



**BHARATH SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)



# Operational Manual

Prepared by  
ITPC, Hyderabad

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## Introduction

**BSNL** offers Internet Telephony (VOIP) service with brand name “**WINGS**”. To use the service, customer needs to install a SIP client (soft app) on any of its smart devices (laptop/smart mobile handset/tablet etc.) having internet which will act as SIP phone to make and receive calls from anywhere in India and abroad with any party (landline/mobile). The subscriber uses its parent IMS core and IP access network of any location for the voice service through BSNL “Wings”.

WINGS is an "APP" based calling service provided by BSNL which allows customers to initiate / receive VoIP calls within and outside the network based on IP either from his laptop / mobile i.e., calls can be made to any landline, mobile, VOIP from BSNL WINGS number.

BSNL is offering unlimited FREE Audio/Video calling for one year at one time activation. Customer has to activate the Services (one time in life) at Rs. 1099/- + tax as applicable

## Key Offerings

- In areas where mobile coverage is not good but internet is available by any means including Wi-Fi. Using Wings service using Internet service of any operator, customer will be active and make/receive calls.
- Wings service APP is easily configurable on Smart phone/Laptop/Notebook by simply downloading SIP Client (Soft App).
- Wings Customer can make calls using any internet connection like broadband / Wi-Fi / 3G / 4G data network of any operator.
- Wings can be provided over Internet Leased Line customer not having normal voice.
- Supports Video calling facility (from “Wings” to “Wings”)
- Free Mobility on PAN India basis
- Customer can use existing address book of Mobile while calling.
- Simultaneous voice and video calls.
- It allows calls either from mobile handset or laptop.
- Can use from any operator 3G / 4G /Broadband network. No compulsion to have BSNL 3G / 4G / Broadband connection.
- It supports Android, Apple, windows.
- It allows easy access to you from your family / office, wherever you are.
- No need to have a SIM/Mobile for availing this service. Any number of connections can be registered on single device.

New Connections booking can be done by registering the mobile number. Willing customers will be waitlisted for service with immediate effect in all Telecom Circles of BSNL. Connection will be made available on first come first serve basis, so to register, enter your Aadhaar number and Mobile Number and click on Register.

To register click on <https://sancharaadhaar.bsnl.co.in/Wings/Login.do>

## Subscriber Self Registration

Customer Visits <http://bsnl.co.in> or <http://Sancharaadhaar.bsnl.co.in/Wings> and Signs into Sanchar Aadhaar by Selecting Zone and mobile number.

**Welcome to BSNL Wings**

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**Attractive Tariff plan:-**

BSNL is offering unlimited FREE Audio/Video calling for one year at one time activation. Customer has to activate the Services (one time in life) at Rs. 1095/- + tax as applicable.

**NOTE: ISD facility not available on WINGS connection.**

**Key offerings of 'WINGS' service are:-**

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- Free Mobility on PAN India basis.

**Register for BSNL WINGS service**

Select State \*

--Select State--

Mobile Number \*

Enter mobile number

**Verify Mobile Number** **Cancel**

**NOTE: ISD facility not available on WINGS connection.**

**BSNL WINGS plan**

S.No.	Particulars	Description
1	One time Registration charge	Rs. 1095/-
2	Fixed Monthly Charges	NIL
3	Installation and Activation Charges	NIL (No Instruments/Handset by BSNL)
4	ISD/Deposit for (Outside INDIA Territory Calling)	2000/-
5		Free to any network for One year is

The customer has to verify the Mobile Number by entering the OTP which is sent to the registered mobile number.

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**Register for BSNL WINGS service**

Select State \*

Telangana

Mobile Number \*

9685598895

151678

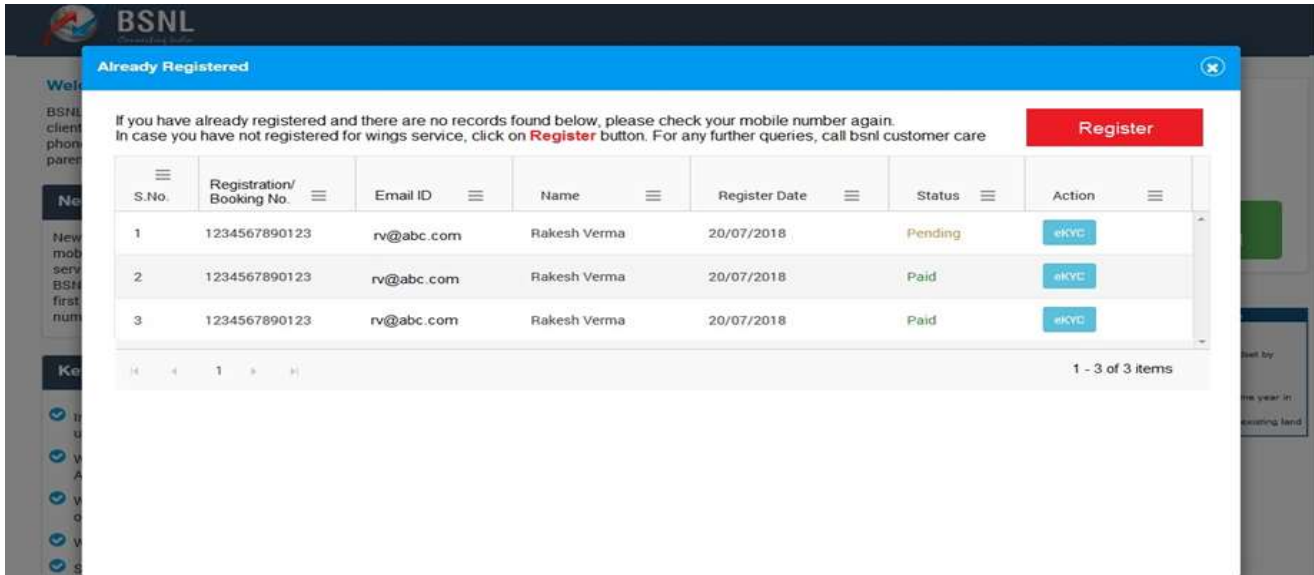
**Verify OTP and submit** **Cancel**

**NOTE: ISD facility not available on WINGS connection.**

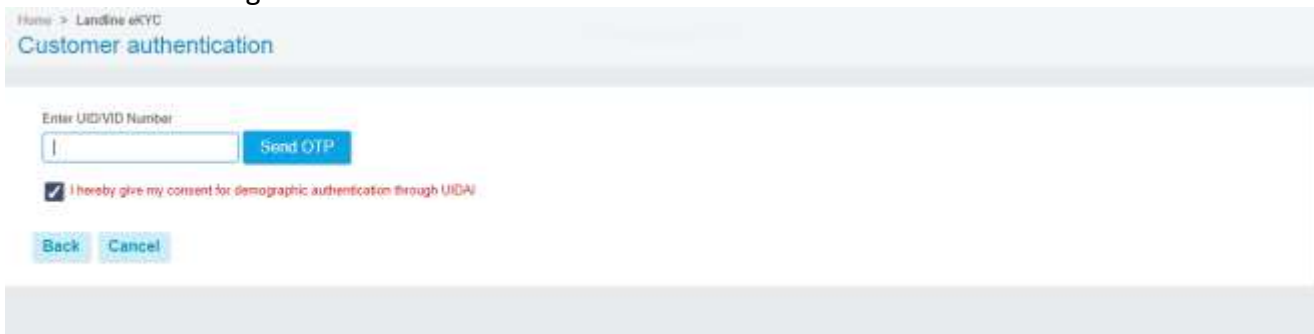
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If the customer has registered earlier for Wings Service and the payment is not complete, the screen is populated with the details of previous registration, where the customer can proceed towards the payment by clicking the Action Icon.



If the Customer has registered for the first time, or if no pending CAF's are available the customer is requested to create a new request by validating his Aadhaar Details. The customer will enter his Aadhaar UID/VID number, and he will be asked to enter the OTP received on the Aadhaar Registered mobile number for validation.



Home > Landline eKYC

### Customer authentication

Enter UID/VID Number

Enter OTP

By sharing of Aadhaar OTP, I hereby give my consent to fetch my name, Date of Birth, Address, Gender, and Photo from UIDAI

This OTP authentication can be treated as my signature

On successful validation of Aadhaar Number of the customer, he is redirected to CAF Entry page, where his eKYC information will be fetched and populated and the rest of the details are required to be filled by the Customer to complete the Customer Application Form (CAF).

Home > Landline eKYC

### Customer eKYC details

Wings Mobile number\*

**Customer details**

1. Name of the Subscriber/Organisation (As given in Proof of identity document attached with application)  
 No. Title\*

2. Name of subscriber (As received from UIDAI)\*

3. Name of Father/Husband/Autonomous Person (As given in proof of identity document attached with application)  
 3.C. Relationship: Venkatesh Sankaraj Puro

4. Name of Father/Husband/Autonomous Person  
 3.C. Relationship: Venkatesh Sankaraj Puro

5a. Date of Birth (DD/MM/YYYY)\*

5b. Age\*

6. Nationality\*

7a. Customer type\*

7b. Usage code\*

8. Preferred comm. method\*

9a. Mobile no.\*

9b. Alternate mobile no.

9. Email address\*

9. Customer address (As received from UIDAI)\*

**Contact Details**

Check Name as Aadhaar address

10a. House no.\*

10b. Wingo/Colony name\*

10c. City\*

10d. State\*

10e. District\*

10f. Main locality\*

10g. Sublocality\*

10h. Exchange code\*

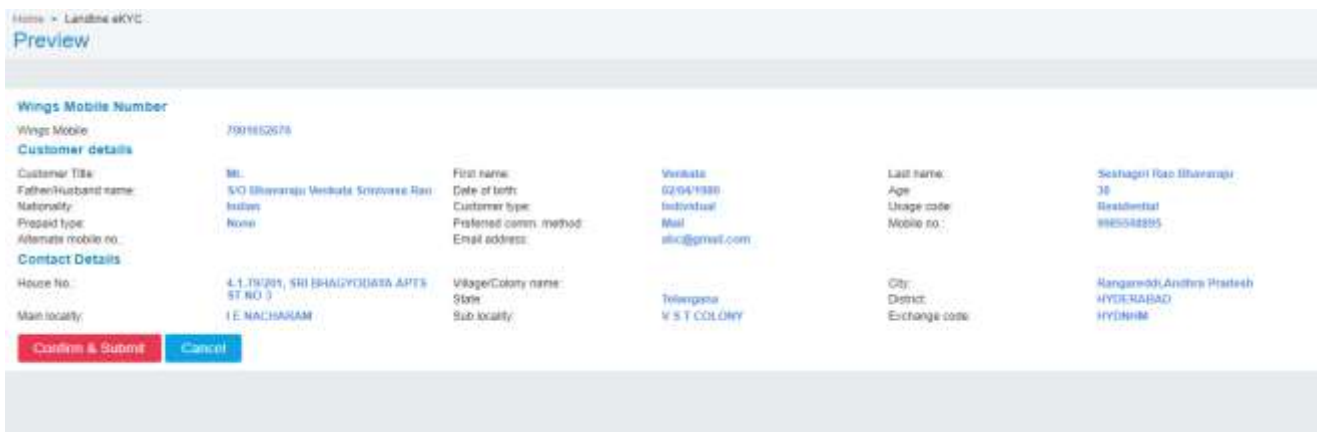
10i. Pin code\*

10. GST Data code\*

The system shall populate demographics from Aadhaar and the customer shall fill the rest of mandatory CAF details and select the mobile number from the available free mobile number list.

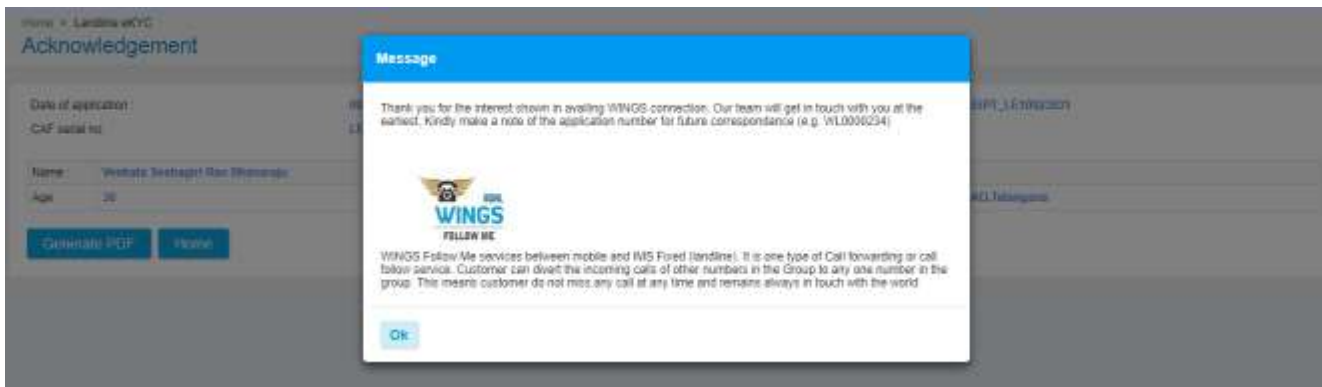
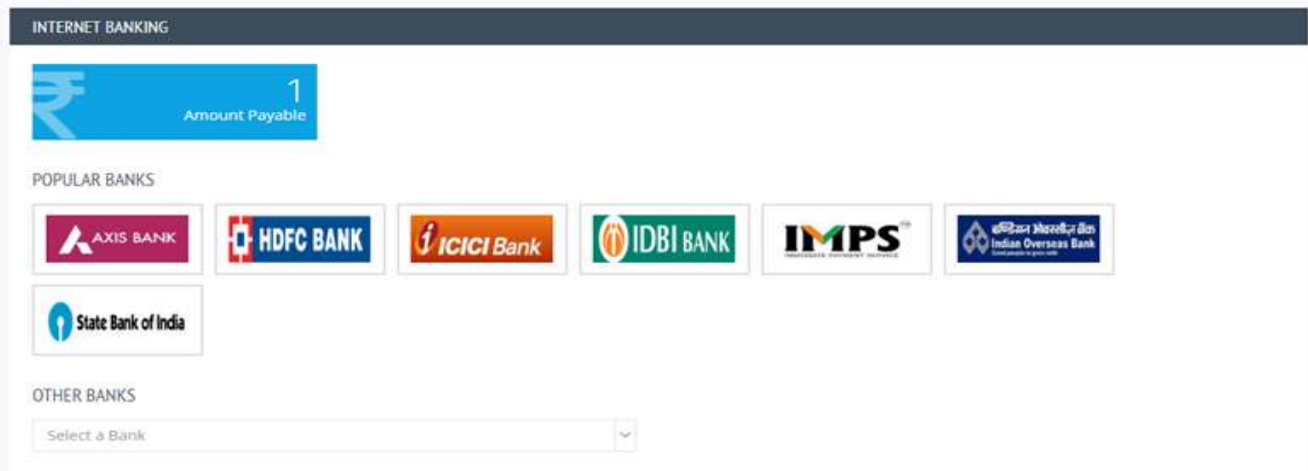


The customer will check for the correctness of the details entered by him and confirm for the submission of the form for further processing and payment.



If the service is available, the Customer will be navigated to Payment gateway for payment of Rs.1099/- + GST. On successful payment, request will be sent FMS for further processing of service activation.

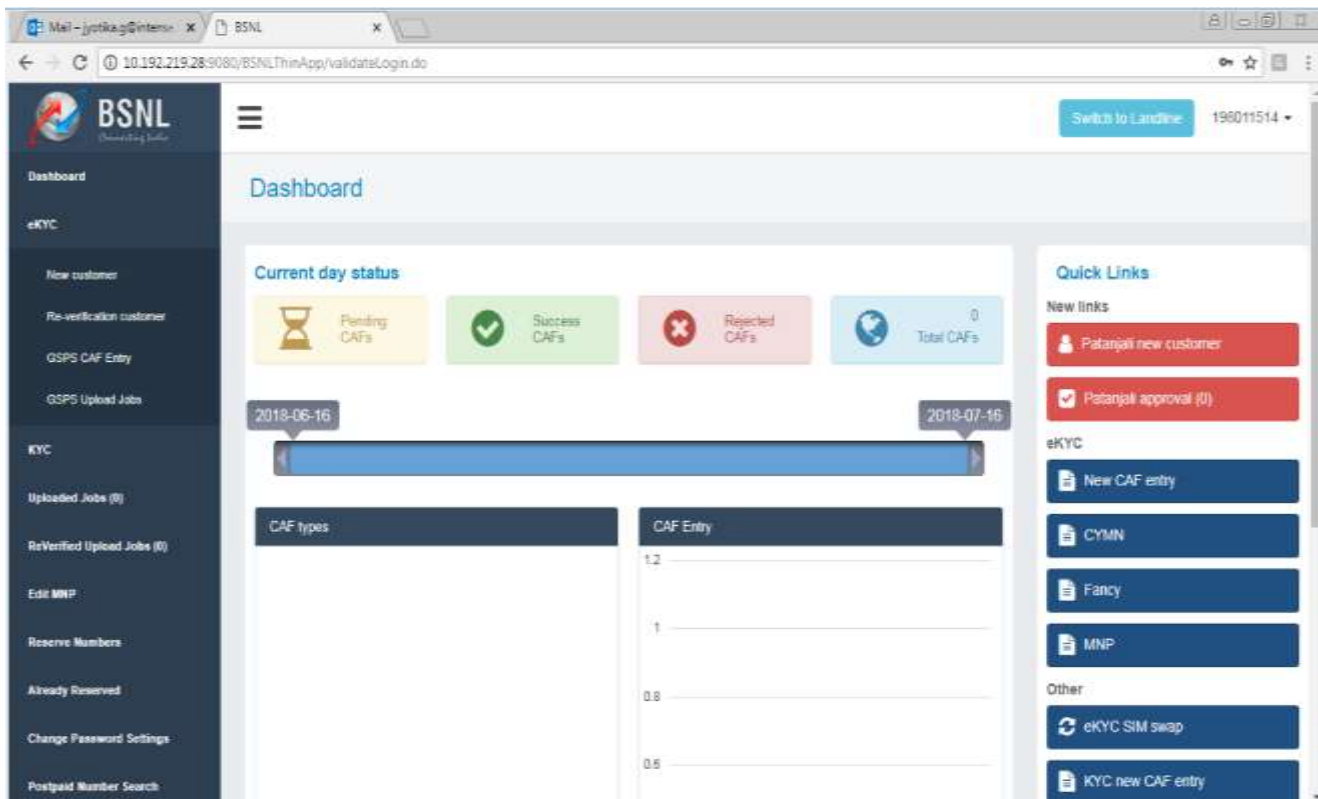
STEP-1



## Subscriber On Boarding at CSC

Walk in Wings Customer at Customer Service Center can be on boarded through Sanchar Aadhaar Application by the CSC operator login.





1. The operator should Login to Sanchar Aadhaar Application and switched to the Landline View.
2. Click on the Landline->Landline eKYC Menu item to open the CAF Entry process.
3. Select the Service Type as WINGS from the Dropdown menu and enter other remarks.

4. On clicking Next the Application prompts for Operator UID validation, where the operator enters his UID/VID and validates through the finger print scan.

BSNL  
Home > Landline eKYC > New customer  
**Customer authentication**

Customer UID / VID number\*  
Select device\*  
Morpho Satran

Place customer's finger on scanner to authenticate >> Capture fingerprint >> Authenticate

Capture & Authenticate

Cancel

5. Customer's Aadhaar number will be entered and Customer Biometric will be taken for validation.
6. If validation successful, customer's e-KYC information will be fetched and stored with SA system.
7. The other mandatory fields are filled by the operator

BSNL  
Home > Landline eKYC > Customer details

**Customer details**

1a. Title \* 1b. First name \* 1c. Last name \*

MRS jotika giri

2. Father/Husband name \* 3a. Gender \* 3b. Date of Birth (DD/MM/YYYY) \* 3c. Age \*

rajeev Male Female Other 09/02/1994 24

4. Nationality

Indian

5a. Customer type \* 5b. Usage code \* 5c. Prepaid type \*

Individual Business NONE

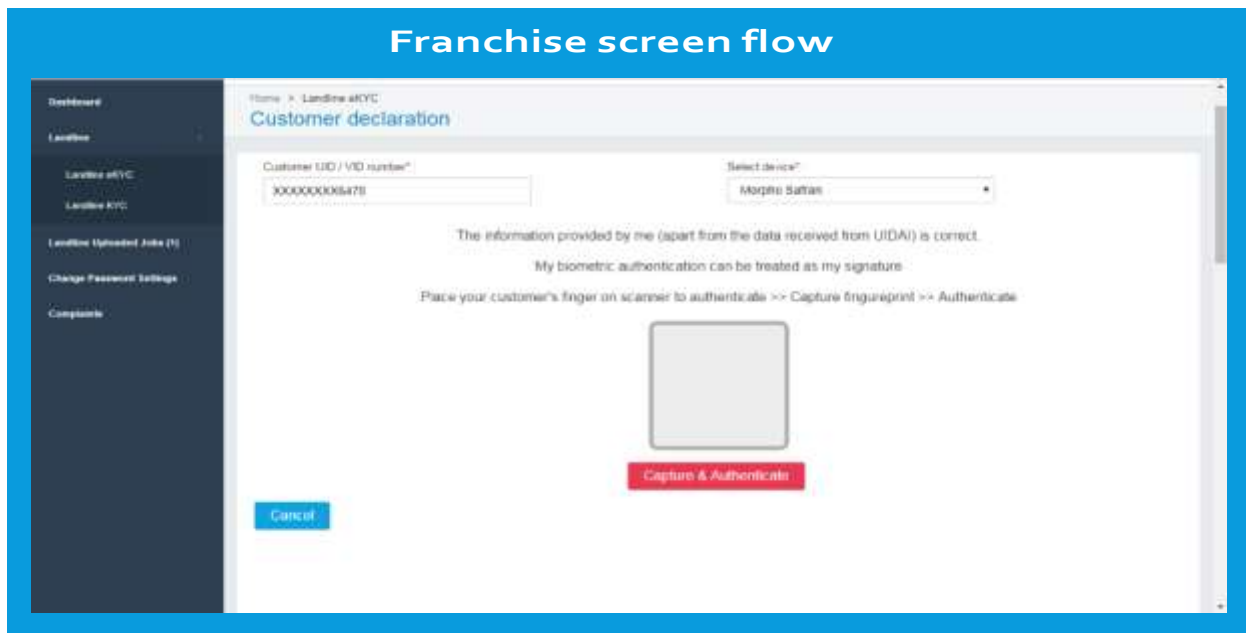
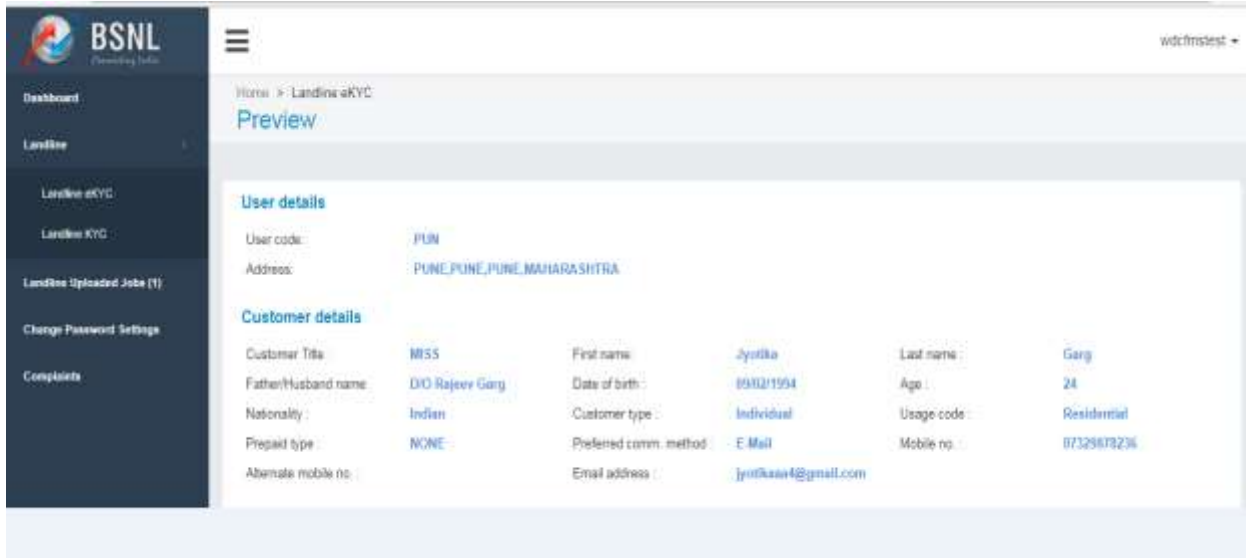
6. Preferred comm. method \*

Mobile

7a. Mobile no. \* 7b. Alternate mobile no. 8. Email \*

9660768757 wcd@gmail.com

8. The Mobile Number is selected from the list of available free numbers of that LSA.
9. The Operator verifies the data entered through preview and the customer validates using his UID/VID Number and biometric scan.



10. The operator proceeds to collect the Amount of Rs.1099/- + GST towards activation of the WINGS Service and provides a receipt of the payment received.



## Subscriber Self Activation

On successful registration and payment for Wings Service, a mail will be sent to customer on his registered email along with an SMS on his registered Mobile Number about the activation procedure along with the one time activation 16-digit PIN.

On receiving the welcome Email and SMS from BSNL Wings Service, the customer has to register himself at <http://ngn.bsnl.co.in> to proceed further.

The screenshot displays the BSNL NGN Customer Care Portal 2018. The browser address bar shows the URL [ngn.bsnl.co.in/index.php?r=user%2Fsecurity%2Flogin](http://ngn.bsnl.co.in/index.php?r=user%2Fsecurity%2Flogin). The page features the BSNL logo and navigation links: Home, About, Help, Register, and Login. A central heading reads "Login to activate your WINGS/LFMT with your social media account or portal account". Below this, there are two main sections: "Login or Create new account with your existing social media accounts" and "Login with portal account". The social media section includes icons for Facebook, Google+, LinkedIn, and Twitter, with a note: "Create account in NGN portal if not willing to use social media account (not recommended)". The portal account section has fields for "Login" and "Password", a "Forgot password?" link, a "Remember me next time" checkbox, and a "Login" button. Below these sections are four informational cards: "What is Multimedia Video Conference?", "What is Prepaid?", "What is IP Centrex?", and "What is Fixed Mobile Convergence?". The footer of the page includes "BSNL NGN Customer Care Portal 2018" and "Developed By RC-NGN Bangalore".

**Sign up**

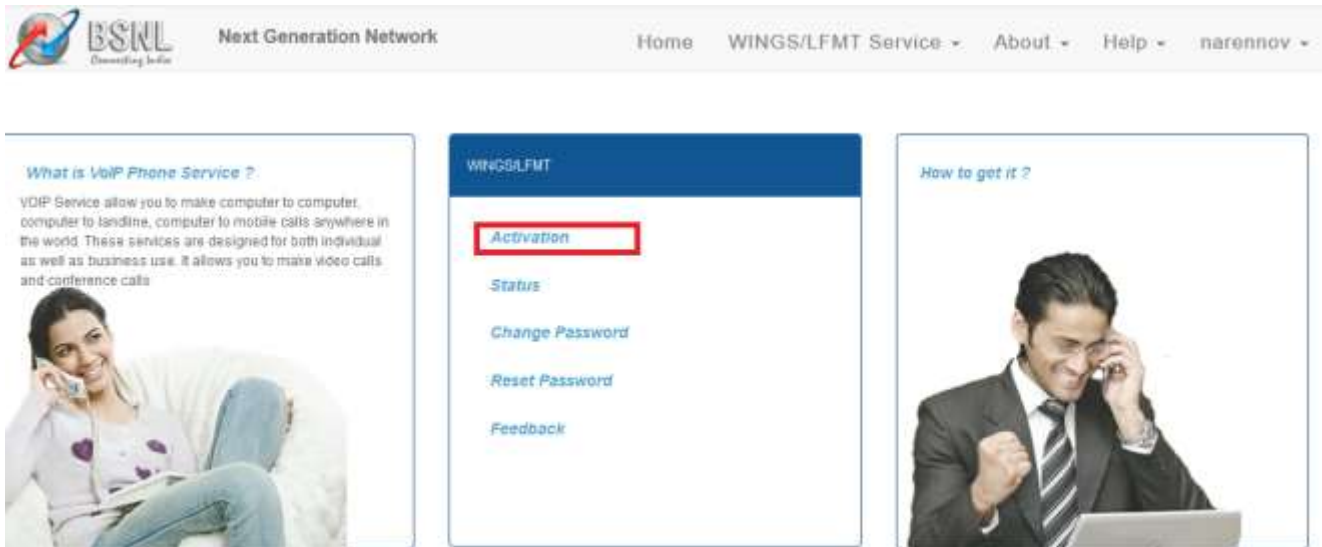
Email

Username

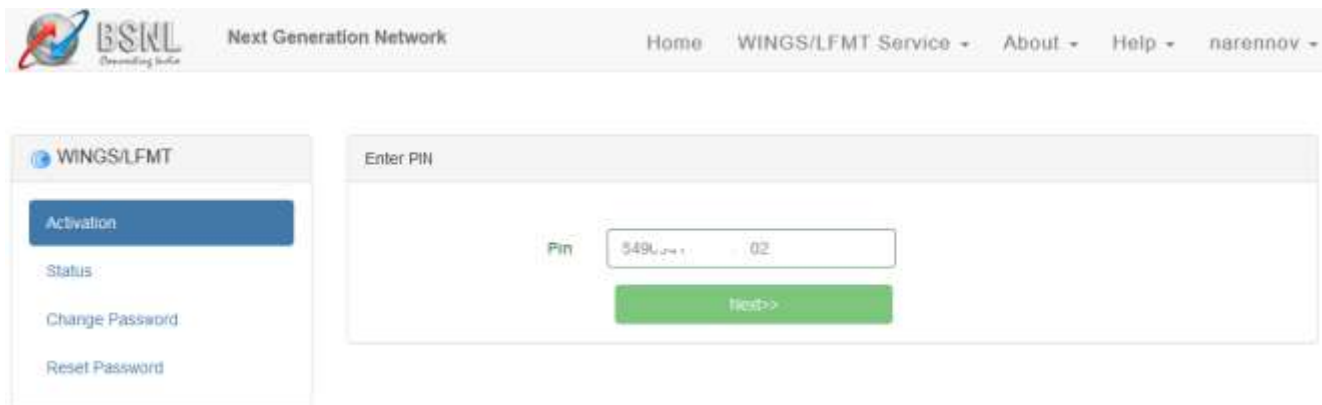
Password

Already registered? [Sign in!](#)

A first time customer has to register himself by entering his email and create a username and password. A mail will be sent to the registered email to validate the registered email and the customer can now login to the BSNL NGN Website for activation of his Wings Mobile Number.



Click on the Activation Link to enter the 16-digit PIN received on your email or mobile to activate the outgoing on your Wings Service.



The screenshot displays the WINGS/LFMT user interface. On the left, a sidebar menu includes 'Activation' (highlighted in blue), 'Status', 'Change Password', and 'Reset Password'. The main content area is titled 'Enter OTP' and contains three input fields: 'Pin' (with the value '547' followed by dots and '574'), 'VOIP Number' (with the value '94' followed by dots), and 'OTP Received'. Below these fields are two buttons: 'Next>' and 'Resend OTP'. At the bottom of the main area, a green banner displays the message 'A OTP is sent to your mobile'.

On entering the correct 16-digit PIN, the registered VOIP/wings Number is displayed and an OTP is sent to the registered Mobile Number.

On successfully validating the OTP, the wings services are fully activated and the customer can now make or receive calls via the Grandstream Wave application.

## GSWave Installation

Follow the link and the detailed procedure to install the Grandstream wave through the QR code and then configure it through QR code as available below:

1. Download the Grandstream Wave application from play store

For Android you can also follow the link or QR code

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

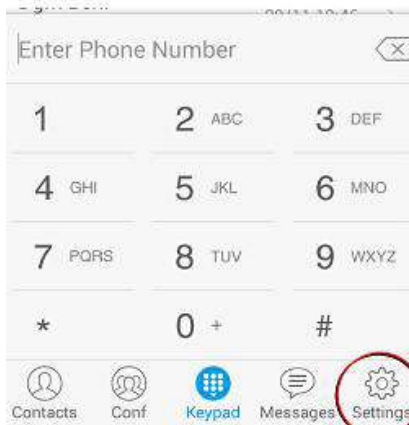


For iOS you can also follow the link or QR code

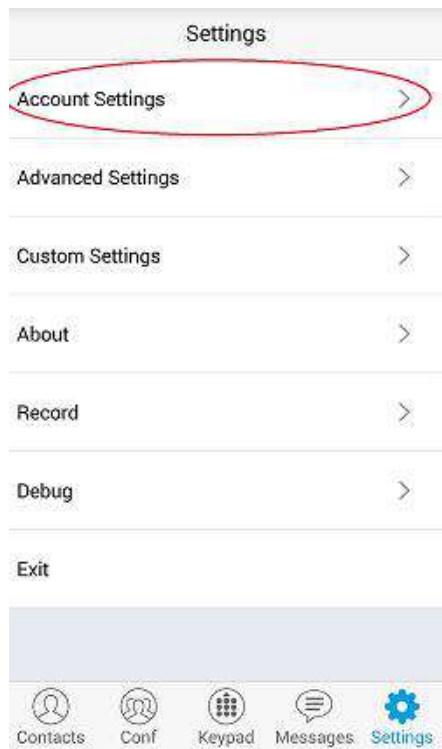
<https://itunes.apple.com/us/app/grandstream-wave/id1029274043?mt=8>



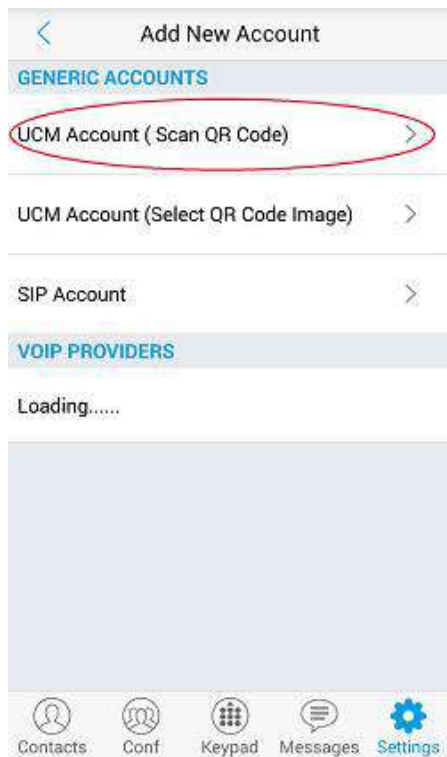
2. Open the application and click on settings menu



3. Click on the Account Settings



4. Click on UCM Account(Scan QR Code) to scan QR code

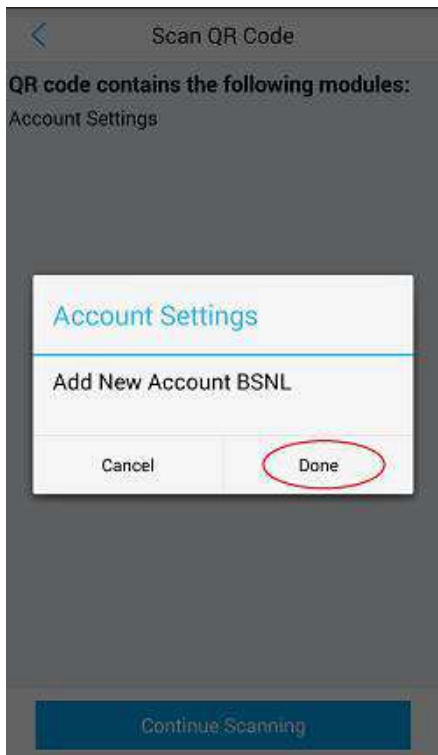


5. Scan the below QR code given in the website to configure your Wings account on the app





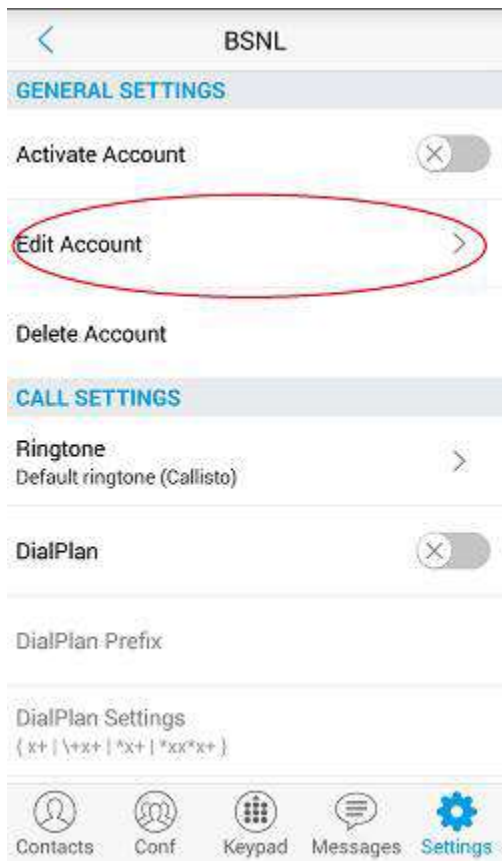
6. After Scanning the QR Code, Click on Done



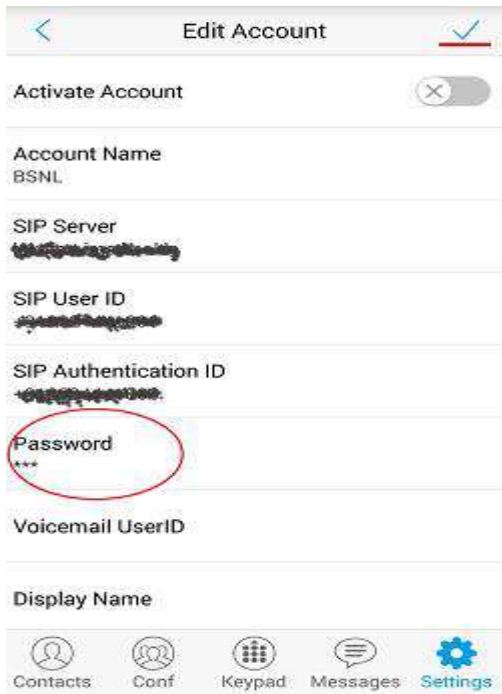
7. All your account details will be recorded, now click on BSNL as marked below



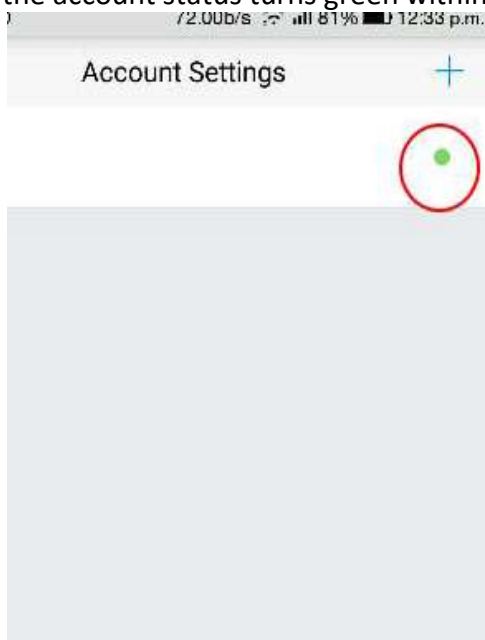
8. Click on edit account



- click on password and set the password which was given while activating the number after receiving OTP. After setting the password click on the tick mark on top left



- Once you set the password correctly and you are in the right WiFi range (in case of LFMT) you can see the account status turns green within a minute as shown below.



Now your are ready to make calls using BSNL Wings via 3G or Wi-Fi using GSWave App.