



Setting up Zoiper on iPhone

The guide below will explain how to setup Zoiper on an iPhone 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 App Store (or [click here](#))
2. You may be presented with the option to enter login details as soon as you open the app. If not, go to Settings → Accounts and select “+” from the top-right of the screen.
3. If asked “Do you already have an account (username and password)” select Yes.
4. Choose “Manual Configuration”
5. Complete the following fields, leaving the rest blank:

Account name: **[your extension number as provided by your account coordinator]**

Domain: **sip.gradwell.com**

User name: **[your extension number as provided by your account coordinator]**

Password: **[password as provided by your account coordinator]**

6. Under Advanced Settings, ensure “Use Outbound Proxy” is enabled and include the following details:

Authentication username: **[leave this blank]**

Outbound proxy: **nat.gradwell.com:5082**

7. At the top of the screen, select “Register”.
8. Zoiper will search for available configurations. 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.