First, a note about Softphones and the HH system:

ALL: with the exception of HHX & HHUX, all requests for a softphone extension must require that the end user already has a hard phone. We will not be issuing numbers for softphones unless the applicant has already committed and connected a hard phone. If you see a request for a soft phone number, please respond and politely ask for their hard phone number before fulfilling the request. 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 HHX & HHUX. 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
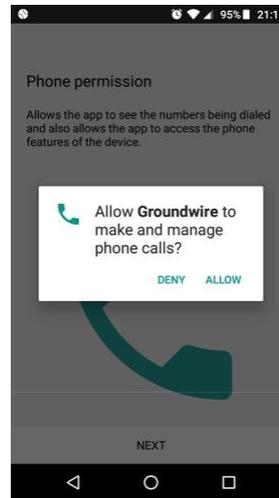
When you start it up, it will Present you with Terms & Conditions of Use, then request you to grant it permission to use some resources of your phone.
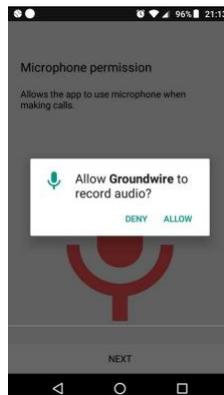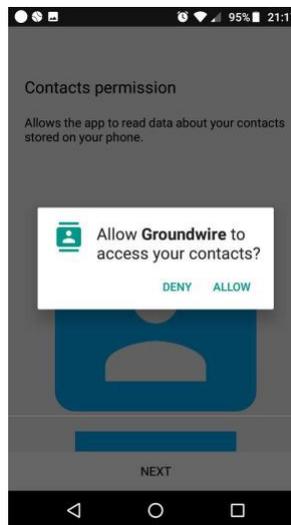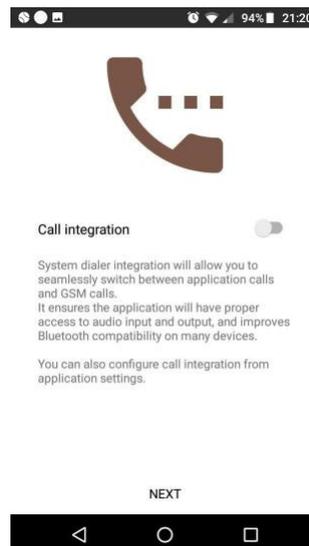


Allow this setting...

It's recommended to DENY this setting.
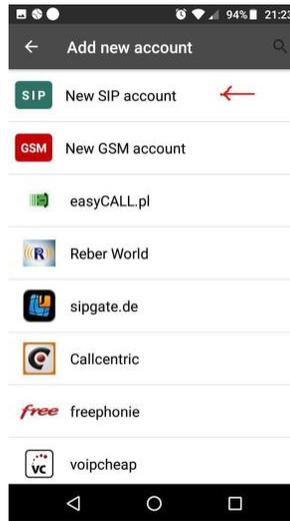It's not required.

Next is contacts, if you have people in contact list of device that you also have HH info for, allow it, but again, not mandatory.
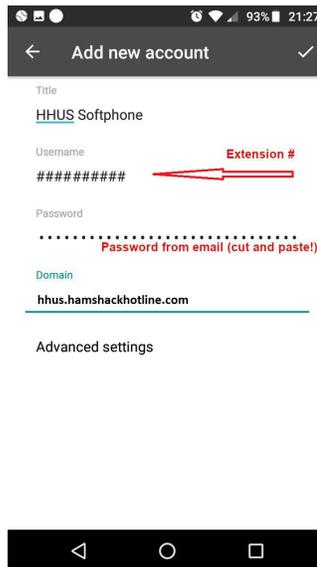
Next, call integration. Recommended to leave it off again as not mandatory.

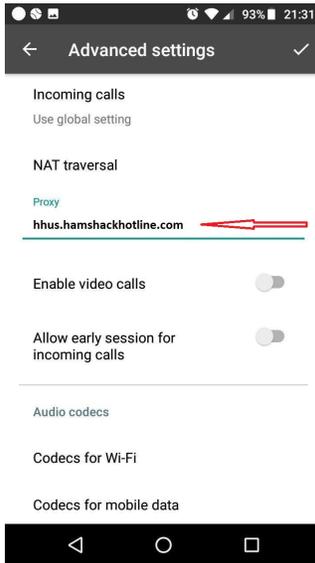Next screen you will want to select "New SIP account"



Title is what you want it to display for you on your screen, it's not used for authentication. Username is the extension # you are assigned and password received in email



Try to copy and paste the password, or print it out…

Then, before hitting check mark, you must select Advanced Settings which will open up

a new screen.

Enter proxy: **hhus.hamshackhotline.com** (or the proxy host that was sent to you in your email)
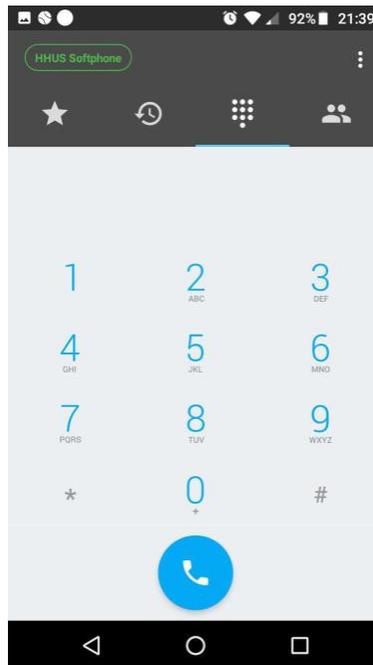(DO NOT ADD **"http://"** to the proxy. Just enter what was emailed to you.)

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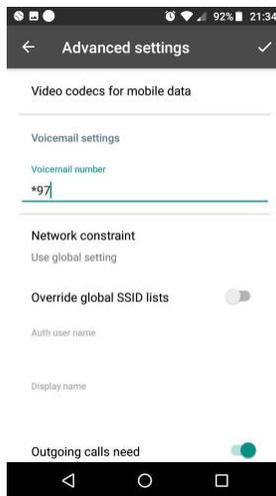


Last option in advanced settings outgoing calls require registration must be enabled
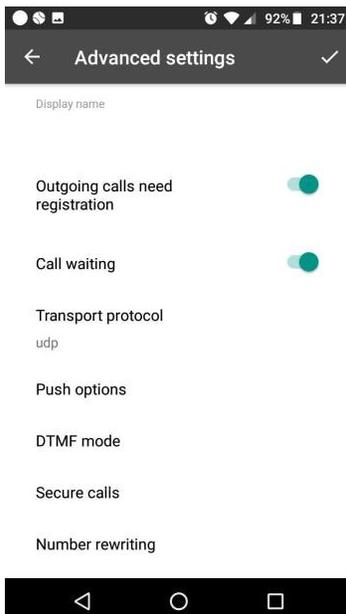
And with all that done successfully, you should see this



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