

# Wave Desktop Application Release Notes

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# WAVE DESKTOP VERSION 1.31.6

## PRODUCT NAME

Wave Desktop Application

## DATE

01/22/2026

## IMPORTANT NOTE

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

## CHANGES SINCE VERSION 1.31.5

### BUG FIXES

- **[General]**
  - Fixed an issue with users cannot customize application icon on the sidebar in the Wave Desktop application.
- **[Meeting]**
  - Fixed an issue with the scheduled meeting displays incorrect time period on the Wave Desktop client.
- **[CTI]**
  - Fixed an issue with Wave Desktop client receives two incoming call pop-up windows when dialing the CTI extension.
  - Fixed an issue with the CTI entrance status displays incorrectly in the upper right corner after switching accounts and logging in the Wave Desktop client again.

# WAVE DESKTOP VERSION 1.31.5

## PRODUCT NAME

Wave Desktop Application

## DATE

12/29/2025

## IMPORTANT NOTE

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

## CHANGES SINCE VERSION 1.29.13

### ENHANCEMENTS

- **[Management Portal]** Added the ability to pre-install add-ins for Wave Desktop users. [PRE-INSTALL ADD-IN]
- **[Management Portal]** Added the ability to manage contacts of the UCM SIP server through the Wave Desktop application. [CONTACT MANAGEMENT]
- **[General]** Added the ability to switch Wave accounts after login. [SWITCH ACCOUNT]
- **[General]** Added the ability to process MFA via emails for login. [MFA VIA EMAIL]
- **[Meeting]** Added the ability to hide recording status during Wave calls/meetings. [HIDE RECORDING STATUS]

### BUG FIXES

- **[General]**
  - Fixed an issue with the content of the input box under the previous instruction has not been cleared when switching instruction types after configuring the shortcut functions.
  - Fixed an issue with the sidebar reminder pop-up window should have the projection for display.
  - Fixed an issue with the distance between some copy and the dropdown box is inconsistent in Settings.
  - Fixed an issue with the microphone authorization pop-up window should be displayed when signing in to the Wave account for the first time.
  - Fixed an issue with users cannot close the notification while using the Wave app in a Surface Pro 7 with Windows 11 OS.
  - Fixed an issue with the checkbox status of the custom application is incorrect in some cases.

- Fixed an issue with the SSO pop-up window prompts for the server address that cannot be connected that taking about 20 seconds delay to be displayed.
- **[Call]**
  - Fixed an issue with the Wave Desktop app does call transfer instead of retrieving a call while trying to resume a call from parking slot.
- **[Meeting]**
  - Fixed an issue with the stop sharing pop-up window is still there when the sharing has ended in the demo split screen.
  - Fixed an issue with there are some display issues with the menu style of split screen windows during the Wave meeting.
  - Fixed an issue with the merge icon in the right-click menu of the mouse is a bit small after splitting the sharing screen during a Wave meeting.
  - Fixed an issue with it is failed to undo after uploading the image to the whiteboard during the Wave meeting.
  - Fixed an issue with the reminder pop-up window should be displayed on the split screen window instead of the meeting window when the host ends the screen sharing during the Wave meeting.
  - Fixed an issue with adding the ability to enable/disable the indicator while recording.
- **[AI]**
  - Fixed an issue with the Wave AI add-in only invites one person to join the meeting even though the command includes multiple persons.
  - Fixed an issue with some words cannot be translated into the corresponding language while making a call via Wave AI.
  - Fixed an issue with it should not show the white screen while testing Voice Transcript function via Wave AI.
- **[Add-in]**
  - Fixed an issue with the default format of the downloaded attachment is incorrect when using the OA Approval add-in.
- **[Chat]**
  - Fixed an issue with the chat attachment file type error causes the chat page crash.
- **[CTI]**
  - Fixed an issue with it does not automatically resume the call after closing the transfer pop-up window during the Wave call.
  - Fixed an issue with CTI call transfer to other line failed when using CTI on GRP2650.
  - Fixed an issue with CTI call transfer to other lines failed under some specific cases.

## NEW FEATURES OVERVIEW

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

### PRE-INSTALL ADD-IN

There are 2 entrances for this function:

- Go to the Web Portal page of the UCM -> **Maintenance** -> **User Management** -> **User Portal/Wave Privileges** page, click the option “**Pre-installed Add-in**”:

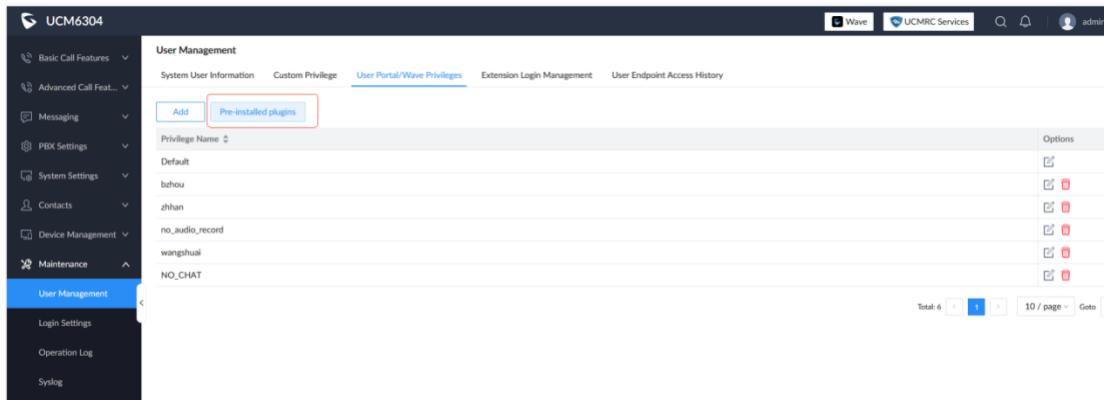
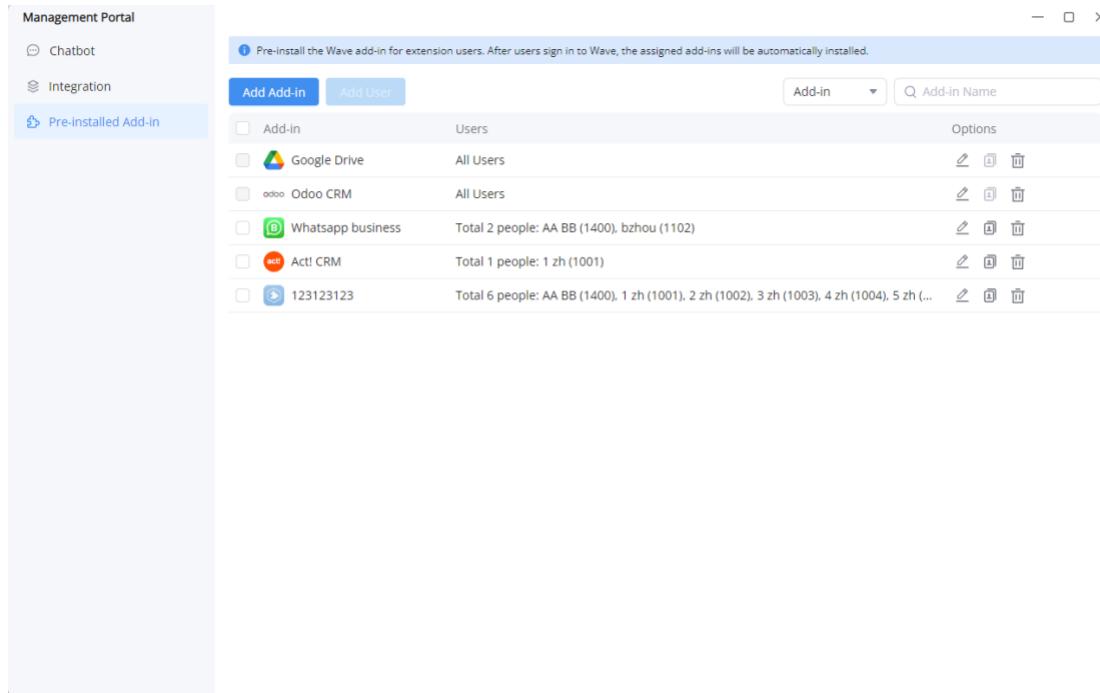


Figure 1: Pre-install Add-in Entrance NO.1

- Go to the Wave Desktop client -> **Application** -> **Management Portal**, you can configure the “**Pre-installed Add-in**” for all users:



Management Portal

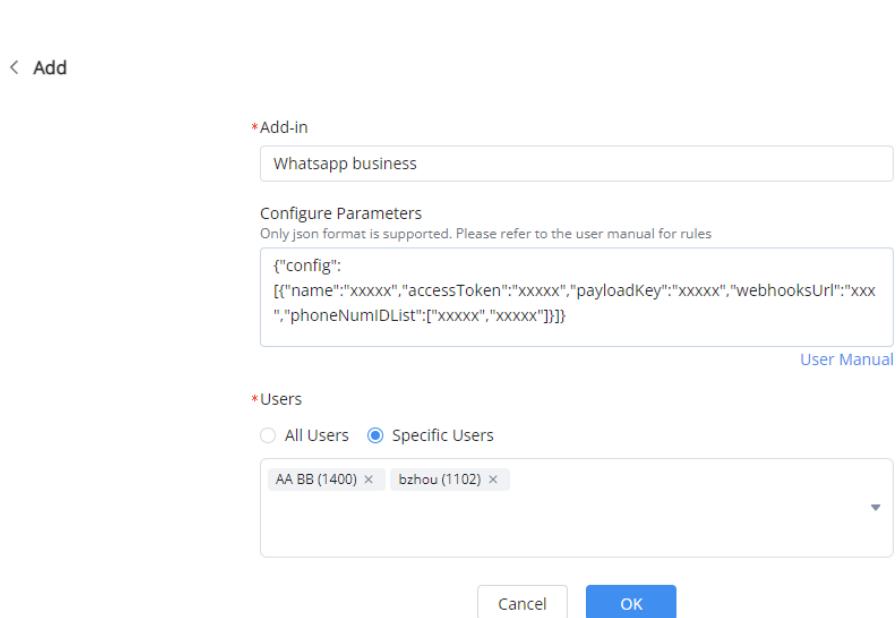
Pre-install the Wave add-in for extension users. After users sign in to Wave, the assigned add-ins will be automatically installed.

Add Add-in Add User

Add-in	Users	Options
<input type="checkbox"/> Add-in	All Users	
<input type="checkbox"/> Google Drive	All Users	
<input type="checkbox"/> odoo Odoo CRM	Total 2 people: AA BB (1400), bzhou (1102)	
<input type="checkbox"/> Act! CRM	Total 1 people: 1 zh (1001)	
<input type="checkbox"/> 123123123	Total 6 people: AA BB (1400), 1 zh (1001), 2 zh (1002), 3 zh (1003), 4 zh (1004), 5 zh (...)	

Figure 2: Pre-install Add-in Entrance NO.2

### Add Pre-installed Add-ins:



← Add

\*Add-in

Whatsapp business

Configure Parameters

Only json format is supported. Please refer to the user manual for rules

```
{"config": [{"name": "xxxxx", "accessToken": "xxxxx", "payloadKey": "xxxxx", "webhooksUrl": "xxx", "phoneNumIDList": ["xxxxx", "xxxxx"]}]}
```

User Manual

\*Users

All Users  Specific Users

AA BB (1400) x bzhou (1102) x

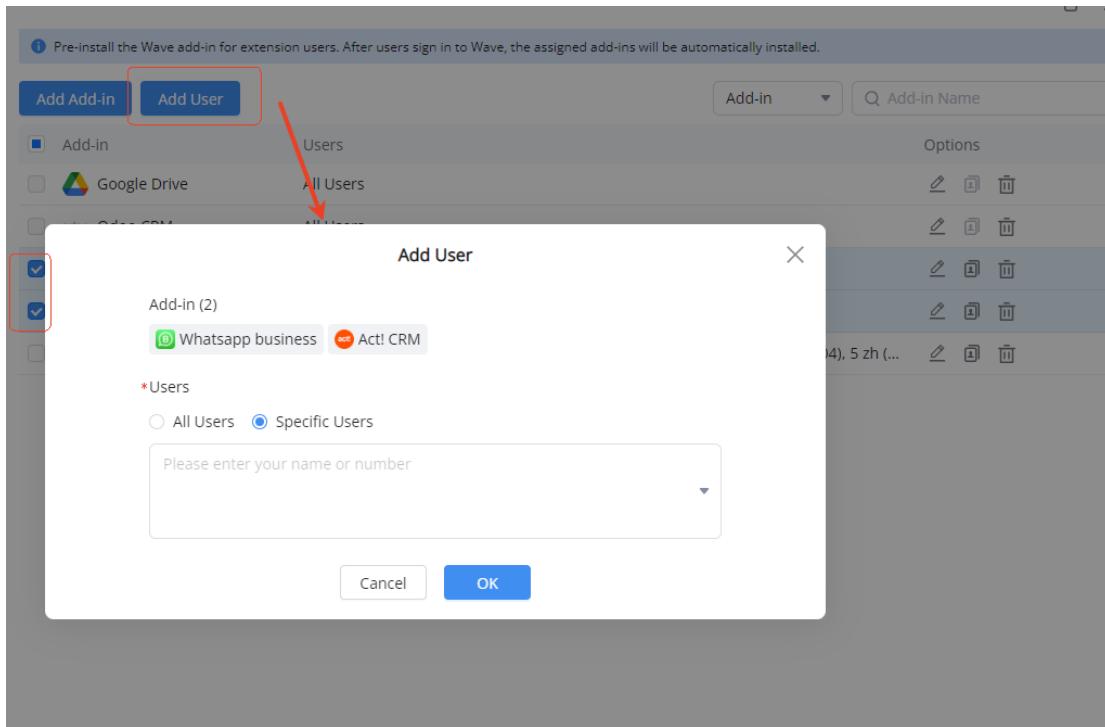
Cancel OK

Figure 3: Add Pre-installed Add-ins

Table 1: Add Pre-installed Add-ins

Add-in	Select an existing add-in on the Wave client.																					
Configure Parameters	<p>Configure the specific contents of the parameters “xxxx” accordingly in the Jason format.</p> <p>Please check the screenshot below:</p> <p style="text-align: center;"><a href="#">Wave Add-in and Parameter Configuration Rules</a></p> <p>The following table describes the add-ins supported by the Wave Desktop client and related parameters:</p> <div style="border: 1px solid #ccc; padding: 10px; width: 100%;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; padding: 5px;">Add-in Name</th> <th style="text-align: center; padding: 5px;">Parameters</th> <th style="text-align: center; padding: 5px;">Parameter Format</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">ACT! CRM</td> <td style="text-align: center; padding: 5px;">Username: Fill in the "Developer Key"</td> <td style="text-align: center; padding: 5px;">{"username": "xxxx", "password": "xxxx", "dataBase": "xxxx", "serverAddress": "xxx"}</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Google Drive</td> <td style="text-align: center; padding: 5px;">/</td> <td style="text-align: center; padding: 5px;">/</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Bitrix 24</td> <td style="text-align: center; padding: 5px;">webhook</td> <td style="text-align: center; padding: 5px;">{"webhook": "xxxx"}</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Dynamics 365</td> <td style="text-align: center; padding: 5px;">• domain</td> <td style="text-align: center; padding: 5px;">{"webhook": "xxxx"}</td> </tr> <tr> <td style="text-align: center; padding: 5px;">Freshdesk</td> <td style="text-align: center; padding: 5px;">• domain • apiKey: Fill in the "API Key"</td> <td style="text-align: center; padding: 5px;">{"domain": "xxx", "apiKey": "xxx"}</td> </tr> <tr> <td style="text-align: center; padding: 5px;">...</td> <td style="text-align: center; padding: 5px;">...</td> <td style="text-align: center; padding: 5px;">...</td> </tr> </tbody> </table> </div> <p>In addition, the Telegram add-in has been newly added to Wave, with the parameter format being “/”.</p>	Add-in Name	Parameters	Parameter Format	ACT! CRM	Username: Fill in the "Developer Key"	{"username": "xxxx", "password": "xxxx", "dataBase": "xxxx", "serverAddress": "xxx"}	Google Drive	/	/	Bitrix 24	webhook	{"webhook": "xxxx"}	Dynamics 365	• domain	{"webhook": "xxxx"}	Freshdesk	• domain • apiKey: Fill in the "API Key"	{"domain": "xxx", "apiKey": "xxx"}	...	...	...
Add-in Name	Parameters	Parameter Format																				
ACT! CRM	Username: Fill in the "Developer Key"	{"username": "xxxx", "password": "xxxx", "dataBase": "xxxx", "serverAddress": "xxx"}																				
Google Drive	/	/																				
Bitrix 24	webhook	{"webhook": "xxxx"}																				
Dynamics 365	• domain	{"webhook": "xxxx"}																				
Freshdesk	• domain • apiKey: Fill in the "API Key"	{"domain": "xxx", "apiKey": "xxx"}																				
...	...	...																				
Users	<p><b>All Users:</b> All extensions users, including newly added extension users in the future.</p> <p><b>Specific Users:</b> One or more users can be selected from the existing extension users.</p>																					

You can select multiple add-ins, and quickly configure these add-ins for users.



**Figure 4: Select Multiple Add-ins**

You can click the option  to copy the users who have configured the specific add-ins and quickly configure other add-ins for the same group of users.

You can click the option  to delete the pre-installed add-ins, and the add-ins will no longer be pre-installed for the group of users.

## CONTACT MANAGEMENT

On the Contact interface of the Wave Desktop client, the Wave administrator can quickly access the Contact Management interface of the company contact book:

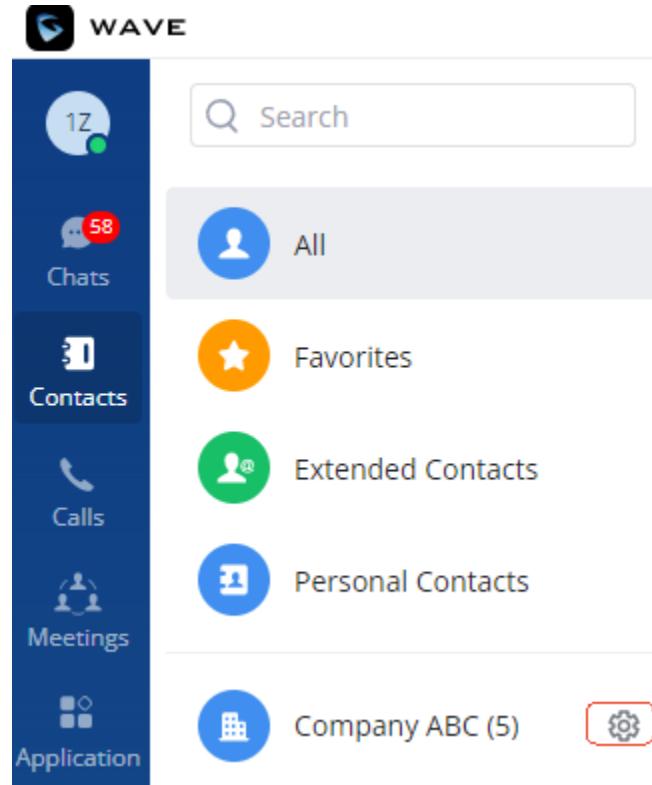


Figure 5: Contact Management Entrance

The Wave administrator can manage all contacts of the UCM SIP server, also including the departments and permissions.

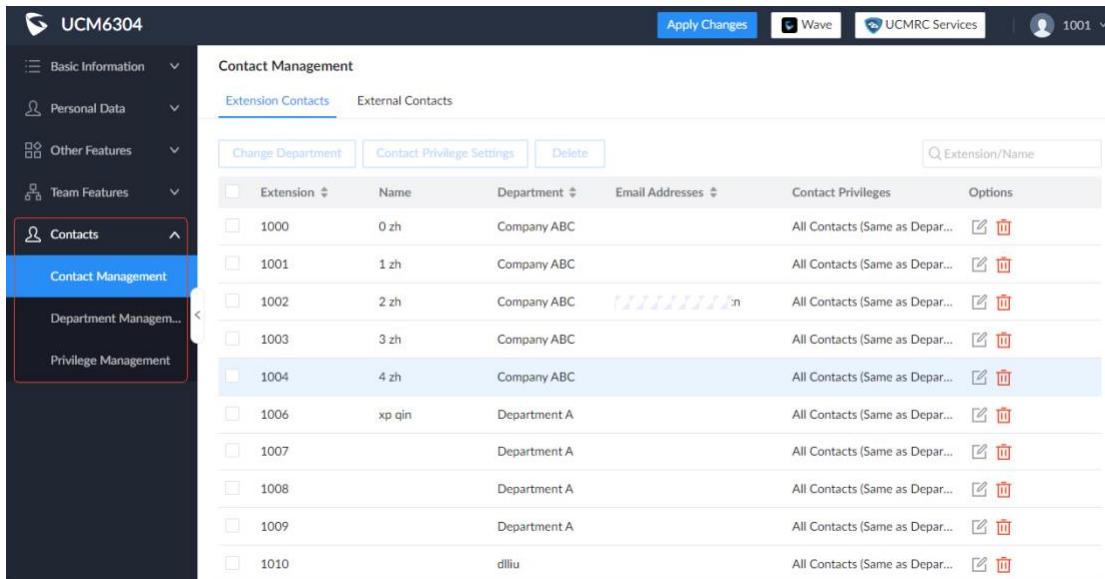


Figure 6: Contact Management on UCM

## SWITCH ACCOUNT

If the user has multiple extensions, the user can sign in to multiple accounts and switch between them. After switching accounts, the user can only receive incoming calls and new message push notifications from the currently login account.

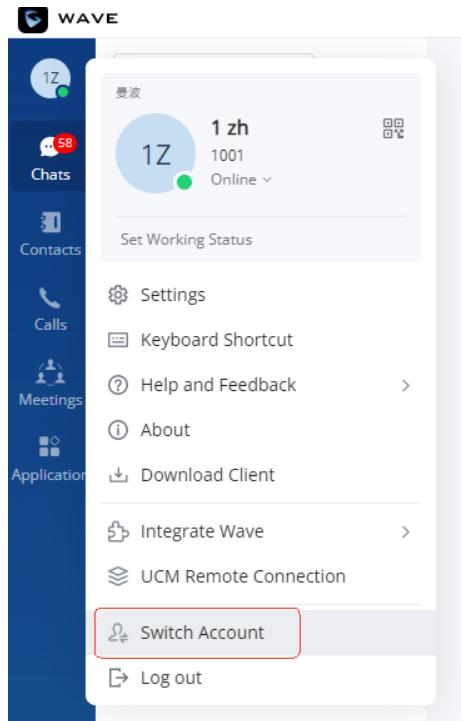


Figure 7: Switch Account Entrance

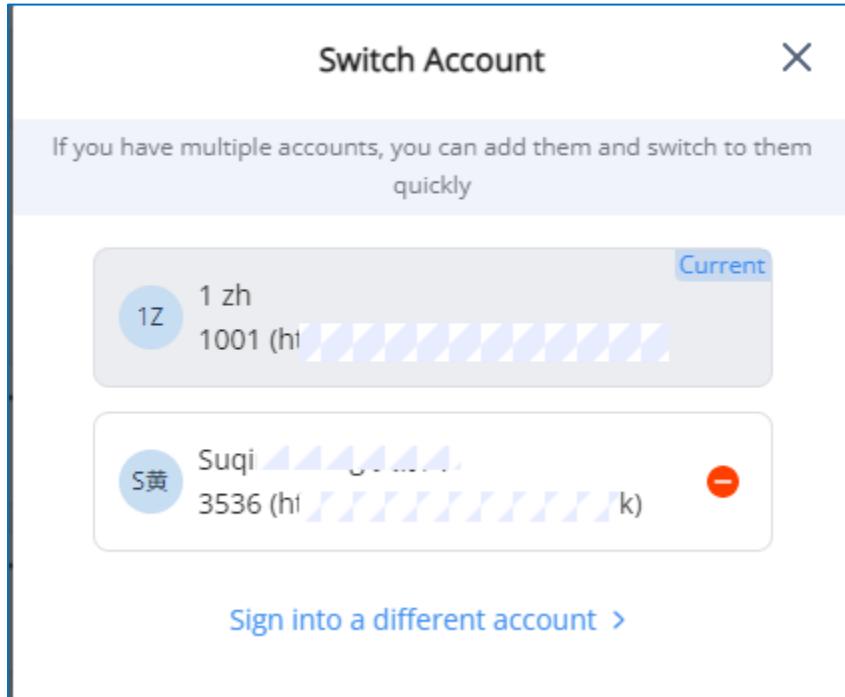


Figure 8: Switch Account

#### MFA VIA EMAIL

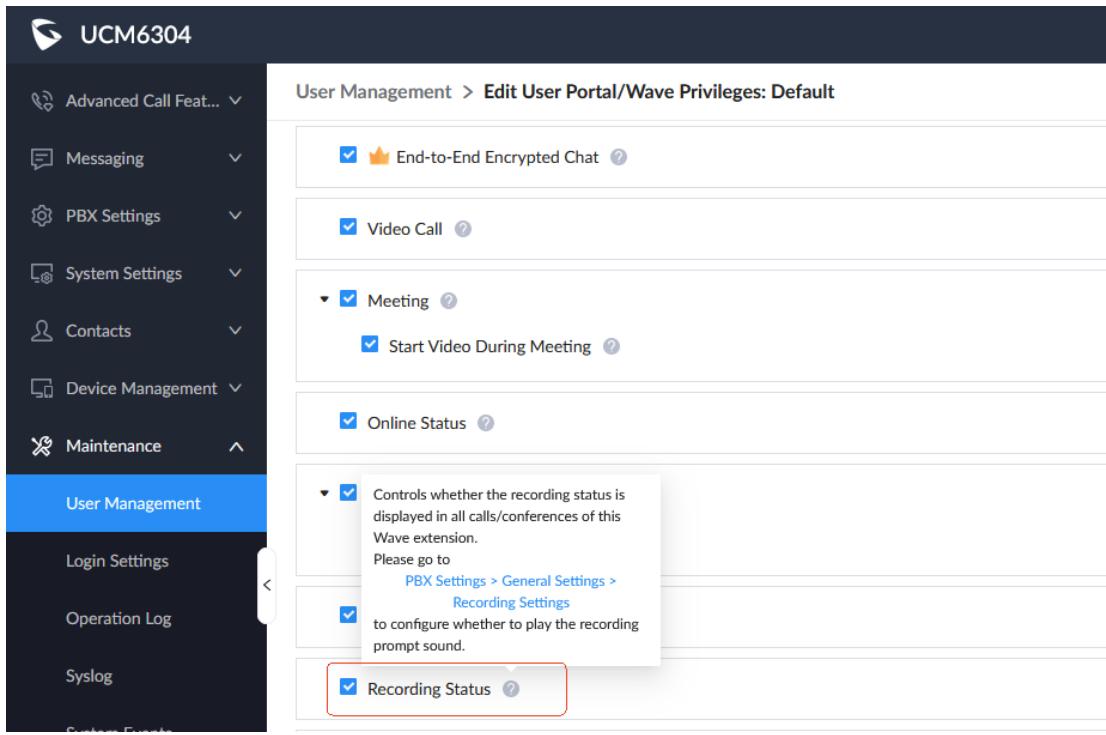
The UCM administrator can enable the “MFA via Email” method for extension users. After signing in to the Wave client, the user needs to enter a verification code through the associated email for login.

#### HIDE RECORDING STATUS

The UCM administrator can set the user permission to control whether the recording status will be displayed in all calls/meetings of this Wave extension. If the Wave extension user does not have this permission, the

recording indication status  will not be displayed in the call interface and the meeting interface.

**Note:** If you do not want to play the recorded IVR prompts and do not provide the permission to start/end the recording function, please set it on UCM.



The screenshot shows the UCM6304 User Management interface. The left sidebar is a navigation menu with the following items:

- Advanced Call Feat...
- Messaging
- PBX Settings
- System Settings
- Contacts
- Device Management
- Maintenance
- User Management** (selected)
- Login Settings
- Operation Log
- Syslog
- System Events

The main content area is titled "User Management > Edit User Portal/Wave Privileges: Default". It lists several permissions with checkboxes:

- End-to-End Encrypted Chat
- Video Call
- Meeting
  - Start Video During Meeting
- Online Status
- Recording Status

A tooltip for the "Recording Status" permission is displayed, providing instructions:

Controls whether the recording status is displayed in all calls/conferences of this Wave extension.  
Please go to [PBX Settings > General Settings > Recording Settings](#) to configure whether to play the recording prompt sound.

Figure 9: Recording Status Permission