iipher

Remote phone interpretation made cheaper and easier

Thank you for downloading iipher.

Before you begin

iipher has the following minimum requirements:

iPad
To use iipher you will need an iPad with iOS 9 or later.

Headphones and Microphone
Headphones and a Microphone are required to use iipher.

The standard iPhone headphones (pictured below) with built in Microphone will work and is a reasonable temporary solution and will allow you to test the system.

We recommend using a high quality headphone/microphone headset (pictured below) and an adaptor (pictured below). If you google "iPhone headphone mic adapter" you can source one close to you.
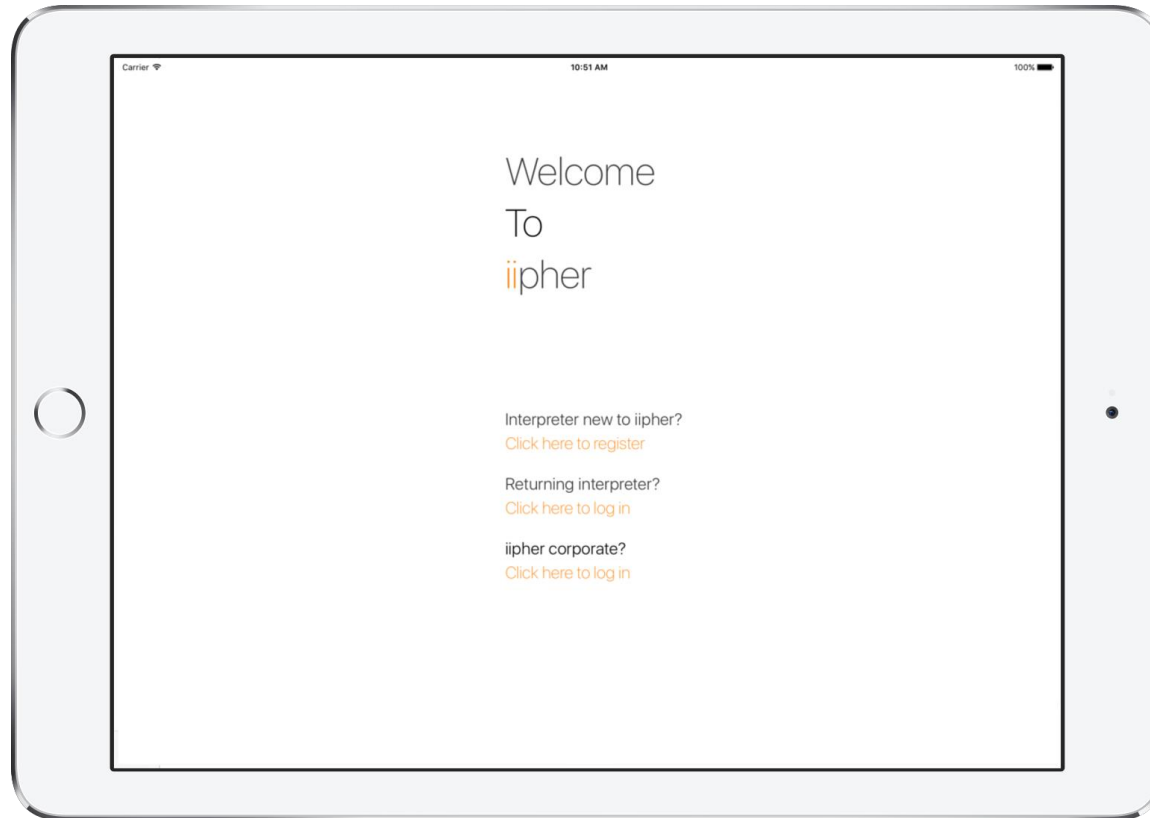
Internet connection

iipher requires Wi-Fi with a high speed internet connection that has at least 2Mbps download & 0.5Mbps upload speeds.

The iipher App

If you try to open iipher without an internet connection, you will be prompted to try again when the internet is connected.
If you have an internet connection and have downloaded the app then when first opened, you will be greeted by this screen:
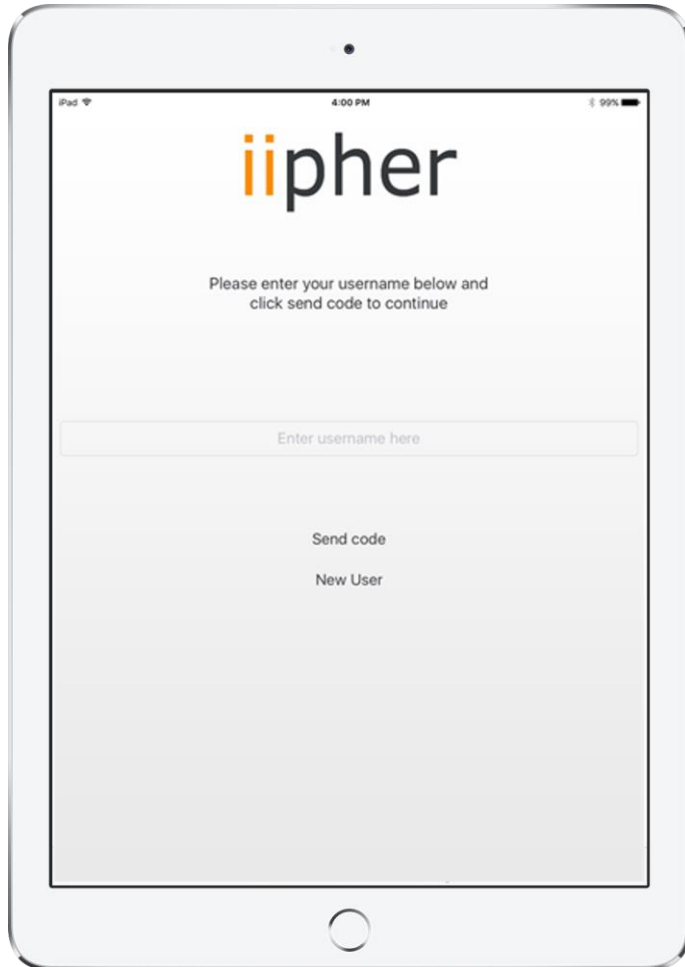
Welcome
To
iipher

Interpreter new to iipher?
Click here to register

Returning interpreter?
Click here to log in

iipher corporate?
Click here to log in

If you are new to iipher, choose Click here to register.
If you are returning to iipher and already have an account, choose the option in the middle; Click here to log in.
If you are a member of our iipher corporate program, choose the bottom option; Click here to log in.

Logging into iipher

Once you select your log in type, you will be taken to the log in screen:

iipher

Please enter your username below and click send code to continue

Enter username here

Send code

New User

For security purposes and to protect your account, logging into iipher is a two-step process.

The first step is to enter your username and press "send code".

You will then receive a text message, to the mobile number associated with your account, that contains a four-digit code.

Enter the four-digit code into the app and press log in.

Once logged into iipher you will remain logged in until you log-in on another device or you press the log out button.

Please note: Your mobile number is only used by iipher for login. Any calls made through the app will not be associated with your phone number.

The Call Screen

Whenever you log in you will be greeted by the Call Screen. This is where the bulk of the functionality in iipher is found. There are two 'phones'. Both of these phones can make calls to any landline (national or international). The textboxes at the top of the screen display the two languages which are associated with your account.
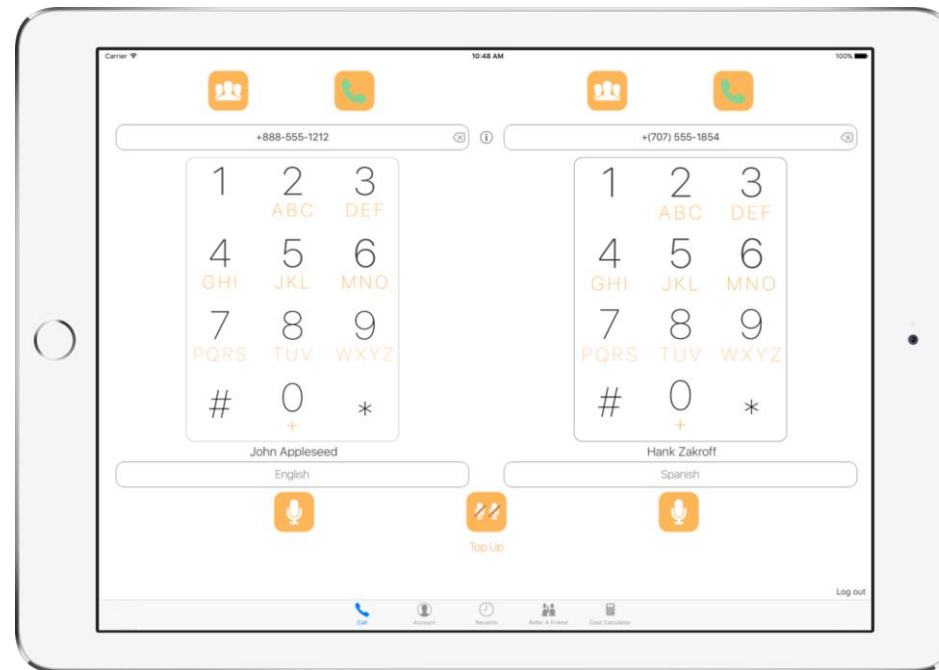
Only you can see the two languages on this screen, they are intended to be used as a guide, so that during a call you are aware, which 'phone' is which language.

Enter a number on the keypad to begin dialing (The + will be included automatically) always include the international country pre-fix, and city code, even if it's a local number. Examples: US Number (+1 415 555 2671), Argentina (+54 9 223 123 4567), Australia: (+61 2 8222 8888).

Once you are happy with the number you have dialed, you can press the green Call button to begin a call.

You can setup a call on one of the 'dial pads' and then when ready start another call on the second 'dial Pad".

Once a call is active, the microphone button at the bottom of the screen can be used to mute the call, whereby the button will change into a microphone with a red slash. You can ALWAYS hear both calls. The button only mutes the respective microphone.

When one language is muted the other language will become unmuted.

You can mute both languages at once by hitting the double microphone button.

To end a call hit the red hang up button for each call.

You also have the ability to select a contact from contacts saved on your iPad or iCloud account. Tap the contact button to bring up the contact selection screen. The number will automatically be entered for you.
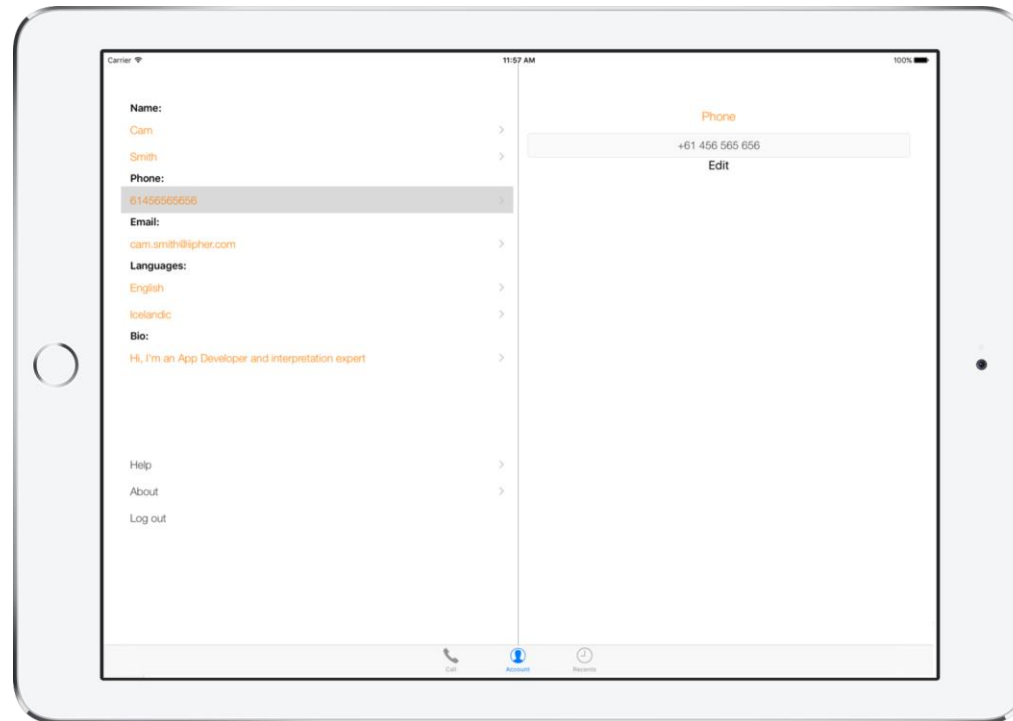
If you make a mistake when dialing you can delete the last number by hitting the delete button

Account screen

The account screen lets you review your account details as well as make changes.

Select an attribute on the left, to view it on the right side of the screen. To modify it, press the edit button. Once you are happy with your changes, press save.

You can also log out by selecting log out and confirming by tapping the log out button the right side of the screen.

Note: It is very important that your mobile number and email are kept up to date. Your mobile number is used by iipher as part of the log in process and your email is used when sending receipts and other important information. The other fields are in place as part of future enhancements which we are still implementing into our system.

Recents

The Recents screen allows you to view your call logs. The most recent calls are at the top of the screen and the oldest calls are at the bottom.

Select a call to view details
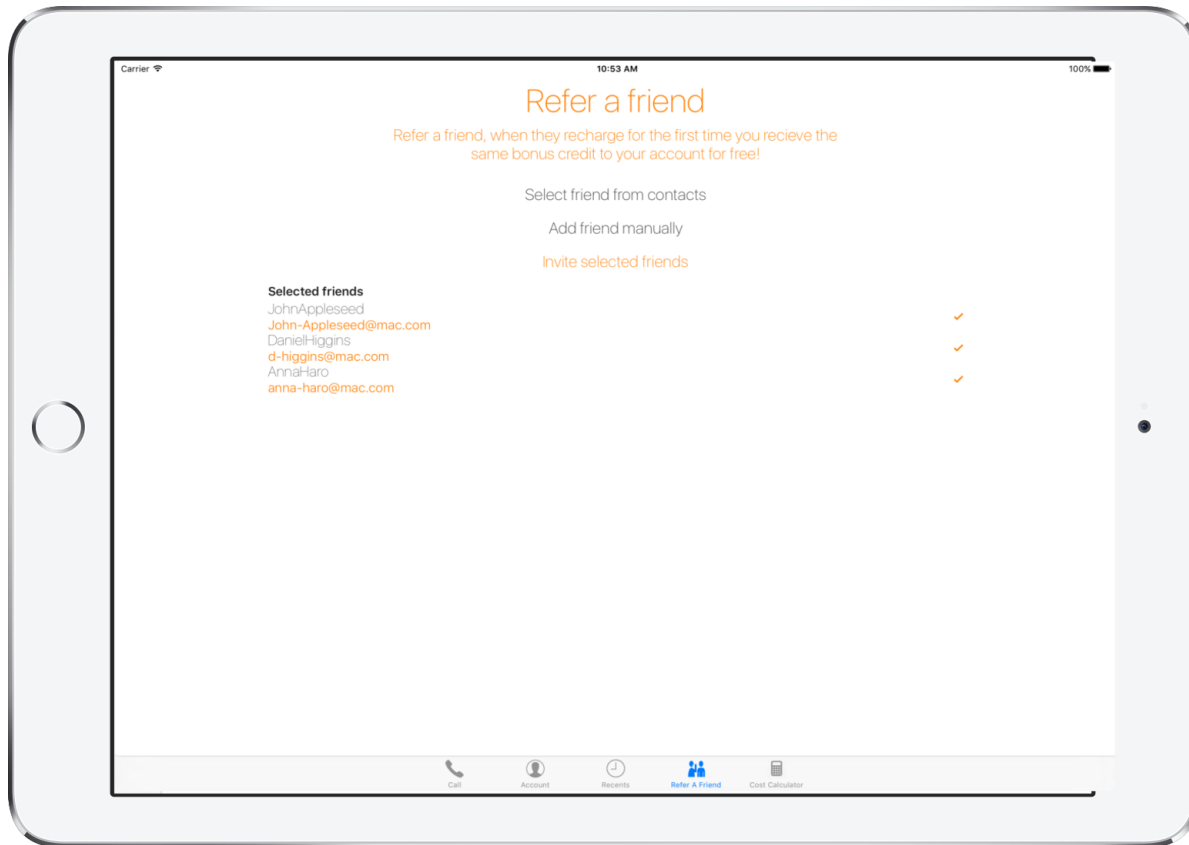
Easily read all the call information
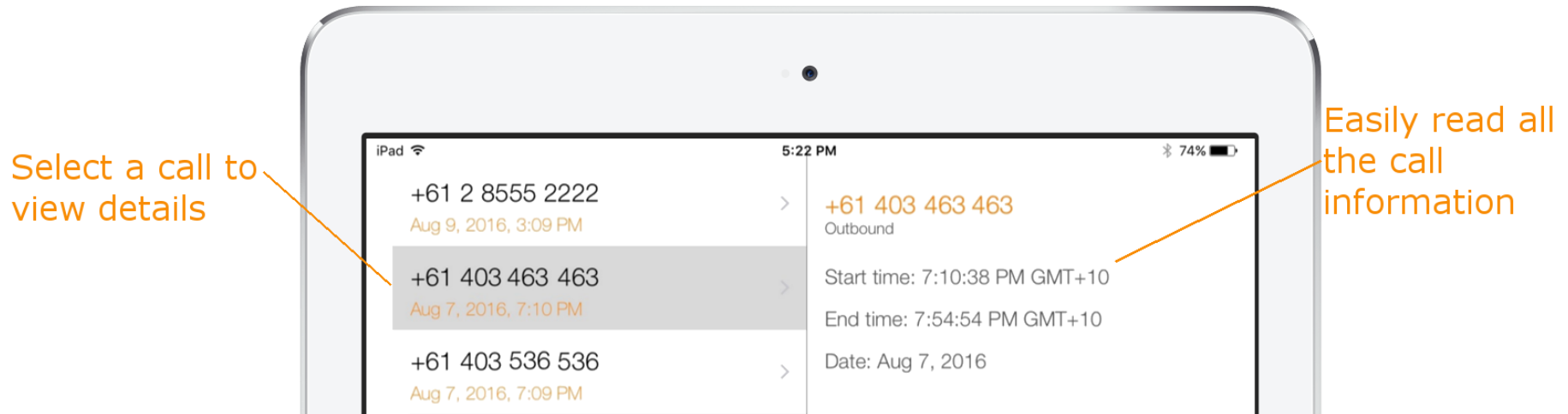
After a new call is placed you may need to refresh this list by pulling down from the top. An activity indicator will be displayed to indicate the log is refreshing. Once complete the list will change back to normal with any new calls placed at the top.

Calls which are in the call log cannot be deleted or edited.

Refer a friend

iipher users who refer their friends using the Refer a Friend feature in the app can receive bonus credits. If you refer a friend, when they recharge for the first time you receive the same bonus credit to your account for free!

Refer a friend is available for both iipher corporate and iipher public users, however the free bonus credit is only available for users who are on our pay as you go iipher public plan.

Carrier 🛜   10:53 AM   100% 🔋

Refer a friend

Refer a friend, when they recharge for the first time you recieve the
same bonus credit to your account for free!

Select friend from contacts

Add friend manually

Invite selected friends

Selected friends
JohnAppleseed
John-Appleseed@mac.com   ✓
DanielHiggins
d-higgins@mac.com   ✓
AnnaHaro
anna-haro@mac.com   ✓

📞   👤   🕐   👥   🧮
Call   Account   Recents   Refer A Friend   Cost Calculator

When referring friends, you can select a friend from your iPad/iCloud contacts or enter their details manually.

If you select a contact from your iPad/iCloud contacts and they do not have an email saved, then you will receive a warning message and they will not be added to the list of selected friends.

Once you have added all your friends, pressing the Invite Selected Friends button will send them an email inviting them to download the app.

If a user you have invited signs up to iipher, using the email you entered, and they add credit to their account, then you will receive the same credit for free! The free credit bonus is only valid for the first recharge for each friend you have invited.

Pricing

If you are an iipher corporate user then you will get access to the App, along with 2 local phone numbers, enabling incoming calls, you receive unlimited* outgoing calls (excluding mobiles & Premium numbers). The rates are based on average usage and each corporate plan is customised. Please contact us at info@iipher.com so we can discuss your requirements.

Users who login with the "Returning Interpreter" login are on the iipher public pricing scheme, which is a pay as you go plan. To make calls you will need to first purchase iipher credit. Credit can be purchased from https://store.iipher.com or through the App using Apple In App Purchases.

Calls are charged at a per minute rate; iipher offers rates which are highly competitive and comparable to other VOIP providers.

Pricing differs from country to country. Our servers are placed globally to ensure the highest quality and lowest costs in most regions. Calling Landline numbers are best value for money, calls to mobile or special numbers usually cost more.

Our developers are working on creating an easy to use call cost calculator for our website. In the meantime, use the call cost calculator in the app which will provide you with the cost of your calls.

*Please see www.iipher.com/fairusepolicy.html for details.