

Grandstream Networks, Inc.

Wave for Teams Add-in – User Guide



Overview

Seamlessly connect UCM's communication capabilities to quickly make calls, initiate meetings, search contacts, and more within Microsoft Teams, allowing you to communicate and collaborate with your team members anytime, anywhere.

Wave for Microsoft Teams app opens three interfaces within Microsoft Teams:

1. **Extended application interface for messages:** Users can click the Wave icon in the toolbar in the chat window or Teams message module to call Teams contacts, or initiate meetings and invite group/Teams members.
2. **Wave Robot interface:** With simple commands, Wave Robot can initiate meetings and push real-time meeting notifications to Teams single/group chats to ensure Teams members can quickly join the meeting.
3. **Wave application interface:** The Wave app icon will be placed on the toolbar on the left side of Teams. Users can use the dial panel to dial any phone numbers, view call history entries, voicemails, contacts, schedule online meetings, and reserve onsite meeting rooms.

Wave provides a seamless transition between Microsoft Teams and UCM communication services, making communication and collaboration easier, faster, and more productive.

Prerequisites

- To install Wave for Teams, the Microsoft admin's permission is required.
- Please make sure your UCM server has enabled the UCM RemoteConnect service. [Learn more about UCM RemoteConnect.](#)
- Login to the Wave client with the same account as your Wave for Microsoft account.

System Requirements

- Supports Teams desktop, web, and mobile apps.
- Applicable to UCM firmware version 1.0.21.x or later version, and Wave client 1.0.21.x/1.21.x.
- The Wave client must be installed to place calls and host meetings.
- Users need to have an active Microsoft 365 Business Basic plan.
- A device running Windows 10 or later, or macOS 10 or later, is required.
- Supports Google Chrome v75+ and Mozilla Firefox v70+.

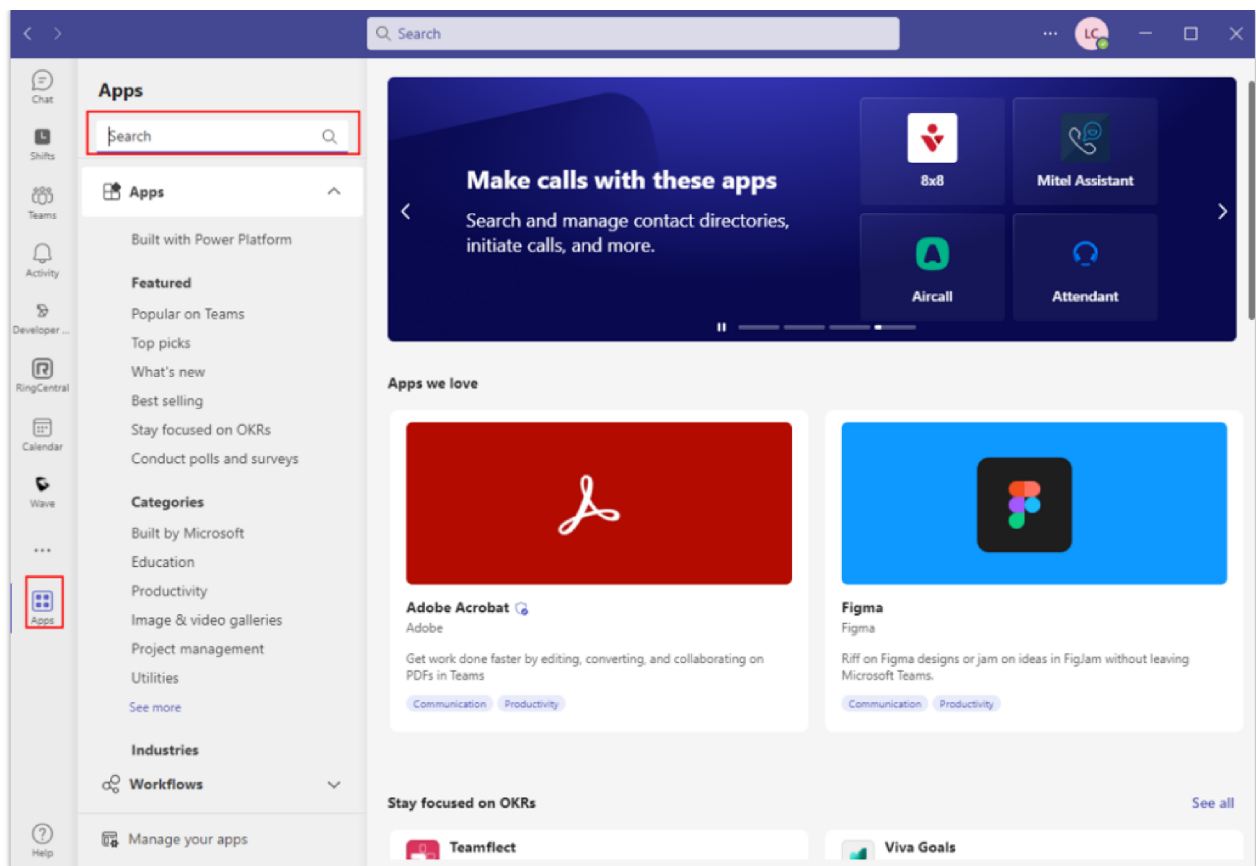
Authorization by Admin

Before using Wave for Teams, Teams needs to obtain authorization from the Microsoft admin of the organization where the Teams reside.

Admin consent is required to enable phone calls within Teams using the Wave app. This requires access to the phone numbers of users within the organization, which is granted by the system admin. After obtaining the authorization, Teams users within the organization can install Wave for Teams and use it.

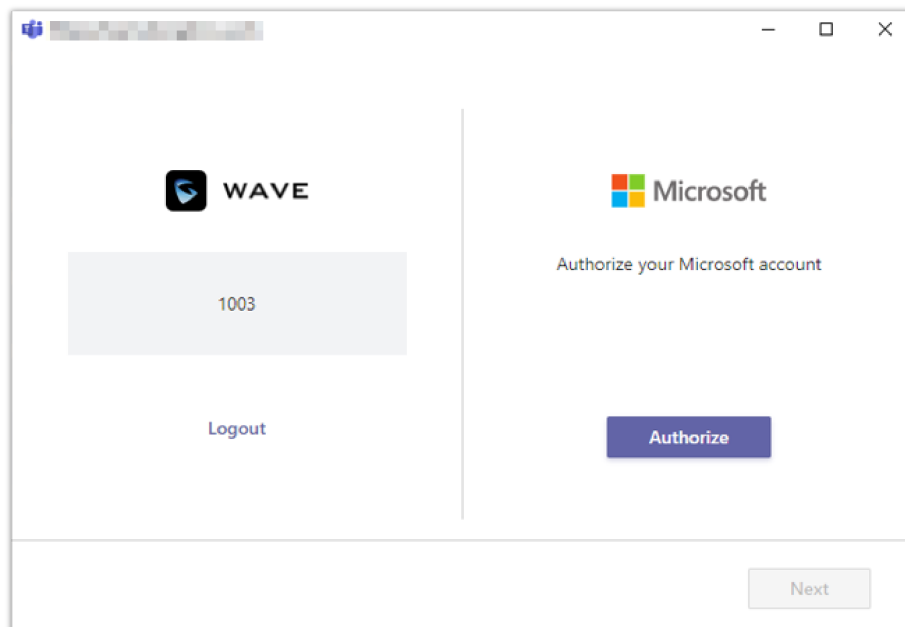
Steps:

1. On the Apps module of Microsoft Teams, you can search "Wave" and install the add-in.

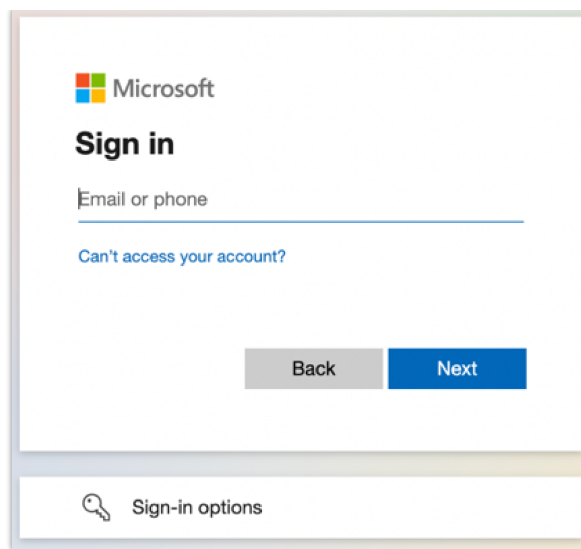


Microsoft Teams Apps

2. After installing the add-in, you can click the Wave icon in the toolbar in the chat window or Teams message module and grant the login authorization for Teams.

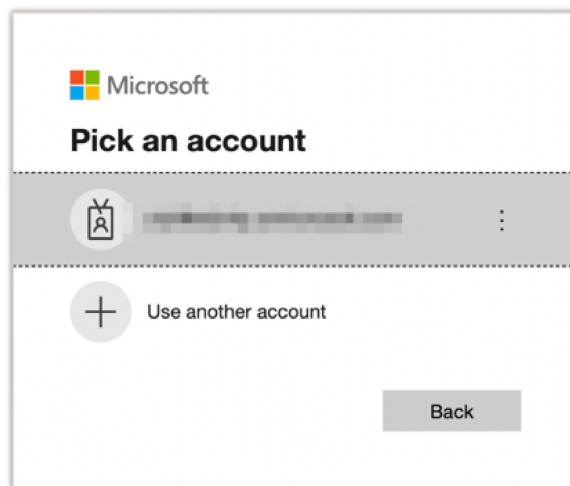


Login Authorization for Teams



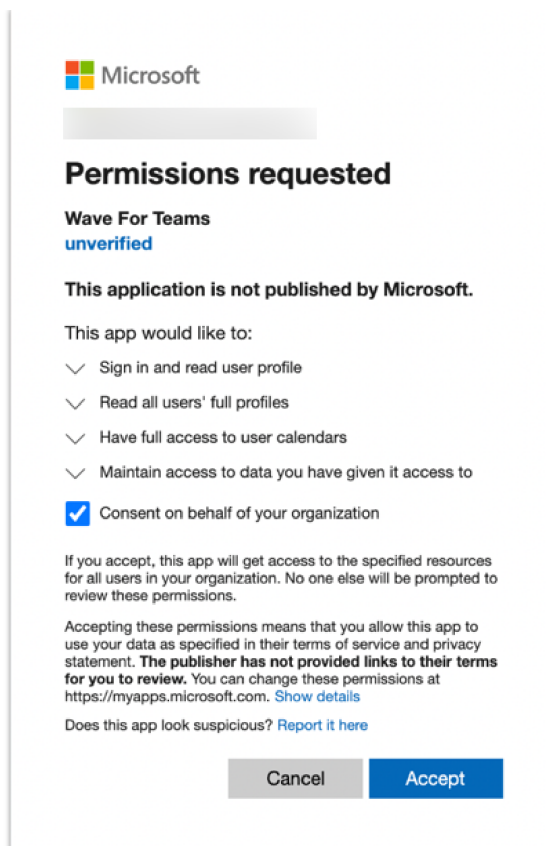
Microsoft Account Sign in

3. Log in as a Microsoft administrator:



Microsoft Account Pick an account

4. After login, you will see the contents to be authorized. Please check the option "Consent on behalf of your organization" and click the "Accept" button as the screenshot shows below:



Microsoft Account Permissions requested

5. After the authorization is successful, Teams users in a certain organization can install and use Wave features.

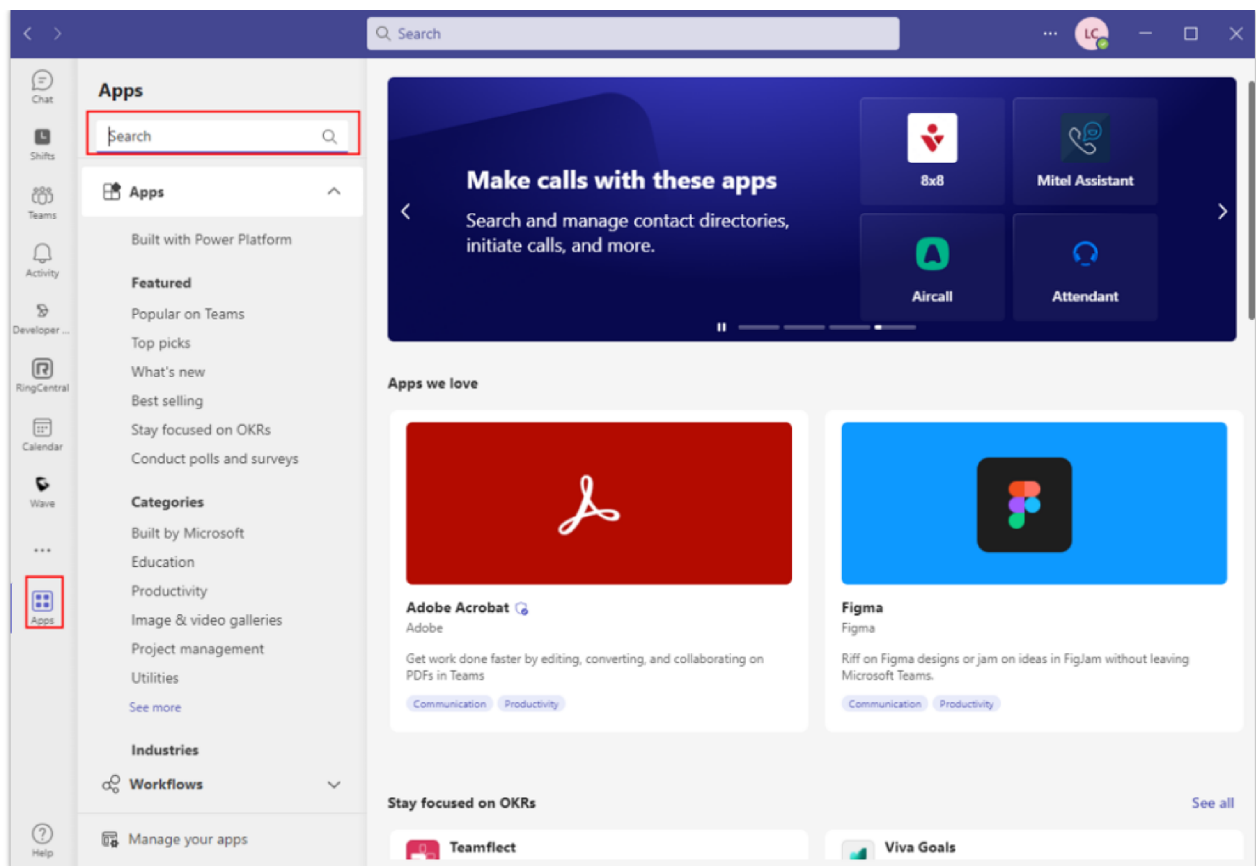
Note

If you want to authorize Wave later, you can delete Wave add-in by logging into the Control Center with a Microsoft admin account.

Start Using Wave for Microsoft Teams

Installation & login

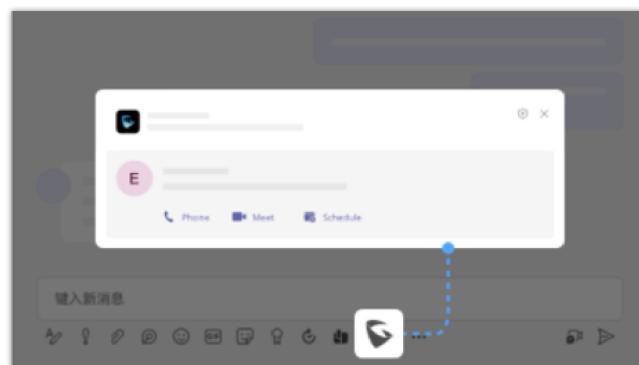
1. On the Apps module of Microsoft Teams, you can search "Wave" and install the add-in.



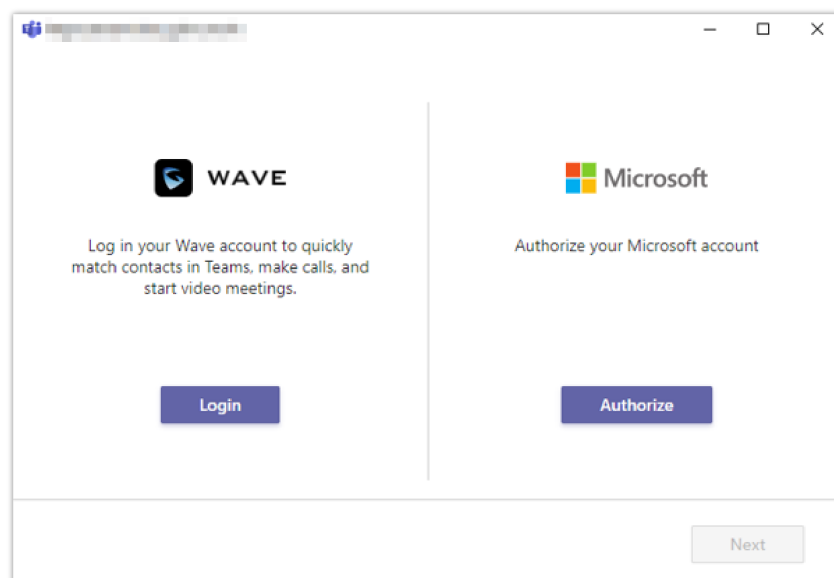
Teams Apps Wave Installation

2. After installing the add-in, you can click the Wave icon in the toolbar in the chat window or Teams message module and grant the login authorization for Teams.

Note: To easily use the Wave add-in, you can lock the Wave icon in the chat window. Please click the button  on the left sidebar of Microsoft Teams, select Wave add-in by clicking the right button of your mouse, and click the "Pin" button.

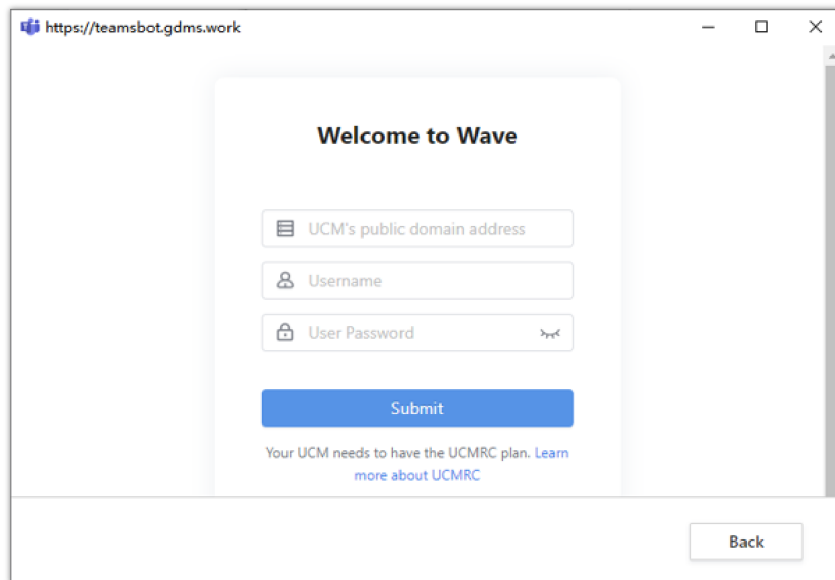


Wave Add in Pin



Wave Teams Authorization

3. You need to log in to the Wave account and authorize to log in to the Teams account.

A screenshot of a web browser window showing the Wave account login page. The address bar displays 'https://teamsbot.gdms.work'. The page has a white background with a central white box containing the title 'Welcome to Wave'. Below the title are three input fields: 'UCM's public domain address' with a list icon, 'Username' with a person icon, and 'User Password' with a lock icon and a toggle for visibility. A blue 'Submit' button is below these fields. At the bottom of the white box, it says 'Your UCM needs to have the UCMRC plan. [Learn more about UCMRC](#)'. A 'Back' button is located at the bottom right of the browser window.

https://teamsbot.gdms.work

Welcome to Wave

UCM's public domain address

Username

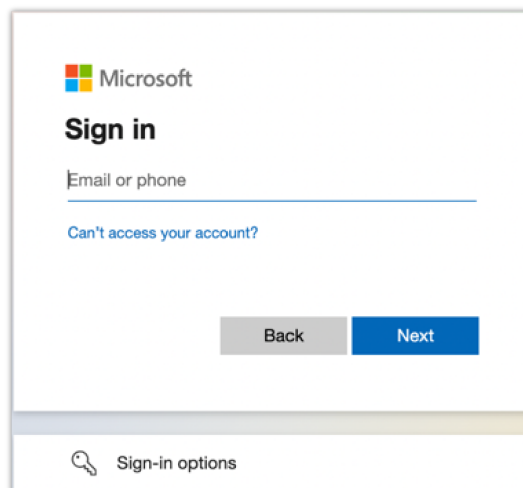
User Password

Submit

Your UCM needs to have the UCMRC plan. [Learn more about UCMRC](#)

Back

Wave Account Login

A screenshot of the Microsoft sign-in page. It features the Microsoft logo at the top left, followed by the text 'Sign in'. Below this is an input field for 'Email or phone'. A link 'Can't access your account?' is positioned below the input field. At the bottom of the main content area are two buttons: 'Back' and 'Next'. A 'Sign-in options' link with a magnifying glass icon is located at the very bottom of the page.

Microsoft

Sign in

Email or phone

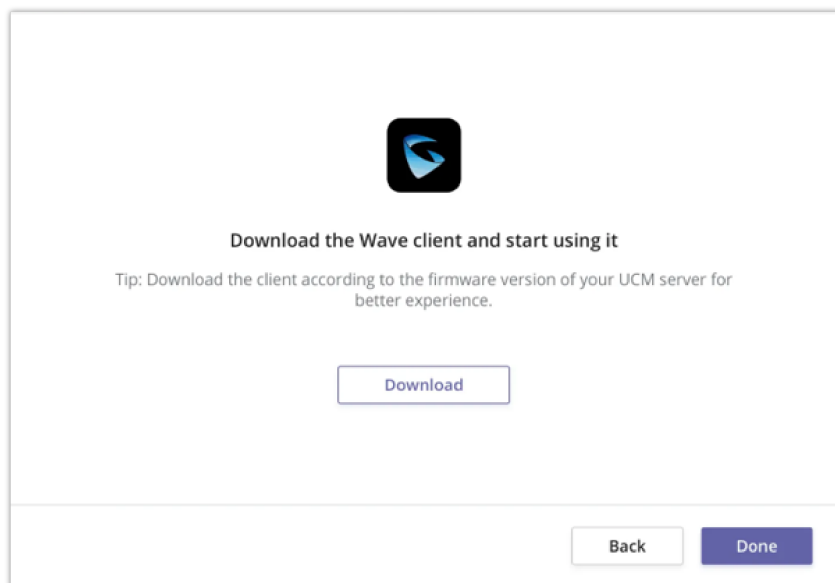
[Can't access your account?](#)

Back Next

Sign-in options

Teams Account Sign in

4. After logging in to both Wave and Teams accounts successfully, you can click the "Next" button and see the screenshot below:

A screenshot of the Wave client download page. It features a large blue Wave logo at the top center. Below the logo is the heading 'Download the Wave client and start using it'. A tip is provided: 'Tip: Download the client according to the firmware version of your UCM server for better experience.' Below the tip is a blue 'Download' button. At the bottom right of the page are two buttons: 'Back' and 'Done'.



Download the Wave client and start using it

Tip: Download the client according to the firmware version of your UCM server for better experience.

Download

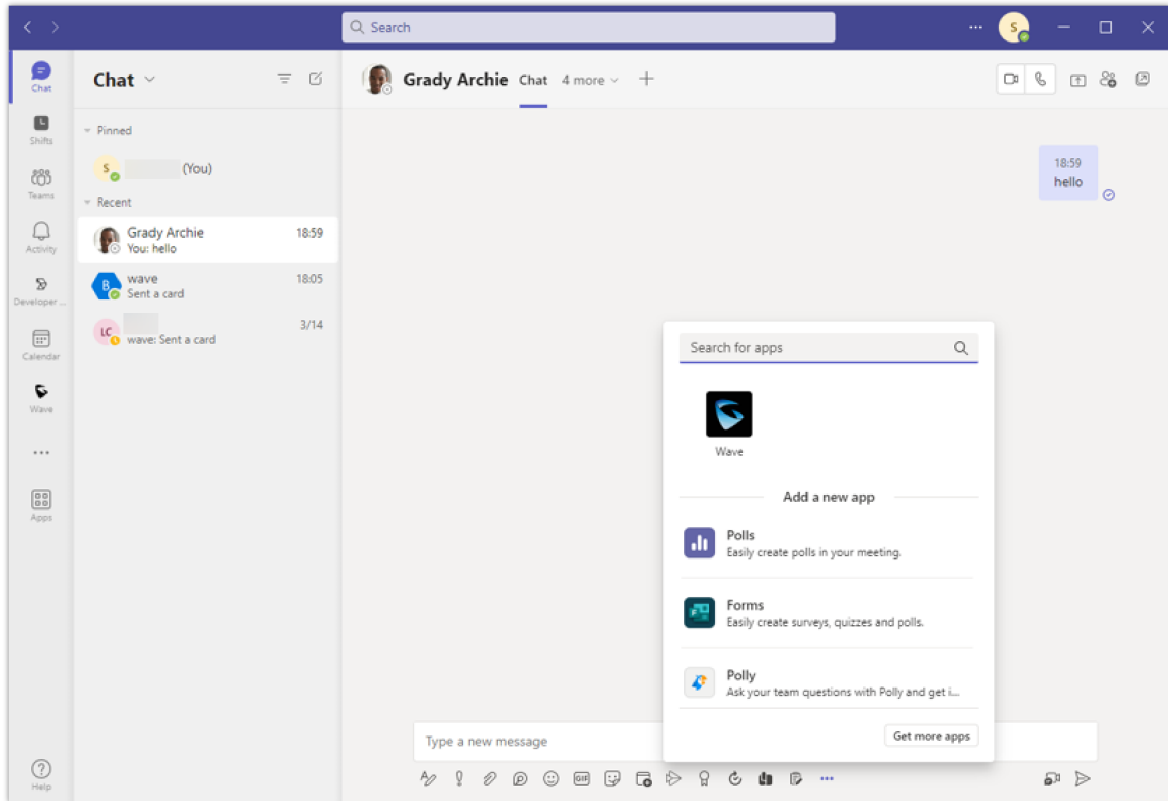
Back Done

Wave Client Download

5. You can click to download and install the Wave client to complete login authorization and preparations.

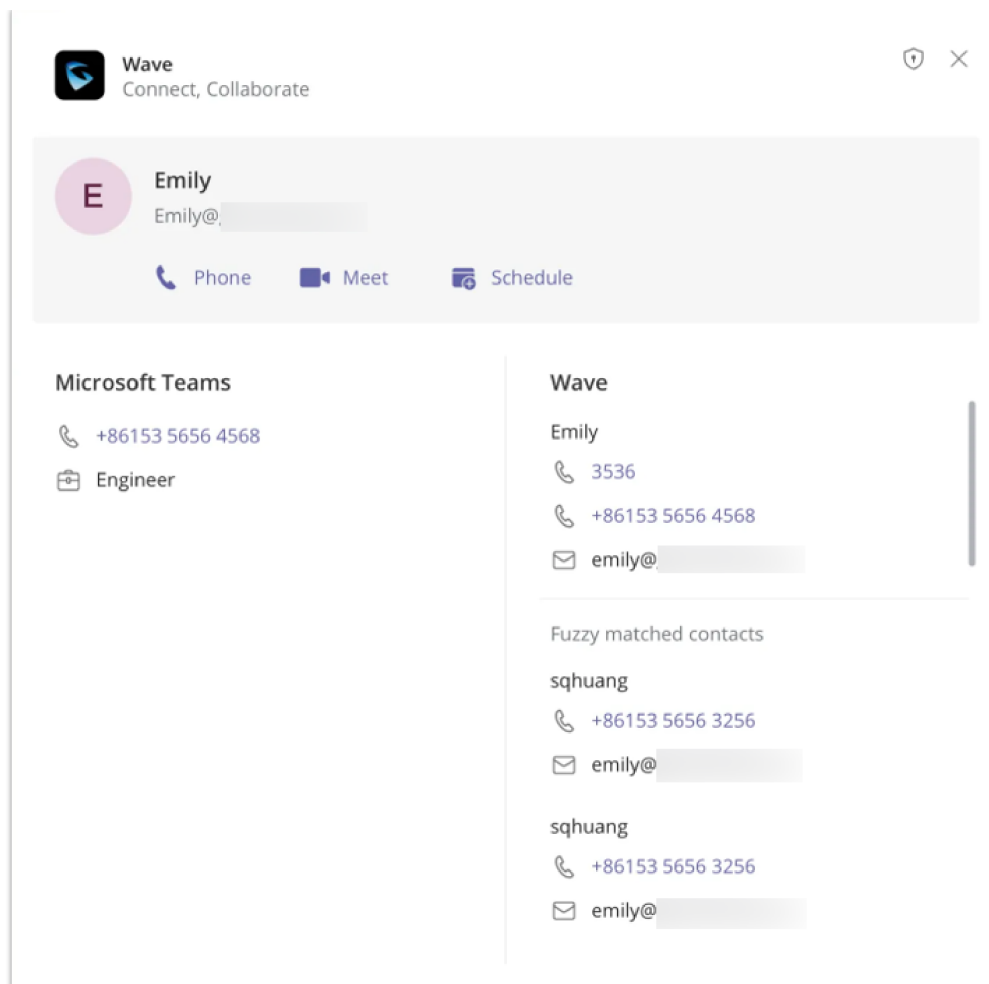
Make Calls via Extended Interface

Within the single chat window in Teams, you can use the Wave add-in to make calls to others:



Teams Wave Add in Chat Window

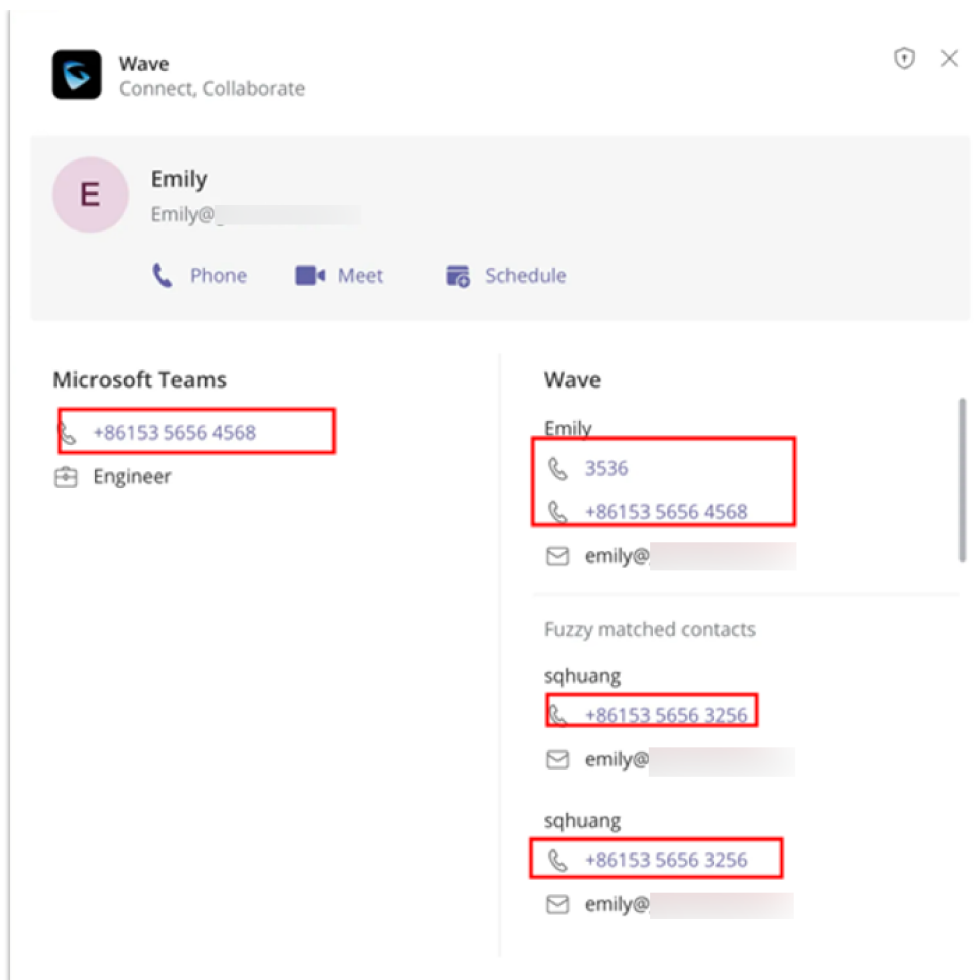
You can click the Wave icon as in the screenshot above to access the Wave extended interface. You can view the Teams contact information and fuzzy matched contacts information (It will exactly match the Wave contact based on the Teams email address, and fuzzy match the Wave contact based on the Teams name and phone number). Please refer to the screenshot below:



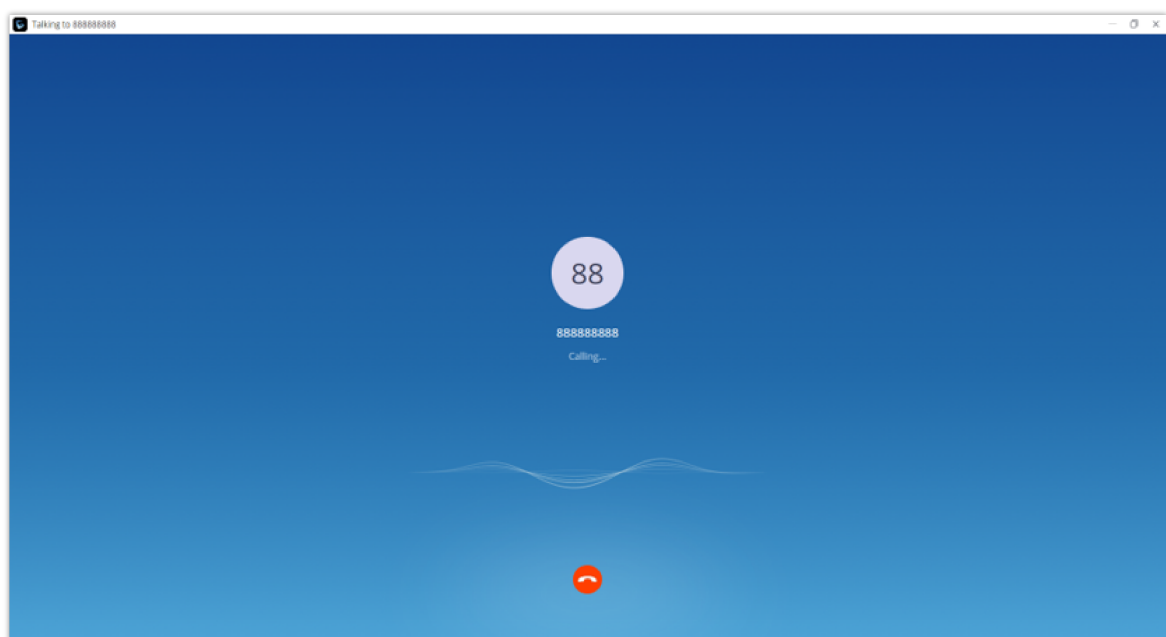
Wave Contact

You can click the "Phone" button to launch your installed Wave client (or Wave mobile client if you are using Teams mobile app) to make a call to the phone number of the Teams contact. If the Teams contact does not have a number, the extension of the Wave contact is matched by default.

Or you can click the number to make the call directly as the screenshot shows below:

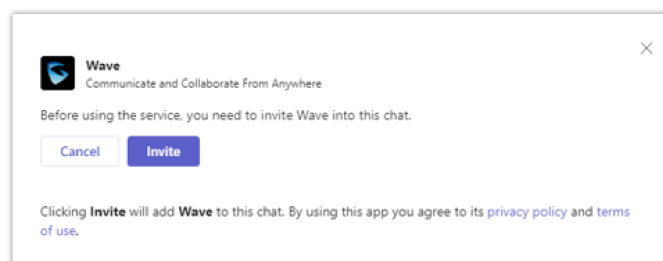


Wave Contact Phone Numbers



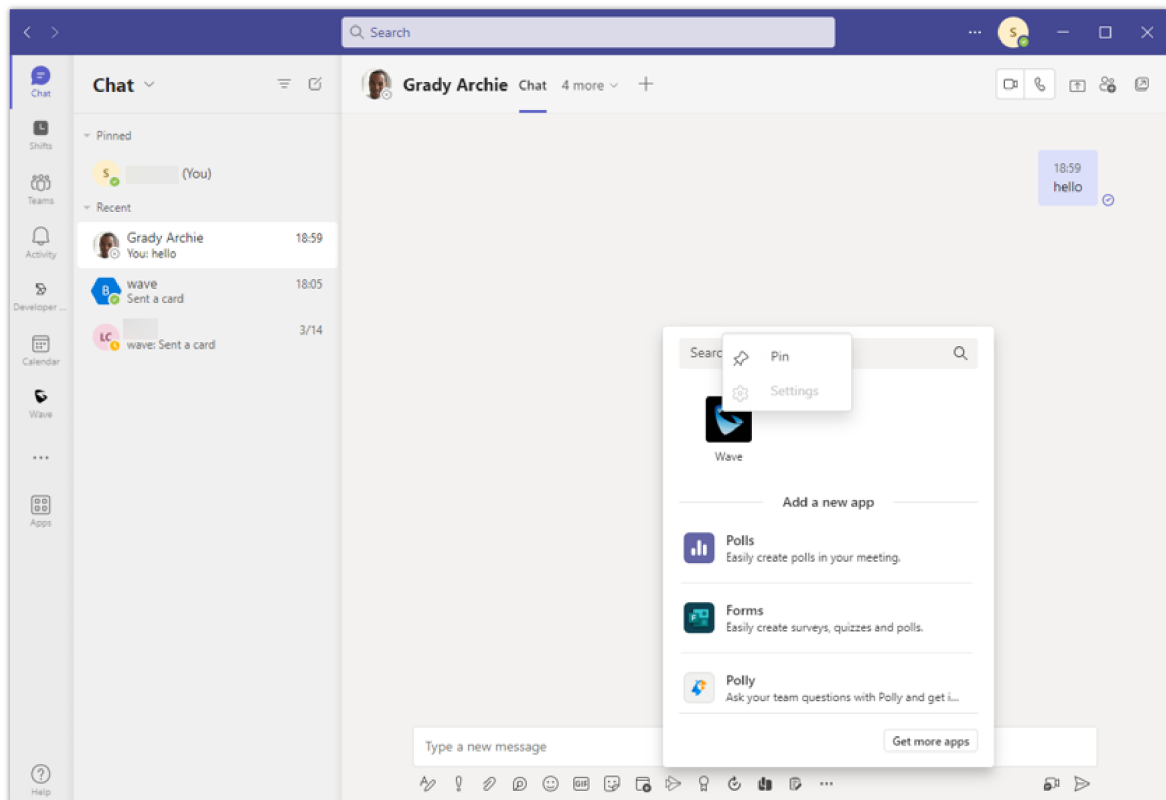
Wave Make a call

If it is your first time using Wave in this chat window, you will be prompted to pull the Wave into the chat first after clicking the Wave icon, and you can click the "Invite" button to start using Wave as the screenshot shows below:



Wave Invite

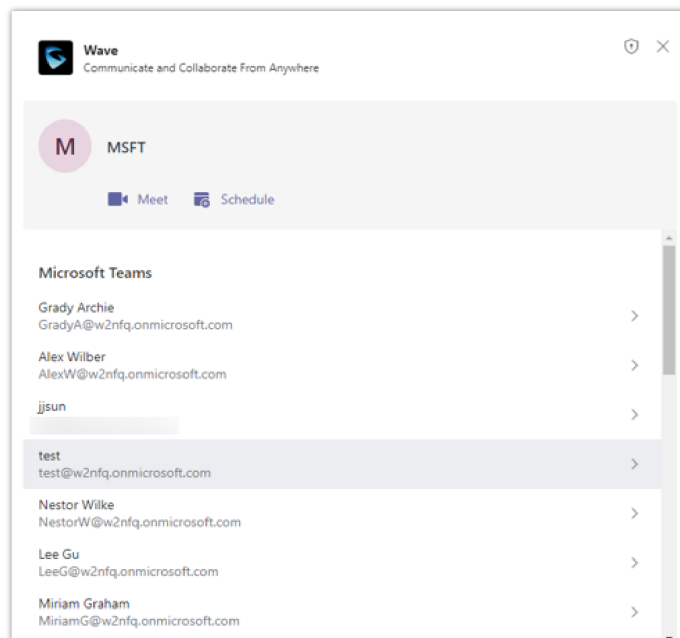
Note: To easily use the Wave add-in, you can lock the Wave icon in the chat window. Please click the button, select Wave add-in by clicking the right button of your mouse, and click the “Pin” button:



Wave Pin

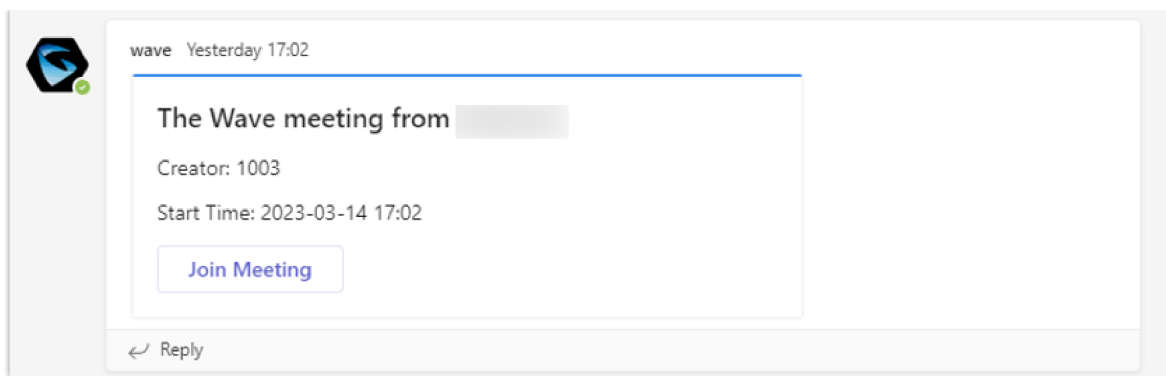
Initiate Meetings via Extended Interface

You can use the Wave add-in to initiate instant meetings within the Teams single chat, group chat, or Teams message module.



Wave Contact

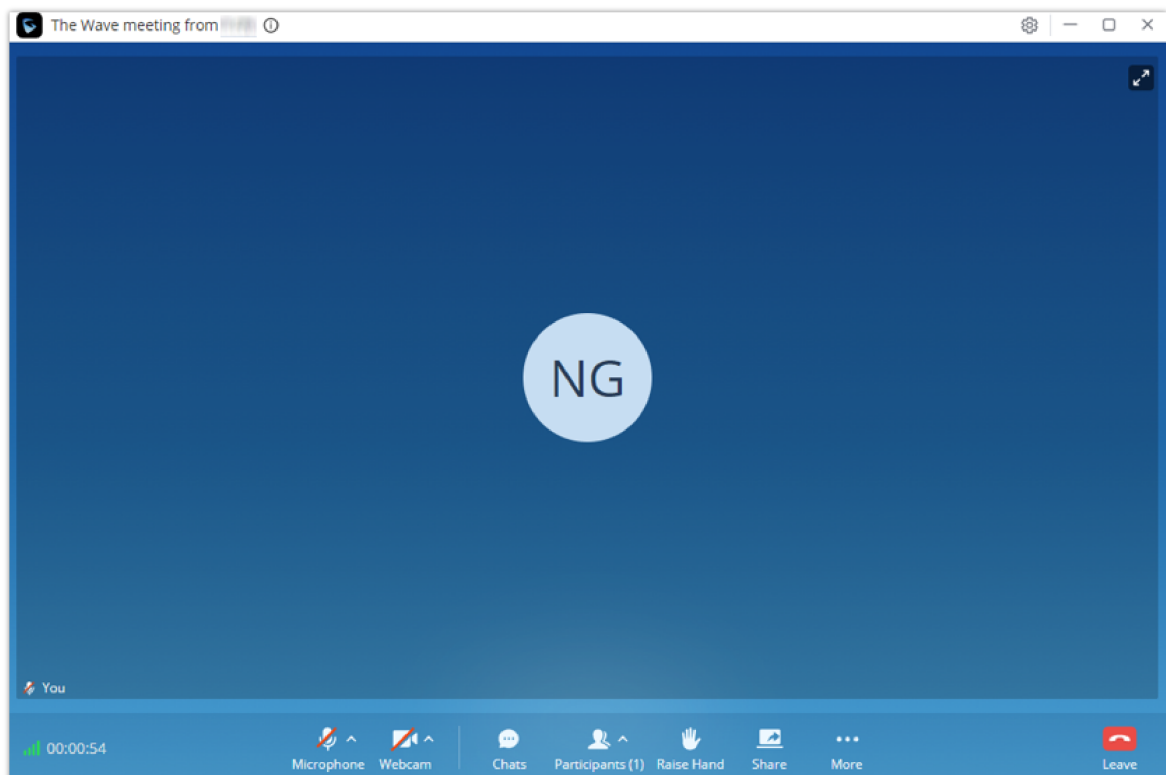
You can click the “Meet” button to initiate an instant meeting. UCM server will send a Wave message and email to the Wave member and push the meeting notification within the Teams single chat, group chat, and Teams message module.



Wave Meet

Other users can click the “Join Meeting” option to join the meeting using a browser immediately (if the Wave client has been installed, they can also use the Wave client to join the meeting).

After you click the “Meet” button, the installed Wave client will be launched automatically, and you will join the meeting.



Wave Meeting

In addition, you can click to view the member details by clicking on the member in a group chat or Teams message module:

 **Wave**
Communicate and Collaborate From Anywhere

 **MSFT**

 Meet  Schedule

Microsoft Teams

Grady Archie
GradyA@w2nfq.onmicrosoft.com

Alex Wilber
AlexW@w2nfq.onmicrosoft.com

jjsun

test
test@w2nfq.onmicrosoft.com

Nestor Wilke
NestorW@w2nfq.onmicrosoft.com

Lee Gu
LeeG@w2nfq.onmicrosoft.com

Miriam Graham
MiriamG@w2nfq.onmicrosoft.com

Wave Meeting Members

 **Wave**
Communicate and Collaborate From Anywhere

 **Grady Archie**
GradyA@w2nfq.onmicrosoft.com

 Phone  Meet  Schedule

Microsoft Teams
 +1 309 555 0104
 Designer

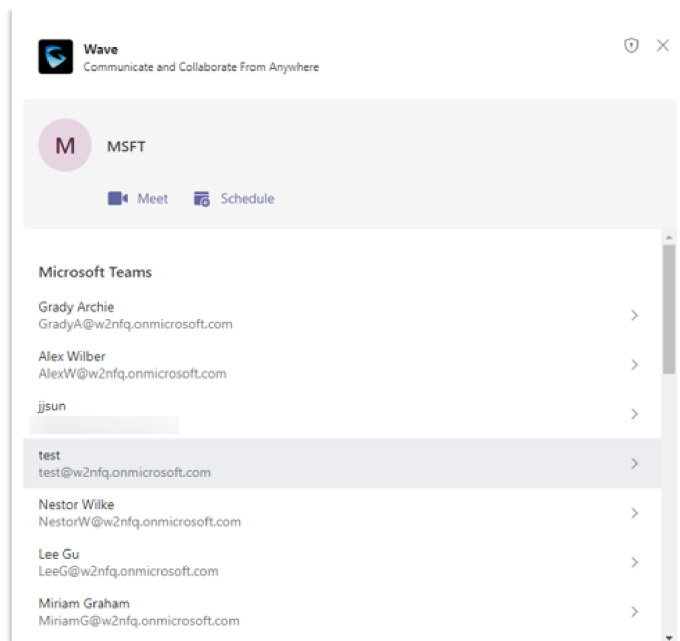
Wave
No matches found.

Back

Wave Meeting Members Details

Scheduling Meetings via Extended Interface

You can use the Wave add-in to schedule meetings within the Teams single chat, group chat, or Teams message module.



Wave Contact

You can click the "Schedule" button to access the Wave meeting scheduling interface and bring the single/group chat members and Teams message module members to the invitees' list of the scheduled meeting (You can only invite members, but you cannot enter emails or phone numbers to invitee members).

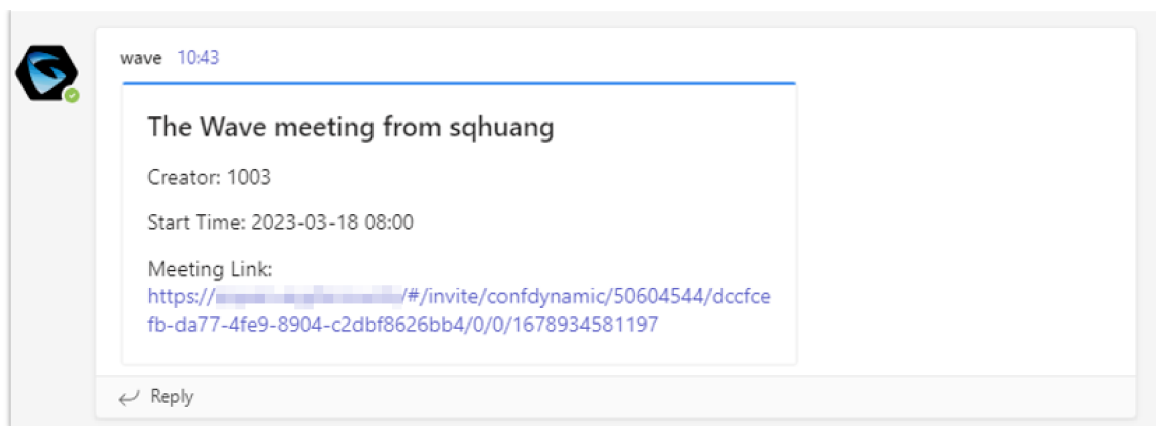
 The screenshot shows the "Schedule Wave Meetings" interface within the Wave application. At the top, there is a header with the Wave logo and the text "Wave Communicate and Collaborate From Anywhere". Below the header, the title "Schedule Wave Meetings" is displayed. The form contains several fields:

- * Subject:** A text input field containing "The Wave meeting from li chj".
- Participants:** A list of email addresses and phone numbers, each with a close button (X) to its right. The list includes: GradyA@w2nfq.onmicrosoft.com, AlexW@w2nfq.onmicrosoft.com, pyzhong@w2nfq.onmicrosoft.com, test@w2nfq.onmicrosoft.com, zyxia@w2nfq.onmicrosoft.com, NestorW@w2nfq.onmicrosoft.com, LeeG@w2nfq.onmicrosoft.com, MiriamG@w2nfq.onmicrosoft.com, MeganB@w2nfq.onmicrosoft.com, and 452513959@qq.com. A "Clear" button is located at the bottom right of the list.
- * Start Time:** Two input fields: "Select date" with a calendar icon and "Select time" with a clock icon.
- * Time Zone:** A dropdown menu currently showing "Asia/Shanghai".

 At the bottom of the form, there are two buttons: "Back" and "Schedule".

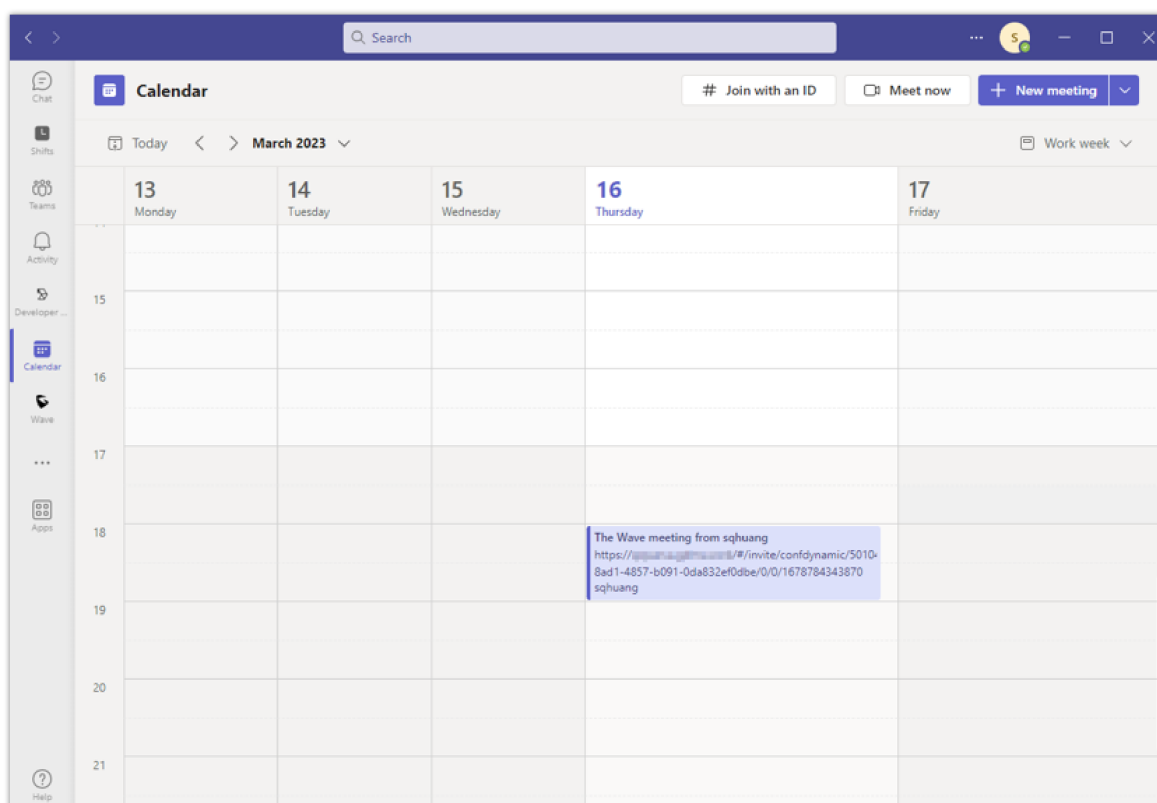
Wave Schedule a Meeting

After scheduling the meeting, the scheduled meeting information will be displayed in the chat window. Please refer to the screenshot below:



Wave Schedule Meeting Information

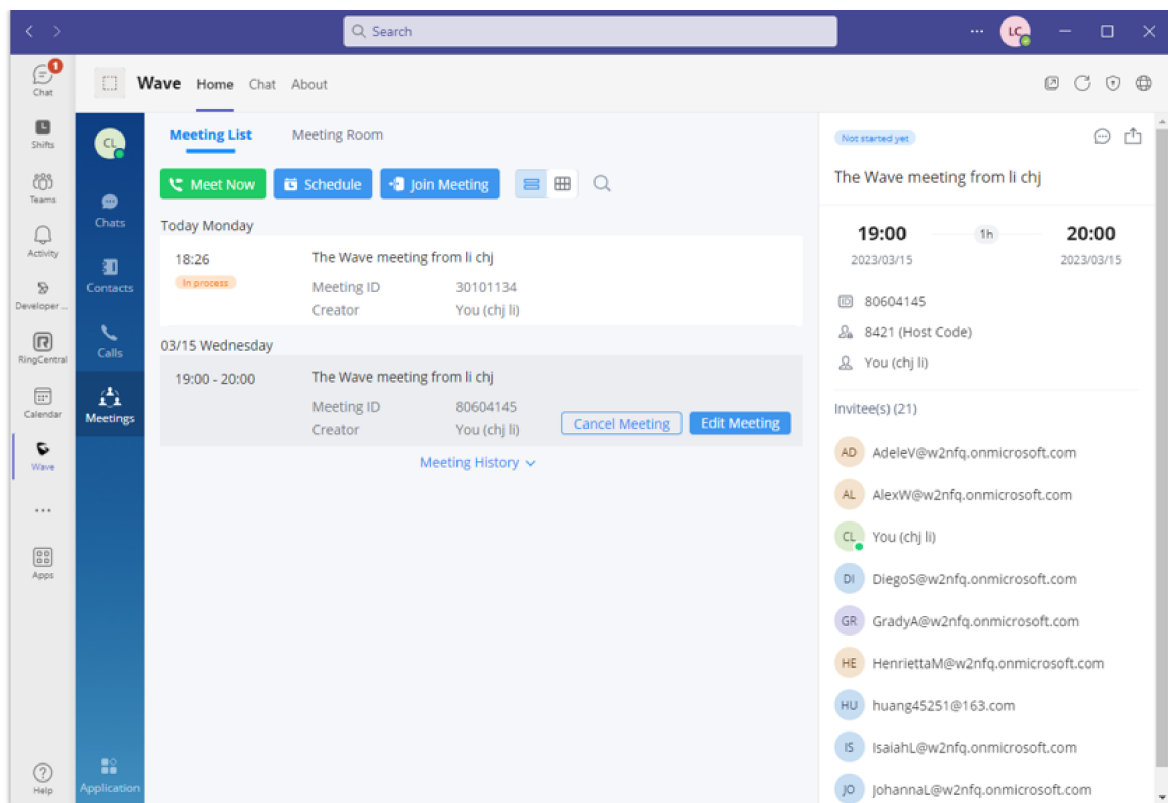
You can view and manage the scheduled meetings in the Teams calendar, including editing and canceling meetings. Others can view and join meetings in their own Teams calendar:



Wave Schedule Meeting Manage

You can also manage meetings within the Wave application, including starting meetings, editing meetings, and canceling meetings.

Note: For the scheduled meetings, users can only join the meetings 10 minutes before the meeting start time.

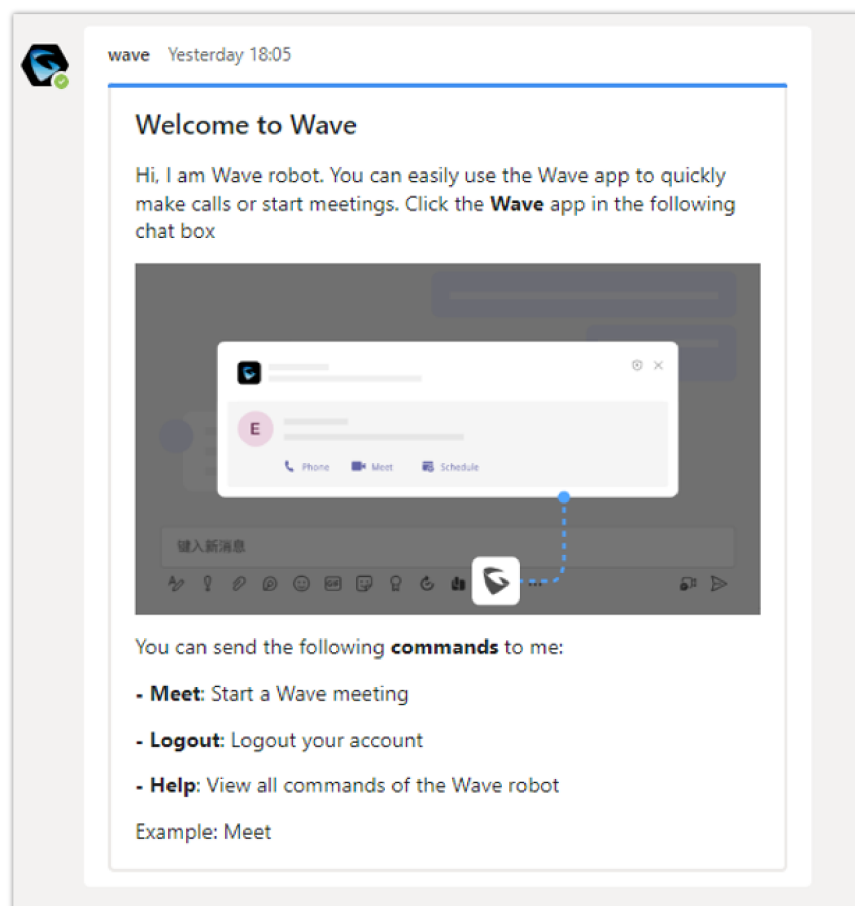


Wave Schedule Meeting Meeting List

Initiate Meetings via Wave Robot Command

You can use the Wave robot commands to initiate meetings within the Teams single chat, group chat, or Teams message module.

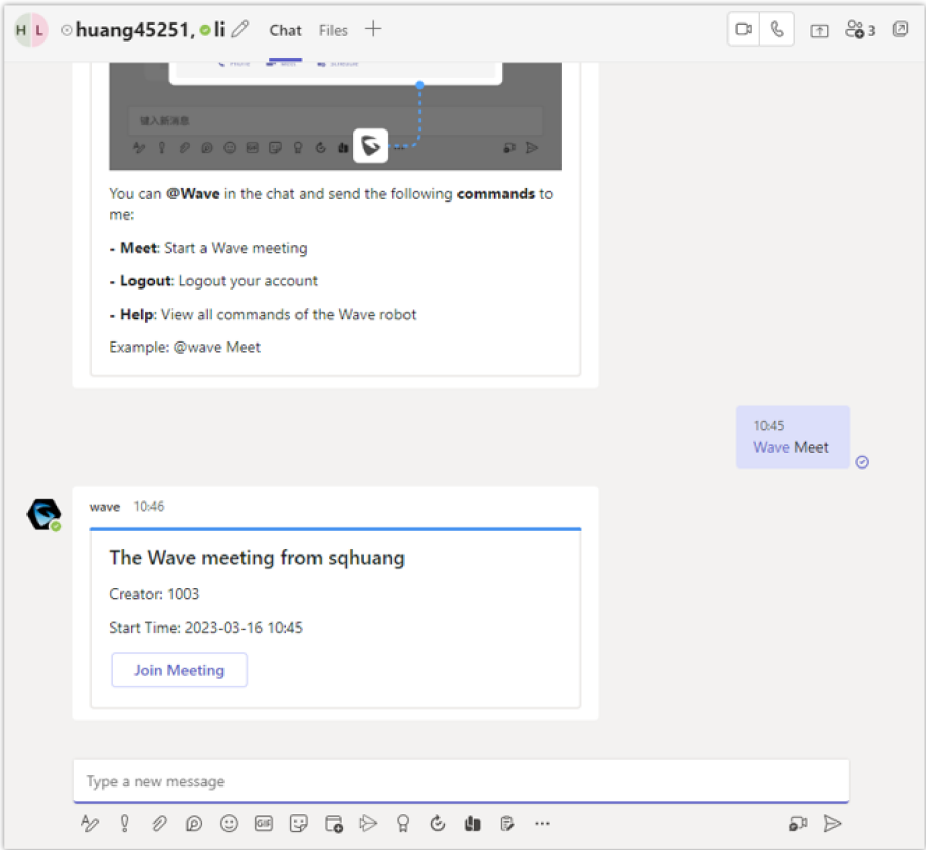
When you invite Wave Robot to chat for the first time, you will receive the following message:



Wave Robot

You can enter the message "**@Wave Meet**" to initiate an instant meeting immediately.

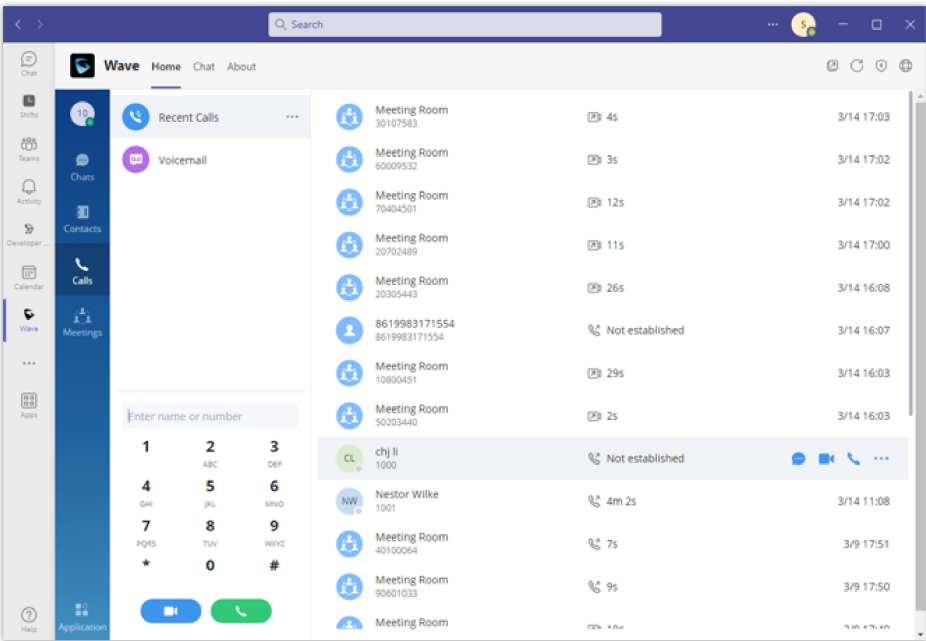
The instant meeting information will be pushed to the single/group chat or Teams message module, other users can click the “Join Meeting” option to join the meeting using a browser immediately (if the Wave client has been installed, they can also use the Wave client to join the meeting).



Wave Join Meeting

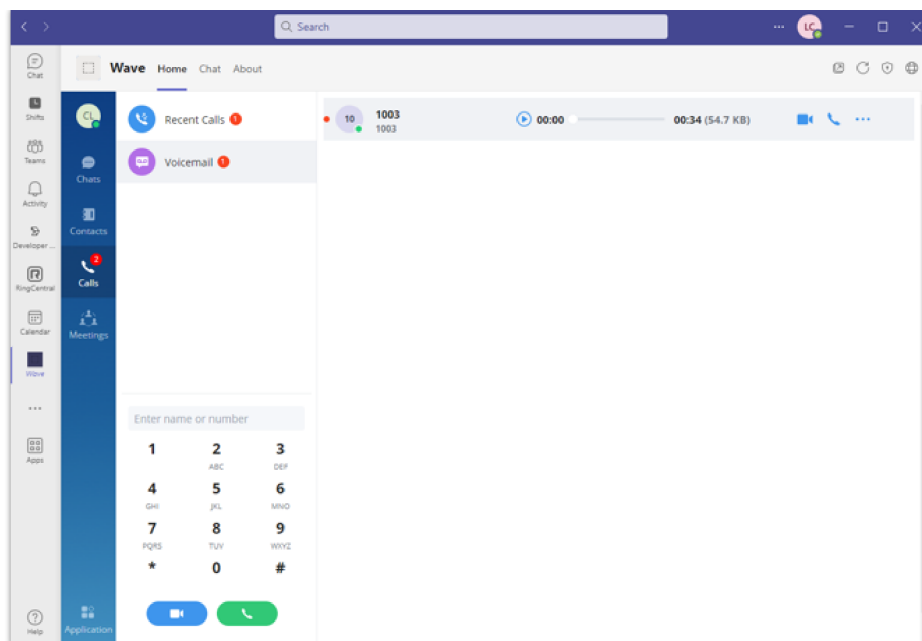
View Call History Entry and Voicemail via Wave Add-in

You can view all call history entries through the Wave add-in in Teams, including missed calls and answered calls. You can hover the cursor on the specific call history entry to quickly call back or delete the record.



Wave Add in Call History

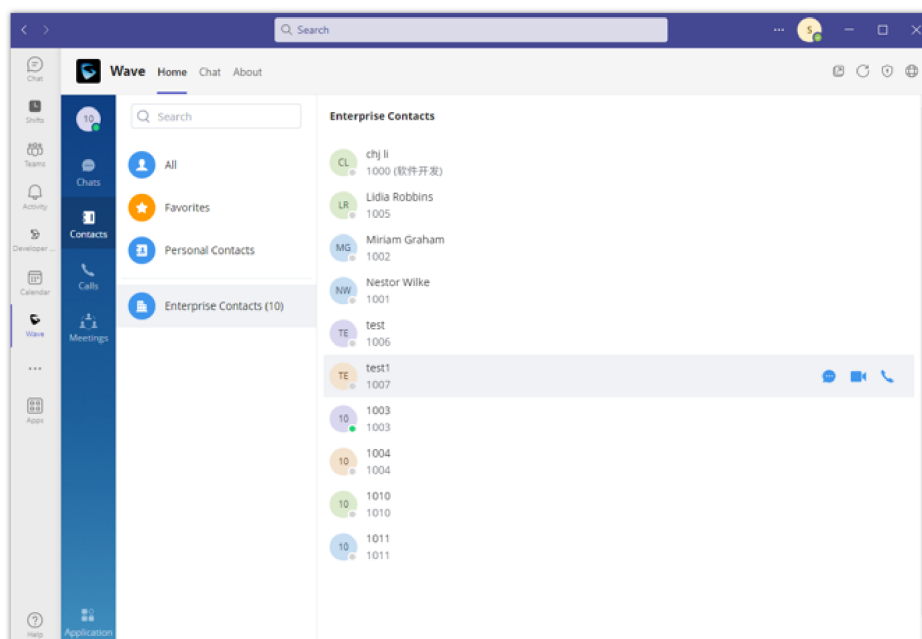
You can also view voicemails through the Wave add-in in Teams and play or delete the voicemails online. Please refer to the screenshot below:



Wave Add in Voicemails

View Contact via Wave Add-in

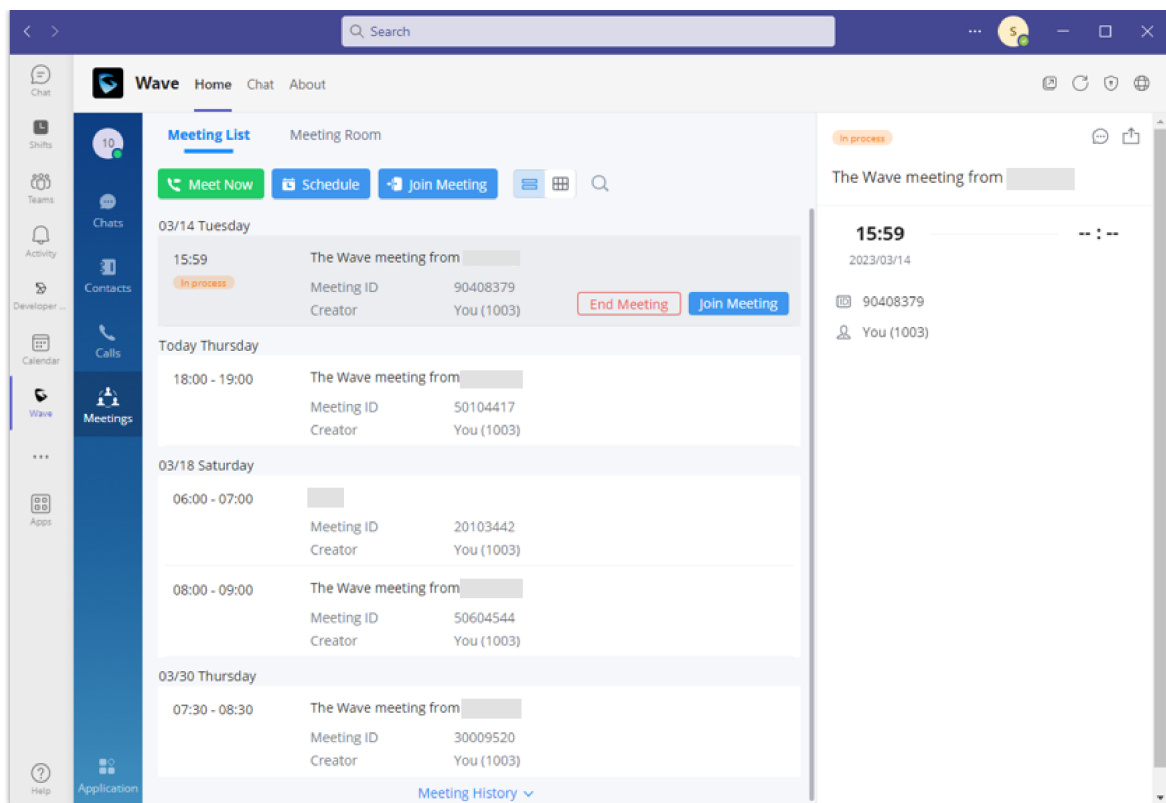
You can view all Wave contacts through the Wave for Teams add-in, including the Enterprise Contacts, Personal Contacts, LDAP Contacts, etc. You can also view the contact details and dial to the contact directly through the Wave add-in.



Wave Add in View Contacts

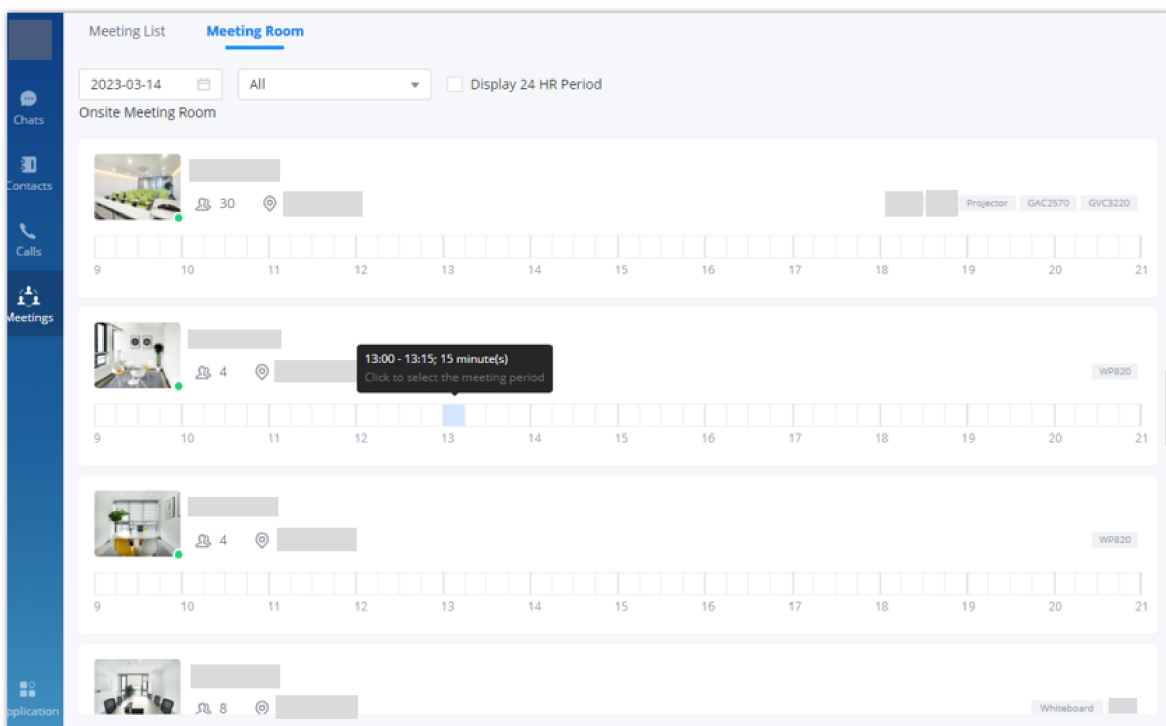
Manage Meetings via Wave Add-in

You can manage Wave online meetings through Wave for Teams add-in, including scheduling meetings, editing meetings, and canceling meetings:



Wave Add in Manage Meetings

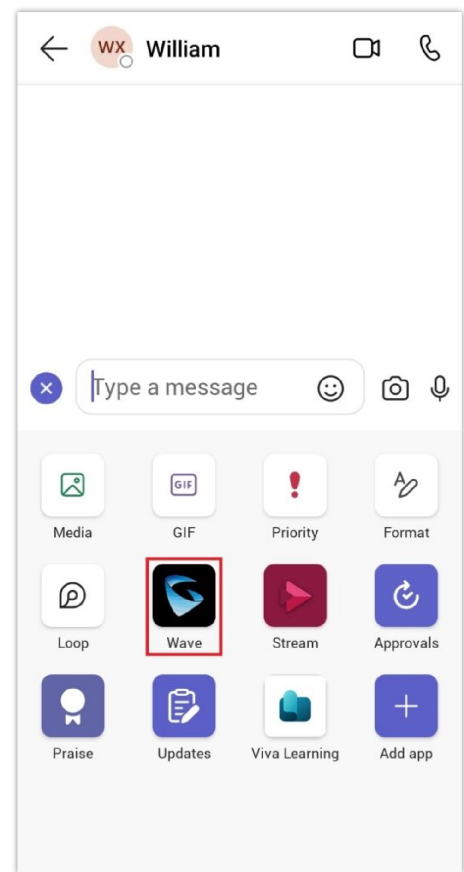
You can view the status of onsite meeting rooms through Wave for Teams add-in, and schedule the onsite meeting rooms directly. Please refer to the screenshot below:



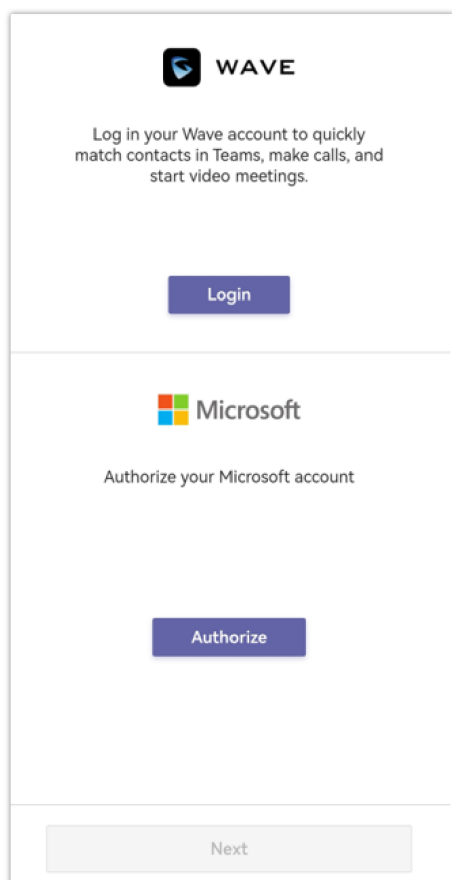
Wave Add in Onsite Meetings

Use Wave Add-in on Teams Mobile App

You need to log in to your Teams account on your mobile phone, and use Wave for Teams add-in on the extended interface. Please refer to the screenshots below:



Teams Mobile App Add Wave



Teams Mobile App Wave Add in Authorization

You can initiate calls through Wave for Teams add-in. The Wave application will be launched immediately and dial to the Teams contact's phone number, or you can click the specific phone number to make the call. Please refer to the screenshots below:



Wave
Communicate and Collaborate From Anywhere



li chj
chjli@w2nfq.onmicrosoft.com

 Phone

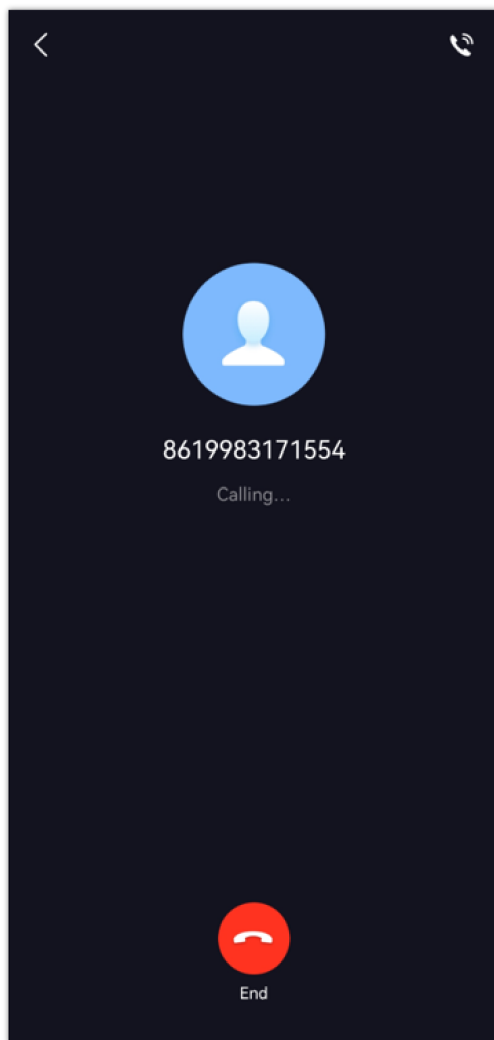
 Meet

 Schedule

Microsoft Teams
 8619983171554

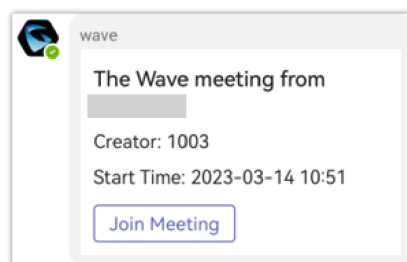
Wave Fuzzy matched contacts
chj li
 1000
 43:+86 19983171554
 
 LeeG@w2nfq.onmicrosoft.com

Mobile App Contact

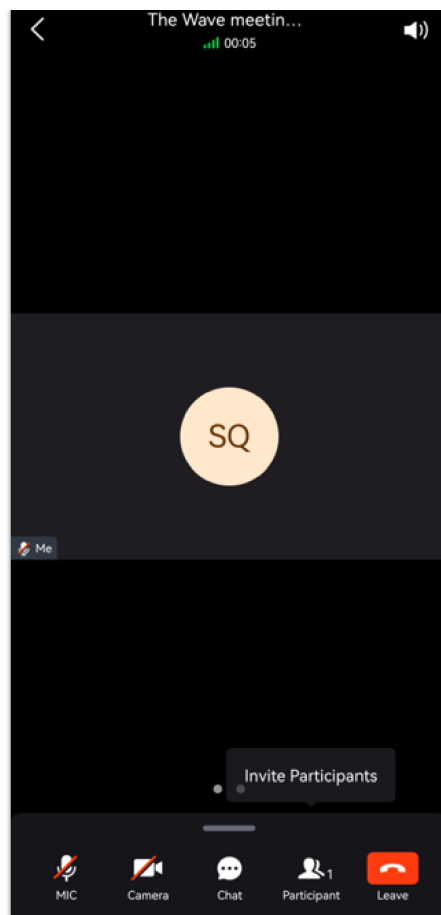


Mobile App Calling

After an instant meeting is initiated, the meeting information will be pushed to the chat window, and other members can click the "**Join Meeting**" button to join the meeting immediately. Please refer to the screenshot below:



Mobile App Instant Meeting



Mobile App Wave Meeting

You can schedule meetings through Wave for Teams add-in. After the meeting has been scheduled, you can manage/join the meeting through Teams calendar.



Wave

Communicate and Collaborate From Anywh...

Schedule Wave Meetings

* Subject

The Wave meeting from

Participants



Clear

* Start Time

2023-04-19



14:00



* Time Zone

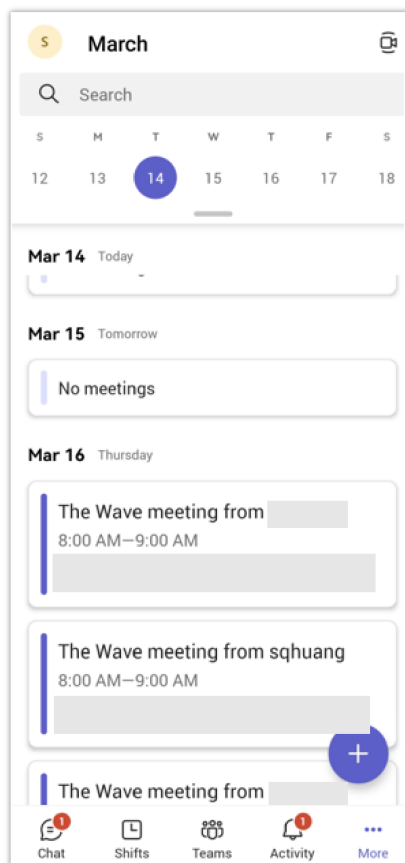
Africa/Casablanca



Back

Schedule

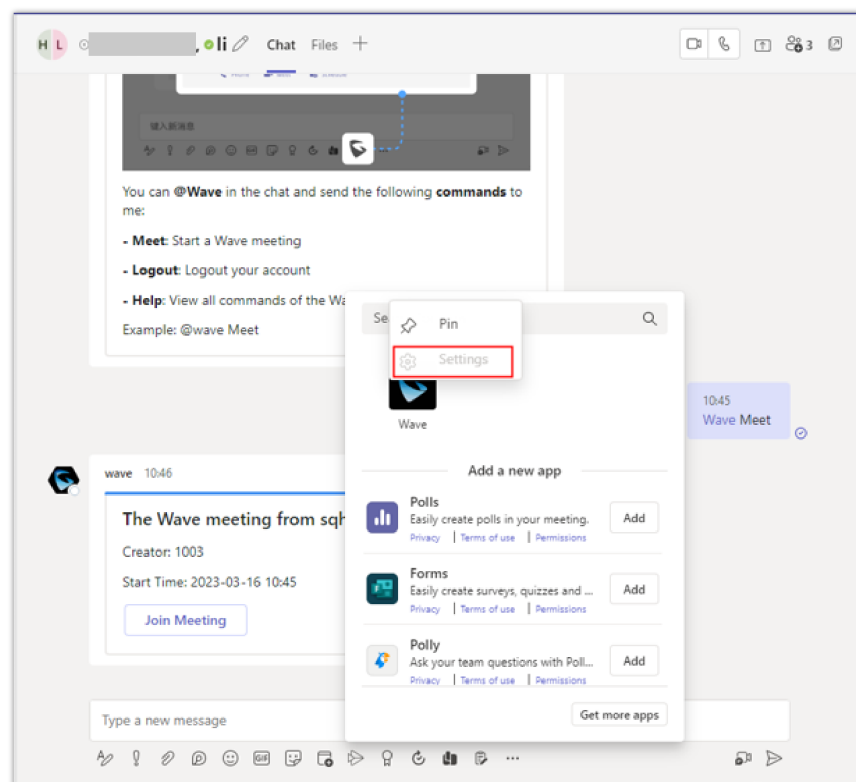
Mobile App Schedule a Meeting



Mobile App View Scheduled Meetings

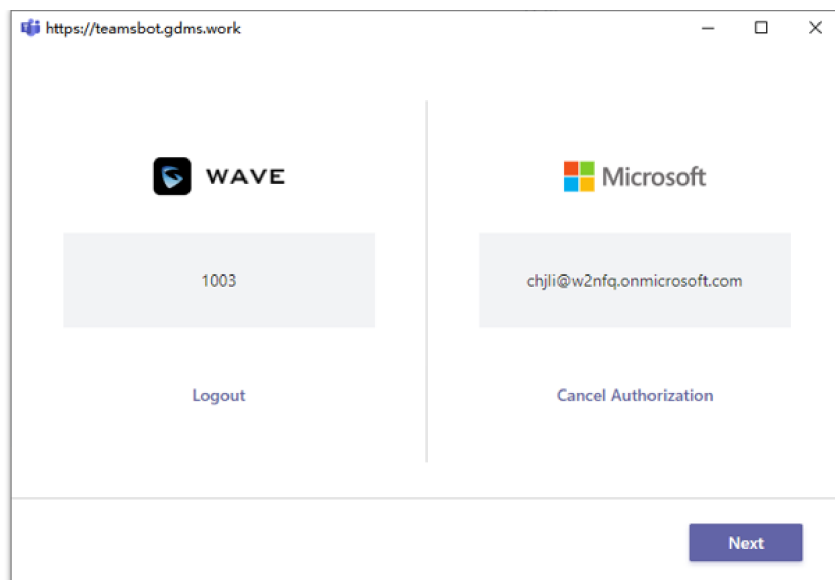
Unauthorize/Uninstall Wave Add-in

1. On the Teams message extended module, you can right-click the mouse on the Wave icon and click the "Settings" option:



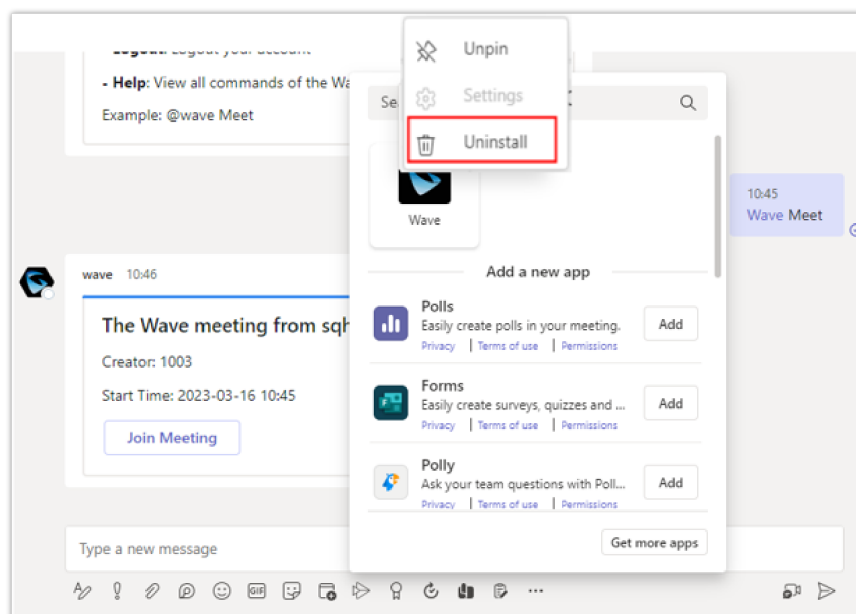
Wave Settings

2. Click the "Cancel Authorization" option to unauthorize the login:



Wave Cancel Authorization

On Teams message extended module, you can right-click the mouse on the Wave icon and click the "Uninstall" option to uninstall the Wave add-in on the Teams app:



Wave Uninstall