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## Note May 18, 2023 -

Grandstream Wave Lite has been deprecated. If you remove it, change phones, etc, you will not be able to download it or use it again.

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# **Grandstream Wave Softphone Configuration**

### **Prerequisites**

- Download Grandstream Wave Lite (Free) or Grandstream Wave (Paid). The free version is excellent for most users.
- There is no time limit from the time it is generated to scan the QR code from your ring-u portal.
- Adjustments in Port Forwarding / External Remote Phones will have to be completed before this extension will work if on a local system. Cloud accounts do not require port forwarding.

#### **Caveats**

- Softphones are subject to your data connection (WiFi or cellular), and will never be as reliable as a desk phone.
- If using a WiFi network outside of your business or a cellular data connection, you may encounter network settings hostile to VOIP traffic (SIP ALG, DDOS, Carrier Grade NAT) that prevent your softphone extension from working effectively. **This is outside of our control.**
- Your softphone app should be restarted periodically to keep the app in good working order.
- Your smartphone should be power cycled periodically to keep any softphone functioning correctly.
- Mission-critical traffic should always be directed to desk phones inside of your network.

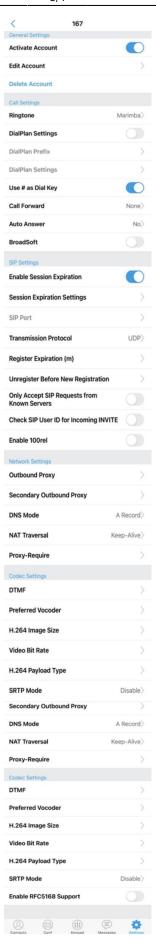
### Step 1 - Add an Extension in the Portal

Go to: Configuration > Extensions and **Add an Extension**.

**8. Ready -** Your extension will be ready to use when the light to the left of the extension number has

And here are the settings if you need them.

turned from red to green.



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