

Wave Desktop Application Release Notes

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WAVE DESKTOP VERSION 1.13.9

PRODUCT NAME

Wave Desktop Application

DATE

1/27/2022

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 1.13.7

BUG FIXES

- Fixed an issue with being unable to join meetings via the Meeting Assistant in certain cases.
- Fixed an issue where the unread notification count on the application icon would be inaccurate in certain cases.
- Fixed an issue with high memory usage when frequently changing pages, establishing video calls, and logging in and out.
- Fixed an issue with call flip prompts and high CPU usage prompts not disappearing in certain cases.
- Fixed an issue where sending a large number of messages will cause the Wave application window to be blank.

KNOWN ISSUES

- [macOS] When using built-in mic and speaker (or certain specific headset), if noise suppression level is set to high in Wave app audio settings, remote party will hear echo. Please set noise suppression level to medium (default) to avoid this issue for now. This will be fixed in future version.

WAVE DESKTOP VERSION 1.13.7

PRODUCT NAME

Wave Desktop Application

DATE

1/15/2022

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 1.11.8

ENHANCEMENTS

- Made several UI improvements.
- Added ability to change date and time format.
- Added Portuguese and Vietnamese language support.
- Added support for Hikvision door system models DS-KV8113 and DS-KD8003.
- Added ability to record calls and meetings.
- Meeting hosts can now view the list of invited participants that don't attend a meeting.
- Meeting creators can now create group chats from past meetings and their participants.
- Added *Meeting Agenda* information to the *Meeting Details* page.
- Added support for the UCM's call flip feature.
- Added support for viewing contacts based on UCM contact privilege settings.
- LDAP phonebook contact visibility is now based on the UCM's LDAP phonebook settings.
- Added support for restricting visibility of chat history when inviting contacts to a group chat.
- Added more emojis
- Added ability to enter emojis by typing in their corresponding text shortcuts.
- Users can now delete messages that failed to send.
- Up to 500 users can be selected when creating a group chat.
- The server address field now has a character limit of 64 characters.
- The Enter key can now be used to dial out.
- Added a file download failure prompt.
- Added a red outline to the application or area being captured when screen sharing.
- Added CTI support for GXP, GRP, and GXV endpoints (Beta).
- Improved noise detection and reduction during calls.

BUG FIXES

- Fixed several UI and display issues.
- Fixed an issue with crashing when upgrading from certain versions of Wave.
- [macOS] Fixed an issue with participants not being able to see screen sharing.

KNOWN ISSUES

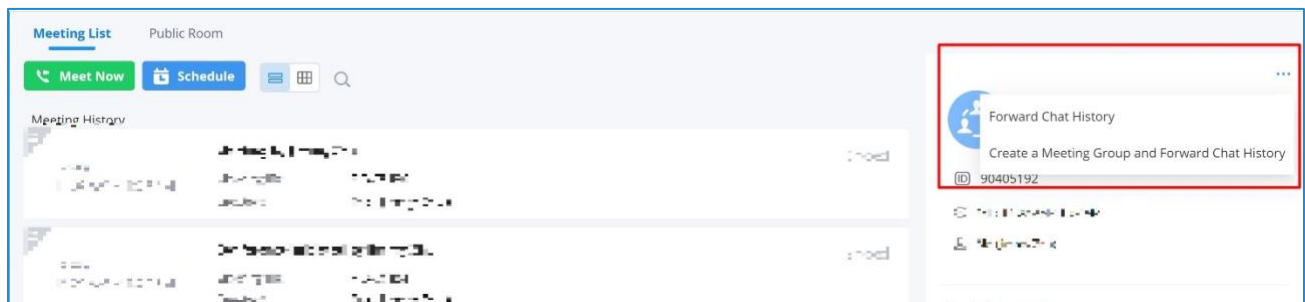
- If the user joins the audio conference held by another UCM63xx server through Wave desktop application, the user cannot view the participants list and chat after joining the meeting.
- If the user enables/disables Cloud IM service in the Wave desktop application and encounters any abnormal issues, the user needs to log out the account and re-log in to the Wave desktop application.
- If a PC goes to sleep during a meeting and wakes up, the meeting will not be able to resume properly. In this scenario, participants must leave and rejoin the meeting.
- If a participant is disconnected from a meeting due to network instability and rejoins, they will not be able to see the meeting chat and participant list. Additionally, the user will not be able to receive any calls after leaving the meeting and must log out and log back in.
- Modifying the audio/video codecs to certain values on the UCM63xx may cause abnormal behavior. (e.g., configuring G.726 as the only supported media codec).
- Wave Desktop may experience a white screen issue under certain scenarios. Users may need to close the application and other resource-intensive programs and reopen Wave.
- When sharing Wave Desktop on Windows 11, the application window may flash.
- [CTI] If the PC with Wave Desktop is near the connected IP phone and starts an instant meeting, noise can be heard from the Wave application.
- [CTI] Connection stability and reestablishment issues between Wave Desktop and the connected IP phone may occur.
- [CTI] Issue with joining a meeting via a connected IP phone If the Wave Desktop user is already in another meeting.
- [CTI] [GRP2670 only] If a call is ended by placing the connected GRP2670 on-hook, Wave Desktop may still show the call as ongoing.
- [CTI] [GXV33xx only] Rejecting incoming calls from Wave Desktop will cause connected GXV33xx endpoints to show the incoming call screen.
- [CTI] [GXV33xx only] Pressing the transfer button on Wave Desktop will cause the ongoing call to be held instead.
- [CTI] [GXV33xx only] If accessing the connected GXV33xx's web portal via CTI, a disconnection error prompt will appear.
- [CTI] [GXP2160 only] If disconnecting a call from either a connected GXP2160 or Wave Desktop, the other endpoint will still show the call as ongoing.
- [CTI] [GXP2160 only] If a remote party holds an ongoing call with Wave, the connected GXP2160 will still be able to hear audio from the remote party.

NEW FEATURES OVERVIEW

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

Create Chat Group after Meeting

Users can now create group chats from meetings they have hosted. These group chats will include all the participants of the selected meeting and the chat history from that meeting. To do so, users can navigate to the *Meetings->Meeting List* page, select the desired meeting they want to create a group chat for, and click on the **⋮** icon at the top right corner of the meeting details window.



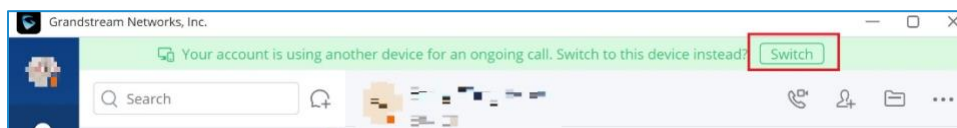
From here, users can select whether to forward the meeting's chat history to a different chat or to create a group chat with the meeting's participants and chat history.

Display Invitee Status during Meetings

During Wave meetings, the participants list will now show invited parties as either "Joined" or "Not joined yet" depending on whether the parties have entered the meeting or not. The meeting host can resend meeting invites to parties with status "Not joined" during meetings.

Call Flip

Wave and IP phones registered to the same account can now take over ongoing calls from each other via the new Call Flip feature. For example, if both Wave Mobile and Wave Desktop are logged into account 1003, and Wave Mobile establishes a call with 1004, users can have Wave Desktop take over the ongoing call in place of Wave Mobile with no interruption.



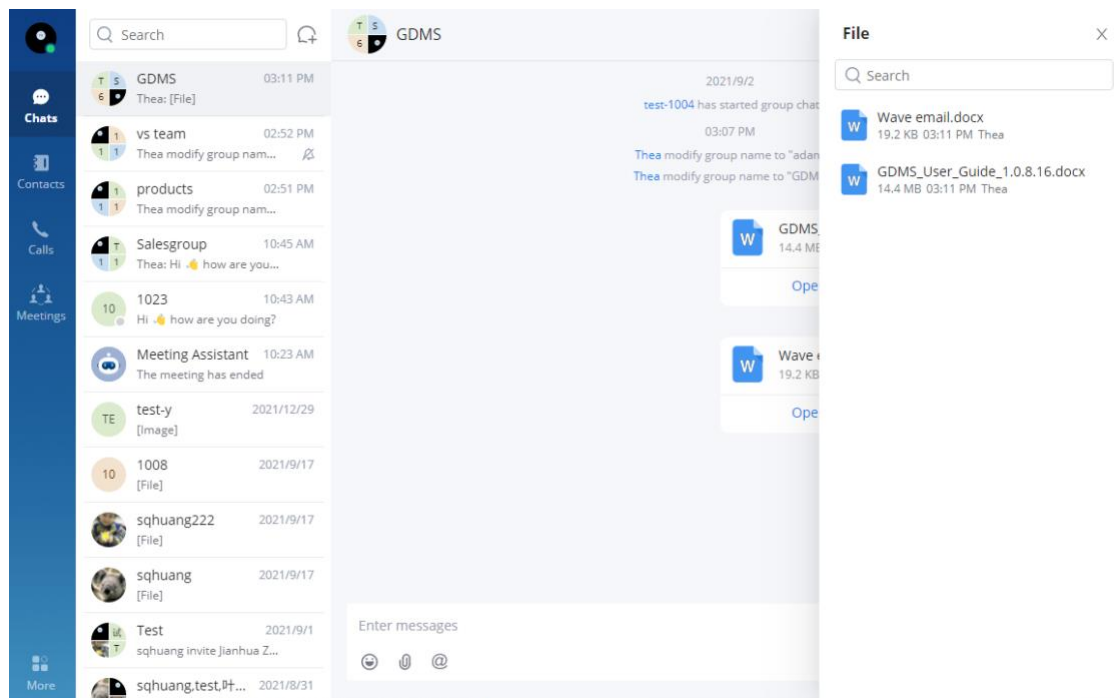
Alternatively, both Wave and Non-Wave endpoints can dial the Call Flip feature code instead (*46 by default) to trigger a call flip.

Audio Recording during Calls/Meetings

Wave users can now record audio calls and meeting audio. Call recordings can be found under the Call History page, and meeting recordings can be found under the Meeting Details page. Only hosts can record meetings, and only the meeting organizer can view meeting recordings.

View File List in Chat Window

Users can now view the list of files that were uploaded to each chat.



Contact Viewing Privileges


Wave now supports the contact viewing privileges that were introduced in UCM630x firmware 1.0.13.7. Visibility of contacts can only be configured from the UCM management portal.

Switch Date/Time by Languages

For convenience, changing languages will also change date and time format to one that is typically used by speakers of the selected language. Date/time format can be modified separately.

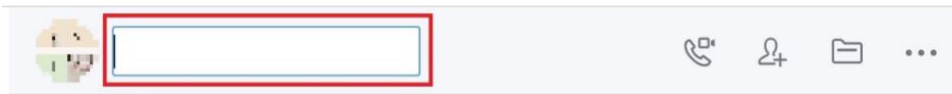
Quick Emojis

Users can now quickly enter emojis by typing their corresponding text shortcut. For example, typing

"[Smile]" in the chat input box will bring up  automatically.

Quickly Edit Chat Group Name

Chat group name can now be edited by double-clicking the chat group name section. A text box should appear and allow the user to edit the chat group name.



CTI Mode (Beta)

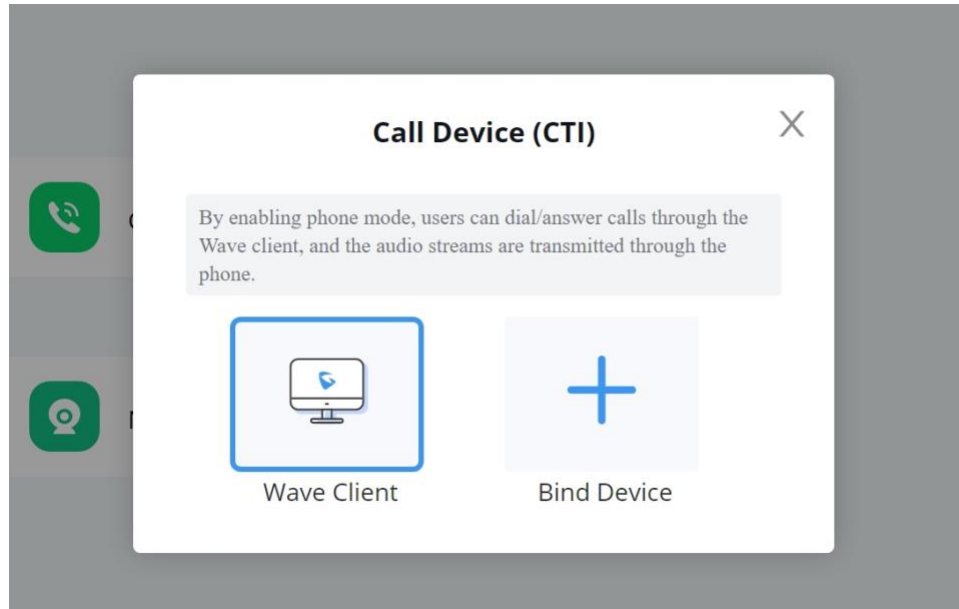
Wave Desktop 1.0.13.7 introduces CTI support to remotely control Grandstream phones. Due to this feature still being under Beta, unexpected behavior may occur. Please see the **Known Issues** section to view the currently known issues of the CTI feature.

CTI allows users with accounts registered to both Wave and IP phones to seamlessly switch between the two endpoints. For example, users can use Wave for call control (dialing, rejecting, transferring, etc.), and if a call is answered from Wave, call audio can be heard from the connected IP phone.

Prerequisites:

1. The CTI/Affinity feature must be enabled on the IP phone.
2. Both Wave and the IP phone must be registered to the same account.

To start using this feature, users can click on the **More** page and select *Call Device (CTI)* under the **Smart Devices** section.



Supported models and firmware version:

GRP260x and GRP261x series - Firmware 1.0.1.x or later

GXP17xx series (GXP1760, GXP1780, GXP1782) - Firmware 1.0.9.x or later

GXP21xx series (GXP2130, GXP2135, GXP2140, GXP2160, GXP2170) - Firmware 1.0.9.x or later

GXV33xx series

- GXV3350 – Firmware 1.0.3.31 or later
- GXV3370 – Firmware 1.0.3.29 or later
- GXV3380 – Firmware 1.0.3.30 or later

Quickly Invite Participants










Users can now quickly invite other parties to meetings by opening up the **Participants List** during a meeting, searching the desired user name or number, and clicking on the *Invite* icon to the right of the displayed users.

Participants List

... X

Q 608 X

Can be invited

	608	
	8608	
	5608	
	3608	
	53608	