Wave Desktop 3rd Party Add-ins — User Guide

OVERVIEW

Wave Desktop offers third party integrations with productivity add-ins in order to have these tools accessible directly on Wave Desktop, without having to switch constantly between tools. Integrating add-ins into Wave Desktop brings convenience which improves the unified collaboration experience.

Note

Please note that to be able to use the 3rd party integrations, the UCM should be subscribed to a paid RemoteConnect plan. For more information, please refer to: https://ucmrc.gdms.cloud/plans

ADD-IN CONFIGURATION

WhatsApp Add-in

WhatsApp add-in allows the user to integrate WhatsApp messaging services into Wave. The user will be able to receive WhatsApp messages on Wave and respond directly from Wave without having to switch to WhatsApp client.

Prerequisites:

1. The user must have a WhatsApp business account with a phone number. The phone number cannot be used for other WhatsApp accounts. If the user wants to use the phone number that is already bound to another WhatsApp account, the user needs to remove the binding first. Please refer to the link below:

https://faq.whatsapp.com/605464643328528/?cms_platform=android&locale=en_US

2. Your UCM server must have an external network address and the address contains a valid TLS/SSL certificate (users can use the UCM RemoteConnect address), so that the WhatsApp server can push WhatsApp messages to the UCM server.

• Phase 1: Create Application on WhatsApp

- 1. Visit https://developers.facebook.com to log in the Facebook account. The user needs to register as a Meta Developer first.
- 2. Go to Multi-factor Authentication. Please refer to the link below for more details: https://www.facebook.com/help/148233965247823
- 3. Go to developers.facebook.com -> My Apps -> Create App, select the "Business" type and follow the prompts on your screen.
- 4. Enter the display name of the application and other settings, then create an application.
- 5. After the application is created successfully, the user can process to "Add products to your app", then the user can find the "WhatsApp" application, and click the "Set up" option.

🕫 Meta for Developers				Docs To	ols Suppo	ort My Apps Q Search dev	eloper documentati	on 🔺 🐲	GrandstreamT 🔻
🚳 wave-sqhuang 🔻 App ID: 50	15741054562707 App Mode: Development Dive	App type: Business							(?) Help
🛱 Dashboard		Read Docs	Set up	Read Docs	Set up	Read Docs	Set up		
{Ô}} Settings ✓				a		6			
آي Roles ۲		Fundraisers		Instagram Graph AP		Jobs			
🗘 Alerts 🗸 🗸		Create and manage fundraisers fo	r charities.	Integrate your app with the Instagrar businesses use your app with their accounts.	m API to let	Post jobs to the Facebook platform a applications from users.	and receive		
🔄 App Review 🔨		Read Docs	Set up	Read Docs	Set up	Read Docs	Set up		
Requests Permissions and Features									
Products Add Product		5 03-		\bigcirc					
Activity Log		Marketing API		Messenger		Web Payments			
i		Integrate Facebook Marketing API w	ith your app.	Customize the way you interact with Messenger.	people on	Accept in-app payments through Facel payment system.	book's secure		
		Read Docs	Set up	Read Docs	Set up	Read Docs	Set up		
		ThreatExchange		Webhooks		WhatsApp			
		Share and learn about potential thr everyone stay more secur		Subscribe to changes and receive up time without calling the AP	dates in real I.	Integrate with WhatsApp			
		Read Docs	Set up	Read Docs	Set up	Read Docs	Set up		
		Looking for something else	?				Read more		• 5
		Read more in our developer docum					Read more		

6. The user can click the "Continue" option to access "WhatsApp" -> "Getting Started (or Setup) Panel". Please refer to the screenshot below:

∞ Meta for Develo	opers	Docs Tools Support My Apps Q Search developer documentation 🛕 🚀 Grandstree	amT ▼
wave-sqhuang	→ App ID:	App Mode: Development Live App type: Business	⑦ Help
🛱 Dashboard		Getting started	
⟨Ô҈} Settings	~	Temporary access token	
회 Roles	~	EAAHLZBAPn0ZAMBAGA WEITERiqWGWTmkwj7 (E Copy C Refresh This token will expire in 23 hours.	
🛆 Alerts	~	Send and receive messages Step 1: Select phone numbers	
App Review	~	From Send free messages with the provided test phone number. You can use your own phone number which is subject to limits and pricing. Learn more	e.
Products	Add Product	Test number; +1	
Webhooks		Phone number ID: 14 *** * 4 *** D WhatsApp Business Account ID: 11 *** = ***704	
WhatsApp	^	То	
Getting started		Select a recipient phone number 🔹	
Configuration		Step 2: Send messages with the API	
Resources		To send a test message, copy this command, paste it into Terminal, and press enter. To create your own message template, click here.	

7. Select the phone number which the user prefers to use to send/receive WhatsApp messages. The user can copy the "Phone number ID" and save it for

configuration on the Wave client.

8. (Optional) On the "Setting" -> "Basic" page, find the item "App secret", the user can copy the "App secret" to the bottom of the drop-down menu and save

it for future usage. The user can use this parameter to verify the callback URL to ensure the UCM server is securely accessed.

🔂 Dashboard	App ID	App secret
😫 Settings 🔷 🔨		••••••• Show
Basic	Display name	Namespace
Advanced	GSWave	
剧 Roles 🗸 🗸	App domains	Contact email 🗿

9. If the user does not have a number attached to the WhatsApp account, then follow the steps below:

- Phase 2: (Optional) Add Phone Number
- 1. Under "WhatsApp" -> "Getting started" -> "Step 5: Add a phone number", click the option "Add Phone Number". Please refer to the screenshot below:

Step 5: Add a phone number

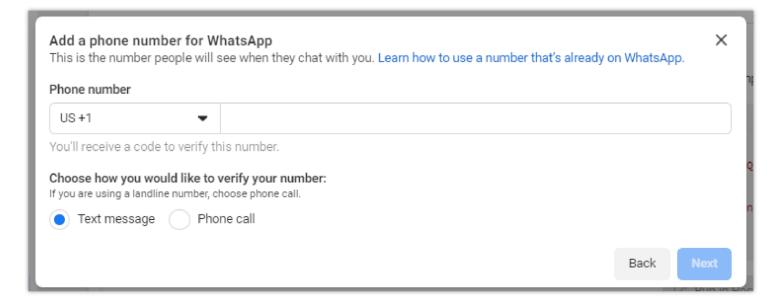
To start sending messages to any WhatsApp number, add a phone number. To manage your account information and phone number, see the Overview page.

Add phone number

2. Fill in the information as prompted and click the "Next" button.

Meta for Development of the second secon	opers	Docs Tools Support My Apps Q Search developer documentation 🛕 🎪 Grand str	reamT 🔻
wave-sqhuang	▼ App ID	App Mode: Development App type: Business Iest number: 1 555 070 5685 Phone number ID: 103309042587798 1 WhatsApp Business Account ID: 107837562127704	() Help
⟨Ô} Settings	~	Create a WhatsApp Business profile X Your profile information will be visible to people on WhatsApp.	
[회] Roles	~	WhatsApp Business profile display name	
🛆 Alerts	~	nplate, click here.	
App Review	~	(GMT-04:00) America/New York	Î
Products	Add Product	QjZCyacBB4UYnaQdKCAMfgIa	ZCo
Webhooks		Food and Grocery	
WhatsApp	~	Business description · Optional	
Getting started	~	Tell people about your business 0/512	
Configuration			
Resources		Back Next	
Activity Log		Create a custom webhook URL or use services that help you setup an endpoint. Configure webhooks.	
i⊟ Activity Log		Step 4: Learn about the API and build your app Review the developer documentation to learn how to build your app and start sending messages. See documentation.	
		Step 5: Add a phone number	
		To start sending messages to any WhatsApp number, add a phone number. To manage your account information and Add phone number, see the Overview page.	mber

3. Enter the phone number and select the verification method (Text or Phone Call), and click the "Next" button.



4. Once verified, the phone number will be visible in the drop-down menu of "Send and receive messages" field on the "WhatsApp" -> "Getting Started" page. The user can select the phone number and copy the "Phone number ID" to save it.

Note

The phone number cannot be used for another WhatsApp account. For example, it cannot be used to bind to the WhatsApp business application on the user's cell phone.

• Phase 3: Set Administrator Role

1. The user can go to the "Dashboard" page of the app, click on the menu icon **E App Dashboard** and select "**Business settings**". Please refer to the screenshot below:

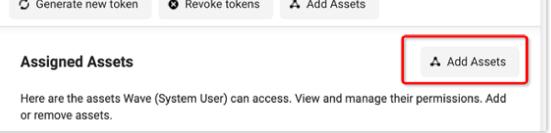
∞м	eta for Develop	oers ≡ App	Dashboard	
108	Shortcuts		^ب	
-	Ads Manager	Billing	Audiences	
Ś	ţŷ	Ş	Ĕ	
[ف]	Business settings	Events Manager	Commerce Manager	
۵	Manage business			
$\overline{\mathbf{O}}$	Account Qualit	у		
Prod	Apps			

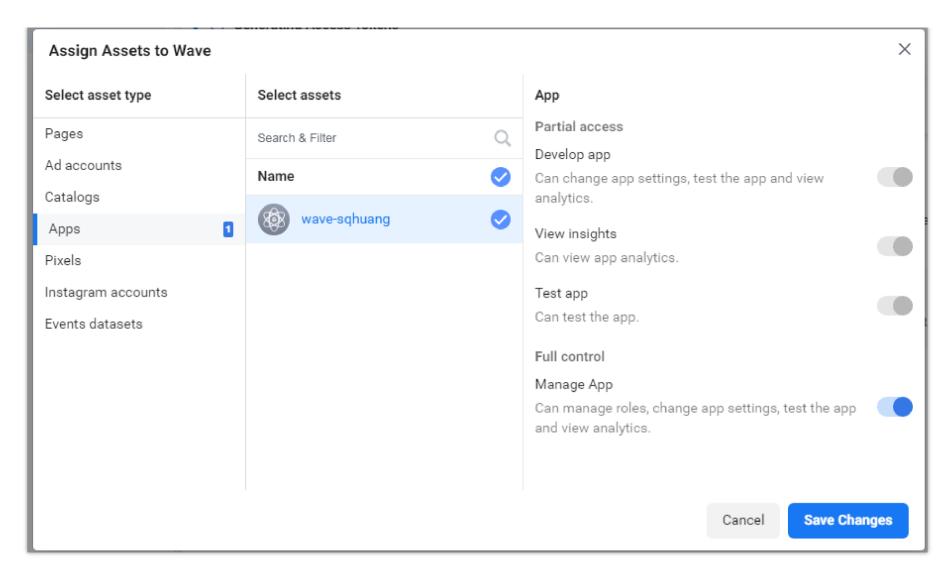
2. The user needs to go to the "Users" -> "System Users" page, click "Add" option, accept the non-discrimination policy, and click the "Done" button.

3. Enter a system username, something like "Wave", and set the user role to "Admin".

4. Click the "Add Assets" option -> on the pop-up box, select "Apps" -> [Your App] -> enable the option "Manage app" -> click the "Save Changes" button. Please refer to the screenshots below:

6	Wave Admin access			Edit
s	Generating Access To System Users can only hrough App Review.		ns for permissions their app ha	as been granted
	anarata naw takan	Pavaka takana	A Add Assots	





5. Go to "Accounts" -> "WhatsApp accounts" page, the user can select the app and click "Add people" to add administrator candidates.

Section 2017 Test WhatsApp Business Account Owned by: Test Business ID:	Remov
Add People	
People Settings Pages	
People	🛓 Add People
These people have access to Test WhatsAppermissions.	p Business Account. You can view, edit or delete the

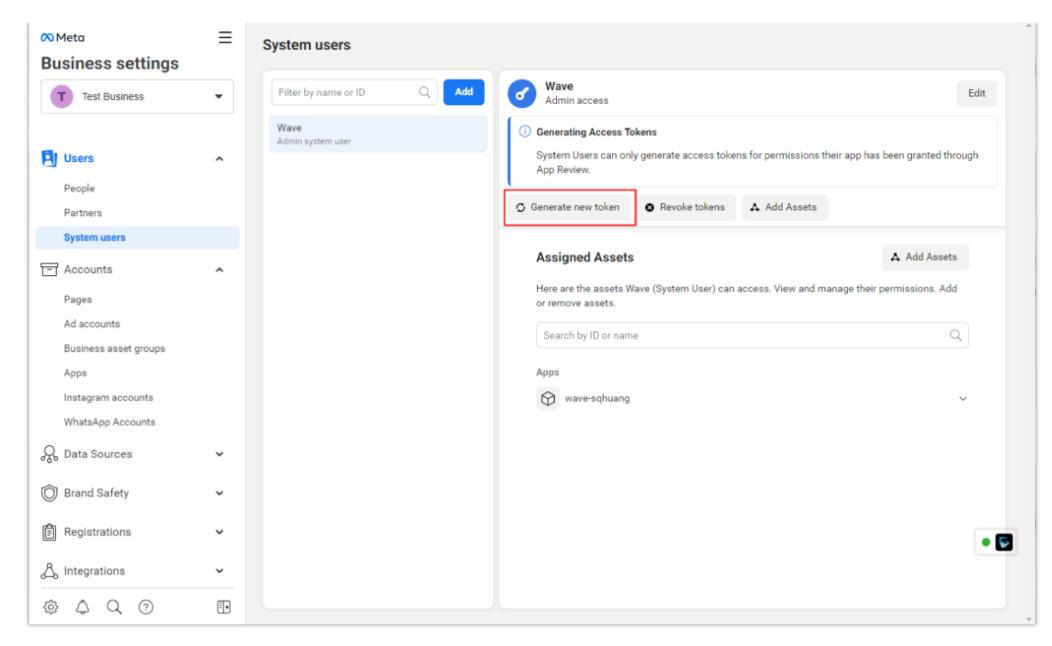
6. Select the system user the user has created and enable the "Manage WhatsApp account" option, then click the "Assign" button to finish setting the administrator role.

Add people to Test WhatsApp Business Account			
Select people		WhatsApp account	
Search & Filter	Q	Partial access Manage phone numbers and message templates	
1 Person Selected	\bigcirc	You can create message templates, add phone numbers,	D
Gstest Wang	0	access metrics and send messages to customers.	
(System User)	0	Manage WhatsApp account You can do all of the above, and also assign users and	
		view payment information.	



• Phase 4: Generate New Token

1. Go to the "Business settings" page, then go to "Users" -> "System users", and click the option "Generate new token".



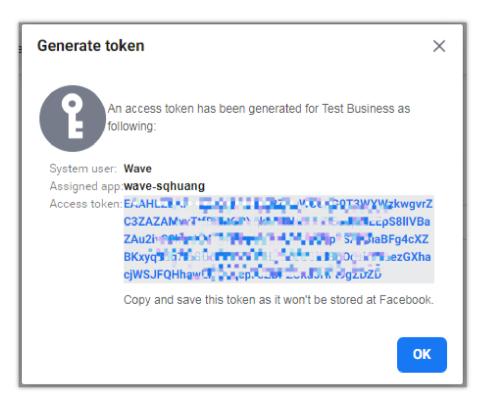
2. On the pop-up menu, select the app from the drop-down list.

Generate token		×
Select app:		
Select an app		-
wave-sqhuang		
eyetenn ader mare.		
	Cancel	Generate token

3. Check the option "whatsapp_business_messaging" and "whatsapp_business_management", then the user can click the "Generate Token" button to generate the token. Please refer to the screenshot below:

\odot	reado_reatevat					
	business_creative_insights					
	commerce_account_read_reports					
	pages_read_engagement					
	publish_actions					
	pages_manage_metadata					
	pages_manage_ads					
	pages_manage_cta					
\bigcirc	whatsapp_business_messaging					
	ads_management					
	pages_read_user_content					
	publish_pages					
	pages_manage_posts					
	business_creative_management					
\checkmark	whatsapp_business_management					
\cup	attribution_read					
	commerce_account_read_settings					
	private_computation_access					
	commerce_account_read_orders					
	instagram_manage_messages					
	business_data_management					
	pages_manage_instant_articles					
	manage_business_extension					
	read_page_mailboxes					
	commerce_manage_accounts					
	instagram_content_publish					
	read_audience_network_insights					
\square	pages_manage_engagement					
-	licking 'Generate token', you agree to install selected app for em user Wave.					
	Cancel Generate token					

4. The access token will be displayed in the popup window, the user needs to copy and save it. This is a permanent token and will not be revoked until the user clicks the "**Revoke token**" button.



• Phase 5: Configure WhatsApp On Wave Desktop

The user can install the WhatsApp add-in on the Wave Desktop application, and the user can click the add-in to configure the account info of the WhatsApp. Please refer to the screenshot below:

Whatsapp Business	
new	
Account information	
Name	
Access Token	
Client Secret	
Webhook URL	
Webhook https://192.168.130.103:8089/gsim/webhooks/0-f2e02fd4a67a47218e4b5a57f0145fb3	Ō
Phone Number ID	+
Phone 1	
Phone Number ID	
Phone Number ID	
Cancel	Submit

- Name: The name of the WhatsApp business account.
- Access Token: Enter the access token which the user obtains in Step NO.4.
- Client Secret (Optional): Enter the "App secret" the user obtains in Step NO.1.
- Webhook URL: This URL needs to be configured to the WhatsApp administration page, please click the button 🛛 to copy it.
- Phone Number ID: Enter the "Phone number ID" which the user obtains in Step NO.1. The user can click the button + to add the phone number ID. If the user configures multiple phone numbers, when those numbers receive WhatsApp messages, they will notify the Wave client.

Notes

- 1. WhatsApp requires that the webhook URL must be an address accessible via the public network and the address has a valid TLS/SSL certificate. The selfsigned certificates are not supported. We recommend using the UCM RemoteConnect address for Wave login, such as https://xxxx.a.gdms.cloud, so that the generated webhook URL is valid.
- 2. Each Wave client user can configure multiple WhatsApp business accounts in a single Wave client.
- 3. The "Phone number ID" of a WhatsApp account can be used for configuration on multiple Wave clients, but the Webhook URL must be the same one (the

user can copy the Webhook URL on any client). Otherwise, the Wave client may not be able to receive the WhatsApp messages. If one user needs to

configure the Client secret, the other users also need to configure the Client secret. Otherwise, the system will not verify the Client secret.

• Phase 6: Configure Webhook URL

1. In Step NO.5, the user needs to copy the Web URL on the Wave client as the screenshot shows below:

Webhook URL	
← Webhook https://jltzi===.a.gdms.v==t/gsim/webhooks/0-e4f94d05555==4; ==t==5=6636d384c7b8	
https://jhzerma.gums.vm.m/gsim/webhooks/u-e4194u0.sm.cm.ml.ml.ml.bou3o4c7bo	

2. Access the link again https://developers.facebook.com and access the user's App page. Go to "WhatsApp" -> "Configuration", and click on the button "Edit":

G Dashboard		Quickstart > Configuration	
දිබුදි Settings	~	Webhook 🛛	
බ්) Roles	~	Callback URL Verify token	Edit
🗘 Alerts	~	Webhook fields	Manage
App Review	~	messages	
Products	Add Product	Permanent token	
Webhooks		Learn how to create a permanent token	
Marketing API	~		
Messenger	~	Phone numbers You have 0 production numbers and 1 test number.	Manage phone numbers
WhatsApp	^		
Quickstart			
Getting started			
Configuration			

3. Paste the copied Webhook URL taken from Wave into the "Callback URL" field.

4. To verify the token, the user can enter a random letter or number, and then click the "Verify and save" button:

Edit webhook's callback URL			×
Callback URL			
https://jhuituo.a.gdms.wooft/gsi	im/webhooks	s/0-e4f9 (duotetua loAcl	10 Mc35d384c7b8
Verify token			
aaabbb			
0	Cancel	Remove webhook	Verify and save

5. Click on the "Manage" button in the "Webhook fields" below the "Edit" button. Please see the screenshot above.

6. Click the **"Subscribe**" button next to the **"messages"** field and click **"Done"** button. Please see the screenshot below:

Webhook fields				×
Name	Test version		Subscription version	
account_review_update	v15.0 🗸	Test	v15.0 • Sub	oscribe
account_update	v15.0 •	Test	v15.0 • Sub	oscribe
business_capability_update	v15.0	Test	v15.0 - Sub	oscribe
message_template_status_update	v15.0 •	Test	v15.0 - Sub	oscribe
messages	v15.0 👻	Test	v15.0 - Sub	oscribe
phone_number_name_update	v15.0	Test	v15.0 • Sub	oscribe
phone_number_quality_update	v15.0 -	Test	v15.0 • Sub	oscribe
security	v15.0 -	Test	v15.0 - Sub	oscribe
				Done

7. After the configurations are complete, the user can test the configuration by sending a WhatsApp message to the configured phone number to ensure that the user can receive the WhatsApp message on the Wave client, and make sure that the user can reply to it properly.

Note

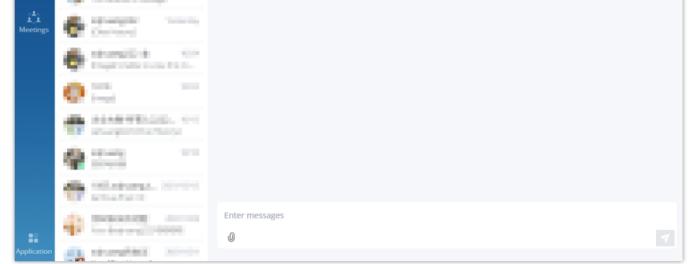
WhatsApp requires that the webhook URL must be an address accessible via the public network and the address has a valid TLS/SSL certificate. The self-signed certificates are not supported. We recommend using the UCM RemoteConnect address for Wave login, such as https://xxxx.a.gdms.cloud, so that the generated webhook URL is valid.

Send/Receive WhatsApp Message on Wave Desktop

After the configurations are complete, the user can receive WhatsApp messages on the Wave client and reply to messages directly.

1. The user can see the WhatsApp messages in the Chat module of Wave Desktop, and the user can also see the unread message notifications. Please the screenshot below:

🕤 ABC ्रा	试企业							-	o ×
	Q s	iearch	G	ً	sqhuang 来自	ICRM	S	G	\sim
er Chats	몔	sqhuang 123	04:06 AM		04:06 AM sqhuang has started group chat				
	٠	10.000	(*10.00	ً	123				
Contacts	8	the transfer of the second sec	1000					sqhuang) Hello!	
Calls	24	COMMON NAMES	10000						



The user can send text and attachments in the chat window.

Options on the right upper corner of the chat window.

En: the user can click this option to view the CRM contact corresponding to this phone number. This entrance can be seen only if the user has installed and logged into the CRM.

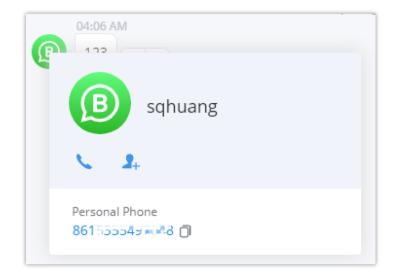
&: The user can click this option to dial the corresponding WhatsApp account.

: The user can click this option to forward the session to another Wave client user. After forwarding the session, the user will exit this session, and the

other Wave client user will continue chatting with this WhatsApp account user.

The user can click this option to mark this session as processed, which means the WhatsApp account user's problem has been resolved, and the session will be deleted from the Wave client.

(B): The user can click the avatar image of the WhatsApp account user to view the phone number, and the user can dial to this number or add it to the Personal Contacts.



Notes

- The Wave client user can only reply to a WhatsApp account user only after the WhatsApp account user has sent a message to the Wave client user. If the WhatsApp account user sent the message 24 hours before, the Wave client user cannot reply to that message.
- The user cannot start a new chat to a WhatsApp account user.

Office 365 Add-in

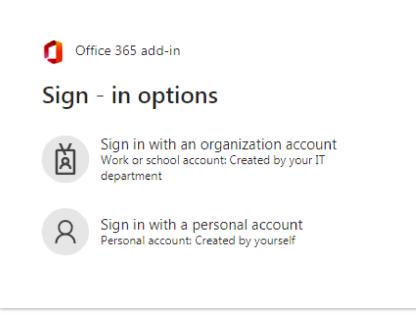
Users can install Office 365 add-in on the Wave Desktop application, users can send the documents in Office 365 on the Wave chat window, and users can edit the documents with other chat members together online. Users can also manage the documents in Office 365 through the Wave Desktop application.

How to Use Office 365 Add-in on Wave Desktop App

1. The user needs to install the Office 365 add-in in the "Application" module on the Wave Desktop app, and logs in the Office 365 account before using the service. The user can log in the Office 365 add-in with the personal account or enterprise account.

Note: If the user wants to log in the Office 365 add-in with the enterprise account, the user needs to obtain the "Application (client) ID" and enable the

related permissions before using it.



2. After installation, the user can see the Office 365 add-in on the chat window and select files by click the option in the screenshot below:

	Office 365 Enter 🗀 Local File		
	⊕ 0		
10 MK	2022/09/05	05:31 5 items	Share (Read only)
 B12 	2022/08/21	. 21:51 5 items	Share (Editable)
Document.docx	2022/08/30	02:39 10.8KB	docx 🎝

After sending the file, the user will see the file name and file URL as the screenshot shows below:

	03:40 AM	
	File name:Document.docx	
	File URL:https://grandstream0-	_
	my.sharepoint.com/:w:/g/personal/	
)	YIMNn438BPrKIADmPXZ_gRufFZpYnDQ	

After sharing the file, it allows members to read-only or edit. If the file owner selects to allow editing the file, other members can click the file URL to access the file and edit the file.

On the Office 365 add-in page, the user can also upload files as the screenshot shows below:

Office						(0,0,0)
		File List	Upload			
* Upload the file to :	test1	•				
		Click or drag file to t) his area to	upload		
😑 remote sessio	ons.txt	2022/10/2	25 03:43	736B	txt	Â

After uploading a file, the file will be displayed under the uploading area, and the user can click the button 💿 to share it immediately.

Assign Account Permissions in Office 365

The steps below are required only if the user logs in the Office 365 add-in with the enterprise account:

1. Go to the Microsoft Azure App Registrations page using your Microsoft Office 365 Online account, i.e. "Azure services" -> "App registrations".

2. Click on "New registration" and complete the app information. Please refer to the screenshot below:

- "Name" enter the app's name, e.g. "Wave for Office 365".
- "Supported account types" leave default or update based on your needs.
- "Redirect URI (optional)" select "Public client/native (mobile & desktop)". For the Redirect URI enter http://localhost:8000.
- Click "Register" to proceed with the app registration.

😑 Microsoft Azure 🛈 Upgrade	ho Search resources, services, and docs (G+/)
Home > App registrations >	
Register an application	
* Name	
The user-facing display name for this application (this can be changed later).	
GSWave Serve	✓
Supported account types	
Who can use this application or access this API?	
Accounts in this organizational directory only (grandstream.com only - Single tenant)	
Accounts in any organizational directory (Any Azure AD directory - Multitenant)	
Accounts in any organizational directory (Any Azure AD directory - Multitenant) and per	sonal Microsoft accounts (e.g. Skype, Xbox)
Personal Microsoft accounts only	
Help me choose	
Redirect URI (optional)	
We'll return the authentication response to this URI after successfully authenticating the user. changed later, but a value is required for most authentication scenarios.	Providing this now is optional and it can be
Select a platform V e.g. https://example.com/auth	
Register an app you're working on here. Integrate gallery apps and other apps from outside y	your organization by adding from Enterprise applications
Register an app you re working of here. Integrate gailery apps and other apps from outside y	our organization by adding from enterprise applications.
By proceeding, you agree to the Microsoft Platform Policies 🗗	
Pagistar	
Register	

3. In the app "Overview" page, note the values of these fields for configuring Wave Office 365 add-in later:

• "Application (client) ID".

✓ Şearch «	🔟 Delete 🌐 Endpoints 🐼 Preview features
Rev Overview	
i Quickstart	
💉 Integration assistant	Display name : <u>Wave</u>
	Application (client) ID : 3 Bae ed5
Manage	Object ID : (
Branding & properties	Directory (tenant) ID : 8
\ni Authentication	Supported account types : <u>My organization only</u>

4. On "Authentication" -> "Implicit grant and hybrid flows" page, the user needs to enable the options "Access tokens (used for implicit flows)" and "ID tokens (used for implicit and hybrid flows)". Please refer to the screenshot below:

≡ Microsoft Az	cure 🛈 Upgra	de P Search resources, services, and docs (G+/)	۶.	Ģ
Home > GSWave				
∋ GSWave	Authentic	ation 🖈 …		
✓ Search (Cmd+/)	«	R Got feedback?		
Overview		Implicit grant and hybrid flows		
 Quickstart Integration assistant 	nt	Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. Learn more about		
Manage		tokens.		
Branding & proper	ties	Select the tokens you would like to be issued by the authorization endpoint:		
Authentication		Access tokens (used for implicit flows)		
📍 Certificates & secre	ets	ID tokens (used for implicit and hybrid flows)		
Token configuratio	n	Supported account types		
API permissions		Who can use this application or access this API?		
Expose an API		Accounts in this organizational directory only (grandstream.com only - Single tenant)		
App roles		Accounts in any organizational directory (Any Azure AD directory - Multitenant)		
🚨 Owners		Help me decide		
Roles and administ	rators			
Manifest		Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft ×		
Support + Troublesho	oting	accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. Learn more about these restrictions.		
Troubleshooting				
New support require	≥st	Save Discard		

5. To add the required permissions to access the Microsoft Office 365 Online information, click on "API permissions" -> "Add a permission" -> "Microsoft Graph".

Search	< 🔿 Refresh 🛛 🔗 Got feedb	ack?			Select an API Microsoft APIs APIs my organization	uses My APIs	
Overview					Commonly used Microsoft APIs	uses my Aris	
Quickstart			e default value for an organization. However, user consent can be		Commonly used Microsoft APIs		
Integration assistant	 The Warman consent require 	id: column shows th	e detauit value for an organization. However, user consent can de i	oustomized per permission	Microsoft Graph		
nage	Configured permissions				Take advantage of the tree Access Azure AD, Excel, Int	nendous amount of data in Office 365, Enterpris- une, Outlook/Exchange, OneDrive, OneNote, Sh	e Mobility + Security, and Windows 10. arePoint, Planner, and more through a
Branding & properties		Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of co all the permissions the application needs. Learn more about permissions and consent					
Authentication	ai the permissions the applicato	n needs. Learn mi	re about permissions and consent				
Certificates & secrets	+ Add a permission 🗸 Gra	ant admin consent	for grandstream.com			-	(
Token configuration	API / Permissions name	Туре	Description	Admin consent requ.	Azure Communication Services	C Azure DevOps	Azure Rights Management Services
API permissions	VData Export Service for Microso	oft D			Rich communication experiences with the same secure CPaaS platform used	Integrate with Azure DevOps and Azure DevOps server	Allow validated users to read and write protected content
Expose an API	user_impersonation	Delegated	Have access to Data Export Service for Microsoft Dynamic	No	by Microsoft Teams	our opposition	protection contains
App roles	VDynamics CRM (1)						
Owners	user_impersonation	Delegated	Access Common Data Service as organization users	No		_	Data Export Service for
Roles and administrators	Microsoft Graph (7)				Azure Service Management	Azure Storage	Microsoft Dynamics 365
Manifest	Files.Read	Delegated	Read user files	No	Programmatic access to much of the functionality available through	Secure, massively scalable object and data lake storage for unstructured and	Export data from Microsoft Dynamics CRM organization to an external
pport + Troubleshooting	Files.Read.All	Delegated	Read all files that user can access	No	the Azure portal	semi-structured data	destination
Troubleshoating	Files.ReadWrite	Delegated	Have full access to user files	No			
New support request	Files.ReadWrite.All	Delegated	Have full access to all files user can access	No	Dynamics 365 Business	Dynamics CRM	Flow Service
new subhorr reducer	Sites.Read.All	Delegated	Read items in all site collections	No	Central Programmatic access to data and	Access the capabilities of CRM business	Embed flow templates and manage
	Sites.ReadWrite.All	Delegated	Edit or delete items in all site collections	No	functionality in Dynamics 365 Business Central	software and ERP systems	flows
	User.Read	Delegated	Sign in and read user profile	No	No. 101 Control Contro		

6. Enable the "Files.Read Files.Read.All Files.ReadWrite Files.ReadWrite.All Sites.Read.All Sites.ReadWrite.All" permissions and click on "Add permissions".

7. Wait for about 10 minutes for the app changes to become available.

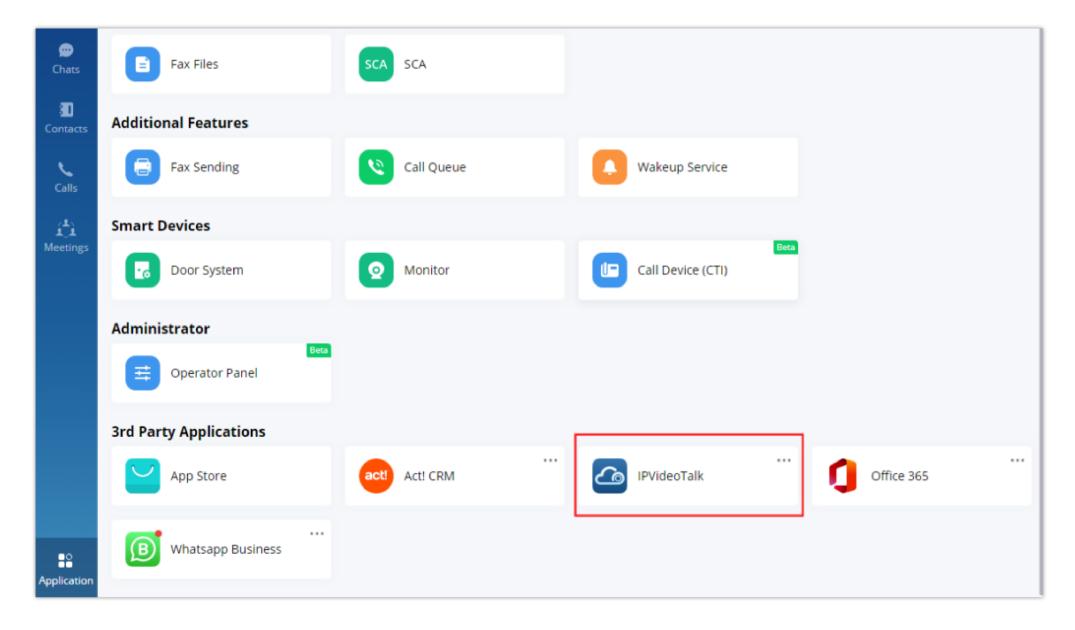
IPVideoTalk Add-in

IPVideoTalk service supports online meetings of up to thousands of participants, and supports online webinar meetings. The user can click the link http://www.ipvideotalk.com/ to lean more details.

If the user already has the IPVideoTalk account, the user can install the IPVideoTalk add-in on the Wave Desktop application, and quickly access the IPVideoTalk meeting management platform to schedule meetings or start instant meetings.

1. After installation, the user needs to log in the IPVideoTalk add-in with the IPVideoTalk account username and password.

2. After login, the user can click the "IPVideoTalk" icon in the "Application" module to access the IPVideoTalk meeting management platform directly. Please refer to the screenshot below:



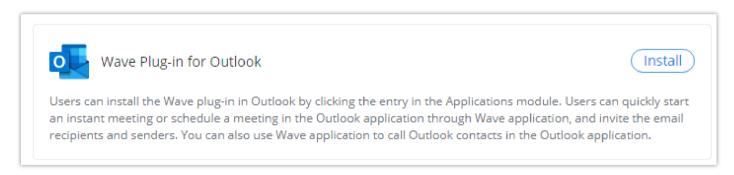
👍 IPVideoTalk		Meetings	Recordings Contacts Devices Plans Admin Center	sqhuang 🗸
Meet Now +			Enter Subject/Meeting ID/Host Device	Q
Schedule Meeting +		Nov 02, 2022	💠 test	Not started
Upcoming	1	05:45PM	Meeting ID: 177786352	
History	81	06:45PM	Invitees: 0 Meeting URL: https://meetings.lpvideotalk.com/177786352	
			≪ ≺ 1 /1 ≻ ≫	20 v items
			©2022 Grandstream Networks, Inc. All rights reserved. About Us Contact Us Cookie Settings 🗗 Feedback English 🔻	

Wave Add-in on Outlook

Users can install the Wave add-in on Outlook so that users can quickly start meetings or schedule meetings.

Prerequisites: Users must install Wave Desktop application 1.19.x or later version for login.

1. Users can download the "Wave Plug-in for Outlook" add-in in the "Application" module on the Wave Desktop application. After clicking the "Install" button, the user will be redirected to download the add-in through the browser, and the add-in can be regarded as an installation file, the user can click the installation file to install the add-in to the Outlook.



2. After installing the add-in to the Outlook, the user can see the "Meeting" button and "Call" button for Wave Desktop application inside the Outlook.

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File Home Send / Receiv	ve Folder View	Help Acrobat								🖉 Coming So	on Try it now (• o#)
New New Email Items *	© ↓ Delete Archive	← Reply 📑 ≪ Reply All → Forward 🛱 ~	➡ Move to: ? → To Manager ➡ Team Email	4 ×	™ Move ~ ™ Rules ~ Notes Send to OneNote	Tags	Search People	A)) _{Read} Aloud	Translate	Send/Receive All Folders	Save Attachments	
New Wave	Delete	Respond	Quick Steps	F ₂₄	Move		Find	Speech	Language	Send/Receive	Google Drive	~



The user can click the button interface of Wave "Instant Meeting" and "Schedule", and access the meeting creation interface of Wave

Desktop application. The email contacts will be carried as the meeting invitees automatically.

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Office add	l in - WAVE				×
1		P	~		
3	participant	s will be invite	d to the meeting	g:	
_	Insta	Int Meeting	Schedule		

The user can click the "Call" button to dial to the number of the Outlook contact. If there is no number for the Outlook contact, the Wave Desktop application will use the email of the contact to query the number in the Wave Contacts for dialing.

Wave H5 Add-in on Google Chrome

For the Wave H5 add-in on Google Chrome, it is a soft terminal of Wave application and users can use Wave application through the add-in on any pages.

Note

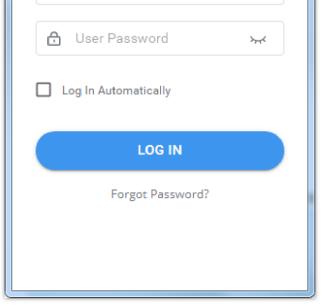
Please refer to the following Chrome Web Store link to download Wave H5 Chrome plug-in: https://chrome.google.com/webstore/detail/grandstream-wave-for-chro/gjddlbmkbmjhhdhkhldpkdelbefkilkk

Steps:

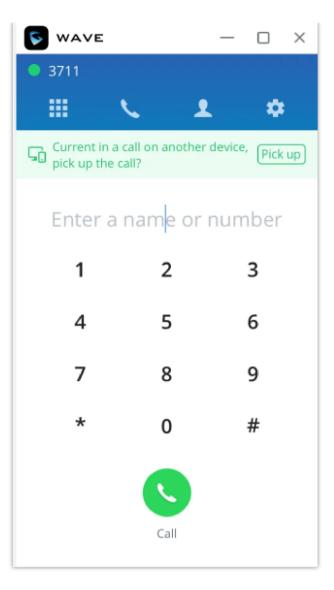
- 1. Users can find and install the Wave H5 add-in in the "Chrome web store".
- 2. Log in the Wave account.

Note: The user cannot log in the Wave H5 add-in and Wave Web/Desktop client at the same time. If the user logs in the Wave H5 add-in, the same Wave account in the Wave Desktop client or Web client will be logged out automatically.

S V	Vave							
Ι,	Welcome to Wave							
'	vve	come to wave						
	Ħ	Server						
	8	Account						



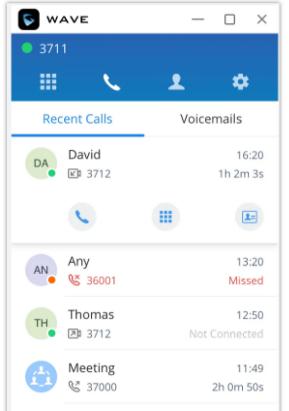
3. After logging in, the user will see the Wave interface as shown below:

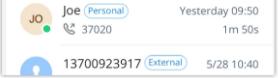


Dial Panel: Users can quickly dial to any numbers. Users can enter the number to search the contact, or enter the name to search the contact.

Recent Calls & Voicemails: Users can callback or view the contact details on the "Recent Calls" page.

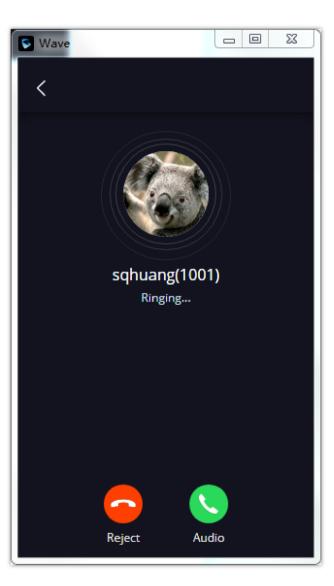
It supports the "Call Flip" feature. Users can enter the call flip feature code to switch the call on another client to the local Wave H5 add-in client, or click the call flip button to switch it immediately.





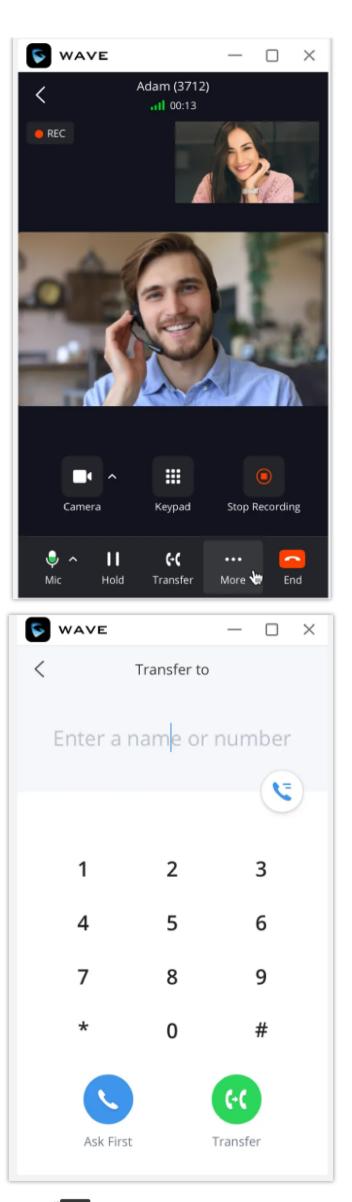
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	Recent Calls	Voicemails
÷	Jane (36001) 1m 2s - 2MB	10:49 ਤੋ _{//} ਵ
	00:00	01:02
	C	E
ţ.	 Any (36001) 15s · 800KB 	Yesterday 10:49
ф.	Thomas (36008) 23s - 999KB	Yesterday 10:49

Please refer to the following screenshot for the incoming call window.



This add-in does not support the meeting function. If the user wants to join into a meeting through Wave H5 add-in client, the user will join the meeting as a P2P call.

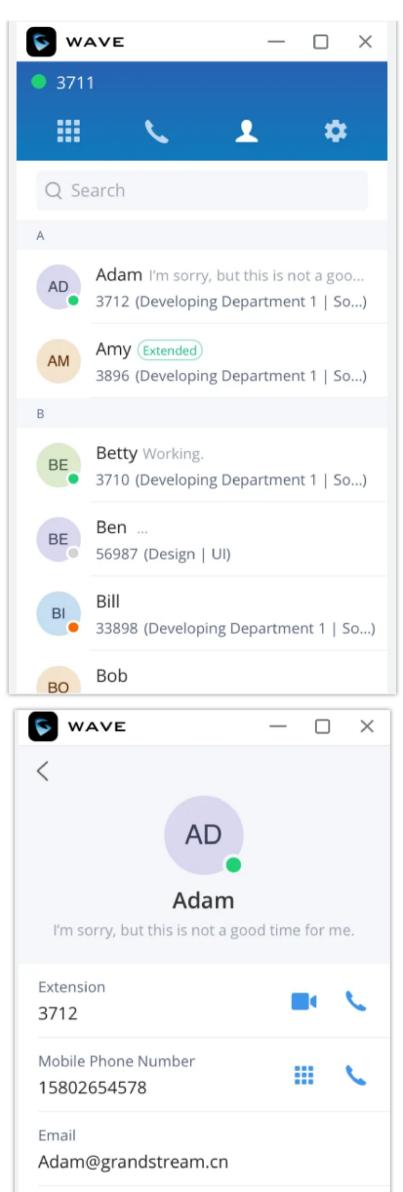
Calling Interface: The calling interface includes the following features: Multiple lines, audio/video calls, blind/attended transfer, call hold, which are the same as the features on Wave Desktop client.



If the user minimizes the calling interface, the user will see:



Contacts: All contacts in the Contacts module will be displayed (displayed in tiled mode). Users can view the contact details.



Department Grandstream-Hangzhou
Job Title UI Designer

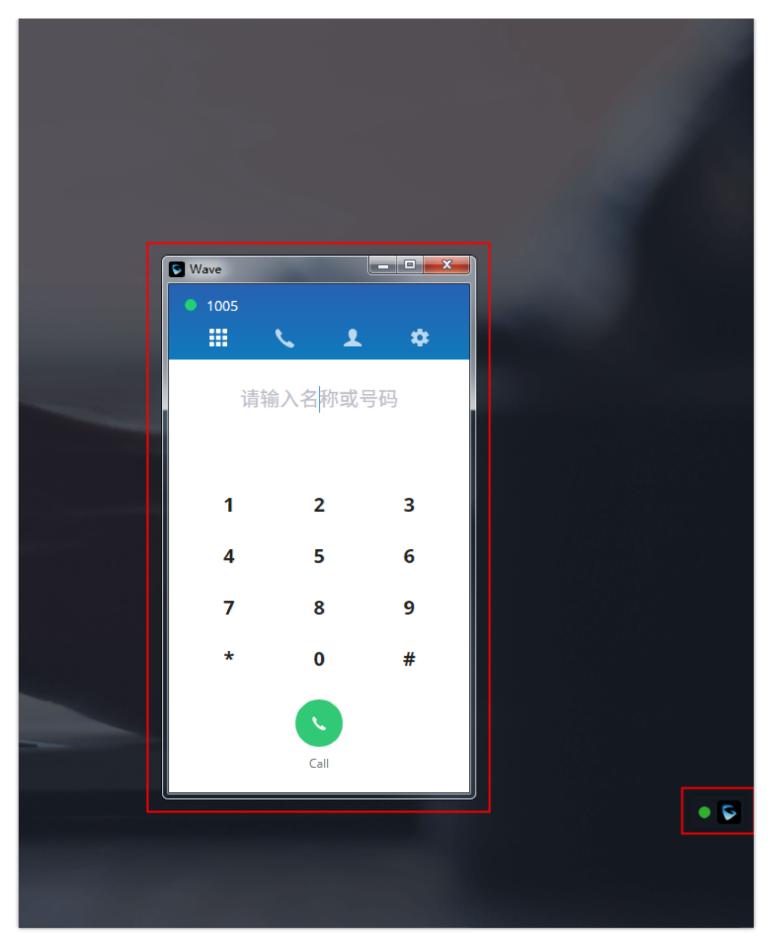
Settings:

Users can set the audio and video devices, set date/time format, set languages (the default setting is using the current language of the browser), set the floating window of the Wave client (There is a quick access entrance on the browser. Users can click the button to display the Wave client window), set click-2-dial feature (If this option is enabled, the numbers on the Chrome browser can be dialed through the Wave client. The user can move the cursor to the number and the user can see the Wave calling entrance for clicking), and set to log out of the account.

Please refer to the screenshots below:

S Wave	
• 1005	1 ¢
Audio Settings	>
Webcam Settings	>
Date/Time Format	>
Language	>
显示网页悬浮窗	-
屏幕取号	
Sign Out	
	Talking

If the floating window of the Wave client is enabled, the user can see the Wave client as the screenshot shows below:



If the user enables the click-2-dial feature:

The user can see the Wave call entrance on the Chrome browser if the user moves the cursor to the number. Please see the screenshot below:

