

Setting up Groundwire Mobile Application to access Hamshack Hotline on your Cellphone...

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First, a note about Softphones and the HH system:

With the exception of HHX and HHUX, all requests for a softphone extension must require that the end user already have a hard phone. We will not be issuing numbers for softphones unless the applicant has already committed and connected a hard phone.

The standard supported softphone will be GroundWire as it is the most reliable, and one of our missions on HH is reliability. This policy governs applications on ALL peers except HHX & HHUX, where softphones will be granted without this requirement due to the experimental nature of those servers. End users setting up on HHX & HHUX understand that they will support themselves.

September 25, 2018

With that out of the way, and you have received an email with an extension number and a password, you're ready to proceed.

First, download the application to your phone.



Android



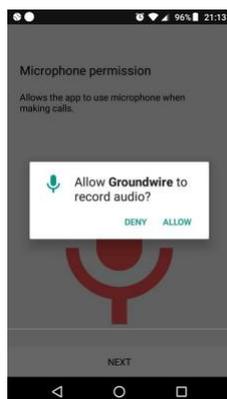
iOS (Apple)

If these QR-codes don't work, go to the Google Play (<https://play.google.com/store>) or iTunes Store (<https://www.apple.com/itunes/>) and look for Acrobits Groundwire.

https://play.google.com/store/apps/details?id=cz.acrobits.softphone.aliengroundwire&hl=en_US

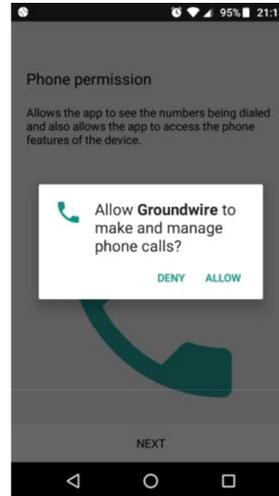


When you start it up, it will present you with Terms & Conditions of Use, then request you to grant it permission to use some resources of your phone.

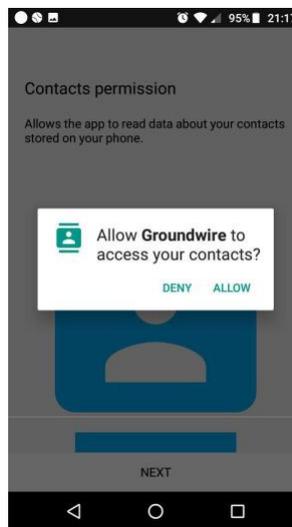


Allow this setting

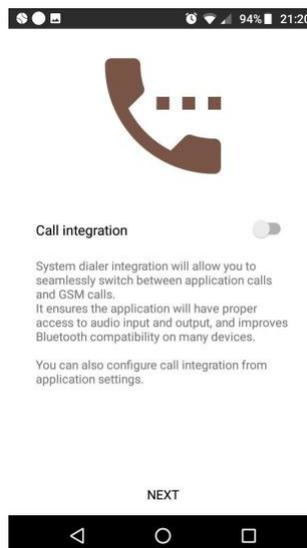
Make and Manage Phone Calls setting. It's recommended to DENY this setting. It's not required.



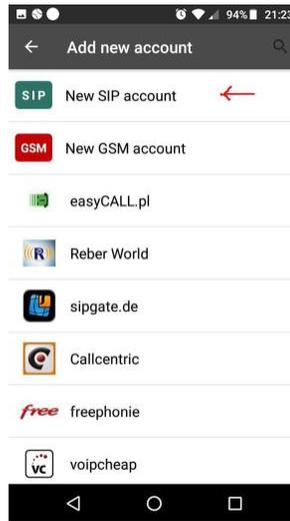
Next is Contacts. If you have people in the contact list of your device that you also have HH info for, allow it. But again, it's not mandatory.



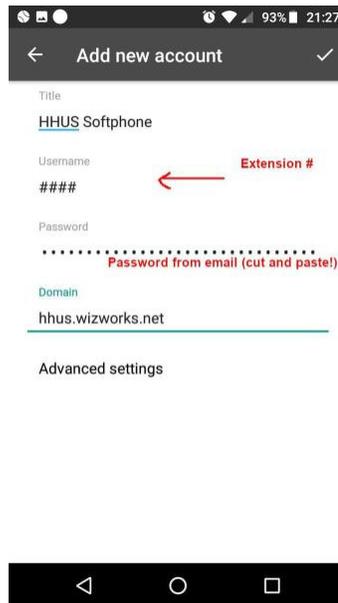
Next is Call Integration. It is recommended that you leave it off. Again, it is not mandatory.



On the next screen you will want to select "New SIP account"

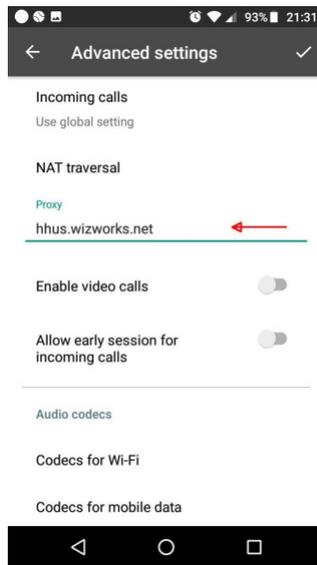


Title is what you want the app to display for you on your screen. It's not used for authentication.
Username is the HH extension # you are assigned. Then, enter the Password received in your email.



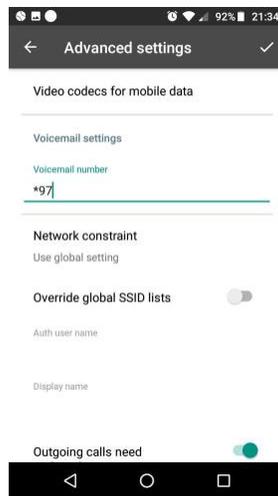
Try to copy and paste the password, or print it out...
(but if you print it out, you will be required to eat the paper...!!)

Then, before hitting check mark, you must select Advanced Settings
which will open up a new screen.

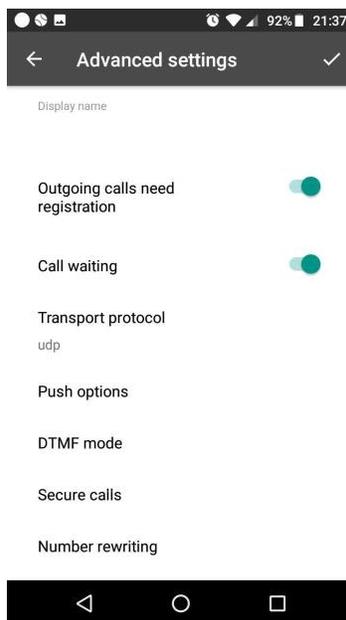


Enter Proxy. (Also sent to you in your email)

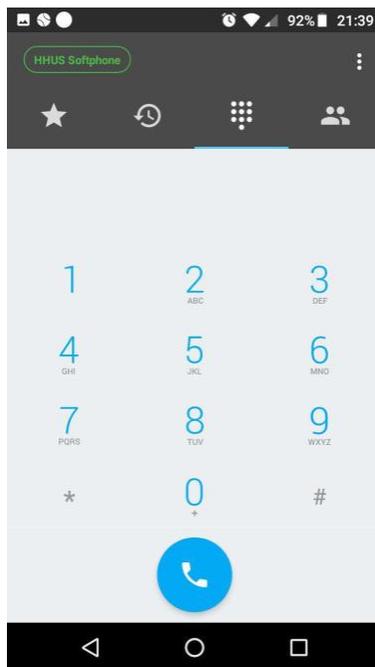
Then scroll down and for Voicemail enter *97 (This is optional, but I like the feature)



Last option in Advanced Settings is Outgoing calls need registration. This must be enabled.



And with all that done successfully, you should see this:



You can dial *43 to try the ECHO test, or dial *60 to hear the system clock to test your connection..