

Grandstream Networks, Inc.

Wave Web
- Administration Guide



Wave Web – Administration Guide

INTRODUCTION

OVERVIEW

Wave web is a client application for the UCM63xx/Audio series IP PBX users to use a web browser to participate in web video/audio meetings and make calls via WebRTC. With Wave web client, users can easily create, schedule, manage, and join video meeting calls, share presentations, chat during meeting calls, register for UCM extension, and make point-to-point calls. Wave Web helps enterprise users to join meetings and communicate efficiently. It is an ideal product for enterprises looking for tools for users to communicate and work productively.

Feature Highlights

- Supports Google Chrome v75+ and Mozilla Firefox v70+.
- Native integration with UCM including contacts and the ability to display SIP users' online status.
- Supports LDAP to access contacts in the UCM LDAP server.
- Supports call display, voicemail, and call encryption.
- Support synchronized multi-terminal call records.
- Supports call history.
- High-quality point-to-point audio and video calling.
- Full integration with Grandstream IP PBX, including the creation of a QR code for automatic login, call transfer, call recording from the server, etc.
- Supports Multi-factor authentication for login when integrated with UCM6300/A IP PBX.
- Supports Microsoft login when integrated with Microsoft Entra ID (Azure AD).
- Supports Opus and G.722 for HD audio. Jitter resilience up to 50% audio packet loss and 20% video packet loss.
- Supports H.264.
- Supports joining meetings via link without logging in.
- Supports scheduling meetings and "Meet Now" anywhere anytime.
- Built-in NAT traversal including automatic NAT discovery and TURN/ICE.
- Integrated UCM user portal entry to access personal data, follow me settings, SCA, wakeup calls, etc.

Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/ICE, SIMPLE, LDAP, TLS, SRTP, IPv6
Voice Codecs and Capabilities	Opus, G.711 A-law/U-law, G722, NetEQ
DTMF	In-audio, RFC2833, SIP INFO
Video Codecs and Capabilities	H.264 1080P HD video supports displaying multiple videos, screen sharing, camera block, GS-FEC
Telephony Features	Call hold/unhold, mute/unmute, call transfer, audio meeting room, call history, scheduling meeting, voicemail, call recording, etc. User portal entries allow access to personal data, wakeup call settings, SCA, follow me settings, call queue, CDR, CRM user settings, etc.

UCM Applications	Supports UCM feature codes (transfer, call park, recording, meeting control options, etc.)
QoS	Layer 3 QoS (ToS, DiffServ, MPLS)
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Multi-language Support	English, Simplified Chinese, French, Spanish (Latin America), Spanish (Spain), Italian, Greek, Arabic, Russian, German, Polish, Portuguese and Vietnamese.
Login	• Supports login with extension and user password. • Supports joining meetings via link without logging in. • Supports Multi-factor login when integrated with UCM6300/A IP PBX. • Supports Microsoft login when integrated with Microsoft Entra ID (Azure AD).
Upgrade	Wave Web client is built-in with UCM and upgrades via UCM.

Wave Web Specifications

Please visit our website for more Wave web information and product documentation:

<https://www.grandstream.com>

WAVE CONFIGURATION

Grandstream Wave feature requires UCM WebRTC function which is build-in. To check and ensure that the UCM has WebRTC turned on, please make sure of the following:

1. Select the extensions that would use Wave Web and enable Wave on them under the Basic Settings section.

Extensions > **Edit Extension: 1000**

Basic Settings Media Call Policy Features Voicemail Custom Time AI **Wave Client** Follow Me Advanced Settings

General

Enable Wave ☒

Allow Simultaneous Logins from the Same Client Type ☐

Multi-Factor Authentication ☐

Wave Welcome Email [Email Template](#) [Send to Extension](#)

Wave Web Support for Extension

2. Also, the administrator can configure some global meeting options like the maximum Concurrent Audio and Voice quality a meeting can have by navigating to the UCM web UI admin page > **Basic Call Features > Multimedia Meeting**, then click on "Meeting Settings".

* Meeting Max Concurrent Audio

3

Meeting Voice Indicator Sensitivity

Medium

Meeting Audio Quality

Opus Fullband (48 kHz)

Meeting AGC (Beta)

☐

Silence Suppression

☐

Enable Talk Detection

☒

* DSP Talking Threshold (ms)

200

* DSP Silence Threshold (ms)

2500

Max Number of Video Feeds

4

Audio Codec Preference

☐ 0 item Available

Search

None

<

>

☐ 8 items Selected

Search

☐ OPUS

☐ PCMU

☐ PCMA

☐ GSM

☐ G.726

☐ G.722

⌕

⬆️

⬇️

⬆️

⬇️

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Meeting Settings

Meeting Max Concurrent Audio	Maximum number of participants that can be heard simultaneously in multimedia meetings. If the number of participants talking at any given point exceeds this value, the audio of the excess participants will not be heard.
Meeting Voice Indicator Sensitivity	Configures the sensitivity of the talking indicator in multimedia meetings. Setting this higher will make the talking indicator appear more easily for lower volumes of audio. Note: This does not adjust audio input sensitivity itself. Lower volumes of sounds may still be heard even if the talking indicator does not show the source.
Meeting Audio Quality	Configures the voice quality of audio meetings, two options are available: • OPUS Full band (48KHZ) • OPUS Narrowband (8KHZ) Note: The default setting is OPUS Full band (48KHZ).
Meeting Recording Prompt	If enabled, system will notify the user that the meeting will be recorded before starting recording.
Allow New Participants to View Chat History	Configure whether new attendees joining in the middle of a Wave meeting can view the chat content already in the meeting.
Meeting AGC	Enabling this option will toggle on Automatic Gain Control for meeting audio. AGC is a system that dynamically reduces the variability of sound levels by adjusting high and low volumes based on the average or peak sound level. High volume sounds will be lowered, and low volume sounds will be boosted.

Auto End Meeting	If enabled, the meeting will automatically end if there are no participants left in the meeting besides monitoring devices (e.g., GDS, IP cameras, etc.).
Silence Suppression	Silence suppression for temporary accounts (e.g., meeting participants that joined the meeting via link). If enabled, the UCM will send CN packets for silence suppression after a successful CN negotiation in the SIP SDP. If the client endpoint's OPUS codec supports the reception of DTX packets, the UCM will send DTX packets instead.
Add Contact Number to Email	Configure whether to add the enterprise contact number to meeting notification emails. Participants will be able to join meetings by dialing this number and then entering the room number when prompted. For security purposes, this information will only be added to the notification emails for meetings that do not use public meeting rooms.
Contact Number	When the option "Add Contact Number to Email" option is enabled, the user can select which Enterprise Contact Number to be displayed in the meeting invitation email sent to the users.
Enable Talk Detection	If enabled, the AMI will send the corresponding event when a user starts or stops talking.
DSP Talking Threshold (ms)	The amount of time(ms) that sound exceeds what the DSP has established as the baseline for silence before a user is considered to be talking. This value affects several operations and should not be changed unless the impact on call quality is fully understood.
DSP Silence Threshold (ms)	The amount of time(ms) that sound falls within what the DSP has established as the baseline for silence before a user is considered be silent. This value affects several operations and should not be changed unless the impact on call quality is fully understood.
Max Number of Video Feeds	Set the maximum number of video feeds supported per meeting room. Note:
Audio Codec Preference	Configures the preferred codecs for temporary accounts such as meeting participants who joined via link.
Packet Loss Retransmission	Packet Loss Retransmission configuration for temporary accounts (meeting participants without registered extensions who entered the meeting via link)
Jitter Buffer	Select jitter buffer method for temporary accounts such as meeting participants who joined via link. • Disable: Jitter buffer will not be used. • Fixed: Jitter buffer with a fixed size (equal to the value of "Jitter Buffer Size") • Adaptive: Jitter buffer with a adaptive size that will not exceed the value of "Max Jitter Buffer"). • NetEQ: Dynamic jitter buffer via NetEQ. Note: The default option is NetEQ

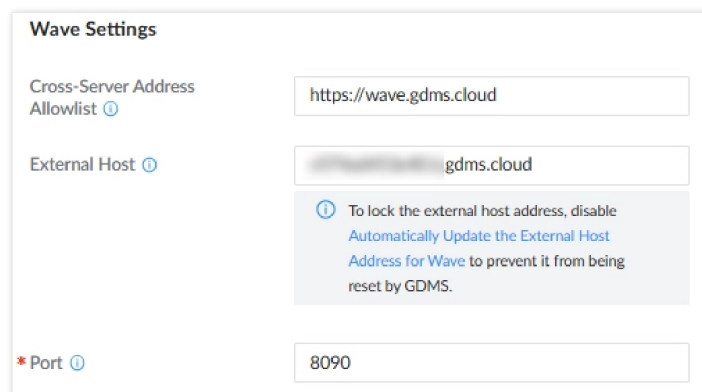
Meeting Settings

WAVE SETTINGS

To access Wave Settings, on the UCM configuration page, navigate to **System Settings**

In Wave Settings, the user can configure the following options:

- **Cross-Server Address Allowlist:** The UCM will accept cross-server requests from addresses in the allowlist, which should be formatted as https://domain, https://ip:port or *. Entering * will allow cross-server requests from all addresses.
- **External Host:** Configure a URL and port (optional) used to access the UCM web portal or a public link to the video meeting room if the UCM is behind NAT.
- **Port:** The port to access Wave Web and Wave Mobile. If behind NAT, please make sure to map the external port to this port.

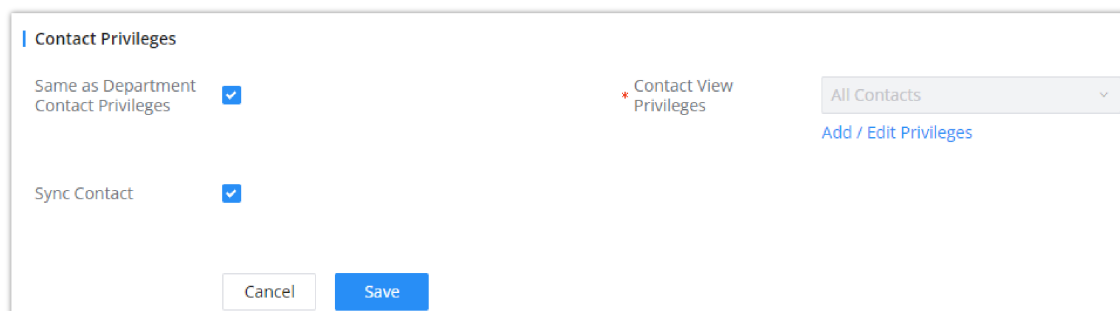


The 'Wave Settings' dialog box contains three input fields. The first field, 'Cross-Server Address Allowlist', has the value 'https://wave.gdms.cloud'. The second field, 'External Host', has the value 'gdms.cloud'. Below this field is a blue information icon and a text box that reads: 'To lock the external host address, disable Automatically Update the External Host Address for Wave to prevent it from being reset by GDMS.' The third field, '* Port', has the value '8090'.

Wave Settings

CONTACT MANAGEMENT

When the "Sync Contact" is enabled, this extension will be displayed in the UCM and Wave contact list. If disabled, it will not be shown in the contact list, but Wave users will still be able to manually dial the extension number. This option is enabled by default and can be accessed through the UCM63XX web UI by navigating to **Extension/Trunk** → **Extensions** then edit an extension, the option is located under the **Contact Privileges** category under **Basic Settings**.

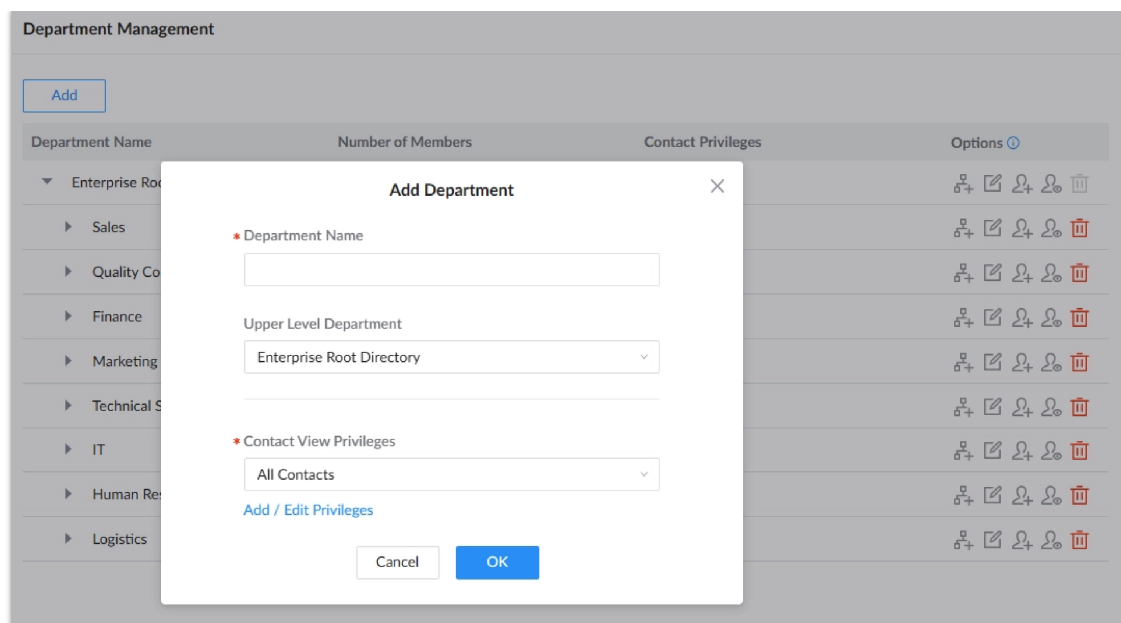


The 'Extension Basic Settings' dialog box shows the 'Contact Privileges' section. It has two checkboxes: 'Same as Department Contact Privileges' and 'Sync Contact', both of which are checked. To the right of these checkboxes is a red asterisk icon and the text 'Contact View Privileges'. Further right is a dropdown menu with 'All Contacts' selected. Below the dropdown is a blue link that says 'Add / Edit Privileges'. At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

Extension Basic Settings

Currently, it is possible to manage which group of extensions, otherwise known as Department, can see which group from the Wave web. By default, you can either set it to "see all" or "see department".

The former allows all contacts to see all the other departments, while the latter allows contacts to see only the other contacts within the same groups. You can also set a custom privilege in case you want contacts in two or more departments to be able to see each other. E.g., the Marketing department would have to be able to see the Sales department.



AddingEditing Departments

Department Name	Number of Members	Contact Privileges	Options
Enterprise Root Directory	13	All Contacts	
Sales	0	All Contacts	
Quality Control	0	All Contacts	
Finance	0	All Contacts	
Marketing	0	All Contacts	
Technical Support	0	All Contacts	
IT	0	All Contacts	
Human Resources	0	All Contacts	
Logistics	0	All Contacts	

Department Management

The Contact Management section will show each extension and the department it belongs to.

Extension	Name	Department	Email Addresses	Contact Privileges	Options
☐ 1000		Enterprise Root Directory		All Contacts (Same as Department)	
☐ 1001		Enterprise Root Directory		All Contacts (Same as Department)	
☐ 1002	WP816	Enterprise Root Directory		All Contacts (Same as Department)	
☐ 1003	WP826	Enterprise Root Directory		All Contacts (Same as Department)	
☐ 1004		Enterprise Root Directory		All Contacts (Same as Department)	
☐ 2000	Jean Doe	Enterprise Root Directory		All Contacts (Same as Department)	
☐ 2001	Arthur Morgan	Enterprise Root Directory		All Contacts (Same as Department)	
☐ 2002		Enterprise Root Directory		All Contacts (Same as Department)	
☐ 2003		Enterprise Root Directory		All Contacts (Same as Department)	
☐ 2004		Enterprise Root Directory		All Contacts (Same as Department)	

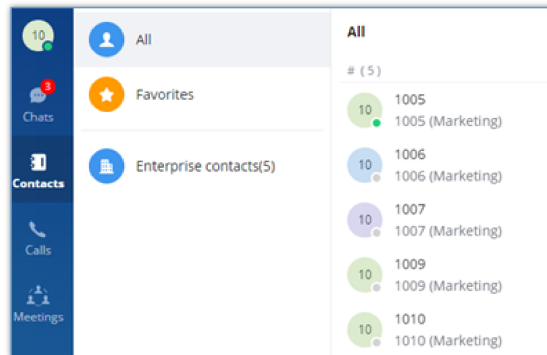
Total: 15 < 1 2 > 10 / page Goto

Contact Management Interface

On the Wave web interface, the contacts within the authority will be displayed in the Contacts section, as shown in the illustration below. Users can select **All** to display all available contacts, or **Favorites** to display favorites contacts only.

Note

The contacts displayed in the Grandstream Wave web portal contain UCM extensions (based on contact privilege settings), meeting room extensions, and LDAP contacts (based on the UCM's LDAP phonebook settings). (Refer to the UCM630x/A User Manual for more details)



Contacts Display on Wave Web

For more information regarding contact management for Wave, please refer to the UCM6300 User Manual, [CONTACTS](#) section.

PORTAL/WAVE PRIVILEGES

By default, the users are allowed to change settings that are related to their extension when they are logged into their user portal or Wave. In certain cases, it might require that certain settings should not be modified by the extension users. Therefore, we have created a permission management page in the UCM to allow the administrator to create custom privileges and assign them to the correspondent extension numbers.

To access the Portal/Wave Privileges configuration page, please access the web GUI of the UCM, then navigate to **Maintenance → User Management → User Portal/Wave Privileges**



Wave Permissions

User Portal Wave Privileges

1. Enter the name of the privilege, then select the privileges to limit for the user.
2. Click "Save" once the privileges have been selected.
3. Then navigate to **Extension/Trunk** → **Extensions**, and edit the extension on which you want to apply the new privileges.
4. On the **User Portal/Wave Privileges** setting, please select the privilege that had been created. Please see the screenshot below.

Wave Permissions

- **Chat:** Toggles ability to use the Wave Chat feature.
 - **Delete Chat Session:** Enables users to delete chat sessions from the Wave interface. This action only removes the chat history locally on the user's device and does not affect other participants.
 - **Delete Message:** Controls whether users can delete sent messages in Wave. Once deleted, the message will no longer be visible to any participants.
 - **Send File:** Controls whether sending files/images in Wave chat is supported. When disabled, it does not affect the normal downloading, viewing, and forwarding of historical chat files.
 - **Download Chat Logs:** If enabled, users can download chat logs from the Wave client, including logs from Wave, WhatsApp, Telegram, and LiveChat sessions.
- **End-to-End Encrypted Chat*:** Toggles ability to use the Wave End-to-End Encrypted Chat feature.
- **Wave App Screenshot and Screen Recording:** Control whether screenshot and screen recording are supported in the Wave Mobile application.
- **Video Call:** Toggles ability to use the Wave Video Call feature.
- **Meeting:** Toggles ability to use the Wave Meeting feature.
 - **Start Video During Meeting:** Toggles ability to use the Wave Start During Meeting feature.
- **Online Status:** Toggles ability to set Wave online status such as "Busy", "Appear Away", "Do Not Disturb", "Appear Offline", etc. If unchecked, the status will be displayed as only either "Online" or "Idle".
- **Login Settings**
 - **Multi-client Login Settings:** Controls whether Wave users can configure the "Allow Simultaneous Logins from the Same Client Type" setting. To enable multi-device login, ensure the extension's 'Concurrent Registrations' value is set to greater than 1.

- **Remote Logout:** If enabled, Wave users will be able to log out of their accounts from other logged-in devices.
- **Recording Status:** Controls whether the recording status is displayed in all calls/conferences with this Wave extension.
- **Clear Recent Call History:** Toggles ability to delete recent call history entries and entire recent call history on Wave.
- **Application:** Toggles ability to access the "Applications" page under Wave Desktop and Wave Web.
- **Smart Devices:** Toggling off privileges will hide the corresponding pages and options in Wave.
 - **Door System**
 - **Monitor**
 - **Call Device (CTI)**
- **3rd Party Applications**
 - **App Store:** Toggles ability to access the Wave App Store. If unchecked, the App Store will be hidden, but installed apps can still be used.

User Portal/Wave Privileges

- **Account Settings:** If unchecked, the *User Portal -> Basic Information -> Account Settings* page and the *Wave -> Sidebar -> User -> Account Settings* option will be hidden.
- **Extension Settings:** If unchecked, the extension's *User Portal->Basic Information->Extensions* page and the *Wave->Sidebar->User->Call Settings* option will be hidden.
 - **Do Not Disturb:** Toggles ability to set DND through the User Portal.
 - **SIP/IAAX Password & AuthID:** Toggles ability to access the **Password** and **AuthID** settings under the *User Portal > Basic Information > Extensions > Basic Settings* page.
 - **Configuration Voicemail**
- **Manage Recordings:** Toggles the ability to view recordings through the User Portal and Wave, including the recordings in call logs, meeting details, and Wave Application tab.
 - **Delete Recordings:** Toggles ability to delete recordings through the User Portal and Wave. For Wave, this includes the ability to delete call logs, meeting details, and recordings.
- **Personal Data:** Toggling off privileges will hide the corresponding pages and options in the User Portal and Wave.
 - **CDR**
 - **Follow Me**
 - **Voicemail**
 - **Recording files:** Toggles ability to access the *Personal Data* pages in the User Portal and Wave.
 - **Fax Files**
 - **SCA**
- **Other Features:** Toggling off privileges will hide the corresponding pages and options in the User Portal and Wave.

*: Features which are marked by an asterisk are a part of RemoteConnect plans.

Extensions > Edit Extension: 1000

Basic Settings Media Features Voicemail Specific Time Wave Client Follow Me Advz >

General

* Extension: 1000 CallerID Number:

* Call Privileges: Local SIP/IAX Password:

AuthID: * Concurrent Registrations: 3

User Settings

First Name: Last Name:

Email Address: * User/Wave Password:

* User Portal/Wave Privileges:

Default

 Mobile Number: +1

Department:

Privilege_1

 Job Title:

Contact Privileges

Same as Department Contact Privileges: ☒ * Contact View Privileges: All Contacts

[Add / Edit Privileges](#)

Extension Basic Settings

Once this has been set, the user privileges should be limited according to the new privilege settings.

VIRTUAL MEETING

The UCM630X supports virtual meeting rooms allowing multiple rooms used at the same time.

The meeting room configurations can be accessed under Web GUI→**Basic Call Features**→ **Multimedia Meeting** for the UCM6300 series, and for the UCM6300 Audio series, you can access it under **Basic Call Features** → **Meeting**. On this page, users can create, edit, view, invite, manage the participants, and delete meeting rooms. The meeting room status and meeting call recordings (if recording is enabled) will be displayed on this web page as well.

For video meetings (video meetings are not supported on the UCM630x Audio series), which is based on WebRTC, participants can join the meeting from a PC without installing extra plug-ins or software.

The UCM admin can create multiple meeting rooms for users to dial in.

UCM630x series	Number of public meeting rooms	Participant limit
UCM6301	4	75
UCM6302	8	150
UCM6304	15	200
UCM6308	25	300

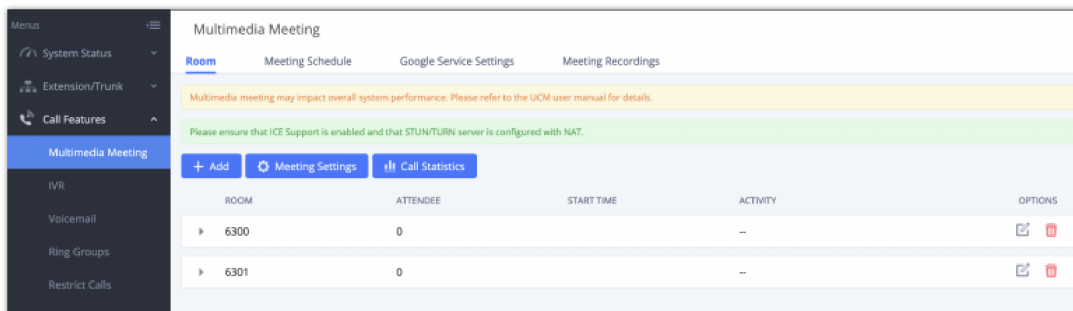
UCM Meeting Specifications

Meeting room specifications affect user participation to a certain extent. The UCM supports the forecasting of meeting resources. There will be corresponding judgments and adjustments in the following scenarios:

1. When the meeting resources are full, members of the scheduled meeting room cannot join the meeting in advance.

2. When meeting resources are full, joining a meeting is prohibited when a point-to-point call is transferred to a meeting.
3. When the meeting resources are full and the IM group chat initiates a meeting, it is forbidden to join the meeting.
4. When the meeting resources are full, when an instant meeting is initiated, joining the meeting is prohibited.
5. Close other instant meetings or scheduled meetings that have timed out to ensure that all invited members of the scheduled meeting can enter the meeting.
6. If the number of invited members in the ongoing meeting exceeds the maximum number of resources in the meeting, the invitation of members is not allowed to join the meeting.
7. Turn on the flow control of video and presentation in the meeting room.

Log in to the UCM Web GUI and open the **Basic Call Features > Multimedia Meeting** on the UCM6300 series, and on the UCM6300 Audio series, open **Basic Call Features > Meeting** to manage the meeting room. Users can create, edit, view, invite, manage meeting members, and delete meeting rooms. The meeting room status and meeting call recording (if the recording function is enabled) will be displayed on the page. The meeting rooms in the list include public meeting rooms and temporary meeting rooms. For temporary meeting room administrators, only the “batch kicking people” function is supported. The temporary meeting room has no meeting password or host code. The member who initiates the group meeting is the host, and ordinary members have the right to invite.



Multimedia Meeting

- Click on “Add” to create a new meeting room.
- Click on  to edit the meeting room.
- Click on  to delete the meeting room.

Creating a Meeting Room

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

Multimedia Meeting > Create New Meeting Room

* Extension

6300

Meeting Name

* Call Privileges

Internal

Allow User Invite

☒

Allowed to Override Host Mute

☐

* Auto Record

None

Room Password

Meeting Room Parameters

Extension	The number to dial to reach the meeting room.
------------------	---

Meeting Max Concurrent Audio	Maximum number of participants that can be heard simultaneously in multimedia meetings. If the number of participants talking at any given point exceeds this value, the audio of the excess participants will not be heard.
Meeting Voice Indicator Sensitivity	Configures the sensitivity of the talking indicator in multimedia meetings. Setting this higher will make the talking indicator appear more easily for lower volumes of audio. Note: This does not adjust audio input sensitivity itself. Lower volumes of sounds may still be heard even if the talking indicator does not show the source.
Meeting Audio Quality	Audio quality of multimedia meetings
Meeting Record Prompt	If enabled, system will prompt the user before the start of meeting recording that your meeting will be recorded.
Allow New Participants To View Chat History	Configure whether new attendees joining in the middle of a Wave meeting can view the chat content already in the meeting.
Meeting AGC (beta)	Enabling this option will toggle on Automatic Gain Control for meeting audio. AGC is a system that dynamically reduces the variability of sound levels by adjusting high and low volumes based on the average or peak sound level. High volume sounds will be lowered, and low volume sounds will be boosted.
Auto End Meeting	If enabled, the meeting will automatically end if there are no participants left in the meeting besides monitoring devices (e.g., GDS, IP cameras, etc.).
Silence Suppression	Silence suppression for temporary accounts (e.g., meeting participants that joined the meeting via link). If enabled, the UCM will send CN packets for silence suppression after a successful CN negotiation in the SIP SDP. If the client endpoint's OPUS codec supports the reception of DTX packets, the UCM will send DTX packets instead.
Add Contact Number to Email	Configure whether to add the enterprise contact number to meeting notification emails. Participants will be able to join meetings by dialing this number and then entering the room number when prompted. For security purposes, this information will only be added to the notification emails for meetings that do not use public meeting rooms.
Contact Number	If enabled, the AMI will send the corresponding event when a user starts or stops talking.
Enable Talk Detection	If enabled, the AMI will send the corresponding event when a user starts or stops talking.
DSP Talking Threshold (ms)	The amount of time(ms) that sound exceeds what the DSP has established as the baseline for silence before a user is considered to be talking. This value affects several operations and should not be changed unless the impact on call quality is fully understood.
DSP Silence Threshold (ms)	The amount of time(ms) that sound falls within what the DSP has established as the baseline for silence before a user is considered to be silent. This value affects several operations and should not be changed unless the impact on call quality is fully understood.
Max Number of Video Feeds	Set the maximum number of video feeds supported per meeting room.
Audio Codec Preference	Configures the preferred codecs for temporary accounts such as meeting participants who joined via link.
Packet Loss Retransmission	Packet Loss Retransmission configuration for temporary accounts (meeting participants without registered extensions who entered the meeting via link).

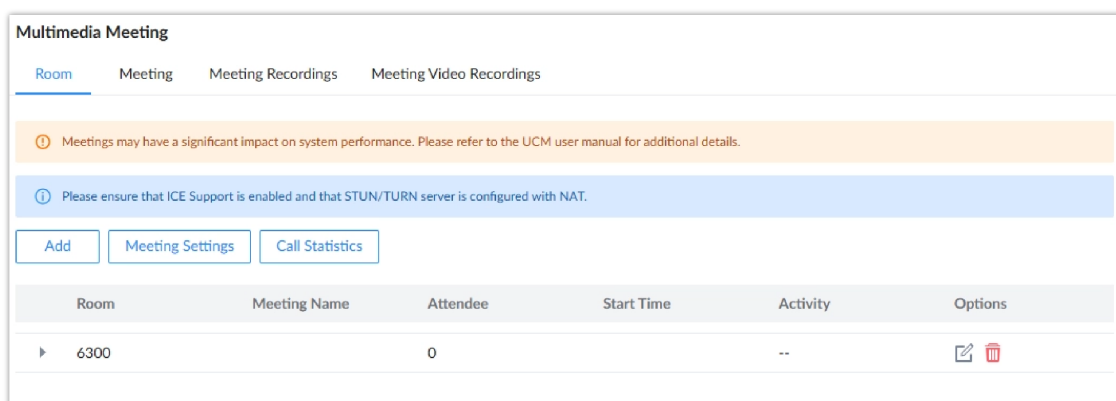
Jitter Buffer	Select the jitter buffer method for temporary accounts such as meeting participants who joined via link. • Disabled: Jitter buffer will not be used. • Fixed: Jitter buffer with a fixed size (equal to the value of "Jitter Buffer Size") • Adaptive: Jitter buffer with an adaptive size that will not exceed the value of "Max Jitter Buffer"). • NetEQ: Dynamic jitter buffer via NetEQ.
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Meeting Settings

Managing Virtual Meeting

During the meeting call, users can manage the meeting from Web GUI after logging in as admin.

- Click on  on the left of each meeting room to expand the real-time participant list for the admin to view.
- Click on  to remove selected participants from the meeting.
- Click on  to mute selected participants.
- Click on  to unmute selected participants.
- Click on  to invite contact group or remote meeting room so multiple meeting rooms can be bridged.
- Click on  to invite other users into the meeting room.
- : This indicates the meeting room is unlocked. Click on  to lock meeting. If the meeting is locked, no new party can be invited or can join the meeting.
- : This indicates the meeting room is locked. Click on  to unlock this meeting room.



An Ongoing Meeting with Participants

Schedule a Meeting

UCM admin can log in to UCM web UI to schedule a meeting. On the UCM630x series, log in to the UCM Web GUI, and open the **Basic Call Features** → **Multimedia Meeting** → **Meeting Schedule** page. On the UCM630x Audio series, open **Basic Call Features** → **Meeting** → **Meeting Schedule**. Users can create, edit, view, and delete a Meeting Schedule.

The following is a set meeting room reservation, which shows the ongoing and pending reservations. Once the meeting room is reserved, all users will be removed from the meeting room at the start time, and extensions will no longer be allowed to enter the meeting room. At the scheduled meeting time, UCM will send invitations to the extensions that have been selected to participate in the meeting. At the same time, it supports users to enter the meeting 10 minutes in advance. If the current meeting is occupied, enter the waiting room and wait (members joining the meeting in advance occupy global member resources, but it will be released after the scheduled meeting starts); otherwise, you can join the meeting directly and the meeting will be held in advance. After the meeting ends, the reservation record is transferred to the meeting history list. Meeting History displays the information of the ended and expired meetings.

- Click on "Schedule Meeting" to add a new scheduled meeting.
- Click on  to edit a scheduled meeting.

- Click on ⓘ to view meeting schedule details.
- Click on 🗑 to delete the meeting schedule. Click the button, you can choose to delete the most recent meeting of the meeting room or delete the entire recurring meeting to delete the meeting room reservation.

Meeting > Schedule Meeting

Meeting Subject

Time

2023-11-23

Password

Host

Allow User Invite

☒

Email Reminder (m)

60

Enable Google Calendar

☐ Google Service Settings

Invitees

Please enter and submit participants with

0/119

Add

For improved voice audio quality of link users, please add Opus to the meeting room's supported codecs. Warning: Opus is a resource-intensive codec.

Meeting Room

☐ Public Meeting Room

Time Zone

(UTC+01:00) Etc/GMT-1

Host Password

3985

Repeat

No Repeat

Call Participants

☒

Allowed to Override Host Mute

☐

Auto Record

None

Meeting Agenda

Cancel

Save

Schedule Meeting Interface

General	
Meeting Subject	Configure the name of the scheduled meeting. Letters, digits, some special characters are also supported. The characters ` % # ? < > @ \$ ^ ~ are not allowed.
Public Meeting Room	Choose which room to have this scheduled meeting.
Time	Configure the meeting date and time.
Time Zone	Select the meeting time zone.
Repeat	Choose when to repeat a scheduled meeting. • No Repeat • Every Day • Weekly • Monthly • Custom: it specifies how often the meeting is repeated per days/weeks. E.g., every 3 days/weeks.
End Repeat	This option appears when a reccurent schedule is configured. Configure the date when the recurrence stops.
Password	Configure the meeting's login password.
Attendee	
Host	Configure Host.
Host Password	Configure the Host Password.

	Note: It is randomly generated when first creating a new meeting Schedule.
Allow User Invite	If enabled, participants will be able to invite others to the meeting by pressing 1 on their keypad or by clicking the Participants->Invite option.
Advanced	
Email Reminder (m)	Check to enable scheduled meeting email reminder. Email reminders will be sent out x minutes prior to the start of the meeting. Valid range is 5-120. 60 is the default value. Note: After editing the time of a single recurrence of a scheduled meeting, a cancellation email will be sent out followed by a meeting update email.
Call Participant	If enabled, the invited participants will be called upon meeting start time.
Allowed to Override Host Mute	If enabled, participants will be able to unmute themselves if they have been muted by the host.
Play Joining/Leaving Meeting Announcement	Configure whether the join/leave meeting prompt is played when participants join or leave.
Auto Record	Meeting audio and video can be automatically recorded. These recordings can be found under the <i>Meeting Recordings</i> or <i>Meeting Video Recordings</i> page. • 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 is 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. Note: Please note that UCM63XX Audio Series doesn't support Screen Sharing, Whiteboard, or PDF file sharing.
Enable Google Calendar	Select this option to sync scheduled meeting with Google Calendar. Note: Google Service Setting OAuth2.0 must be configured on the IPPBX. Please refer to section [Google Service Settings Support] .
Invitees	Local extensions, remote extensions, and special extensions are supported.

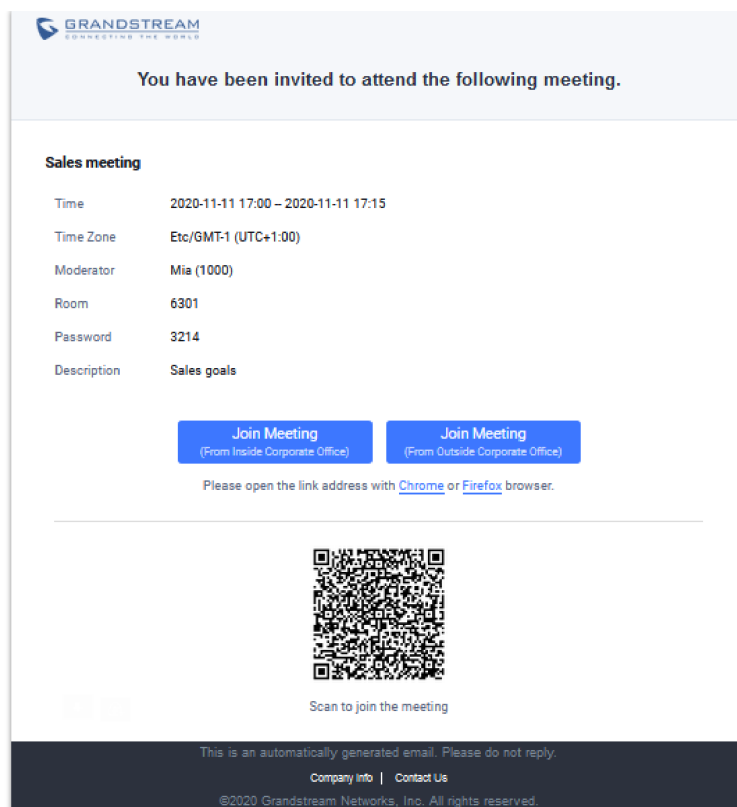
Scheduled Meeting parameters

Once created, the **Web GUI** will display scheduled meetings under Pending Meeting,

After scheduling the meeting, an email reminder will be sent to the participants at the configured email reminder time. The email reminder will include the meeting details and a link to the meeting. Upon clicking the link, participants will be prompted to enter their Grandstream Wave portal passwords to log in and join the meeting.

Note

When there is a participant in the meeting, the meeting room configuration cannot be modified.

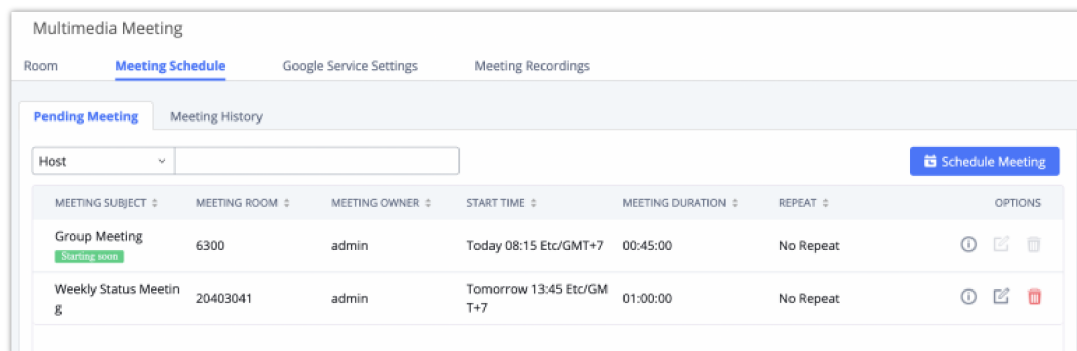


Email Reminder for the Scheduled Meeting

If meeting schedule information has been modified, participants will receive an email update immediately.

To join a meeting, the Wave user can click on the link in the email notification to join the meeting directly, or the Wave mobile app user can scan the QR code in the email notification to join the meeting as well.

Once the Meeting Schedule is configured, the scheduled meeting will be displayed as the below figure.



Meetings Schedule

- Click the button



to view the meeting details in the Meeting room. The meeting details of Meeting History include actual participant information.

Meeting Details

Room Number

6301

Meeting Subject

meeting

Start Time

2021-04-05 09:30

End Time

2021-04-05 09:45

Time Zone

Etc/GMT-1

Session state

The session has expired

Enable Google Calendar

No

Repeat

No Repeat

Invitees

Attendee

STATUS	FIRSTNAME	PHONE NUMBER	EMAIL	LEAVE A MESSAGE
Require Confirmation	Amore	100		
Require Confirmation	John doe	1000		
Require Confirmation		1002	yi@grandstream.com	
Require Confirmation	Calvin	1004		
Require Confirmation		1008	ie@grandstream.com	

Meeting details

- Click on  to edit the Meeting Schedule.
- Click on  to delete the Meeting Schedule.

At the scheduled meeting time, UCM630X will send INVITE to the extensions that have been selected for the meeting.

Once the meeting starts, it will be displayed under **Pending Meeting** with an "Ongoing" status, as displayed below:

Audio Meeting

Room

Meeting Schedule

Contact Group

Google Service Settings

Meeting Recordings

Pending Meeting

Meeting History

Schedule Meeting

MEETING SUBJECT	MEETING ROOM	MEETING OWNER	START TIME	MEETING DURATION	REPEAT	OPTIONS
meeting Ongoing	6301	admin	Today 10:50 Africa/Algiers	00:15:00	No Repeat	  

Meeting Scheduled Ongoing

Once the meeting is finished, the meeting will be displayed under Meeting History as below:

Audio Meeting

Room

Meeting Schedule

Contact Group

Google Service Settings

Meeting Recordings

Pending Meeting

Meeting History

MEETING SUBJECT	MEETING ROOM	MEETING OWNER	START TIME	MEETING DURATION	REPEAT	OPTIONS
meeting	6301	admin	2021-04-02 10:50	00:15:00	No Repeat	   

Meeting Schedule Completed

- Click the button  to download the Meeting Report of the meeting.
- Click the button  to reschedule the Meeting.

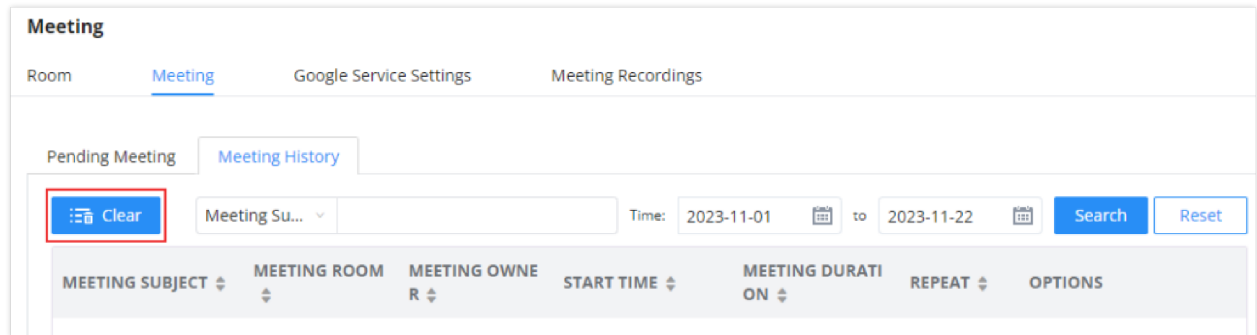
In addition, once the meeting ends, the system will send a meeting report email to the host including a PDF file where he/she can view the meeting, participant information, device type, and trend graph of participant levels.

Note

Please make sure that the outbound route is properly configured for remote extensions to join the meeting.

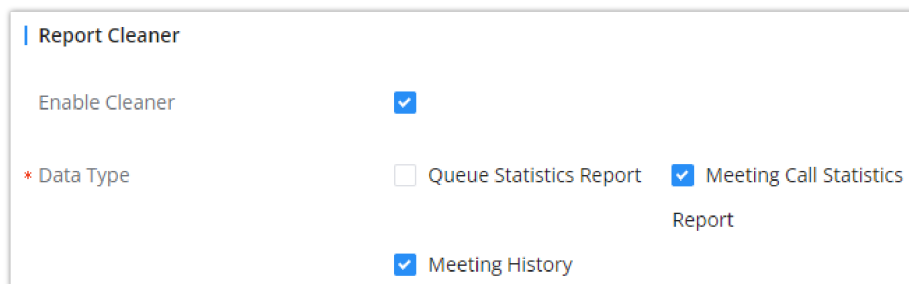
The user can clear the meeting history in the UCM either manually or using the automatic cleaner.

To clean the history of the meetings automatically, please access the web UI of the UCM63XX, then navigate to **Basic Call Features** → **Multimedia Meeting** → **Meeting** → **Meeting History**, for the UCM630x Audio series, please navigate to **Basic Call Features** → **Meeting** → **Meeting** → **Meeting History**, then click on “Clear” as shown in the figure below.



Clear Scheduled Meeting History

To clean the history of the meetings automatically, please navigate to the UCM6300's web UI, navigate to **Maintenance** → **System Cleanup/Reset**, choose **Cleaner** then click on **Automatic Cleaner**



Automatic Report Cleaner

ONSITE MEETING

The UCM630x Onsite Meeting feature allows the user to manage the meetings that take place in the office. This feature will make managing onsite meetings easier by leveraging the rich and elaborate communication system that our UC portfolio provides to relay the information regarding on-site meetings to the intended invitees. This feature can be configured on the UCM and the users will be invited through Wave. Also, our [GSC3570](#) device can be set as a door panel of the meeting rooms to manage scheduled on-site meetings.

To learn how to configure Onsite Meetings, please refer to the following guide:
<https://documentation.grandstream.com/knowledge-base/ucm6300-onsite-meeting/>

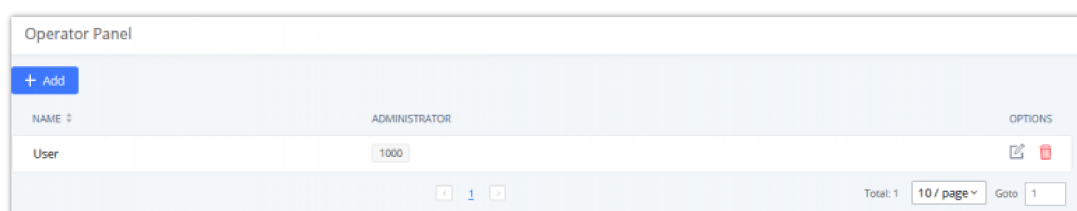
To learn how to set the GSC3570 with the Onsite Meetings feature, please refer to the following guide:
<https://documentation.grandstream.com/knowledge-base/gsc3570-meeting-room-panel-mode-guide/>

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. Grandstream Wave displays the status information of the extension, ring group, voice mailbox, call queue, and parking space managed by the current extension. This chapter mainly introduces the configuration method of the Operator Panel.

Configure Operator Panel

The call console can be set through **Basic Call Features** → **Operator Panel**.



The steps to configure the call console are as follows:

- Click the **"Add"** button to add the call console.
- Click the button  to edit the call console.
- Click the button  to delete 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.

Attendance console configuration parameters

MONITOR

This feature allows the integration with Grandstream Video Surveillance Cameras and Door Systems to retrieve audio and video feeds when dialed.

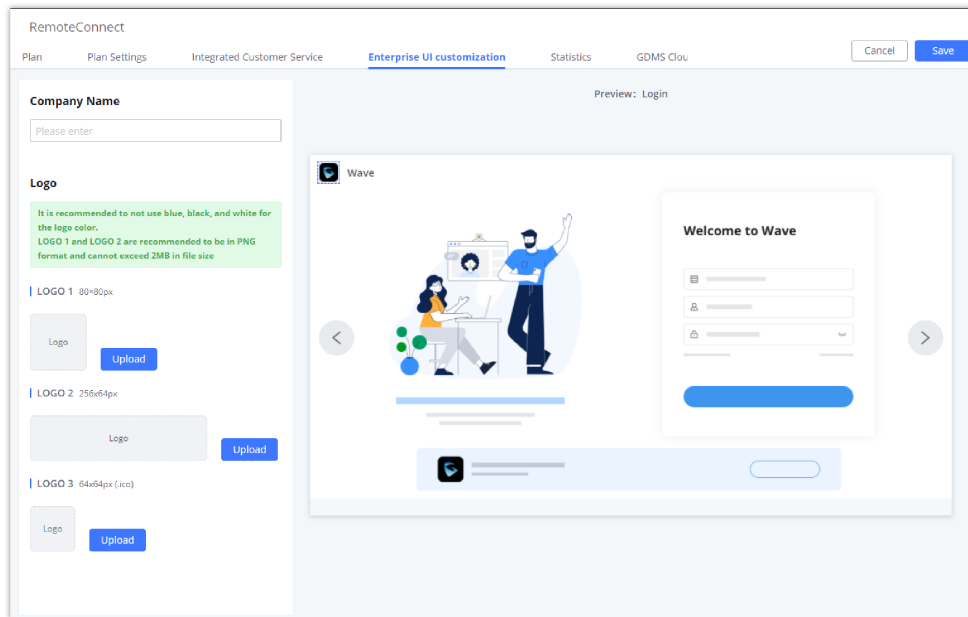
[UCM63XX Device Management Guide](#)

ENTERPRISE UI CUSTOMIZATION

On the UCM Web UI → **UCM RemoteConnect** → **Enterprise UI Customization page**, 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:

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



Company Brand Customization Interface

Important

This feature is a part of the RemoteConnect service, please refer to the following website to view the plans offered in the service:
<https://ucmrc.gdms.cloud/plans>

IM SETTINGS

Under **System Settings** → **IM Settings**, the user can enable or disable whether to show a read receipt to the message sender when the recipient reads the message.

Note

Please note that disabling read receipt will also disable the indication if a message has been delivered.

IM Settings

IM Settings

Cloud IM Service

IM Server

Read Receipts

☒

Notify Inactive Users of New Messages

☒ [Email Template](#)

* Max File Size Upload (MB)

50

Cancel

Save

Enable/Disable Read Receipt

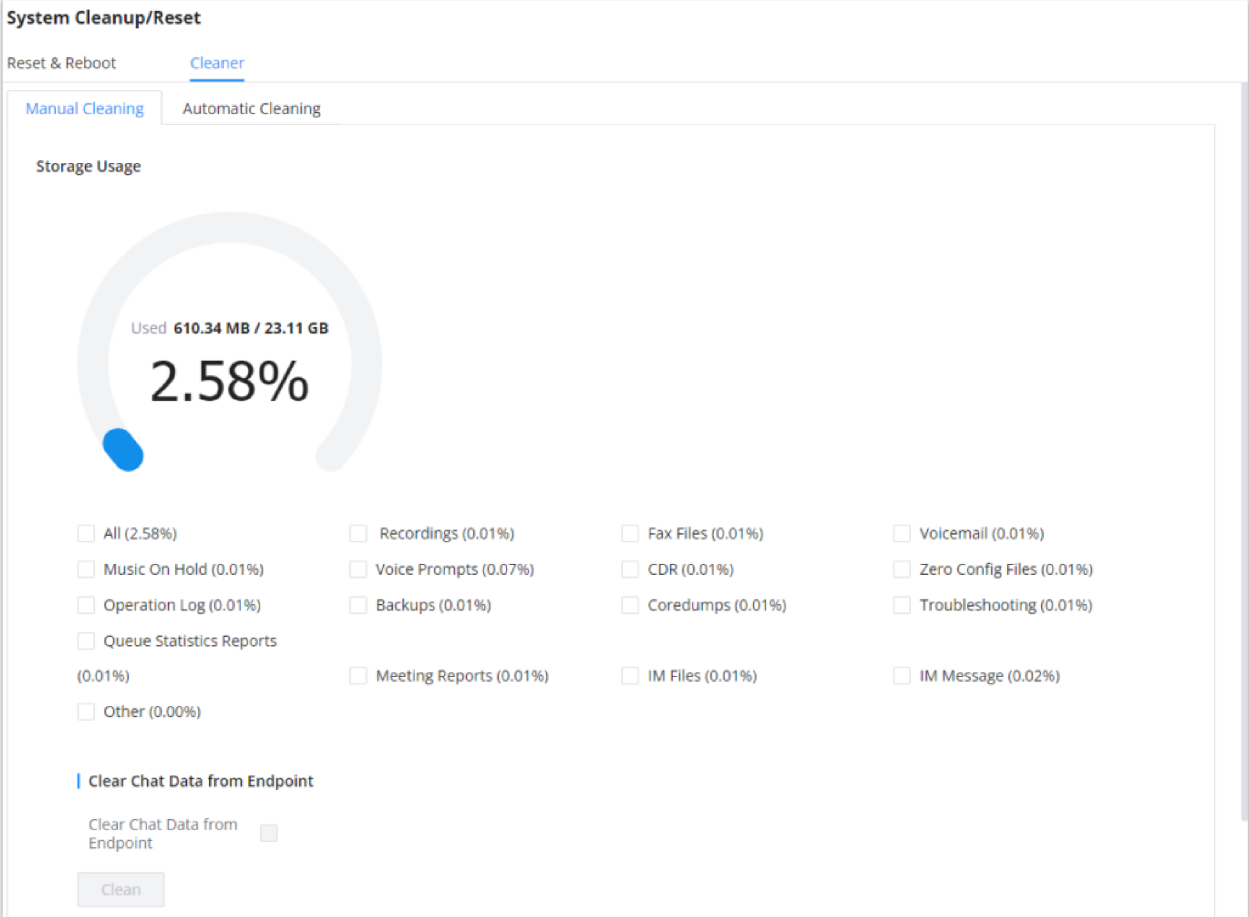
Parameter	Description
Read Receipts	Toggle on/off the read receipts in the instant messages exchanged in Wave. When read receipts are enabled, Wave will show when a message is delivered and read by the

	recipient.
Notify Inactive Users of New Messages	If an extension under this server has not logged into Wave for more than 7 days, and a new message is received, an email notification will be sent to the extension notifying them of the amount of direct messages and @mentions received in the last 24 hours. Applies to both local IM and Cloud IM.
Max File Size Upload (MB)	Configures the maximum size of individual files users can upload to Wave chat. Only applicable when using local IM. If using Cloud IM or a custom IM server, the maximum file size upload must be configured on GDMS or the IM server instead. On GDMS, this can be found by navigating to the top right of the page -> Plans & Services -> My Plans -> Options column -> Edit Cloud IM page.

IM DATA CLEANING

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

It can either be done manually as shown in the figure below:



System Cleanup/Reset

Reset & Reboot Cleaner

Manual Cleaning Automatic Cleaning

Storage Usage

Used **610.34 MB / 23.11 GB**

2.58%

- ☐ All (2.58%)
- ☐ Music On Hold (0.01%)
- ☐ Operation Log (0.01%)
- ☐ Queue Statistics Reports (0.01%)
- ☐ Other (0.00%)
- ☐ Recordings (0.01%)
- ☐ Voice Prompts (0.07%)
- ☐ Backups (0.01%)
- ☐ Meeting Reports (0.01%)
- ☐ Fax Files (0.01%)
- ☐ CDR (0.01%)
- ☐ Coredumps (0.01%)
- ☐ IM Files (0.01%)
- ☐ Voicemail (0.01%)
- ☐ Zero Config Files (0.01%)
- ☐ Troubleshooting (0.01%)
- ☐ IM Message (0.02%)

Clear Chat Data from Endpoint

Clear Chat Data from Endpoint ☐

Clean

Manual IM Data cleaning

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

IM Data Cleaner

Enable Cleaner

☒

Clear Chat Data from Endpoint

☐

* Data Type

☒ IM Files
☒ IM Message

* Clean Time

Cleaning Conditions

By Schedule

* File Clean Interval (d)

Automatic IM Data Cleaner

Enable Cleaner	Enable the IM Data Cleaner function.
Cleanup Type	Choose the cleanup type; either IM message or IM shared files or both.
Clean Time	Enter the hour of the day to start the cleaning. The valid range is 0-23.
Cleaning Conditions	● By Schedule: If the clean interval is 3, cleaning will be performed every 3 days to delete all files. ● By Threshold: Check at the configured cleaning time every day to see if the storage threshold has been exceeded and perform cleaning of all files if it has. ● Keep Last X Days: Delete all files older than X days.
File Clean Interval	Enter 1-30 to specify the day of the month to clean up the files.

Automatic IM Data Cleaner

CLOUD IM

When enabling the Cloud IM, all IM data in Grandstream Wave is stored in the external server Cloud IM, it is no longer stored in the UCM. The GDMS can configure CloudIM service for UCM devices. At this time, the UCM device synchronizes the configuration item information.

IM Settings

IM Settings

Cloud IM Service

IM Server

Cancel

Save

Enable Cloud IM

☒

Local Proxy

☐

Cloud IM Server Address

im1.gdms.cloud

To view the external CloudIM server address, please go to [RemoteConnect](#)

Service ID

100198

Key

.....

Site Name

UCM

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

Cloud IM Service	
Enable Cloud IM	If you have purchased the Cloud IM package or purchased the Grandstream IM server, you can configure it. If you have not purchased it, the configuration will not take effect, but PBX local IM service is allowed. Please note that after enabling this feature, local chat data will not be visible.
Local Proxy	If enabled, the local proxy will be used to forward files and text messages if the IM server cannot be connected to upon Wave login due to certificate issues.
Cloud IM Server Address	The address of the server that provides IM service, you can fill in the address of the Cloud IM server provided by the RemoteConnect package or the IM server address of the GDMS.
Service ID	The service ID of the Cloud IM server.
Key	The Key to the Cloud IM server.
Site Name	Enter the name of the site.
Trusted User	The trusted user of the cloud IM. Only letters, numbers, and special characters are allowed.
Prefix	As the extension prefix, it is added before the extension number.
Sync Local Chat Data	Syncing existing local chat data to Cloud IM server. The Wave chat feature will not be available during the syncing process. It is recommended to avoid syncing during active working hours. – Time Range • All • Last 12 Months • Last 6 Months • Last 3 Months

	• Last Month – Data Type • IM Data • Images • Files
--	--

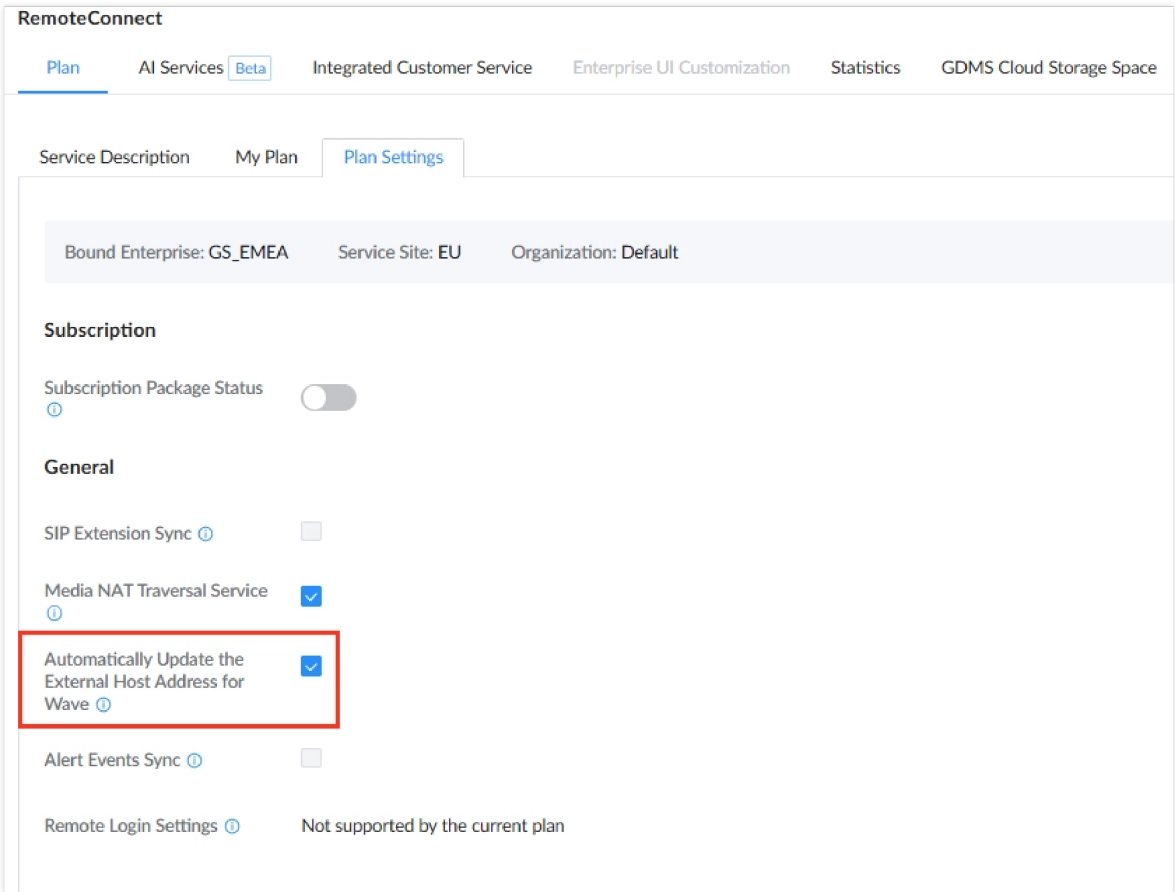
Cloud IM parameters

Note

Only account details and department information will be synced on local IM and cloud IM. Other configurations such as profile picture, work status, and favorite contacts will not be synced and these are stored in local IM or cloud IM respectively. Therefore, please be aware that when switching between local IM and cloud IM, part of the data cannot be synced and the previously stored data on local IM or cloud IM (depending on which one is switched to) will be retrieved.

REMOTECONNECT

When Wave users are connecting from a remote network to the UCM through RemoteConnect, the administrator sometimes might update the domain name of the UCM on the GDMS. To stop the synchronization of the new domain name, the user must disable “Automatically Update the External Host Address for Wave” under UCM configuration page on **RemoteConnect** > **Plan** > **Plan Settings**.



Plan Settings

When this option is disabled, the UCM will not overwrite the domain name configured in Wave Settings under **System Settings** > **HTTP Server**.

Wave Settings

Cross-Server Address Allowlist ⓘ

https://wave.gdms.cloud

External Host ⓘ

b.gdms.cloud

ⓘ

To lock the external host address, disable [Automatically Update the External Host Address for Wave](#) to prevent it from being reset by GDMS.

★ Port ⓘ

8090

Wave Settings

CHANGE LOG

Version 1.0.33.14

- No major changes.

Version 1.0.33.9

- Added taking screenshots and recording screen privilege for Wave mobile application. [[PORTAL/WAVE PRIVILEGES](#)]
- Added the option to update the external host address for wave on the UCM. [[REMOTECONNECT](#)]

Version 1.0.31.6

- No major changes.

Version 1.0.29.x

- Added permission controls for message deletion and simultaneous login settings. [[PORTAL/WAVE PRIVILEGES](#)]
- Added support for login using Microsoft account. [[Feature Highlights](#)][[Specifications](#)]

Version 1.0.25.12

- Added support for Multi-Factor Authentication for Wave login. [[Feature Highlights](#)][[Specifications](#)]

Version 1.0.25.7

- New Wave permissions added: Send Attachment and View Recording File. [[Portal/Wave Privileges](#)]

Version 1.0.23.15

- No major changes.

Version 1.0.21.9

- Added support for enabling and disabling read receipt for Wave instant messaging. [[IM Settings](#)]

Version 1.0.19.9

- Added support for scheduling Onsite Meetings. [[Onsite Meeting](#)]

Version 1.0.17.7

- Added the Allowed to override Host Mute option to the Edit Meeting / Schedule Meeting pages → Advanced Settings page. If enabled, participants muted by the meeting host will be able to unmute themselves. [[Schedule a Meeting](#)]

Version 1.0.15.7

- No major change was added.

Version 1.0.13.6

- Made several UI improvements.
- Added Portuguese and Vietnamese language support. [[Specifications](#)]
- Added support to set permissions in the UCM admin to allow Wave users to view the specific contacts. [[CONTACT MANAGEMENT](#)]

Version 1.0.11.8

- Added support for Operator Panel. [[Operator Panel](#)]
- Support multi-terminal synchronization of call records.
- Grandstream Wave step update (only manual update, no functional configuration).
- Merged audio meetings and video meetings into a Multimedia Meeting module. [[MULTIMEDIA MEETING](#)]

Version 1.0.9.10

- Added support for deleting the most recent meeting of the recurring scheduled meeting and the entire recurring meeting. [[SCHEDULE A MEETING](#)]
- Added support for UI customization. [[ENTERPRISE UI CUSTOMIZATION](#)]

Version 1.0.7.12

- Added support for email reminders when editing the time of a scheduled meeting. [[SCHEDULE A MEETING](#)]

Version 1.0.7.9

- Video/Audio meeting room cancel the host password and meeting password. [[Creating Meeting Room](#)]
- Add email reminder configuration in the meeting room. [[Schedule a Meeting](#)]
- Record the actual member information in the meeting history meeting details. [[MULTIMEDIA MEETING](#)]
- Clean up the history of the scheduled audio and video meetings regularly. [[Automatic Report Cleaner](#)]
- Added support to use Cloud IM service. [[CLOUD IM](#)]
- Support to join the scheduled meeting 10 minutes in advance and affected by meeting management. [[SCHEDULE A MEETING](#)]

Version 1.0.5.4

- Added Meeting History under the meeting tab. [[Schedule a Meeting](#)]
- Added post-meeting report email reminder. [[Schedule a Meeting](#)]
- Improve meeting room specifications. [[MULTIMEDIA MEETING](#)]
- Added ability to customize logo. [[ENTERPRISE UI CUSTOMIZATION](#)]
- Added the ability to clean IM Data. [[IM DATA CLEANING](#)]

Version 1.0.3.10

- No major changes.

Version 1.0.2.25

- This is the initial version.

Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

