Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.35.8

PRODUCT NAME

Wave Desktop Application

DATE

10/16/2026

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 1.35.6

ENHANCEMENTS

- Changed remote control frame rate to 30 fps.
- Optimized device detection on Windows.

WAVE DESKTOP VERSION 1.35.6

PRODUCT NAME

Wave Desktop Application

DATE

09/21/2026

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 1.33.20

ENHANCEMENTS

- **[Application]**
  - Added support for Wave login via SAML SSO / Windows AD / Google Workspace. These must be configured on the UCM server. To do so, please check the following UCM guides.
    - SAML SSO Configuration Guide
    - Windows AD Configuration Guide
    - Google Workspace Integration Guide
  - Added new keyboard shortcut for transferring calls: CTRL+SHIFT+T
- **[AI] [BETA]**
  - Note 1: GS AI Beta signups are currently closed.
  - Note 2: UCM must be configured to enable AI features and corresponding user permissions.
  - Added AI-powered voice assistant. [GS AI VOICE ASSISTANT]
  - Added call transcription and summary support for transferred calls, parked calls, and Follow Me calls. Transferers can opt to send the call transcript and summary so far to the transfer destination.
  - Meeting recordings can now be transcribed and summarized. Recordings must be either under 1 GB in file size or under 10 hours in length. Stereo recordings are not supported.
  - Call summaries can now be synced to Zoho CRM and Odoo CRM via their Wave add-ons as call notes. The option ***Sync AI Summary to CRM System*** has been added to the add-on settings→Sync Wave Call History to CRM page.
  - Added support for recording transcriptions and summaries. Supports recordings up to 1 GB in file size or 10 hours in length. Stereo recordings are not supported.
  - Added support for translation of real-time transcription during calls and meetings.
    - Note 1: Translation will only occur for languages other than the user's designated language.

- Note 2: Translations will not be saved after a call or meeting ends, but they can be downloaded at any time during the call/meeting session.

- **[API]**
  - Added new messageType **url** and **sso_url.** For details, please see our Wave Administrator Guide.
    - This also facilitates users to sign into 3rd party systems using their Wave accounts by clicking links inside Wave notifications. For example, when a user receives a notification from a 3rd party system on Wave and clicks the [Details] button, the URL will open in a browser (e.g., an OA system). The URL carries the Wave account metadata, allowing the 3rd party system to decrypt the Wave account information using a secret key, achieving a seamless Single Sign-On (SSO) experience.
  - Added ***SSO Authentication*** tab to the *Wave Management Portal→Integration page***,** where users can create and configure the necessary parameters for the SSO Authentication API.
- **[Calling]**
  - Added support for UCM call tags, which can be used to filter and organize specific types of calls. Users can assign tags to ongoing and finished calls.
  - Users can now add notes to ongoing calls and finished calls (up to 512 characters). These notes can be viewed and edited by all related call parties if supported.
  - Added Remote Control feature, which provides remote desktop functionality. Requires the involved parties to have Wave Desktop version 1.35.x or higher. Users can request to remote into the other party's desktop or invite the other party to control their desktop. This option is not available for CTI calls, LiveChat calls, and WebRTC calls.
  - Call history now supports searching via time range (max window is 3 months), call tags, call type, and dial type.
- **[Chat]**
  - Added support for the ***Message Deletion Period*** option available in UCM63xx 1.0.35.x firmware or higher. Once the configured time window has passed, users will no longer be able to edit and delete sent messages.
  - Added ability to batch download files and images.
  - Images will now be cached up to only 30 days.
- **[WhatsApp]**
  - Added WhatsApp calling support. Requires UCM63xx 1.0.35.x or higher. [WHATSAPP CALLING SUPPORT]

NEW FEATURES OVERVIEW

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

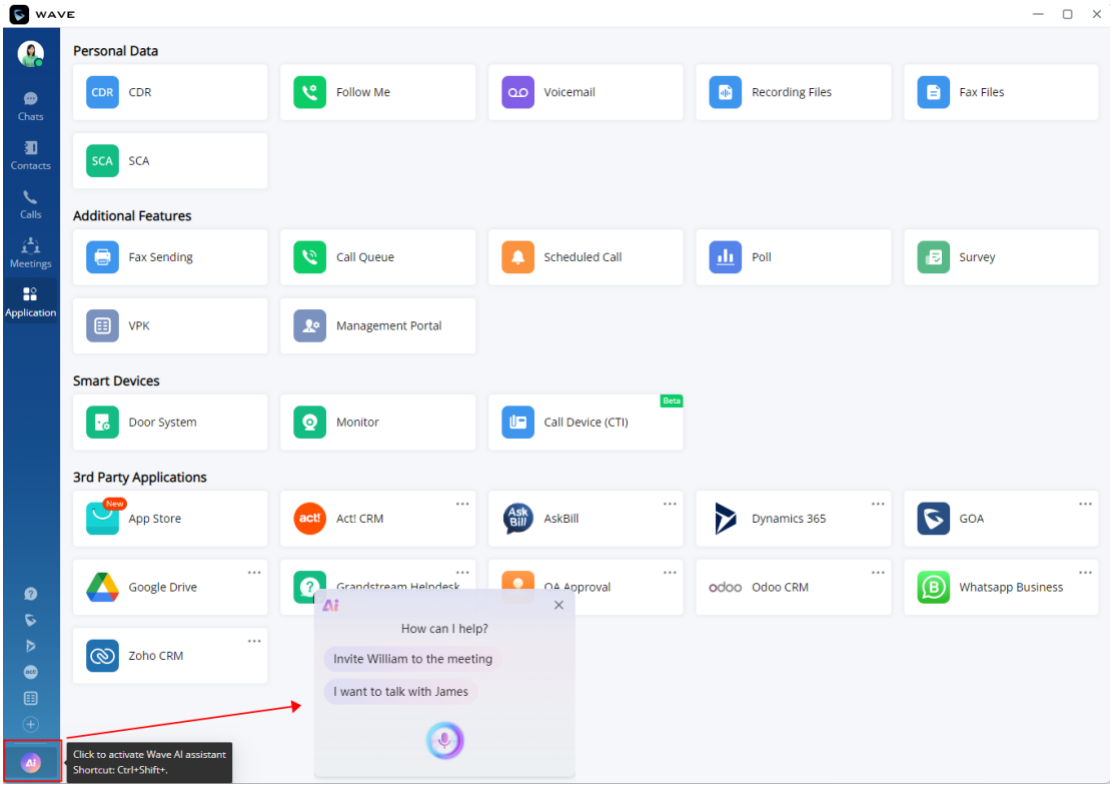
GS AI VOICE ASSISTANT

The Wave AI Voice Assistant supports endpoint-to-endpoint audio/video calling, starting instant meetings, inviting participants during meetings, call transfers, and sending messages.

Supported languages: English, Spanish, Arabic, Italian, Greek, Turkish, French, Thai, and Chinese

To access the assistant, look at the bottom left of the Wave interface for the icon or use the keyboard shortcut **Ctrl+Shift+**

Note: Voice recognition is based on the Wave client language.



Currently supported voice commands:

Voice Commands	Examples
Make a call	• Make a call. • Please Video call *Bob.* • Connect me with *Bob*. • Call *Bob* from the Development department.

Transfer a call	• Transfer this call to *Bob*. • Forward the call.
Start an instant meeting	• Invite *Bob* and *Max* to my meeting. • Start an instant meeting
Invite participants during a meeting	During the meeting: • Invite *Bob to my meeting*. • Invite participants
Send a chat message	• Send a message to *Bob*. • Message Bob, 'Please send the report to me.' • Tell Bob to send me the report.

WHATSAPP CALLING SUPPORT

Wave now supports sending and receiving calls via WhatsApp business phone number. There are two ways to configure this:

Method 1: Using Wave Management Portal (available to Wave admins, which can be configured from the UCM user management page). Users can click on the **Add WhatsApp** button on the top right of the page to get to the following configuration menu:

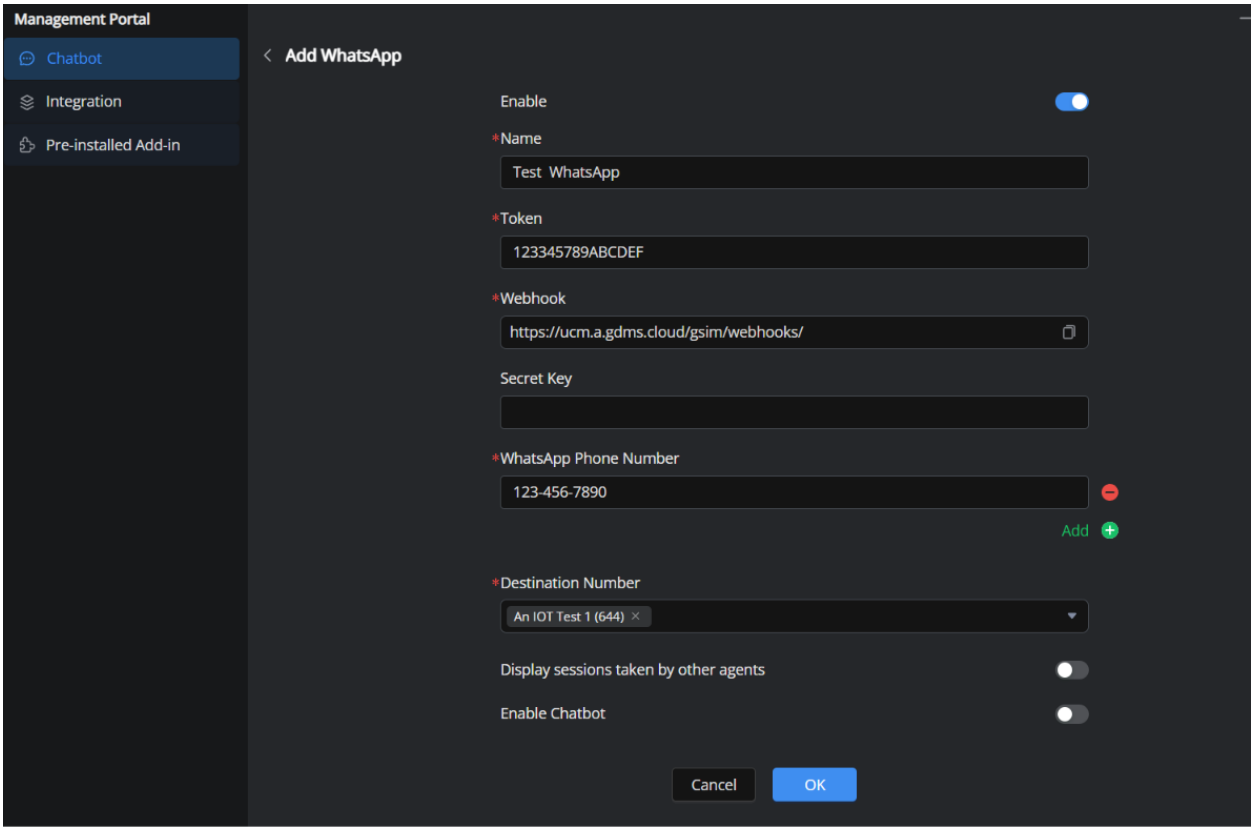


Figure 1 - WhatsApp Configuration on Wave

With this method, the corresponding WhatsApp trunk and outbound route will be created automatically on the UCM.

Method 2: Configure a WhatsApp trunk and outbound route on UCM. For details, please see our [WhatsApp Trunk Configuration Guide].

Calling Other WhatsApp Users

Calls can only be made to WhatsApp users that have previously called in and sent a message. If a WhatsaApp user does not allow calls from unknown contacts, Wave will prompt the user to request permission from them to call.

Receiving Calls from WhatsApp Users

Wave users can receive calls from WhatsApp users directly to the configured WhatsApp business phone number.