

# Advanced Networking, Inc.

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[www.advnetwork.com](http://www.advnetwork.com)

## Setup Acrobits Groundwire App for Hosted Systems

Use these instructions to install and use the Acrobits Groundwire App on your iOS or Android device. The screen captures in this document were taken from an iPhone 6s phone, so they may not appear exactly the same on your device. However, they should be similar enough to guide you setting up your device

While there are plenty of SIP phone apps in the Play store, we have found this app to be one of the best. It is worth the money to download it and is the only one we recommend to our customers. It is one of the few SIP phone apps that has “push notifications” for incoming calls. Compared to other SIP applications, Groundwire is the most efficient in terms of battery usage on your smart device.

### SIP Extension Information

(Contact Us for This Information)

Extension	SIP Password

**Domain (SIP Server/Proxy Server Address):** (Contact Us for this Information)

#### Downloading the App

1. Open up Google Play Store or Apple App Store and search for “Acrobits Groundwire”
2. Download and install it.

#### Setting Up The App

1. Once downloaded, open it up on your device.
2. It should come up with the settings screen automatically. If not, then click on Settings.

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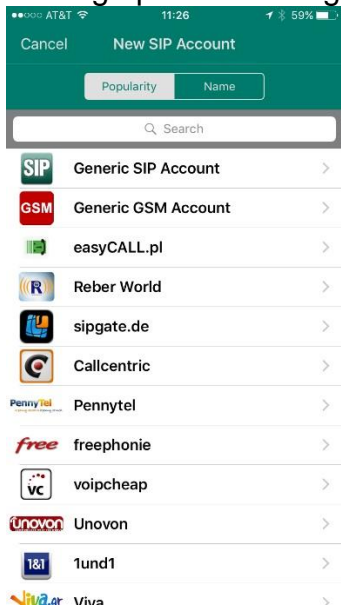
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3. Click on the + symbol at the top right corner of the screen to add an account.
4. It will bring up the following screen:



5. Select **Generic SIP account**.
6. It will bring up the following screen. Enter the following information into the fields.

Cancel      New Account      Save

ENTER SIP ACCOUNT DETAILS

Title      My account

Username      johndoe

Password      secret

Domain      example.com

Display Name      John Doe

Advanced Settings >

**Title** is what you want to call the Account. It can be called whatever you want it to be called, such as Office.

**Username:** Your **Extension number**

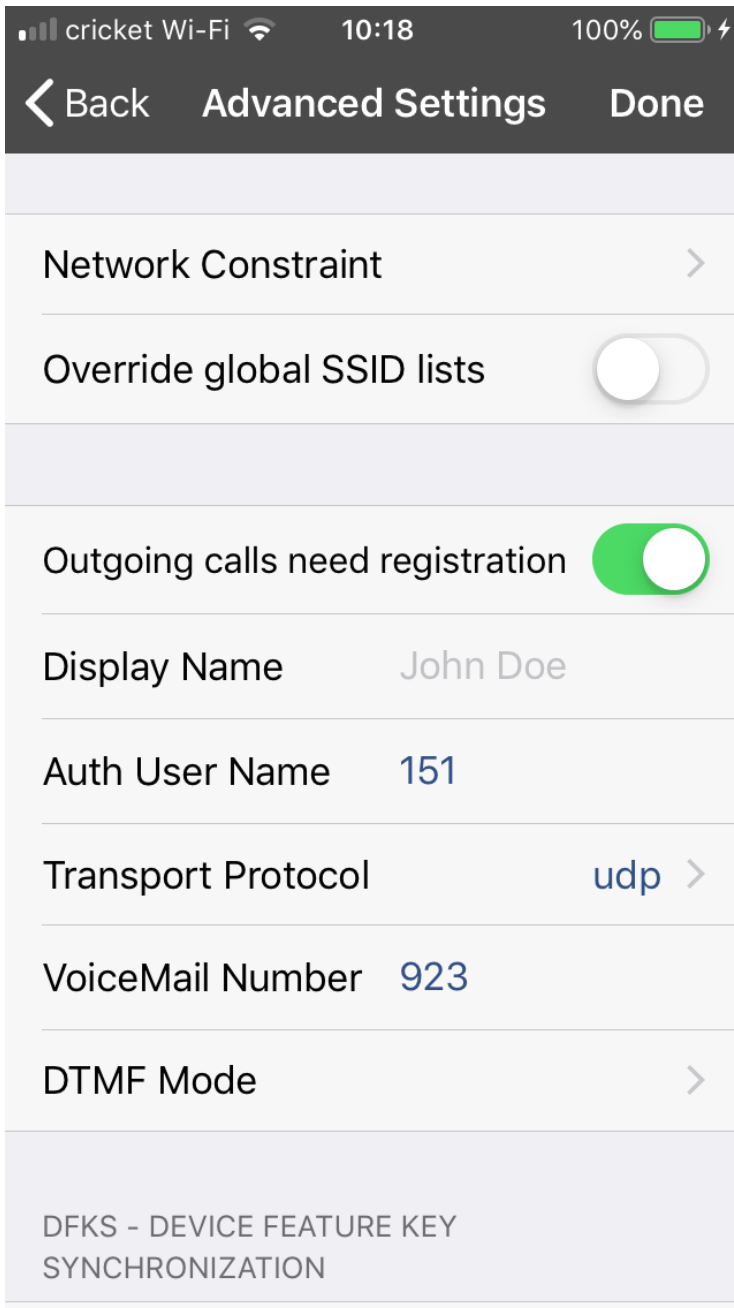
**Password:** Your **SIP password (case-sensitive)**

**Domain:** Your **IP address or friendly name** that is provided above.

**Display Name:** Your **Name** for your Extension.

When done entering the above information, click on **Advanced Settings**.

- Once at the advanced settings page, scroll *down* until you see Auth User Name.



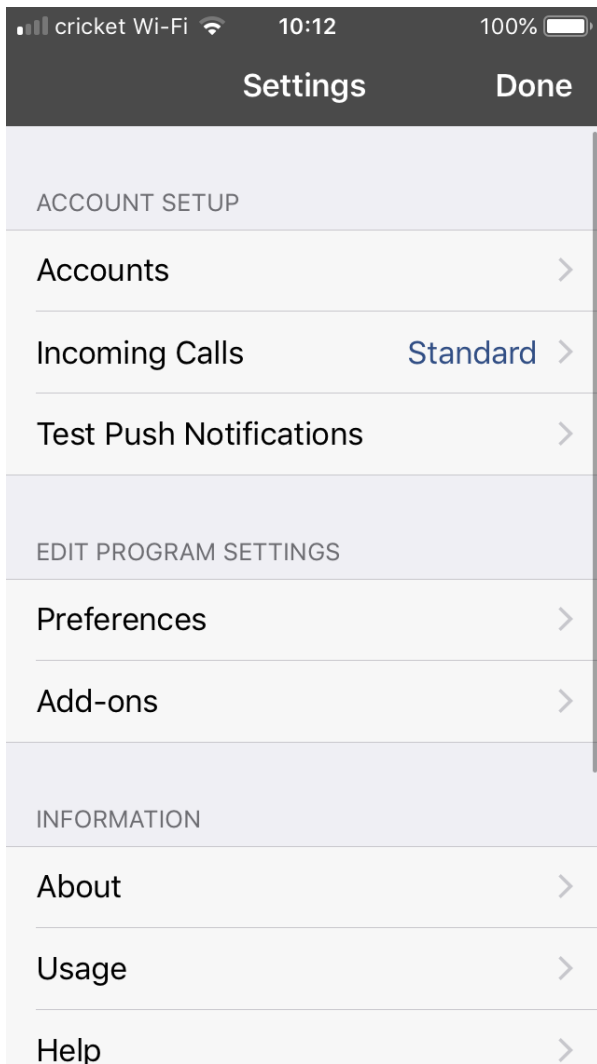
Outgoing Calls Need Registration Needs to be Enabled.

**Auth User Name:** Enter your extension number.

VoiceMail Number: 923 (Optional)

- Click on **Done** at the top right of the screen when finished.
- Click on **Settings** at the top of the left screen.

10. This will take you back to the main menu of the **Settings** Page



11. Click on **Incoming Calls** settings.

12. It will bring up a screen that gives you the options:

a. If you want the calls to come through even when you do not have the app open, select **Push Notifications**.

b. If you only want the calls to come through when the App is open, select **Standard**.

13. All other settings should be kept as default.

14. Click on the **Done** at the top right hand corner.

15. You should then be at the main screen which consists of a dial pad and the account name you just setup.

16. If you setup the account correctly, you should see the account in Green.

17. Make a test call.

18. If the app is not registering to the system, please call the office at 302-792-9200 for additional help.