

Deploying the GS Wave Softphone



Overview

The GS Wave softphone (*release by Grandstream Networks*) is available on both the Android and IOS platforms and is free. Not only is its performance better than the majority of other softphones but deploying it has been greatly simplified by the use of QR codes. The diagram below is an example of the email that a user receives to configure this phone, mostly they just need to point the phone at the QR code to configure the account - much simpler than having them enter IP addresses and obscure passwords.

Use the QR code below to configure your GS Wave softphone.
Open the app and follow the instructions below:

From Your PC	From Your Cell Phone
<ol style="list-style-type: none">1. Go to the GS Wave app2. Press the "Settings" button in the lower right hand corner.3. Press "Account Settings".4. Press the "+" in the top right hand corner.5. Press (Scan QR Code).6. Point your phone at the image below.7. Press "Add New Account".	<ol style="list-style-type: none">1. From your email app download the QR image.2. Go to the GS Wave app3. Press the "Settings" button in the lower right hand corner.4. Press "Account Settings".5. Press the "+" in the top right hand corner.6. Press (Select QR Code Image).7. Navigate to the downloads section of your phone and select "auth.png".8. Press "Add New Account".

Now there are 2 other parameters that need to be configured manually, the procedure is the same for both deployment approaches

1. Press Settings => Account Settings => <Your new exten>
2. Scroll down to "Transmission Protocol" and press it.
3. Select TLS, then press "<" in the top left corner.
4. Scroll down to "Preferred Vocoder".
5. Press WiFi and select ILBC.
6. Press "✓" in the top right and then "<" in the top left.
7. Press 2G/3G/4G and repeat the same procedure.
8. Keep pressing "<" in the top left until you are back to the "Settings" menu.
9. Press Keypad and make a call!

Contact your provider if you have any issues.



Thanks for using Bluestone.

Setting up the account

To configure the account do the following:

- Add a new "Generic SIP" phone.
- Set the "Transport" = TLS.
- Preferably set the "Codec" = ILBC.
- Save the phone.
- Now go the User tab and assign the softphone to the user.
- Save Users.
- Go to the "Exec" tab and press "Update"

When you now return to the Phone tab you see that a button has appeared with the label "Email" as shown in the illustration below. (*Note: if the any of the steps above were not completed the button will not appear*)

Pressing the "Email" button will now send an email with the configuration information to the user - it's that simple.

Note on the ILBC codec

The ILBC or "Internet Low Bandwidth Codec" was developed by Global IP Solutions in 2004 (*this company has since been acquired by Google*). It was developed specifically to better handle the packet loss and jitter that voice traffic over the Internet experiences. Although you

could use the traditional ulaw codec there is no real reason to as it does not handle packet loss very well and ILBC sounds much the same as ulaw.

Phone Listing (14 phones)

Exten Start	Exten End	Default CallerID	Legend
2300	2399	"Blue Test" 518-708-6310	Pri/Sec Public

Exten up	Type up	BLF or Keys	Password	Local CID	Record	Call Limit	Model up	MAC Address or PSTN Number	Trans	Codec	CPK or AXFR	Apps	ExpM	ID	Delete
2301	Polycom	BLF	AUTO	Robin Banks	no	4	VVX500	00:04:F2:AA:F0:E4	udp	ulaw	1	2	0	420176	
2302	Gen_SIP		5WQbyBPA	Ian Botham	no	4			tls	ilbc		Email		888546	
2303	Polycom	BLF	AUTO	Exten 2303	no	2	VVX400	00:04:F2:8B:29:4D	udp	ulaw	1	2	0	512091	
2304	Yealink	Keys	V6UeEXHs	Exten 2304	no	2	SIP-T46	00:15:65:98:76:54	udp	ulaw	no			539898	

Phones tab showing the softphone Email button

GS Wave and MyPhone

There are now two Android apps MyPhone and GS Wave. The MyPhone app allows you to

- Check your calls and replay any recordings.
- Change your FMFM
- Place a call over the cellphone voice network using your company caller ID and also providing direct access to all internal extensions on your account.

The GS Wave app complements MyPhone by providing a traditional softphone client with integrated LDAP client if needed.