



Configuration Manual

Groundwire Type: Softphone





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1 Introduction

This configuration manual describes the necessary settings need to facilitate good functionality of the softphone on the gnTel platform

2 Terms and Abbreviations

This manual will use the following terms and abbreviations:

PI: The gnTel Provisioning Interface, <https://provisioning.gntel.nl>

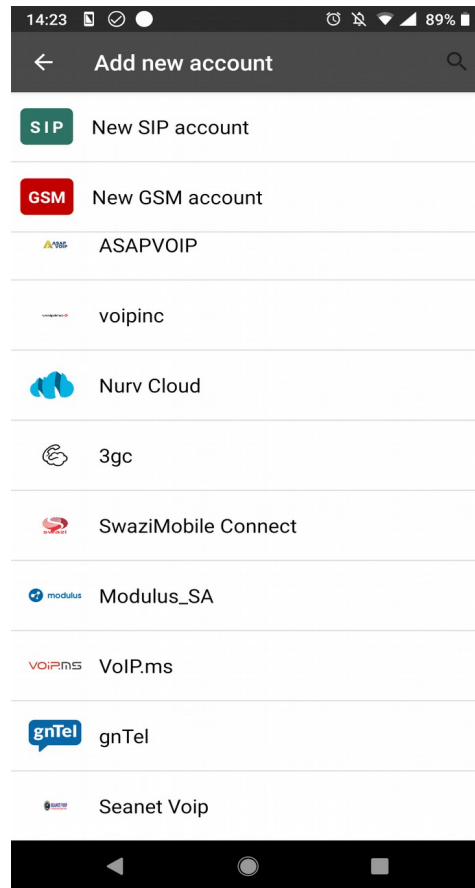
Customer code: The customer code which the customer has at gnTel, this can ben found in the PI.

Phone account: Accountcode of the phone's SIP Account, this can be found in the PI. The account code consists of the customer code plus three additional digits.



3. Installation Softphone

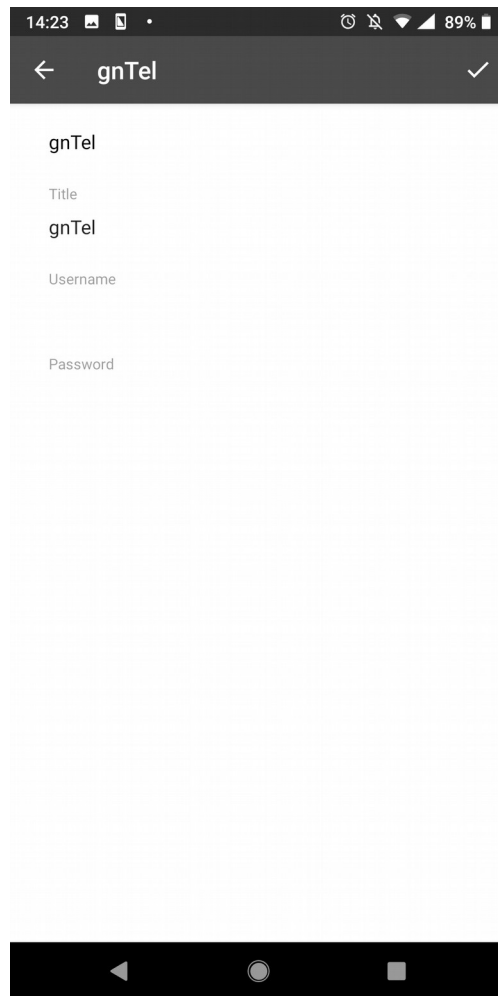
The Groundwire app is available for both Android as IOS through their respective stores. As soon as the downloading and installing has finished, you will see the next screen:





3.1 Automatic installation

As soon as you have opened the app you can scroll all the way down and you will find gnTel. When you pick gnTel you will see the following screen:



In this screen you can enter the following information:

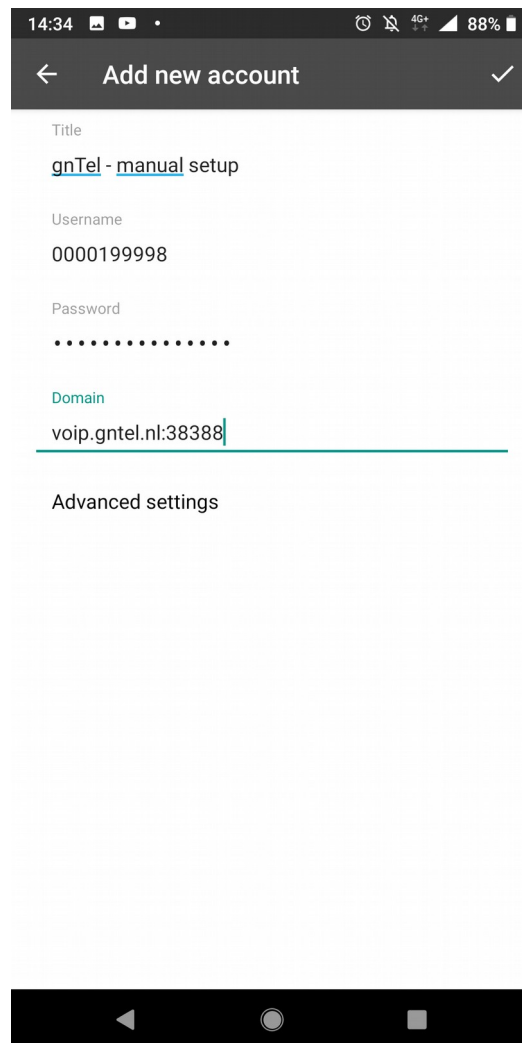
Username: The Phone account

Password: The password corresponding to the Phone account.



3.2 Manual installation

If you are unable to pick gnTel in the list of providers, you have to add the account manually. In this case you pick New SIP account in the main screen. This will result in the following screen:



In this screen you can enter the following information:

Title: The name you want to give the account

Username: The Phone account

Password: The password corresponding to the Phone account

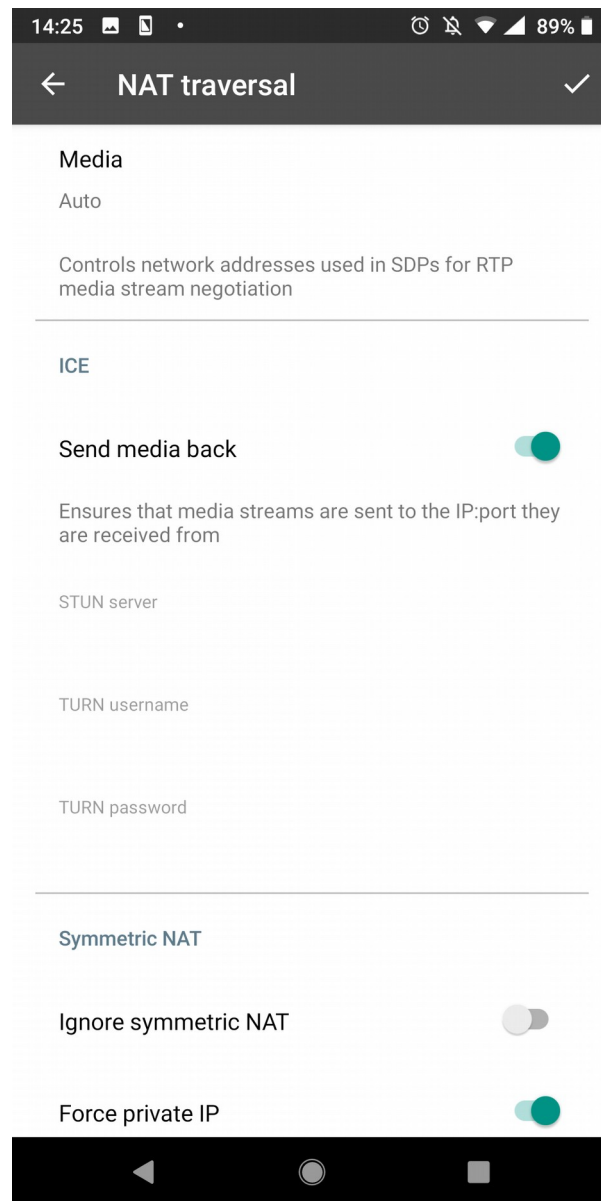
Domain: Our registration server, including the port necessary to register your account. In this case enter voip.gntel.eu:38388

Advanced Settings: These settings are not needed



3.3 Activate STUN

If you want to activate STUN in Groundwire, you can do this by choosing NAT traversal in the settings of the account. You will then see the following screen:



In this screen, at STUN server, you enter the following: `stun.gntel.nl:3478`. No other information is required.