*Note May 18, 2023*- Grandstream Wave 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**. Select "Grandstream Wave."

Grandstream Wave QR Code Generated

Make sure that the **Advanced Tab** is set to use the phone on **Public Server/External** or the extension will not work outside of your network.

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## Step 2 - Open Your Grandstream Wave (Lite) App

There are usually 8 prompts involved in this process. If you answer incorrectly, you are generally best to delete the app, download again, and start this process over.

**1. Contacts Permission -** This one is up to you, but is not required unless you want access to your personal (non ring-u) contacts.

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2. Notifications Permission - "Allow" × 3. Account Settings - Click on the Gear Icon to navigate to Account Settings, then click on "Account Settings" in the menu. × 4. Account Settings Screen - Click the + symbol in the upper right corner of the screen. × 5. Scan QR Code - Click "Scan QR Code" × 6. Camera Permission - Select "OK" and then scan the code from the screen of the ring-u Portal × 7. Add New Acct - Click the white bar to "Add New Acct" (note that your extension number will vary). × 8. Ready - Your extension will be ready to use when the light to the left of the extension number has turned from red to green. ×

And here are the settings if you need them.

< 167	
General Settings Activate Account	
Edit Account	>
Delete Account	1
Call Settings	
Ringtone	Marimba〉
DialPlan Settings	
DialPlan Prefix	>
DialPlan Settings	>
Use # as Dial Key	
Call Forward	None
Auto Answer	No>
BroadSoft	
SIP Settings	
Enable Session Expiration	
Session Expiration Settings	>
	Z
SIP Port	>
Transmission Protocol	UDP〉
Register Expiration (m)	>
Unregister Before New Registration	on >
Only Accept SIP Requests from Known Servers	
Check SIP User ID for Incoming IN	
Enable 100rel	
Network Settings Outbound Proxy	>
Secondary Outbound Proxy	>
DNS Mode	A Record>
NAT Traversal	Keep-Alive>
Proxy-Require	>
Codec Settings	
DTMF	>
Preferred Vocoder	>
H.264 Image Size	>
Video Bit Rate	>
H.264 Payload Type	>
SRTP Mode	Disable
Secondary Outbound Proxy	>
DNS Mode	A Record>
NAT Traversal	Keep-Alive>
Proxy-Require	>
Codec Settings	
DTMF	>
Preferred Vocoder	>
H.264 Image Size	>
Video Bit Rate	>
H.264 Payload Type	>
SRTP Mode	Disable
Enable RFC5168 Support	0
0 00 11 0	a
Contacts Conf Kevoad Me	ssages Settings

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