

Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.21.10

PRODUCT NAME

Wave Desktop Application

DATE

04/10/2023

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 1.19.12

ENHANCEMENTS

- [Application] Added ability to log in via QR code. [SCAN QR CODE FOR LOGIN]
- [Application] Moved *Language* and *Date/Time Format* settings to the *Application Settings* page.
- [Application] Added the *Dial Plan* feature. [DIAL PLAN RULES]
- [Application] Added the *Auto Answer* option to the *Application Settings* page. After enabling this feature, incoming calls or meeting invitations will be automatically answered as long as Wave is running.
- [Application] Added option to customize Wave's ringtone to the *Application Settings* page.
- [Application] Added shortcut keys for Wave app operation. [SHORTCUT KEYS]
- [Application] Added ability to delete a batch of call history entries or clear all call history entries. [DELETE/CLEAR MULTIPLE CALL HISTORY ENTRIES & VOICEMAIL]
- [Application] The audio settings window will no longer appear in subsequent logins to an account.
- [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 screen share annotation support. [ANNOTATION]
- [Call/Meeting] Added a screen share toolbar.
- [Call/Meeting] Added ability to hide audio participant windows during meetings. [HIDE AUDIO PARTICIPANTS]
- [Call/Meeting] When selecting users to invite to a meeting, their extension status will now be displayed next to their names.
- [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]
- [Operator Panel] Added ability to filter the data to see on the Operator Panel. [OPERATOR PANEL FILTER]

BUG FIXES

- [Call/Meeting] Fixed an issue with the “Your account is in an ongoing call on another device” message appearing even when there is no other device registered to the account.

KNOWN ISSUES

- When using Wave for Windows 32-bit version, users are not able to send files over 30MB to E2EE chats.
- To install the latest version of Wave Desktop for macOS, macOS version must be 10.13 or higher.

NEW FEATURES OVERVIEW

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

SCAN QR CODE FOR LOGIN

The Wave Desktop application now supports logging in via scanning QR code. Users must use their logged-in Wave mobile app to scan Wave Desktop's QR code. To get started, on the login screen, click on the QR code button in the top right corner of the login credentials box.

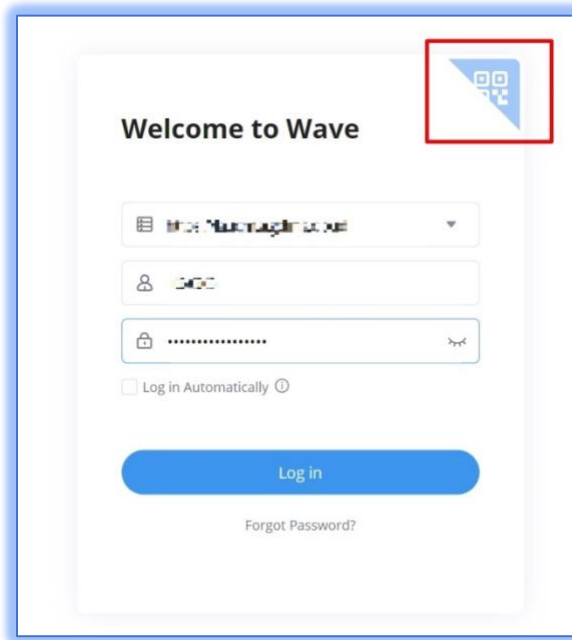


Figure 1 - Wave Password Login

After clicking on it, users should then see this page:

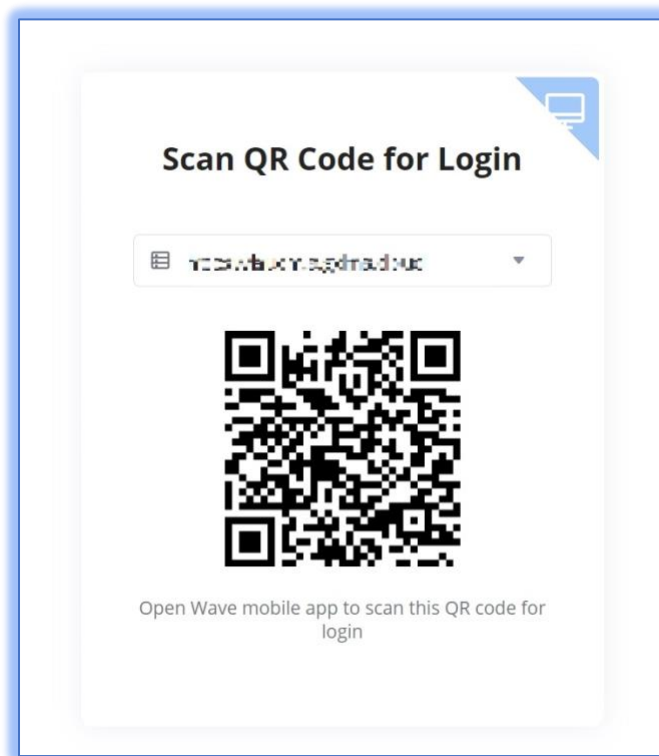


Figure 2 - Wave QR Code Login

Confirm that the server is correct before proceeding. Users must then open their Wave mobile app and use

the *Scan* feature to scan the QR code from the previous step. Wave Mobile must be logged into to use the *Scan* feature.

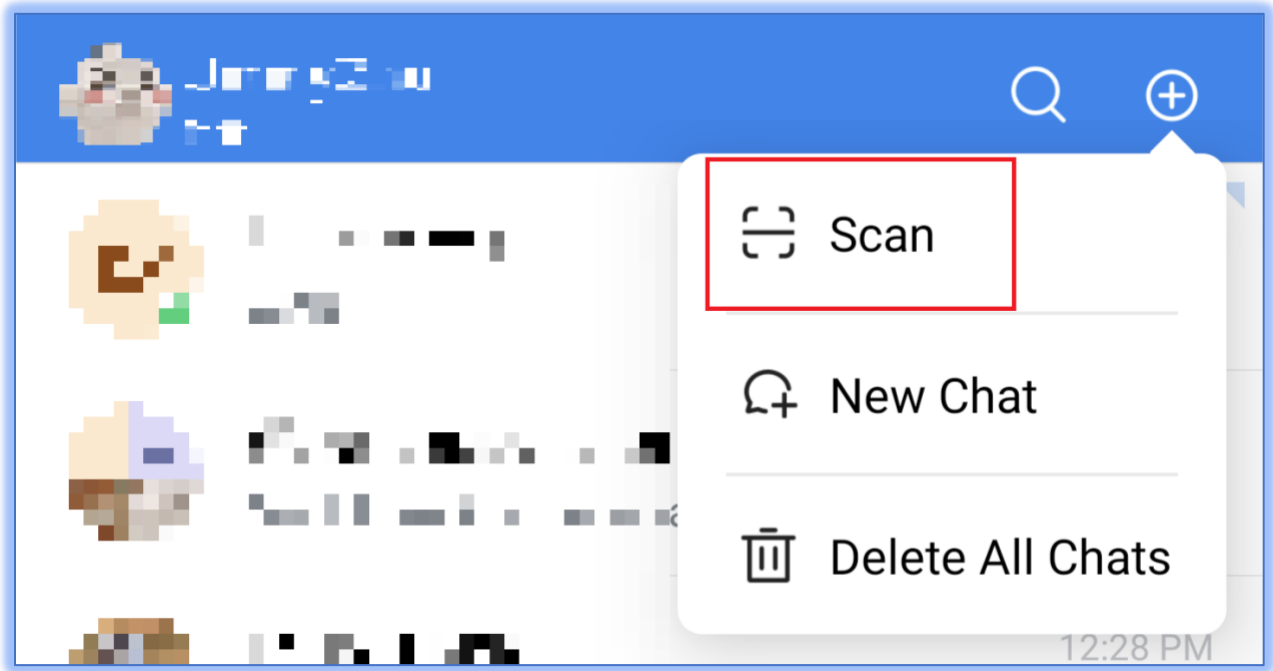


Figure 3 - Wave Mobile Scan

Once the QR code is scanned, users must then do a final confirmation to log into Wave Desktop.

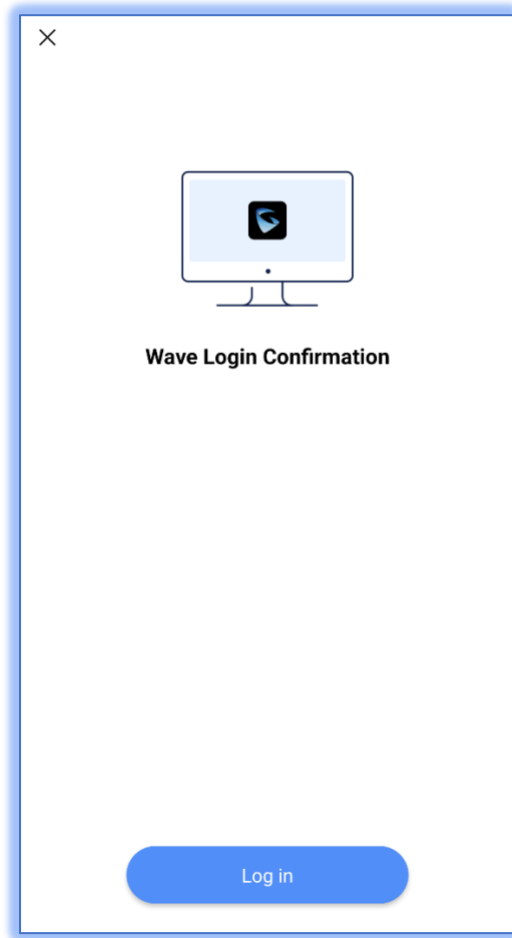


Figure 4 - Login Confirmation

Once users tap the **Log in** button, they should then be logged into their Wave Desktop app.

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. Please refer to the image below:

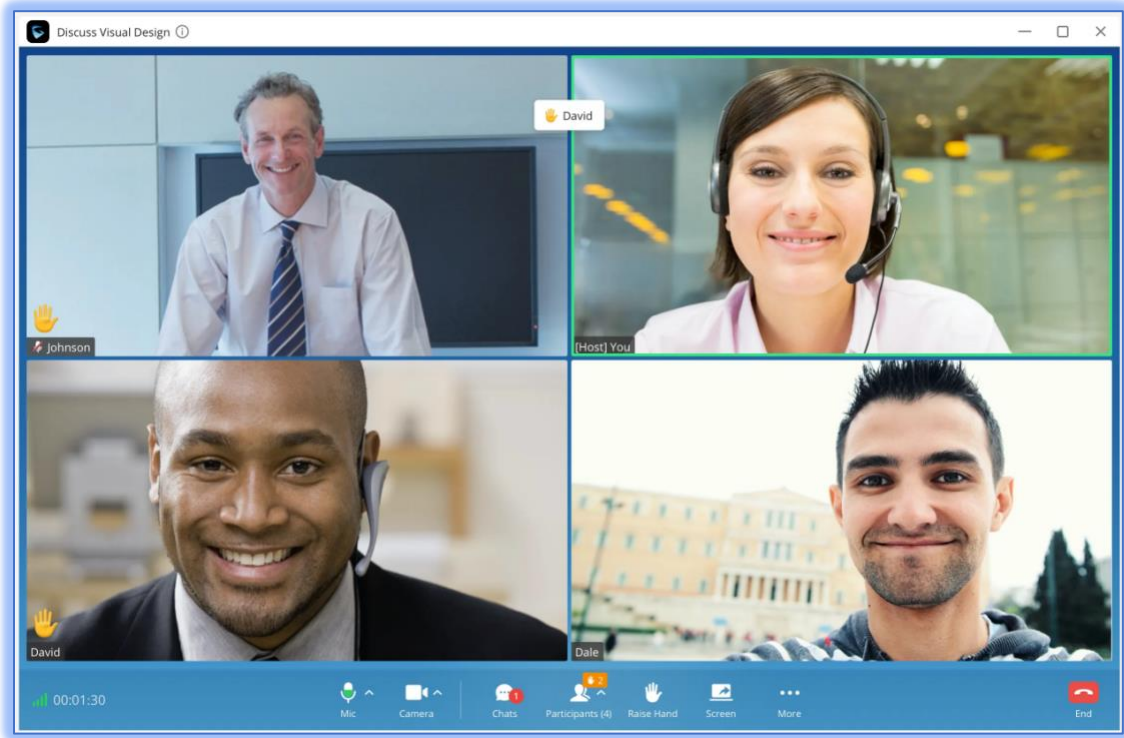


Figure 5 - Raise Hand

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.

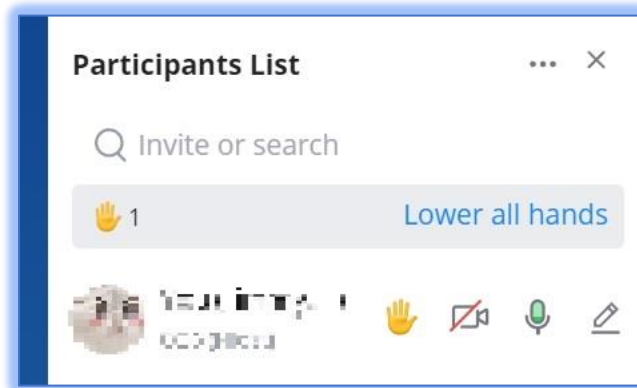


Figure 6 - Raise Hand Participant List

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 down the *Space* key. Once the audio detection has started, the following icon will appear indicating that the user can start talking:

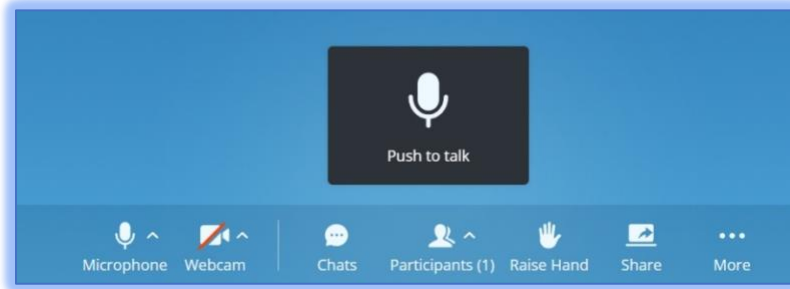


Figure 7 – Push-to-Talk

Note: Currently, the push-to-talk key is not configurable and cannot be activated outside of the Wave application. Users need to have Wave as the active window for push-to-talk to work.

ANNOTATION

Users can now draw directly on their screen share during meetings. This will allow presenters to better illustrate their points. Please refer to the image below:

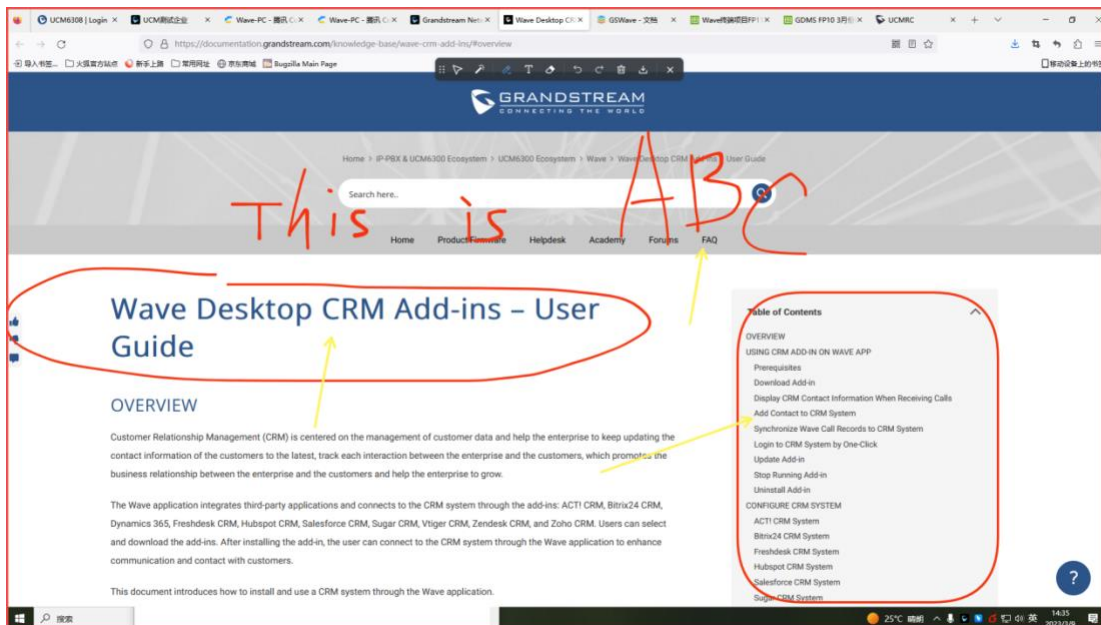


Figure 8 - Screen Share Annotation

HIDE AUDIO PARTICIPANTS

Users can now hide the windows of audio participants on the meeting interface. After the audio participants have been hidden, the meeting interface will only show the participant windows whose cameras have been enabled. Note: Participants will still be displayed in the meeting participant list.

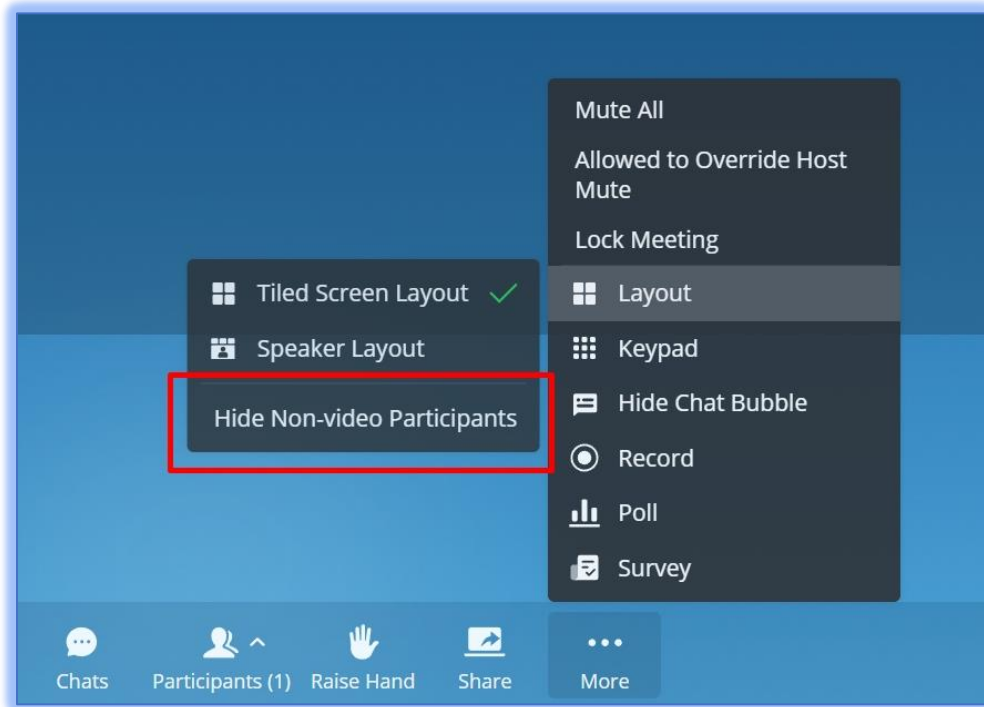


Figure 9 - Hide Audio Participants

DIAL PLAN RULES

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

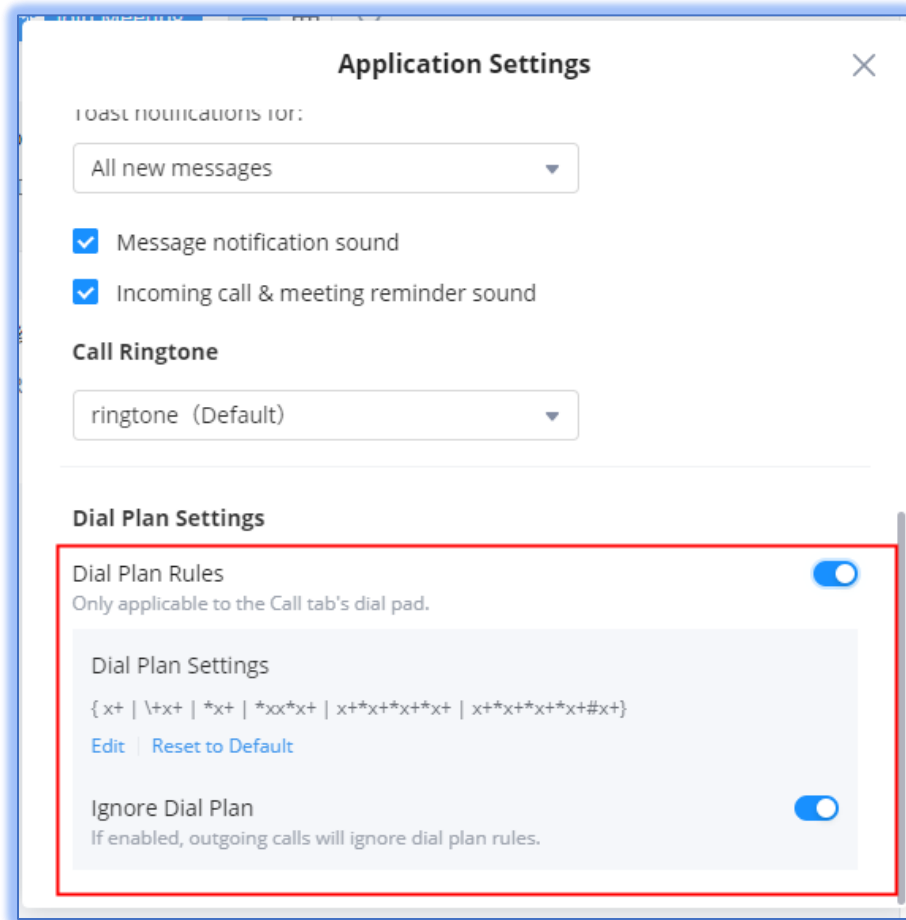


Figure 10 - Dial Plan

Users can edit the dial plan settings by clicking on the **Edit** button.

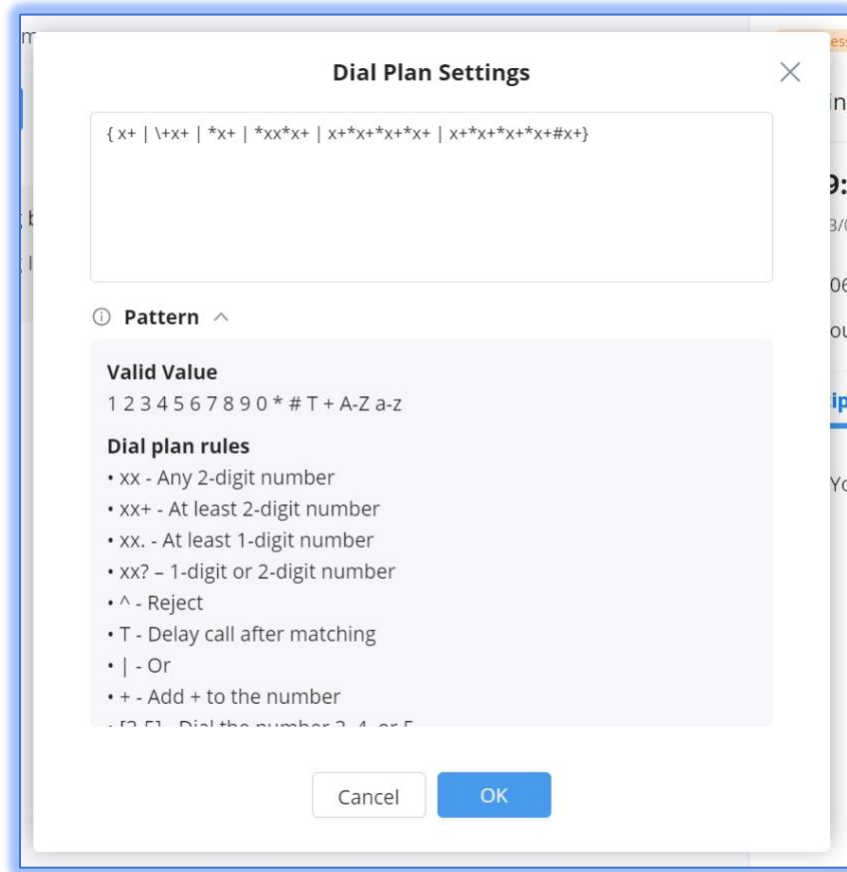


Figure 11 - Edit Dial Plan

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.

SHORTCUT KEYS

Wave Desktop now supports the use of keyboard shortcut keys to quickly use various Wave features. This feature can be accessed by navigating to **Sidebar**→**Profile**→**Keyboard Shortcut**.

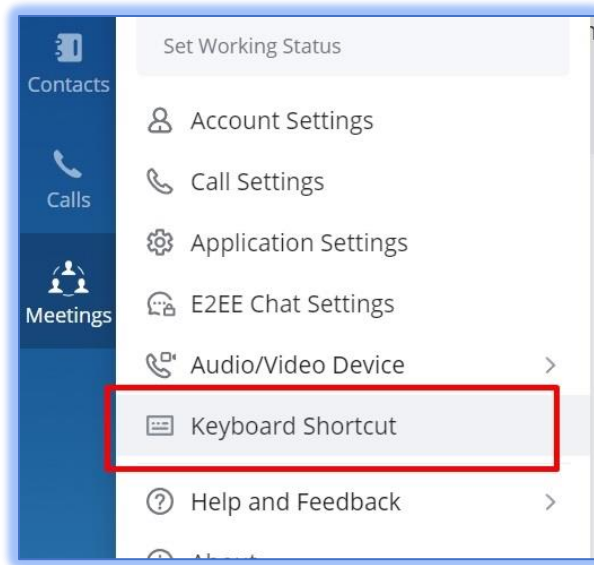
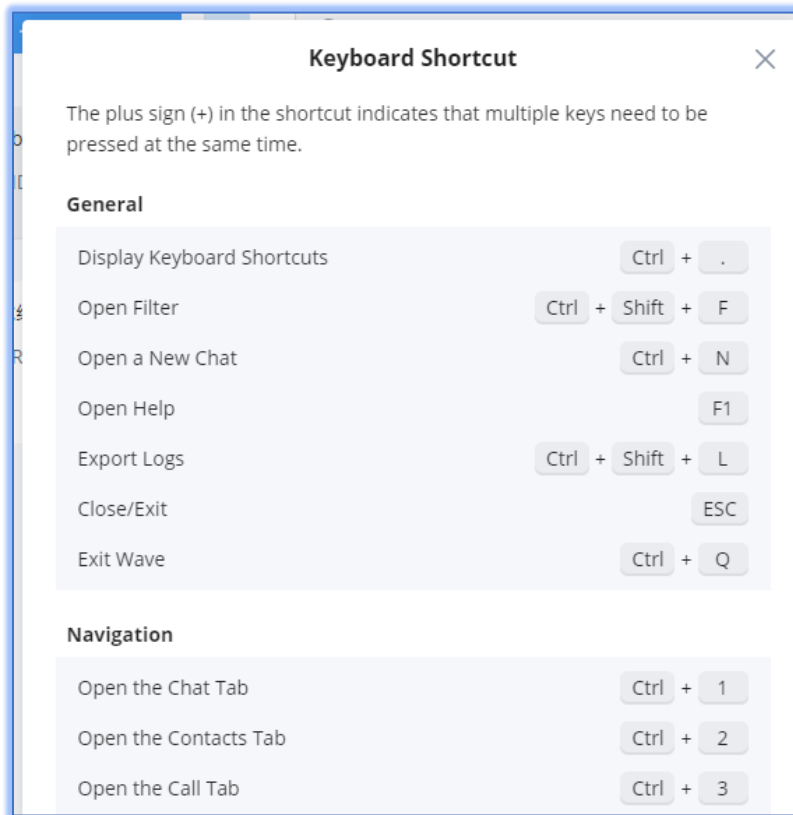


Figure 12 - Keyboard Shortcut

on the left upper corner to find the shortcut keys menu. Please refer to the screenshot below:



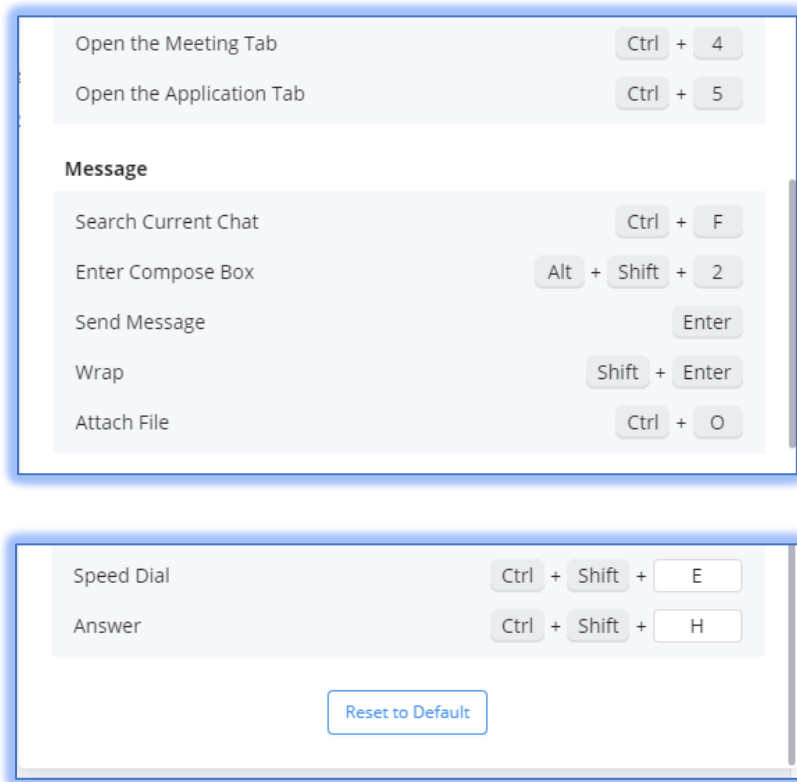


Figure 13 - Edit Keyboard Shortcuts

For example, Wave Desktop supports speed dialing. Users can select or number or email address on PC and then press the **Speed Dial** shortcut key (Ctrl+Shift+E by default) to immediately dial the selected number or the number or the number that is associated with the selected email address.

Another useful application of this feature would be to quickly answer incoming calls by pressing the shortcut key. When there is an incoming call, the user can press the **Answer** shortcut key (Ctrl+Shift+H by default) answer incoming calls.

Shortcut keys can be modified to suit user preferences.

T9 CONTACT MATCHING

Wave Desktop application now supports T9 contact matching, the same type of feature found in the dial panel 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.

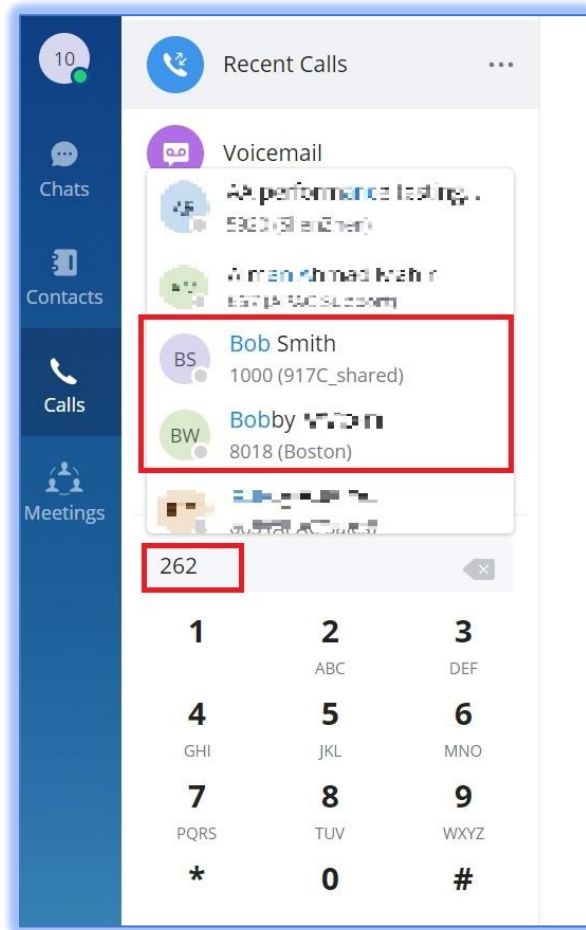


Figure 14 - T9 Contact Matching

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 click on the ... button next to **Recent Calls** and **Voicemail** buttons.

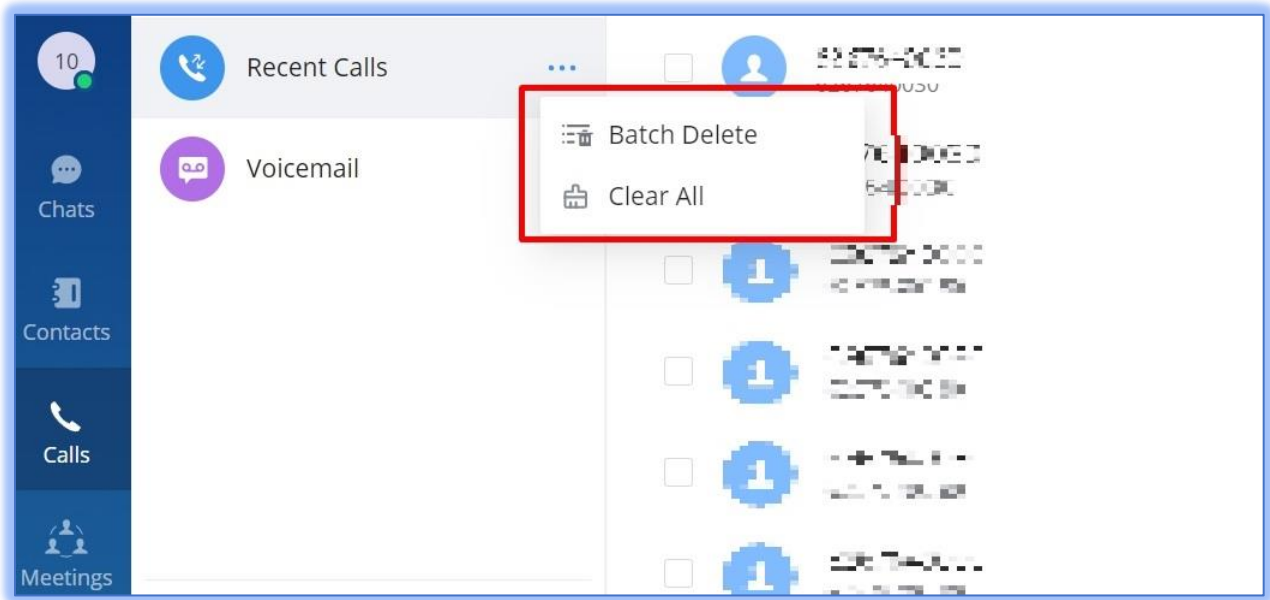


Figure 15 - Clear Call History

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 or not to merge the in-meeting chat to the existing pre-meeting chat.

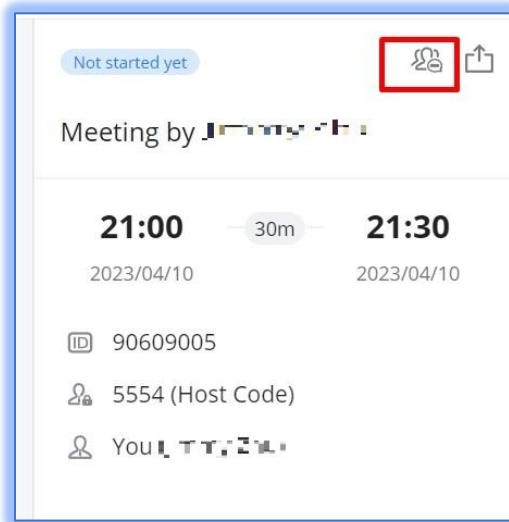


Figure 16 - Create Chat Group for Scheduled Meetings

READ RECEIPTS

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

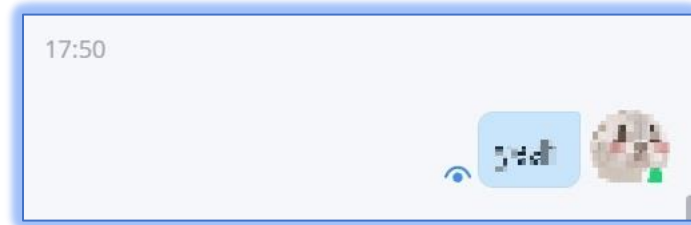




Figure 17 - Read Receipts

-  - 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, click on the **Poll** button in the chat interface.

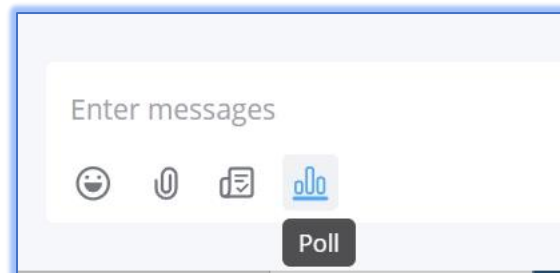


Figure 18 - Poll Button

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

and create new polls.

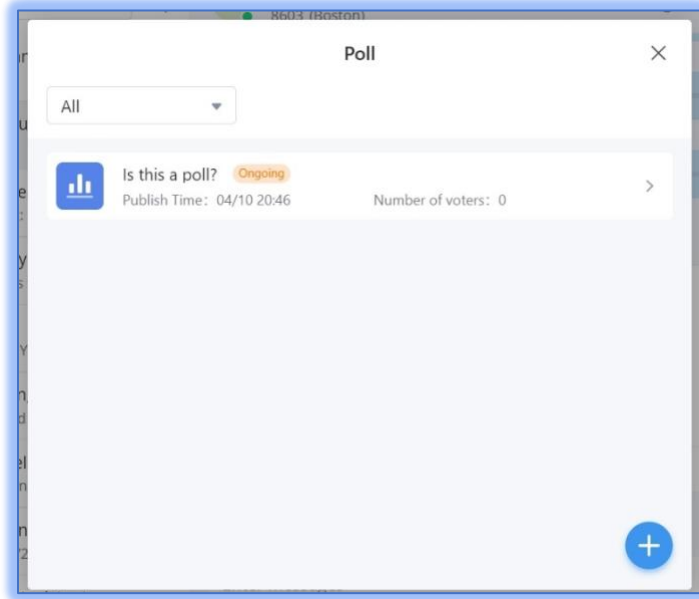


Figure 19 - Poll Menu

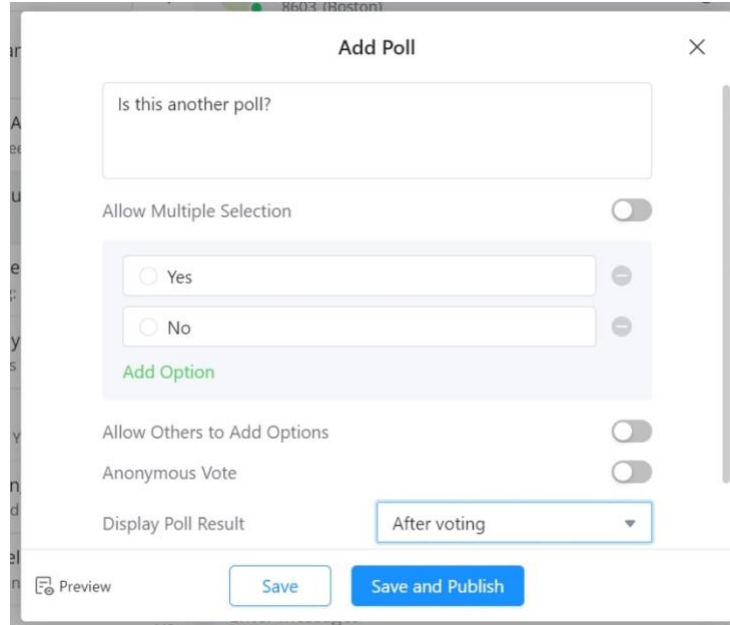


Figure 20 - Add Poll

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 21 - Poll in Chat

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

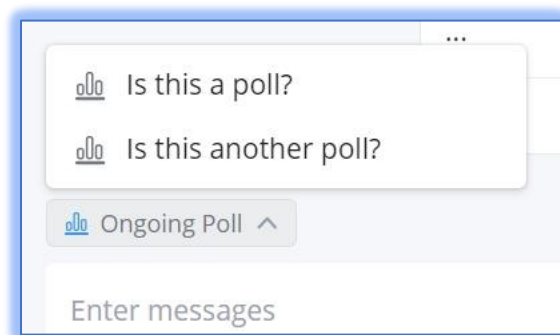


Figure 22 - Ongoing Polls

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

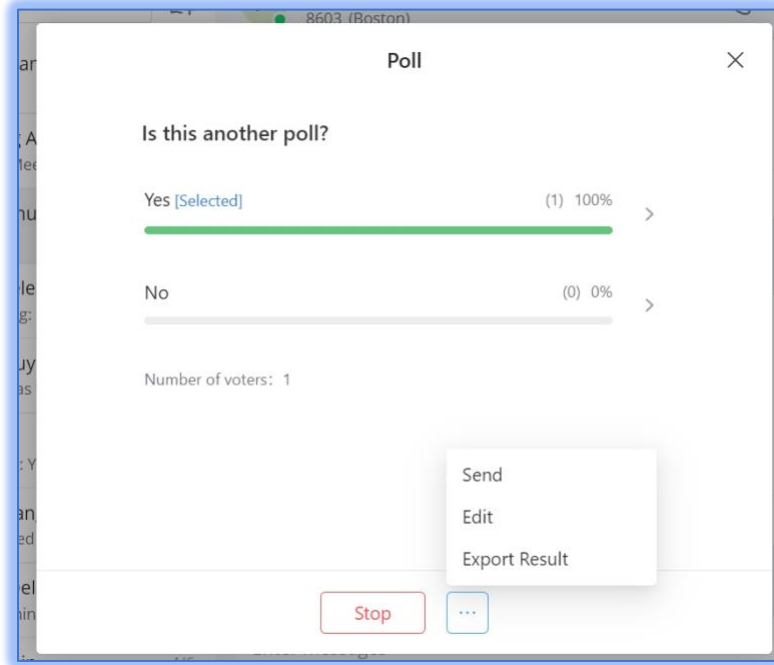


Figure 23 - Poll Results & Management

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

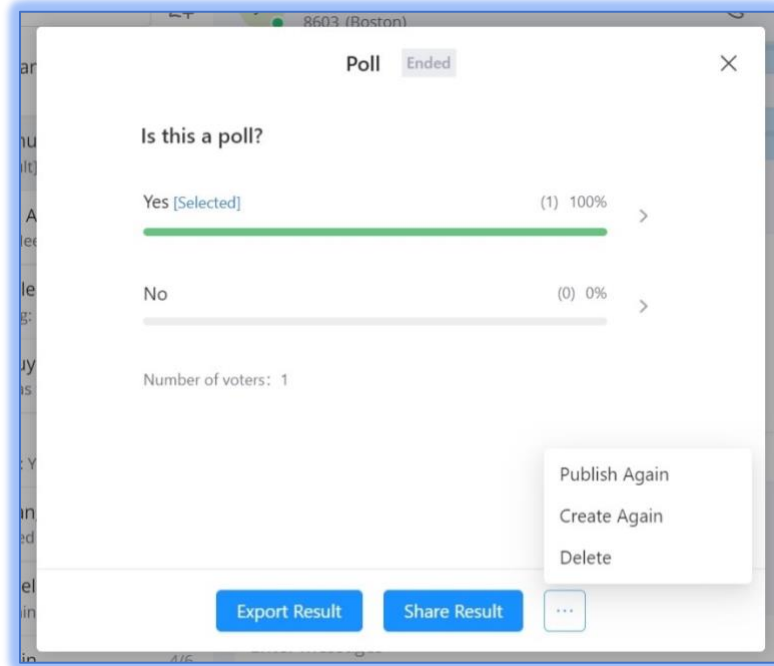


Figure 24 – Completed Poll Page

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, click on the **Survey** button in the chat interface.

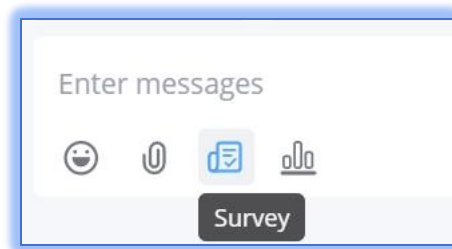


Figure 25 - Survey Button

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:

Figure 26 - 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:

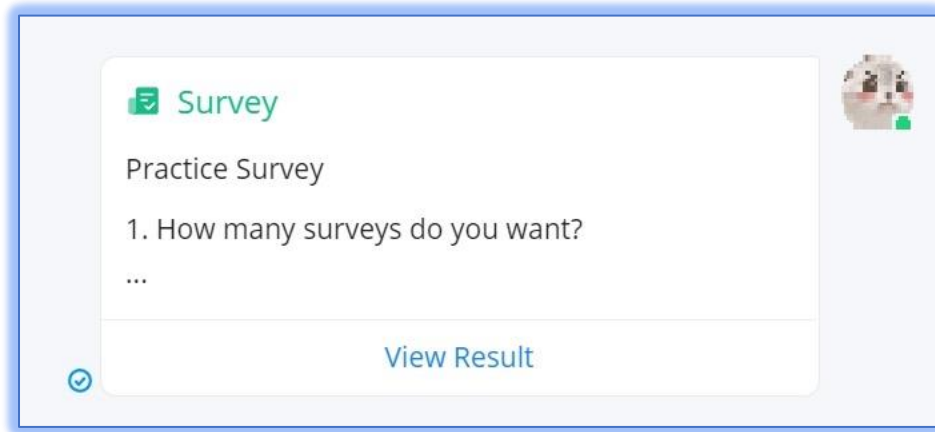



Figure 27 – Survey in Chat

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.

OPERATOR PANEL FILTER

Users can now filter the type of data they want to see on the Operator Panel. On the Operator Panel, please click on the  button in the top left corner. The available filter options are Call, Extensions, Ring Groups, Call Queues, Parking Lots, and Voicemail Groups.

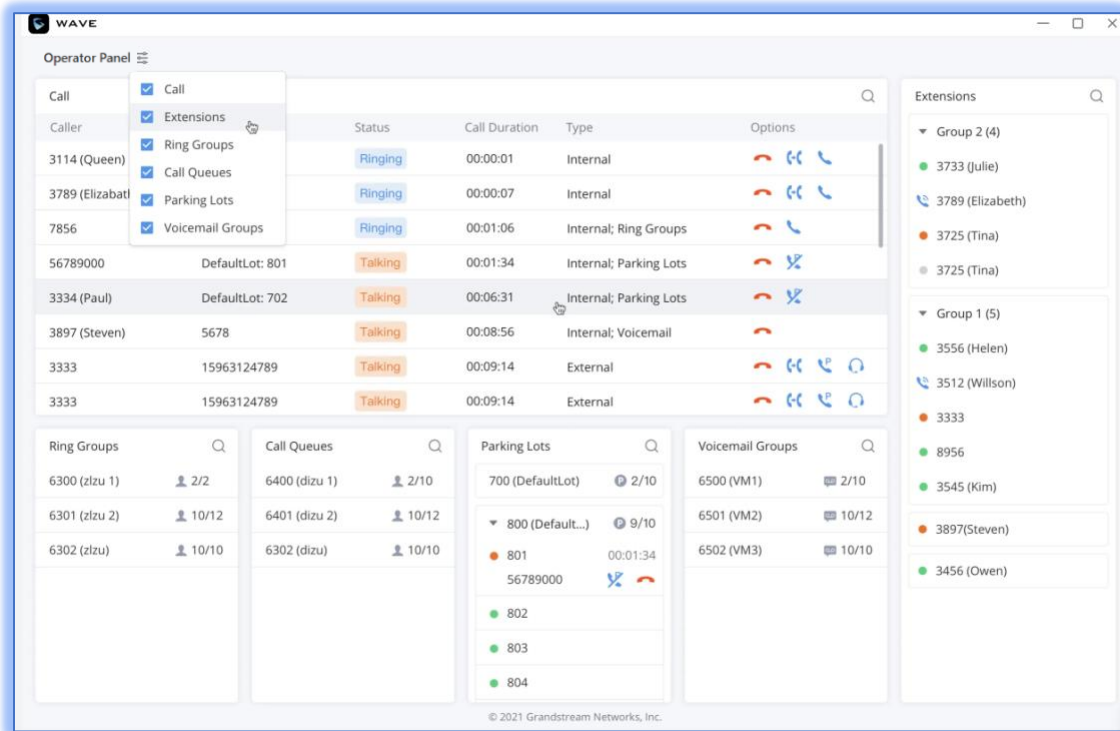


Figure 28 – Operator Panel View Filter