

ZoiPer Pro – Android Setup Guide

1. Download ZoiPer from Google Play Store

- Open the **Google Play Store** on your Android device.
- In the search bar, type “**ZoiPer Pro - SIP Softphone**”.
- Select the app published by **Securax EOOD**.
- Tap **Install** and wait for the download to complete.
- Once installed, tap **Open**.

2. Purchase ZoiPer Pro (Inside the App)

- Open the ZoiPer app.
- On the welcome screen, tap **Upgrade to Pro** (or **Settings** → **Pro Features**).
- Select **ZoiPer Pro** subscription or one-time purchase (whatever option appears for your region).
- Complete payment using Google Play (UPI, card, net banking, etc.).
- Once the payment is successful, Pro features will automatically unlock inside the app.

3. Start Account Setup

- Open ZoiPer.
- Tap **Create an account / Add account**.
- Choose **Yes** when asked if you already have a VoIP provider.
- On the next screen, enter the following details provided by your service provider:
 - **Username:**
 - **Password:**
 - **Domain / Host:**

- Tap **Next**.

4. Choose Authentication & Transport

- ZoiPer will auto-detect your provider settings. If not:
 - Choose **SIP**.
 - Transport: **UDP**, go with **TCP** only if UDP does not work.
- Tap **Next**.

5. Optional: Manually Configure SIP Settings

(Do this only if instructed by your VoIP provider)

- Go to **Settings** → **Accounts** → Your SIP account.
- Confirm the following:
 - **Hostname / Domain:**
 - **Username:**
 - **Password:**
 - **Outbound Proxy:** N/A
 - **Registration Expiry:** 300 seconds
 - **Transport Type:** UDP / TCP

6. Enable PUSH for Better Battery & Stability (Recommended)

- Go to **Settings** → **Connectivity** → **Push Notifications**.
- Enable **ZoiPer PUSH**.
- This helps keep incoming calls working even when the app is closed.

7. Audio Settings (Recommended)

- Go to **Settings** → **Audio**:
 - Enable **Echo cancellation**.

- Set **Audio Codecs** (usually G.711 A-law or OPUS).
- Disable unnecessary codecs to improve quality.

8. Grant Necessary Permissions

ZoiPer will request:

- **Microphone access** – allow
- **Phone access** – allow
- **Contacts access** (optional)
Grant all permissions for proper functioning.

9. Test Registration Status

- Go to **Settings** → **Accounts**.
- Your account status should show: **Registered** (green).
If not:
- Restart the app.
- Reconfirm username/password/domain.
- Check internet connection (mobile data or Wi-Fi).

10. Make a Test Call

- Open the keypad.
- Dial any test number.
- Confirm audio quality both ways.
- If the call fails, recheck SIP credentials or contact - support@divinetel.com.au

11. Keep ZoiPer Running in Background

For reliable incoming calls:

- Do NOT force close the app.
- Go to **Battery Settings** of your phone and disable battery optimization for **ZoiPer**.
(Every phone has different wording: “Don’t optimize”, “Allow background activity”,

etc.)

12. Troubleshooting (Quick Fixes)

- **Registration Failed**

- Recheck password/domain.
- Change transport to **TCP**.
- Ensure internet is stable.

- **One-way audio or no audio**

- Enable/Disable STUN
 - Settings → Network → STUN → Off (or On if required).
- Ensure no VPN is active.

- **Incoming calls not working**

- Enable PUSH.
- Disable battery optimization.

- **App keeps logging out**

- Set registration expiry between **300–600 seconds**.