



Grandstream Networks, Inc.

Wave Mobile Application

User Manual



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CHANGELOG

This section documents significant changes from previous versions of 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 1.0.13.8 (Android™) / 1.13.9 (iOS™)

- Made several UI adjustments.
- Added ability to change date and time format. [Time/Date Format]
- Added Portuguese and Vietnamese language support. [Table 1: Wave Technical Specifications]
- Added support for some specific models (DS-KV8113, DS-KD8003) door systems for Hikvision brand. [Smart Device]
- Added support to start audio recording during the Wave meetings. [Figure 32: Record an Ongoing Meeting]
- Added support to display absent meeting invitees for the host. [Figure 37: Absent Meeting Invitees]
- Added support for 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 members of the meeting. [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 Messag]
- Added support for quick reply with emojis. . [Instant Messag]
- Added support to view the files list. [Figure 21: Files list]
- The Wave app can now be selected as default phone app. [Figure 4: Default phone app]
- Added support for iPad landscape mode.



Version 1.0.11.7 (Android™) / 1.11.7 (iOS™)

- Added more functions in 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 Voicemail function in Wave mobile applications. [VOICEMAIL]
- Added custom avatar function in Wave mobile applications. [Account Info]
- Added Help and Feedback module in Wave mobile applications. [Help and Feedback]
- Added to support GDS door system involved functions on the call interface. [Smart Device]
- Added chat bubble function during the meeting. **[Error! Reference source not found.]**
- Added to synchronize call history from multiple clients for a single Wave account. [Call History]
- Merged audio conference and video conference to Conference module. **[Error! Reference source not found.]**

Version 1.0.9.15 (Android™) / 1.9.14 (iOS™)

- 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 (Android™) 1.7.8 (iOS™)

- Added New features in chat module: pin chatbox, mute message notice, hide chatbox, 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 scheduled meeting. [Meet Now]
- Added to display the actual meeting duration and actual participants list for the previous meetings. [Meeting History]



- Supported adding participants from contacts/groups when scheduling a meeting. [Schedule Meeting]
- Supported setting meeting subjects and adding invitees for instant meetings. [Meet Now]
- Added meeting assistant module. When there are new meeting invitations, meeting reminders, and meeting cancelation notifications, the meeting assistant will send messages to the host and participants. [Meeting Invitation]

Version 1.0.5.2 (Android™) / 1.5.1 (iOS™)

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

Version 1.0.1.9 (Android™) / 1.1.9 (iOS™)

- Added the option Favorites. [Favorites]
- Added the option of scheduled meetings. [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. [Figure 35: Edit Name]
- Added the ability to reset the account password. [RESET ACCOUNT PASSWORD]
- Added landscape layout support.

Version 1.0.0.17 (Android™) / 1.0.15 (iOS™)

- This is the initial version



WELCOME

Thank you for using Grandstream Wave mobile app. Wave is a free mobile app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series of IP PBXs. Ideal for remote and traveling workers, Wave offers an easy-to-use platform to remotely join, schedule, and hold meetings, calls, and conferences from mobile devices. It also allows UCM6300 series users to directly call other extensions, landlines, and mobile numbers. Wave is available for Android™ and iOS™ devices, can be quickly configured by scanning a QR Code produced by the UCM6300 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™ 4.2+ and iOS™ 10+ with 2G/3G/4G/5G and Wi-Fi networks
- Voice channel switching between Bluetooth, mobile device, speakerphone, and 3.5mm headset jack
- Native integration with mobile devices including contacts and call history and ability to display SIP users' online status
- LDAP support makes finding contacts easier (pending)
- Supports call display, voicemail, and call encryption
- Full integration with Grandstream's UCM6300-series of IP PBXs, including the creation of QR codes for automatic login, call transfer, call recording from the server, etc.
- 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 meeting (pending) and meeting now at 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 emoji, starting video meetings in group chat, synchronizing group chat and meeting chat, etc.

Wave Technical Specifications

Table 1: Wave Technical Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/ICE, SIMPLE, LDAP, TLS, SRTP, IPv6
Network	Wi-Fi, 2G/3G/4G, 5G (pending)
Display	720P resolution or above
Camera	Support mobile device's forward or rear-facing cameras
Bluetooth	Yes, with mobile device's Bluetooth support



Voice Codecs and Capabilities	Opus, G.711 A-law/U-law, G.722, G.726-32, G.729A/B, iLBC, GSM FEC 2.0 (pending), NACK Full-duplex speaker, AEC, AGC, Noise Reduction, PLC, Adaptive JIB
DTMF	In-audio, RFC2833, SIP INFO
Video Codecs and Capabilities	H.264 , video resolution up to 1080P HD, on-screen-display, camera block, Video GS-FEC
Telephony Features	Hold, mute, call transfer, audio meeting, video meeting
Chat Function	Point-to-point chat/Group chat Supports to send text, emoji, document, picture; Forward message, copy the message, reply message; Pin/unpin chat window, hide chat window, message prompt tone settings.
Enterprise Features	LDAP (pending) , Presence (pending) , Call history, Contacts
UCM Integration	Feature code synchronization, such as call forwarding, call park, call recording, meeting room, voicemail, etc.
QoS	Layer 3 (ToS, DiffServ, MPLS) QoS
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Language	English, Simplified Chinese, French, Spanish, Portuguese, Arabic, Vietnamese and more
Login	Supports login with SIP extension and User password. Supports login through QR code scan (using UCM6300-series of IP PBXs)
Download/Upgrade	Available from Google Play Store and Apple iTunes App Store

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

<https://www.grandstream.com>



PREREQUISITES

Device Requirements

Operating system: Android™ 4.2+, iOS™ 10+

Hardware: Compatible with most Mobile phones and tablets running Android™ 4.2+ or iOS10+

Network: Wi-Fi, 2G, 3G, 4G, and 5G networks (5G: pending)

Download and Installation

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



Click on the Wave app icon to open it.

Notes:

- 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 a call, 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



Figure 1: 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 APP

Signing in

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

Step 2: Enter server address, account number, and User password. Then click “Sign in”.

Note:

- In the top-left corner of the screen after opening the app, there is a scan button  that will allow users to sign in quickly by scanning the QR codes sent included in UCM extension information emails.
- The user must log in with the user password, and the SIP password is not supported for login. If the user does not know the user password, please contact the administrator, or reset the user password.

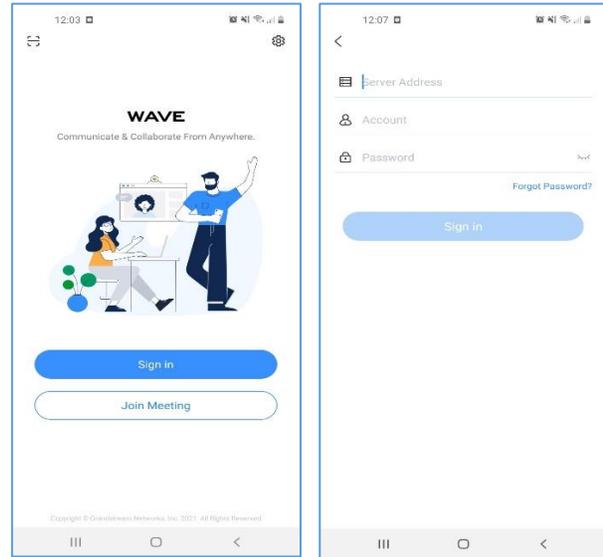


Figure 2: Sign In Interface

Making a Call

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

Step 2: Enter the number to dial.

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



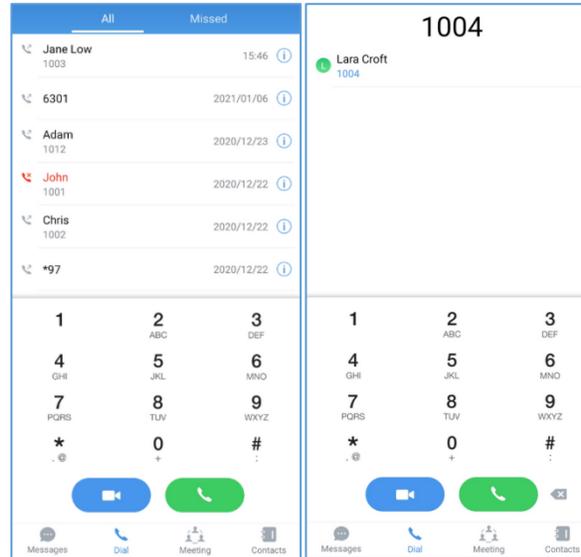


Figure 3: Dialing Interface

Notes:

- 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 Default phone app to make calls.

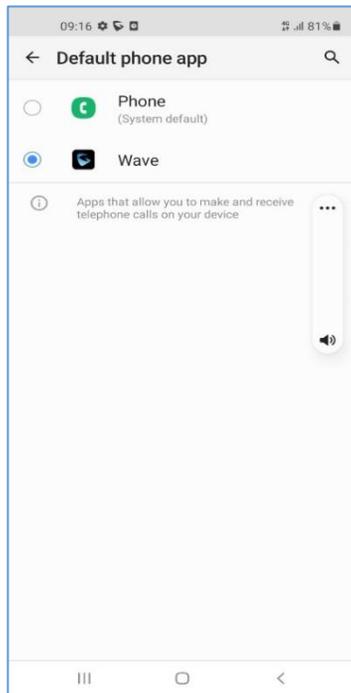


Figure 4: Default phone app



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.

- 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.
- Tapping on a number in the call history will start an audio call to that number.

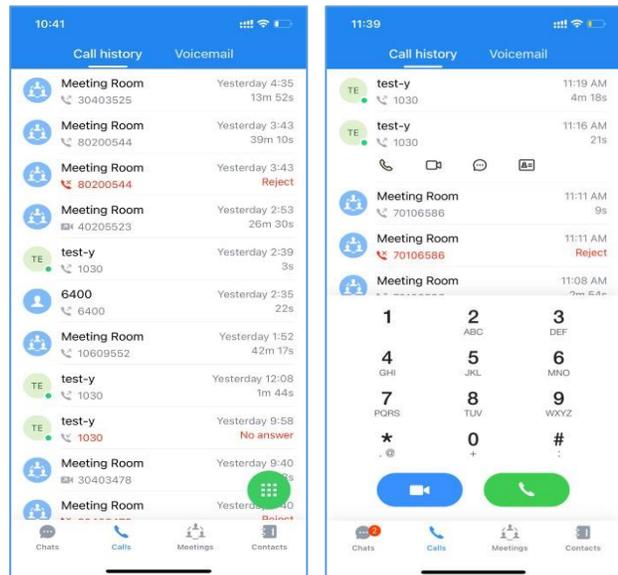


Figure 5: Dial from Call History



Contacts



Step 1: To bring up your contacts, click on the icon to open the **Contacts** page.

Step 2: Tap on a contact to view details.

Step 3: Click on the call button next to a contact's number to start an audio or video call.

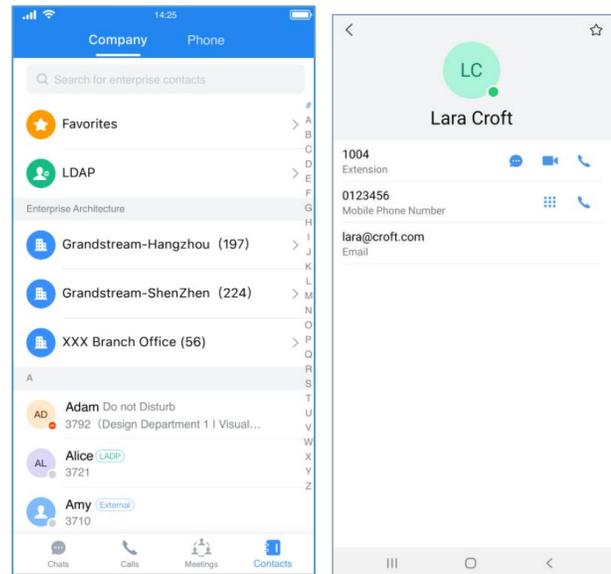


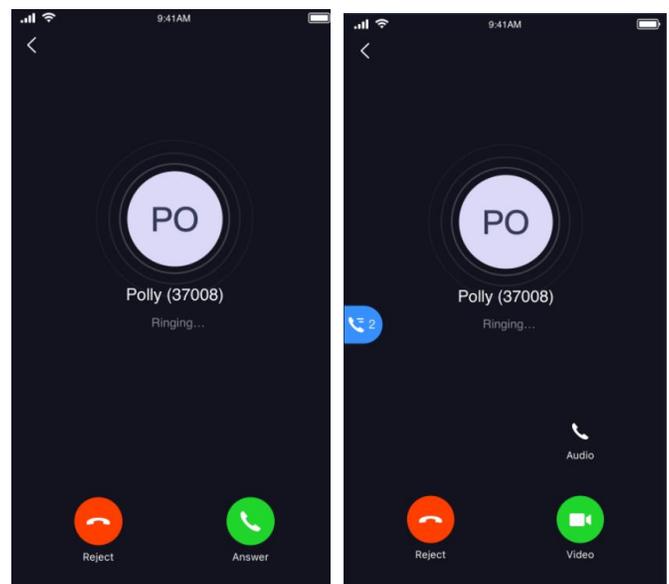
Figure 6: Dial via Contacts

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  to answer the call, or tap on  to reject the call.
- For incoming video calls, an additional button  is available to answer the call with video on.

Note: 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 the non-China area.



Incoming Audio Call

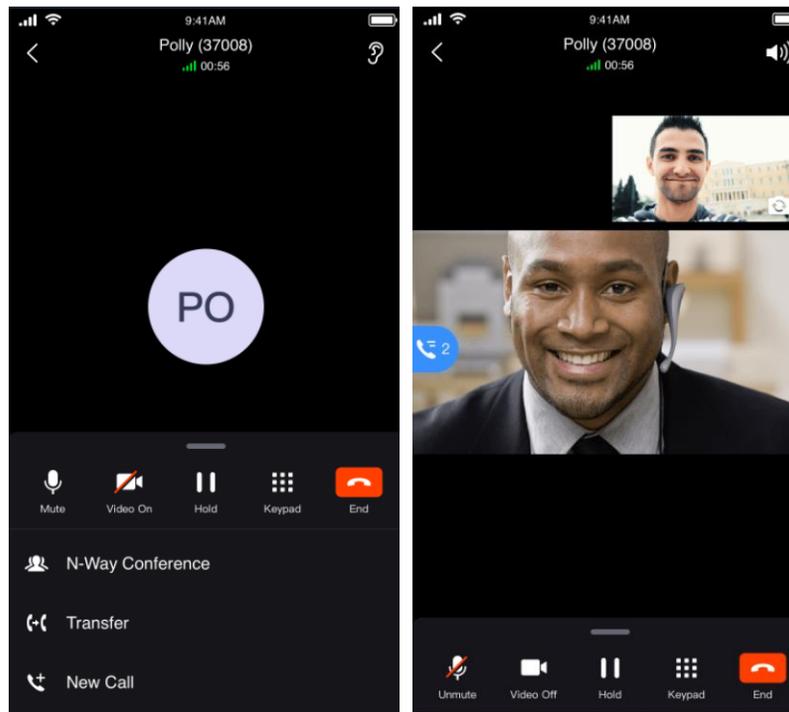
Incoming Video Call

Figure 7: Incoming Call



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.



1: Audio Call

2: Video Call

Figure 8: During a Call

-  Use speaker as an audio channel. Users can select to switch to the earpiece, wired headset, or Bluetooth headset.
-  Use earpiece as an audio channel. Users can select to switch to the speaker, wired headset, or Bluetooth headset.
-  End call: Tap to end the current call.
-  Mute/unmute: Click to mute or unmute.
-  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.

-  More options. Click to open more options such as hold, transfer, and DTMF.
-  N-way conference. Click to add participants to the conference.
-  Hold/unhold: Tap on hold a call or retrieve a held call.
-  Transfer: Click to transfer the call. Blind transfer and attended transfer are supported.
-  DTMF: Tap to bring up dial pad and enter DTMF.

Call Waiting

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

Step1: During a call, the user receives a second call and answer it.

Step2: Click on  to switch to the other call.

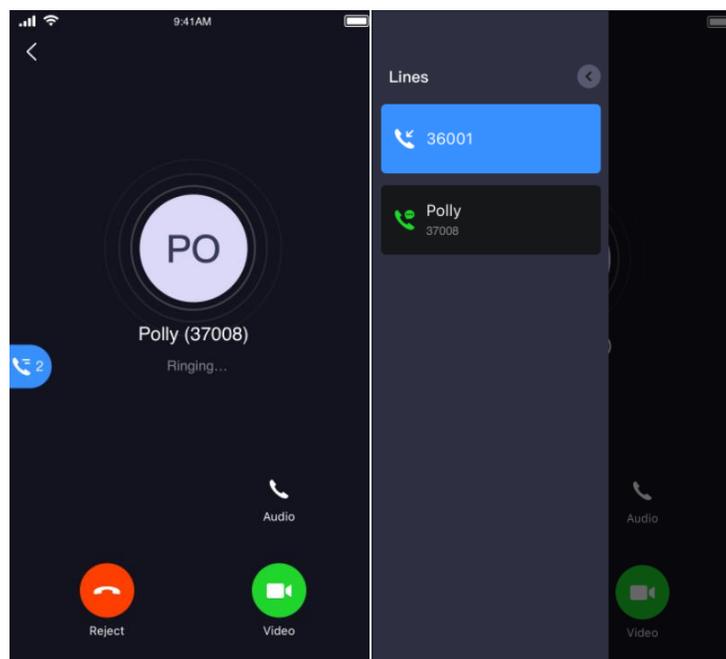


Figure 9: Call Waiting

Hold/Unhold and Multiple Lines

It supports two lines at the same time and the user can hold each call or switch calls between the two lines.

Step 1: During a call, click on the “More” icon and tap on

 to put the current call on hold.

Step 2: Tap on  to resume the call.

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

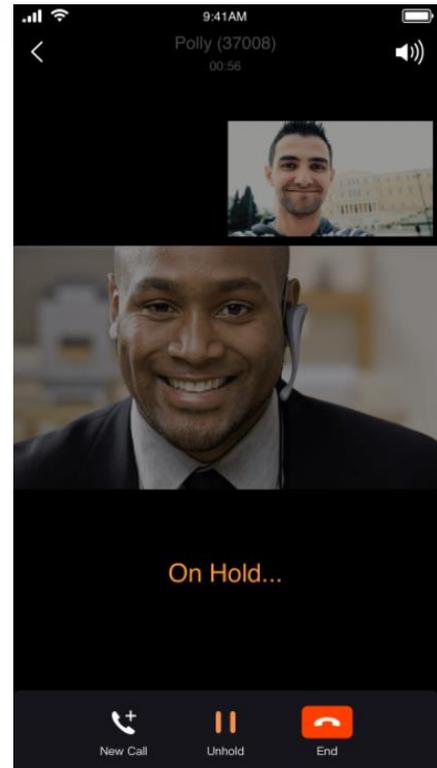


Figure 10: Video Call On Hold

Mute

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

Step 2: Tap on Unmute button  to unmute yourself.

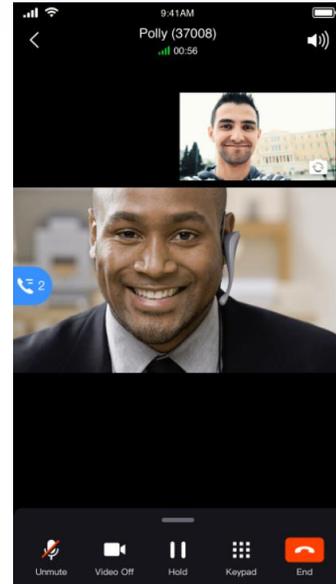


Figure 11: On Mute

Switching Audio Channel

Wave supports changing the audio channel during calls. To do this, tap on the icon  at the top left corner of the app and bring up audio channel selections. The following options will be available:

-  Use Bluetooth headset
-  Use wired headset
-  Use phone earpiece
-  Use phone mic/speakers



Figure 12: Switch Audio Channel During Call



Missed Call

Missed calls will be indicated in the device's status bar. Within the Wave app, they will be displayed in the call history of the **Dial** tab.

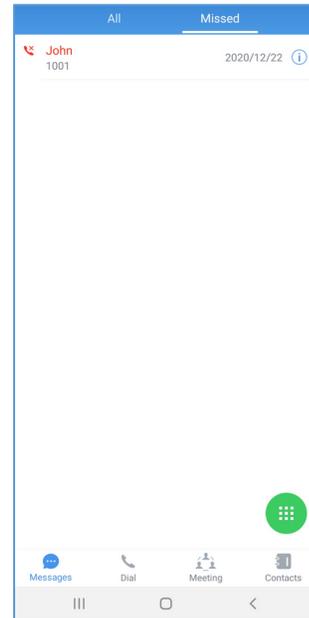


Figure 13: Missed Call

Call Transfer

Wave app supports transferring calls from one party to another party. Blind transfer and attended transfer are supported.



Blind Transfer

Step 1: Establish a call between users A and B.

Step 2: User A clicks on  on the call screen to open more call options.

Step 3: Select option “Transfer”.

Step 4: User A enters User C’s number to transfer the call to, then press “Blind” to transfer the call.

Step 5: User C rings. User A automatically hangs up the call. The call has now been transferred to User C.

Step 6: Once User C answers the incoming call, the call between User B and User C will be established.

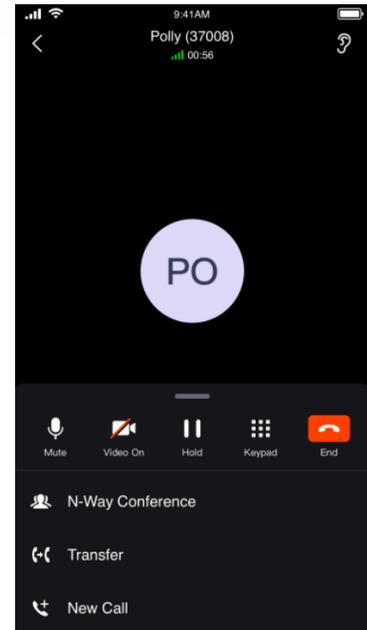


Figure 14: Call Transfer - Blind Transfer

Attended Transfer

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

Step 2: User A clicks on  on the call screen to open more call options.

Step 3: Select option “Transfer”.

Step 4: User A enters User C’s number to transfer the call to, then press “Attended” to transfer the call.

Step 5: User C rings. User B will be put on hold.

Step 6: 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 7: 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.

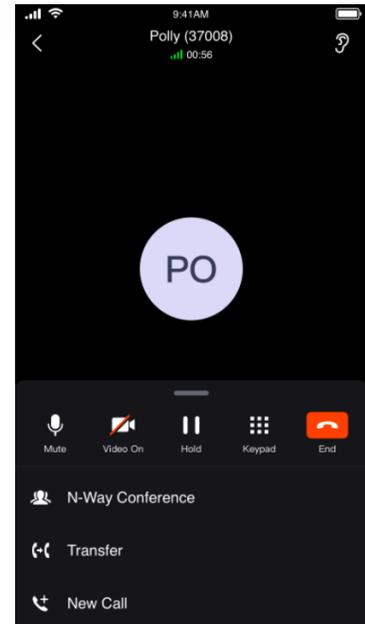


Figure 15: Call Transfer - Attended Transfer

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: Press the button  on the call screen to open more call options.

Step 3: Select option “N-way conference”.

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

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

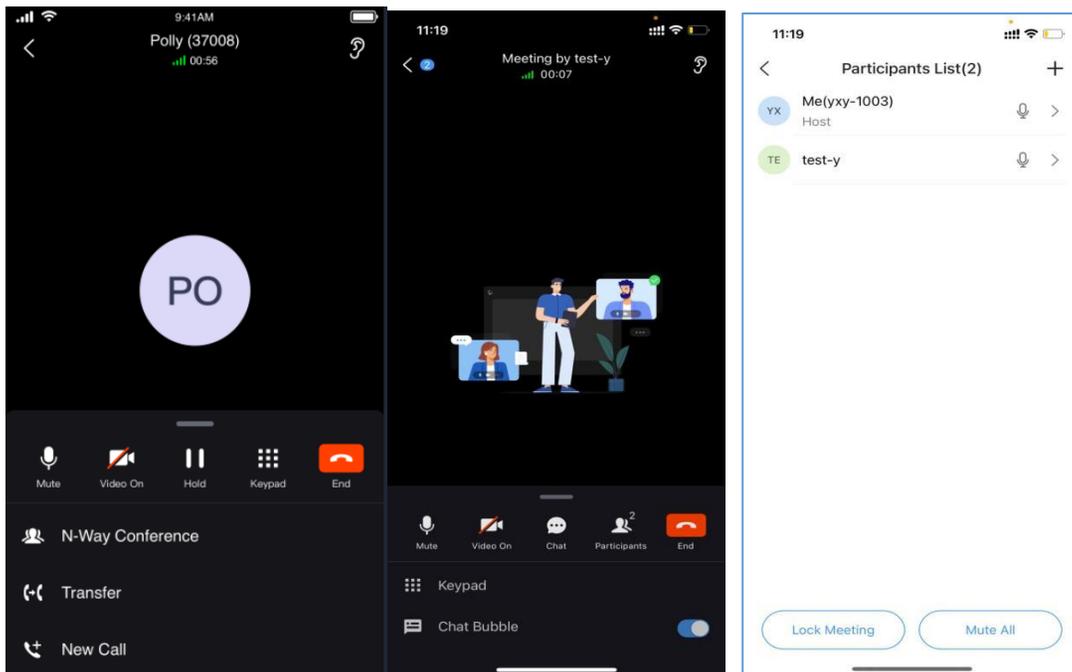


Figure 16: N-way Conference

Call Flip Function

Wave Desktop/Mobile/Web client and other desk phones can switch the ongoing calls between each client. For example, Wave mobile app and Wave Desktop client both have account 1003 logged in, and if the Wave mobile app user establishes the 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. Btw, 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 side of the screen to bring 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  button to view the recording files on the call history interface. Please see the screenshots below:



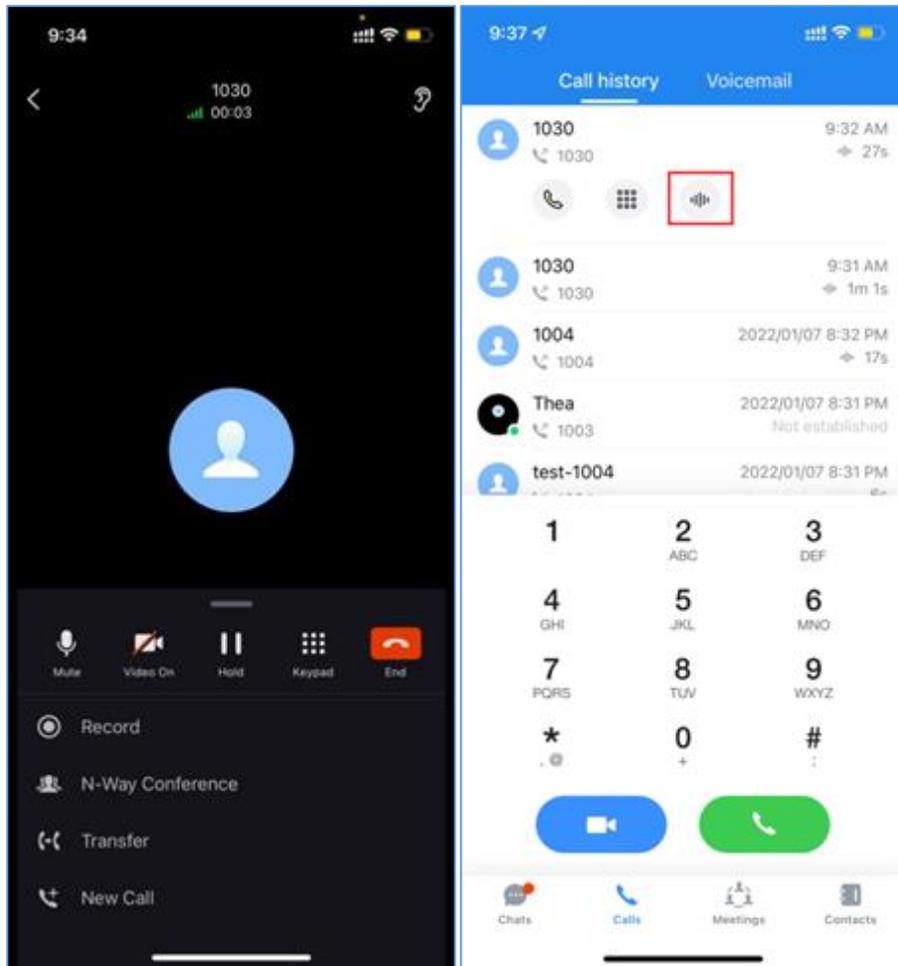


Figure 17: Ongoing Call Screen



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 under the **Messages** page and click on 

Step 2: Click on the option “**Start chatting**”

Step 3: Select the user to chat with and click on “**Done**”.

Step 4: Start chatting.

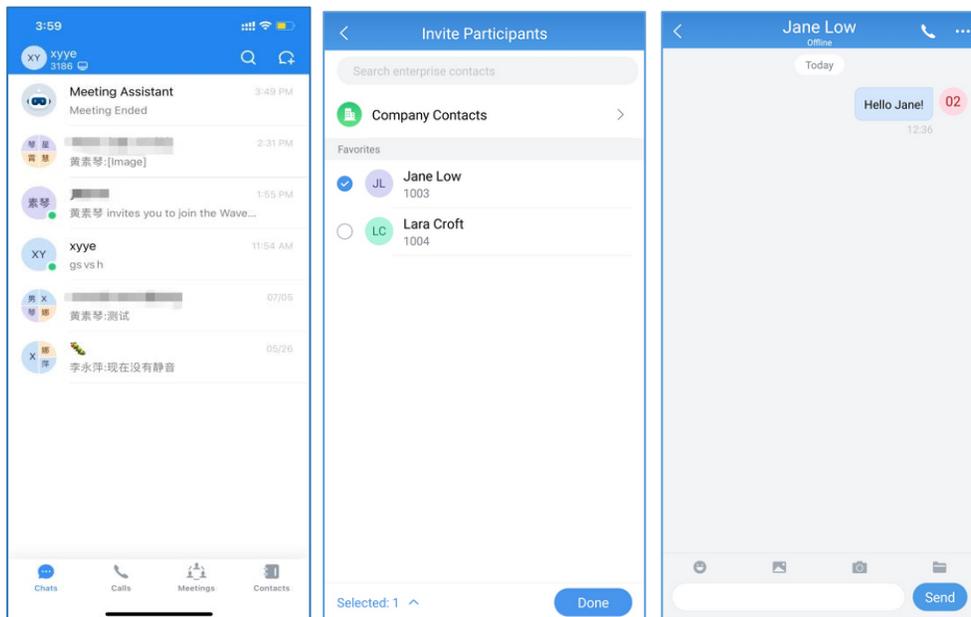


Figure 18: Single Chat



Group Chat

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

Step 1: Go under the **Messages** page and click on 

Step 2: Click on the option **“Start chatting”**

Step 3: Select all the users to chat with in the same group and click on **“Done”**.

Step 4: Click on **“+Create new group”** and set the group name.

Step 5: Click on **“Create”**

Step 6: Start chatting with the group.

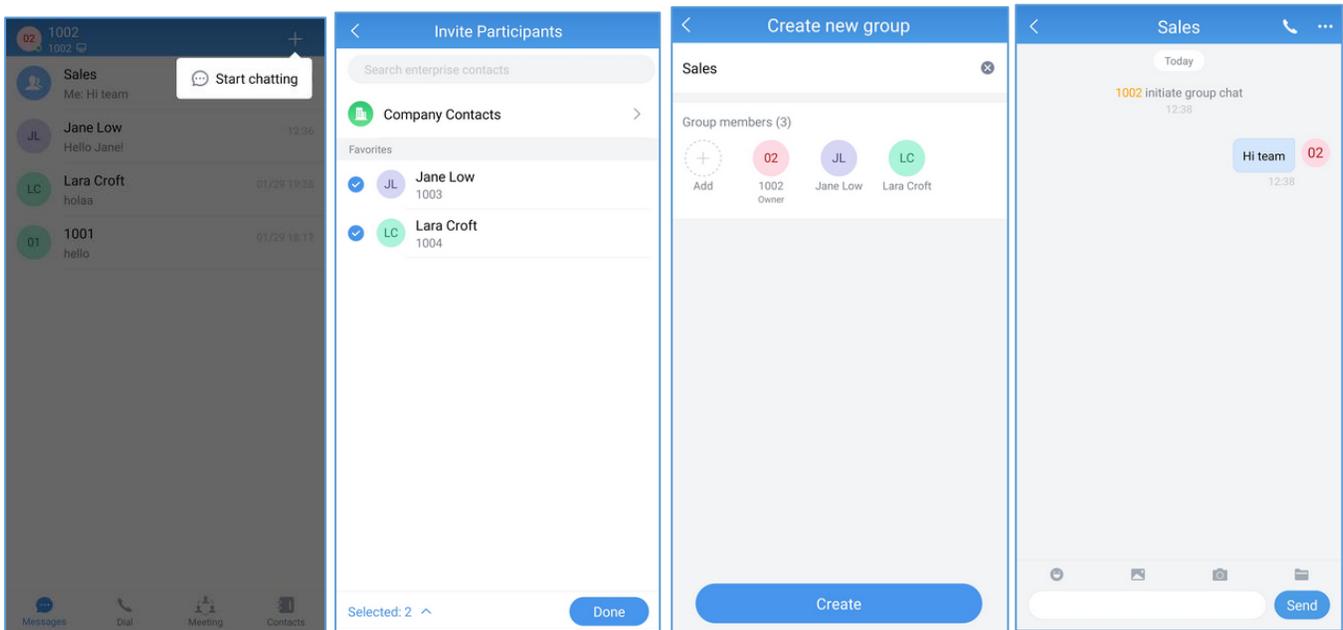


Figure 19: Group Chat

Notes:

- When adding a new member to the group chat, the group owner can restrict the visibility of chat history to the new member by setting: No not allow, All, Past 1 day or Past 7 days.



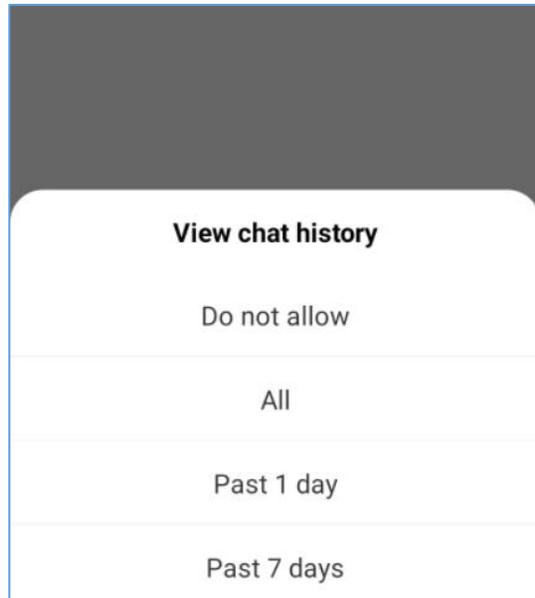


Figure 20: View Chat History

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

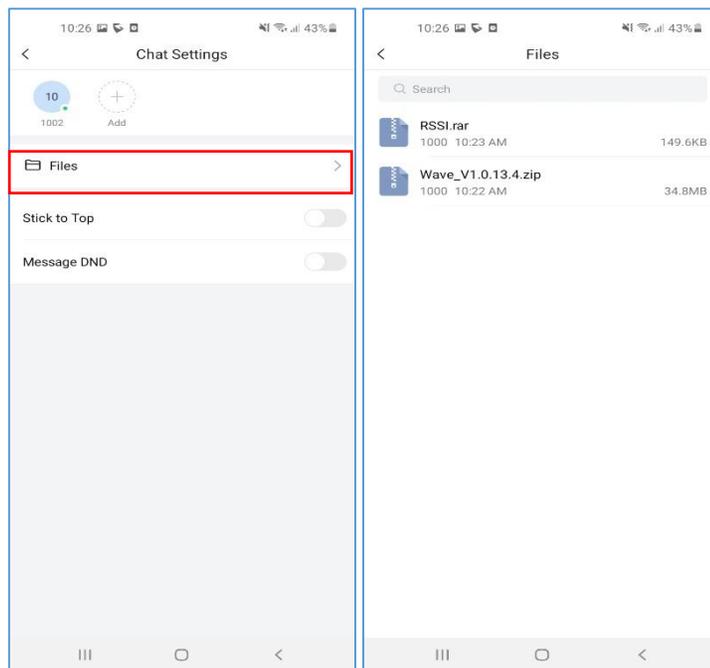


Figure 21: Files list

Meeting Chat

Participants can chat during audio/video meetings, by following the steps below:

Step1: Start an audio/video meeting.

Step2: Click on  to initiate chatting with participants.

Step3: Start chatting.

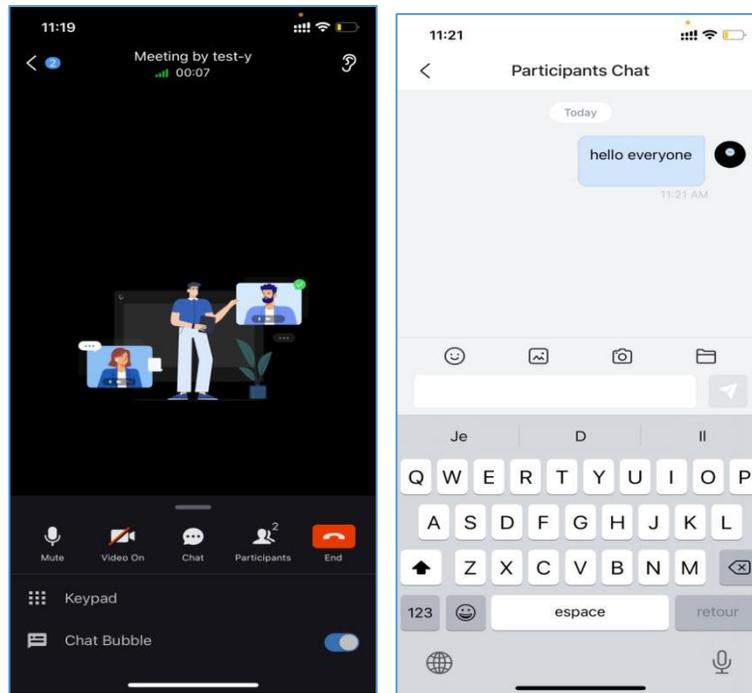


Figure 22: Meeting Chat



Instant Messaging

In the chat interface, the application allows the user to send text, emoji, documents, 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.
- Users can send quick replies with emojis. For example, if the user enters "[Smile]" in the chat window, the emoji 😊 will be shown directly.
- 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, 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 and reminded.

Note:

- 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 50MB.

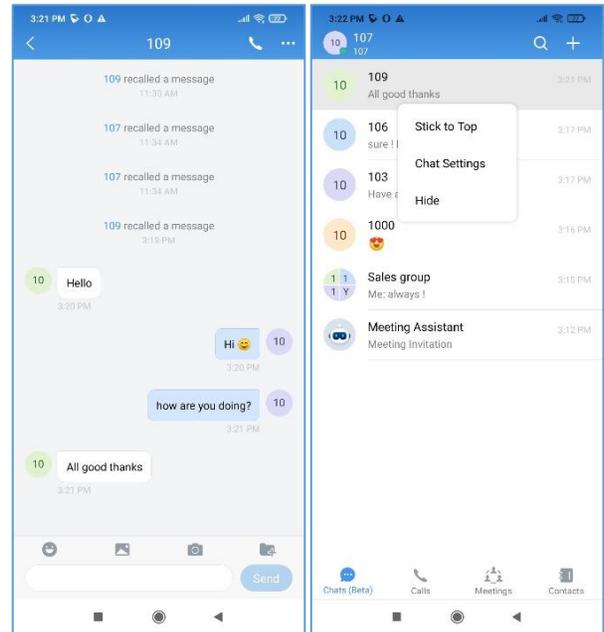


Figure 23: Instant Message



Group Settings

- In the group settings interface, the user can modify group names, add/delete group members, and leave/dismiss the group chat. The user can click the button  at the right upper corner of the interface to access to group settings interface.
- **Modify Group Name:** The user can click the group name to edit the group name.
- **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 press and hold a specific member icon and delete the group member. Only the group owner can operate.

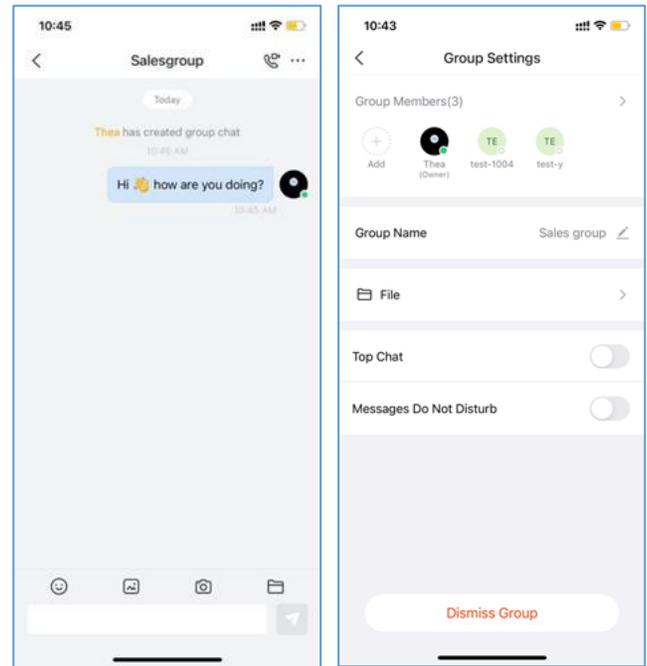


Figure 24: Group Settings Interface

- **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 and 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.



MEETING

Wave Mobile App supports audio and video conferencing.

- **Meeting List:** The list will show all scheduled meetings.
- **Meeting History:** The user can click the “Meeting History” button to view all previous meetings.
- **Public Meeting Room:** The user can click the “Public Meeting Room” option at the top of the meeting interface to view all created public meeting rooms in the current enterprise. The user can click to join/schedule meetings. The period with red background color in the timeline represents the period that has been occupied by another meeting.

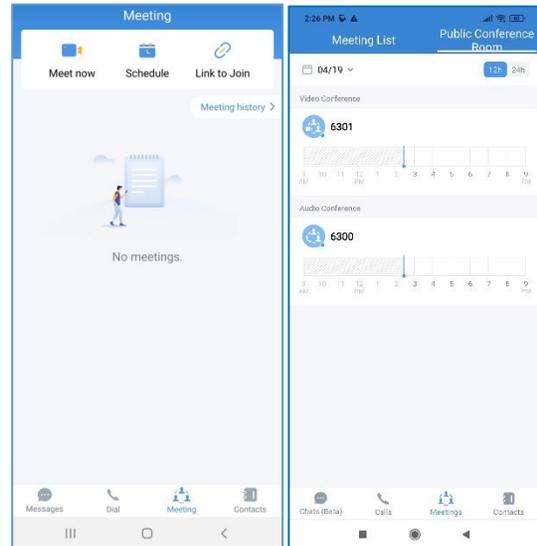


Figure 25: Meeting Interface

Meet Now

Immediately create a new meeting using one of the UCM’s conferences 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 the “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.

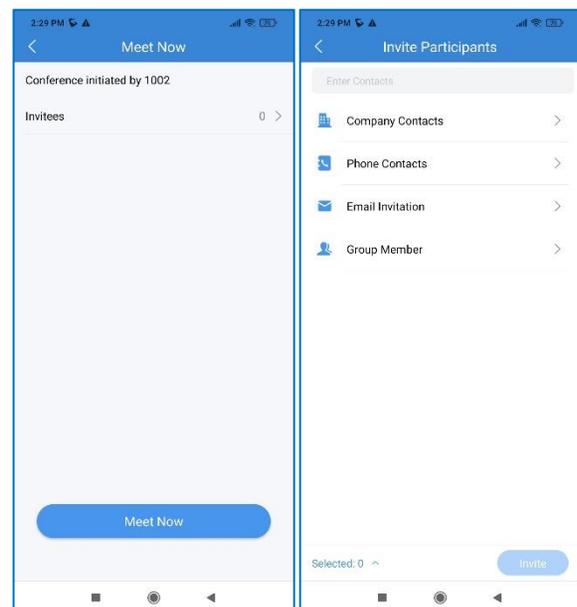


Figure 26: Instant Meeting Settings

Note: The audio or video meeting room must be configured on UCM by the UCM admin first. If no audio or video conference rooms have been configured on the UCM, users will be unable to select a meeting



room to join.

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

Schedule Meeting

Step 1: Click the "Schedule" button to open the interface as shown on the right.

Step 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.

Step 3: Set meeting time and repeat the cycle.

Step 4: Set the password for the meeting room.

Step 5: Select meeting participants.

Step 6: Select the meeting host. Set the host code, set the meeting property, etc.

Step 7: Click on the "OK" button in the upper right corner to complete the conference room reservation.

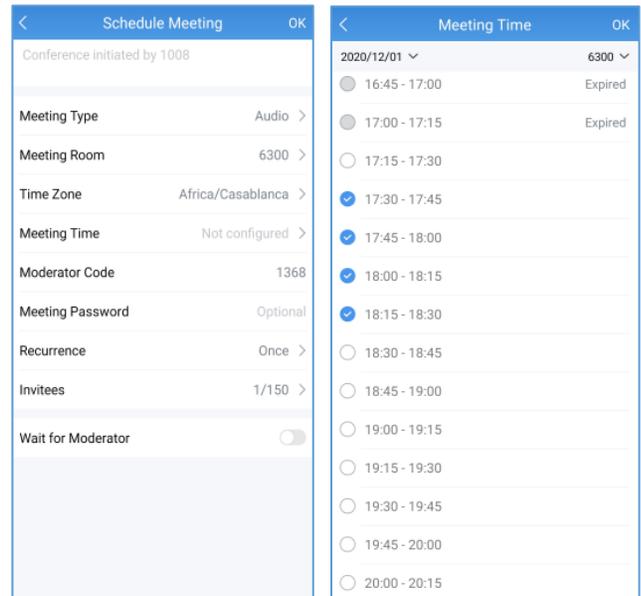


Figure 27: Schedule Meeting

Note: Currently, recurring conferences are not supported, that is, the recurrence cannot be set.

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 starting time or the scheduled meeting is about to begin.

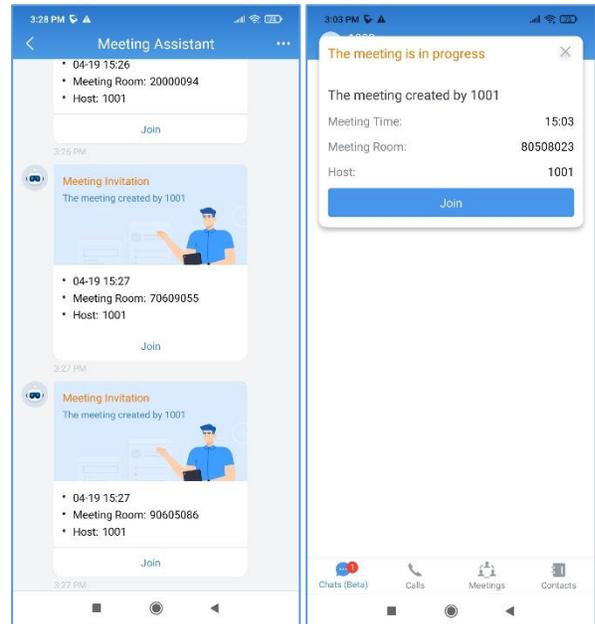


Figure 28: Meeting Invitation Interface



Link to Join

There are two methods to join 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.

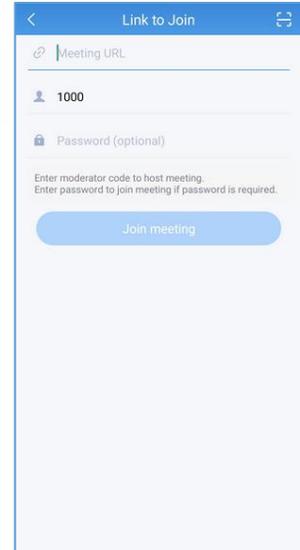


Figure 29: Link to Join

Meeting History

To review the historical 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.

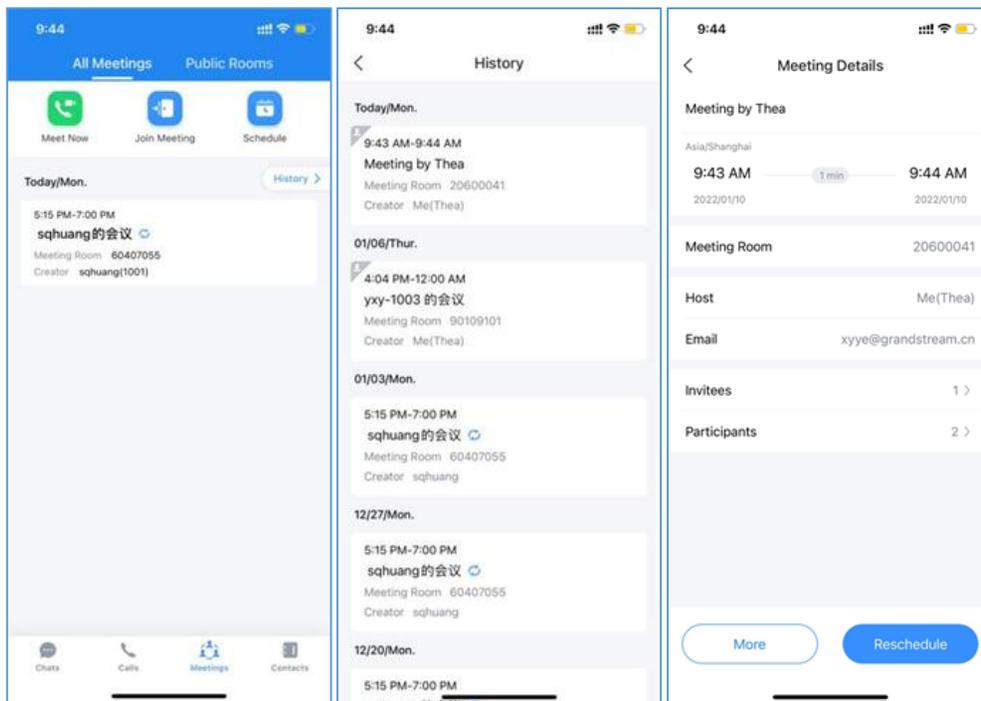


Figure 30: Meeting History



Meeting

Users can click the “**Video on**” or “**Video off**” option during the conference to switch between video/audio conferences. The following options are available during video meeting:

-  : Switch audio channel
-  : Switch front/rear camera mama prima
-  : Leave meeting
-  : Mute/unmute
-  : Camera on/off
-  : View participant list
-  **DTMF**: Users can open the DTMF soft keyboard and enter the digits during the call.
-  : **Chat Bubble**. During the meeting, users can enable the chat bubble function. It will prompt the chat contents during the meeting.
-  : Chat with participants in the meeting.

It will display all participants' video images during the video conference (including self). It supports up to 9 video feeds during the meeting.

Note:

Only 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.



Figure 31: Video Meeting

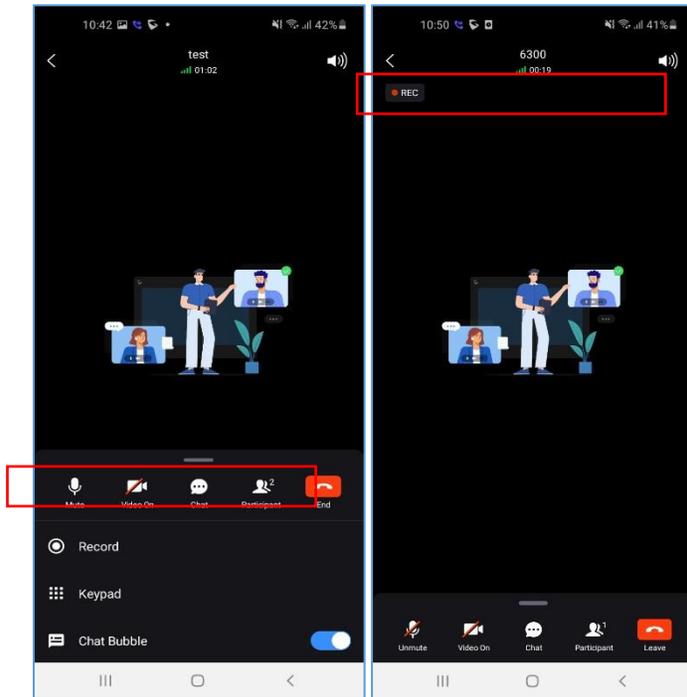


Figure 32: Record an Ongoing Meeting

Video Meeting Participants

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

- Participants can view the meeting participant list, click on “Moderate meeting” on the bottom and enter moderator code to become the meeting moderator.

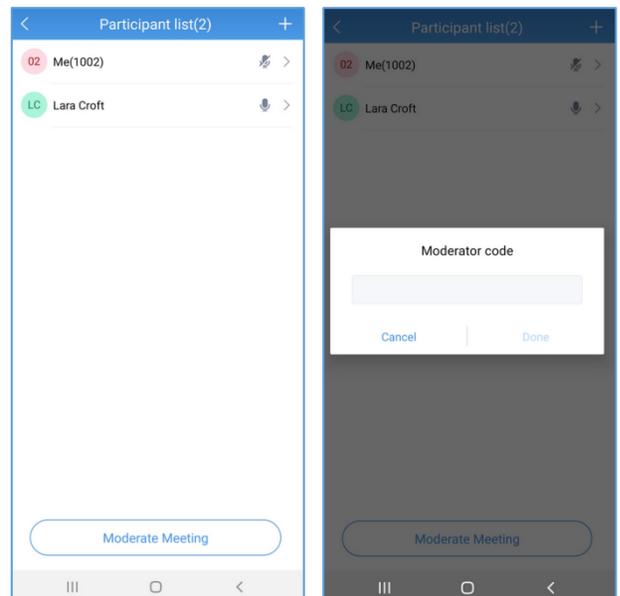


Figure 33: Participant list view for Participant



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

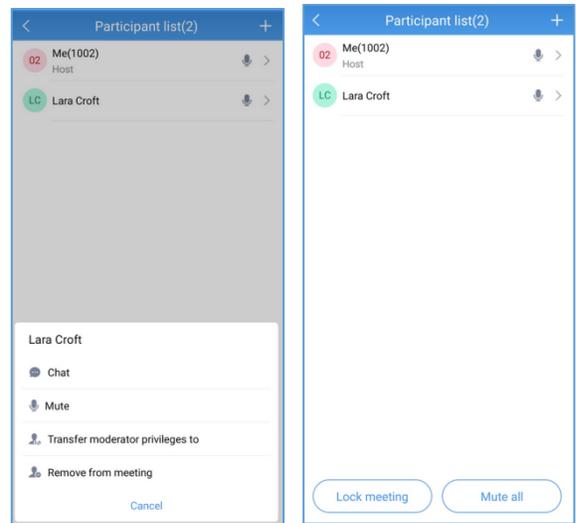


Figure 34: Participant List view for Moderator

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

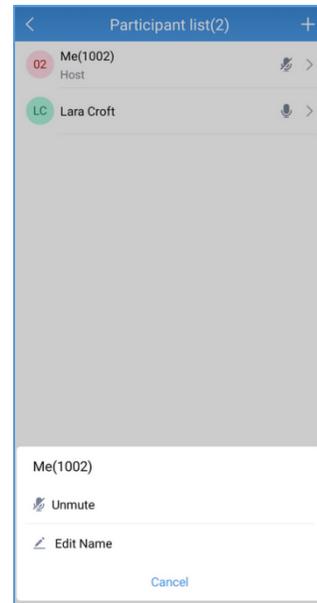


Figure 35: Edit Name



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

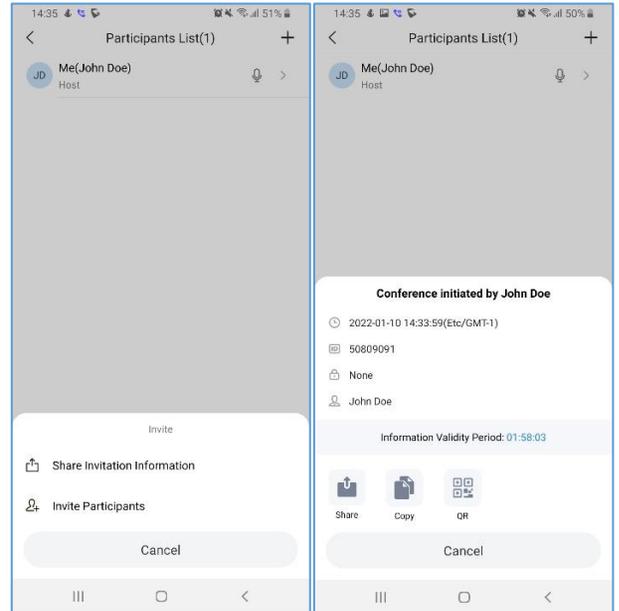


Figure 36: Invite Participants

- For the Audio/Video Wave meetings, the host can see invitee's absent list:
 - Only meeting host can see invitee's list and can invite them directly from there. For non-host participants, only participant list is available.
 - Applicable to scheduled meeting, instant meeting and group meetings.
 - Definition of absent invitees:
 - Invitee list contains those invited by email or extension before meeting.
 - When meeting room is available which is 10 minutes before meeting schedule, after host joins meeting, host can see invitee list and participant list. Now the status of invitees will be determined.
 - The invitee list will display based on attended status and unattended status. An invite button

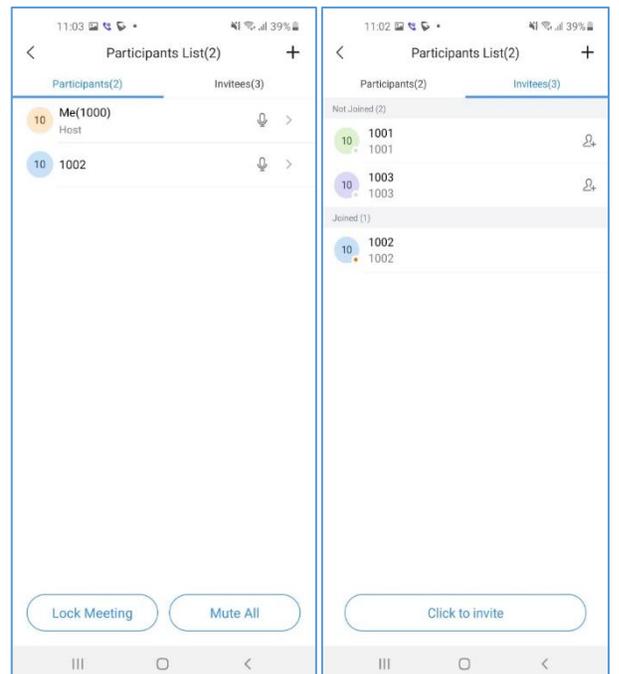


Figure 37: Absent Meeting Invitees



- will be available for unattended invitees for host to click to invite directly.
4. After the absent invitee joins meeting, this invitee cannot be invited again (the invite button for this invitee will be in grey meaning unavailable).
 5. On the invitee list, invitee's status (whether available or busy) needs to be shown.
 6. If there is no invitee before meeting, invitee list will not show.
- After 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 meeting and exit after he/she is done with meeting while the rest are still in meeting, the invitee list should display he/she as 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 Meeting Details interface.



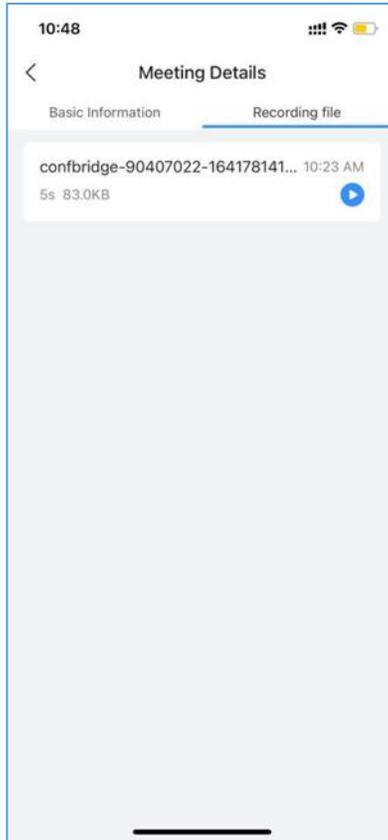
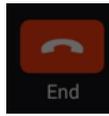
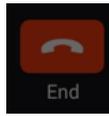


Figure 38: Recording Files

End Meeting



If the moderator clicks , 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


 A red rounded rectangular button with the text "End Meeting" in white.

button to end the meeting which is currently in progress. Then, the meeting will be ended directly.

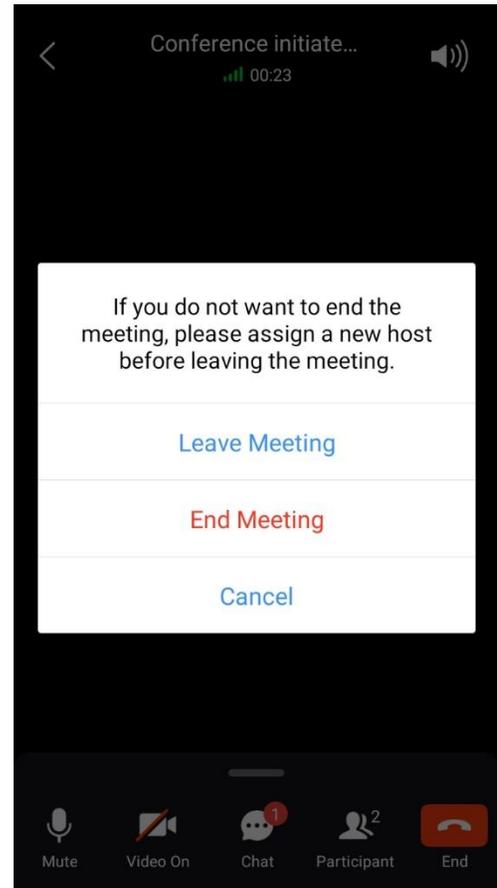


Figure 39: Host Exits Meeting

Create Chat Group After 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 had participated in the meeting. The meeting's host can click "More" button to choose to "Forward Chat History" or "Create Chat Group and Forward Chat History". Please see the screenshot below:

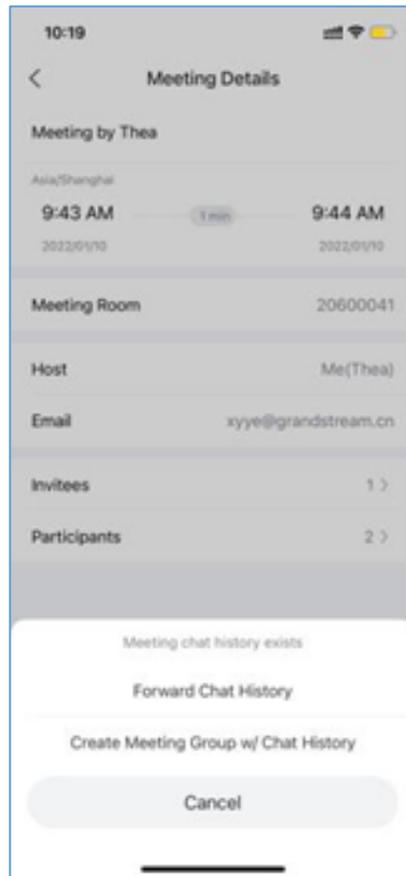


Figure 40: Create Meeting Group after Meeting

Join Meeting via Link

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

There are two methods to join meeting via the 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.

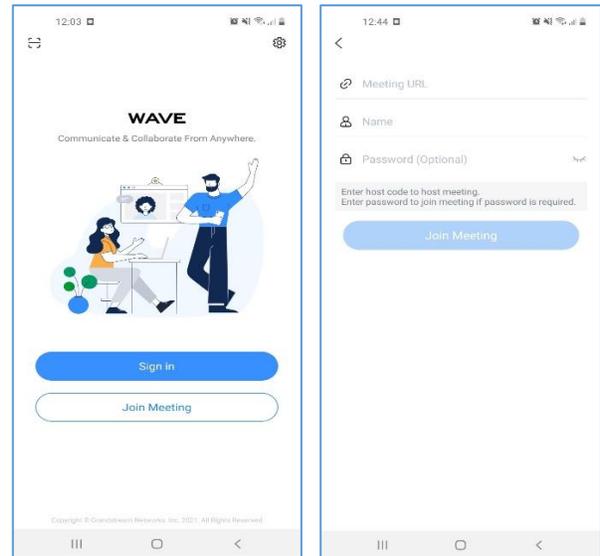


Figure 41: Join Meeting via Link



VOICEMAIL

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

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

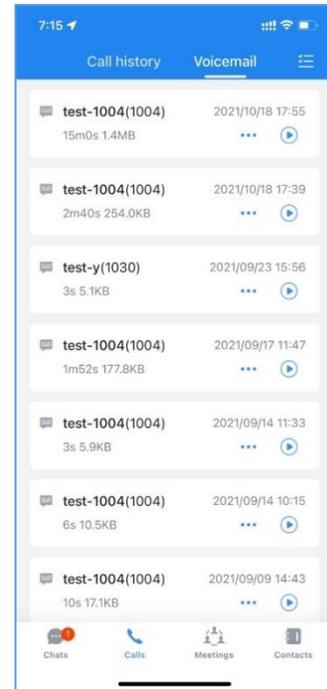


Figure 42: Voicemail

In the Voicemail menu, the user can select 1 voicemail message, and click  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:

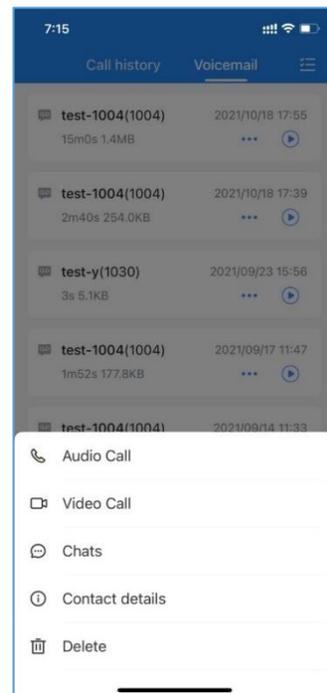


Figure 43: More Options in Voicemail



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 for another extension's voicemail box (*98 by default).

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

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

Note:

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

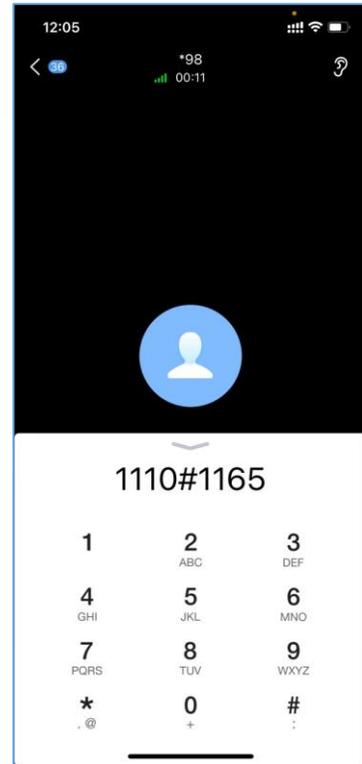


Figure 44: Accessing Voicemail



CONTACTS

In Wave app, click on  to 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.

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

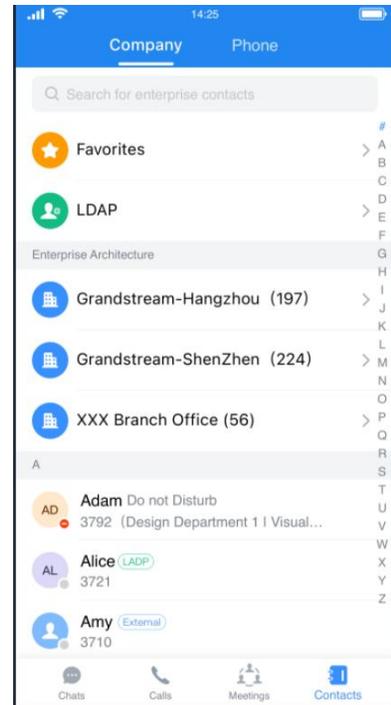


Figure 45: Contacts in Wave app



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.

Users can set the permissions in the UCM admin portal to allow Wave users to view the specific contacts. For example, if the UCM administrator configures that John's account(1001) can only view the IOT team's contacts, when John logs into the Wave client, he can only view the contacts which belong to the IOT team.

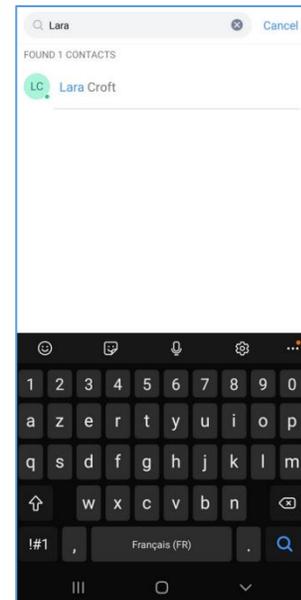


Figure 46: Searching Contacts

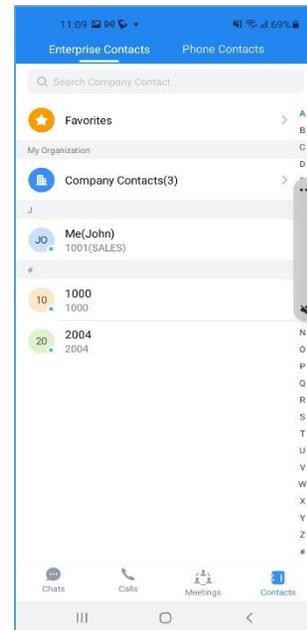


Figure 47: Contacts Viewing Permissions



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 on the **Contact Details** page:

-  Initiate audio call
-  Initiate video call
-  Open dial pad to edit the contact's number before dialing
-  Chat with the contact

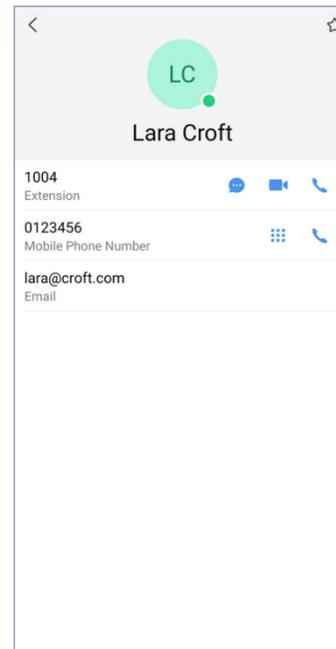


Figure 48: Contact Details

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:

1. Click on a contact in the contact list as shown on the right.
2. Click on the button  at the top right of the interface, 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.

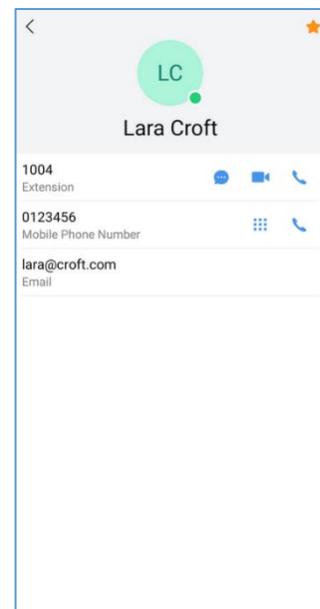


Figure 49: Favorites 1st method



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

1. Click on the Favorites menu  at the top of the contact list to enter the favorites management interface as shown on the right.
2. Click on the button  at the bottom right corner of the interface to enter the contact selection page.
3. After checking the contacts that need to be set as favorite contacts, confirm by clicking on OK to complete the setting.

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



Figure 50: Favorites 2nd method

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.



Incoming audio call



Outgoing audio call



Missed audio/video calls and rejected calls



Incoming video call



Outgoing video call



Figure 51: Call History



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 shows on the right side:

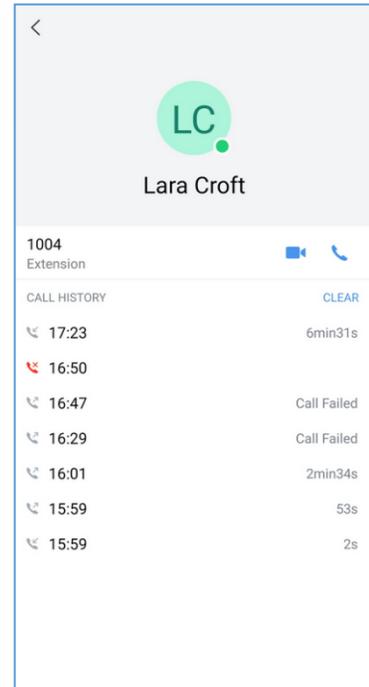


Figure 52: Call History Details

SETTINGS

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

1. **Account Information** page about the user.
2. 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.

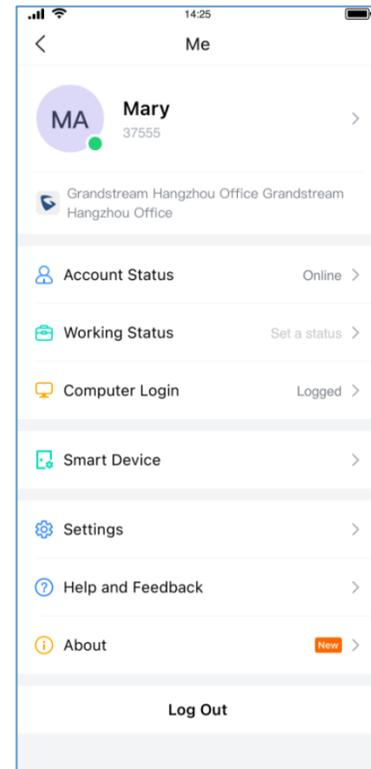


Figure 53: “Me” Interface



Account Info

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.

Additionally, tapping on the **Log Out** button will log users out of the app.

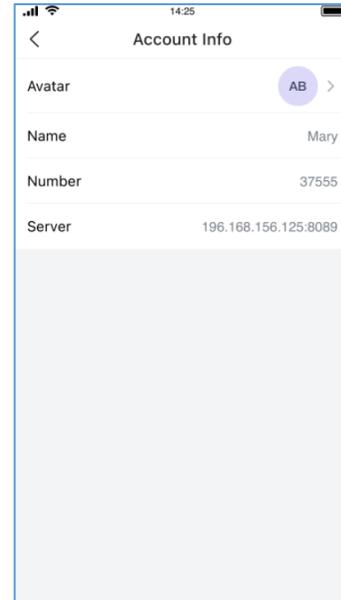


Figure 54: Account Info

The user can select to take a photo or upload a photo from the 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.

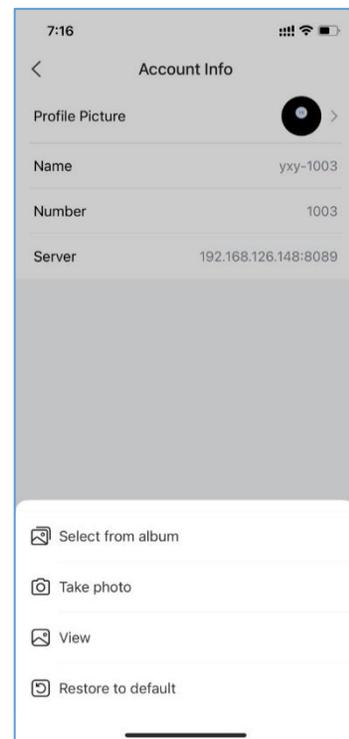


Figure 55: Custom Avatar

Account Status

It displays the login status of the Wave account. When the account status is set, the account status 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.



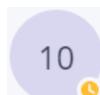
Busy: The user is busy now, and the user can send/receive new calls and messages normally.



Do not disturb: The new incoming calls and messages will be prompted without any sounds, and there is no pushing 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 still can send/receive calls and messages normally.



Away: The account status will be displayed as away, but the user still can send/receive calls and messages normally.

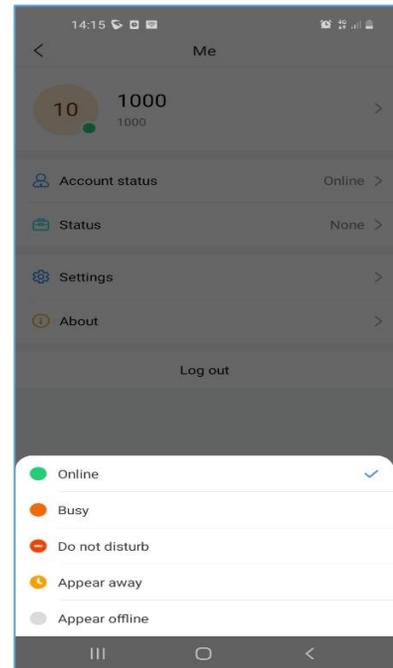


Figure 56: Account Status



Working Status

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

The working status can be set to Meeting in progress, On a business trip, Working remotely, Sick leave, On leave, None and Custom.

Note:

The custom working status allows users to enter up to 64 characters and the emojis are not allowed.

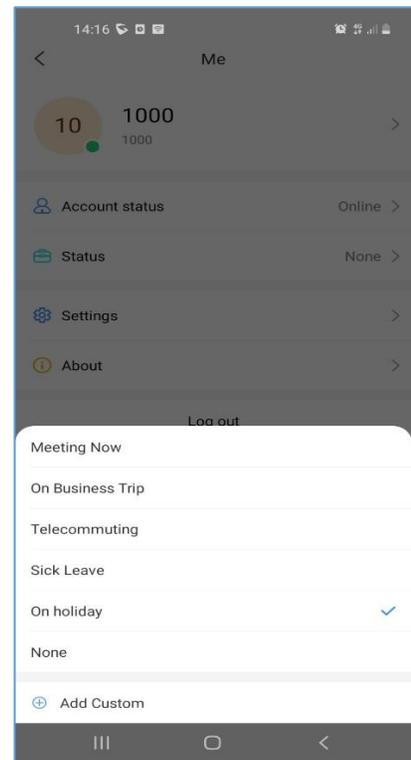


Figure 57: Working Status

Smart Device

The user can click the “+” button to add 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.

Note:

The user can add up to 10 door systems to each Wave account.

This function is only supported by Grandstream GDS Door System products and Hikvision (DS-KV8113, DS-KD8003) door systems.

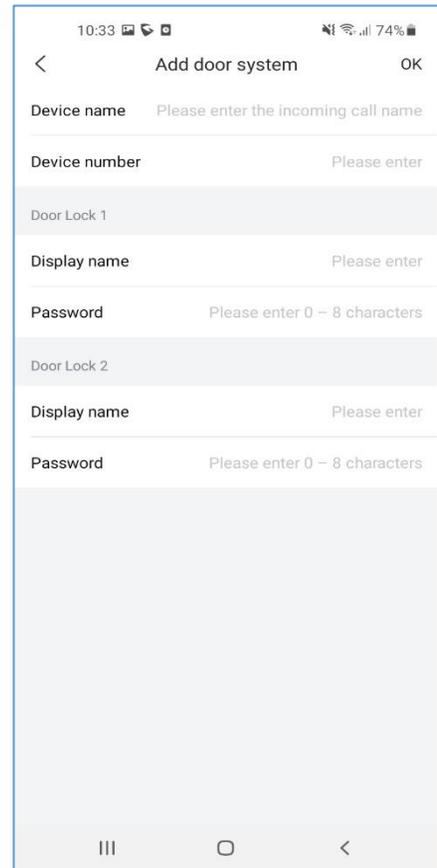


Figure 58: Add Door System

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:



Figure 59: Incoming Call from Door System

Settings

Users can select whether to enable the “Background Mode” and “Ignore power-saving optimization” functions in the Wave application.

When the background mode is enabled, the user can still receive incoming calls, messages, and notifications when the application is running in the background.

If the “**Ignore power-saving optimization**” option is selected, it will keep the Wave application running in the background.

Note:

If the background mode is disabled, the user may miss some calls/messages/notifications when the application is running in the background.

If the “**Ignore power-saving optimization**” option is selected, it may shorten the battery life.

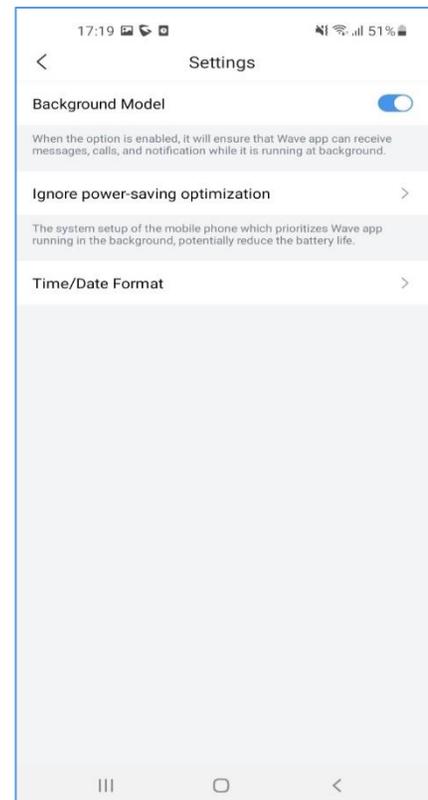


Figure 61: Settings Interface



Time/Date Format

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

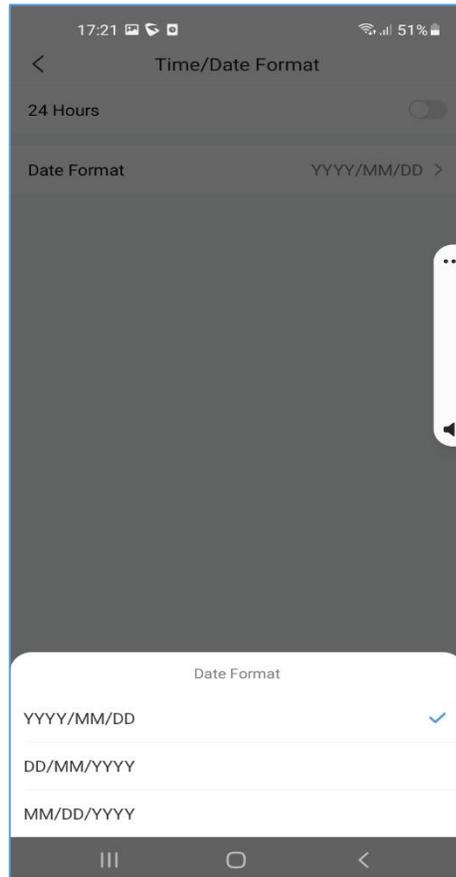


Figure 60: Time/Date Format



Help and Feedback

Users can go to the settings menu and click “**Help and Feedback**” to display the help, feedback, and exporting logs menu.

- If the user has any questions while using the Wave application, the user can click the “**Help**” option to go to the official website of Grandstream and view the user guide of the Wave application.
- 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 for users.
- The user can set whether to collect the logs of the Wave application. The default setting is enabled.
- The user can click the “**Export Logs**” button to export the logs to the local storage device.

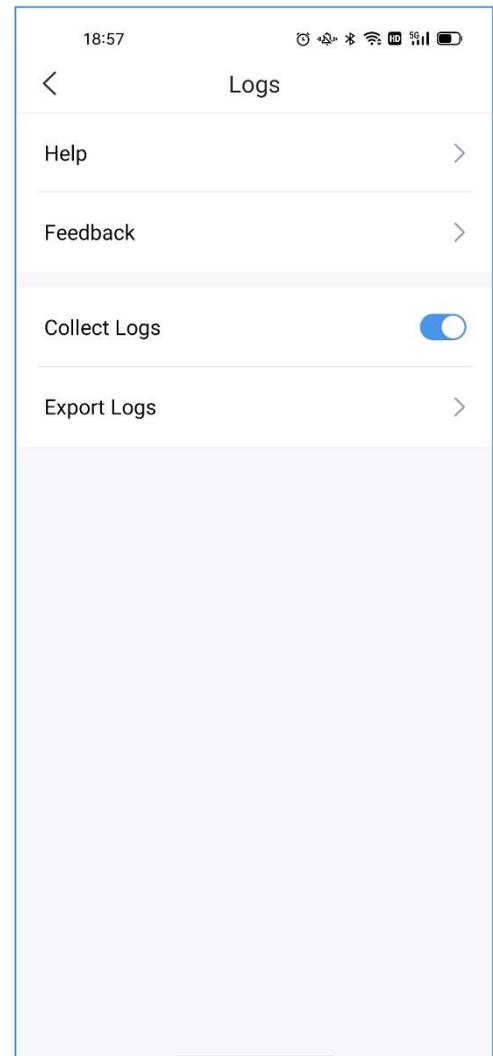


Figure 62: Help and Feedback



About

The following options will be available on the **About** page

- “Check for update” check to see if there is a new version of the Wave app available.
- “Privacy Agreement” view privacy-related terms.

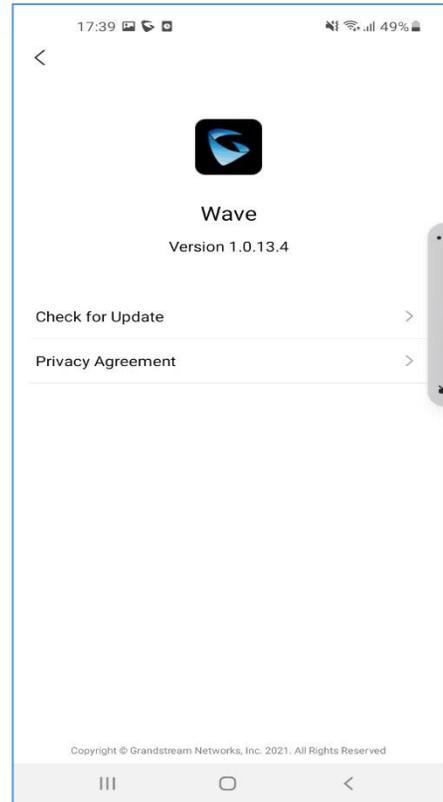


Figure 63: “About” Interface



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:

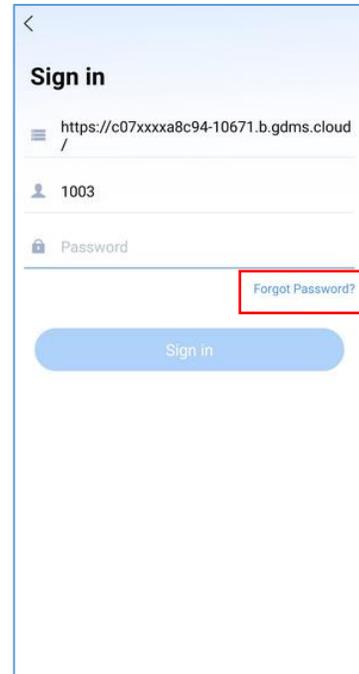


Figure 64: Forgot Password Option

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

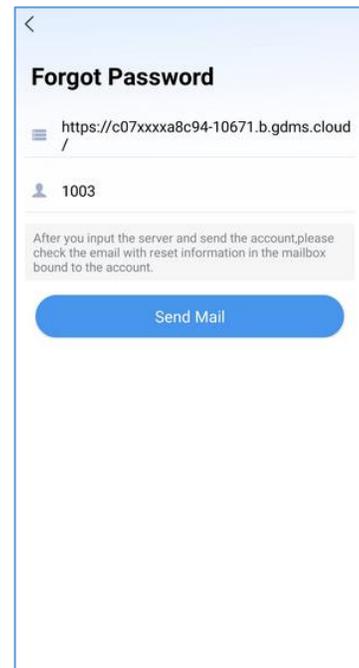


Figure 65: Send Mail to reset Password



After clicking on the “**Send Mail**” button, a verification code will be provided.

Note: An email address should be previously configured under the extension on the UCM630x

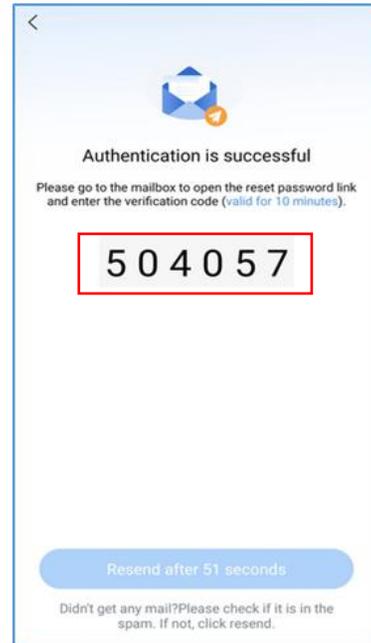


Figure 66: Verification Code

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.

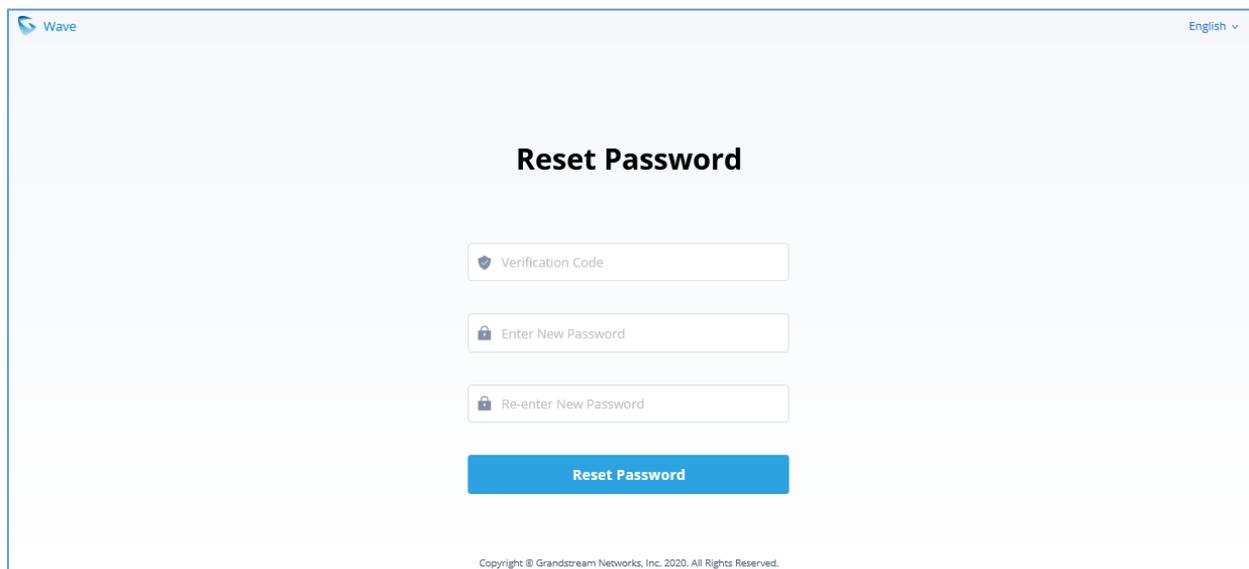


Figure 67: Reset Password Page

Note: 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 afterward.



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 Wi-Fi, 2G, 3G, 4G, or 5G (pending) 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 internal server address using IP address (IPv4 or IPv6), a port number is required. For external server address (domain name), please confirm whether a 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 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.)

