



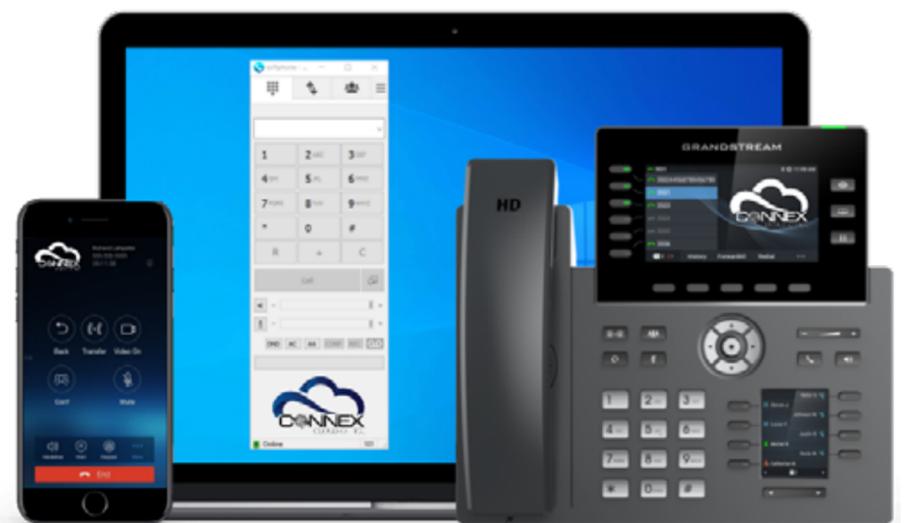
CONNEX CLOUD OFFICE

Android™ Softphone Installation Guide

The **Mobile Softphone** application (referred as softphone) is a feature-rich software-based telephone that integrates with the **Cloud Telephony** service from **CONNEX**. The softphone allows a user's **Android™** mobile device to act as their work telephone whether they are in the office or traveling. Which means you can now separate your work and personal calls on your smartphone.

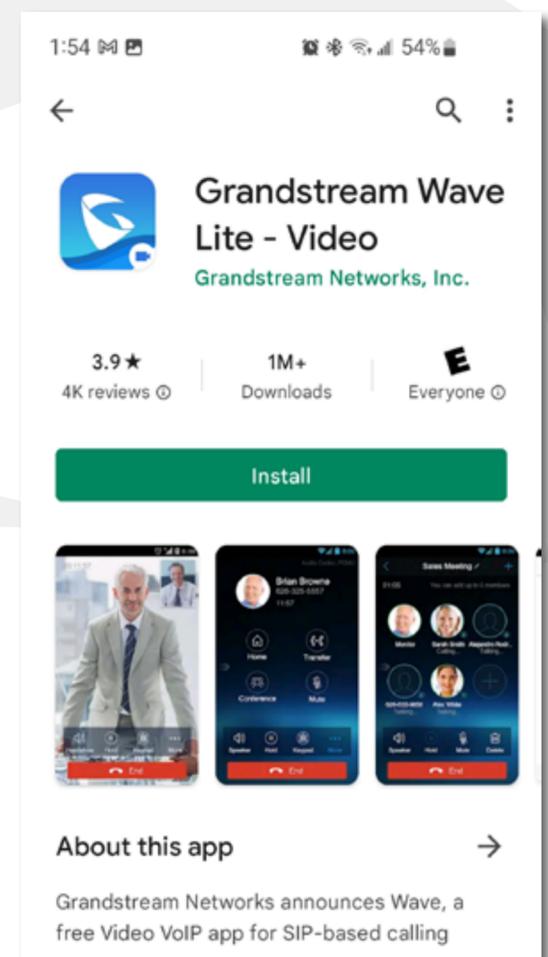
Our softphone functions like a desk phone and extends the ability to use our service from anywhere at any time and on the device of your choice. It can be used as a complement to a desk phone or as your primary device to make and/or receive calls.

After installing your **Mobile Softphone** on your mobile device, you need to add an account (your **Extension**) to your softphone, please refer to the **CONNEX Mobile Softphone Add-Modify Account Guide**. For information about how to use your Mobile Softphone, please refer to the **CONNEX Mobile Softphone Quick User Guide**.



Installation Steps:

To install the Android™ Softphone from the Google Play store, scan the QR Code, or click/tap the Google Play logo or URL below to open the link in your mobile browser.



<https://play.google.com/store/apps/details?id=com.grandstream.wave>

Follow the installation steps on the next page.

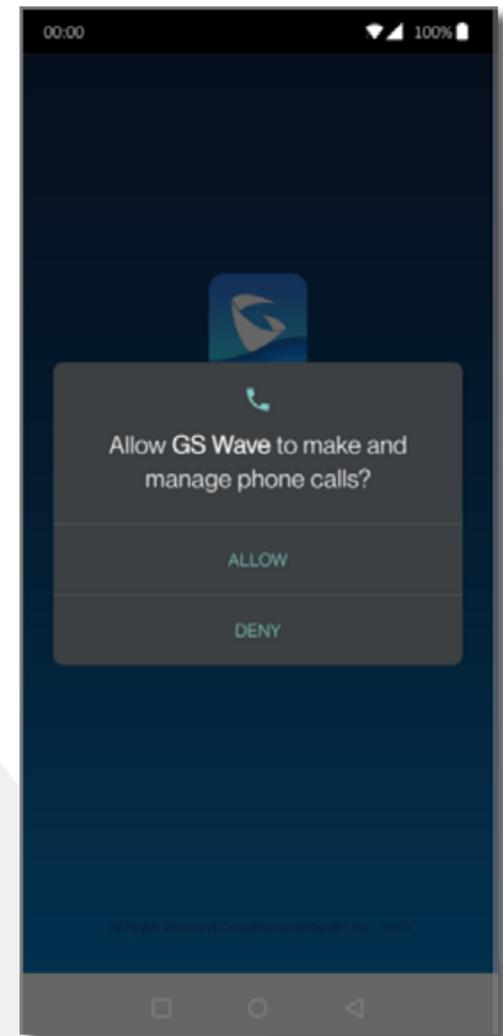
Step 1: Granting Permissions

The softphone requires that you grant permissions to access certain functionality of your phone to function properly. To access all the features and functionality, it is recommended that you grant/allow all of the requested permissions.

Once installed, the application GS Wave will ask following permissions to be granted (allow), the ones in bold are mandatory for the basic functionality of the softphone application. It is strongly recommended that you grant all permissions to enable all the functionalities available in the Mobile Softphone.

- Take pictures and record video
- Record audio
- Access you contacts
- **To make and manage phone calls**
- Access photos, media and files on your device.

For more information about the mobile softphone app permissions, please refer to the Google Play store page for GS Wave Lite.



Step 2: Call Popup Permissions

After granted the above permissions, you will be prompted to enable the following permission in order to receive a call popup for incoming calls.

- Display over other apps
- Lock screen display (required for some mobiles)
- Pop-up interface in the background (required for some mobiles)

- 1 On the Display over apps screen, find and press on GS Wave.
- 2 On the GS Wave screen, make sure the Allow display over other apps is enabled (as shown on the screen).

