

Grandstream Networks, Inc.

**Wave Mobile Application (Android/iOS) - User Guide**



# Wave Mobile Application (Android/iOS) - User Guide

## WELCOME

Thank you for using the Grandstream Wave mobile app. Wave is a free mobile app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM IP PBXs. Ideal for remote and traveling workers, Wave offers an easy-to-use platform that allows users to remotely join, schedule, and hold meetings, calls, and conferences from mobile devices. It also allows UCM series users to directly call other extensions, landlines, and mobile numbers. Wave is available for Android(TM) and iOS(TM) devices, can be quickly configured by scanning a QR Code produced by the UCM series, and is compatible with Grandstream's UCM RemoteConnect cloud service to ensure fully secure remote connections. With Wave, businesses can provide remote workers with a powerful mobile app to meet and collaborate from anywhere, boosting communication and productivity for multi-location organizations.

## PRODUCT OVERVIEW

### Feature Highlights

- Supported by Android(TM) 8.0+ and iOS(TM) 13.0+ with 2G/3G/4G/5G and Wi-Fi networks.
- Voice channel switching between Bluetooth, mobile device, speakerphone, and 3.5mm handset jack.
- Native integration with mobile devices, including contacts and call history, and the ability to display SIP users' online status
- LDAP support makes finding contacts easier
- Supports call display, voicemail, and call encryption
- Full integration with Grandstream's series of IP PBXs, 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 H.264
- Conveniently join meetings without logging in
- High-quality point-to-point audio/video calling, jitter resilience up to 50% audio packet loss, and 20% video packet loss
- Support schedule meetings and meetings now anywhere, anytime
- Built-in NAT traversal, including automatic NAT discovery and TURN/ICE.
- Support basic chat features, including point-to-point chat and group chat features, sending documents and emojis, starting video meetings in group chat, synchronizing group chat and meeting chat, etc.

### Wave Technical Specifications

|                                    |                                                                                                                                                                                                                                                                             |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Background Mode                    | When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running at background It is recommend to enable this if issues are experienced with message notifications and receiving incoming calls. |
| Disable Battery Usage Optimization | This allows Wave to use the battery in the background. If this option is disabled, issues like not receiving notifications and incoming calls might not be received.                                                                                                        |

Enable Background Data

Enable this option to allow Wave to use data in the background. Disabling this will prevent any messages or calls to be delivered when Wave is on the background.

#### Wave Technical Specifications

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

<https://www.grandstream.com>

## PREREQUISITES

### Device Requirements

**Operating system:** Android(TM) 4.2+, iOS(TM)13+

**Hardware:** Compatible with most Mobile phones and tablets running Android(TM) 4.2+ or iOS 13+

**Network:** Wi-Fi, 2G, 3G, 4G, and 5G networks

### Download and Installation

Wave app can be downloaded from Google Play or App Store and installed.

Click on the Wave app icon A picture containing umbrella, kite Description automatically generated to open it.

- When running the Wave app for the first time, users will be prompted to confirm whether to allow the application to access contacts. If allowed, users could view local contacts on the Wave app.
- Wave app requires permission related to making calls, managing calls, as well as accessing the camera, microphone, some system files, call status, mobile network information, etc. When prompted to allow permission, please select Allow for the Wave app to be used normally.
- For some Android devices, the Wave app requires users to enable floating window or background pop-up window permissions. Otherwise, incoming call notifications cannot be received.

### Touchscreen Gestures



Gestures on Touchscreen

When using the Wave app, users can manipulate the above-shown gestures to control the touchscreen.

- **Tap:** Touch the screen with a fingertip once to select or open a menu.

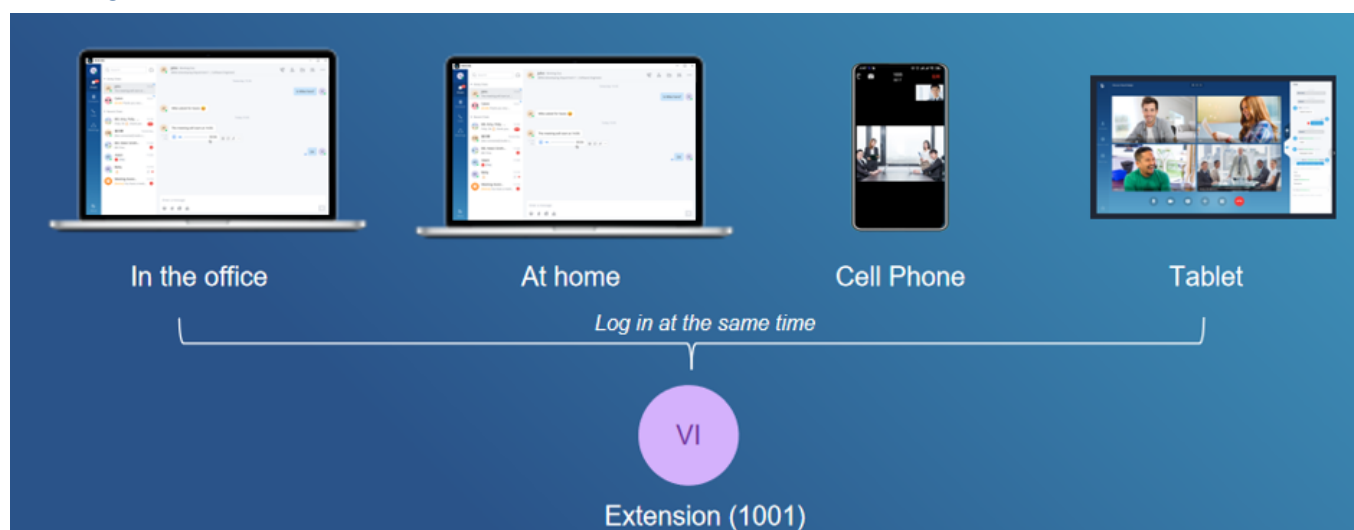
- **Press and hold:** Touch and hold the screen with one fingertip for about 2 seconds to bring up more operations.
- **Flick and Slide:** Slide a fingertip across the screen. For example, users can swipe up/down to scroll through a page or slide left/right to switch video feeds during a video conference.

## USING WAVE MOBILE APP

### Signing In

Users can sign in on different platforms at the same time and use different methods:

- [Using Credentials.](#)
- [Using QR Code.](#)
- [Using Biometrics.](#)



*Wave Multi Device Login*

The multi-device login option must be enabled on the UCM6300/A series. For more details, refer to the UCM6300/A Series User Manual.

For more details on how to manage the logged-in devices, refer to [\[Login Device Management\]](#).

### Signing In Using Credentials

**Step 1:** After opening the Wave app, tap on "Sign in" to open the login interface.

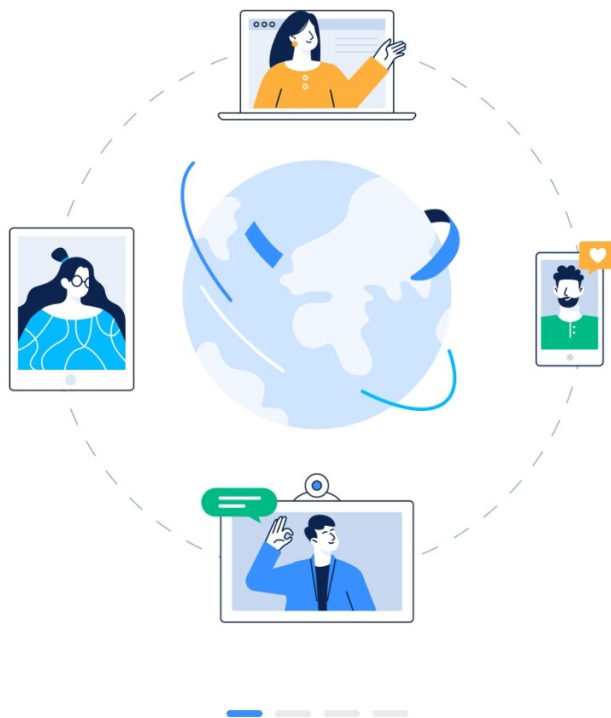
**Step 2:** Enter the server address, account number, and User password. Then click "Sign in".





# WAVE

Stay connected everywhere



Sign in

Join Meeting

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It is recommended to use domains for login purposes to avoid potential IP address restrictions.



Domain/Server



Account



Password



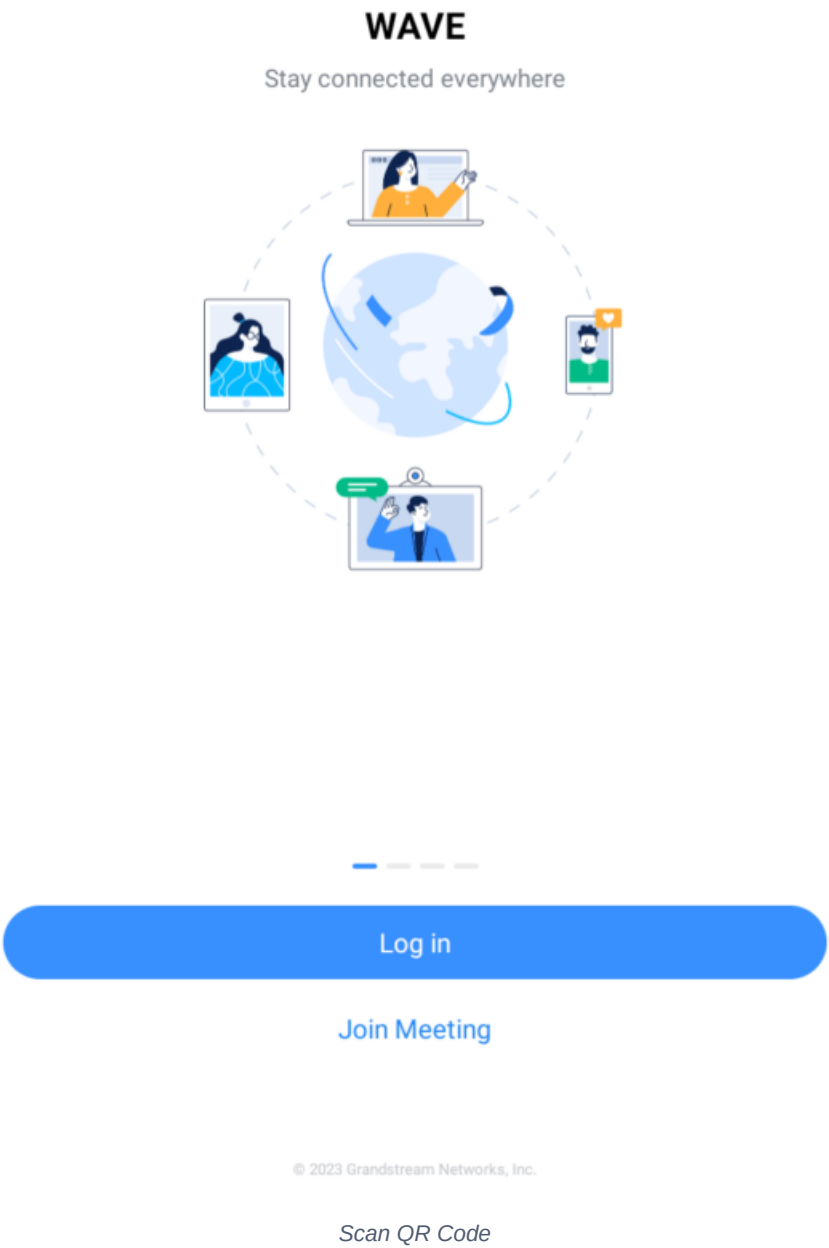
[Forgot Password?](#)

Sign in



## Signing In Using QR Code

The user can also tap to log in using the QR code provided in the Wave welcome email, or if the user has already open his/her account on Wave Desktop or Wave Web.



## Signing in using Biometrics

The Wave mobile app allows the user to set biometrics as a login method. Wave relies on the biometric

readers and the configuration of the mobile phone to provide a quick login. Therefore, they should be preconfigured before being enabled on Wave. The common biometrics that can be found on commercial smart mobile phones are fingerprint scanners, facial recognition, and iris recognition.

To enable biometric login, please follow the steps below.

1. Tap on your profile on Wave to open your account-related settings.
2. Tap on Account Security Settings, then tap Biometric Login to enable it
3. Verify your identity



Me



1000

1000



Account status

Online >



Status

None >



Account Security Center



Silent Mode

Disable >



Settings



Background & Battery Settings



Poll



Survey



09:13



## Account Security Center

Change Password



Login Device Management



Biometric Login



Quickly log in using your device's fingerprint reader or face recognition.

### System Authentication



Please verify your identity

**Cancel**

Secured by  
**Knox**



When logging in, enter your server address and your extension number, then select "Biometric Login".

09:28   



It is recommended to use domains for login purposes to avoid potential IP address restrictions.

 https://192.168.5.59:8090

 1000

Biometric Login

Log in with account/password

If you have set more than one biometric on your phone, you will be prompted to choose one of them to log in, as seen in the screenshot below.



15:37 



It is recommended to use domains for login purposes to avoid potential IP address restrictions.

 <https://192.168.6.60:8090>

 1000

Biometric Login

Log in with account/password

## System Authentication



Please verify your identity

Cancel

Secured by  
Knox



If you have chosen to log in using your fingerprint, please place your finger on the fingerprint reader. If you have chosen to log in using facial recognition, then face your phone's camera to authenticate.

### Signing In Using Microsoft Account

Wave mobile supports Single Sign-On (SSO) via Microsoft accounts (Microsoft Entra ID/Azure AD), when enabled by the UCM administrator. This allows users to log in using their Microsoft 365 credentials.

- UCM administrator must complete Microsoft Entra ID integration (see Microsoft Entra ID Configuration Guide).
- The extension must be associated with a Microsoft account by the administrator.
- This feature is only supported on UCM6300/A series firmware 1.0.29.6 or later.

Once Microsoft Entra ID is integrated, follow these steps to enable SSO on the UCM:

1. Log in to the UCM web interface as administrator.
2. Navigate to **Integrations -> Microsoft Entra ID (Azure AD)**.
3. Under Single Sign-On (SSO) section:
  - Enable "Single Sign-on (SSO)".
  - Add the UCM's SSO redirect URI to Microsoft Entra ID application settings.

Microsoft Entra ID (Azure AD)

Basic Settings

User Settings

Single Sign-on (SSO)

Single Sign-on (SSO)

When enabled, extensions/users can log in to Wave/UCM using the associated Microsoft account.

SSO Redirect Address

Intranet Address: https://192.168.129.109:8089/login

Add the above address to the Microsoft Entra ID application before using SSO.

Cancel

Save

UCM SSO Configuration Page

SSO cannot be activated unless at least one Microsoft Entra ID user is successfully bound to a UCM user account.

To verify if an extension is bound to a Microsoft account, navigate to **Extensions/Trunk -> Extensions**. Bound extensions will display a Microsoft logo badge, as shown in the screenshot below.

User Management

System User Information

User Portal/Wave Privileges

Extension Login Management

User Endpoint Access History

| Username | Privilege     | Last Operation Time | Options                 |
|----------|---------------|---------------------|-------------------------|
| John     | Administrator | 2025-05-20 11:12:09 | <div></div> <div></div> |

Total: 1

<

1

>

10 / page

Goto

To login to Wave mobile with a Microsoft account, please follow the instructions below:

1. Launch the Wave mobile application.
2. On the login screen, enter the server address, then click "Log in with Microsoft Account".

16:31



It is recommended to use domains for login purposes to avoid potential IP address restrictions.

 <https://192.168.6.80:8090> 

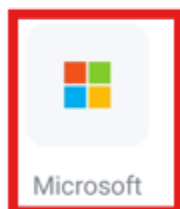
 Account

 Password 

[Forgot Password?](#)

Log in

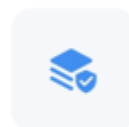
#### More Login Methods



Microsoft



Windows AD



SAML



Google Workspace



Specify the SIP server from which the authentication will be completed:

16:34 



Microsoft Login







Done







3. Once redirected to Microsoft's login page, enter your organizational email address and complete the authentication process.

09:42     



# Sign in

Email, phone, or Skype

---

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

Next



Sign-in options



4. Upon successful authentication, you'll be automatically logged into Wave Desktop.



Jane  
[Image]

09:55



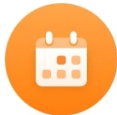
Bob  
[Chat History]

Yesterday



Emily  
You deleted an emoji.

Yesterday



Meeting Assistant  
Meeting Ended

08/06



Chats



Calls



Meetings



Contacts





## Log In With Google Workspace

Wave Desktop supports Single Sign-On (SSO) via Google Workspace account, when enabled by the UCM administrator. This requires that the Google Workspace integration is enabled on the IPPBX.

Please refer to the following guide for Google Workspace integration configuration steps:

<https://documentation.grandstream.com/knowledge-base/google-workspace-integration>

## Log In With Windows(R) AD

Wave Desktop supports Single Sign-On (SSO) via Windows(R) AD account, when enabled by the UCM administrator. This requires that the Windows(R) AD integration is enabled on the IPPBX.

Please refer to the following guide for Windows(R) AD integration configuration steps:

<https://documentation.grandstream.com/knowledge-base/windows-ad-configuration-guide/>

## Log In With SAML SSO

Wave Desktop supports Single Sign-On (SSO) using SAML, when enabled by the UCM administrator. This requires that the SAML SSO integration is enabled on the IPPBX. This integration allows using any identity provider that support SAML to be used for single sign-on.

Please refer to the following guide for SAML SSO integration configuration steps:

<https://documentation.grandstream.com/knowledge-base/saml-ssso-configuration-guide/>

## Multi-Factor Authentication

To strengthen account security and protect user data, Wave includes support for **Multi-Factor Authentication** for mobile application users.

When this feature is enabled, users will be prompted to complete the **MFA Binding process immediately after their login** to the Wave mobile app. The system will prompt for a time-based one-time password (TOTP) or other configured MFA method during each login session.

If multi-factor authentication is enabled for a user, they must first log in to Wave Desktop or Web to complete the setup before using it on the mobile app.

Please follow the steps below to enable and configure MFA for Wave mobile app users:

### 1. Enable MFA Binding on the Extension Level

- Navigate to **Extensions** on the UCM web interface.
- Locate the desired extension and enable "**Multi-Factor Authentication**" under the **Wave Client** settings.

To use Wave in a public network environment and ensure proper media traversal, RemoteConnect services must be deployed, or STUN/TURN servers must be configured. RemoteConnect is recommen

**Normal**Enable Wave ☒Allow Concurrent Logins from the Same Client Type ☐

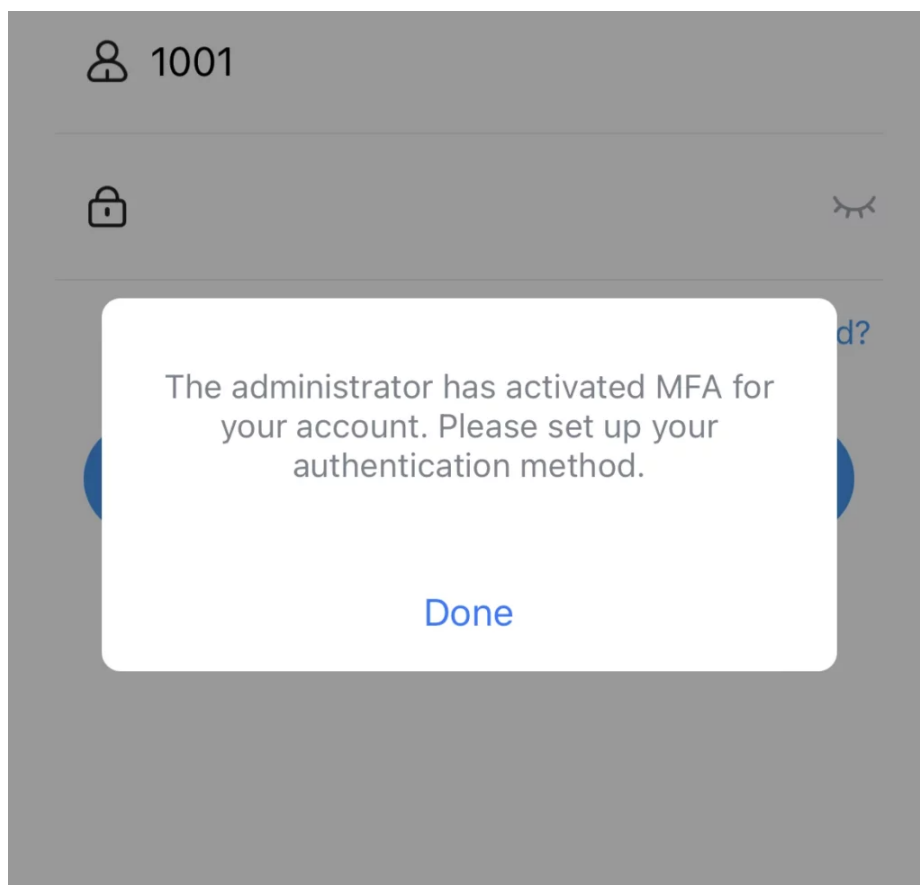
ⓘ If enabled, Wave will allow more than 1 Desktop/Web client and more than 1 Mobile client login at a time. Otherwise, only 1 Desktop/Web login and 1 Mobile login will be allowed. The extension's concurrent registration limit will still apply.

Multi-Factor Authentication ☒ Authentication Method: -

ⓘ Once enabled, please use the [recommended wave version](#) to prevent users from being unable to log in because the Wave version does not support multi-factor authentication.

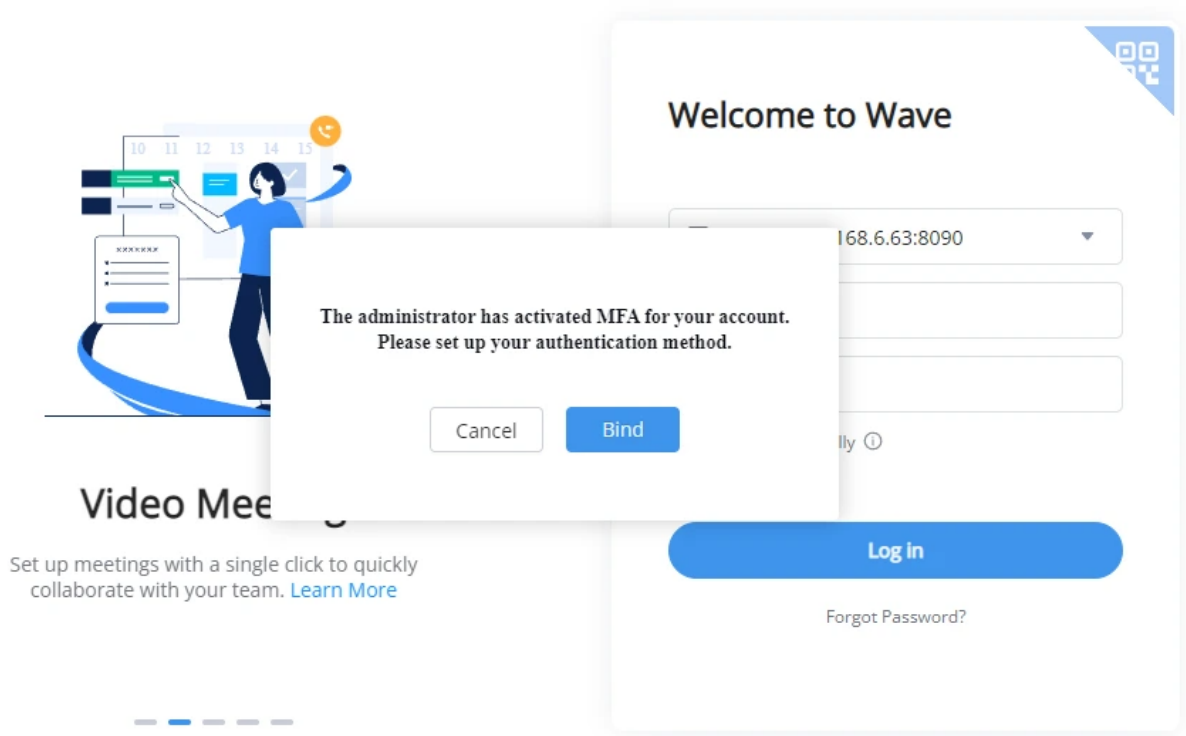
Wave Welcome Email [Email Template](#) [Send to Extension](#)Wave Permission Settings [Go to Page](#)*Extension Wave Client Settings*

2. When a user attempts to log in to the Wave mobile app, they will be notified that multi-factor authentication is enabled on their account and must complete the setup to proceed.

*MFA Prompt on Wave iOS app*

3. Log in to Wave Web/Desktop

- The user needs to log in to the Wave Web/Desktop using their User/Wave credentials.
- After logging in, the following message will be displayed.



*MFA Enabled Prompt*

4. Click the **Bind** button to begin the MFA setup.
5. Select **Authentication Method**, the available MFA options are:
  - **Authentication App:** Authenticate via a time-based one-time password (TOTP) generated by an authentication app (e.g., Google Authenticator, Microsoft Authenticator) installed on a mobile device or PC.
  - **TOTP Hardware Token:** Authenticate using a hardware token that displays a TOTP code.
  - **Email Authentication:** Sends a **verification code to your email**. You check your inbox, copy the code, and enter it to complete the login.

Please refer to [the Multi-factor Authentication](#) How-To Guide for step-by-step instructions on configuring both authentication methods.

## Wave User Multi-Factor Authentication

Wave account: 1001

1

2

### Select Authentication Method

**Authentication App**  
Authenticate via a code generated by an app installed on your mobile device or PC.

**TOTP Hardware Token**  
Authenticate via a code displayed on a "time-based one-time password" (TOTP) hardware token.

**Email Authentication**  
Authenticate using the verification code received via email.

[Multi-Factor Authentication Instructions](#)

>

Once setup is complete, the selected MFA method will be required for all future Wave mobile app logins associated with that extension.



It is recommended to use domains for login purposes to avoid potential IP address restrictions.

 https://192.168.6.63:8090



 1000



You have activated MFA for your account.  
Please enter the MFA code from the app

 6-digit number



Cancel

Done

1

2

3

ABC

DEF

4

GHI

5

JKL

6

MNO

7

PQRS

8

TUV

9

WXYZ

0



## Making a Call

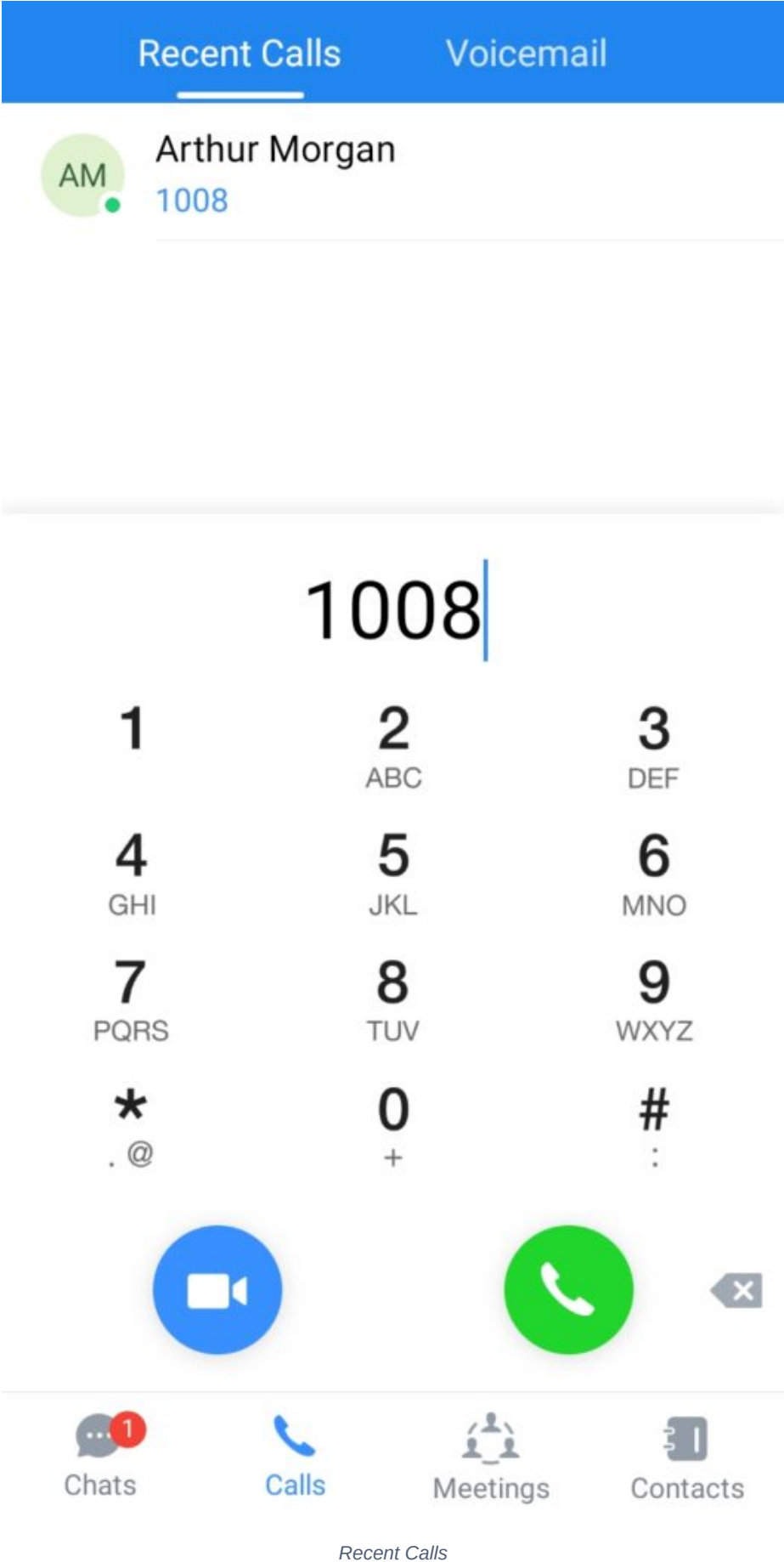
**Step 1:** Click on the bottom right corner of the app to bring up the dial pad.

**Step 2:** Enter the number to dial. Recent numbers and contacts will appear automatically as you type.

**Step 3:** Click to make a video call or click on to make an audio call.

When dialing a number, the dial panel supports searching the last 50 call logs.

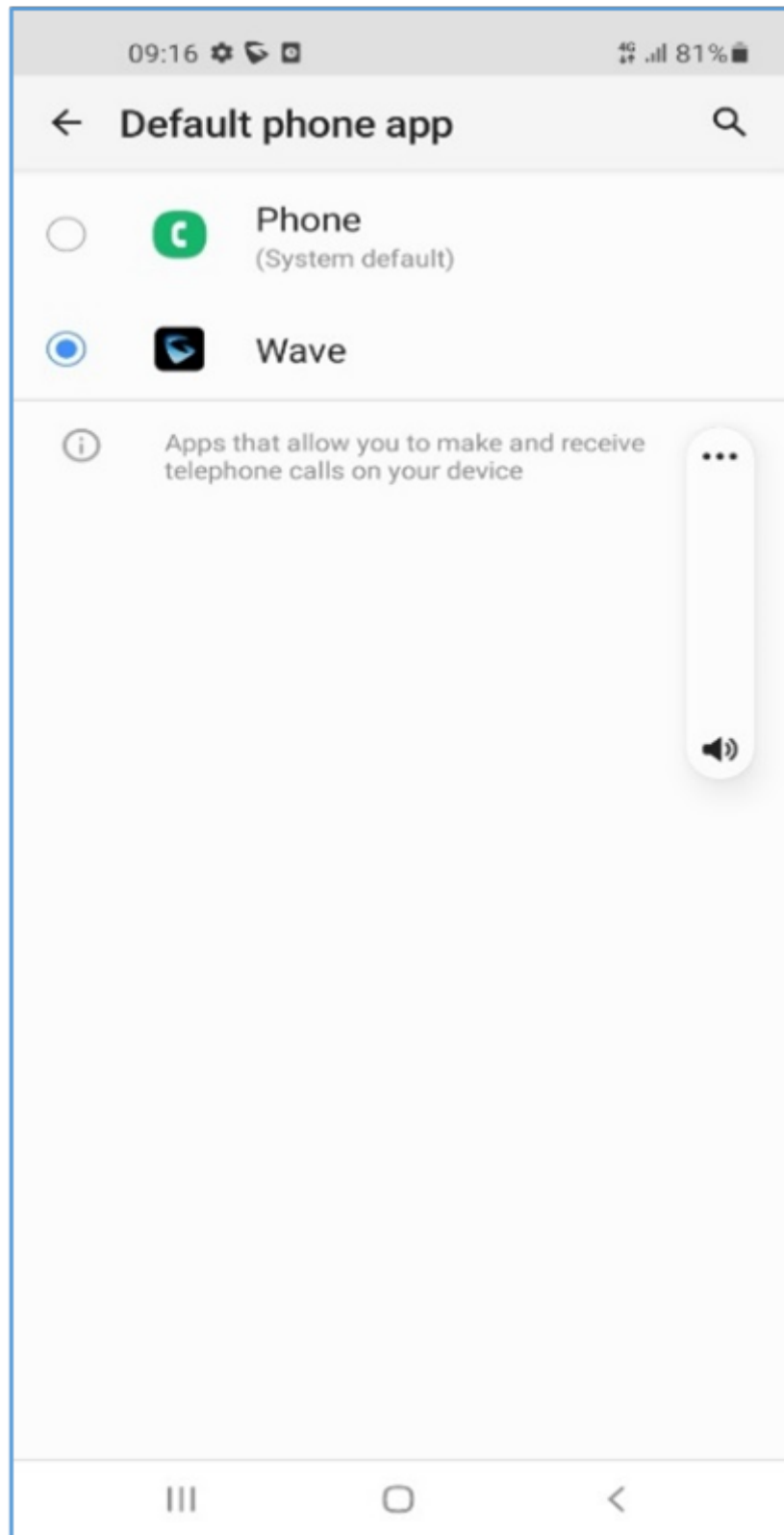
|               |                      |           |
|---------------|----------------------|-----------|
| <div>AM</div> | Arthur Morgan        | 11:50     |
|               | 1008                 | 1min 56s  |
| <div>CB</div> | Catherine Braitwaite | 11:49     |
|               | 1010                 | 21s       |
| <div>AM</div> | Arthur Morgan        | 11:49     |
|               | 1008                 | 1min 5s   |
| <div>AM</div> | Arthur Morgan        | 11:47     |
|               | 1008                 | 23s       |
| <div>AM</div> | Arthur Morgan        | 11:44     |
|               | 1008                 | No answer |
| <div>AM</div> | Arthur Morgan        | 11:43     |
|               | 1008                 | No answer |
| <div>AM</div> | Arthur Morgan        | 11:43     |
|               | 1008                 | 8s        |
| <div>AM</div> | Arthur Morgan        | 11:42     |
|               | 1008                 | 9s        |
| <div>AM</div> | Arthur Morgan        | 11:42     |
|               | 1008                 | No answer |
| <div>AM</div> | Arthur Morgan        | 11:41     |



- With the Wave app, users can dial other extensions and any other number allowed by the UCM server.



- The user can select the Wave app as the Default phone app to make calls.



*Default Phone App*

The user can also use the phone assistant (supports only Siri and Google Assistant) to start a call. The user can start a call by uttering "Hey Siri!" or "Hey Google!" and then say, for example, "Please use Wave to call Max". Wave will be opened, and a call to Max will be initiated.



*Initiating Wave Call With Siri*

## Redial

Users can quickly call the last dialed number as long as it exists in the call history.

**Method 1:** Open the dialing interface by tapping on the Dial tab.

**Method 2:** Tap on the pound key # on the dial pad to automatically call the last dialed number.

## Call History

Call history is displayed on the **Dial** page. It displays all call history and voicemail messages in each Wave client for the Wave account.

In Call Queue and Ring Group scenarios, the call history displays the name and number of the person who actually answered the call.

- To hide the dial pad, swipe down on the page. Users will be able to view more call history entries.
- Click on the button on the bottom right corner of the app to bring up the dial pad.

|  |                              |                    |
|--|------------------------------|--------------------|
|  | Arthur Morgan<br>1008        | 11:50<br>1min 56s  |
|  | Catherine Braitwaite<br>1010 | 11:49<br>21s       |
|  | Arthur Morgan<br>1008        | 11:49<br>1min 5s   |
|  | Arthur Morgan<br>1008        | 11:47<br>23s       |
|  | Arthur Morgan<br>1008        | 11:44<br>No answer |
|  | Arthur Morgan<br>1008        | 11:43<br>No answer |
|  | Arthur Morgan<br>1008        | 11:43<br>8s        |
|  | Arthur Morgan<br>1008        | 11:42<br>9s        |
|  | Arthur Morgan<br>1008        | 1008<br>No answer  |
|  | Arthur Morgan                | 11:41              |

Recent Calls

Voicemail

AM

Arthur Morgan

11:50

1008

1min 56s

CB

Catherine Braitwaite

11:49

1010

21s

AM

Arthur Morgan

11:49

1008

1min 5s

AM

Arthur Morgan

11:47

1008

23s

AM

Arthur Morgan

11:44

1008

No answer

AM

Arthur Morgan

11:43

1008

No answer

AM

Arthur Morgan

11:43

1008

8s

AM

Arthur Morgan

11:42

1008

2s

1

Chats

Calls

Meetings

Contacts

Recent Calls

By clicking on the user can delete the entries in the call history tab.

×

Recent Calls

|                       |                                                                  |                                       |
|-----------------------|------------------------------------------------------------------|---------------------------------------|
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:50</div> <div>1min 56s</div>  |
| <input type="radio"/> | <div>CB</div> <div>Catherine Braitwaite</div> <div>  1010 </div> | <div>11:49</div> <div>21s</div>       |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:49</div> <div>1min 5s</div>   |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:47</div> <div>23s</div>       |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:44</div> <div>No answer</div> |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:43</div> <div>No answer</div> |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:43</div> <div>8s</div>        |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:42</div> <div>9s</div>        |
| <input type="radio"/> | <div>AM</div> <div>Arthur Morgan</div> <div>  1008 </div>        | <div>11:42</div> <div>No answer</div> |

Selected: 0

Delete

Delete Call History Entries

Select the entries that you want to delete and then tap on . To delete all the entries, tap

## Answering a Call

While Wave is running in the background, incoming calls will ring the device and bring up the following screen, shown in the images.

- For incoming audio calls, users can tap on btn\_audio\_call@3x to answer the call or tap on btn\_end@3x to reject it.
- For incoming video calls, an additional button btn\_video\_call@3x is available to answer the call with video on.



Arthur Morgan (1008)

Ringing...

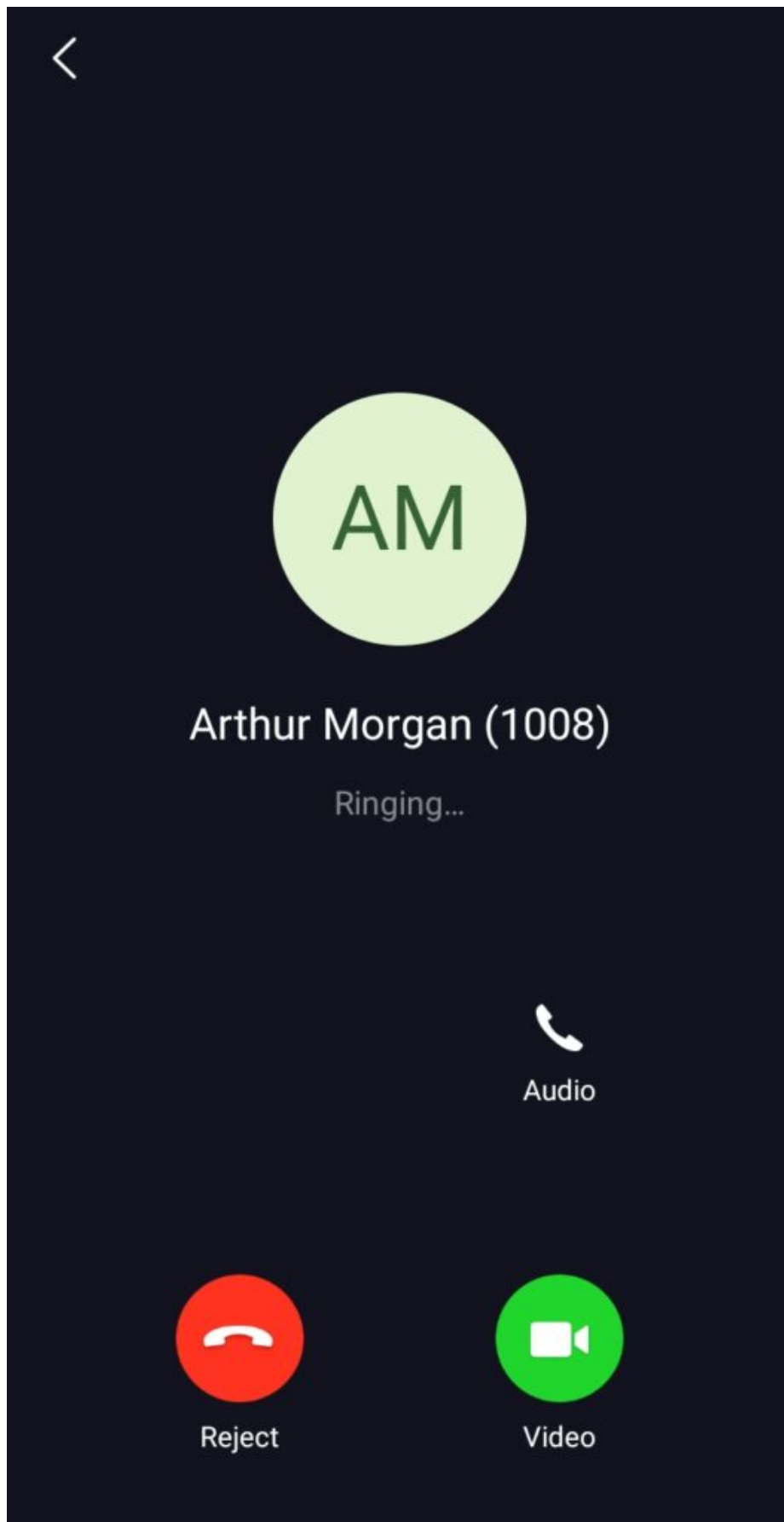


Reject



Answer

*Audio Call Received*



*Video Call Received*

Limited by the network, the call reminder will have a delay of about 4-5 seconds. If the region of the iPhone is set to China, you will not be able to receive a call reminder. It is suggested to change the region of the mobile



phone to a non-China area.

## Call History Search

Wave allows users to search and filter call history to quickly locate specific calls. Users can search by **contact name or number** and filter results by **call type, call tag, and date range**. The date range can cover a maximum period of three months.

To search the call history, enter a contact name or number in the **Name/Number Search** field, then use the available filters to narrow the results. The **Call Tag** filter can be used to display calls associated with specific tags, while the date filter allows users to specify the required time period.

17:46  



 Name/Number Search

Cancel

All Calls ▾

Call Tag ▾

Sep 1 - Sep 22 ▲

< Sep 2026 >

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 30  | 31  | 1   | 2   | 3   | 4   | 5   |
| 6   | 7   | 8   | 9   | 10  | 11  | 12  |
| 13  | 14  | 15  | 16  | 17  | 18  | 19  |
| 20  | 21  | 22  | 23  | 24  | 25  | 26  |
| 27  | 28  | 29  | 30  | 1   | 2   | 3   |
| 4   | 5   | 6   | 7   | 8   | 9   | 10  |

Reset

OK



Keith More

 1006

17:24

Not established



Keith More

 1006

17:13

Not established



Keith More

17:11



## Message Deletion Period

Wave follows the **Message Deletion Period** configured on the UCM. This setting determines how long users can edit or delete messages after they are sent. Once the configured time period expires, the **Edit** and **Delete** options are no longer available for the message.

The setting can be configured on the UCM, and Wave applies the configured period to messages sent through the application.

IM Settings

IM Settings

Cloud IM Service

IM Server

Read Receipts ⓘ

☒

Notify Inactive Users of New Messages ⓘ

☒ Email Template

\* Max File Size Upload (MB) ⓘ

Message Deletion Period ⓘ

Cancel

Save

Cached chat images and files older than 30 days are automatically cleared to reduce mobile storage usage.

## During a Call

During a call, users can hold/unhold the call, mute/unmute, bring up the dial pad to enter DTMF, switch audio channel, etc.



00:09



Arthur Morgan (1008)



MIC



Camera



New Call



Hold



Transfer



More



Keypad



End



Bluetooth

Audio Call

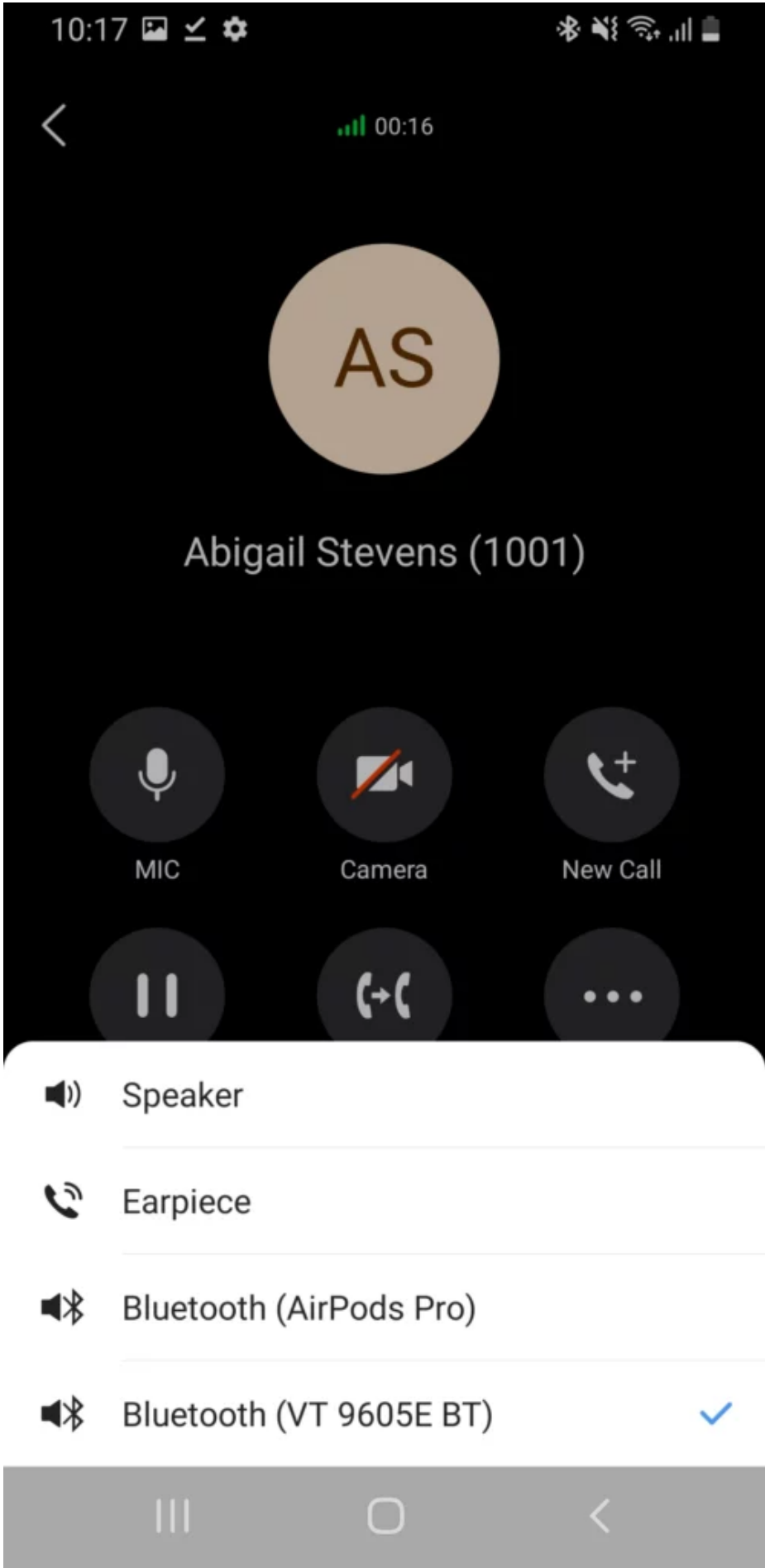


*Video Call*

- icon\_handsfree Use the speaker as the audio channel. The user can select to switch to the earpiece, the wired headset, or a specific Bluetooth headset.
- icon\_handset Use the earpiece as the audio channel. The user can select to switch to the speaker, the wired headset, or a specific Bluetooth headset.

- btn\_end@3x End call: Tap to end the current call.
- mic Mute/unmute: Click to mute or unmute.
- camera\_close Video on/off: After tapping on enable video, a video invitation will be sent to the remote party. If the remote party accepts, video feeds for both parties will be displayed.
- N-way conference. Click to add participants to the conference.
- icon\_hold@2x Hold/unhold: Tap on hold a call or retrieve a held call.
- icon\_transfer@2x Transfer: Click to transfer the call. Blind transfer and attended transfer are supported.
- icon\_dtmf@2x DTMF: Tap to bring up the dial pad and enter DTMF.

When multiple Bluetooth devices are connected, the user can quickly switch between the devices by tapping the icon then the user can select the channel on which the sound will be transmitted.



Choose Device

## Call Waiting

Wave application supports call waiting; users can receive multiple calls at the same time and switch between calls by following the steps below:

**Step 1:** During a call, the user receives a second call and answers it.

**Step 2:** Click onto switch to the other call.





Catherine Braitwaite (1010)

Ringing...

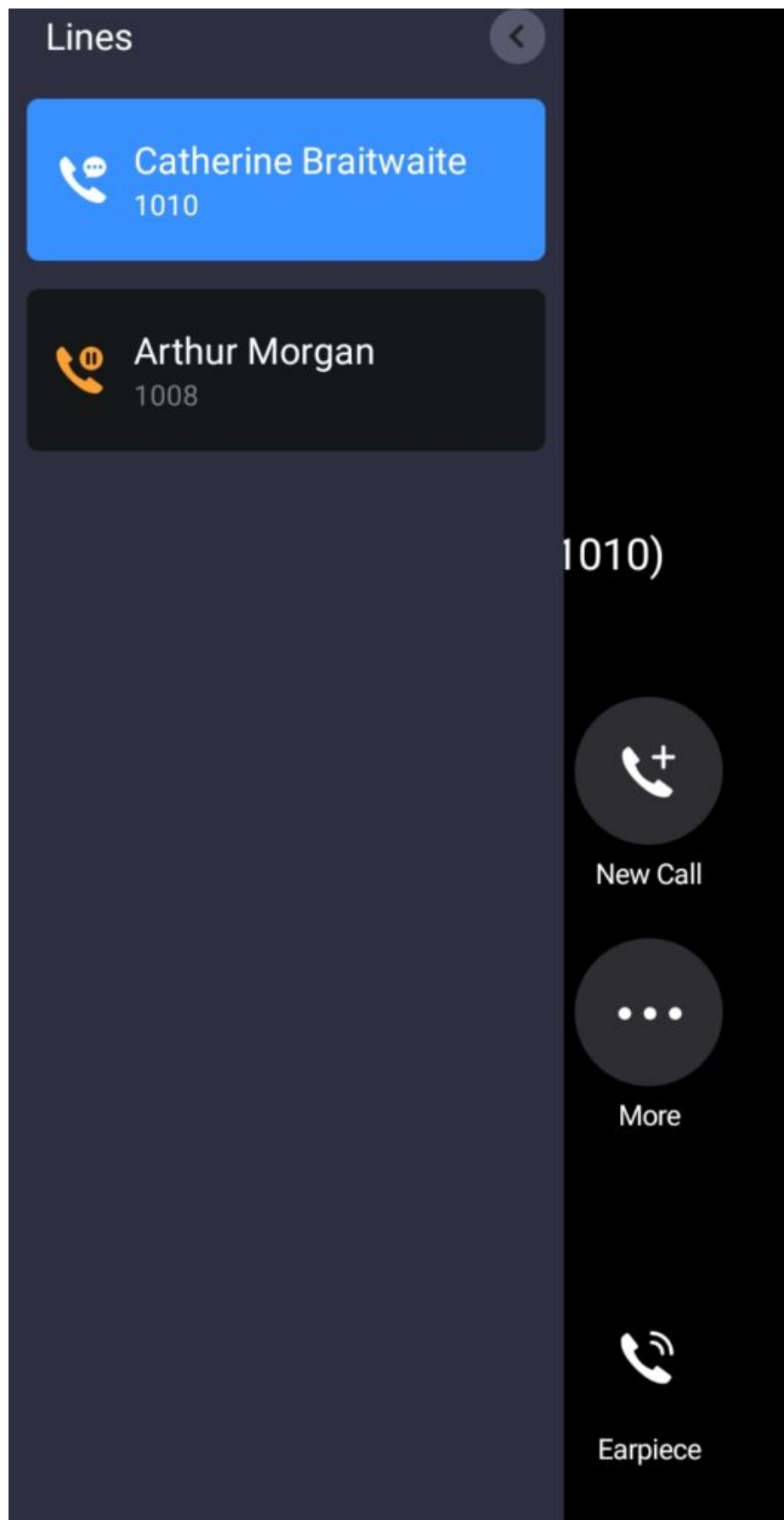


Reject



Answer

*Audio Call Received*



Call Lines

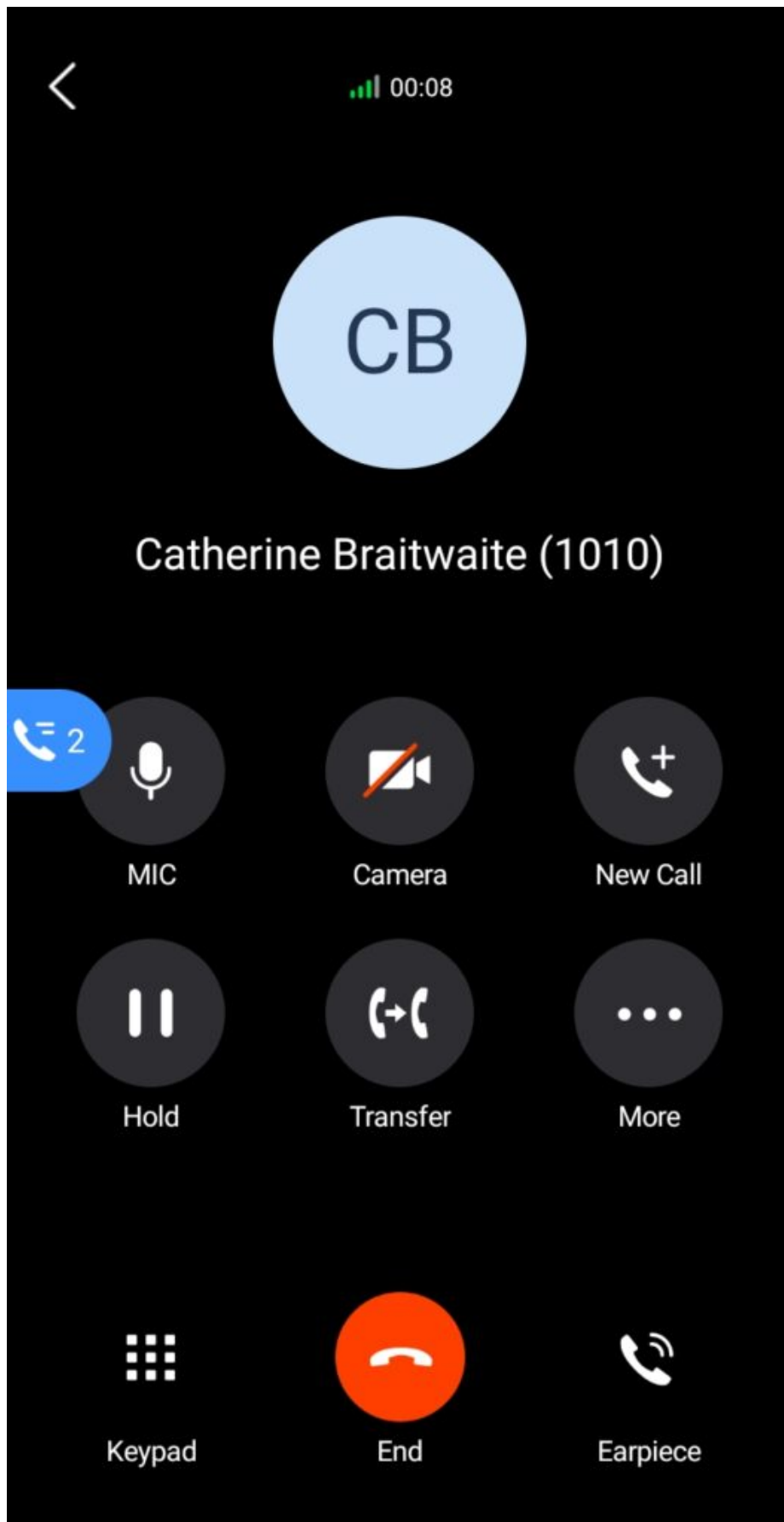
## Hold/Unhold and Multiple Lines

Wave Mobile application supports up to 6 simultaneous lines. The user can hold each call or switch between them.

**Step 1:** During a call, tap on  to put the call on hold.

**Step 2:** Tap to resume the call .

**Step 3:** The user can click the button to switch the call to the other line. .



Ongoing Call

## Mute

**Step 1:** During the call, tap on the Mute button to mute your microphone. The remote party will no longer be able to hear you.

**Step 2:** Tap the unmute button to unmute your microphone.



00:09



Arthur Morgan (1008)



MIC



Camera



New Call



Hold



Transfer



More



Keypad



End



Bluetooth

Ongoing Call

## Switching Audio Channel

The Wave Mobile application supports changing the audio channel during calls. To perform this action, tap on the icon\_handseticon at the top right corner of the application to bring up audio channel selections. The following options will be available:

- icon\_bluetooth earphoneUse a Bluetooth headset.
- icon\_headsetUse a wired headset.
- icon\_handsetUse a phone earpiece.
- icon\_handsfreeUse the phone speaker.



00:34



Catherine Braitwaite (1010)



MIC



Camera



New Call



Hold



Transfer



More



Speaker



Earpiece



Bluetooth

Switching Audio Channel



Missed Call

Missed calls will be indicated in the call log with the extension number highlighted in red, with a missed call icon right next to it

Recent Calls

Voicemail

AM

Arthur Morgan

11:50

1008

1min 56s

CB

Catherine Braitwaite

11:49

1010

21s

AM

Arthur Morgan

11:49

1008

1min 5s

AM

Arthur Morgan

11:47

1008

23s

AM

Arthur Morgan

11:44

1008

No answer

AM

Arthur Morgan

11:43

1008

No answer

AM

Arthur Morgan

11:43

1008

8s

AM

Arthur Morgan

11:42

1008

9s

AM

Arthur Morgan

11:41

1008

No answer

AM

Arthur Morgan

11:41

1008

No answer

1

Chats

Calls

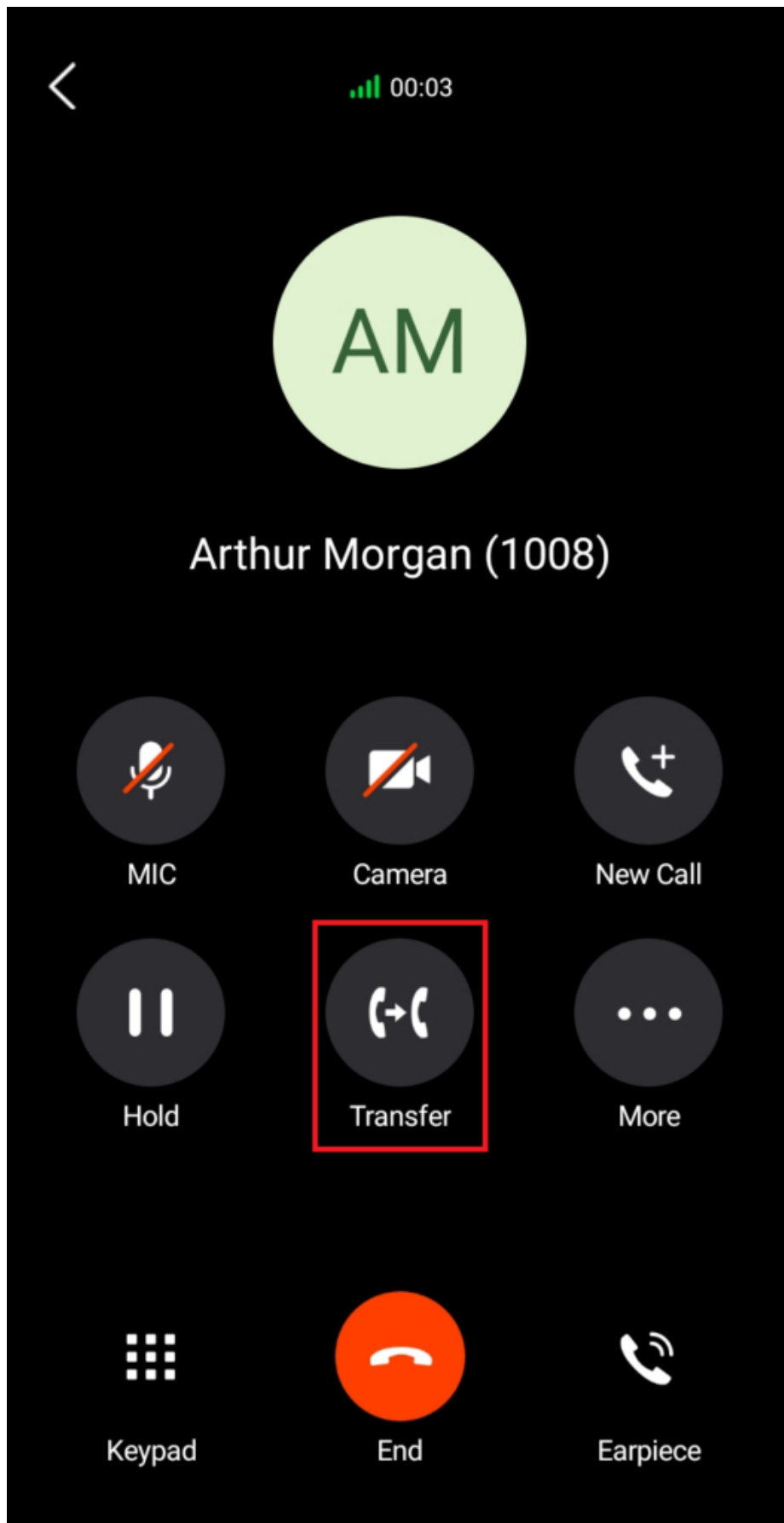
Meetings

Contacts

## **Call Transfer**

The Wave app supports transferring calls from one party to another. Blind transfer and attended transfer are supported. To initiate a transfer, please refer to the screenshots below, and to understand how each type of transfer works, please refer to their respective sections below.

**Step 1:** Tap "Transfer" to initiate the transfer process



*Initiate a Transfer*

**Step 2:** Either enter an extension number or select a contact from the list of contacts.

If you entered an extension number, please select the type of transfer that you want to perform by clicking either or To start the transfer.



Holding

Transfer to

Search Company Contact



Phone Contacts

>



Favorites

>

My Organization



Company Contacts(500)

>

A



Abigail Roberts

1005



Arthur Morgan

1001

B



Bonnie MacFarlan

1002

C



Catherine Braitwaite

1003

H

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

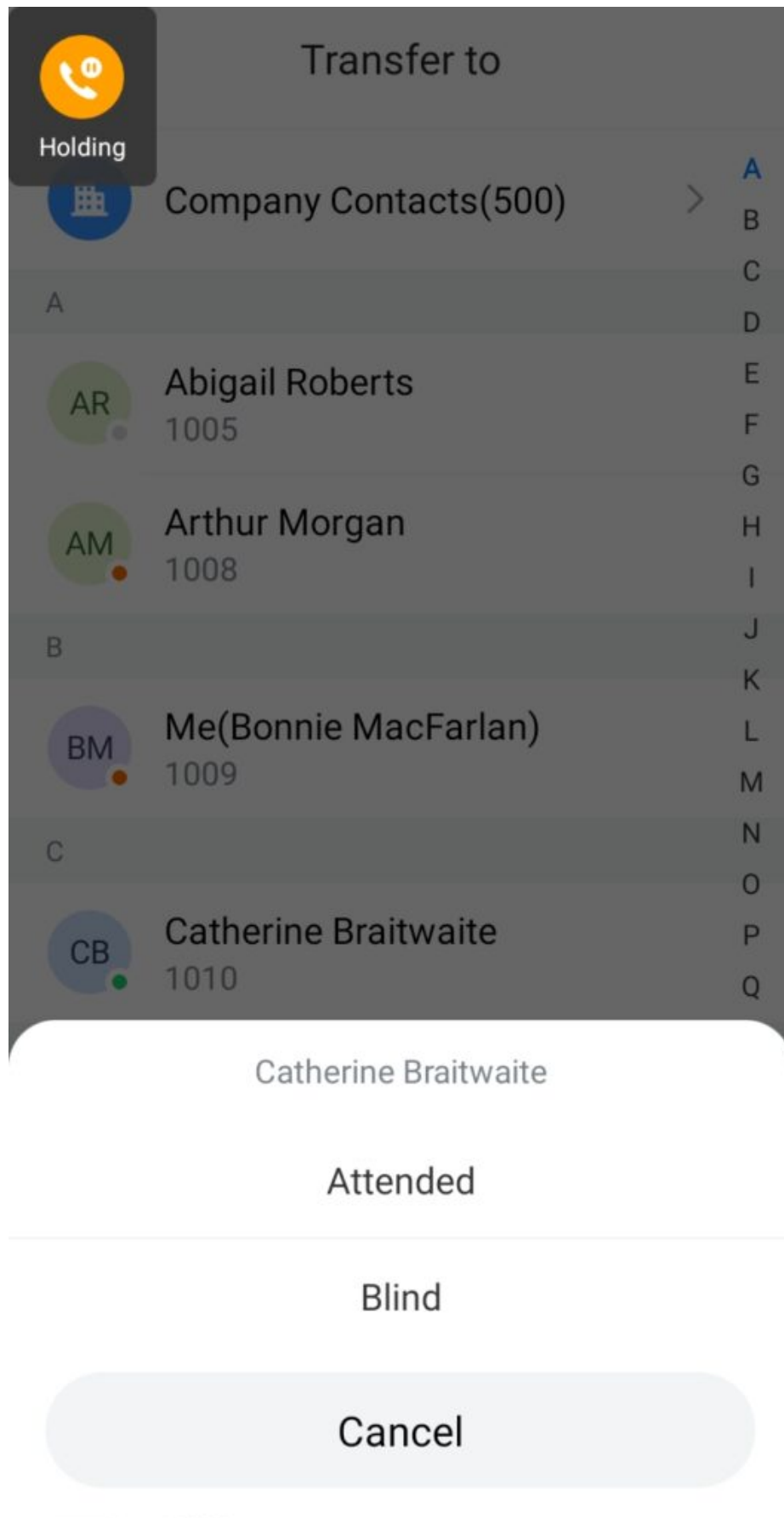
Y

Z

#

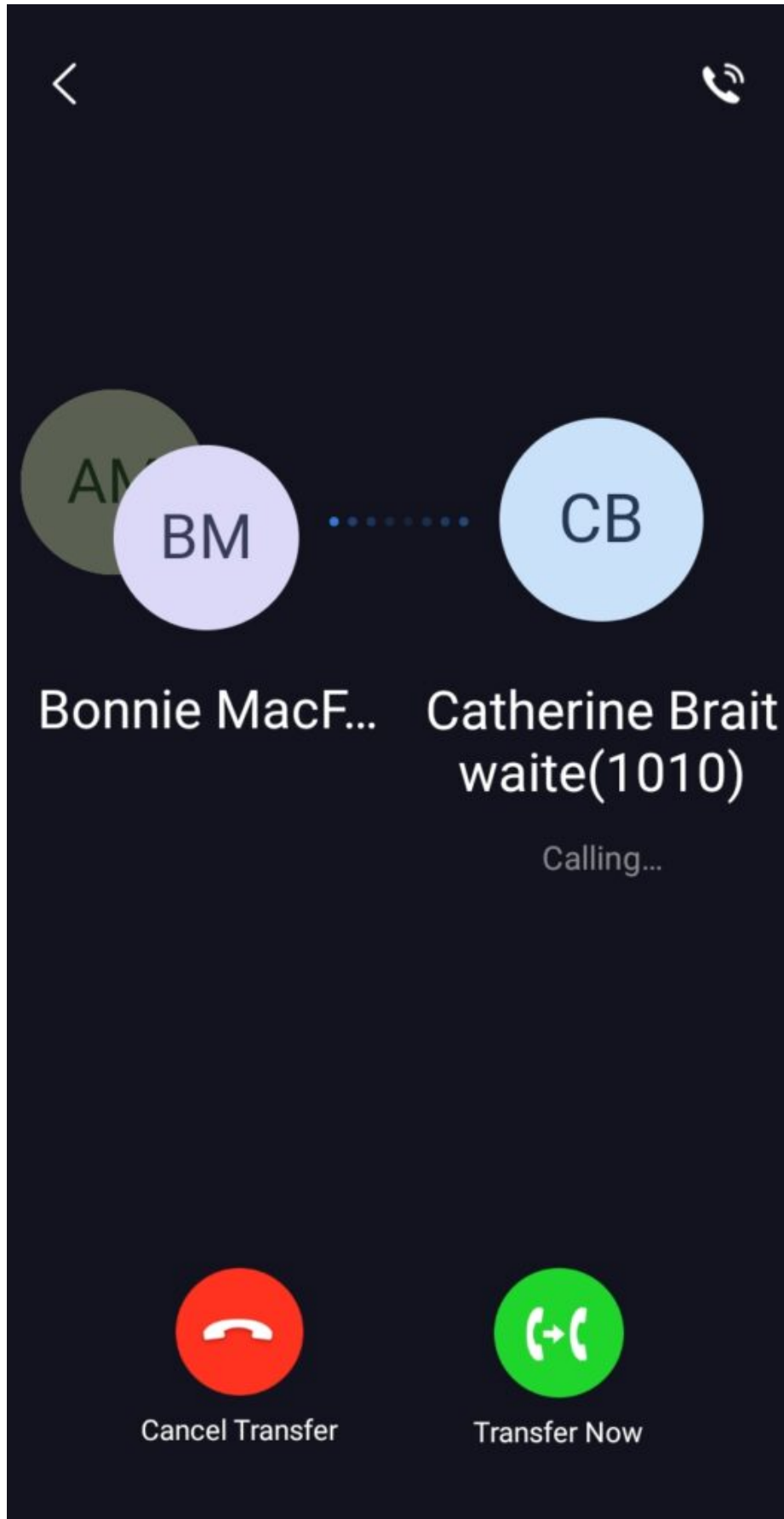
Choose a Contact

If you select a contact from the list of contacts, a menu will appear to select the type of transfer that the user desires to initiate.



*Choose the Type of Transfer*

**Step 3:** As an example, we have picked the Attended transfer. The user can either wait until the contact that the call is transferred to picks up the call, or they can tap "Transfer now" to transfer and leave the call even before the contact picks up the call.



Call Transfer Call Screen

### Blind Transfer

**Step 1:** Establish a call between User A and User B.

**Step 2:** Tap the "Transfer" button.

**Step 3:** User A enters User C's number to transfer the call to, then presses "Attended" to transfer the call.

**Step 4:** User C rings. User B will be put on hold.

**Step 5:** If User C answers, the call between User A and User C will be established. User A can press the END call button to complete the call transfer. The call is established between User B and User C.

**Step 6:** If User C does not answer the call, User C will continue ringing. Now User A can press the END call button to complete the call transfer. When User C answers, the call will be established between User B and User C.

### **Attended Transfer**

**Step 1:** Establish a call between User A and User B.

**Step 2:** Tap the "Transfer" button.

**Step 3:** User A enters User C's number to transfer the call to, then presses "Attended" to transfer the call.

**Step 4:** User C rings. User B will be put on hold.

**Step 5:** If User C answers, the call between User A and User C will be established. User A can press the END call button to complete the call transfer. The call is established between User B and User C.

**Step 6:** If User C does not answer the call, User C will continue ringing. Now User A can press the END call button to complete the call transfer. When User C answers, the call will be established between User B and User C.

### **Call Tags**

Wave allows users to assign **call tags** to ongoing and completed calls. Call tags can be used to categorize calls and make it easier to identify and organize different types of calls. The available tags are synchronized from the UCM configuration.

To assign a call tag, open the **Call Notes** panel during an active call or from the relevant call record, select **Call Tag**, choose the desired tag, and save the selection. Multiple tags can be selected when supported.

17:13  



Call Tag

OK

☐ Cancelled

☒ Processed

☐ Callback

## Call Notes

Wave allows users to add a **text note** to an ongoing call or to a completed call. Notes can contain up to **512 characters** and can be used to record additional information related to the call.

During an active call, open **Call Notes**, select the desired call tag if applicable, enter the required information in the **Remark** field, and tap **Save**. Call notes can also be viewed and edited from the call history after the call ends. Related call parties can jointly view and edit the same call note when supported.



17:13

< 01:30

KM

Keith More (1006)

Call Notes

Call Tag

Processed

Remark

test

Save

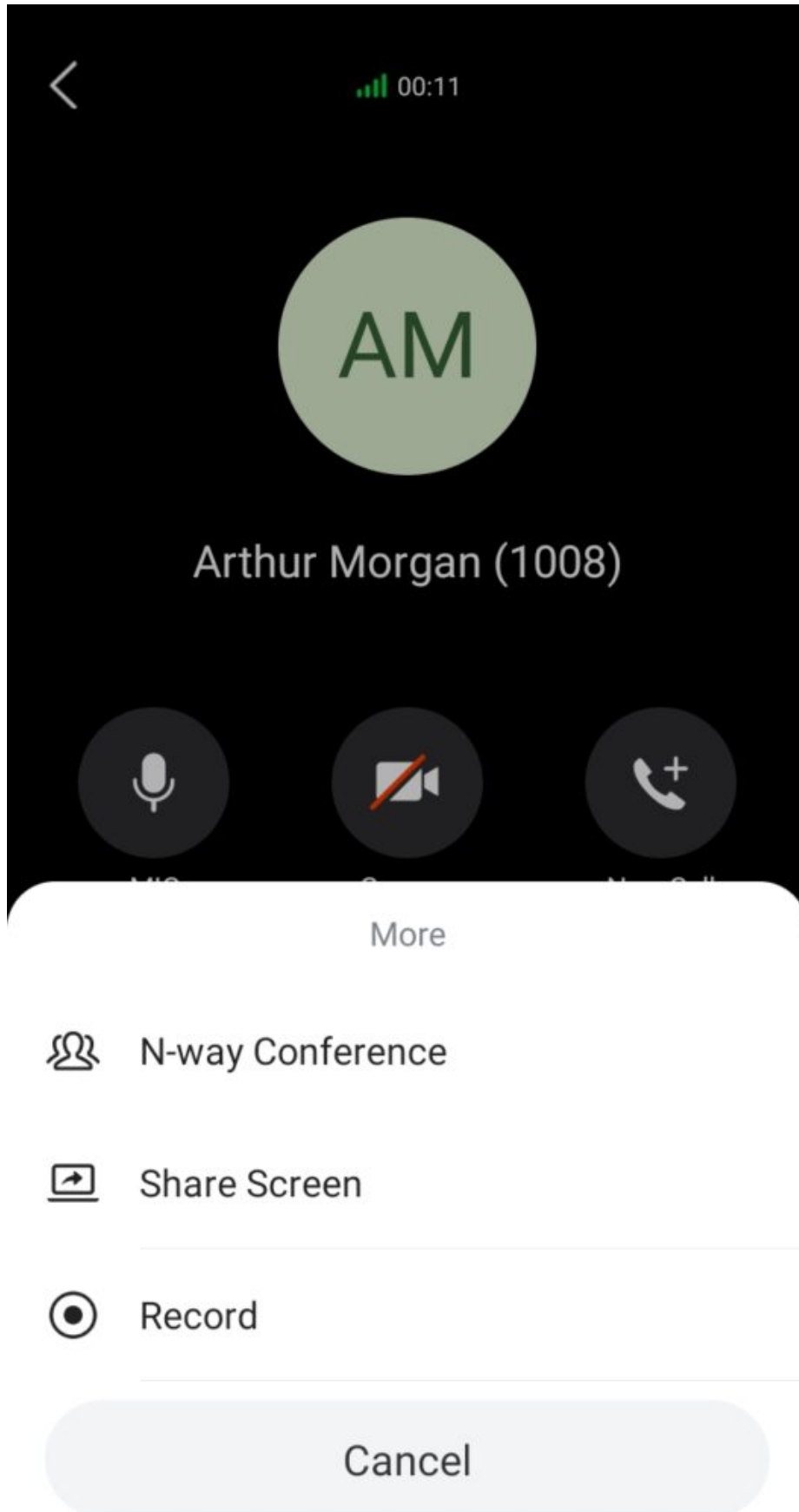
## N-Way Conference

N-Way Conference allows users to add multiple parties to a conference call. No access codes are required. Below are the steps to follow:

**Step 1:** Dial or receive a call from the first party and accept the call.

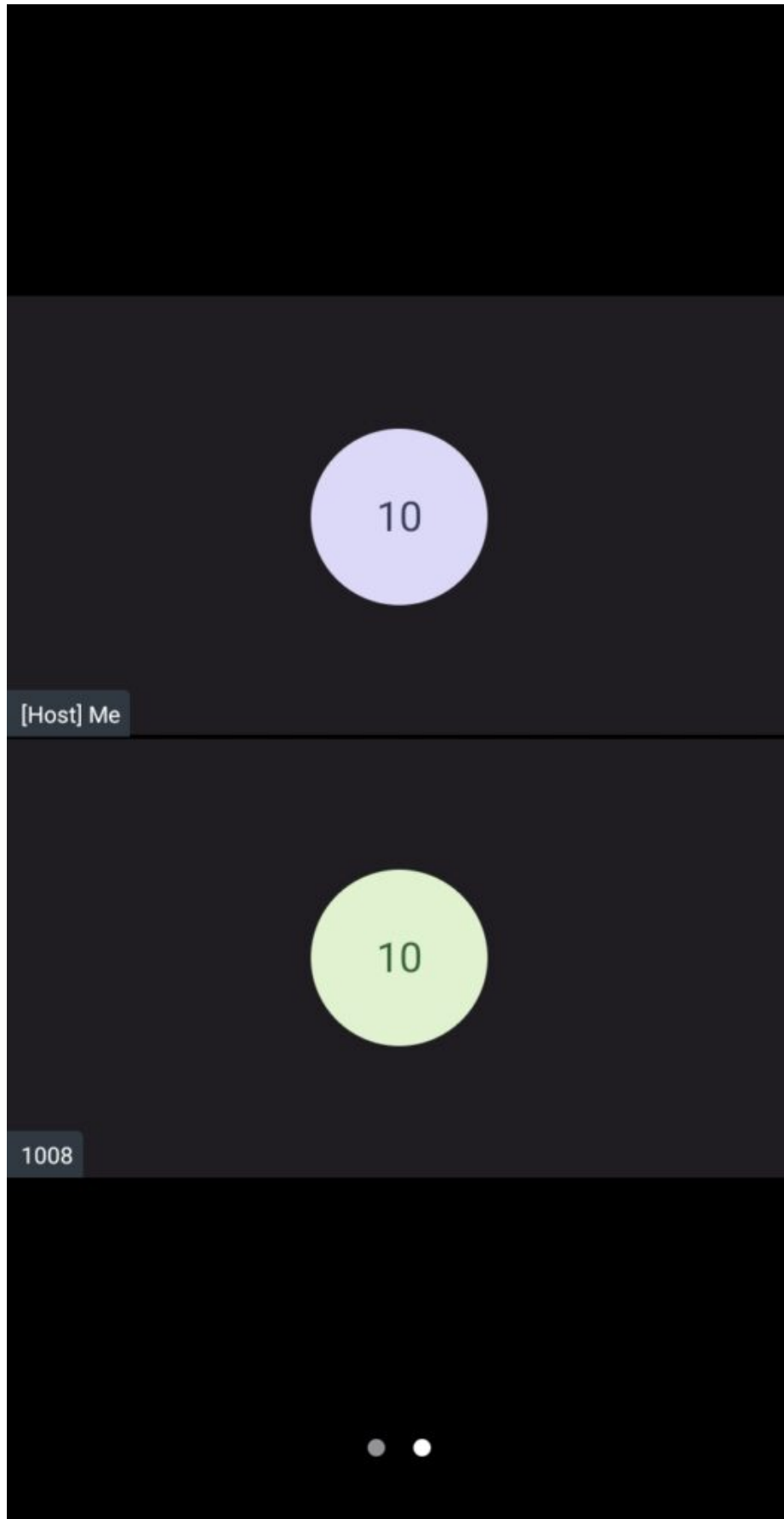
**Step 2:** Tap the "More" button.

**Step 3:** Select the option "**N-way conference**".



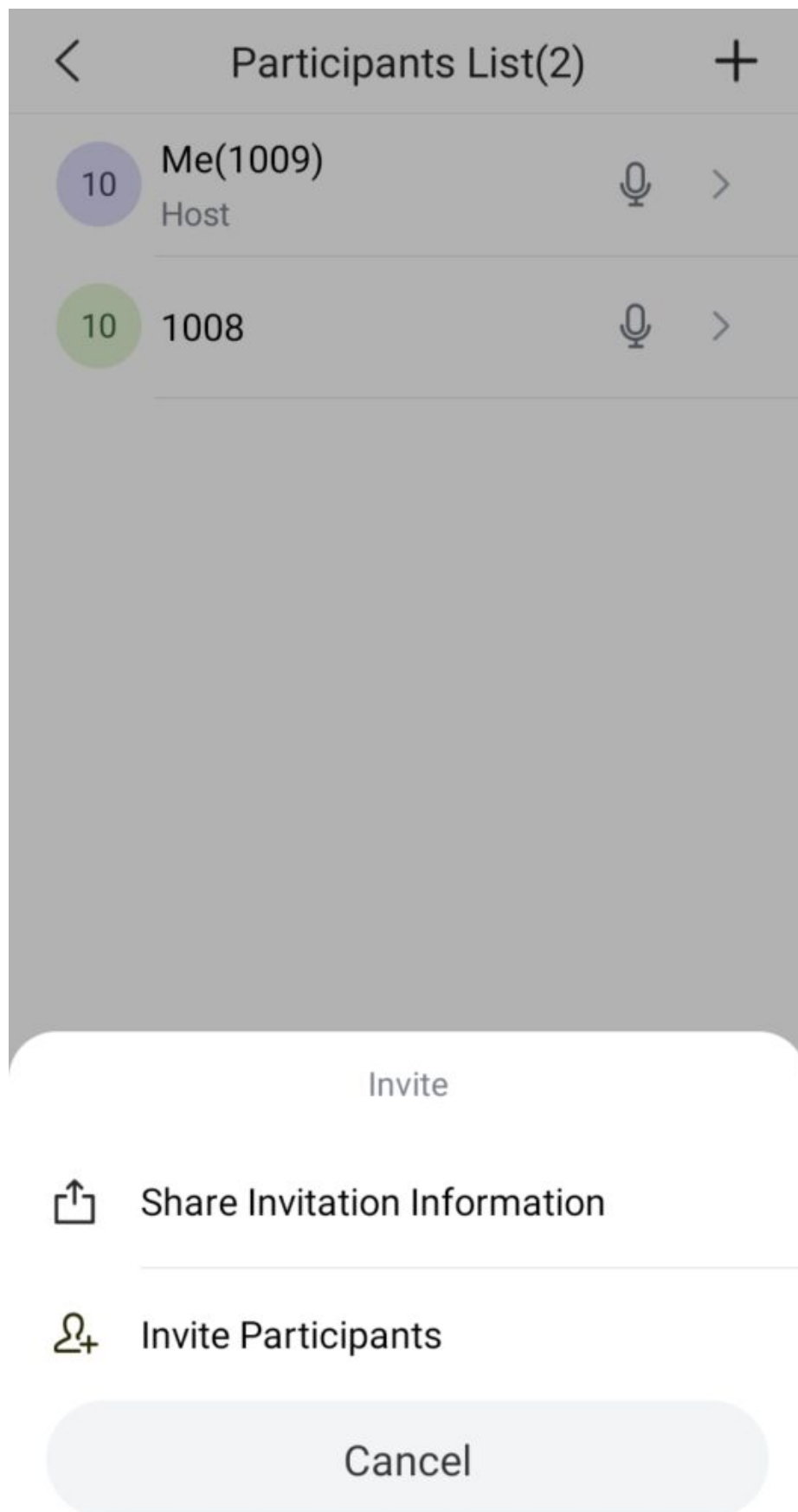
*Start N way Conference*

**Step 4:** The user will be redirected to the conference page, where they can add more participants.



*N way Conference*

**Step 5:** To add more participants, click on then on to bring more people to the call.

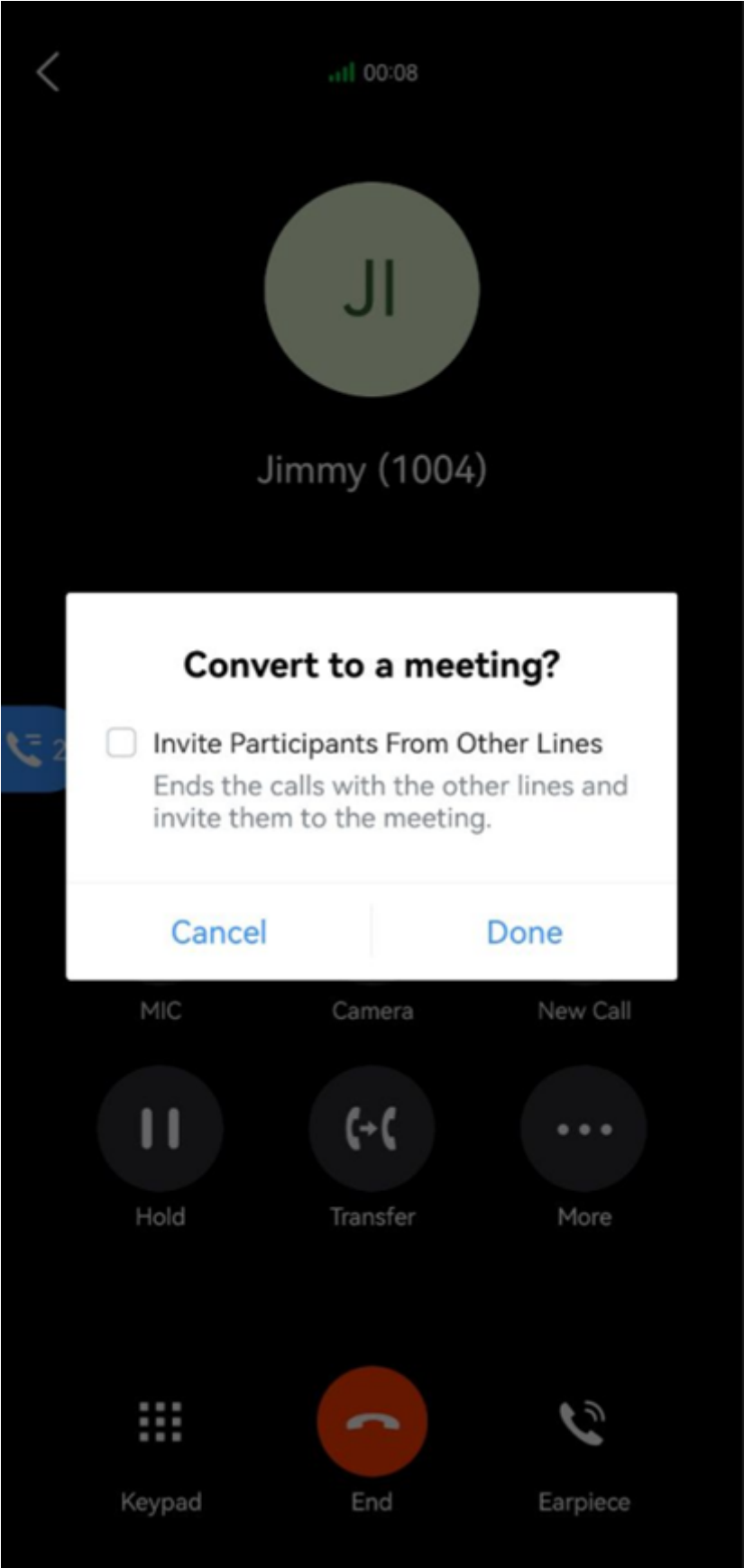


*Invite Participants*

**Step 6:** Then select "Invite Participants".

If there are calls already established on multiple lines, the user can quickly merge all the calls into one meeting by clicking on the "N-way Conference" button. Once clicked, it will prompt whether to invite all the

other members from other lines. Select that option, then click "Done".



Convert to a meeting

## Call Flip Function

Wave Desktop/Mobile/Web client and other desk phones can switch the ongoing calls between clients. For example, the Wave mobile app and Wave Desktop client both have account 1003 logged in, and if the Wave mobile app user establishes a call between 1003 and 1004, the user can also transfer the active call to the Wave Desktop client, and the account 1004 owner will not notice that. If the user is using the desk phone, the user can dial \*46 to implement the call flip function.

## Record an Ongoing Call

The user can record a call even if the call has already started. To do that, swipe up from the bottom of the screen to bring up the options menu, then tap the recording button during the call to start recording the call. Once the call is ended, the user can click the button to view the recording files on the call history interface. Please see the screenshots below:



00:11



Arthur Morgan (1008)



More



N-way Conference



Share Screen



Record

Cancel

*Start a Call Recording*



Recent Calls

Voicemail

AM

Arthur Morgan

12:12

1008

25s

AM

Arthur Morgan

12:10

1008

8s

AM

Arthur Morgan

12:05

1008

19s

AM

Arthur Morgan

12:04

1008

13s

AM

Arthur Morgan

12:02

1008

26s

Meeting Room

12:01

30004021

47s

AM

Arthur Morgan

12:01

1008

8s

CB

Catherine Braitwaite

11:50

1010

Not established

Chats

Calls

Meetings

Contacts

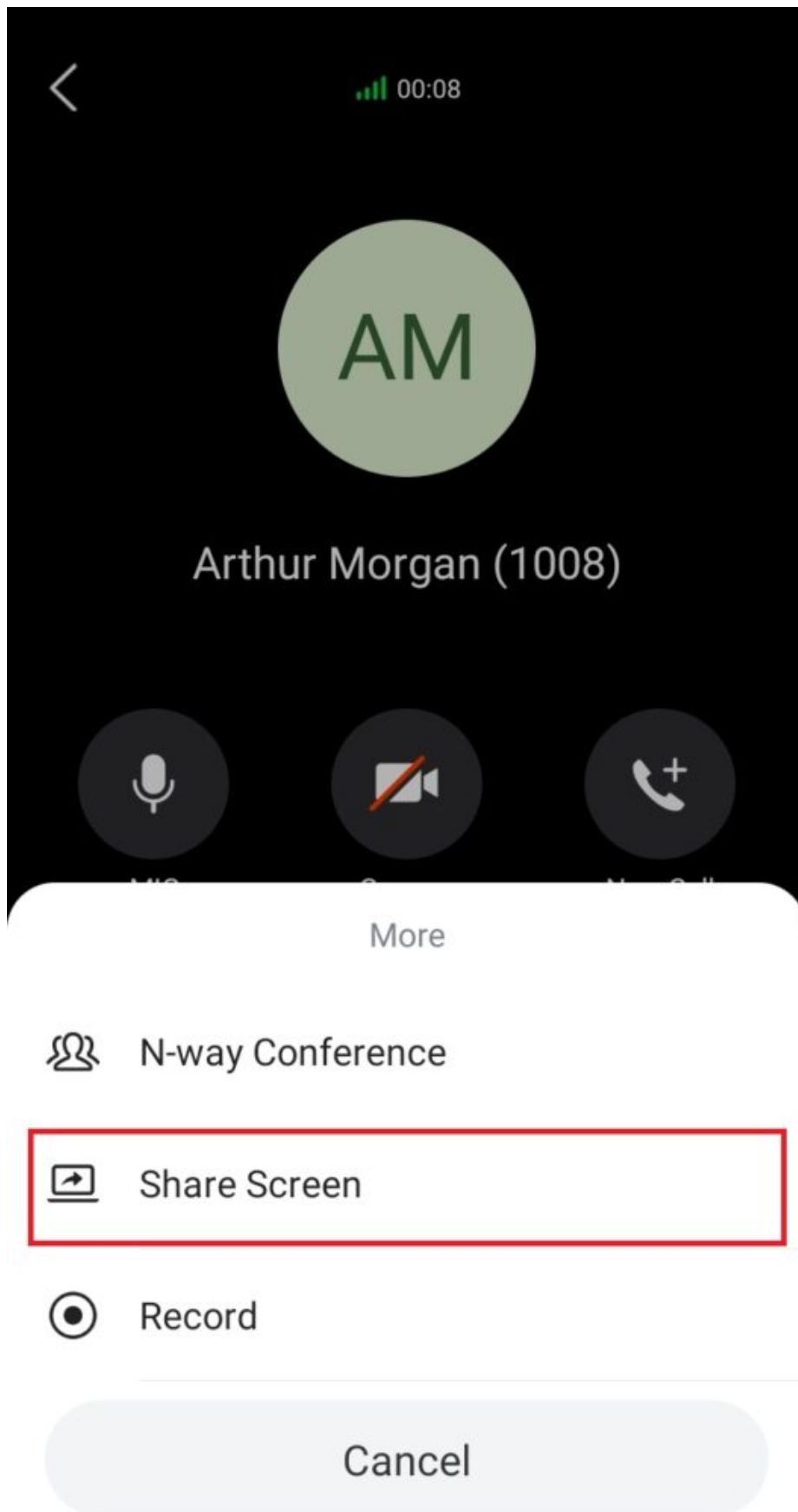
*Listen to the Call Recording*

In the UCM settings (Maintenance -> User Management -> Edit User -> Portal Wave Privileges), you can disable the recording status. When this option is turned off, calls may still be recorded, but the recording icon

will no longer be displayed to the user.

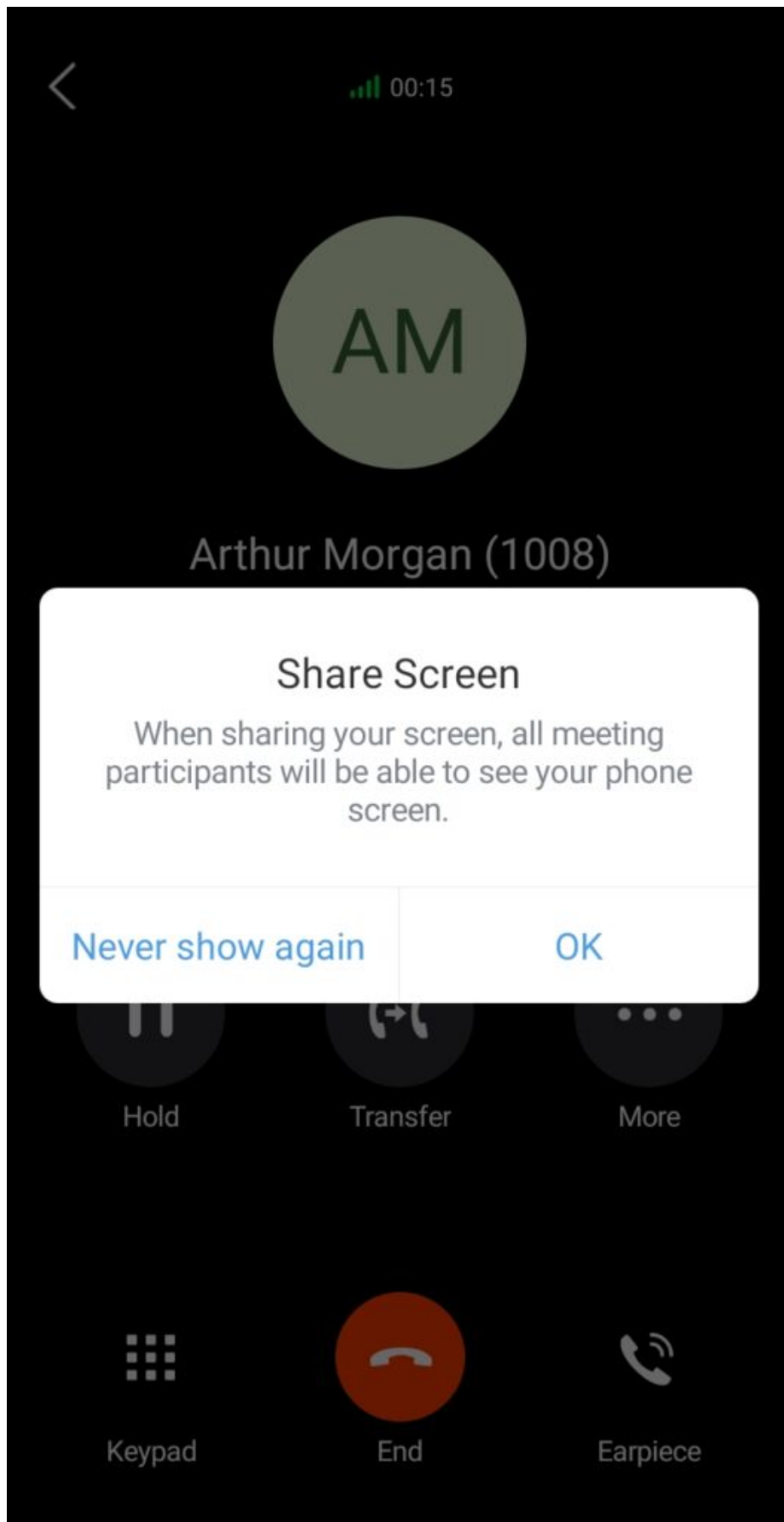
## **Screen Sharing**

Using Wave mobile, the user can share the screen of his/her mobile phone for other users in a one-to-one call or a meeting. To do that, the user should swipe the contextual menu to reveal more options and select "Share Screen" as shown in the screenshot below:



*Share Screen*

A prompt will appear telling the user that everyone in the meeting/call will be able to see the user's screen. Click "OK" to confirm that you want to share the screen with the other users.



*Share Screen*

Then the screen-sharing will immediately start

If the [Screen Capture and Recording restriction](#) is enabled, participants will see a black screen while the

Wave app is open. The shared content becomes visible again once the user exits the Wave app.



*Stop Sharing*

To end the screen-sharing, please click on .

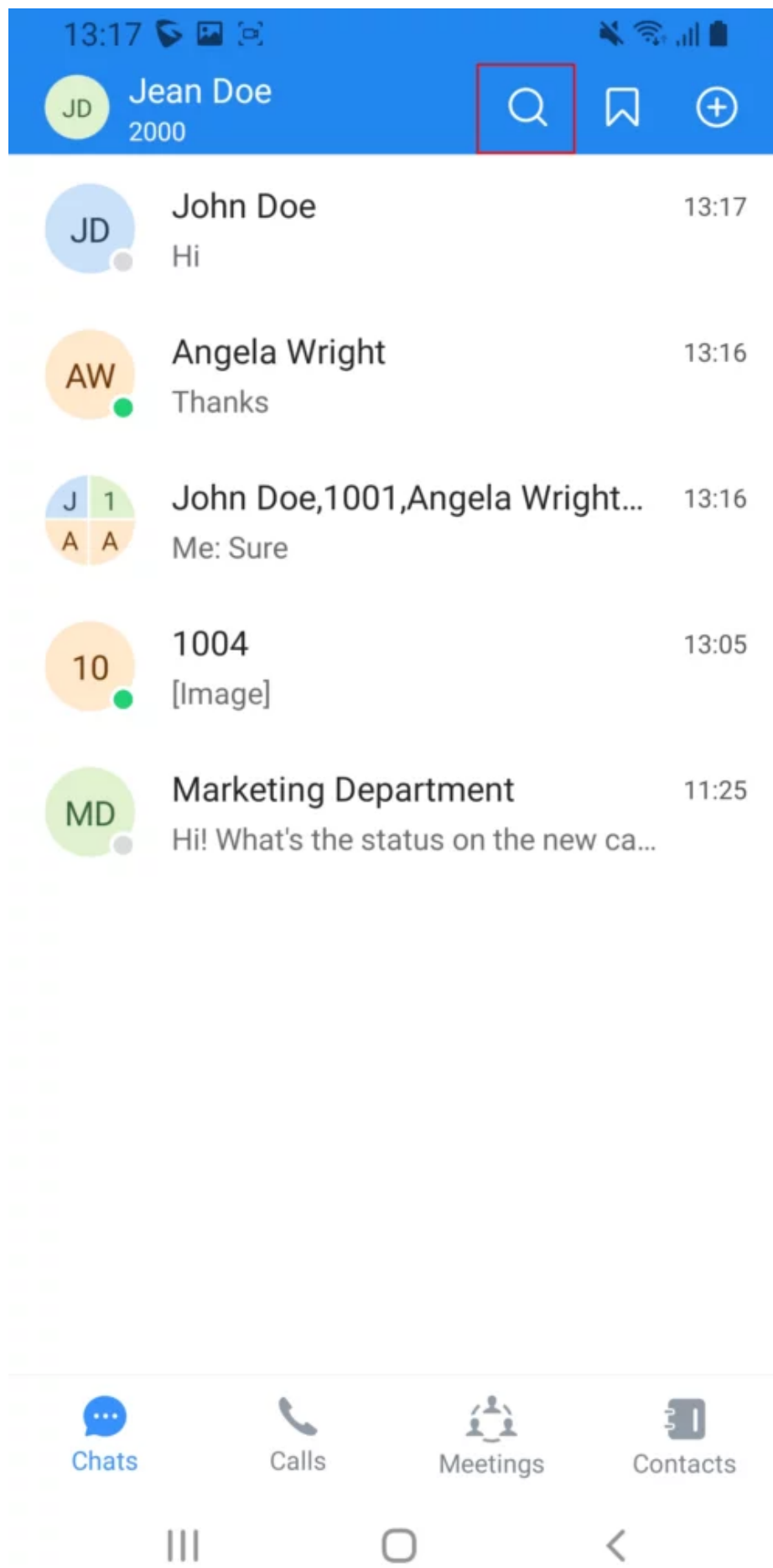
## General Search

Wave provides a global search function to quickly locate information across the app. Users can search for:

- Messages containing specific keywords
- Contacts and group members
- Files shared in any conversation

Search results are grouped by type. Users can access each tab to filter matches to a specific type only. To use this feature:

1. Open the Search function from the main chats menu.



Global Search Icon

2. Enter keywords in the search box.
3. Review results grouped by type (messages, files, contacts, etc).



13:05



John



Cancel

All

Contacts

Group

Message

### Contacts



**John Doe**  
1000

### Group Chat



**John Doe,1001,Angela Wright,Anton...**  
Include: **John** Doe

### Chat History



**John Doe,1001,Angela Wright,A...** 13:01  
**John** will be joining us soon



**Angela Wright** 13:00  
Here's **John**'s mobile number: 012345678



Search File

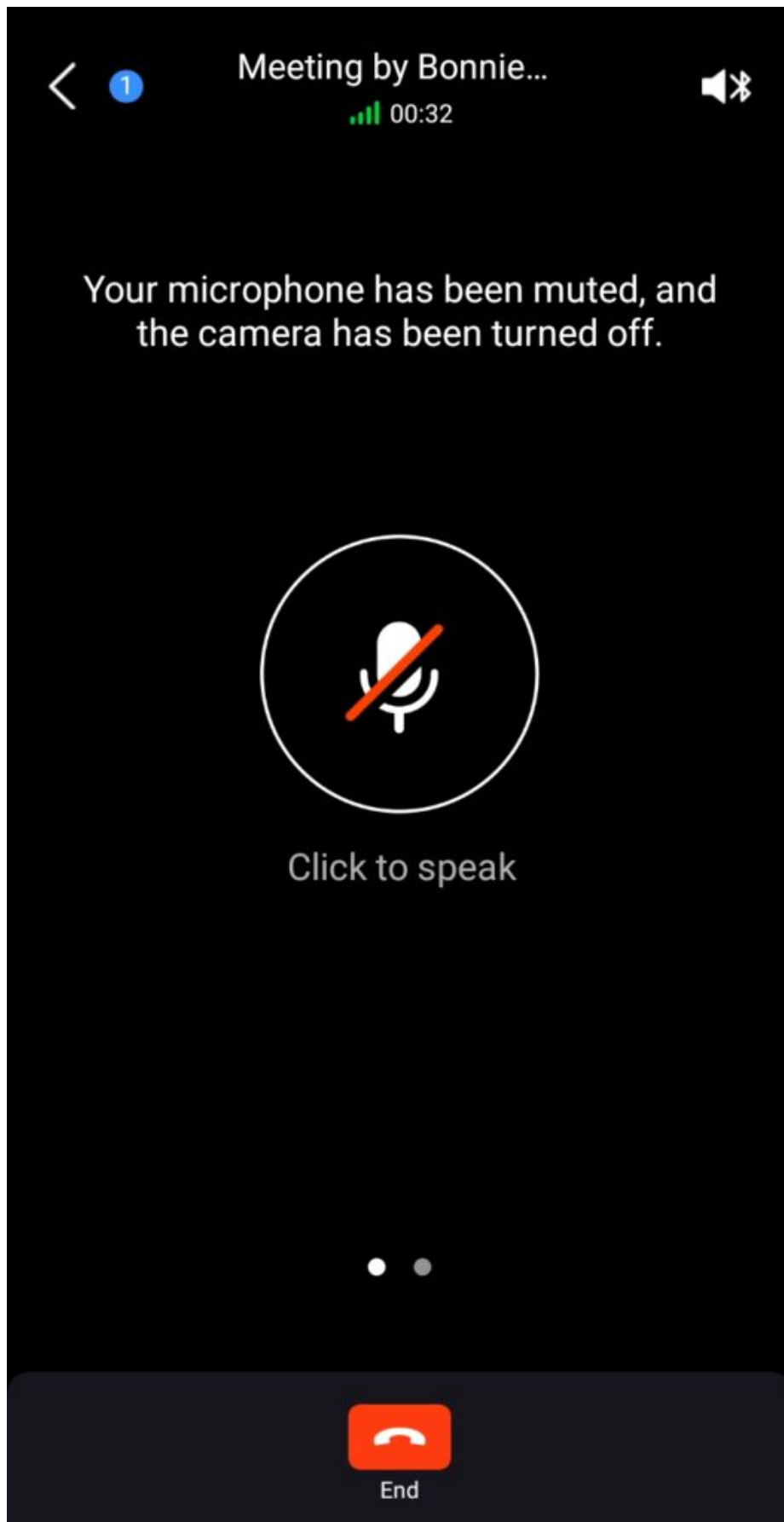


4. Tap a result to navigate directly to the corresponding group, message, file, or contact.

## **Safe Driving Mode**

Wave has a safe driving mode, which enables a reduced user interface to make it easier to access the main controls of Wave call/meeting. This feature has been introduced to remove any kind of distractions from the Wave user interface. The camera will be turned off by default while this mode is enabled, and the user can use the button shown in the screenshot below to unmute and mute themselves.

In the Wave meeting, the user can slide the meeting UI to the left side to access the safe driving mode. Please see the screenshot below:



*Safe Driving Mode*

Please make sure that safe driving mode has been enabled first by going to Wave settings, as the screen below shows:



## Settings

### Notification and Ringtone

#### Notifications & Ringtone Settings



##### Block Notification When Active on Desktop



If the Wave Desktop device is inactive for more than 5 minutes, push notifications to this device will resume.

### Calls and Meetings

##### Call Waiting



If enabled, new incoming calls can be received during calls.

##### Call Waiting Tone



##### Echo Cancelation



##### Noise Suppression



##### Safe driving mode



If enabled, camera and microphone will not be turned on automatically during Wave meetings. Users may enable them manually.

##### Car/Bluetooth Support



## Screen Capture and Recording Restriction

The Wave app may restrict screenshot and screen recording actions depending on the permissions configured.

When the Screen Capture and Recording restriction is enabled, users will not be able to take screenshots or record the screen while using the Wave app.

- This restriction is controlled by the UCM administrator. Please refer to the following section of the Wave Admin Guide for more information.
- When enabled, this restriction applies to all pages and windows in the Wave app.
- A notification message is displayed whenever a screenshot or screen recording attempt is detected.

## WhatsApp Calling

Wave supports **incoming WhatsApp calls**, allowing users to receive and answer WhatsApp calls directly through the Wave mobile application.

For information about configuring WhatsApp calling and setting up the required WhatsApp trunk, please refer to the WhatsApp Trunk Configuration Guide

## AI Transcription

Wave provides AI-powered transcription and summary capabilities for calls, meetings, recordings, and voicemails. Transcription converts spoken content into text, while the AI summary provides a concise overview of the conversation. Transcription can also be used as the basis for real-time translation during calls and meetings.

To use the AI features, the UCM must be configured to enable AI functionality, and the corresponding AI permissions must be assigned to the users. The availability of individual features also depends on the UCM firmware version.

🔔 This page sets the scope of use of the AI service. [Click here](#) to view the service details.

### AI Call Transcription and Summary

Enable ⓘ



\* Language ⓘ

Español (Preferred) ▾

Extension Range ⓘ

☐ Selected ☒ All ⓘ

### AI Meeting Transcription and Summary

Enable ⓘ



Extension Range ⓘ

☒ Selected ☐ All ⓘ☐ 0/51**Company Contact**☐ Extension Group >☐ Contacts not synced☐ Sales☐ Quality Control☐ 0/3

Selected

☐ 1006 "Keith More"  
Company Contact > 1006 "Keith More"☐ 1007 "James Smith"  
Company Contact > 1007 "James Smith"☐ 1008 "Dylan Johnson"  
Company Contact > 1008 "Dylan Johnson"

## Call/Meeting Transcription and Summary

During a call or meeting, Wave can convert the conversation into a real-time transcript and generate an AI summary. This allows users to review the spoken content in text form and quickly understand the key information discussed during the session.

For meetings, an option is available to control whether participants can view the generated summary. Once the AI summary has been successfully generated, Wave automatically sends a notification to the participants.



## Notification Assistant



AI Call Summary

**Call Summary: Call Summary of CRM Manager and Keith More**2026/09/22 05:11 - 05:13  
(UTC+01:00)

This call was conducted solely for the purpose of testing audio connectivity and system recor...

System Test

Audio Check

Connectivity Verification

[View](#)

AI Call Summary

**Call Summary: Call Summary of CRM Manager and Keith More**2026/09/22 05:24 - 05:27  
(UTC+01:00)

The call consisted entirely of technical testing and audio verification between two partic...

Test call

Audio check

Connectivity testing

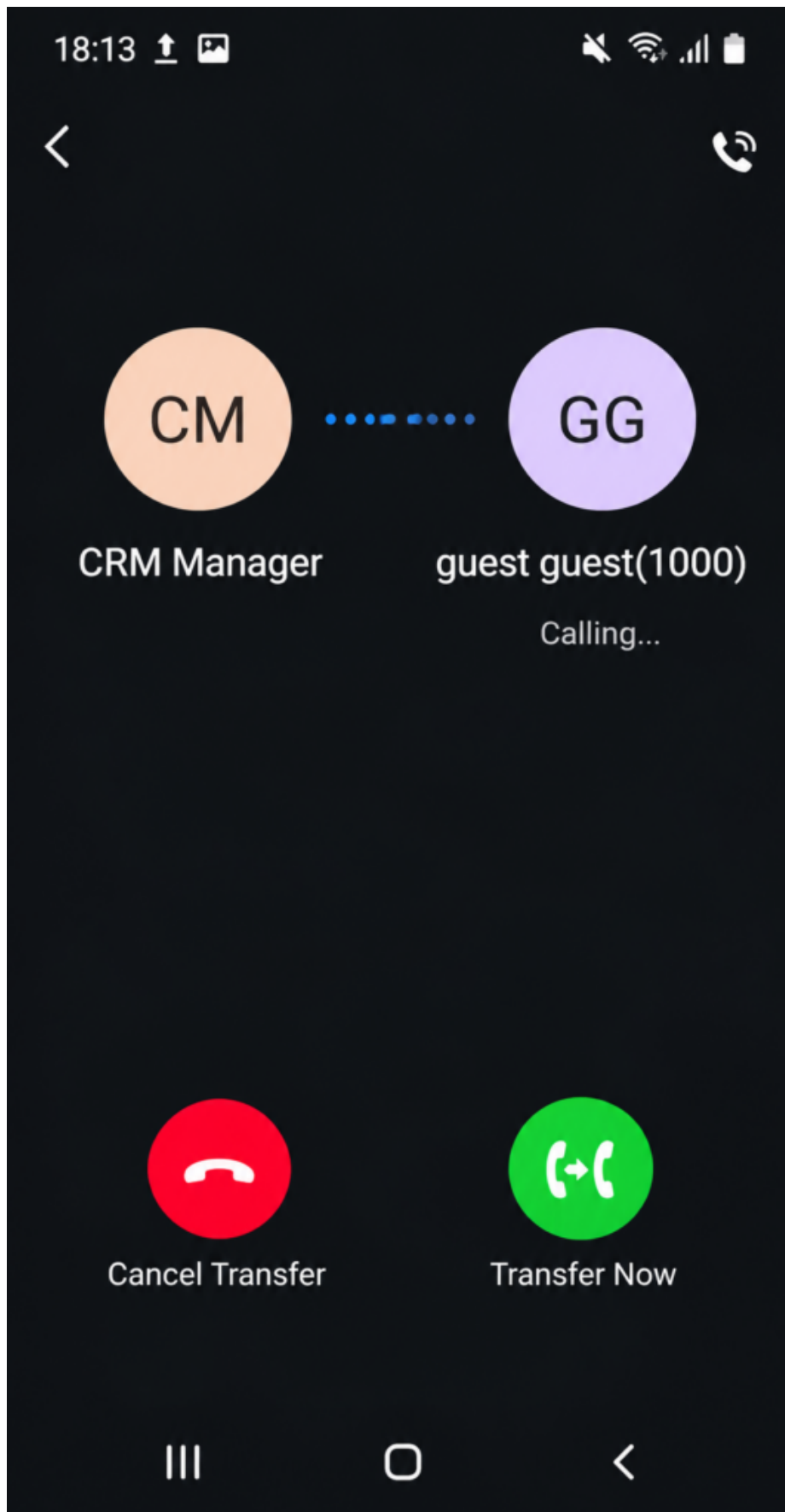
[View](#)

## **Transcription for Transferred Calls**

When a call is transferred while transcription is active, the user performing the transfer can choose whether to share the transcript and summary generated up to that point with the transfer destination.

This allows the receiving user to access the conversation context that was captured before the transfer without requiring the caller to repeat the information.





### Transcription for Parked Calls

Wave supports transcription for parked calls. When AI transcription is enabled, the conversation associated with a parked call can be transcribed and processed for the available AI summary.

## **Transcription for Follow Me Calls**

Wave supports transcription for calls handled through the Follow Me feature. When AI transcription is enabled, the conversation can be captured as a transcript and processed for the corresponding AI summary.

## **Voicemail Transcription**

Wave can convert voicemail recordings into text using AI-powered transcription. This allows users to review the content of a voicemail as text instead of relying only on the audio recording.

17:15  



Recent Calls

Voicemail



Keith More (1006)

Yesterday 11:02

32s 51.2KB



It allows user to configure firmware upgrade session.  
Users can independently configure the firmware upgrade, provisioning protocol, along with the username and password.  
This feature allows users to configure the subscriber expiration setting.  
When this option is enabled, it specifies the frequency in minutes.  
and with the gateway refreshes its subscription with the specified registrar.

 Re-transcription



Chats



Calls



Meetings



Contacts

## Call/Meeting Recording Transcription and Summary

Wave can process existing call and meeting recordings to generate a transcript and AI summary. This is useful when users need to review the content of a previously recorded session.

Recording transcription supports files under **1 GB** in size and **10 hours** in length. Stereo or mixed-channel recordings are not supported.

17:39  



 00:39

 REC



Keith More (1006)

### End Recording

Recordings can be viewed under the Calls page and More->Recording Files page.

Cancel

End Recording



Hold



Transfer



More



Keypad



End



Earpiece



## Multiple Recording File Transcription

When a call or meeting contains multiple recording files, Wave can process the files together and generate a combined transcription and summary. This allows the complete recorded session to be analyzed as a single conversation.

## Speaker Identification

After a recording has been transcribed, Wave automatically identifies the speakers using voiceprint recognition. The identified speaker names can be edited to improve the clarity and readability of the transcript.

## Real-Time Transcription Translation

During an active call or meeting, users can translate the real-time transcript when voice transcription is enabled. Wave provides two translation options: users can enable **Auto-Translate** to automatically translate supported content, or select a specific transcript block and translate it individually.

Translation settings can be configured independently by each participant, subject to the permissions assigned by the UCM administrator. Translated text is not saved after the call or meeting ends.

17:12



00:54



Keith More (1006)

Voice Transcription



Transcription Language: English

☒ Auto Translate

CRM Manager 17:11:55  
ماذا

Yes, seven to seven.

Keith More 17:12:12  
You sound This is a test. This is a test.

Buenas Esta es una prueba. Esta es una prueba.

CRM Manager 17:12:15  
This is a test, this is a test.

AI transcription, for reference only

# CHAT

Wave application supports single chat, group chat, and meeting chat.

## Single chat

To start a single chat with a user, please follow the steps below:

**Step 1:** Go to the **Chats** page and click on



BM

Bonnie MacFarlan  
1009

Q

+



Meeting Assistant

Meeting Ended

08/18



Notification Assistant

Enterprise Administrator: test

08/18

  
Chats

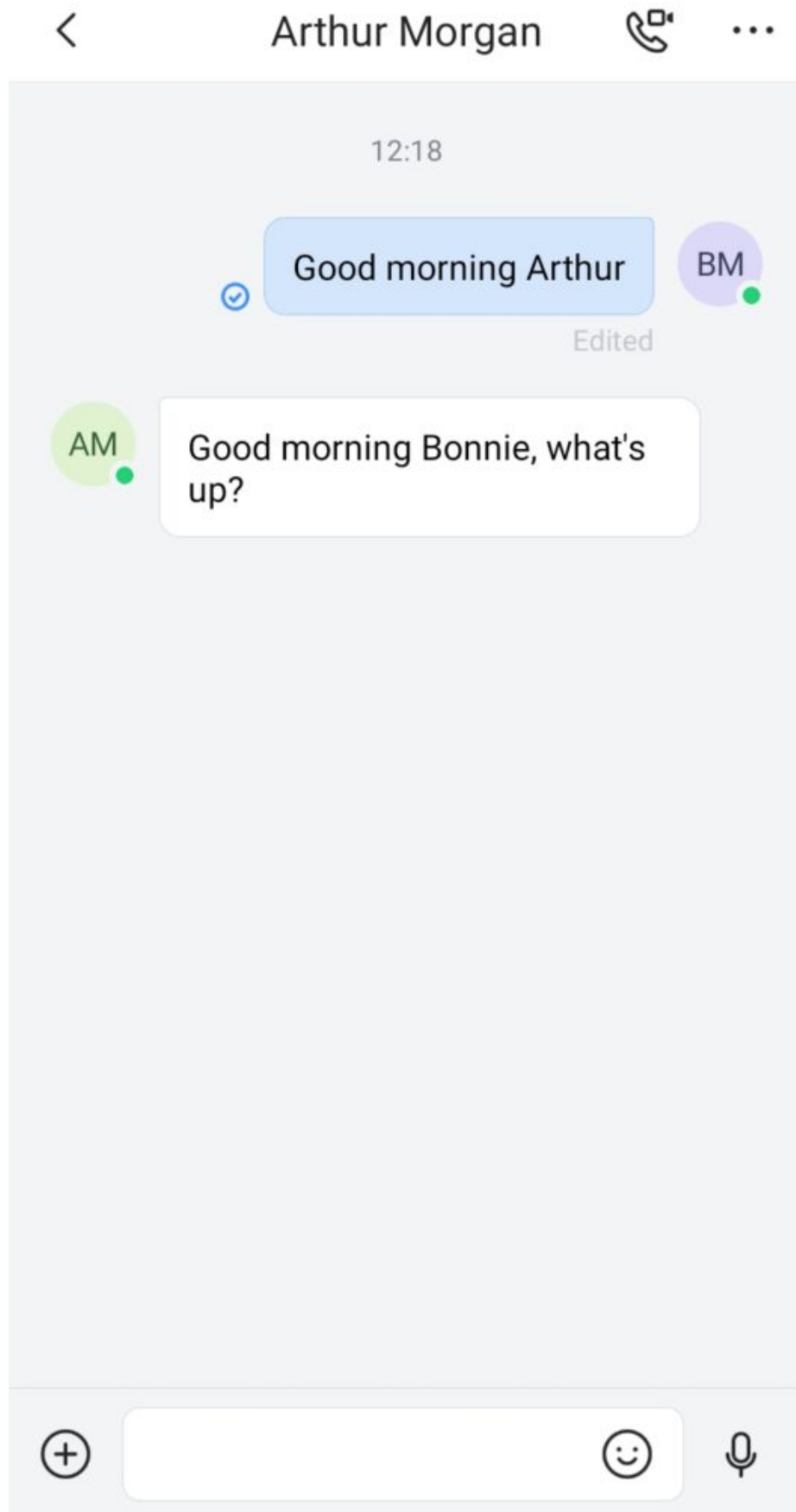
  
Calls

  
Meetings

  
Contacts

Start a One to One Chat

**Step 4:** Start chatting.



*Chat Window*

**Step 2:** Select the type of contacts repertoire.



## New chat

🔍 Search for contacts



Company Contacts(500)

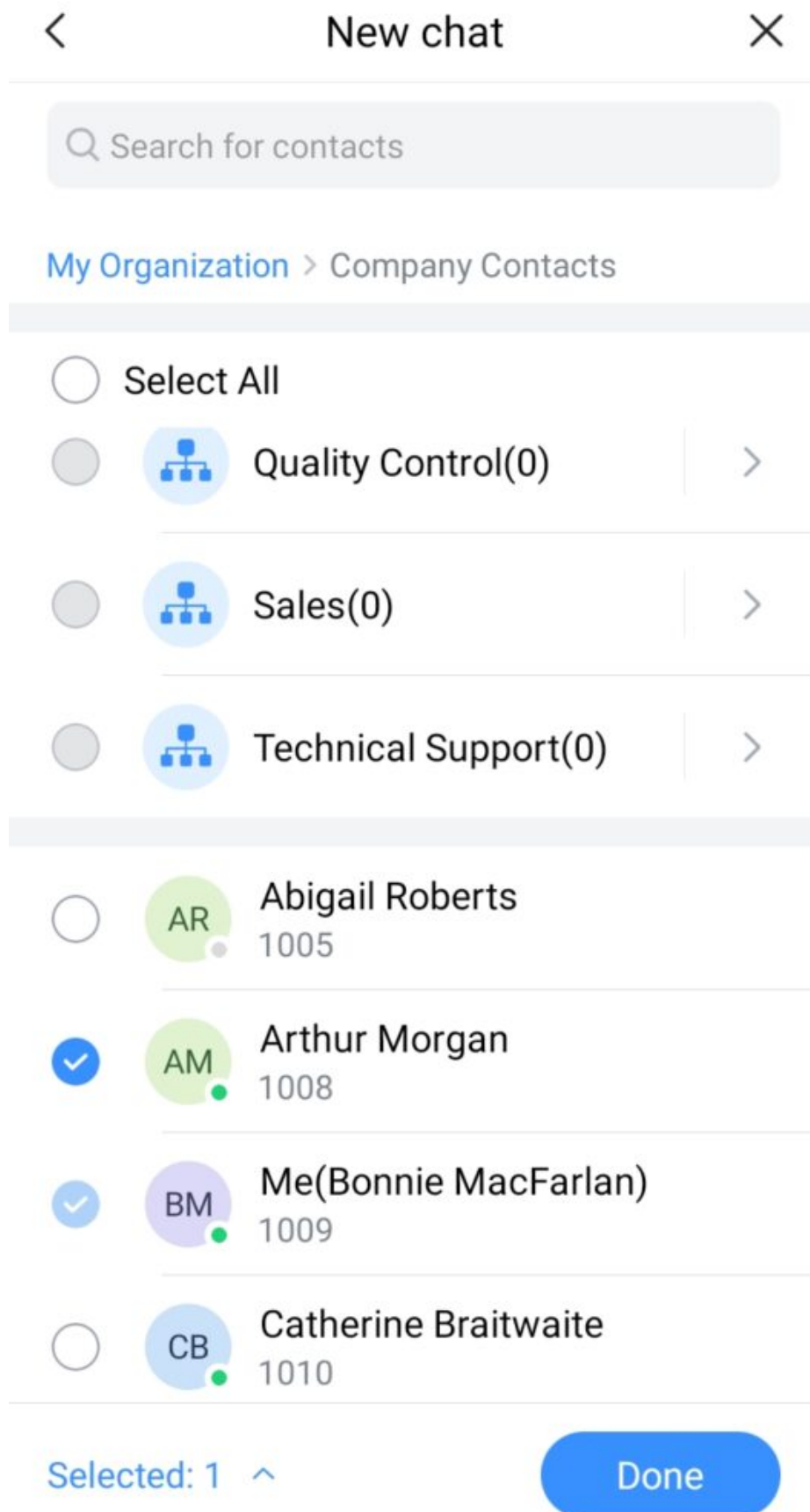


Selected: 0 ^

Done

*Contact Category*

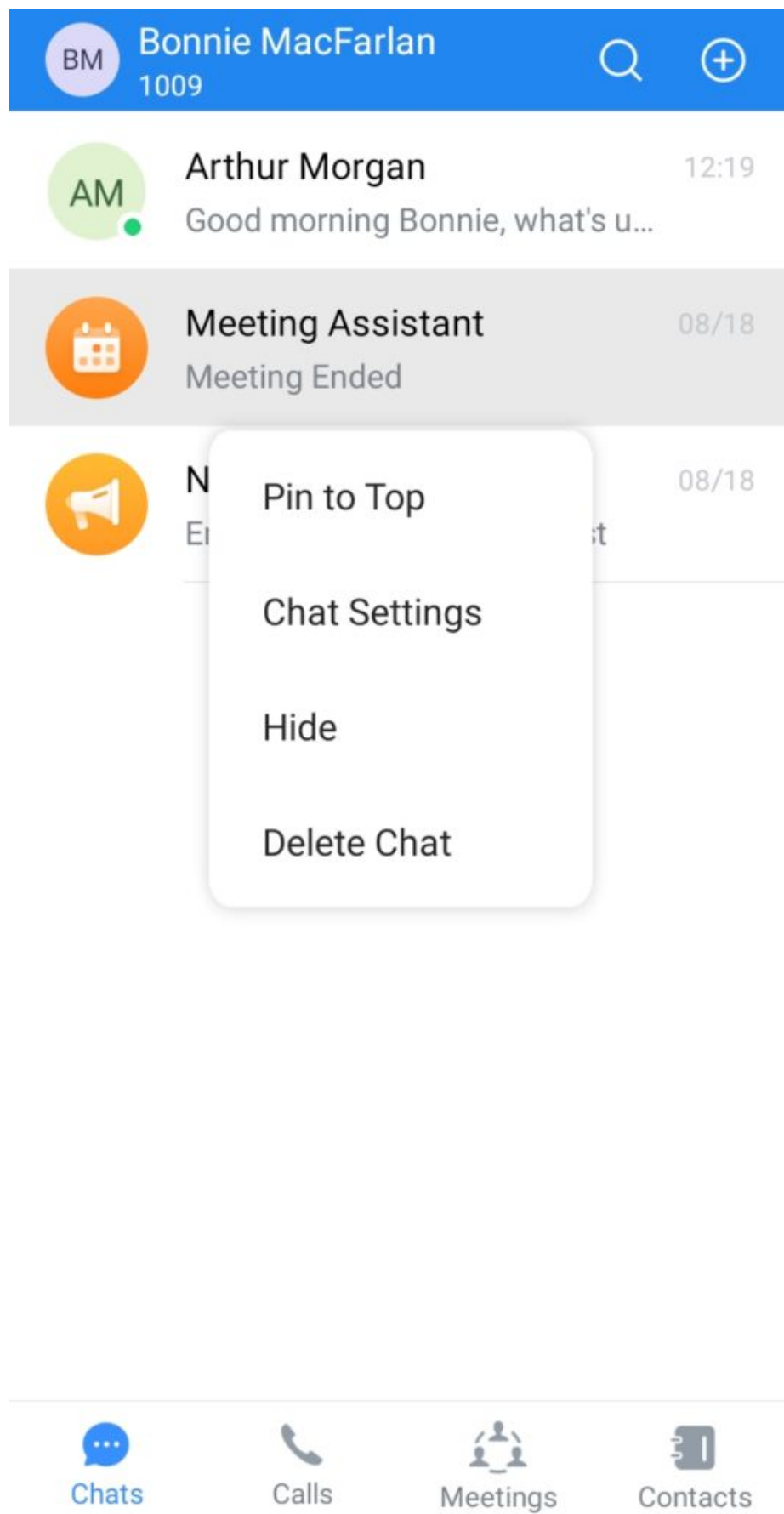
**Step 3:** Select a contact to send a message to, then click "OK".



Contact List

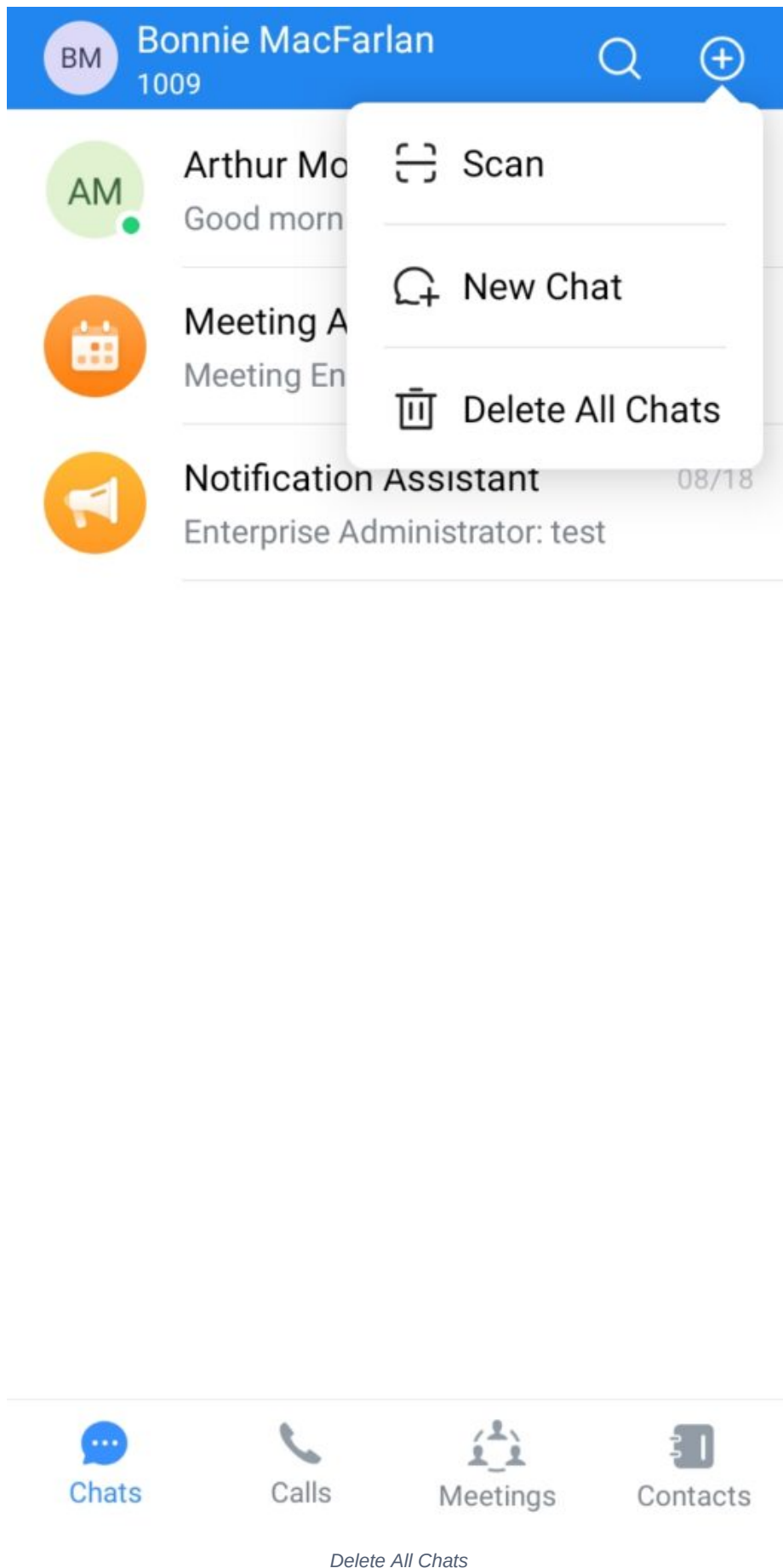
When a message is delivered, a small icon will appear next to the message . When the user reads the message, Wave will indicate that by showing a small icon .

To delete a single chat, please tap and hold the chat you wish to delete, then tap Delete Chat.



*Delete a Specific Chat*

To delete all the chats at once, please tap on the plus icon in the top right corner of the screen. Then select Delete All Chats.



### End-to-End Encryption Chat

Wave supports end-to-end encryption, which encrypts the messages from the terminal sending the

messages and decrypts the message once it reaches the recipient's terminal. This protects the confidentiality of the messages exchanged; this includes all types of messages exchanged, text messages, images, documents, files, voice recordings, etc. Wave uses advanced asymmetric encryption technology to ensure that nobody, other than the two involved parties, can read the messages.

Please note that end-to-end encryption is not supported on group chat and on audio/video calls.

To start a single end-to-end encrypted chat, please go to **Contacts**, then select the contact you wish to message. Then click on  and select E2EE chat as shown below in the screenshot.





Arthur Morgan

Extension  
1008



Department  
Company Contacts



[E2EE chat](#)

*Start an End to End Encrypted Chat*





 Arthur Morgan



In an end-to-end encrypted (E2EE) chat, only the two involved parties can read the messages. [Learn more](#)



E2EE Chat

# Group Chat

To chat with multiple contacts at the same time, please follow the steps below:

**Step 1:** Go to the **Chats** page and click on

11:47



Bonnie MacFarlan  
1002



John Marston  
Hi

07/01



Jane Doe, Arthur Morgan, John Doe  
Me: Good morning everyone!

06/28



Meeting Assistant  
Meeting Ended

06/27



Arthur Morgan  
Bonnie MacFarlan has edited the message

06/27



Chats



Calls



Meetings



Contacts

Start a New Group Chat

**Step 2:** Select the contact repertoire.

11:47



New chat

🔍 Search for Contacts



Enterprise Contacts (9)



Selected: 0

OK

Choose Contact Category

**Step 3:** Select the departments or the contacts that you wish to message in a group chat.

<

New chat

×

Q Search for contacts

My Organization > Company Contacts

Select All

Technical Support (6)

AR

Abigail Roberts

1005

AM

Arthur Morgan

1008

✓

BM

Me(Bonnie MacFarlan)

1009

✓

CB

Catherine Braitwaite

1010

HM

Hosea Matthews

1007

JD

Janne Doe

1002

Selected: 2 ^

Done

Choose a Department or a Direct Contact

**Step 4:** Set a name for the group. Then click **Create**.



## Create New Group

Bonnie MacFarlan, Arthur Morgan, Catherine B

Group Members (3)

  
Add

  
Bonnie...  
Owner

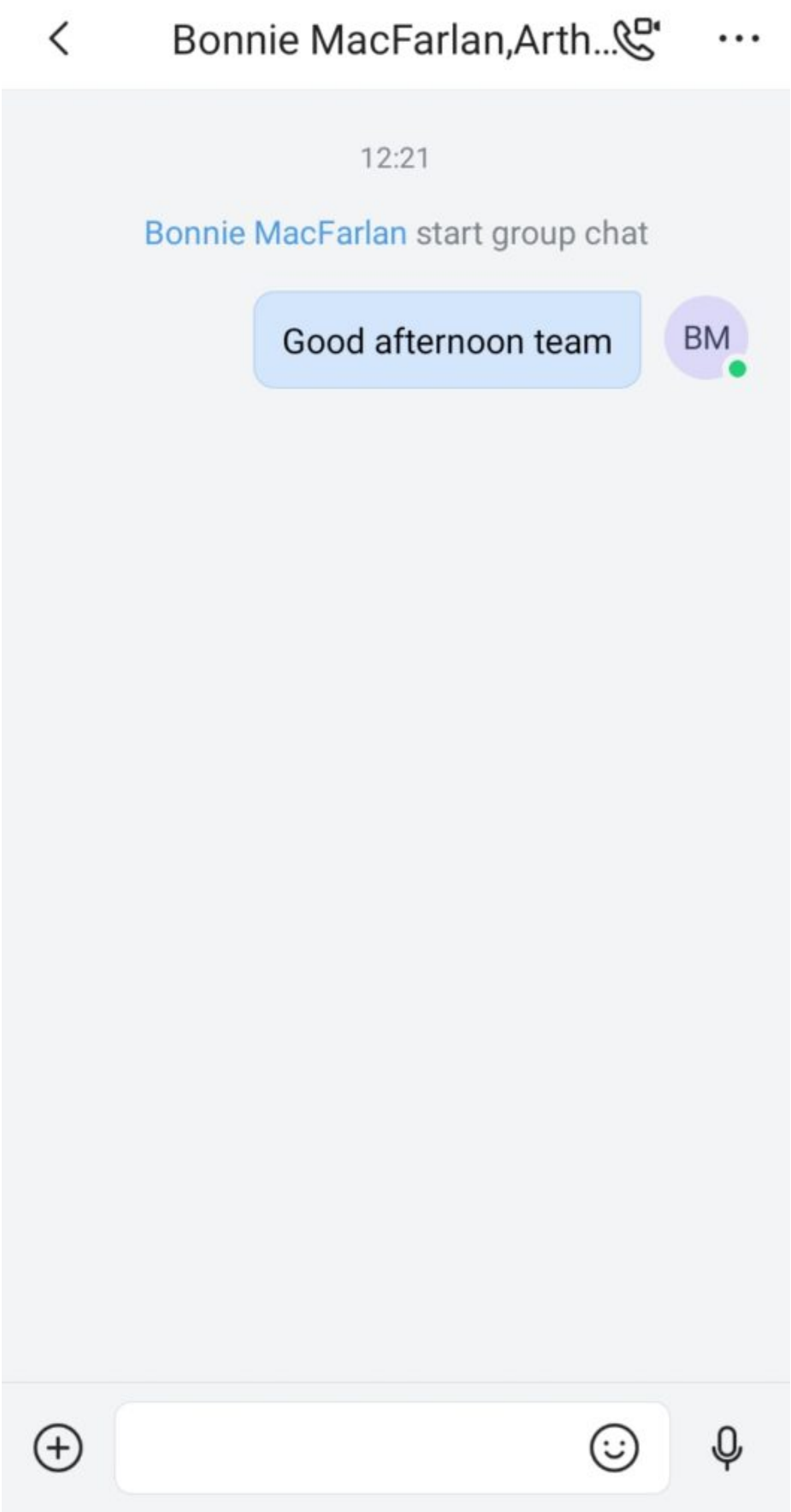
  
Arthur M...

  
Catherin...

Create

Create New Group

**Step 5:** Start chatting.



Group Chat

The chat group creator can access the group's settings to allow or prohibit other users from inviting other members, as the screenshot below shows.





## Group Settings

Group Members (3)



Add



Bonnie...  
Owner



Arthur...



Catherin...

Allow Group Members to Invite



Change Group Owner



Group Name Bonnie MacFarlan,Art...



Search Chat History



Files



Pin to Top

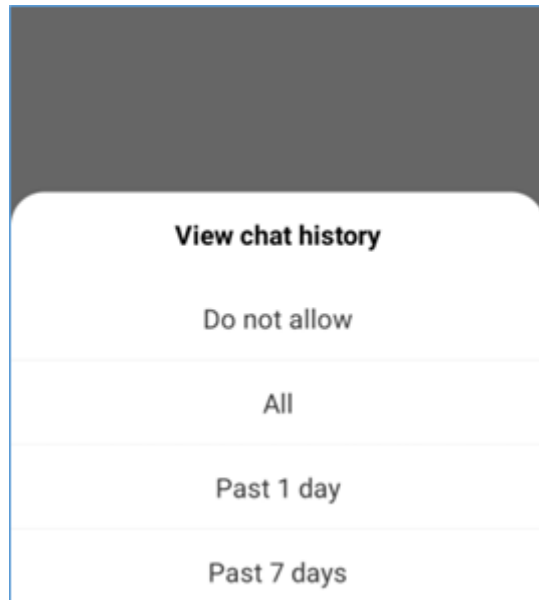


Message DND



*Allow Group Members to Invite*

The newly joined members in the group chat cannot view the group chat history by default (Only the group owner can set the chat history that the group members can view: No, All, 1 Day, 7 Days).



*Allow Viewing Chat History*

In the point-to-point chat and group chat, users can view the file list.  
Click the button at the top right upper corner of the interface to access the group settings interface.



## Group Settings

Group Members (3)



Add



Bonnie...  
Owner



Arthur...



Catherin...

Allow Group Members to Invite



Change Group Owner



Group Name Bonnie MacFarlan,Art...



Search Chat History



Files



Pin to Top



Message DND



*Files List*



## Files

🔍 Search



Inventory.xlsx

15.0KB · 12:25 Arthur Morgan

### *Files Exchanged in the Chat*

At any point, the group owner can relegate his/her role to another member of the group. To do that, please refer to the steps below:

**Step 1:** Click on the three dots at the top right corner of the application, then select "Change Group Owner".



## Group Settings

Group Members (3)



Add



Bonnie...  
Owner



Arthur...



Catherin...

Allow Group Members to Invite



Change Group Owner



Group Name Bonnie MacFarlan,Art...



Search Chat History



Files



Pin to Top



Message DND



*Change Group Owner*

**Step 2:** Select the member to whom you want to relegate the group chat host.



## Select New Group Owner

🔍 Search



Arthur Morgan

1008



Catherine Braitwaite

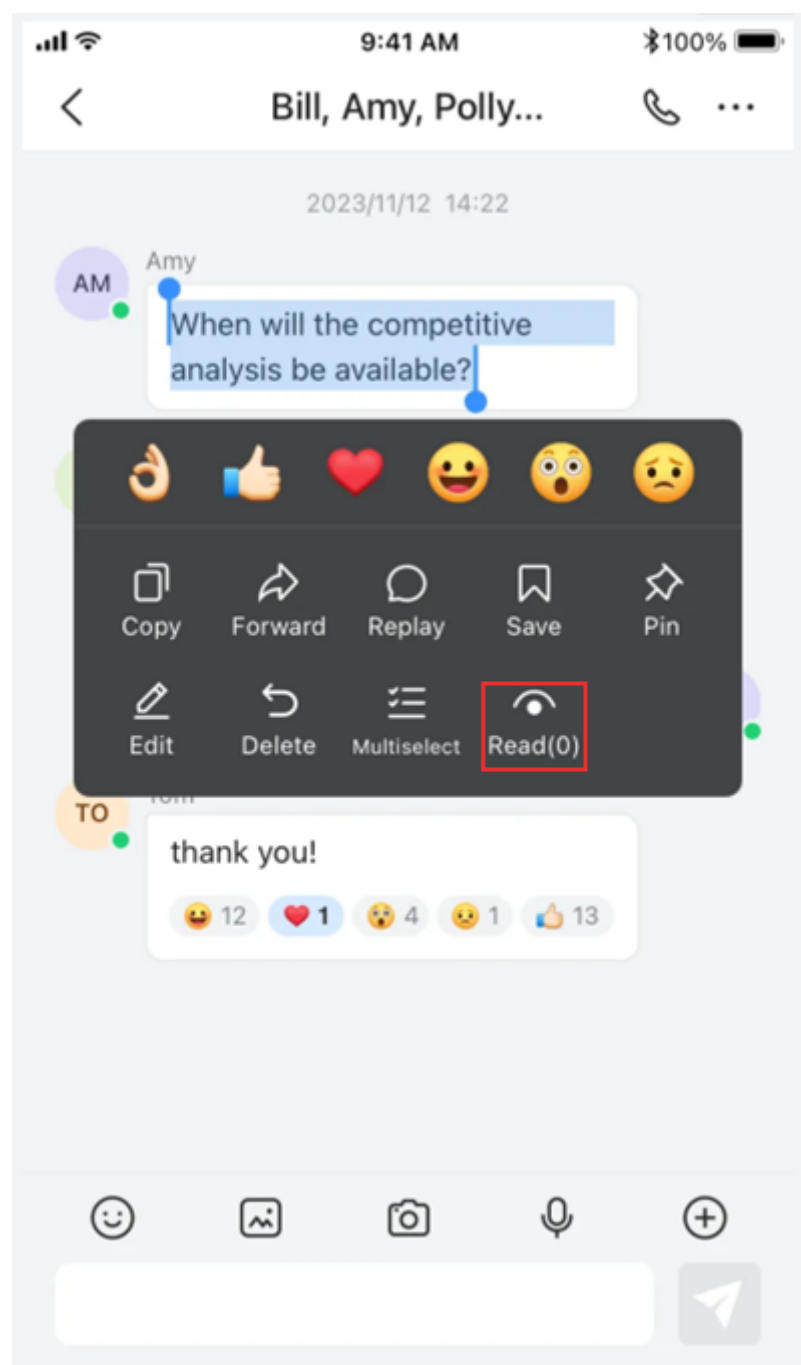
1010

*Select The New Group Owner*

Please note that group chat is not supported by end-to-end encryption.

The message sender can view who has seen his/her message by tapping on the message, then tapping on

the "Read" option to display the names of the users who have seen the message.



Read Message

The user can set an avatar for the group of contacts. To do that, please tap on the name of the group to open the group settings.



## Group Settings



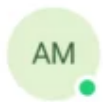
Marketing



Group Members (5)



Add

Arthur Mor...  
Owner

Abigail Ste...



1002



1003



1004

Allow Group Members to Invite



Allow Group Members to Pin Messages



Change Group Owner



Pinned Messages(0)



Search Chat History



Files



Pin to Top



Message DND





Tap on "Group Avatar", then a menu will appear to either choose a photo from preexisting photos in the device, or to take a picture which will be directly used as a group avatar.

2:39



## Group Information

Group Name

Marketing 

Group Avatar



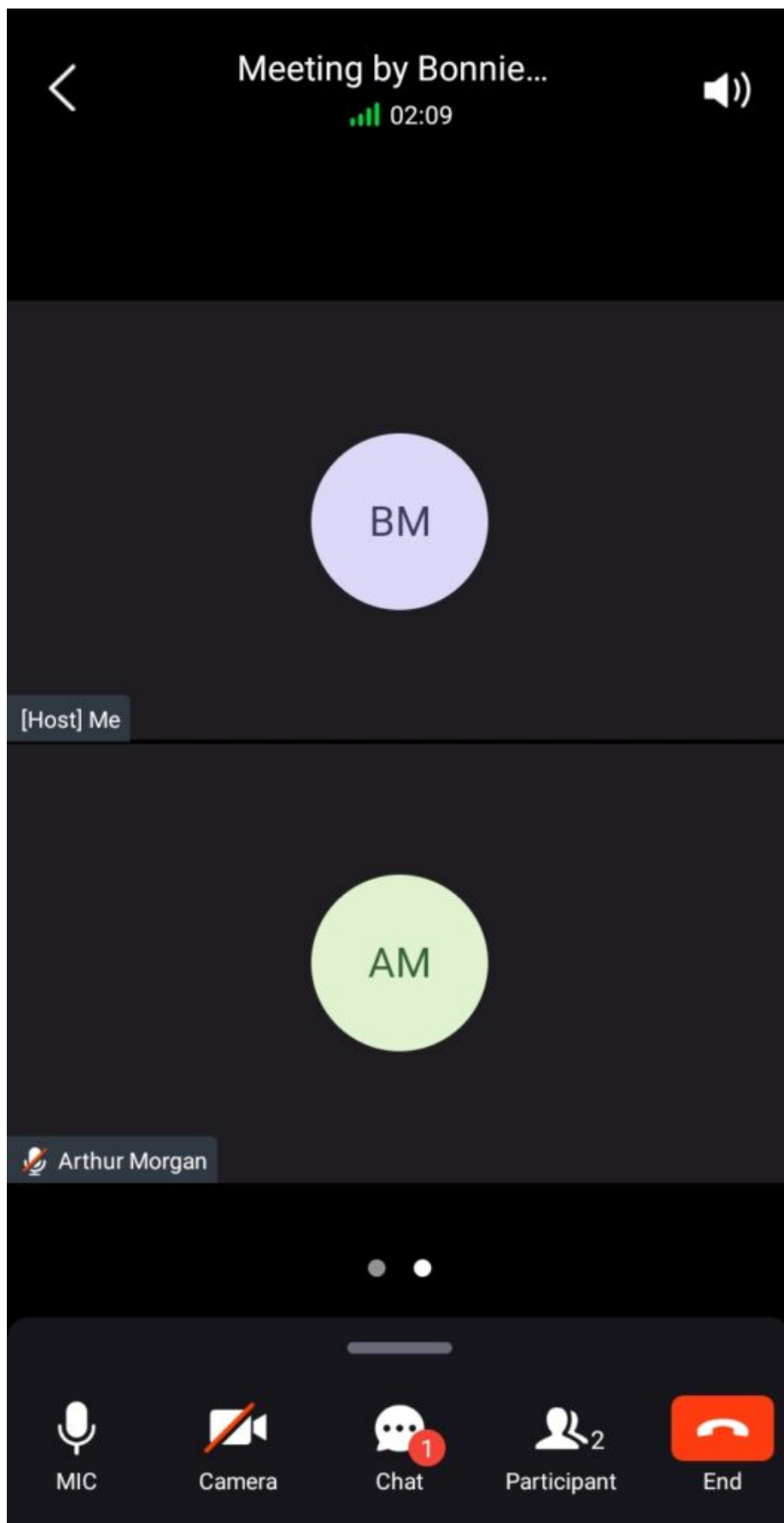
## Meeting Chat

Participants can chat during an audio/video meeting by following the steps below:

**Step 1:** Start an audio/video meeting.

**Step 2:** Click on  to initiate chatting with participants.

**Step 3:** Start chatting.



Meeting Call



## Participants Chat

12:27

Hello

BM

CB

Catherine Braitwaite

Hi



## Instant Messaging

In the chat interface, the application allows the user to send text, emoji, documents, voice messages, and pictures.

- For the message contents in the chat interface, if the user long-presses the contents, the user can copy/forward/reply/recall the contents/reply with emojis.
- The original message of a quoted reply can be clicked to jump to the position of the original message, making it easy to follow conversations.
- Users can send quick replies with emojis. For example, if the user enters "[Smile]" in the chat window, the emoji ?? will be shown directly. Emoji replies display the name of the responder alongside the emoji reaction.
- Users can record a short video for up to 15 seconds and send it to the current chat.
- Drag the chat window to the left, and the user can pin/unpin/hide/set the group settings for the chatbox. If the user clicks the "Group Settings" button, the user can access the group settings interface to pin/unpin the chatbox and enable/disable DND for the new message notification.
- If the user has set the DND for the new message notification for the group chat, the new messages from the group will no longer be notified or reminded



Bonnie MacFarlan,Arth...



12:21

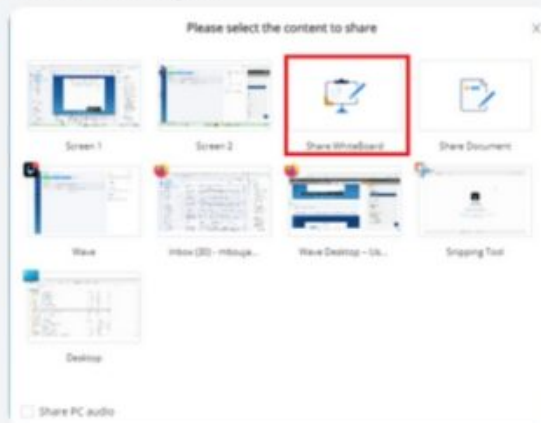
Bonnie MacFarlan start group chat

Good afternoon team

BM

AM

Arthur Morgan



Inventory.xlsx

15.0KB

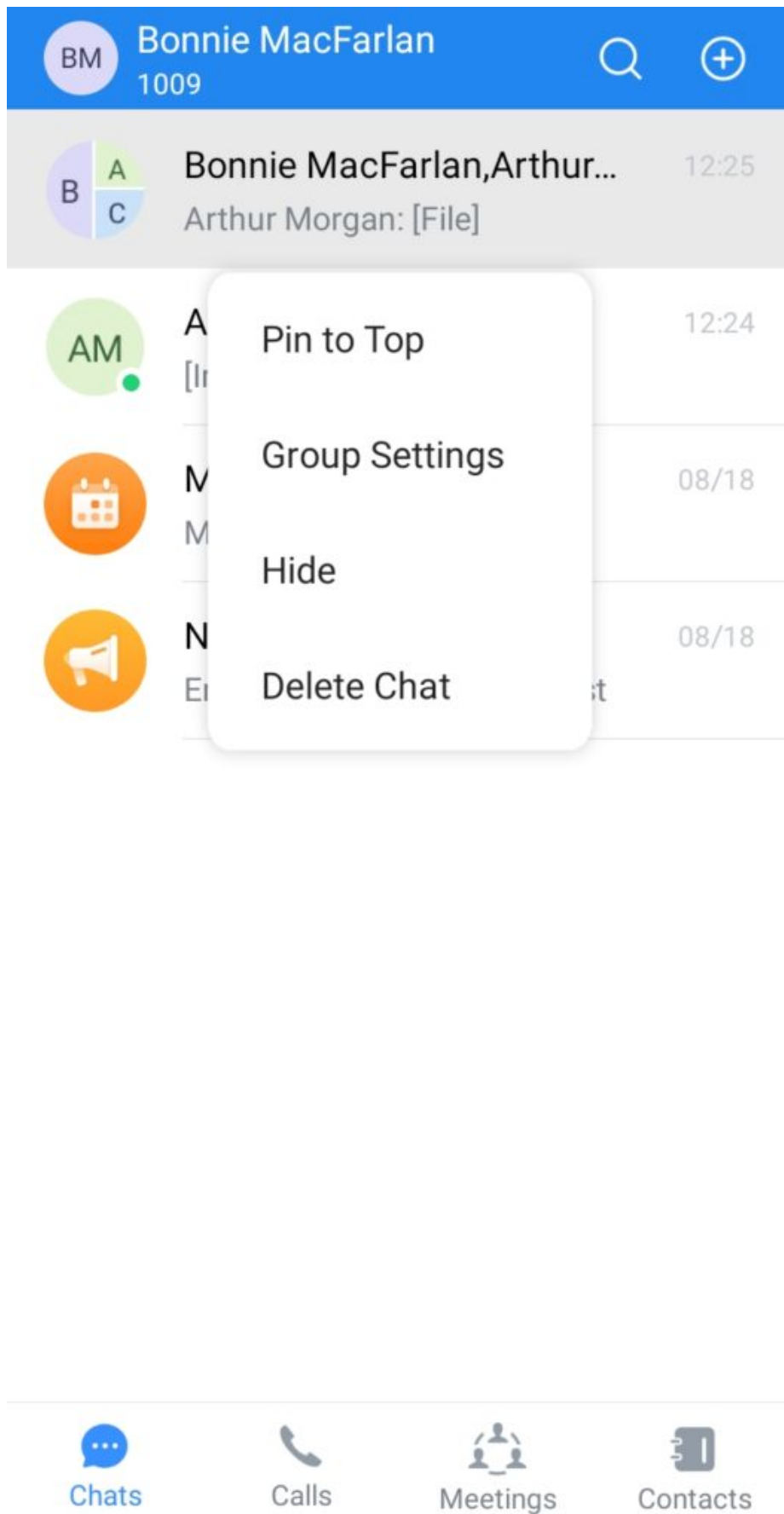
Download



00:10

BM





The upper limit of the input content is up to 5000 characters. If it exceeds 5000 characters, the content in the input box will be converted to a document. The uploaded file/image size limit is 50 MB.



It's possible to slide left and write when a user opens an image in a conversation to view all the images that have been sent before.

## **Rich Text Formatting**

Rich text formatting features allow the user to format the text in instant messaging. The formatting includes making the text bold, italic, underlining the text, strikethrough, changing the color of the text, bullet list, enumerated list, and quoting.

To access rich text options, please tap the button on the left side of the chat box.

Then choose "Rich Text"



Abigail Stevens



08/26 12:59

Hello Abigail  
Here are the types of tests

- Functional testing
- Performance testing
- Accessibility testing
- Compatibility testing

AM

This is a quote test

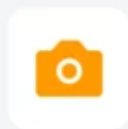
12:35

AS

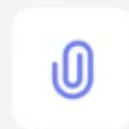
Hello



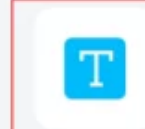
Album



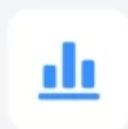
Take photo



Files



Rich Text



Poll



Survey



The example below illustrates how formatted text looks in the chat window.

1:04



Abigail Stevens



12:59

Hello Abigail  
Here are the types of tests

- Functional testing
- Performance testing
- Accessibility testing
- Compatibility testing



AM



**B**

*I*

U



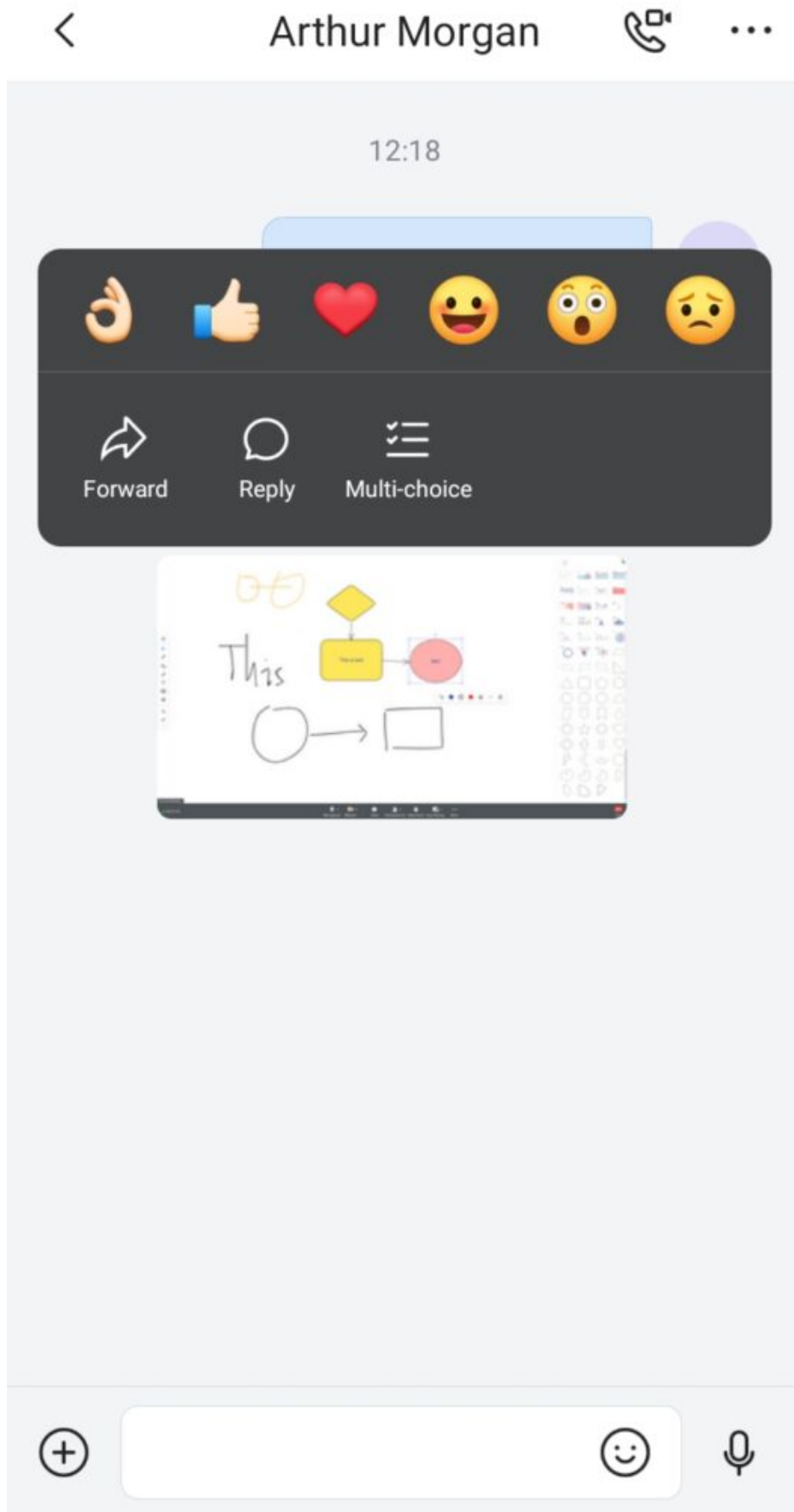
A



## Message Forwarding

Wave allows forwarding one or multiple messages to one recipient or multiple recipients. Please follow the steps below.

**Step 1:** Long-press the message that you want to send, then select **Forward** to forward one message. Or select **Multi-choice** to forward multiple messages.



*Forward a Message*

**Step 2:** Select the messages you want to forward. You can also choose the option "**Select all following messages**" to include all subsequent messages in the selection. Then, tap **Forward one-by-one** or **Merge and Forward**.

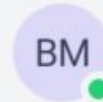


Arthur Morgan

12:18



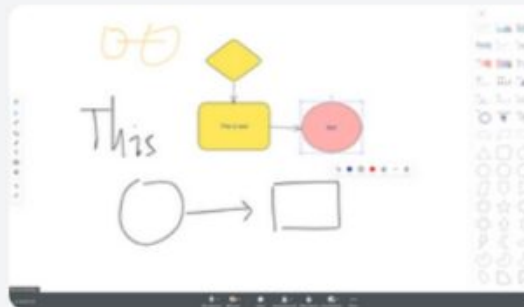
Good morning Arthur



Edited



Good morning Bonnie,  
what's up?



Forward  
one-by-one



Merge and  
Forward

*Forward One or Multiple Messages*

**Step 3:** Select one or multiple recipients of the forwarded messages.

×

Forward to

☰

🔍 Search



Company Contacts(500)

>

Send to Me



Me(Bonnie MacFarlan)  
1009

Recent Chat



Bonnie MacFarlan,Arthur...  
3 members

12:34



Arthur Morgan  
1008

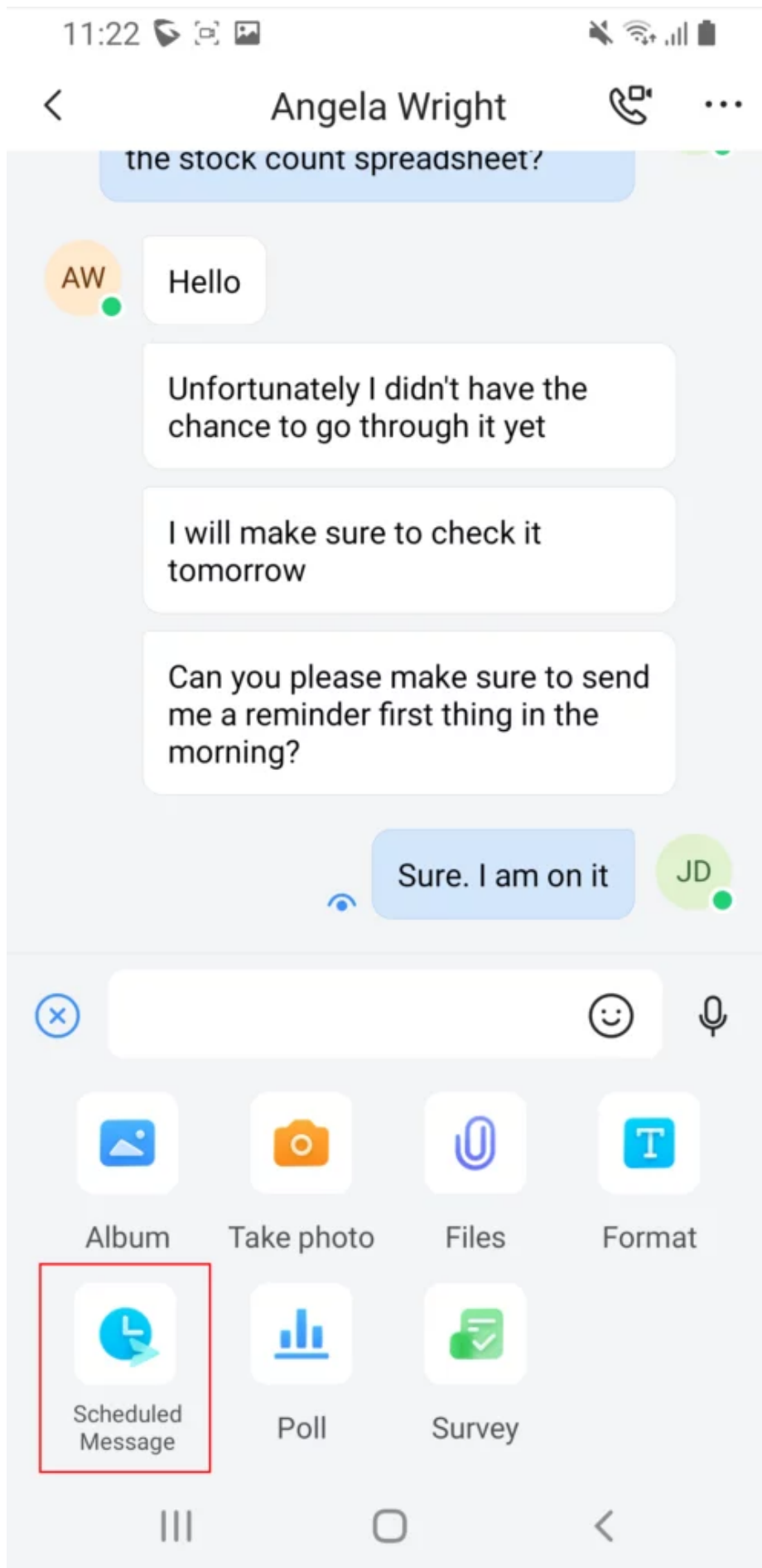
12:24



## Scheduled Message

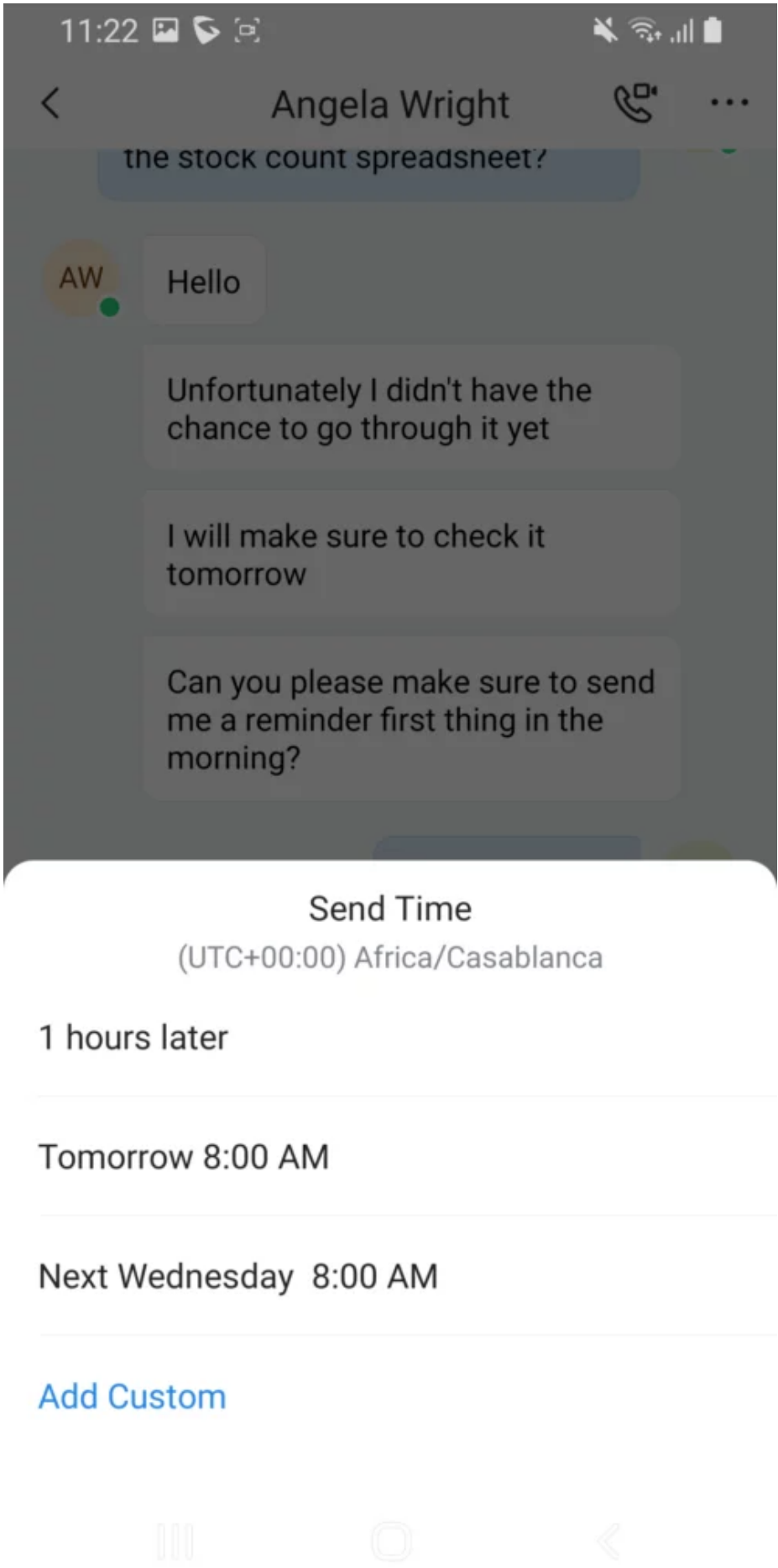
The Scheduled Message feature allows users to compose a message and schedule it to be sent automatically at a specific date and time. Messages can be created directly from the chat interface using the following steps:

1. In the Chat tab, tap the plus (+) icon.
2. Select "Scheduled Message" from the available options.



Select Scheduled Message

3. Choose the delivery time for the message. Users can select from predefined options or set a custom date and time.



4. Enter the message content and tap the Send icon. The message will be queued and delivered automatically at the scheduled time.

11:23



Angela Wright



11:18

Hi Angela, what's the update on the stock count spreadsheet?

JD

AW

Hello

Unfortunately I didn't have the chance to go through it yet

I will make sure to check it tomorrow

Can you please make sure to send me a reminder first thing in the morning?

Sure. I am on it

JD



Hi! Quick reminder to update the stock count spreadsheet.



Send Time: 03/12 08:00



Compose Scheduled Message

5. To manage a scheduled message within the chat, click View next to the message to open the detailed window. From here, users can:

- Edit the message content
- Send the message immediately
- Modify the scheduled time
- Delete the message entirely

11:24   



## Scheduled Message

[View All](#)

 Send at **03/12 08:00** to



Angela Wright

Hi! Quick reminder to update the stock count spreadsheet.



Edit  
Message



Send Now



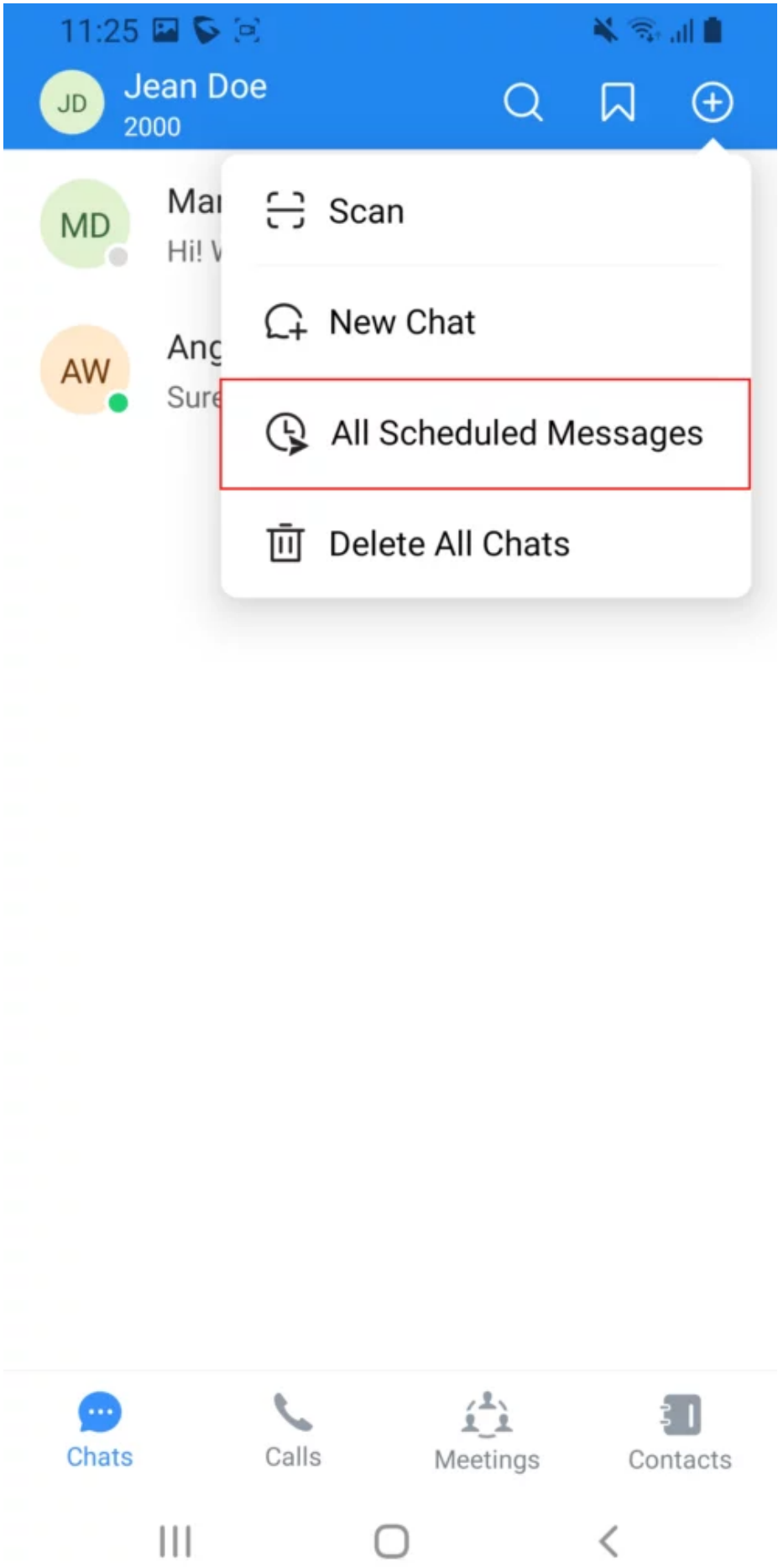
Modify Send  
Time



Delete  
Message



6. The general messages tab provides a Scheduled Messages list where all pending messages can be reviewed.







## All Scheduled Messages (2)

 Send at 03/12 08:00 to

Angela Wright

Hi! Quick reminder to update the stock count spreadsheet.

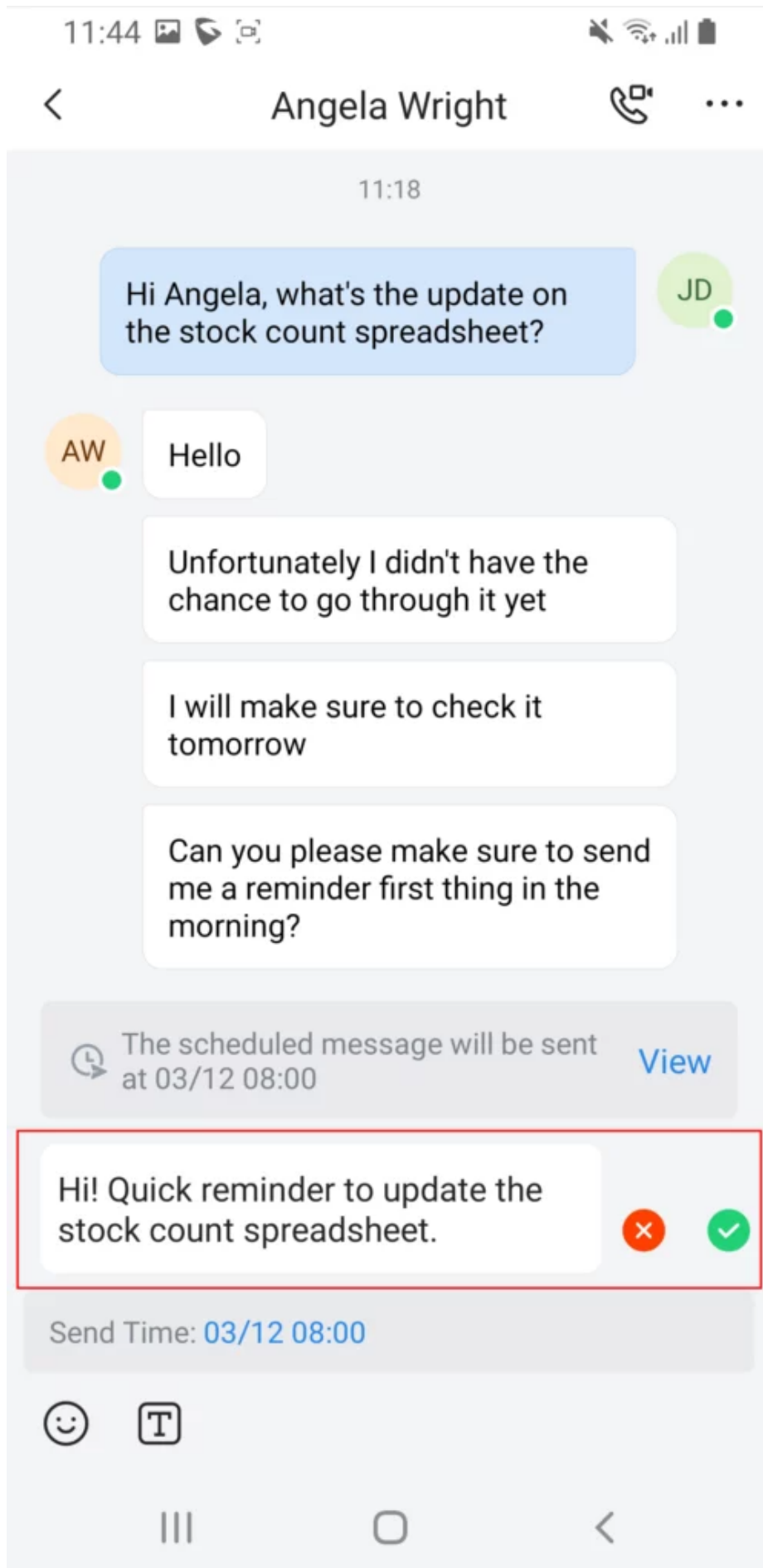
 Send at 03/18 08:00 to

Marketing Department

Hi! What's the status on the new campaign?



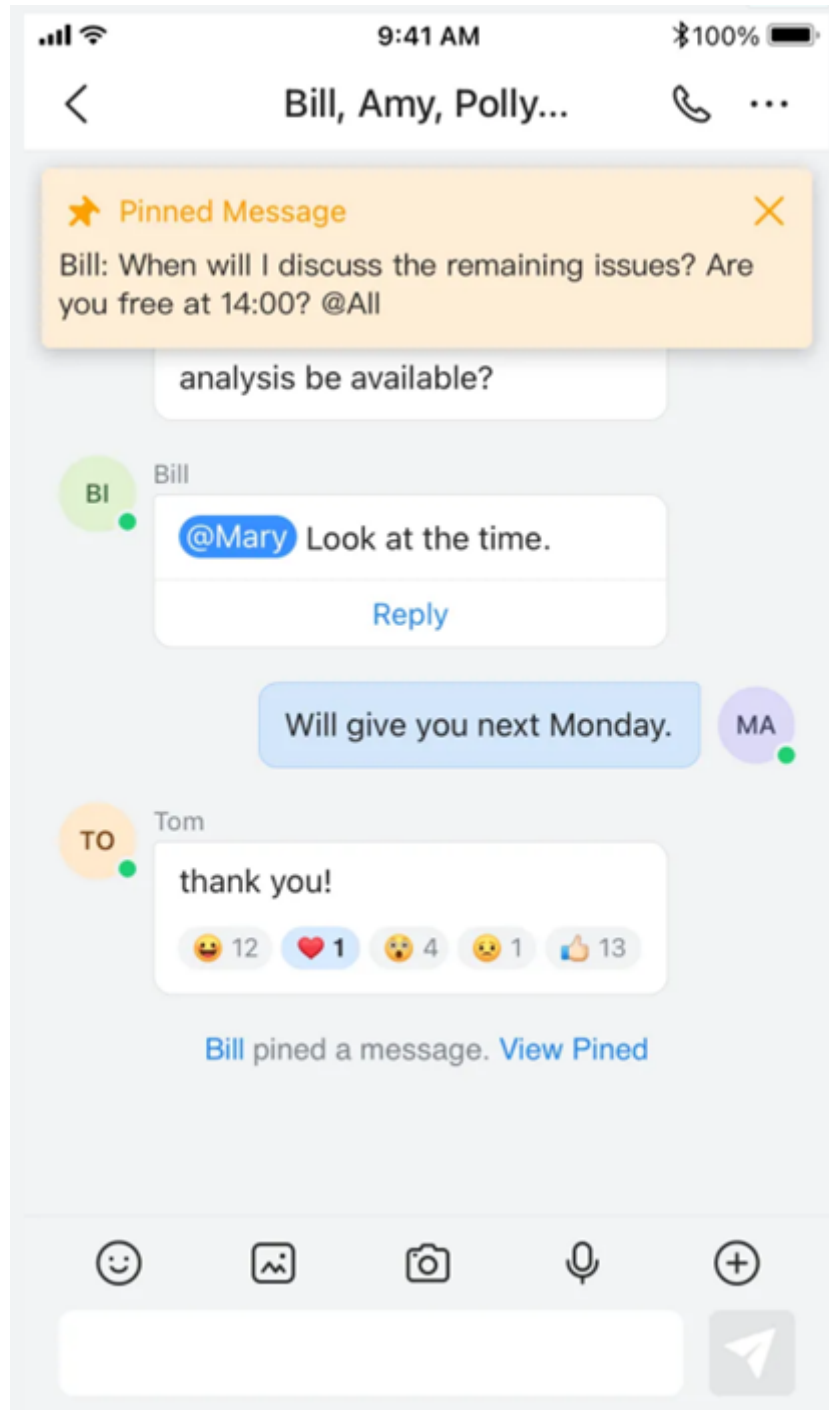
7. Clicking on a message in this list redirects the user to the corresponding chat for detailed editing.



## Pin Message

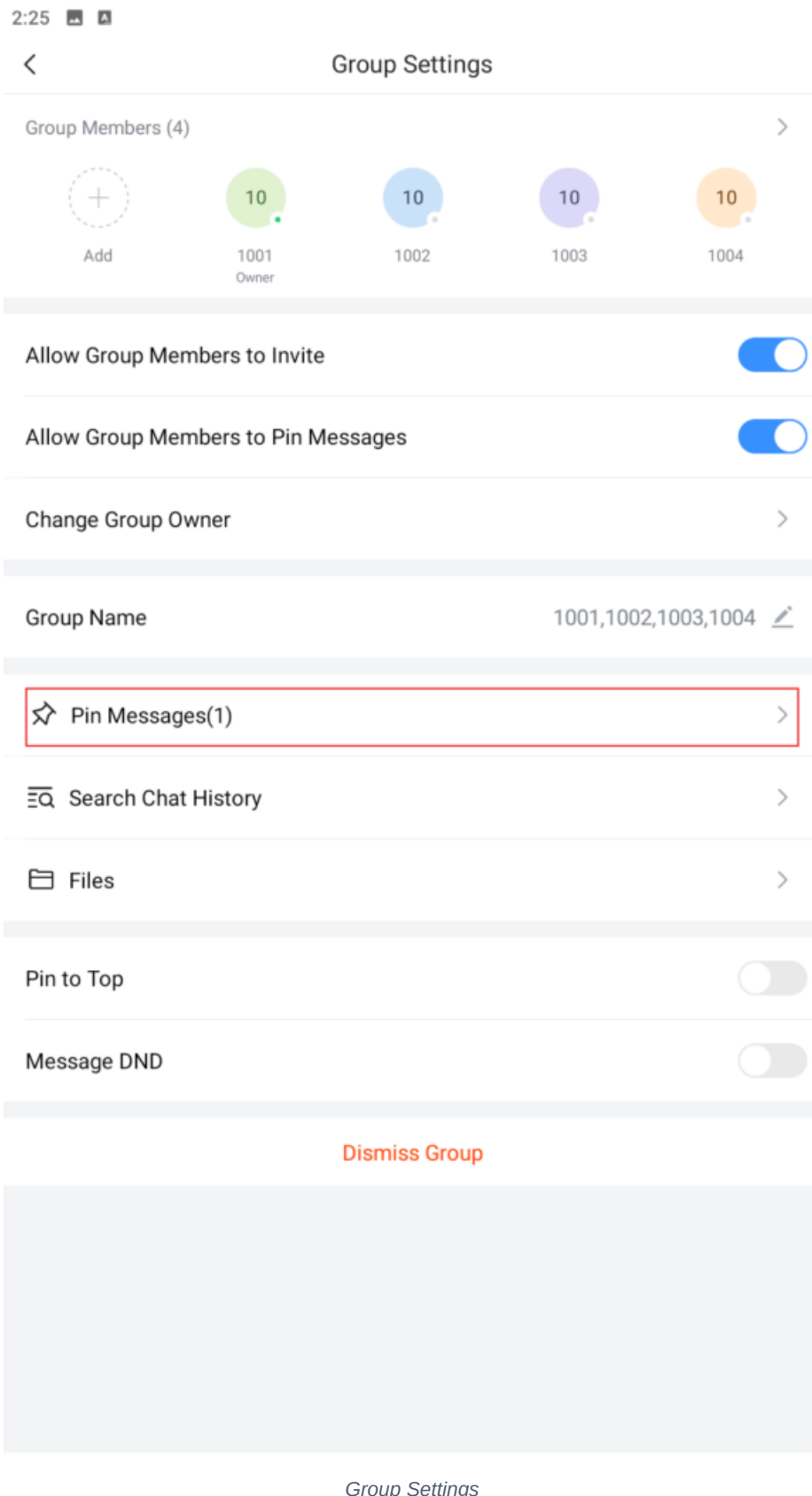
The pin message feature allows the user to pin a message in a group for all the members of the group. To pin a message in a group chat, press and hold the message, then a menu will appear, and press the "Pin" button

Once the message has been pinned, it will be displayed at the top of the group chat as shown in the figure below.



Wave Group Chat

The user can view all the pinned messages in a chat group, access the group settings using the three dots button on the top right corner of the conversation, and then select "**Pinned Messages**".



## Save Message

To save a message from a specific discussion, you should press and hold the message you'd like to save. Once the menu appears, tap on the save button .

To view all the saved messages, please click on the bookmark icon on top of the chat window, as shown below.

2:40

10

1001

1001

1

1

1

1

1001,1002,1003,1004

01/22

You pinned a message. View Pinned Messages

10

1000

01/22

Please send me the agenda of the meeting that we will have tomorrow!

2:40  



## Saved Messages



1001

01/22 13:48

Good morning! Please send any of the ideas here that you'd like to discuss during the meeting.

[Jump to Message](#)

*Saved Messages*

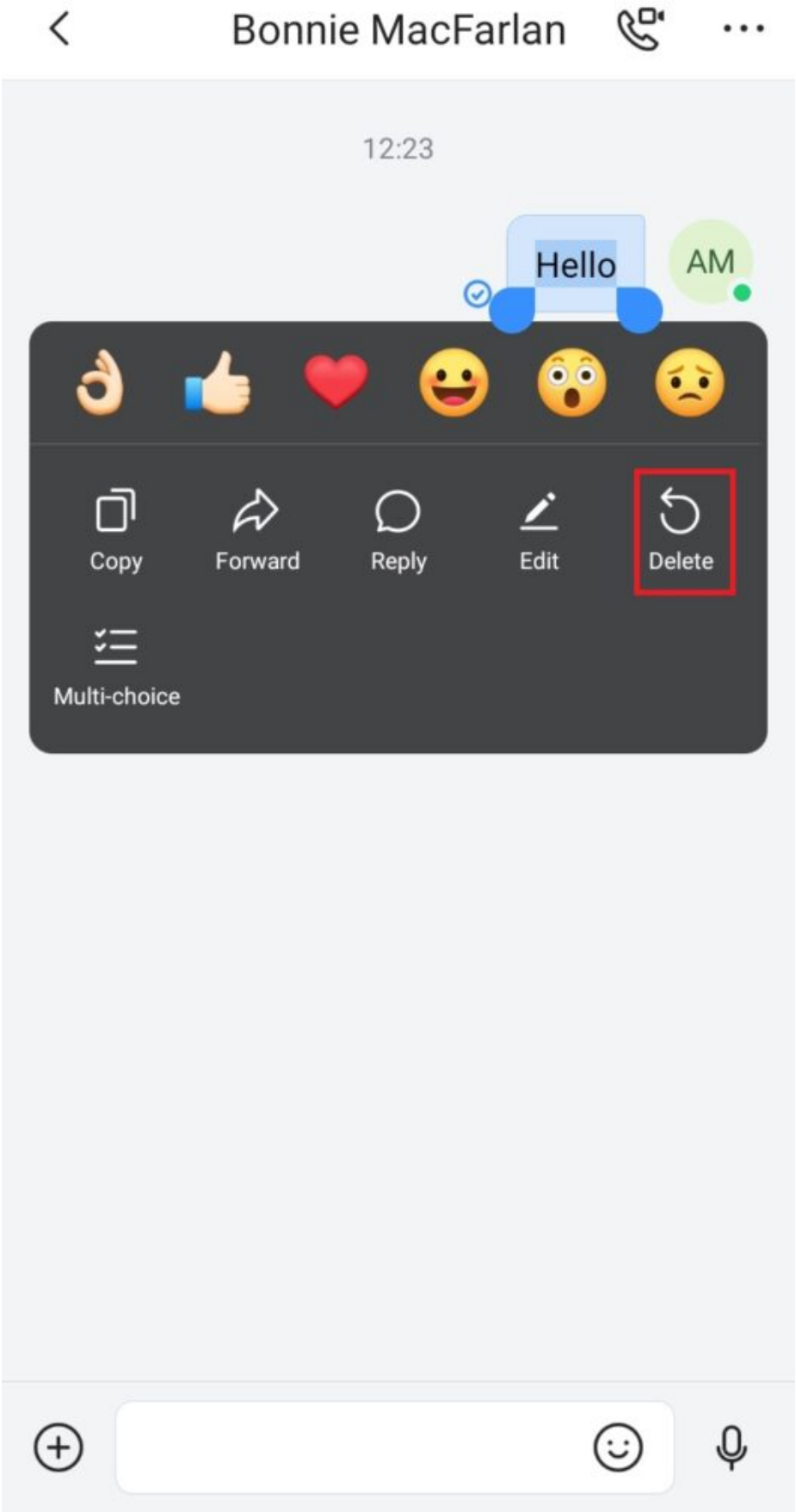
## Delete Message

**Step 1:** In the chat interface, the user can select a message and long-press on it, then click the "Delete" button to delete the message.

**Step 2:** After deleting the message, the remote party will delete the message synchronously.

**Step 3:** The deleted text can be re-edited by the user.

**Note:** After deleting the message, it will be deleted permanently, and the message cannot be recovered.



*Delete Message*

To delete a message, the user must have the "Delete Chat" permission. Please refer to the UCM63xx User

Manual for more details.

## **Set a Reminder for a Message**

The user can set a reminder for a specific message that has been received on the Wave application.



12:21



Abigail Stevens



12:20

Hello Abigail

AM

AS

Hi Mr Morgan!



Copy



Forward



Reply



Save



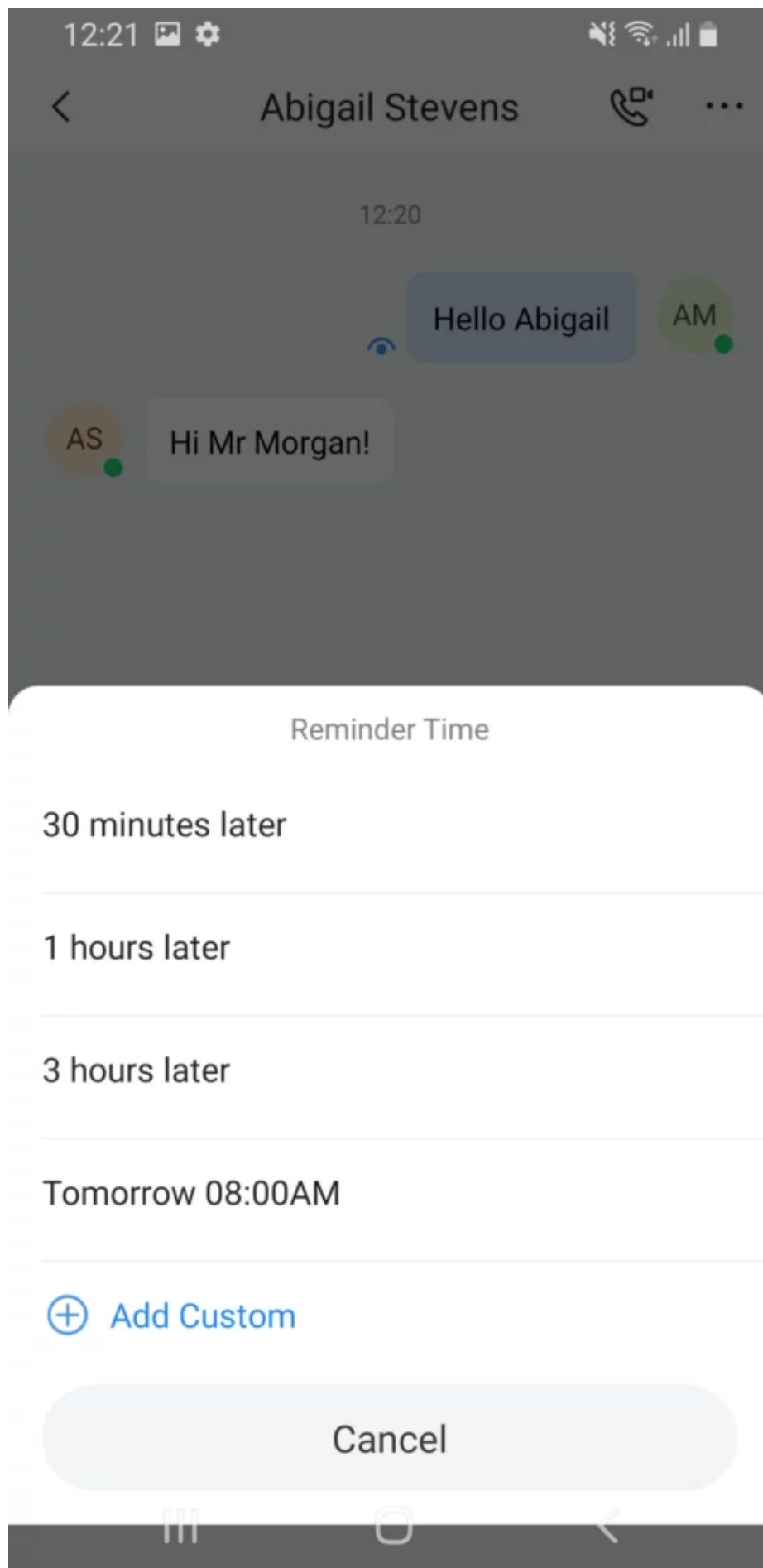
Remind Later



Multi-choice



Set a Message Reminder



Reminder Time

12:21  



Abigail Stevens



Added to "Saved Messages"

[View](#)



Hello Abigail

AM 

AS 

Hi Mr Morgan!



Message Saved

To view the messages that had a reminder scheduled. Either tap  or . The messages will be displayed as a list, as displayed in the first figure below.

All the messages will be displayed as can be seen in the first figure below. The user can either mark the message as "done" or the user can tap the "Jump to Message" button to read the message in the context of the conversation.

The user can also modify the date and time of the reminder, or can simply choose to cancel the reminder for the message, as seen in the second figure.



## Saved Messages

 1 minutes later



Abigail Stevens

Hi Mr Morgan!

[Jump to Message](#)

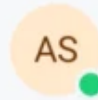
Done





## Saved Messages

 29 minutes later



Abigail Stevens

Hi Mr Morgan!



Copy



Forward



Modify Reminder



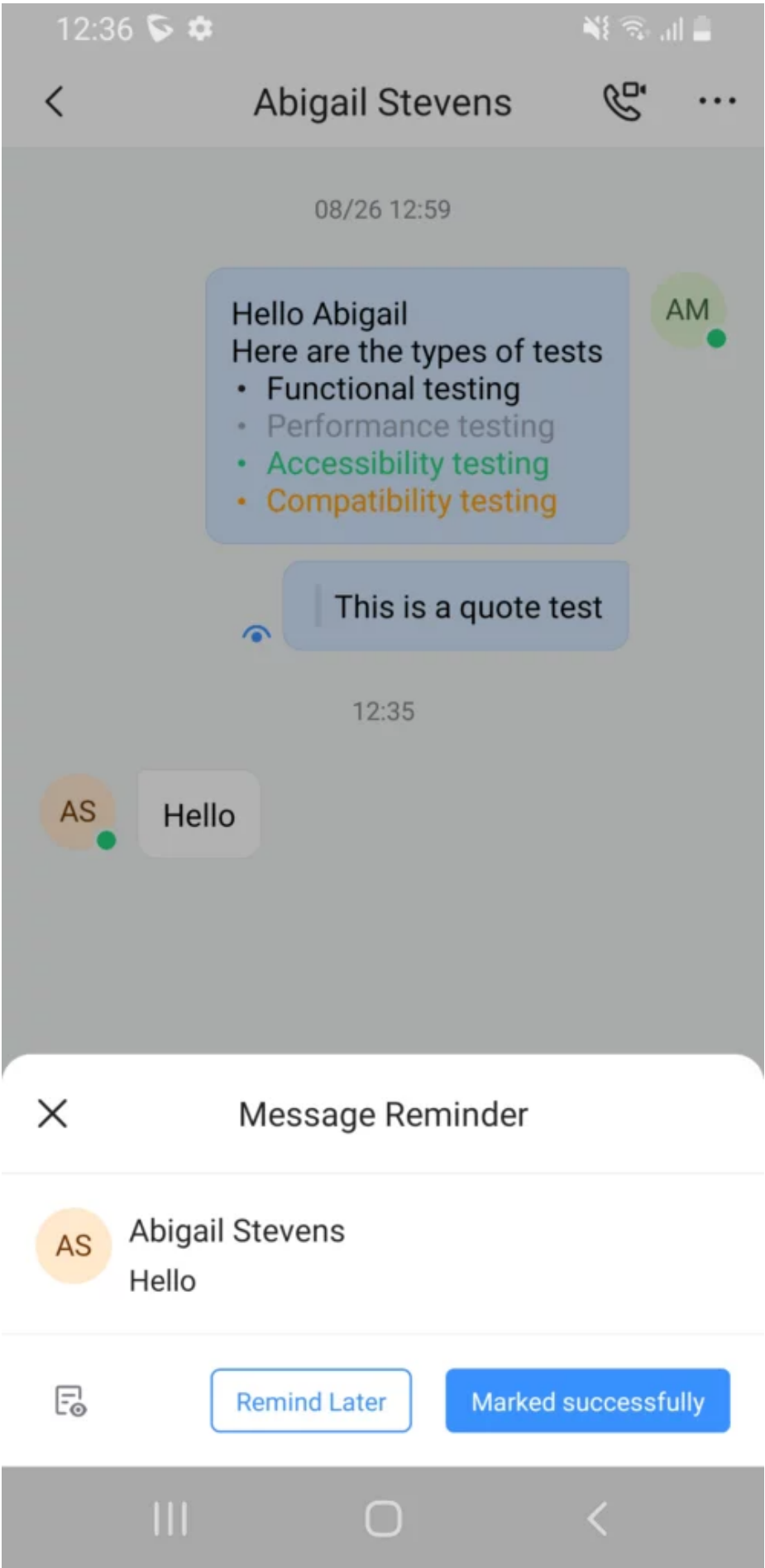
Cancel Reminder



Remove



When the time of the reminder arrives, the user will receive the following prompt



### *Message Reminder*

If the user taps "Remind Later", a reminder will be set to remind the user of the message 10 minutes later. If the user taps "Marked Successfully", the prompt will be dismissed.

If the user taps the following button , they will be able to see the list of all the messages that have had a reminder set for them. Please see the screenshot below.





## Saved Messages

 Overdue <1 minutes



Abigail Stevens

Hello

[Jump to Message](#)

Done



## Voice Messages

Wave Mobile application supports recording and sending voice messages instantly in point-to-point chat or group chat. To use this feature, please follow the instructions below

**Step 1:** Tap on the microphone icon in the chat window.

12:21

Bonnie MacFarlan start group chat

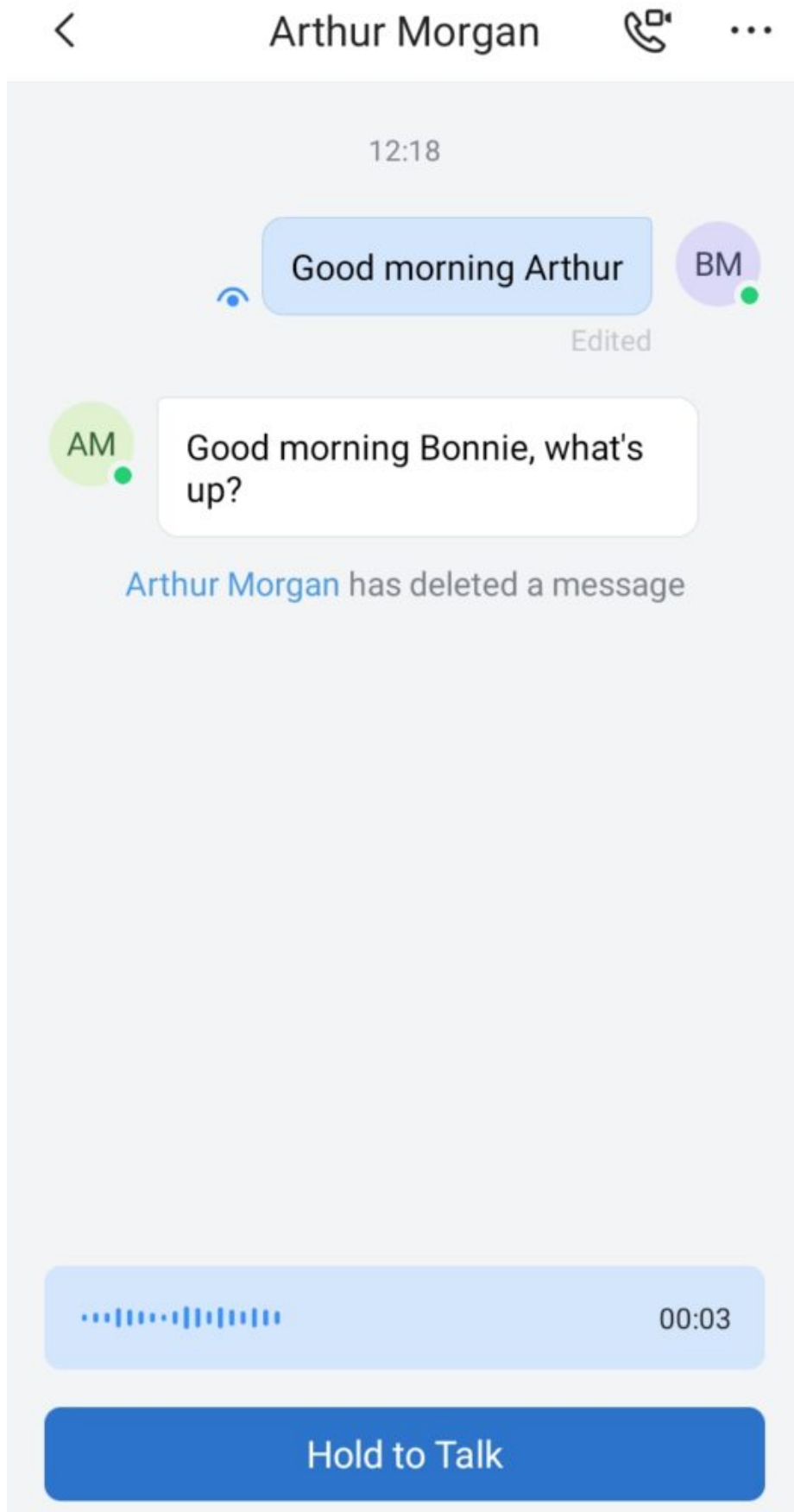
Good afternoon team

BM 



*Record a Voice Message*

**Step 2:** Then tap and hold "Hold to Talk" to start recording



*Hold to Talk*

**Step 3:** Once your message has been recorded, please tap on send message.



Arthur Morgan



12:18



Good morning Arthur

BM

Edited

AM

Good morning Bonnie, what's up?

Arthur Morgan has deleted a message



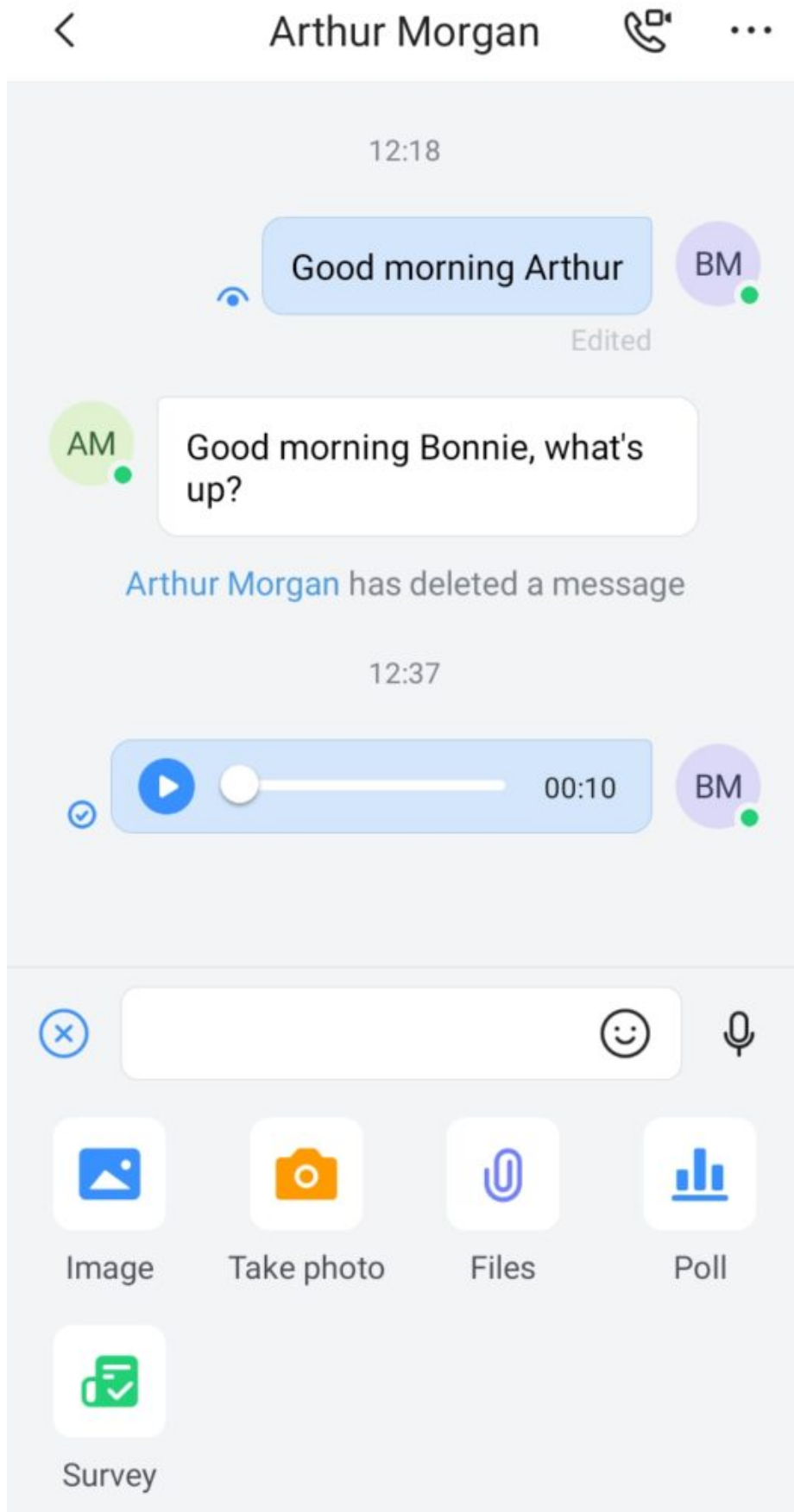
00:10



Send Voice Message

*Send The Voice Message*

The voice note will be sent, and it can be played by tapping the play button.

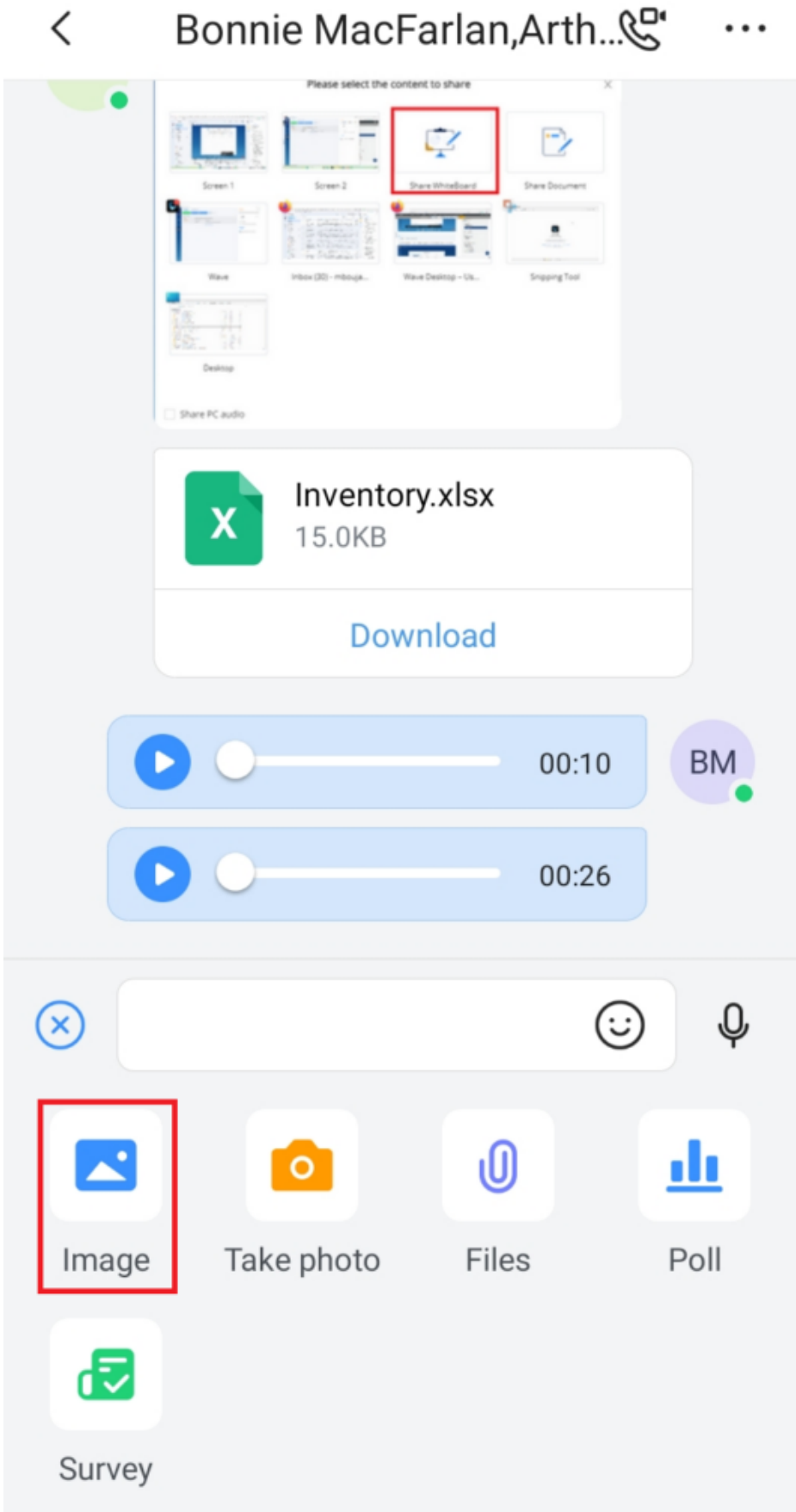


*Sent Voice Message*

Please note that sending voice messages is only possible on the Wave Mobile application.

# Send an Image

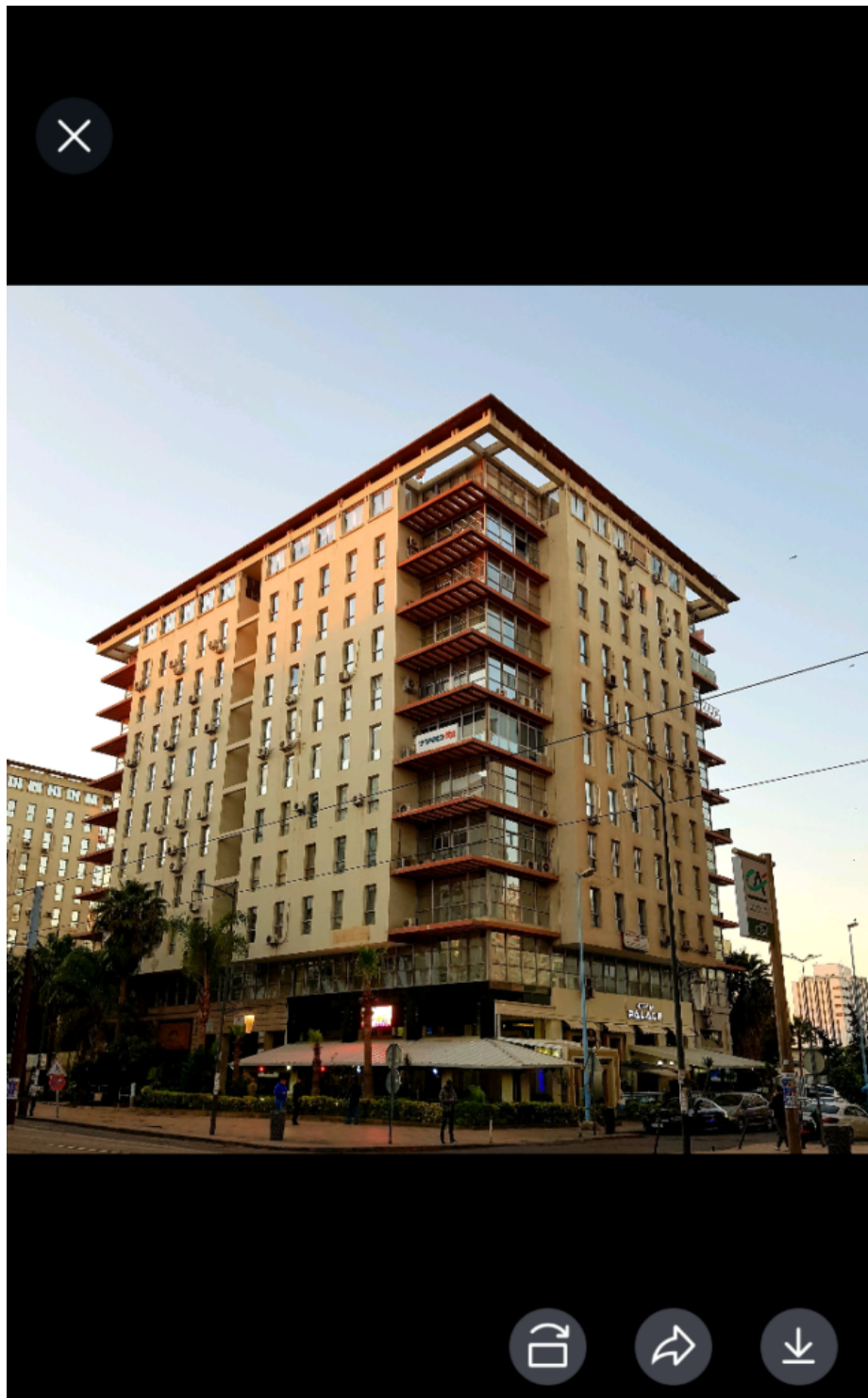
You can also send an image to any contact or a group chat. To do so, tap the image icon as shown in the figure below:



*Send an Image*

Then select an image and press send.

To view an image in full screen on Wave, please tap to open the image.



*View Image*

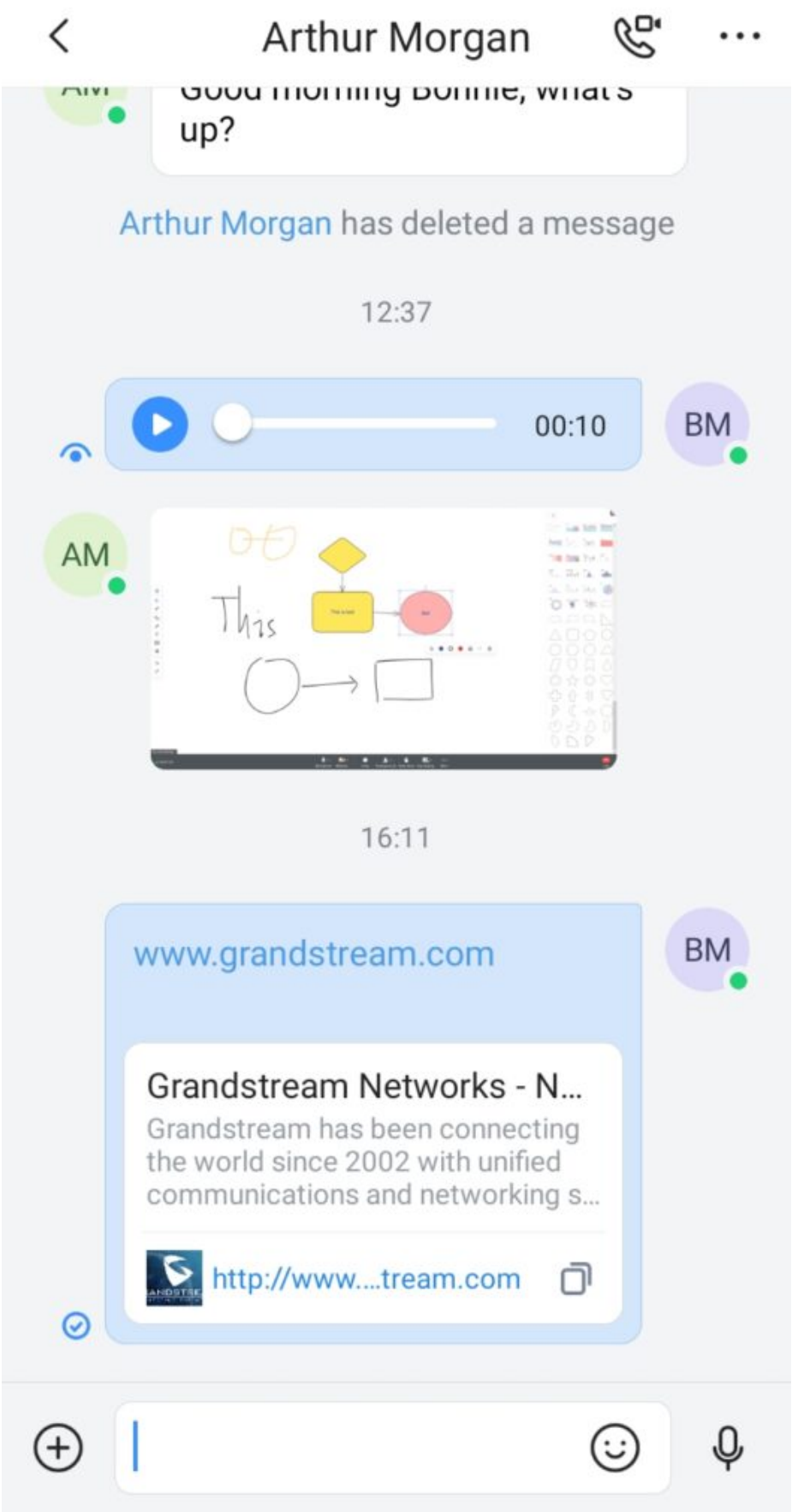
When viewing an image, the user has three options on the bottom right of the screen.

- : This button can be used to rotate the image clockwise.
- : This button can be used to forward the image to another contact.
- : This button can be used to download the image to the smartphone.



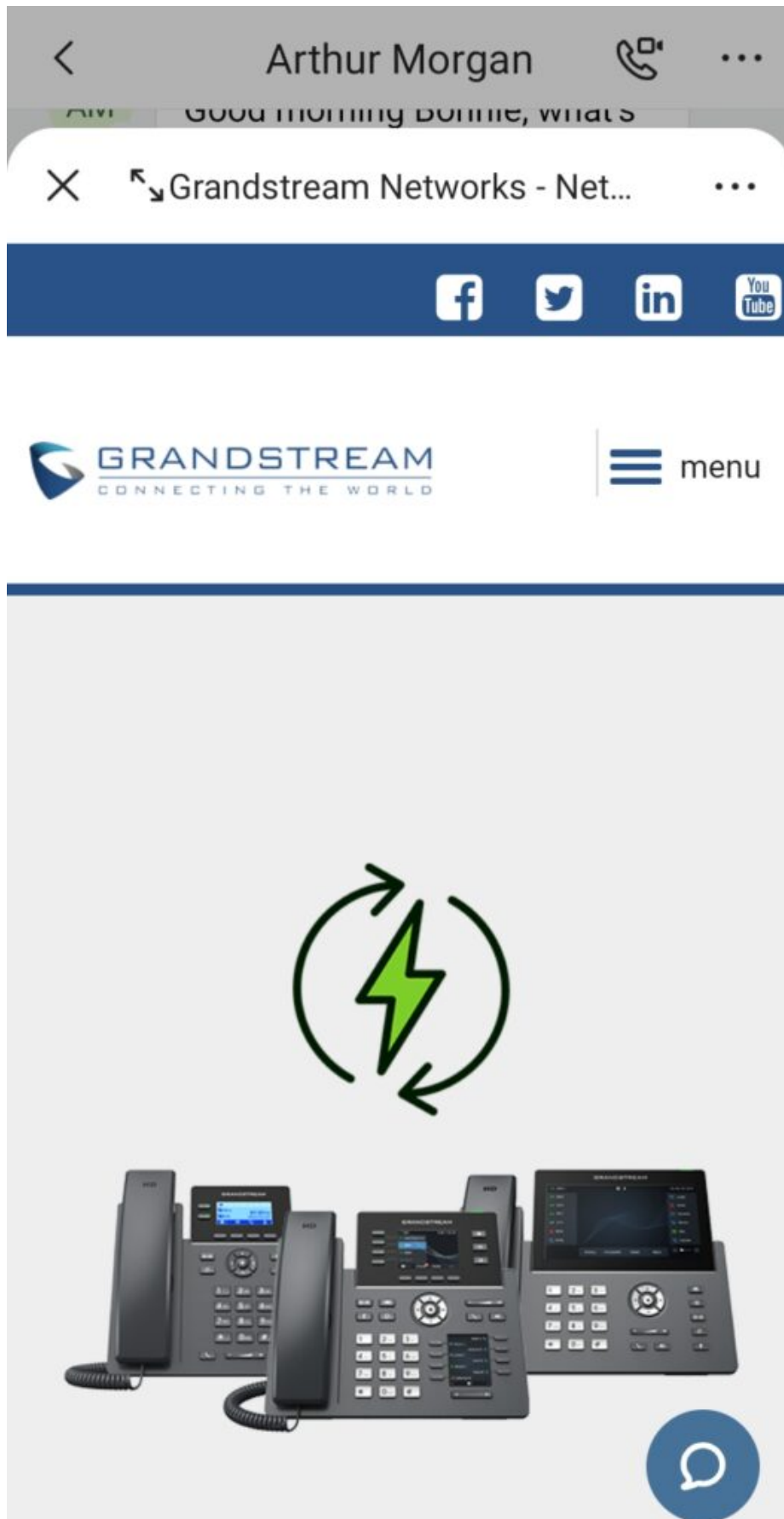
### Send a Link

You can also send a link to any contact or a group chat. To do so, just paste the link or type the link in the chat window.



*Send a Link*

You can preview links in chat messages, and you can click on a link in the Wave app to view the web page through a small pop-up window.



*Preview Link*

## Send a File

The user can share a file with one contact or with a group of contacts. The user can also choose to send one file at a time or to send multiple files at once.

To send a file, please follow the steps below.

1. Tap on the "+" button to open additional chat options.

3:14



Marketing

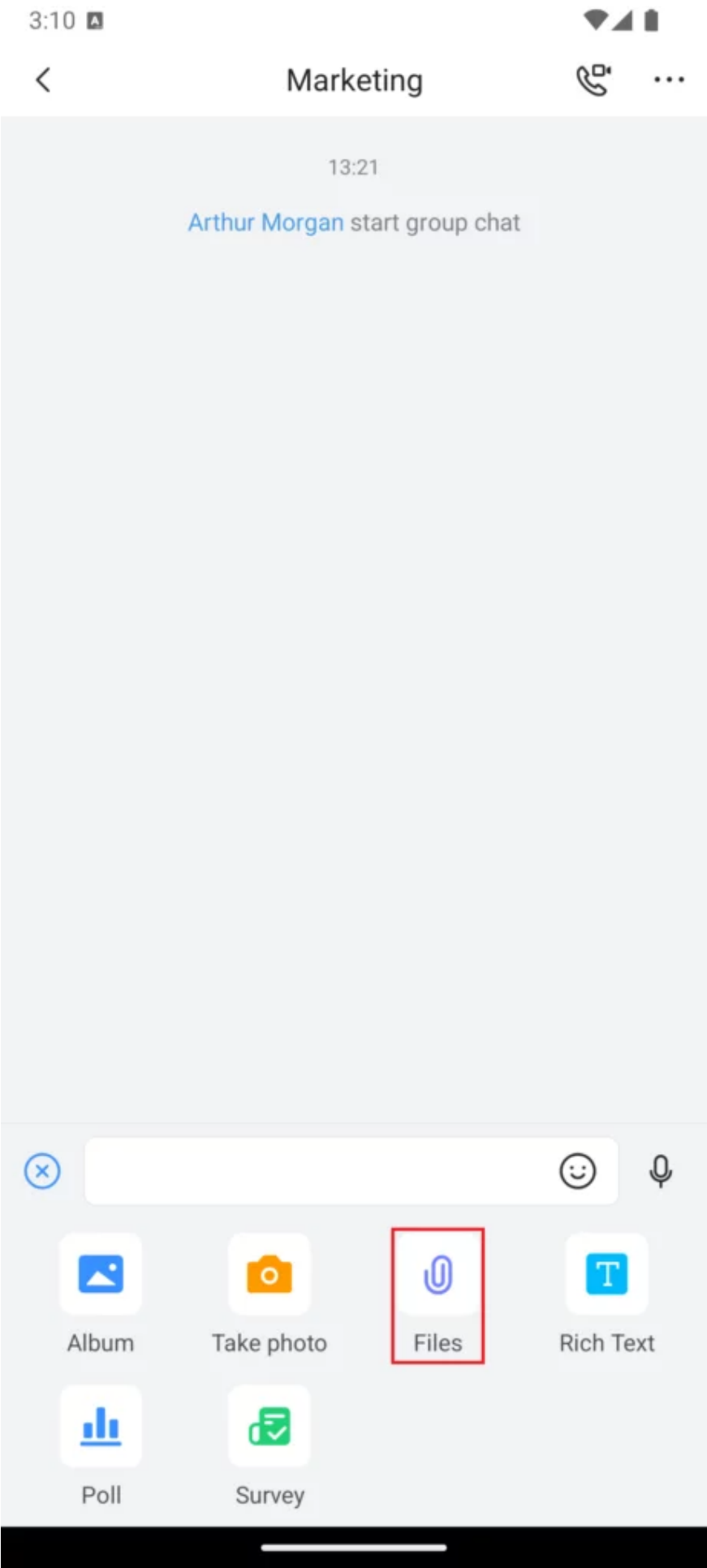


13:21

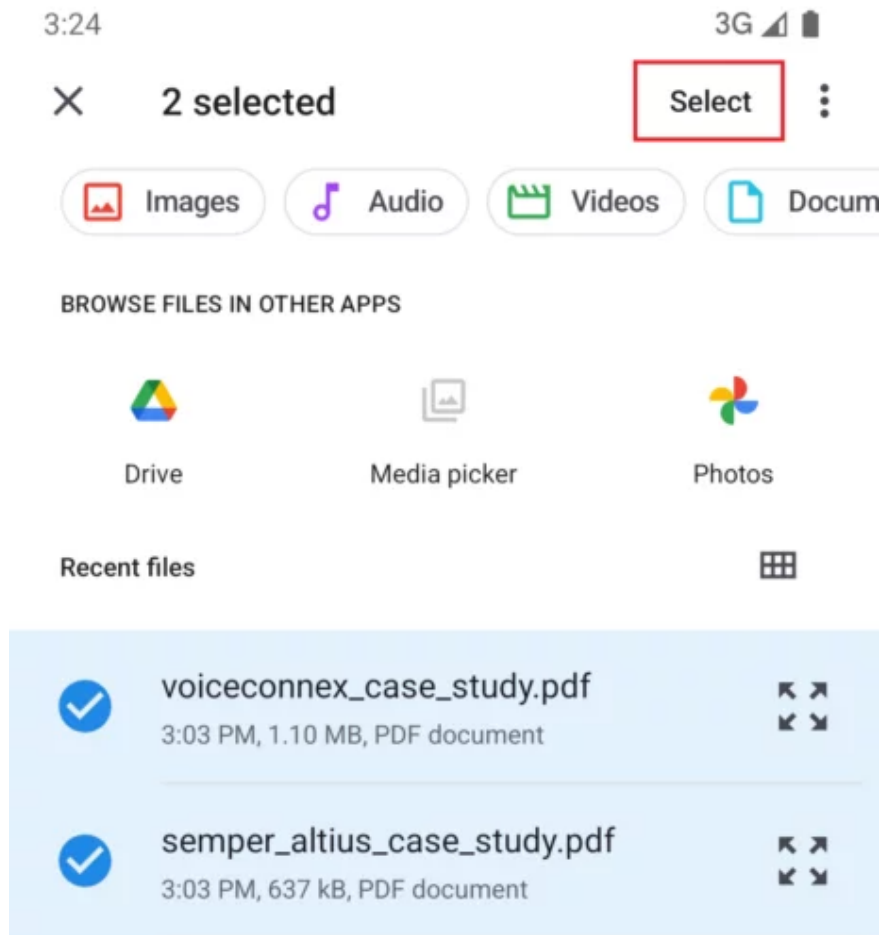
Arthur Morgan start group chat



2. Select "Files"



- 3.** Select the files to send by tapping on them. The user can select multiple files as shown in the screenshot below. Once the files are selected, tap "Select".



3. When the files are sent successfully, they will be displayed as shown in the screenshot below.

3:24

3G  



Marketing



13:21

Arthur Morgan start group chat

15:24



voiceconnex\_case\_study.pdf  
1.0MB



Open



semper\_altius\_case\_study.pdf  
621.6KB

Open



Album



Take photo



Files



Rich Text



Poll

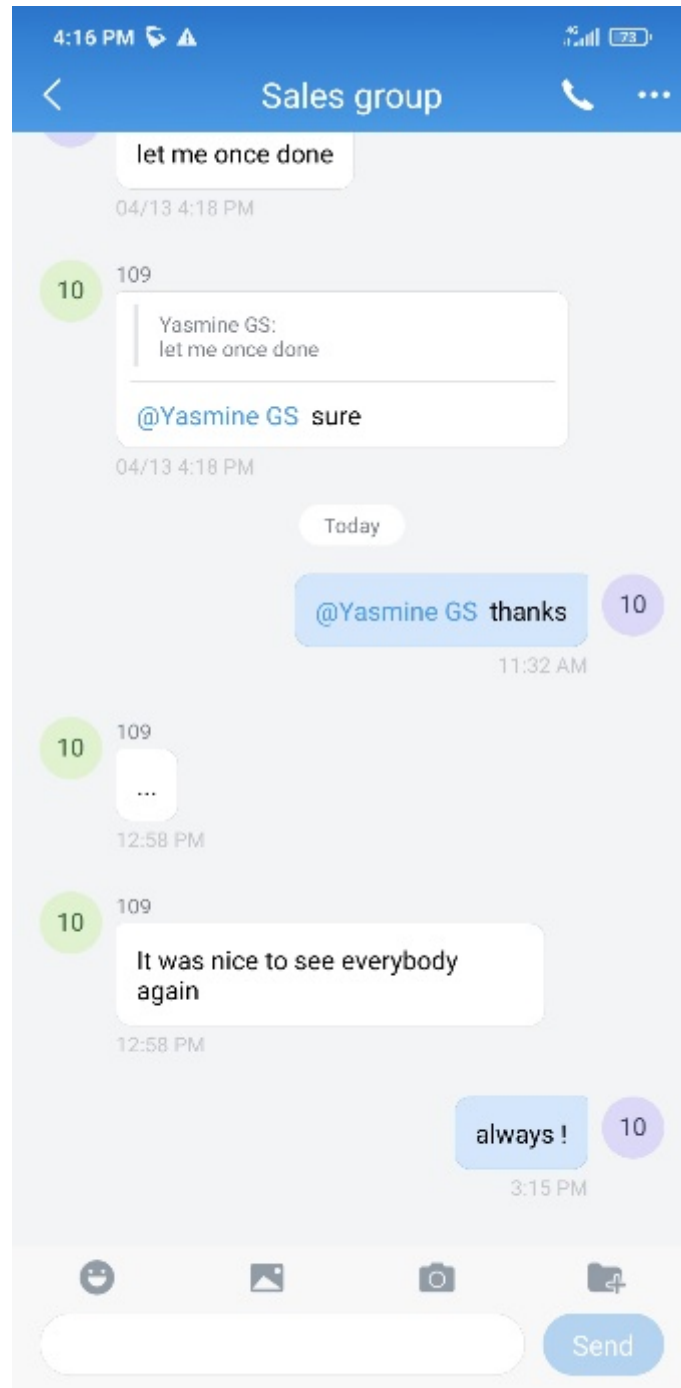


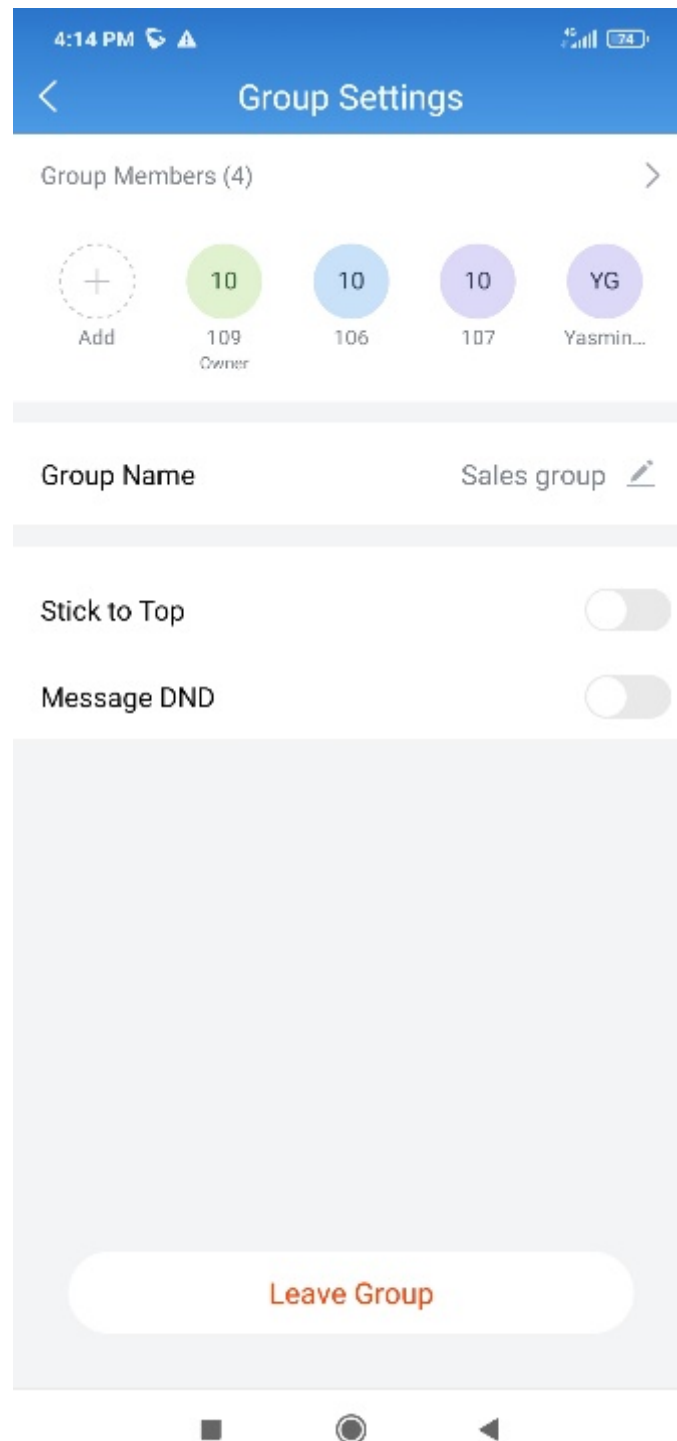
Survey



## Group Settings

- In the group settings interface, the user can modify the group name, add/delete group members, and leave/dismiss the group chat. The user can click the button in the upper-right corner of the interface to access the group settings interface.
- **Modify Group Name:** The user can click the group name to edit it.
- **View All Group Members:** The user can click the "Group Members" option to view all group members.
- **Delete Group Members:** In the group member list, the user can long-press a specific member icon and delete the group member. Only the group owner can operate.



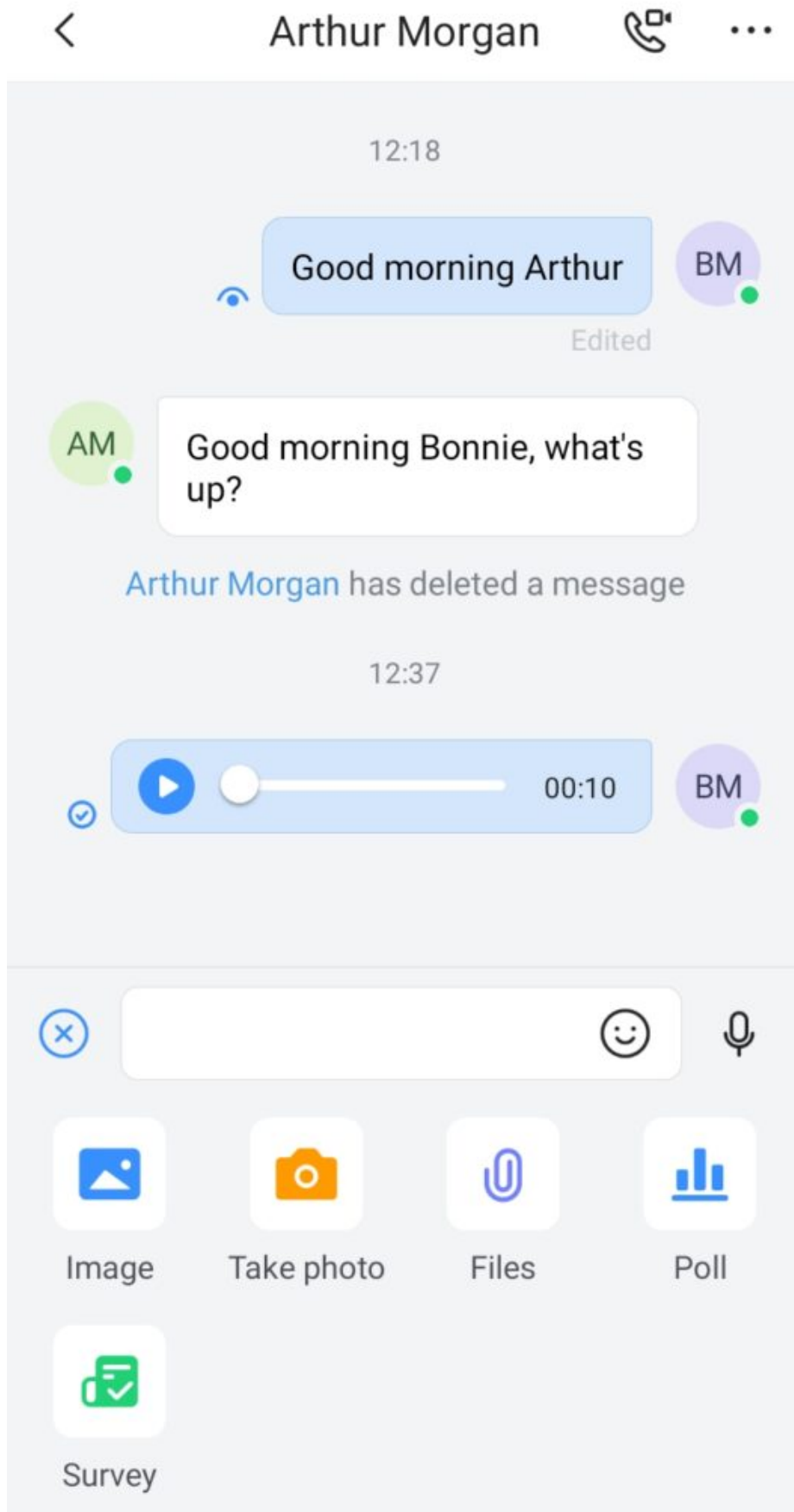


- **Add Group Member:** The user can click the button to add group members and select from the contacts.
- **Pin:** The user can select this option, and the current group chat window will be displayed at the top of the chat list.
- **DND:** The user can select this option, and all new messages from this group chat will not be notified or reminded.
- **Dismiss Group:** The user can click this option to remove all members from the current group chat. All group chat history will be deleted. Only the group owner can operate.
- **Leave Group:** The group member can click to leave the group at any time and the group chat history will be deleted for this user.

## Search in a Chat History

The Wave app allows searching within a discussion using keywords to find the information you are looking for and read the context in which it was relayed. To use the chat search functionality, please follow the instructions below.

**Step 1:** Go to the conversation you wish to search in, then tap on  on the top right corner of the screen



**Step 2:** Tap on "Search Chat History"



## Group Settings

Group Members (3)



Add



Bonnie...  
Owner



Arthur...



Catherin...

Allow Group Members to Invite



Change Group Owner



Group Name Bonnie MacFarlan,Art...



Search Chat History



Files



Pin to Top



Message DND



**Step 3:** In the search box, enter the keywords you'd like to search for, and the result will be displayed similarly to the screenshot below.



good

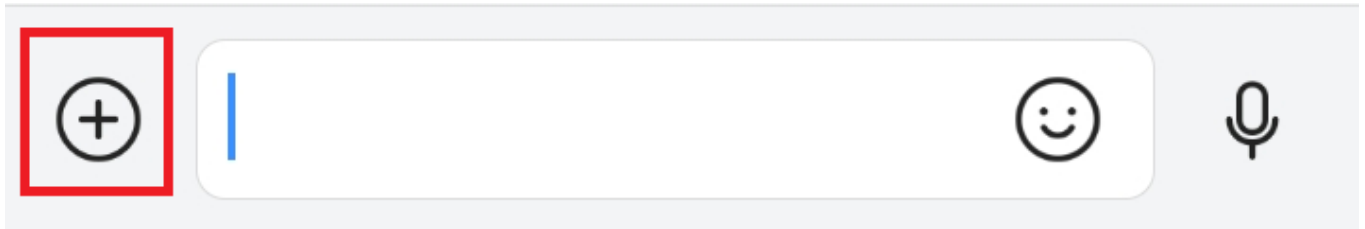


Bonnie MacFarlan  
Good afternoon team

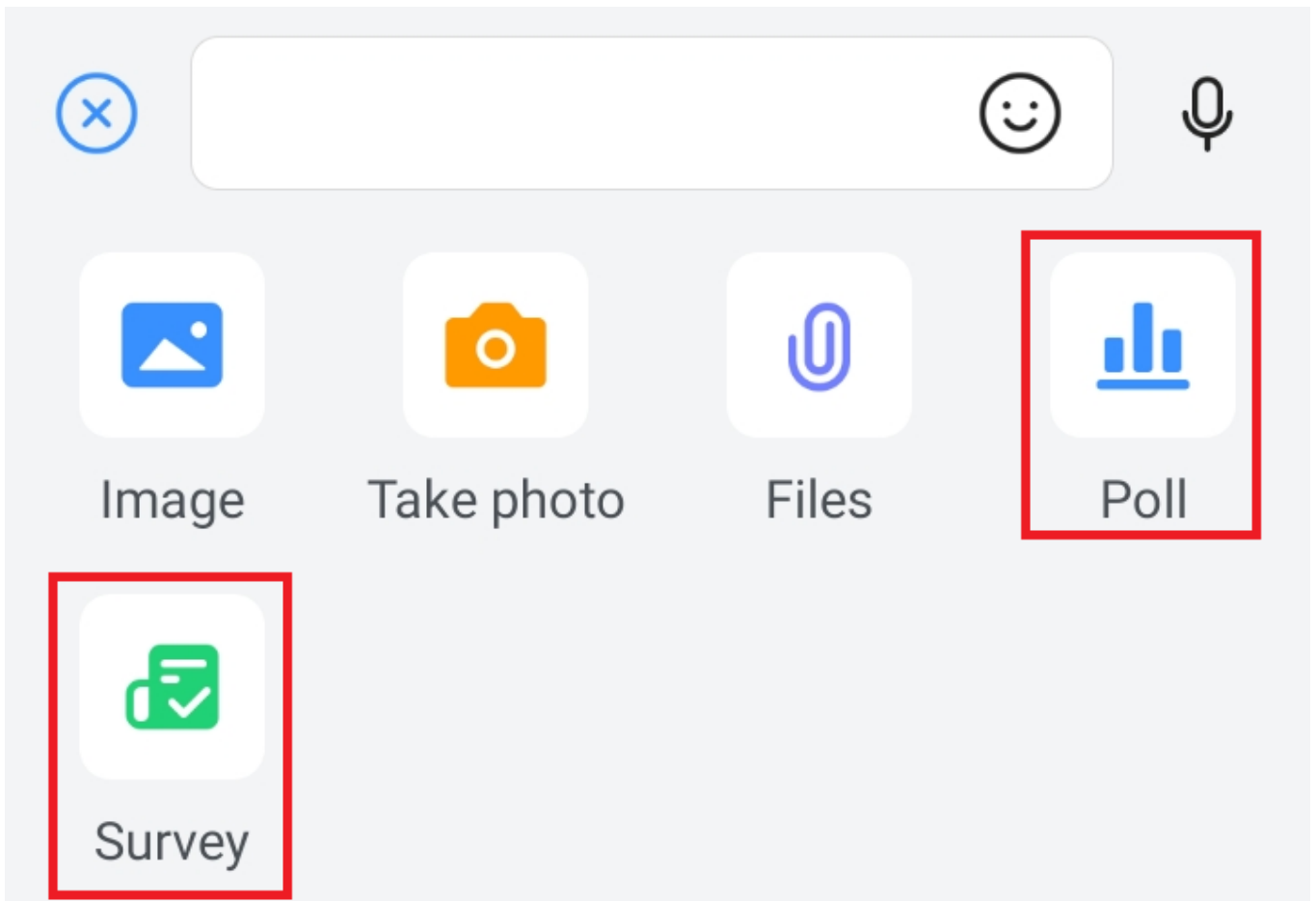
12:22

## Create Poll/Survey

To create a poll or a survey, please tap on the plus button at the bottom right corner of the chat window.



Then choose either Poll or Survey.



#### - Create a Poll

To create a poll, tap then click on

<

Bonnie MacFarlan,Arth...

...

<

Add Poll

Subject

Allow Multiple Selection

☐

☐ Enter option

—

☐ Enter option

—

Add Option

Allow Others to Add Options

☐

Anonymous Vote

☐

Display Poll Result

After voting▼

Auto-End Poll

Indefinite▼



Save

Save and Publish

Add Poll

Enter the necessary information for the poll.





## Add Poll

Subject

Allow Multiple Selection



☐ Enter option



☐ Enter option



Add Option

Allow Others to Add Options



Anonymous Vote



Display Poll Result

After voting



Auto-End Poll

Indefinite



Save

Save and Publish

Add Poll Subject and Options

Background Mode

When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running at background. It is recommended to enable this if issues are experienced with message notifications and receiving incoming calls.

|                                    |                                                                                                                                                                      |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disable Battery Usage Optimization | This allows Wave to use the battery in the background. If this option is disabled, issues like not receiving notifications and incoming calls might not be received. |
| Enable Background Data             | Enable this option to allow Wave to use data in the background. Disabling this will prevent any messages or calls to be delivered when Wave is on the background.    |

Then click on  to save the poll, or click on  to save and publish the poll. The published poll will be posted to the conversation and will look like the following figure.



Bonnie MacFarlan,Arth...



Inventory.xlsx

15.0KB

Download



00:10

BM



00:26

12:42



Poll

BM



Poll Subject

1.Option 1

2.Option 2

...

View Results



Ongoing Poll



Published Poll

### - Create a Survey

To create a Survey, please tap on

<
Bonnie MacFarlan,Arth...
...

<
Add Survey

Subject

Description

Anonymous
☐

Allow Others to Share Survey
☐

Question 1
^

Question

Required
☒

Single Selection
▼

☐ Enter option

☐ Enter option

<

Save

Save and Publish

Create a Survey

Background Mode

When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running at background It is recommend to enable this if issues are experienced with message notifications and receiving incoming calls.

|                                    |                                                                                                                                                                      |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disable Battery Usage Optimization | This allows Wave to use the battery in the background. If this option is disabled, issues like not receiving notifications and incoming calls might not be received. |
| Enable Background Data             | Enable this option to allow Wave to use data in the background. Disabling this will prevent any messages or calls to be delivered when Wave is on the background.    |

- **Stop a Poll/Survey**

**Step 1:** To stop a poll or a survey, please click on your profile picture.



Me



Bonnie MacFar...



1009



Account status

Online >



Status

None >



Silent Mode

Disable >



Settings



Background & Battery Settings



Poll

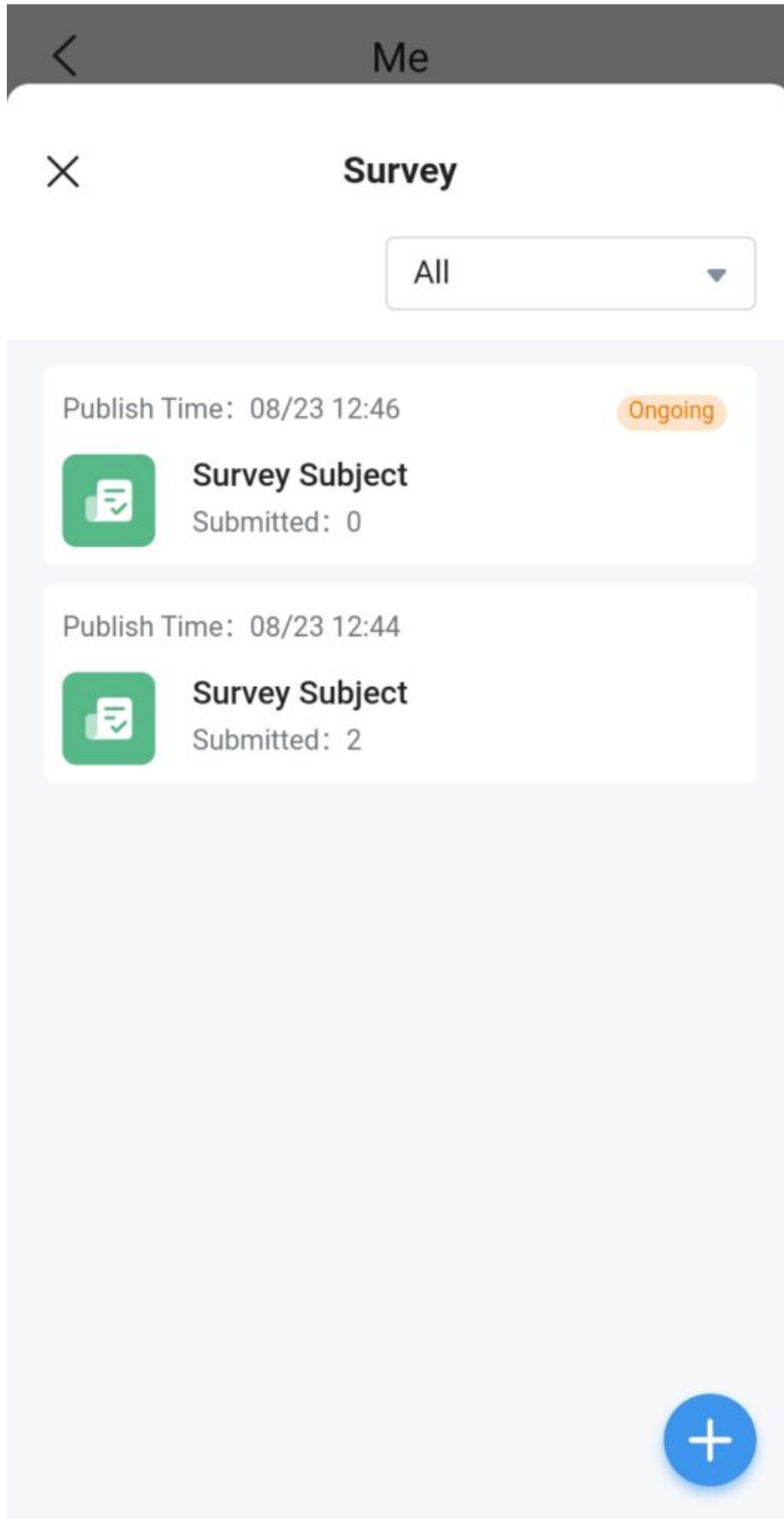


Survey



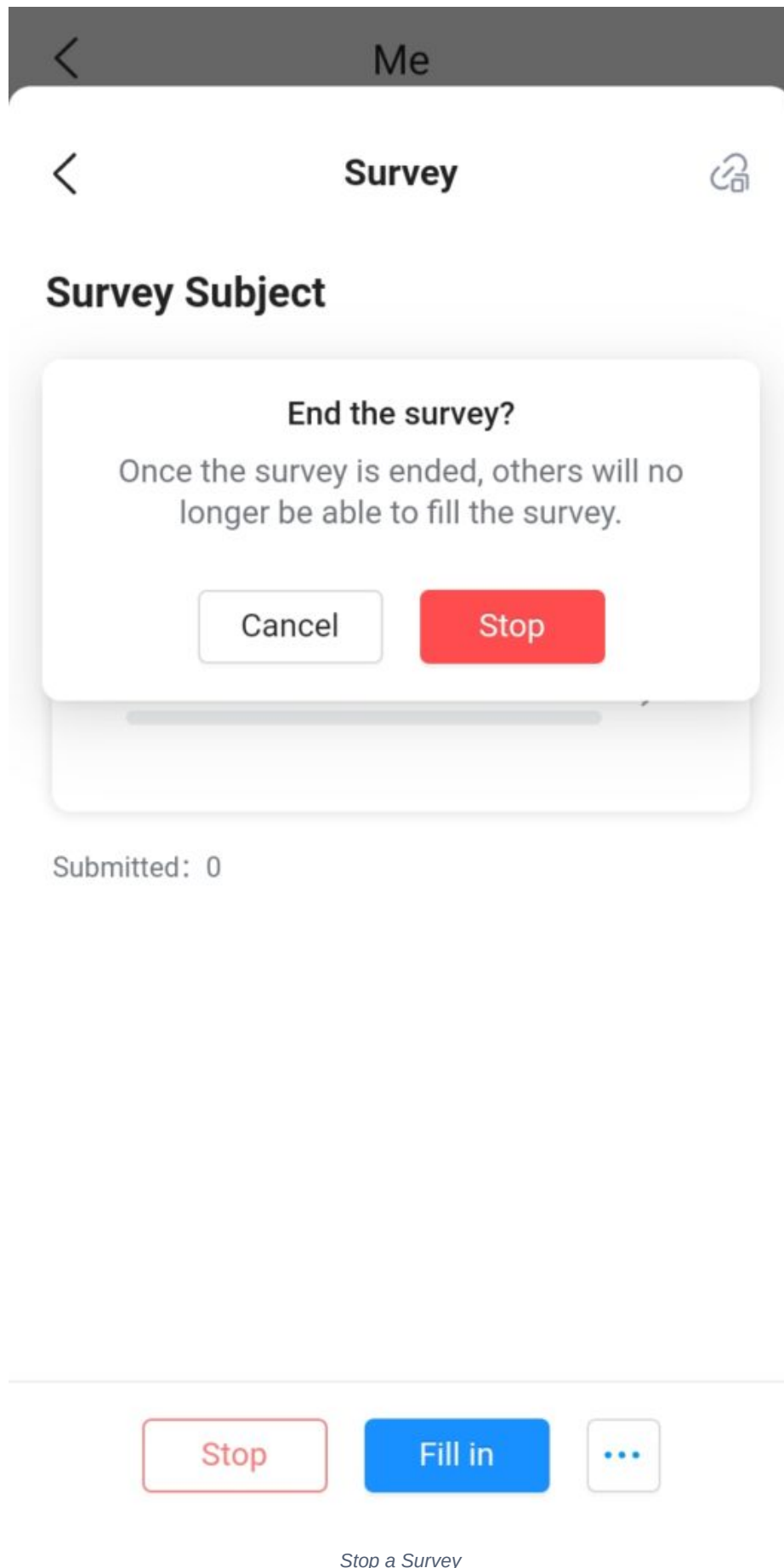
Wave Mobile Profile

**Step 2:** Then tap on "Poll" or "Survey". For the sake of this example, we will choose "Survey".



*List of Surveys*

**Step 3:** Open the survey you wish to stop, then tap



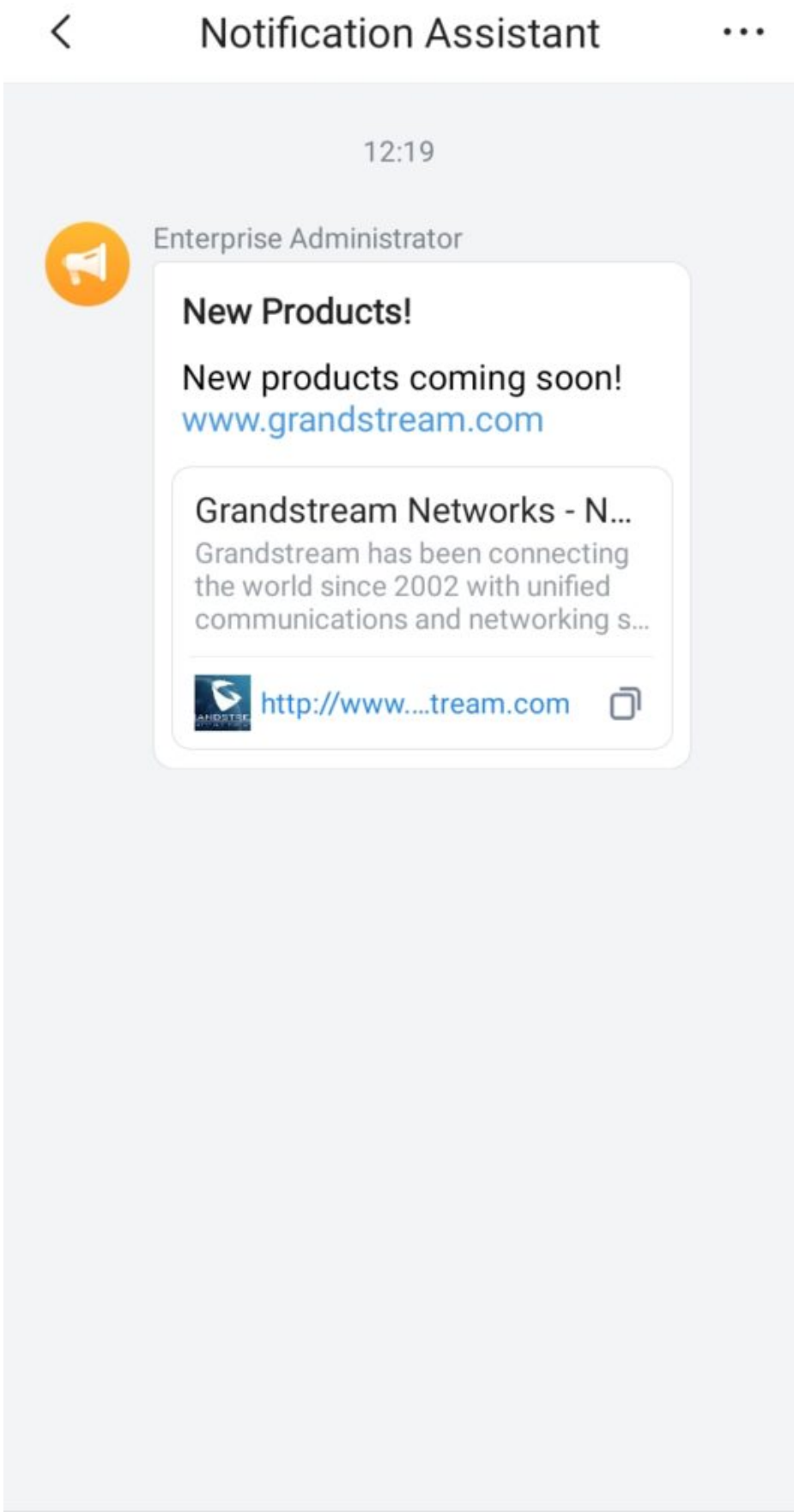
*Stop a Survey*

**Step 4:** Click on "Stop" to end the survey.



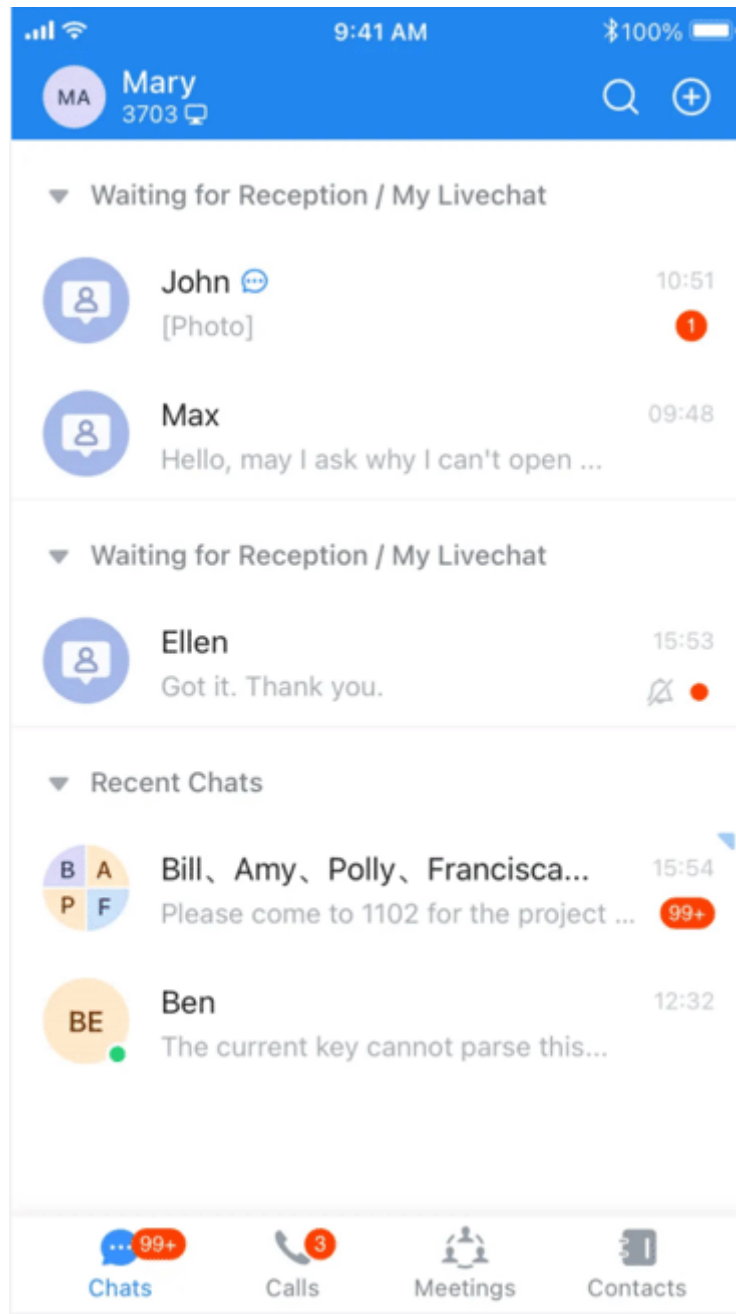
# Notification Assistant

The administrator of your UCM can log in to the **Web UI of the UCM -> Messaging -> Message Broadcast** to publish a broadcast message to all extension users, and Wave users can receive this message and display it through the Notification Assistant.

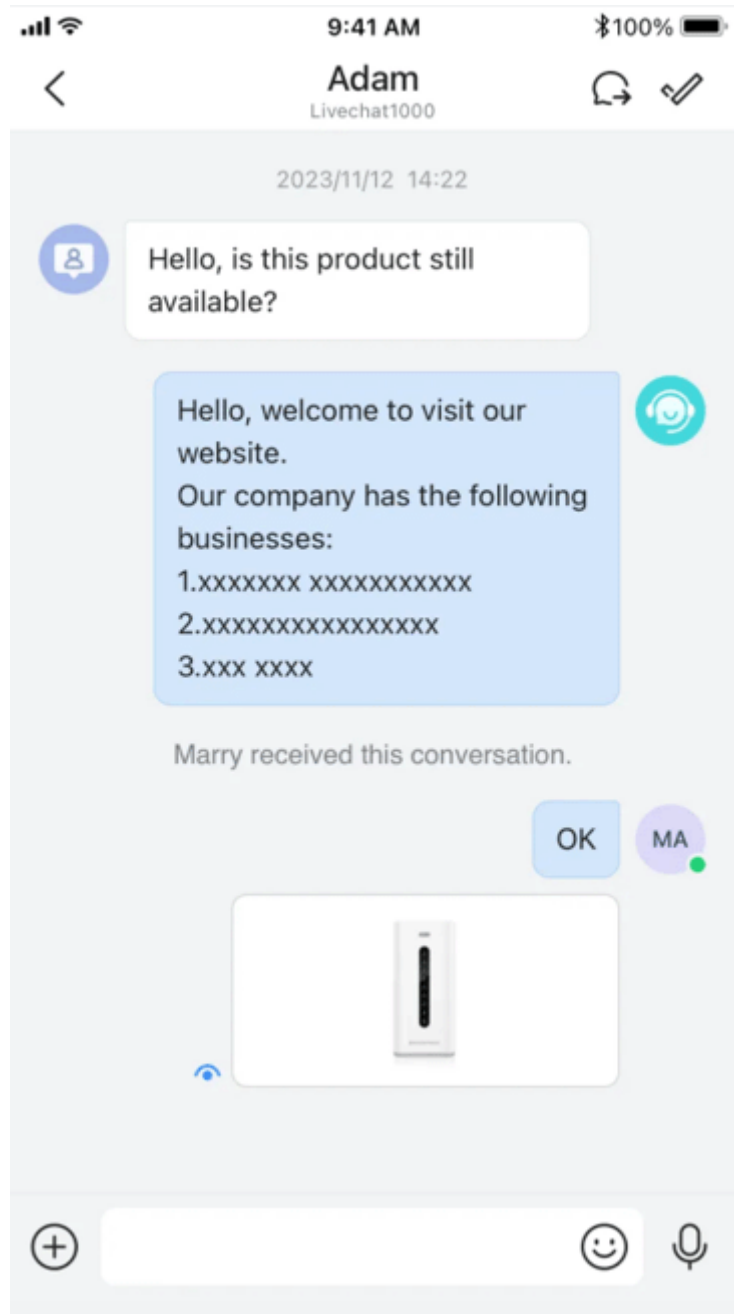


## Live Chat

When customers initiate Live Chat sessions, the agent can receive the message on the Wave mobile client and reply to the customer. The agent can also view the sessions that have already been processed.



Live Chat



Live Chat Session

Once the agent has provided the needed support to the customer, the agent can click on  to mark the session as resolved. If the user wishes to transfer the session to a different agent, he/she can click on .

## MEETING

### Meet Now

Immediately create a new meeting using one of the UCM's meeting rooms. Step 1: Tap on "Meet now". Step 2: Set the meeting subject. Step 3: Select the participants from contacts/group members. Step 4: Click "Meet now" button to create a video conference and join the video conference room.

**Note:** After creating the instant meeting, the video meeting number is a random meeting number. If the user wants to use the public meeting room, the user can access the public meeting room list and join the public meeting room.

09:36



All Meetings

Meeting Room



Meet Now



Join Meeting



Schedule

History >



There is no ongoing meeting



Chats



Calls



Meetings



Contacts

All Meetings

09:36



All Meetings

Meeting Room

05/04

Public meeting room [Virtual]



490



491



492



550



Chats



Calls



Meetings



Contacts

Meeting Room

Users can also directly enter a meeting room by dialing its extension from the **Dial** page.

## **Schedule Meeting**

1. Click the "Schedule" button to open the interface as shown below.

13:13



Meeting List

Meeting Room



Meet Now

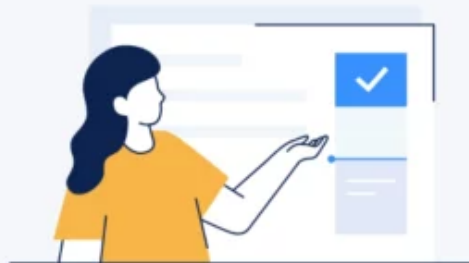


Join



Schedule

History >



No meetings.



Chats



Calls



Meetings



Contacts



Meetings

2. Select whether to use the public meeting room. If the user wants to use the public meeting room, the user needs to select the public meeting room number.
3. Set the meeting time and repetition cycle. Meetings can be scheduled daily, weekly, or monthly. For custom recurrence, users can choose to repeat every N days or N weeks, set the repeat frequency, and define an end date or allow the cycle to continue indefinitely.
4. Set the password for the meeting room.
5. Select meeting participants.
6. Select the meeting host. Set the host code, set the meeting property, etc.  
**Note:** If "Allowed to Override Host Mute" is enabled, the participant can unmute themselves after they have been muted by the host of the meeting.
7. Configure advanced settings such as email reminders, whether or not to call invitees, allowing participants to invite others, and enabling or disabling the meeting join/leave prompt.
8. Click on the "OK" button in the upper right corner to complete the conference room reservation.





## Schedule Meeting

Conference initiated by 1014

Use Public Meeting Room



Meeting Time \*

Not configured &gt;

Recurrence

Once &gt;

Meeting Password

Optional

Meeting Description

Invitees

0 &gt;

Host Settings



Advanced Settings



Time Zone

Africa/Casablanca &gt;

Email reminders before meeting

60 &gt;

OK





## Meeting Time

OK

2022/03/22 ▾

- ☐ 10:00 AM - 10:15 AM Expired
- ☐ 10:15 AM - 10:30 AM
- ☒ 10:30 AM - 10:45 AM
- ☒ 10:45 AM - 11:00 AM
- ☒ 11:00 AM - 11:15 AM
- ☐ 11:15 AM - 11:30 AM
- ☐ 11:30 AM - 11:45 AM
- ☐ 11:45 AM - 12:00 PM
- ☐ 12:00 PM - 12:15 PM
- ☐ 12:15 PM - 12:30 PM
- ☐ 12:30 PM - 12:45 PM
- ☐ 12:45 PM - 1:00 PM
- ☐ 1:00 PM - 1:15 PM
- ☐ 1:15 PM - 1:30 PM



When scheduling a meeting, the user can create a group chat by tapping on . Then, tap on "Create".

## Meeting by Catherine Braitwaite

## Group Members (1)



Add

Catherine Braitwaite  
Owner

Create

After the meeting ends, the system will prompt the user whether to forward the chat history of the meeting to the new meeting group chat.

If the user decides to cancel a meeting, he/she can do so by navigating to the list of meetings, tapping on the meeting, and then tapping cancel meeting as the figure below indicates.



## Meeting by Catherine Braitwaite

Africa/Casablanca

10:00

45Minute

10:45

2023/03/29

2023/03/29

Meeting Room

90004052

Host Code

0236

Host

Me(Catherine Braitwaite)

Invitees

0 &gt;

Email reminders before meeting

60Minute

Call Invitees

Closed

Allow participants to invite

Opened

Allowed to override Host Mute

Closed

Cancel Meeting

Edit

Then the user will be prompted to enter the reason for the cancellation of the meeting. The reason will be relayed by the meeting assistant to the extension added in the meeting.

## Cancel the meeting?

Reason for cancelation

Cancel

OK

### Meeting Invitation

When the user receives the meeting invitation, the user can quickly click to join the meeting through the message reminder in "Meeting Assistant".

There will be a notification 10 minutes before the meeting starts, or when the scheduled meeting is about to begin.



- 04-19 15:26
- Meeting Room: 20000094
- Host: 1001

[Join](#)

3:26 PM

**Meeting Invitation**

The meeting created by 1001



- 04-19 15:27
- Meeting Room: 70609055
- Host: 1001

[Join](#)

3:27 PM

**Meeting Invitation**

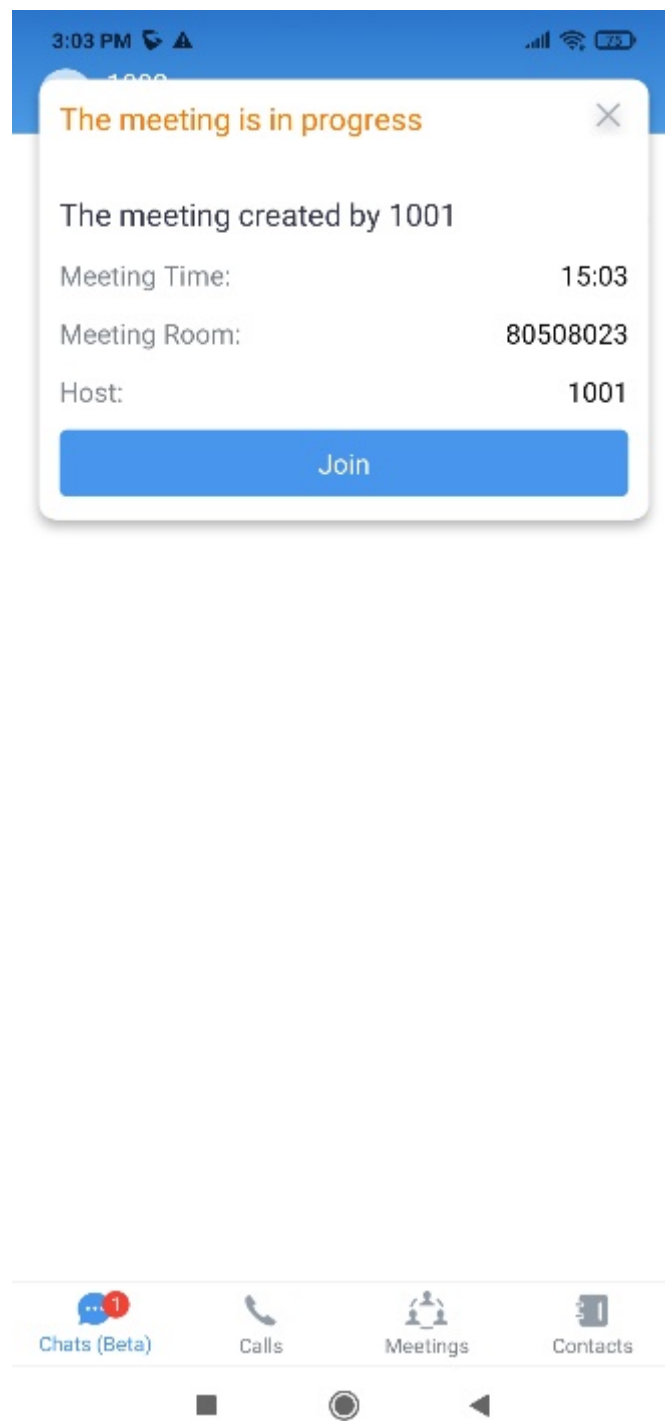
The meeting created by 1001



- 04-19 15:27
- Meeting Room: 90605086
- Host: 1001

[Join](#)

3:27 PM



[Link to Join](#)

Link to Join

Meeting URL

1000

Password (optional)

Enter moderator code to host meeting.  
Enter password to join meeting if password is required.

Join meeting

There are two methods to join a meeting via the link:

1. Click on  to scan the QR code from the meeting invitation email or provided by the meeting host to join the meeting.
2. Fill in manually the Meeting URL and password. By default, meeting invitation emails also provide a link to join the meeting.

Meeting participants can invite the IP camera devices they have permission to access to meetings. Other meeting participants will be able to view the video feed of the invited IP camera devices.

If an ongoing meeting sends an invitation to a user, the user will not only receive the message notification, but also receive an incoming call notification, so that the user can be notified in time.

## Meeting History

To review the previously hosted meetings, users can always go back to "**Meeting history**" to display information about old meetings. To do so, please follow the steps below:

**Step 1:** Click on Meeting History.

**Step 2:** Select the desired meeting to display more details.



## Meeting



Meet now



Schedule



Link to Join

Today Sunday

[Meeting history >](#)

14:26-14:41

Ongoing

 sales goals

Meeting room 6300  
Sponsor admin

[Join meeting](#)

  
Messages

  
Dial

  
Meeting

  
Contacts



## Meeting history

2021-01-29 Friday

12:55-13:10

 test

Meeting room 6300

Sponsor admin

<

Meeting Details

test

Africa/Casablanca

12:55

15min

13:10

2021-01-29

2021-01-29

Repeat

Once

Meeting room

6300

Host

Me(1000)

Invitees

1 >

Wait for Moderator

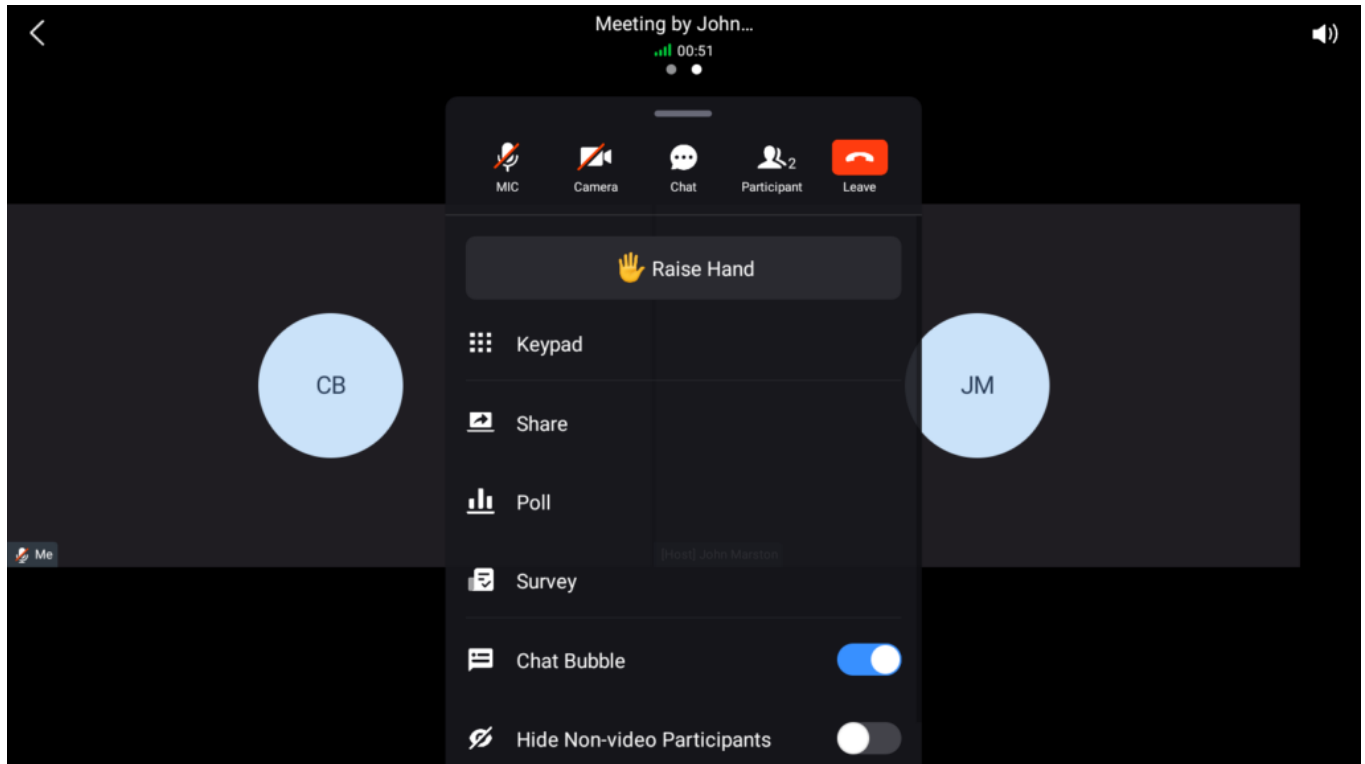
Closed

#### Meeting History

You can search for the recent 6 months meeting history. The period will be counted by natural month.

## During the Meeting

During a meeting, the participant will be presented with the screen shown below. The participant will be able to perform several actions and use the features offered by Wave to have a productive meeting.



*During the Meeting*

- : Enable or disable the microphone.
- : Enable or disable the camera.
- : Open the chat box.
- : Open the list of participants.
- : Leave the meeting. For the host of the meeting, when he/she clicks on this button, it will prompt two options: "End Meeting" and "Leave Meeting". End Meeting will finish the meeting, and Leave Meeting will result in the host leaving, and another member will be assigned as the host, and the meeting will carry on.
- : Raise your hand.
- : Open the keypad.
- : Share your screen with the meeting's participants.
- : Create a poll.
- : Create a survey.
- : Toggle the Chat Bubble on and off.
- : Toggle to display the current speaker during the meeting.
- : Hide the participants who do not have their camera activated.
- : Change the layout to display the speaker.

During a meeting, the host can mute a participant who seems to be in a noisy environment. This will enable push-to-talk for the participant. If he/she wishes to speak, he/she needs to press and hold the microphone and release it when he/she is done speaking.

The meeting host can start audio recording during the Wave meetings, and only the meeting organizer can view the meeting recording files in the Meeting Details menu after the meeting.

Please follow the instructions shown in the two screenshots below to start recording a meeting.

10:42

42%



test

01:02



Mute



Video On



Chat



Participant



End



Record

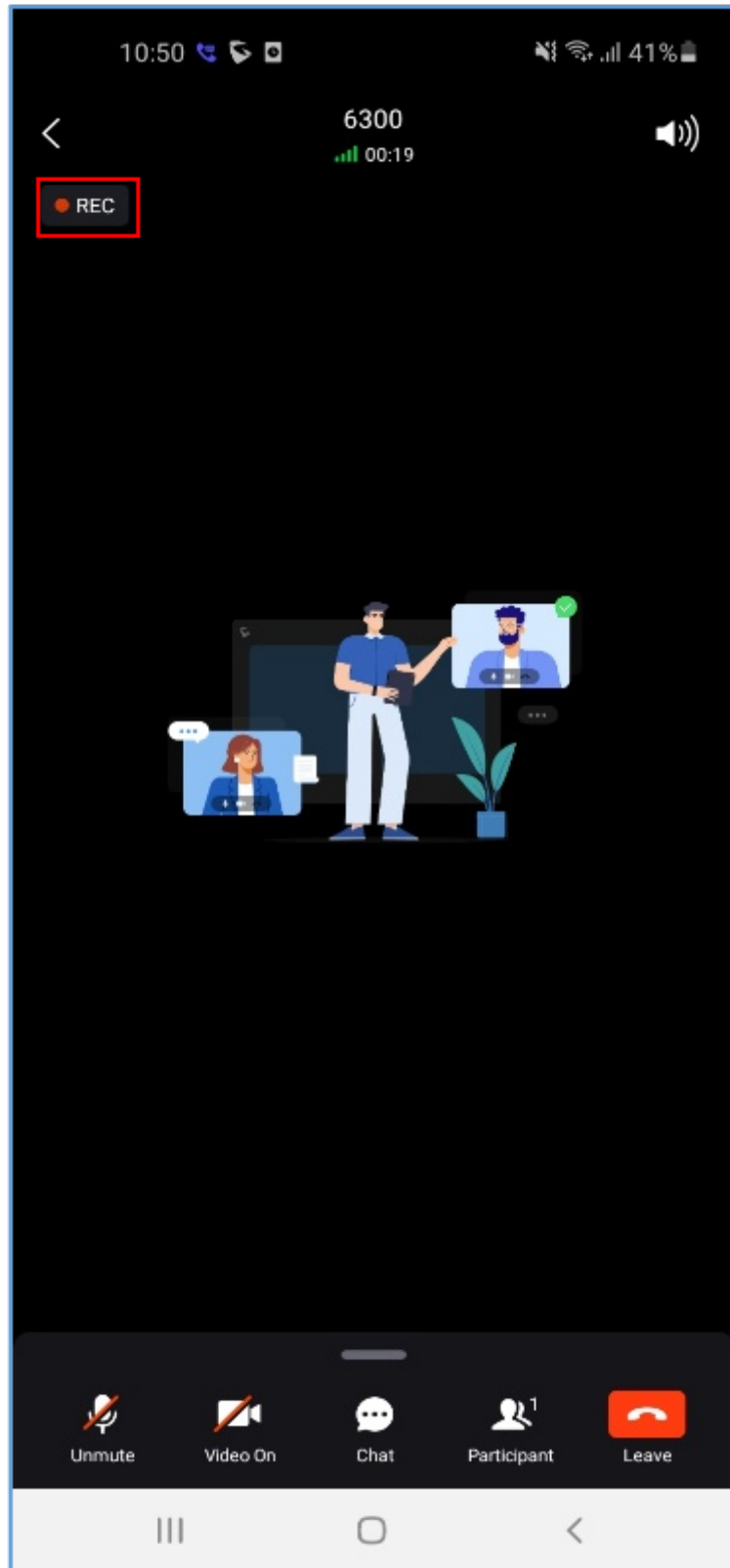


Keypad



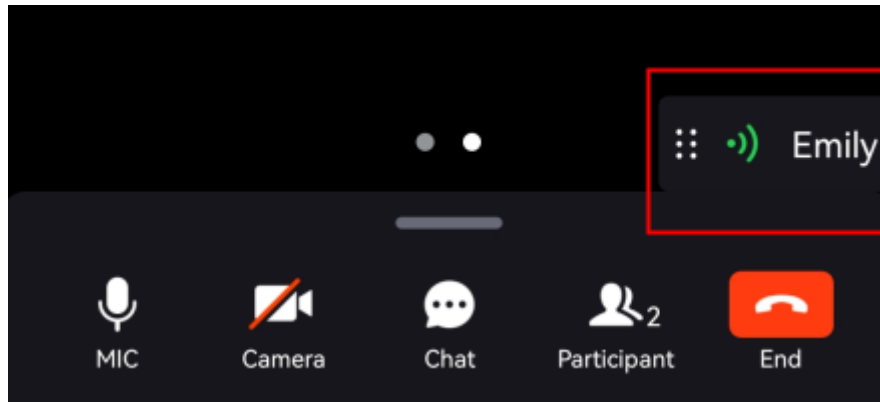
Chat Bubble





### Display Current Speaker

During a meeting, the current speaker will be displayed in real-time. You can configure to display or hide the speaker identity in Settings.

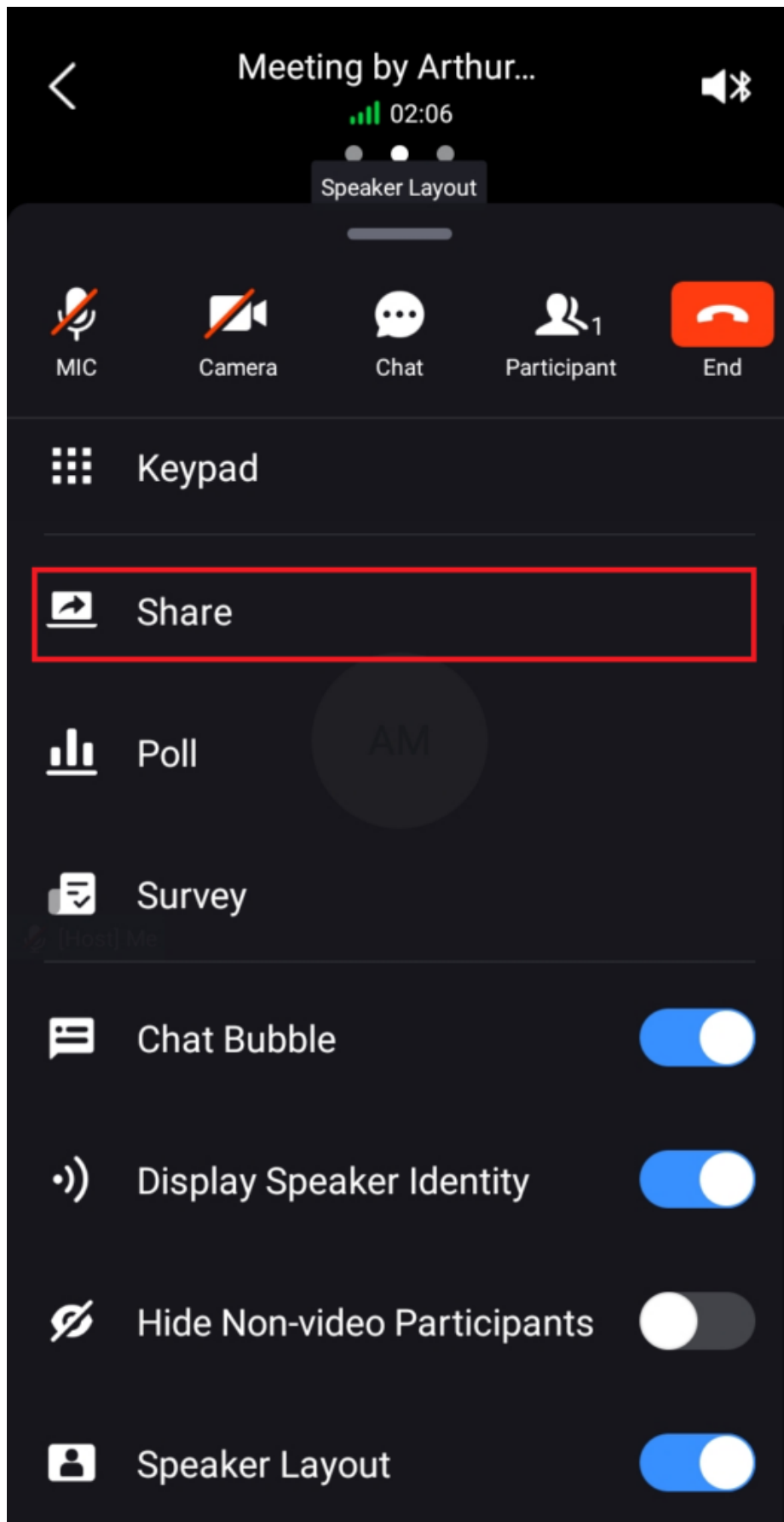


*Display Current Speaker*

## Share

Using Wave mobile, the user can share the screen, share a whiteboard, or share a document/from his/her mobile phone for other users in a meeting.

To do that, the user should swipe the contextual menu to reveal more options and select "Share" as shown in the screenshot below:



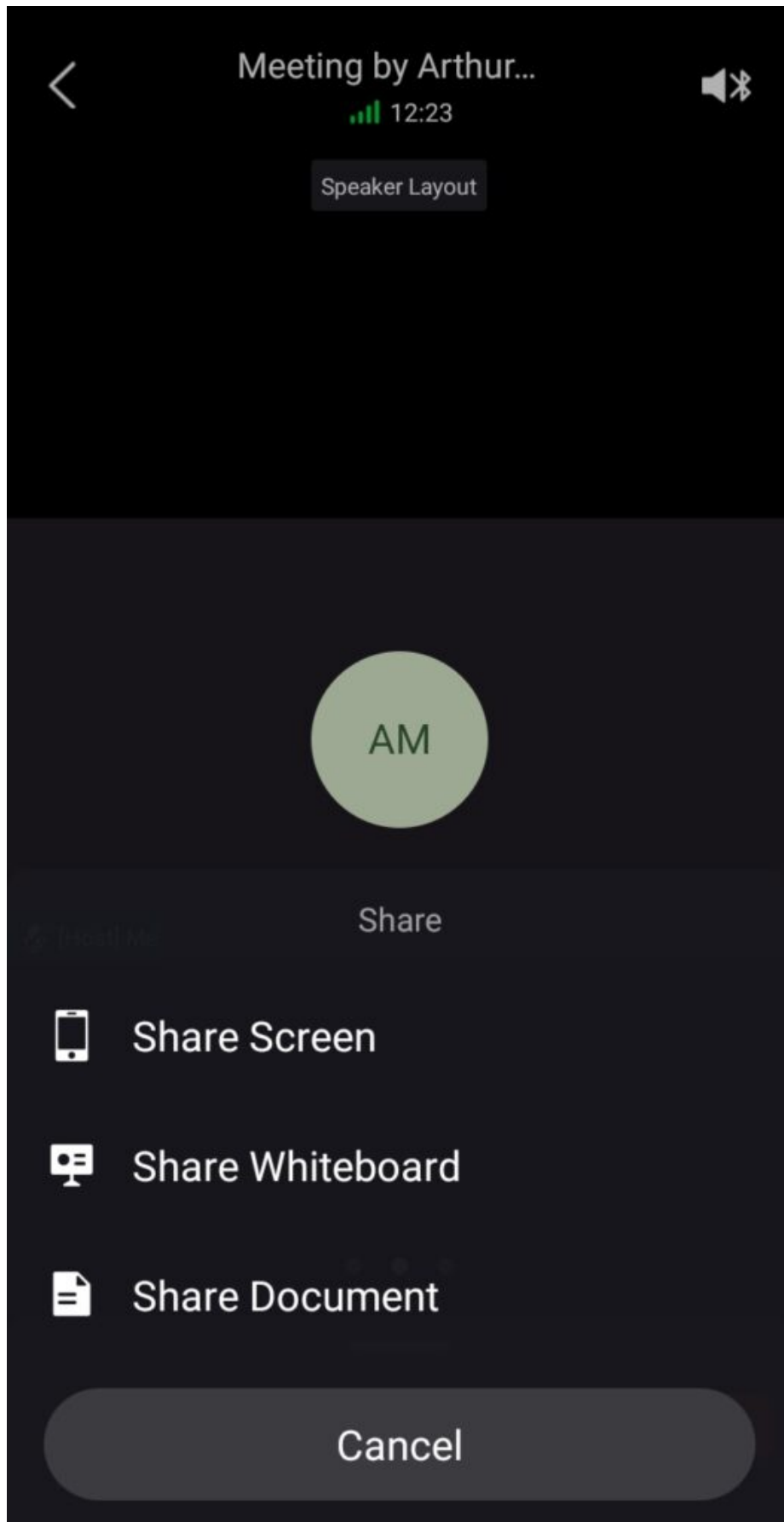
Share Screen

A prompt will appear with the sharing options:

- "Share Screen": To share the entire screen
- "Share WhiteBoard": To share the WhiteBoard (Supported in meetings only)



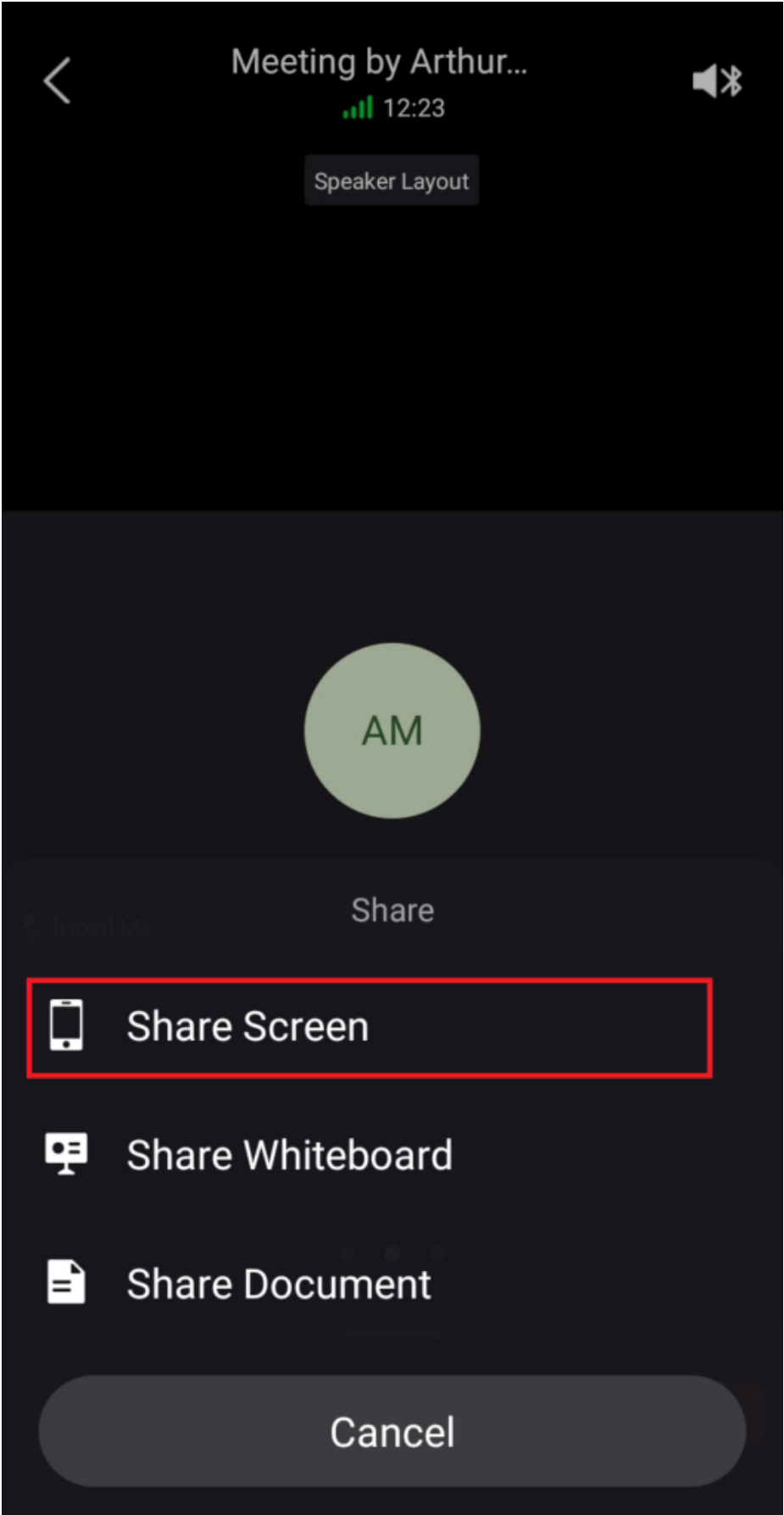
- "Share Document": To share a PDF file (Supported in meetings only)



*Share Options*

Share Screen

Select "Share Screen".



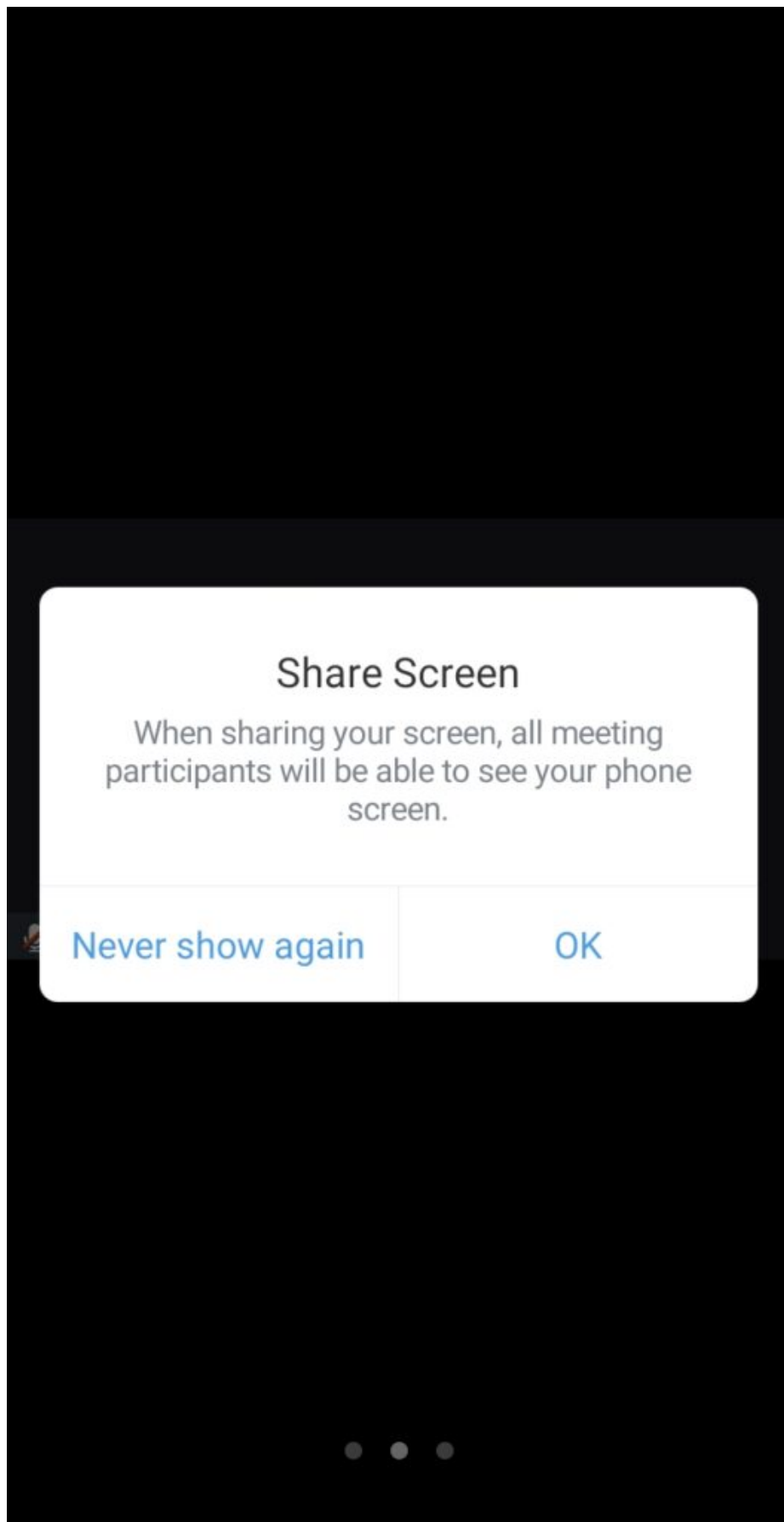
Share Screen

A prompt informing you that all your screen content will be shared and viewed by other meeting participants.

Click "**OK**" to accept.

Click "**Start now**" to start sharing your screen.

The screen will be shared.



Share Screen Prompt

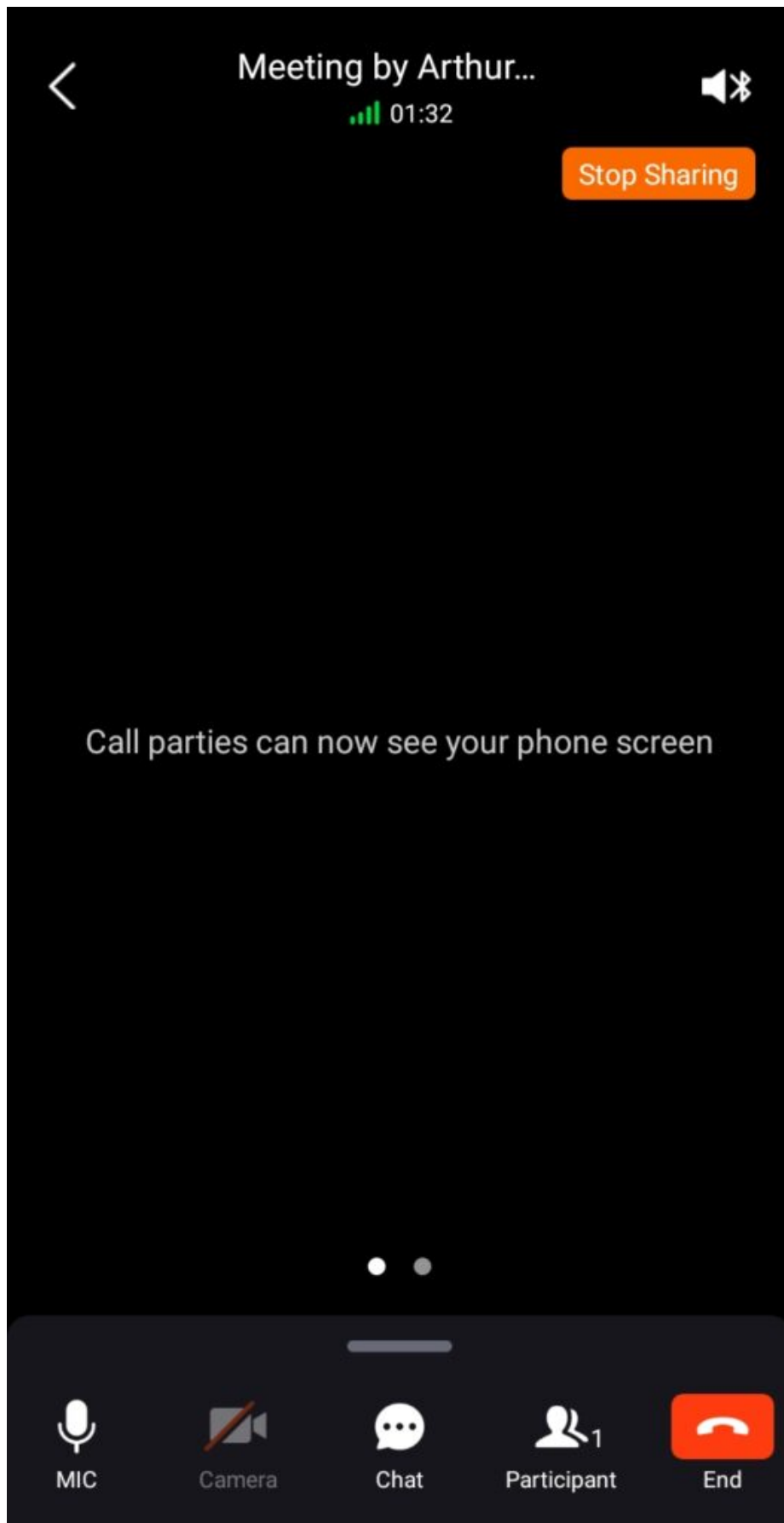


## Start casting or recording with Wave?

**Wave** will have access to all of the information that is visible on your screen or played from your phone while casting or recording. This includes information such as passwords, payment details, photos, messages, and audio that you play.

[Cancel](#)

[Start now](#)



*Shared Screen*

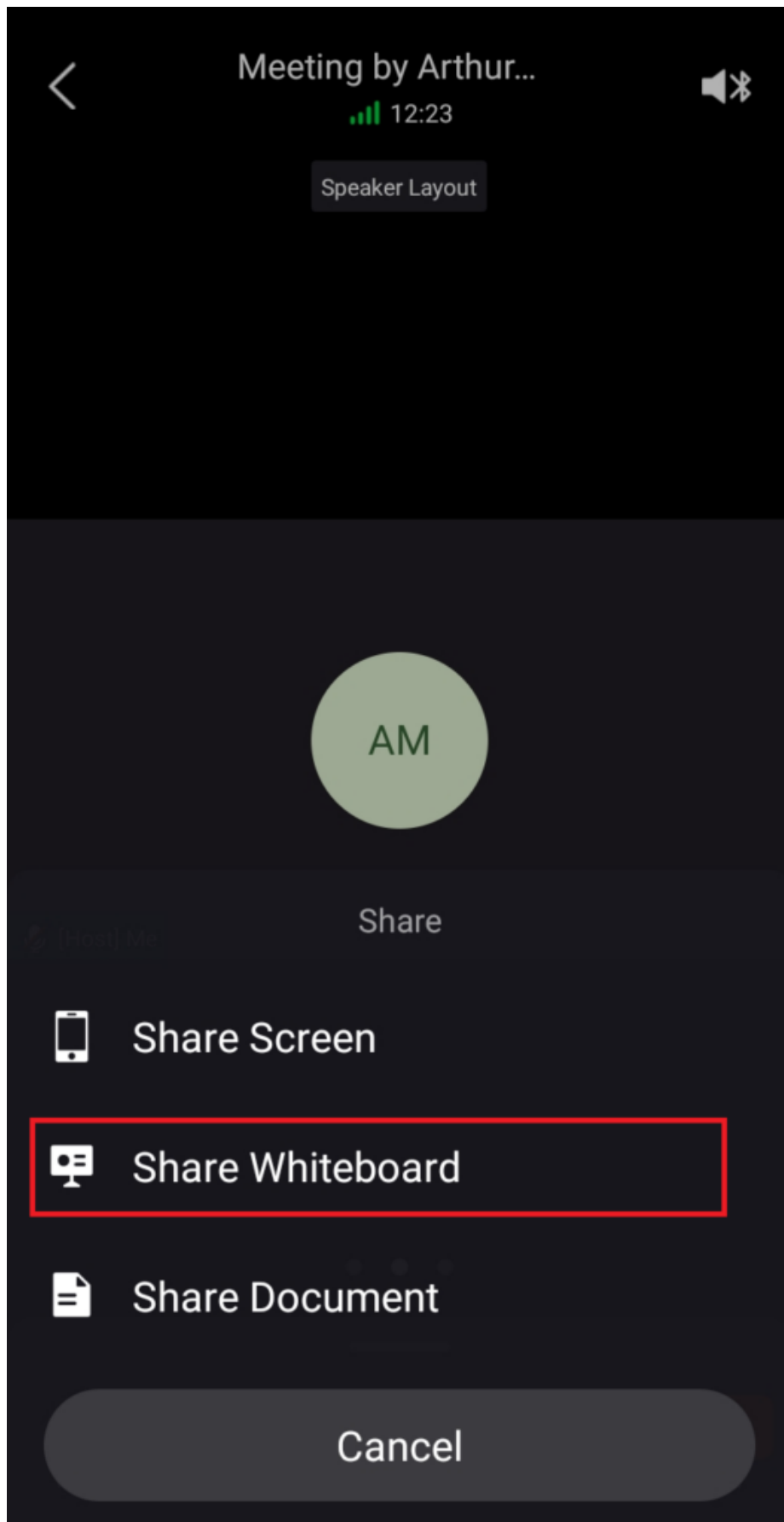
- Only one user can share a screen at a time.

- During screen sharing, the users can double-click on the sharing screen or video screen to enlarge the display area to full screen.

## **Share WhiteBoard**

Share WhiteBoard is supported in meetings only.

The user can click on the "Share" icon and select "Share WhiteBoard".



*Share WhiteBoard*

The new shared whiteboard contains complete features, including a laser pointer, highlighter, input texts, graphics, flow charts, charts, and other graphics and styles. You can drag graphics and edit graphics multiple times. The real-time drawing feature is very simple and fast for users.





You can keep pressing the blank space or drag with two fingers to move the canvas, or zoom the canvas with two fingers.

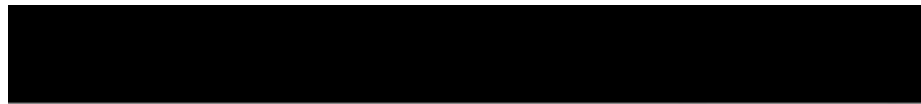




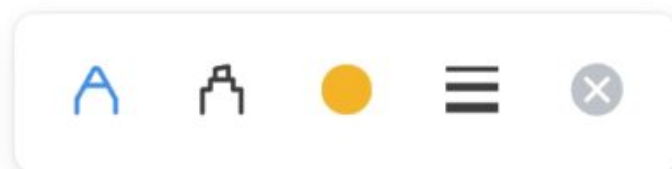
You can keep pressing the blank space or drag with two fingers to move the canvas, or zoom the canvas with two fingers.



Share Whiteboard



Hold and drag. Release when finished. Drag with two fingers to move the canvas



: The drawing toolbar will appear after clicking this icon.

: Click to view more options (only the sharer has the permission), including: Enable/Disable Collaboration function (After enabling this function, other participants can draw at the same time), change the Canvas Color, Empty Canvas, Open File (the whiteboard data picture which was previously saved), Save as Picture,

etc.

: This is the laser pointer option, and only the sharer has this option. It displays the drawn track and will disappear in 3 seconds.

: This is the graphics option. It only supports basic graphics. You can double-click the graphic to add text.

: This is the brush option. There are two types of brushes: "Common Brush" and "Highlighter".

: This is the text option.

: Pictures can be inserted. After inserting a picture, you can drag the edge to change the size of the picture.

: This is the eraser option.

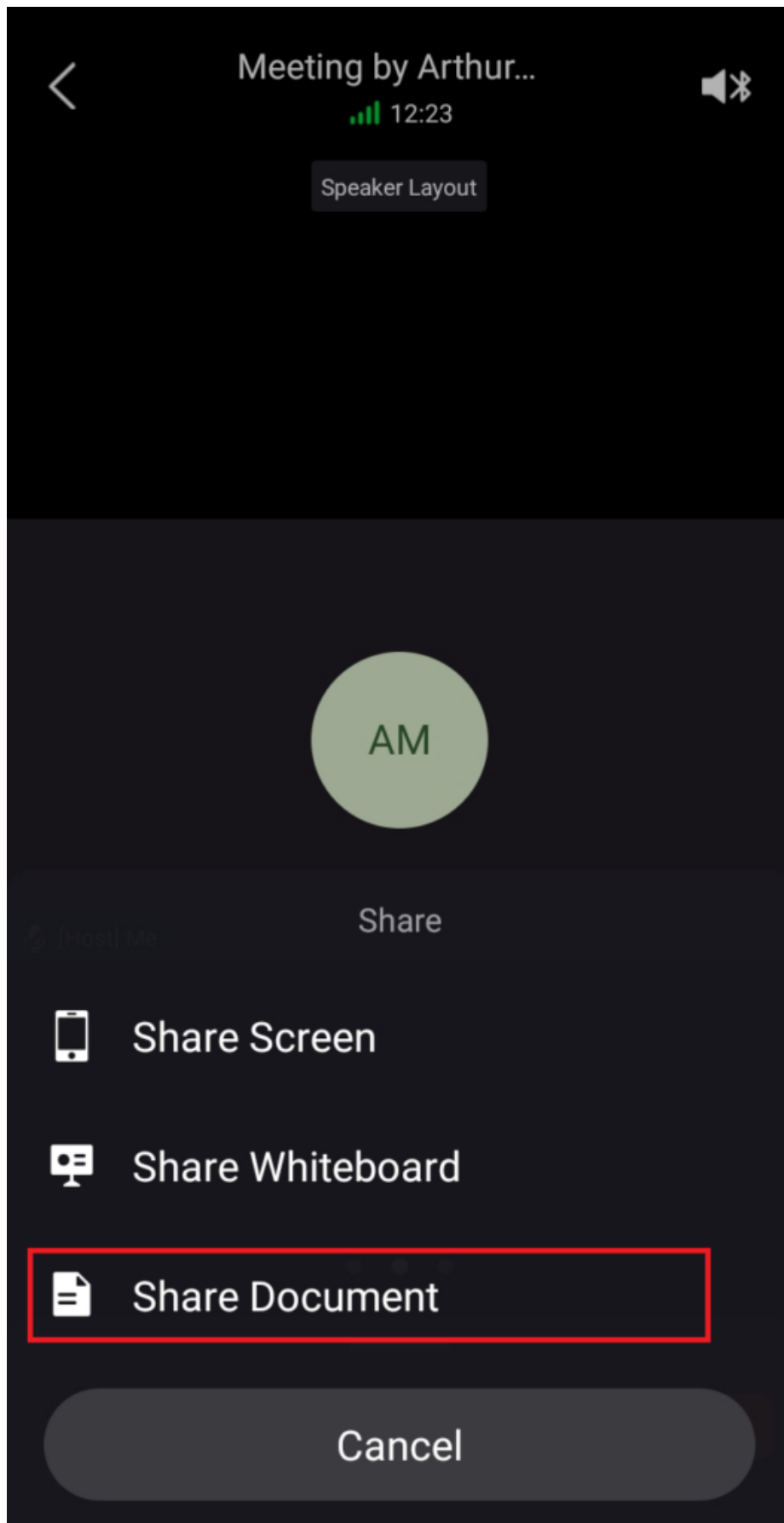
: This is the undo option.

: This is the recovery option.

## **Share Document**

Share Document is supported in meetings only.

The user can click on the "Share" icon and select "Share Document".



*Share Document*

Supports PDF file only, with up to 20 MB

Stop Sharing



## UCM RemoteConnect

### Mobilize Your Business

UCM RemoteConnect allows businesses to easily build a secure collaboration solution for remote workers and devices. It offers a companion cloud service for the UCM6300 series that provides always-on, automatic NAT firewall traversal to ensure secure connections by remote users. UCM RemoteConnect provides powerful audio and video collaboration tools to remote users through Grandstream's Wave desktop, web and mobile app, and SIP endpoints integrated with the UCM6300 series. This cloud service provides 99.9% reliability by running on Amazon Web Services (AWS) while offering zero-touch configuration and IT-friendly management. UCM RemoteConnect is fully integrated with the Grandstream Device Management System (GDMS), is setup and managed at [ucmrc.gdms.cloud](https://ucmrc.gdms.cloud) and provides cloud storage, diagnosis tools, reports and alerts. By providing a full ecosystem of remote collaboration tools, services and management for the UCM6300 series, UCM RemoteConnect is the ideal platform for any organization looking to securely support remote workers.



Remote collaboration that is secure & reliable. Cloud-based NAT firewall traversal service runs on AWS with 99% reliability



Productive meetings, calls and conferences with the included Wave app for desktop, web and mobile



Offers secure connections with remote SIP endpoints registered to a UCM6300 series device



Provides built-in tools for IT-friendly secure management of remote devices



Integrated with GDMS for centralized management



Built-in advanced system and device monitoring & diagnosis tools for quick



Provides advanced system and device reports and



Multiple plans available; offers cloud storage, reports, alerts & more

1 / 3



Shared Document

The users can click button to use annotations on the shared document.



: This option to change the brush thickness and color.

: This is the paintbrush option. It supports different modes: Free, Line, Rectangle/square, Circle, and Arrow.

: This is the eraser option.

: This is the empty option to clear all the annotations.

: This option prevents the other participants from drawing annotations at the same time.

### **Stop Sharing**

To end the screen-sharing, please click on .



Arthur Morgan (10...

01:01



Stop Sharing

Call parties can now see your phone screen



MIC



Camera



Hold



Keypad



End

Stop Sharing



# Video Meeting Participants

During a video meeting, click on the button to view the participant list.

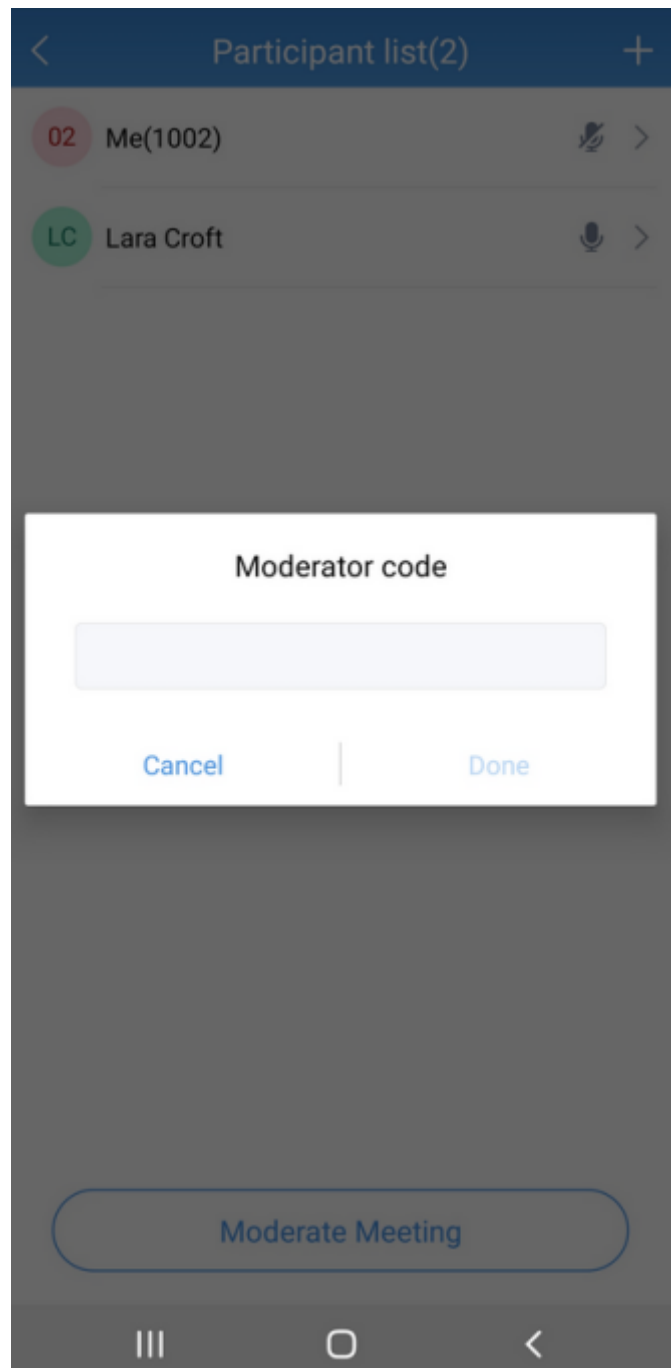
Participants can view the meeting participant list, click on "Moderate meeting" at the bottom, and enter the moderator code to become the meeting moderator.

The moderator can tap on a participant's name to mute/unmute the participant, transfer moderator privilege to the participant, remove a participant from the meeting, chat with participants, lock the meeting, and mute/unmute all participants.

During the meeting, the user can also tap on his/her name to mute/unmute or edit their display name in the meeting.

The host can invite members by clicking on the button in the upper-right corner. The video conference supports inviting participants, sharing a link invitation, and scanning a QR code to join the meeting with the Wave app.





The moderator can tap on a participant's name to mute/unmute the participant, transfer moderator privilege to the participant, remove the participant from the meeting, chat with participants, lock the meeting, and mute/unmute all participants.



## Participant list(2)



02

Me(1002)

Host



LC

Lara Croft



Lara Croft



Chat



Mute



Transfer moderator privileges to



Remove from meeting

Cancel



During the meeting, the user can also tap on his/her name to mute/unmute or edit their display name in the meeting.



The host can invite members by clicking on the button in the upper-right corner. The video conference supports inviting participants, sharing a link invitation, and scanning a QR code to join the meeting with the Wave app.

<

Participant list(2)

+

02

Me(1002)

Host

LC

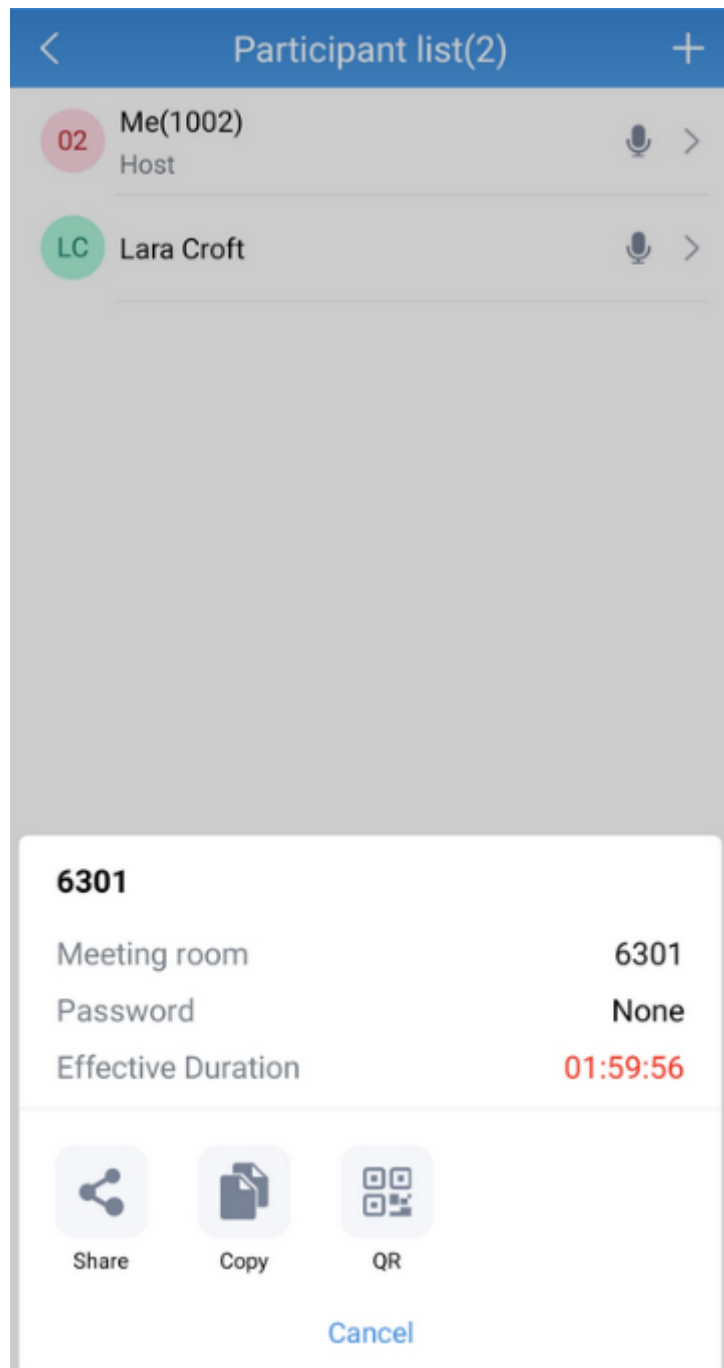
Lara Croft

Invite

Share Invitation Information

Invite Participants

Cancel

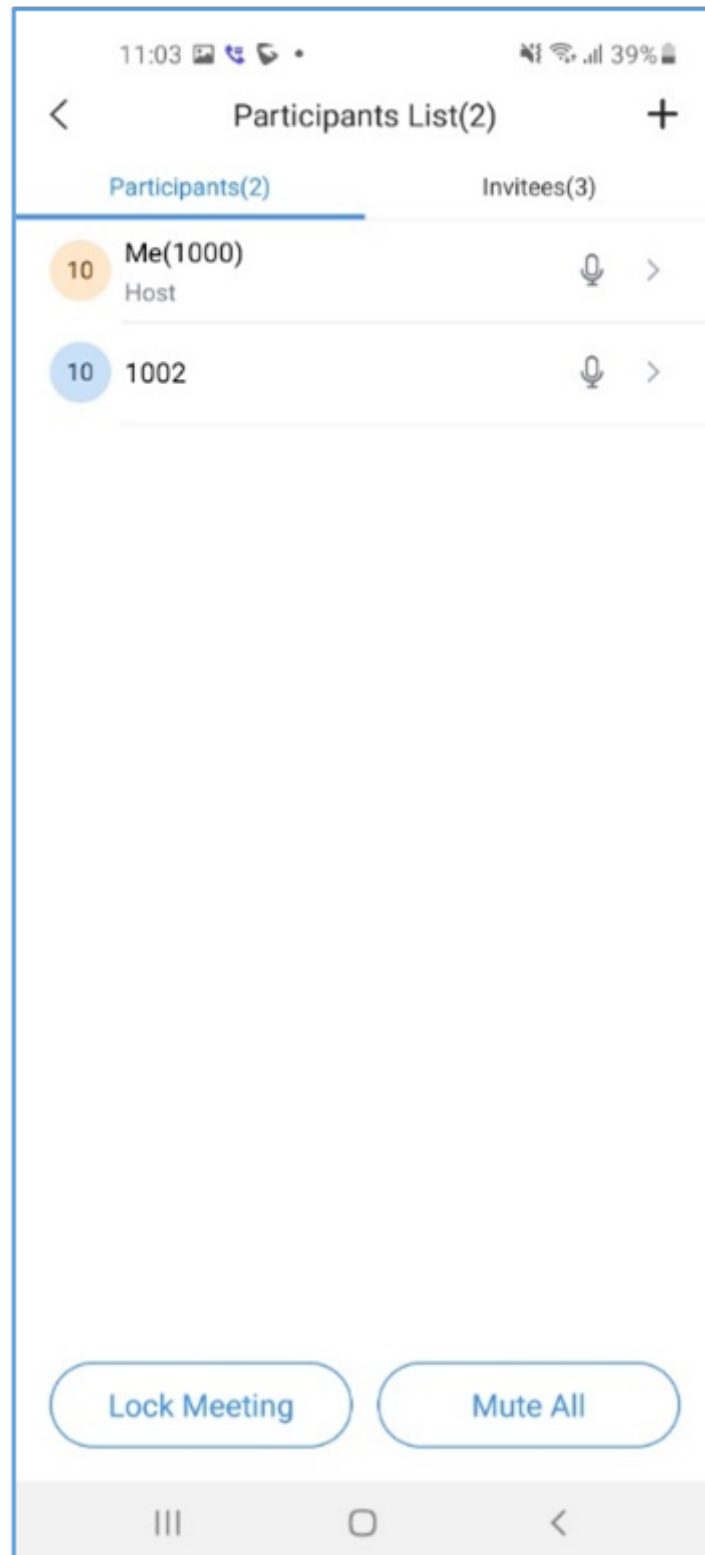


For the Audio/Video Wave meetings, the host can see the invitee's absent list:

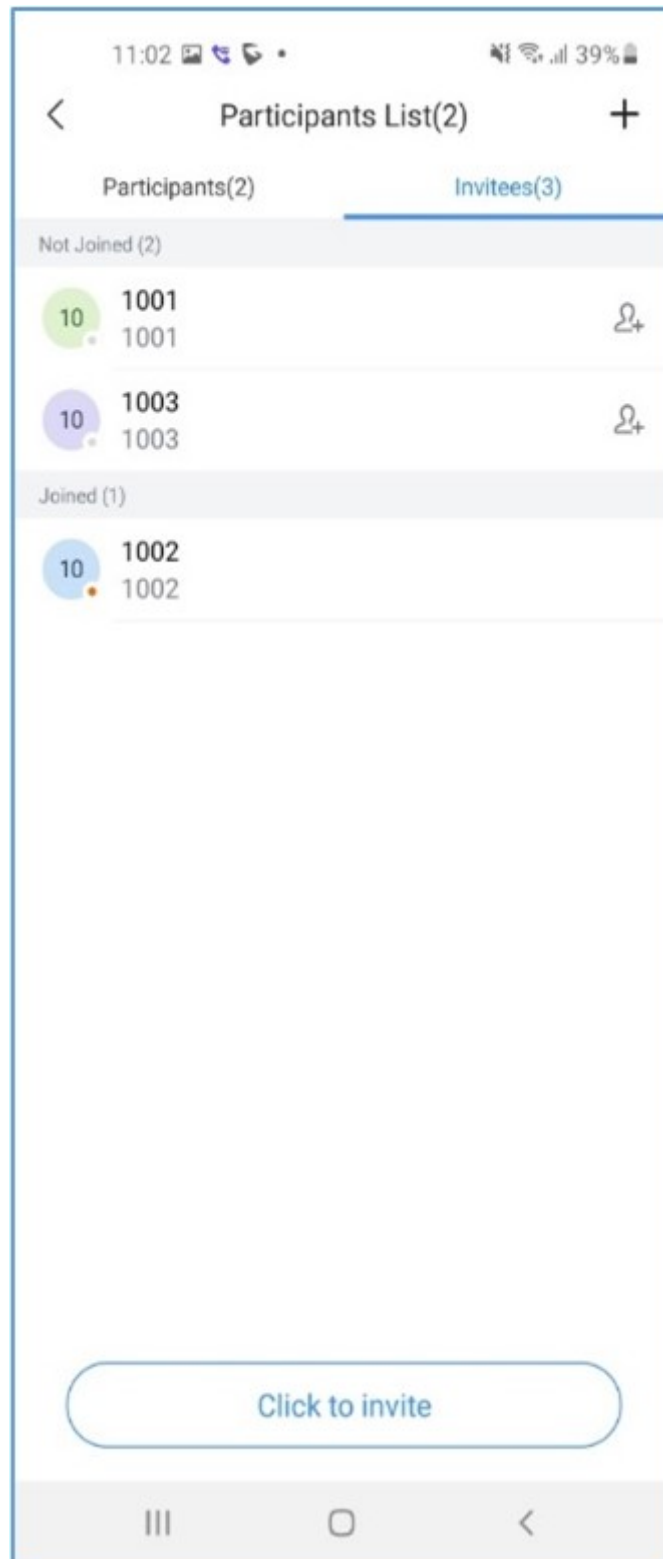
- Only the meeting host can see the invitee's list and can invite them directly from there. For non-host participants, only the participant list is available.
- Applicable to scheduled meetings, instant meetings, and group meetings.
- Definition of absent invitees:
  1. The invitee list contains those invited by email or extension before the meeting.
  2. When a meeting room is available, which is 10 minutes before the meeting schedule, after the host joins the meeting, the host can see the invitee list and participant list. Now the status of invitees will be determined.
  3. The invitee list will display based on attended status and unattended status. An invite button will be available for unattended invitees for the host to click to invite directly.
  4. After the absent invitee joins the meeting, this invitee cannot be invited again (the invite button for this

invitee will be in grey, meaning unavailable).

5. On the invitee list, the invitee's status (whether available or busy) needs to be shown.
  6. If there is no invitee before the meeting, the invitee list will not show.
- After the host transfers host privilege, the new host can see the invitee list and invite as needed.
  - The participant list's status cannot change in real time. The invitee list is based on whether the invitee joins the meeting before, not based on the current participating status. For example, if invitee A joins the meeting and exits after he/she is done with the meeting while the rest are still in the meeting, the invitee list should display he/she as an attended invitee.

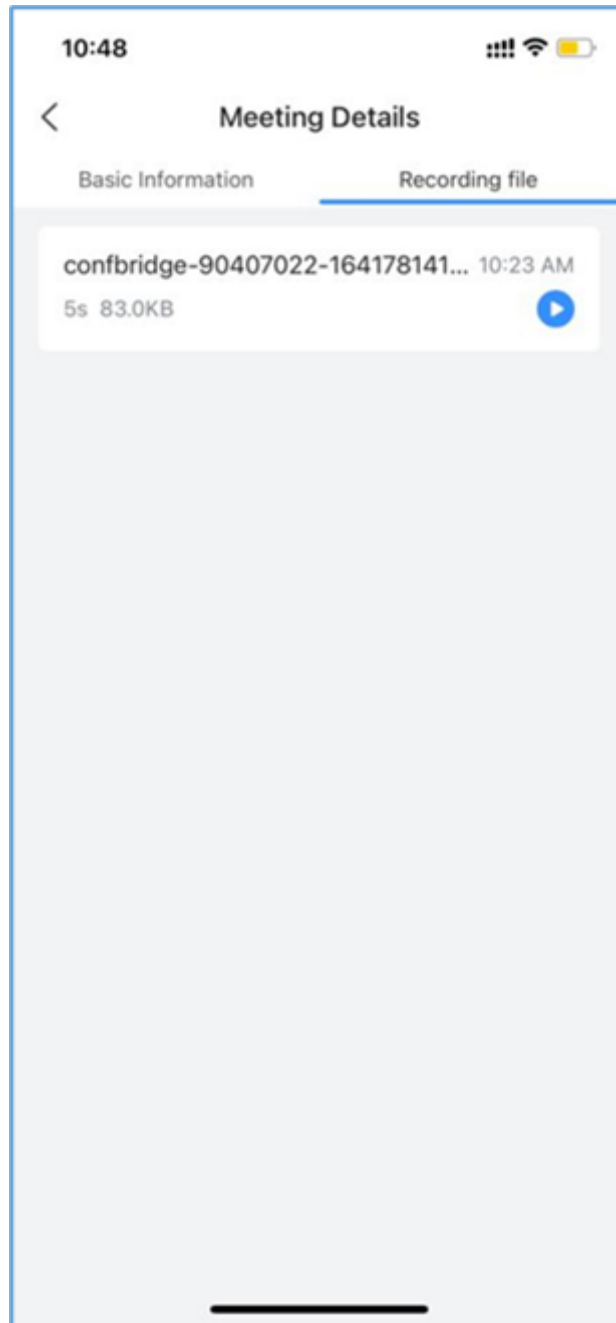






## Record an Ongoing Meeting

The meeting host can start recording the meeting after it has started. When the meeting has ended, the meeting host can view the recording files on the Meeting Details interface.



If the meeting does not support video, only audio will be recorded.

## Speaker Layout

Enabling speaker layout will allow only the speaker's video feed to show on the screen during a meeting. To enable this, please see the screenshot below:

11:21

64%



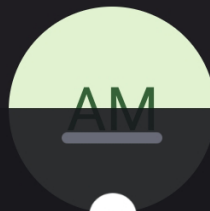
Meeting by Arthur...



21:28



Me



Microphone



Camera



Chat



Participant



Leave

[Host] Arthur Morgan



Keypad



Share



Chat Bubble



Hide Audio Participants



Abigail Roberts



Speaker Layout



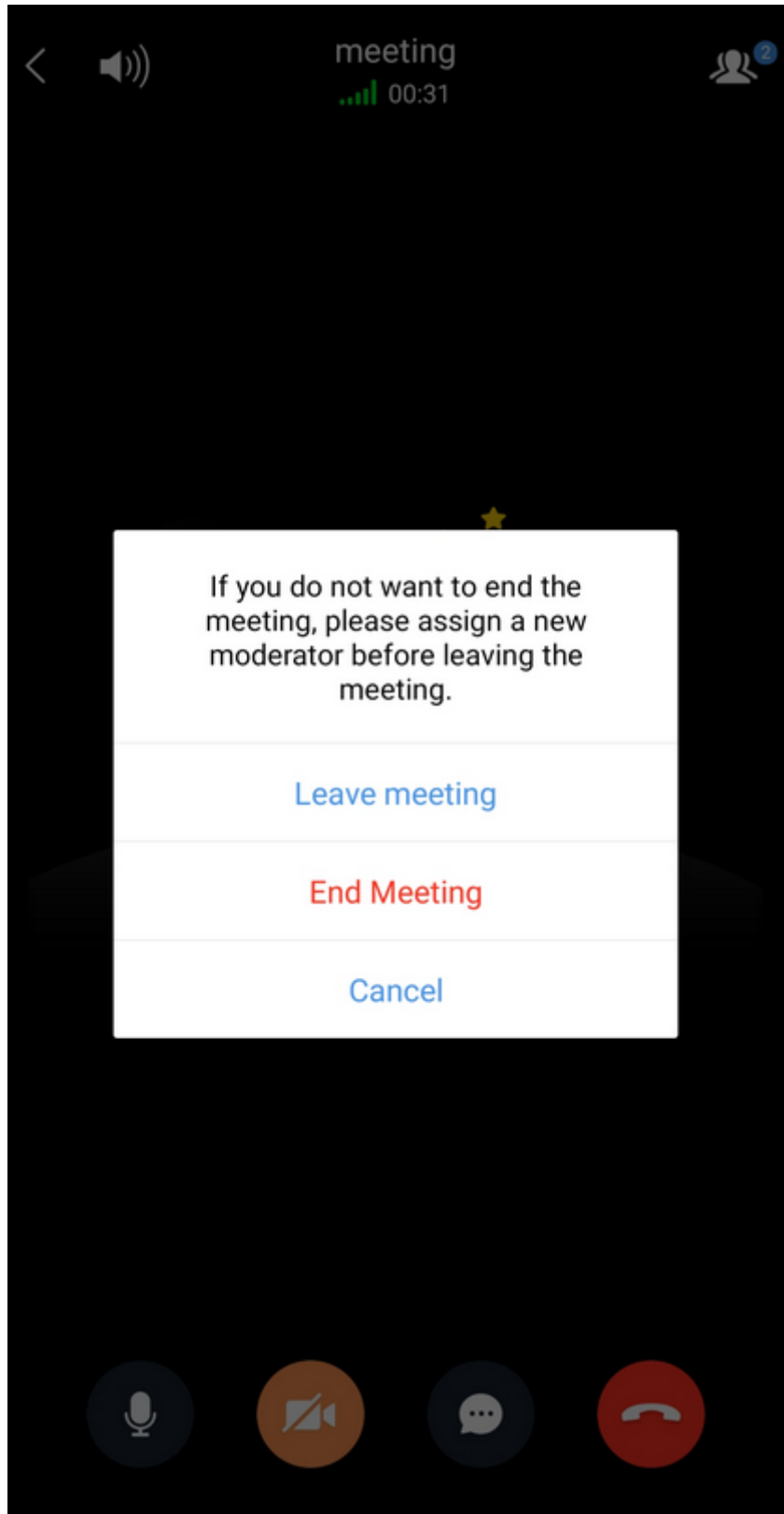
## End Meeting

- **Virtual Meeting**

If the moderator clicks btn\_end@3x , during the meeting, the moderator will be prompted to select whether to end the meeting or leave the meeting.

- **Leave meeting:** Leave the meeting without ending it. The other participants will remain in the meeting room.
- **End meeting:** End the meeting. All participants will be disconnected from the meeting room.

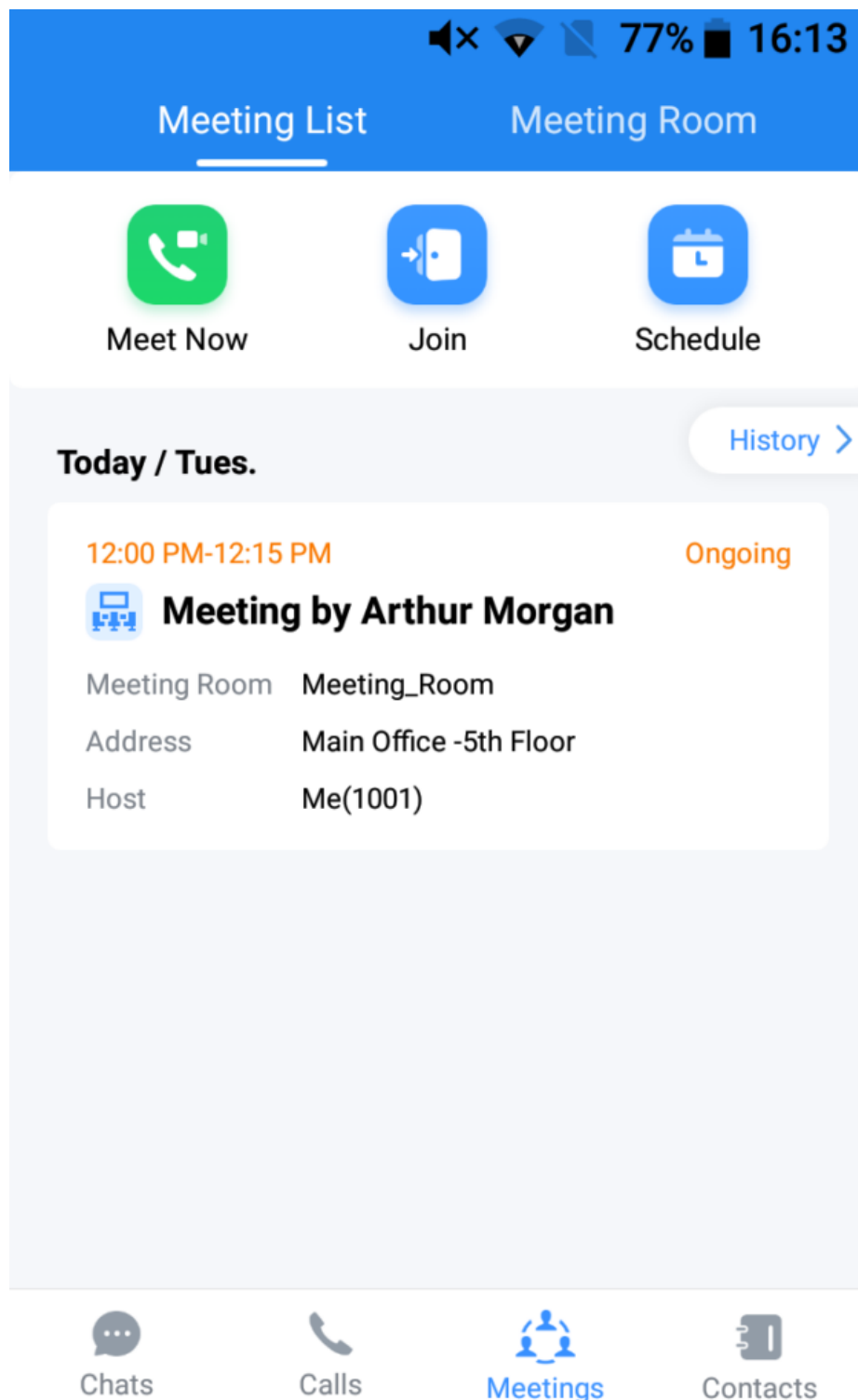
On the meeting list, the meeting creator can click button to end the meeting that is currently in progress. Then, the meeting will end directly.



#### - Onsite Meeting

To end an on-site meeting, please navigate to the "Meetings" tab and select the meeting that you want to end. You can either end an ongoing meeting or a scheduled meeting that has not started yet.

**Step 1:** Tap on the meeting that you would like to end.



**Step 2:** Click on "End Meeting".



## Meeting Details



### Meeting by Arthur Morgan

Africa/Casablanca

12:00 PM

Today

15Minute

Ongoing

12:15 PM

Today

Meeting Room

Meeting\_Room

Participant capacity

10

Address

Main Office -5th Floor

Facility

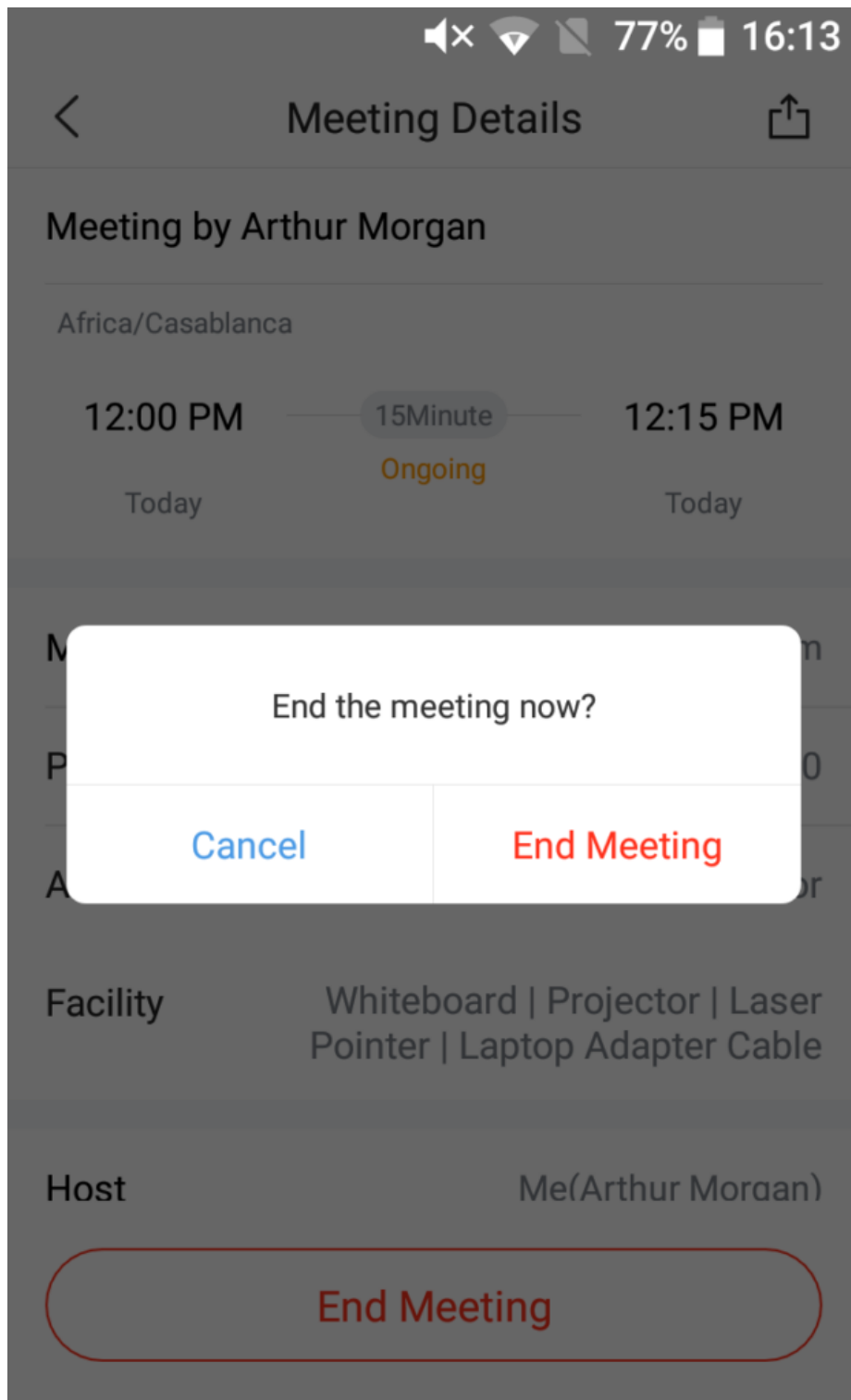
Whiteboard | Projector | Laser  
Pointer | Laptop Adapter Cable

Host

Me(Arthur Morgan)

End Meeting

**Step 3:** Confirm that you want to end the meeting.



- If there is only one participant in the meeting, and the total duration of the meeting reaches 30 minutes, the specific participant will be prompted whether to continue the meeting, or create a group chat after successfully scheduling the meeting. Messages created during the meeting will be automatically synced to the group after the meeting.
- When the meeting duration is about to reach 12 hours, and the meeting host is still in the meeting, the meeting interface of the host will prompt whether to extend the meeting. The meeting host can click to extend the meeting for another 12 hours. The meeting can only be extended once. After another 12 hours, the meeting will end. If the meeting host is not in the meeting, the meeting will end when the meeting



duration reaches 12 hours.

## Restart Meeting

The meeting creator can reopen a previously hosted meeting directly via the Wave application. Upon reopening, all original participants are automatically invited, and the creator is immediately redirected to the meeting interface.

This differs from the **Reschedule** option, which opens the schedule meeting interface to create a new meeting instance.

1. Navigate to the "**Meetings**" tab, and click on "**History**" to access the meeting history list.

10:50



Meeting List

Meeting Room



Meet Now

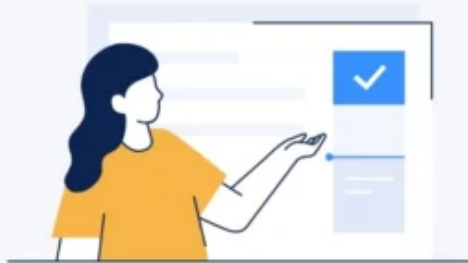


Join



Schedule

History >



No meetings.



Chats



Calls



Meetings



Contacts



2. Locate the ended meeting, open it, and click "Restart".

10:50





<

Meeting Details



Meeting by John Doe

Africa/Casablanca

15:15

1hour11Minute

16:26

2025/08/06

2025/08/06

Meeting Room

50405181

Host

Me(John Doe)

Invitees

6 >

Participant

3 >

Email reminders before meeting

Close

Call Invitees

Opened

Allow participants to invite

Opened

Reschedule

Restart



3. Confirm the action by clicking the "**Meet Now**" button.

10:51  



## Meet Now

Meeting by John Doe

Invitees

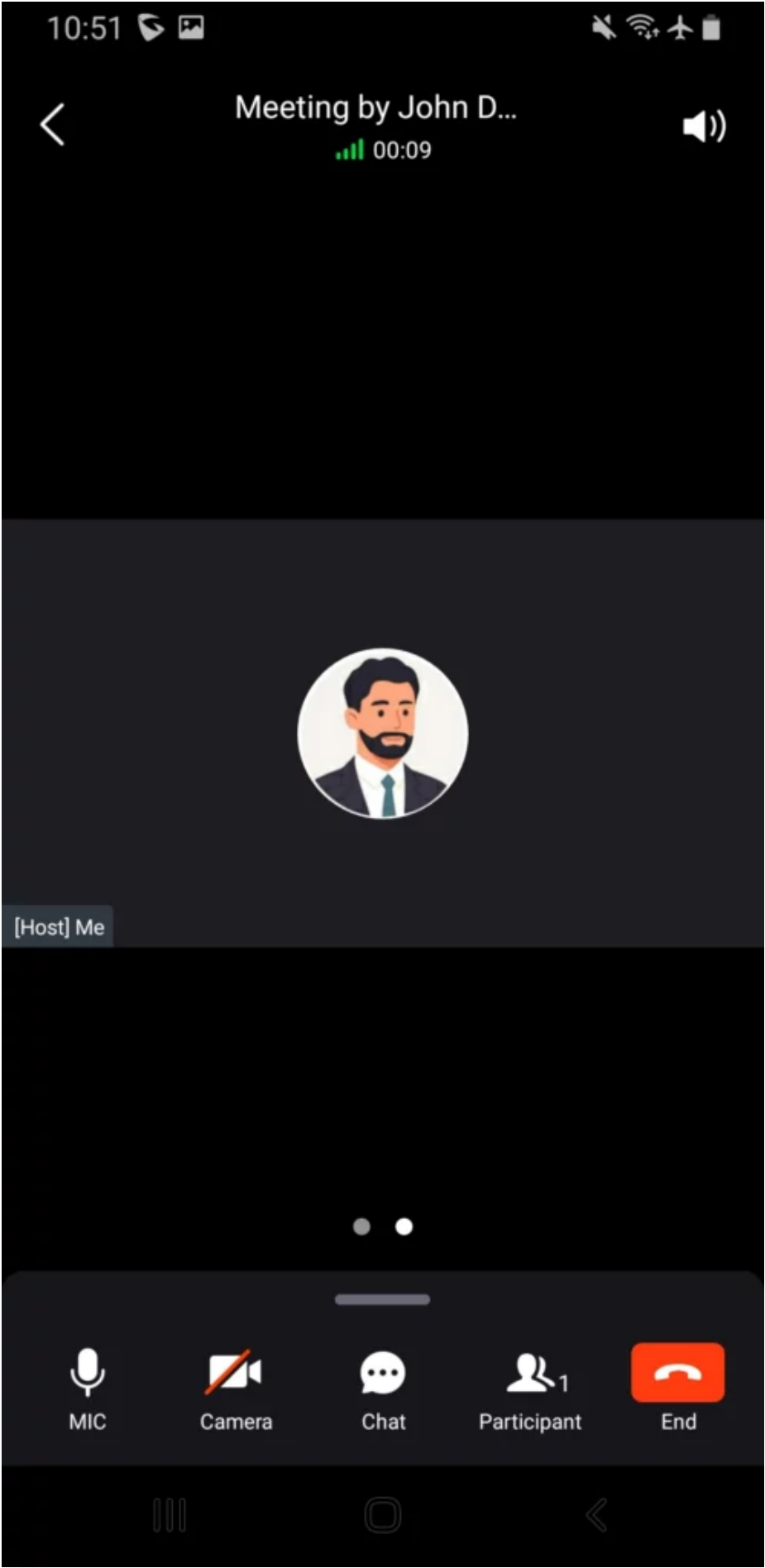
6 >

Meet Now



Confirm Meeting Restart

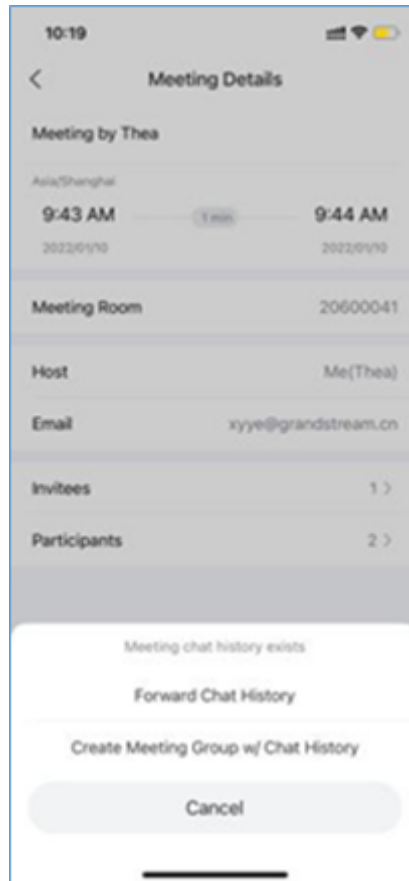
4. After reopening, the creator is directed to the instant meeting interface.



5. The participants from the original meeting will be automatically invited once the meeting is reopened.

## Create a Chat Group After The Meetings

After the meeting has ended, only the meeting organizer can create a chat group from the Meeting Details interface. The chat group will include the members who participated in the meeting. The meeting's host can click the "More" button to choose "Forward Chat History" or "Create Chat Group and Forward Chat History". Please see the screenshot below:



## Join Meeting via Link

Users who do not have UCM extensions to log in to the Wave app can join a meeting via a link.

There are two methods to join a meeting via a link:

1. Scan the QR code from the meeting invitation email or provided by the meeting host to join the meeting.
2. Tap on the **Join meeting** button and enter the required information. By default, meeting invitation emails also provide a link to join the meeting. Opening the link with the Wave app will automatically fill in the Meeting URL field.

12:03



# WAVE

Communicate & Collaborate From Anywhere.



Sign in

Join Meeting

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12:44

<

Meeting URL

Name

Password (Optional)

Enter host code to host meeting.  
Enter password to join meeting if password is required.

Join Meeting

||| ○ <

If you have not installed it on your phone, then you can join the meeting through your phone's browser. Please make sure that you possess the following prerequisites to join the meeting.

**Requirements:**

- Operating System: Android(TM) 4.2+, iOS(TM) 14.4+
- Mobile Browser: Google Chrome, Firefox, Safari, Microsoft Edge, and embedded browsers supporting WebRTC in mainstream applications.



## Meeting Details



### Meeting by Arthur Morgan

Africa/Casablanca

19:15

30Minute

19:45

2024/09/05

2024/09/05

Meeting Room

30202041

Host Code

2378

Host

Me(Arthur Morgan)

Email

morgan.arthur@email.com

Invitees

0 >

Email reminders before meeting

60Minute

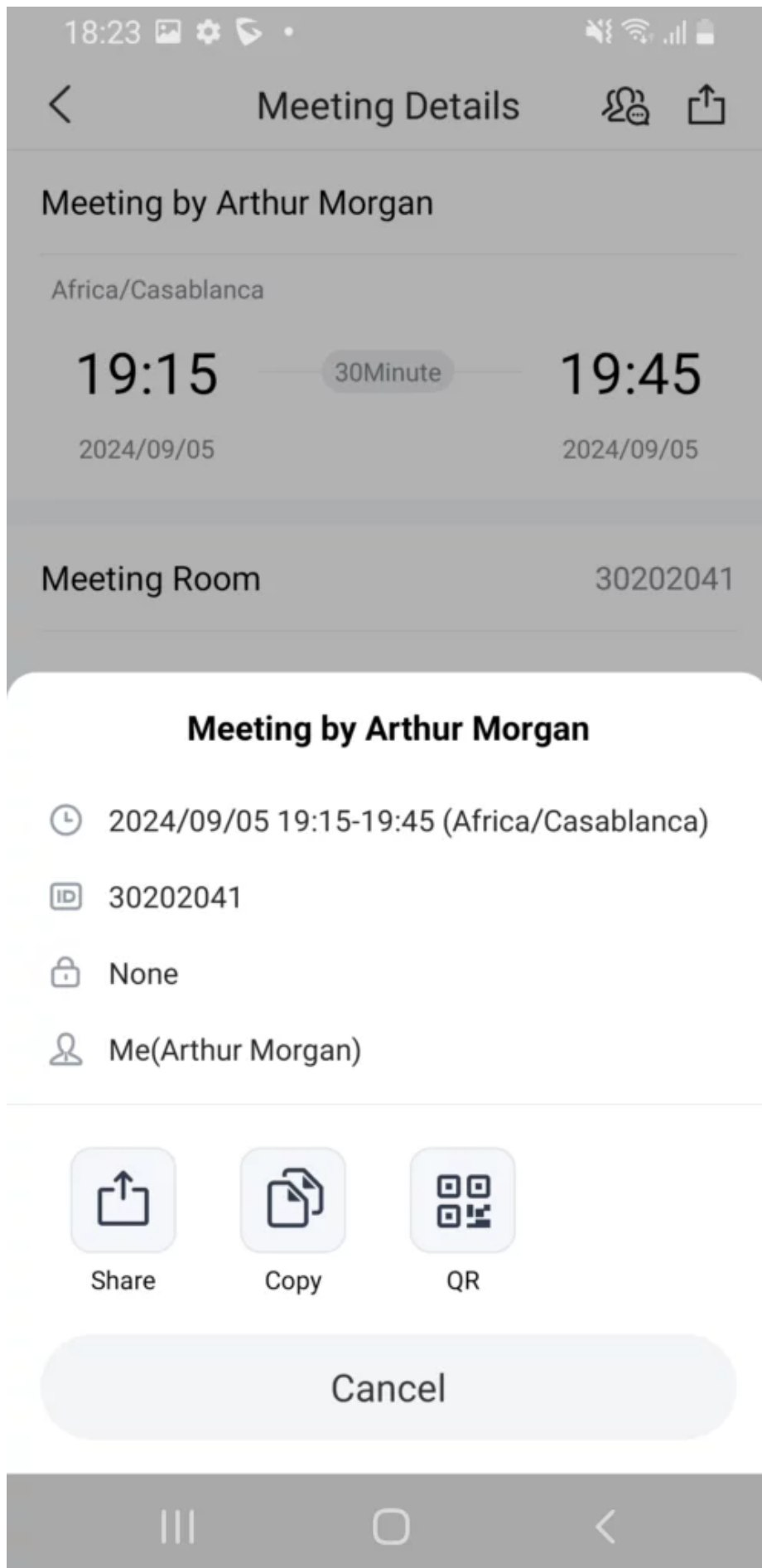
Call Invitees

Closed

Cancel Meeting

Edit





Share Meeting Link

Instruct the invitee to use **Remote Link** to join the meeting if they are located in a remote network.

Please note that for the remote link to function properly, the UCM6300 Series device should have RemoteConnect configured correctly.

While using Wave on your mobile phone, please be advised of the following limitations:

- In case the host has video enabled, you will be able to see the host's camera feed only, not other participants.
- If there is a screen-sharing session ongoing, you will only be able to see the screen share. You can zoom in and zoom out the screen share as desired. If a whiteboard/document is being shared, you will not be able to see it.
- You can mute and unmute the microphone as desired.
- You can leave the meeting at any point you wish using the "Leave Meeting button".
- You can turn on/off your phone camera, and you can switch between the front and the rear camera.
- You cannot use other functions like viewing the participants list, chat, or other functions that have not previously been mentioned.

## **Schedule an Onsite Meeting**

Wave users can schedule an on-site meeting. The UCM6300 administrator should add a meeting room first so the Wave users can be able to schedule an onsite meeting.

< Schedule Meeting

Meeting by sqhuang

Meeting room type Onsite meeting room >

Onsite meeting room \* Not configured >

Meeting Time \* Not configured >

Recurrence Once >

Meeting Description

Invitees 0 >

**Host Settings** ▼

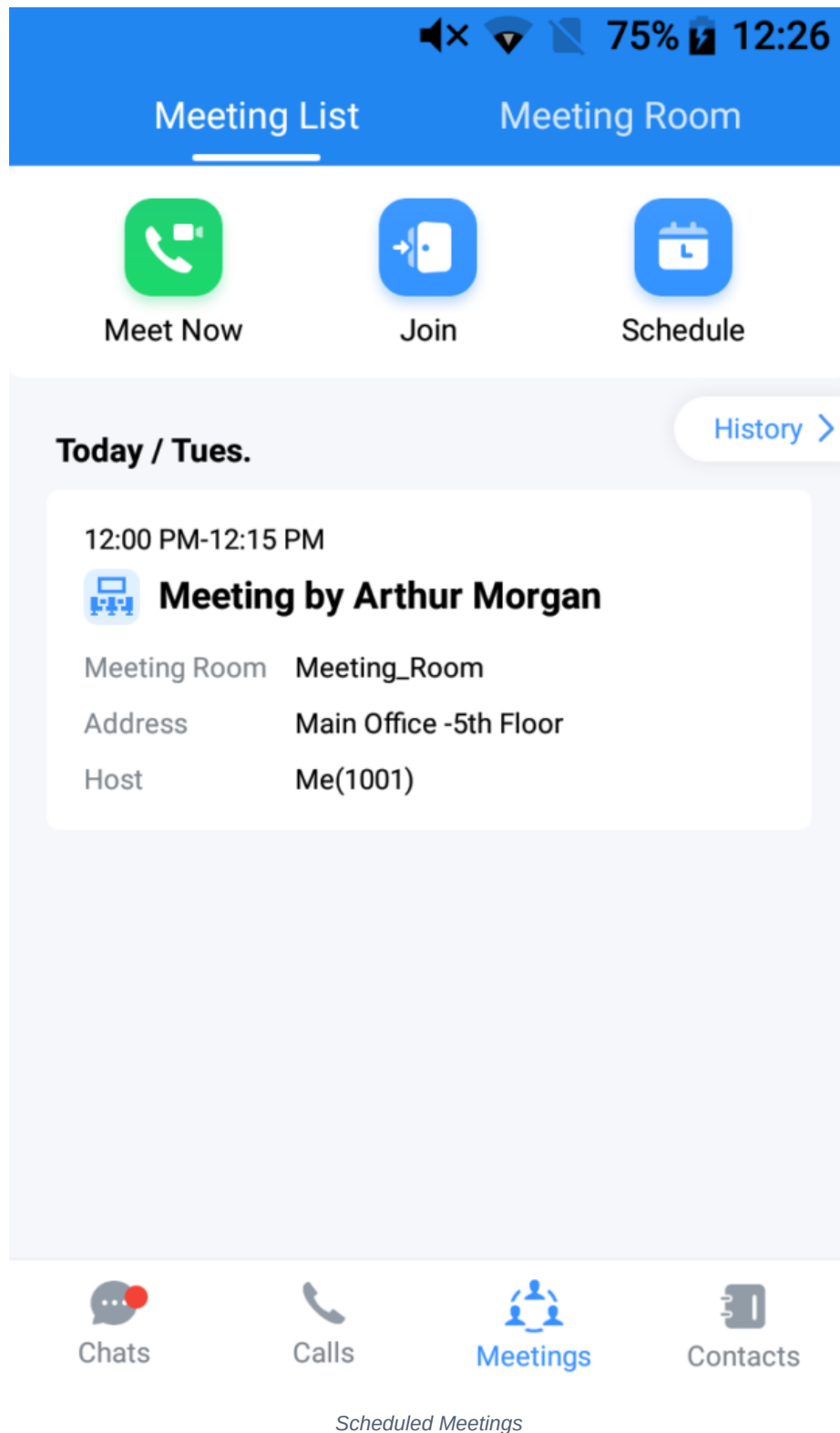
- General meeting room [Virtual]
- Public meeting room [Virtual]
- Onsite meeting room ✓

Cancel

*Schedule Onsite Meeting*

|                                    |                                                                                                                                                                                                                                                                                |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Background Mode                    | When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running at background. It is recommended to enable this if issues are experienced with message notifications and receiving incoming calls. |
| Disable Battery Usage Optimization | This allows Wave to use the battery in the background. If this option is disabled, issues like not receiving notifications and incoming calls might not be received.                                                                                                           |
| Enable Background Data             | Enable this option to allow Wave to use data in the background. Disabling this will prevent any messages or calls to be delivered when Wave is on the background.                                                                                                              |

Once the meeting has been scheduled, it will appear in the list of pending meetings as shown in the screenshot below:



## Meeting List

All the meetings that have been created in the UCM can be viewed in the **Meeting List** (This includes the virtual and onsite meetings).

15:12



All Meetings

Meeting Room



Meet Now



Join Meeting



Schedule

Today/Tues.

History >

2:00 PM-3:00 PM

Ongoing



Meeting by Bonnie MacFarlan

Meeting Room Room2

Address Main Office1

Creator Me(1002)

3:30 PM-4:15 PM



Meeting by Bonnie MacFarlan

Meeting Room Room2

Address Main Office1

Creator Me(1002)



Chats



Calls



Meetings



Contacts

## Meeting Room

All the rooms that have been created in the UCM (this includes the virtual and onsite meeting rooms) can be viewed by going to the Meeting tab, then tapping the **Meeting Room** tab.



13:08



All Meetings

Meeting Room

11/29

All

12h

24h

Public meeting room [Virtual]



Weekly\_Meeting(6300)



Onsite meeting room



Meeting\_Room\_1

Main Office1

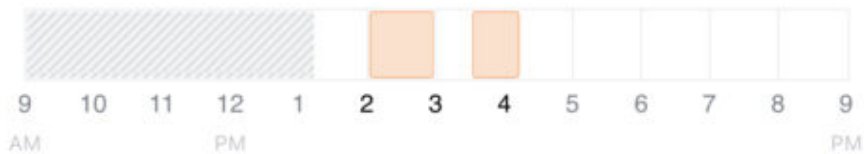
20 Projector | Whiteboard | Laptop Adapter Cable



Room2

Main Office1

5



Chats



Calls



Meetings



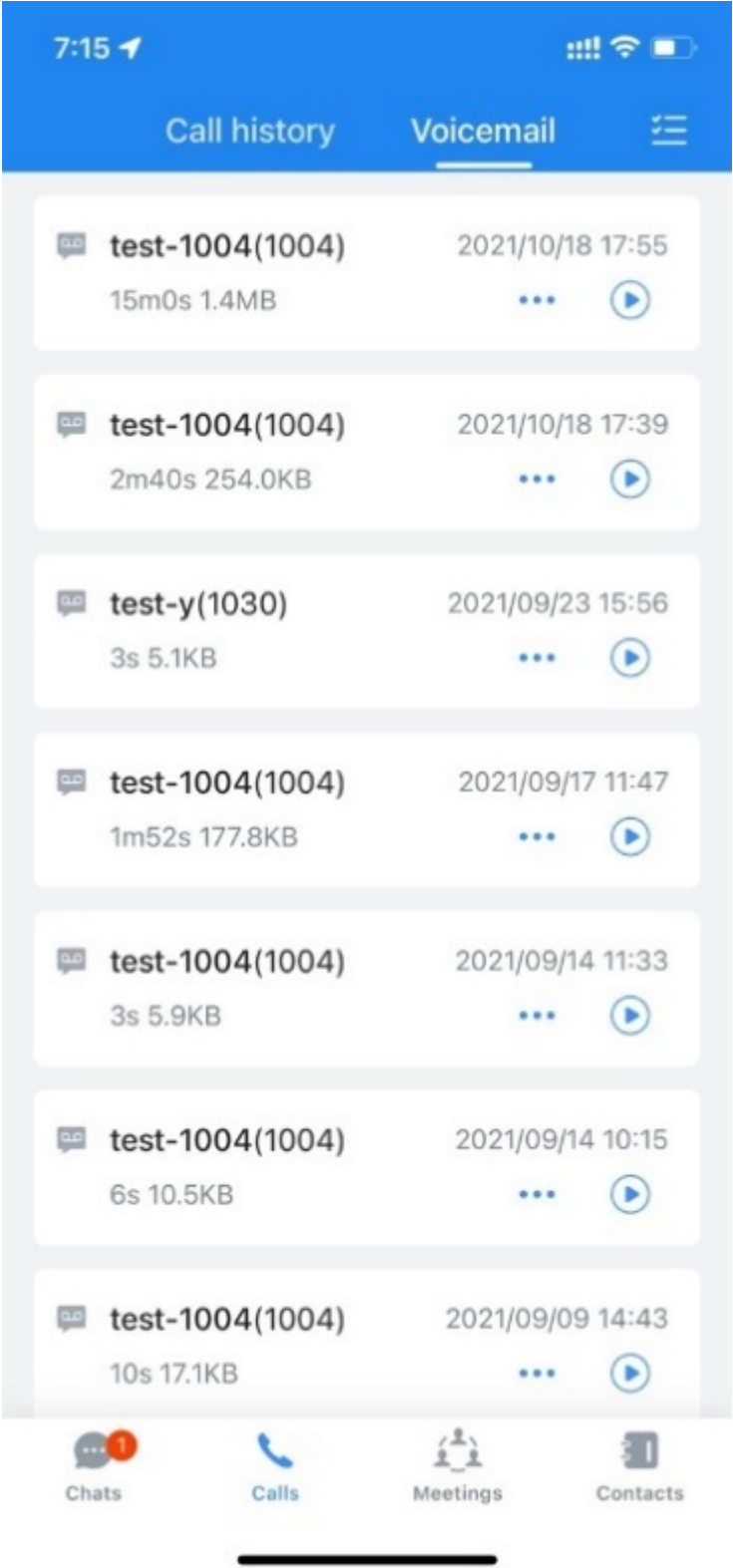
Contacts

Onsite Meeting Room

# VOICEMAIL

In the **"Voicemail"** module, users can check all voicemail received by the account, including common voicemail and urgent voicemail.

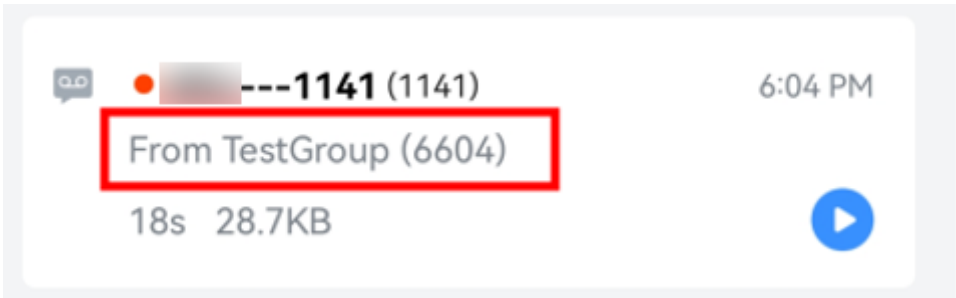
Users can view and play all voicemail in the Voicemail menu, and users can also batch delete voicemail messages. As the screenshot shows on the right side:



*Voicemail*

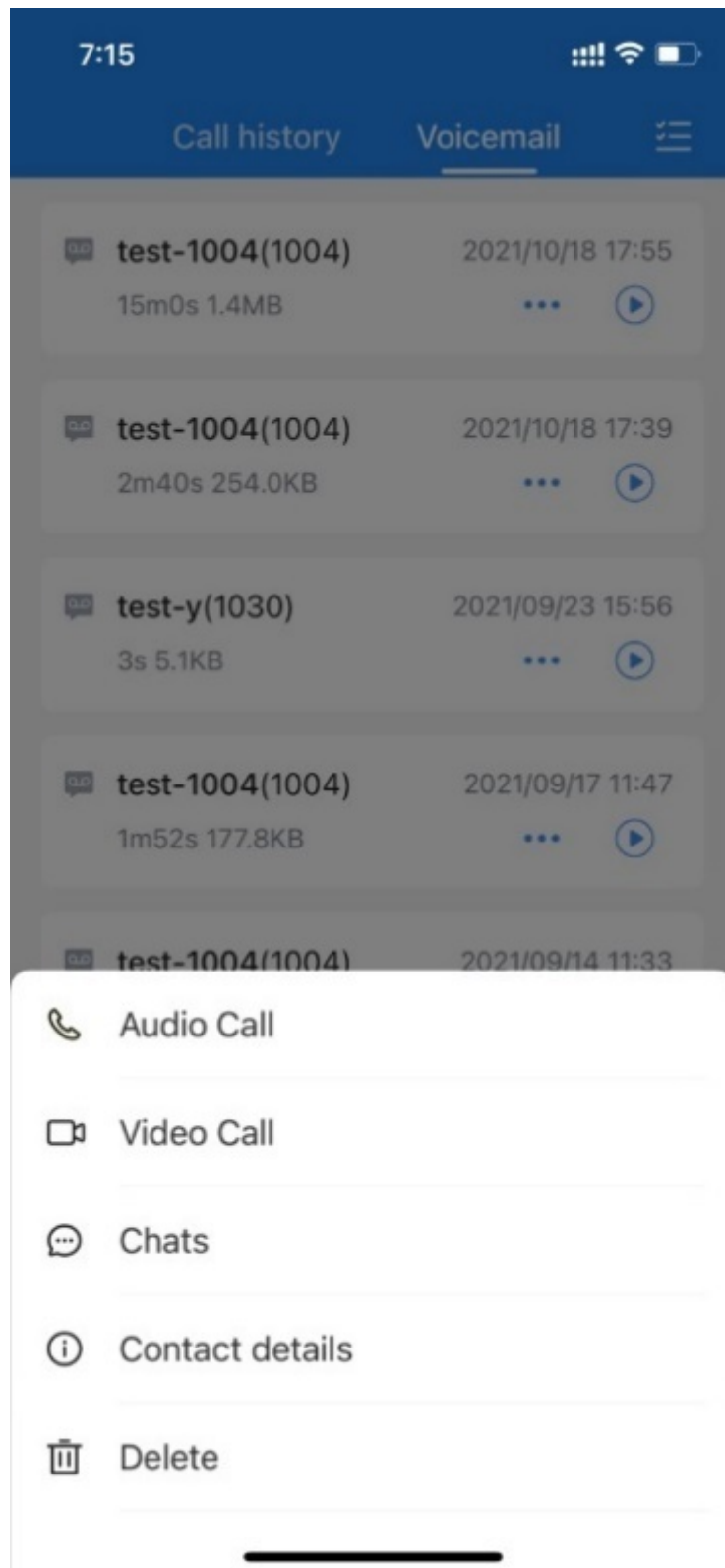
If you are viewing a voicemail from a voicemail group, you will be able to see the name of the voicemail group

from which the voicemail has been received, as shown in the screenshot below.



*Voicemail Group Name*

In the Voicemail menu, the user can select 1 voicemail message and click the button to select to make an audio/video call or send a chat message to the voicemail sender. As the screenshot shows on the right side:



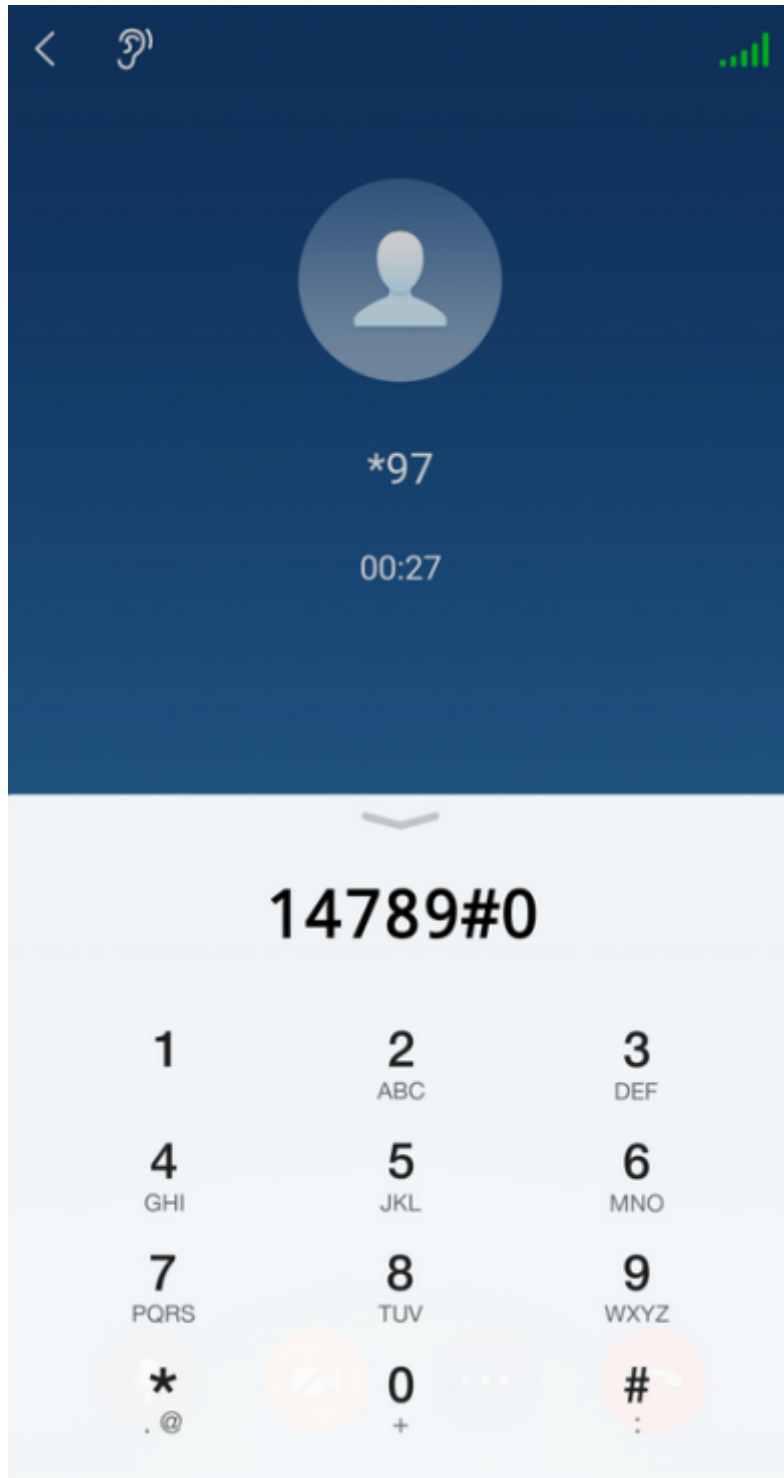
*Voicemail Context Menu*

To access the extension's voicemail:

**Step 1:** Bring up the dial pad to enter the voicemail access feature code for the registered user's personal voicemail box (\*97 by default) or another extension's voicemail box (\*98 by default).

**Step 2:** Tap on the more icon and select the "DTMF" option.

**Step 3:** Enter the DTMF keys to access the voicemail and listen to the messages.



*Wave Mobile Dial Pad*

Please contact the UCM admin or service provider to obtain the voicemail password if needed.

## CONTACTS

There are two types of contacts that Wave can display.

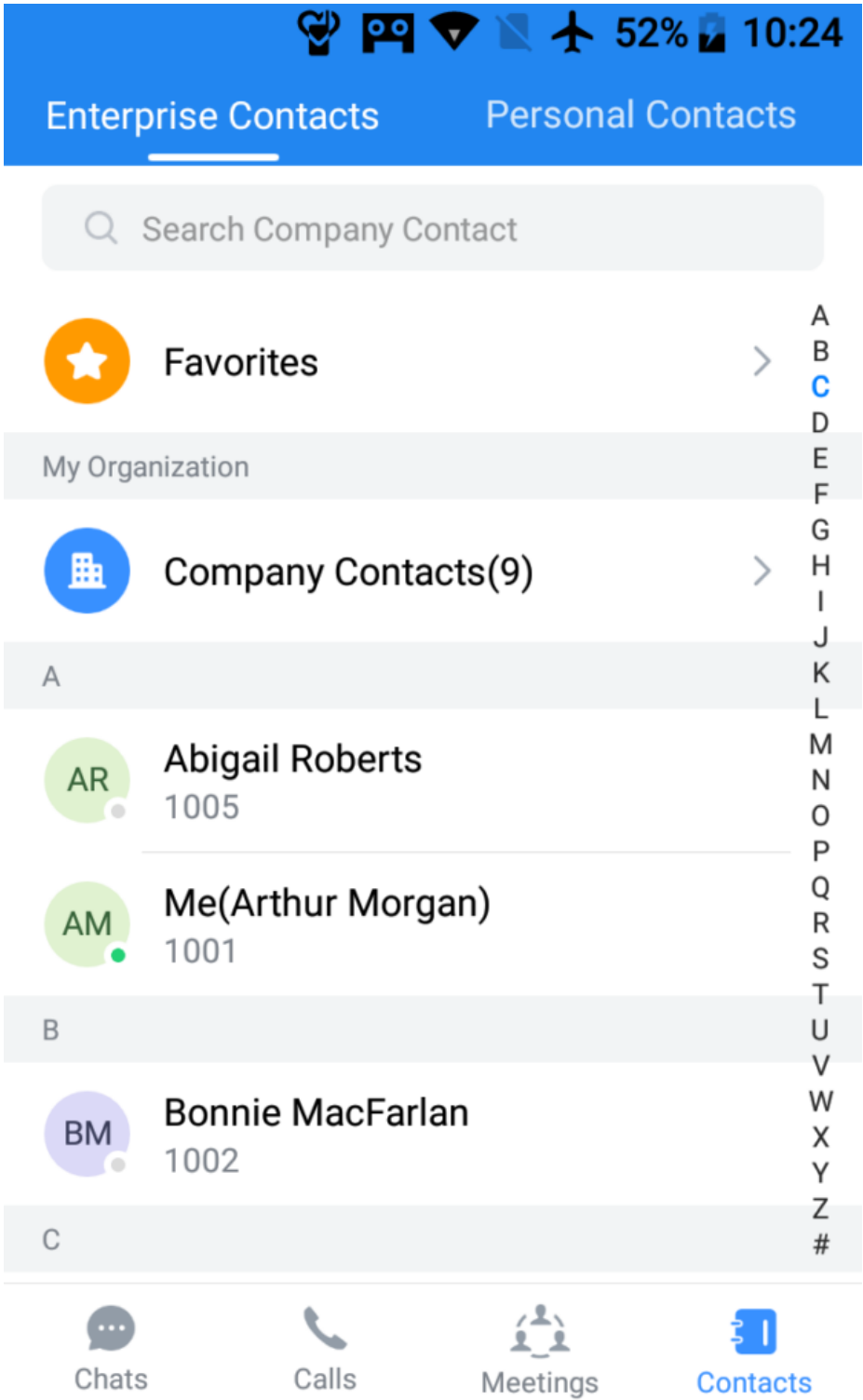
**Enterprise Contacts:** These contacts are the extensions that are registered on the UCM.

**Personal Contacts:** These are the contacts that the user has added to Wave.

**Phone Contacts:** These are the contacts that are registered on the phone.

In the Wave app, click on tab\_contacts\_norto display contacts as the screenshot shows on the right side: In the Wave app, users can click the "Contacts" menu to view all contacts, favorites, LDAP contacts, local UCM contacts, and CloudIM contacts.

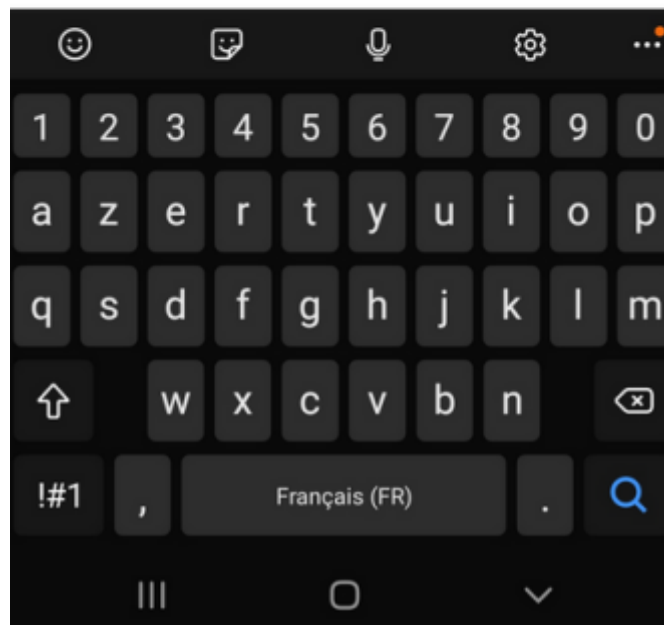
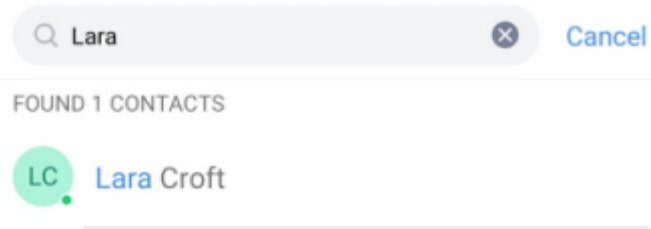
The contacts displayed in the Grandstream Wave web portal contain UCM extensions (based on contact privilege settings), meeting room extensions, and LDAP contacts (based on the UCM's LDAP phonebook settings). (Refer to the UCM User Manual for more details)



Enterprise Contact

## Search Contacts

Users can search for contacts in the **Contacts** tab. Tap on the search bar near the top of the app and enter keywords to search. Clicking on a result will bring up the contact details.



*Search Contact*

Wave mobile application support T9 contact matching.

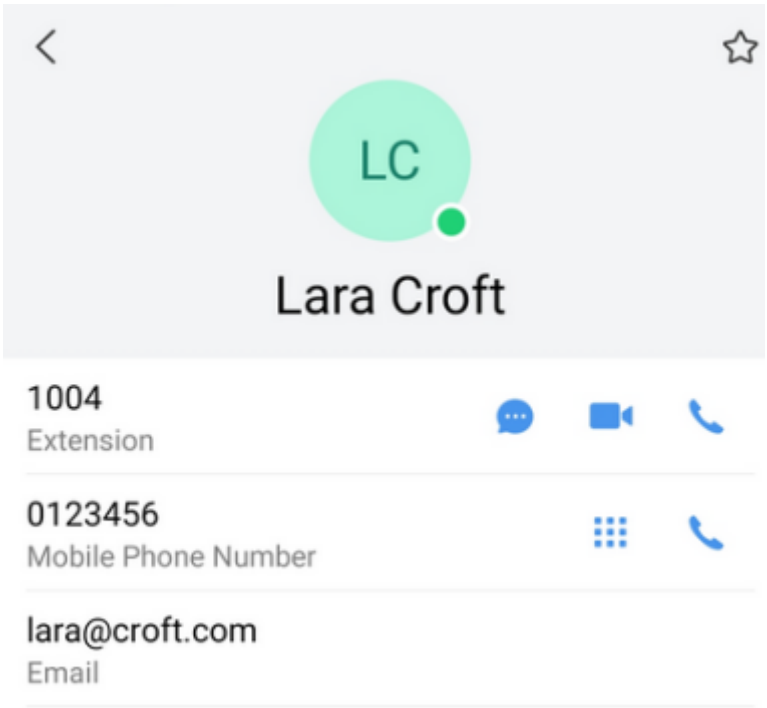
## View Contacts

After searching contacts, users can click on the search result to view the details of the selected contact. The following options will be available in the **Contact Details** page:

details\_btn\_audio\_call: Initiate audio call

details\_btn\_video\_call: Initiate video call

details\_btn\_edit\_before\_call: Open the dial pad to edit the contact's number before dialing  
: Chat with the contact



*View Contact*

### Favorites

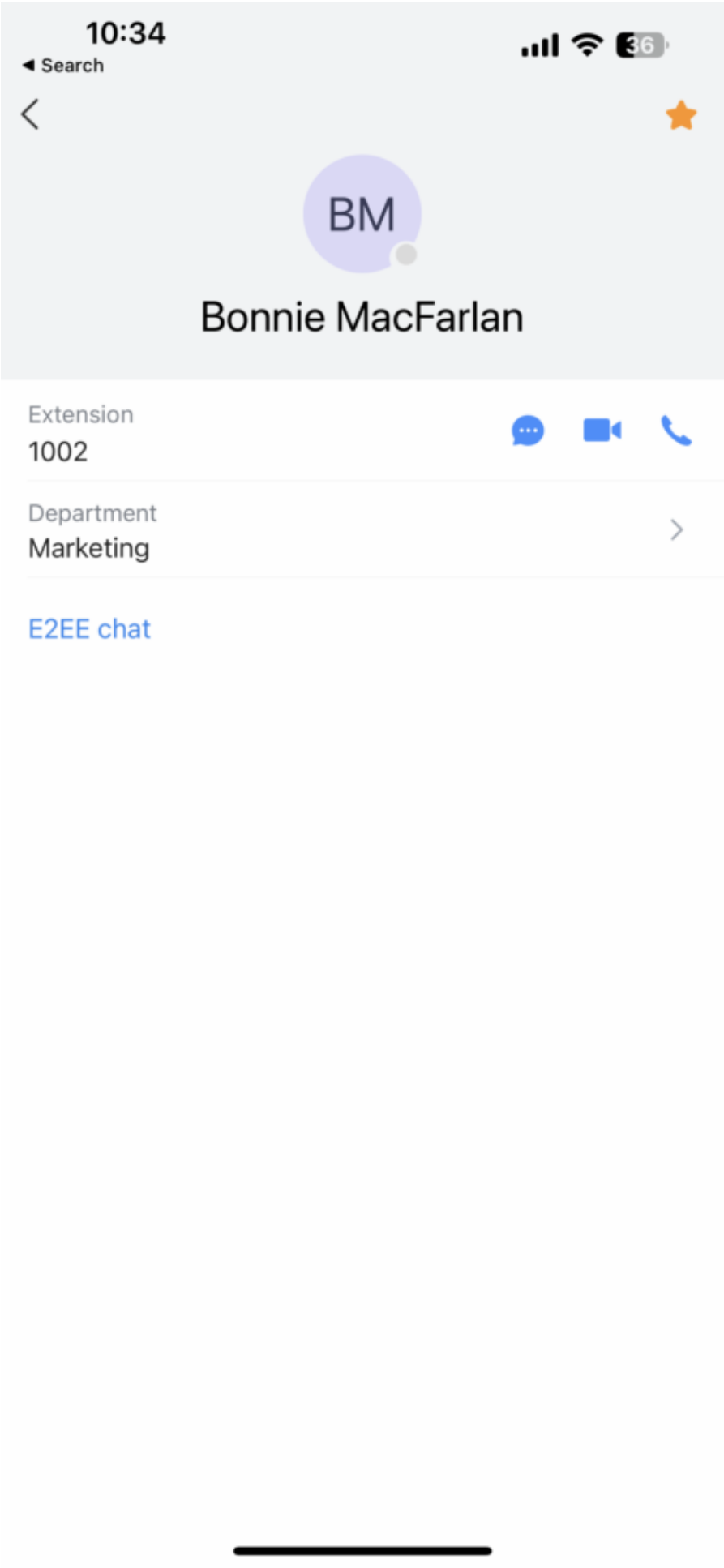
Favorite contacts are displayed at the top of the contact list. There are two ways to add a contact as a favorite:

**Method 1:** Enter the contact details and follow the steps below:  
Click on a contact in the contact list as shown on the right.



Click on the button at the top right of the interface, and when the button changes to , the contact will be set as a favorite contact.

Click again on the button to remove the contact from favorites.



Favorite Contact

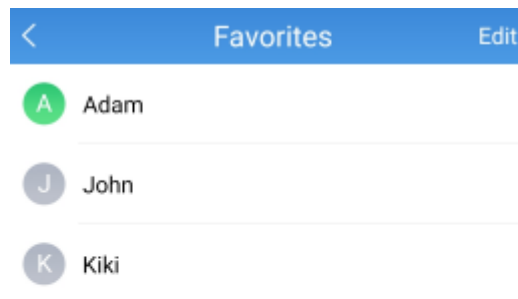
**Method 2:** Enter the favorites list and follow the steps below to add a contact as a favorite:

Click on the Favorites menu at the top of the contact list to enter the favorites management interface, as shown on the right.

Click on the button at the bottom right corner of the interface to enter the contact selection page.

After checking the contacts that need to be set as favorite contacts, confirm by clicking OK to complete the setting.

**Note:** You can set up to 20 Favorite contacts. Favorite contacts can monitor their BLF status.

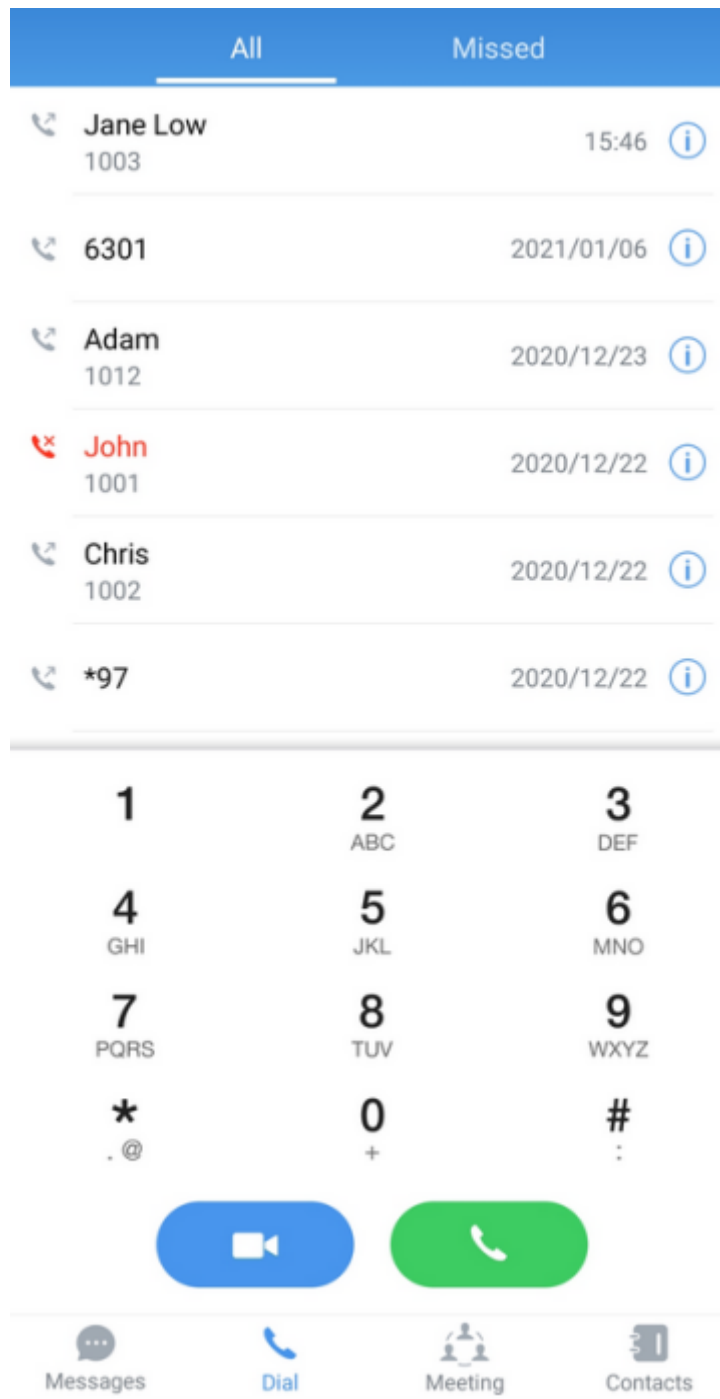


## Call History

In the Wave app, users can click the "**Call**" menu to view all call history of the current Wave account. Two tabs are available: Call History and Voicemail.

The following icons will be displayed on the left of each entry.

- icon\_callinIncoming audio call
- icon\_calloutOutgoing audio call
- icon\_misscallMissed audio/video calls and rejected calls
- icon\_video\_inIncoming video call
- icon\_video\_outOutgoing video call



Users can tap on the call history entry to call the number. Users can click any specific call record to view the detailed information of this call, as the screenshot on the right side:

Lara Croft

1004  
Extension

CALL HISTORY

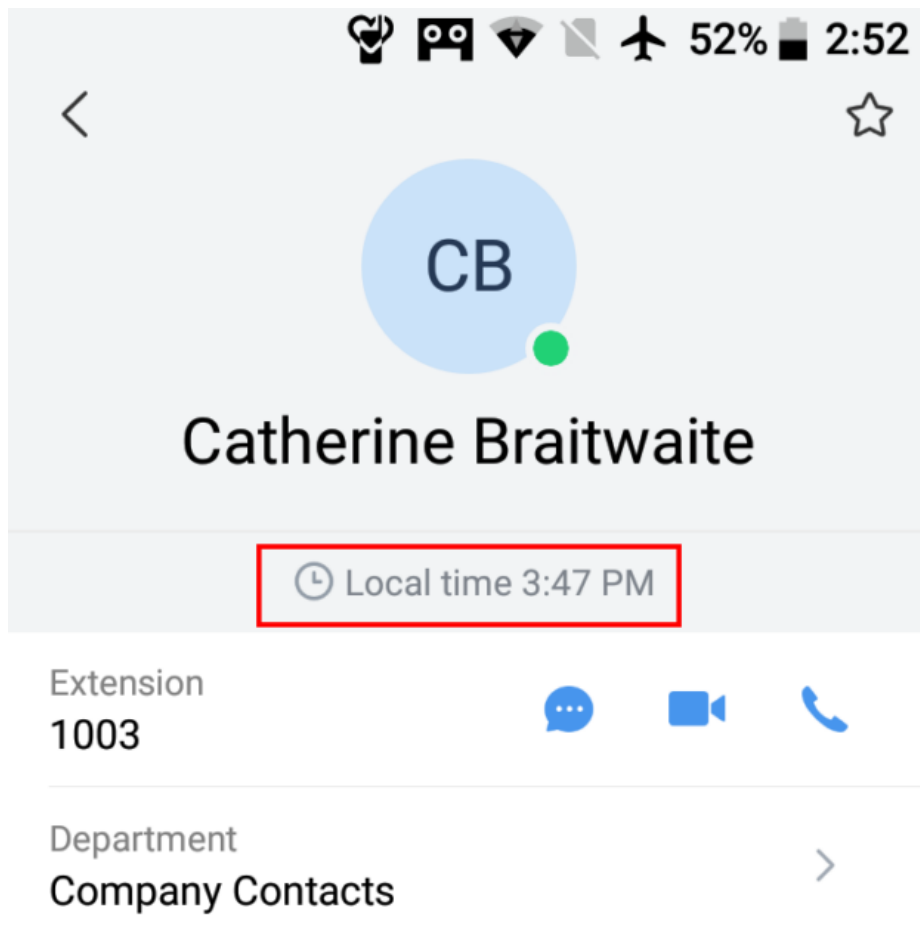
CLEAR

|  |       |             |
|--|-------|-------------|
|  | 17:23 | 6min31s     |
|  | 16:50 |             |
|  | 16:47 | Call Failed |
|  | 16:29 | Call Failed |
|  | 16:01 | 2min34s     |
|  | 15:59 | 53s         |
|  | 15:59 | 2s          |

## Contact Local Time

When the contact is in a different time zone, the Wave mobile application will display the local time of the contact. Wave can retrieve the contact's time settings from the user's mobile phone to show the correct time zone. If no local time is displayed for the user, then that means that you and the other user are in the same time zone.

To see the local time for a specific contact, please navigate to **Contacts** and tap on the contact to open his/her profile, then the local time will be displayed under the contact's name.



*Contact Local Time*

## Personal Contacts

Wave allows importing the mobile phone contacts to **Personal Contacts** within Wave, which makes it easier for the user to call other parties using Wave instead of the phone's telephony service itself.

The user can either add contacts manually by clicking on then add the contact's information in the form, which can be seen in the figure below.

16:11



New

Save



\*First Name

Please enter

Last Name

Please enter

Personal Phone

Please enter

Home Phone

Please enter

Fax

Please enter

Email

Please enter

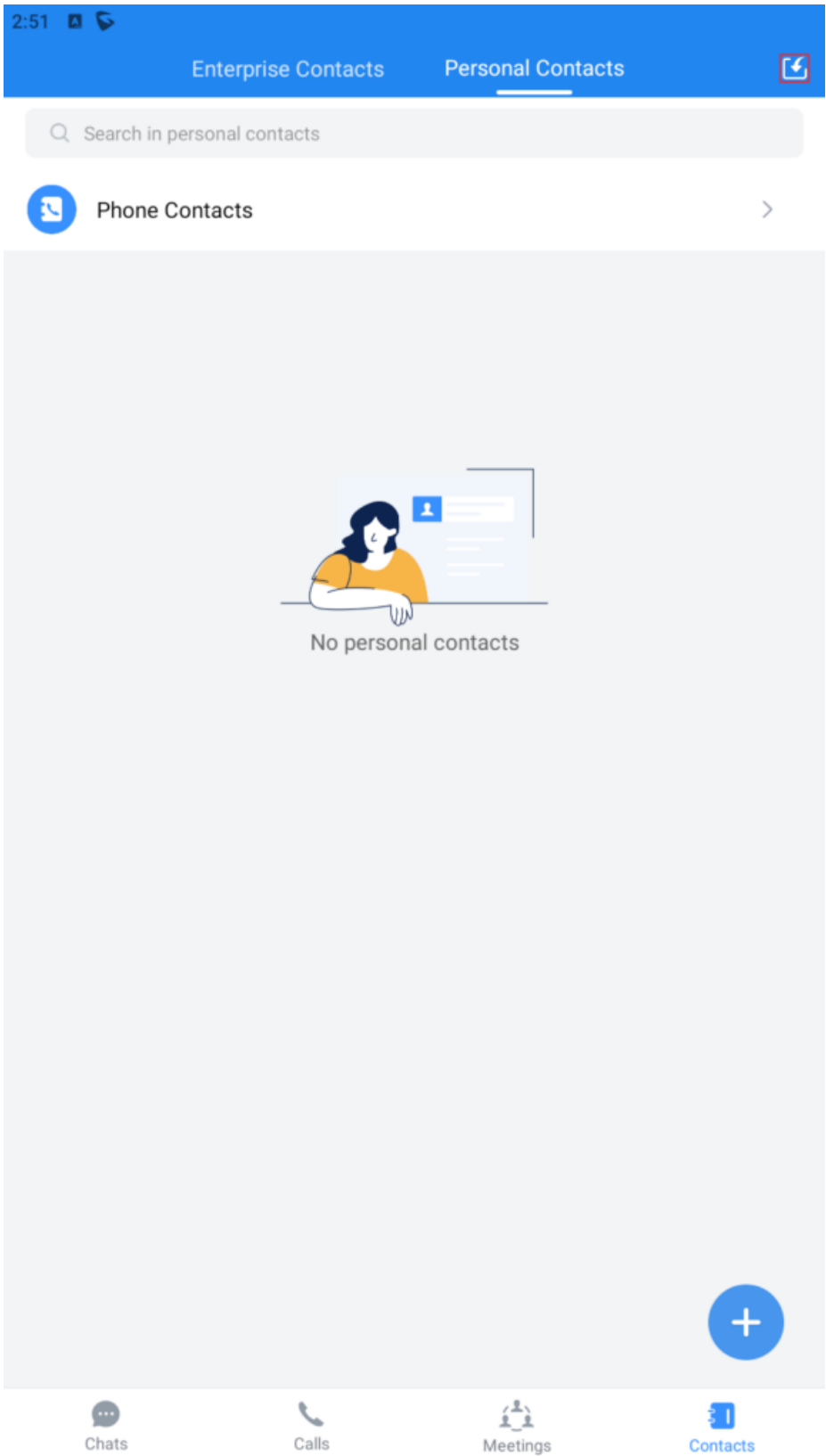
Company

Please enter

Remark

Please enter

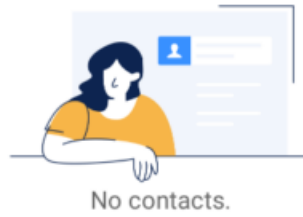
To import your phone's local contacts to **Personal Contacts** on Wave, please navigate to the Contact tab in Wave and click on the import button .



*Import Personal Contacts*

Select the contacts to import, then tap the "Import" button.





Selected: 0/200 ^

Import

*Select Contacts to Import*

The user can add up to 200 personal contacts.

## SETTINGS MENU

Tapping on the **user account** under the Messages window will bring up:

1. **Account Information** page is about the user.
2. **Account Status** and **Status** pages.
3. **Silent Mode, Settings, Background & Battery Settings** pages.
4. **Poll & Survey** pages.
5. **Smart Device** page (Door System & Monitor).
6. **Help and Feedback, Integrate Wave SDK, UCM RemoteConnect**, and **About** pages. Tapping on the About option will allow users to bring up details about the Wave app, check for app updates, privacy agreement, help, and export logs for troubleshooting purposes.



Me



Bonnie MacFar... >

1009



Account status

Online >



Status

None >



Silent Mode

Disable >



Settings



Background & Battery Settings



Poll



Survey



Smart device



Help and feedback



Integrate Wave SDK



UCM Remote Connect



About



Log out

## Account Info

### Change Avatar

The **Account Info** page will display a custom avatar, the currently registered account's name/number, and the SIP server the account is registered to.

15:26



Me



**Bonnie MacFarlane**  
1000

 Account status Online >

 Working status None >

 Poll >

 Survey >

 Smart device >

 Settings >

 Help and feedback >

 Integrate Wave SDK >

 UCM Remote Connect >

 Diagnosis >

 About >

The user can select to take a photo or upload a photo from an album as the custom avatar. For the uploaded custom avatar, the user can select to view the details or restore to the default image, as the screenshot shows on the right side:

**Note:** Custom avatar uploading only supports PNG, JPG, and JPEG files.

15:38



## Account Info

Profile Picture



Name

Bonnie MacFarlane

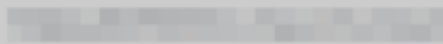
Number

1000

Change Password



Server



Select from album



Take photo

Change Avatar

Custom avatar uploading only supports PNG, JPG, and JPEG files.

## Account Status

It displays the login status of the Wave account. When the account status is set, it will be displayed in the contacts module and chat module.

The Account Status can be set to Online, Busy, Do not disturb, Away, and Offline:

- **Online:** This is the default account status. The new calls and messages will prompt users.
- **Busy:** The user is busy now, and the user can send and receive new calls and messages normally.
- **Do Not Disturb:** The new incoming calls and messages will be prompted without any sounds, and there is no push notification. The new incoming calls will be ignored, and the new missed call history will be generated.
- **Offline:** The account status will be displayed as offline, but the user can still send/receive calls and messages normally.
- **Away:** The account status will be displayed as away, but the user can still send/receive calls and messages normally.





Me



Bonnie MacFar...



1009



Account status

Online >



Status

None >



Silent Mode

Disable >



Settings



Online



Busy



Do not disturb



Appear away



Appear offline

Account Status

## **Account Security Center**

### **Change Password**

To change the password of your account, please follow the steps below.

1. On the profile options of the user, tap "Account Security Center".



Me



John Doe

1000



Account status

Online



Status

None



Account Security Center



Notification



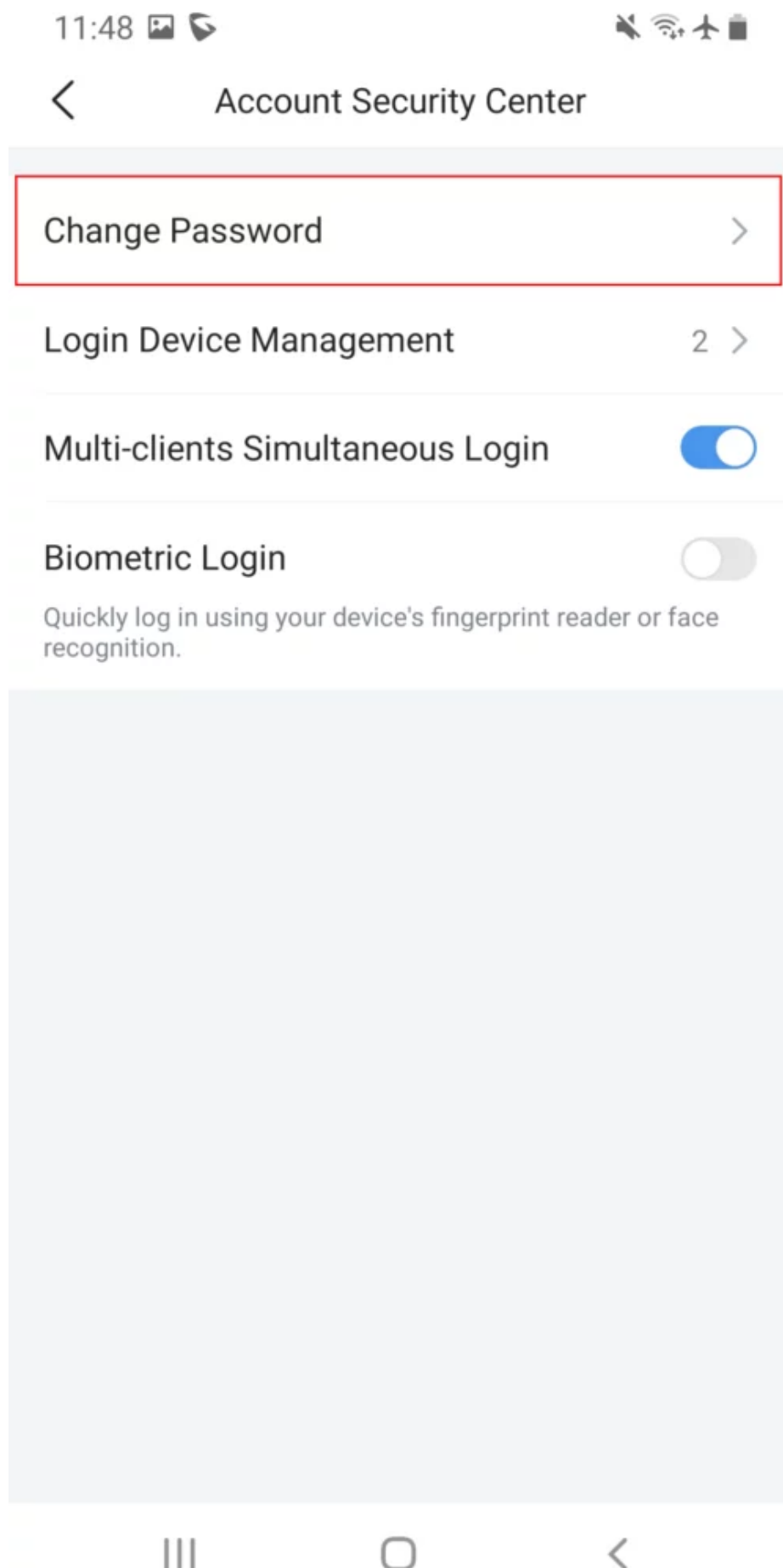
Application



Settings



2. Tap on "Change Password"



- 3.** Then enter your old password, then set and confirm the new password by entering it twice in the respective fields.

15:26



## Change Password

Old Password

\*

## Set New Password

New Password

\*

Confirm New Password

\*

OK

## **Login Device Management**

If the user needs to review the sessions that are open on their Wave account. Please follow the steps below.

1. Tap on your profile avatar to open the options related to your profile. Then tap "Account Security Center".



Me



John Doe

1000



Account status

Online



Status

None



Account Security Center



Notification



Application

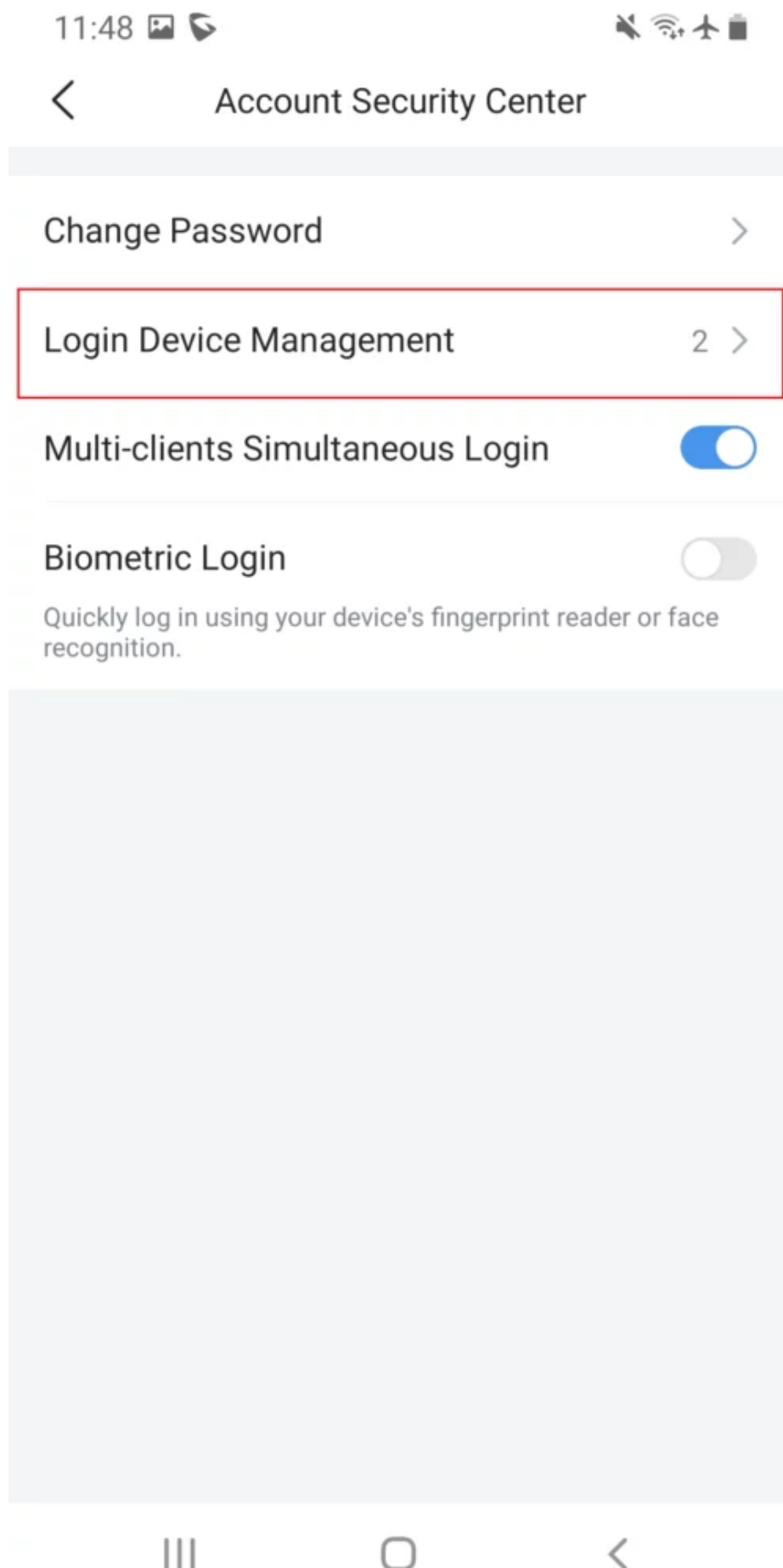


Settings





2. Then tap "Login Device Management".



3. The open sessions will be displayed as follows. If you wish to terminate a session, you can tap the button "Log out" and confirm the logout by tapping "Log Out" on the confirmation message.

3:32

3G  



## Login Device Management



Android

 10.0.2.15

 2024/08/26 15:23:51

Local Device



Windows

 192.168.5.113

 2024/08/26 15:12:09

Log out

Log Out

All the sessions, including Wave web, Wave desktop, and Wave mobile sessions, will be displayed under the **Login Device Management** section.

### **Multi-clients Simultaneous Login**

This setting allows users to log into multiple Wave clients of the same type at the same time, for example, being signed in on two different desktop apps or on multiple mobile devices.

If disabled, logging into a second client of the same type will automatically log out the first.

This setting is only available if the UCM administrator has assigned the permission to the extension. If the option does not appear, please contact the system administrator.



## Account Security Center

Change Password



Login Device Management

2 &gt;

Multi-clients Simultaneous Login



Biometric Login

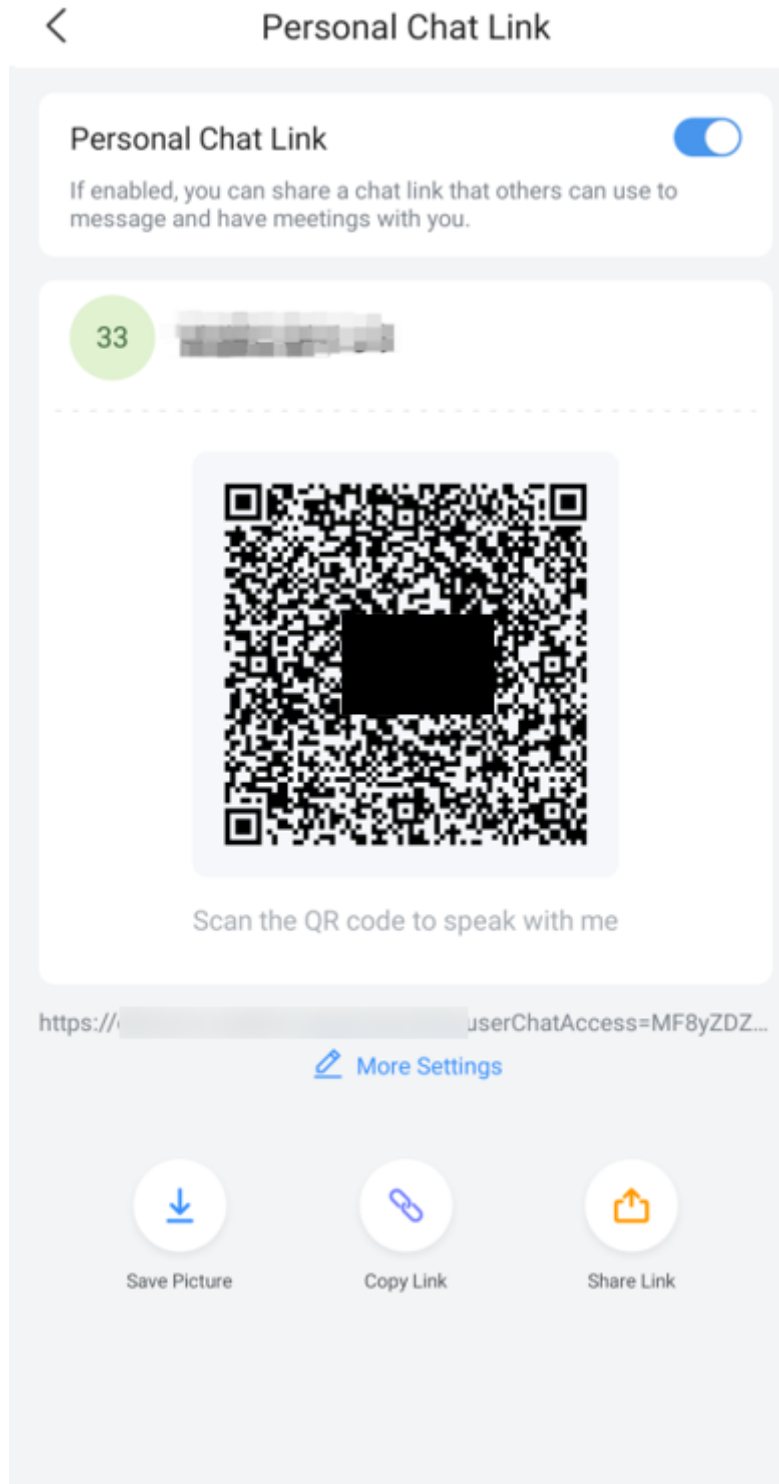


Quickly log in using your device's fingerprint reader or face recognition.



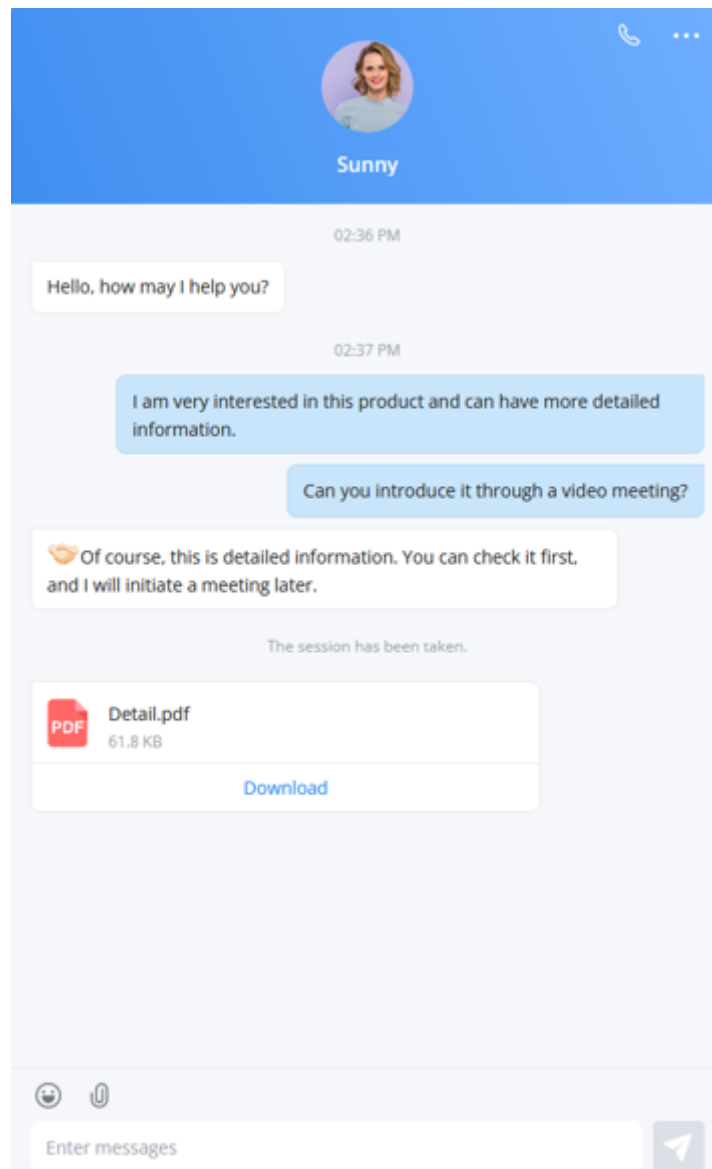
## Personal Chat Link

Wave users can share the personal chat link via email/other platforms with others for communication. External users can open this link through a browser or send a meeting request to the Wave user.



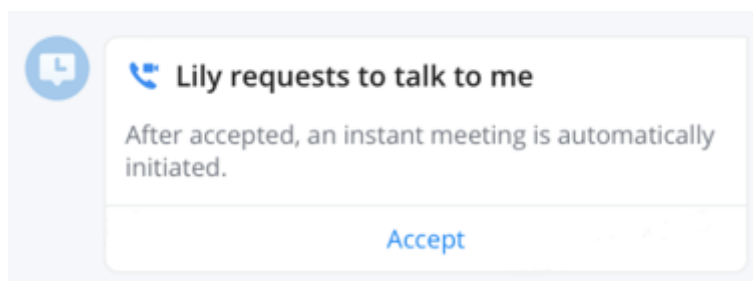
*Personal Chat Link*

1. The link is valid only when this function is enabled. After it is turned off, the link will be invalid immediately.
  2. You can download the QR code and share it with external users
  3. You can copy the link to external users.
  4. Users can click change the displayed avatar and name, and support resetting the link or customizing the link address (after resetting, the original link will be invalid).
- External users can open this link through a browser:



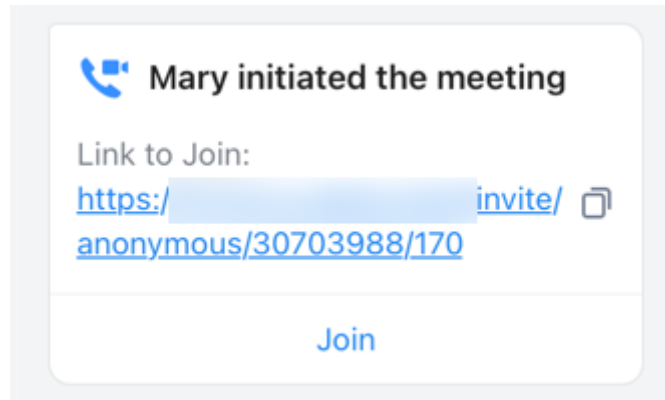
*Private Chat*

1. External users can open this link using a computer or a mobile browser to chat.
2. External users can send text messages, emoticons, and attachments.
3. Clicking the icon will send a call request to the Wave user, and the Wave user will receive the request as follows:



*Meeting Request*

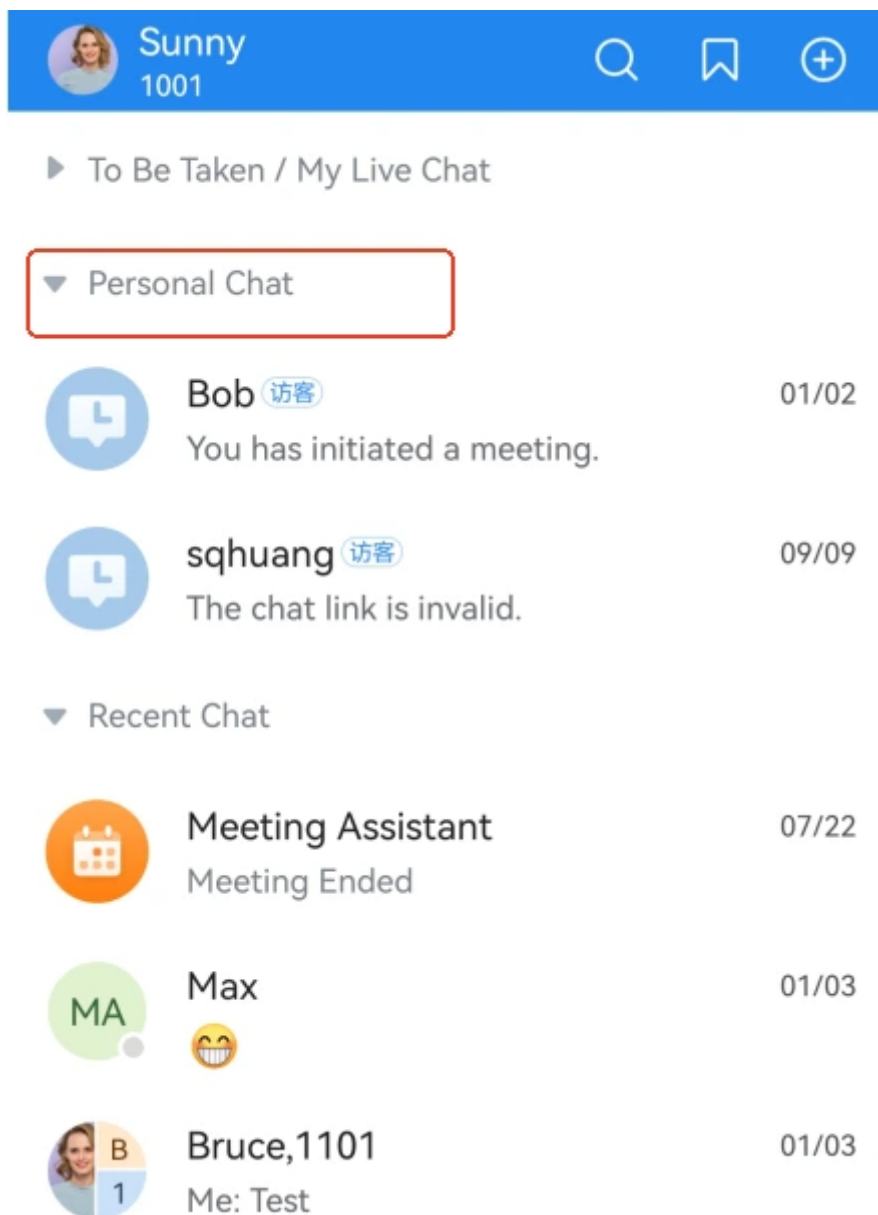
When the user clicks "Accept", an instant meeting is initiated, and the meeting link is sent to external users.



Meeting Initiated

When an external user clicks "Join", they will join the meeting using their current browser.

Personal chats appear as independent chat modules within the Wave interface, separate from other chats.



Personal Chat Module



## Working Status

It displays the working status of the Wave account. When the working status is set, it will be displayed in the contacts module and chat module.

The working status can be set to:

- Meeting Now
- On Business Trip
- Telecommuting
- Sick Leave
- On holiday
- None
- Add Custom

**Note:** The custom working status allows users to enter up to 64 characters, and emojis are not allowed.



Me



Bonnie MacFar...



1009



Account status

Online >



Status

None >

Meeting Now

On Business Trip

Telecommuting

Sick Leave

On holiday

None



Add Custom

Working Status

## **Silent Mode**

Silent mode allows silencing all the sounds and vibrations prompted by Wave, which includes the vibrations and sounds produced when a call or a message is received. To enable silent mode, please follow the steps below:

**Step 1:** Tap on your profile picture on the Wave mobile application

**Step 2:** Tap on "Silent Mode" then click "Opened" to enable **Silent Mode**.



Me



Bonnie MacFar...



1009



Account status

Online >



Status

None >



Silent Mode

Disable >



Settings



Background & Battery Settings



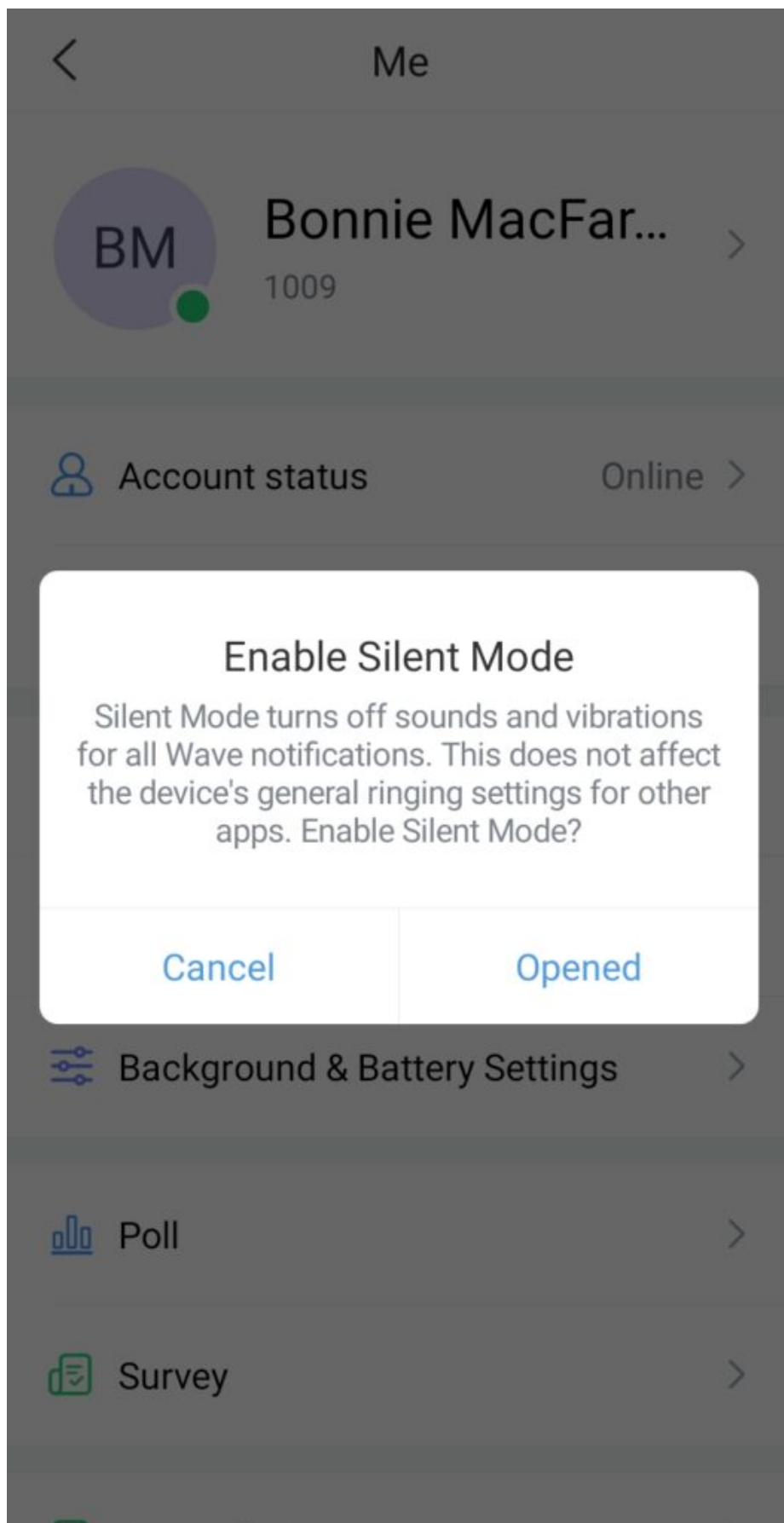
Poll



Survey



Silent Mode



Enable Silent Mode

# Settings

## Display

### Appearance

Use this page to customize the app's theme. The user can choose from:

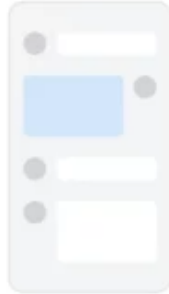
- **Follow System:** Matches the theme of the device's operating system.
- **Light:** Uses a light color scheme for the interface.
- **Dark:** Uses a dark color scheme for the interface.



## Appearance



Follow System



Light



Dark



**Language Settings**

Select the language to use on the Wave Mobile App.



10:33

◀ Wave

📶 📶 96

◀ Wave

## Language

### OTHER LANGUAGES

简体中文

Chinese, Simplified

Čeština

Czech

Nederlands

Dutch

Français

French

Deutsch

German

Ελληνικά

Greek

עברית

Hebrew

Italiano

Italian

Polski

Polish

Português

Portuguese

Русский

Russian

Español

Spanish

Español (Latinoamérica)

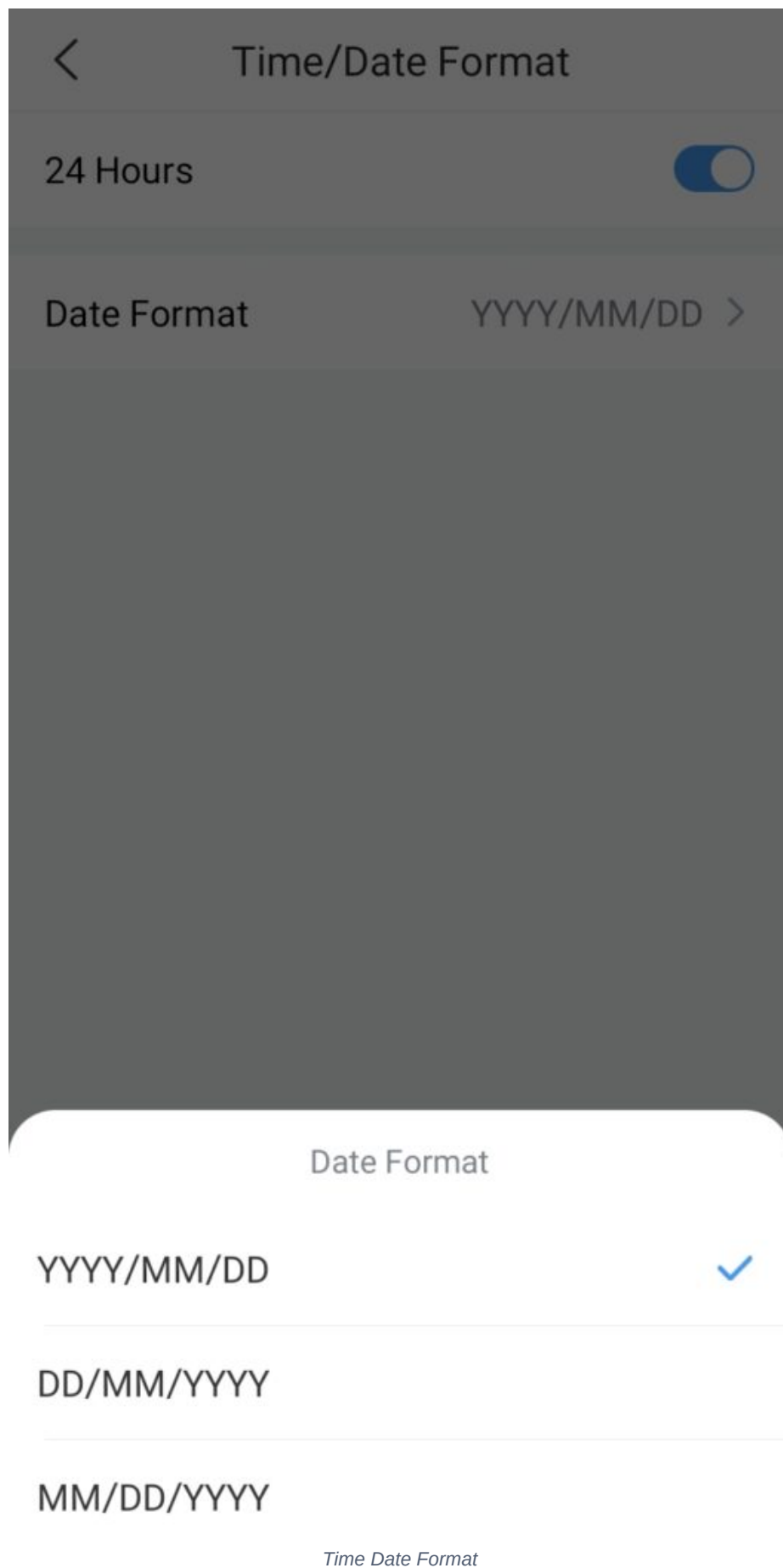
Spanish (Latin America)

Multi Languages

The languages supported are: English, Simplified Chinese, French, Spanish (Latin America), Spanish (Spain), Italian, Greek, Arabic, Russian, German, Polish, Portuguese and Vietnamese, Thai, Czech, Turkish, Hebrew, Dutch, and Slovenian.

### **Time and Date Format**

The users can select the Time/Date format as shown in the screenshot below:



### Contact Name Display

This setting controls how contact names are displayed and sorted in the contacts list. The options include:

- **Automatic:** Contacts are sorted by First Name and Last Name. However, if a contact's name contains Chinese, Japanese, or Korean characters, the sorting automatically switches to Last Name, First Name to better suit those languages.
- **Last Name, First Name:** Contacts are always displayed and sorted by **Last Name, First Name**, regardless of language.
- **First Name, Last Name:** Contacts are always displayed and sorted by **First Name, Last Name**, regardless of language.

11:36



## Display

Appearance

Follow System >

Language Settings

System Language >

24 Hours



Date Format

YYYY/MM/DD >

### Contact Name Display Order

If using Auto, contacts will be sorted by "first name, last name" by default. If a contact's last name contains Chinese, Japanese or Korean characters, they will be sorted by "last name, first name".

First, Last >

Direct to Chat Location

Top >

Automatic

Last Name, First Name

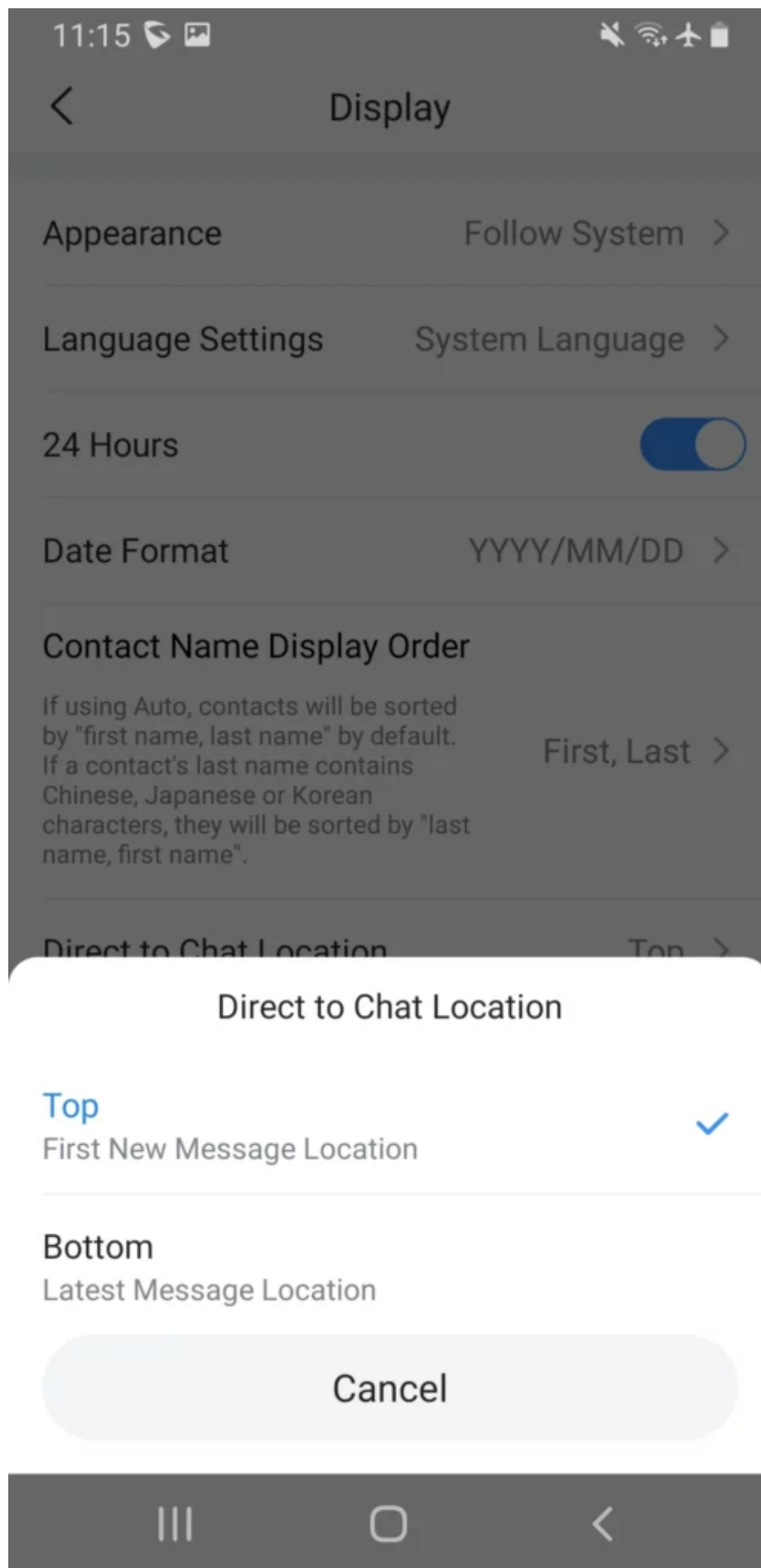
First Name, Last Name



## Direct to Chat Location

The user can determine where the chat window opens when they enter a chat session:

- **Top:** Opens the chat at the first unread message, allowing you to read from the beginning of new content.
- **Bottom:** Opens the chat at the most recent message, showing the latest conversation immediately.



Direct to Chat Location

# Notification and Ringtone

- Enable or disable notifications by using the toggle "**Allow Notification**". If you slide the toggle to the left, all the notifications will be suppressed.
- To customize the notifications settings, please tap on **Message Notification Settings** and then tailor the notification behavior based on your needs, then choose to play a sound or vibrate when a notification is received.
- Tap on **Vibration** to customize which notifications will trigger vibration.

11:28  

<

Notifications & Ringtone Settings

Allow Notification



Message Notification Settings

>

Includes notifications for chat messages, voicemail, missed calls, and meeting notifications

Vibration

>

- Notifications Ringtone Settings
- Wave mobile offers 6 ringtones to choose from when receiving calls. When Wave is running in the background, and a call has been received, Wave will use the system's default ringtone.





## Notifications &amp; Ringtone Settings

Allow Notification



Message Notification Settings



Includes notifications for chat messages, voicemail, missed calls, and meeting notifications

Vibration



Ringtone



Default Ringtone

Use System Ringtone

Atria

Ganymede

Luna

Phobos

Umbriel

Custom Ringtone

*Ringtone*

- **"Block Notification When Active on Desktop"**: If the Wave Desktop device is inactive for more than 5 minutes, push notifications to Wave Mobile will resume. Default is disabled.

## Calls and Meetings

- **Call Waiting**: If enabled, new incoming calls can be received during calls. Default is enabled.

- **Call Waiting Tone:** If enabled, play a tone for call waiting. Default is enabled.
- **Echo Cancellation:** If enabled, improve the audio quality using echo cancellation. Default is enabled.
- **Noise Suppression:** If enabled, suppress the noise during calls. Default is disabled.
- **Automatic Noise Reduction (AI):** When enabled, the application uses AI-powered algorithms to detect and reduce background noise in real time during calls.
- **Auto Turn on Camera While Joining Meeting:** When enabled, the mobile device's camera will automatically turn on as soon as the user joins a meeting, without requiring manual activation. This allows participants to appear on video immediately upon joining.
- **Safe Driving Mode:** If enabled, the camera and microphone will not be turned on automatically during Wave meetings. Users may enable them manually. Default is enabled.
- **Car/Bluetooth Support:** Answer and end calls with your Bluetooth headset or from your car. Not all devices support this feature. If unsupported, or if the current device is in an active call, Wave calls may not be able to be controlled by the Bluetooth device. Default is enabled.
- **Audio Subsystem API:** Using different audio APIs, the sound effects will be different.
  - **OpenSL** (the older and most widely used API)
  - **AAudio** (Widely used API started from Android 8.0+)

## Dial Settings

### Dial Plan Rules

Wave mobile support dial plan, which can be configured and taken into consideration when numbers are dialed through Wave.



Dial Plan Rules



Dial Plan Settings

{x+|\+x+|\*x+|\*xx\*x+|x+\*x+\*x+\*x+|x+\*x+\*x+\*x+#x+} &gt;

Ignore Dial Plan



If enabled, dial plan rules will be ignored when making outgoing calls.

#### Dial Plan Rules

Toggle "**Dial Plans Rules**" so Wave starts taking the dial plan settings into consideration.

If "**Ignore Dial Plan**" is toggled on, Wave will ignore the dial plan settings.

Set the dial plan rules grammar for the number dialed. You can either enable the dial plan to have Wave take it into consideration or ignore it completely when dialing numbers.

Here are the valid values:

**1, 2, 3, 4, 5, 6, 7, 8, 9, 0, \*, #, T,+, A-Z, a-z**

Dial Plan rules:

- **xx** - Any 2-digit number
- **xx+** - At least 2-digit number
- **xx.** - At least 1-digit number
- **xx?** - 1-digit or 2-digit number
- **^** - Reject
- **T** - Delay call after matching
- **|** - Or
- **+** - Add + to the number
- **[3-5]** - Dial the number 3, 4, or 5
- **[147]** - Dial the number 1, 4, or 7
- **<2=011>** - When the dial number is 2, it is replaced with 011
- Set **\{x+l\}** - All digital numbers to make outgoing calls
- **" +character"** - It indicates a fixed character.  
**Note:** it does not need to be added in front of \* and #, and it cannot be added in front of T^,; and |
- Set **\{X+l\}** Allow all 0-9, A-Z, a-z inputs with at least one character

#### Examples:

- **Example 1:** {[369]11 | 1617xxxxxx} - Allow 311, 611, 911, any 10-digit call that starts with 1617 to make the outgoing calls.
- **Example 2:** {^1900x+ | <=1617>xxxxxxx} - It will refuse to dial numbers starting with 1900, and add the prefix 1617 when dialing any 7-digit number
- **Example 3:** \{ax+l\} - It will dial a number starting with a and followed by at least 1-digit

#### Dial Tone

Choose to enable or disable Dial Tone. Default is enabled.

This will affect the dial pad on the calls page.



## Settings

Audio Subsystem API

AAudio >

Using different audio APIs, the sound effects will be different.

Dial Settings

Dial Plan Rules

Disable >

Dial Tone



This will only affect the dial pad on the Calls page.

Use system default dialer for emergency calls



Contacts Sort Order

First, Last >

E2EE Chat Settings



In an end-to-end encrypted (E2EE) chat, only the two involved parties can read the messages.

Multi-languages



Time/Date Format



*Dial Tone*

### Use System Default Dialler for Emergency Calls

If enabled, emergency calls will use the default dialer to initiate the call even if the number is dialed on Wave.

Default is enabled.

<

Settings

Audio Subsystem API

AAudio >

Using different audio APIs, the sound effects will be different.

Dial Settings

Dial Plan Rules

Disable >

Dial Tone

☒

This will only affect the dial pad on the Calls page.

Use system default dialer for emergency calls

☒

Contacts Sort Order

First, Last >

E2EE Chat Settings

>

In an end-to-end encrypted (E2EE) chat, only the two involved parties can read the messages.

Multi-languages

>

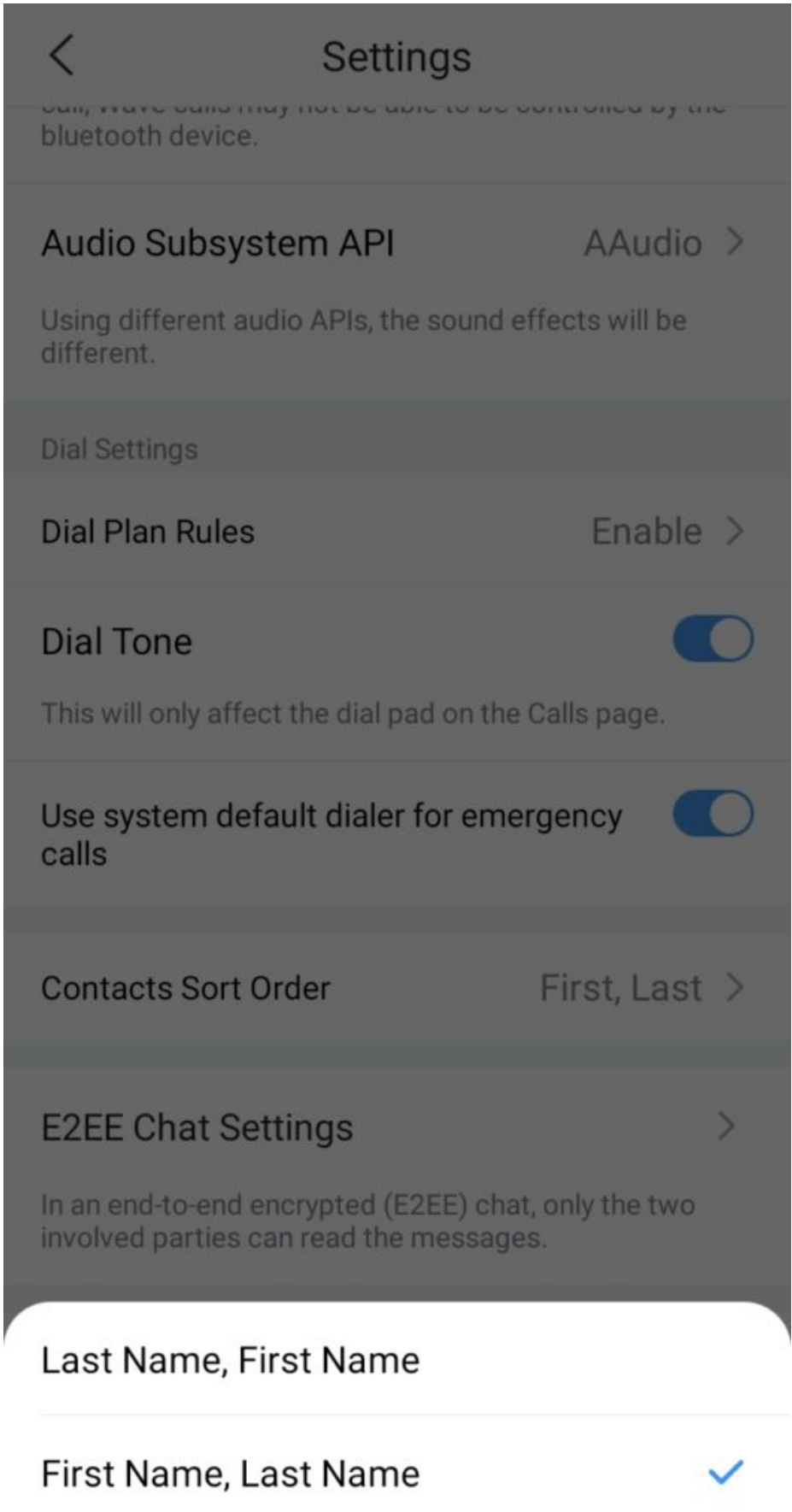
Time/Date Format

>

Use System Default Dialler for Emergency Calls

Contacts Sort Order

Select the sorting order for the contacts: "Last Name, First Name" or "First Name, Last Name".



Contacts Sort Order

E2EE Chat Settings

In an end-to-end encrypted (E2EE) chat, only the two involved parties can read the messages.

<

Settings

Audio Subsystem API

AAudio >

Using different audio APIs, the sound effects will be different.

Dial Settings

Dial Plan Rules

Disable >

Dial Tone

This will only affect the dial pad on the Calls page.

Use system default dialer for emergency calls

Contacts Sort Order

First, Last >

E2EE Chat Settings

>

In an end-to-end encrypted (E2EE) chat, only the two involved parties can read the messages.

Multi-languages

>

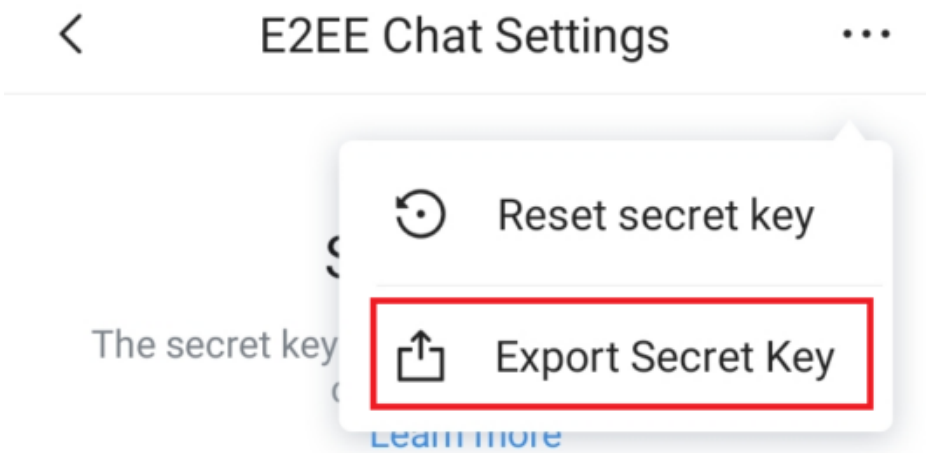
Time/Date Format

>



**Export a Secret Key**

Wave allows exporting the privacy key. To do that, go to **E2EE Chat Settings** under **Settings**. Then tap on the three dots on the top right corner of the screen, then select **Export secret key**.



The secret key is up-to-date.

Add previous secret key

[Previous secret key instructions](#)

### *Export Secret Key*

Then you can select to send it to yourself or to another contact on Wave, or to an email address.

### **Sync Secret Key**

To synchronize a previous end-to-end encryption key, the user can either upload it to the application or scan the QR code generated by the Wave mobile application. To do that, please tap on the profile picture of your Wave account, then go to **Settings**, then tap **E2EE Chat Settings**.

Then tap the **Sync Secret Key** button



## Secret Key

The secret key is used to encrypt end-to-end chat messages.

[Learn more](#)



Your secret key has been updated on another client. Please sync or reset it.

Sync secret key

[View Instructions](#)

*Sync Secret Key*

Choose to add the previous key secret either by **Scanning QR code** or **By Uploading file**.



### Secret Key

The secret key is used to encrypt end-to-end chat messages.

[Learn more](#)



### Sync secret key

Sync the latest secret key from another client to send E2EE messages.

[View Instructions](#)

By Scanning QR Code

By Uploading File

Cancel

*Scan QR Code*

### Reset the Secret Key

The user can choose to reset to a new secret key by choosing **Reset secret key** from the E2EE settings

Reset secret key

Export Secret Key

The secret key is up-to-date.

[Learn more](#)



The secret key is up-to-date.

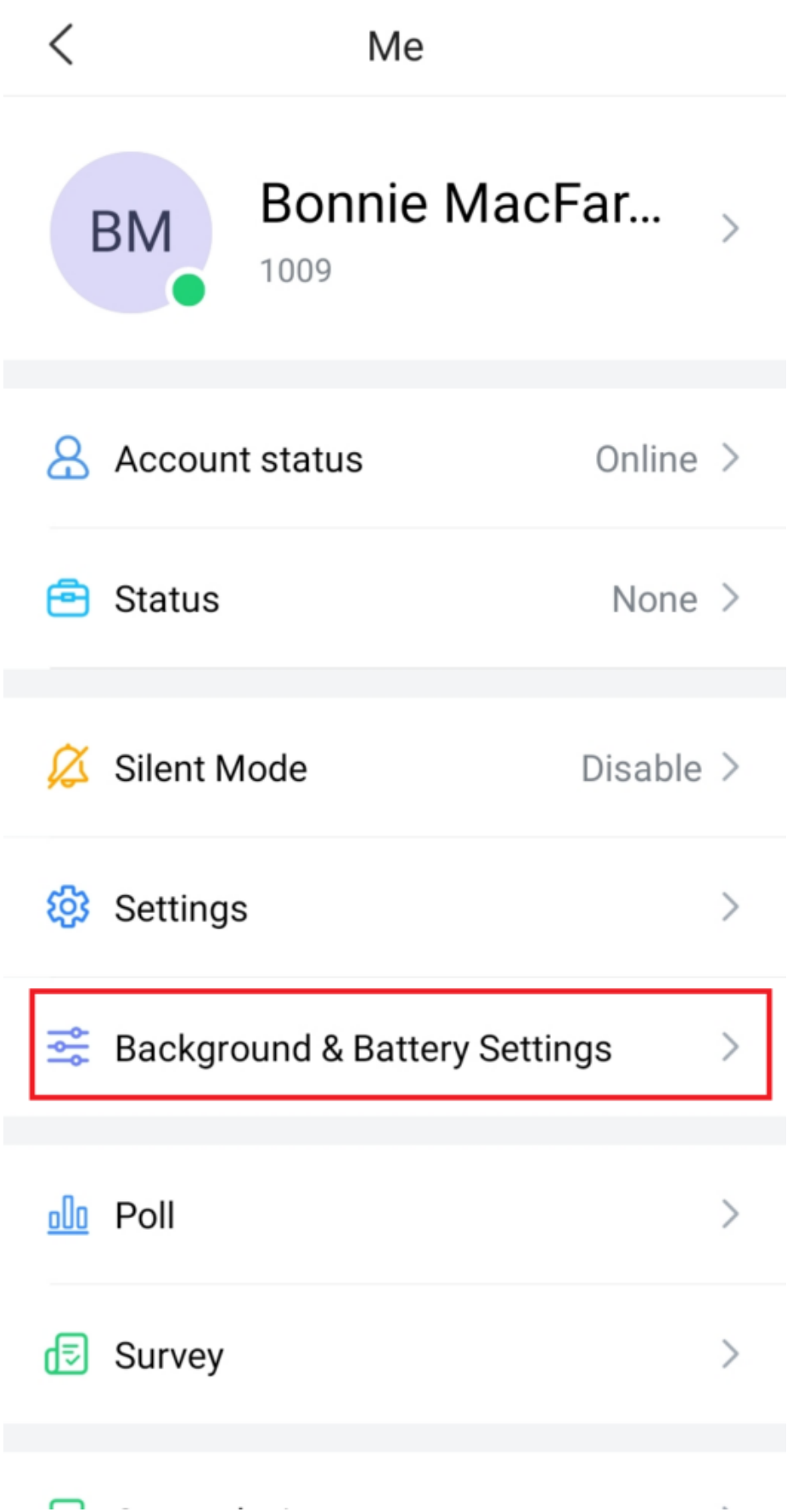
Add previous secret key

[Previous secret key instructions](#)

[Reset Secret Key](#)

# Background and Battery Settings

**Background and Battery Settings** allow you to control the behavior of the Wave application in the background. This affects notifying the user when a call or a new message is received.



## < Background & Battery Settings

### Background Mode



If you are experiencing issues with receiving incoming call/message notifications, it is recommended to enable Background Mode.

### Disable Battery Usage Optimization



Allows Wave to have unrestricted battery usage. Otherwise, the system will stop Wave from running in the background, resulting in delayed or unreceived Wave notifications.

### Enable Background Data



Allows Wave to have unrestricted mobile data usage. Otherwise, the system may restrict Wave's network traffic and prevent receiving notifications.

|                                    |                                                                                                                                                                                                                                                                                |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Background Mode                    | When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running at background. It is recommended to enable this if issues are experienced with message notifications and receiving incoming calls. |
| Disable Battery Usage Optimization | This allows Wave to use the battery in the background. If this option is disabled, issues like not receiving notifications and incoming calls might not be received.                                                                                                           |
| Enable Background Data             | Enable this option to allow Wave to use data in the background. Disabling this will prevent any messages or calls to be delivered when Wave is on the background.                                                                                                              |

If the background mode is disabled, the user may miss some calls/messages/notifications when the application is running at background. If the "Ignore power-saving optimization" option is selected, it may shorten the battery life.

## Poll

This page allows you to view the ongoing polls, add a new poll, or stop a poll.



<

Me

×

Poll

All

▼

Publish Time: 08/23 12:46

Ongoing



Poll Subject

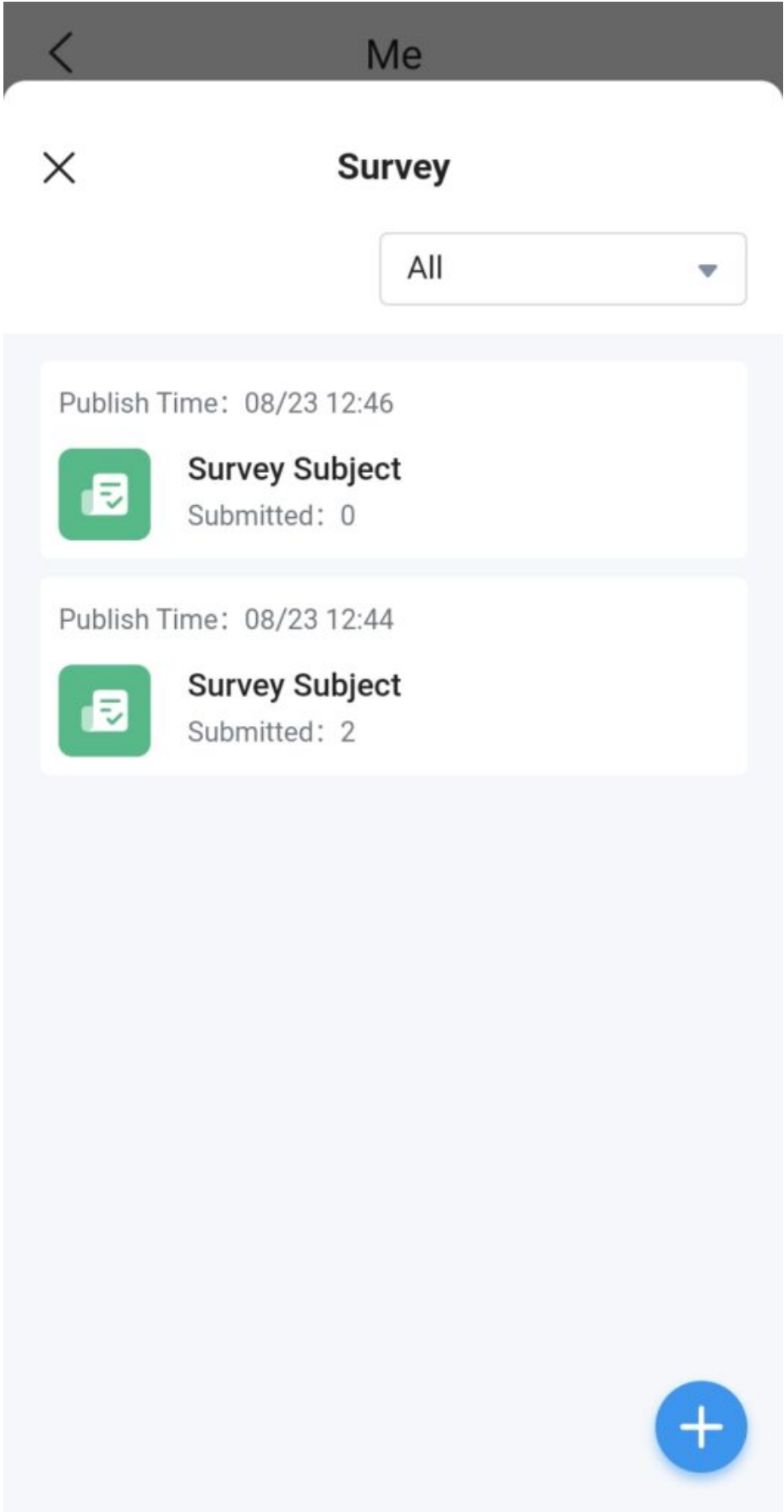
Number of voters: 2

+

Poll

# Survey

This page allows you to view the ongoing surveys, add a new survey, or stop a survey.



## **Virtual Programmable Keys**

Virtual Programmable Keys on the Wave mobile application allow creating different virtual keys which offer shortcuts to certain functionalities such as Speed Dial, Busy Lamp Field, Intercom, Call Park, or Feature Codes.

To configure a certain VPK, please follow the steps in the figures below.

On your profile, please tap VPK, then enable the VPK Panel. Once enabled, a VPK tab will appear at the bottom right of the UI of Wave. Tap the VPK tab to access the VPK configuration page.



Silent Mode

Disable >



Settings



Background & Battery Settings



Poll



Survey



VPK

Disabled >



Smart device



Help and feedback



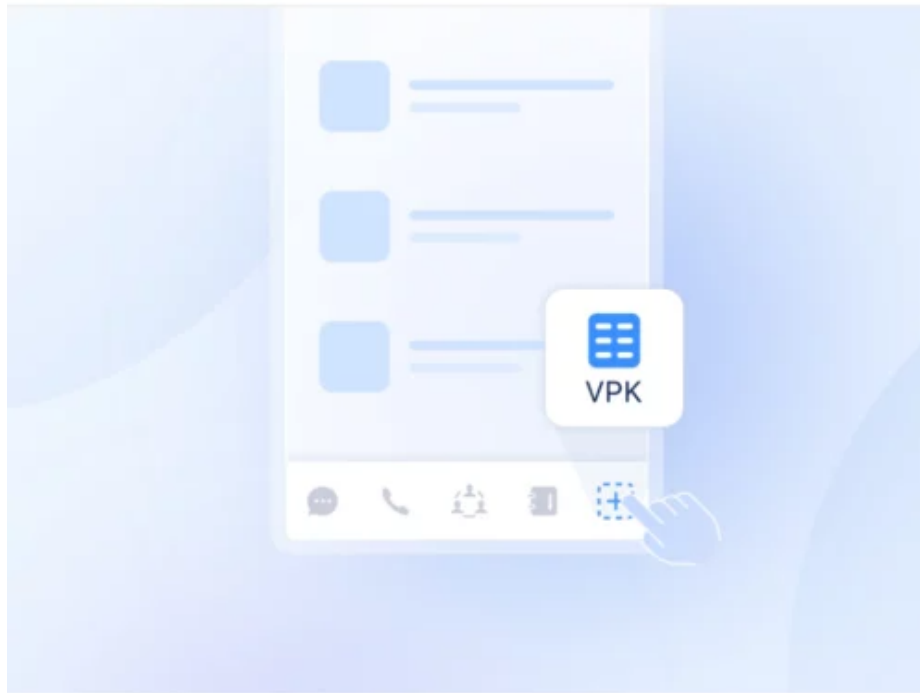
Diagnosis



Integrate Wave SDK



## < Virtual Programmable Keys (VPK)



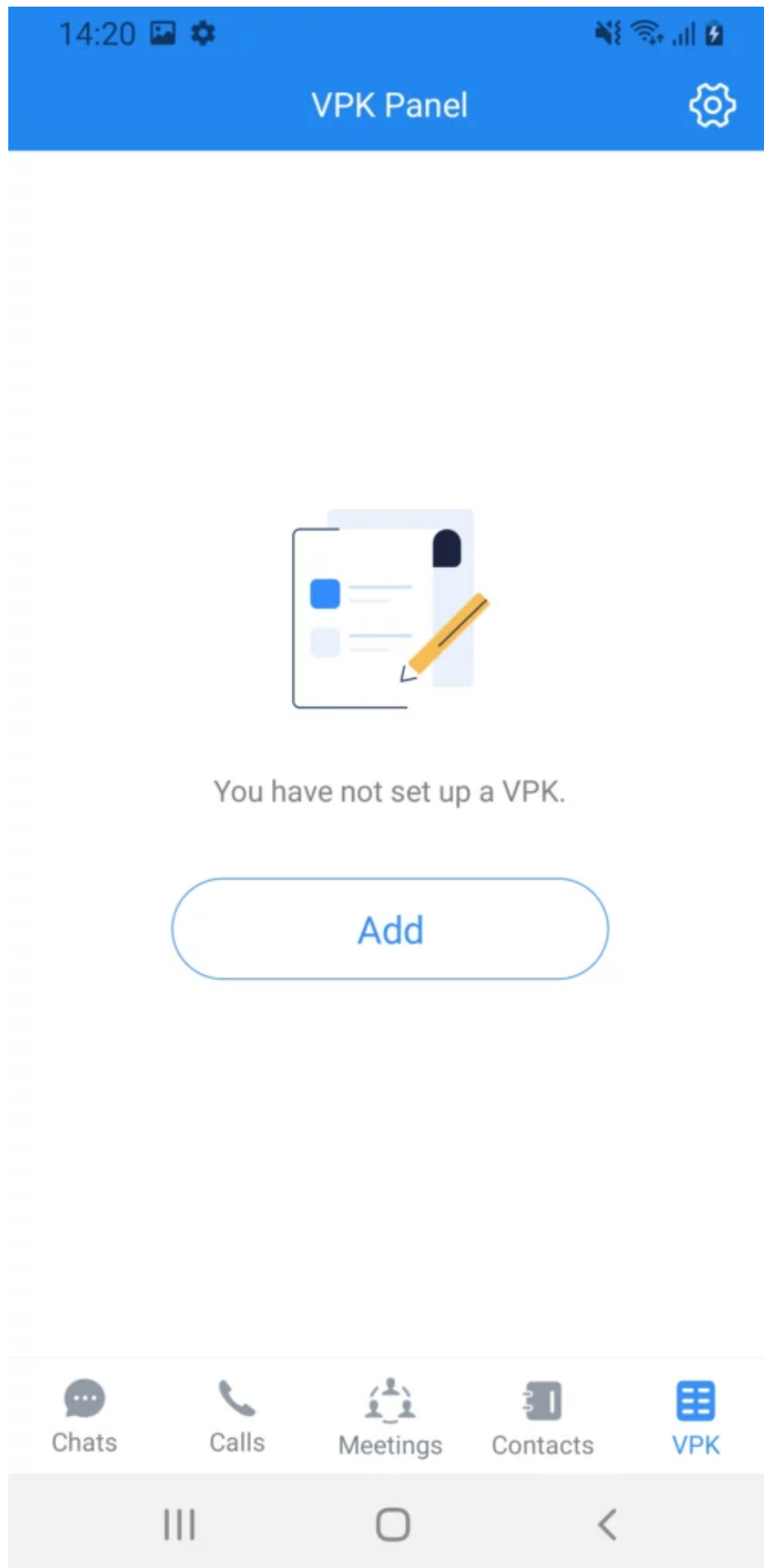
### VPK Panel



If enabled, a new VPK tab will be added to the bottom of the app where you can set up virtual programmable keys for operations like speed dialing, BLF monitoring, call parking, etc.

 [User Manual](#)





Choose the VPK, then configure the settings for the specific VPK. Once configured correctly, as shown in the third screenshot.

14:21

VPK Panel



Add VPK

Done

VPK 1

Speed Dial

Number

Display Name (Optional)

 Add

 Speed Dial

 Busy Lamp Field (BLF)



BLF Group

 Intercom



Call Park



Enable Feature Codes







VPK Type

14:22

VPK Panel

Add VPK

Done

VPK 1

Speed Dial

1001

Abigail Stevens

Add

<

Stevens

Steven

1

2

3

4

5

6

7

8

9

0

a

z

e

r

t

y

u

i

o

p

q

s

d

f

g

h

j

k

l

m

w

x

c

v

b

n

!#1

,

Français (FR)

.

Done

Add VPK



## VPK Panel



Abigail Stevens

1001



Abigail Stevens

1001



Parking Lot 5

705



Record Call

\*1



Chats



Calls



Meetings



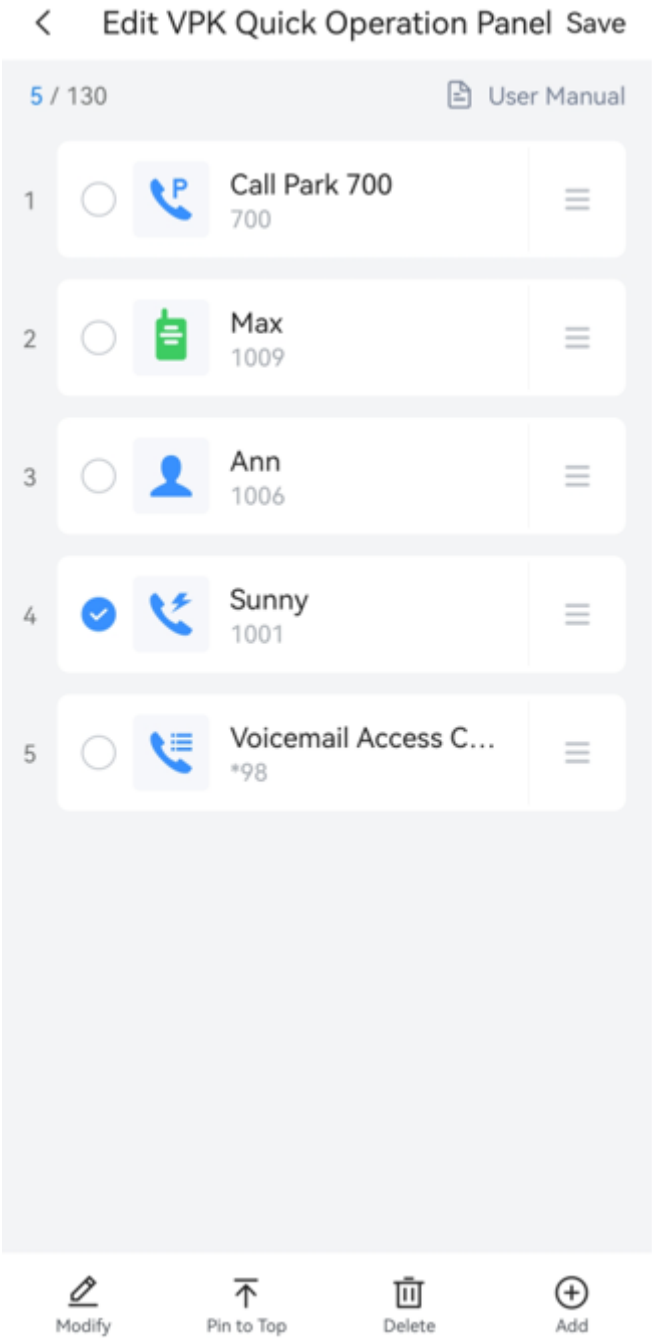
Contacts



VPK



To edit virtual programmable keys, tap the  button.



Edit Virtual Programmable Keys

You can edit, delete, pin to top, add, or rearrange the order of the VPKs.

The following table outlines all the types of virtual programmable keys that can be created with their different state.

| VPK Mode              | Description                                                                                                      | Icon                                                                                 | State            |
|-----------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------|
| Speed Dial            | Speed Dial mode allows to set a key for one touch dialing; configured number will be dialed once VPK is pressed. |  | No state changes |
| Busy Lamp Field (BLF) | Busy Lamp Field (BLF) mode allows to monitor status (available, ringing, busy) of an extension.                  |  | Online           |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                        |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------|
| Busy Lamp Field (BLF) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Icon flashing, ringing |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Busy                   |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Offline                |
| Call Park             | <p>This feature allows to park/pick up the call, and can be also used to monitor parking lots via VPK button's LED. If the Value field is set with a parking lot (e.g. 701, 702, ...), the VPK will be used to monitor call parking; the phone will send a SUBSCRIBE to monitor the configured parking lot and park/retrieve calls. If the Value field is set with a parking lot (e.g. 700, 600, ...), the VPK will not monitor call parking; and can only park calls, not retrieve them. Note: Please go to UCM first to enable the configuration "Use Parking Slot as Extension".</p> |    | Available              |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Icon flashing, Busy    |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Offline                |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    | Not monitored status   |
| Intercom              | Allows to set a VPK as intercom button to a specific destination with auto-answer instruction.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   | No state changes       |
| Eventlist BLF         | <p>Eventlist BLF allows to monitor a list of extension similar to BLF, administrator needs to configure Eventlist BLF on UCM server side and provide Eventlist BLF URI on the Wave.</p>                                                                                                                                                                                                                                                                                                                                                                                                 |  | Online                 |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | Icon flashing, ringing |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | Busy                   |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | Offline                |
| Enable Feature Codes  | <div data-bbox="549 1592 707 1789"> <input type="text" value="Service Code"/> <ul style="list-style-type: none"> <li>*98: Voicemail Access ...</li> <li>*97: My Voicemail</li> <li>*83: Agent Pause</li> <li>*84: Agent Unpause</li> <li>***: Pickup on Ringing ...</li> <li>*8: Pickup Extension</li> </ul> </div> <p>Allows you to select a Feature Code. The administrator needs to enable the corresponding Feature Codes on the UCM server.</p>                                                                                                                                    |  | No state changes       |

**Smart Device**

This page allows adding/viewing GDS Door Systems and monitoring Grandstream Surveillance cameras.

<

Smart device



Door system

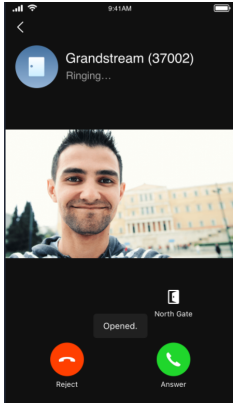


Monitor

## Door System

The user can click the "+" button to add a door system to the Wave application and configure the relevant parameters, as the screenshot shows on the right side: The user can add multiple door systems in the Wave application. The user can also call the door system and view the door system details.

- The user can add up to 10 door systems in each Wave account.
- This function is only supported by Grandstream GDS Door System products.

|                                                                                                                                                                             |                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>When the door system has been configured, the Wave user will receive an incoming call once someone rings the door system, as the screenshot shows on the right side:</p> | <div data-bbox="1019 566 1252 967"></div> <p>A person smiling for the camera Description automatically generated with medium confidence</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

*Incoming Call from Door System*

## Help and Feedback

Users can go to the settings menu and click "**Help and Feedback**" to display the, What's New, help, feedback, and exporting logs menu.



## Help and feedback

What's New



User Guide



Help



Feedback



Collect Logs



Export Logs



Android System Settings

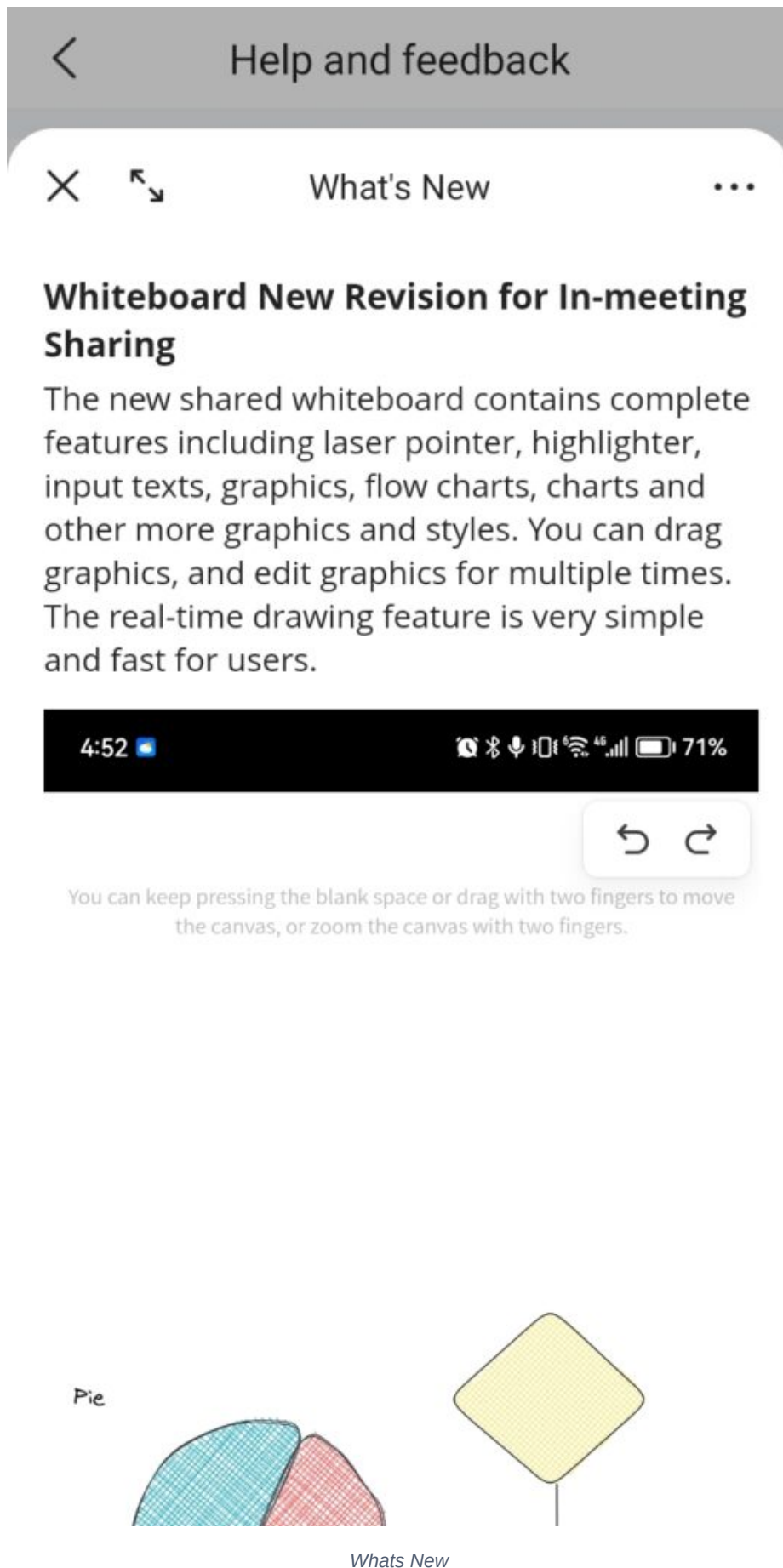


View Wave's notification, permission, and other settings on Android

*Help and Feedback*

### What's New

A pop-up window will display the new features introduced in the current version.



## User Guide

If the user has any questions while using the Wave application, the user can click the "User Guide" option to

go to the official website of Grandstream and view the user guide for the Wave application.

## **Feedback**

If the user encounters any problems with the Wave application or the user wants to share any suggestions about the Wave application, the user can click the "Feedback" option to connect to the Grandstream Feedback System. It allows users to share feedback, and we can collect questions/suggestions from users, so that we can provide better user experiences.





## Feedback

### \* Questions & Suggestions

Please enter your question or suggestion



Support JPEG, JPG, PNG images.

0/5

### Upload System Log

Upload the system log at the same time, so as to better locate the problem

☐

### Feedback Category

Select



### \* Contact Email Address

Submit

Feedback Interface

## **Collect and Export Logs**

Users can enable "Collect Logs" to attach them when submitting feedback.

Users can go to the settings interface and click the "Export Logs" option to export the application logs. If the user encounters any issues with the Wave application, the user can export the logs and save them. The exported logs can help users to troubleshoot issues so that we can offer users better user experiences.

## **Diagnosis**

When you encounter an issue using the Wave mobile application, it is highly recommended to run the diagnosis tools built into Wave to identify the cause of the issue. The diagnosis tools offered in Wave include permission verification, notification verification, and network testing.

1. To perform a diagnosis, please tap on your account profile on the top left corner, then select "Diagnosis" from the list.

3:05



Me



1001  
1001



Account status

Online >



Status

None >



Silent Mode

Disable >



Settings



Background & Battery Settings



Poll



Survey



Smart device



Help and feedback



Diagnosis



Integrate Wave SDK



UCM Remote Connect



About



Log out

Wave Profile

2. Then click on **"Start Diagnosis"**



Please do not leave this page during diagnosis

### Detection by System

#### Permission

- Check Wave Permission Settings on Your Device

#### Notification

- Check Wave Notification Settings
- Check Push Notification Service
- Check Notification Settings on Your Device

#### Network

- Check Connection Status between Wave and UCM SIP Server

Start Diagnosis

*Diagnosis*

3. When the diagnosis ends, the results will be displayed. See the example below.

**Detection by System****Permission**

- ✓ Check Wave Permission Settings on Your Device

**Notification**

- ✓ Check Wave Notification Settings
- ✓ Check Push Notification Service  
Registered successfully. Push notifications will be sent by Google.
- ✓ Check Notification Settings on Your Device

**Network**

- ✓ Check Connection Status between Wave and UCM SIP Server



Healthy diagnosis  
**Diagnosis complete. No issues found!**

Still encountering issues?

[Report an Issue](#) [User Guide](#)

Diagnose Again

*Diagnosis Results*

## Integrate Wave

Users can learn about the available Add-in API and SDK for further development to integrate Wave with other platforms. When clicked, the user will be redirected to the corresponding instruction guide.

- Add-in Development Instructions
- SDK Development Instructions

## UCM Remote Connection

Users can learn more about UCM RemoteConnect services by accessing this menu.

The users will be redirected to the UCMRC website: <https://ucmrc.gdms.cloud/home>

### About

- Users can go to the settings interface and click "**About**" to get more details about the Wave application.
- Display the current version of the Wave application.
- If there is an updated application version, the user can click "**Update Version**" to upgrade the application.
- The user can click on "**Privacy Agreement**" to view the privacy terms of the Wave application.
- The user can click on "**Learn more about Wave**" to be directed to the Grandstream Official website to view the Wave application user manual.



# Wave

Version 1.0.23.10

Check for Update >

---

More version >

---

Privacy Agreement >

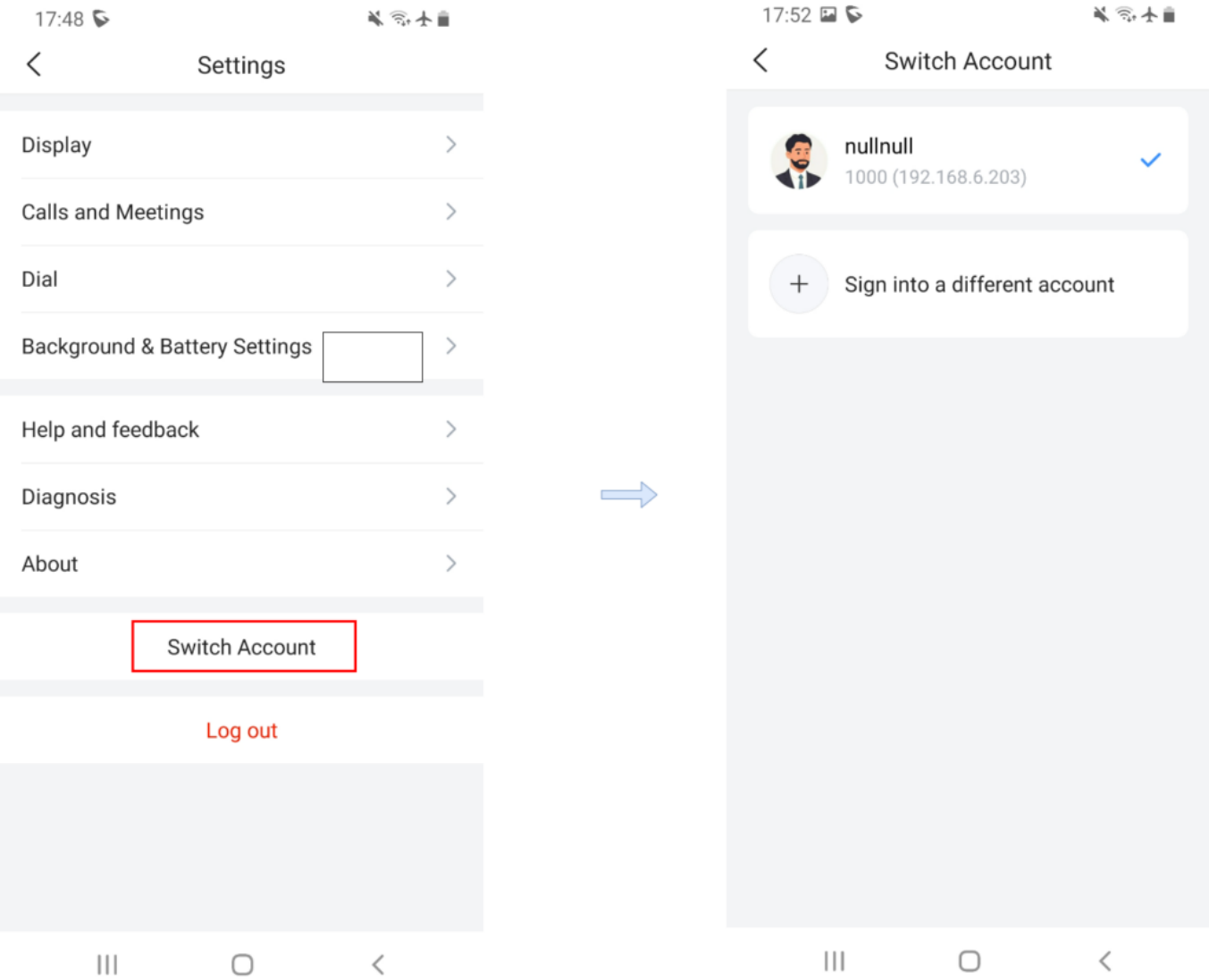
---

Learn more about Wave >

---

## Switch Account

Users can switch between different accounts configured on the Wave mobile application. When clicking on Switch Account, a list of already added accounts will be displayed. The user can then select the account to be accessed.



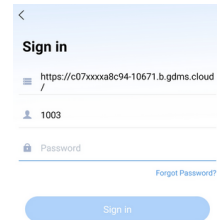
## Log out

Users can click "**Log out**" to jump to the login interface and log in again.

## RESET ACCOUNT PASSWORD

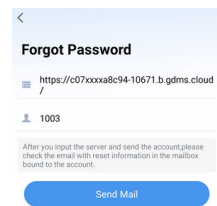


Users can reset their Account password in case it is forgotten by clicking on Forgot Password? On the Sign in page like shown in the figure below:

A screenshot of a mobile application's 'Sign in' screen. At the top, there's a back arrow and the title 'Sign in'. Below the title, there's a server address field containing 'https://c07xxxxa8c94-10671.b.gdms.cloud/'. Underneath is an account ID field with '1003'. A password field is labeled 'Password' and has a 'Forgot Password?' link to its right. At the bottom, there is a blue 'Sign in' button.

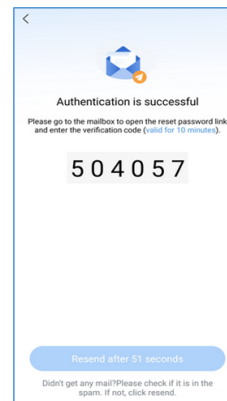
#### Forgot Password Option

Once clicking on Forgot Password, the user will need to click on Send Mail button in order to receive an email to reset the password.

A screenshot of a mobile application's 'Forgot Password' screen. It has a back arrow and the title 'Forgot Password'. The server address field shows 'https://c07xxxxa8c94-10671.b.gdms.cloud/'. The account ID field shows '1003'. Below these fields, there is a small text block: 'After you input the server and send the account, please check the email with reset information in the mailbox bound to the account.' At the bottom, there is a blue 'Send Mail' button.

#### Send Mail to reset Password

After clicking on "Send Mail" button, a verification code will be provided. Note: An email address should be previously configured under the extension on the UCM630x

A screenshot of a mobile application's verification screen. At the top, there's a back arrow and an envelope icon. The title is 'Authentication is successful'. Below the title, there's a message: 'Please go to the mailbox to open the reset password link and enter the verification code (valid for 10 minutes)'. In the center, the verification code '504057' is displayed in large digits. At the bottom, there is a blue button that says 'Resend after 51 seconds'. Below the button, there is a small text block: 'Didn't get any mail? Please check if it is in the spam. If not, click resend.'

#### Verification Code

The user will need to go to the mailbox to open the reset password link, enter the provided Verification code, and the new desired password.

## Reset Password

 Verification Code

 Enter New Password

 Re-enter New Password

Reset Password

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*Reset Password Page*

Resetting the Account password on the Wave application will result in changing the user portal password; the new user portal password will need to be used afterwards.

## FREQUENTLY ASKED QUESTIONS

**Q: My account is unable to register. What should I do?**

**A:** Please check the following:

**- Network connection:**

Please check whether the device is connected to a Wi-Fi, 2G, 3G, 4G, or 5G network properly.

**- Server Address:**

Please check whether the server address is entered correctly. Wave uses the web access address, not the SIP server address. The server address should be the web access address, not the SIP server address.

For an internal server address using an IP address (IPv4 or IPv6), a port number is required. For the external server address (domain name), please confirm whether the port number is required. If the external server address contains a port number, the port number must be entered. Otherwise, there is no need to enter the port number.

**- Extension and Password:**

Check whether the extension number and the user password are correct.

**Q: Why do I see contacts from my phone in the Wave app?**

**A:** When using Wave for the first time, users will be prompted to allow or deny permission to access contacts. If allowed, the phone's contacts will be displayed in Wave. To change this, go to your device's app settings and change the Permissions for the Wave app.

**Q: Why does my device not display any notifications from Wave?**

**A:** Please confirm that notifications for the Wave app are enabled on your device. If enabled, the status bar will display account registration status. (This display may vary on different brands or systems of mobile devices.)

## CHANGE LOG

This section documents significant changes from previous versions of the user manuals for the Wave mobile app. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

### Version 1.0.35.7 (Android™)/ 1.35.7 (iOS™)

- Added Wave Login via SAML SSO / Windows AD / Google Workspace [[Signing In Using Microsoft Account](#)] [[Log In With Google Workspace](#)] [[Log In With Windows\(R\) AD](#)] [[Log In With SAML SSO](#)]
- Added Call/Meeting Transcription and Summary [[Call/Meeting Transcription and Summary](#)]
- Added Transcription Support for Transferred Calls [[Transcription for Transferred Calls](#)]
- Added Transcription Support for Parked Calls [[Transcription for Parked Calls](#)]
- Added Transcription Support for Follow Me Calls [[Transcription for Follow Me Calls](#)]
- Added Voicemail Transcription [[Voicemail Transcription](#)]
- Added Call/Meeting Recording Transcription and Summary [[Call/Meeting Transcription and Summary](#)]
- Added Multiple Recording File Transcription [[Multiple Recording File Transcription](#)]
- Added Speaker Identification for Transcriptions [[Speaker Identification](#)]
- Added Real-Time Transcription Translation [[Real-Time Transcription Translation](#)]
- Added UCM Call Tags [[Call Tags](#)]
- Added Call Notes [[Call Notes](#)]
- Added Call History Search [[Call History Search](#)]
- Added Message Deletion Period Support [[Message Deletion Period](#)]
- Added Incoming WhatsApp Call Support [[WhatsApp Calling](#)]
- Added Automatic Clearing of Chat Images and Files [[Automatic Clearing of Chat Images and Files](#)]

### Version 1.0.33.8 (Android™)/ 1.33.8 (iOS™)

- Added support for scheduled messages. [[Scheduled Message](#)]
- Improved global search functionality. [[General Search](#)]
- Added support for matching contacts and numbers from the last 50 call logs. [[Making a Call](#)]
- Added a restriction for screen capture and recording actions. [[Screen Capture and Recording Restriction](#)]
- Updated screen sharing behavior when Screen Capture and Recording restriction is enabled. [[Screen Sharing](#)]

### Version 1.0.31.5 (Android™)/ 1.31.5 (iOS™)

- Added support for switching between accounts. [[Switch Account](#)]
- Added support for Email as an option for multi-factor authentication. [[Email Authentication](#)]
- Added support for hiding recording status. [[Recording status](#)]

### Version 1.0.29.5 (Android™)/ 1.29.1 (iOS™)

- Added support for login using a Microsoft account. [[Signing In Using Microsoft Account](#)][[Feature Highlights](#)]
- Added support for stopping recurring scheduled meetings. [[Schedule Meeting](#)]
- Added support for enabling the Join/Leave prompt tone for meetings. [[Schedule Meeting](#)]
- Added support for restarting previous meetings. [[Restart Meeting](#)]

- Added Automatic Noise Reduction (AI) mode. [[Calls and Meetings](#)]
- Added an option to automatically enable the camera when joining meetings. [[Calls and Meetings](#)]
- Added support for app appearance settings. [[Appearance](#)]
- Added an option to set the chat window position when opening chats. [[Direct to Chat Location](#)]
- Added support for Simultaneous Login with Same Client Type. [[Multi-clients Simultaneous Login](#)]
- Added support for displaying personal chats as independent chat modules. [[Personal Chat Link](#)]
- Added clickable message replies to jump to the original message. [[Instant Messaging](#)]
- Added display of responder names with emoji reactions. [[Instant Messaging](#)]
- Added "Select the following information" option. [[Message Forwarding](#)]
- Added display of answering party's name and number in Call History for call queues and ring groups. [[Call History](#)]

#### **Version 1.0.27.18 (AndroidTM)/ 1.27.25 (iOSTM)**

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

#### **Version 1.0.27.9 (AndroidTM)/ 1.27.11 (iOSTM)**

- Added support for voice assistant to initiate a call [[Making a Call](#)]
- Added support for logging-in using biometrics [[Signing in using Biometrics](#)]
- Added support for Personal Chat Link [[Personal Chat Link](#)]
- Added support for setting a reminder for a message [[Set a Reminder for a Message](#)]
- Added support for Virtual Programmable Keys [[Virtual Programmable Keys](#)]
- Added support for rich text formatting [[Rich Text Formatting](#)]
- Added support for changing chat group avatar [[Group Chat](#)]
- Added support for login sessions management [[Login Device Management](#)]
- Added support for sending multiple files at once [[Send a File](#)]
- Added support for switching across multiple Bluetooth devices [[During a Call](#)]
- Added support for scheduling meetings every N days/weeks [[Schedule Meeting](#)]
- The voicemail group name will now be displayed under the voicemail [[Voicemail](#)]
- Added support for joining meetings using a mobile phone browser [[Join Meeting Via Link](#)]
- Added support for logging into your account from multiple mobile phones [[Login Device Management](#)]
- Added support for choosing the recurrence frequency of a scheduled meeting [[Schedule Meeting](#)]
- Improved support for the UCM HA environment
- Improved N-way conferencing process

#### **Version 1.0.25.17 (AndroidTM)/ 1.25.14 (iOSTM)**

- No major change

#### **Version 1.0.25.15 (AndroidTM)/ 1.25.11 (iOSTM)**

- Added Slovenian language

#### **Version 1.0.25.10 (AndroidTM)/ 1.25.9 (iOSTM)**

- Added support for replying to Live Chat calls and messages. [[Live Chat](#)]
- Added support for pinning messages and viewing pinned messages in chat groups. [[Pin Message](#)]
- Added support for saving messages. [[Save Message](#)]
- Added diagnostic tools. [[Diagnosis](#)]
- Added support for converting calls from multiple lines into an n-way conference. [[N-way Conference](#)]
- Added support for viewing who has seen a message in a group chat. [[Group Chat](#)]
- The user can now change the password directly on the Wave mobile application. [[Change Password](#)]

- Added more emojis.

#### **Version 1.0.23.14 (AndroidTM)/ 1.23.14 (iOSTM)**

- Added new language - Traditional Chinese

#### **Version 1.0.23.13 (AndroidTM) / 1.23.13 (iOSTM)**

- Added Dutch language.
- Updated Hebrew language display.

#### **Version 1.0.23.10 (AndroidTM) / 1.23.10 (iOSTM)**

- Whiteboard new revision for in-meeting sharing. [[Share](#)]
- Optimized Audio Call Interface. [[Using Wave App](#)]
- Supported Emergency Calls on Mobile Phones [[Dial Settings](#)]
- Display Current Speaker in Meetings. [[Display Current Speaker](#)]
- Receive Calls when receiving an Invitation. [Receive Calls when receiving an Invitation]
- Notification Assistant [[Notification Assistant](#)]
- Preview Links in Messages. [Preview Link]
- Added the following new settings: Call Waiting, Call Waiting Tone, Contacts Sort Order ("Last Name, First Name" or "First Name, Last Name"), etc. [[Calls and Messages](#)] [[Contacts Sort Order](#)]
- Added menu entrances: What's New, SDK Integration Development Instructions, and Add-in Integration Development Document. [[What's New](#)] [Integrate Wave]
- Added "Delete Chat" permission. [[Delete Message](#)]
- On the Meeting list, you can search for the recent 6 months of meeting history. The period will be counted by natural month. [[Meeting History](#)]

#### **Version 1.0.21.18 (AndroidTM) / 1.21.15 (iOSTM)**

- No major changes.

#### **Version 1.0.21.14 (AndroidTM) / 1.21.11 (iOSTM)**

- Added a silent mode feature. [[Silent Mode](#)]
- Added custom ringtone for Wave on Android. [Notifications and Ringtones Settings]
- Added related battery settings. [[Background and Battery Settings](#)]

#### **Version 1.0.21.8 (AndroidTM) / 1.21.8 (iOSTM)**

- Added Raise Hand feature. [[During the Meeting](#)]
- Users can now set dial plan rules in Wave Mobile. [[Dial Plan](#)]
- Users can now customize their ringtones by picking a ringtone from the list of ringtones (Currently supported on iOS only). [Ringtone]
- T9 contact name matching is now supported. [[Search Contacts](#)]
- Users can now delete specific chats or delete all the chats at once. [[Single Chat](#)]
- Meeting hosts can now specify the reason why a scheduled meeting was cancelled. [[Schedule Meeting](#)]
- The Wave mobile application indicates now when a message has been delivered and read. [[Single Chat](#)]
- Added Survey and Poll features. [[Create Poll/Survey](#)]
- Added support for importing phone contacts to Personal Contacts on Wave. [Import Contacts]

#### **Version 1.0.19.10 (AndroidTM) / 1.19.10 (iOSTM)**

- Safe-driving mode has been added. [[Safe Driving Mode](#)]
- Added zoom in and out when a screen is shared in a meeting has been added.
- Added support for call/meeting ending indicator tone.
- Added support for scheduling onsite meetings. [[Schedule Onsite Meeting](#)]

- Added support for canceling and editing upcoming scheduled meetings, or ending ongoing meetings. [[Onsite Meeting](#)]
- Added support for forwarding multiple messages in one message, or separately. [[Message Forwarding](#)]
- Added support for displaying the local time in the contact's messaging window. [[Contact Local Time](#)]
- Added support for rotating, forwarding, and downloading images exchanged in the Wave mobile application. Note: Forwarded images will not retain the rotation. [[View an Image](#)]
- Added support for blocking Push notifications on the Wave mobile app when the user is logged into the Wave desktop. [Notifications]
- Added support for end-to-end encryption [[End-to-end encryption](#)]
- Added support for Personal Contacts
- Added an indicating tone once the call is ended or when exiting the meeting

#### **Version 1.0.17.6 (AndroidTM) / 1.17.8 (iOSTM)**

- Made several UI improvements.
- The last 10 server addresses logged into will now be remembered. These server addresses can be viewed and selected by tapping on the arrow icon in the Server Address field on the login page.
- [Calling]
  - Users can now have up to 6 simultaneous calls instead of just 2.
  - Improved attended transfer functionality.
  - When copying/pasting a number with special characters into the dialpad, the special characters will be automatically filtered out.
- [Chat]
  - Added the Change Group Owner option to the group chat settings to transfer ownership of the group to an existing group member.
  - Added additional emojis.
- [Meetings]
  - Users can now start and stop video recordings during meetings by swiping up the bottom bar and tapping on the Record option. If the meeting does not support video recordings, audio will be recorded instead. Recordings can be viewed and played directly from Wave.
  - Users can now change the video feed layout of meetings by swiping up the bottom bar during meetings and toggling the Speaker Layout option. Enabling Speaker Layout will display only the video feed of the designed speaker, and users can swipe left or right to view just the speaker or all video participants, respectively. Disabling the option will just display all video participants instead.
  - Users can now create a meeting group chat when scheduling a meeting.
  - When there is only 1 participant in a meeting, and the meeting duration has reached 30 minutes, a prompt will appear asking whether to extend the meeting. If extended, the meeting will last another 30 minutes. Otherwise, the meeting will automatically end after 5 minutes.
  - If the duration of a meeting is about to reach 12 hours, and the meeting host is in the meeting, they can extend the meeting for another 12 hours once. The meeting will automatically end once another 12 hours have passed. If the meeting host is not in the meeting after the initial 12 hours, the meeting will automatically end.
  - Users can now invite IP camera devices they have permission to access to meetings. Other meeting

participants can view the video feed of the invited IP camera devices.

- 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.

#### **Version 1.0.15.9 (AndroidTM) / 1.15.8 (iOS TM)**

- Added support for creating a meeting group chat for a scheduled meeting. [[Schedule Meeting](#)]
- The host of a group chat can now allow or prohibit the group members from adding other users. [[Group Chat](#)]
- Added support for sending and receiving instant voice messages. [[Voice Messages](#)]
- Added support for viewing all images sent in a discussion in a gallery-style display. [[Instant Messages](#)]
- Added support for searching chat history. [[Search in a Chat History](#)]
- Added support to enable or disable dial tone when using the keypad. [[Dial Tone](#)]
- Added support for sending files and video through the mobile phone system.

#### **Version 1.0.13.8 (AndroidTM) / 1.13.9 (iOS TM)**

- Made several UI adjustments.
- Added the ability to change the date and time format. [[Time/Date Format](#)]
- Added Portuguese and Vietnamese language support. [Wave Technical Specifications]
- Added support to start audio recording during the Wave meetings. [Record an Ongoing Meeting]
- Added support to display absent meeting invitees for the host. [Absent Meeting Invitees]
- Added support for the Call Flip Function. [Call Flip Function]
- Added support to start audio recording during a point-to-point call. [Record an Ongoing Call]
- Added support to create a chat group after a meeting with the meeting's members. [Create Chat Group After Meetings]
- Added support for viewing contacts based on UCM contact privilege settings. [CONTACTS]
- LDAP phonebook contact visibility is now based on the UCM's LDAP phonebook settings. [CONTACTS]
- Added support for restricting visibility of chat history when inviting contacts to a group chat. [Group Chat]
- Added more emojis. [Instant Message]
- Added support for quick reply with emojis. [Instant Message]
- Added support to view the file list. [Files list]
- The Wave app can now be selected as the default phone app. [Default phone app]
- Added support for iPad landscape mode.

#### **Version 1.0.11.x (AndroidTM) / 1.11.X (iOS TM)**

- Added more functions in the Chat module: supported replying with emoji, set the viewable range of chat history for new chat members, supported displaying the other party's status (XXX is typing...), and supported more emojis. [Instant Message]
- Added multiple hierarchical organizational structure contacts in the Contacts module. [Contacts]
- Added the voicemail function in Wave mobile applications. [VOICEMAIL]
- Added custom avatar function in Wave mobile applications. [Account Info]
- Added the Help and Feedback module in Wave mobile applications. [Help and Feedback]
- Added support for the GDS door system involved functions on the call interface. [Smart Device]
- Added chat bubble function during the meeting. [Conference]
- Added to synchronize call history from multiple clients for a single Wave account. [Call History]
- Merged audio conference and video conference into the Conference module. [Conference]

#### **Version 1.0.9.15 (AndroidTM) / 1.9.14 (iOS TM)**



- Added support for the DTMF soft keyboard during the call. [During a Call]
- Added the ability to set the account status. [Account Status]
- Added the ability to set the working status. [Working Status]
- Added support for Background Mode. [Settings]

#### **Version 1.0.7.7 (AndroidTM) 1.7.8 (iOSTM)**

- Added New features in the chat module: pin chat box, mute message notice, hide chat box, quote to reply message, delete messages, etc. [Group Settings]
- Supported multi-lines calls. [Hold/Unhold and Multiple Lines]
- Supported to transfer an active call to a video conference. [N-Way Conference]
- Added public meeting room list and the list will show the meeting room status in different periods. [MEETING]
- Added to create a meeting with a random meeting number. The meeting can be created as an instant meeting or a scheduled meeting. [Meet Now]
- Added to display the actual meeting duration and the actual participants list for the previous meetings. [Meeting History]
- Supported adding participants from contacts/groups when scheduling a meeting. [Schedule Meeting]
- Supported to set the meeting subject and add invitees for instant meetings. [Meet Now]
- Added meeting assistant module. When there are new meeting invitations, meeting reminders, and meeting cancellation notifications, the meeting assistant will send messages to the host and participants. [Meeting Invitation]

#### **Version 1.0.5.2 (AndroidTM) / 1.5.1 (iOSTM)**

- Add a chat feature, including single chat and group chat. [Single chat][Group Chat]
- Chat feature is supported in the meeting. [Meeting Chat]
- Support call waiting and switch two calls on the Wave Android. [Call Waiting]
- Support N-Way audio conference. [N-Way Conference]
- Added the history meeting list. [Meeting History]
- Wave users support using links to join the meeting. [Link to Join]

#### **Version 1.0.1.9 (AndroidTM) / 1.1.9 (iOSTM)**

- Added the option Favorites. [Favorites]
- Add the option of a scheduled meeting. [Schedule Meeting]
- Added the option of listing participants and inviting members to the meeting. [Video Meeting Participants]
- Added the option of modifying the display name in the meeting. [Edit Name]
- Added the ability to reset the account password. [RESET ACCOUNT PASSWORD]
- Added landscape layout support.

#### **Version 1.0.0.17 (AndroidTM) / 1.0.15 (iOSTM)**

- This is the initial version.