Grandstream Networks, Inc.

Grandstream Wave for iOS™

User Guide

Grandstream Wave User Guide

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CHANGE LOG

This section documents significant changes from previous versions of Grandstream Wave user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

FIRMWARE VERSION 1.0.4

- This is the initial version.

WELCOME

Thank you for purchasing Grandstream Wave. To meet the requirements of our customers, Grandstream Wave emerged on the basis of our existing multimedia VoIP Phones. Grandstream Wave supports iOS™ 6.0 and higher, and it is compatible with most of iOS mobile phones and tablets. By combining powerful phone functions and integration of Grandstream UCM applications, businesses throughout the world can use Grandstream Wave for all communication and productivity requirements with unprecedented high quality experience.

FEATURE HIGHTLIGHTS

- • Support iOS™ 6.0 and higher
- • Standard SIP-based softphone with exceptional voice quality
- • Strong security features including SIP over TLS and 128 or 256-bit SRTP
- • Support 6 SIP accounts, up to 6-way audio conferences
- • Support CID, voicemail and call encryption
- • Support synchronize with local Contacts on the phone
- • Enterprise features including UCM integration, BLF, call transfer/pickup, LDAP
- • Powerful NAT traversal options including automatic NAT discovery, STUN and UPnP
- • Automatic call forward based on time and location rules
- • Automatic provision including XML provision and QR code scan
- • Fully customizable skins and themes for optional branding needs

GRANDSTREAM WAVE TECHNICAL SPECIFICATIONS

Table 1: GrandStream Wave Technical Specifications

Lines	6 lines with up to 6 independent SIP accounts
Protocols and Standards	SIP RFC3261,TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS(A record, SRV, NAPTR), STUN/ICE, SIMPLE, LDAP, TLS, DTLS, IPv6 (TBD)
Network	Support 2G/3G/4G and WiFi
Graphic Display	800 x 480 resolution or higher
Bluetooth	Support making calls with Bluetooth
Voice Codec and Capabilities	Support G.711μ/a, G.722, G.726-32, iLBC , Opus , GSM , DTMF（In audio, RFC2833, SIP INFO）
Telephony Features	Call hold, mute, transfer, forward (unconditional/no-answer/busy/time-based) , call park, paging/intercom, DND (Do Not Disturb) , busy lamp field (BLF) , downloadable phone book (XML, LDAP) , call waiting, call history, flexible dial plan, custom ringtones, server redundancy & fail-over, B LF

UCM Integration	Supports many functions like QR code scan
Feature Functions	LDAP, MWI (Message Waiting Indicator) , call history and messages
QoS	Layer 3 (ToS, DiffServ, MPLS) QoS
Security	TLS encryption, SRTP encryption (128-bit and 256-bit)
Multi-language	English, Simplified Chinese

This document is subject to change without notice. The latest electronic version of this user manual is available for download here: http://www.grandstream.com

INSTALLATION AND SETUP

GETTING READY

The device must run on iOS™ 6.0 or higher. Grandstream Wave is compatible with most of iOS™ mobile phones and tablets with iOS™ 6.0 operating system and higher, supports 2G/3G/4G and WiFi.

Users could download Grandstream Wave via scan QR code, or from iOS App store.

⚠ **Note**:

- For first-time users, users have to confirm whether allow Grandstream Wave to read local Contacts from the phone. If it allows, users could view local Contacts on the corresponding Grandstream Wave screen.

To fully manipulate the Grandstream Wave capacitive touch screen, use fingers to operate following the introductions below on the Grandstream Wave icons, buttons, menu items, onscreen keyboard, etc.
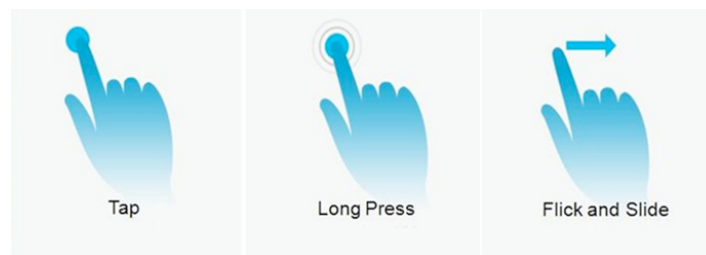
Figure 1: Grandstream Wave Finger Gestures on the Touchscreen

- **Tap**

  Slightly touch the screen with fingertip once to initiate menu, options or applications.

- **Long Press**

  Touch the screen with fingertip for about 2 seconds without lifting finger from the screen to bring up the context menu for more operations.

- **Flick and Slide**

  Touch the screen with fingertip and slide over the screen. For example, users could slide up to scroll up the page, slide down to open dropdown menu, slide left to delete an item from the list. If the finger stays on the screen for too long, the item may be selected and sliding will not occur.

USING GS WAVE

DIAL SCREEN

Tap on the keypad button ⊞ at the bottom of screen to open dial screen, as shown in figure 2.
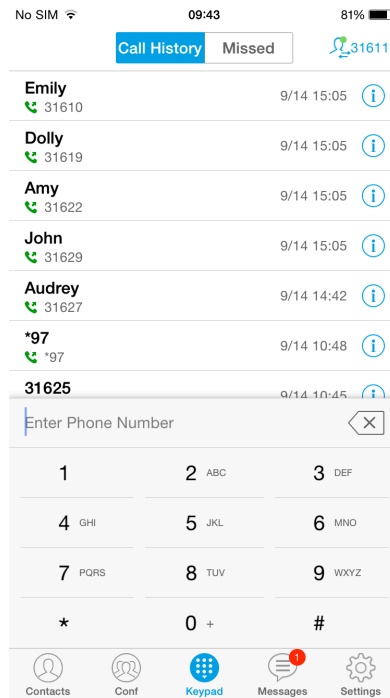
Figure 2: Keypad Screen

DIALING A NUMBER DIRECTLY

1. Access the dial screen;

2. Tap 🔁 on the upper right corner, select the account as shown in figure 3;
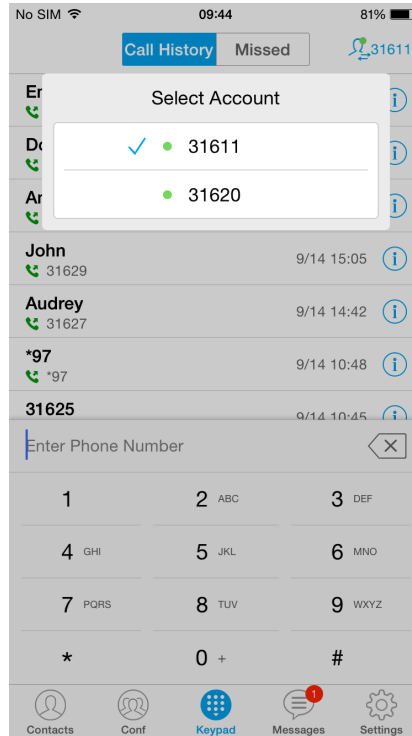
Figure 3: Select Account

3. Enter the phone number on the keypad;

4. Tap on [📞 Dial] to dial out with SIP account; Tap on [••• More] and select "Dial", "Local Call" or "Paging" to dial out via local phone number, or select "Add to Contacts" to add the number as a contact quickly.

⚠️ **Note:**

• By default, Grandstream Wave allows users to press # key as SEND key. This behavior can be disabled via set option "Use # as Dial Key" to "No" under Settings->Account Settings.

• If inserting an active SIM card into the phone, users could make calls with the SIM card number but cannot send messages with the local phone number.

REDIAL

Users can dial out the last dialed number if there is dialed call history.

1. Access the dial screen;
2. Press # key to dial out the last dialed number.

DIALING A NUMBER VIA CALL HISTORY

The Grandstram Wave call history is listed on the upper of the dial screen. It displays all call histories (SIP account) and missed calls. Navigate on the call history entries by tapping on button ⊞ on the bottom of the main screen to slide up/down as shown in figure 4.

| 1. Tap on Keypad or roll horizontal in the direction of the arrow to view the call history. | 2. Tap on one call history entry to dial out. The call screen is pictured as right. | |
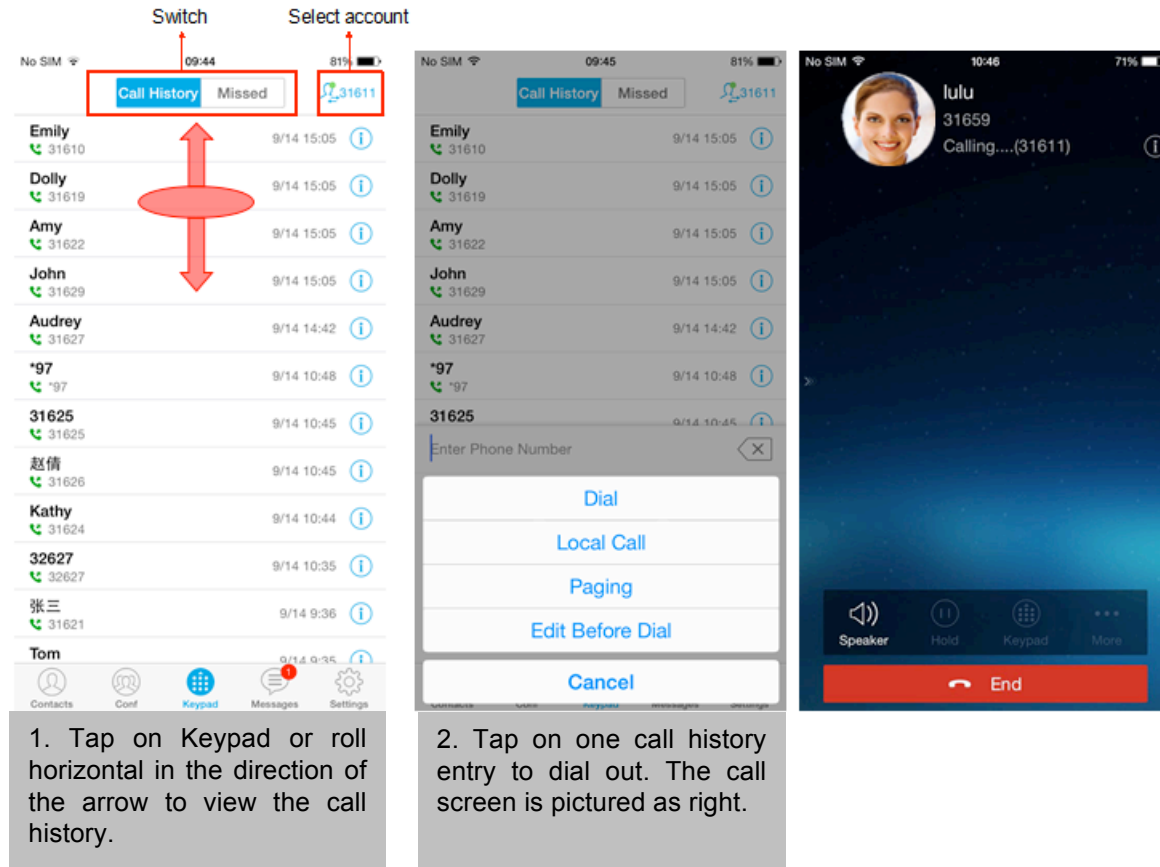
Figure 4: Dial-up via Call History

⚠️**Note:**

• Dialing out through call history will use the account which made the last call.

DIALING A NUMBER VIA CONTACTS

Access Contacts by tapping on 👤 icon on the bottom of the main screen, all contacts and SIP contacts are shown up individually. Follow the steps in figure 5 to dial a number via Contacts.

Switch

Add new contact

Search contact

Open more operations

Dial out

Send Message

Display all call history with this contact. Tao on "More" to view all history

1. Tap Contacts to access the Contacts screen.

2. Search for the contacts by inputting initials.
3. Tap on the contact below to access the details screen.

4. Tap on 📞 to dial out.
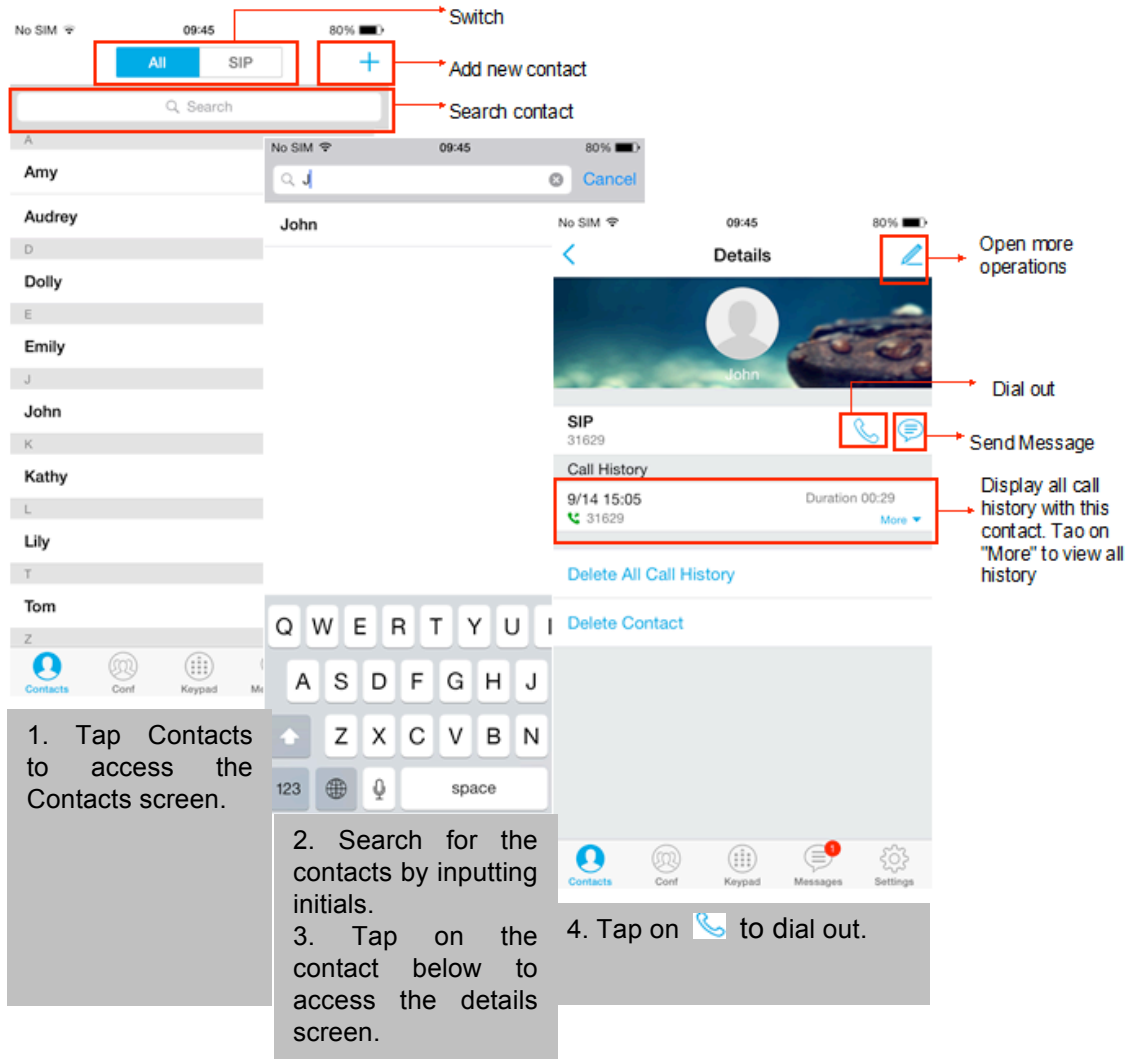
Figure 5: Dial-up via Contacts

SWITCHING AUDIO CHANNEL DURING CALL

Users could switch lines by sliding the call screen when there are multiple calls, as shown in figure 6 below.

| 1. Slide right to access call line screen. | 2. Tap on the line to select. 3. Tap on the right area, or slide to left and go back to the call screen. | 4. Tap on "Unhold" to speak to this line, other lines will be put on hold automatically. |
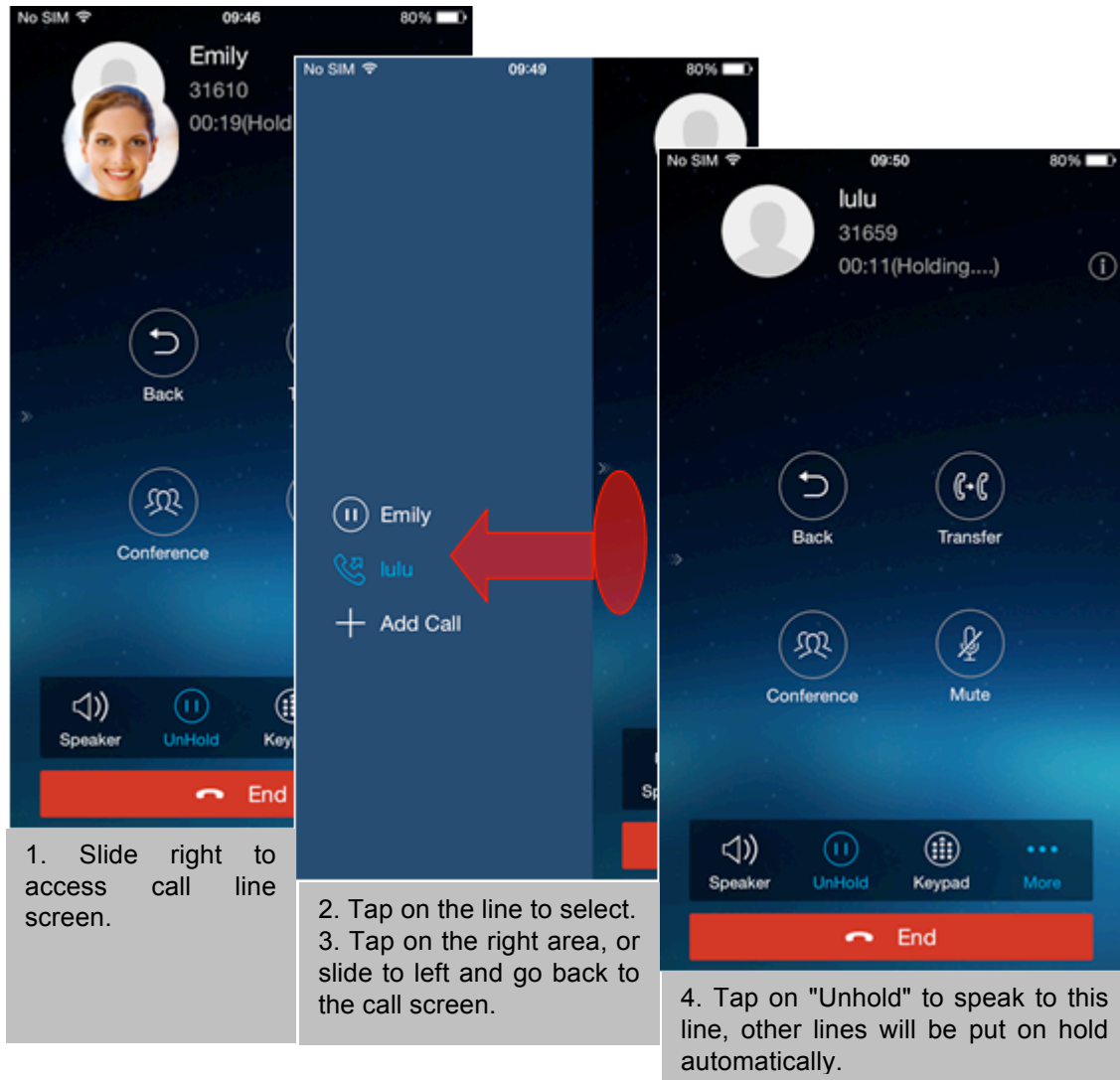
Figure 6: Switch Call Lines

ANSWERING A CALL

SINGLE INCOMING CALL

When the phone is at idle state, and there is an incoming audio call, the phone screen is as shown in figure 7 below.
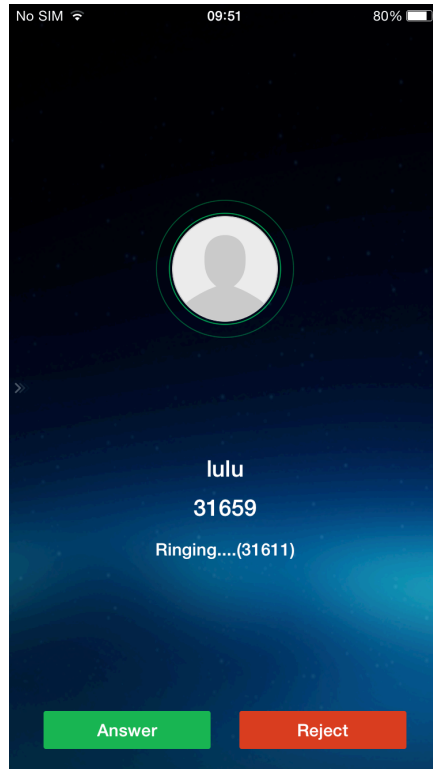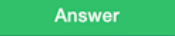
Figure 7: Single Incoming Call

Tap on button to answer the call via speaker, or tap on button to reject the call.

MULTIPLE CALLS

When there is another incoming call during an active call, at the same time users will hear call waiting tone, with the screen displaying the caller's name or number for the incoming call. A prompt appears for users to confirm as shown in figure 8.
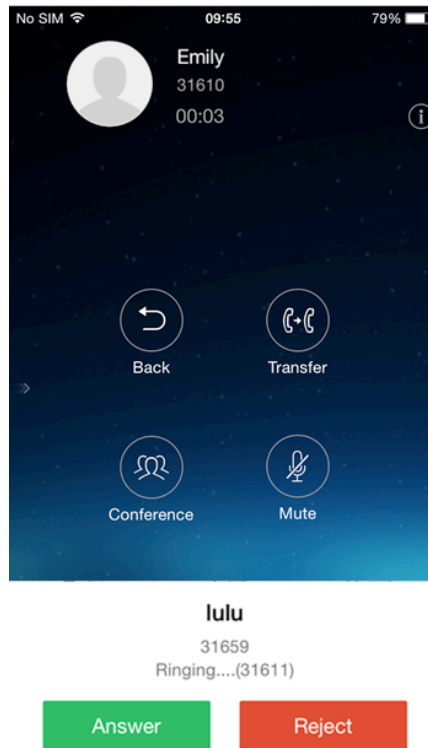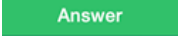
Figure 8: Multiple Calls

Tap on button [Answer] to answer the call, once the new call is answered, the current active call will be placed on hold.

If the new call is rejected by tapping on button [Reject], the current active call will not be interrupted.

VOICE CALL

During an active call, users could hold/resume call, mute/unmute, input DTMF, add new call, initiate conference, end a call or switch audio channel. Tap ≫ on left screen, and slide right to bring up the lines list. Users could switch to other lines or add a new call.
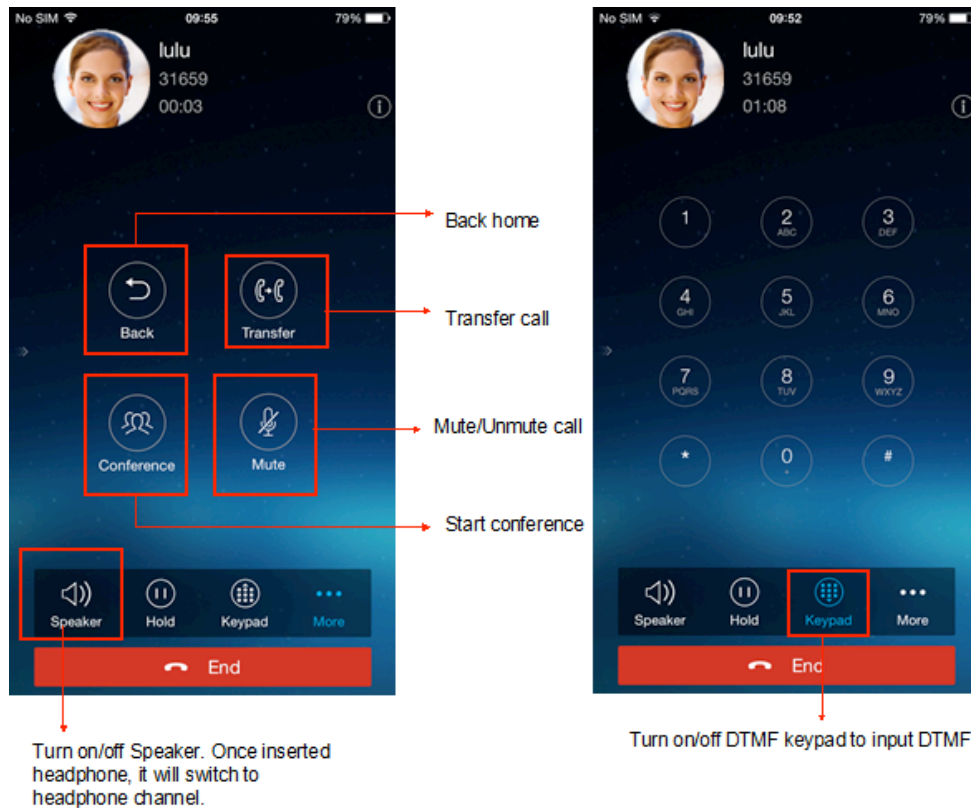
Figure 9: Voice Call

⟫ : Slide to right to add new call or switch lines.

Speaker: Switch voice channels to speaker or 3.5mm headset if it is plugged in.

Hold/Unhold: During the call, users could press the HOLD button to hold or resume the call at any time.

Keypad: Tap on the icon to bring up digital soft keypad for inputting DTMF.

More: Access more operations including Home, Transfer, Conference and Mute/Unmute.

Back: Back to the dial screen, the active call interface will be hidden.

Transfer: Switch to the transfer screen. Grandstream Wave supports blind transfer and attended transfer. Please refer to chapter *Call Transfer* for more details.

Conference: Add the active line to conference, and bring up the conference screen.

Mute: Tap on the icon to mute/unmute the call.

End: Tap on the icon to end the call.

CALL HOLD/RESUME

During the active call, press the **HOLD** button to put the call on hold. Users could dial up or answer a new call. The call hold screen is as shown in figure 10 below.
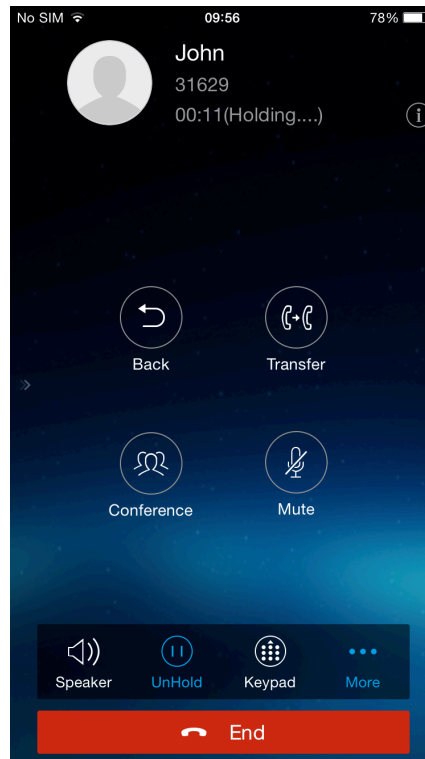
Figure 10: Call Unhold

To resume the call, press the **UNHOLD** button again to resume the call if the current active call is put on hold.

MUTE

During an active call, press the MUTE button to mute the call to stop local audio from being heard at the

far end of the call. Press the button again to unmute the call. The mute screen is as shown in figure 11 below.
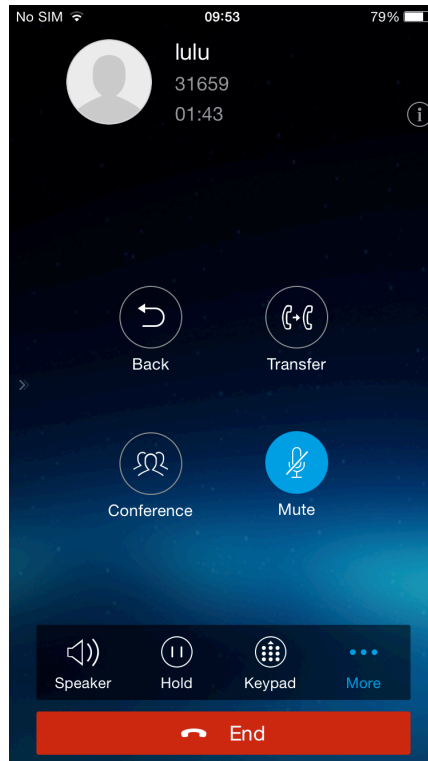
Figure 11: Call Mute

SWITCHING AUDIO CHANNEL DURING CALL

Grandstream Wave allows users to switch audio channel among handset (if user plugs in headset, the handset status will be turned into headset status), speaker or Bluetooth headset when making calls.

Figure 12 shows the call screen when using the Bluetooth, tap on button to switch channels.
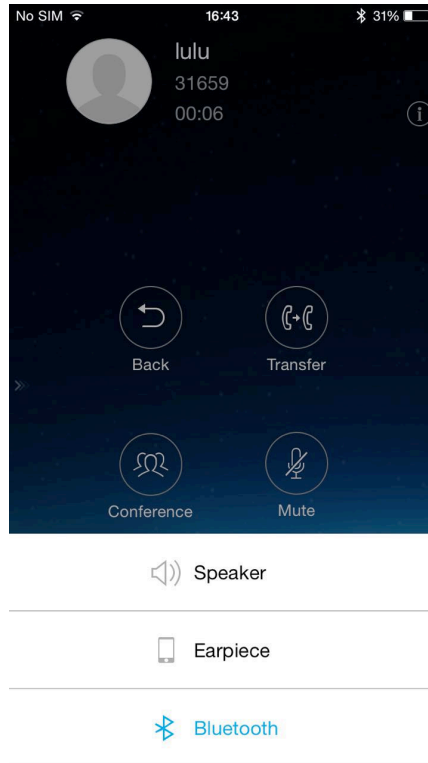
Figure 12: Call via Bluetooth

MISSED CALLS

When there is a missed call, the phone notify user on the phone's drop-down notification bar and the prompt on Grandstream Wave call history list, as shown in figure 13.
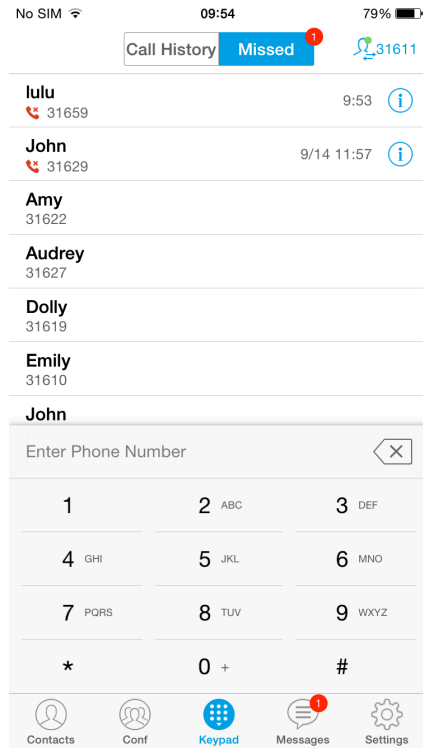
Figure 13: Missed Call Screen

CALL TRANSFER

A call can be transferred to another party during the call. The Grandstream Wave supports blind transfer and attended transfer.

BLIND TRANSFER

1. During the active call, tap on "Transfer" to access the transfer screen.

2. Input the digits and then tap on "Transfer" to transfer the call.
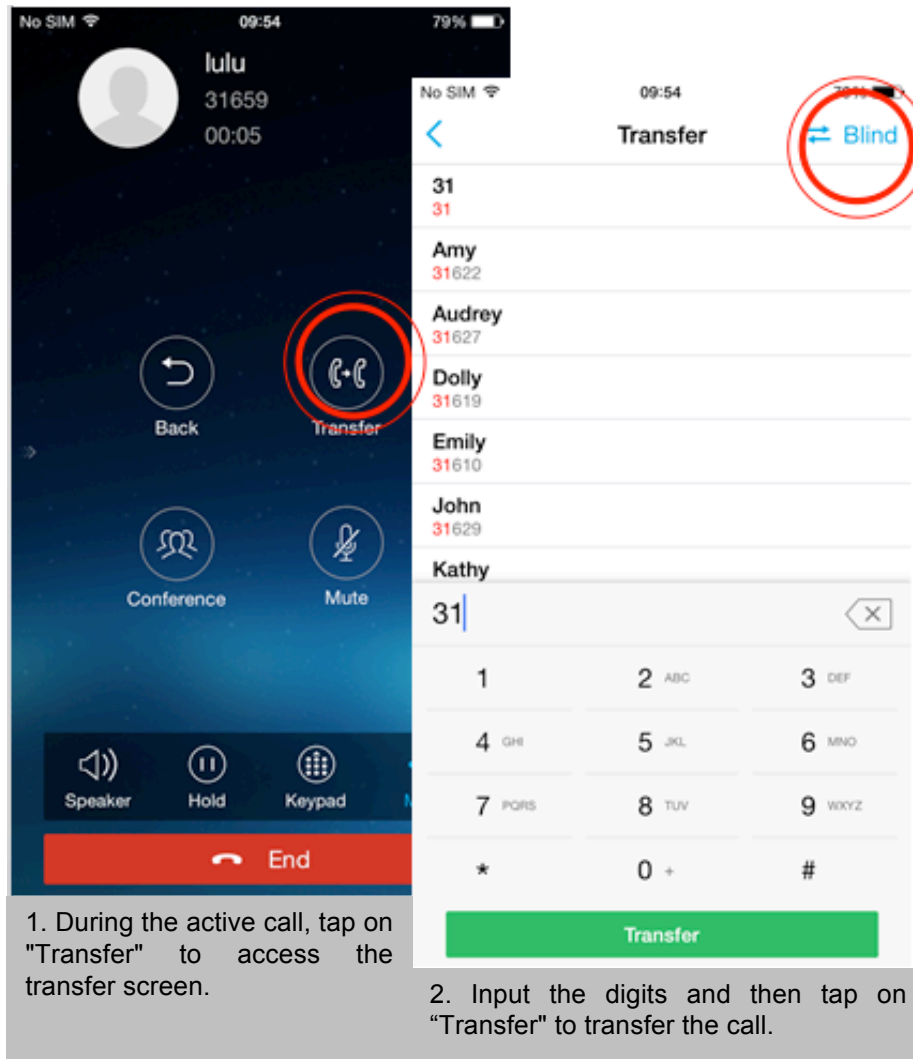
Figure 14: Call Transfer—Blind Transfer

When hears the ringback tone, users will automatically go back to the main screen (dial screen) to complete the transfer after the callee answers the call.

⚠️**Note:**

- If entered incorrect digits, tap on button ⌫ to delete the digits one by one, or long press it to clear all digits.

ATTENDED TRANSFER AFTER CALLING

Grandstream Wave supports attended transfer before or after calling, which provides users a fast and easy way to complete attended transfer.

Make an active call first and follow the steps below to transfer the call to the third party.

| 1. During an active call, slide to right to access call line screen. | 2. Tap on "Add Call" to dial the number for the second call and make sure the call is established. This will place the previous call on hold. | 3. During the new active call, tap on "More" and select "Transfer" in the available options to access the transfer screen as shown in figure on the right. | 4. Tap on the line on hold to transfer the call. |

Figure 15: Attended Transfer after Calling—Transferring

ATTENDED TRANSFER BEFORE CALLING

Besides the transferring mentioned above, users also could consult the third party first before transferring the call. Make an active call first and follow the steps below to transfer the call.

1. During an active call, tap on "More" and select "Transfer" in the available options to access the transfer screen.

2. Input phone number and then switch the transfer mode to "Attended" on the upper right corner to access the Transfer/Split screen.

3. If the third party has not answered the call, the caller could tap on "Cancel" to end transfer.

4. If the new call is established, tap on "Transfer" to transfer the call. If tap on "Split", it will place the previous call on hold.

Figure 16: Attended Transfer before Calling—Split

6-WAY CONFERENCE

Grandstream Wave supports up to 6-way conferencing. The conference screen is as shown in figure 17 below.

Tap to edit conference name

Add new conference

Add more members

Tap to delete the member

Add one member

Delete this conference

Start conference

Tap on one conference entry to access details screen.

Users could start or delete the conference, or edit conference members after accessing the conference screen.
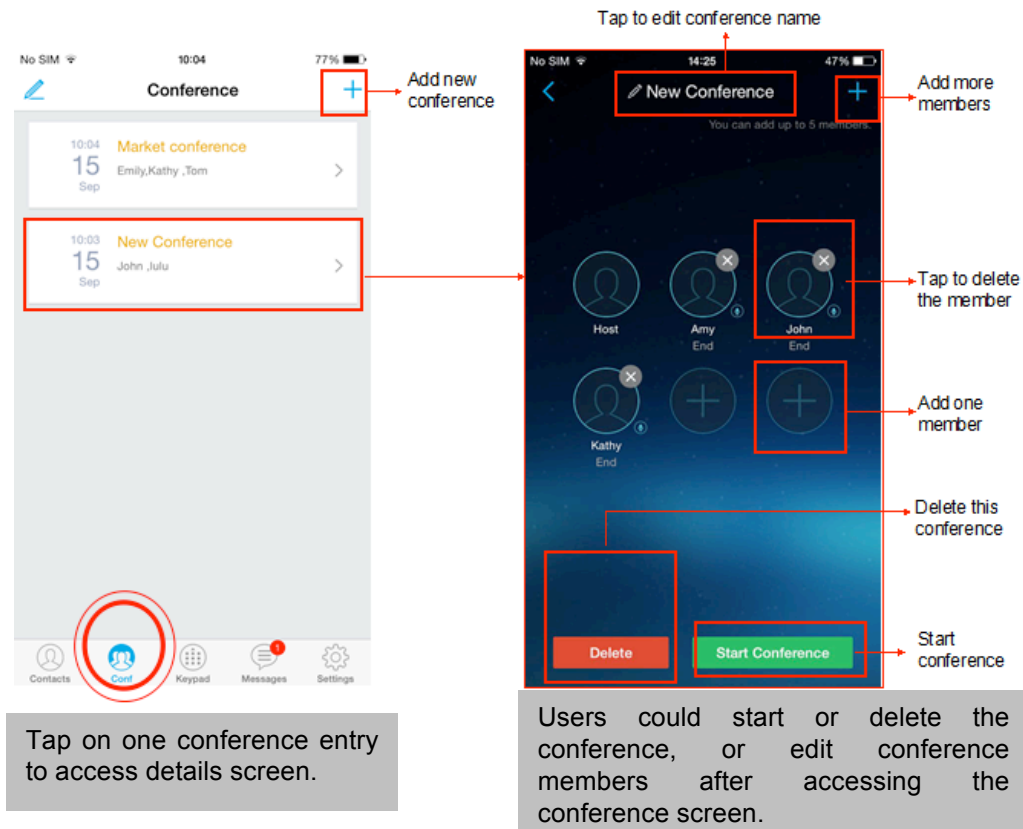
Figure 17: Grandstream Wave Conference Screen

ADD NEW CONFERENCE

1. Tap on "Conf" to access the Conference screen.
2. Tap on "+" at the upper right corner to add a new conference.

3. Users can edit conference name or add participant (s).

4. Check numbers from the Contacts, then tap on "Add" to add participants to conference, or enter a new number in input box.

5. Tap on "Start Conference" to initiate conference.

Figure 18: Grandstream Wave Conference—Add New Call to the Conference

Adding a participant to conference via 2 ways:

- Enter phone number in the input box. If this is an existing contact in the Grandstream Wave, it will be shown up. Then, users could add it to the conference.
- If the conference has started and there already exists an existing line, check the line and tap on "Add" to add the line to conference directly.

INITIATING CONFERENCE

During an active call, tap on "More" and select "Conference" to access conference room. Users could add new participants if there exits an active call.

1. Tap on "More" and select "Conference" to access the Conference screen.

2. Tap on any ● on the screen to add single participant, or tap on ＋ at the upper right corner to add multiple participants.

3. Tap on "Add" to add checked participants to the conference.
4. Repeat the above steps to add more participants.
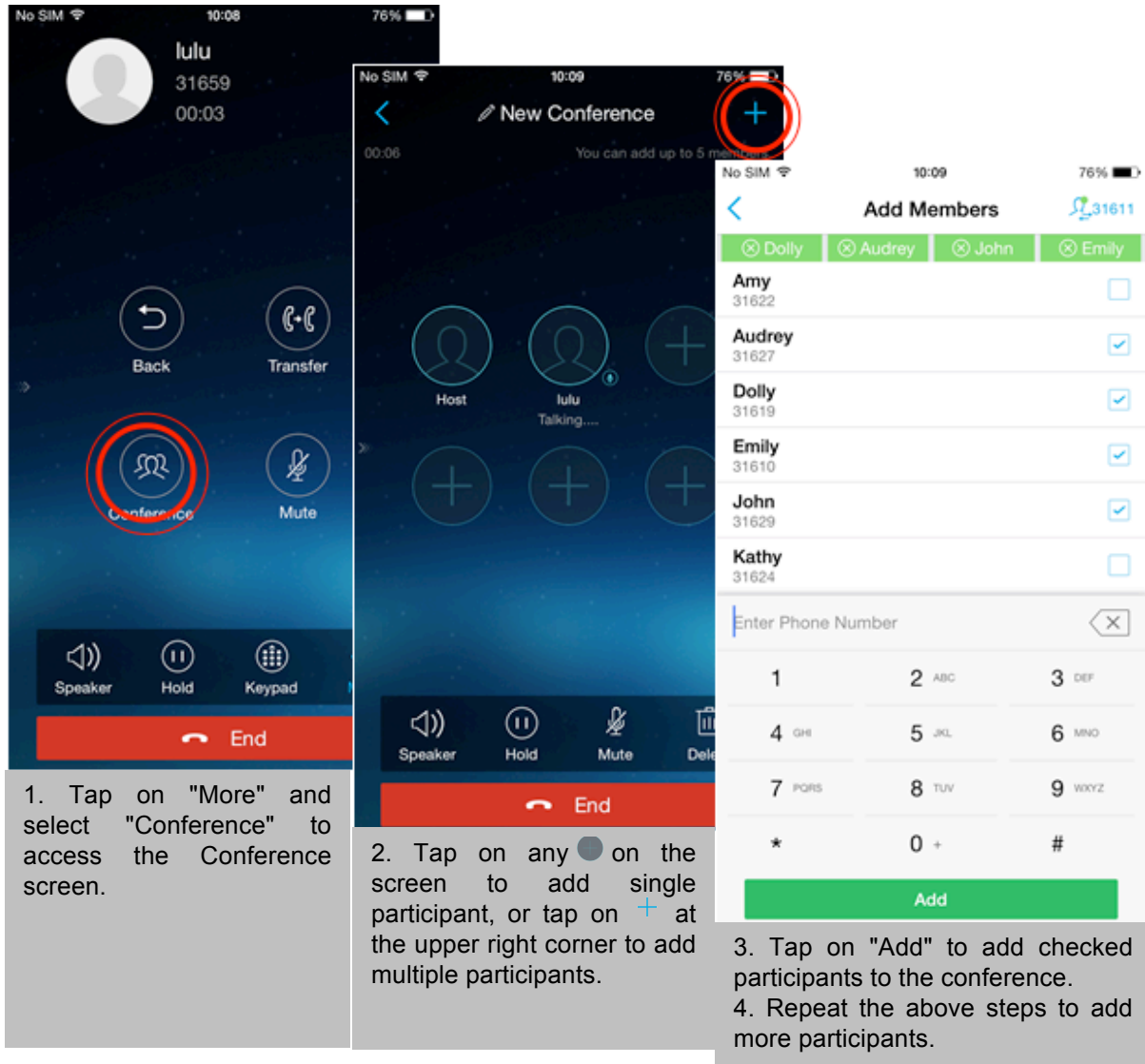
Figure 19: Grandstream Wave Conference—Initiating Conference

While all participants have been in the conference, users could tap on the buttons below to make the corresponding operations.

Speaker: Enable the speaker for the conference.

Hold: Hold the conference.

Mute: Mute the host and each conference participant individually.

Delete: Delete each conference participant.

When the conference participant is disconnected, or the call with the participant is over, tap ⬤ on the top right corner of the participant to redial.

REMOVING PARTICIPANT FROM CONFERENCE

To remove a participant from the conference, users could press **DELETE** button on phone screen, then

tap on ![X icon] icon at the upper right corner of the participant, and then it will be removed.
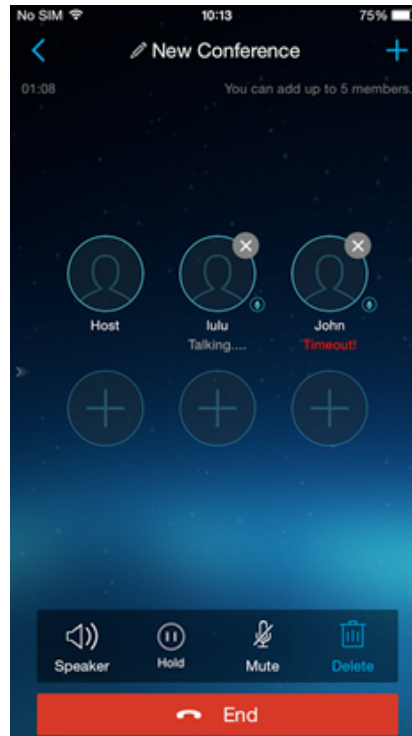
Figure 20: Grandstream Wave Conference—Delete Conference participant

MUTE/UNMUTE CONFERENCE

During an active conference, users could press **MUTE** button on phone screen, and then tap on ![mute icon]
at the upper right corner of the participant to mute the participant. The muted participant will not be heard
by other participants, but can hear other participants, while it still exists on the conference screen, as
shown in figure 21.
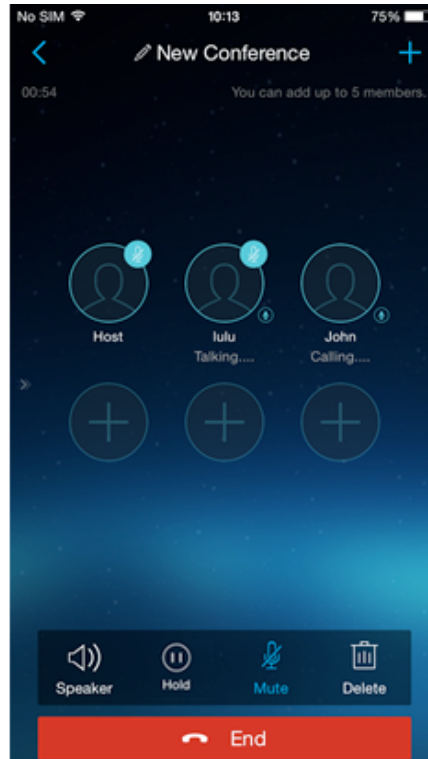
Figure 21: Grandstream Wave Conference—Mute Conference Participant

HOLD/RESUME CONFERENCE

During the conference, users could press the **HOLD** button on phone screen to hold the conference with all participants at any time. If the remote participant presses the **HOLD** button, it will only hold his/her own call from the conference, as shown in figure 22.
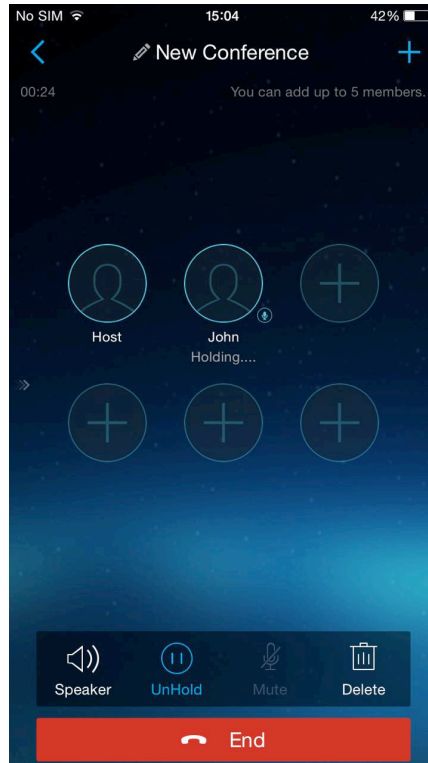
Figure 22: Grandstream Wave Conference—Hold Conference

To end the conference, users could tap on phone screen to disconnect all the participants from the conference. If the remote participant hangs up the call, it will be disconnected from the conference, but other participants in the conference will stay in the conference.

VOICEMAIL

When there is a new voicemail, users could see a new message prompt on the Grandstream Wave messages list.

To configure voicemail UserID, go to **Settings->Account Settings->Edit Account** to fill in the details, as shown in figure 23.
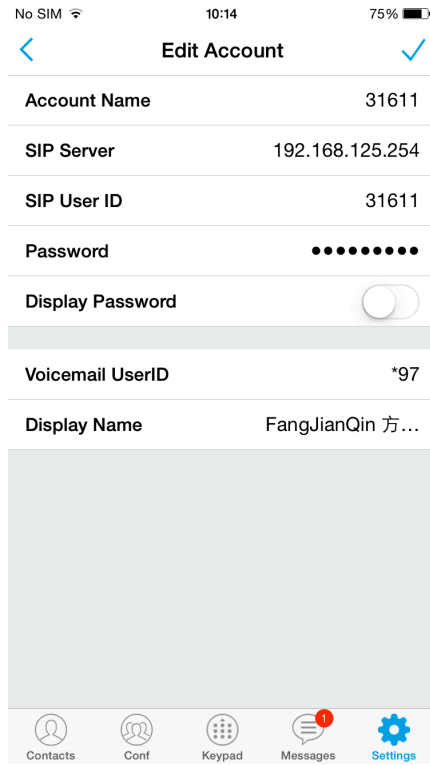
Figure 23: Configure Voicemail UserID

To retrieve the voicemail:
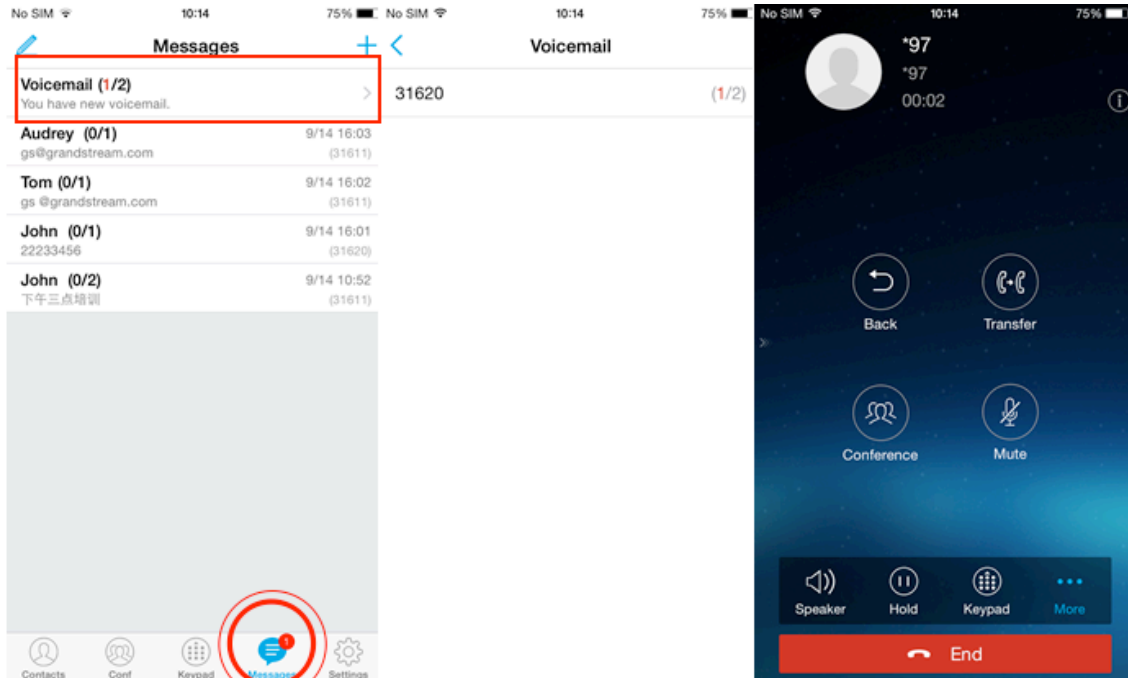
| 1. Tap on "Messages" to access Messages screen. 2. Tap on "Voicemail" to access the voicemail screen. | 3. Tap on the voicemail to dial out. | 4. Listen to the voicemail by following the voice prompt. |

Figure 24: Retrieve Voicemail

⚠️**Note:**

- It requires a password to listen to the voicemail, please contact the service provider to obtain the password.

CONTACTS

Users can manage their phone contacts and SIP contacts in Grandstream Wave Contacts. To access

Grandstream Wave Contacts, tap on button ⊘ at the bottom of the main screen, as shown in figure 25.
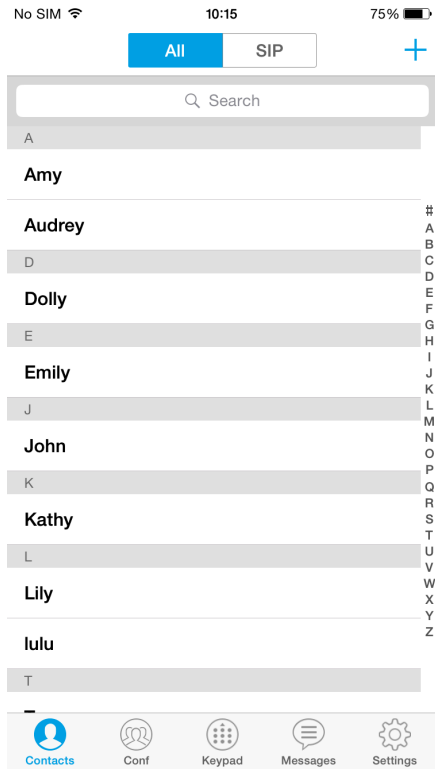
Figure 25: Grandstream Wave Contacts Screen

ADD CONTACTS

Back to the Contacts screen   **Save**

1. Tap on "+" at the upper right corner to add a new contact.

2. Input contact information and tap on the check mark on the upper right corner to save the contact.
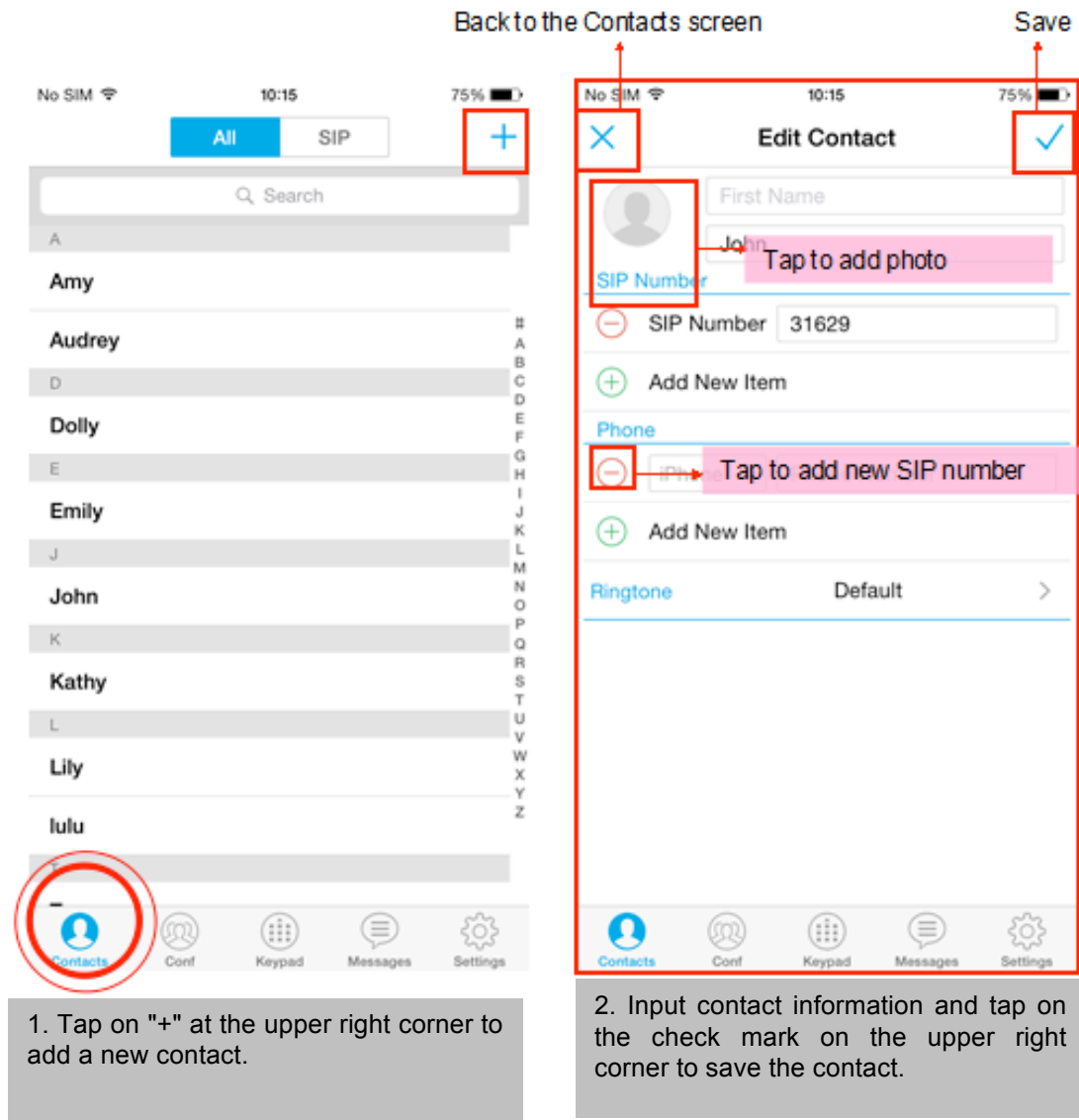
Figure 26: Grandstream Wave Add New Contact

SEARCH CONTACTS

Tap on the search box on the Contacts screen to access the search screen, as shown in figure 27.
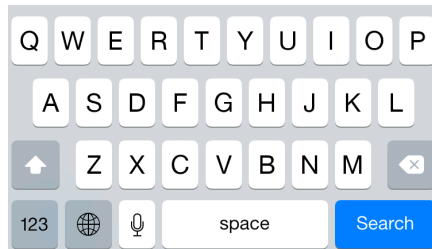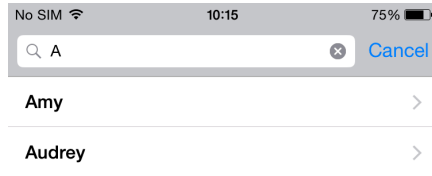
Figure 27: Grandstream Wave Search Contact

Enter the contact name or number to search, the contact will be updated and displayed automatically when entering the initial digits. Tap on the number to view details.

VIEW CONTACT

Tap on one contact to view details or edit, as shown in figure 28.
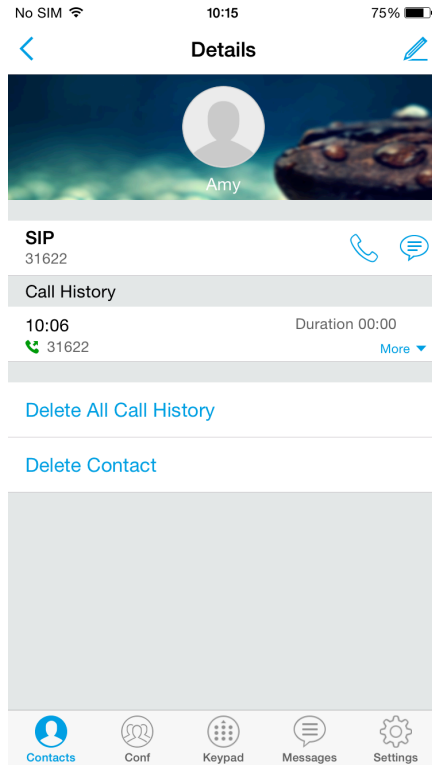
Figure 28: Grandstream Wave View Contact

Dial out the number.

Access the Messages editing screen.

EDIT CONTACT

Tap on the contact to access Details screen, tap on ✎ on the upper right corner to access the **Edit Contact** screen.

DELETE CONTACT

Tap on the contact to access **Details** screen, select **Delete Contact** to delete it.

CALL HISTORY

To view recent call history or view classified call history on Grandstream Wave, tap ⊞ on the dial screen or slide down the call history, as shown in figure 29.
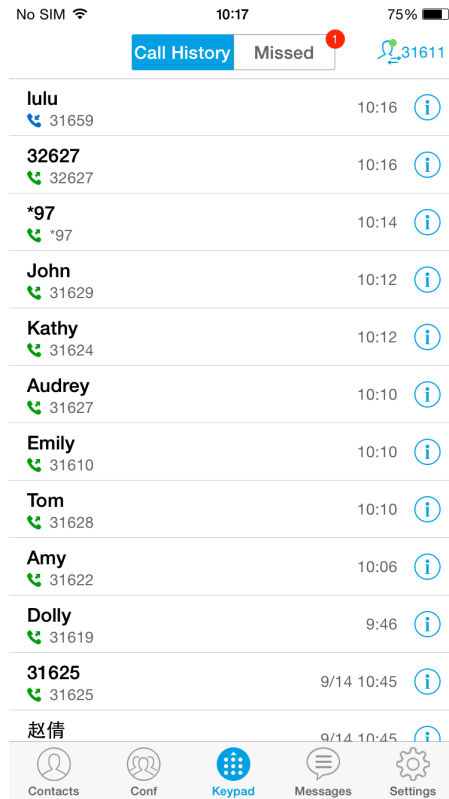
Figure 29 Grandstream Wave Missed Calls Screen

 Answered calls

 Dialed calls

 Missed calls
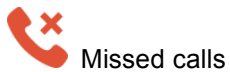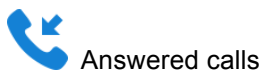
Tap on one call history entry to dial out with the last dial-out account. To access the details for this entry,

tap on the right side of the entry, as shown in figure 30.
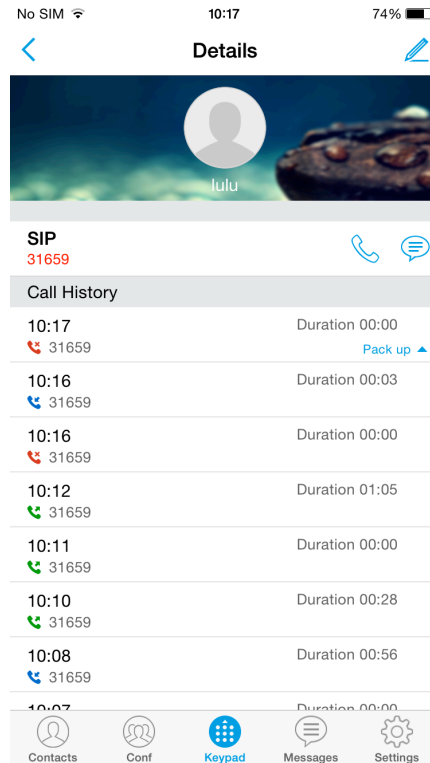
Figure 30: Grandstream Wave Call History Details Screen

Users could view recent call history of this entry, make calls or send messages to it (not applicable to SIM

card number or anonymous call). Tap on button   at the upper right corner to edit contact.

If the call is not an existing contact, save it to **Contacts** before making the operations.

MESSAGES

Messages function allows users to send/receive messages. Tap on button   to access the

Messages screen, as shown in figure 31. Tap   on the upper left corner to delete or batch delete

messages.
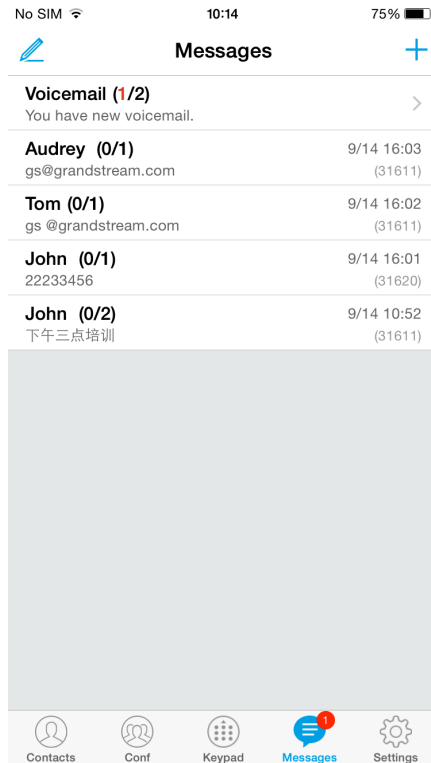
Figure 31: Grandstream Wave Messages Screen

⚠️**Note:**

• Messages function is not available in all countries and regions. Please contact your service provider for more details.

VIEW MESSAGE

The Message screen displays sent & received (draft) messages, the messages are classified by contacts names or numbers while sorted by sent & received time. Tap on one message to check the details, as shown in figure 32.
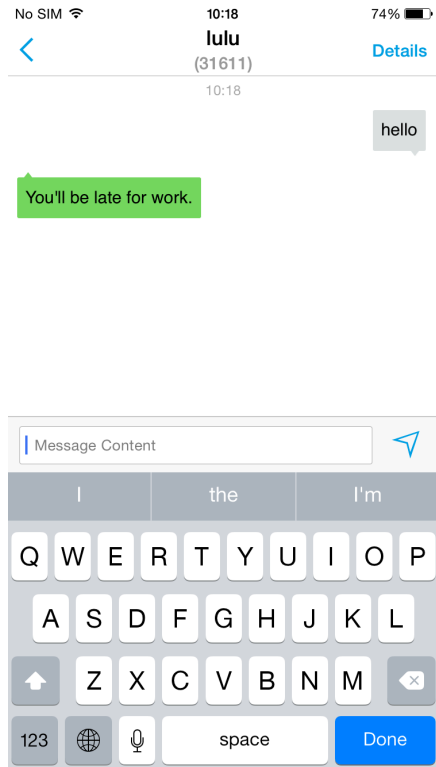
Figure 32: Grandstream Wave Message Details Screen

CREATE NEW MESSAGE
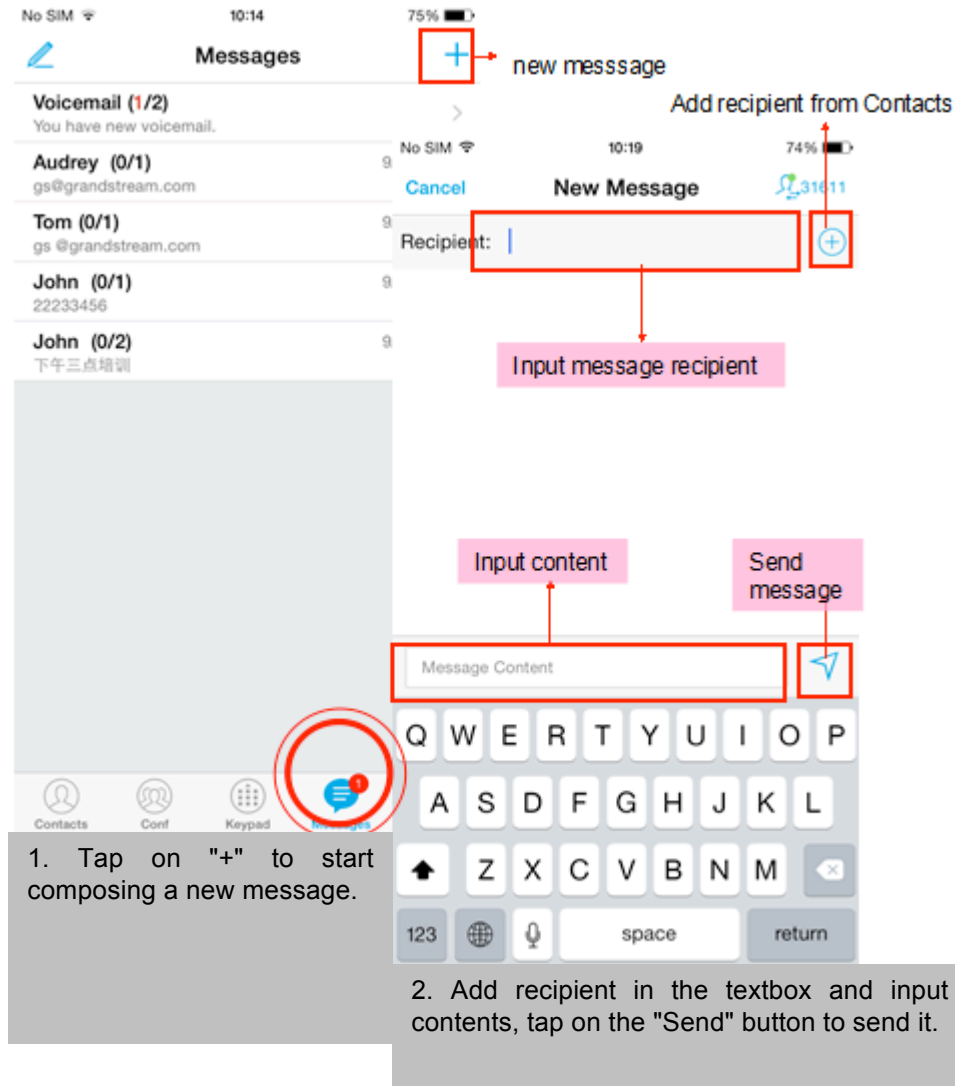
Figure 33: Grandstream Wave Create New Message

Tap on the right of the input box to add one contact or more from Grandstream Wave Contacts, or input the contact phone number or name in the input box to find the corresponding contact.

If the sent or received message is phone number or Email address, you can tap on the number to dial out directly or tap on the Email address to send an email.

EDIT MESSAGE

You can tap on the upper left corner to delete all messages from different recipients.

To delete message content of one certain recipient, long press one message content, select "Copy" to copy this content, or select "more" to access editing screen, check more contents to bath delete or forward.
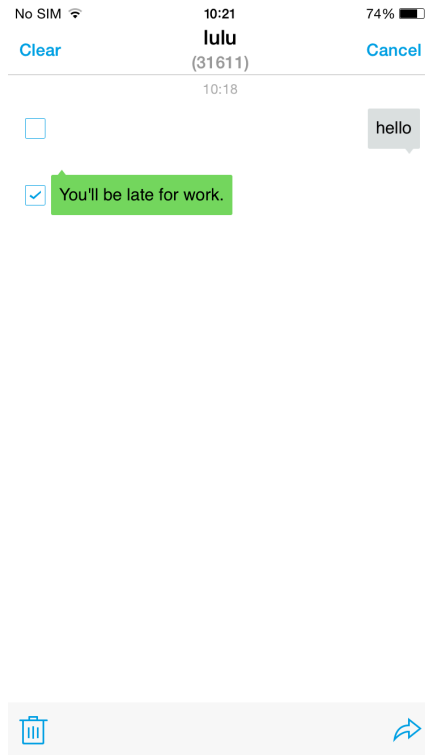
Figure 34: Grandstream Wave Message Screen—Edit Message

 Forward the selected message.

 Delete the selected message.

SETTINGS

For the first time using Grandstream Wave, go to the **Settings** screen to complete the basic settings, including **Account Settings**, **Advanced Settings**, **Custom Settings**, **About Version**, **Debug**, etc.

ACCOUNT SETTINGS

Grandstream Wave supports up to 6 independent SIP accounts and 6 lines. Users can make calls after registering the account to the SIP server. Tap on button ✛ at the upper right corner of the **Account Settings** screen to add accounts. Users could add account via **SIP Account** or **IPVideoTalk**.

To add SIP account, tapping on "**UCM Account (Scan QR Code)**" or "**UCM Account (Select QR Code Image)** ", or tap on "**SIP Account**" to add account, as shown in figure 35.

To add IPVideoTalk account, please fill in Account name and Email to apply account, once applied successfully, users can use it.
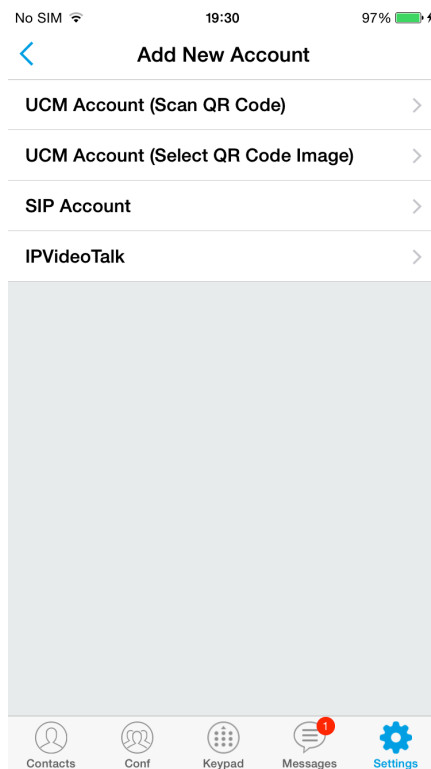
Figure 35: Add New Account Screen

UCM ACCOUNT (SCAN QR CODE)

To add account by QR code scan, please follow the steps below as shown in figure 36.

1. Tap on "**UCM Account (Scan QR Code)** " to access the scan screen;
2. Scan the QR code containing configuration info sent from the UCM server to the mailbox;
3. Choose whether to overwrite account or add new account, and then the account will be added to the list.
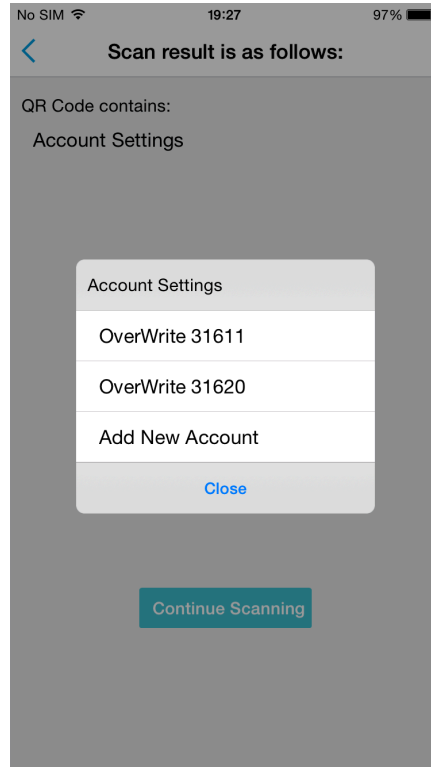
Figure 36: QR Code Scan Screen

⚠ **Note:**

• Users could add up to 6 accounts, if already reached the limit, you can select overwrite account only.

UCM ACCOUNT (SELECT QR CODE IMAGE)

Tap on "**UCM Account (Select QR Code Image)**" to access the images screen;
1. Select the QR code image containing configuration info;
2. Choose whether to overwrite account or add account, and then the account will be added to the list.
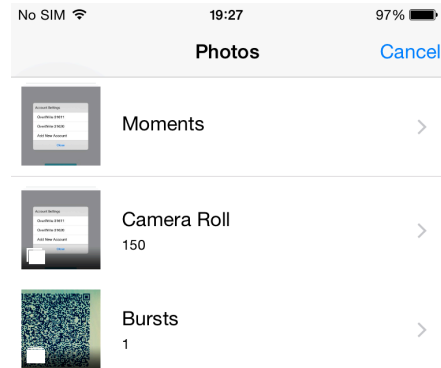
Figure 37: Scan QR Code Image Screen

⚠️**Note:**

• Users could add up to 6 accounts, if already reached the limit, you can select overwrite account only.

SIP ACCOUNT

Follow the steps below to add account manually:

1. Tap on "**SIP Account**" to access the **Add New Account** screen, fill in account details and the SIP server address (provided by the service provider);

2. Tap ✓ on the upper right corner to save the configuration and go back to the account settings screen;

3. The following figure 38 shows the accounts are successfully registered, and the account icon is in green 🟢. If the account icon is in red 🔴, it means the registration failed.

Users could also slide left to delete this account as shown in figure 38.
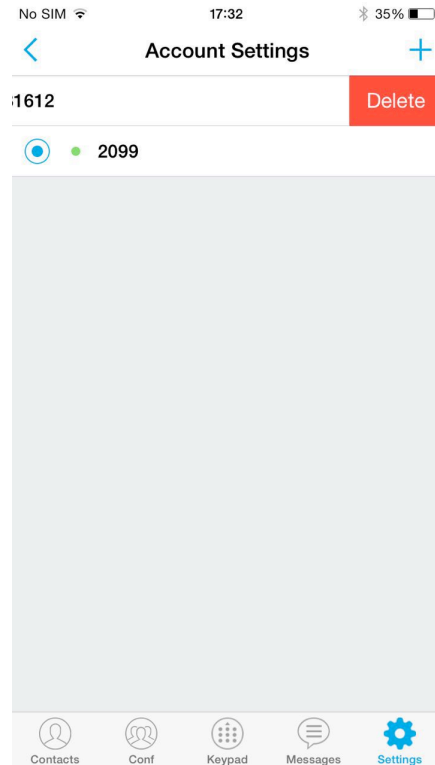
Figure 38: Account Settings Screen—Registration Success

Table 2: Edit Account Parameters
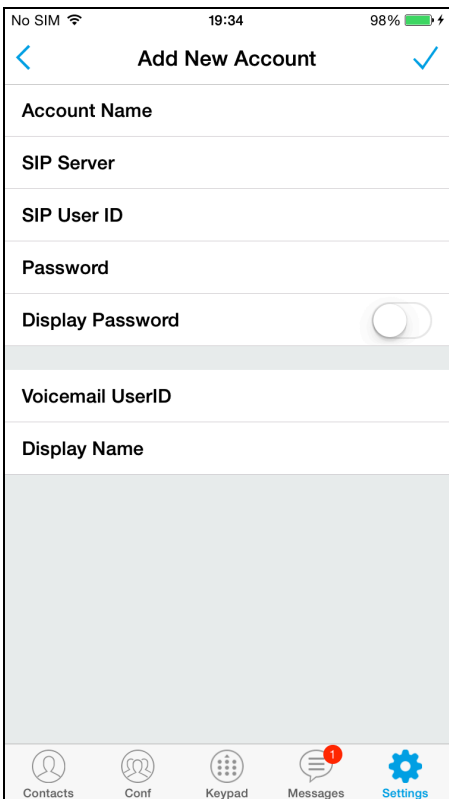
Account Name	The name associated with each account to be displayed on the LCD.
SIP Server	Domain name or IP address, provided by your VoIP service provider (ITSP).
SIP User ID	User account information, provided by your VoIP service provider (ITSP). It's usually in the form of digits similar to phone number or the same as the phone number.
Password	The account password required for Grandstream Wave to authenticate with the ITSP (SIP) server before the account can be registered.
Display Password	Tap to enable or disable display password.
VoiceMail UserID	To retrieve voicemail by pressing the LISTEN button on the message screen. This ID is usually the VM portal access number. For example, the UCM server voicemail access number is *97.
Display Name	The SIP user uses to display on LCD when calling, it needs SIP server to support it if this function is enabled.

After configuring the account, users could tap on the existing account for more settings, such as **General Settings**, **Call Settings**, **Call Settings, Network Settings** and **Codec Settings**.

Table 3: Account Settings—General Settings Parameters

General Settings		
Activate Account	It is used to configure whether to activate account.
Edit Account	It is used to configure the account parameters.
Delete Account	It is used to delete the current account.

Table 4: Account Settings—Call Settings Parameters

Call Settings		
Ringtone	Users can choose different ringtones.
DialPlan Settings	It is used to configure whether to enable Dialplan.
DialPlan Prefix	It is used to configure the prefix to be added to each dialed number. All numbers use this account will automatically add the prefix. For example, if the prefix is 5, the phone number is 337, thus the dialing number is 5337.
Use # as Dial Key	It is used to configure the "#" key as the "Send" key. If enable, press the "#" key to dial the numbers out immediately; If set to disable, the "#" key will be included in the dialing string.
Call Forward	Tap to access Call Forward Settings screen.
Call Forward Settings	It is used to specify the Call Forward Type from 4 modes: Unconditional, Time Based, Others (Forward When busy and No Answer Forward).
Auto Answer	It is used to configure auto answer mode. If set to "Yes", the phone will automatically turn on the speaker phone to answer incoming calls after a short reminding beep. If set to "Enable Intercom/Paging", it will answer the call based on the SIP info header sent from the server/proxy. The default setting is "No".
DialPlan Settings	A dial plan establishes the expected number and pattern of digits for a telephone number. This parameter configures the allowed dial-plan for the phone. Dial Plan Rules: 1. Accepted Digits: 1,2,3,4,5,6,7,8,9,0 , *, #; 2. Grammar: a) "x" – any digit from 0-9; b) "xx" – any 2 digit numbers from 0-9; c) "xx+" or "xx." – at least 2 digit numbers from 0-9; d) "^" – exclude e) [3-5] – digit 3, 4, or 5 f) [147] – digit 1, 4, or 7 g) <2=011> – replace digit 2 with 011 when dialing h) {x+} – allows to dial out all digits

Example 1:
{[369]11 | 1617xxxxxxx}
Allow 311, 611, and 911 or any 10 digit numbers with leading digits 1617;
Example 2: {^1900x+ | <=1617>xxxxxxx}
Block any number of leading digits 1900 or add prefix 1617 for any dialed 7 digit numbers;

Table 5: Account Settings—SIP Settings Parameters

SIP Settings SIP Port ＞ Transmission Protocol　UDP ＞ Unregister Before New Registration　Unr... ＞	**SIP Port**	It is used to define the local SIP port used to listen and transmit. If enabled Random Port option on Advanced Settings screen, this option will be unavailable.
	Transmission Protocol	It is used to configure the transmission protocol to transmit SIP info. Users could choose TCP/UDP/ TLS. The default is "UDP".
	Unregister Before New Registration	If set to "Register All", the SIP contact header will use "*" to clear all SIP user's registration information. If set to "Do Not Register", the phone will not clear the current SIP user's info. The default is "Unregister Single", that means do not cancel the SIP user's registration information.

Table 6: Account Settings—Network Settings Parameters

Network Settings Outbound Proxy ＞ Secondary Outbound Proxy ＞ DNS Mode　A Record ＞ NAT Traversal　Keep-Alive ＞ Proxy-Require ＞	**Outbound Proxy**	IP address or Domain name of the Primary Outbound Proxy, Media Gateway, or Session Border Controller.
	Secondary Outbound Proxy	IP address or Domain name of the Secondary Outbound Proxy, Media Gateway, or Session Border Controller. Secondary outbound proxy will be used when the primary outbound proxy fails.
	DNS Mode	This parameter controls how the search appliance looks up IP addresses for hostnames. There are three modes: A Record, SRV, NAPTR/SRV. The default setting is "A Record". If the user wishes to locate the server by DNS SRV, the user may select "SRV" or "NATPTR/SRV".

NAT Traversal	This configuration is to enable or disable the NAT traversal mechanism. The default setting is "Keep-alive". • If set to "STUN" and STUN server is configured, the phone will route according to the STUN server; If NAT type is Full Cone, Address-RestrictedCone or Port-Restricted Cone, the phone will try to use public IP addresses and port number in all the SIP&SDP messages. • The phone will send empty SDP packet to the SIP server periodically to keep the NAT port open if it is configured to be "Keep-alive". • Configure this to be "NAT NO" if an outbound proxy is used. • Configure this to be "UPnP" if the router supports UPnP. • If set to "Auto", the phone will try to use all traversal methods mentioned above until find the available one.

Proxy-Require	This parameter controls how the search appliance looks up IP addresses for hostnames. There are three modes: A Record, SRV, and NATPTR/SRV. The default setting is "A Record". If the user wishes to locate the server by DNS SRV, the user may select "SRV" or "NATPTR/SRV".

<p align="center">Table 7:Account Settings—Codec Settings Parameters</p>

Codec Settings DTMF > Preferred Vocoder > SRTP Mode Disable >	**DTMF**	Users can choose different ringtones. This parameter specifies the mechanism to transmit DTMF digits. There are 3 supported modes: • In audio, which means DTMF is combined in the audio signal (not very reliable with low-bit-rate codecs); • RTP (RFC2833), which means to specify DTMF with RTP packet. Users could know the packet is DTMF in the RTP header as well as the type of DTMF; • SIP INFO. Use SIP info to carry DTMF. The defect of this mode is that it's easily to cause desynchrony of DTMF and media packet for the reason the SIP and RTP are transmitted respectively. The default setting is "RFC2833".
	Preferred Vocoder	It is used to configure whether to enable Dialplan. Multiple vocoder types are supported on the phone, the vocoders in the list is a higher preference. Users can configure vocoders in a preference list that is included with the same preference order in SDP message.
SRTP Mode		The default setting is "Disable". Users could choose "Enable and Force" which means enable and force to use SRTP; "Enable But Not Force" means enable but not force to use SRTP.

ADVANCED SETTINGS

Advanced Settings include **General Settings**, **Call Settings**, **Audio Settings**, **Network Settings** and **Additional Settings**.

GENERAL SETTINGS

<p align="center">Table 8: Advanced Settings—General Settings Parameters</p>

General Settings Random Port ⬤ STUN Server Settings >	**Random Port**	When set to "Yes", this parameter will force random generation of both the local SIP and RTP ports. This is usually necessary when multiple phones are behind the same full cone NAT. The default setting is "Yes".
	STUN Server Settings	It is used to configure the IP address or domain name of STUN server. Only non-symmetric NAT routers work with STUN.

CALL SETTINGS

Call Settings is mainly used for DND settings. When DND is on, the phone will reject calls automatically and you will see the top screen becomes red. Tap on "DND Settings" to configure as shown in figure 43 and figure 44.
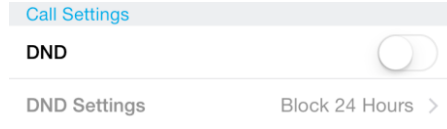
Figure 39: Call Settings Screen

Figure 40: DND Settings Screen
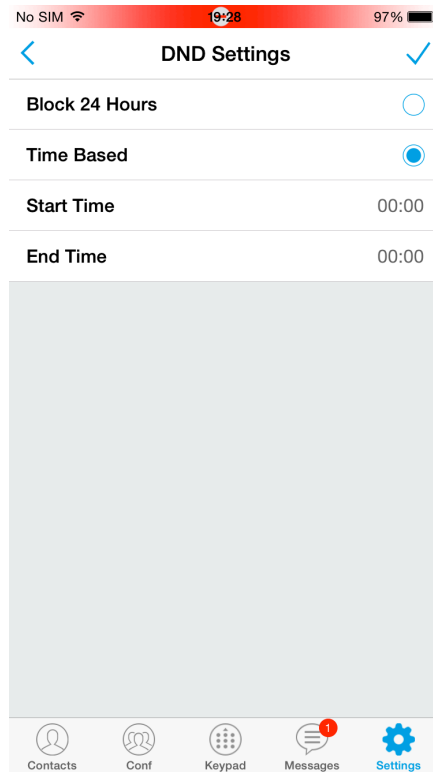
⚠ **Note:**

- When Grandstream Wave is in an active call, turning on/off DND will not affect the current active call. It will take effect on the next incoming call.
- When the DND is on, users could view all the incoming calls in missed call history.

NETWORK SETTINGS

Grandstream Wave supports data communication via **2G/3G/4G** and **WiFi**, you can alson configure QoS settings.

	WiFi Only	In the WiFi environment, only register account with this specified connected WiFi.
	QoS Settings	It is used to configure layer 3 SIP QoS and layer 3 audio QoS. The valid range is 0-63. The default setting is 48.

ADDITIONAL SETTINGS

Additional Settings includes **Config Server Path**, **LDAP Settings**, **BLF**, etc.

Table 10: Advanced Settings—Additional Settings Parameters

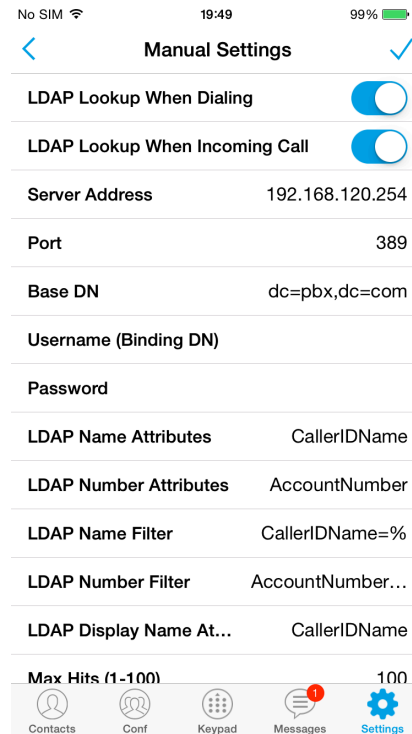|		
	LDAP Settings	Tap to access the LDAP Settings screen to set up features. Users could set by QR Code Scan, Select QR Code Image or Manual Settings. • Tap on "Scan QR Code" to access QR code scan screen, scan the QR code which contains LDAP information sent by the UCM server to configure LDAP settings. • Tap on "Select QR Code Image" to access screen with QR code image, select the image which contains LDAP information to configure LDAP settings. • Tap on "Manual Settings" to access screen as shown in figure 41.
	Vibrate When Ringing	It is used to configure whether to vibrate when ringing. It is only applicable to the incoming calls for the GS Wave. The phone settings priority is higher than this option. When disable vibrate mode on the phone, the phone will not vibrate when ringing even set this option to "Yes".
	Default Account Registration Notifications	Defines whether to enable default account registration notifications. Once enabled, when the default account changes, there will be a push notification on the notification bar.
	Run in Background	Defines whether to run the App in background once exited.

Figure 41: LDAP Settings Screen

**Table 11: LDAP Settings Parameters**

LDAP Lookup When Dialing	It is used to define whether to search LDAP when dialing. The default setting is "Yes".
LDAP Lookup When Incoming Call	It is used to define to search LDAP when there is an incoming call. The default setting is "Yes".
Server Address	Fill in the LDAP server URL or IP address.
Port	Fill in the LDAP server port. The default value is 389.
Base DN	Fill in the root directory of the LDAP server, it means under which directory to search contact.
Username (Binding DN)	Fill in the username to access the LDAP server.
Password	Fill in the password to access the LDAP server.
LADP Name Attributes	This setting specifies the "name" attributes of each record which are returned in the LDAP search result. Example: gn cn sn description
LADP Number Attributes	This setting specifies the "number" attributes of each record which are returned in the LDAP search result. Example: telephoneNumber telephoneNumber Mobile
LDAP Name Filter	This setting configures the filter used for name lookups. Examples: (|(cn=%)(sn=%)) returns all records which has the "cn" or "sn" field containing with the entered filter value; (!(sn=%)) returns all the records which do not have the "sn" field containing with the entered filter value; (&(cn=%) (telephoneNumber=*)) returns all the records with the "cn" field containing with the entered filter value and "telephoneNumber" field set.

LDAP Number Filter	This setting configures the filter used for number lookups. Examples: (|(telephoneNumber=%)(Mobile=%) returns all records which has the "telephoneNumbe" or "Mobile" field containing with the entered filter value; (&(telephoneNumber=%) (cn=*)) returns all the records with the "telephoneNumber" field containing with the entered filter value and "cn" field set.
LADP Display Name Attributes	This setting specifies the "Display Name" attributes. Up to 3 attributes could be displayed.Examples: %cn %sn %telephoneNumber
Max Hits (1-100)	The maximum contacts results return to the LDAP server. If set to "1", The server will return all query results. The default setting is 100.
Search Timeout (s)	Set the server search timeout. The default setting is 10.
Connection Security Type	This setting configures LDAP connection security mode, users could choose None or SSL.

CUTSOM SETTINGS

Users could configure Color and Languages on Custom Settings screen.

Table 12: Custom Settings Parameters
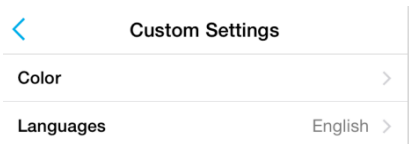
|	
Color	It is used to configure the color of default, icon,tab bar, navigation bar, send & receive message background .
Languages	Tap to open a list of language options for GS Wave. The default setting is "Auto", which means in accordance with the language the phone uses. If the settings is not supportive and the same is not mine the m

ABOUT VERSION

You can see the latest version here.

DEBUG

Users could trace SIP message with Debug function when coming across software problems.

Table 13: Debug Settings Parameters
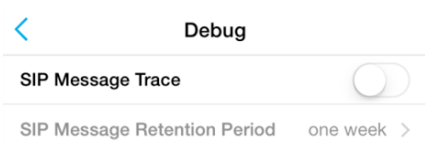
SIP Message Trace	Save the SIP message on the phone for users to check.
SIP Message Retention Period	It is used to configure the retention period of the SIP message on the phone.

FAQs

Why can't I register account?

Check whether the network connection is normal; Whether WiFi is connected or 2G/3G/4G is on.

Why can I see my phone contacts in the Grandstream Wave?

For first-time users, users have to confirm whether allow Grandstream Wave to read and import local Contacts. If allows, it will be downloaded in Grandstream Wave.

Why can't I see the Grandstream Wave notification on the phone?

Please go to Settings->Advanced Settings to enable Notifications for Default Account. If enabled, you'll see the notifications in the status bar.

How to switch existing accounts?

Tap on icon on the upper right corner of the Dial/Call History screen.

EXPERIENCING THE GRANDSTREAM WAVE APPLICATION

Please visit our website: http://www.grandstream.com to receive the most up-to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our product related documentation, FAQs and User and Developer Forum for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or submit a trouble ticket online to receive in-depth support.

Thank you again for purchasing Grandstream Enterprise Application phone, it will be sure to bring convenience and color to both your business and personal life.