



Zoiper Installation Process

Adding your Zoiper Desktop License & Configuring Extension

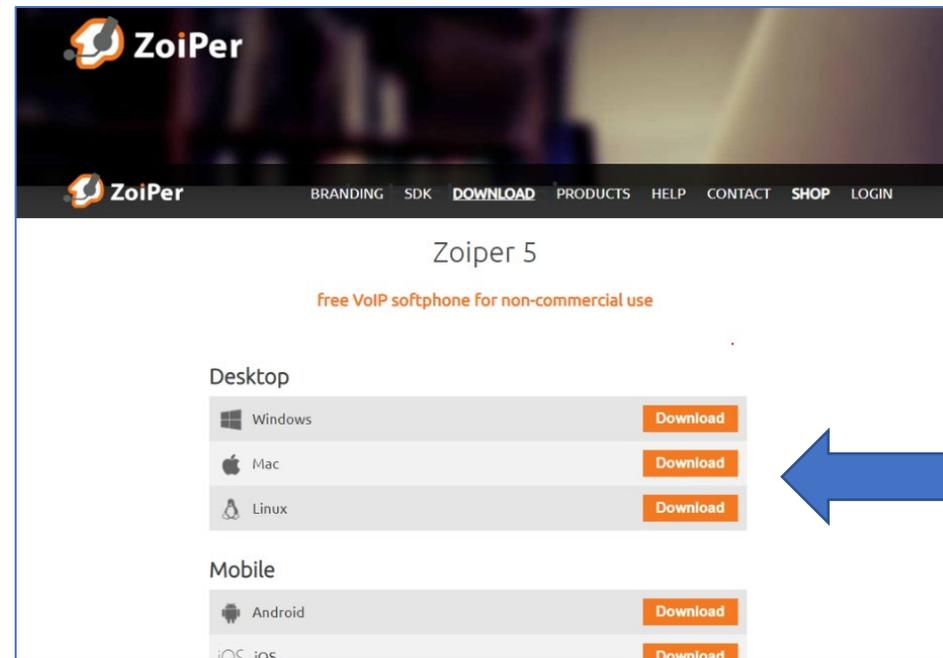
2 Step Process for setting up Zoiper Desktop Phone

- Receiving your Zoiper 5.0 License
 - Email from Zoiper@Ohio.net
 - Link to install the software on the computer that will be your phone
 - License Key for unlocking the full phone version
- Installing our welcome letter info with extension
 - Extension Login Username/Password
 - Web Portal and Voice Mail access



Step one – Download and install Zoiper Software

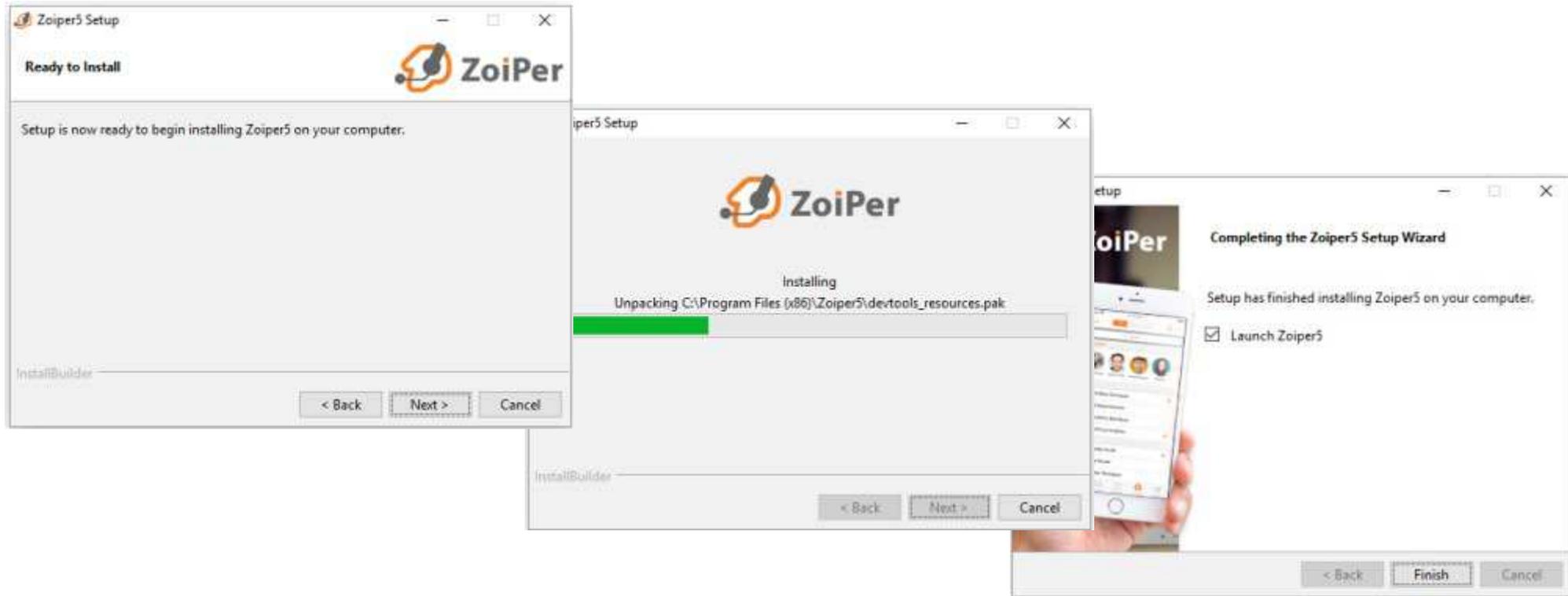
- You will receive an email from Ohio.net with your link to download and install for your operating system (do not purchase, we have done that for you)



After download is complete you will license your software



Follow the steps to complete the software installation



Launch Zoiper Application for the first time

Have your Ohio.net
Welcome Letter on hand
to complete the next
steps using extension
information



Welcome
to Ohio.net's Zoiper Desktop Phone

Welcome to the next level in digital phone services. We're excited to have you on board! You now have a host of new features at your fingertips.

YOUR PERSONAL ACCOUNT INFORMATION

There are two parts to installing the Zoiper Desktop License

1. You will receive an email directly from Zoiper for your Licensed version of the phone software. Follow the installation instructions. Be sure you are installing on the computer you intend to use.
2. Once the software is installed on your computer you will use the following info for setting up your extension.
 - a. Open Zoiper's Software and go to accounts section
 - b. Fill in the username/login section with
 - c. Fill in the password
 - d. Select Log In (NOT create account)
 - e. Fill in hostname
 - f. Option for authentication will be asked. SKIP this step
 - g. A testing process will begin, one of the SIP will processes will turn green and you will be able to complete your connection

Your experience will depend on good connections to your computer, either wired or through WiFi. If you are experiencing call quality check to see if you are on a good level of service.

IMPORTANT INFORMATION

Your Ohio.net Voice Over Internet Protocol (VOIP) system is portable. You can take it with you on vacation, business trips, or anywhere with high-speed internet access. 911 service through the app remains set with your original address and will not work correctly if you are away from the office. You should not use Zoiper for making emergency calls.

For accessing VM dial *98 / Webportal

Ext./login
Password

CONTACT INFORMATION

Customer Service: 888.881.0805 (9:00am - 5:00pm M-F)
Technical Support: 330.658.0555, Option 2 (9:00am - 5:00pm M-F)

Please keep this document for your records.



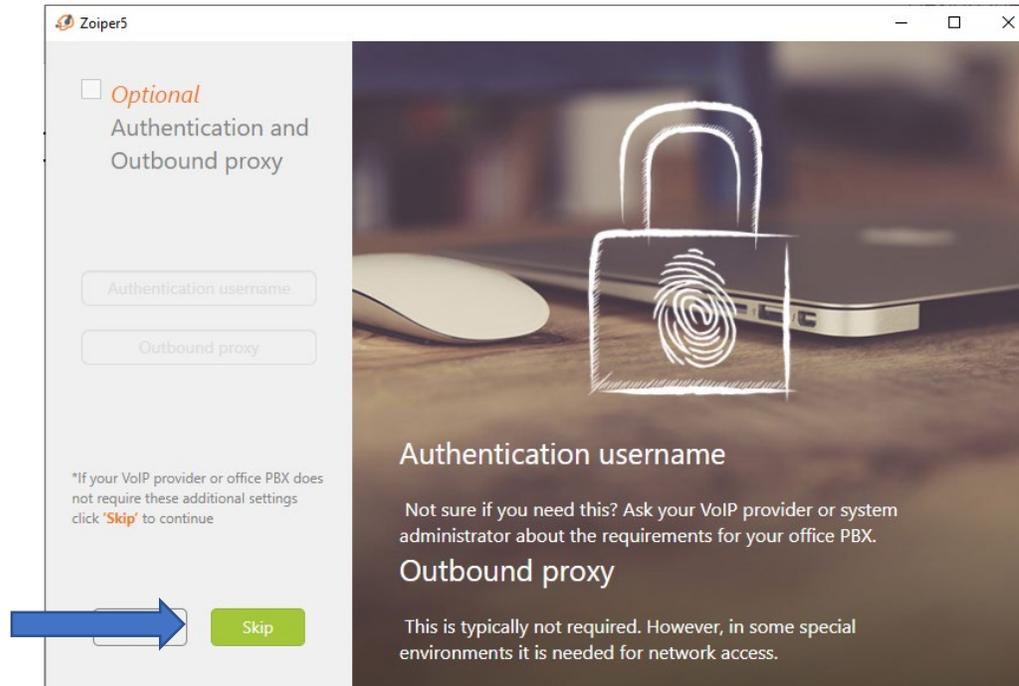
Load your Extension (username) and Password

Enter your information from your Ohio.net welcome letter (PDF)

Choose Log-in – your account already exists.

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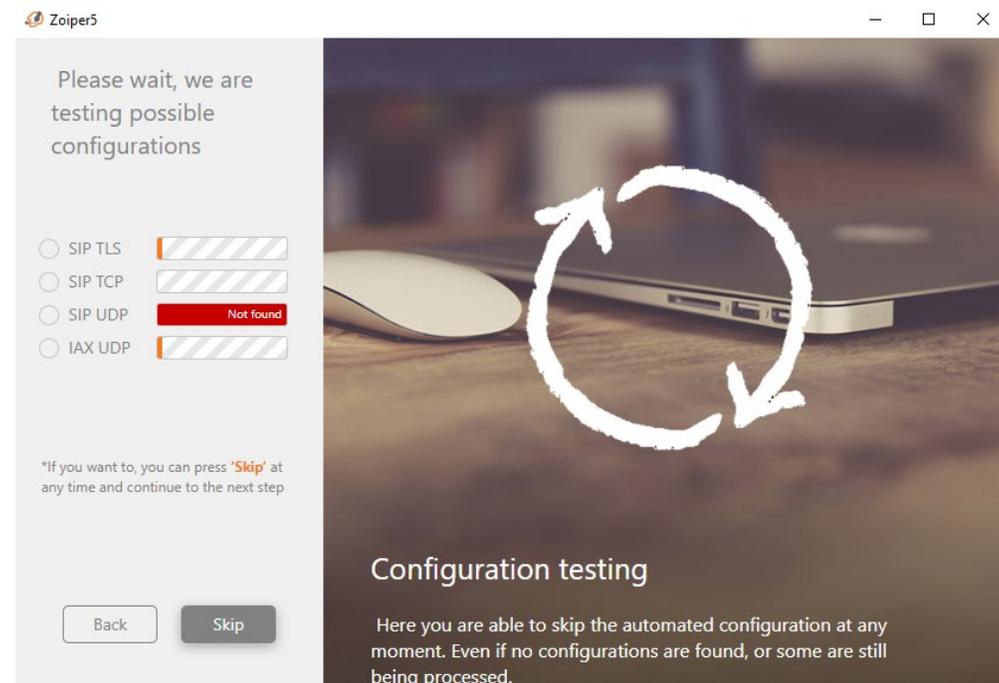
Skip This Step



This step may or may not show successful results but does not affect your account



If you see this screen select next

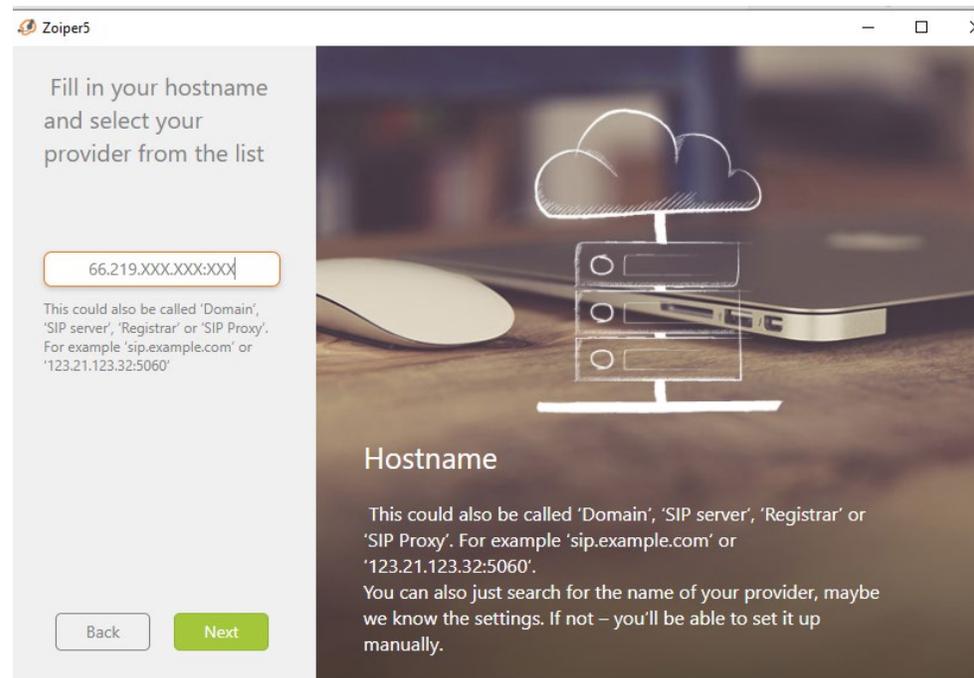


If you see this screen and it fails, select skip



Enter Hostname Information

This will be the name of your account in the Zoiper software



Zoiper5

Fill in your hostname and select your provider from the list

66.219.XXX.XXX:XXX

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

Back Next

Hostname

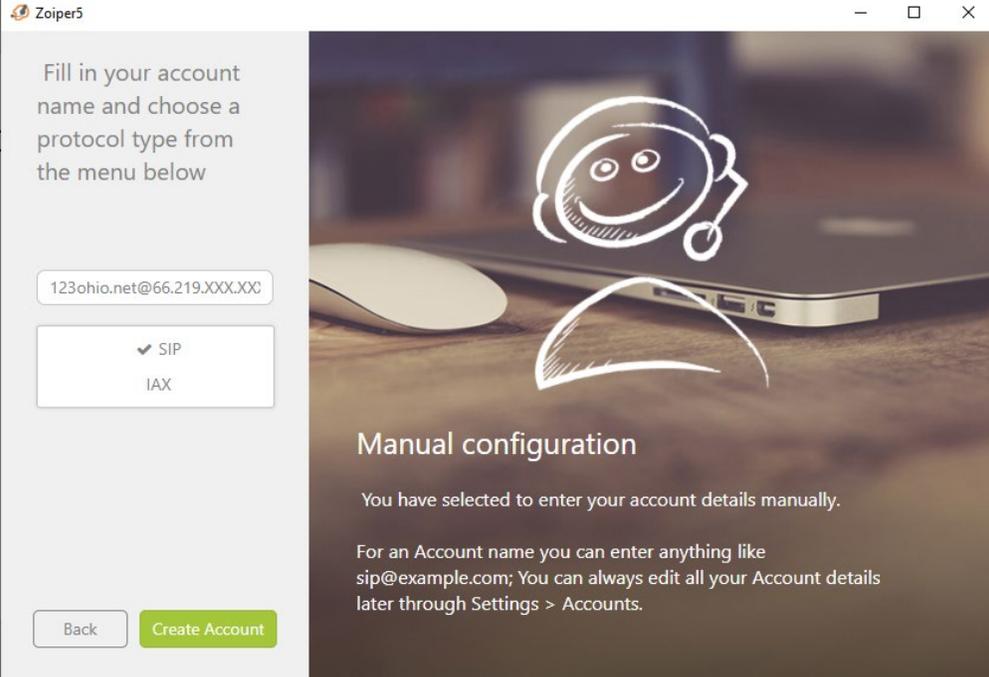
This could also be called 'Domain', 'SIP server', 'Registrar' or 'SIP Proxy'. For example 'sip.example.com' or '123.21.123.32:5060'. You can also just search for the name of your provider, maybe we know the settings. If not – you'll be able to set it up manually.



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Your Protocol is SIP

Confirm that SIP is chosen and
Create Account



The screenshot shows the Zoiper5 account creation screen. On the left, there is a form with the following elements:

- Text: "Fill in your account name and choose a protocol type from the menu below"
- Text input field containing: "123ohio.net@66.219.XXX.XX"
- Radio button selection menu with "SIP" selected (indicated by a checkmark) and "IAX" as an alternative.
- "Back" button
- "Create Account" button

On the right, there is a dark background with a white line-art illustration of a smiling face wearing a headset. Below the illustration, the text reads:

Manual configuration

You have selected to enter your account details manually.

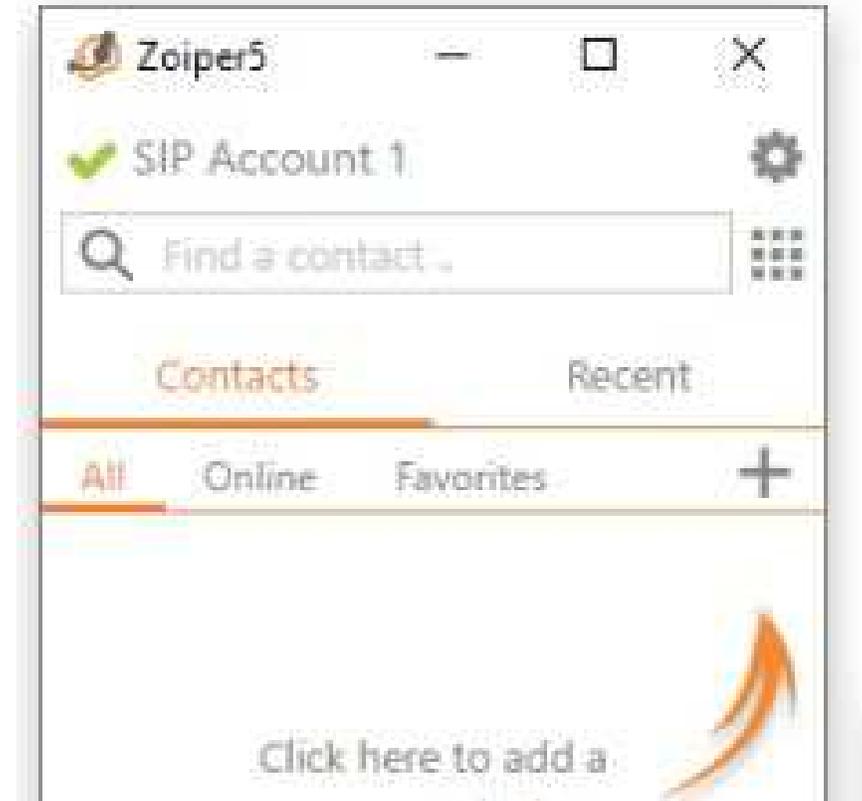
For an Account name you can enter anything like sip@example.com; You can always edit all your Account details later through Settings > Accounts.



The Green Check Next To Your Account Name

The Green Check signifies that your phone is active

If you have a after completing the installation steps
Black X please contact technical support
(confirm you are connected to the internet)



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You have completed your Zoiper Installation

For additional support or questions
contact technical support

330-658-0555 or admin@ohio.net

