



# **CONFIGURATION INSTRUCTIONS**

## **For the Zoiper softphone application for Android Devices**

Service managed and maintained by:



# **RT&T**

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# ANDROID ZOIPER CONFIGURATION

## Summary

Zoiper is a free softphone application. The Application is a softphone, meaning a software based application that acts as a physical telephone on a computer, tablet or smartphone. Zoiper is available for all Android based devices, iPhones and iPads.

## DISCLAIMER

Not all cellphone carriers support voice over IP service over cellular networks. As of this writing, T-Mobile does not support this. 4G cellular service is the optimal network type for best performance of VOIP over cellular service. Softphone performance will always be optimal and preferred over WiFi. Users may experience call quality issues (choppiness) when travelling during a VOIP over cellular call. The GS Wave app may need to be restarted to reconnect to the VOIP server when switching between WiFi and cellular connections. If users frequently change environments, we recommend disabling WiFi on the cellular device.

## 911 DISCLAIMER AND NOTICE

Your phone system is setup for 911 service tied to the address registered with Richmond Tech and Telecom. If you call 911 from another location using this application, it will call the 911 operations center in the county of your registered location and not your physical location with your softphone. If you need to place an emergency call, use your cell phone service.

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## Installation

**For Androids:** In the Google Play Store, use the search feature to find "Zoiper - Video." Make sure it's Zoiper - Video and not the regular Zoiper.

## Account Configuration

The next step is programming the app for your phone extension. PennTelco will provide you with an extension number and password for your extension.

1. Open the app on your device. Enter your username. Your username is your [extension@servername.penntelco.com](mailto:extension@servername.penntelco.com) (i.e. [215@mycompany.penntelco.com](mailto:215@mycompany.penntelco.com))
2. Enter your extension password



3. Enter your hosting name provider. This will be the name used after your extension number in step 1. For example, if your extension account name was [215@mycompany.pennelco.com](mailto:215@mycompany.pennelco.com), then your hosting name provider name will be mycompany.pennelco.com

**Account setup**

Fill in your hostname and select your provider from the list

hostname or provider  
surevoip.hosted.surevoip.co.uk

This could be called 'Domain', 'SIP Server', 'Registrar' or 'SIP Proxy'. For example 'sip.example.com' or '123.21.123.32:5060'.

Or you can just search for the name of your provider. Maybe we know the settings.

**Next**

4. Skip the options to use an OUTBOUND PROXY
5. Run the setup check and choose SIP UDP (it will be the only option that turns green and is FOUND)

**Account setup**

Please choose between the following configurations

|  |           |
|--|-----------|
| <input type="radio"/> SIP TLS            | Not found |
| <input type="radio"/> SIP TCP            | Not found |
| <input checked="" type="radio"/> SIP UDP | Not found |
| <input type="radio"/> IAX UDP            | Not found |

**Finish**

If your setup is correct, the account will register and show as ready. Test by dialing \*43 and run an echo test.