

Wave Desktop Application Release Notes

Table of Content

WAVE DESKTOP VERSION 1.23.18	3
PRODUCT NAME	3
DATE	3
IMPORTANT NOTE	3
CHANGES SINCE VERSION 1.21.16	3
BUG FIXES	3
WAVE DESKTOP VERSION 1.23.16	4
PRODUCT NAME	4
DATE	4
IMPORTANT NOTE	4
CHANGES SINCE VERSION 1.21.12	4
ENHANCEMENTS	4
BUG FIXES	4
WAVE DESKTOP VERSION 1.23.12	5
PRODUCT NAME	5
DATE	5
IMPORTANT NOTE	5
CHANGES SINCE VERSION 1.21.10	5
ENHANCEMENTS	5
BUG FIXES	6
KNOWN ISSUES	6
NEW FEATURES OVERVIEW	6
NEW WHITEBOARD FEATURES	7
MEETING/CALL BOTTOM TOOLBAR CUSTOMIZATION	7
IMPORT/EXPORT PERSONAL CONTACTS	8
LIVE CHAT	9
TELEGRAM ADD-IN	
CUSTOM MACRO BUTTONS FOR MEETINGS/CALLS	
SEND TEMPLATE MESSAGE	14
NOTIFICATION ASSISTANT	14
AUTO ADD CONTACTS AND CUSTOMIZE PARAMETERS TO CRM SYSTEM	-
NEW SHORTCUT KEYS	16



UPDATED SETTINGS UI



WAVE DESKTOP VERSION 1.23.18

PRODUCT NAME

Wave Desktop Application

DATE

11/2/2023

IMPORTANT NOTE

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

CHANGES SINCE VERSION 1.21.16

BUG FIXES

[Call]

- Fixed an issue with Wave Desktop app cannot hang up calls in the ring group after receiving cancel messages from the UCM63xx SIP server.
- Fixed an issue with Wave Desktop app cannot auto recognize numbers after waking up by Chrome addin and automatedly logging in the account.
- Fixed an issue with peer client still can see the local video after holding the local video during the video call.

[Chat]

• Fixed an issue with displaying incorrect format in the chat after sending an email address to the Wave chat.

[Meeting]

- Fixed an issue with Wave Desktop app user cannot see the sharing image after joining a new meeting during the ongoing meeting.
- Fixed an issue with displaying incorrect participant status after switch to the Meeting Mode.

[Application]

 Fixed an issue with incorrect time displaying in the Wave Desktop client and it is different from PC time and UCM63xx time.



WAVE DESKTOP VERSION 1.23.16

PRODUCT NAME

Wave Desktop Application

DATE

10/17/2023

IMPORTANT NOTE

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

CHANGES SINCE VERSION 1.21.12

ENHANCEMENTS

- [Application] Dutch language is now supported.
- [Application] Updated Hebrew language display.

BUG FIXES

[Call]

• Fixed an issue with not being able to complete attended transfers to parking slots, ring groups, call queues, and intercom extensions.

[CTI]

- Fixed an issue with Wave call/meeting windows disappearing after clicking the Hold button.
- Fixed an issue with CTI disconnecting after upgrading and logging into Wave again.

[Meeting]

• Fixed an issue with Wave not using the selected virtual background in calls/meetings after logging into Wave account.



WAVE DESKTOP VERSION 1.23.12

PRODUCT NAME

Wave Desktop Application

DATE

8/30/2023

IMPORTANT NOTE

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

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.

G Meeting by Emily O	6 Prose) You 6 Jack	– o x
	Test	Image: series of the series
	Vebcam Chats Participants (2) Stop Staring salesforce More	End

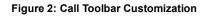
Figure 1: New Whiteboard Features

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.



< Back		Х
Display on Call Toolbar		
Microphone	✓ Webcam	✓ Hold
Keypad	✓ Share	Transfer
Record	✓ N-Way Conference	Park
● ^ _	K^ <u>⊿</u> ()	<u>&</u>
Microphone Web	am Hold Share Record	N-Way Confe More
	Cancel OK	



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.



۲	Q Search	Personal Contacts	≗. ⊑
Chats	All	A (2) AL Ali 057128834033	AB
: I Contacts	Favorites	Amy 057128223456	C D
Contacts	Personal Contacts	B (2) Ban	E
Calls	Grandstream (113)	BA Data 153-5667-1821 BB Import Personal Contact X	I H H
		E (1) Please import data in the format of the template: Download Template	к с м
		H (1) Click or drag the file to upload Supported file types: xtox and xts	M N O P Q
		J (1) J M (1) Max 15362233	R S U W W Y
Application			, Z

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



Emily			و
Ellen			
ellen@gmail.co			
Hello, may I help yo	u?		
			hello
We are offline, pleas	se leave us a message.		
			ок
			ee:
	I would like a more de	tailed introduction	on to this product
Detail.pdf 61.8 K8	I would like a more de	tailed introducti	on to this product
	I would like a more de Download	tailed introducti	on to this product
			on to this product
	Download		on to this product

Figure 4: Live Chat

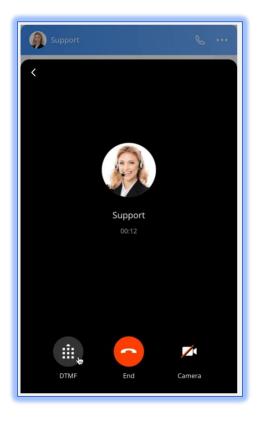


Figure 5: Live Chat Call Function



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** \rightarrow **App Store**, download the **Telegram** add-in and configure your Telegram account.

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

	App Store	9002000
Sugar CRM 1.0.2.6		Install
productive customer relationships. Its	d cost-effective CRM solution in the market integration with Wave allows users to obtai ies to connect and strengthen relationships	in customer information from
Telegram New 1.0.1.4		Open
variety of Telegram native message typ	n single or group chat messages through th bes, such as games, button messages, requ ages to colleagues, it helps users improve e	est contact information, etc. And
Vtiger CRM 1.0.2.6		Install
business collaboration. This integration	es, marketing, and customers for the purpo n with Wave seeks to further the goal of imp er information easily and seamlessly from V	proved customer relationships by

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** \rightarrow **Calls** or **Meetings** pages.



Settings	×
ô General	Dial Plan Rules Only applicable to the Call tab's dial pad.
🗘 Notification	Dial Plan Settings
🖗 Audio	{ x+ \+x+ *x+ *xx*x+ x+*x+*x+* x+*x+*x+*x+*x+*x+*x+*x+* Edit Reset to Default
⊡t Video	Ignore Dial Plan If enabled, outgoing calls will ignore dial plan rules.
& Calls	
恩 Meetings	Dial Tone
🕞 E2EE Chat	Call Interface Customization
	Call Toolbar Customize the buttons displayed on the bottom bar Edit
	Call Features Shortcuts Add quick operations to the call interface Add
	Viii Park ···· 🗐 start cmd.exe ····
	🖢 Google \cdots 🖉 Edit
	ញ៍ Delete

Figure 7: Button Macros

	/E			– o ×
w,	Meeting List	< Back		ث ×
@ ⁹⁹	K Meet Nov			ng of VoIP Gateway lopment
Chats	Today Mon	Add shortcuts		
- 80	11:00 - 12:0	*Button Name		1 hour 12:00
Contacts	In Process	Туре	Dial Order 🔻	9/16
Calls	12:30 - 13:0	*Operation Commands		nesday
í_i Meetings	Starting Soon			eting Password)
	13:30 - 15:0			ence involves a lot of ints, please refer to
	_			Participants (2)
	Tomorrow Τι 14:00 - 15:0			896
	14.00 - 15.0			12)
				dstream.cn
			Cancel OK	
Apps				

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** \rightarrow **App Store** page to upgrade your **WhatsApp** add-in to use this feature.

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

•	Whatsapp Business	
end Template Messages		
Sender Account		
Configured Account	✓ Phone Number ID	Ŷ
Template Message		
Template Name	(en_US) English (U	IS) V
		Add Template Parameters
Recipient		
WhatsApp User's Number		
		Cancel Sen

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.



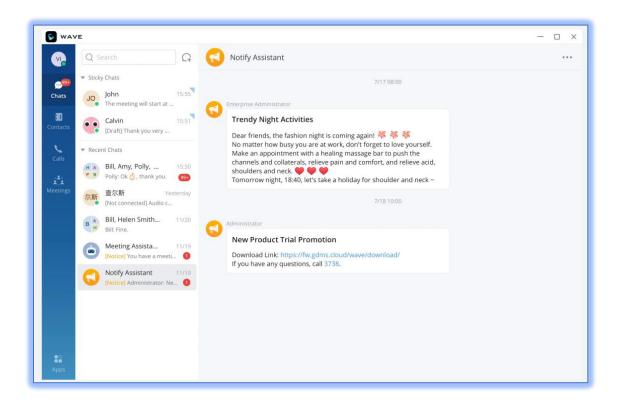


Figure 11: Notification Assistant

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/



>> Hubspot	_		×
< Create New Contact to CRM			
Auto create new contact			
* Create Contacts on Call Direction			
All		~	
* Contact Contact or Lead			
Contact		\sim	
* New Contact First Name			
Wave [Number]			
* New Contact Last Name			
New			

Figure 12: Auto Add Contacts to CRM

NEW SHORTCUT KEYS

This feature can be accessed by navigating to **Sidebar** \rightarrow **Profile** \rightarrow **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.

Settings	×
영 General	General Message Notification Settings
ب Notification	New Message Desktop Notification Image: All new messages
🔱 Audio	Private messages & mentions
⊡1 Video	Notification Assistant
🌜 Calls	Sound Prompt Inew messages
🙉 Meetings	 Private messages & mentions Notification Assistant
🕞 E2EE Chat	 Meeting Assistant Missed call
	Voicemail
	Call and Meeting Message Notification Settings
	Meeting Focus Mute Enabling this option will mute all chat notifications except for those from the current meeting.
	Desktop notification for in-meeting chat

Figure 13: New Settings Page