Setting up Zoiper on Android

The guide below will explain how to setup Zoiper on an Android phone and login to your phone extension so that you can receive phone calls through the app. Your phone will require an internet connection to complete the process and whenever you wish to receive phone calls.

You will also need the following extension login credentials from your account coordinator:
- Your extension number (this will be a 7 digit number)
- Your extension password (this will be a random collection of letters and numbers)

1. Download "Zoiper Lite" from the Google Play Store (or click here)

2. Enter the following login details:
   Username@ PBX/VoIP provider: **[extension number]@sip.gradwell.com**
   Password: **[password as provided by your account coordinator]**

3. Select "Create an account"

4. The "hostname or provider" should automatically display as sip.gradwell.com (if not please add it). Press "Next".

5. Tick the box that says "My provider/PBX requires an authentication username or outbound proxy" and ensure the match the following:
   Authentication username: **[leave this blank]**
   Outbound proxy: **nat.gradwell.com:5082**

6. Press "Next".

7. Zoiper will search for available configurations and should successfully find a "SIP UDP" configuration.

8. Press "Finish".

9. If your extension has registered successfully, you should see a green tick alongside it. You can now navigate out of the settings menu and back to the main screen.

Your Zoiper softphone is now setup to receive inbound calls.

Please note: whenever you wish to be available to receive calls through your extension, please ensure you open the app, navigate to the settings menu (from the top-left of the main screen), select "Accounts" and ensure the green tick continues to display alongside your login details. If your extension has not registered successfully you may be unable to receive calls.