



Grandstream Networks, Inc.

UCM63xx Series

Wave Desktop User Guide



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CHANGE LOG

Firmware 1.9.12

- Added support to login via User Password instead of the SIP Password. [LOGGING IN TO WAVE DESKTOP]
- Added support for Custom status on wave web. [Custom Status]
- Added support for sending 5000 characters on chat. [Send messages]
- Added possibility to send excel content under chat. [Send Excel Content]
- Added possibility to edit text messages. [Edit the sent text]
- Added support for sending DTMF under meeting. [DTMF]
- Added possibility to complete meeting from the Meeting list. [COMPLETE MEEINTG]
- Added more account related settings. [Settings]
- Added more applications. [More Applications].
- Added support for virtual background. [Virtual Background Settings]
- Added support for alternative ringing speaker. [Audio Settings]

Firmware 1.7.8

- Added New features in chat module: [Quote to Reply Message] [Delete Message] [Pin Chat Box to Top] [Hide Chat Box]
- Supported multi-lines calls. [MULTIPLE LINES]
- Supported to transfer an active call to a video conference. [Transfer to Meeting Room]
- Added public meeting room list and the list will show the meeting room status in different periods. [PUBLIC ROOM]
- Added to create a meeting with random meeting number. The meeting can be created as instant meeting or scheduled meeting. [Meet Now] [Schedule Meeting]
- Added to display the actual meeting duration and actual participants list for the previous meetings. [MEETING LIST]
- Supported to add participants from contacts/groups when scheduling a meeting. [Schedule Meeting]
- Supported to set meeting subject and add 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 MANAGEMENT]



Firmware 1.5.4

- This is the initial version.



INTRODUCTION

Overview

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

Feature Highlights

- Supported on Windows 10+ / Mac OS 10+ operating system.
- Native integration with UCM including contacts and ability to display SIP users' online status
- Supports LDAP to access contacts in the UCM LDAP server.
- Supports call display, voicemail, and call encryption.
- Supports call history.
- High quality point-to-point audio and video calling.
- Full integration with Grandstream UCM6300 IP PBX, including creation of QR code for automatic login, call transfer, call recording from server etc.
- Supports Opus and G.722 for HD audio. Jitter resilience up to 50% audio packet loss and 20% video packet loss.
- Supports H.264.
- Supports joining meeting via link without logging in.
- Supports schedule meeting and meeting now at anywhere anytime
- Built-in NAT traversal including automatic NAT discovery and TURN/ICE.
- Support basic chat functions, including single chat and group chat, sending files and emoticons, starting audio conferences in a group chat, simultaneous group chats and meeting chats.
- Integrated UCM user portal entry to access personal data, follow me settings, SCA, wakeup calls etc.



Specifications

Specifications and limitations of WebRTC change from one model to another, please find below a table showing the specifications for the features on each model.

Table 1: Model Specifications for Wave Desktop

UCM630x series	Video feeds	Screen Share Feed	Concurrent user registration	Participant limit (Audio Conference)	Participant limit (Video Conference)
UCM6301	4 or 9	1	500	75	20
UCM6302	4 or 9	1	1000	150	30
UCM6304	4 or 9	1	2000	200	60
UCM6308	4 or 9	1	3000	300	80

Below are the rest of technical specifications for all the models:

Table 2: Wave Desktop Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV), STUN/TURN/ICE, LDAP, TLS, SRTP, IPv6
Voice Codecs and Capabilities	Opus, G.711 A-law/U-law, G.722 Adaptive JIB
DTMF	RFC2833, SIP INFO
Video Codecs and Capabilities	H.264 1080P HD video, supports displaying multiple videos, screen sharing, camera on/off, GS-FEC
Telephony Features	Call hold/unhold, mute/unmute, call transfer, audio meeting room, video meeting room, call history, scheduling meeting, voicemail, call recording and etc.



	User portal entries allows access for personal data, wakeup call settings, SCA, follow me settings, call queue, CDR, CRM user settings and etc.
Chat Function	<p>Point-to-point chat/Group chat.</p> <p>Supports to send text, emoji, document, picture, forward message, copy message, reply message; Stick to Top/unpin chat window, hide chat window, message prompt tone settings.</p>
UCM Applications	Supports UCM feature codes (transfer, call park, recording, meeting control options etc.)
QoS	Layer 3 QoS (ToS, DiffServ, MPLS)
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Multi-language Support	English and Simplified Chinese.
Login	<p>Supports login with Wave account and account password.</p> <p>Supports joining meeting via link without logging in.</p>

Please visit our website for more Wave desktop information and product documentations:
<http://www.grandstream.com>



BASIC OPERATION

System Requirements

- Operating system: Windows 10+ / Mac OS 10+.
- Supporting device: Support almost all operating systems in Windows 10+ / Mac OS 10+ desktop computers and laptops.
- Web environment: stand by Network connection above 3 Mbps (recommended), UCM needs to be connected to the network.
- Audio and video equipment: to make a call, you need a speaker and microphone, webcam, or high-definition webcam.

Download and Install the Client

The Wave client can be downloaded on the Grandstream official website:

<https://fw.gdms.cloud/wave/download/>

After the download is complete, you can install it according to the instructions on the interface.

Upgraded Version

On the main page before or after login, click the upper right corner, and then click the menu item "About". If there is a newer firmware version, you can click the "Upgrade Firmware" button to upgrade.

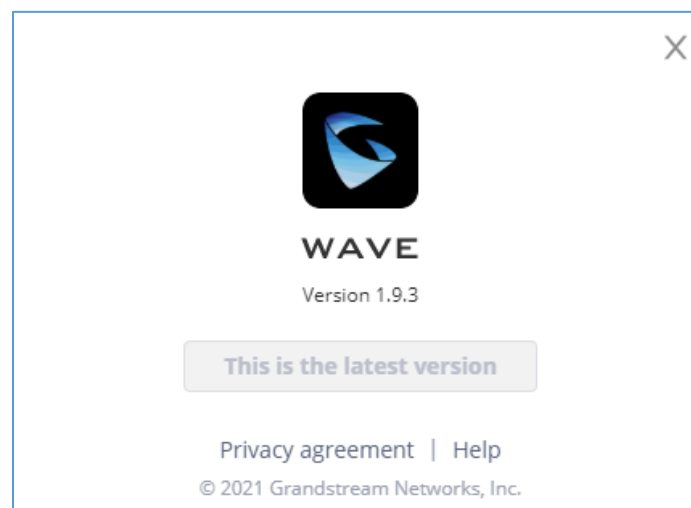


Figure 1: Wave About Interface



LOGGING IN TO WAVE DESKTOP

With UCM SIP extension number and user portal password, users could log in the Wave desktop portal. After logging in successfully, users can host meeting, schedule meeting, manage contacts, make calls, transfer calls, chat during meeting etc.

To start using Wave Desktop Application:

1. Click on to  open Wave Desktop application. The following login page will be displayed.

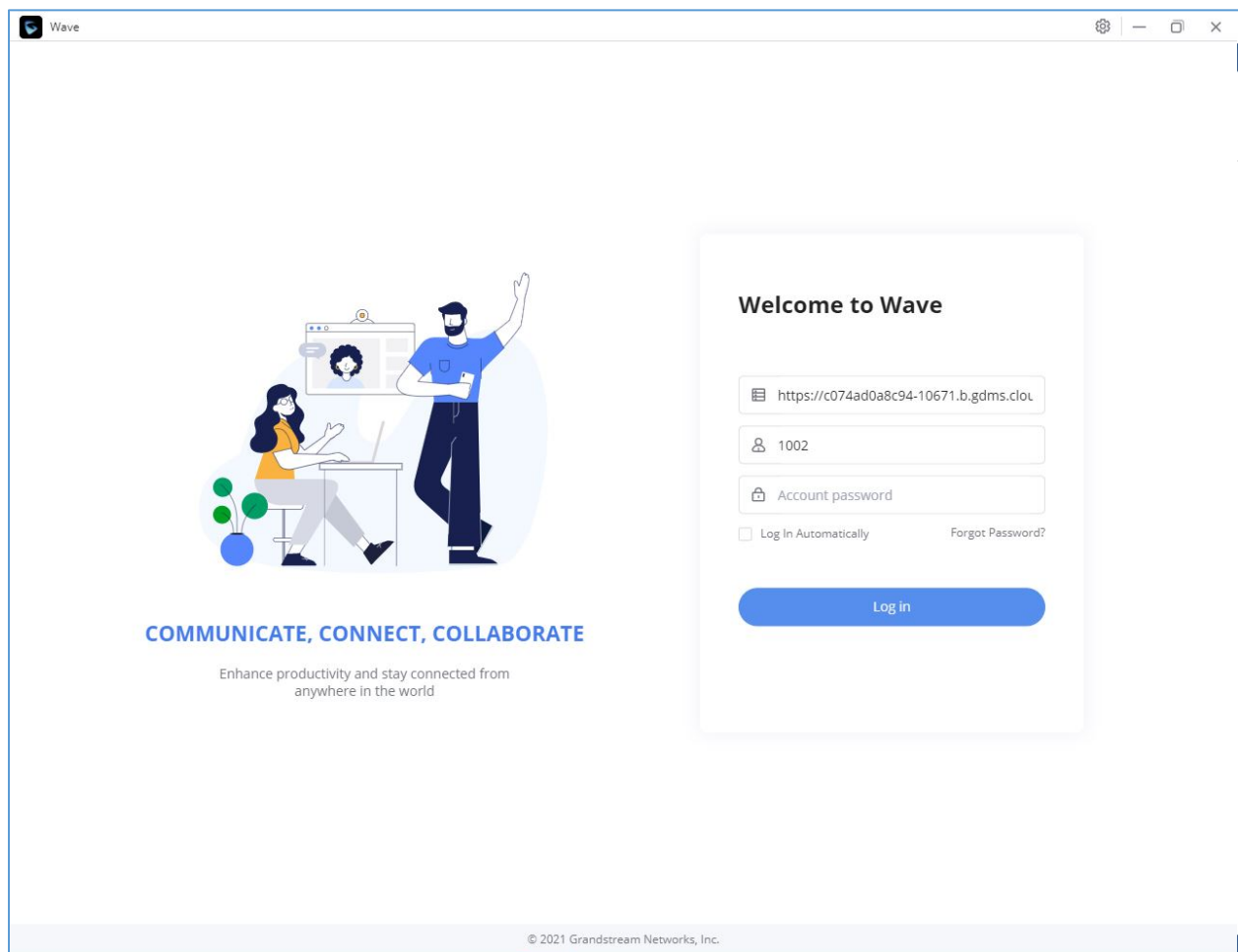


Figure 2: Wave Desktop Portal

2. Enter an extension number and its user portal password in the Wave desktop login page. Once logged in successfully, the following page will appear:
3. Click on the “**Log In Automatically**” option and the application will store the username and password. The user can auto-log in the Wave application when clicking the application icon.



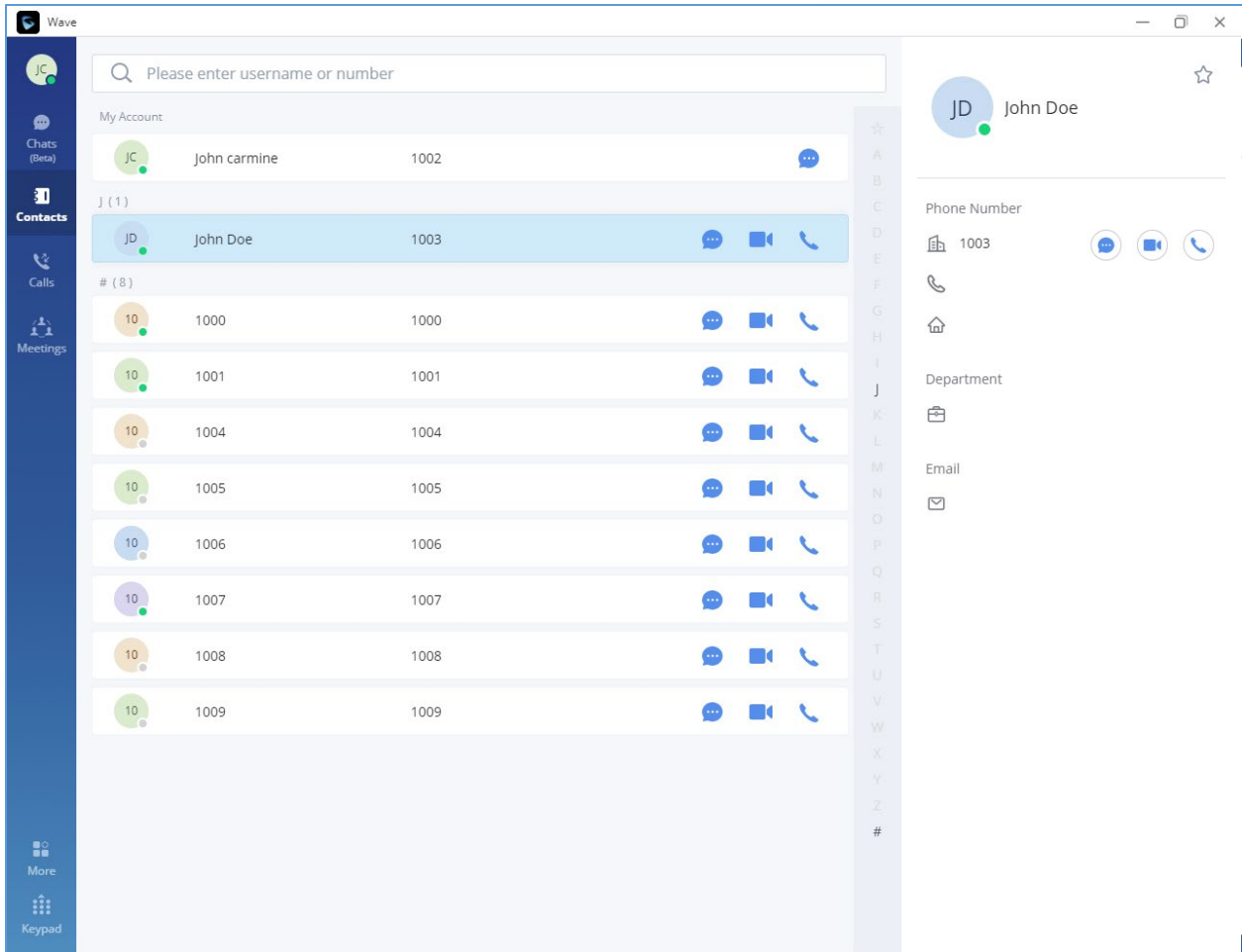


Figure 3: Wave Desktop Default Page after Login

Wave Password Recovery

Users can reset wave login password by following the below steps:

1. Click on Forgot Password and the below window will be displayed, then enter the username



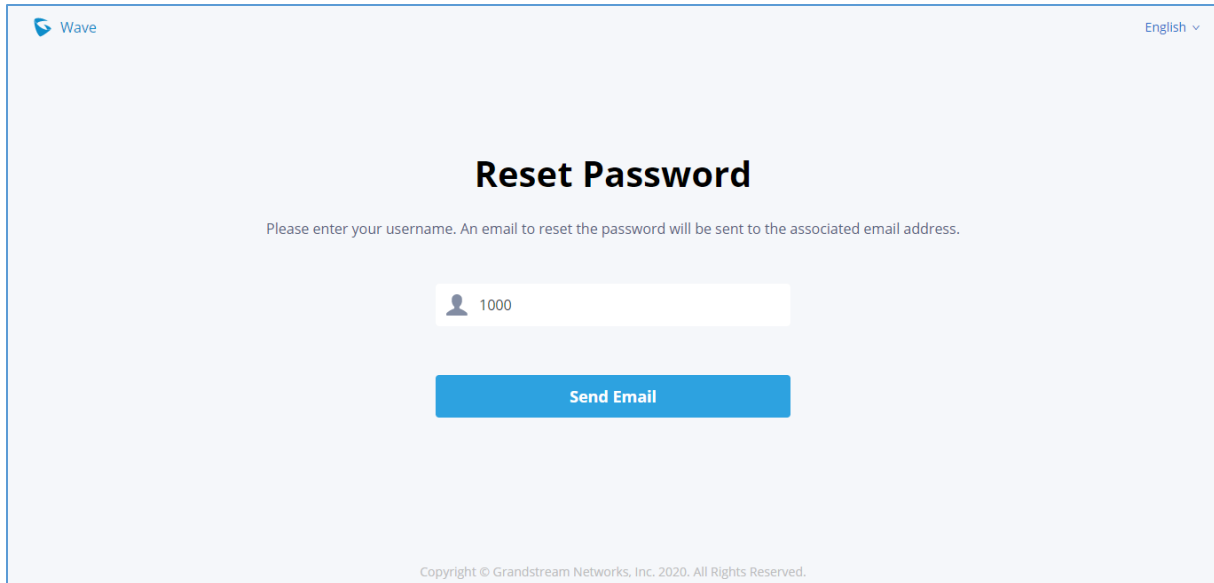


Figure 4: Reset Password – Username

2. After clicking on Send Email a verification code will be given

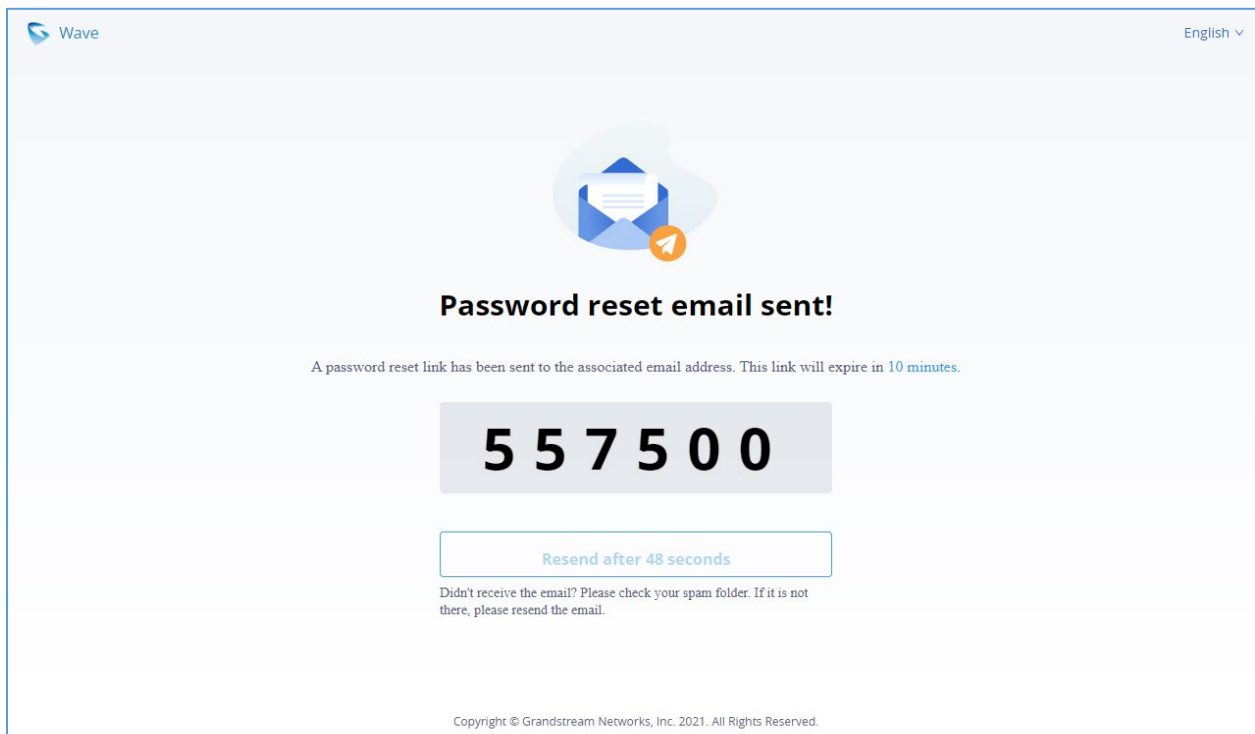


Figure 5: Reset Password - Verification Password

3. And an email will be sent to the email address configured under the extension



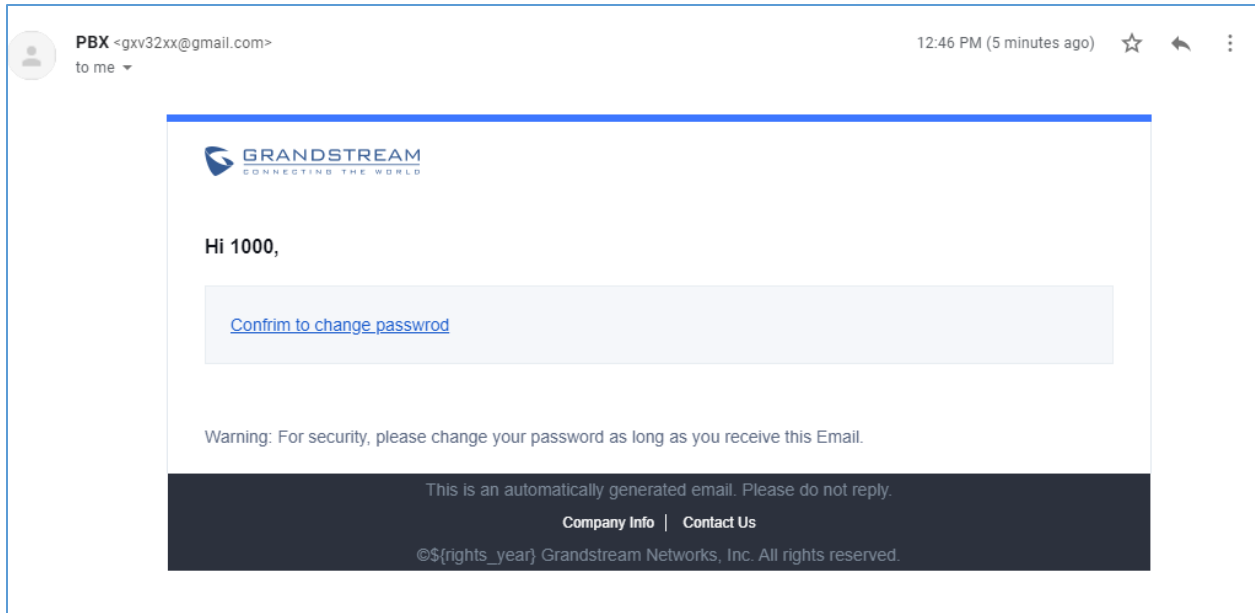


Figure 6: Reset Password – Email

4. On the received email, click on the link to confirm to change password and you will be redirected to the below page, where you will need to enter a new password, re-enter it and the provided verification code, as shown below:

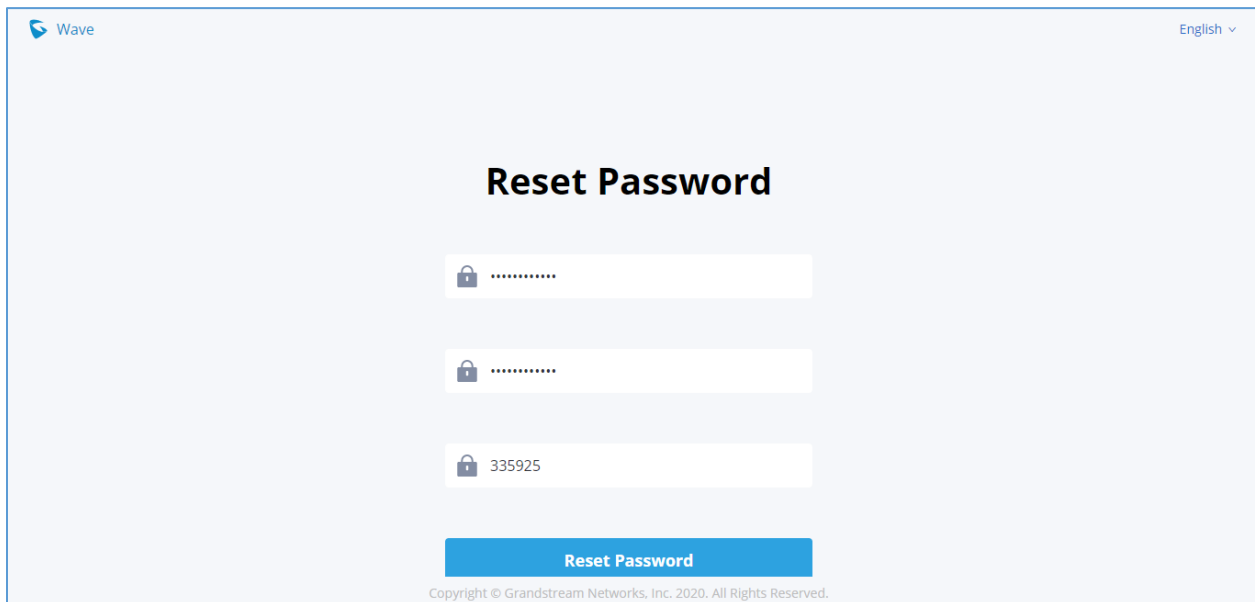


Figure 7: Reset Password

5. And you will be jumped to the login page after the password is reset correctly.

Note: Users can reset wave login password not the extension SIP password, which means when you reset the Wave's password, the Endpoint phone's SIP account's password will not be reset.



Custom Status

Wave users can customize the status in the application. It is divided into account status and working status, and it is displayed in the contacts book and chat module.

- **Account Status:**

The user can click the user icon to enter the configuration interface, then click the status below the account at the top to customize the status of the account, as the screenshot shows below:

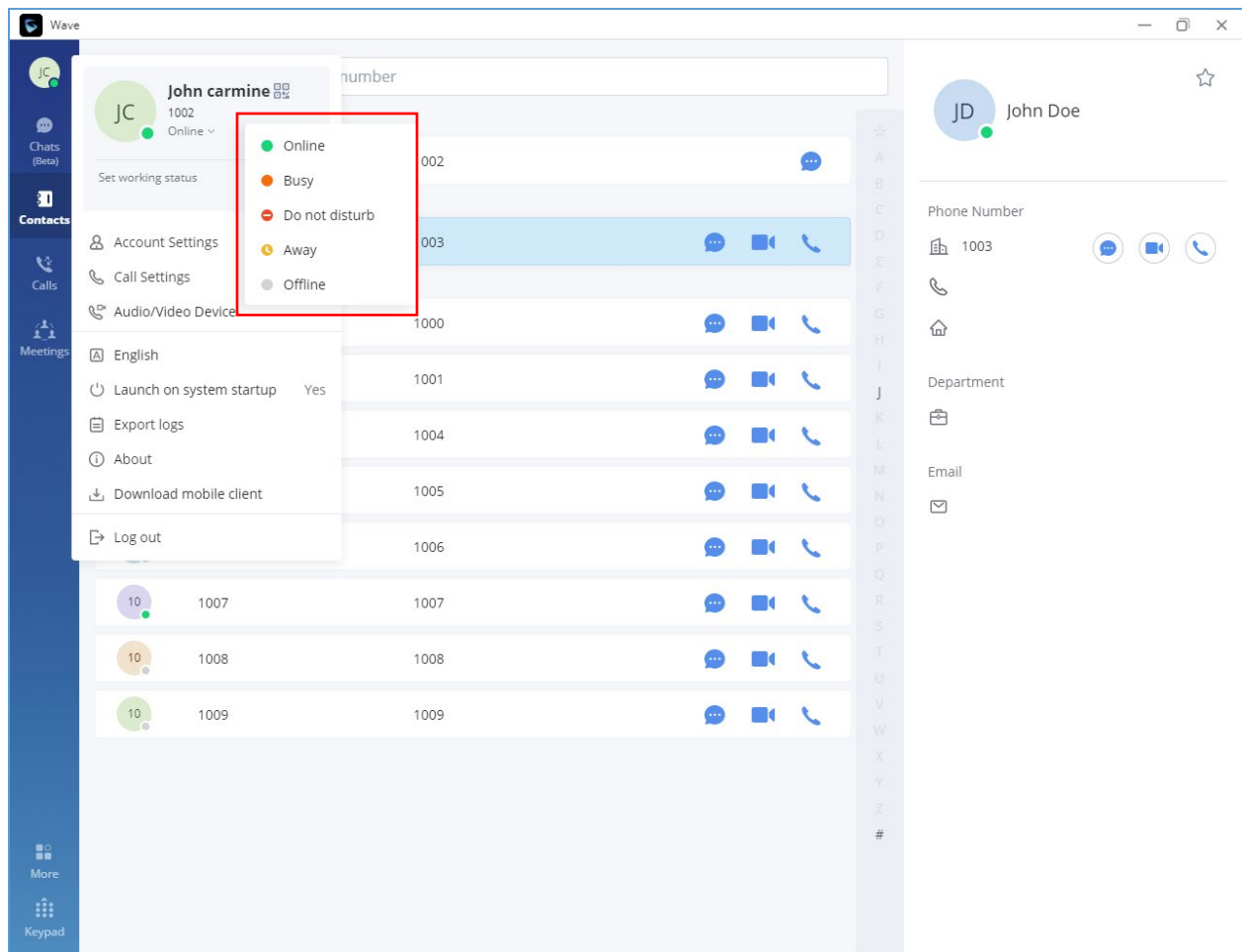





Figure 8: Account Status

- 10  **Online:** This is the default account status. The new calls and messages will prompt users.
- 10  **Busy:** The user is busy now, and the user can send/receive new calls and messages normally.
- 10  **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.

10 ● **Offline:** The account status will be displayed as offline, but the user still can send/receive calls and messages normally.

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

- **Working Status**

The user can click the status bar below the user icon and click “Set Working Status” to select the following working status: Meeting in progress, On a business trip, Working remotely, Sick leave, On leave, None and Custom.

After setting the working status, it will be displayed in the contacts book and chat module.

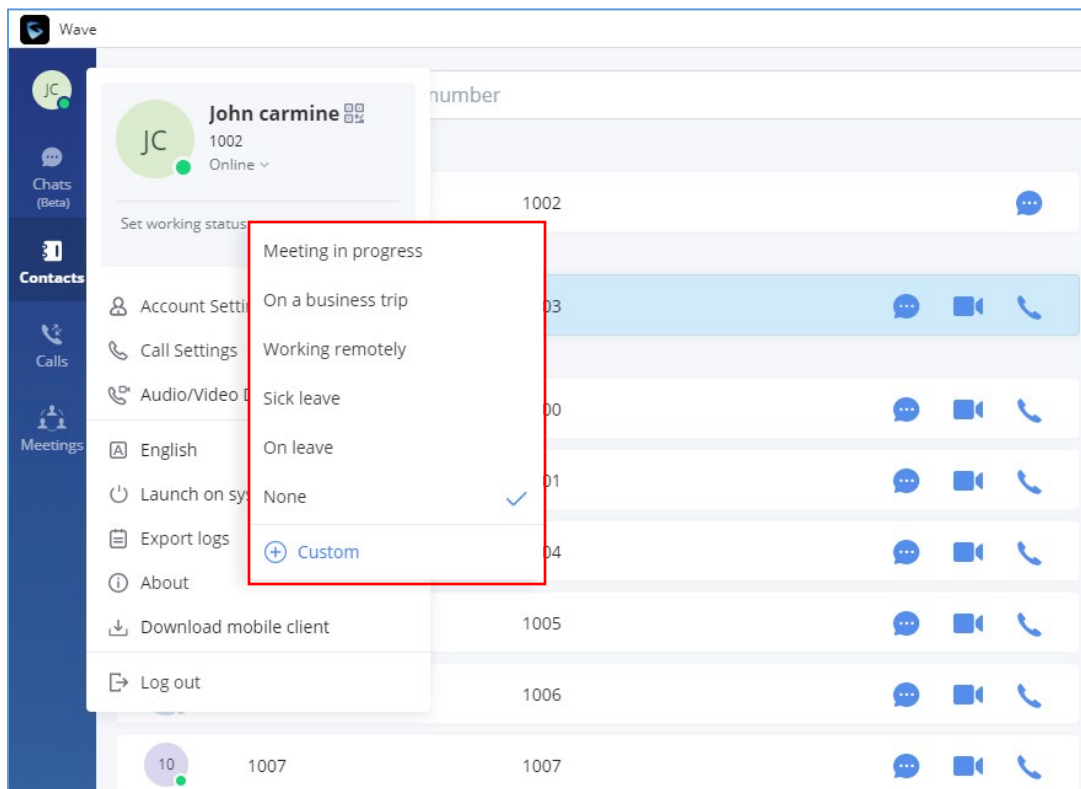


Figure 9: Working Status


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



MAKING CALLS

Users can use Wave desktop for point-to-point audio and video calls.

Initiating a Call from Keypad

1. After logging in Wave desktop, click on the Keypad icon  on the bottom left of the page to bring up keypad.

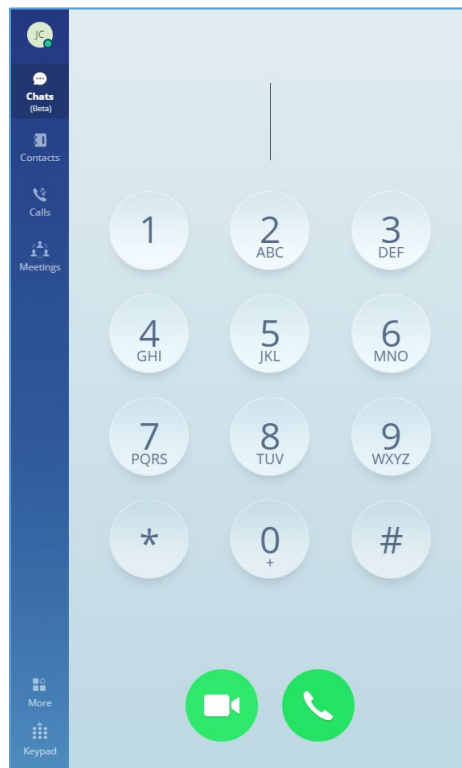





Figure 10: Initiating a Call from Keypad

2. Enter the number to dial.
3. Click on  for video call or click on  for audio call.

Note: All calls are routed via UCM. Users can dial internal extensions, PSTN number and mobile phone numbers as needed.



Call History

After logging in Wave desktop, click on the “Calls” icon  on the left panel to view recent call history.

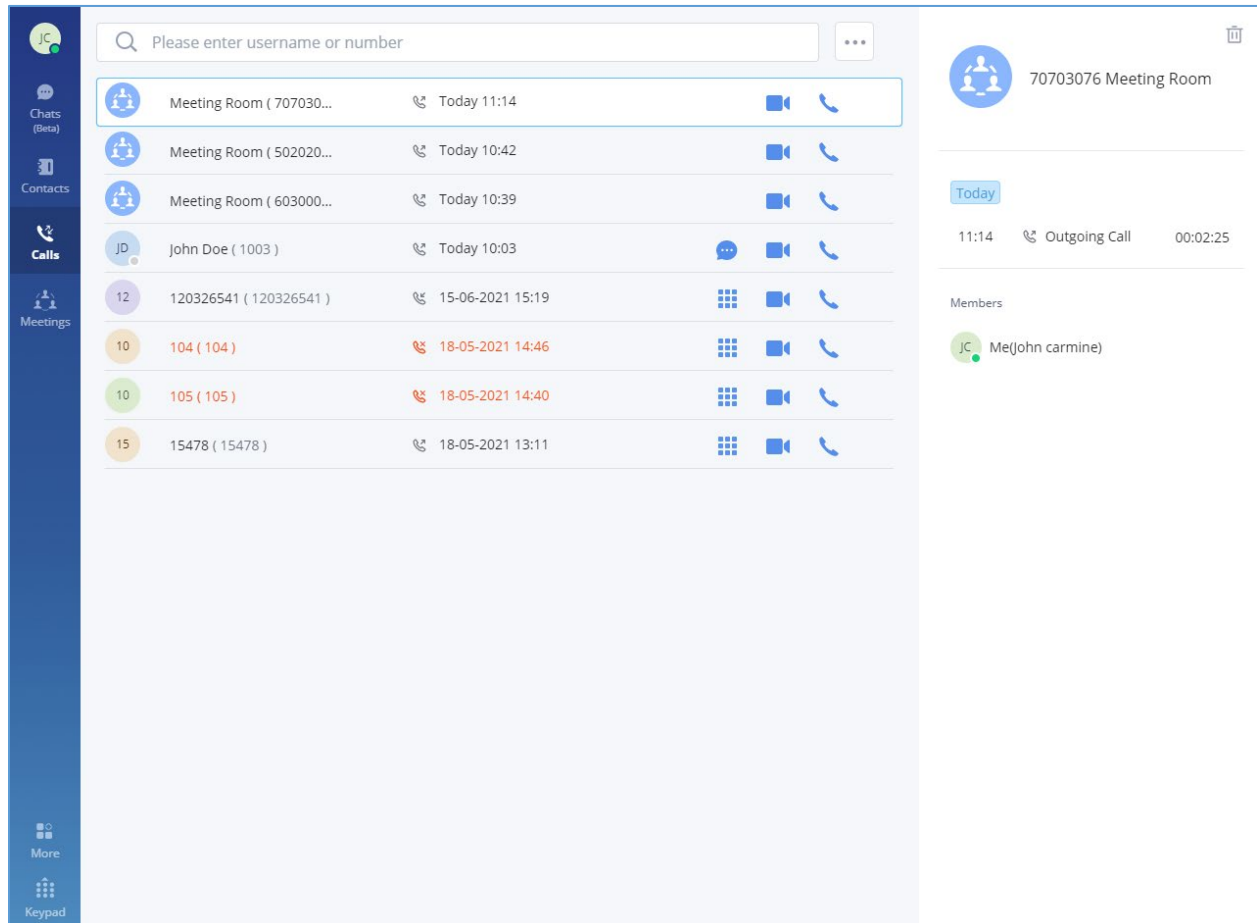





Figure 11: Call history

1. The user can enter the number or username to search in call history.
2. Scroll up and down to view more call history if existed.
3. For the call history entry, clicking on  to make video call and clicking on  to make audio call or  for chat.
4. When a call history entry is selected, the details of this entry are displayed on the right side.

Contacts

Users can search for a specific contact or a specific number to dial under Contact Tab and Recent Calls Tab.



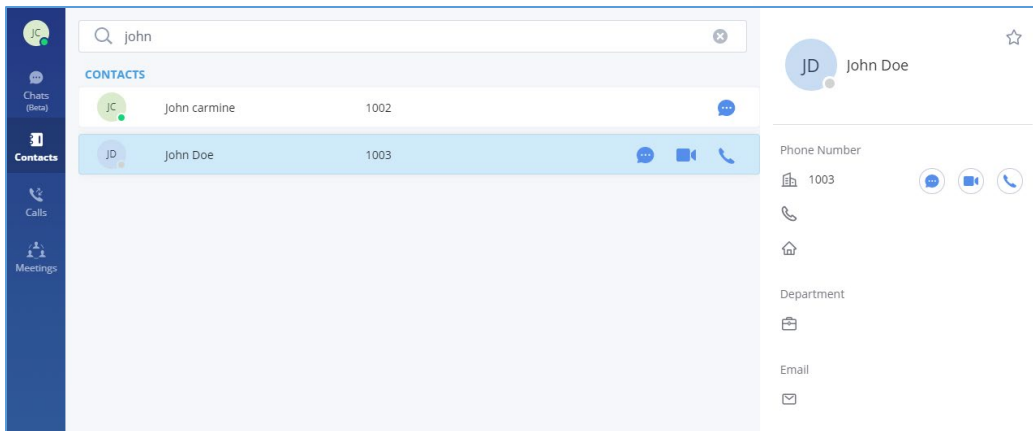




Figure 12: Contact search

1. In the search bar, enter the number or username to search.
2. Click on the search result. The details of this contact will show on the right.
3. For the search result, clicking on  to make video call and clicking on  to make audio call.
4. Also, by clicking on the contact, you can add it to your favorite contact tab as shown below

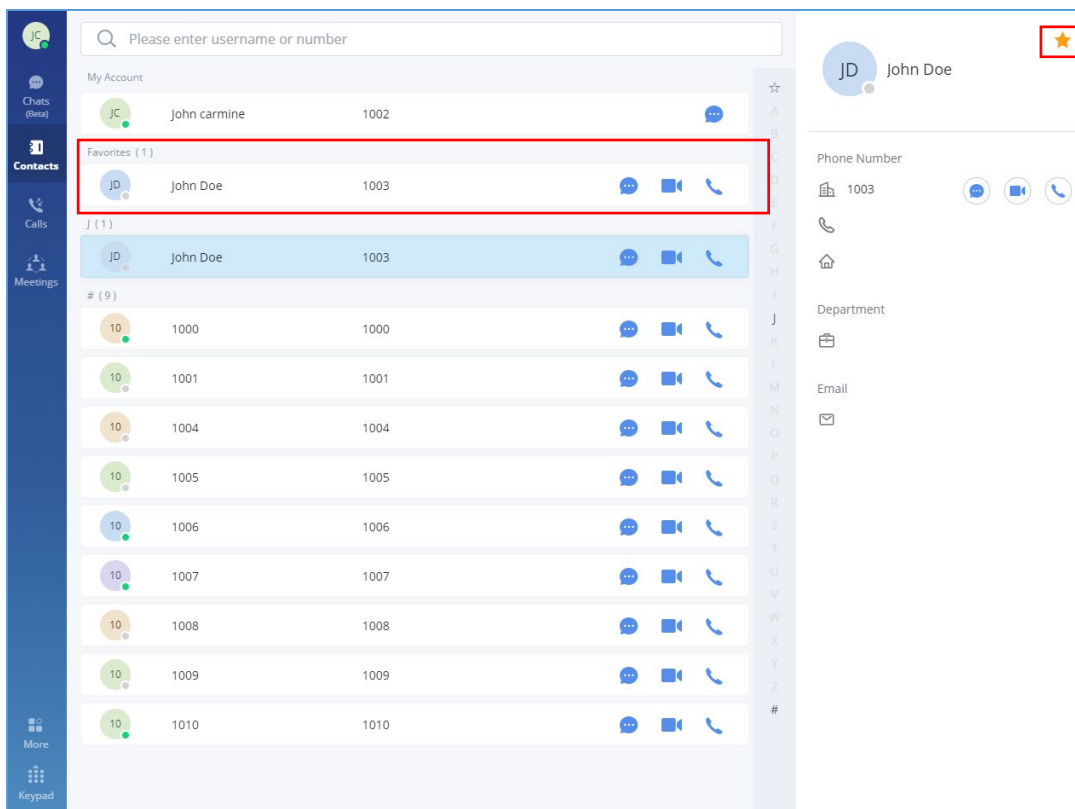


Figure 13: Favorite Contacts

Note: The contacts displayed in Wave desktop portal contains all UCM extensions, meeting room extensions and LDAP contacts.



ANSWERING CALLS

If the user has logged in Wave desktop, when there is an incoming call, the desktop will prompt an incoming call notification on the right bottom corner. Clicking on the notification will bring up Wave desktop page.

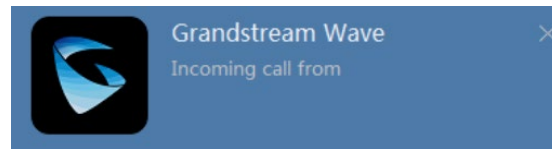







Figure 14: Incoming Call Notification on the Desktop

- If it is an audio call, the user can select  to answer the call, or select  to hang up.
- If it is a video call, the user can select  to answer with video, select  to answer with audio only, or select  to hang up.

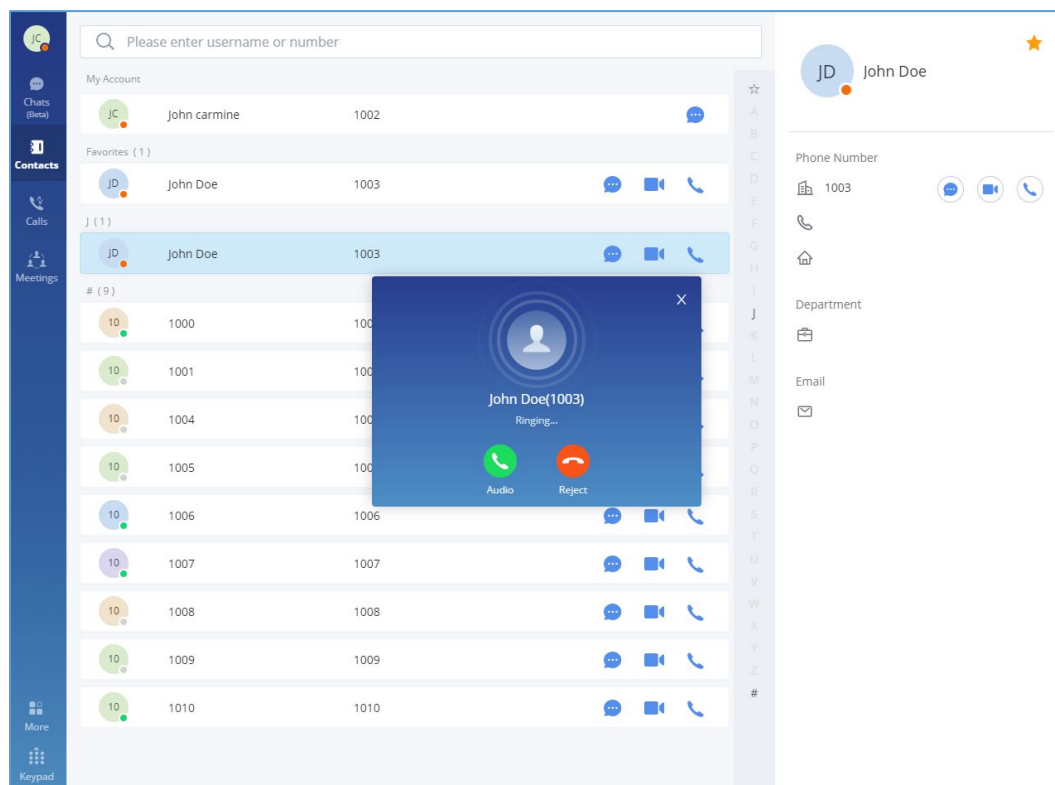


Figure 15: Incoming call prompt on Wave desktop page



DURING A CALL

Once the call is established, users can mute/unmute themselves, enable and disable their video feed, screen share (video calls only), hold/unhold the call, and transfer the current call.

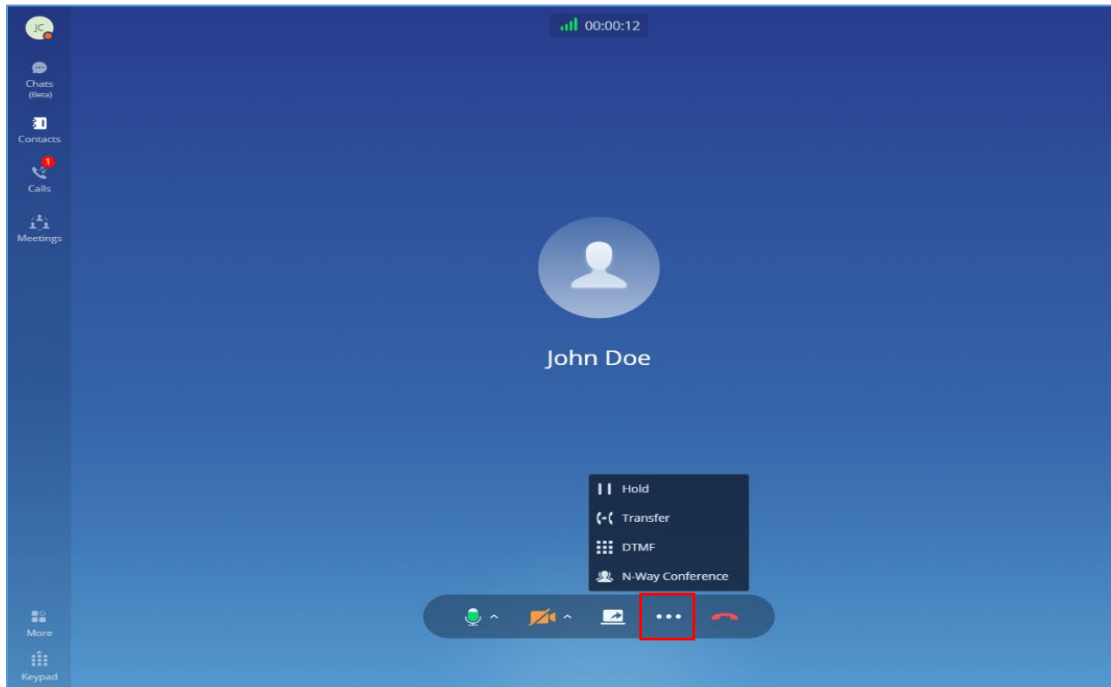


Figure 16: Audio Call Screen

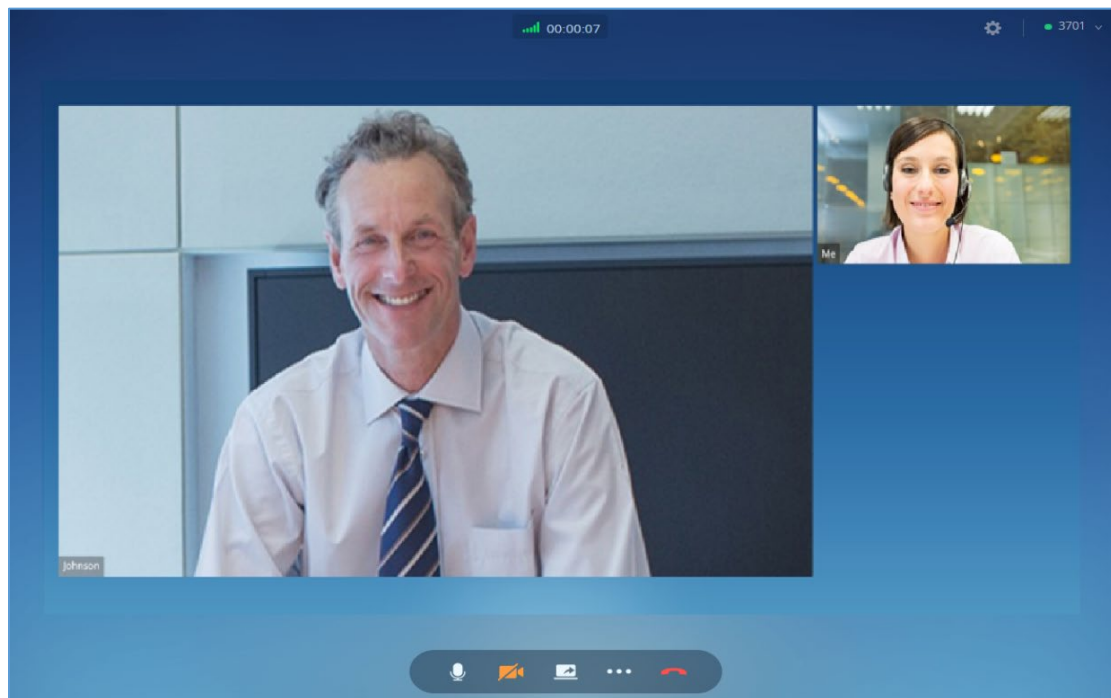



















Figure 17: Video Call Screen



- : View current network connection status including audio and video packet loss.
- : End call.
- : Mute/unmute. Users can click “**More**” button to enter the alternative ringing speaker settings interface.
- : Video on/off. Users can click “**More**” button to enter the virtual background settings interface.
- : Share screen.
- : Click to open more functions such as transfer and hold.
- : After clicking on  for more functions, click on this icon to hold the call.
- : After clicking on  for more functions, click on this icon to transfer the call.
- : After clicking on  for more functions, click on this icon to enter DTMF.
- : After clicking on  for more functions, click the button to transfer both parties' calls to the conference room for the call, so that more people can be added to the conference.

Hold/unhold

1. During call, click on  icon and select  to put the current call on hold.
2. To resume the call, click on .



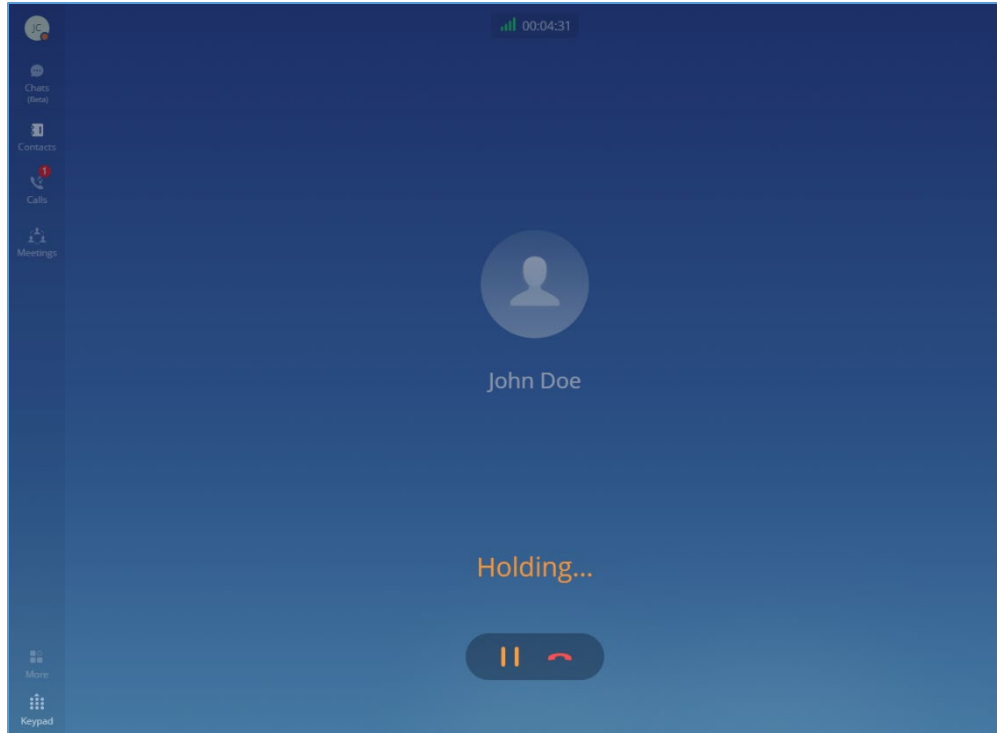




Figure 18: Call On Hold

Mute/unmute

1. During call, click on  to mute the call. The user will not be heard by other parties anymore.
2. To unmute the call, click on . The user can now be heard by the other parties.

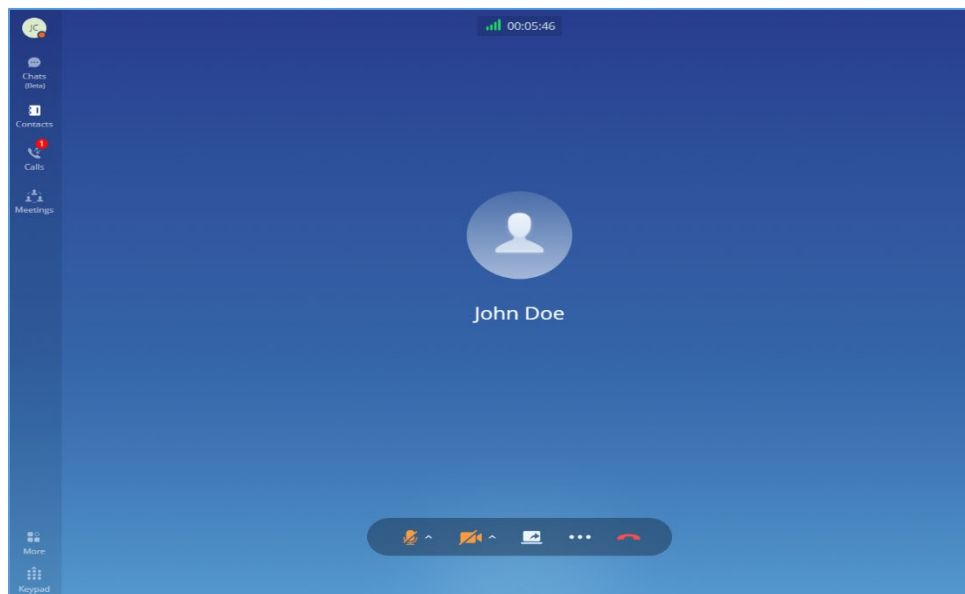



Figure 19: Mute during a Call



DTMF

1. During the call, press the more button to open the menu page, and click the DTMF  button and a soft keyboard will be opened, as shown in the figure below.

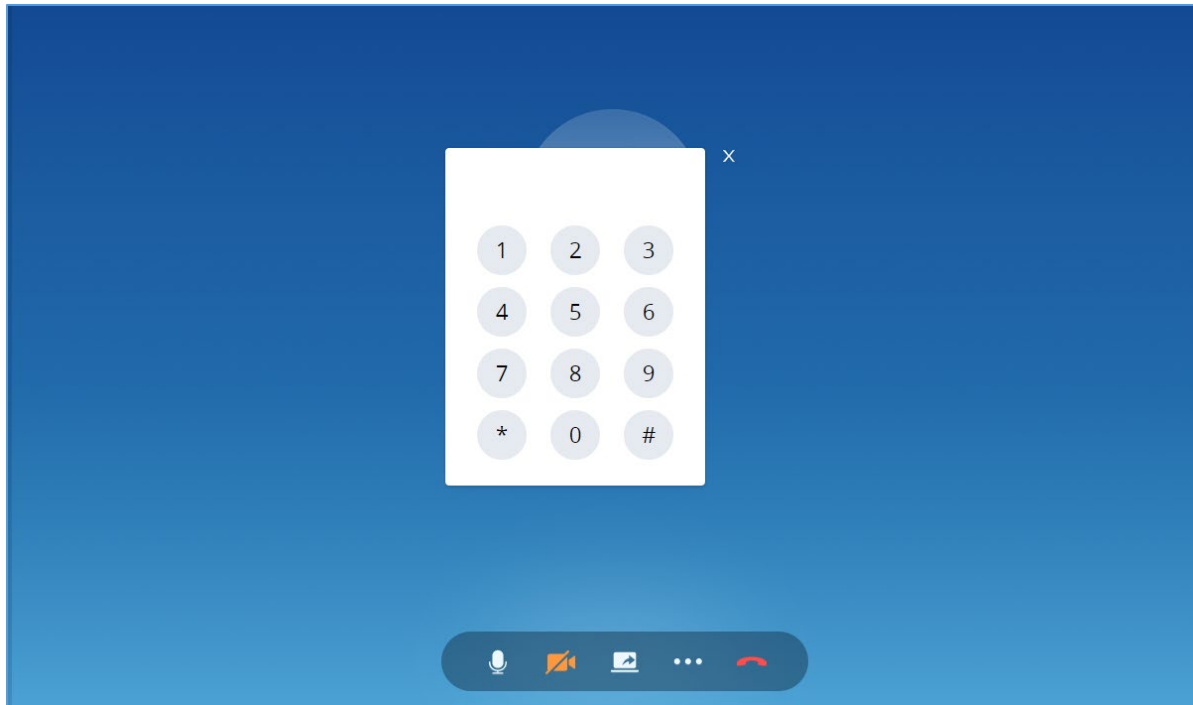



Figure 20: Open the DTMF Keyboard Interface during a Call

2. Click on the numbers that needs to be entered.

Transfer to Meeting Room

1. During the call, the user can click “...” button to open the menu and click the “**N-way Conference**”  to transfer the current call to the random video meeting room. As the figure shows below:
2. When the call has been transferred to the video meeting room, the operator will become the meeting host.



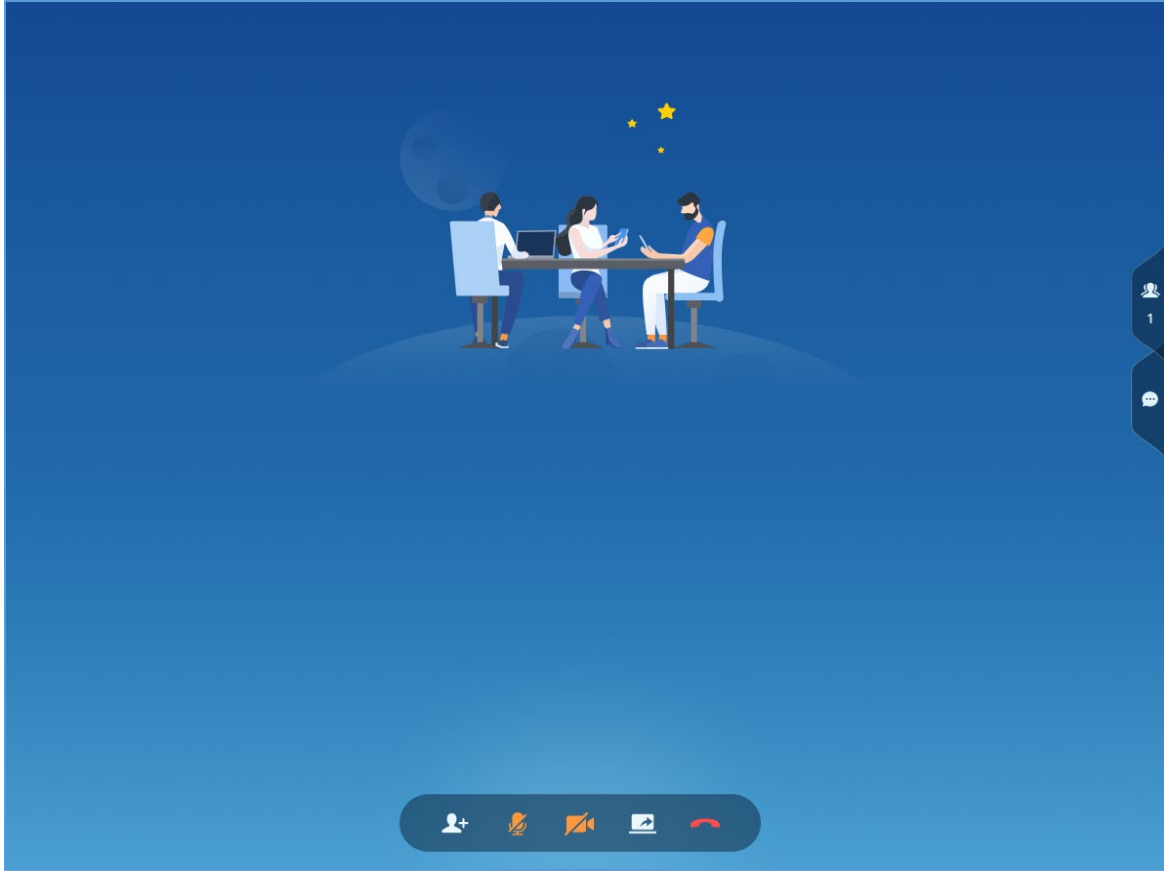




Figure 21: Transfer to Video Meeting Room



MULTIPLE LINES

It supports two-line calls at the same time. The user can quickly switch between lines in the lower left corner.

The user can click button  to answer the call and click button  to hang up the call.

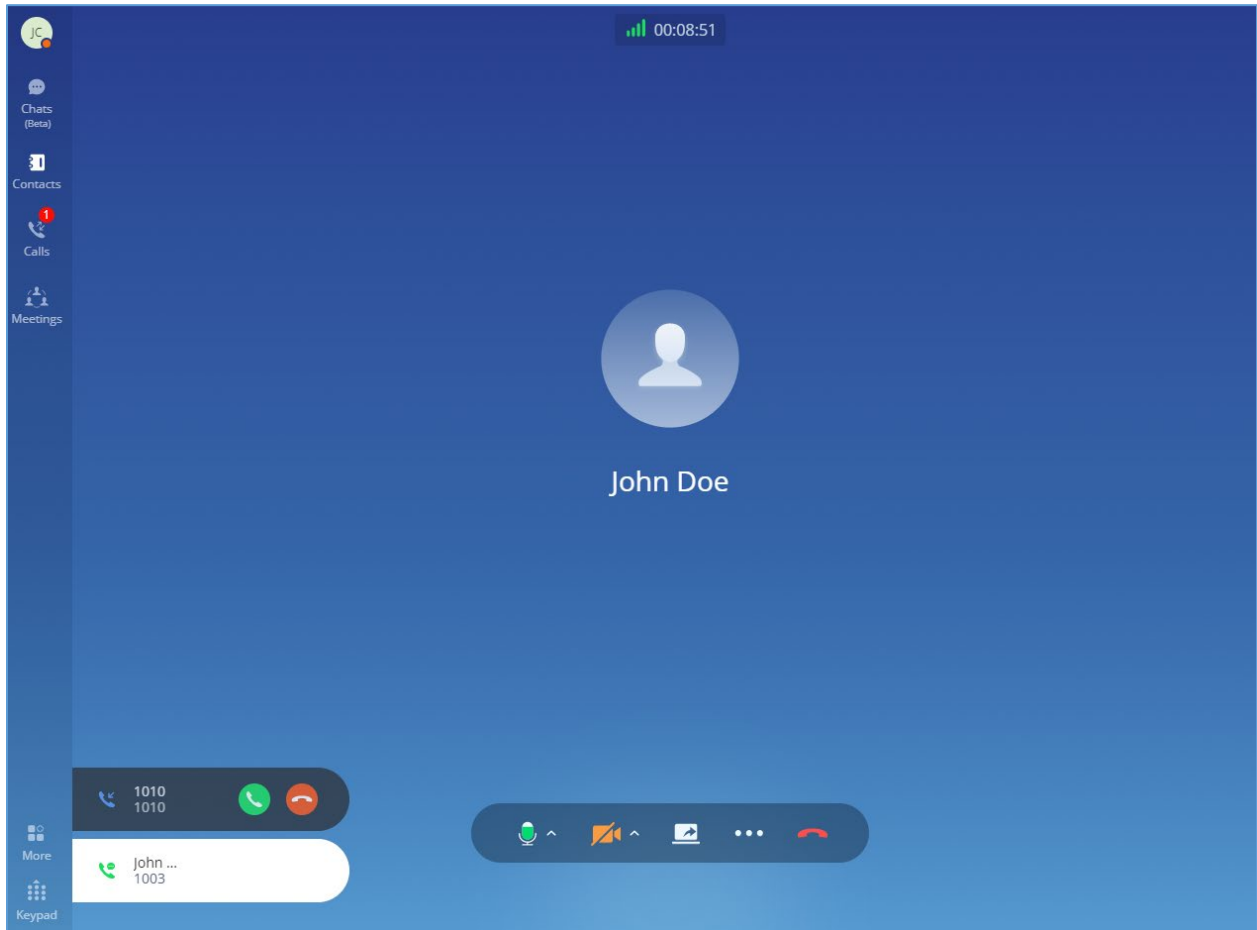


Figure 22: Multiple Lines

MISSED CALLS

Users can check missed calls under **Calls** Tab.

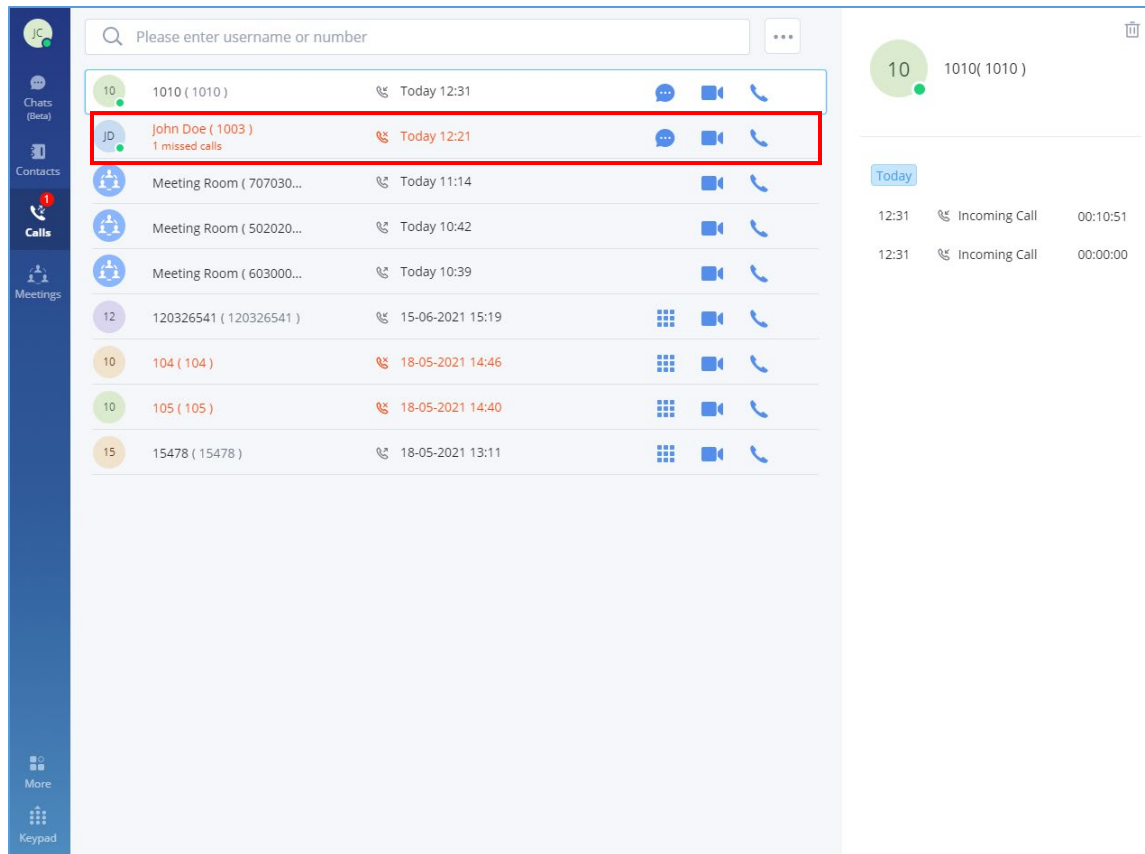




Figure 23: Recent Calls



CALL TRANSFER

Wave desktop users can transfer current call to another party via blind transfer or attended transfer.

Blind Transfer

1. User A is using Wave desktop. Establish call between User A and User B.
2. On User A Wave desktop call screen, click on  icon and select transfer .
3. Enter User C's number as the number to transfer the call to. The number will be listed in the search result.
4. Click on "Blind" to perform blind transfer.
5. User C rings. User A hangs up automatically. When User C answers, the call between User B and User C will be established.

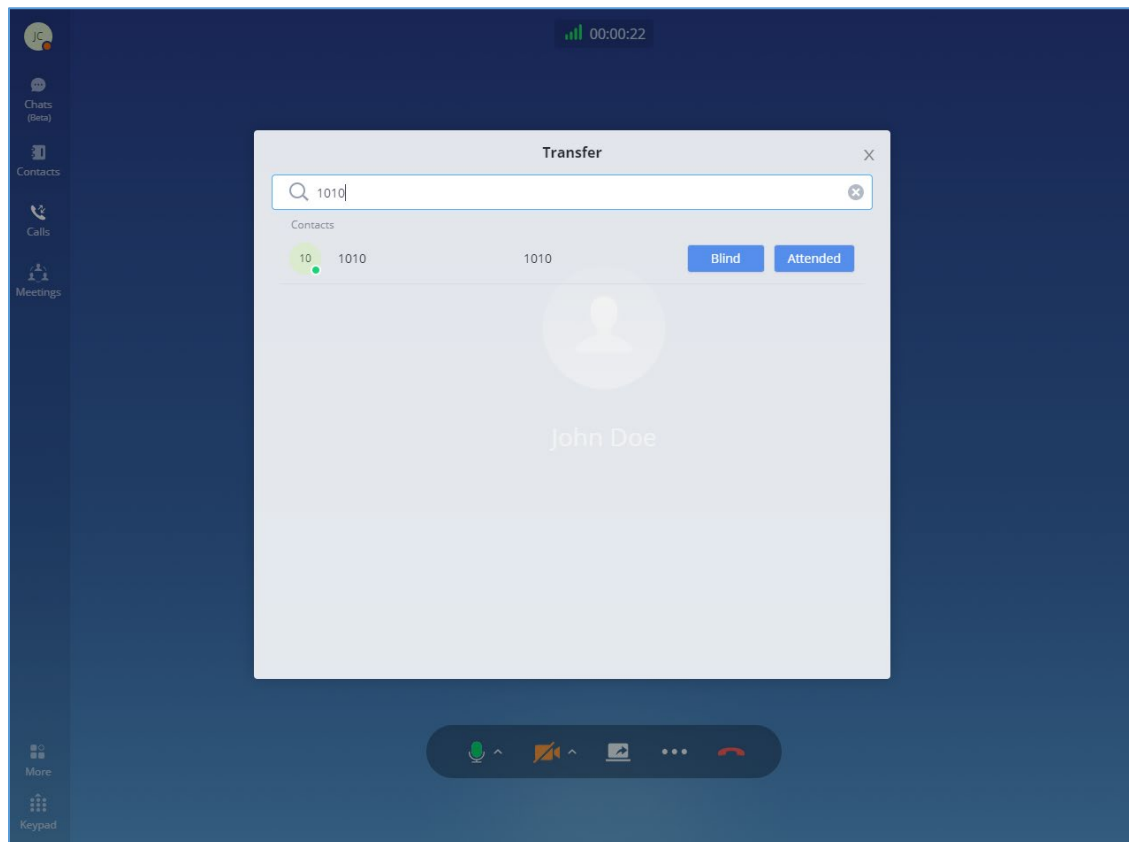




Figure 24: Blind Transfer



Attended Transfer

1. User A is using Wave desktop. Establish call between User A and User B.
2. On User A Wave desktop call screen, click on  icon and select transfer .
3. Enter User C's number as the number to transfer the call to. The number will be listed in the search result.
4. Click on "Attended" to perform attended transfer.
5. User C rings.
6. If User C answers, User A and User C will establish the call. User A can end the call to complete transfer. If User C does not answer the call, User A can end the call now to complete transfer. When User C answers, the call between User B and User C will be established.

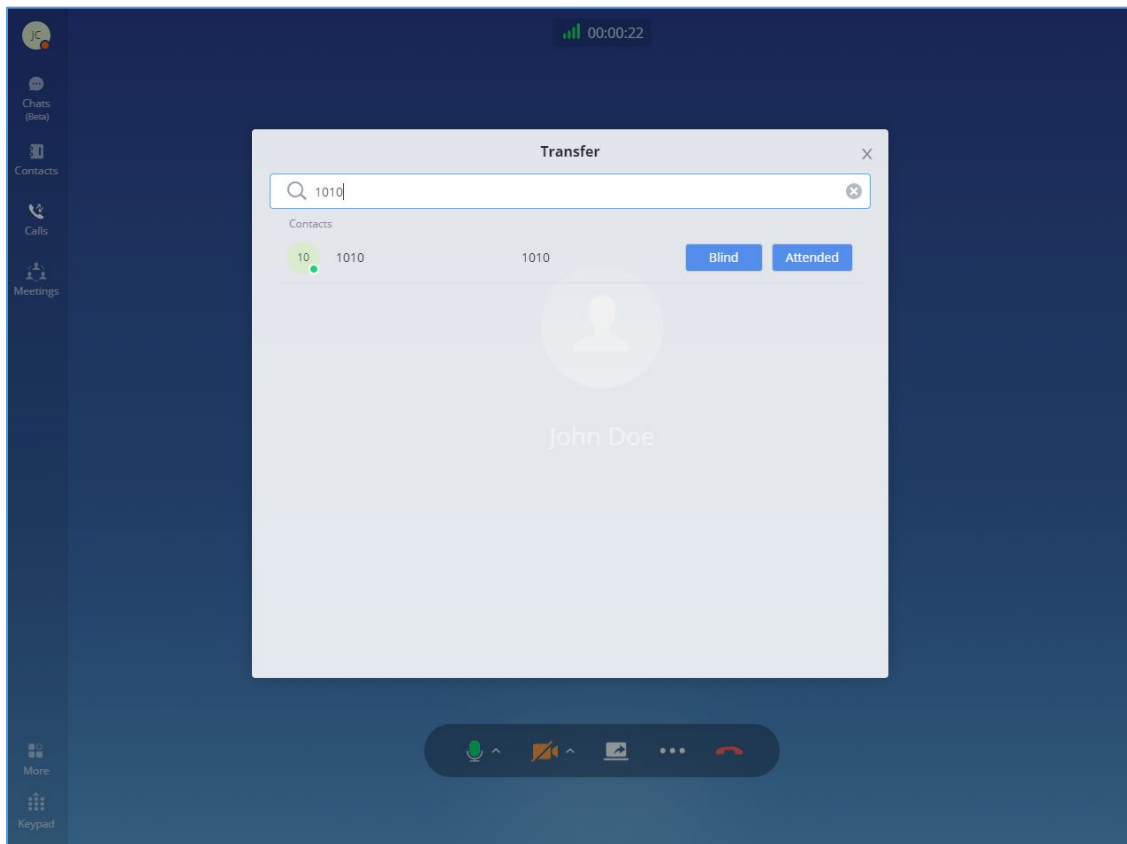


Figure 25: Attended Transfer - I



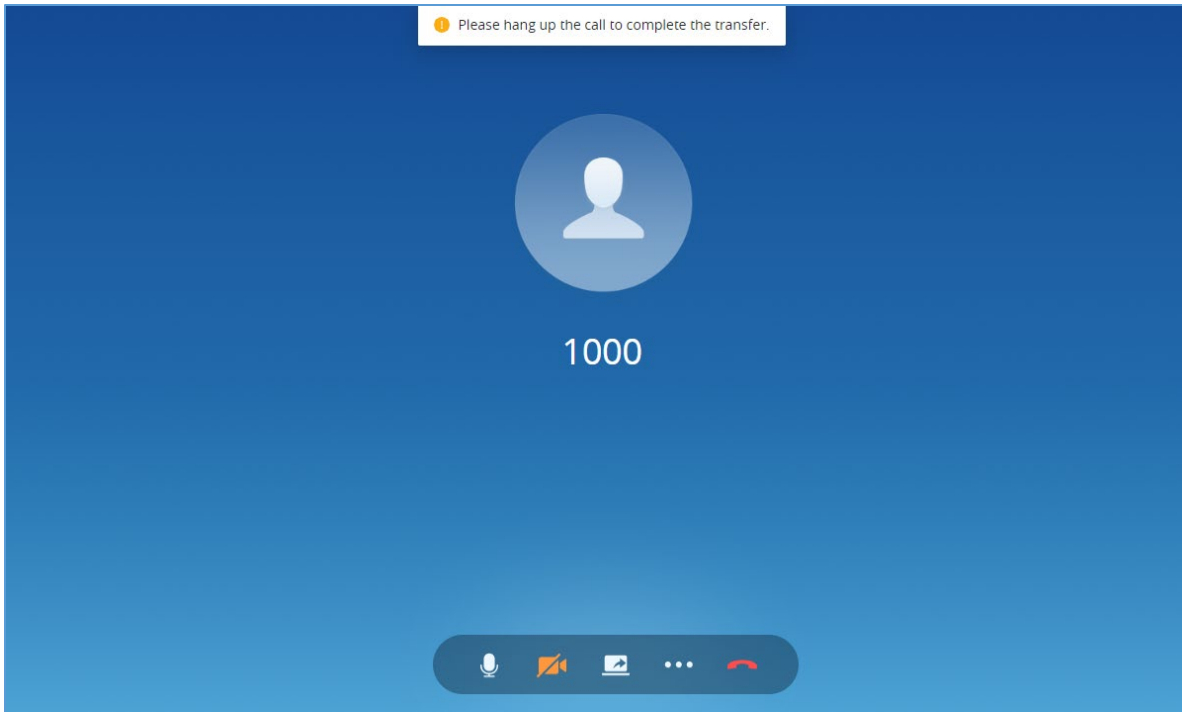


Figure 26: Attended Transfer - II




CHAT

Wave desktop allows users to conduct a peer-to-peer chat or a group chat. After logging in Wave desktop, click on "Chat" on the left panel to open the chat page.

If you want to use the cloud IM system, go to the Grandstream official website to learn about the CloudIM package.

Start a single chat

Method 1: After clicking on the "Chat", user need to click on  button, then select the other party he/she wants to chat with and click OK to enter the single chat interface.

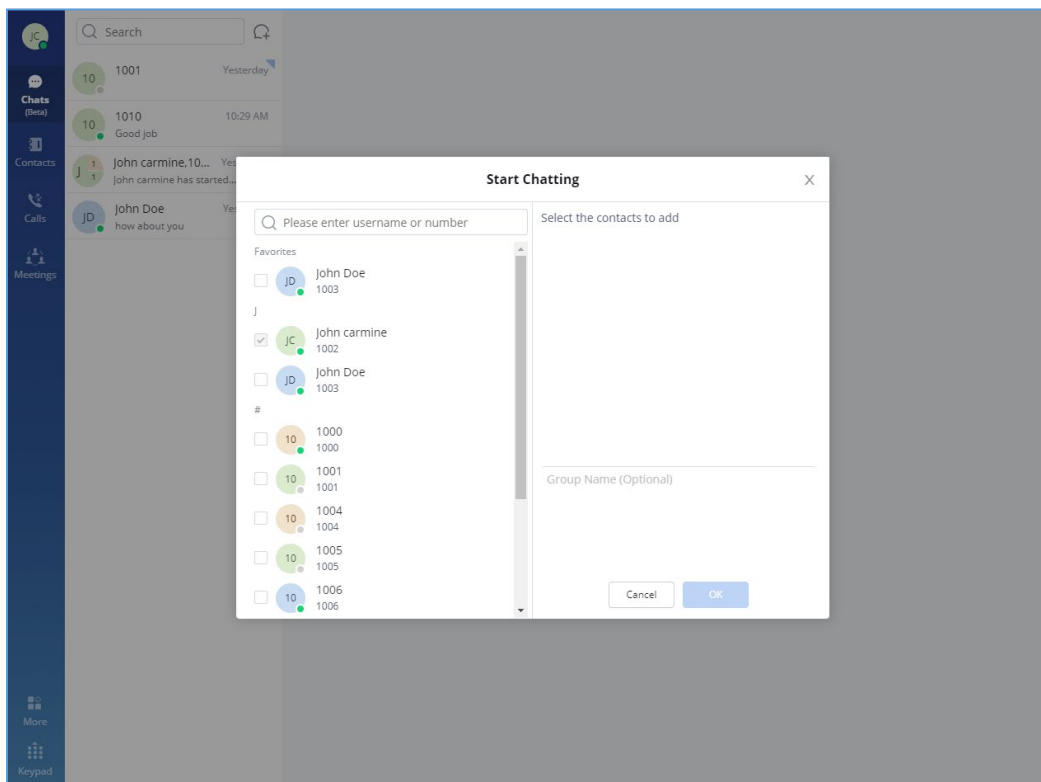





Figure 27: Adding Chat Interface


Method 2: User can click on "Contact" tab, find the contact he/she wants to chat with, and click  button, the user will be redirected to the chat section.



Method 3: User can click on "Calls" tab, find the contact he/she wants to chat with, and click  button to initiate the chat.



Method 4: User can click on "Keypad" tab, find the contact he/she wants to chat with among the calls log, and click  button to initiate the chat.

Start a group chat

Method 1: After clicking on the "Chat", user need to click on  Button, then select multiple contacts he/she wants to chat with, enter the group name, and click OK to enter the group chat interface.

Method 2: In the single chat window, user need to click on , then on  to invite more contacts to form a group chat.

Send messages

In the chat interface, sending text, emoticons, files/pictures are supported.

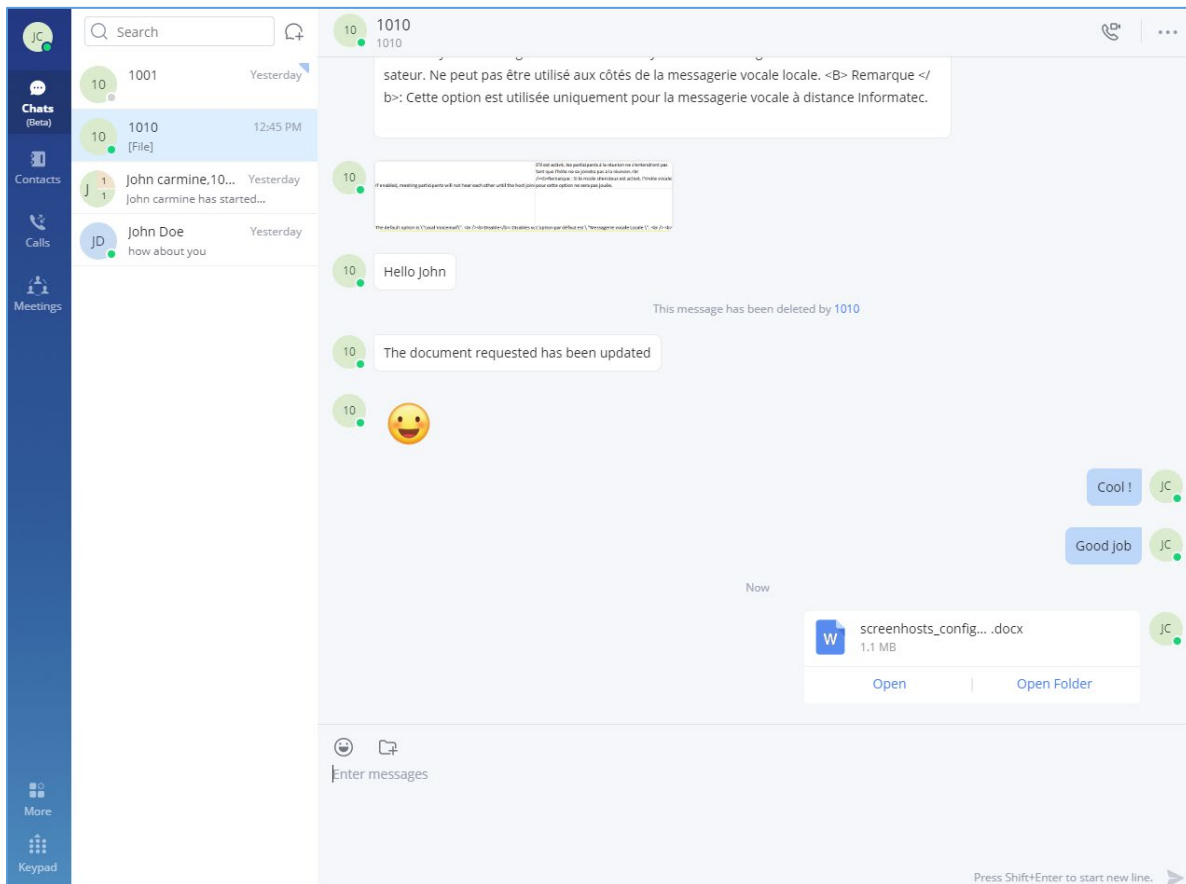








Figure 28: Chat Interface



Notes:

- Text: Support sending any characters within 5000 characters.
- For new line, press Shift + Enter to wrap.
- For emoticon, click on  , it supports selecting one or more emoticons to send.
- For file/picture, click on  , or drag a file to this window, you can select a file/picture to send from the local computer, and the file size is limited to 50M.
- For call, if it is a single chat interface, click on  to call the other party, select  Audio call button to call the other party in audio. If it is a group chat page, click on the same button to initiate a group conference call, all group members will be called by default, and group chat messages will be brought into the chat box in the conference call.
- For video call, only the single chat interface can initiate a video call; click on  , select  Video call button to initiate a video call the other party.
- @Everyone/someone: Only supported in group chats. Enter @ in the input box to send messages from @all or someone, and the other party will remind you of @Message.
- **Send Excel Content:** Copy the contents in the Excel file and paste the contents to the chat window. The user can select to paste the contents in text (Paste text) or image (Paste image), and then send out the contents.

Copy message

In the chat interface, select a message, with right-click select "Copy" to copy the content of the message. Currently files and pictures do not support copying.



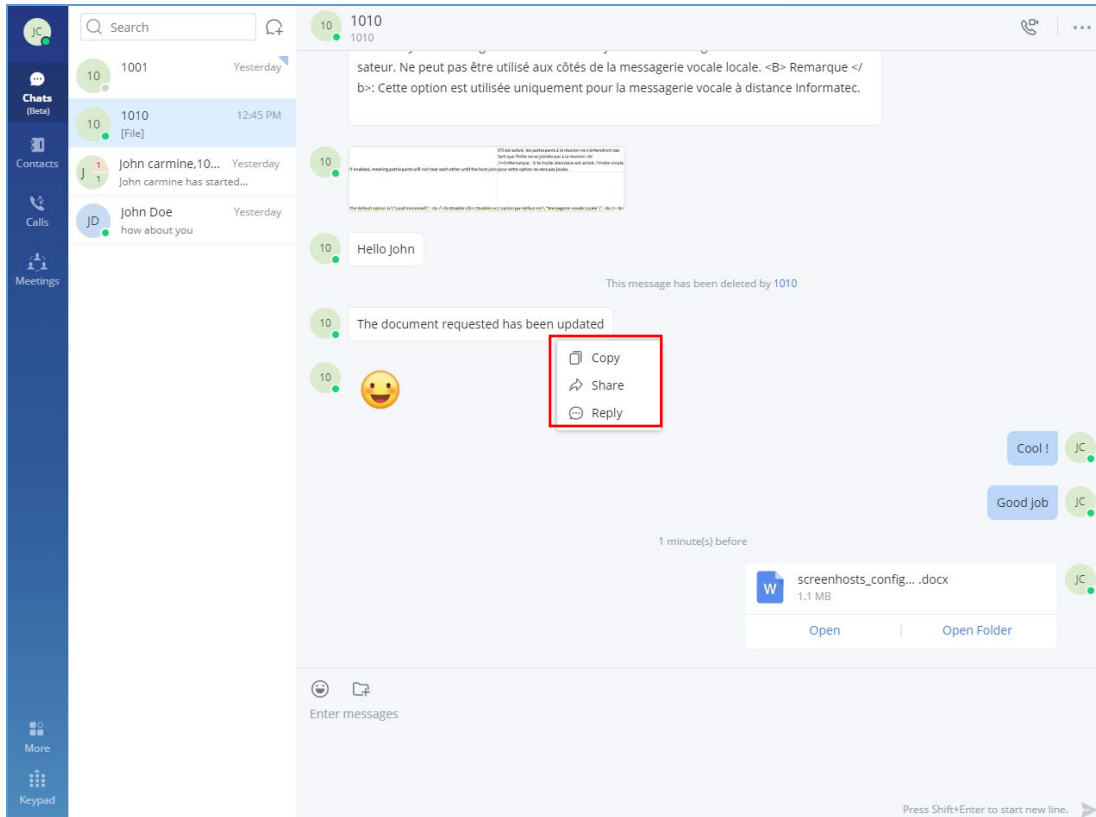


Figure 29: Copy Message

Share message

Step 1: In the chat interface, select a message, with right-click select "Share".

Step 2: The user can select the contacts/groups and forward the message to the contacts/groups. It supports to forward the message to multiple contacts/groups.



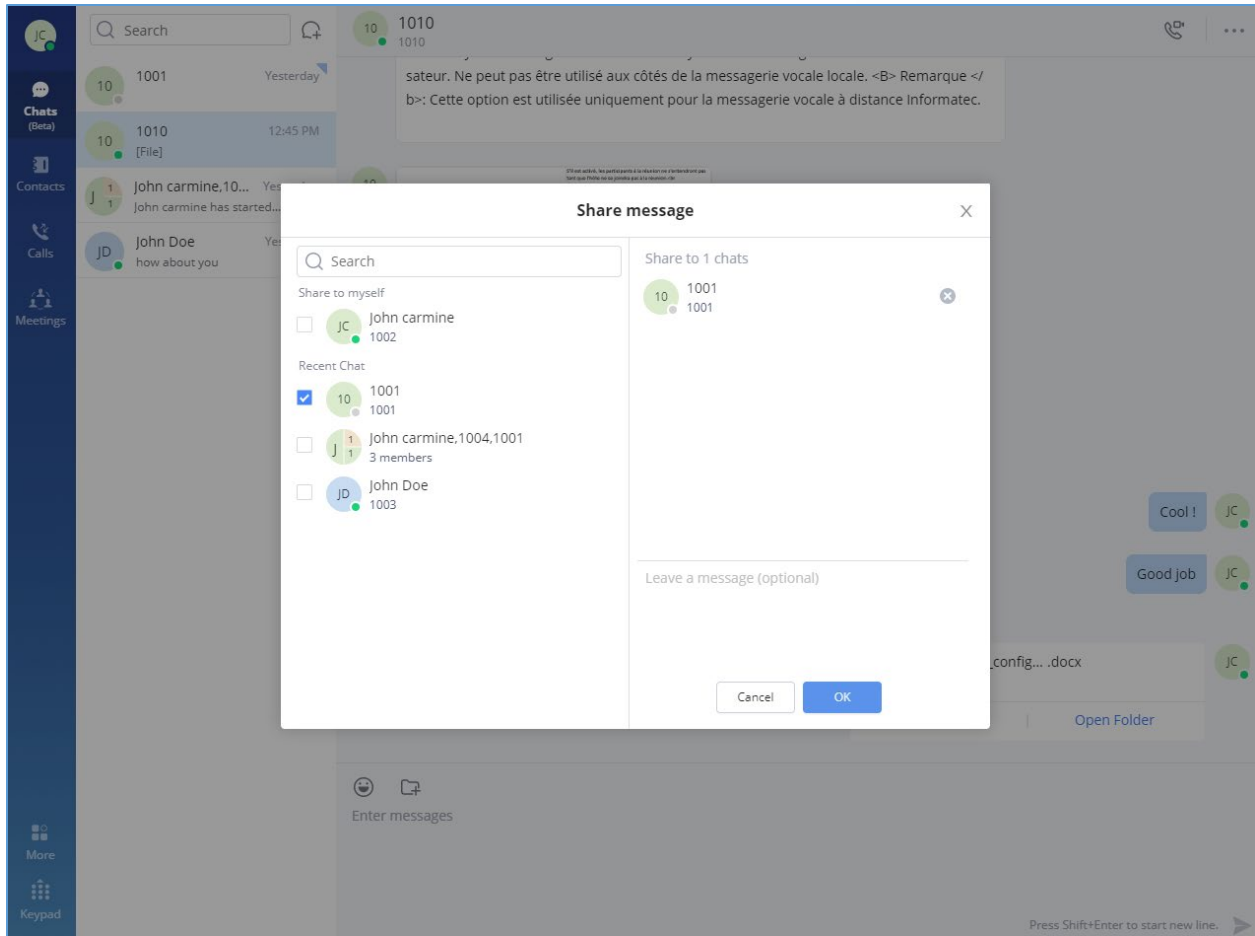


Figure 30: Forward message

Step 3: (Optional) Write a message and click the "OK" button to forward the content of this message to the selected person or group.

View unread message

In the "Chat" tab, users can view the latest unread messages. Tap to enter the chat interface to view new messages.



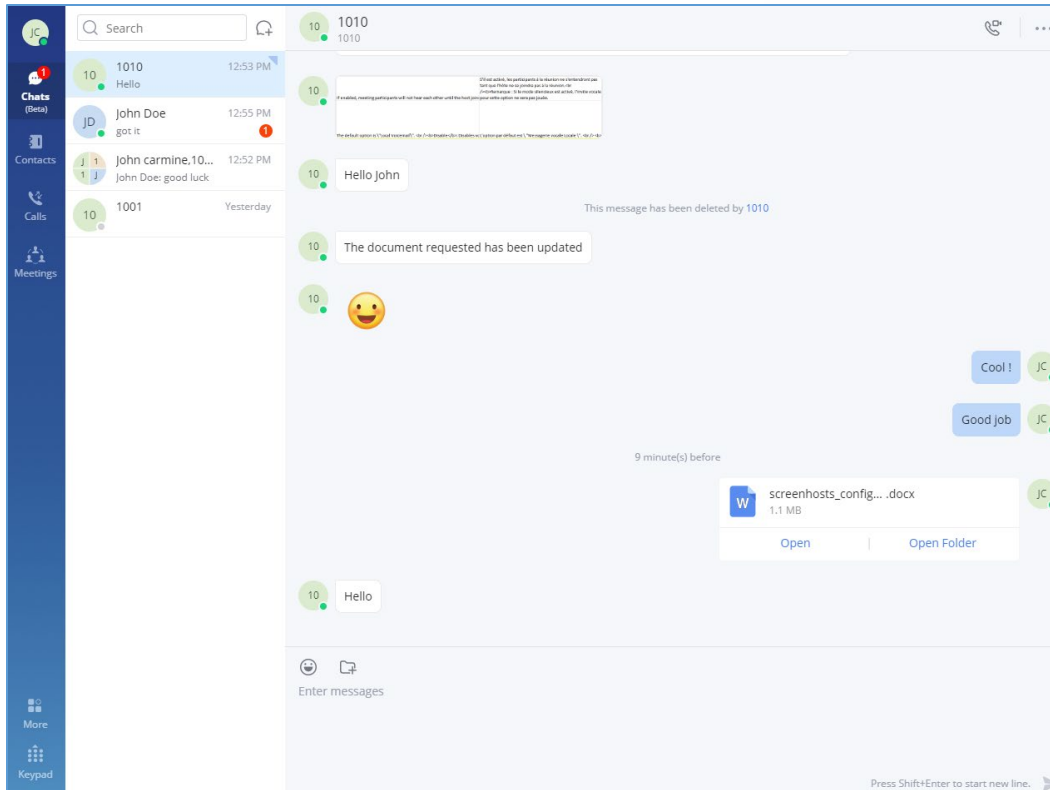



Figure 31: Unread Messages

In addition, by clicking on the chat box of a person or a group, users can view the history of chatting.

Quote to Reply Message

Step 1: In the chat interface, the user can select a message, right-click it and click “Reply” option or click the button  next to the message.

Step 2: The user can reply to the message in the message box.



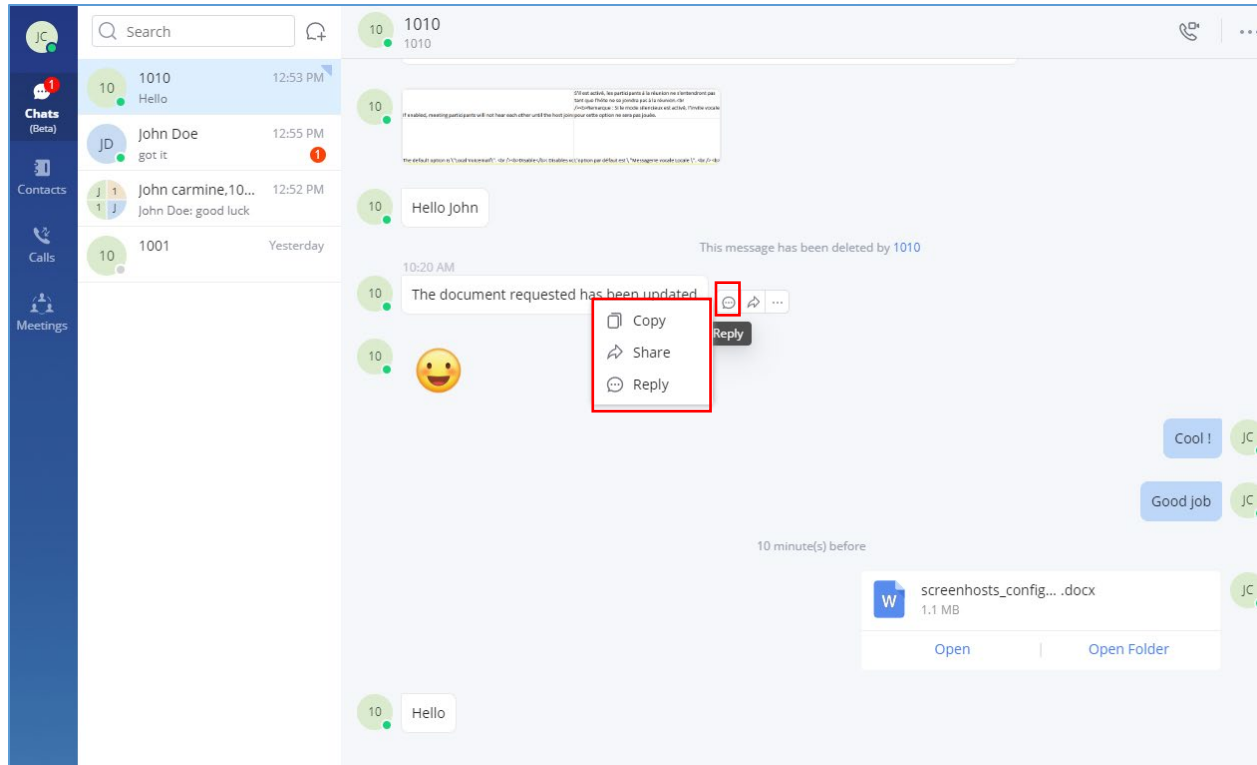


Figure 32: Quote to Reply Message

Edit the sent text

In the chat interface, users can edit the sent text and resend the edited message.

Step 1: In the chat interface, the user can select a sent text message, and right-click to edit the message.

Step 2: Re-edit the contents in the input box.



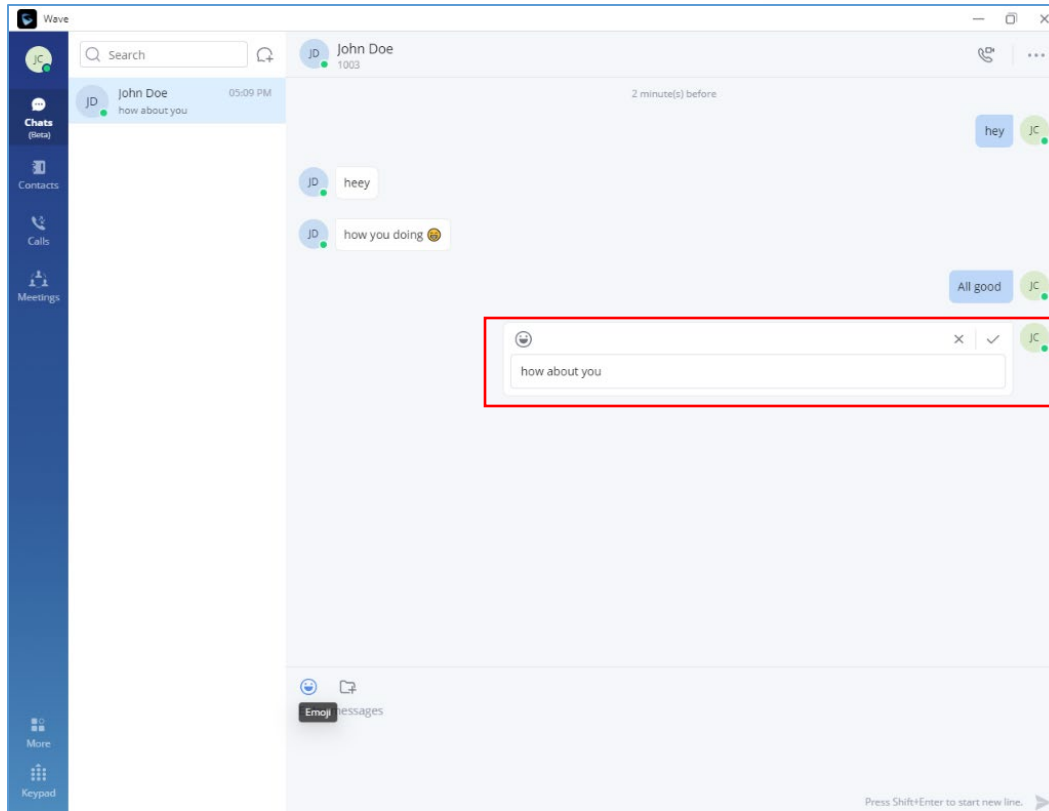


Figure 33: Edit the Sent Text



Note:

1. Images, videos, and files are not supported to be edited. The re-edited contents can only be added with text and emojis.
2. The re-edited contents are limited to 5000 characters.

Delete Message

Step 1: In the chat interface, the user can select a message and right click it then click “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.



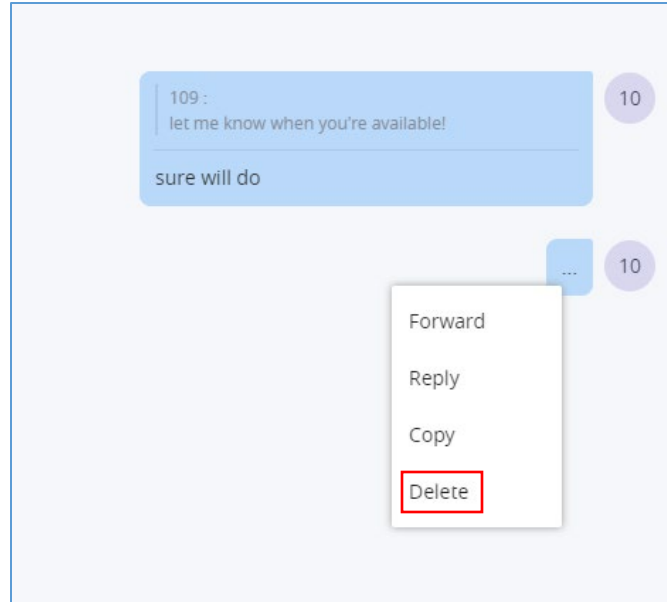


Figure 34: Delete Message

Pin Chat Box to Top

In the chat list, the user can select a point-to-point chat or group chat and set the chat box to the top of the chat list. When the chat box has been set to the top of the chat list, the user can quickly find the chat box and reply to the message.

The user can also click the chat box and unpin the chat box.

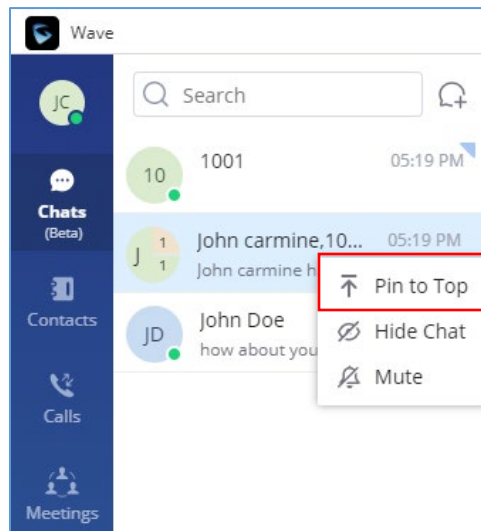


Figure 35: Stick to Top



Hide Chat Box

In the chat list, the user can select a point-to-point chat or group chat and click on Hide Chat. Then, the chat box will be hidden in the chat list.

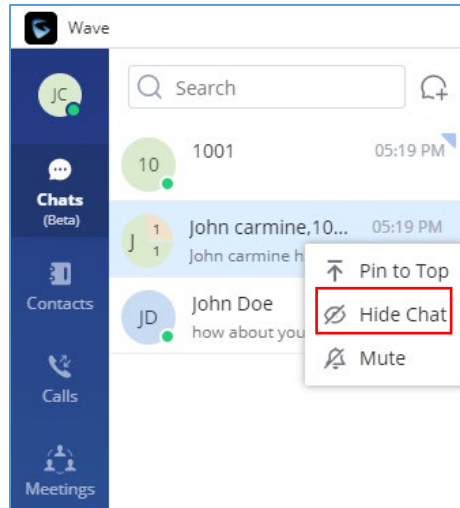


Figure 36: Hide Chat Box

Note:

The chat history will not be deleted after hiding the chat box. When the user receives a message from this chat box in the future, the user can also view the chat history.

Mute Chat

If the user needs to mute the new message notification of a chat, they can select a point-to-point chat or group chat in the chat list and set it to “Mute”.

If the user wants to resume notification of new messages for the chat, the user can select the current chat box and cancel the DND setting by clicking on “Enable Message Reminder”.

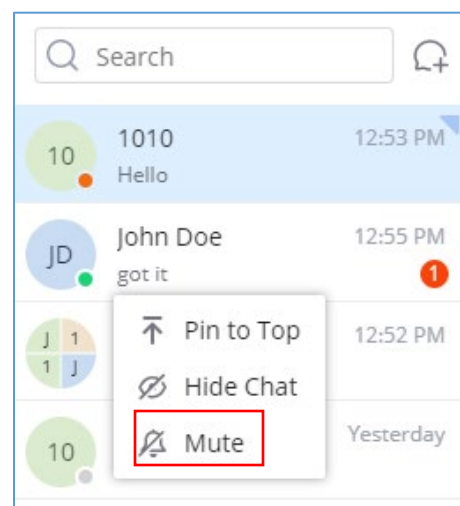


Figure 37: DND



Group management

Change group name

Both the group owner and group members can change the group name. To do so, kindly follow below steps.

Step 1: On the chat page, open the group chat page and click on the upper right corner to view group information.

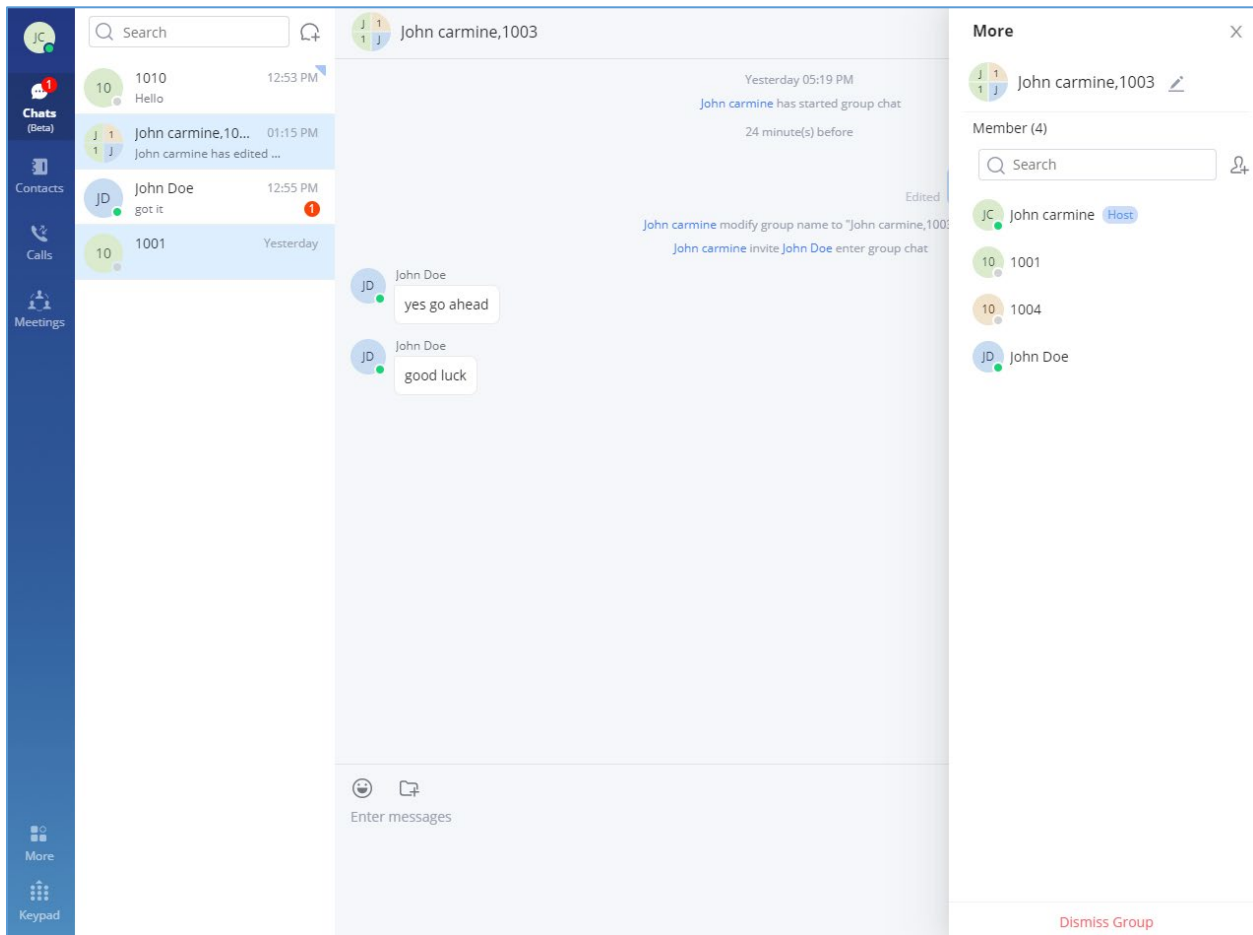



Figure 38: Change Group Name

Step 2: By clicking on  , users can modify the group name. The group name supports a maximum of 80 characters.

Step 3: After the modification is completed, click anywhere to save successfully.

View group members

Both the group owner and group members can view the group members.

Step 1: On the chat page, open the group chat page and click on the upper right corner to view group members.



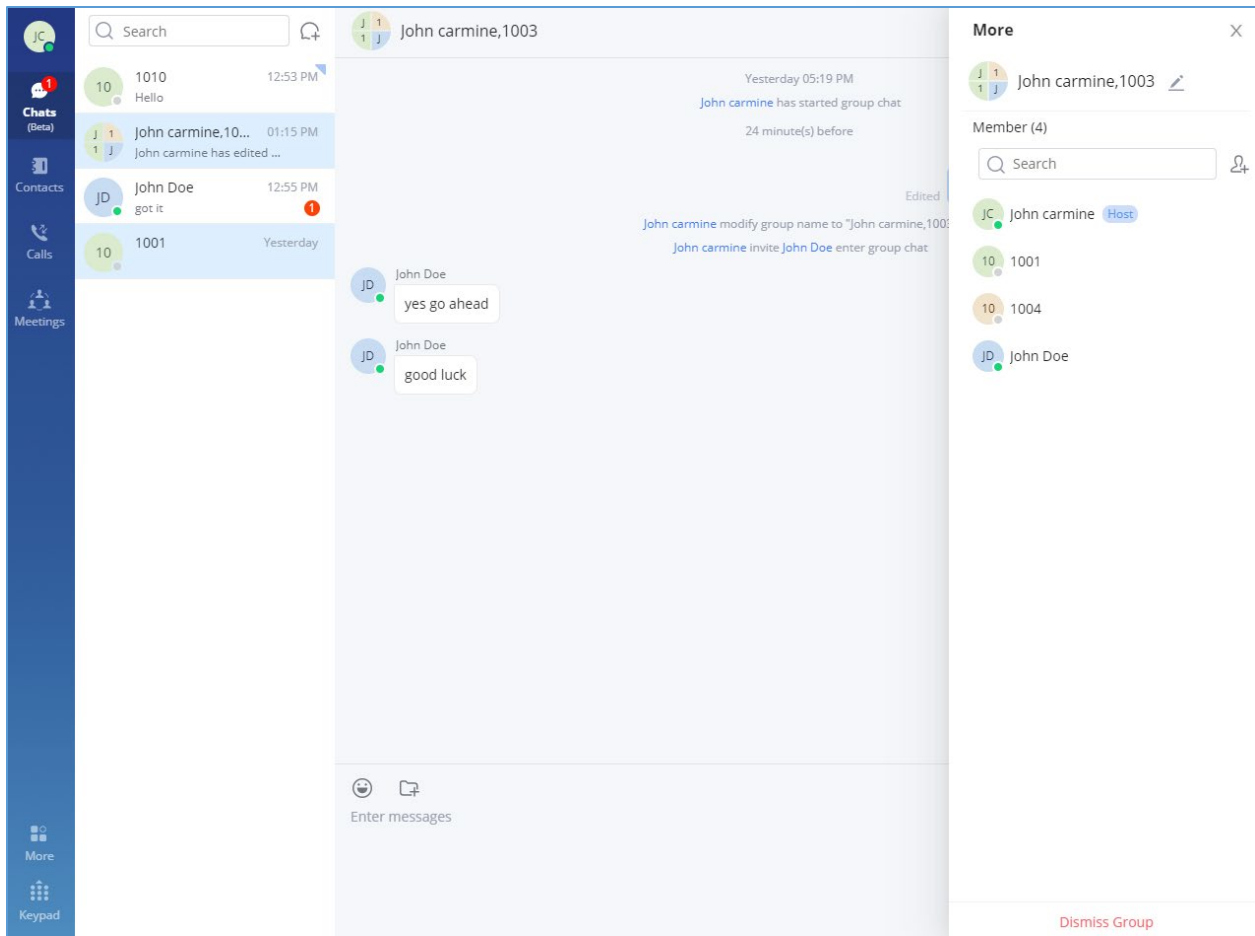


Figure 39: View Group Members

Step 2: Click on the avatar of the group member to view the detailed information of the member, send messages, and make calls.



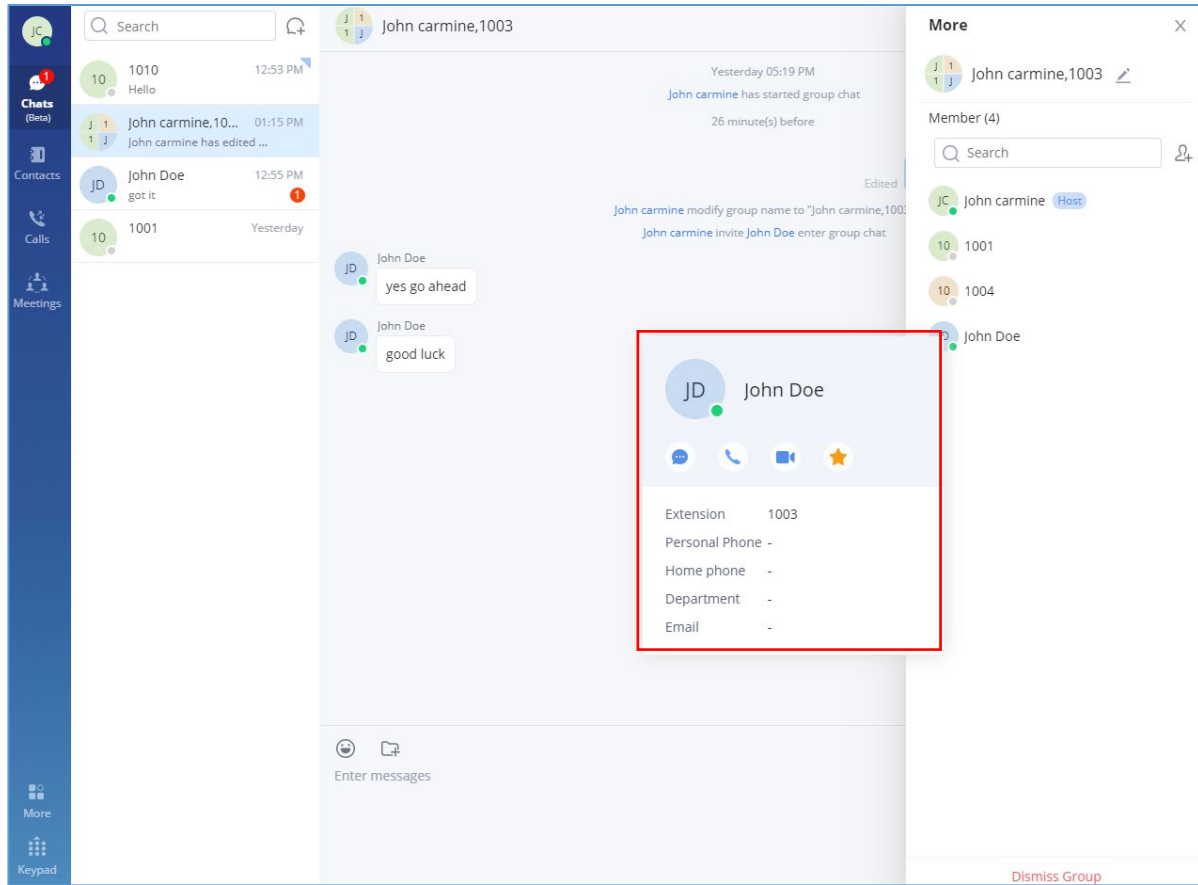



Figure 40: Group Member Business Card Interface

Add group members

Both group owners and group members can add group members.

Step 1: On the chat page, open the group chat page and click on the upper right corner, then click on  to enter the contact selection page.



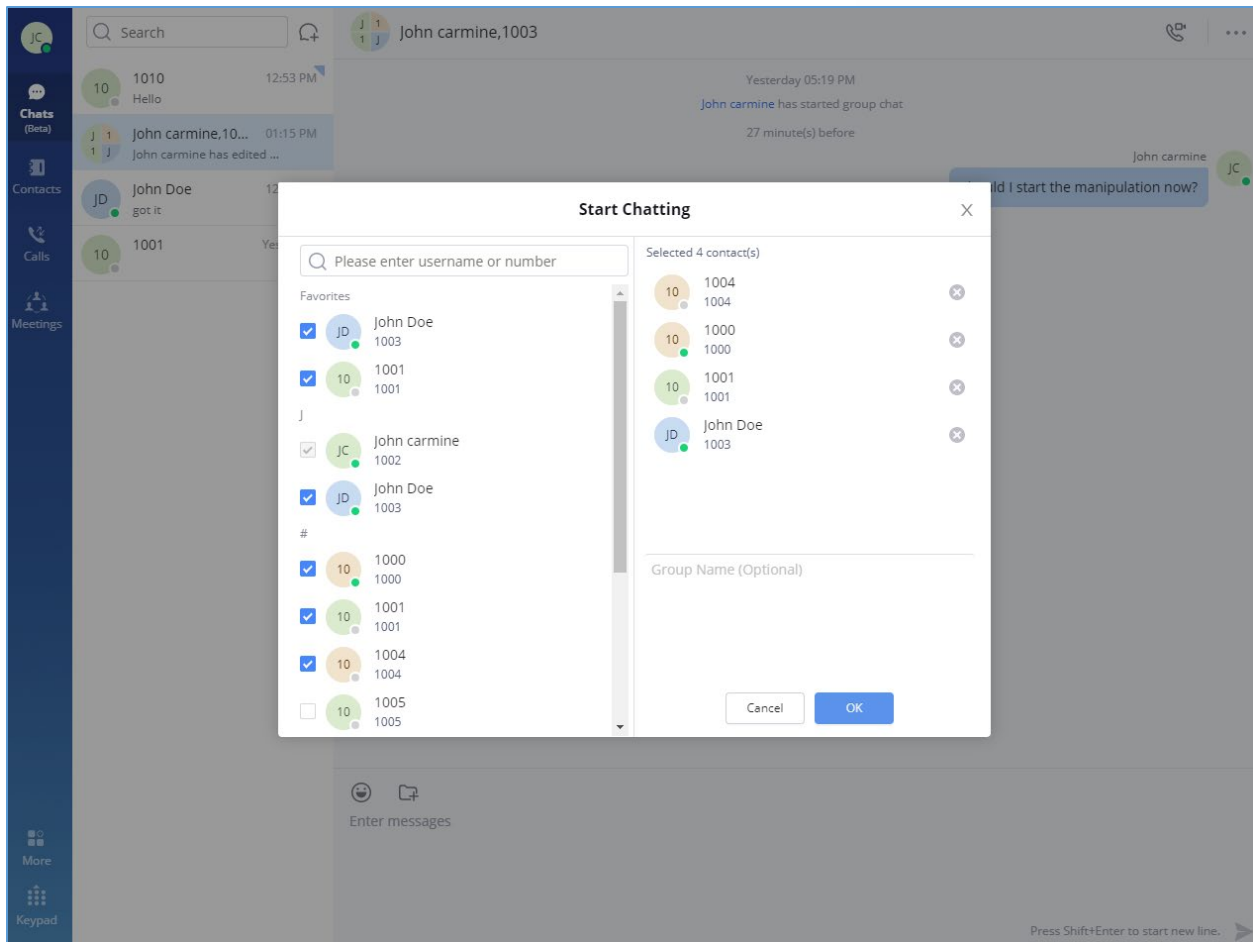


Figure 41: Add Group Member Interface

Step 2: Select the contact you want to add or search for a contact by name and select it.

Step 3: Click the "OK" button to immediately add the selected contact to the group chat.

Notes:

1. New members who join the group chat cannot view the historical chat history of the group.
2. The maximum group membership is 200 people.

Delete Group Members

Only the owner can delete group members.

Step 1: On the chat page, open the group chat page and click on the upper right corner, and hover over the profile picture of the member you want to delete.



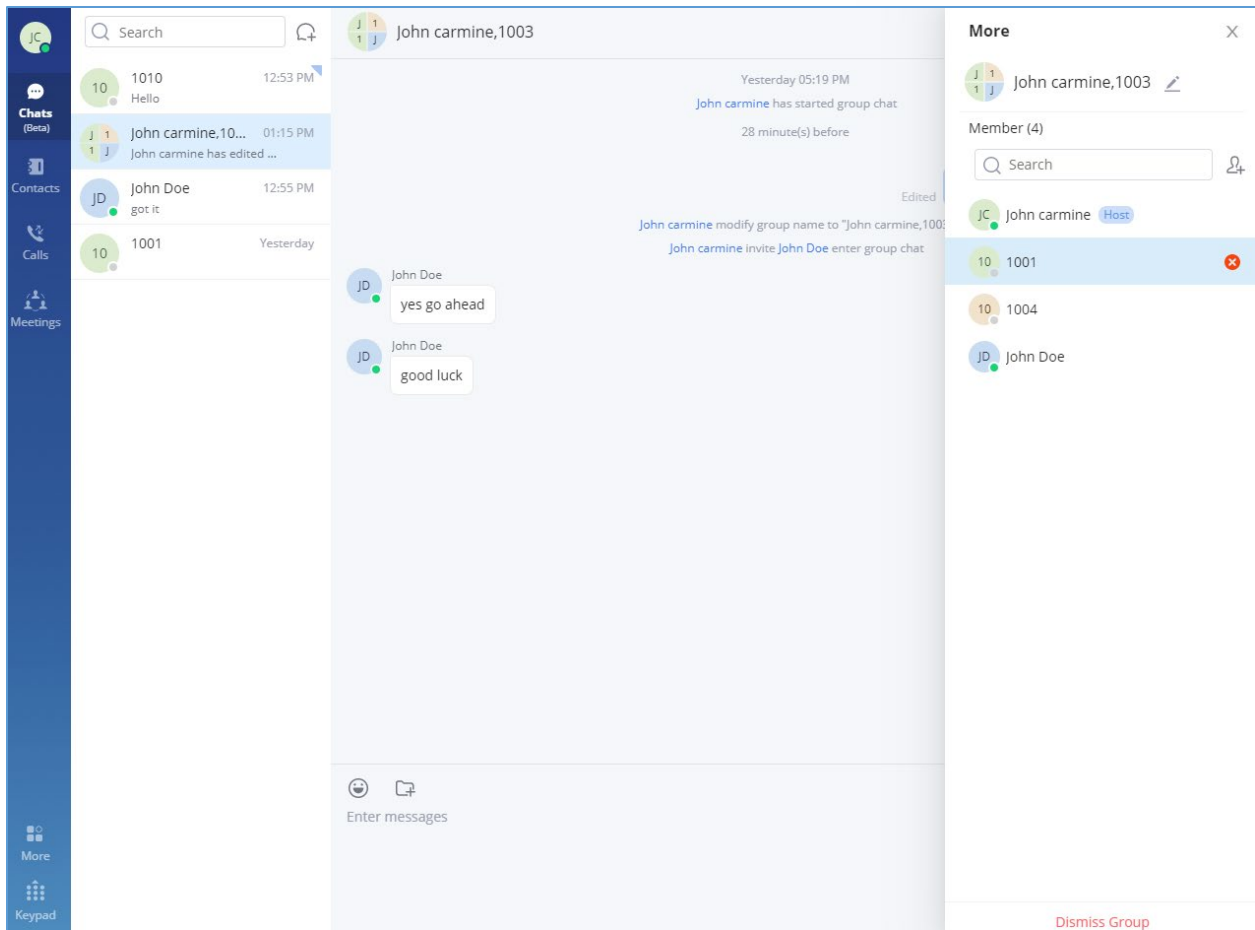



Figure 42: Delete Group Members Interface

Step 2: Click on button  next to the member to delete them from the group.

Step 3: After confirming the deletion, this group member exits the group chat and can no longer view the group chat messages.

Note: After deletion, only the deleted member will be notified, not everyone.

Exit Group

Only group members can leave the group.

Step 1: On the chat page, open the group chat page and click on the upper right corner, then click "Leave Group Chat" at the bottom.

Step 2: After confirming to log out, you will no longer accept new messages from this group and cannot view the group history messages.


Note: After logging out, only the group owner will be notified, not everyone.



Dismiss Group

Only the group owner can dismiss the group.

Step 1: In the chat interface, the user can open group chat interface and click the button on the right upper corner

, then click the **“Dismiss Group”** option at the bottom of the interface to dismiss the group.

Step 2: After dismissing the group, all members of the group will be removed, and the group chat history cannot be viewed.

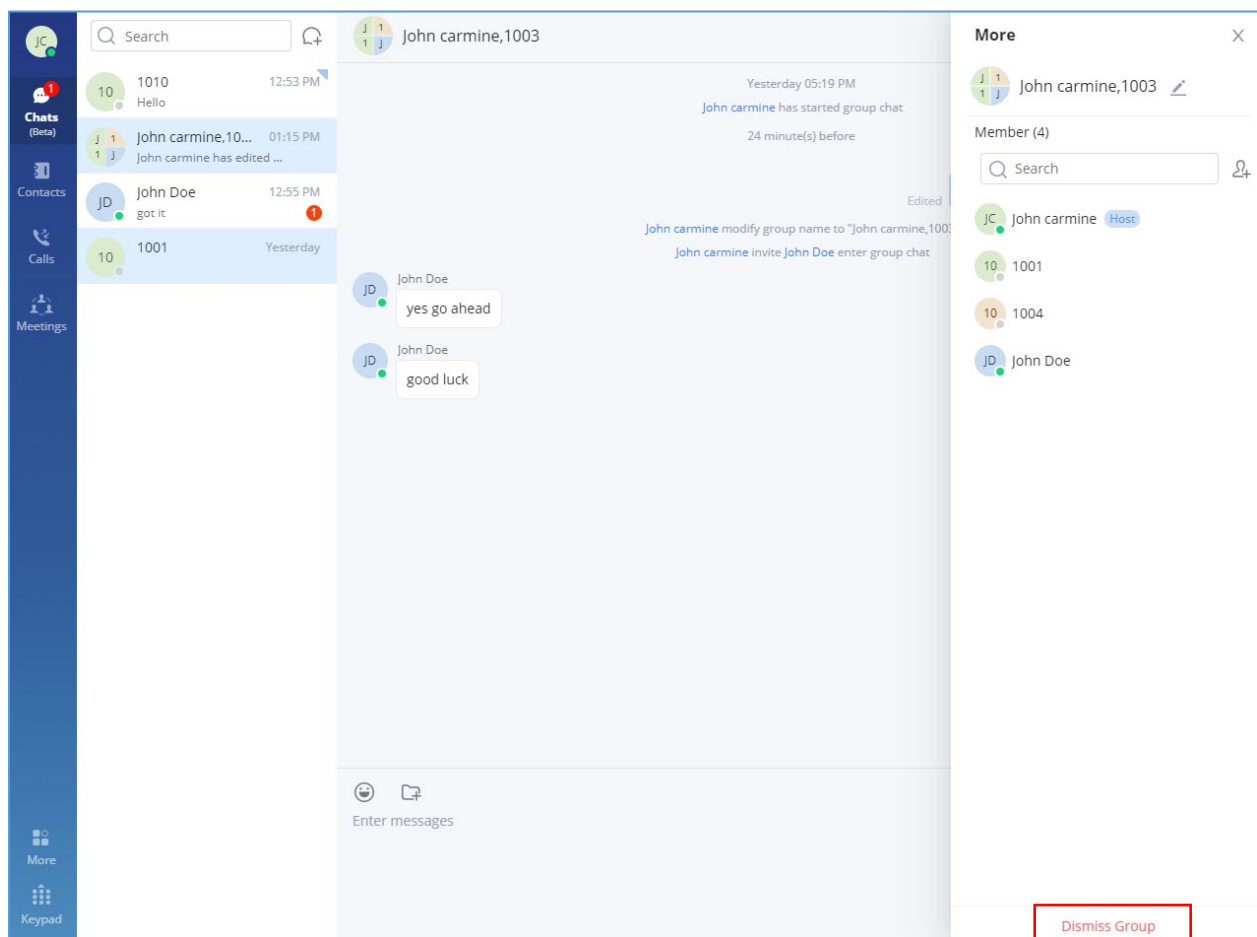




Figure 43: Dismiss Group



MEETING LIST

Users can join an audio or video meeting on UCM by dialing the room number. After logging in Wave desktop, click on “Meetings” on the left panel to open meeting page.

Users can view all meeting history in Wave application, and it will show the actual duration of the previous meetings, as well as the participants list of the previous meetings.

Users can create meeting to start now by selecting  , or schedule meeting by clicking on  on the top of this page.

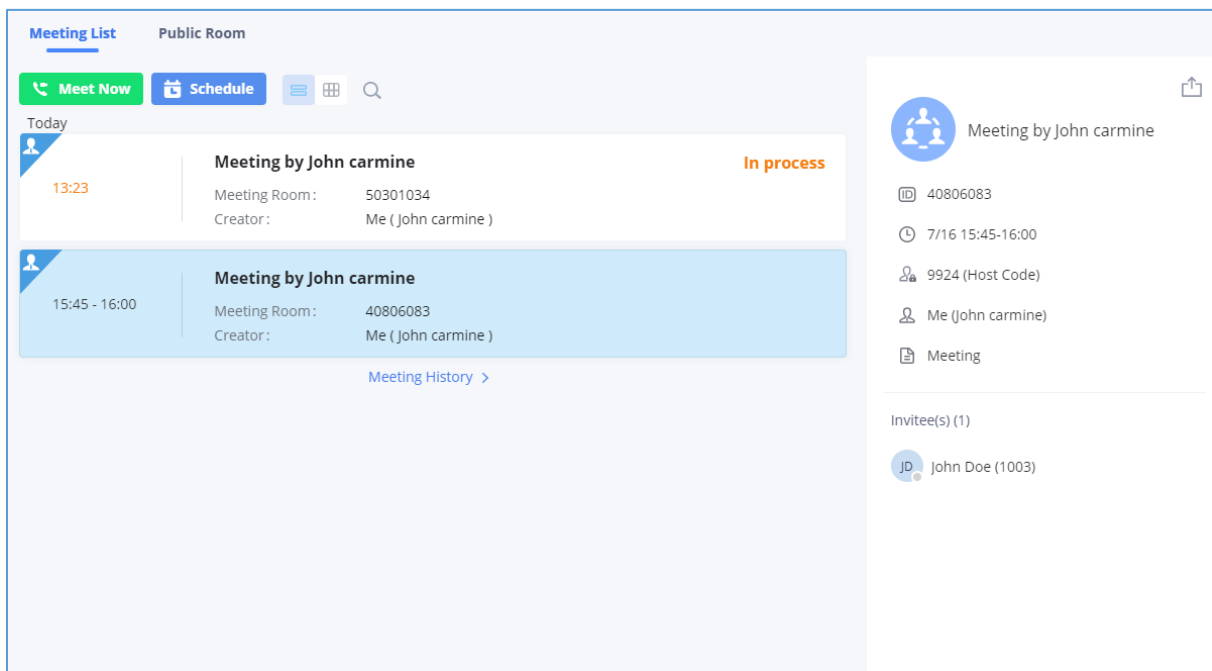


Figure 44: Wave Meetings Desktop Page

Users can view scheduled Meetings by selecting “Daily”, “Weekly”, “Monthly” and defining the date range.

Click on  to search meeting by meeting subject, creator, meeting room number.



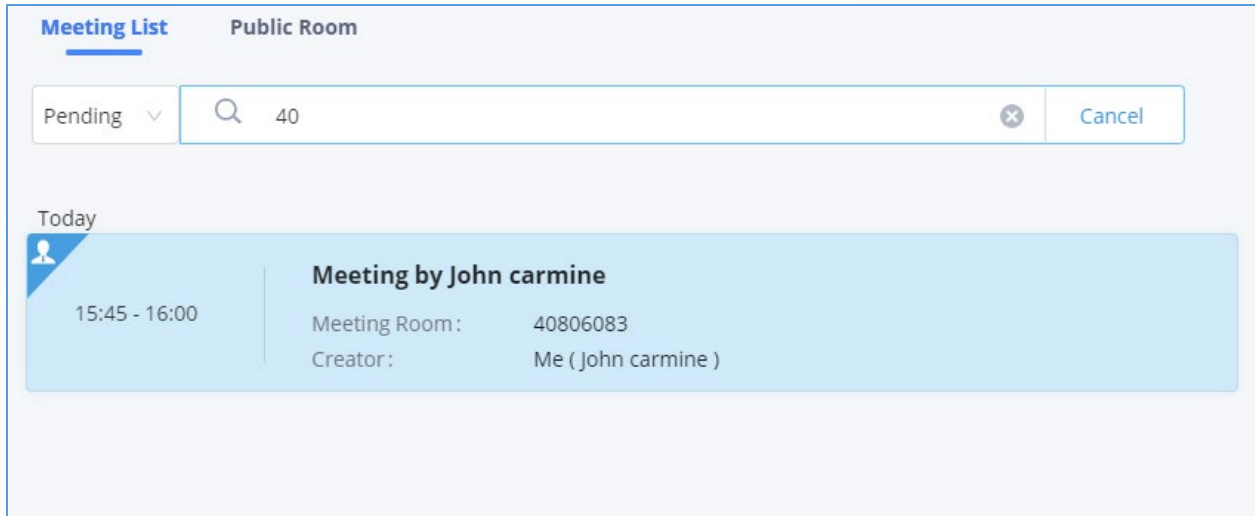



Figure 45: Search Meeting

Meet Now

1. On the top of meeting page, click on .

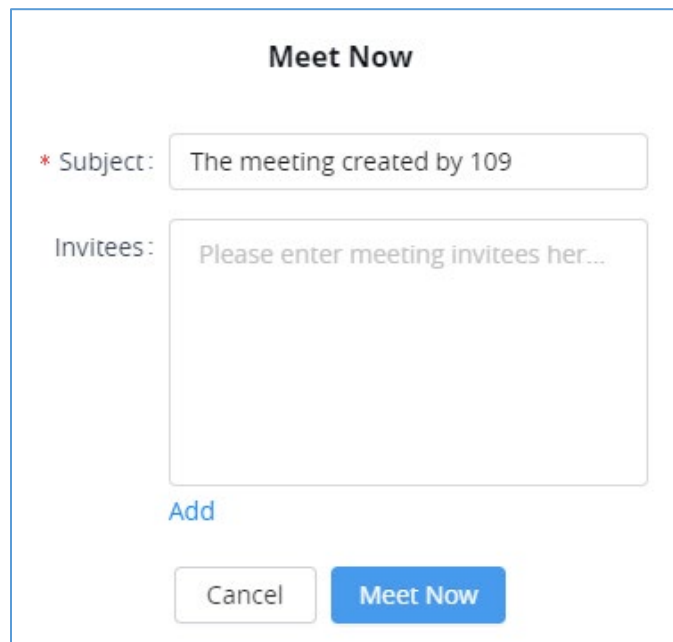


Figure 46: Meet Now Interface

Step 1: The user needs to enter a meeting subject.

Step 2: The user needs to enter the invitee's number or email address or click the **"Add"** button to invite the participants from the contacts or group.



Step 3: The user can click “**Meet Now**” button to start an instant video meeting immediately and invite participants to join the meeting.



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 to the public meeting room list and join the public meeting room.

Note: The audio or video meeting room must be created and pre-configured by UCM admin before users can join any meetings.

Audio Conference

To join audio conference, users could select audio conference room when starting meeting using “Meet Now”, or simply by dialing the audio conference room number. Below the figure showing the call interface after joining audio conference room.

Note: If the participant / chat icons are not displayed after the user joins audio conference room, it means this conference room does not have the option “Enable CEI Notify” enabled. To enable this option, please contact UCM admin to configure it on the UCM admin portal. Please note that when “Enable CEI Notify” is enabled, it could potentially affect UCM’s system performance especially if there are many conference notifications. Please check with UCM admin to evaluate whether it should be enabled or not.

Only the public meeting room has audio meeting rooms.



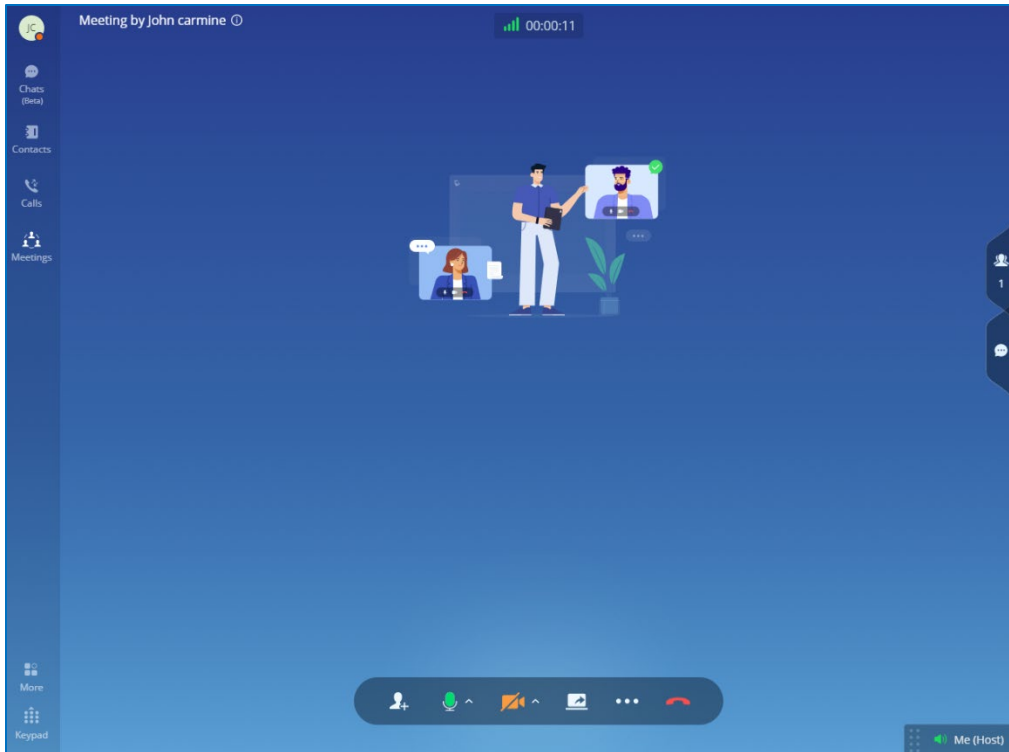








Figure 47: Audio Conference Room

Below are the available meeting control options:

- : View network condition status.
- : End call.
- : Mute/unmute.
- : View participant list. After opening participant list, the user can view participant mute/unmute status, search for participant, modify display name and chat with participants.
- : Chat. Click to open chat window and enter chat text.

To Become meeting host:

- **Host Meeting:** If there is no meeting host in the meeting, the user can click “More” button  and select “Host Meeting” option to become the meeting host.

After becoming meeting moderator, the user has below additional meeting control options:

- : To Have meeting Information and Invite participants or groups



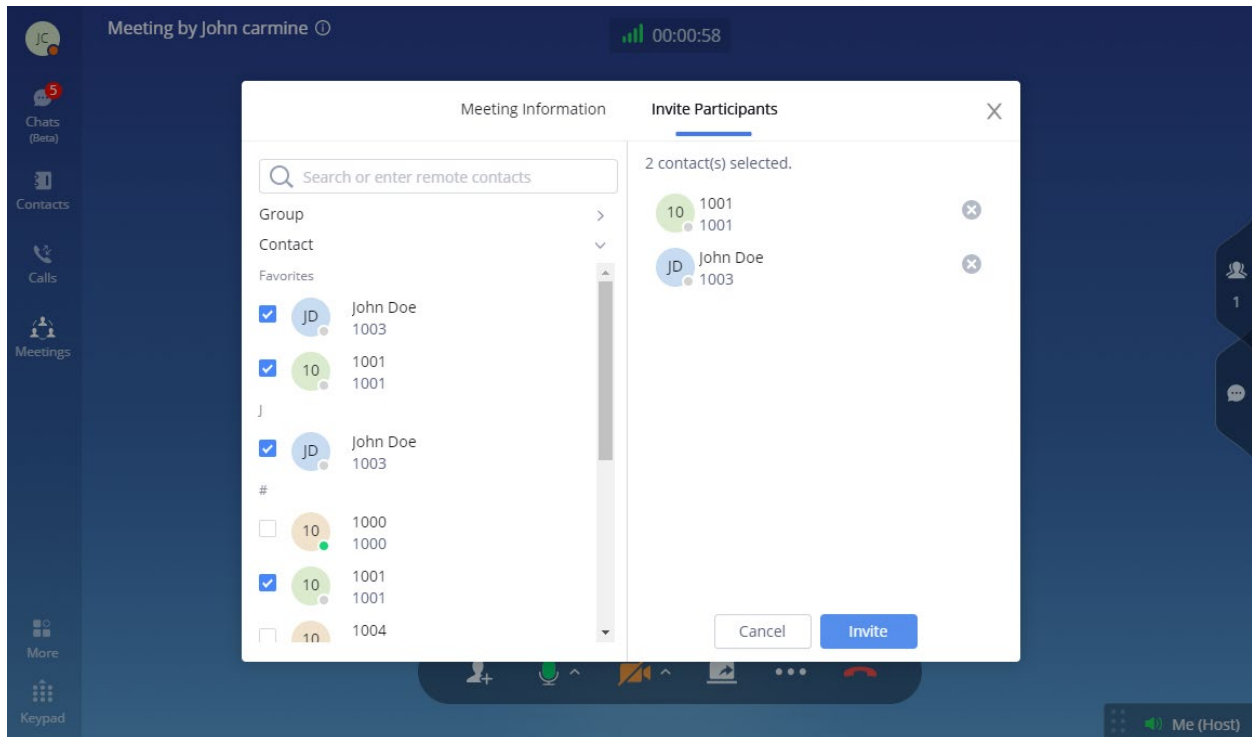



Figure 48: Invite participants to audio conference room

- Manage participants:

Click on icon  on the right-side menu to open participant list. The moderator can mute/unmute participants, turn on / off video for participants, transfer moderator to another participant, remove participant from meeting etc. The moderator can also mute all participants and lock the meeting room (no one can join the meeting room).

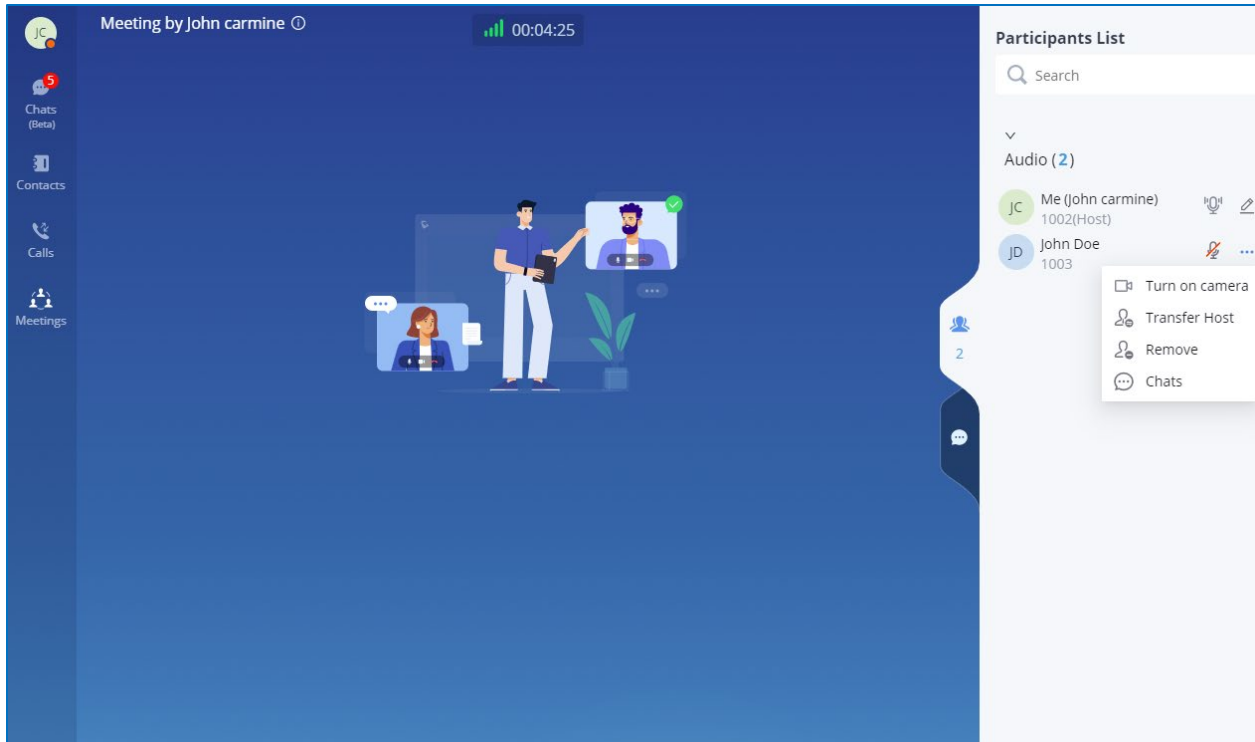


Figure 49: Managing Meeting Participants in Audio Meeting Room

Video Conference

To join video conference, users could select video conference room when starting meeting using “Meet Now”, or simply dialing the video conference room number. Below the picture showing the call interface after joining video conference room.



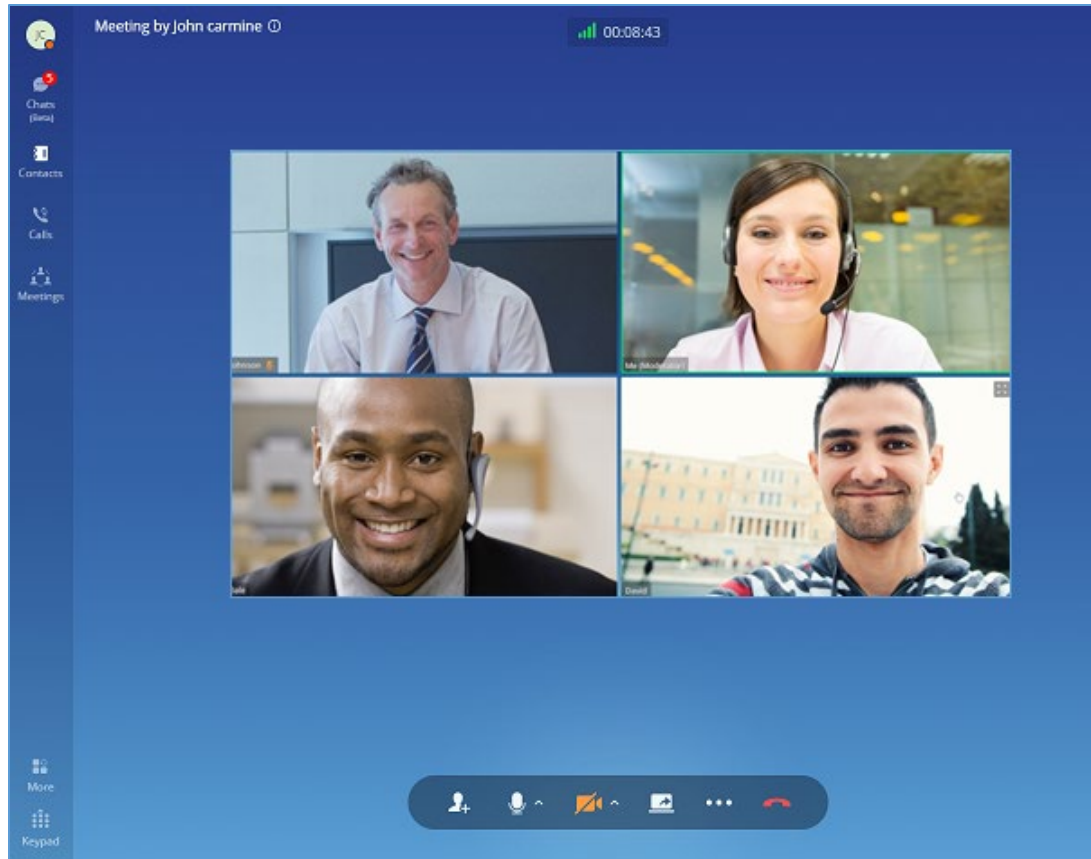












Figure 50: Video Conference Screen


Below are the available meeting control options:


- : View network condition status such as packet loss for video and audio.
- : Invite participants. If the UCM admin has enabled “Allow User Invite” for the meeting room, any participant in the meeting can invite other participants. Otherwise, only moderator can invite other participants.
- : Mute/unmute. Users can click “**More**” button to enter the alternative ringing speaker settings interface.
- : Video on/off. Click to enable/disable local video feed. Users can click “**More**” button to enter the virtual background settings interface.
- : Screen sharing. Click to start screen sharing. Only one participant can share screen at a time. If a participant already shares screen, this icon will be grey and other participants cannot click on this icon to share.



- : Switch video layout to be tiled or focus. Please note this only affects local video layout and does not change other participant's video view.
- : More options. The user can click this button to open the DTMF soft keyboard.
- : End call.
- : View participant list. Click to open the participant list. The user can view participants' mute/unmute status, search for participant, modify display name, chat with participants etc.
- : Chat. Click to open chat window and enter chat text.

To Become meeting moderator:

- **Host Meeting:** If there is no meeting host in the meeting, the user can click “More” button  and select “Host Meeting” option to become the meeting host.
- Manage participants:

Click on icon  on the right-side menu to open participant list. The moderator can mute/unmute participants, turn on / off video for participants, transfer moderator to another participant, remove participant from meeting and etc. The moderator can also mute all participants and lock the meeting room (no one can join the meeting room).

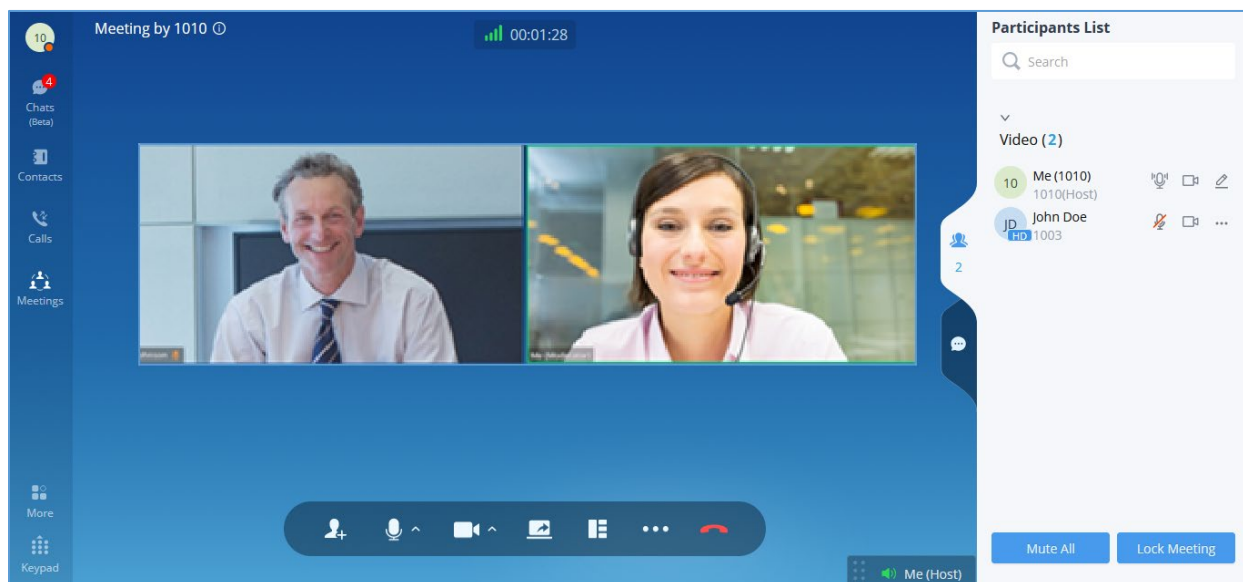



Figure 51: Managing Participants in Video Conference



Share Desktop

During point-to-point video call or video conference, users can share screen to present to all the other participants.

After the users click on icon  a prompt will be displayed for users to select whether to share entire screen, application window or the desktop browser tabs, then click on “Share” on the prompt to start sharing.

Note: only one user can share screen at a time.

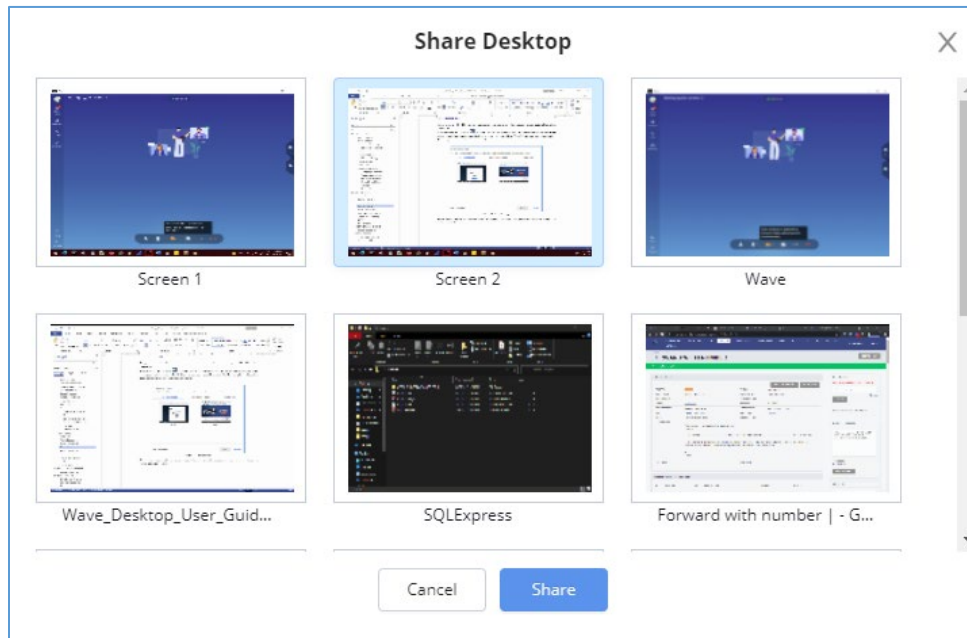


Figure 52: Screen Sharing

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

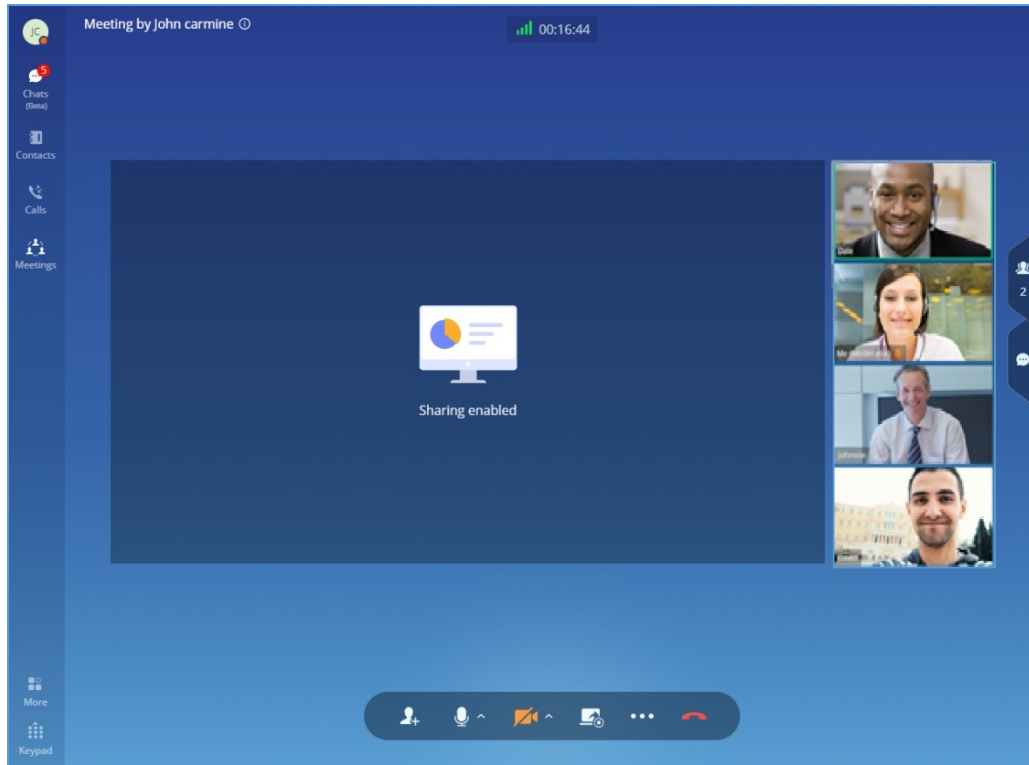


Figure 53: Screen Sharing with Video on

Invite Participants

If the UCM admin has enabled “Allow User Invite” for the meeting room, any participant in the meeting can invite other participants. Otherwise, only moderator can invite other participants.

Users can invite other participants by generating meeting link or dialing other participants.



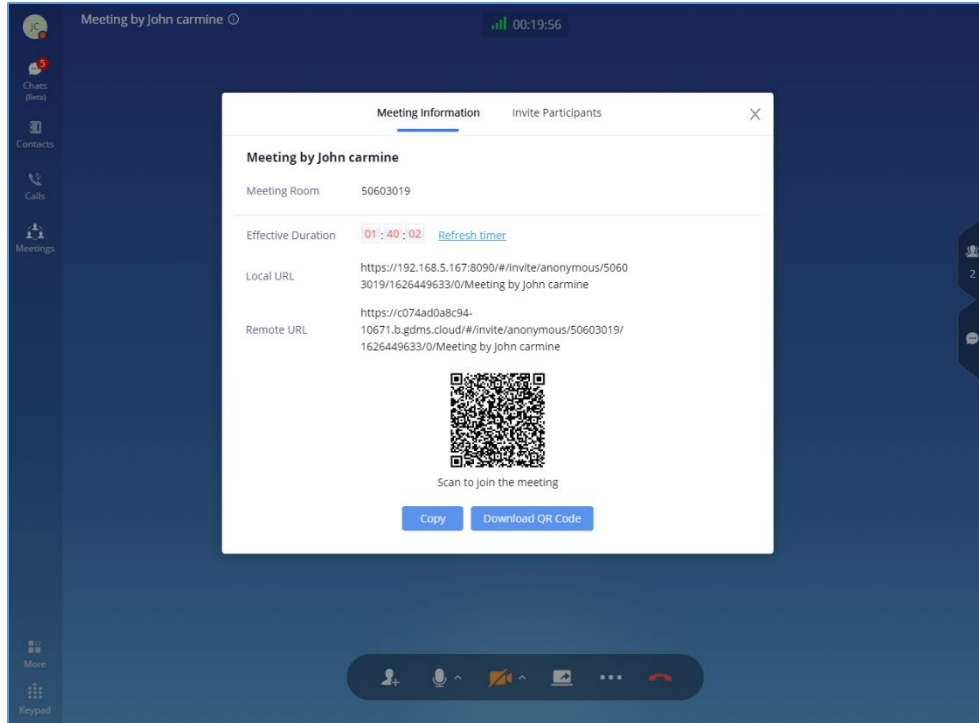


Figure 54: Invite Participants

- **Create invitation link:**

After selecting “Create Invitation Link”, users will be prompt with link information as below. The users can send the link or QR code to other parties for them to join the meeting.

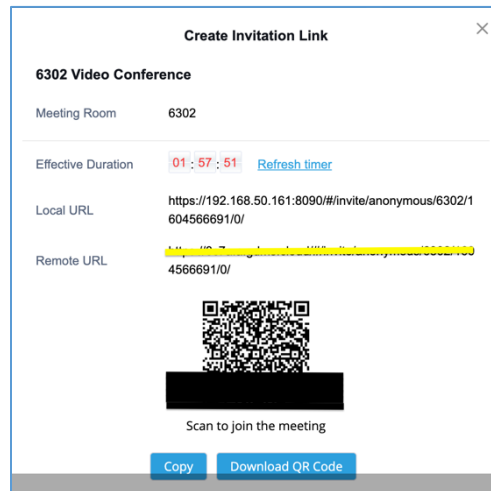


Figure 55: Create invitation link

- **Invite participants:**

After selecting “Invite Participants”, users can select a contact to invite or enter the number to invite.



Managing Participants

During meeting, click on icon  to open participant list.

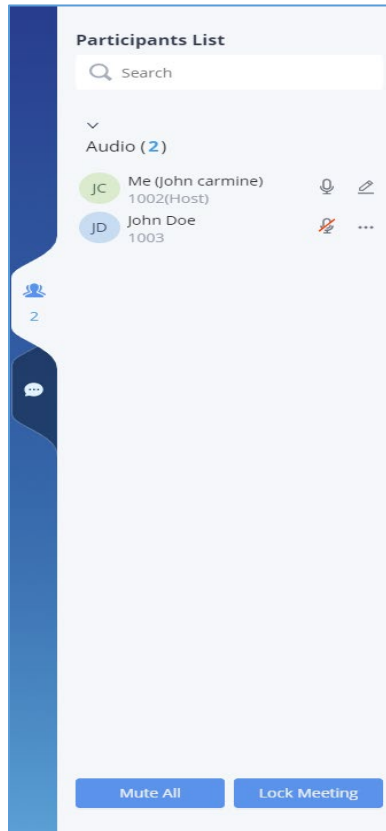










Figure 56: Participant list


Participants can view the list only, while moderator has more options to manage the participants.

-  : Modify display name.
-  : This indicates the participant has video on. If moderator clicks on it, it will turn off the participant's video.
-  : This indicates the participant has video off. If moderator clicks on it, it will invite the participant to turn on video.
-  : Mute. This indicates the participant has mic on. If moderator clicks on it, it will mute the participant's mic.



-  : This indicates the participant is talking. If moderator clicks on it, it will mute the participant's mic.
-  : This indicates the participant is muted. If moderator clicks on it, it will turn the mic back on for this participant.
-  : More options to operate for this participant, such as "Transfer Moderator", "Remove" and "Chat".
-  : Chat. Click to open chat window.
- Lock Meeting: Click to lock meeting so that no one can join the meeting room anymore.
- Mute all: Click to mute all participants in one click.

Chat during Meeting

During meeting, users can click on  to open chat window. The chat messages can either be sent to a specific participant or to all the participants.

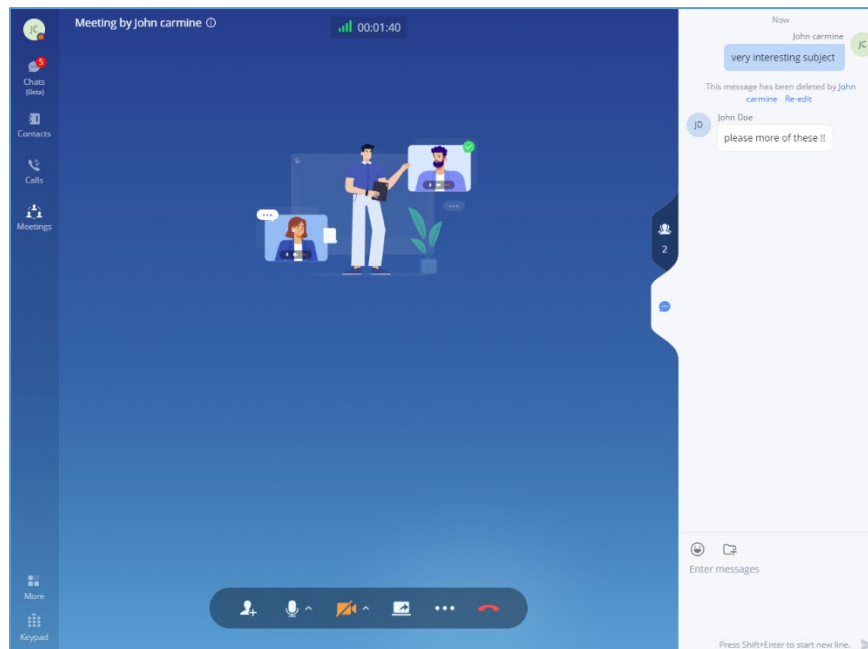





Figure 57: Chat during Meeting

- Chat window not only displays all chat messages, but it also shows real-time notification when a participant joins meeting or leaves meeting.
- Wave supports chat with members who join the conference via browser, PC client, and mobile APP.
- The user can choose to send a message to all members or select a specific member to send the message.



- Click the icon  under the participant list for a specific user chat privately with him/her. Only supported for wave users.

DTMF

Step 1: During the meeting, the user can click the “More” button  on the menu and click DTMF button  to open the DTMF soft keyboard, as the screenshot shows below.

Step 2: The user can click the digit button on the keyboard to enter the digits.

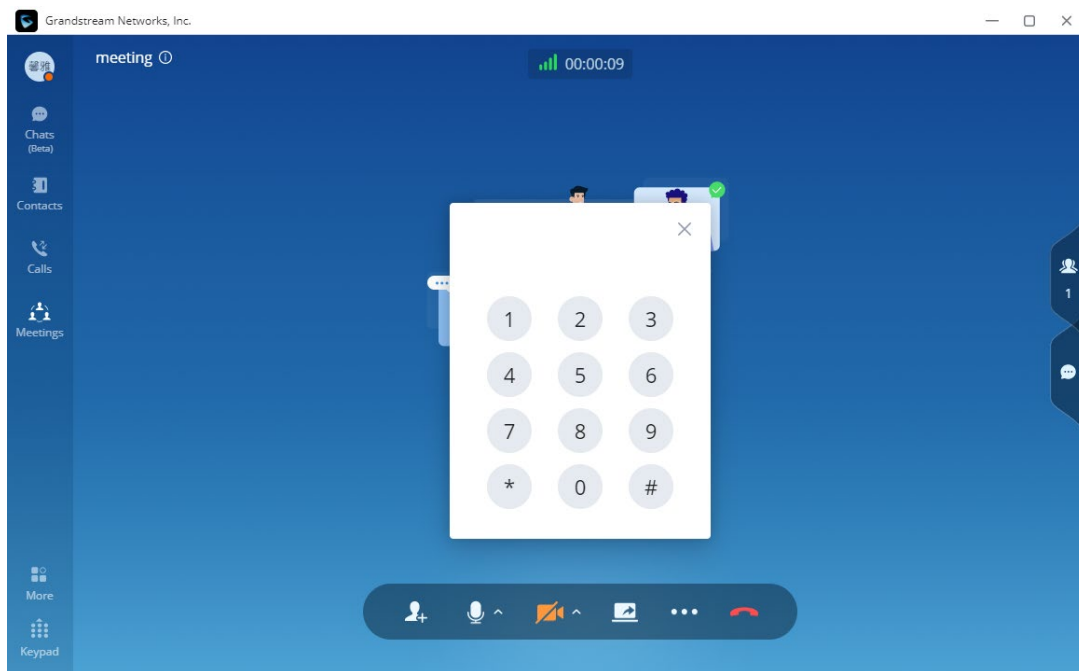




Figure 58: DTMF Soft Keyboard

End Meeting

When a meeting participant clicks on  to end meeting, the participant will leave the meeting immediately.

When a moderator clicks on  to end meeting, a prompt will be displayed asking the moderator to confirm whether to leave meeting only or end the meeting. If the moderator selects leaving meeting only, Wave desktop will request the moderator to select another participant to be the moderator. After that, the user will leave the meeting while the meeting is still ongoing for the other participants. If the moderator selects ending the meeting, all participants will be disconnected from the meeting.



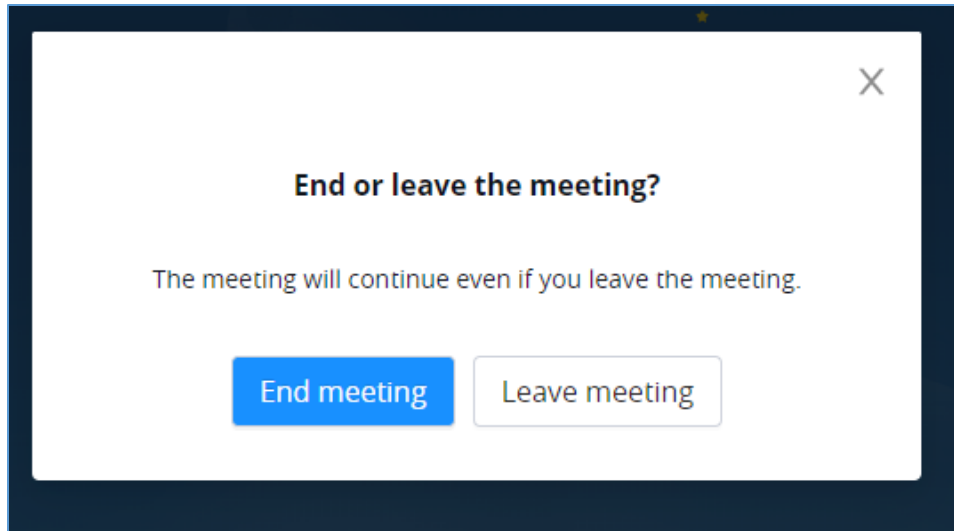


Figure 59: End Meeting as Moderator

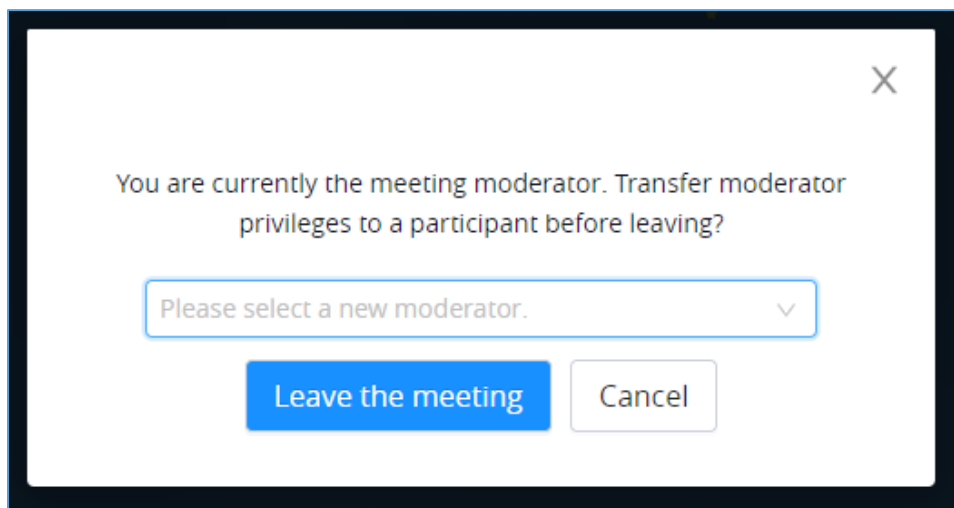


Figure 60: End Meeting as Moderator – Transfer Moderator Privileges

MEETING MANAGEMENT

Schedule Meeting

Wave desktop users can schedule meeting after logging in with SIP extension number and SIP registration password. Click on Meetings on the left panel and select “Schedule Meeting” on the top. A new window to edit schedule meeting will be prompted.

Schedule

* Subject:

Meeting Room: Use public meeting rooms

* Time:

Recurrence:

Password:

Invitees:

Add

Description:

Host Settings

Figure 61: Schedule Meeting



Table 3: Schedule Meeting Specifications

Schedule Meeting Options	
Subject	Configure meeting subject.
Meeting Room	<p>The user can select to use public meeting room.</p> <p>Disable: The meeting will use a random meeting number.</p> <p>Enable: The meeting will use the public meeting room number. The meeting number will be selected from the existing audio/video meeting room</p>
Time	<p>Select the date and time for the meeting.</p> <p>Note: Please avoid time conflict on schedules in the same meeting room.</p>
Recurrence	<p>Choose when to repeat a scheduled meeting:</p> <ul style="list-style-type: none"> • No repeat • Every Day • Weekly • Monthly
Password	Configure the password for participants to join meeting. The password must be at least 4 digits.
Invitees	<p>Defines the extensions or emails of the members to attend scheduled conference. After adding one invitee, click on ENTER to confirm</p> <p>Note:</p> <p>-If the invitee's extension does not have email configured on UCM extension setting, the user can click on "(Add Email)"to add email for this invitee.</p> <p>-To remove an invitee, click on "x" for the invitee.</p> <p>-The user can click "Add" button to add the participants from contacts or group.</p>
Description	Set a description of the scheduled meeting.
Host Settings	
Host	Select meeting host.
Email	Enter the host's Email address.
Host code	Configure the host code. The password must be at least 4 digits.



Advanced Settings	
Time Zone	Defines the time zone of the scheduled meeting. The default setting is the time zone of the current client.
Email Reminder(minutes)	If configured, email reminders will be sent out x minutes prior to the start of the conference.
Inviting participants	If enabled, any participant in the meeting can invite other parties.
Call participants	If enabled, invited participants will be called when the meeting starts.

After the meeting is scheduled, it will be listed in the meetings page. Meeting participants will receive email notification for the scheduled meeting. At the same time, the system will send the meeting assistant message to the invitees automatically.

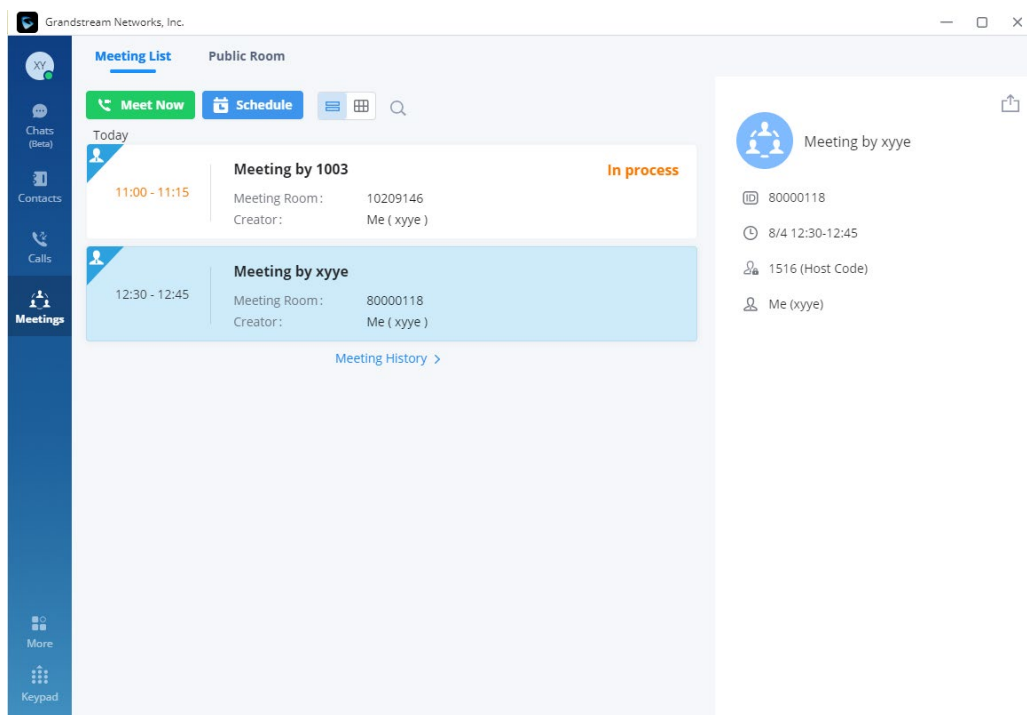



Figure 62: Scheduled Meeting



 **GRANDSTREAM**
CONNECTING THE WORLD

The meeting you are hosting has been successfully updated, please see below for details.


test

Time	2021-01-25 15:15 -- 2021-01-25 15:45
Time Zone	Etc/GMT-1 (GMT+1:00)
Moderator	1000
Moderator Code	1532
Room	6301

[Join Meeting](#)
(From Inside Corporate Office)

[Join Meeting](#)
(From Outside Corporate Office)

Please open the link address with [Chrome](#) or [Firefox](#) browser.



Scan to join the meeting

[Company Info](#) | [Contact Us](#)

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Figure 63: Scheduled Meeting Email Notification



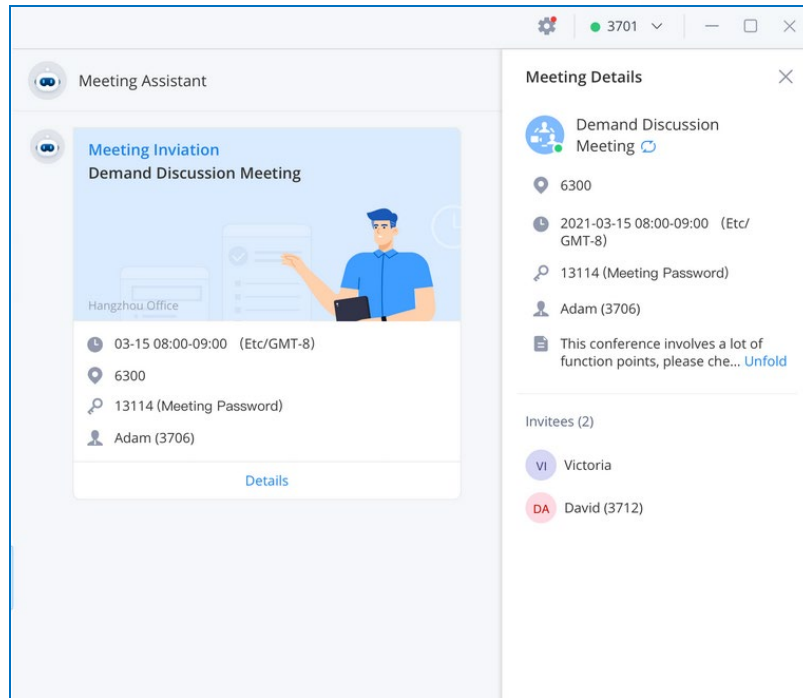


Figure 64: Meeting Assistant Interface

If meeting schedule information is modified, participants will receive email update. An email reminder will also be sent to the participants at the configured email reminder time, If the meeting has been modified, or the meeting reminder will be sent to the participants through the meeting assistant.

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



PUBLIC ROOM

The user can click the **“Meeting”** menu on the left side of the Wave application main interface to open the meeting interface. The user can click **“Public Room”** tab on the top of the meeting interface to access to the list of the public meeting rooms in the current UCM. Please see the figure below:

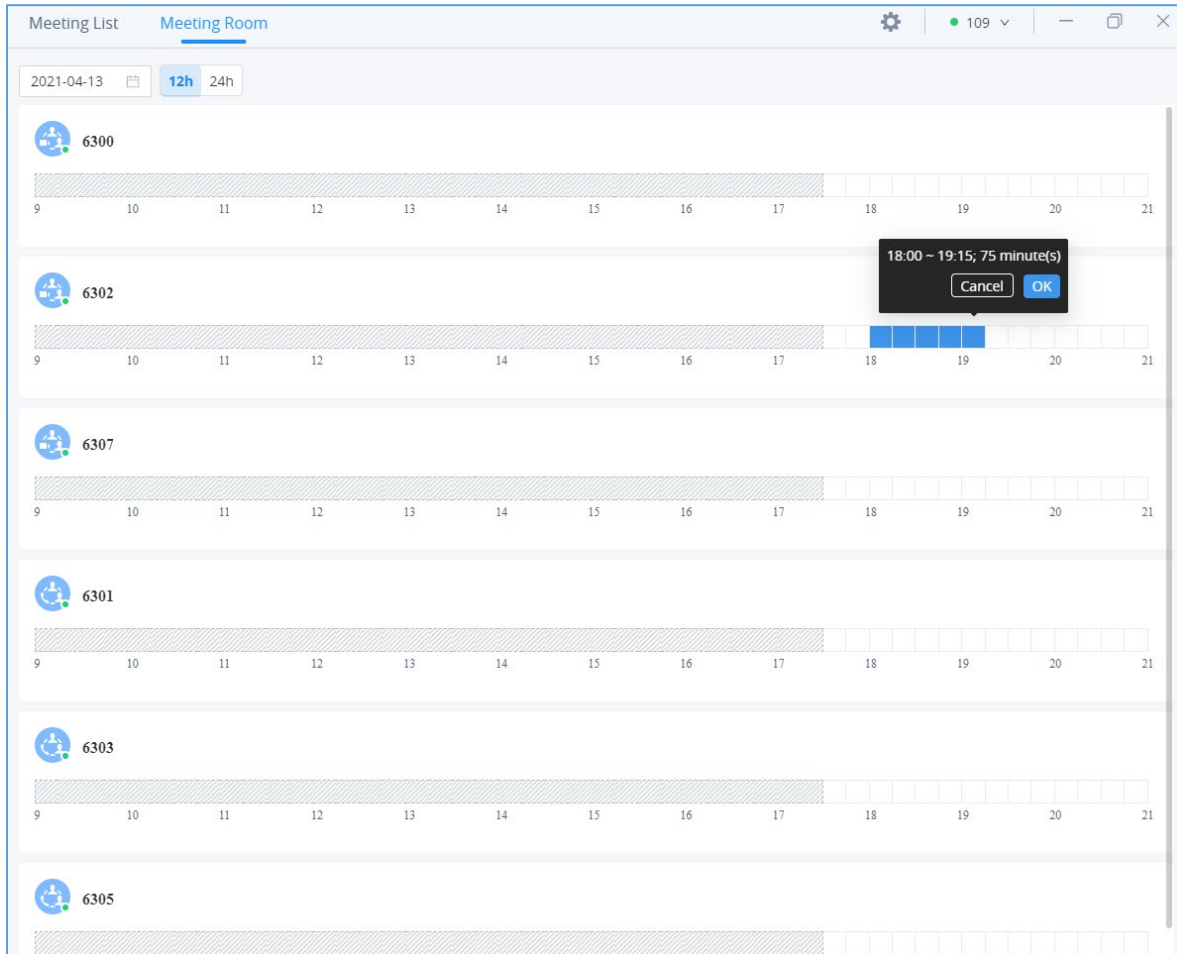

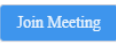


Figure 65: Meeting Room List

The timeline is displayed under each public meeting room. The blank field represents the vacant period, and the blue field represents the period that has been scheduled. It supports to click to switch the date

, and the user can also switch the time range displayed in the timeline by clicking **“12h/24h”**.

The user can select a specific meeting room and click button  to access to the public meeting room. If there is a meeting in the current public meeting room, the user will be directed to the current meeting. If there is no meeting in the current meeting room, the user will join the meeting as a participant.



Edit/Cancel Meeting

Only the meeting creator can edit/cancel the meeting.

Step 1: The user can click the **“Meeting”** button on the left side of the main interface to access to the meeting list interface.

Step 2: Move the cursor to the wanted meeting and click **“Edit Meeting”** or **“Cancel Meeting”**.



Figure 66: Edit/Cancel Meeting

Step 3: After editing/canceling the meeting, the user can click **“OK”** button to apply the changes, and the meeting modification notification will be sent to the invitees immediately.

Note: If the user edits any information of the meeting, including invitees, meeting property, if the user selects the email notification option, the system will send the emails to all invitees automatically.

Reschedule Meeting

For the **“Ended”** meetings, the user can reschedule the meetings from Wave application.

Step 1: The user can click the **“Meeting”** button on the left side of the main interface to access to the meeting list interface.

Step 2: Find the **“Ended”** meeting in the calendar.

Step 3: Move the cursor to the meeting and click **“Reschedule”** button or click the **“Reschedule”** button on the meeting details interface.

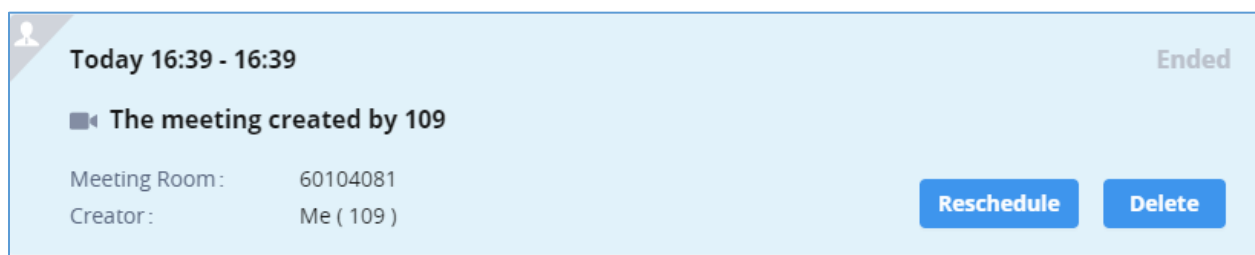



Figure 67: Reschedule Meeting



Step 4: The user will be directed to the meeting rescheduling interface, and the current meeting subject, invitees, meeting property information will be filled in the corresponding fields automatically.

Step 5: The user can click “**Schedule Meeting**” button to reschedule the meeting as a new meeting.

Share Meeting

In the meeting details interface, the user can click the share button  on the right upper corner to copy the meeting information, or the user can download the meeting QR code, and send the meeting information to the contacts through chat, email, etc.

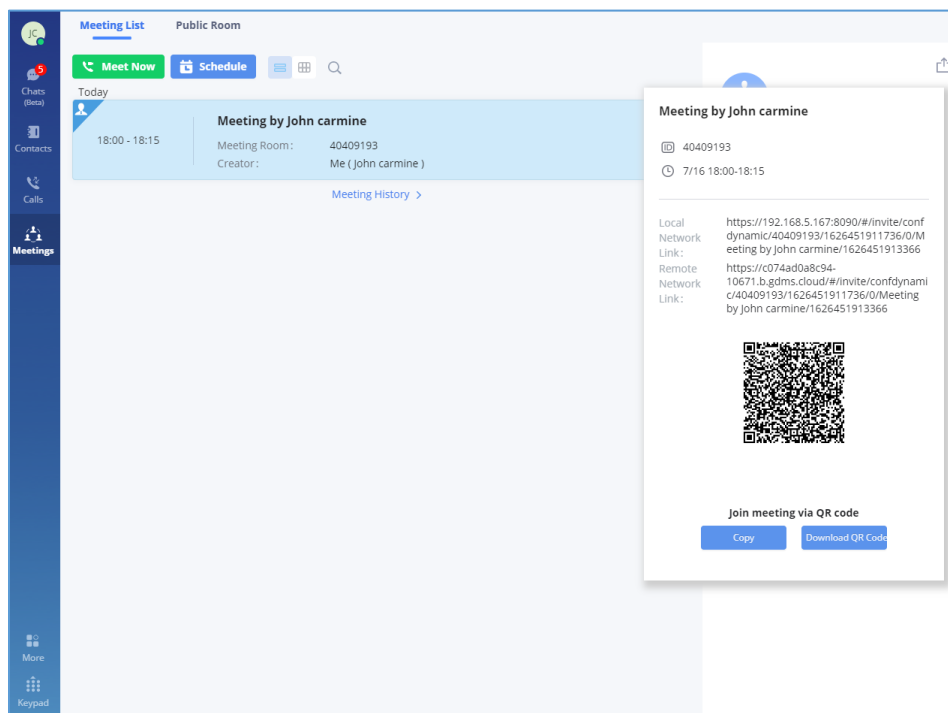


Figure 68: Share Meeting



JOIN MEETING

Method 1: In the chat interface in Wave application, the user can click “**Meeting Assistant**” to find the meeting notification which will be sent to the invitees 10 minutes before the meeting starting time and click “**Join**” button to join the meeting.

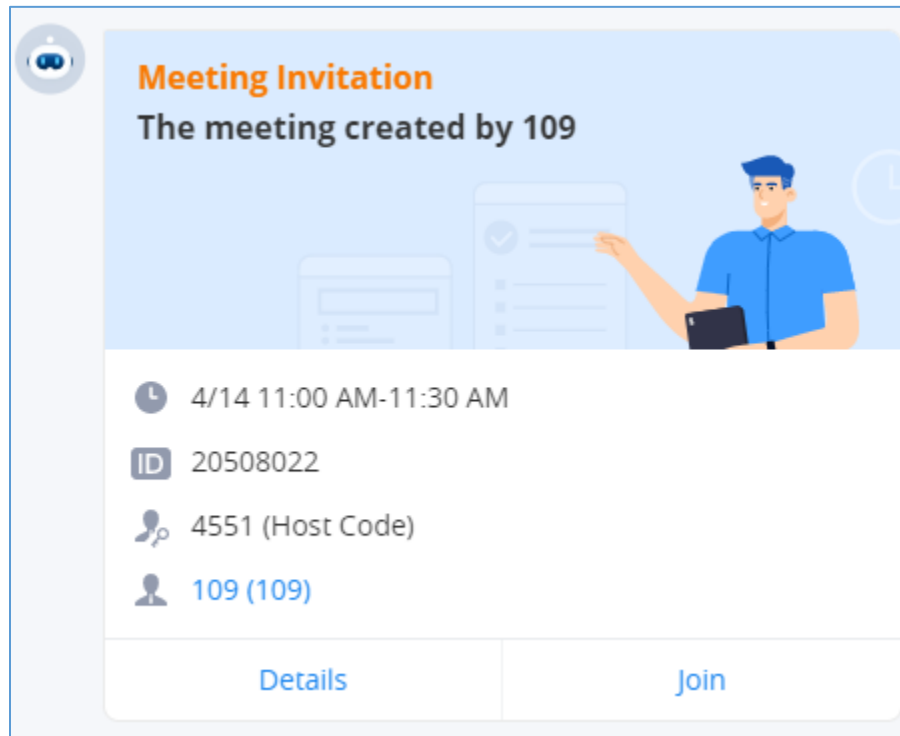


Figure 69: Join via Meeting Notification

Method 2: In the meeting list in Wave application, the user can find the meeting which has invited the user and click “**Join**” to join the meeting.

Method 3: In the “**Meeting Room**” list of the meeting interface in Wave application, the user can click to join the public meeting room directly.

Method 4: The user can enter the meeting number to join the meeting directly through dial panel.

Method 5: The user can join the meeting by click “**Join**” button in the meeting invitation email.



Join Meeting via Link

If users do not have UCM extension to log in Wave desktop, the users can join meeting via link. The link can be obtained from the meeting invitation email or from the meeting organizer/participant who shares the link directly.

After the users join meeting via link, the users can change the display name after opening participant list and selecting the current name.



COMPLETE MEEINTG

On the meeting list, the meeting creator can click **Completed** button to end the meeting which is currently in progress. Then, the meeting will be ended directly.

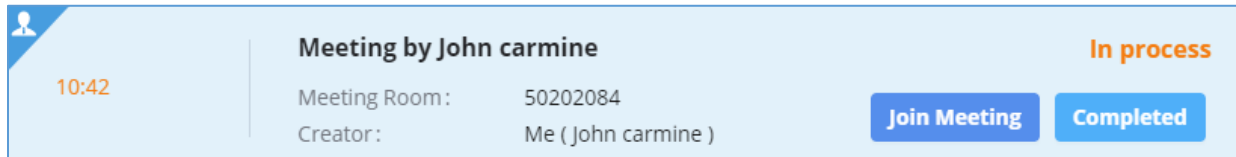


Figure 70: End Meeting



VOICEMAIL

After logging in Wave desktop, users can enter voicemail access code to listen to voicemail.

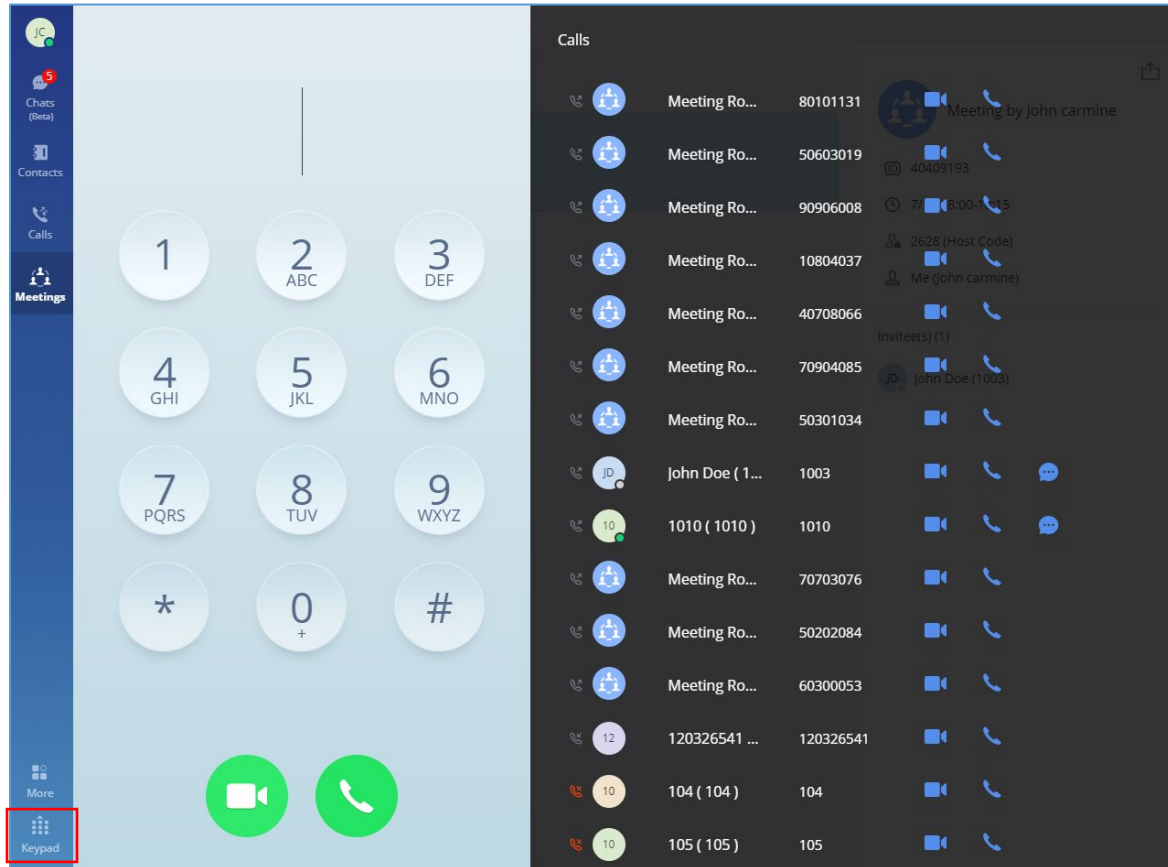


Figure 71: Open keypad on Wave Desktop Page

1. Open keypad on Wave desktop, enter the voicemail access code. For example, *98 is the default feature code on UCM for users to access voicemail box.
2. Follow the IVR from UCM to enter the voicemail box and password.
3. If the password is correct, users will be able to hear voicemail options and listen to the voicemail.



Note: The voicemail access code and voicemail password are pre-configured in UCM. Please contact UCM admin to obtain the voicemail access code and password.



CONTACTS

In Wave desktop, users can find the company's contacts, view their presence, and call status. Users can also select the contact to view details and call the contact.

Search Contacts

Users can enter username or number to search contacts. On the search result, users can click to view contact details, click on  to initiate video call or click on  to initiate audio call.

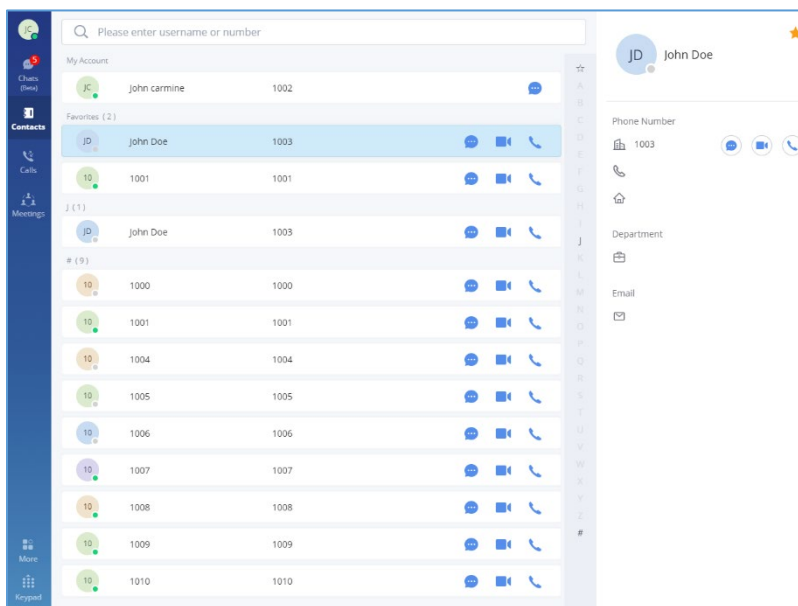


Figure 72: Contacts



CALL HISTORY

Click on “Calls” to view call history for the logged in account. Users can view call history, search in call history, view details or initiate calls from there.

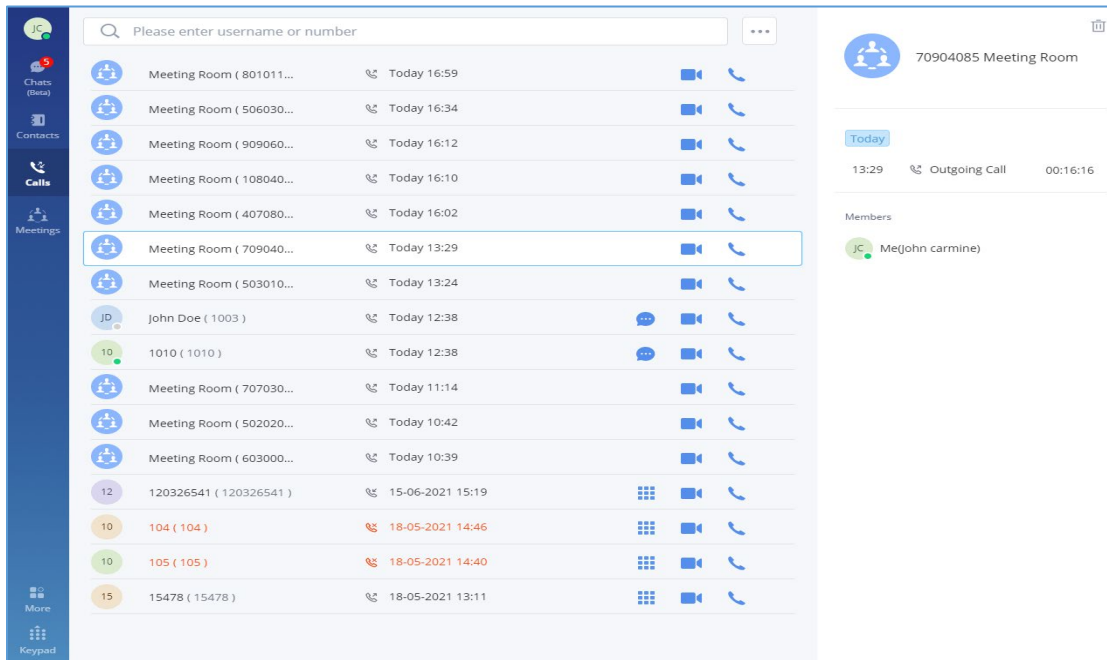








Figure 73: Recent calls

Call history can have the following type of calls:

-  : Incoming audio calls
-  : Outgoing audio calls
-  : Missed audio calls
-  : Incoming video calls
-  : Outgoing video calls
-  : Missed video calls



SETTINGS

The Settings menu is on the left side of the Wave application main UI. Users can click the user icon to open the Settings menu, the menu includes Account Information, Account Settings, Call Settings, Audio/Video Device, Language, Launch on system startup option, Export logs option, About, Download mobile client, and Log out option.

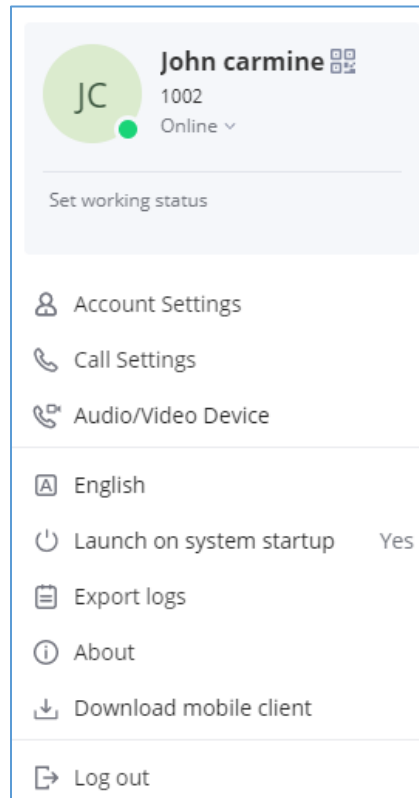


Figure 74: Settings Menu

Account Information

Account information screenshot is shown as follows:

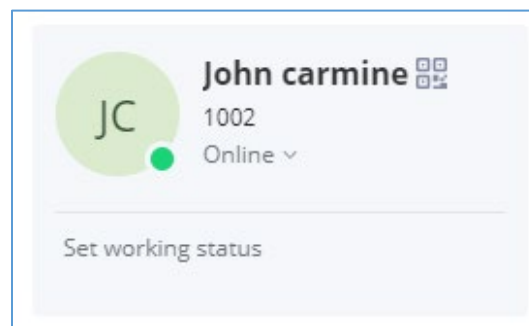


Figure 75: Account Information



- The Account Information interface displays the username, QR code, SIP number and personal status.
- Users can scan the SIP account QR code with the Wave mobile version to quickly log in the account.
- Users can set the personal status, which can be divided into account status and working status, and the status will be displayed in the contacts book and chat module.

Account Settings

Users can enter the Settings menu and click “**Account Settings**” to access to the account settings interface in the UCM Web UI, as the screenshot shows below:

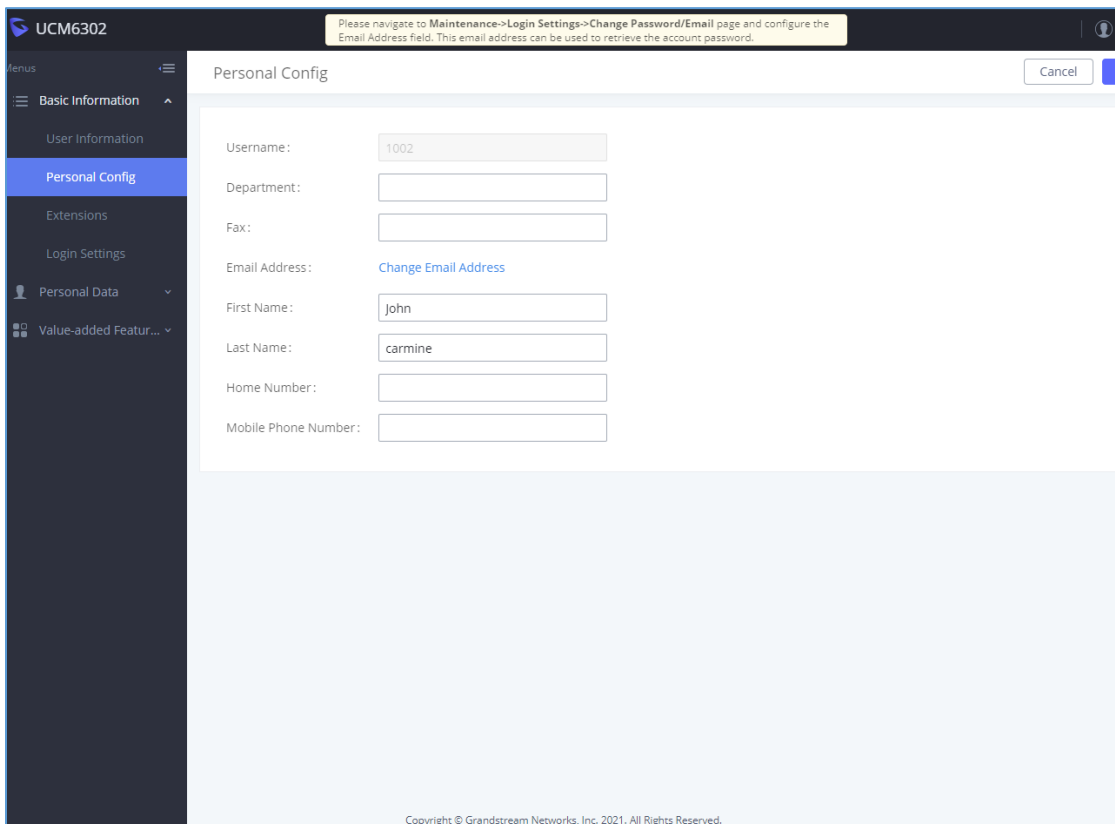


Figure 76: Account Settings

Users can click “**Account Settings**” option and users will be directed to the account settings interface in the UCM management platform, and users can go to “**Personal Configuration**” tab to fill in the personal basic information. Then, the updated information will be saved and applied to Wave application.

Call Settings

Users can enter the Settings menu and click “**Call Settings**” to access to the call settings interface in the



UCM Web UI, as the screenshot shows below:

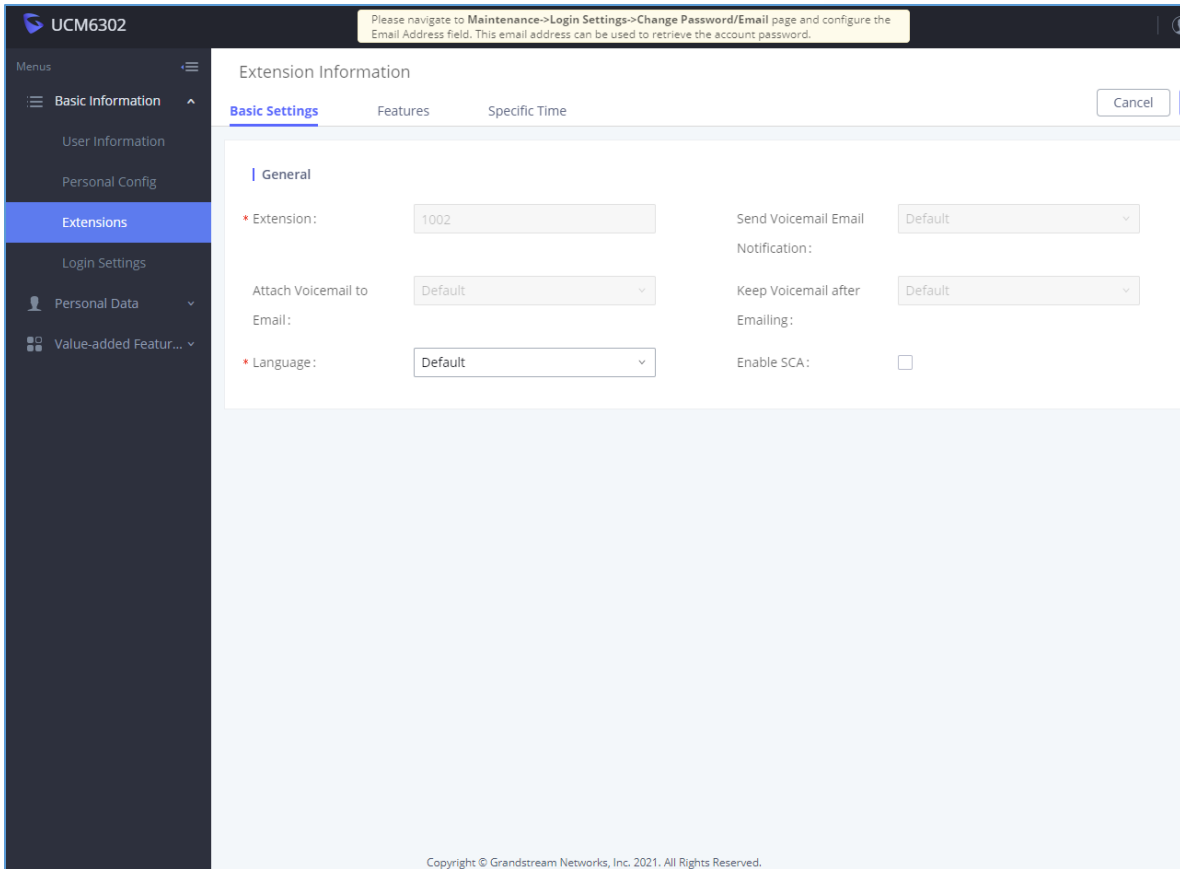


Figure 77: Call Settings

Users can click “**Call Settings**” option and users will be directed to the call settings interface in the UCM management platform, and users can go to “**Extension**” tab to set the SIP accounts settings. Then, the updated information will be saved and applied to Wave application.

Audio/Video Device

Audio/Video Device menu can be divided into Audio Settings and Video Settings.

Audio Settings

When the device connects to multiple audio devices, the user can select audio device through audio settings.

For PC client users, the application allows users to select the alternative ringing speaker. When the user receives an incoming call, the preferred and alternative speakers ring at the same time.

Reference Scenario: The PC connects to a headphone, but the user does not wear the headphone. The alternative ringing speaker is set, when the user receives an incoming call, the user can hear the ring tone from the PC's built-in speaker.



Step 1: The user can click the user icon to enter the settings menu, move the cursor to “**Audio/Video Device**” option, and click “**Audio Settings**” to enter the microphone/speaker settings interface, as the figure shows below:

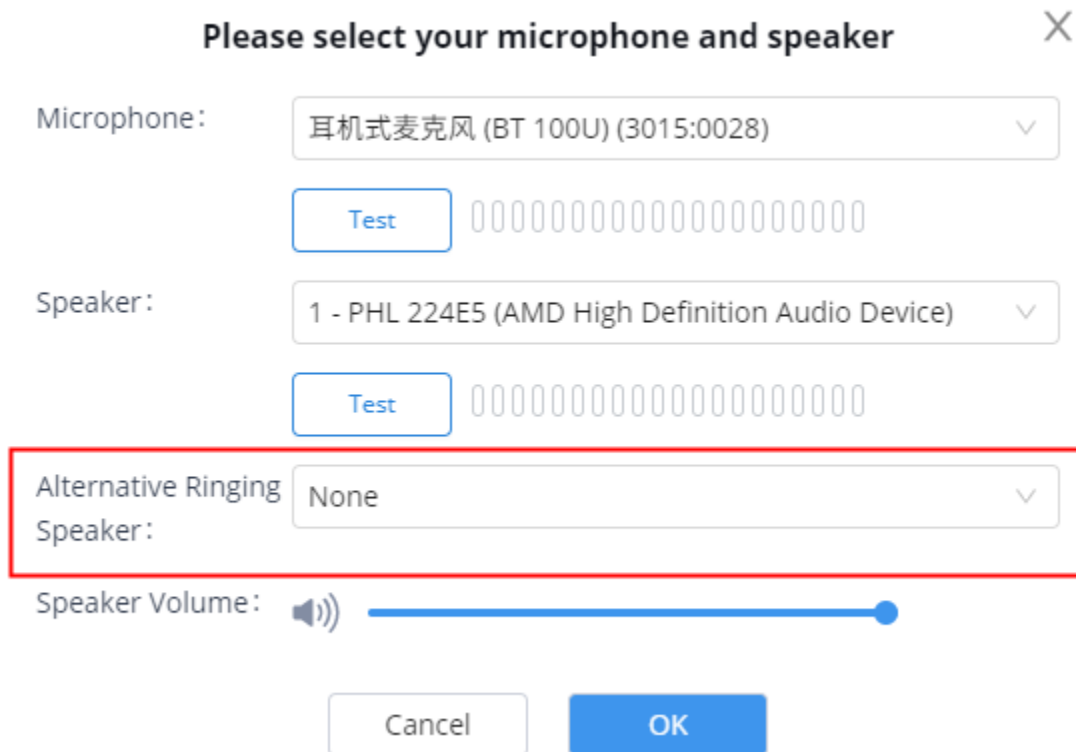


Figure 78: Alternative Ringing Speaker

Step 2: Go to “**Alternative Ringing Speaker**” option and click to set the alternative speaker.

Step 3: Click “**OK**” button to apply the changes. The preferred and alternative speakers will ring at the same time when there is an incoming call.

When the user first time logs into Wave application, the system will ask the user to set up an audio device.

Note: When the call is established, only the preferred speaker device will be used.

Video Settings

Video settings screenshot is shown as below:



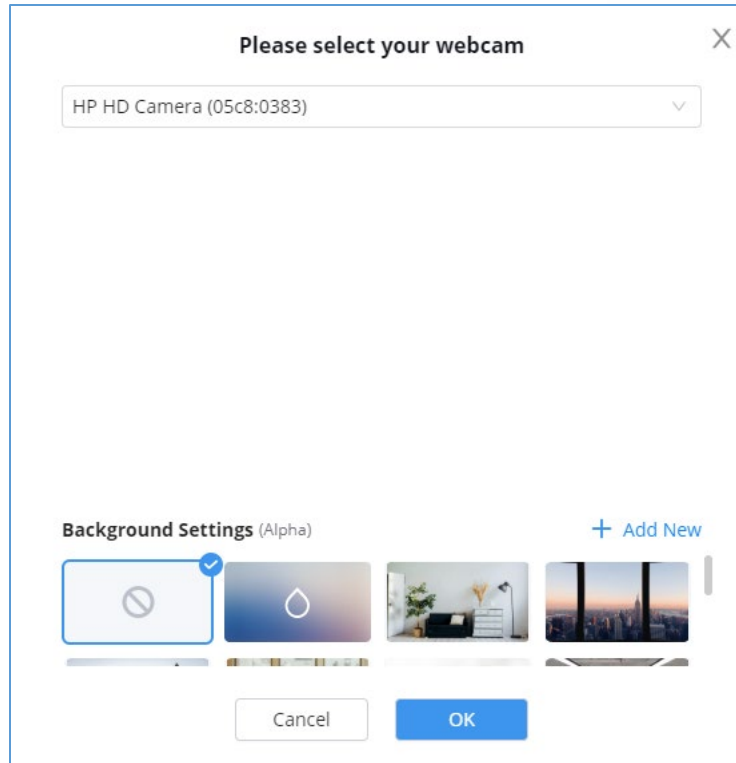


Figure 79: Video Settings

When the PC connects to multiple camera devices, the user can select the video device by “Video Settings”. The user can also set the virtual background in Wave application.

- Step 1:** The user can click the user icon to enter the settings menu, move the cursor to “**Audio/Video Device**” option, and click “**Video Settings**” to enter the camera settings interface, as the figure shows below.
- Step 2:** The user can select the camera and set the virtual background.
- Step 3:** The user can view the preview result and save/apply the changes. When the virtual background is set, the setting will be saved locally in the application, and the virtual background will be applied for each call/meeting.

When the user first time logs into Wave application, the system will ask the user to set up a video device.

Virtual Background Settings

In meetings and peer-to-peer calls, the user can set the virtual background in the application locally and the virtual background will replace the background in the camera and send to the remote client.

- Step 1:** The user can click the user icon to enter the settings menu, move the cursor to “**Audio/Video Device**” option, and click “**Video Settings**” to enter the camera settings interface, as the figure shows below.



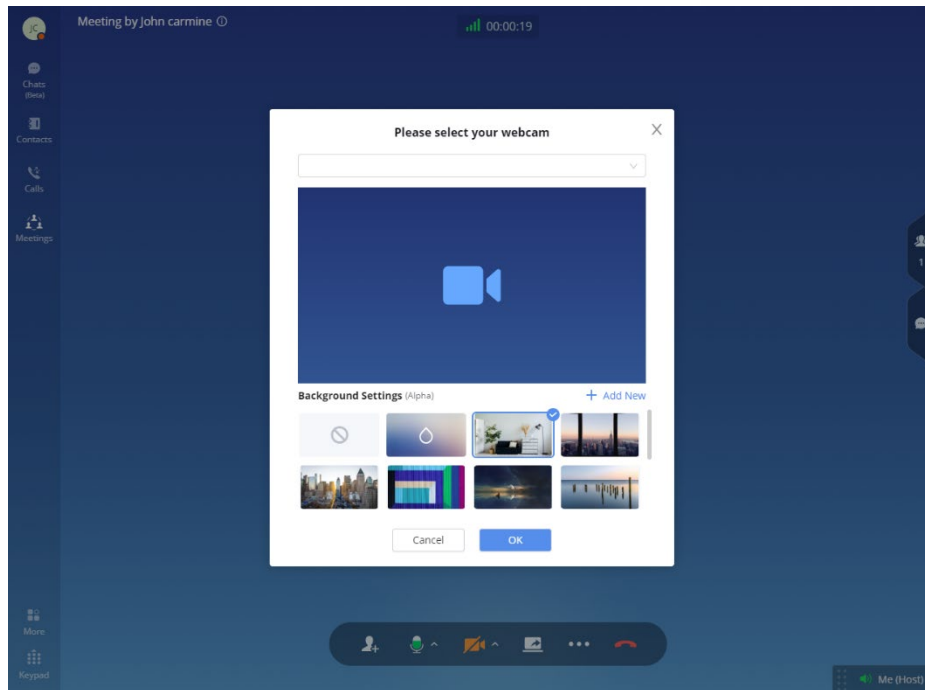



Figure 80: Virtual Background

Step 2: Users can select the images in the library or customize the uploaded images to create a virtual background.

Step 3: Customize Uploaded Image: Click the button  on the virtual background settings interface to open the local file selection window, and the user can select and customize the image to upload.

Step 3: The user can view the preview result and save/apply the changes. When the virtual background is set, the setting will be saved locally in the application, and the virtual background will be applied for each call/meeting.

-  : Remove background.
-  : Fuzzy background.



Note:

- There is no background image by default. The limit of the size of custom uploaded image is 20MB, and the upper limit of the image amount is 10 images.
- Users can upload images for multiple times. Each uploaded image will generate a new background, the length and width of the image is adaptive 16:9 and the image will be saved locally.
- The suggested fuzzy background color should be set to avoid being similar as the color of the actual scene and clothes.

Language

The Wave application supports Chinese, English, French, Spanish, and other languages. Users can set up languages by requirements.

Note: Users cannot set the language during the call.

Launch on System Startup

Users can go to the settings menu and click “**Launch on System Startup**” option to select whether to automatically start Wave application when the PC starts up. This option is set as “**On**” by default.

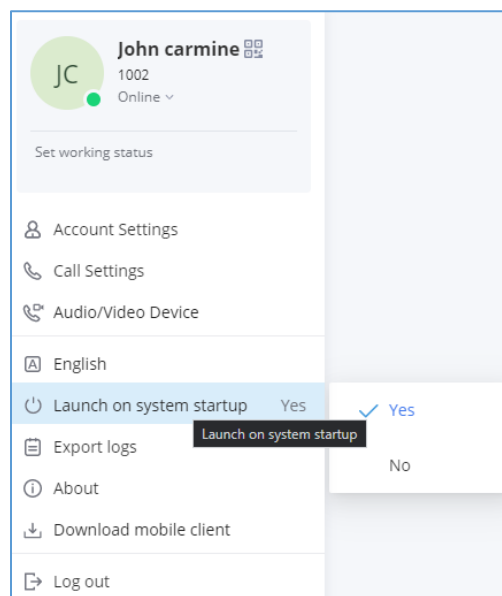


Figure 81: Launch on System Startup



Export Logs

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

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 Terms**” to view the privacy terms of Wave application.
- The user can click on “**Help**” to direct to Grandstream Official website to view the Wave application user manual.

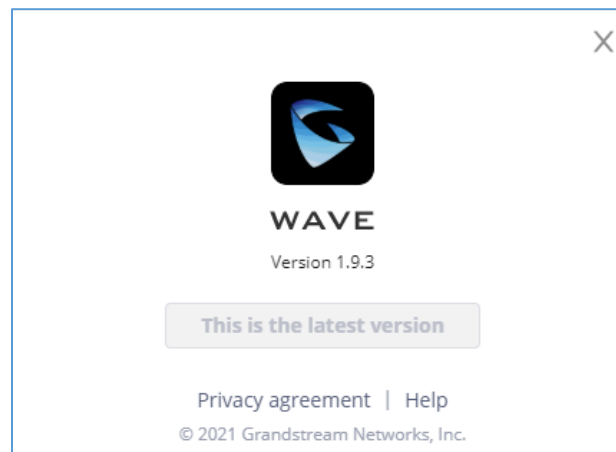


Figure 82: About

Download Mobile Client

Users can download Wave application from Grandstream Official website. When the application has been downloaded to the local PC, the user can follow the instructions to install the application.

Log out

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



MORE APPLICATIONS

More applications interface screenshot is shown as below:

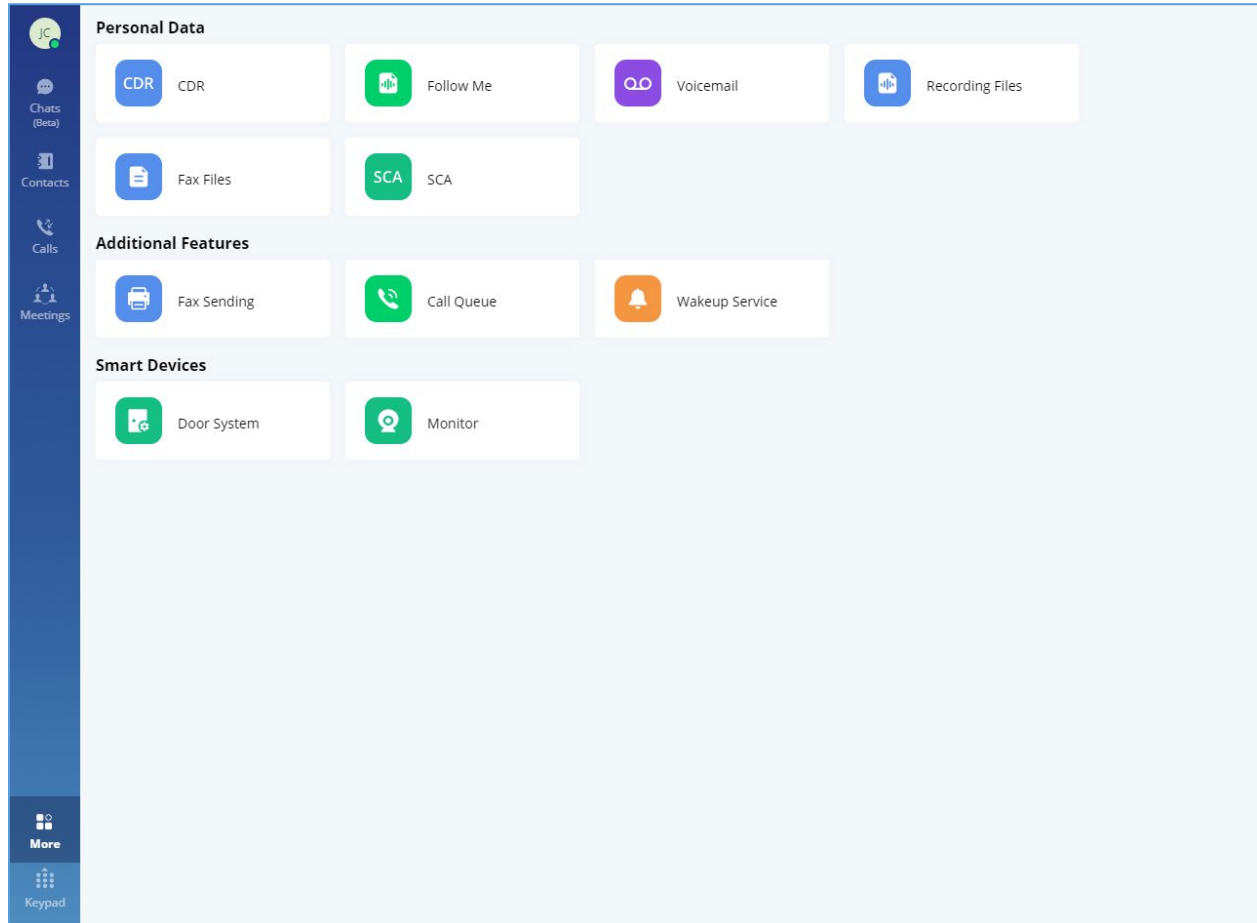


Figure 83: More Applications

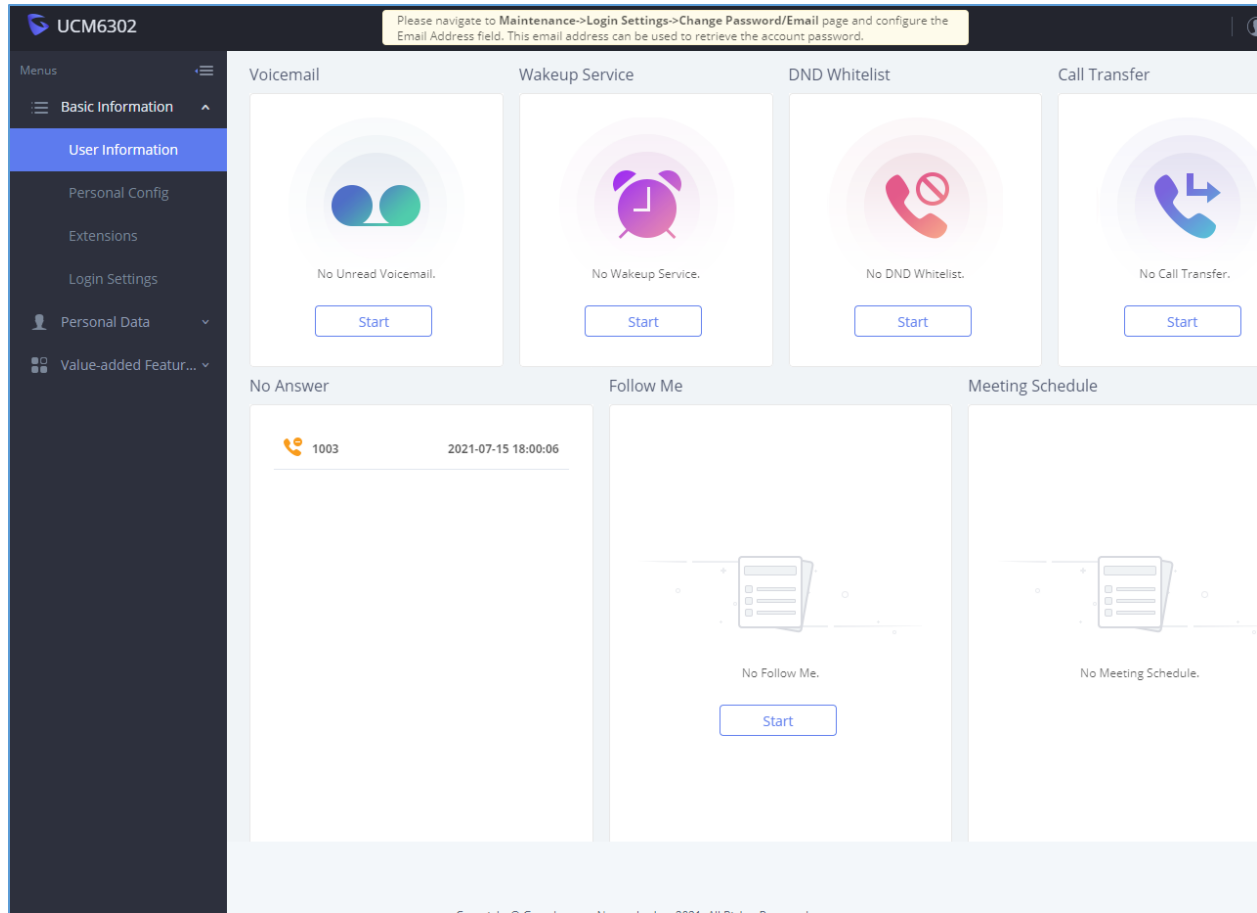
Users can click “More” button on the left menu on the main application UI to view more applications. It includes personal services, value-added services, and smart devices. Users can also set door system and monitors according to the requirements.

Services

The services include personal services and value-added services.

The Wave application integrates UCM’s User Portal functionality. Users can directly enter the User Portal interface through the services entry. Please see the screenshot below:





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Figure 84: User Portal Interface

Users can set the following personal services and value-added services:

- CDR
- Follow me
- Voicemail
- Recording Files
- Fax Files
- SCA
- Fax Sending
- Call Queue
- Wakeup Service

For more information about the services, please refer to the UCM User Portal Guide in Grandstream official website.

Smart Devices

Door System

Please follow the instructions below to set up the door system:



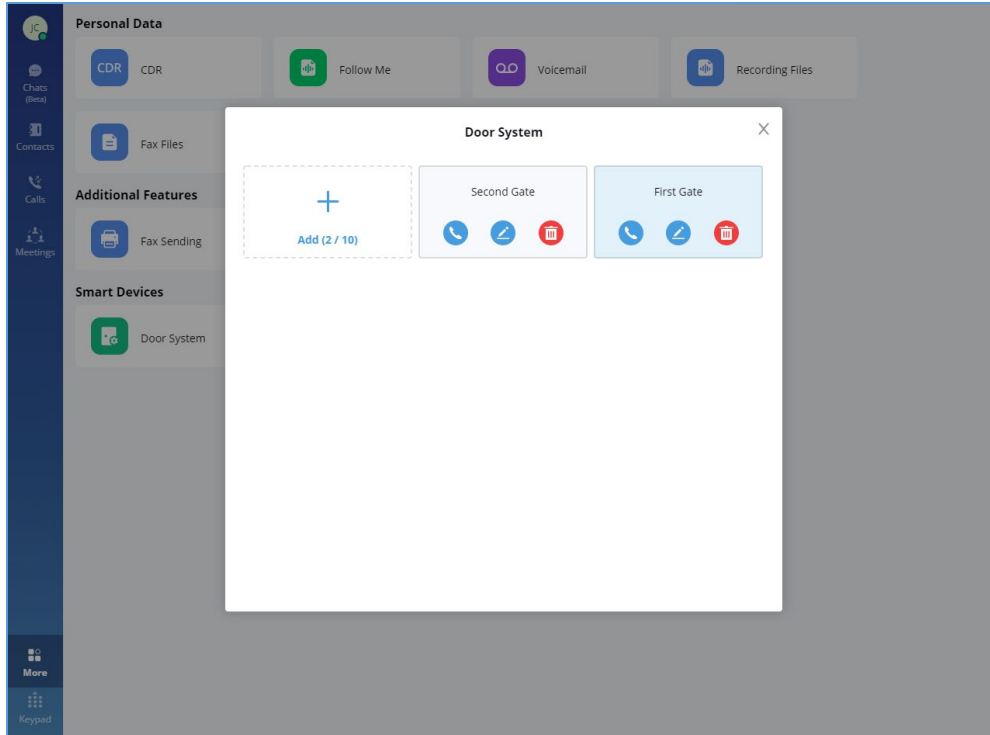


Figure 85: Door System Interface

Users can click “**Add**” button to set up the relevant parameters for door system. Please see the screenshot below:

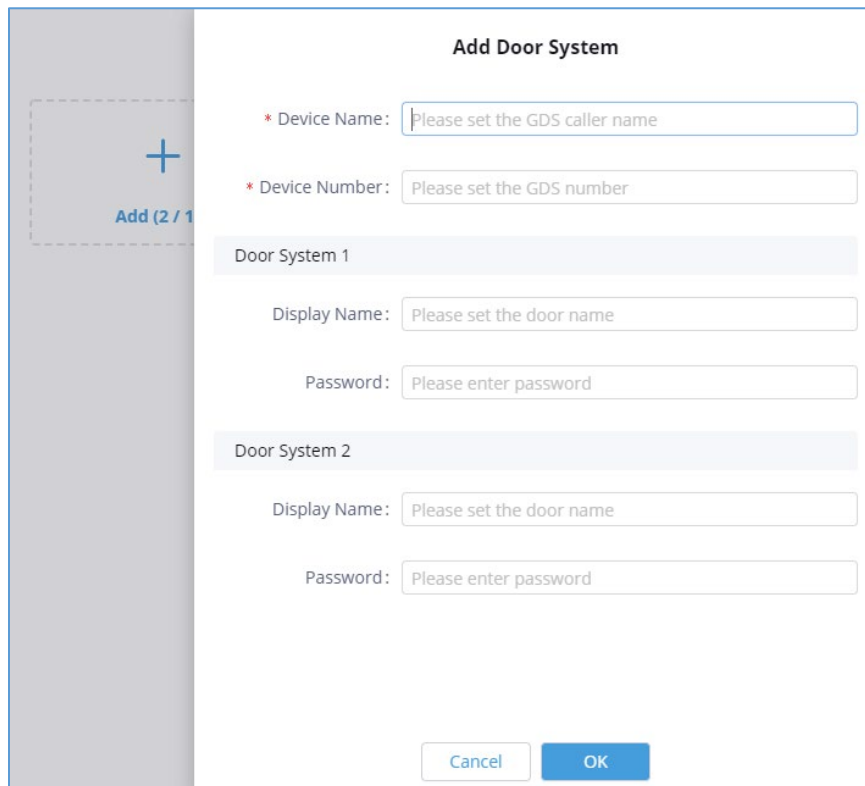


Figure 86: Add Door System



Note:

- Users need to set the correct password to open the door for door system.
- The user needs to go to GDS Web UI -> Door System Settings -> Basic Settings -> enables DTMF option so that the user can see the “Open Door” option once the user receives an incoming call from the GDS device in the Wave application.

When the door system is set up, the user can receive an incoming call from the door system once someone rings the doorbell. Please see the screenshot below:

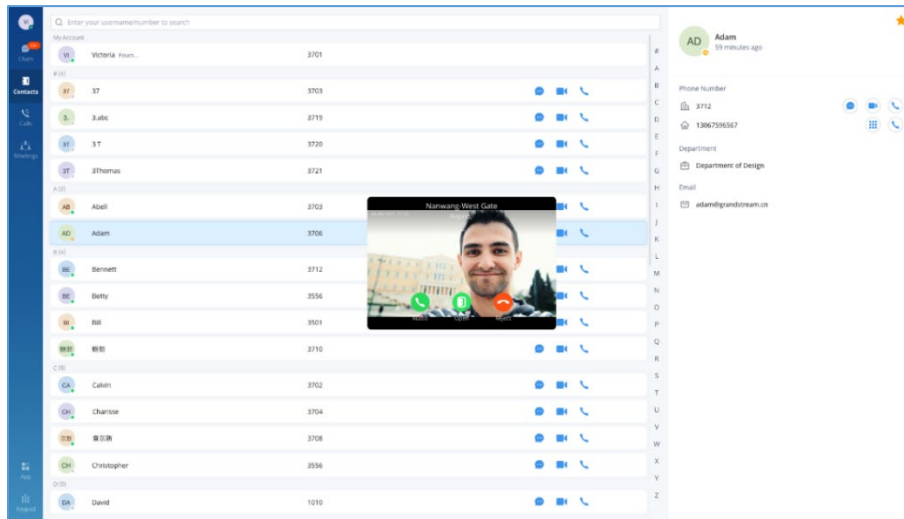



Figure 87: Ringing by Door System

The user can click  button to answer the call, and initiate the video call, as the screenshot shows below:

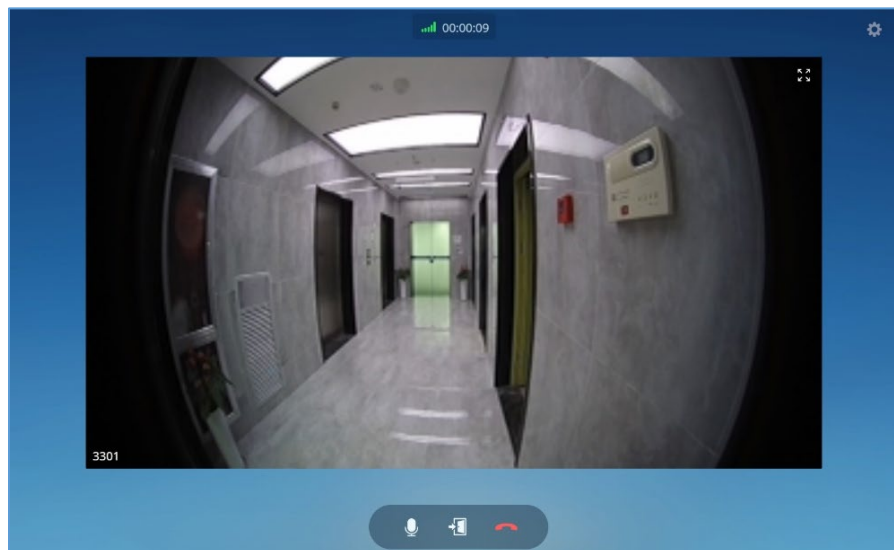


Figure 88: Video from Door System

Users can click  button to open the door.

Note: This function is only supported by Grandstream GDS Door System products.

Monitor

Please follow the instructions below to set up the monitor:

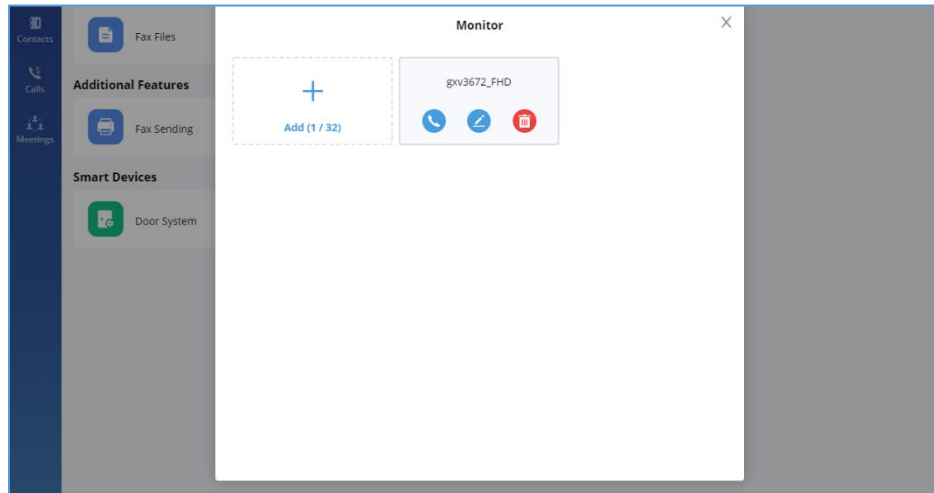


Figure 89: Monitor Settings Interface

Click the “**Add**” button to configure Monitor related parameters. As shown below:

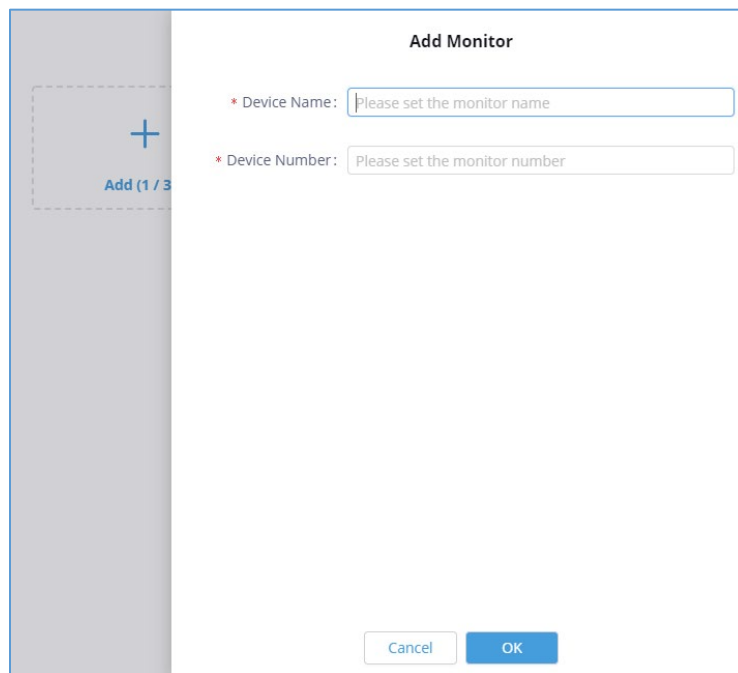


Figure 90: Add Monitor Interface

When the monitor is added, the user can call a monitor on the Wave application interface to view the corresponding video interface.

Note: For Monitor products, SIP account registration is required before adding the devices.



LOGO CUSTOMIZATION

UCM needs to connect to GDMS, so an open beta plan package for RemoteConnect will be assigned to it to start with.

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

http://www.grandstream.com/sites/default/files/Resources/UCM63xx_RemoteConnect_User_Guide.pdf

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

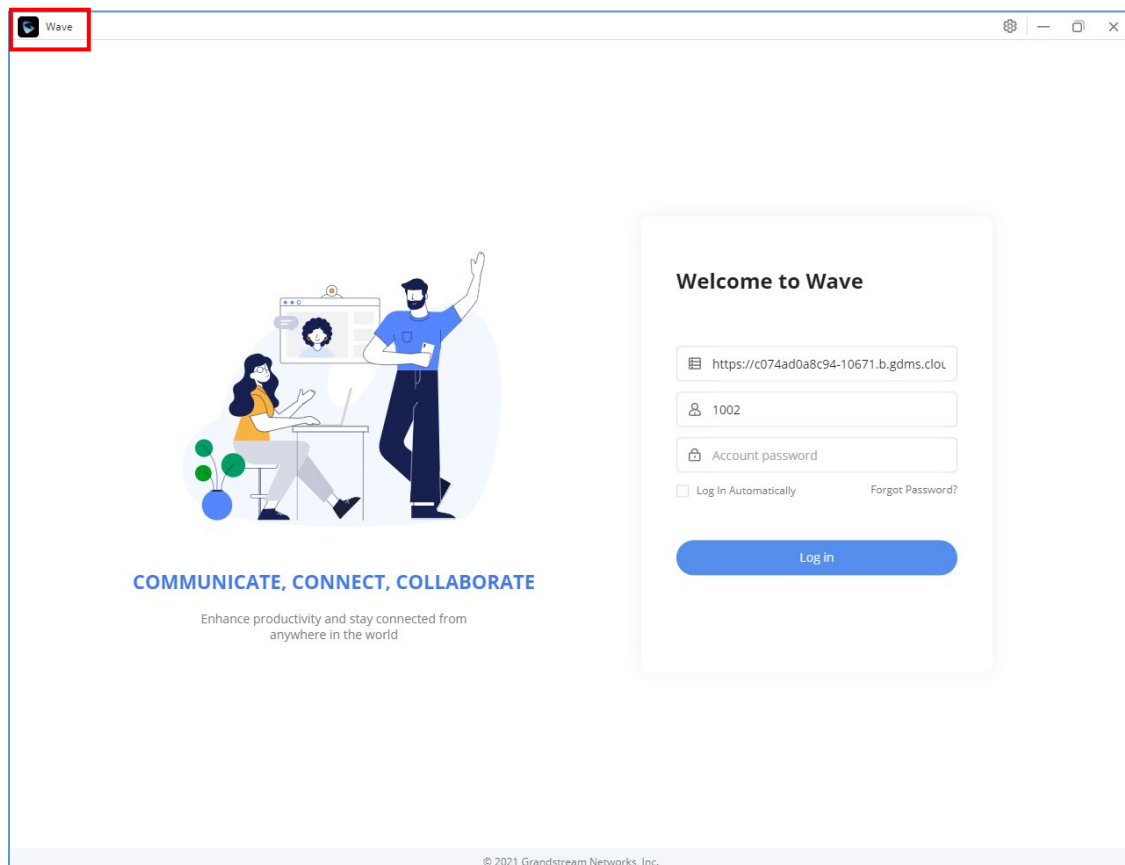


Figure 91: Customized Logo Interface