Internet phone number / extension username.
- Password = Your MondoTalk account password / extension password
- Domain/outbound proxy = please enter sip99.mondotalk.com for residential / SIP trunk users and pbx101.mondotalk.net/pbx001.mondotalk.net for PBX users.

Click next once you have entered all your account details.



Account wizard

Credentials

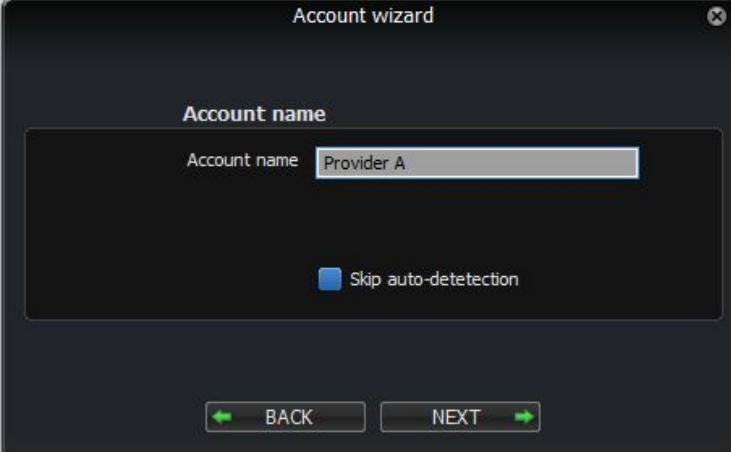
user / user@host

Password

Domain / Outbound proxy

← BACK NEXT →

5. Please enter your desired account name on the “account name” field then click next to register your account.



Account wizard

Account name

Account name

Skip auto-detection

← BACK NEXT →

In case the account wizard is unable to automatically configure your account, this could be due to a variety of reasons.

Most common reasons are:

- The server hostname does not exist or is incorrect.
- The username or password is incorrect.
- The server is not responding or a firewall is blocking the access.
- The account needs additional configuration to register

Please verify the information you have entered and try again.