100AVA

Dear Customer

Thanks for your registration in 100AVA,

Please pay attention to the following points:

- This App is free and no payment is needed to use it.
- App is only and only for making calls and Receiving Calls , you cannot buy credit using App, please use http://login.100AVA.com to manage your account and buy credit.
- please remember if you find any problem or quality issue in normal class services, you can use temporarily business class services (in which quality is 100% guaranteed) as a backup plan, by adding 100 in front of your destination number, for example if you dial 982122334455 it will use normal class and if you dial 100982122334455 it will use business class,

You have two options to configure the App, please select one of the following options :

- ✓ Option 1: watch the tutorial film on YouTube
  at: https://youtu.be/fg2-4-SNOXg
- ✓ Option 2: Read this email and configure as described in the email,

If you do not watch the tutorial film, please do the followings to download and configure App on your cell phone:

1) Please pay attention that you need a "QR Code" to configure the App automatically, a sample code is shown in the picture below (this is a sample, do not use it for configuration), if you are reading the email with same cell phone you want to install App on it, please save the picture on your cell phone as you need it in step 5 , otherwise (if you are reading the email with another device except your cell phone) , you should scan this picture by your cell phone later in step 5,

2) Please search for "gs wave" in App store (for iPhone) or in Play store (for Android) and download and install this free App.
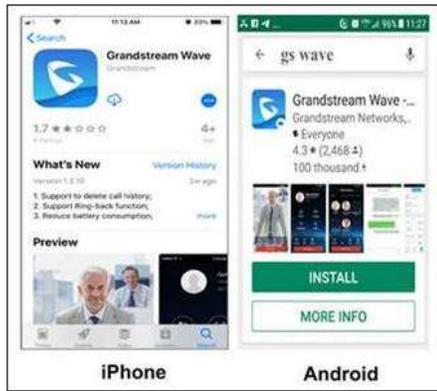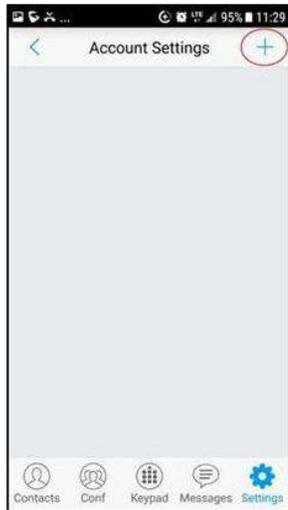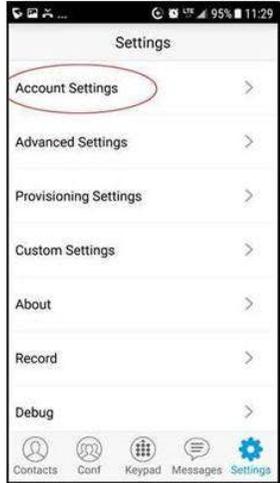

3) Allow app to access microphone, camera, contacts and … during installation.
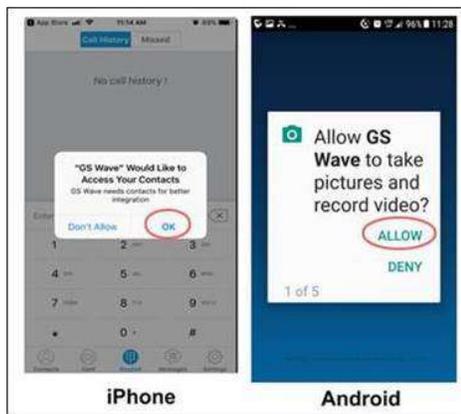
4) First tap on the "Setting", then tap on the "Account Settings" and finally tap on the "+" on the top right corner.

5) If you are reading this email with the same cell phone you installed App on it, Please select " (Select QR Code Image)" , then browse and select the QR code which you saved in step 1 on your cell phone, otherwise (if you are reading this email with another device except your cell phone), Please select " (Scan QR Code)", then your cell phone will get in scan mode , try to scan QR code shown in step 1 with your cell phone.

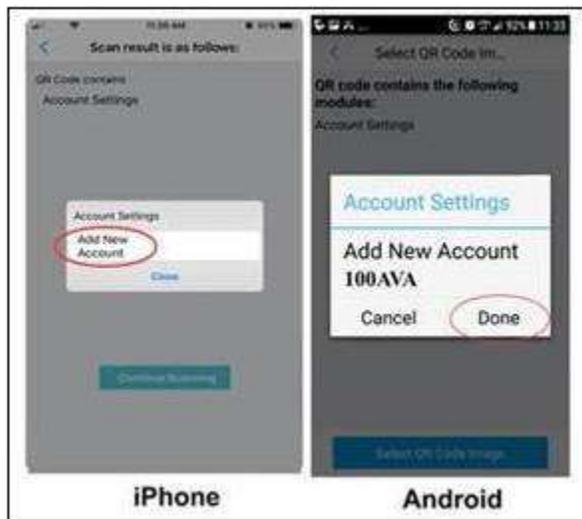(if you are reading the email with same cell phone you installed App on it)

(if you are reading the email with another device except your cell phone)

(This picture shows scan mode in iPhone and Android cellphones)

6) An account will be added in this step, and configuration is completed,

7) You can see "100AVA" in green color in the top right corner, it means that App is ready and registered, you can dial your destination using its keypad, also you can use its phone book for dialing.

Please pay attention that to use App, "100AVA" should be green , if it gets red, it means that there is a problem and App is not connected to server, it is usually because of Internet connection or Firewall.   Also please be informed that this app by default only uses Wi-Fi Internet, if you want to use it when your cell phone is not connected to any Wi-Fi , disable 'Wi-Fi Only' option in " Settings => Advanced Settings => Network Settings " (in this case it will use SIM Card or GSM Data) .
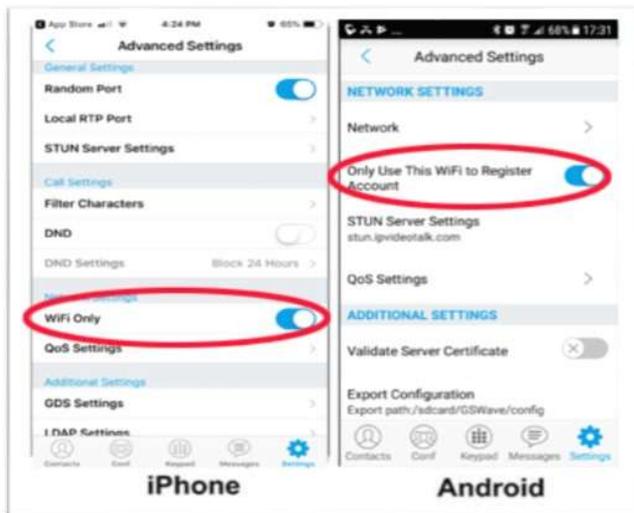
After installation and configuration, please do an echo test to make sure everything is OK, to do echo test, please dial "1001" and after hearing the recorded message, please talk to yourself, you should hear your own voice clearly without any delay, otherwise there is something wrong, please contact customer support to fix it.

Please pay attention carefully to the following points:

- ✓ To use app to make a call, your cell phone needs Internet, so it should be either connected to Wi-Fi, or it will use your SIM card Data, and if your Internet connection is not good, the quality of the call will be dropped, please use classic way in this case.
- ✓ To make a call, your app should be registered (Green on the top right corner) , otherwise you cannot call, if it gets unregistered, to reregister again, close the app, check your Internet connection and reopen it again.
- ✓ In some cell phones there are some options like "Battery saving" or "Battering Optimization" which can prevent the App to work properly or get unregistered, please make sure that the App is in exclusive list of these options and do not apply these options on the App.

To check your balance please dial "*0#"

To call your destination dial your number directly, for example if you want to call 100AVA office dial 18552827279 directly (country code + area code + number), there is no need to any prefix like "00", "+" or "011" , however with these prefixes it will work too. Also please remember if you find any problem or quality issues in normal class services, you can use business class services as a backup plan, by adding 100 in front of your destination number.

For balance check : please dial " *0# " ,
For echo test please dial " 1001 " ,

If you could not configure it automatically using QR code, please do as followings to configure it manually :

- First send an email to support@100ava.com and request for manual App configuration information,
- Select 'settings' on the bottom right corner , then select 'Account Settings' and then select '+' on the top right corner.
- Select 'SIP Account'.
- Enter requested manual information which was received by extra email.

- Select '✓' on the top right corner , to save the settings.

Best regards.
100 AVA Customer Support