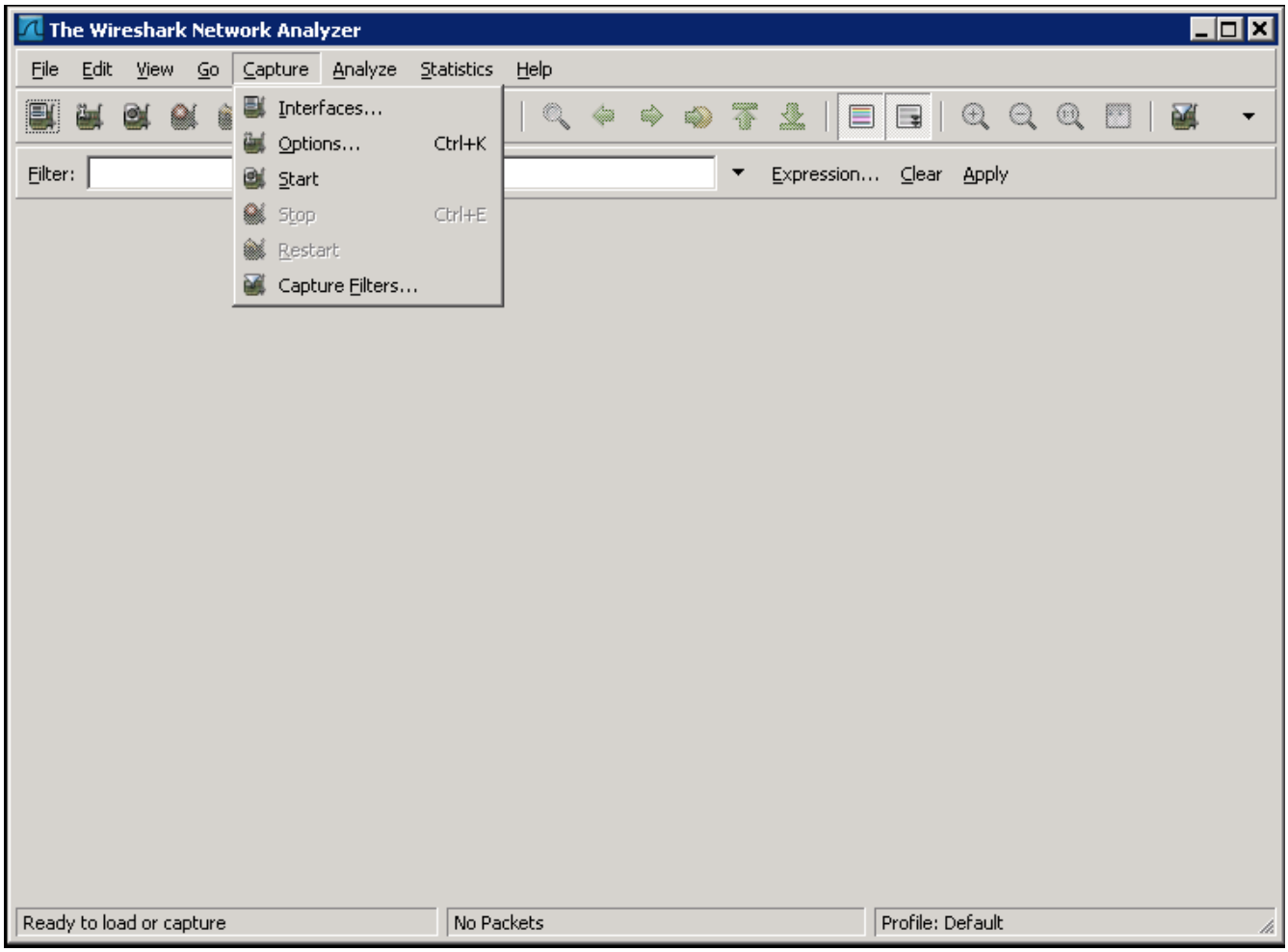
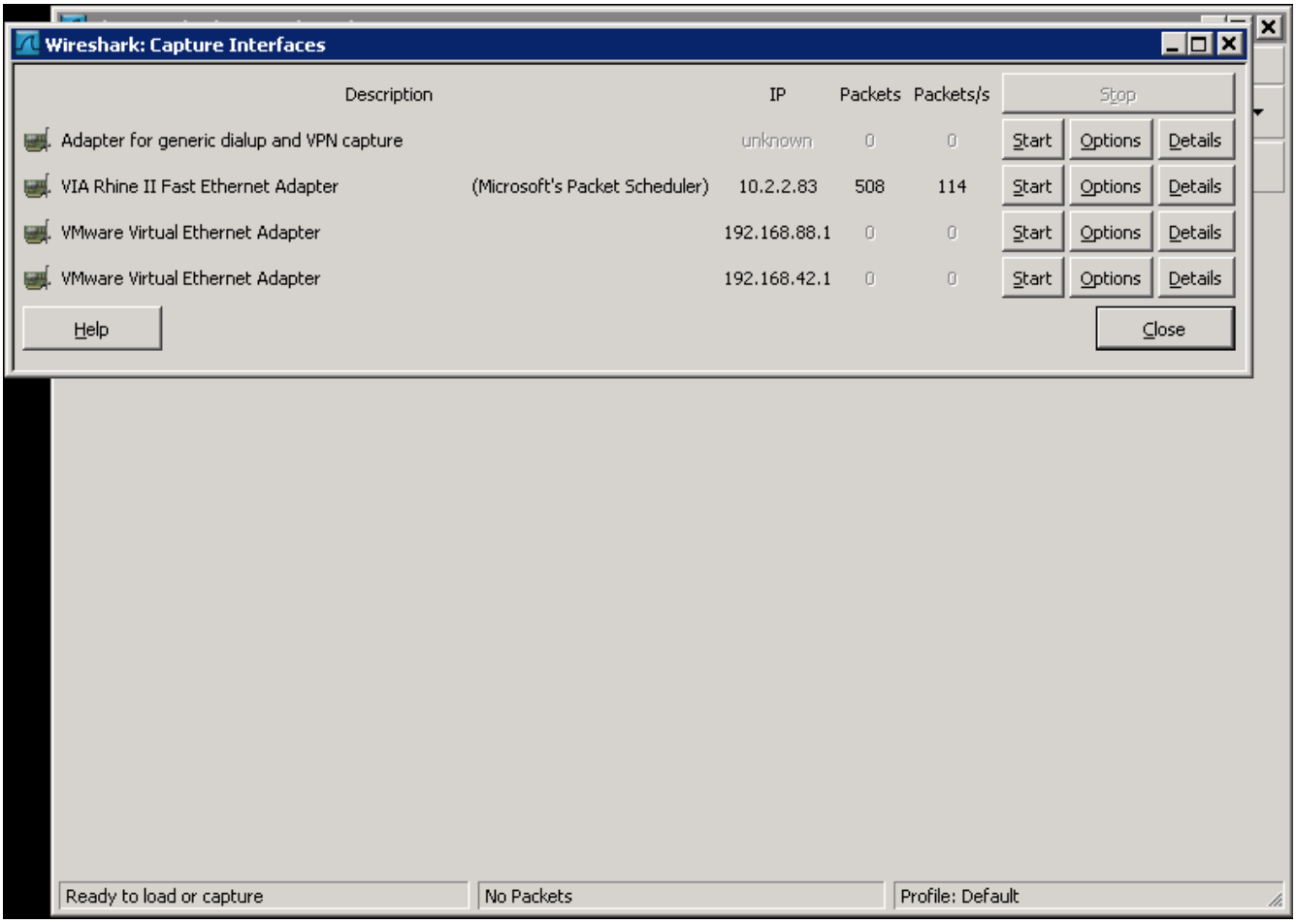
To prepare a packet capture log:

Please open your Wireshark

Please select the Capture section in the main toolbar, and choose “interfaces”.

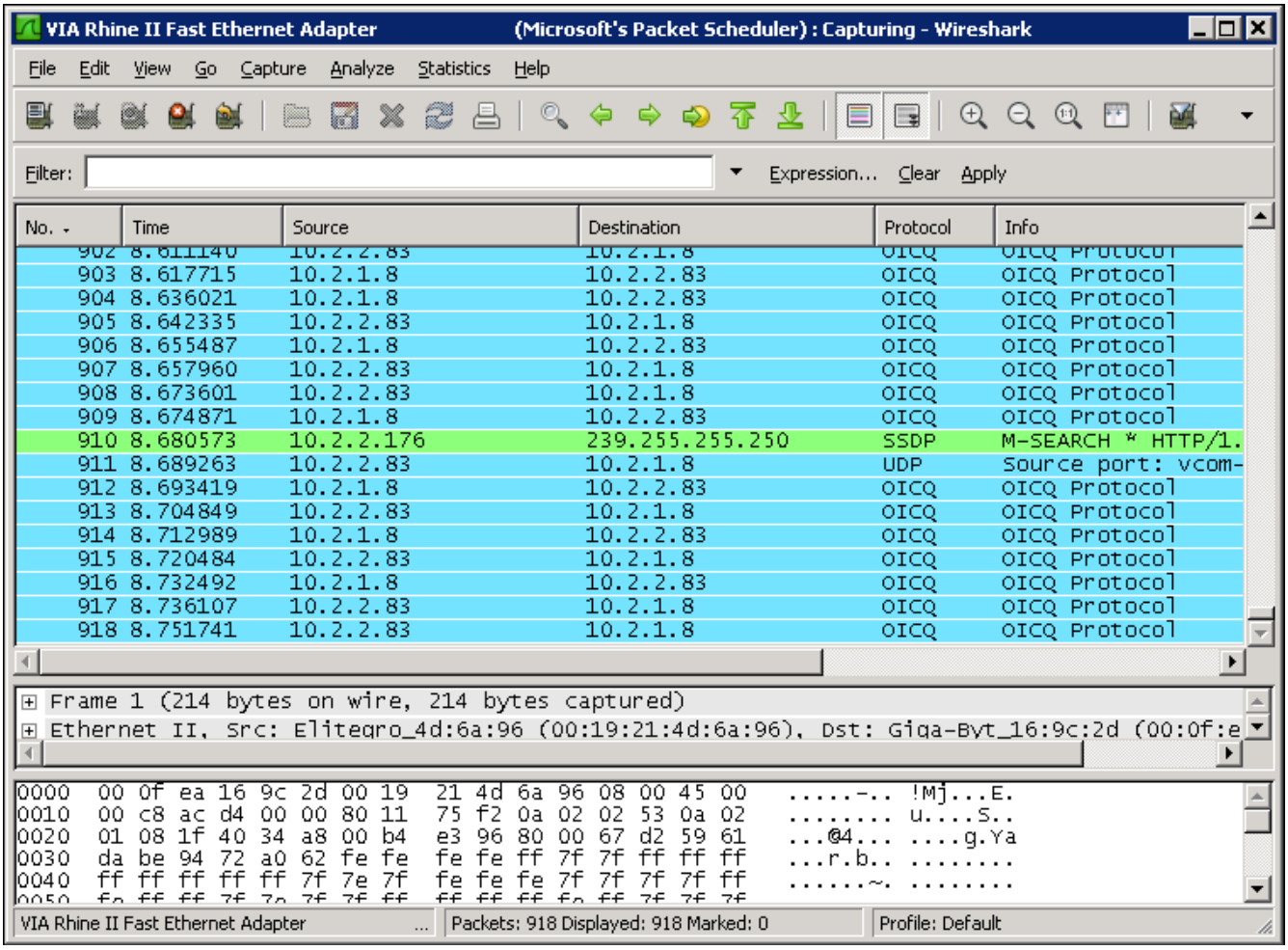


From the Interfaces menu please select the active network interface and press “start”.
You will recognize the active network interface easy, because you will see the count of incoming/outgoing Packets increase, and maybe you will recognize the IP that stands for this network interface.



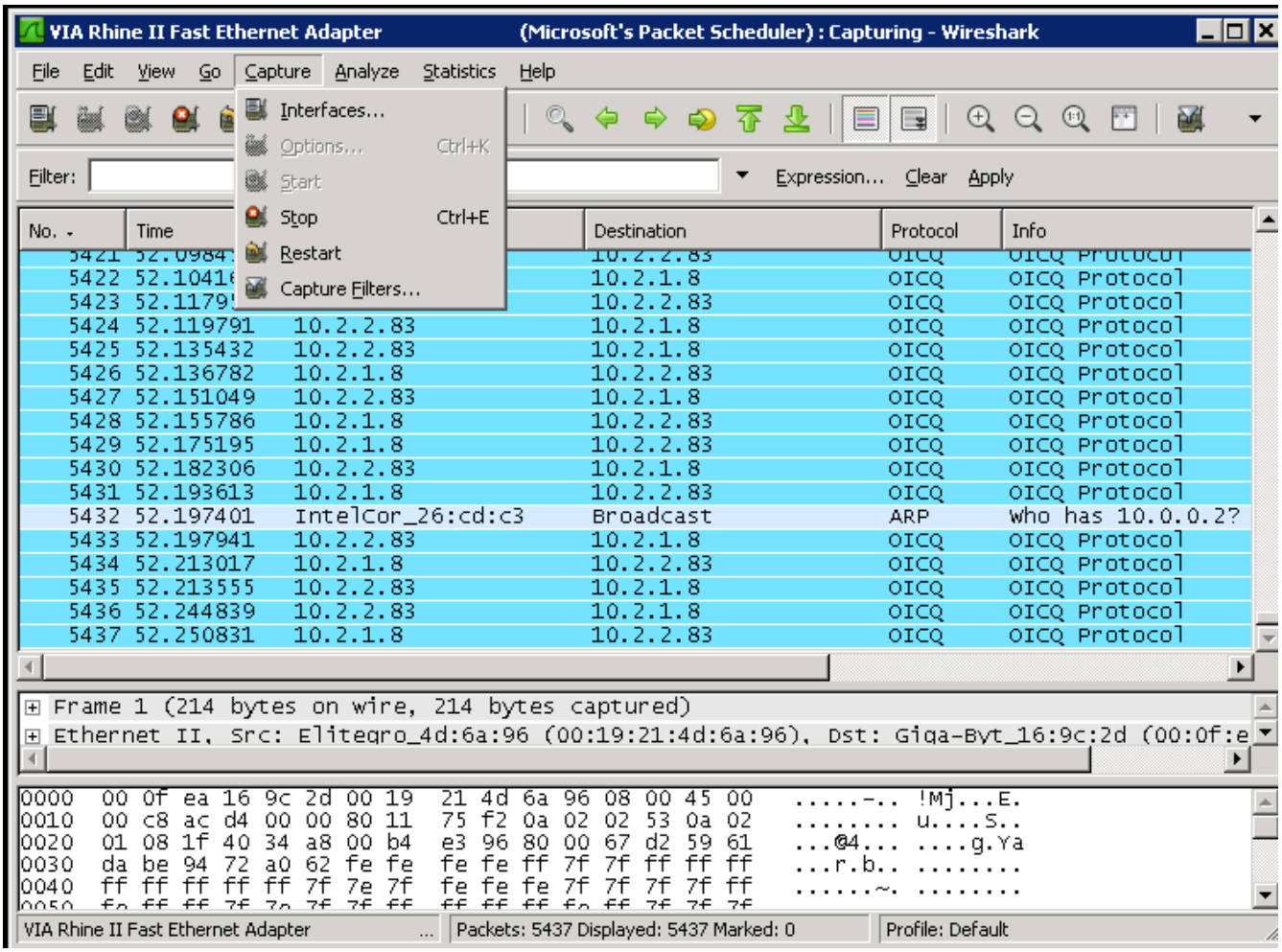
Once you've pressed “Start” the capture process will begin.
Please minimize this application and make a test call using the Zoiper softphone.

Please try to reproduce the issue that you described in your previous email.

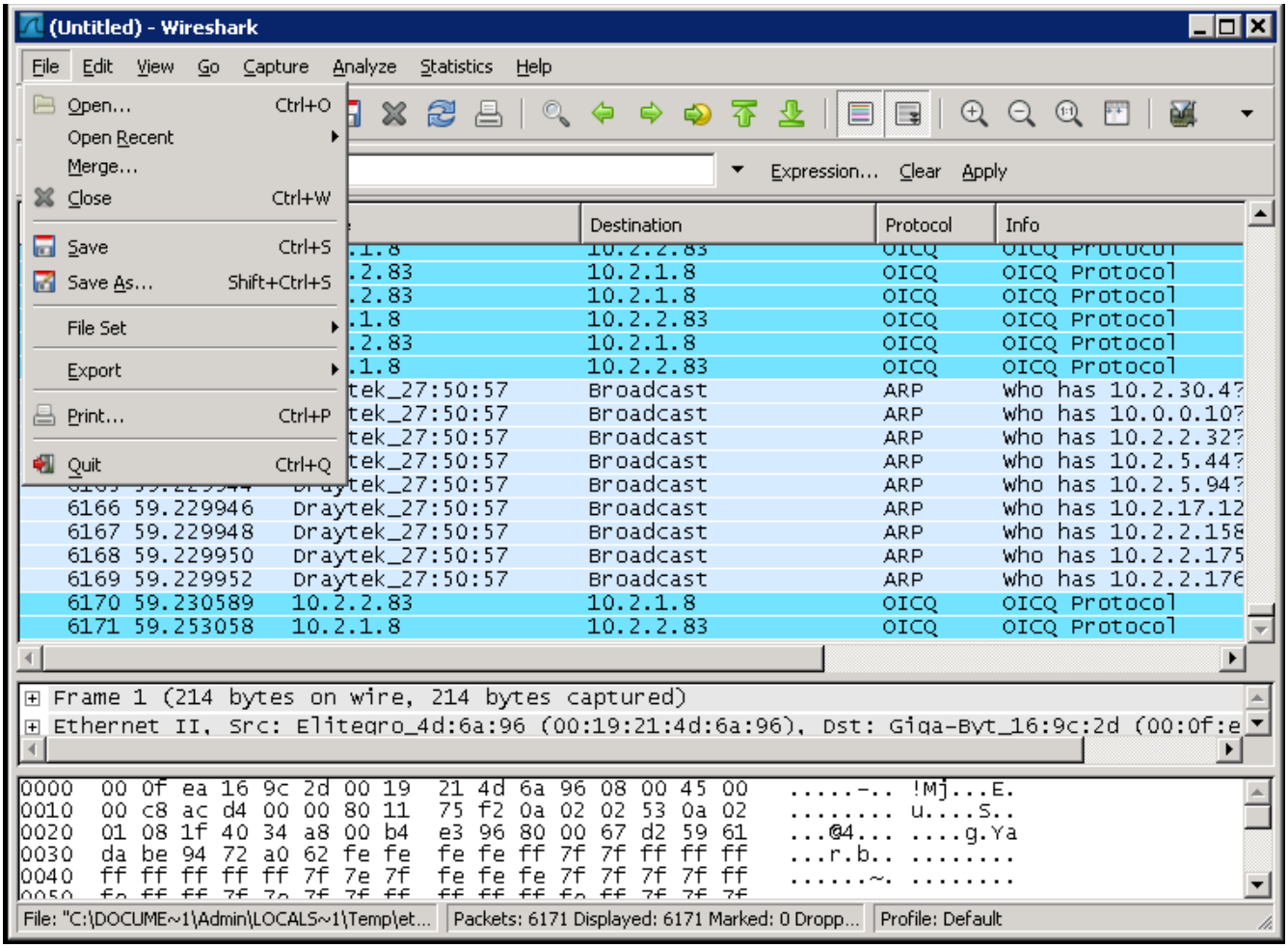


When the test call is finished, and the issue-reproduced, please select the Capture section from the main toolbar once again.
Then please select STOP.

Now the capturing process is finished.



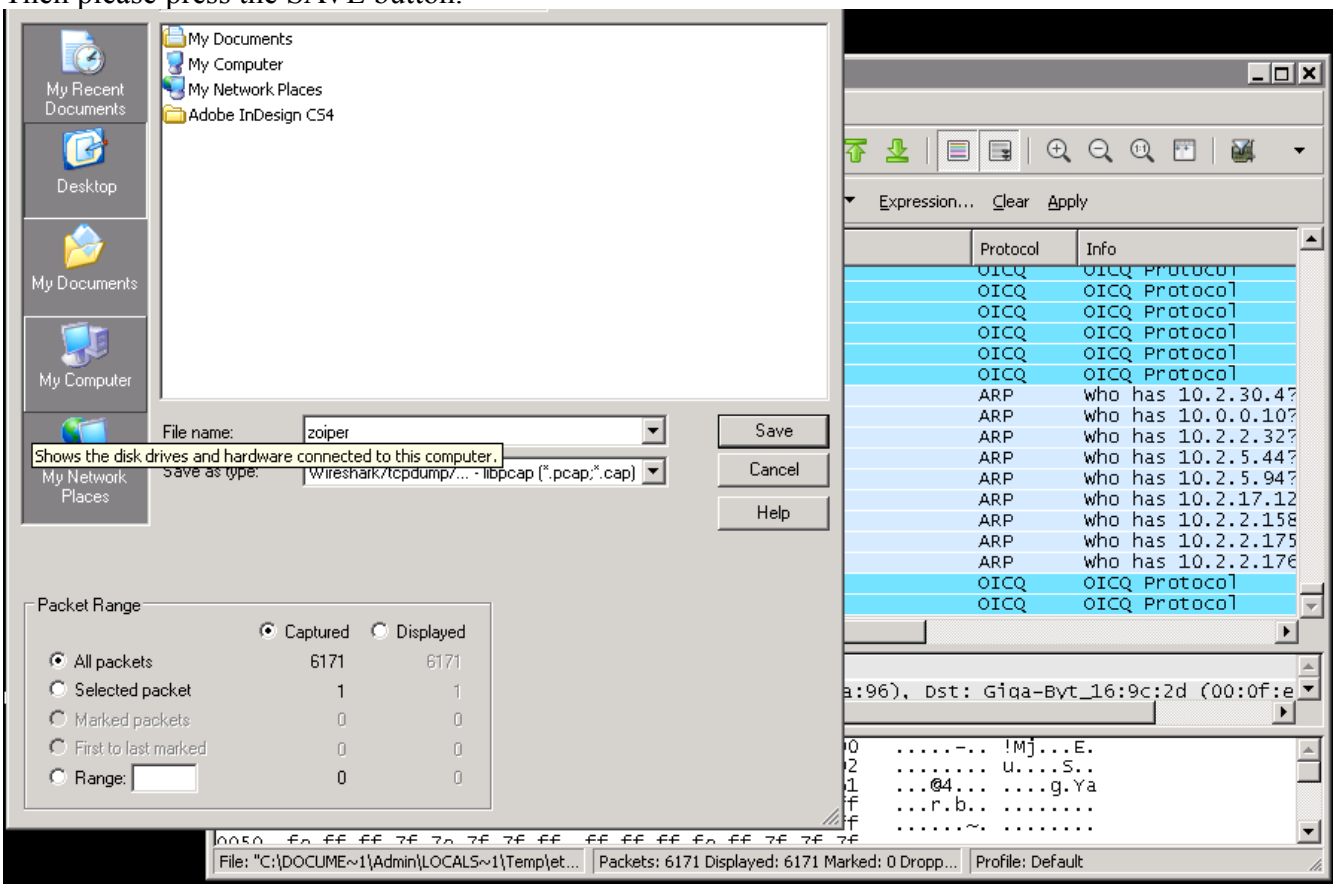
Now it is time to save the capture file, so our team of developers could use it to find a solution to the reported problem.
Please select FILE from the main toolbar and then Save As.



You will be asked to select a location where to save the file and you will need to enter a filename in the “File name” field.

I entered the name “Zoiper”, and the file will be saved on my Desktop.

Then please press the SAVE button.



We appreciate your cooperation!

Best regards
Zoiper team