



Vdex-40: Zoiper Quick Setup

This document will guide you through downloading, installing and configuring Zoiper for use with the Vdex 40 system. Zoiper is an IAX soft phone that can be used as an alternative to a hard phone to connect to the Vdex 40 system. Zoiper works well with the Vdex 40 system and can be used as an alternative to SIP based soft phones such as X-Lite. As with all soft phones Zoiper requires a headset (USB recommended) or a microphone & PC speakers connected to either onboard audio or a sound card.

Downloading Zoiper

Zoiper can be downloaded using the following link:

<http://www.zoiper.com>

You can choose to download the free version or buy their Biz (business) edition. For testing purposes the free version works very well and if you would like to buy the Biz version at a later time if you wish.

Once downloaded, run the Zoiper installer to install Zoiper. Agree to the license and keep all the default settings. Once installed, click ... **Start => All Programs => Attractel => Zoiper Free** to start the program. You'll see the following Zoiper screen once started:



Figure 1: Zoiper

Figure 1 shows Zoiper connected to a Vdex 40 system configured as extension 104. After starting Zoiper, click on the wrench icon all the way to the right. This will open the options screen used to setup registration with the Vdex 40 system (shown in figure 2).



Vdex-40: Zoiper Quick Setup

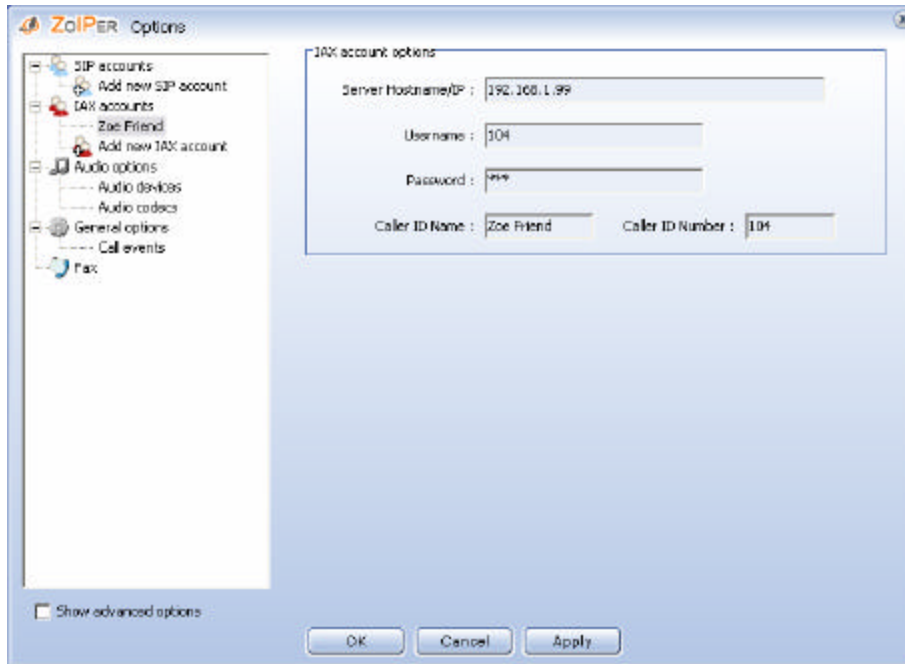


Figure 3: Example IAX Account Settings for Vdex Registration

In order to configure the IAX account to register with the Vdex 40 system you must define the following settings:

Server Hostname/IP: - Enter the IP address of the Vdex 40 system. For the example shown in figure 3, the IP of the Vdex is 192.168.1.99.

Username: - Enter the extension number created on the Vdex 40 system that will be used by Zoiper.

Password: - Enter the password for the extension that will be used by the Zoiper user. The password is also called "Secret" in the Vdex 40 SIP/IAX settings for the extension.

Caller ID Name: - Enter the first and last name (or first or last name) of the user. It's important that you define the caller id name so that other users will know who is calling them when making extension to extension calls.

Caller ID Number: - Enter the extension number of the user. The extension number is the same as the user name.

Once all the settings are defined, click apply and ok to have Zoiper register with the Vdex 40 system. If Zoiper registers successfully you will see that in the bottom of the Zoiper screen. Figure 4 shows extension 104 registered with the Vdex using IAX.



Vdex-40: Zoiper Quick Setup



Figure 4: Example Zoiper Registered User



Vdex-40: Zoiper Quick Setup

Troubleshooting:

If the Zoiper fails to register, do the following:

- 1) Make sure the extension your trying to register with is a valid extension and that the password for that extension is correct.
- 2) If connecting to the Vdex system remotely (via the Internet) make sure port 4659 is forwarded for TCP/UDP to the Vdex system's internal IP address within your router.
- 3) In the Druid interface make sure that the external IP address has been set to the IP address of your router. This is done by clicking on the **Advanced => Security-Network-Codec => Network Settings**.
- 4) If connecting remotely, make sure you are entering the IP address of the router as the Servername/Host IP value and not the internal IP address of the Vdex system. If connecting to the Vdex server internally, make sure you have the correct internal IP address assigned to the Servername/Host IP value.
- 5) If connecting remotely, make sure that Zoiper extensions have NAT set to yes under **Users => Manage Extensions => SIP/IAX Settings**.