

How to Guide Your Team to Use Wave App

The Wave app allows your team to take advantage of an abundance of features to communicate and collaborate from anywhere, anytime on any device.

- Single chat and Group chat (free IM tool)
- High quality point-to-point audio and video calling (Free softphone)
- Instant video meeting and schedule meeting
- Multi-layer contacts, LDAP contacts and Personal contacts
- Integrate CRM, WhatsApp, Google Drive, and many add-ins
- Available for desktop, web, Android, and iOS

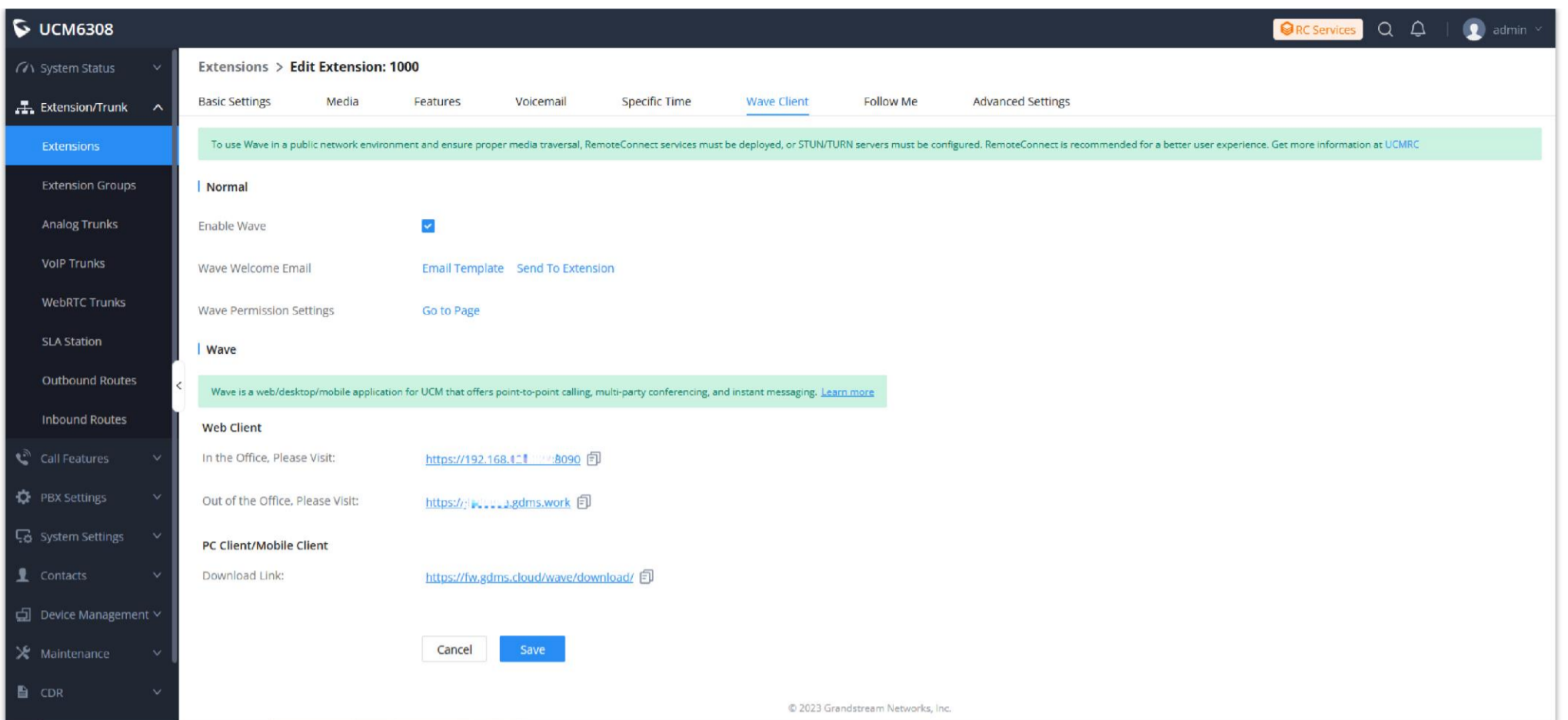
[Learn More](#)



Wave User Interface

Quickly Start Wave

1. You can log in to the UCM Web UI and go to the Wave Client tab page on the extension editing page to view the information of the Wave app.



Enable Wave Client

Enable Wave	This field is used to set whether to allow this extension to log in to the Wave application.
Wave Welcome Email	Users can quickly send a Wave welcome email to this extension's mailbox so that the extension owner can start to use Wave quickly.
Wave Permission Settings	This field is used to set the functional permissions in the Wave application for this extension, such as video call, chat, meeting, encrypted chat, add-in installation, etc.
Web Client	<p>Users can open the Wave Web client directly through a browser without installation.</p> <ul style="list-style-type: none"> • In the Office, please visit: This field indicates the Wave Web client access address through the internal network. • Out of the Office, please visit: This field indicates the remote service address after the UCMRC plan has been enabled. <p>Users can open the Wave Web client from external network environment.</p> <p>Users can quickly copy the link to the team members.</p>
PC Client/Mobile Client	The address of downloading Wave Desktop/Mobile application. Users can quickly copy the link to the team members.

2. You can log in the Wave Web client directly, or download the Wave clients for login.

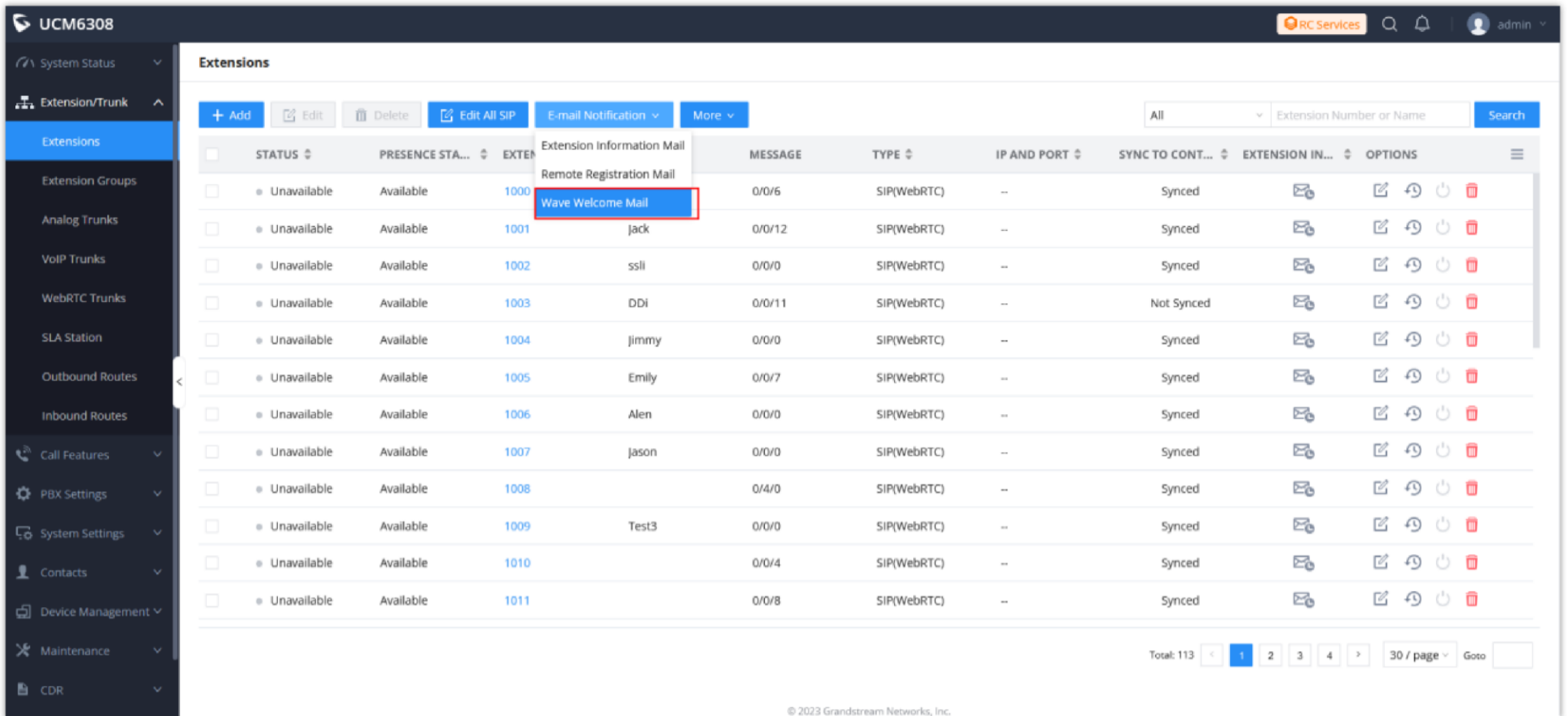
Notes

- If the UCM has activated the UCMRC plan, users can log in Wave app with the UCMRC domain address (xxx.a.gdms.cloud). If not, users can use the internal IP address for login.
- When logging in the Wave app, users need to use the extension number and Wave User Password (not SIP Authentication Password). You can set it on **Extensions -> Basic Settings -> User/Wave Password**.

Invite Your Team to Use Wave

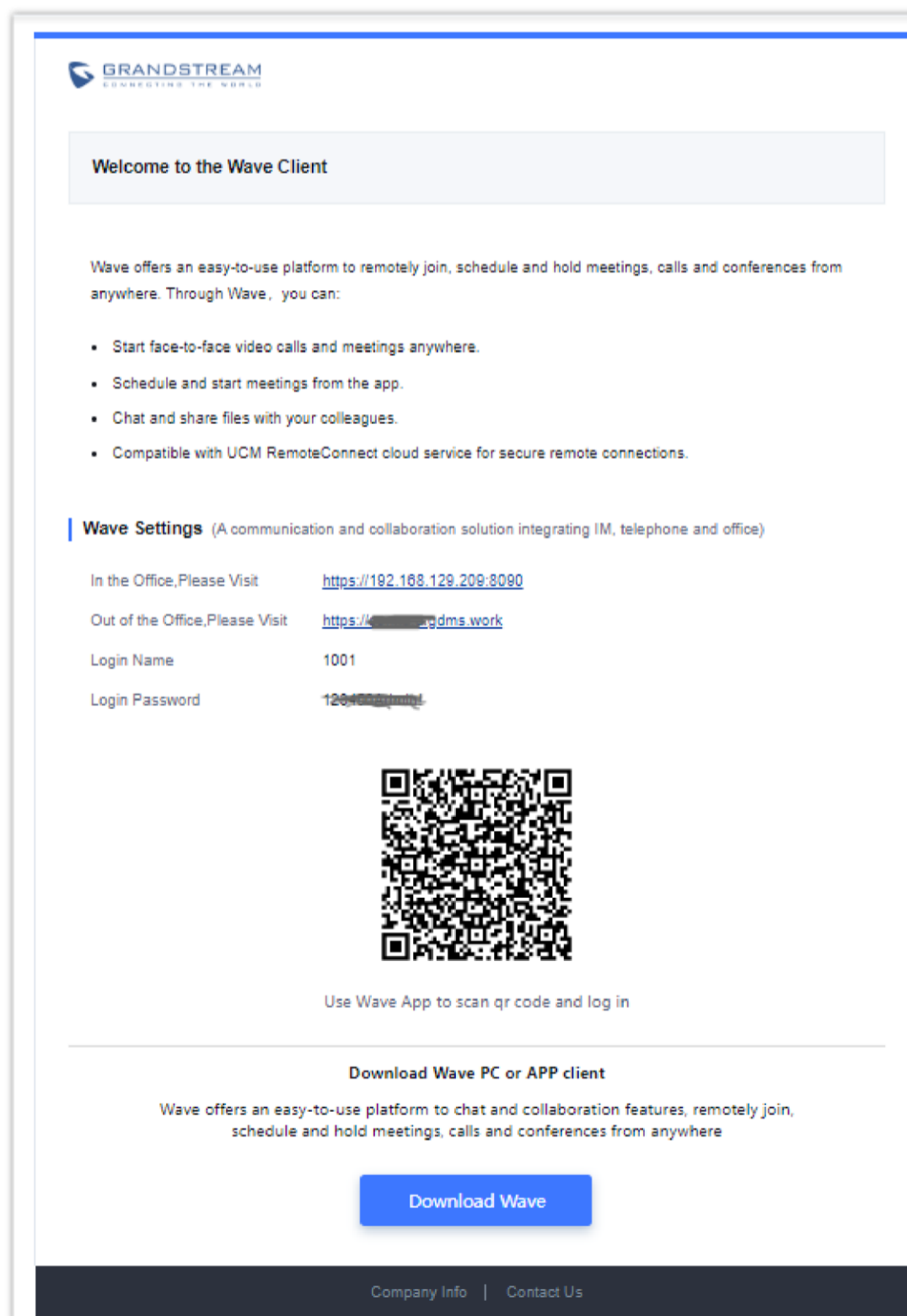
You can follow the steps below to inform your team members to start using Wave app.

1. You can go to the Extension module on the Web UI of your UCM63xx and send Wave welcome emails to your team members to invite them to use Wave app.



Send Wave Welcome Mail

2. Your team members will receive an email as the screenshot shows below: (You can also go to **Settings->Email Settings->Email Templates** to modify the contents.)



Wave Welcome Mail

3. Your team members can log in the given credentials through Wave Web client address, or download the Wave app for login.

Reset User/Wave Password

If the extension owner forgets the Wave login password, the user can log in to the Web UI of the UCM63xx and reset the User/Wave Password.

The screenshot shows the 'Edit Extension: 1001' page in the UCM6308 Web UI. The 'Basic Settings' tab is selected. The 'User Settings' section contains the 'User/Wave Password' field, which is highlighted with a red box. Other fields include Extension (1001), Call Privileges (Local), AuthID, First Name, Last Name (Jack), Email Address (123@test.com), User Portal/Wave Privileges (Default), Department (Grandstream), and Contact View Privileges (All Contacts). The 'Wave Client' tab is also visible in the top navigation bar.

Extension Basic Settings

Manage Privileges for Wave Users

Enable/Disable Wave

You can log in to the Web UI of the UCM63xx, access the Wave Client tab on the extension editing page to enable/disable the privilege whether if it allows users to use Wave app for login. The default setting is “Enabled”.

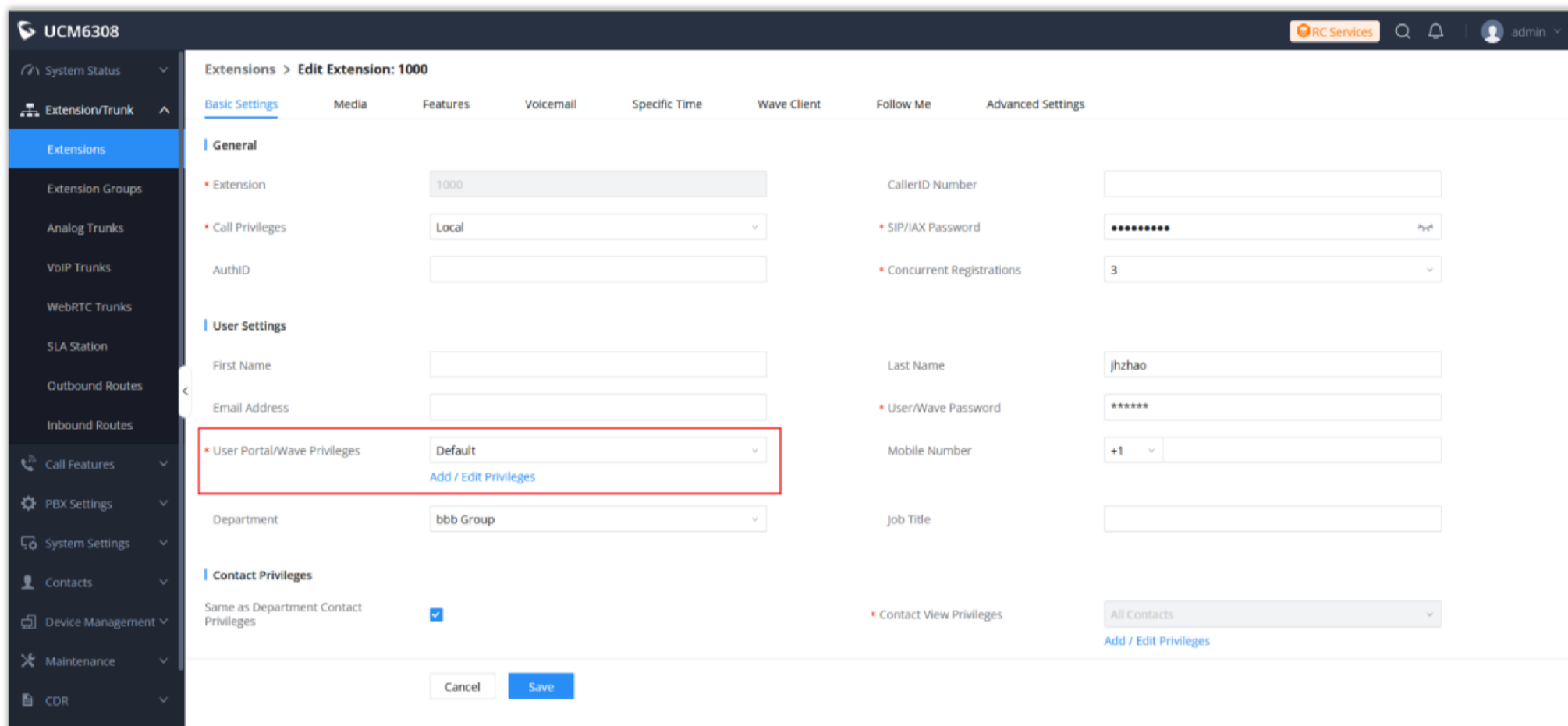
The screenshot shows the 'Edit Extension: 1000' page in the UCM6308 Web UI. The 'Wave Client' tab is selected. The 'Normal' section shows the 'Enable Wave' checkbox checked. The 'Wave' section contains a green banner with information about the Wave application. The 'Web Client' section includes links for 'In the Office, Please Visit', 'Out of the Office, Please Visit', and 'Download Link'. The 'PC Client/Mobile Client' section is also visible. The 'Cancel' and 'Save' buttons are at the bottom.

Wave Client Settings

Set Wave Functional Privileges

You can set the Wave functional privileges for this extension. If the extension is used in a hotel system, and do not want the meeting function, you can follow the steps below to remove the meeting privilege:

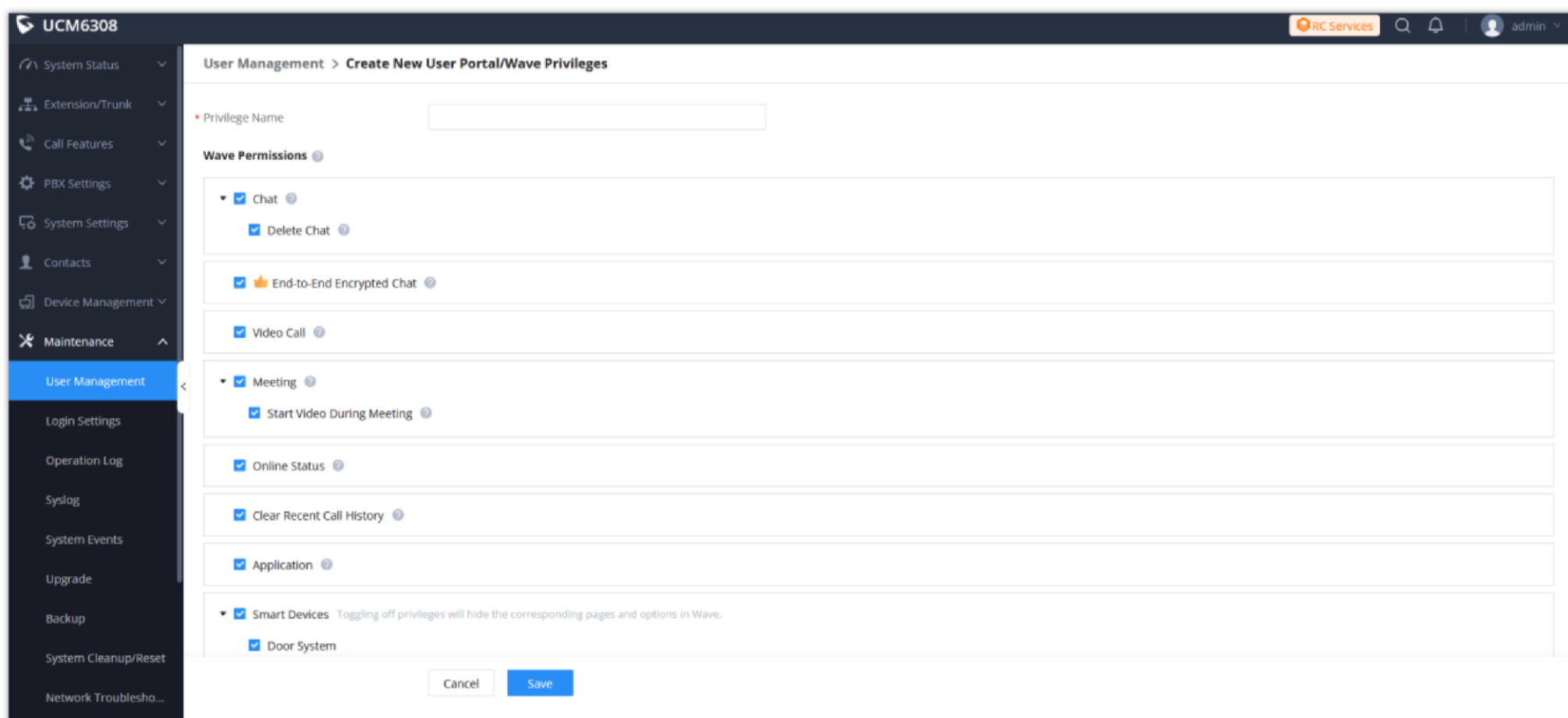
1. You can create multiple “User Portal/Wave Privileges”, and assign one of them to an extension. All privileges will be granted for the Wave user by default.



The screenshot shows the 'Edit Extension: 1000' configuration page in the UCM6308 web interface. The 'User Portal/Wave Privileges' dropdown menu is highlighted with a red box, showing 'Default' as the selected option. The page includes various settings like Extension, Call Privileges, User Settings, and Contact Privileges.

User Portal/Wave Privileges

2. You can go to **User Management -> User Portal/Wave Privileges** to add or modify privileges.



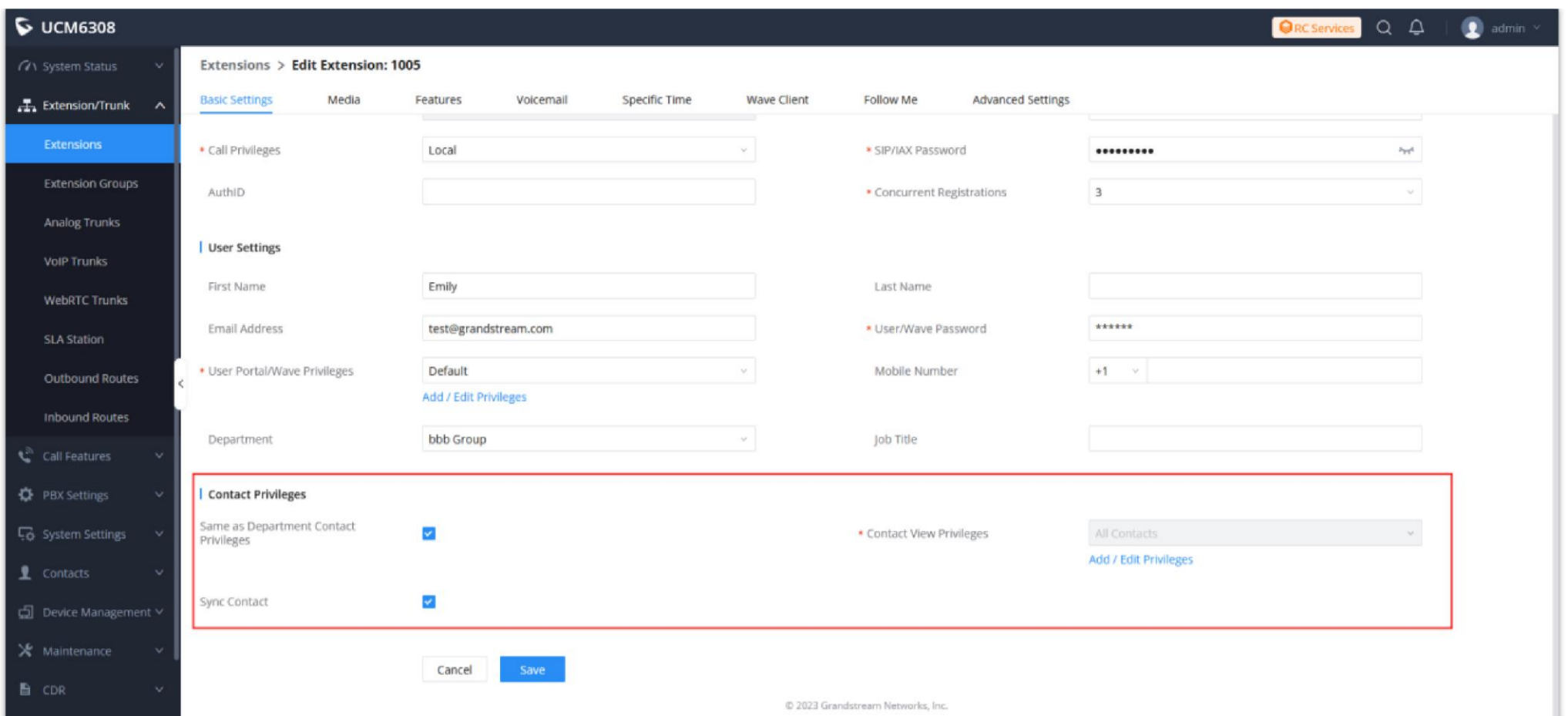
The screenshot shows the 'User Management > Create New User Portal/Wave Privileges' configuration page in the UCM6308 web interface. The page displays various Wave Permissions such as Chat, Meeting, Online Status, and Smart Devices, each with a checkbox for selection.

User Management

Set Privilege to View Contacts

The user can configure custom privileges other than the default ones (All contacts, Departments, and sub-departments contacts). These custom privileges allow more flexible ways of allowing contacts to view all or specific contacts from other departments.

1. Users can set contacts privilege on the extension editing page:



Contact Privileges

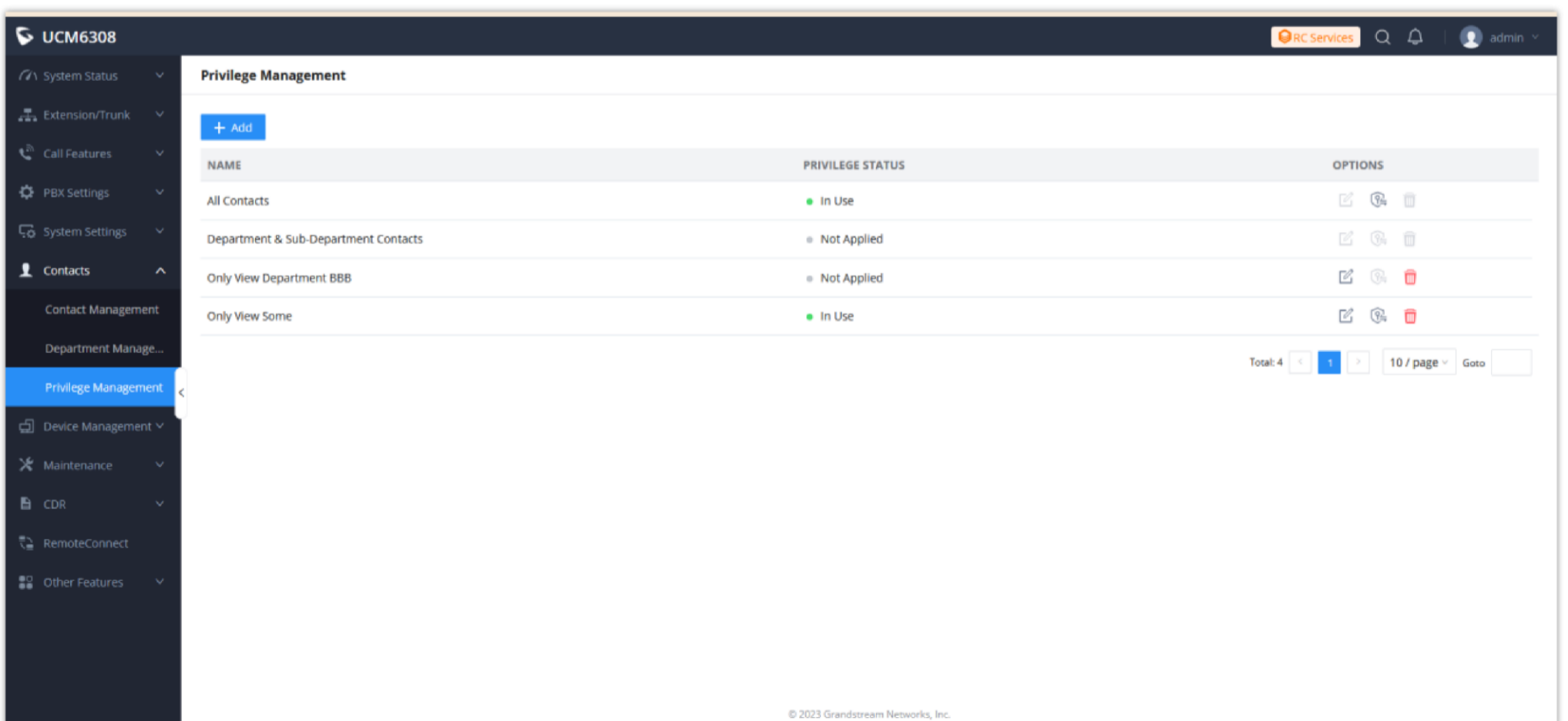
Same as Department Contact Privileges: This field is used to check whether the privileges of the contact are the same as those privileges of the department. If the privileges are the same, “Contact View Privilege” cannot be set.

Contact View Privilege: This field is used to set the view privileges for the contact.

Sync Contact: This field is used to set whether to display this extension in the Contacts module of the Wave app. If this option is unchecked, this extension will not be displayed in the Contacts module of the Wave app.

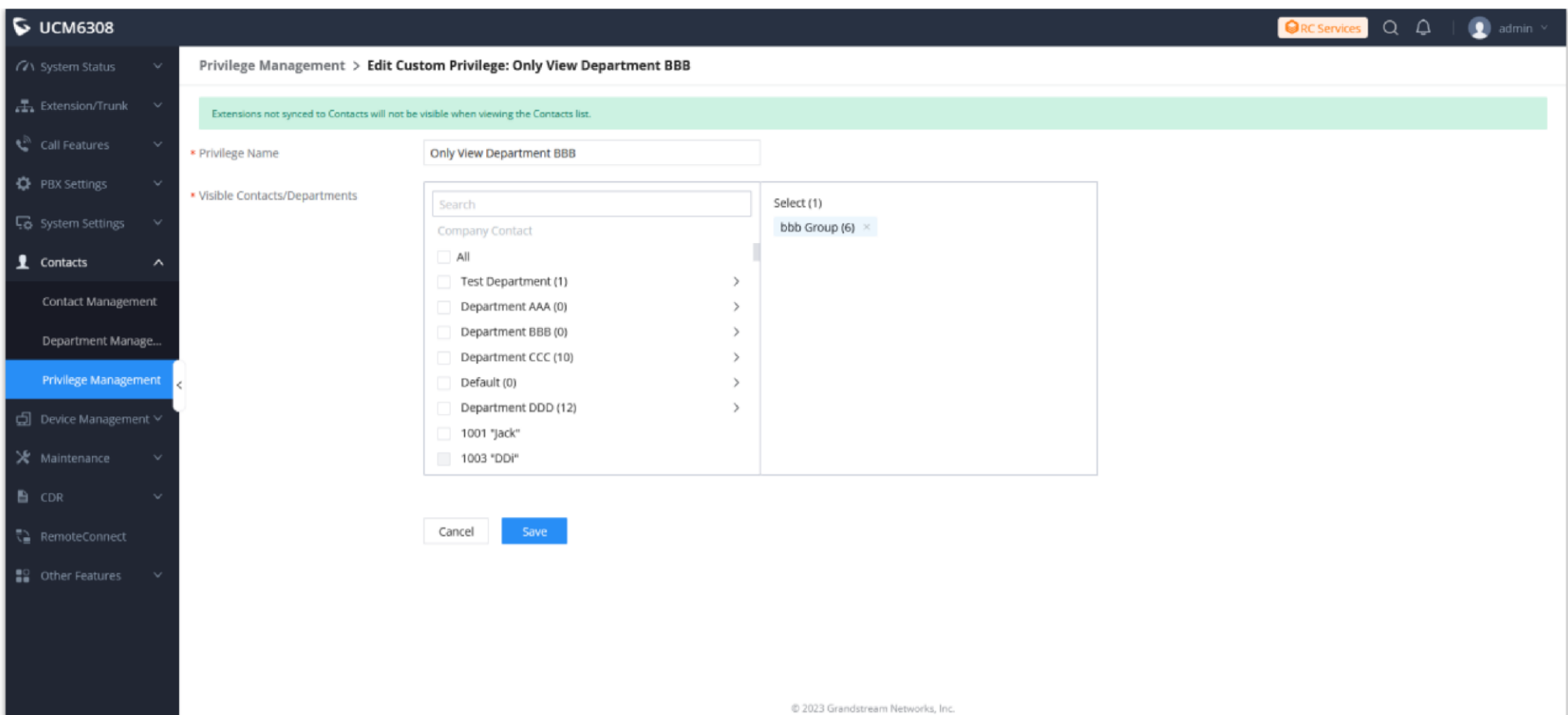
2. UCM admin can add or edit Privilege Management on **Contacts** -> **Privilege Management** under UCM web UI, there are 2 default privileges:

- ◊ Visible to all contacts.
- ◊ Only the contact person’s department and sub-department contacts are visible.



Privilege Management

3. UCM admin can select one or more departments and assign the privilege to an extension owner to view the contacts in these departments. This extension owner can only view the contacts in the selected departments, and this user cannot see the contacts in rest of departments.

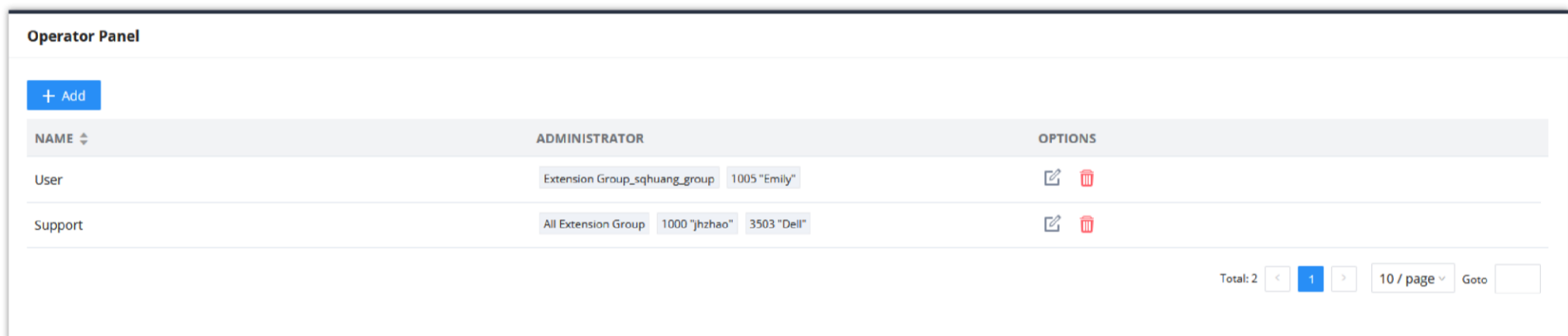


Edit Custom Privilege

Assign Extension to Use Operator Panel

UCM supports the addition and configuration of the call console, which can realize one or more extensions as administrators to manage PBX activities, such as extension status, call queue status, call transfer, call monitoring, call hangup, etc.

1. The call console can be set through **Call Features**.



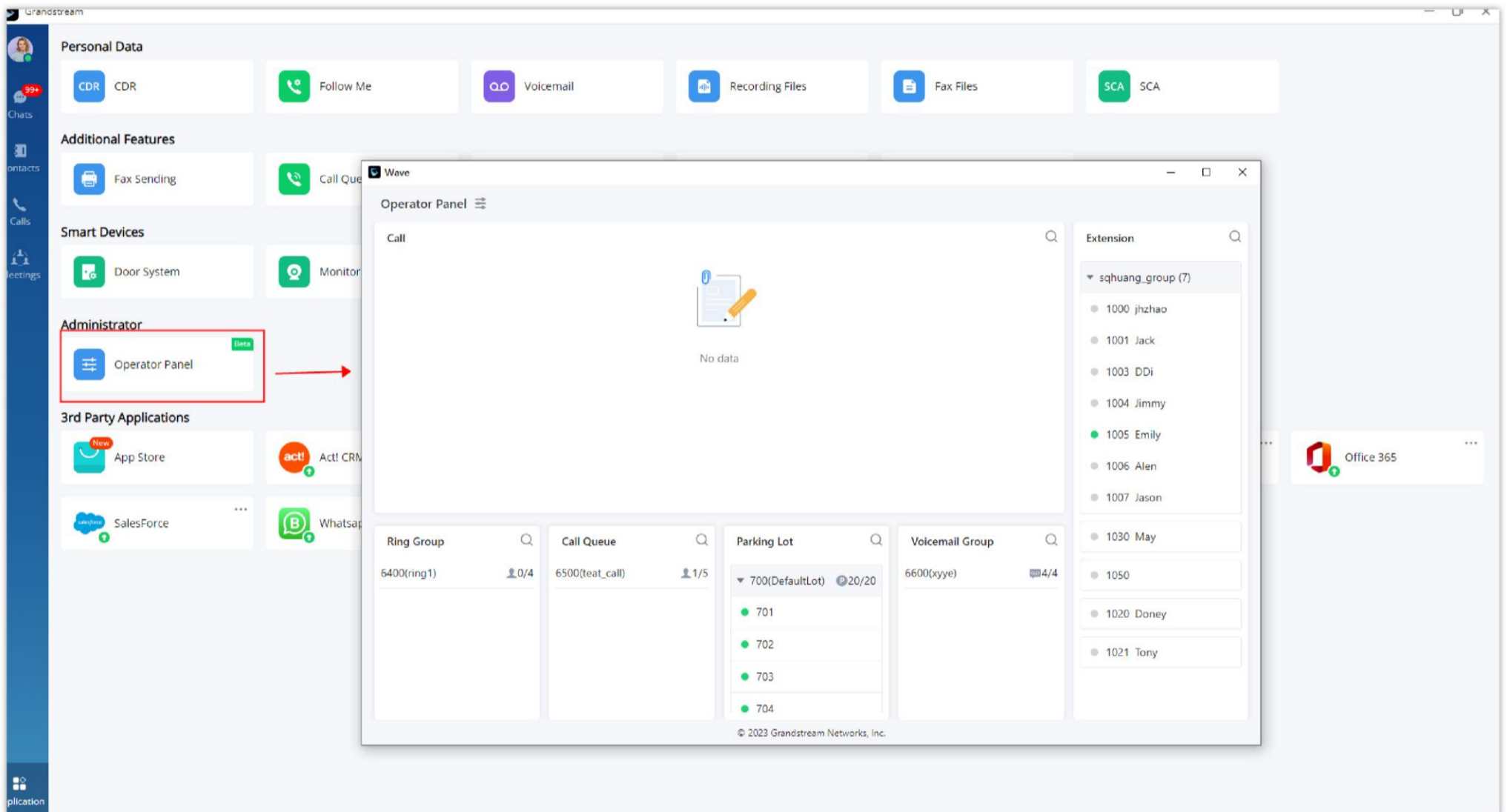
Operator Panel Settings

Click the “**Add**” button to add the call console. Please refer to the following for the description of the specific configuration items of the Operator Panel:

Name	The Operator panel name.
Administrator	The operator of the call console can select extensions, extension groups, and departments. For the selected extension groups and departments, subsequent extensions will automatically become administrators.
Management Module	
Extension	The selected extensions will be supervised by the administrator, and you can choose extensions, extension groups, and departments. For the selected extension groups and departments, subsequent extensions will be automatically supervised by the administrator.
Ring Groups	The checked Ring Groups will be supervised by the administrator. Select “All”, all Ring Groups and subsequent updates will be automatically supervised by the administrator.

Voicemail Groups	The checked Call Queue will be supervised by the administrator. Select “All”, all Call Queue and subsequent updates will be automatically supervised by the administrator.
Call Queue	The checked Call Queue will be supervised by the administrator. Select “All”, all Call Queue and subsequent updates will be automatically supervised by the administrator.
Parking Lot	The checked Parking Lot will be supervised by the administrator. Select “All”, all Parking Lot and subsequent updates will be automatically supervised by the administrator.

2. After an extension user with permission logs in to the Wave app, the Wave app displays the status information of the extension, ring group, voice mailbox, call queue and parking space managed by the current extension.



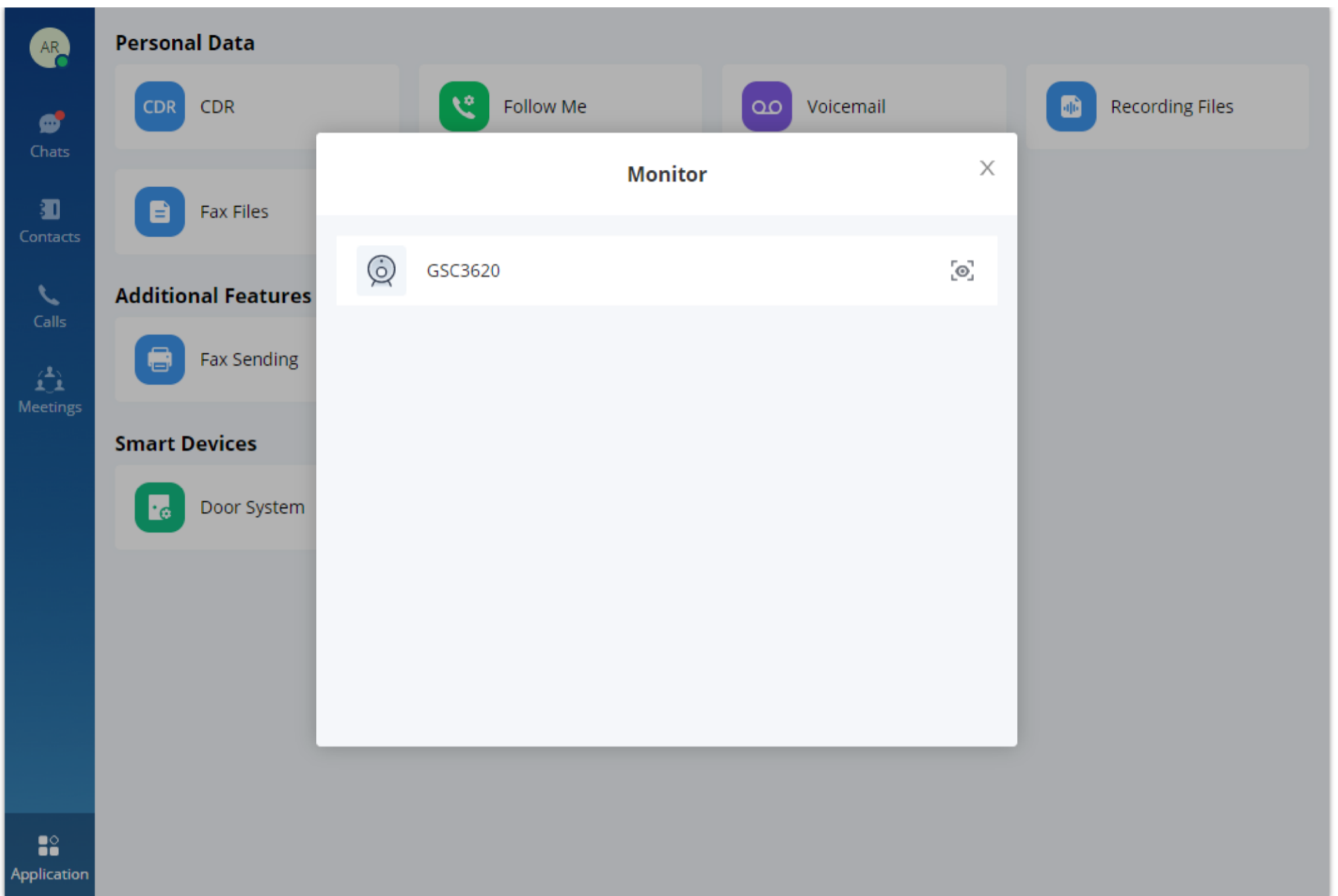
Operator Panel

Configure Monitor

This feature allows the user to retrieve the video feed of the monitoring devices that he/she has permission to user. These devices and permissions are handled by the UCM. To know how to configure these devices on the UCM side, please refer to this guide below:

[UCM63XX Device Management Guide](#)

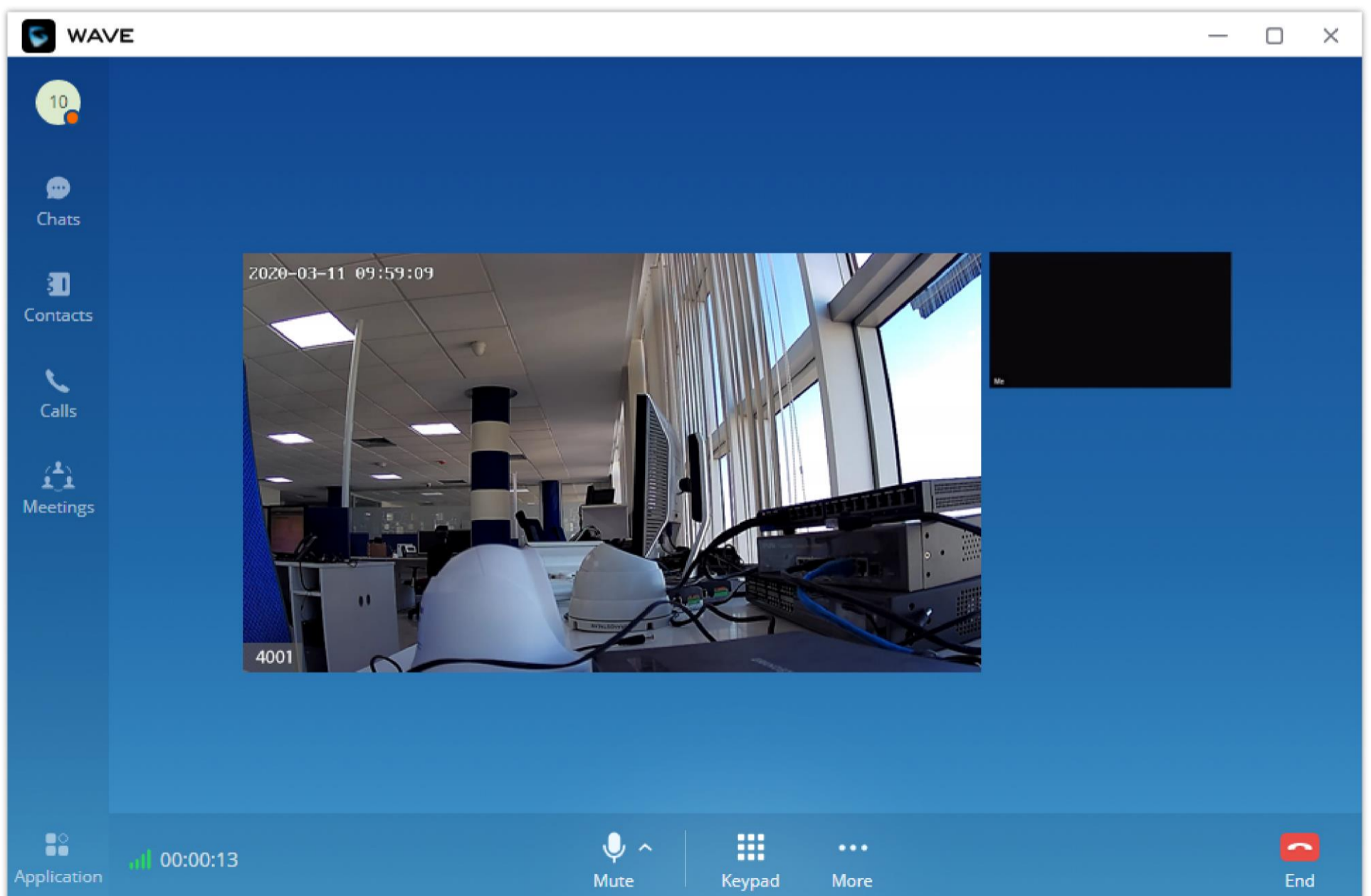
Accessing the camera feed using the Wave app:



Monitoring Configuration

If the extension has been added to the “Allowed Members” list, then the user will be able to see the camera on the list.

Click on  to view the video feed. Please refer to the screenshot below:



Wave Video Monitoring

Unified Deployment for Extensions

Deploy Wave Clients in Batches for Teams

Admin can deploy Wave Desktop clients in batches for enterprise employees' computers and configure parameters to help employees to quickly use the Wave Desktop clients throughout the enterprise.

Use the Microsoft Intune tool as an example to describe how to deploy Wave Desktop clients in batches on Windows and MAC OS.

[How to Deploy Wave Desktop Clients in Batches – User Guide](#)

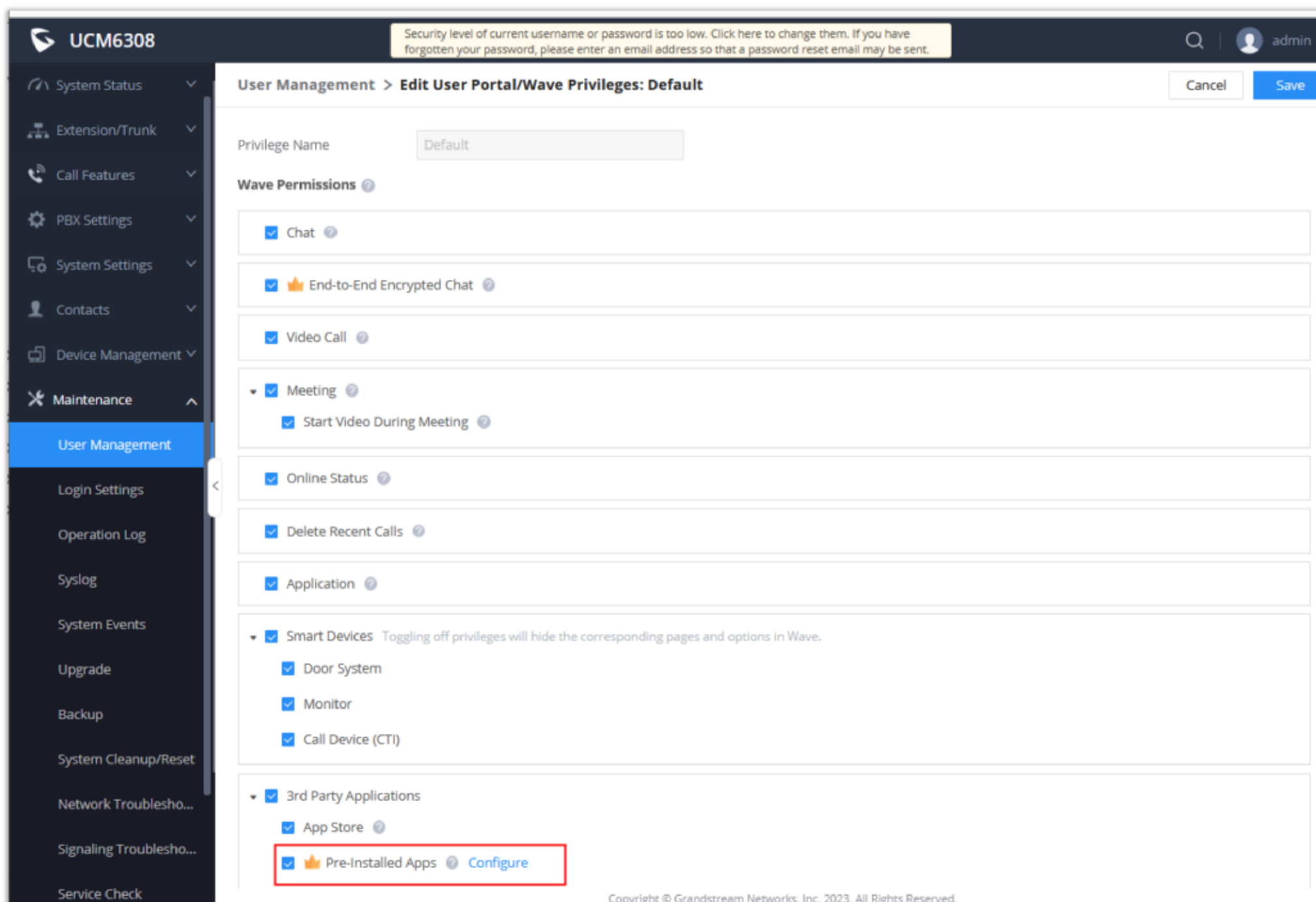
Pre-install Wave Add-ins for extension users

Users can pre-install the Wave add-ins on the UCM Web UI for all extension users or some specific extension users. For example, users can pre-install the Google Drive add-in for all extension users' clients.

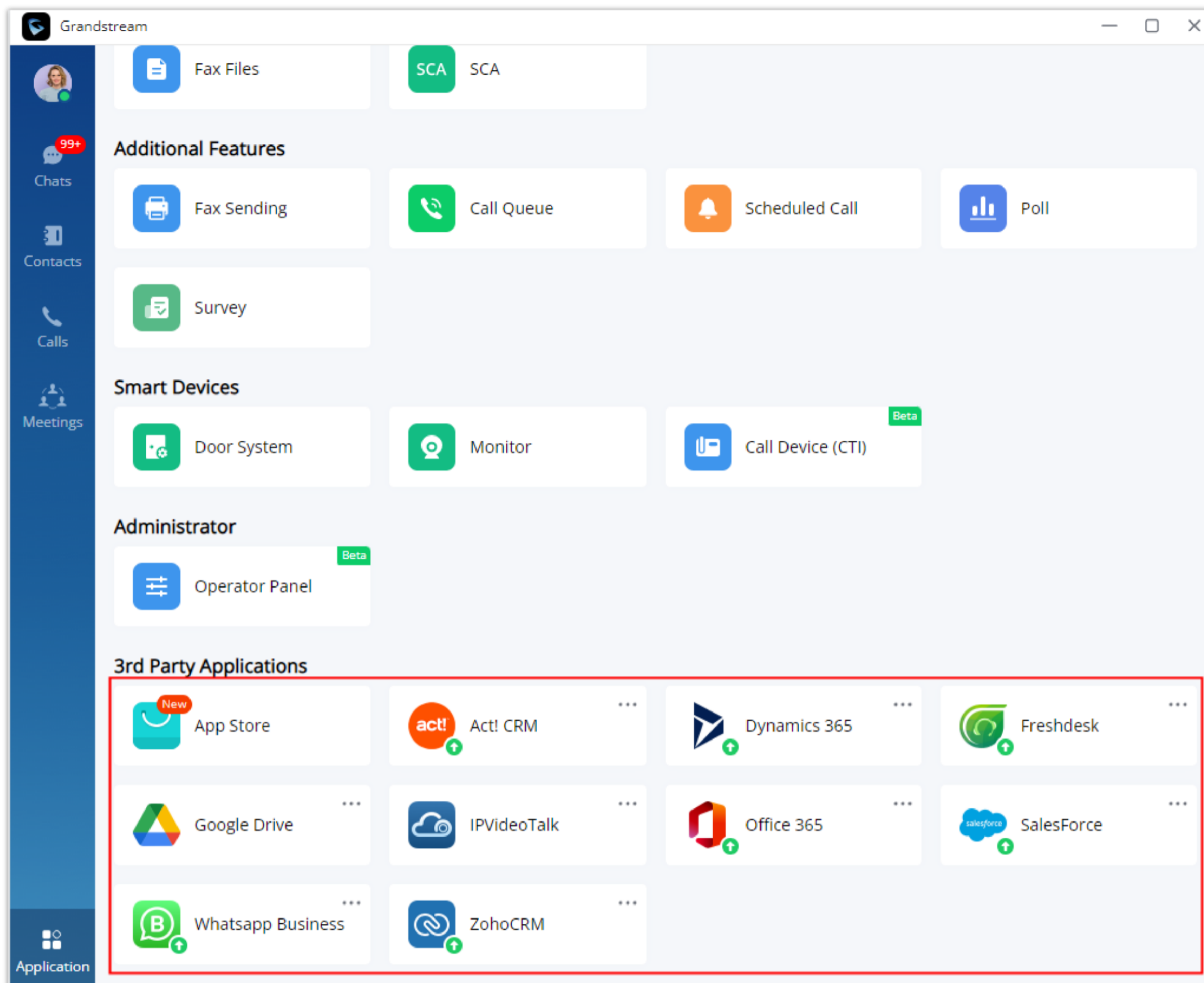
Before using this feature, the current UCMRC plan of the UCM device needs to obtain the third-party add-in permissions. All paid plans contain the third-party add-in permissions.

[Pre-install Wave Add-ins on the UCM63xx -User Guide](#)

1. Log in to the Web UI of the UCM63xx device as an administrator.
2. Go to **Maintenance** → **User Management** → **User Portal/Wave Privileges** page, when the user tries to add permissions or edit permissions, the user can select the pre-install add-ins. Please refer to the screenshot below:



3. When the extension user logs in to the Wave Desktop application, it will automatically install the configured add-ins and log in with the preset parameters.



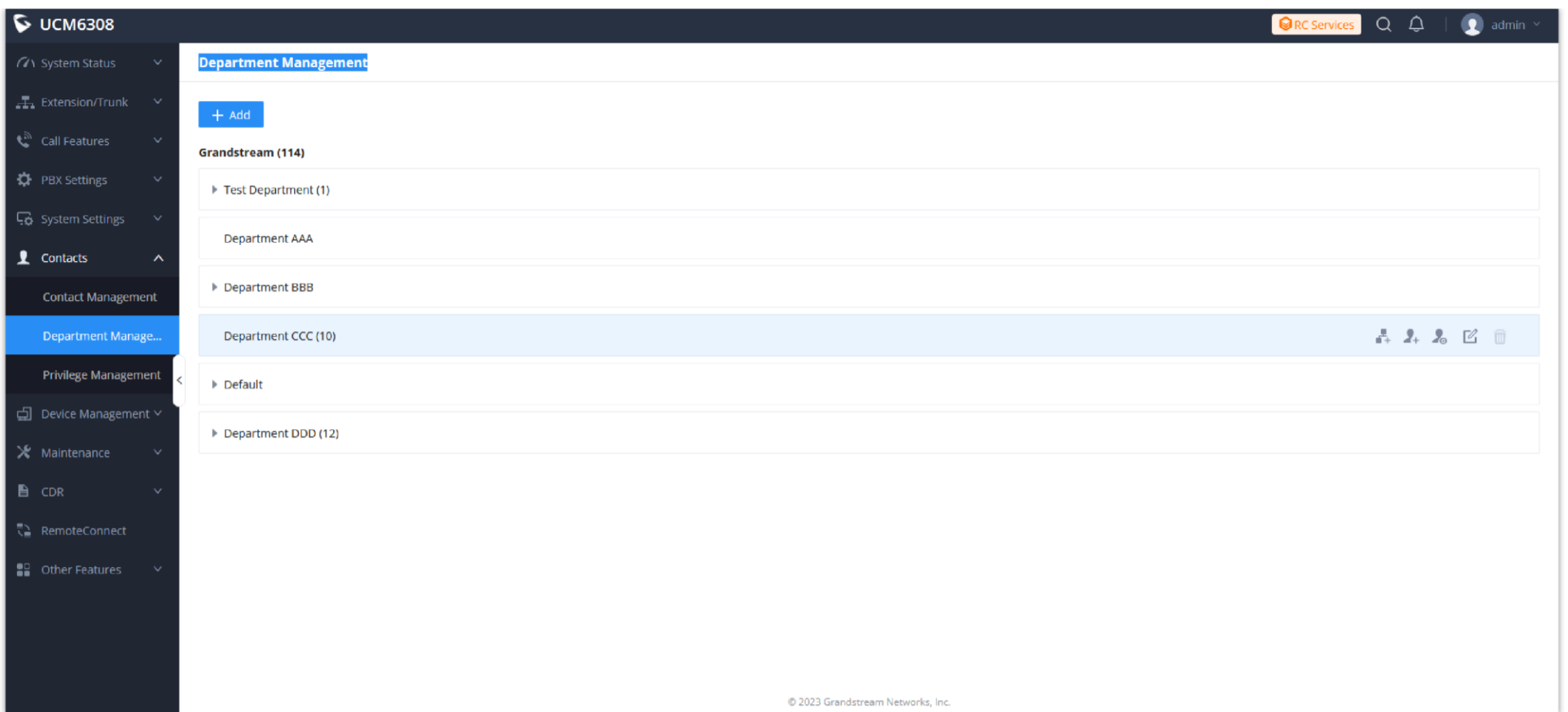
Wave Installed 3rd Party Applications

Create Basic Service




Create Multi-level Contacts

You can view multi-level enterprise contacts in the Wave client. You can create multi-level contacts on the Web UI of UCM63xx.

1. On the Web UI of your UCM63xx, you can go to Contacts -> Department Management to create multi-level department structure.

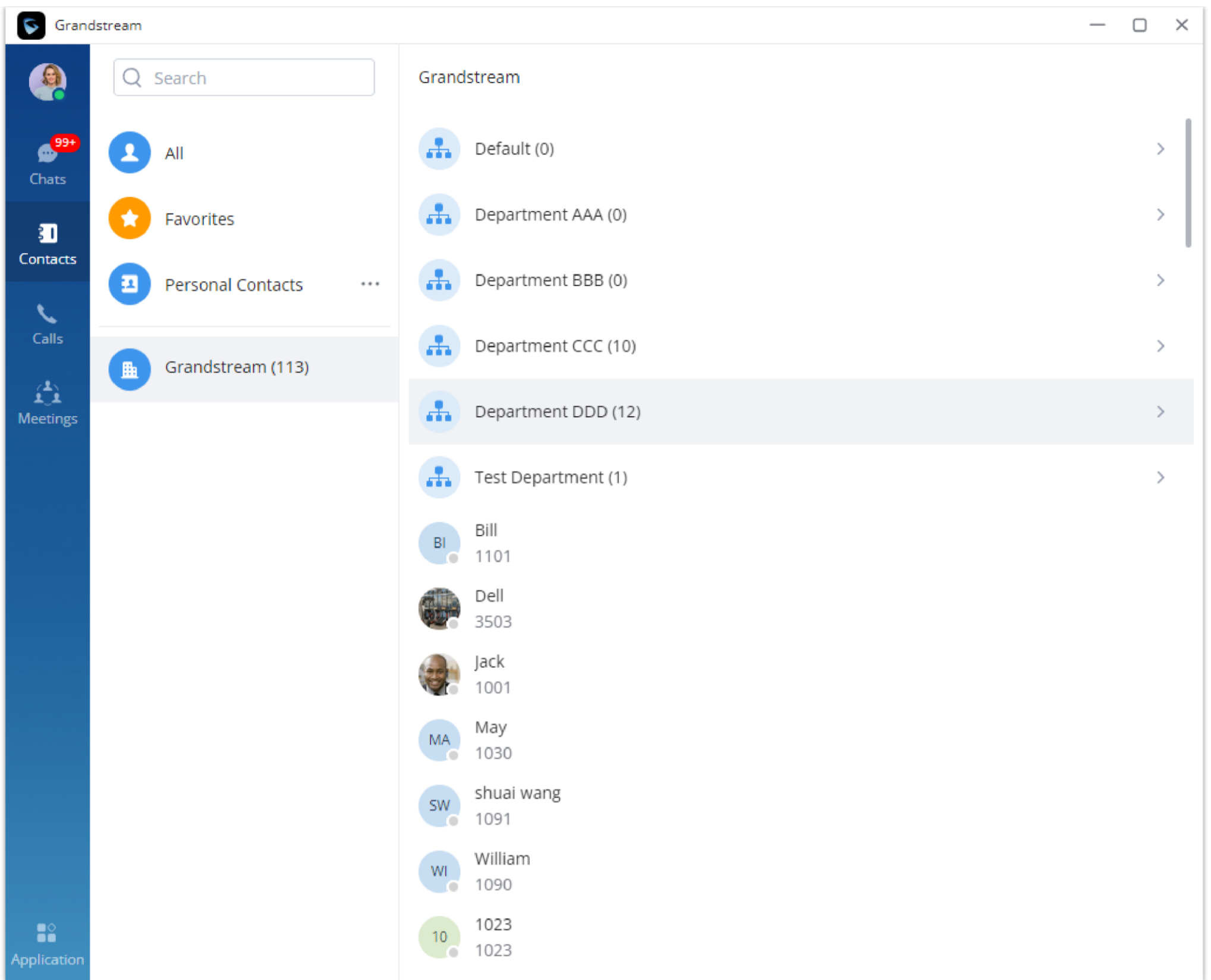


Department Management

- Click on  to create sub department.
- Click on  to add member to the department.
- Click on  to edit the department.

You can also edit the contact details and department in Contacts -> Contact Management.

2. You can view the contacts through the Wave app:

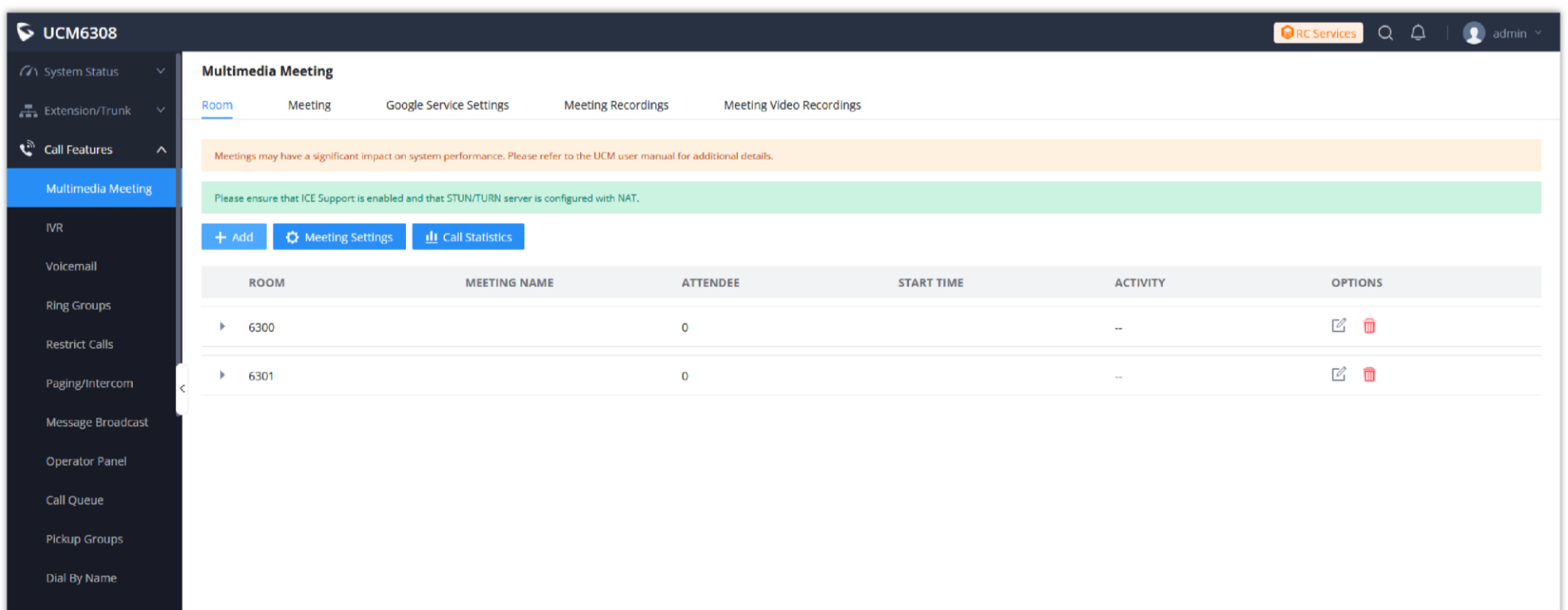


Wave Departments

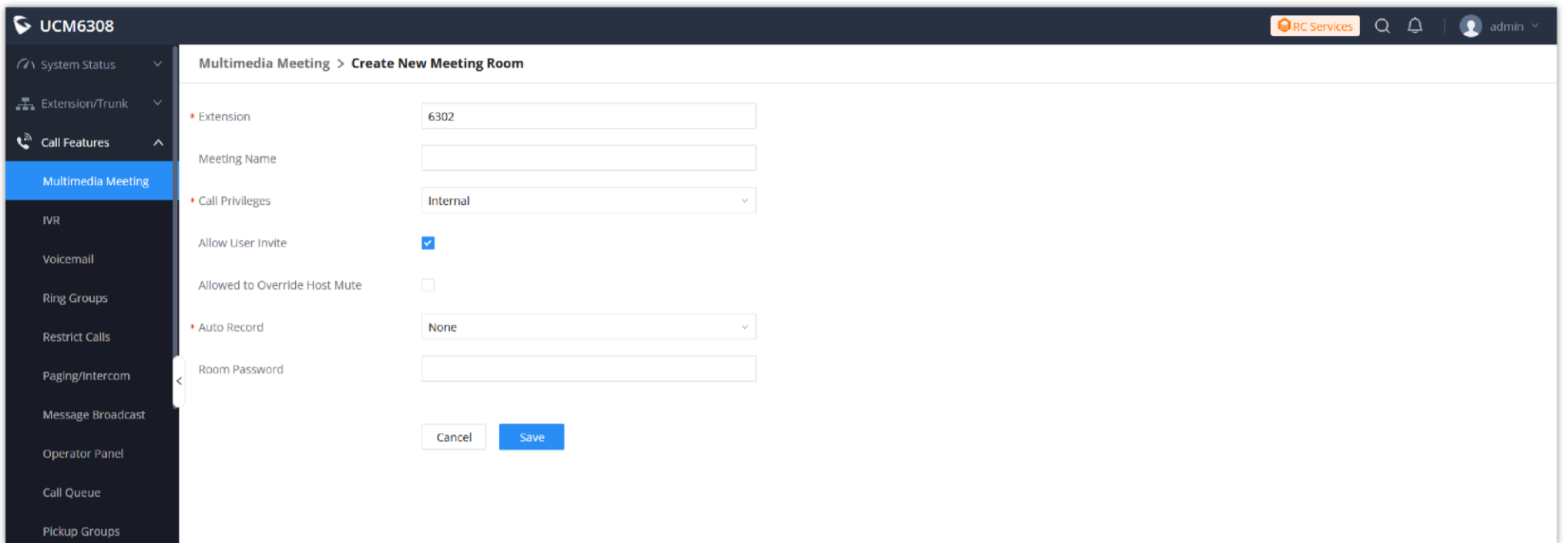
Creating Public Meeting Room

You can create a Public Meeting Room so that the extension user can quickly use the meeting room after logging in to the Wave app.

1. The multimedia meeting room configurations can be accessed under Web GUI->Call Features-> Multimedia Meeting. In this page, users could create, edit, view, invite, manage the participants, and delete multimedia meeting rooms. The multimedia meeting room status and meeting call recordings (if recording is enabled) will be displayed in this web page as well.



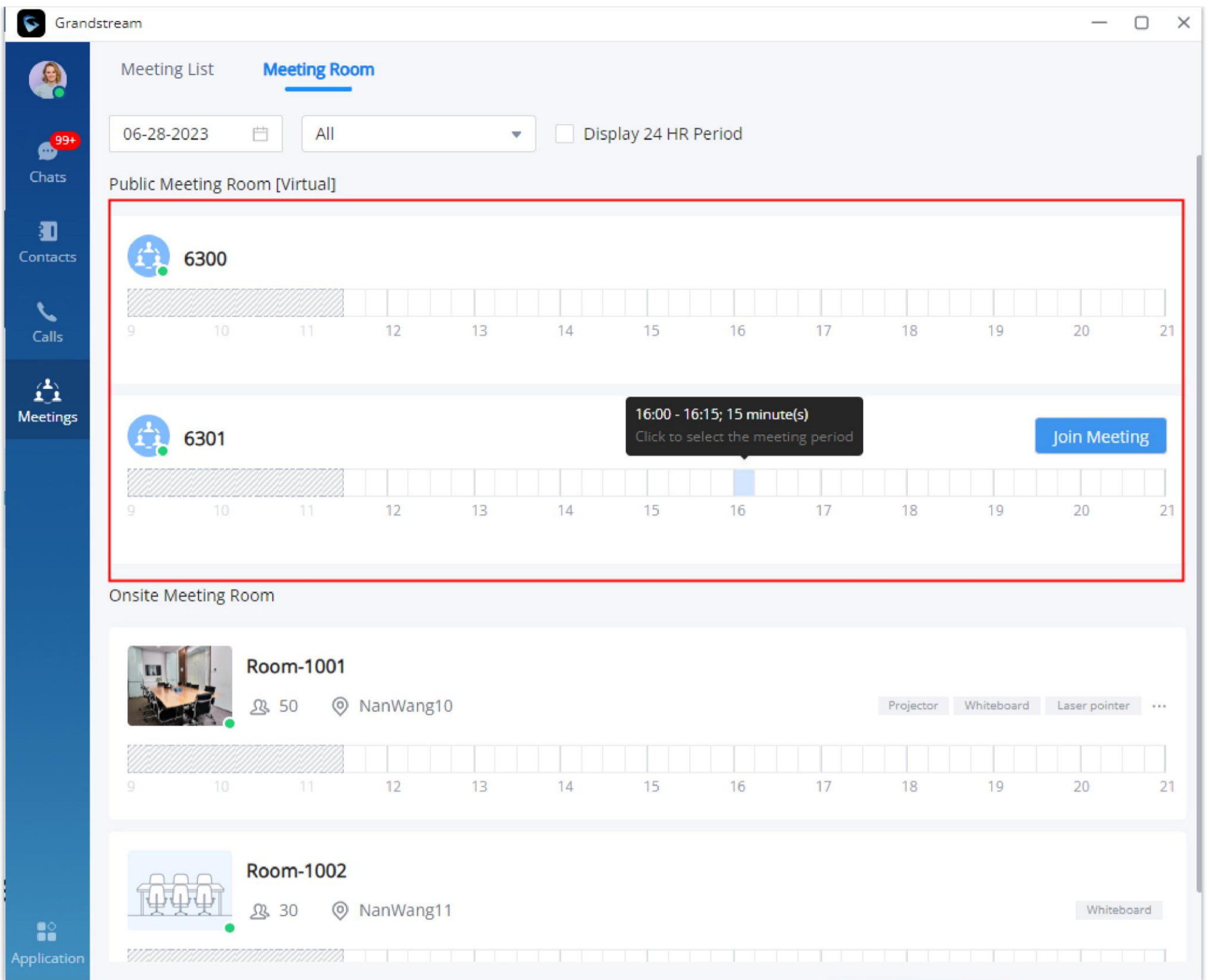
2. Click on “+ Add” to create a new conference room. Users will be prompted to configure the following options for the audio conference room:



Create New Multimedia Room

Extension	The number to dial to reach the meeting room.
Meeting Name	Meeting Name
Privilege	Please select the permission for outgoing calls.
Allow User Invite	If enabled, participants will be able to invite other to the meeting by pressing 1 on their keypad or by clicking the Participants -> Invite option on the Wave bottom bar.
Allowed to Override Most Mute	Allowed to Override Host Mute
Auto Record	<p>Meeting audio and video can be automatically recorded. These recordings can be found under the Meeting Recording or Meeting Video Recordings Page.</p> <ul style="list-style-type: none"> ● Record Audio: Record only the meeting Audio. ● Record video: Record the meeting audio and all video feeds. When there is a shared source (shared screen/shared whiteboard/shared document) or focus, only the shared or focus screen is recorded, and when both are present, the shared screen will b recorded. ● Record video (Focus Mode): Record the focus screen and all audio of the meeting. When a shared source is present in the meeting, only the shared screen is recorded.

3. On the Wave app, the user can click to enter the Public Meeting Room directly, or schedule a meeting:

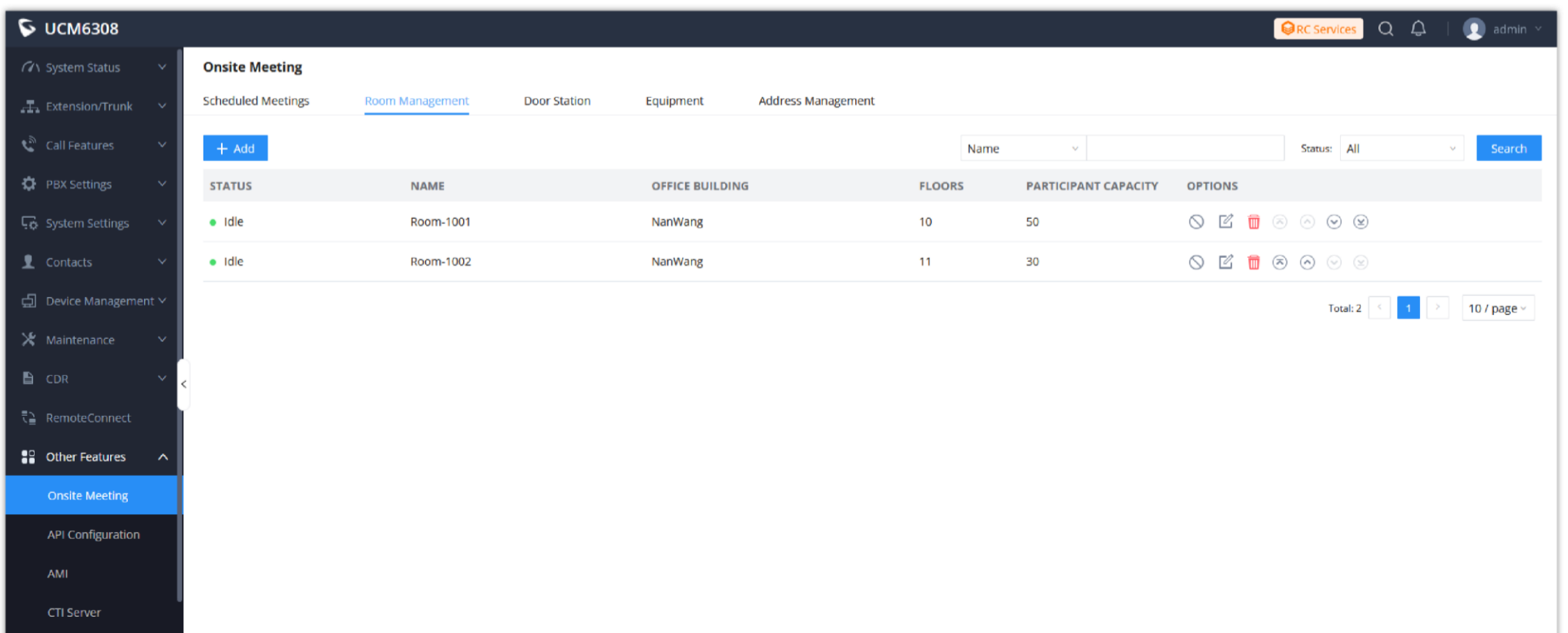


Wave Meeting Room

Creating Onsite Meeting

After creating several onsite meeting rooms under your enterprise account, extension users can view the status of onsite meeting rooms through the Wave app and schedule meetings.

1. In order to use this feature, please navigate to the **Web GUI** → **Other Features** → **Onsite Meeting**.



2. Add the addresses of the office buildings to the Address Management by clicking on Add button.

* Name: Main Office

Address: 23, Lakewood St., San Fierro, CA.

Floors: 2 x 3 x 4 x 5 x 6 x

Please enter floors and separate with Enter

Cancel Save

Office Building Address

3. You can add the equipment which are used in the meetings to the **Equipment**.

4. You can add the meeting rooms to the **Room Management**.

Add Meeting Room

* Name: Meeting_Room_1

Office Building: Main Office 5

Participant Capacity: 20

Equipment: projector x whiteboard x laptop_converter x

Meeting Photo: +
Supports JPG/PNG images (10 MB or less)

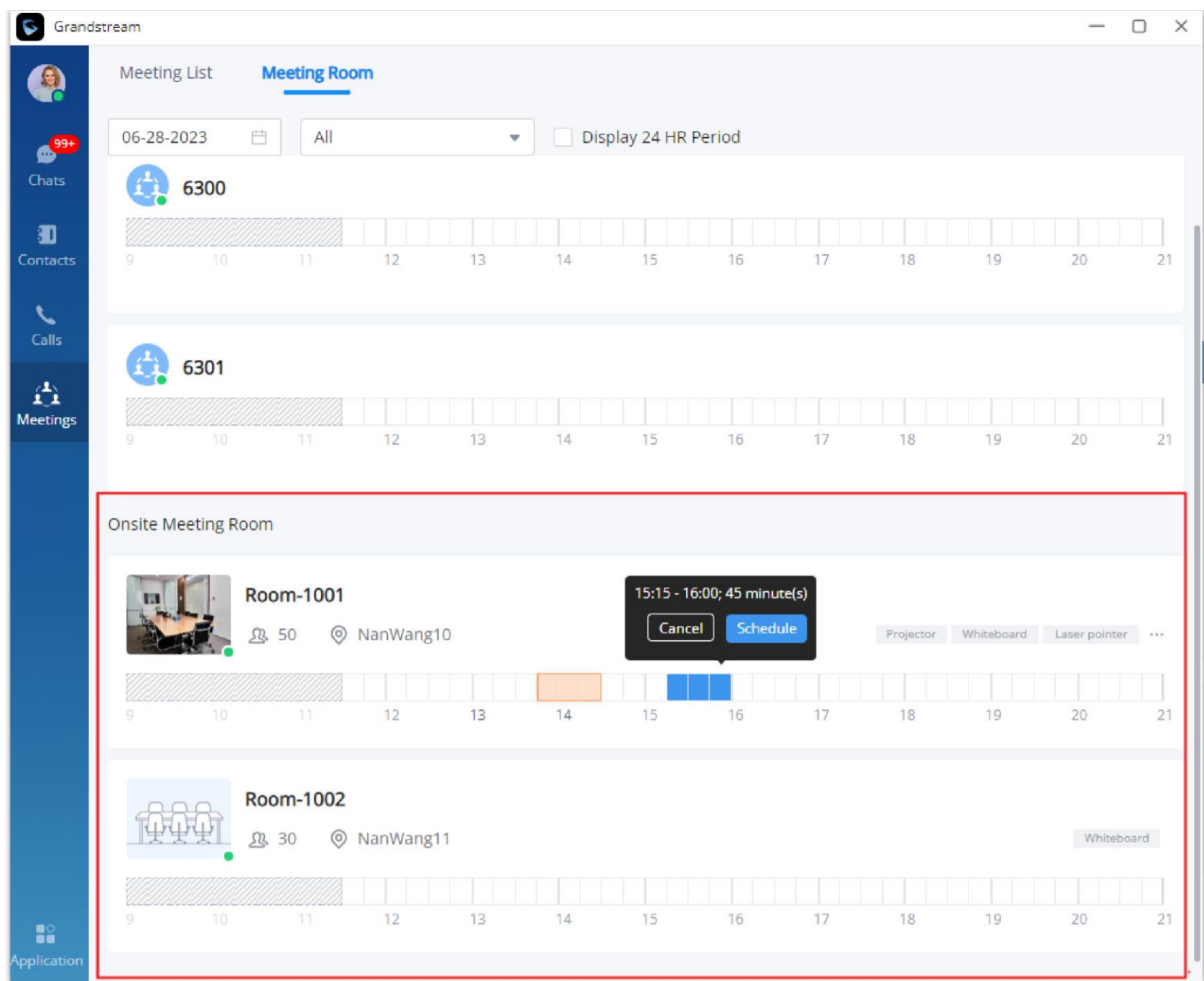
Azimuth Map: +
Supports JPG/PNG images (10 MB or less)

Remark: Weekly Meeting

Cancel Save

Add Meeting Room

5. Users can view the onsite meeting room status through the Wave app, and quickly schedule a onsite meeting.



Meeting Room

Enterprise UI Customization

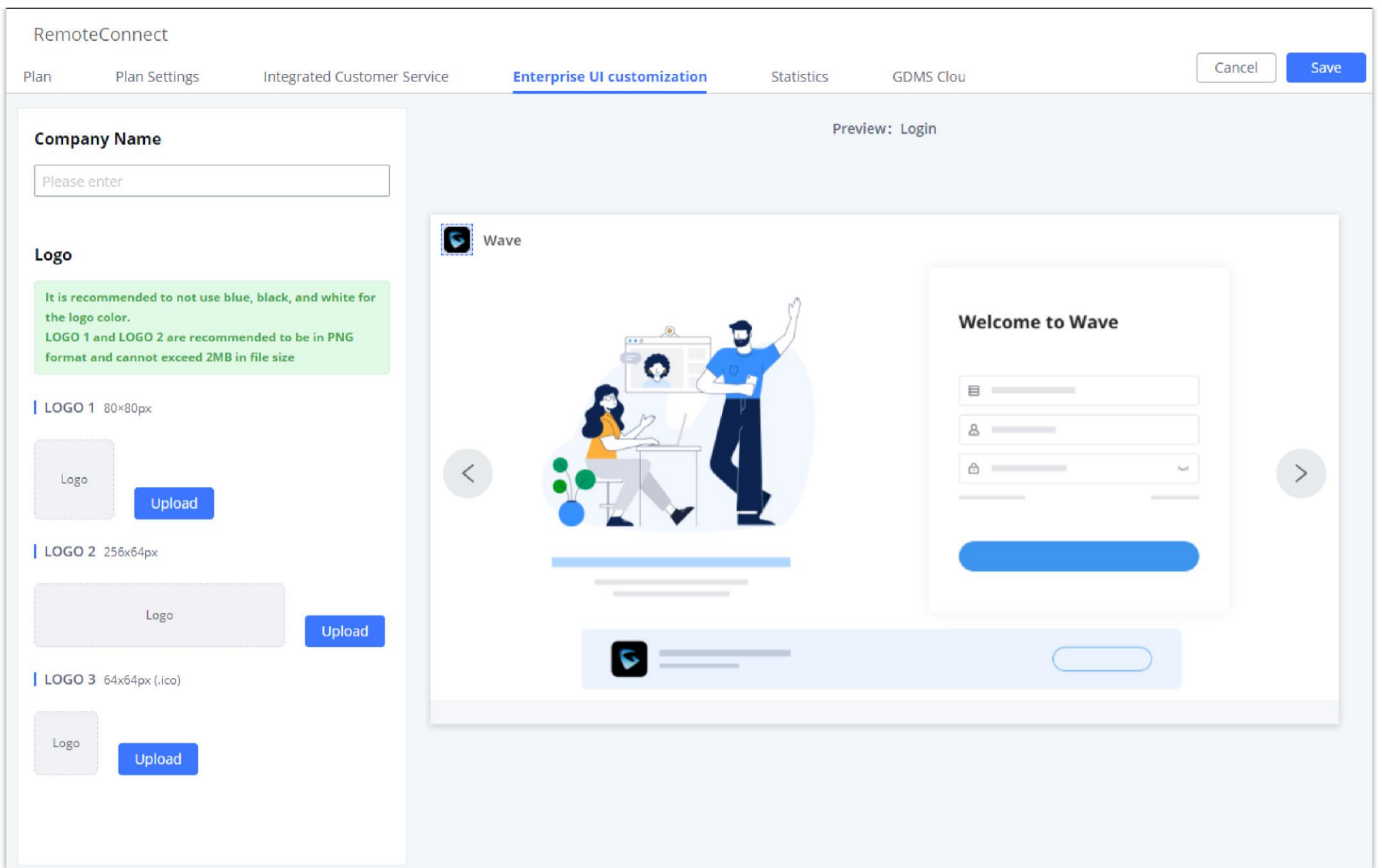
UCM needs to connect to GDMS, so a Basic plan package for RemoteConnect will be assigned to it to start with.

On the UCM Web UI, users can edit the company name and select a local image file as the new logo. The company name acts on the text part with the company's logo, and the pictures are in different formats and sizes according to the logo position, which are LOGO1 80*80px, LOGO2 256*256px, LOGO3 64*64px (only "ico" format is supported), these logos will be displayed on the "UCM management platform/login", "Reset Password", "Email Template", "Wave_PC", "Wave Login", "Browser Label", "Guide Page" interface preview.

Once done, the administrator can log in to the UCM management platform and customize the Wave LOGO, please refer to the UCM RemoteConnect user guide for details:

[UCM RemoteConnect User Guide](#)

After customizing the logo, all Logos on the Wave page are displayed as customized Logos.



Enterprise UI Customization

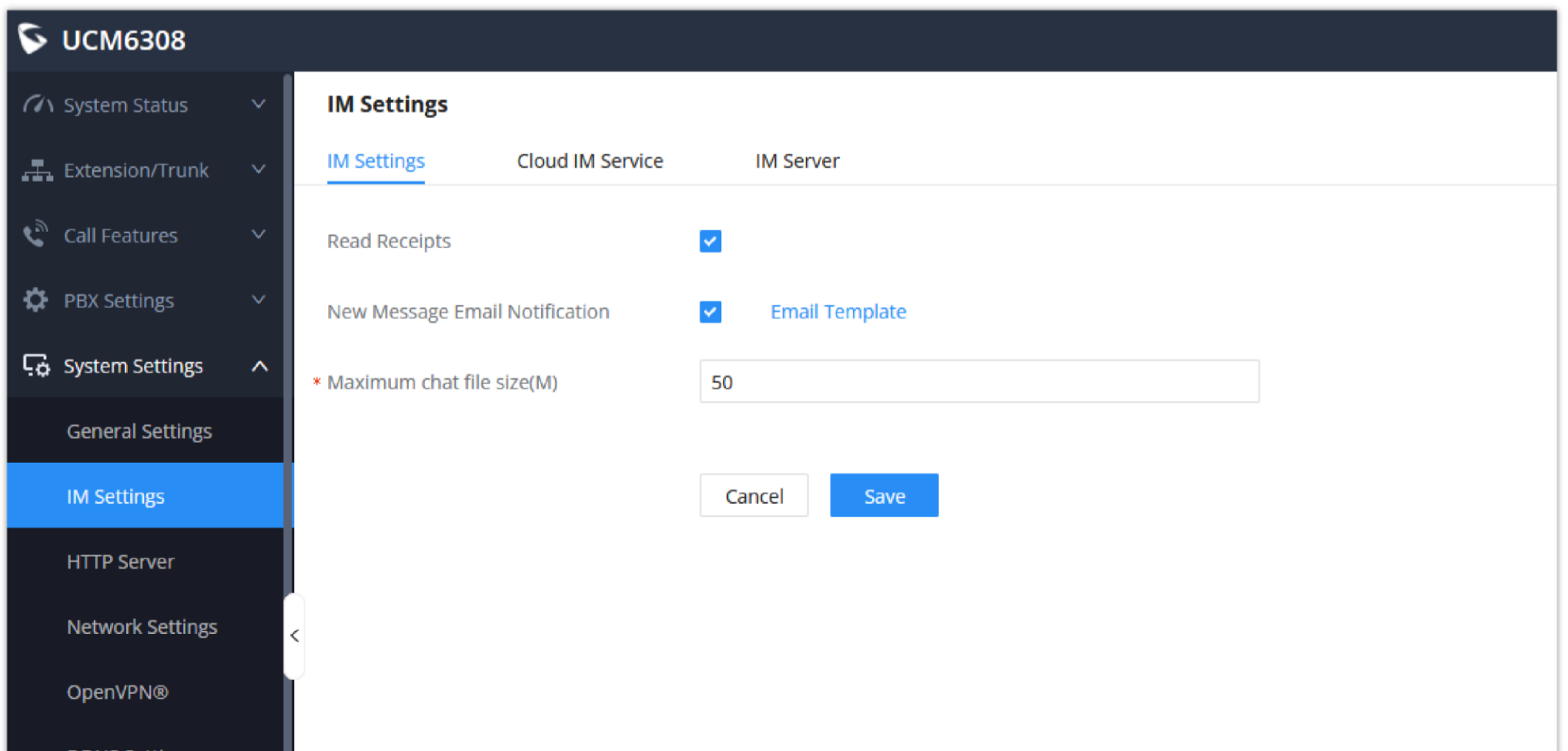
IM Settings

Under **System Settings IM Settings**, users will see the following options:

Read Receipts: If this option is checked, the Wave app will show that whether the other party has read the message. (Only for P2P chat)

New Message Email Notification: If the extension user has not logged in to Wave app for more than 7 days, an email notification will be sent after receiving a new message.

Maximum Chat File Size (MB): Users can fill in the single file size limit that can be sent in Wave chat.



IM Data Cleaning

Administrators are able to clean the Instance message data generated during chat discussions using Wave web and in order to do that, please navigate the UCM630x web interface and go under **Maintenance System Cleanup/Reset Cleaner**.

It can either be done manually under Manual Cleaning as show below:

The screenshot displays the 'System Cleanup/Reset' web interface. The 'Cleaner' tab is active, and the 'Manual Cleaning' sub-tab is selected. A 'Storage Usage' gauge shows 'Used 437.65 MB / 23.62 GB' at '1.81%'. Below the gauge, a grid of checkboxes lists various data types for cleaning, with 'IM Data (0.01%)' checked. A 'Clean' button is visible at the bottom left of the main content area. The interface includes a sidebar menu on the left and a 'Save' button in the top right corner.

Item	Percentage
All	1.81%
Music On Hold	0.07%
Operation Log	0.00%
Queue Statistics Reports	0.00%
Recordings	0.00%
Voice Prompts	0.06%
Backups	0.00%
Conference Reports	0.00%
Fax Files	0.00%
CDR	0.00%
Coredumps	0.00%
IM Data	0.01%
Voicemail	0.00%
Zero Config Files	0.00%
Troubleshooting	0.00%

Cleaner

Alternatively, it can be done automatically by configuring IM Data Cleaner as shown below:

IM Data Cleaner

Enable Cleaner:

Cleanup Type: IM Message IM Shared Files

* Clean Time:

Cleaning Conditions:

* File Clean Interval (d):

Cloud IM

Cloud IM allows you to sync-together UCM6300 series devices in any location, enabling businesses to build one network that can be utilized across all locations and accessed remotely.

With Cloud IM, your teams can communicate across UCMs with unified calls, meetings, contacts, scheduling, group chat and more.

You can go to **System Settings -> IM Settings -> Cloud IM Service** to enable the Cloud IM.

A Cloud IM Server – Admin Guide

IM Settings

IM Settings Cloud IM Service IM Server

Cancel Save

Enable Cloud IM

Local Proxy

* Cloud IM Server Address
To view the external CloudIM server address, please go to [RemoteConnect](#)

* Service ID

* Key

* Site Name

Trusted User

Prepend

Sync Local Chat Data

Get more information about Cloud IM Settings at [Cloud IM Server Admin Guide](#)

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Cloud IM Service

Learn More:

[UCM RemoteConnect – User Guide](#)

[UCM630x Series – User Manual](#)

[Wave APP – User Guide](#)

[More user guides](#)

