



# Grandstream Wave App Setup for iOS

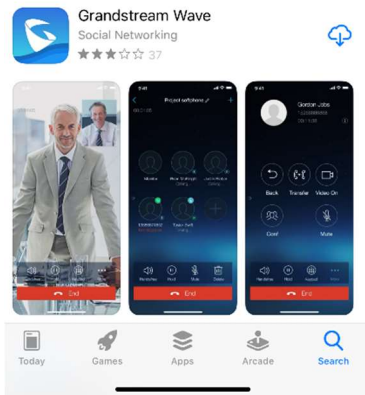
Rev. 03.25.2020.RA

The following instructions were created on an iPhone 11 running iOS 13.3.

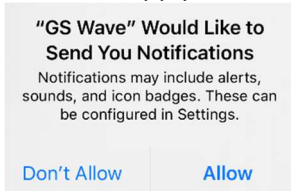
## Requirements

Any user installing the Grandstream Wave application will need to receive an email containing a QR code to set up the application. To get this email, please see your site's technical contact or contact your voip system administrator.

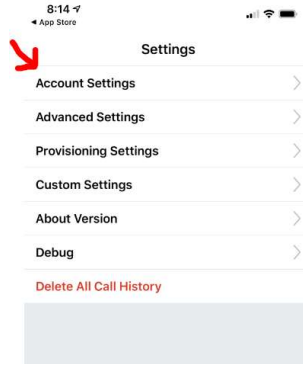
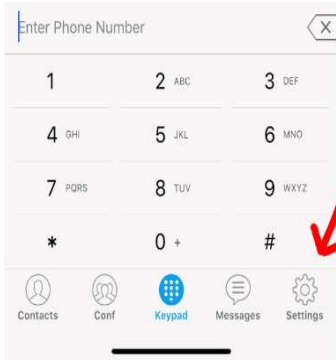
1. Locate and install the Grandstream Wave App from your app store.



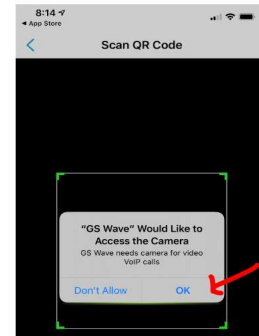
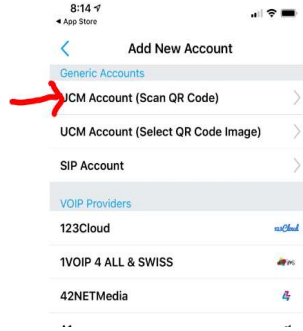
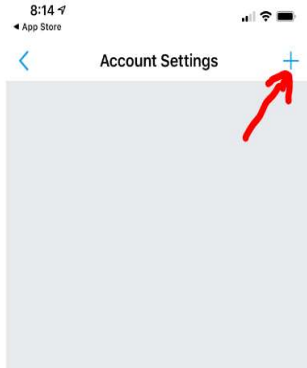
2. Grant the App permissions as you see fit.



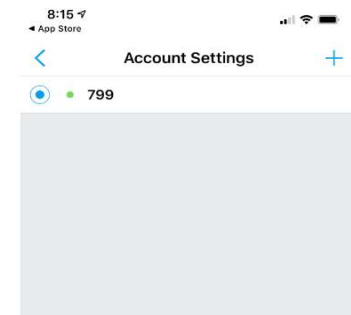
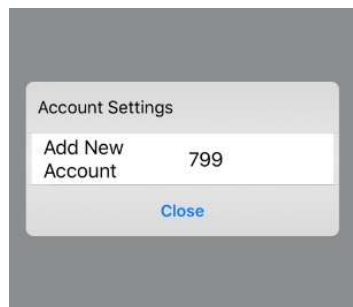
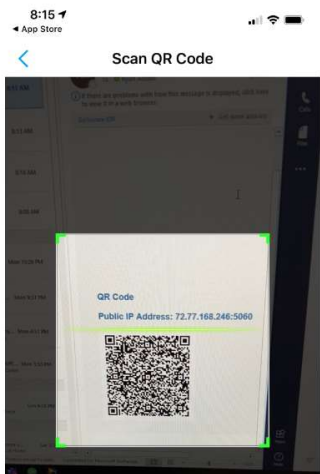
3. After installation, it will display the softphone. Press the settings icon to access the account screen.



4. Tap the plus sign in the corner to add an account. Choose **UCM Account (Scan QR Code)**. Scan the QR code received in your email. Your extension number will appear in the account list.



5. Once the code is scanned, the app will display what it read in the code. Tap the extension number to continue.



The account screen will show your extension number with a status dot.

A green dot means it is good to go. A red dot means it is not ready yet. If you have a red dot for a long period of time, there is a problem with your phone accessing the system. If you're on wifi, use mobile data. Most red dot issues occur on wifi networks.

6. **Place a test call.** When the other person picks up the line, the app will ask you to give permission to the app to **access the microphone**. Press **Allow** or **OK**.

