Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.23.12

PRODUCT NAME

Wave Desktop Application

DATE

08/30/2023

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 1.21.10

ENHANCEMENTS

- **[Meeting]** Added additional features for Whiteboard. [NEW WHITEBOARD FEATURES]
- **[Meeting]** Added *Meeting Focus Mute* feature. If enabled, and if the user is in a meeting, the user would not receive or hear any Wave notifications besides those from the meeting.
- **[Meeting]** Added ability to customize desktop and sound notifications for in-meeting chat.
- **[Meeting/Call]** Added call/meeting bottom toolbar customization. [MEETING/CALL BOTTOM TOOLBAR CUSTOMIZATION]
- **[Meeting/Call]** Added ability to create customize macro keys for meetings/calls. [CUSTOM MACRO BUTTONS FOR MEETINGS/CALLS]
- **[Call]** Added Auto Answer option to only auto-answer paging/intercom calls.
- **[Chat]** Added support for UCM's Live Chat feature. [LIVE CHAT]
- **[Contact]** Added ability to import and export personal contacts. [IMPORT/EXPORT PERSONAL CONTACTS]
- **[Add-in]** Added Telegram add-in to the Wave Desktop app store. [TELEGRAM ADD-IN]
- **[Add-in]** Added ability to send template messages via WhatsApp add-in. [SEND TEMPLATE MESSAGE]
- **[Add-in]** Added ability to automatically add contacts from CRM add-ins and allow users to customize parameters to CRM system via add-ins. [AUTO ADD CONTACTS AND CUSTOMIZE PARAMETERS TO CRM SYSTEM]
- **[Application]** Added notification assistant for UCM's Message Broadcast feature. [NOTIFICATION ASSISTANT]
- **[Application]** Added new shortcut keys. [NEW SHORTCUT KEYS]

- **[Application]** Added new settings: Call Waiting, Call Waiting Tone, Contact Sort Order ("Last Name, First Name" or "First Name, Last Name"), Keep Application Running on Close.
- **[Application]** Added several new menu options: What's New, SDK Integration Development Instructions, Add-in Integration Development Document.
- **[Application]** Added support for UCM's "Delete Chat" Wave permission.
- **[Application]** Made several UI adjustments. [UPDATED SETTINGS UI]
- **[Application]** Added several new notification options.

BUG FIXES

[Application]

- Fixed an issue with abnormal memory and CPU usage.
- Fixed an issue with the Windows taskbar thumbnail showing "index.html".
- Fixed several UI issues.
- Fixed an issue with uploading custom ringtones.

[Calling]

- Fixed an issue with the call window disappearing after an attended transfer.

[CTI]

- Fixed an issue with initiating group meetings.

[Meeting]

- Fixed an issue where the Call UI would be used when clicking a meeting room extension via chat.
- Fixed an issue with incorrect address details when joining cross-server meetings.
- Fixed an issue with recording the whiteboard.
- Fixed an issue with not being able to draw in certain areas on a screen share.

[CRM]

- Fixed an issue with not syncing contacts to Btrix24 CRM.

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.

NEW WHITEBOARD FEATURES

The Whiteboard now includes more collaboration tools such as laser pointer, highlighter, text boxes, graphics, flow charts, charts and other graphics and styles. These graphics can be moved, drawn over and edited repeatedly. Users can even just use a simple brush or pen to quickly draw and visualize their points.
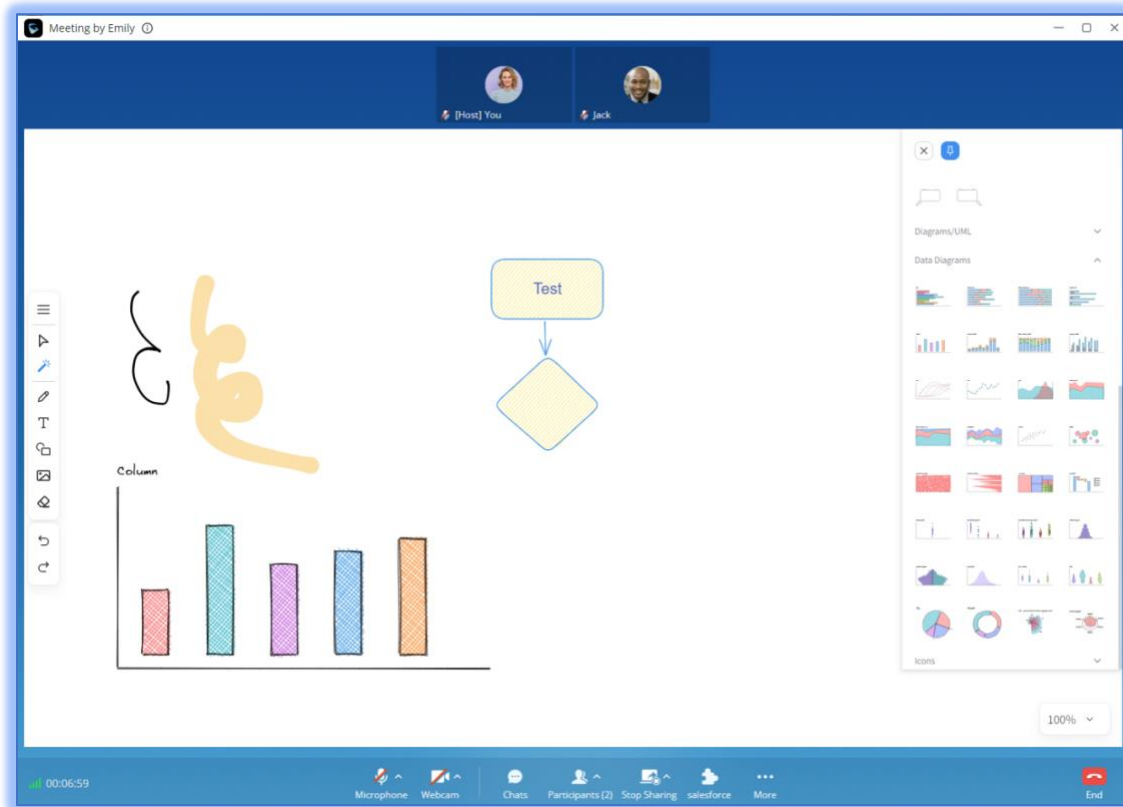

Figure 1: New Whiteboard Features

MEETING/CALL BOTTOM TOOLBAR CUSTOMIZATION

Users can now customize the buttons to be displayed on the bottom toolbar in the call and meeting interfaces. To do so, navigate to the **Settings** -> **Calls** or **Meetings** page and click on the **Call Toolbar Edit** button. From here, select the desired buttons to display.
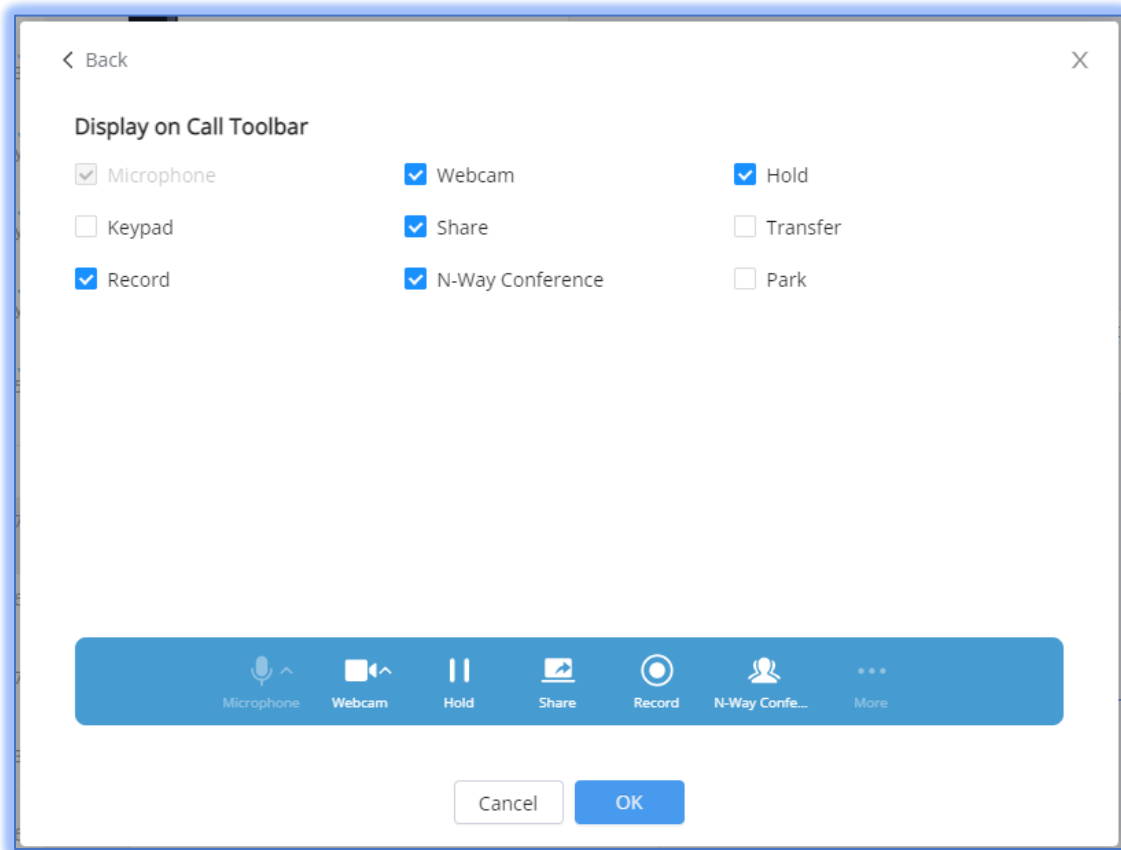
Figure 2: Call Toolbar Customization

IMPORT/EXPORT PERSONAL CONTACTS

Personal contacts can now be imported and exported. For batch editing contacts, users can export their existing personal contacts, modify them, and import it back into Wave.
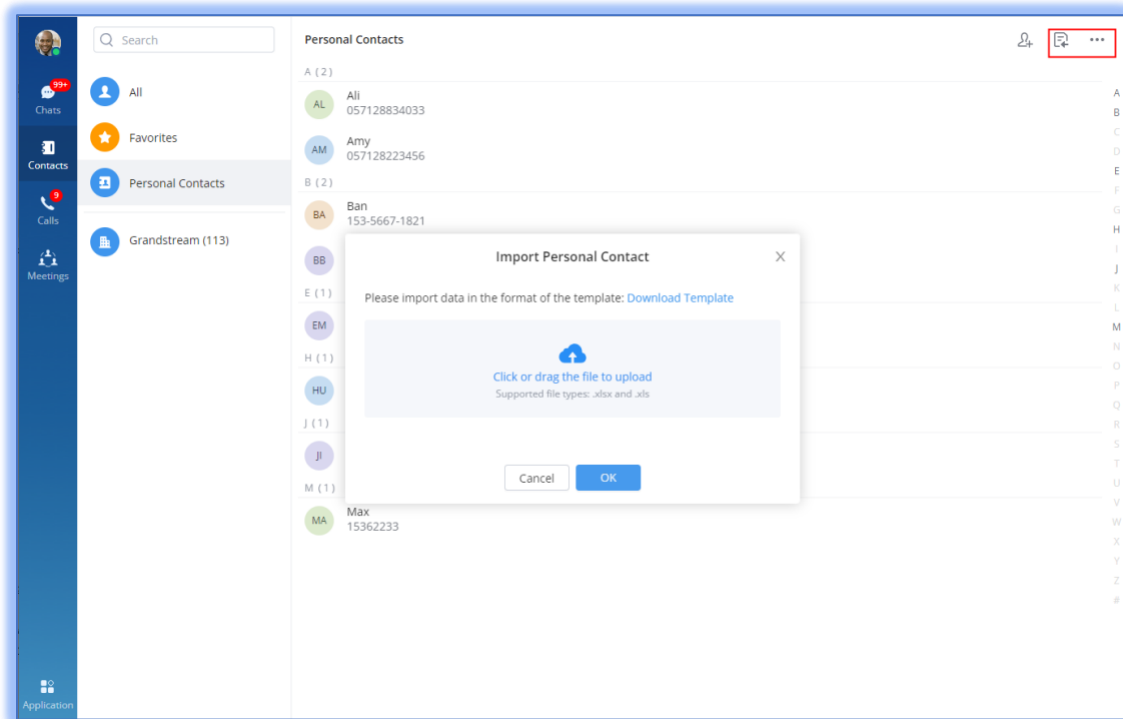
Figure 3: Import/Export Personal Contacts

LIVE CHAT

Live Chat feature allows your customers to send messages or call you with one-click. You can create a Live Chat in your UCM and integrate links into your websites or applications (applicable for PCs and mobile devices), to reach your customers at anytime and anywhere.
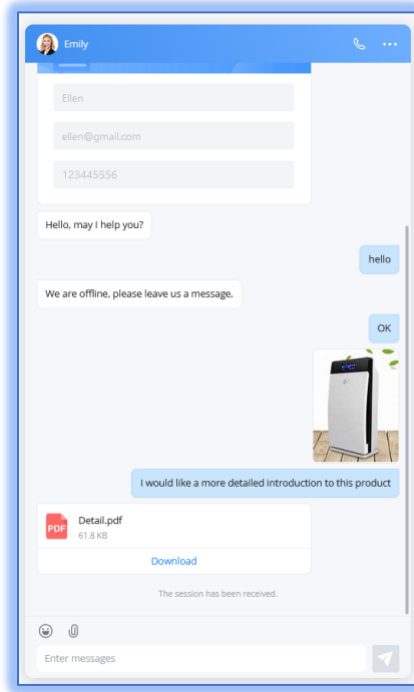
Learn More: https://ucmrc.gdms.cloud/customer

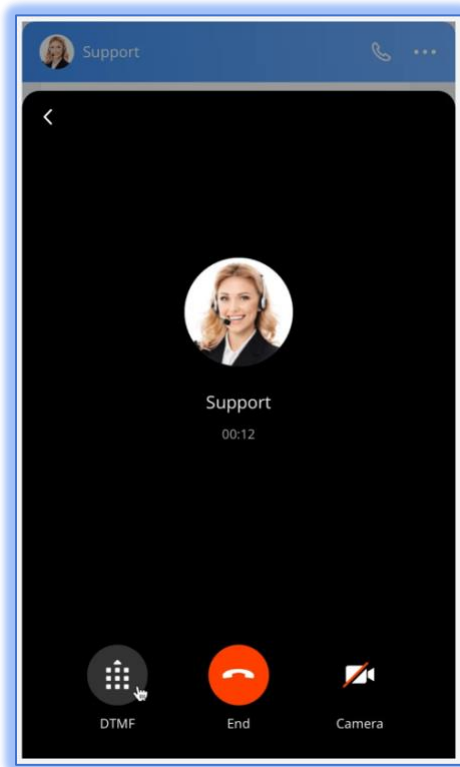**Figure 4: Live Chat**

Figure 5: Live Chat Call Function

TELEGRAM ADD-IN

Users can now receive Telegram single and group chat messages on Wave Desktop and reply to them. Additionally, other native Telegram features such as sending games, messages with buttons, business card requests, etc. are supported. To get started, go to **Applications → App Store**, download the **Telegram** add-in and configure your Telegram account.

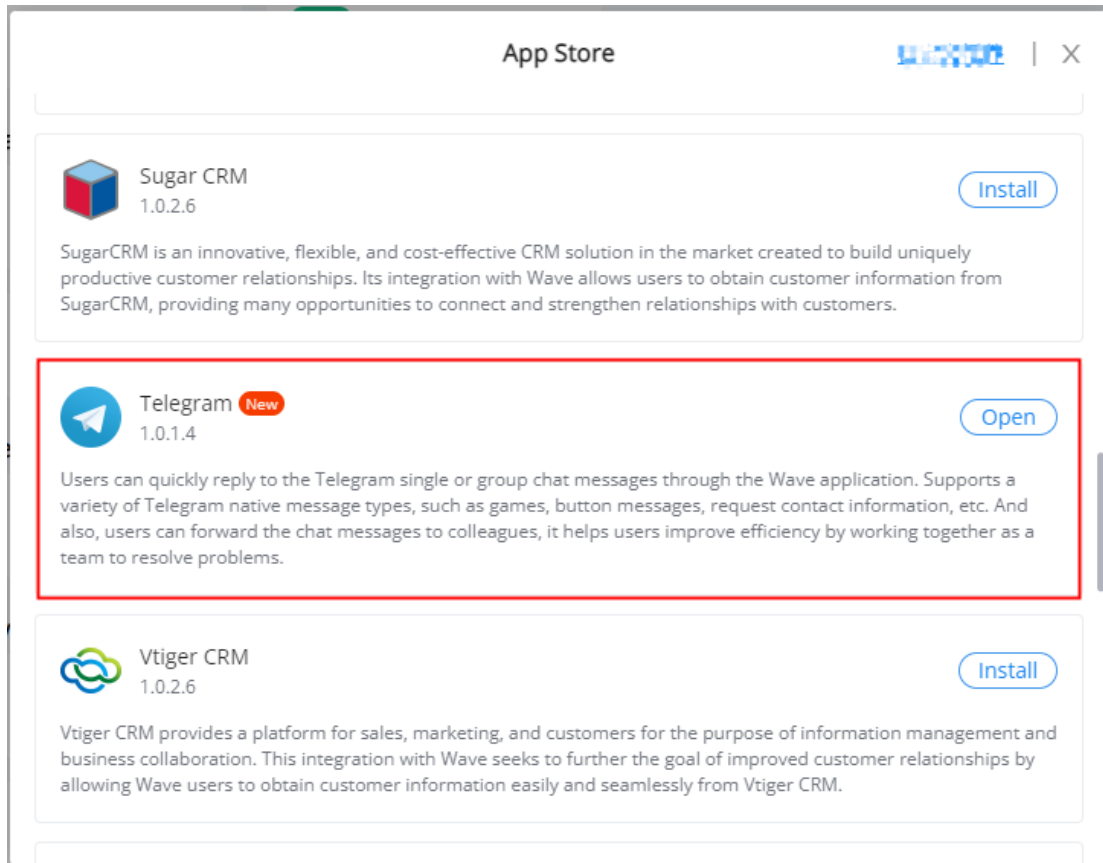Learn More (https://documentation.grandstream.com/knowledge-base/wave-desktop-3rd-party-add-ins-user-guide/)

Figure 6: Telegram Add-in

CUSTOM MACRO BUTTONS FOR MEETINGS/CALLS

Users can now create macro buttons for functions such as feature codes and add-in keyboard commands, which can be accessed from the call/meeting bottom toolbar. Once created, users will be able to perform operations with a single click that would otherwise take several. This can be configured under the **Settings → Calls** or **Meetings** pages.
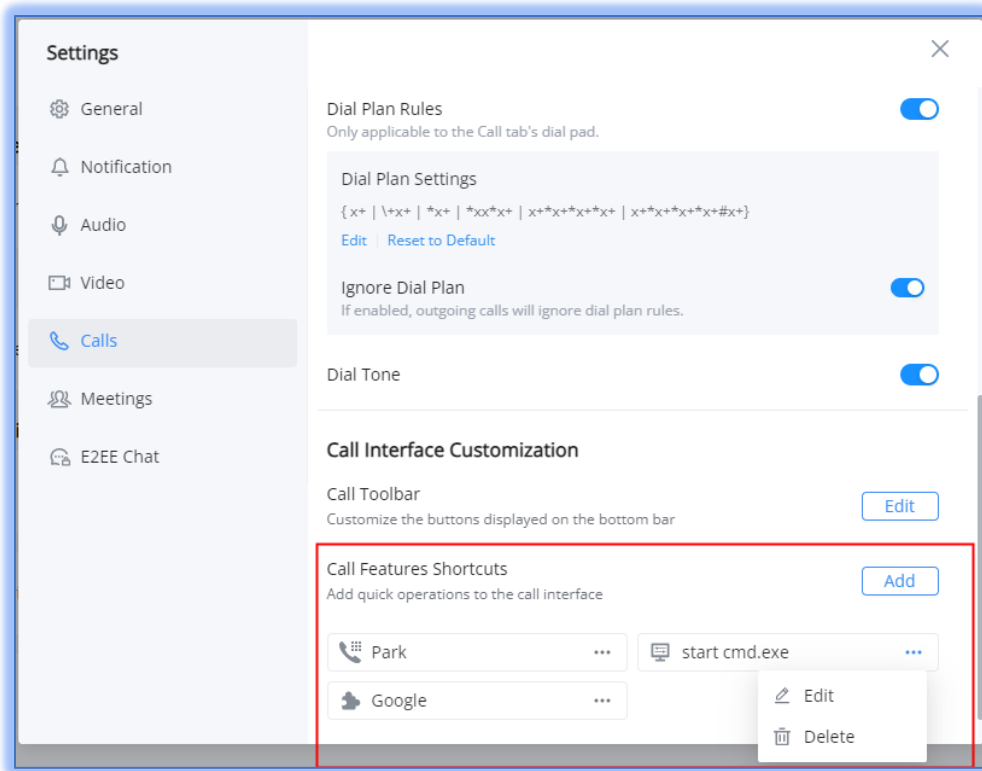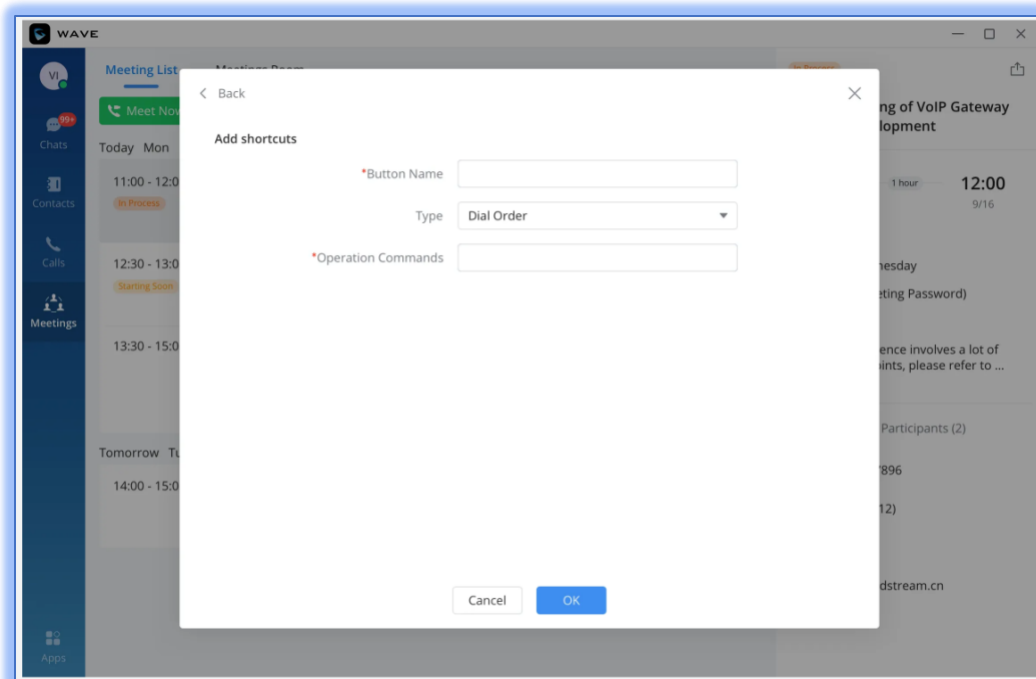
Figure 7: Button Macros

Figure 8: Add Shortcut

Once created, click on the **More** option on the Call/Meeting interface to view the newly added macros.
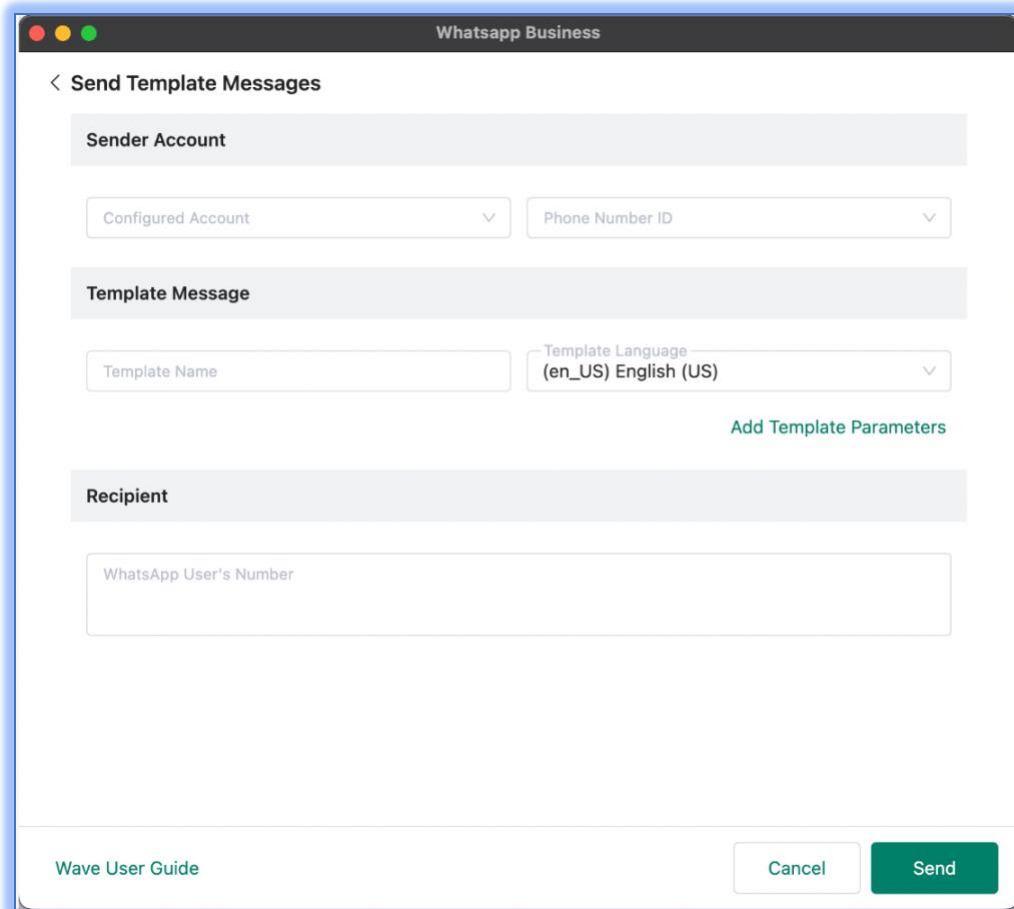

Figure 9: View Shortcuts

SEND TEMPLATE MESSAGE

The new version of the WhatsApp add-in allows users to send template messages to their customers. Go to **Applications → App Store** page to upgrade your **WhatsApp** add-in to use this feature.

Learn More: https://documentation.grandstream.com/knowledge-base/wave-desktop-3rd-party-add-ins-user-guide/)

Figure 10: Send Template Message

NOTIFICATION ASSISTANT

UCM administrators can broadcast messages to selected extensions. Wave users can receive and view these messages via the Notification Assistant in their Wave chat interface.
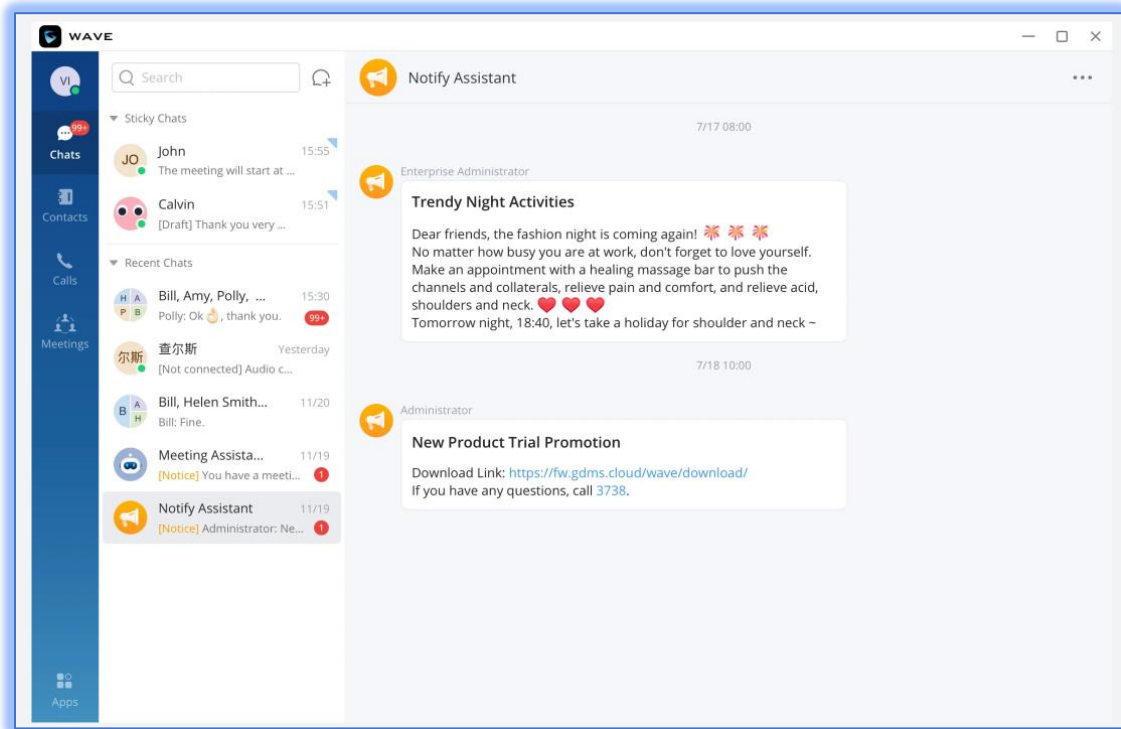
Figure 11: Notification Assistant

AUTO ADD CONTACTS AND CUSTOMIZE PARAMETERS TO CRM SYSTEM

Users can now automatically add unfamiliar numbers as CRM contacts through CRM add-ins. Additionally, users can select to sync call history and related parameters to the CRM system.
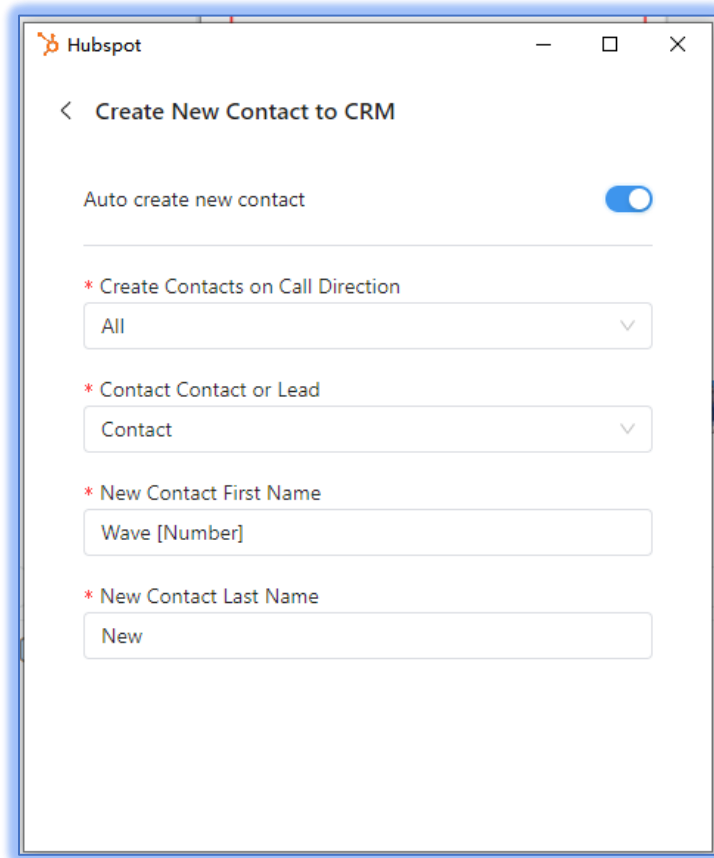
Learn More: https://documentation.grandstream.com/knowledge-base/wave-crm-add-ins/

Figure 12: Auto Add Contacts to CRM

NEW SHORTCUT KEYS

This feature can be accessed by navigating to **Sidebar → Profile → Keyboard Shortcut**. The following new shortcut keys have been added:

- **Mute/Unmute:** Ctrl + Shift + M

- **Edit the Last Message:** Ctrl + Up Arrow

- **Send Message** options**:**

  - Enter to send; Shift + Enter to start another line

  - Shift + Enter to send; Enter to start another line

UPDATED SETTINGS UI

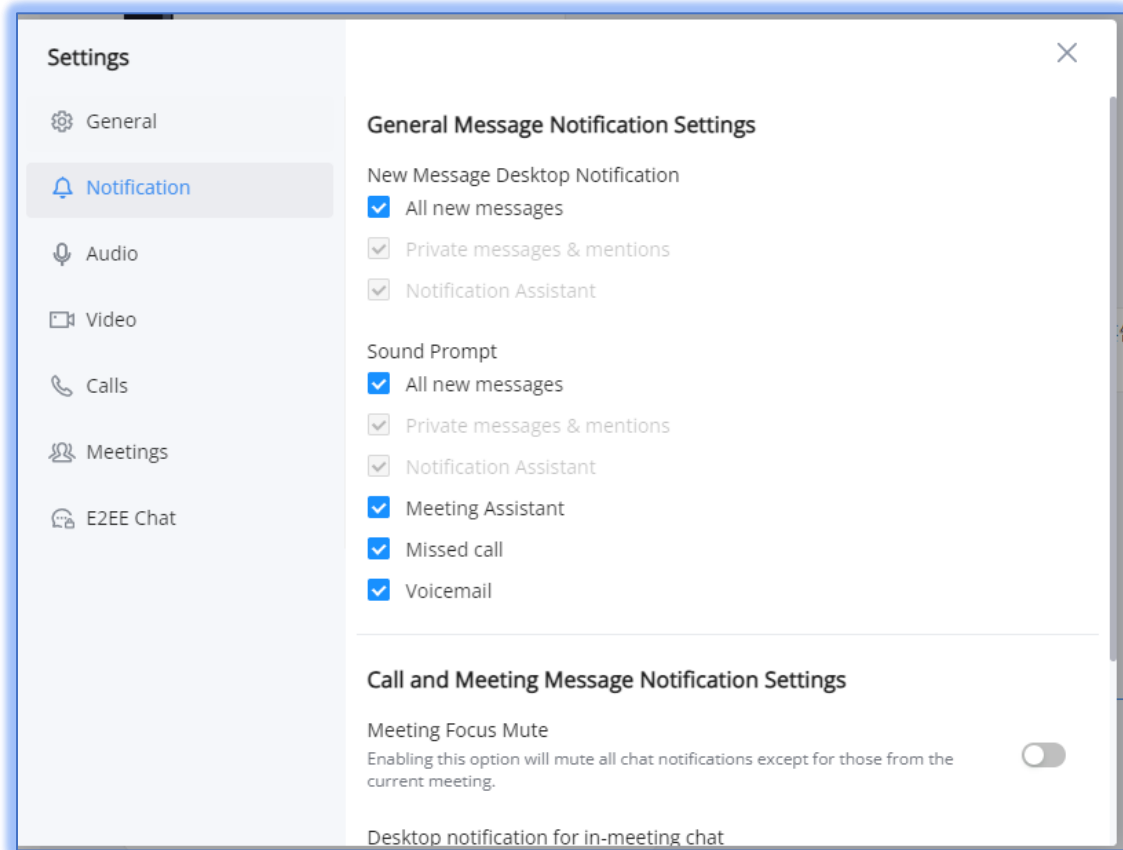The following settings have been rearranged to a single window with categorized pages: General (previously account settings), Notification, Audio, Video, Calls, Meetings and E2EE.

Figure 13: New Settings Page