

Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.11.9

PRODUCT NAME

Wave Desktop Application

DATE

11/25/2021

IMPORTANT NOTE

- Wave Desktop application is available for Windows and macOS. Users can download the latest Wave desktop application from the link: <https://fw.gdms.cloud/wave/download/>

CHANGES SINCE VERSION 1.9.11

ENHANCEMENTS

- Added Operator Panel feature. (Beta) [OPERATOR PANEL]
- Added Voicemail support. [VOICEMAIL]
- Added Department and Sub-Department view support for Contacts.
- Added the ability to customize the user's profile picture. [CUSTOMIZABLE PROFILE PICTURE]
- Added *Help and Feedback* option. *Export Logs* option has been moved to this new section.
- Added noise detection to meetings and support for noise suppression. [NOISE SUPPRESSION]
- Added ability to sync call history with other Wave endpoints registered to the same account.
- Merged audio and video meetings to reflect changes on UCM63xx fw 1.0.11.9.
- Added several new chat features:
 - Replying with emoji
 - Typing indicators
 - Added more emojis
 - Added support for @ mentions
 - Limit the chat history that can be viewed by new chat group members
 - Added meeting chat preview bubbles for new messages. [MEETING CHAT PREVIEW BUBBLES]
- Added update notification for when a new version of Wave Desktop is available.
- Added support for call and volume control with GUV3000/GUV3005 headsets
- Optimized various parts of the Wave interface.

BUG FIXES

- Fixed an issue where Wave Desktop users cannot view fullscreen PPT/WPS presentation slides.

KNOWN ISSUES

- If the user joins the audio conference held by another UCM63xx server through Wave desktop

application, the user cannot view participants list and cannot chat after joining into the meeting.

- If the user enables/disables Cloud IM service in the Wave desktop application and encounters any abnormal issues, the user needs to log out the account and re-log in to the Wave desktop application.
- If a PC goes to sleep during a meeting and wakes up, the meeting will not be able to resume properly. In this scenario, participants must leave and rejoin the meeting.
- If a participant is disconnected from a meeting due to network instability and rejoins, they will not be able to see the meeting chat and participant list. Additionally, the user will not be able to receive any calls after leaving the meeting and must log out and log back in.
- If the user modifies the audio/video codecs on the UCM63xx (e.g. set to only support G.726 as audio codec), it may cause that the Wave application does not work properly.
- Wave Desktop application may cause "White screen" issue in some specific test scenarios. Users need to close Wave application or other applications which occupy too many memory and restart the Wave Desktop application.

NEW FEATURES OVERVIEW

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

OPERATOR PANEL

The Operator Panel feature allows specified extensions to monitor and manage the status of other extensions and call groups. This feature's settings can be configured from the UCM management portal. Extensions and departments configured as Administrators will be able to monitor the extension status and manage the calls of selected extensions, departments, ring groups, parking lots, call queues, and voicemail group.

The Operator Panel can be found under the **More**→**Administrator** page.

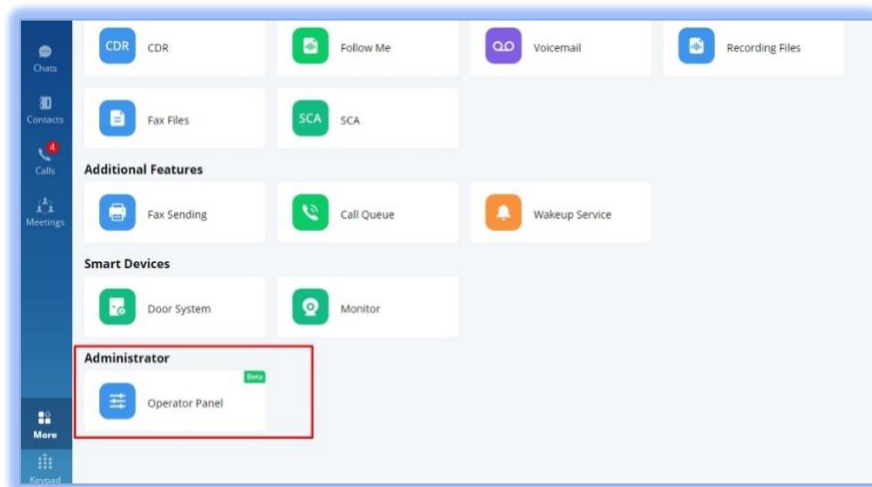


Figure 1 - Wave Operator Panel

Clicking on this will bring up the following window:

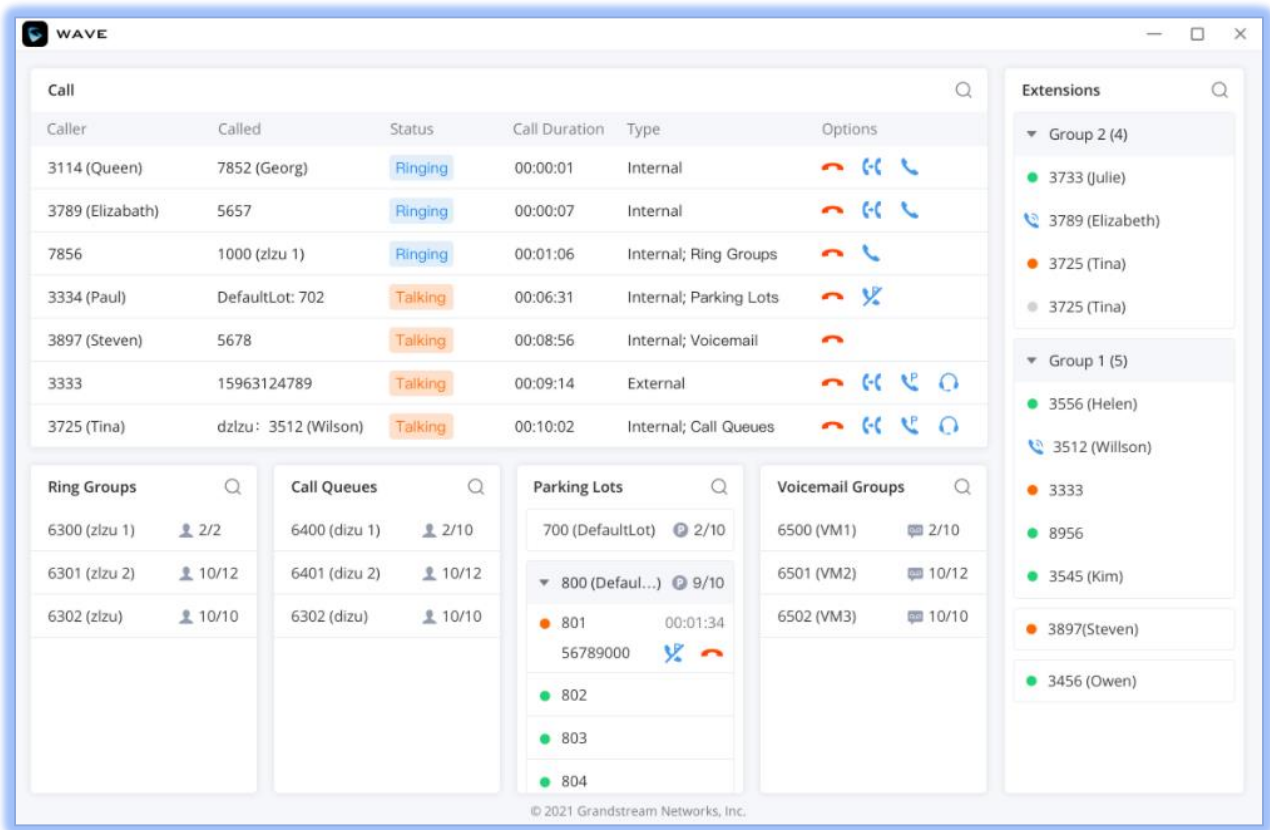


Figure 2 - Operator Panel Interface

From here, users can see all of the extensions, departments, and call groups they are managing and their status. In the **Call** section, users can see the following options:

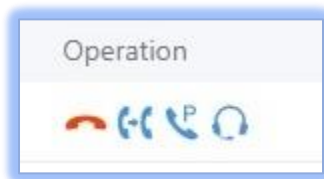


Figure 3 - Call Options

Administrators can hang up, transfer, park, and monitor calls with the displayed options

VOICEMAIL

Voicemail can now be viewed, played, and downloaded directly from Wave. The **Voicemail** feature has been added under the **Calls** page.

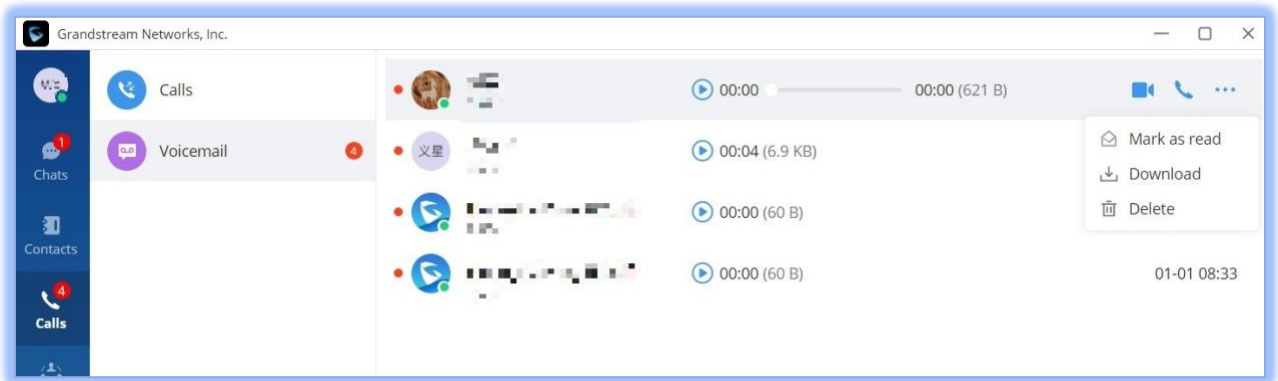


Figure 4 – Voicemail

Wave Users will also receive a notification whenever a new voicemail arrives.

CUSTOMIZABLE PROFILE PICTURE

Users can now customize their profile pictures, which will be visible by others in the Contacts list, chats, and meetings. To change profile picture, users can simply click on their account icon at the top left corner of Wave and click on their profile icon in the next pop-up menu.

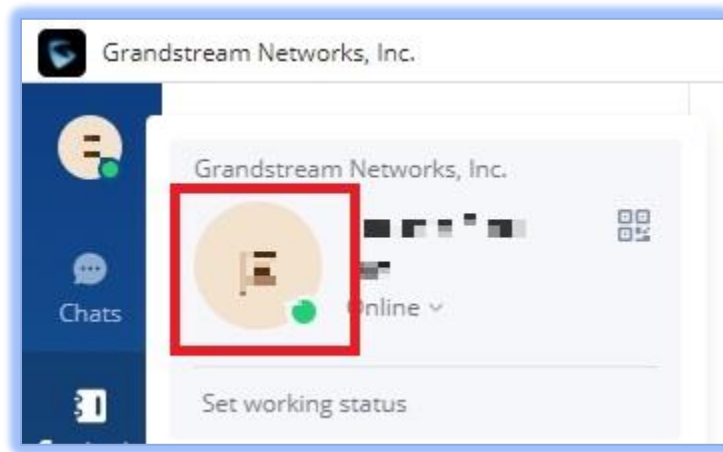


Figure 5 - Profile Picture

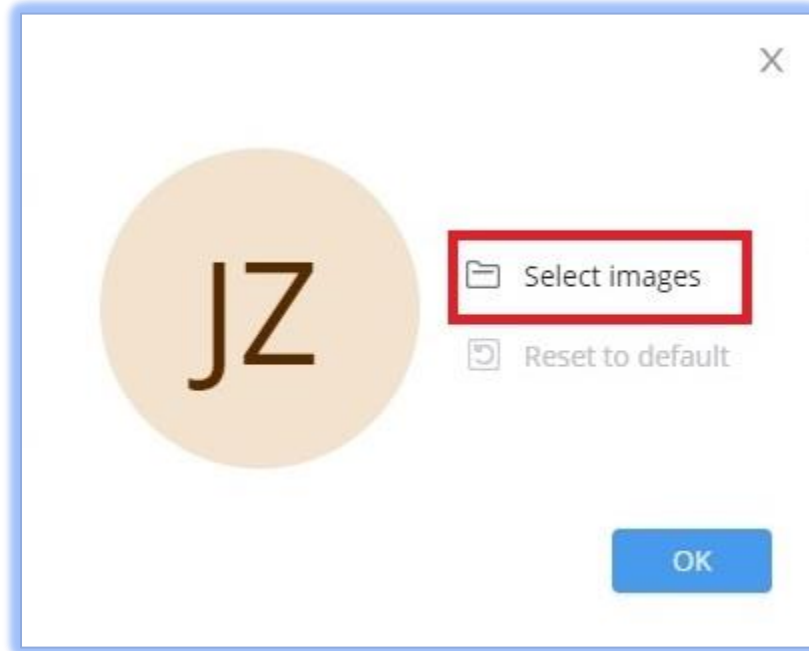


Figure 6 - Change Profile Picture

Click on **Select Images** to choose the desired image. The selected image will become the user's new profile picture.

NOISE SUPPRESSION

Now that Wave supports noise detection, users can now configure noise suppression levels from the Wave. To do so, navigate to the Wave audio settings:

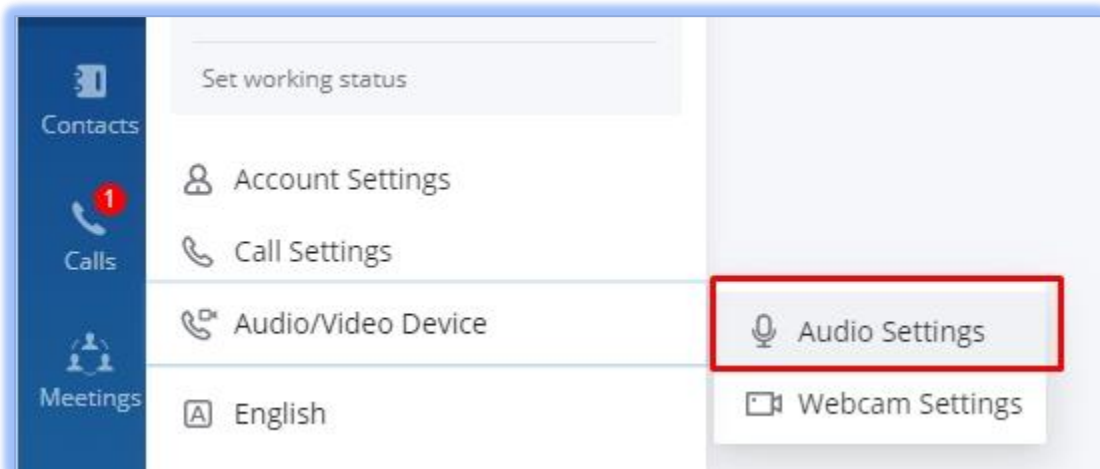


Figure 7 - Audio Settings

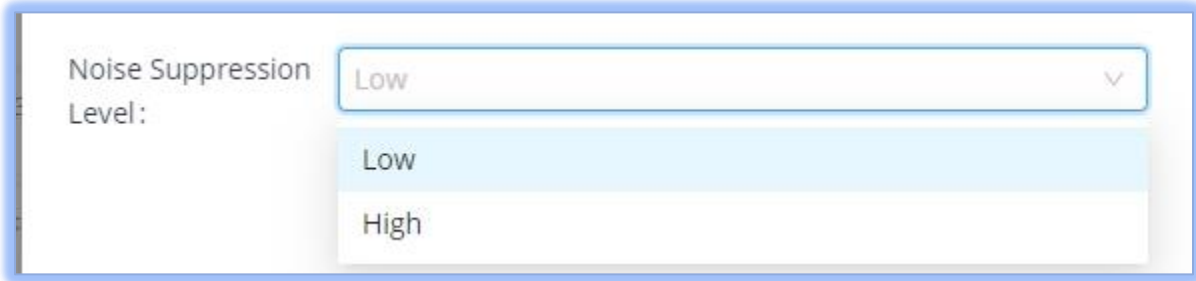


Figure 8 - Noise Suppression

Note: If noise suppression is set to **High**, talking may be detected as noise and be filtered out.

MEETING CHAT PREVIEW BUBBLES

Chat preview bubbles offer an unobtrusive way to read chat messages during meetings. If enabled, the latest chat message will briefly appear on the right side of the screen for about 7 seconds before disappearing.

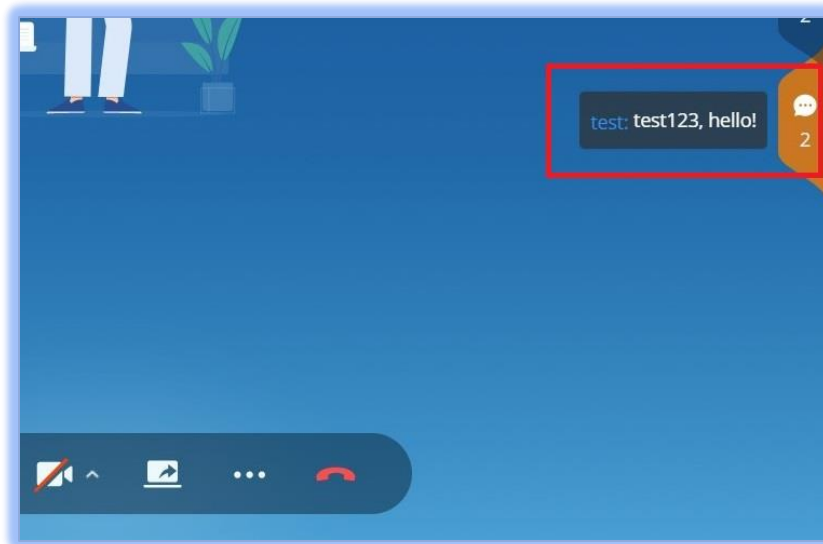


Figure 9 - Chat Preview Bubble

This option can be toggled on/off by clicking on the ... icon at the bottom bar to bring up the following:

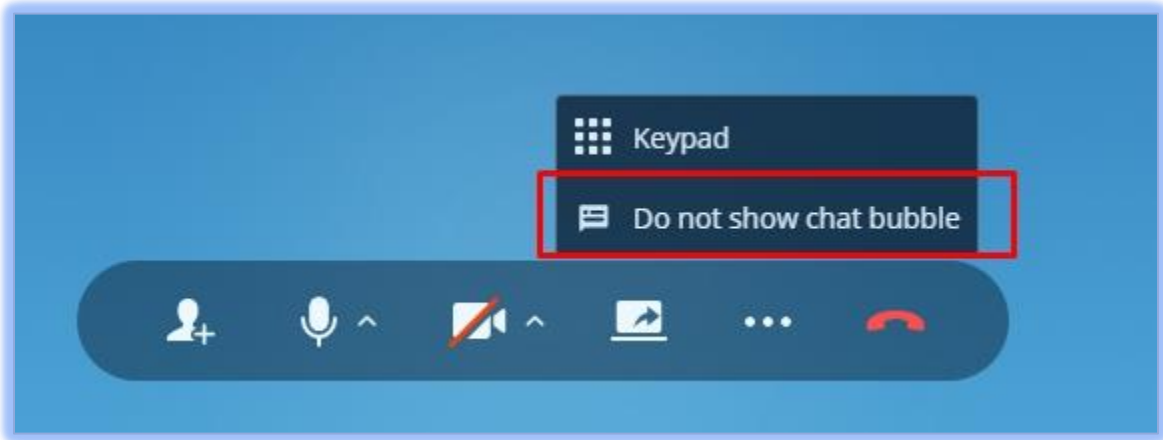


Figure 10 - Toggle Chat Preview Bubbles