

# Wave Desktop Application Release Notes

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## VERSION 1.0.21.18 (Android) / 1.21.15 (iOS)

### PRODUCT NAME

Grandstream Wave Mobile

### DATE

06/07/2023

### IMPORTANT NOTE

- Grandstream Wave Mobile is available for Android and iOS mobile devices.
- The latest Wave Android app is available on the Google Play Store and can also be downloaded from <https://fw.gdms.cloud/wave/download/>
- The latest Wave iOS app can be downloaded from Apple's App Store.

### CHANGES SINCE ANDROID VERSION 1.0.21.14 / iOS VERSION 1.21.11

#### BUG FIXES

##### General

- [UI] Improved some UI strings under different scenarios.

##### Android

- [Call/Meeting] Fixed an issue where the call cannot be accepted or declined when the phone is locked.
- [Application] Fixed an issue where the remote extension cannot be registered through the UCMRC domain address under some specific scenarios.
- [Application] Fixed an issue where the user cannot log in the Wave app when using NAT64 network.
- [Application] Fixed an app crash issue when clicking the call notification on the Android phone. The call notification should not be there because after the user clicks to answer the call via the Android system notification, the user has already terminated the call.
- [Application] Fixed an app crash issue when the user accepts a call by clicking the button on the notification. Before the call arrives the phone, the screen is locked.
- [UI] Fixed an issue where the interface displays incorrect when the user accepts a call via phone notification after killing the app.

##### iOS

- [Application] Fixed an app crash issue when the Wave app Contacts module exceeds 3000 contacts.
- [UI] Fixed an issue where the call history UI would load twice after restarting and accessing the Wave app.
- [Application] Fixed an issue where the Wave app would crash randomly after pressing the number "2" on the dial panel.

- [Application] Fixed an issue where the Wave app would crash after entering the public meeting room number.
- [UI] Fixed an issue where Wave's call history loading UI is missing after killing the process of the Wave app and restarting the app.
- [Application] Fixed an app crash issue when Wave app is trying to connect to the network and there is an incoming call to the Wave app.
- [Call/Meeting] Fixed an issue where the call would be interrupted after the call has been established for a few seconds when using NAT64 network.
- [Chat] Fixed an issue where the chat window would display abnormally after pinning or unpinning a chat window in the Wave app.

## VERSION 1.0.21.14 (Android) / 1.21.11 (iOS)

### PRODUCT NAME

Grandstream Wave Mobile

### DATE

04/24/2023

### IMPORTANT NOTE

- Grandstream Wave Mobile is available for Android and iOS mobile devices.
- The latest Wave Android app is available on the Google Play Store and can also be downloaded from <https://fw.gdms.cloud/wave/download/>
- The latest Wave iOS app can be downloaded from Apple's App Store.

### CHANGES SINCE ANDROID VERSION 1.0.21.8 / iOS VERSION 1.21.8

#### ENHANCEMENTS

- [Call/Meeting] Space is now supported in dial plan rules. Note: If **Dial Plan Rules** is disabled, any spaces in a dialed number will be removed.
- [Application] [Android] Added **Silent Mode** to settings. Enabling Silent Mode turns off sounds and vibrations for all calls and message notifications.
- [Application] [Android] Added **Notifications & Ringtone Settings**.
- [Application] [Android] Added additional battery optimization-related settings.

#### BUG FIXES

##### General

- [Application] Fixed several stability issues.

##### Android

- [Application] Fixed an issue where Wave's ring volume does not change when changing system volume.
- [UI] Fixed an issue where the upgrade prompt would repeatedly appear in certain cases.

##### iOS

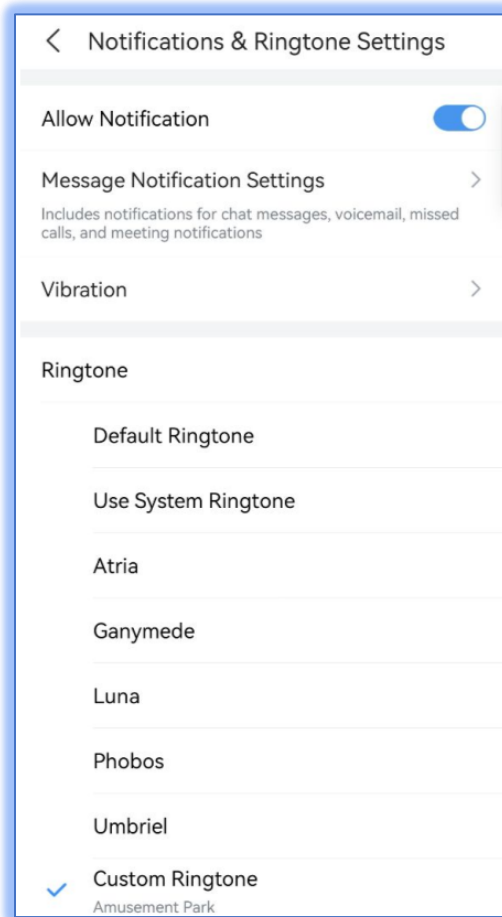
- [Application] Fixed an issue where dial plan rules are disabled after killing the app.
- [Call/Meeting] Fixed an issue where calls will keep ringing in certain scenarios.
- [Call/Meeting] Fixed an issue with calling numbers in search results that include country code.
- [Call/Meeting] Fixed an issue with loading meeting information.

## NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

### NOTIFICATIONS & RINGTONE SETTINGS

Users now have more control over Wave's notifications and ringtone settings.

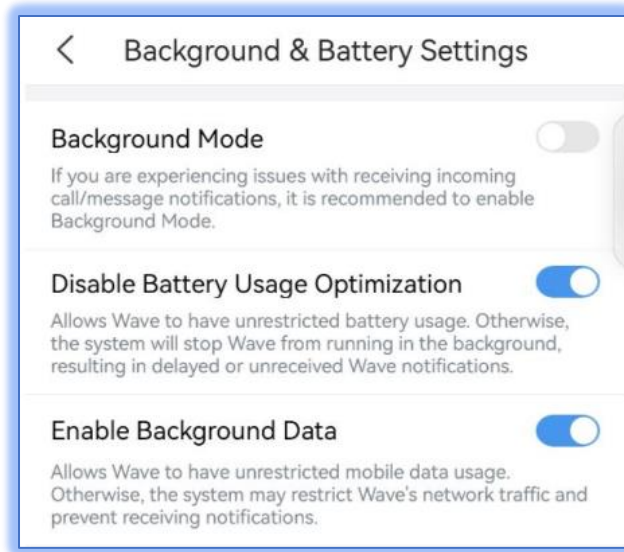


**Figure 1 - Notification & Ringtone Settings**

- **Allow Notification** – If disabled, message and incoming call notifications will not be displayed.
- **Message Notification Settings/Vibration** – Selecting either of these will redirect users to the system's corresponding settings.
- **Ringtone** – Users can select Wave's default ringtone, use the system's default ringtone, or select from available ringtones on the system.

### BATTERY OPTIMIZATION SETTINGS

Users now have additional control over Wave's background running and battery optimization settings.



**Figure 2 - Background & Battery Settings**

- **Background Mode** – Toggling this option on will allow Wave to run in the background. This ensures notifications and calls are received without needing the user to be actively using Wave.
- **Disable Battery Usage Optimization** – Devices that enter power-saving mode will typically kill off or suspend apps like Wave in order to conserve battery life, resulting in not receiving notifications and calls in a timely manner. Toggling this option on will ensure that the system does not kill off Wave.
- **Enable Background Data** – Devices may limit the mobile data usage of apps. Enabling this will give Wave unrestricted mobile data usage.

## VERSION 1.0.21.8 (Android) / 1.21.8 (iOS)

### PRODUCT NAME

Grandstream Wave Mobile

### DATE

04/10/2023

### IMPORTANT NOTE

- Grandstream Wave Mobile is available for Android and iOS mobile devices.
- The latest Wave Android app is available on the Google Play Store and can also be downloaded from <https://fw.gdms.cloud/wave/download/>
- The latest Wave iOS app can be downloaded from Apple's App Store.

### CHANGES SINCE ANDROID VERSION 1.0.19.10 / iOS VERSION 1.19.10

#### ENHANCEMENTS

- [Application] Added the *Dial Plan* feature. [DIAL PLAN RULES]
- [Application] [iOS] Added option to customize Wave's ringtone.
- [Application] Added ability to delete a batch of call history entries or clear all call history entries. [DELETE/CLEAR MULTIPLE CALL HISTORY ENTRIES & VOICEMAIL]
- [Call/Meeting] Added T9 contacts matching support. [T9 CONTACT MATCHING]
- [Call/Meeting] Added the *Raise Hand* feature to Wave meetings. [RAISE HAND]
- [Call/Meeting] Added push-to-talk support. [PUSH-TO-TALK]
- [Call/Meeting] Added *Hide Non-video Participants* option to the meeting interface's bottom bar. This option hides the windows of all non-video participants.
- [Call/Meeting] Meeting hosts can now submit a Wave meeting cancelation reason that the Meeting Assistant will tell the meeting participants.
- [Call/Meeting] Added ability to create a chat group for the scheduled meetings. [CREATE CHAT GROUP FOR SCHEDULED MEETINGS]
- [Chat] Added read receipts. [READ RECEIPTS]
- [Chat] Added ability to delete individual chats or all chats.
- [Chat/Call/Meeting] Added poll feature. [POLL]
- [Chat/Call/Meeting] Added survey feature. [SURVEY]
- [Contacts] Added ability to import local phone contacts to Wave's Personal Contacts list. [IMPORTING PHONE CONTACTS]



## BUG FIXES

### General

- [Application] Fixed several stability issues.
- [Call/Meeting] Fixed an issue with being unable to call contacts that start with +.
- [UI] Fixed several UI issues.

### Android

- [Application] Fixed an issue with Android Auto on certain devices.
- [Application] Fixed an issue with abnormal online status.
- [Application] Fixed an issue with recording playback.
- [Call/Meeting] Fixed an issue with Bluetooth that occurs when a call is missed before connecting to Bluetooth.
- [Call/Meeting] Fixed an issue with being unable to end calls when connected to Android Auto.
- [Call/Meeting] Fixed an issue with call audio when using VPN.
- [Interface] Fixed an issue with the dial pad when the Hebrew language is used.

### iOS

- [Call/Meeting] Fixed an issue with calls ending randomly on iOS 13.
- [Call/Meeting] Fixed an issue with poor audio quality when using iPad.
- [Call/Meeting] Fixed an issue where mobile app alarms put calls on hold.
- [Call/Meeting] Fixed an issue with not hearing DTMF tones.

## NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

### RAISE HAND

The **Raise Hand** feature is now available during meetings. The meeting host and participants can use this feature to quietly bring attention to themselves without interrupting the current speaker. The meeting host can also lower the hands of all participants or specified participants.

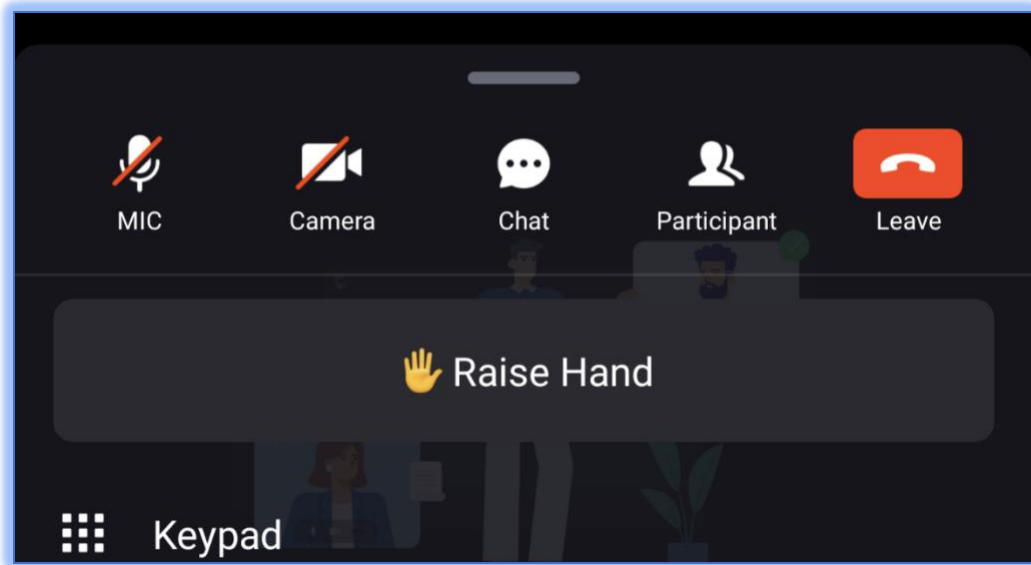


Figure 3 - Raise Hand

A notification will appear indicating that a participant has raised their hand. Participants that have raised their hands will have a hand symbol right above their names in their windows. The participant list will also indicate which participants have their hands raised.

#### PUSH-TO-TALK

Users can now keep themselves muted during meetings and only talk when needed. To use push-to-talk, users will need to hold the *Mic* button. Once the audio detection has started, the following icon will appear indicating that the user can start talking:

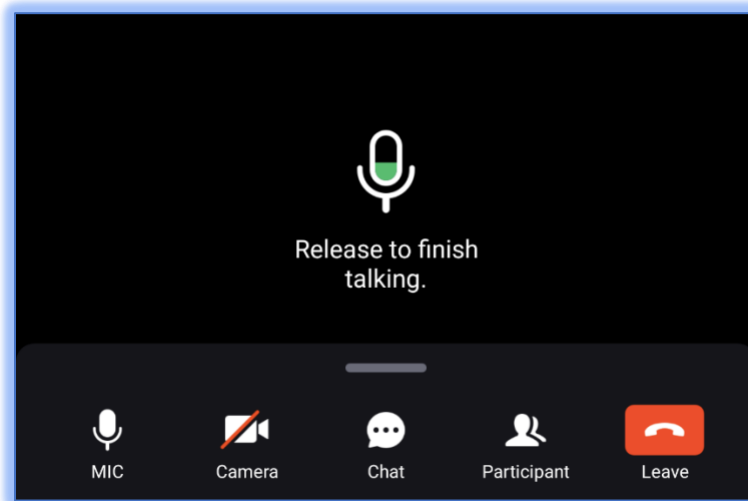
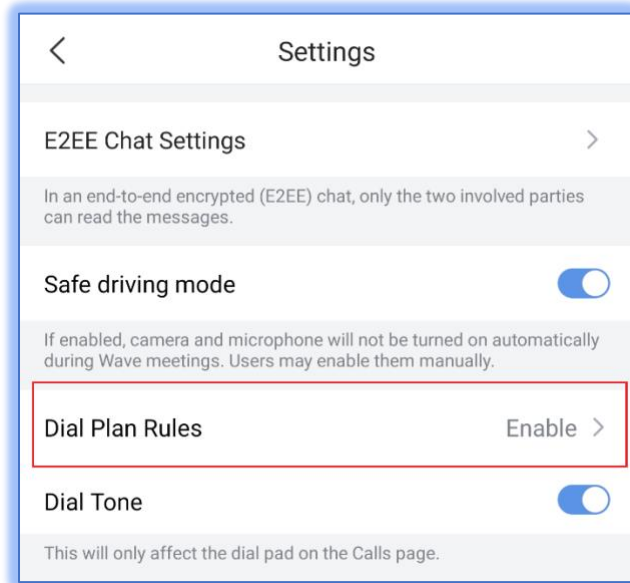


Figure 4 – Push-to-Talk

Once done talking, release the *Mic* button to return to mute status.

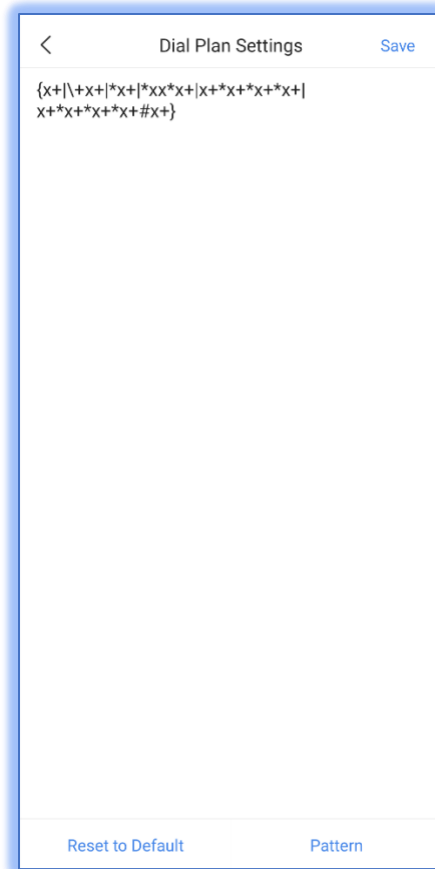
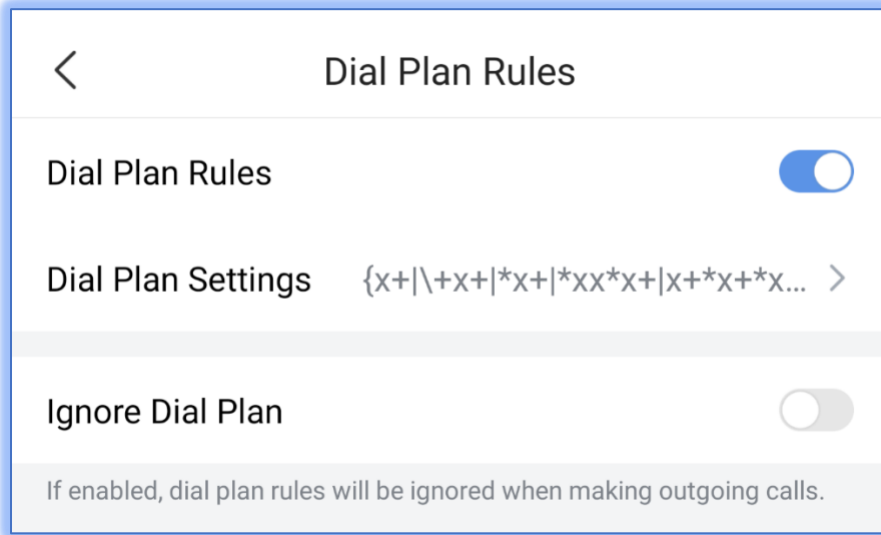
## DIAL PLAN RULES

Users can now set dial plan rules for Wave by enabling the **Dial Plan Rules** option under the **Settings** page.



**Figure 5 - Dial Plan**

Users can edit the dial plan settings by tapping on the **Dial Plan Rules** button.

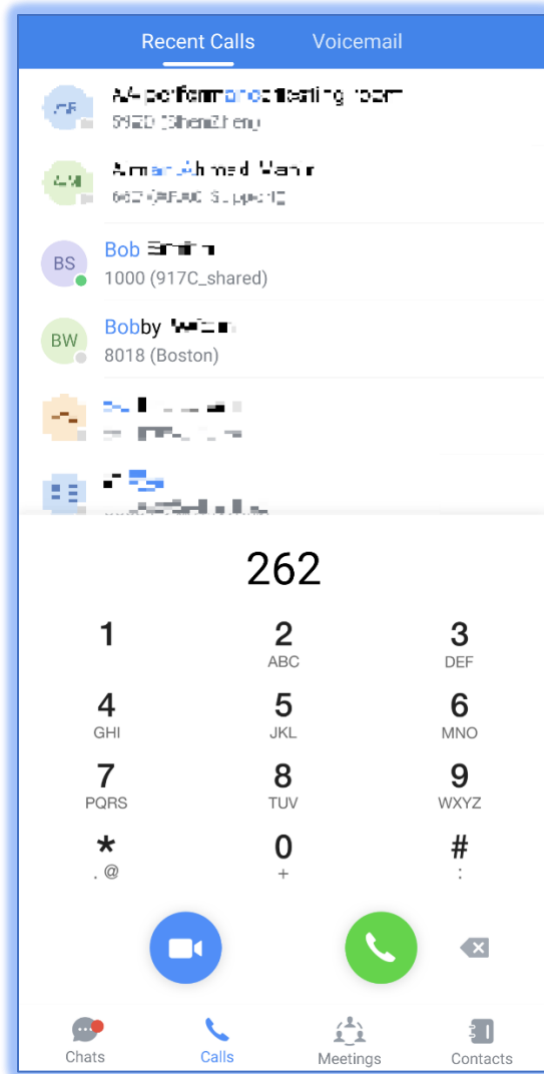


**Figure 6 – Dial Plan Settings**

This feature is the same as one used in Grandstream IP phones so if users have access to the dial plan settings of those, they can use the same dial plan rules.

## T9 CONTACT MATCHING

Wave now supports T9 contact matching, the same type of feature found in the call app dialing of mobile phones. T9 matching is a feature that allows users to search for contacts by spelling out their names via dial pad numbers and their associated letters.



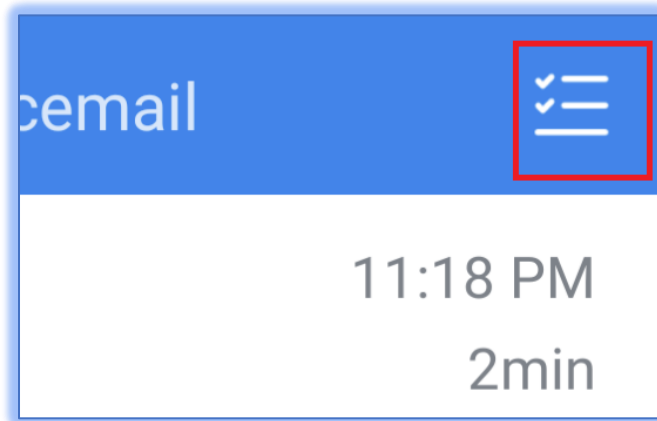
**Figure 7 - T9 Contact Matching**

In this example, 262 is dialed. 2 is associated with the letters ABC, and 6 is associated with the letters MNO. Wave will look through the contacts database for potential matches that fit those search conditions. In this case, Bob and Bobby were brought up as search results.

## DELETE/CLEAR MULTIPLE CALL HISTORY ENTRIES & VOICEMAIL

Users can delete selected call history entries or clear their entire call history on Wave. Users can also delete voicemail in the same fashion. To do so, users need to tap on this button in the top right corner of the call

tab:



**Figure 8 - Clear Call History**

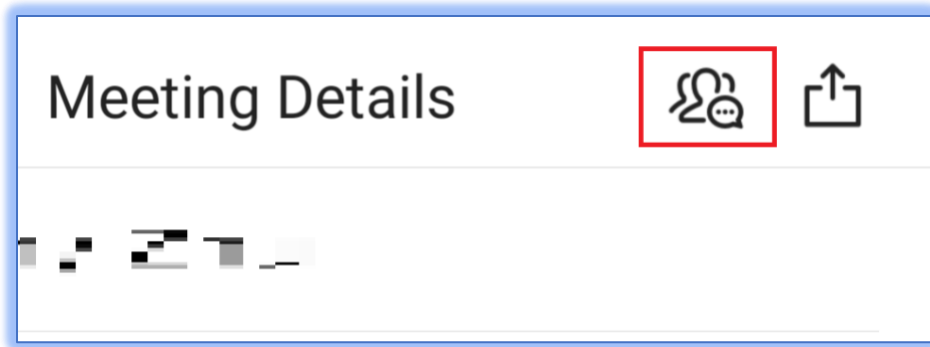
From here, users can select the individual call history entries to delete or clear the entire call history by tapping on the top right eraser icon.



**Figure 9 - Select Call History**

**CREATE CHAT GROUP FOR SCHEDULED MEETINGS**

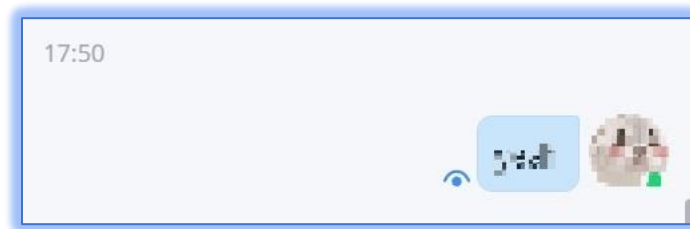
On the scheduled meeting details page, users can now create a chat group for it by clicking the highlighted option on the image below. After the scheduled meeting ends, it will ask users whether to merge the in-meeting chat to the existing pre-meeting chat.





**Figure 10 - Create Chat Group for Scheduled Meetings**

### READ RECEIPTS

One-to-one chats can now display read receipts for messages. This will only be displayed on the most recently sent message.



**Figure 11 - Read Receipts**

-  - The message has been sent out successfully.
-  - The other party has read your message.

Read receipts can be toggled on/off from either GDMS if Cloud IM is used or from the UCM management portal if local IM or an IM server is used.

Group chats do not support read receipts.

### POLL

Users can create, manage, and participate in polls chats and meetings. Poll management options include: Add Poll, Publish Poll, Edit Poll, Delete Poll, View Poll Results, Share Poll Results, and Export Poll Results. To get started, go to a chat and tap on the + button on the bottom right corner above the message box.



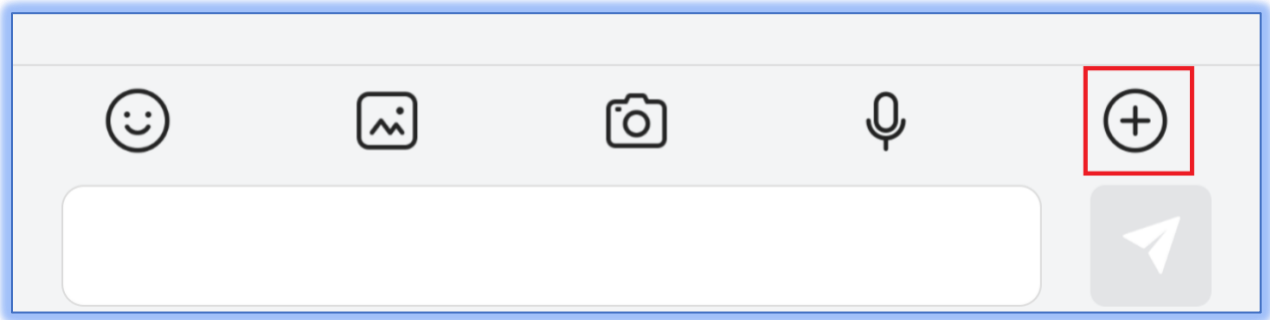


Figure 12 - More Button

Tap on the **Poll** button.

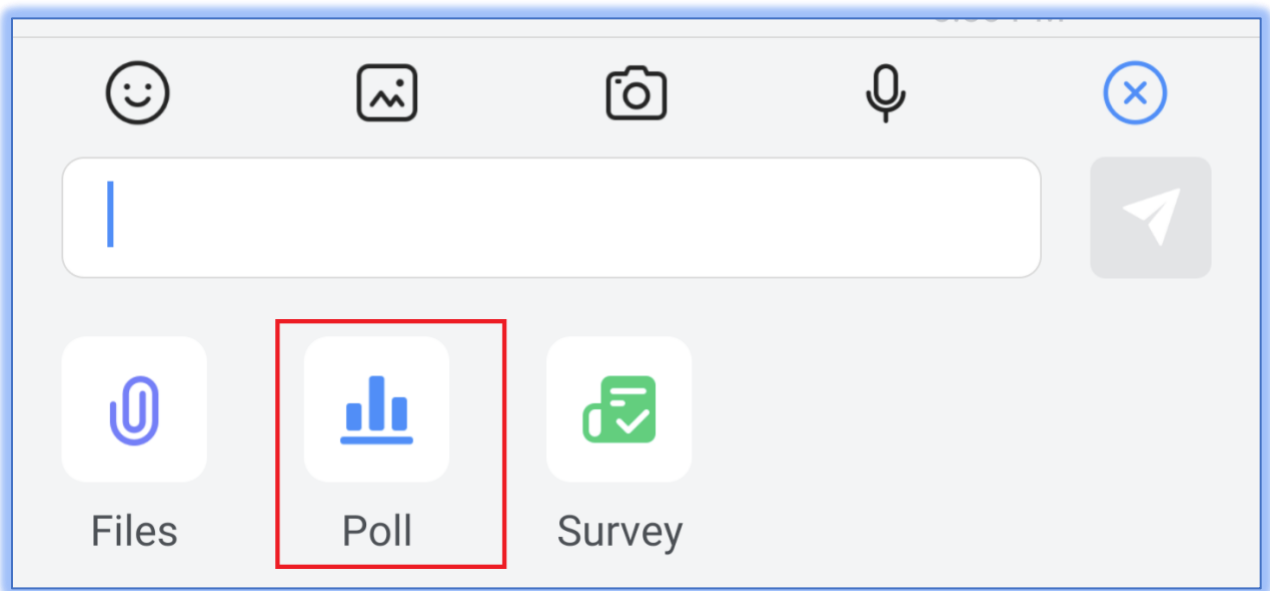


Figure 13 - Poll Button

The **Poll** menu will now be displayed. From here, users can see all the polls they've created and managed

and create new polls.

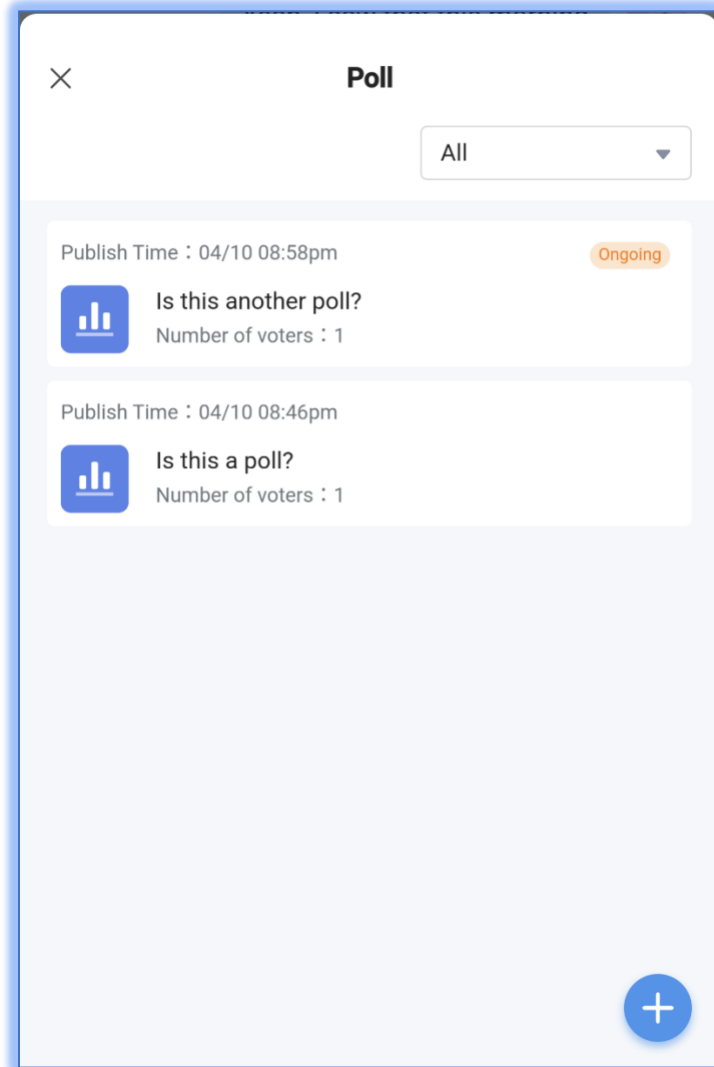
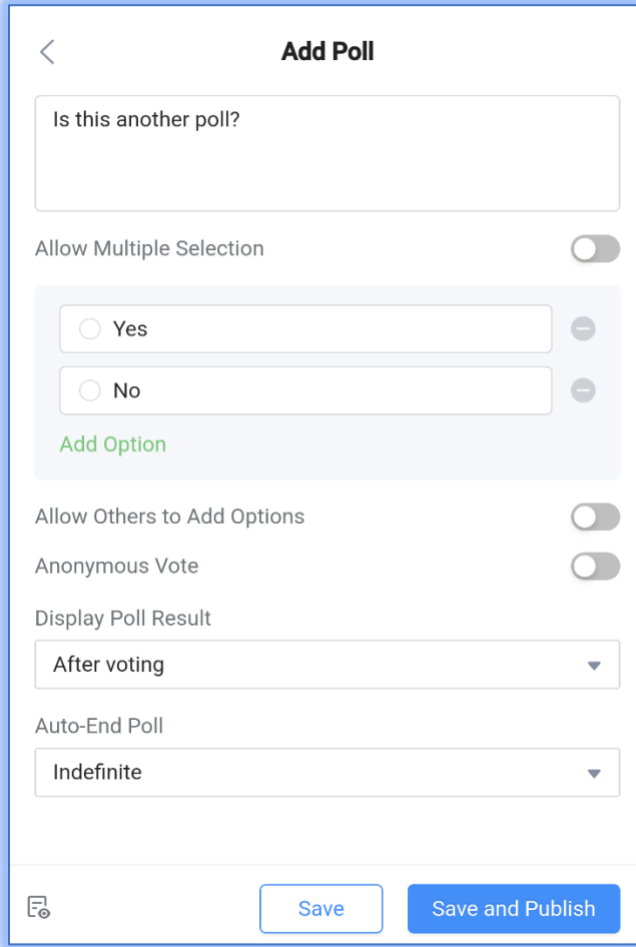


Figure 14 - Poll Menu



**Figure 15 - Add Poll**

From here, users can enter the poll question, the poll options, whether to allow others to add options, toggle anonymous voting, control whether poll results are seen by participants after voting or after the poll ends and when the poll will end.

- Poll Subject: Up to 256 characters
- Options: Must have at least 2 options. Up to 20 options can be added. Each option is limited to 256 characters.
- Users can preview the poll before publishing.
- Polls can be published to both one-on-one chats and group chats.

Once the poll is published, it will appear in the chat like so.



Figure 16 - Poll in Chat

Users can see all ongoing polls in the current chat by tapping on the **Ongoing Polls** button right above the message box.

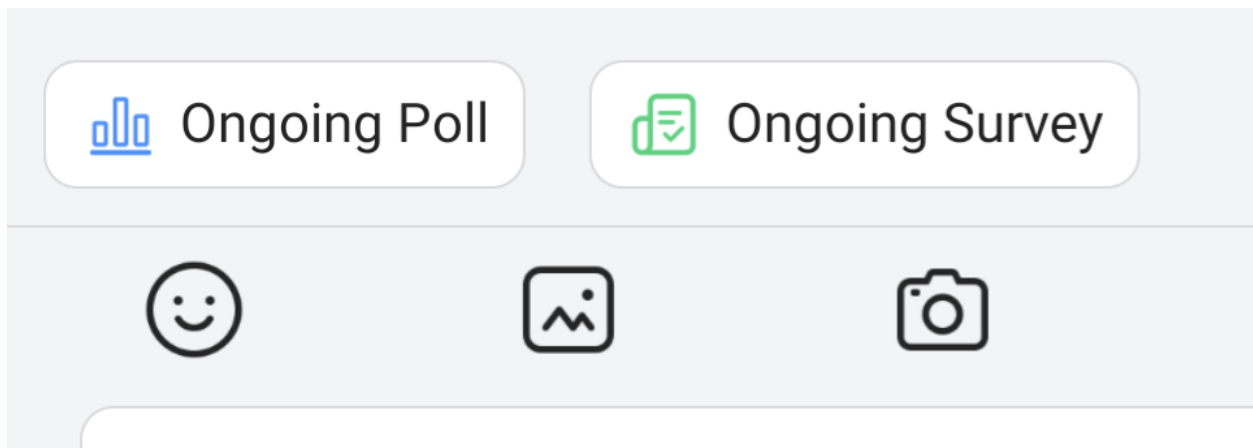
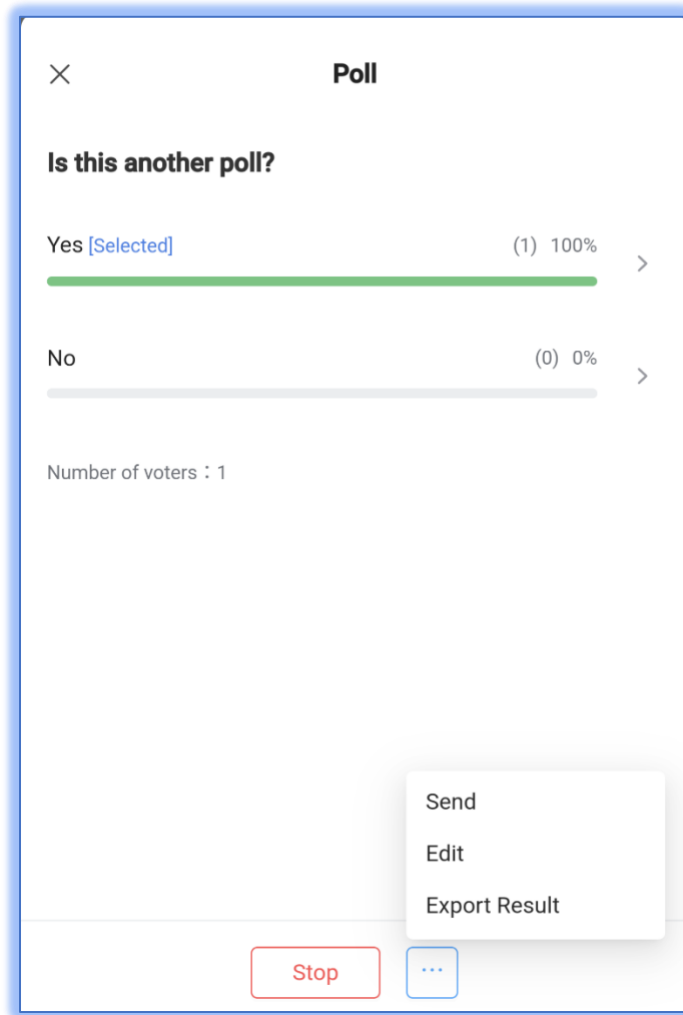


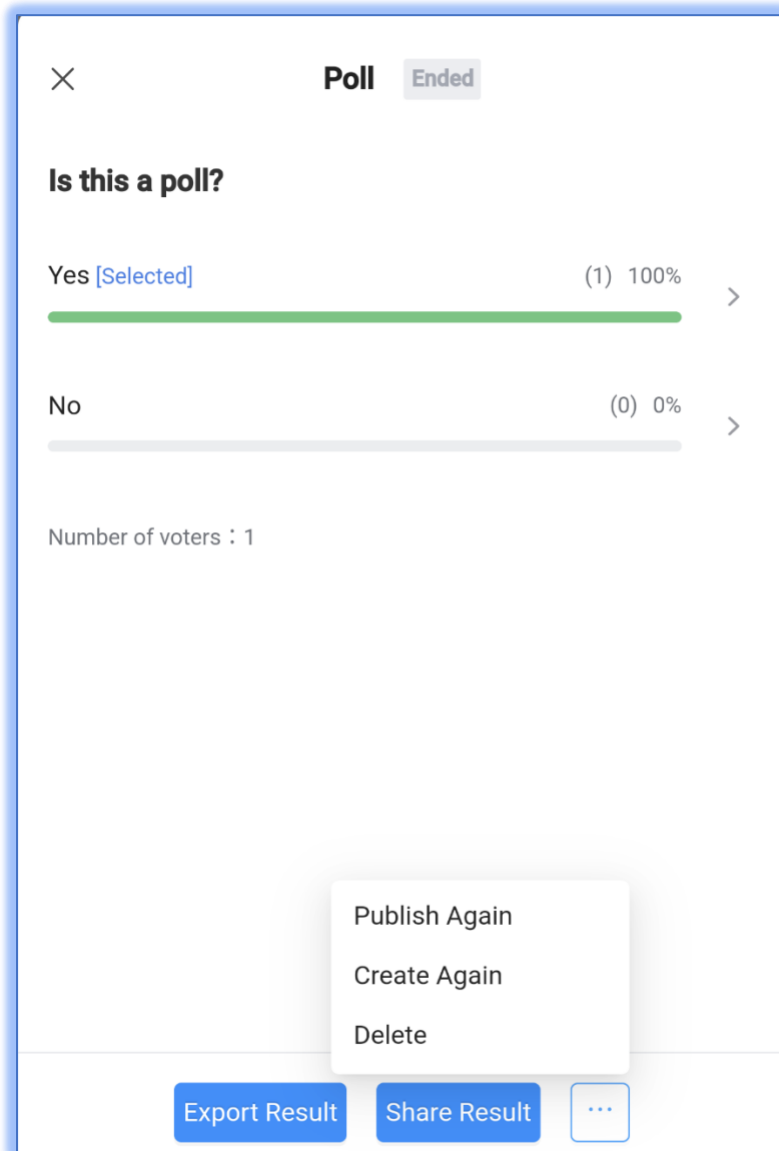
Figure 17 - Ongoing Polls

By tapping on their own polls, poll creators can view real-time polls results.



**Figure 18 - Poll Results & Management**

For ongoing polls, poll creators can manually end them or share them to other chat groups.



**Figure 19 – Completed Poll Page**

For completed polls, poll creators can either:

- Publish Again - Previous votes will be preserved, and the poll will be reopened for voting.
- Create Again – Previous votes will be wiped, and the poll will be reopened for voting.

## **SURVEY**

In addition to polls, users can now also create surveys. Users can create, manage, and participate in surveys in chats and meetings. Survey management options include: Add Survey, Publish Survey, Edit Survey, Delete Survey, View Survey Results, Share Survey Results, and Export Survey Results. To get

started, tap on the + button in the top right corner of the message box.

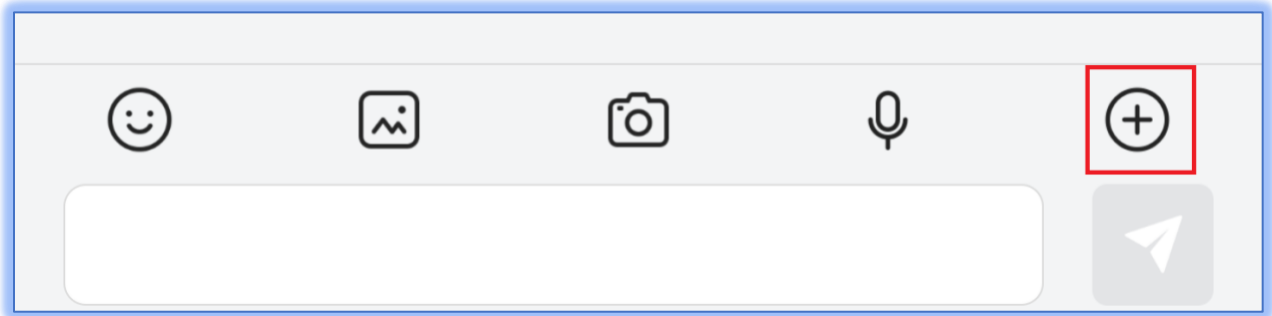


Figure 20 - Survey Button

Tap on the **Survey** button.

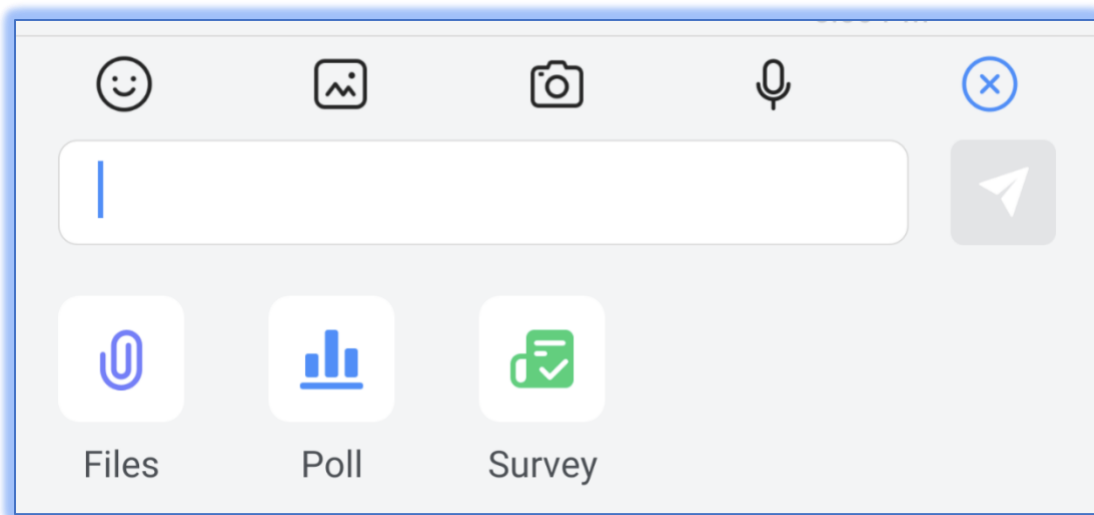
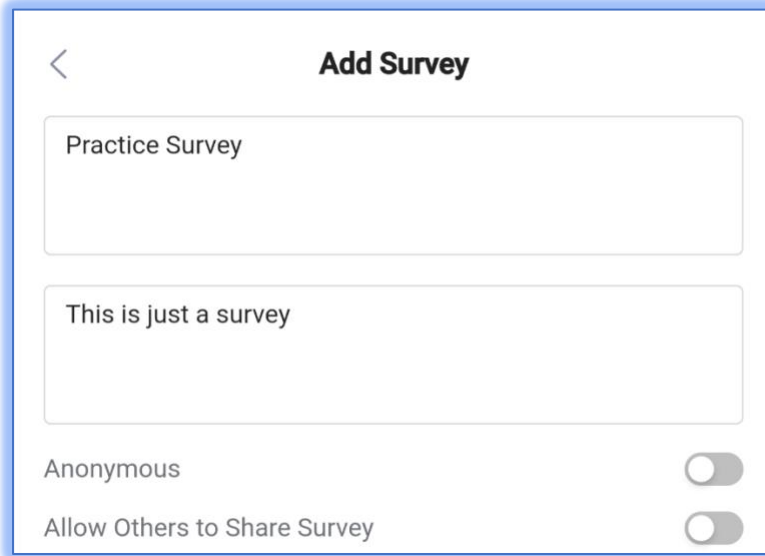


Figure 21 - Survey Button

Similar to the poll menu, a survey menu will appear listing all created surveys and a button to create a survey. When creating a new survey, the following will appear:



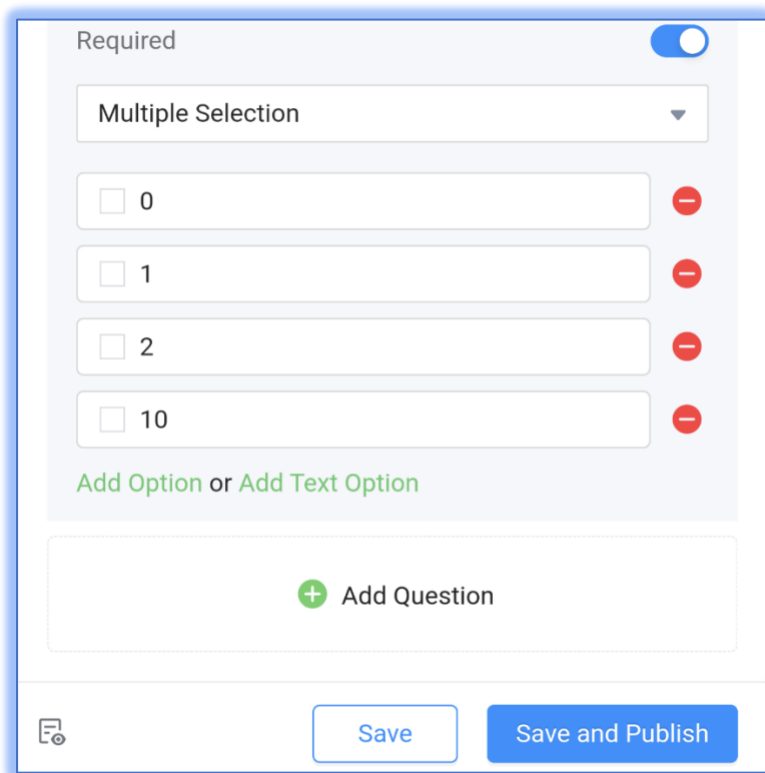
**Add Survey**

Practice Survey

This is just a survey

Anonymous

Allow Others to Share Survey



Required

Multiple Selection

0

1

2

10

Add Option or Add Text Option

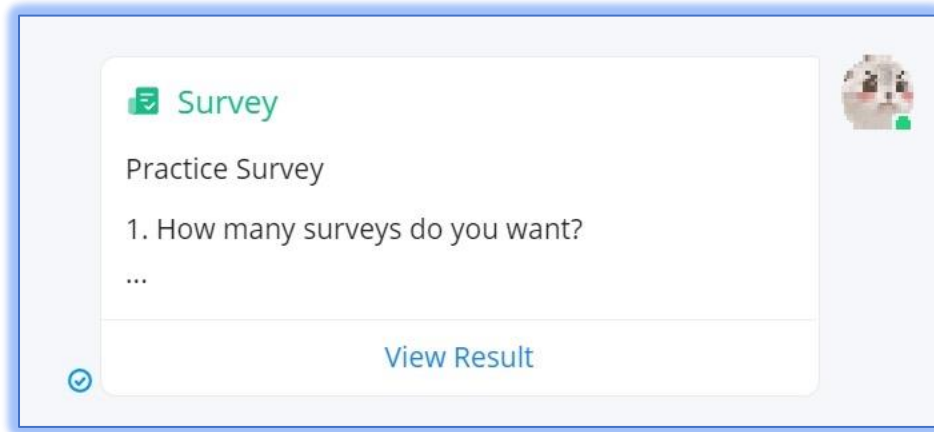
**Figure 22 - Add Survey**

- Survey Subject: Up to 256 characters
- Descriptions: Optional. Can enter up to 1000 characters.
- Questions: Must have at least 1 question, and to 20 questions can be added.



- Question Contents: Up to 500 characters.
- Options: There must be at least 2 options per question. Up to 20 options can be added. The input limit for each option is 256 characters.
- Allow Others to Share Survey: If enabled, the system will generate a link to this survey that users can copy and share to others. The link can be opened in browsers, allowing others to easily take part in the survey without needing to install Wave.
- Users can preview the survey before publishing.
- Users can publish the survey to one-on-one chats and group chats.

Once the survey is published, it will appear in the chat like so:



**Figure 23 – Survey in Chat**

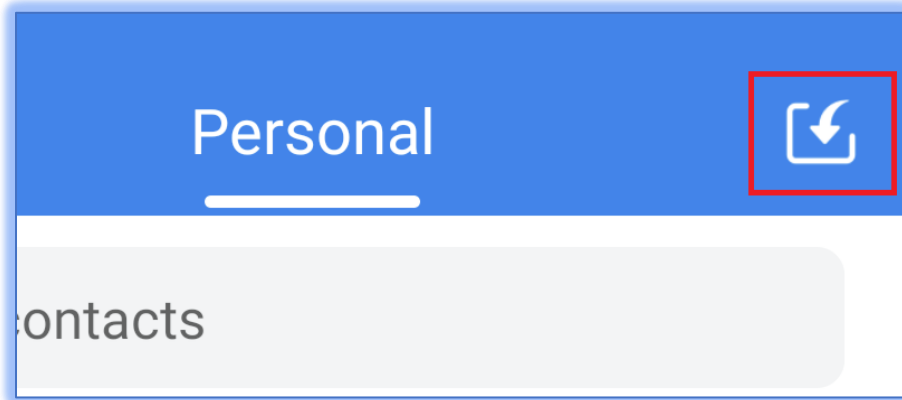
Operating and managing surveys is the same as managing polls. Please refer to the previous section for details.

For completed surveys, survey creators can either:

- Publish Again - Previous answers will be preserved, and the survey will be reopened.
- Create Again – Previous answers will be wiped, and the survey will be reopened for voting.

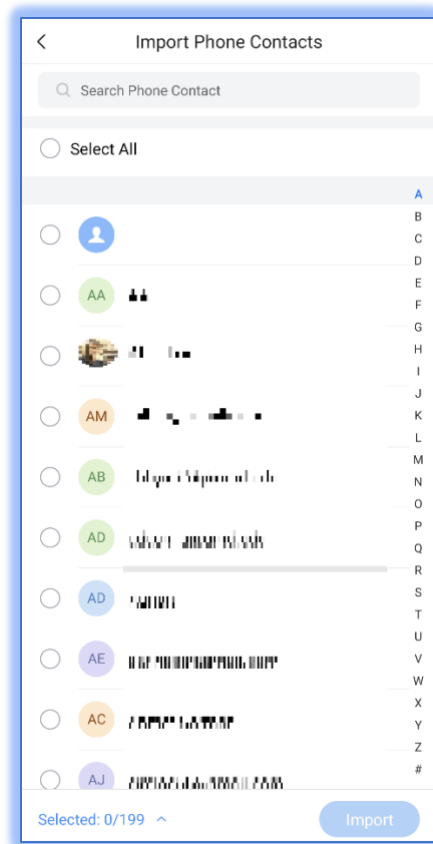
### **IMPORTING PHONE CONTACTS**

Users can now import their local phone contacts to Wave as **Personal Contacts**. To get started, go to the **Contacts**→**Personal** page and tap on the top right button.



**Figure 24 - Import Phone Contacts Button**

From this page, users can select the contacts they want to import or click on the **Select All** option to import all contacts to Wave as personal contacts.



**Figure 25 - Import Phone Contacts**