

# Wave Desktop Application Release Notes

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## WAVE DESKTOP VERSION 1.17.8

### PRODUCT NAME

Wave Desktop Application

### DATE

08/07/2022

### 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 1.15.11

#### ENHANCEMENTS

- Made several UI improvements.
- [Application] The last 10 server addresses logged into will now be remembered. These server addresses can be viewed and selected by clicking on the arrow icon in the *Server Address* field on the login page.
- [Application] Added *Notification Settings* that would allow users to select the notifications to receive from Wave. [NOTIFICATION SETTINGS]
- [Application] Users can now drag and drop items in the *Applications* page to the Wave sidebar for easy access. Note: Users may need to long-click on an item before it can be dragged.
- [Application] Google Drive add-in is now available and can be installed from the *Application → 3<sup>rd</sup> Party Applications → App Store* page. Once installed, users can log into their Google account and share files from it directly to chats.
- [Application] The following CRM add-ins are now available and can be installed from the *Application → 3<sup>rd</sup> Party Applications → App Store* page: Bitrix24 CRM, Freshdesk CRM, HubSpot CRM, Zendesk CRM.
- [Application] Users can now select to download application updates in the background.
- [Calling] Users can now have up to 6 simultaneous calls instead of just 2.
- [Calling] Added a callback button to missed call notifications.
- [Calling] Improved attended transfer functionality. [IMPROVED ATTENDED TRANSFERRING]
- [Calling] Improved CTI functionality. After a call between Wave Desktop and an IP endpoint is established and is converted into a meeting, the Wave Desktop user can start presentations during the meeting.

- [Calling] When copy/pasting a number with special characters into the dialpad, the special characters will be automatically filtered out.
- [Chat] Added the *Change Group Owner* option to the group chat settings to transfer ownership of the group to an existing group member.
- [Chat] Added additional emojis.
- [Chat] Improved image viewing functionality when looking at images uploaded to chats.
- [Meetings] Users can now start and stop video recordings during meetings. Recordings can be viewed and played directly from Wave. If the meeting does not support video recordings, audio will be recorded instead.
- [Meetings] Users can now change the video feed layout of meetings by clicking on the *More* button during meetings and selecting either *Speaker Layout* (1 large video feed w/ others being smaller) or *Tile Layout* (equally sized video feeds).
- [Meetings] Meeting hosts can now access options under each video feed such as muting, selecting the feed as the focus video, full screening the feed, or removing the participant from the meeting.
- [Meetings] Users can now create a meeting group chat when scheduling a meeting. [MEETING GROUP CHAT FOR SCHEDULED MEETINGS]
- [Meetings] When there is only 1 participant in a meeting, and the meeting duration has reached 30 minutes, a prompt will appear asking whether to extend the meeting. If extended, the meeting will last another 30 minutes. Otherwise, the meeting will automatically end after 5 minutes.
- [Meetings] If the duration of a meeting is about to reach 12 hours, and the meeting host is in the meeting, they can extend the meeting for another 12 hours once. The meeting will automatically end once another 12 hours have passed. If the meeting host is not in the meeting after the initial 12 hours, the meeting will automatically end.
- [Meetings] Users can now transition a screenshare into a whiteboard. The last frame on the screenshare will be used as the background image of the whiteboard.
- [Meetings] Users can now see their own shared screen.
- [Meetings] Users can now also share their PC audio in addition to sharing their screens by toggling on the *Share PC Audio* checkbox when selecting the application or screen to share.
- [Meetings] Users can now invite IP camera devices they have permission to access to meetings. Other meeting participants can view the video feed of invited IP camera devices.
- [Meetings] Added the *Allowed to override Host Mute* option to the *Edit Meeting* / *Schedule Meeting* pages → *Advanced Settings* page. If enabled, participants muted by the meeting host will be able to unmute themselves.
- [Meetings] The meeting start notification will no longer appear if the user is already in the meeting waiting room.

## BUG FIXES

- Fixed several UI and display issues.

- Fixed an issue with seeing shared screens after call flips.
- Fixed an issue with not being able to see video from IP camera devices.
- Fixed several CTI issues.
- Fixed an issue with noise reduction.
- Fixed an issue with meeting reminder notifications not appearing in certain cases.
- Fixed an issue with the company name not being updated properly.
- Fixed an issue with incoming call notifications being displayed even after the call is canceled.
- Fixed an issue with physical headset mute indicators not working with Wave when using certain Plantronics headsets.
- Fixed an issue with being unable to answer calls after leaving a meeting.
- Fixed an issue with the meeting assistant displaying incorrect time format.
- [macOS] Fixed several navigation issues.

## NEW FEATURES OVERVIEW

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

### NOTIFICATION SETTINGS

Users can now select the notifications they receive and hear from Wave. These settings can be found by clicking on the *User Profile Picture* → *Application Settings*.

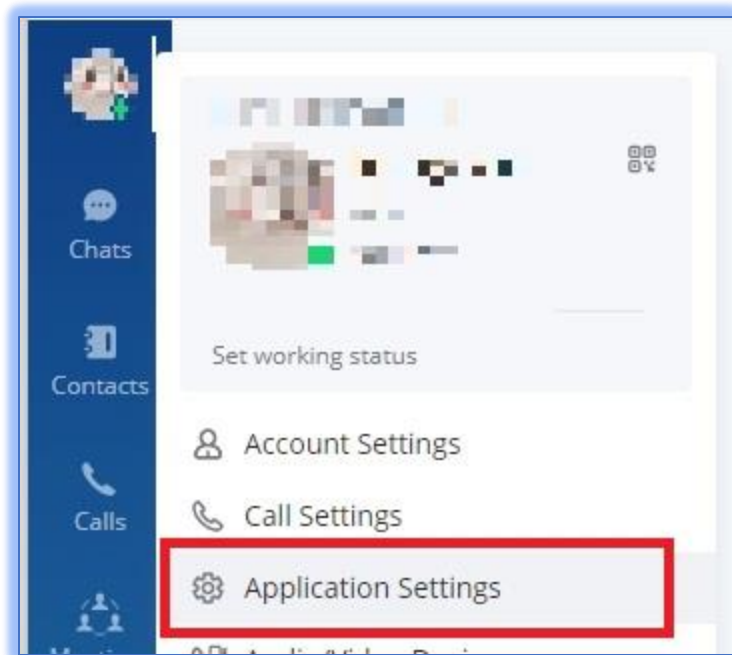
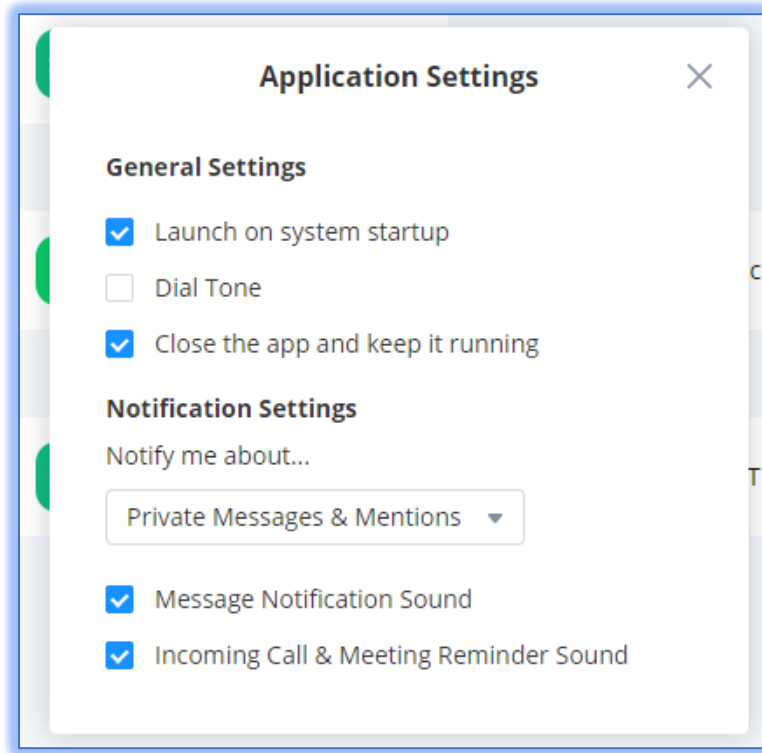


Figure 1 - Application Settings



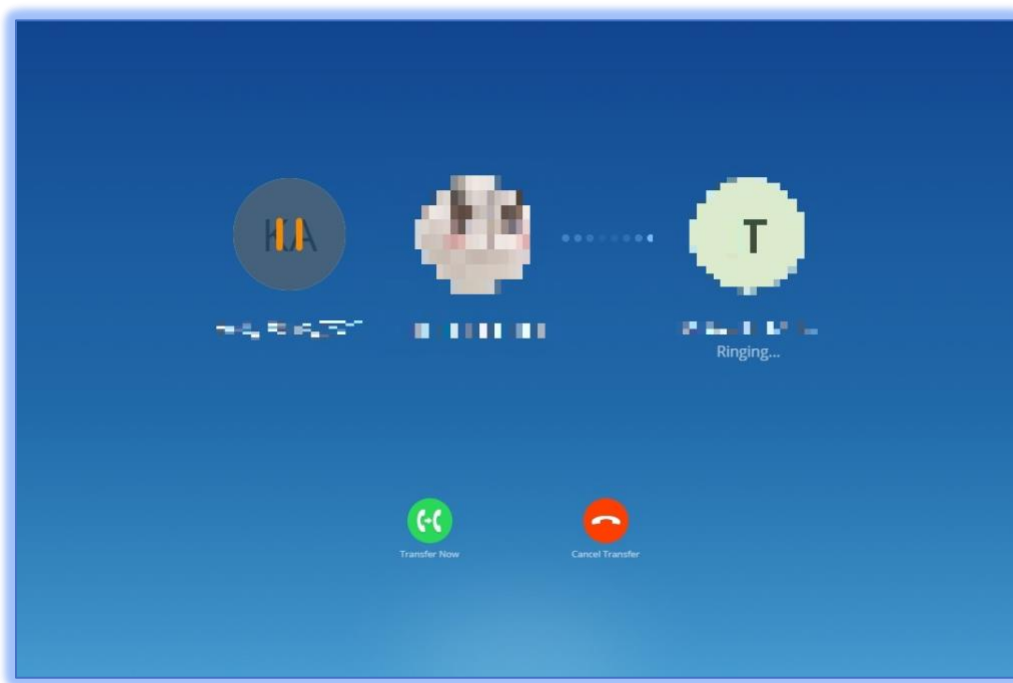
*Figure 2 - Notification Settings*

The following options will be available:

- **Notify me about...**
  - All New Messages – Receive notifications for all messages.
  - Private Messages & Mentions – Only receive notifications for private messages and mentions from group chats.
  - None – No notifications will be received for any new messages.
- **Message Notification Sound** – Toggles the Wave new message notification sound.
- **Incoming Call & Meeting Reminder Sound** – Toggles the sound for incoming calls and meeting reminders.

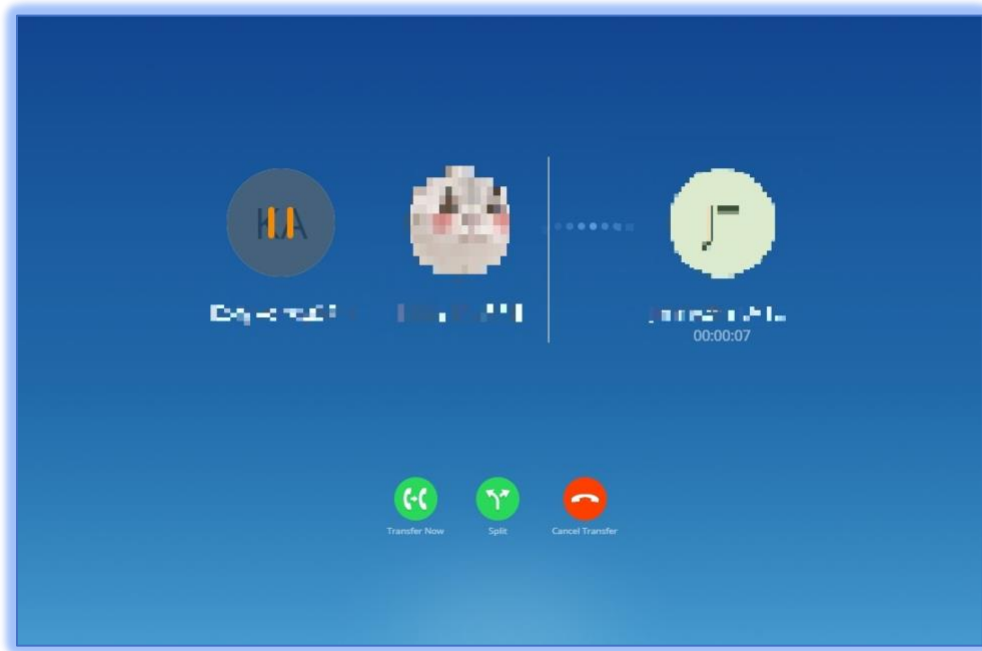
### IMPROVED ATTENDED TRANSFERRING

When initiating attended transfers, the transferer will ring the transfer target. The transferee will be placed on hold, and the following interface will appear:



*Figure 3 - Ringing Attending Transfer*

While the transfer target still has not answered the call, the transferor can either complete the transfer immediately or cancel the transfer. Canceling the transfer will resume the original call between the transferor and transferee.



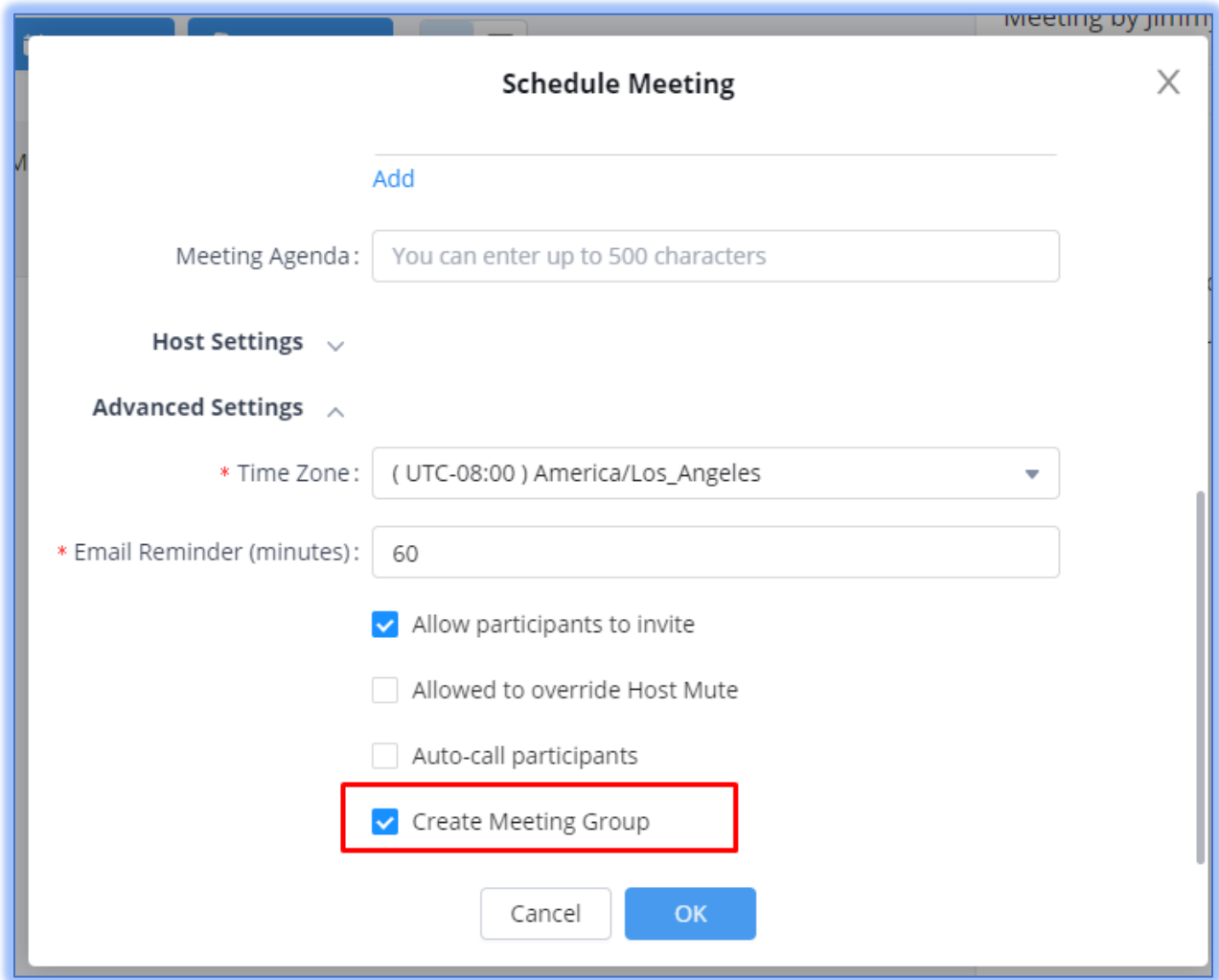
*Figure 4 - Attended Transfer Options*

If the transfer target answers the call, an additional option called *Split* will appear. Clicking this button will cancel the transfer and split the call into two separate calls:

1. The transferor and transferee. This call will be held.
2. The transferor and the transfer target. This call will be active.

#### **MEETING GROUP CHAT FOR SCHEDULED MEETINGS**

Instead of creating meeting groups only after meetings, users can now create group chats for scheduled meetings and chat before they start. Any messages sent before a meeting will be viewable during the meeting, and any messages sent during the meeting can still be seen in the created group chat after it ends.



**Schedule Meeting** X

Add

Meeting Agenda: You can enter up to 500 characters

**Host Settings** ▾

**Advanced Settings** ▴

\* Time Zone: ( UTC-08:00 ) America/Los\_Angeles ▾

\* Email Reminder (minutes): 60

☒ Allow participants to invite

☐ Allowed to override Host Mute

☐ Auto-call participants

☒ Create Meeting Group

Cancel OK

Figure 5 - Create Meeting Groups