



# Grandstream Wave App Setup for Android

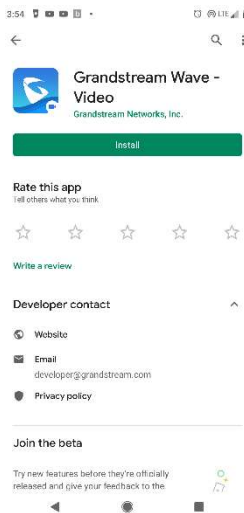
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The following instructions were created on an android 9.0 device.

## 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.

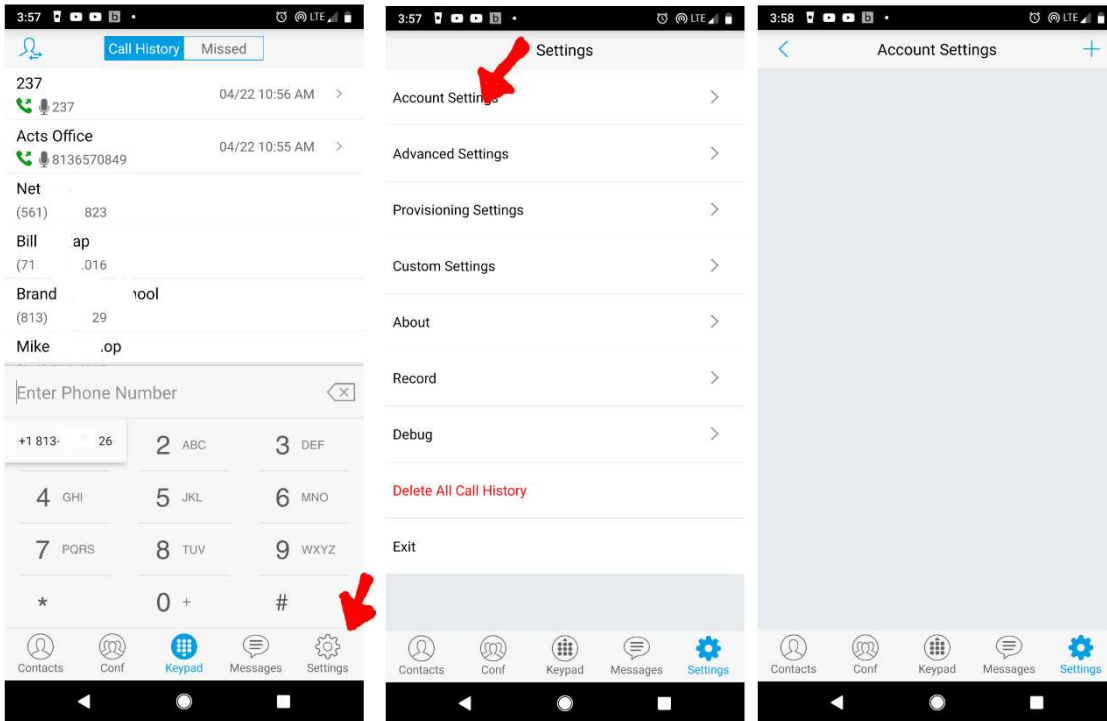
1. Locate and install the Grandstream Wave App from your device's app store.



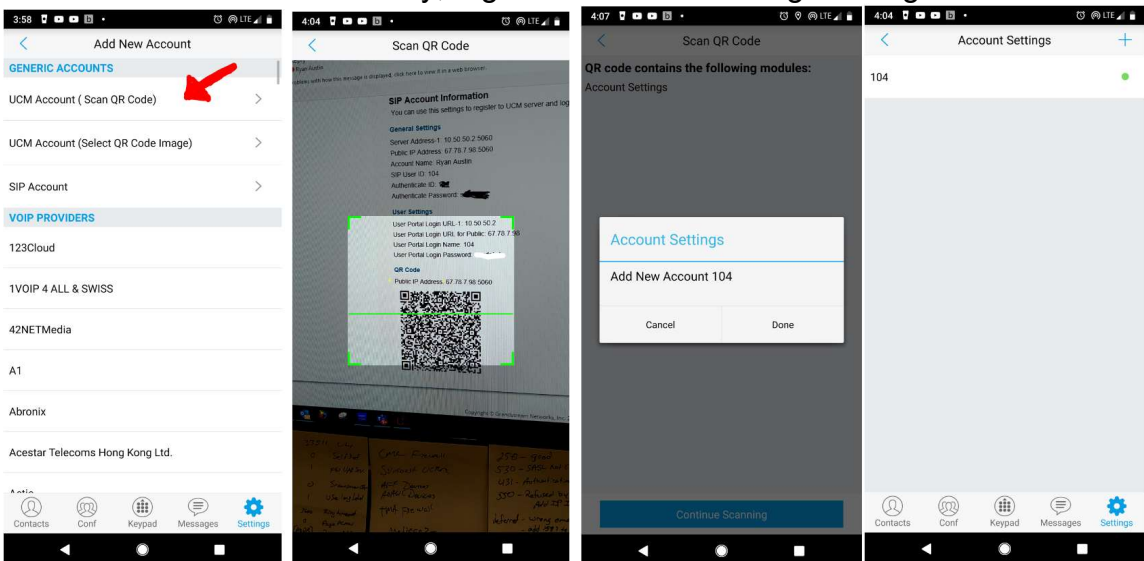
2. Grant the App permissions as you see fit. You must allow the phone to **Make and Manage Phone Calls** in order for the softphone to work.



- After installation, it will display the softphone, or the empty account screen. If the account screen does not show, press the settings icon to access it.



- Tap the plus sign in the corner to add an account. Choose **UCM Account (Scan QR Code)**. Once the code is scanned, the account will show as your extension number. A red dot means it is not ready, a green dot means it is good to go.



If you have a red dot for a long period of time, there is a network issue preventing your phone from reaching the system. Turn off Wifi and use mobile data if this happens. Most red dot issues occur on wifi networks.