CONFIGURATION INSTRUCTIONS
For the Grandstream Wave softphone application

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Version: 20200326

GRANDSTREAM WAVE CONFIGURATION

Summary

Grandstream Wave is a free application developed by the Grandstream Corportation, a manufacturer of IP based telephones. The Application is a softphone, meaning a software based application that acts as a physical telephone on a computer, tablet or smartphone. Grandstream Wave is available for all Android based devices, iPhones and iPads.

DISCLAIMER

Not all cellphone carriers support voice over IP service over cellular networks. 4G cellular service is the optimal network type for best performance of VOIP over cellular service. Softphone performance will always be optimal and preferred over WiFi. Users may experience call quality issues (choppiness) when travelling during a VOIP over cellular call. The GS Wave app may need to be restarted to reconnect to the VOIP server when switching between WiFi and cellular connections. If users frequently change environments, we recommend disabling WiFi on the cellular device.

911 DISCLAIMER AND NOTICE

Your phone system is setup for 911 service tied to the address registered with Richmond Tech and Telecom. If you call 911 from another location using this application, it will call the 911 operations center in the county of your registered location and not your physical location with your softphone. If you need to place an emergency call, use your cell phone service.

DO NOT USE THIS APP TO CALL 911 IF YOU ARE NOT AT THE PHYSICAL LOCATION OF YOUR PHONE NUMBER. USE YOUR REGULAR CELL SERVICE

Installation

To install Grandstream Wave on an iPhone, go to the App Store and search for Grandstream Wave. When the app appears on the search list, click the tile to download and install it.

For Androids: In the Google Play Store, use the search feature to find "Grandstream Wave - Video." Make sure it's Grandstream Wave - Video and not the regular Grandstream Wave.
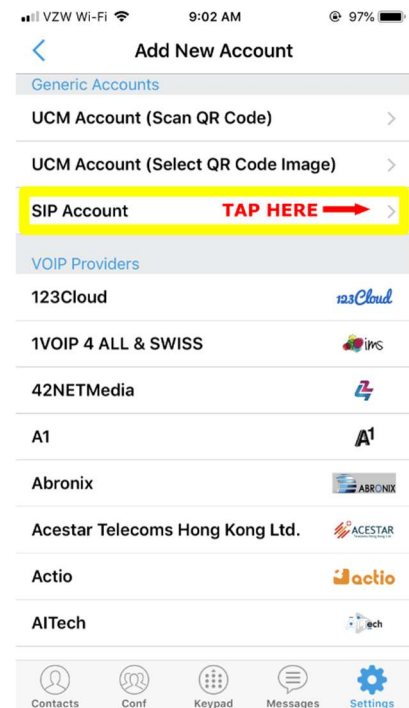
Account Configuration

To add your account do the following:

1. Open the Grandstream Wave app on your device
2. Tap on SETTINGS at the bottom right of the screen
3. Then, at the top of the screen tap ACCOUNT SETTINGS
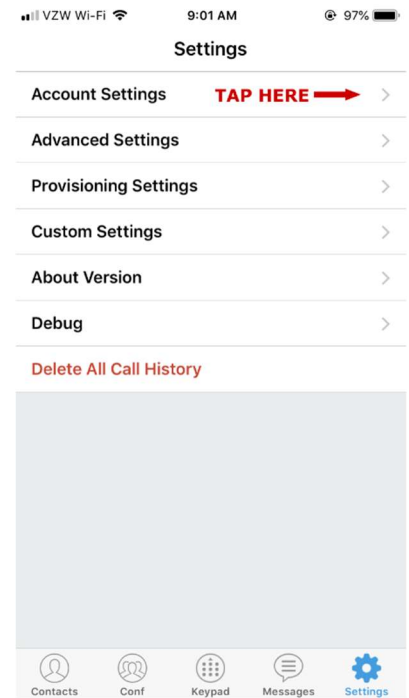
4. TAP "SIP Account"

5. Add your extension's information:
   a. ACCOUNT NAME – Use your company name
   b. SIP SERVER – use the sever name we provided you (i.e. yourcompany.penntelco.com)
   c. SIP USER ID – The extension # we provided you
   d. SIP AUTHENTICATION ID – Repeat step C
   e. PASSWORD – Use password provided

6. When finished, tap the blue checkmark at the top of the screen

Account Advanced Settings

7. Tap on Account Settings again. Tap on the account you just created
8. Scroll down to Session Expiration Settings and Tap.
9. Tap Register Expiration and set to 15
10. Tap Unregister before new registration and set to UNREGISTER ALL
11. Tap blue arrow at top left to go back to previous screen

12. Scroll down to the Network Settings Section
13. Tap on NAT Traversal. Set to STUN
14. Tap Blue arrow at top left to go back to Account Settings screen
15. Tap Blue arrow at top left to go to main settings screen
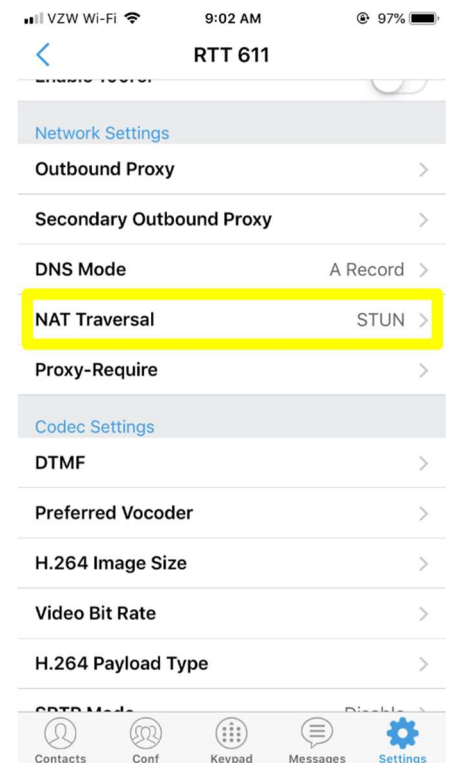
Advanced Configuration

The final steps are setting the STUN (Session Traversal Utilities for NAT) server address.

16. From the Settings screen, tap ADVANCED SETTINGS
17. Make sure random port is set to ON
18. Tap STUN server settings
19. Enter STUN server name: stun.l.google.com:19302
20. Tap blue checkmark at top right
21. Tap blue arrow at top left
22. Tap keypad at bottom center of the screen.

If your setup is successful, you will see your account ID at the top right of the screen with a green dot next to it. If the setup is unsuccessful, it will show a red dot. Please re-check your settings.

If your account does not register (red dot), please call RT&T support at (215) 634-2997 and an associate will assist you further.
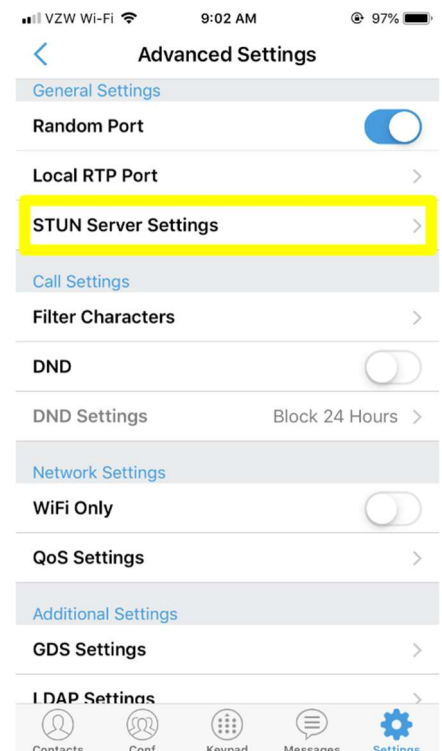
Best Practices and Usage Notes

Connection Quality

Grandstream Wave works best when your device is on a WiFi network. In most cases, the connection and call quality will be excellent on a cellular connection as well. However, if you are travelling or in areas of low cellular signal quality, the app may lose it's connection with the PBX server and require you to restart it. A red dot next to your account indicates the connection has dropped. Simply restart the app to re-establish the connection.

Receiving Calls

The app will only ring when it is turned on and registered. If you wish to stop receiving incoming calls, simply swipe the app closed.

Battery Life

Prolonged use of the app will cause higher than normal battery use on your device. Battery drain can be reduced by switching to a WiFi connection