

Wave Mobile Application Release Notes

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VERSION 1.0.25.9 (Android) / 1.25.7 (iOS)

PRODUCT NAME

Grandstream Wave Mobile

DATE

02/08/2024

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 1.0.23.14 / iOS VERSION 1.23.14

ENHANCEMENTS

- **[Application]** Added Diagnosis features. [DIAGNOSIS FEATURES]
- **[Application]** Added the ability to change user password.
- **[Application]** Added new permission options: **Send Attachment in Chat** and **View Recording File**.
- **[Application]** Improved packet loss protection features.
- **[Application] [iOS]** Wave can now run in the background for call queue purposes.
- **[Application]** Added support for searching phone contacts by their *Company* name set in the phone's native Contacts app.
- **[Call]** Added the ability to convert multiple calls into a meeting. [CONVERT MULTIPLE CALLS INTO A MEETING]
- **[Call]** Added the option "Send Landscape Video to Non-Wave Clients" to force video sent to non-Wave call parties to be displayed in landscape orientation.
- **[Chat]** Added the ability to pin messages in group chats. [PIN MESSAGES IN GROUP CHATS]
- **[Chat]** Added the ability to save chat messages. [SAVE MESSAGES]
- **[Chat]** Added support for read receipts in group chats. [GROUP CHAT READ RECEIPTS]
- **[Chat]** Added the ability to receive and reply to Live Chat messages. [LIVE CHAT SUPPORT]

BUG FIXES

- [Application]
 - Fixed several UI issues.
 - Fixed memory usage issues.

- Fixed several crashing issues.
- [Chat]
 - Fixed an issue with jumping to the incorrect message when tapping on the new message notification.

Android

- [Call]
 - Fixed an issue with the incorrect audio device being used after disconnecting Bluetooth devices.
 - Fixed an issue with abnormal noise in calls when using certain phone models.
- [Chat]
 - Fixed an issue with not being able to see Wave contacts when sharing Wave files.
 - Fixed an issue with not being able to recognize IPv6 addresses.
- [Meeting]
 - Fixed an issue with needing to enter meeting room password when invited to a meeting.

iOS

- [Application]
 - Fixed an issue with no dialpad tone when using iPad.
 - Fixed an issue with incorrect unread notification count on the app icon.
 - Fixed an issue where Wave iOS is unable to connect to UCMs via the private network address.
- [Call]
 - Fixed an issue where calls are rejected when the phone is idle
 - Fixed an issue where incoming calls do not vibrate continuously when the phone is on silent mode.
 - Fixed an issue with no audio when connecting to Bluetooth on certain cars.
 - Fixed an issue with poor audio quality in noise environments.
 - Fixed an issue with intermittent noise in calls.
 - Fixed an issue with incorrect resolution when sending video in portrait mode.
 - Fixed an issue with not being able to open Mobotix doors and preview video using the iOS CallKit.
- [Chat]
 - Fixed an issue with the emoticon button not showing when editing a message.

NEW FEATURES OVERVIEW

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

LIVE CHAT SUPPORT

When selected to be a Live Chat agent, users can now use Wave Mobile to receive and respond to Live

Chat calls and messages from customers and view resolved sessions.

[Learn More \(https://ucmrc.gdms.cloud/customer\)](https://ucmrc.gdms.cloud/customer)

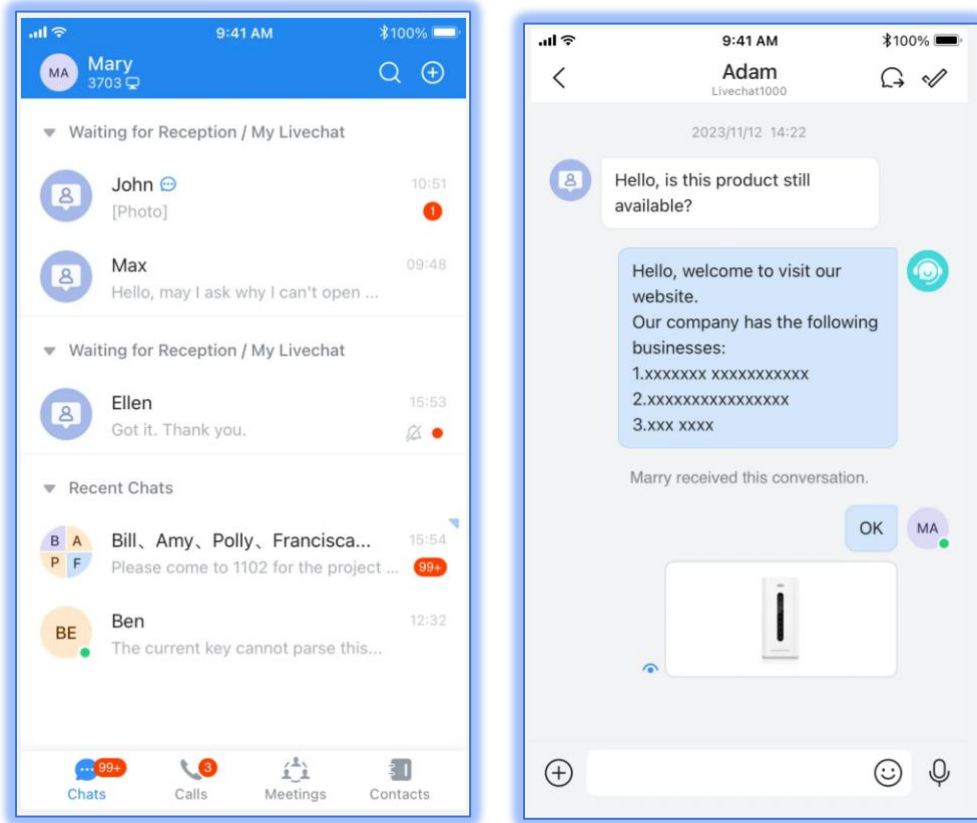


Figure 1: Reply to Live Chat Messages

PIN MESSAGES IN GROUP CHATS

Users can now pin important messages in group chats for members to quickly see and reference. Clicking on the pin icon at the top of the chat menu will show all pinned messages.

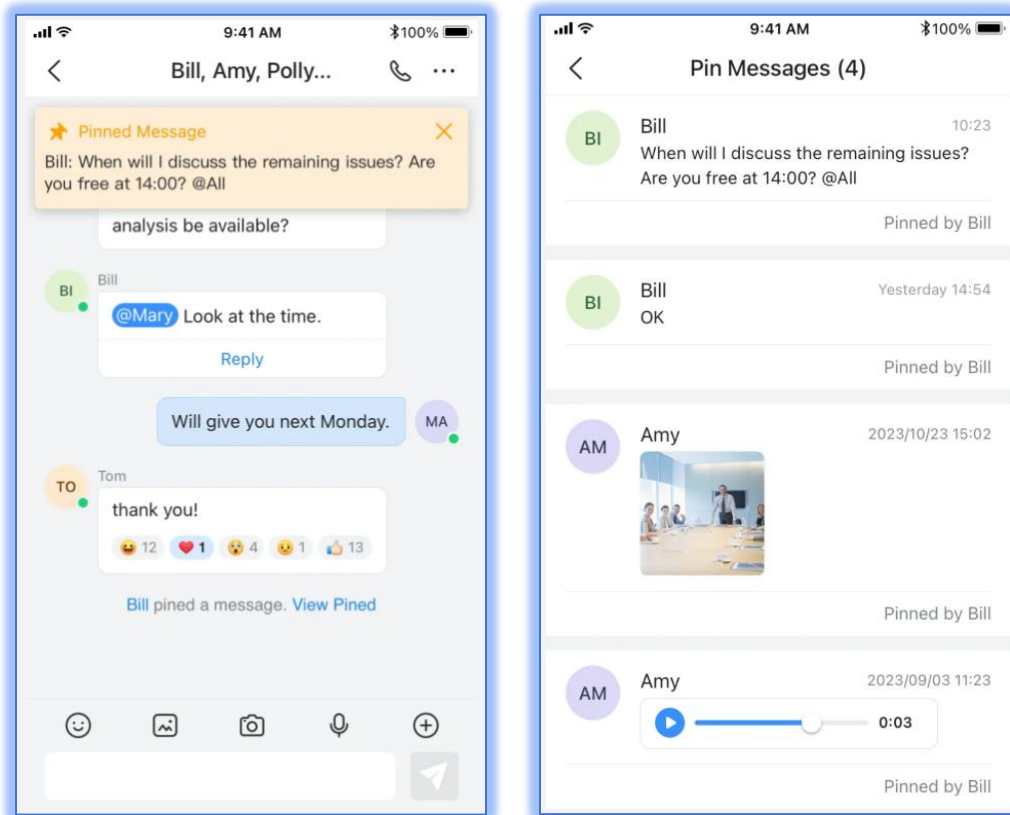


Figure 2: Group Chat Pins

SAVE MESSAGES

Users can save any message in the chat, such as important notifications, tasks, and important files by right-clicking on it and clicking Save Message.

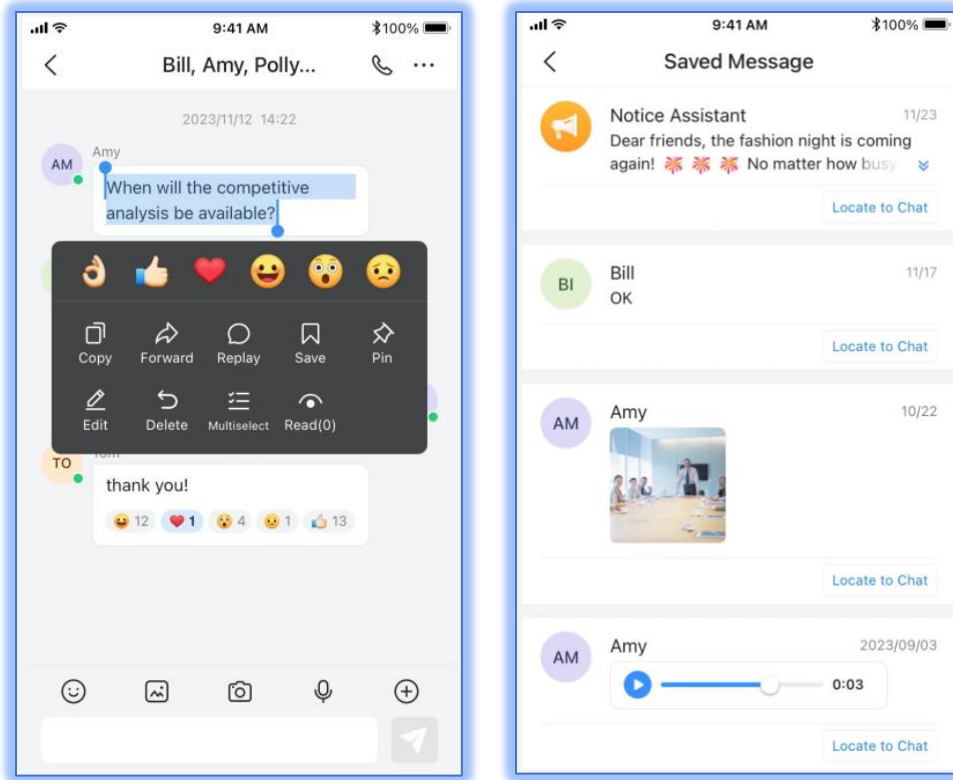


Figure 3: Save Messages

DIAGNOSIS FEATURES

Users can now diagnose the Wave app when encountering issues. Related network and configurations will be automatically detected and potential solutions will be suggested, allowing users to quickly identify and resolve common issues.

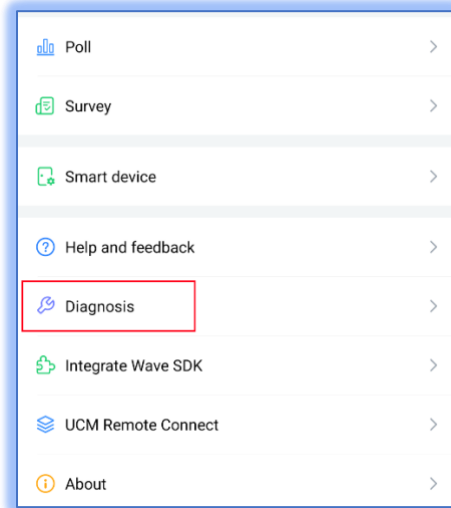


Figure 4 - Diagnosis Setting

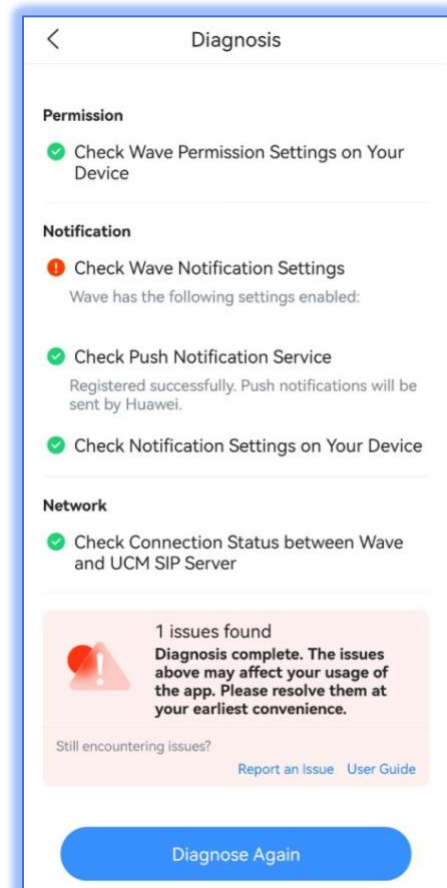


Figure 5: Diagnosis Results

CONVERT MULTIPLE CALLS INTO A MEETING

When handling multiple calls at once, users can now merge all the calls into a meeting by tapping the ... button and selecting **N-Way Conference** in the call menu.

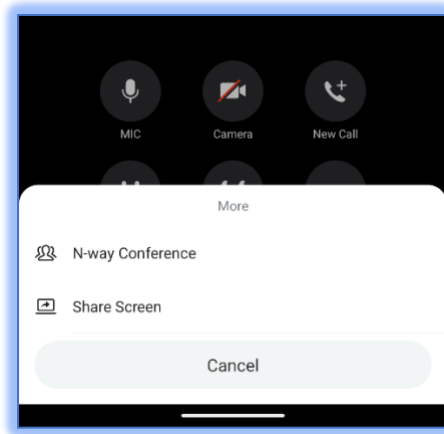


Figure 6 - N-Way Conference Option

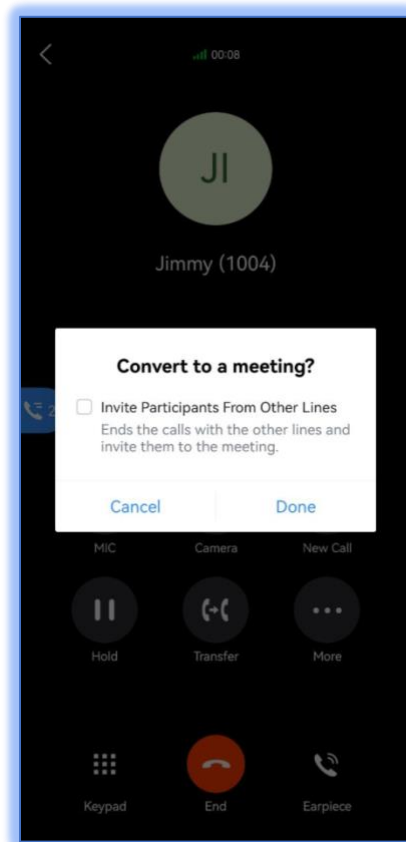


Figure 7: Convert Confirmation

GROUP CHAT READ RECEIPTS

Group chats now support read receipts, allowing users to know who and how many in the group chat have read a message.

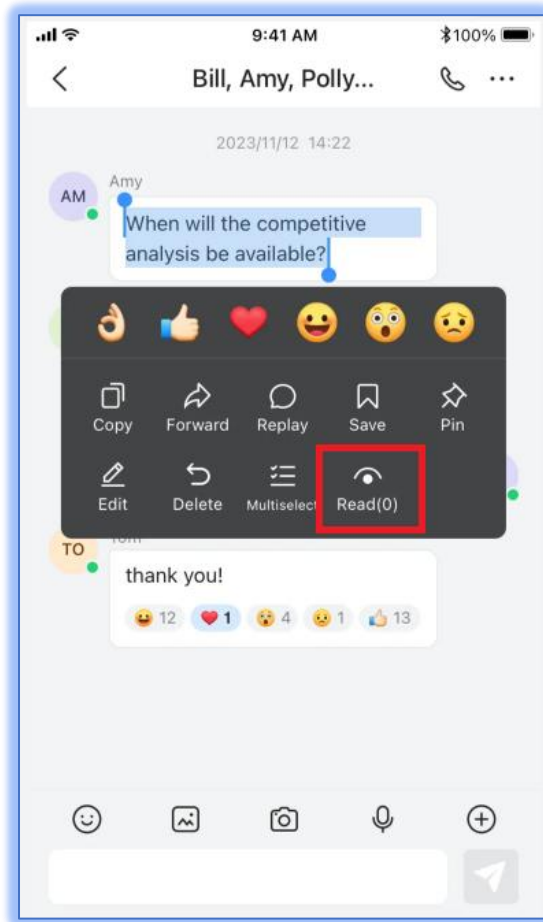


Figure 8: View Read Status of Group Chat Messages