



Grandstream Networks, Inc.

Wave Mobile Application

User Manual



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CHANGE LOG

This section documents significant changes from previous versions of user manuals for 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 1.0.9.15 (Android™) / 1.9.14 (iOS™)

- Added support to login via User Password instead of the SIP Password. [Signing in]
- Added support for the DTMF soft keyboard during meeting. [DTMF]
- Added support for sending 5000 characters on chat. [Instant Message]
- Added support for edit sent text. [Instant Message]
- Added the ability to set the account status. [Account Status]
- Added the ability to set the workings 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 chat box, mute message notice, hide chat box, quote to reply message, delete messages, etc. [Group Settings]
- Supported multi-lines calls. [Hold/Unhold and Multiple Lines]
- Supported to transfer an active call to a video conference. [N-Way Conference]
- Added public meeting room list and the list will show the meeting room status in different periods. [MEETING]
- Added to create a meeting with random meeting number. The meeting can be created as 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 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 Invitation]



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

- Add chat feature, including single chat, group chat. [Single chat][Group Chat]
- Chat feature is supported 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]
- Add 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]
- Add the option of scheduled meeting. [Schedule Meeting]
- Added the option of listing participants and inviting members to the meeting. [Video Meeting Participants]
- Added the option of modifying the display name in the meeting. [Figure 31: Edit Name]
- Added the ability to reset 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 travelling 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 creation of QR code for automatic login, call transfer, call recording from 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 document and emoji, starting video meeting 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 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 and etc.
QoS	Layer 3 (ToS, DiffServ, MPLS) QoS
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Integration	English, Simplified Chinese
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 documentations:

<http://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 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 Wave app.
- Wave app requires permission related to making call, managing calls, as well as accessing camera, microphone, some system files, call status, mobile network information and etc. When prompted to allow permission, please select allow in order for Wave app to be used normally.
- For some Android devices, Wave app requires users to enable floating window or background pop-up window permissions. Otherwise, incoming call notification cannot be received.

Touchscreen Gestures



Figure 1: Gestures on Touchscreen



When using Wave app, users can manipulate 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 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.

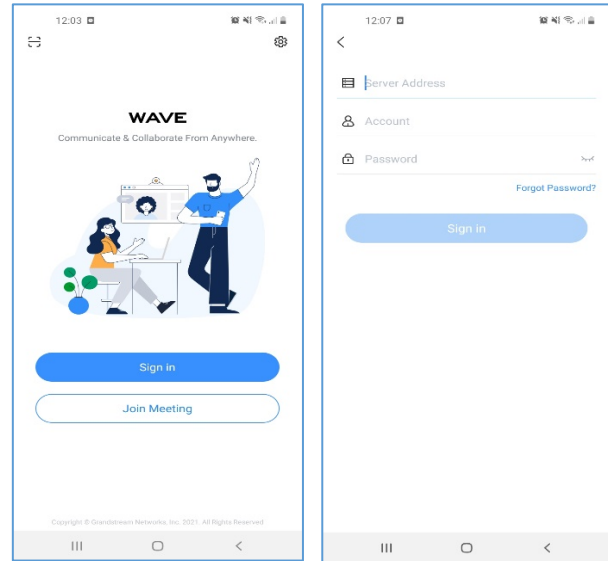





Figure 2: Sign In Interface

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.

Note:

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

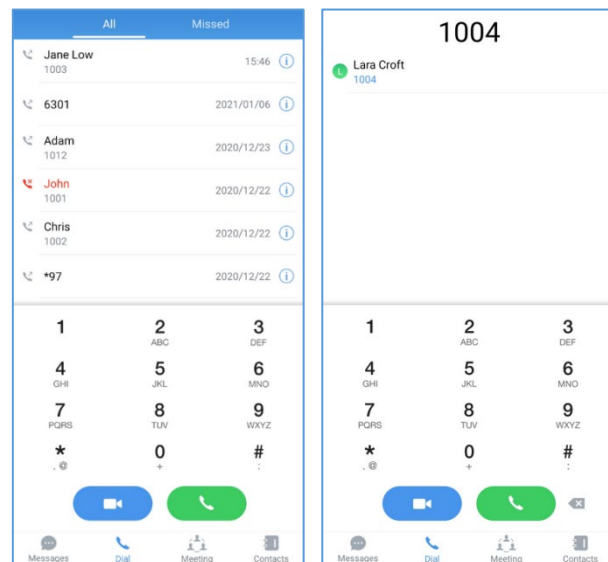


Figure 3: Dialing Interface



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. There are 2 tabs: “All calls” and “Missed calls”.

- 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.
- Press and holding on a call history entry will give users the option to delete this entry.

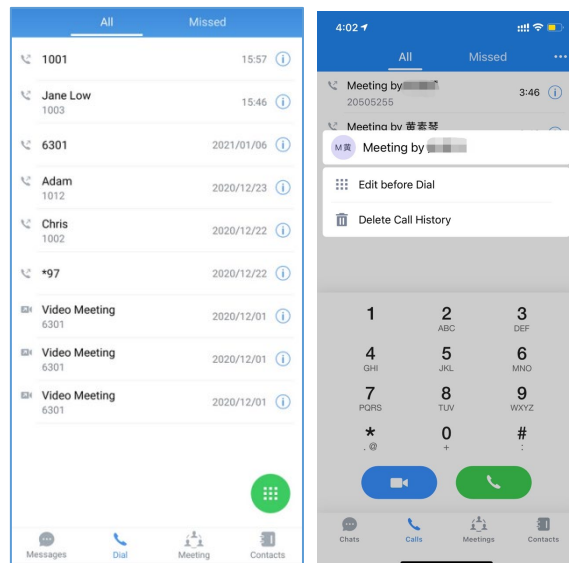



Figure 4: Dial from Call History

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.

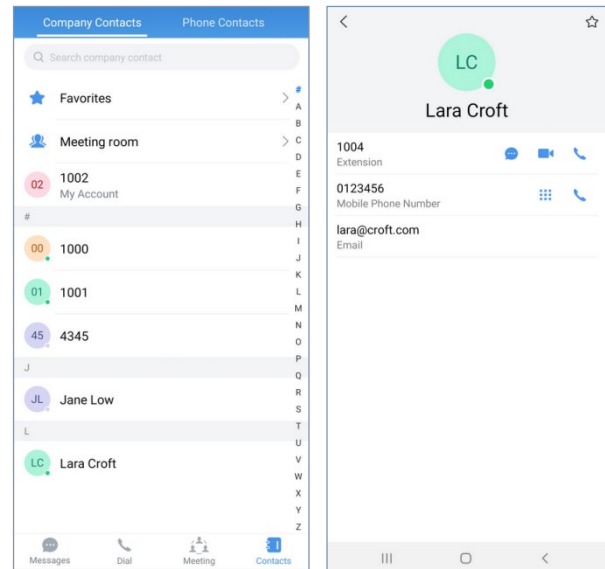





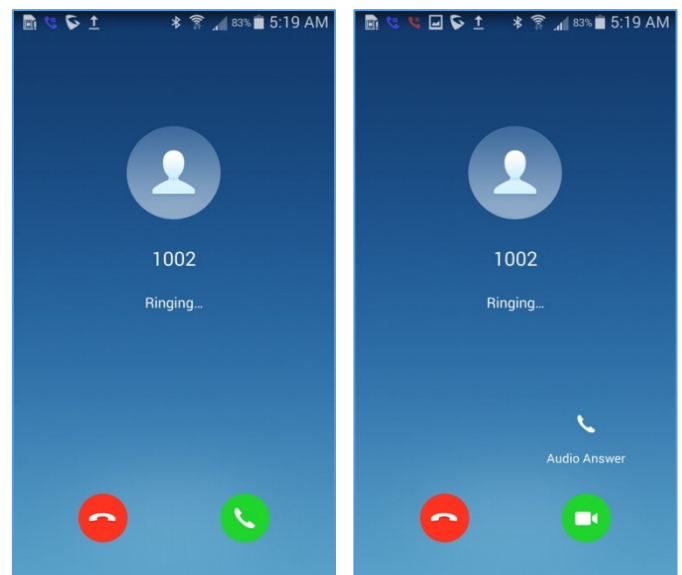
Figure 5: Dial via Contacts

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 non-China area.



Incoming Audio Call

Incoming Video Call

Figure 6: 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 and etc.








1: Audio Call

2: Video Call

Figure 7: During a Call


-  Use speaker as audio channel. User can select to switch to earpiece, wired headset or Bluetooth headset.
-  Use earpiece as audio channel. User can select to switch to 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 into 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, user receives a second call and answer it.

Step2: Click on  to switch to the other call.

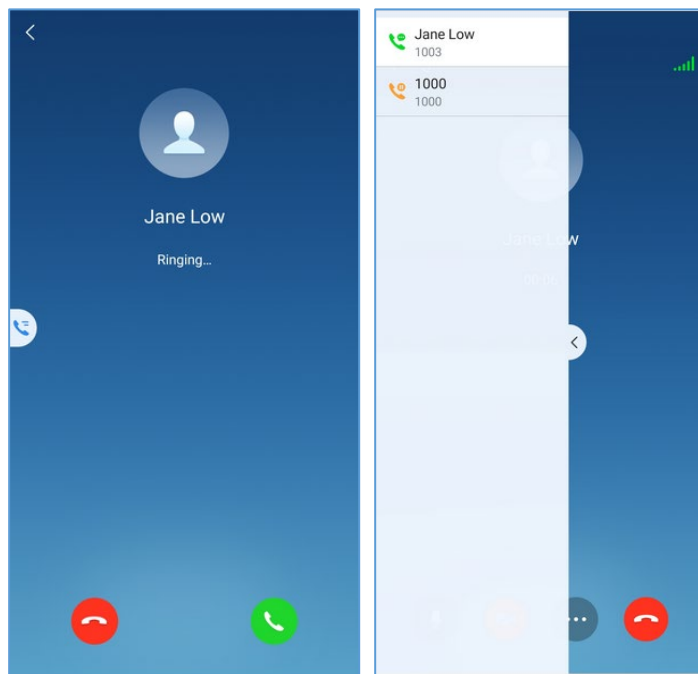



Figure 8: Call Waiting




Hold/Unhold and Multiple Lines

It supports two lines calls 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 “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 button  to switch the call to the other line.

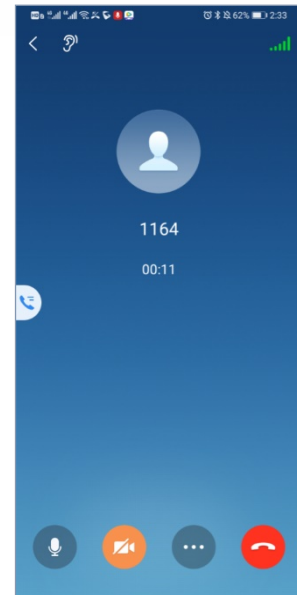



Figure 9 : Video Call On Hold

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.

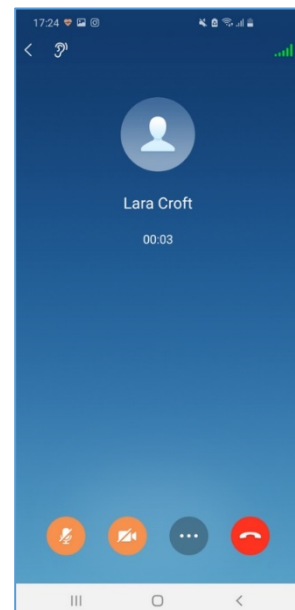







Figure 10: On Mute



Switching Audio Channel

Wave supports changing audio channel during calls. To do this, tap on 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

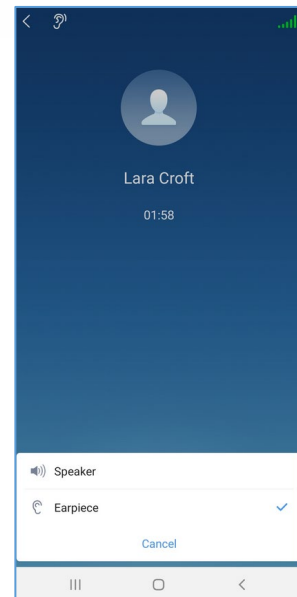


Figure 11: Switch Audio Channel During Call

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.

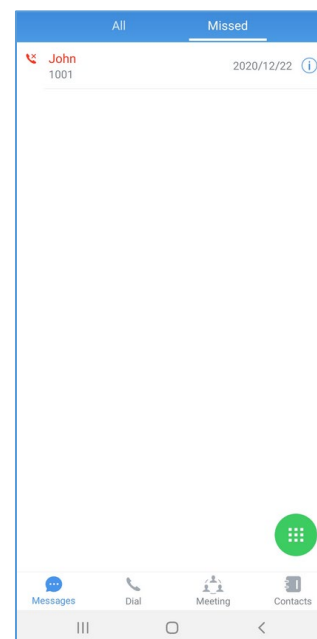


Figure 12: Missed Call



Call Transfer

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

Blind Transfer

Step 1: Establish call between user 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.

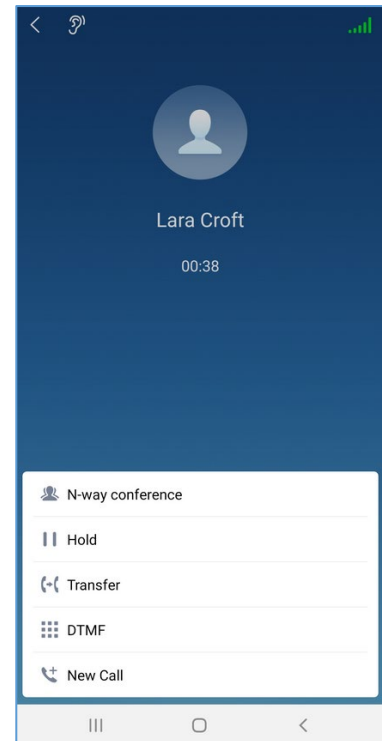


Figure 13: Call Transfer - Blind Transfer



Attended Transfer

Step 1: Establish 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 END call button to complete 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 END call button to complete call transfer. When User C answers, the call will be established between User B and User C.

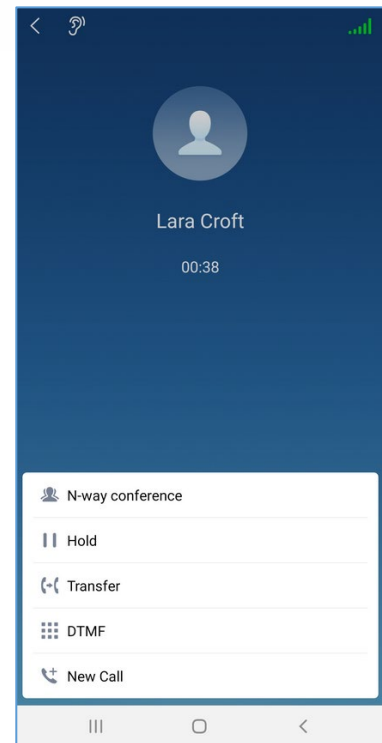



Figure 14: Call Transfer - Attended Transfer

N-Way Conference

N-Way Conference allows users to add multiples 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.

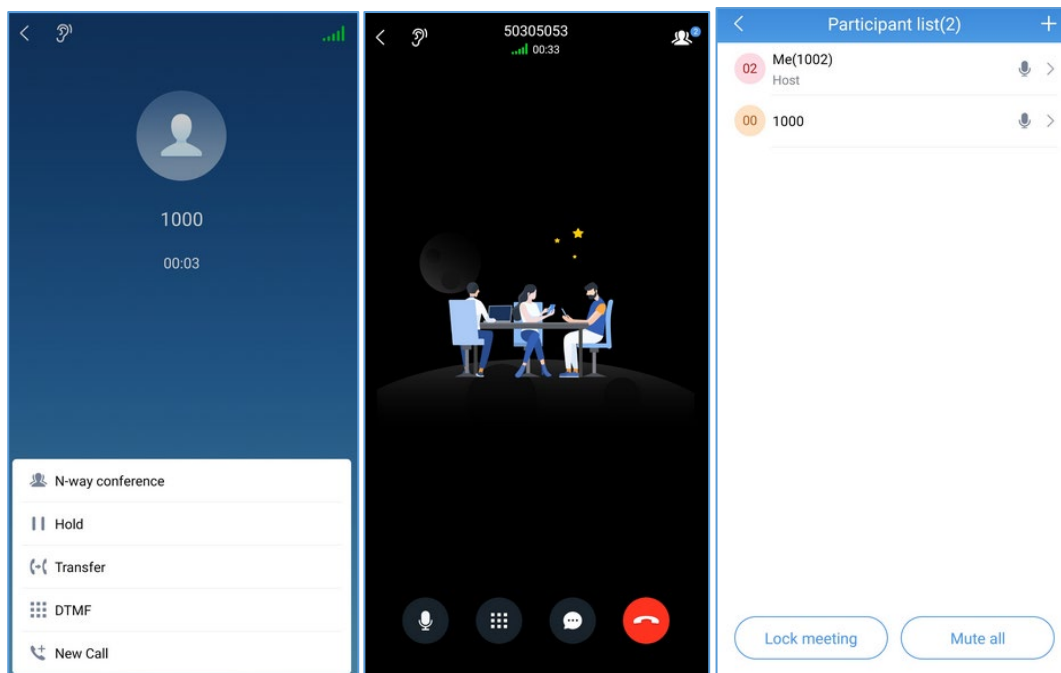


Figure 15: N-way Conference

CHAT

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

Single chat

In order to start single chat with a user, please follow the steps below:

Step 1: Go under **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.

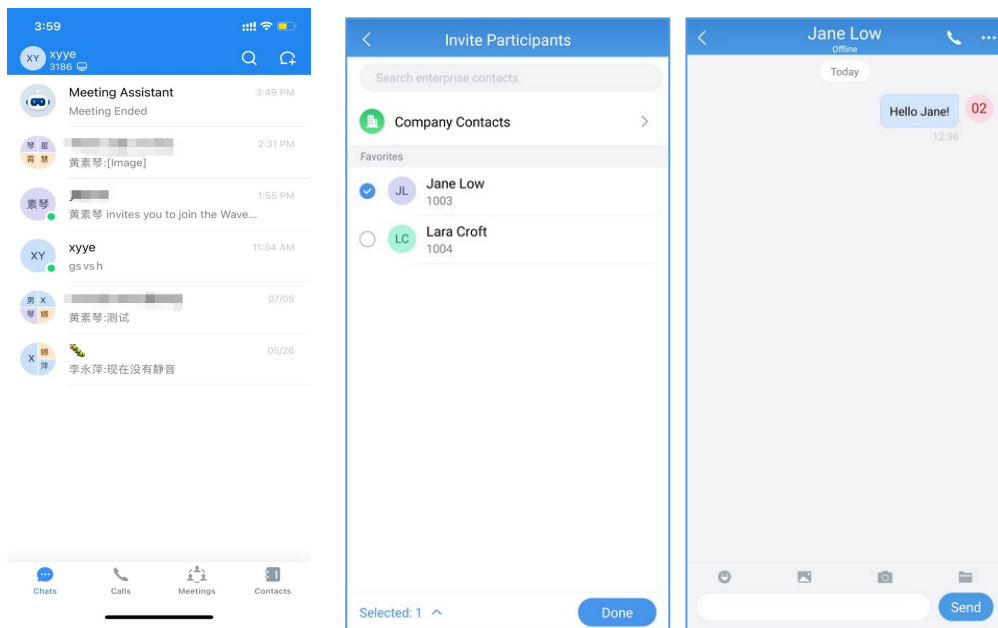


Figure 16: Single Chat

Group Chat

In order to Chat with multiple contacts at the same time, please follow the steps below:

Step 1: Go under **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.

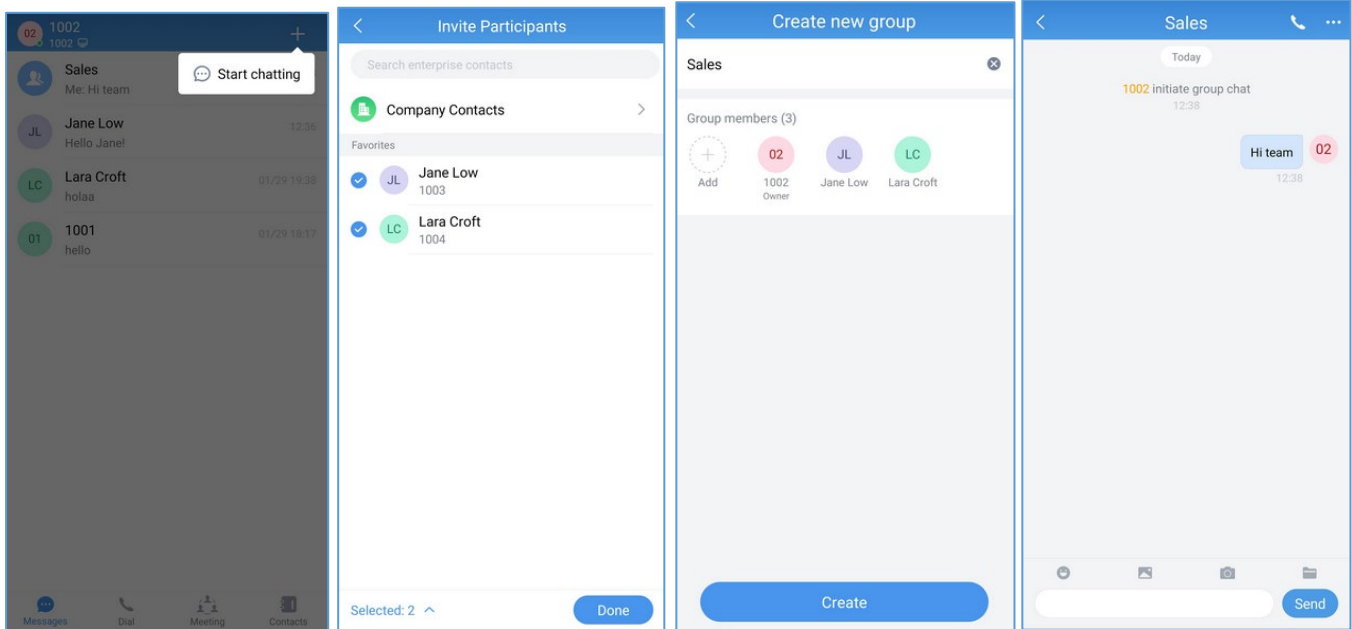



Figure 17: Group Chat



Meeting Chat

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

Step1: Start an audio/video meeting.

Step2: Click on  to initiate chatting with participants.

Step3: Start chatting.

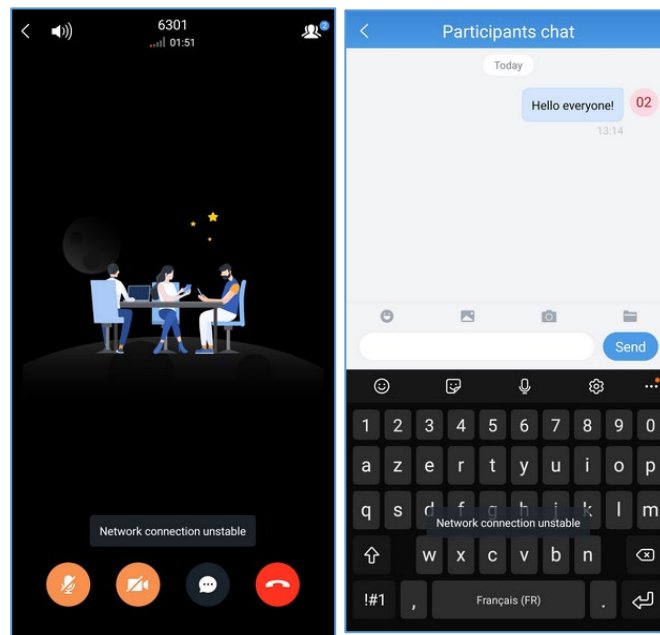


Figure 18: Meeting Chat

Instant Message

In the chat interface, the application allows the user to send text, emoji, document, and picture.

- For the message contents in the chat interface, if the user long presses the contents, the user can copy/forward/reply/edit/recall the contents.
- Users can record a short video up to 15 seconds and send to the current chat.
- Drag the chat window to the left, the user can pin/unpin/hide/set the group settings for the chat box. If the user clicks the “Group Settings” button, the user can access to the group settings interface to pin/unpin the chat box 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.

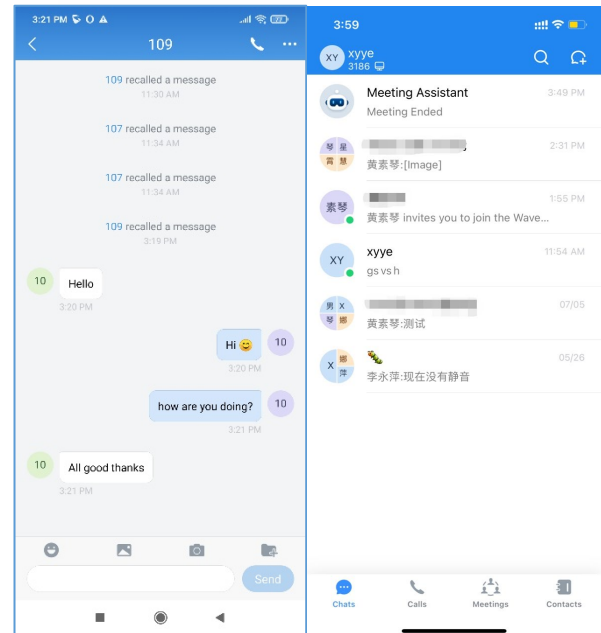



Figure 19: Instant Message

Group Settings

- In the group settings interface, the user can modify group name, 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 “Group Members” option to view all group members.
- **Delete Group Members:** In the group member list, the user can long press a specific member icon and delete the group member. Only the group owner can operate.

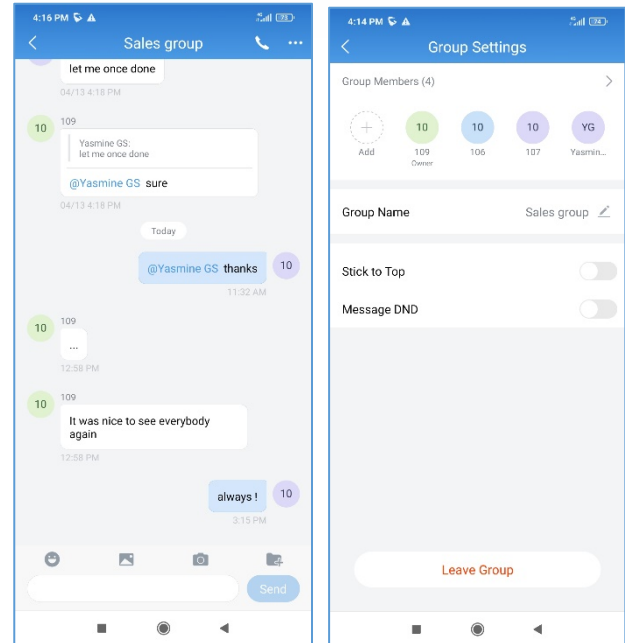



Figure 20: Group Settings Interface

- **Add Group Member:** The user can click 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 “Meeting History” button to view all previous meetings.
- **Public Meeting Room:** The user can click “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 has been occupied by another meeting.

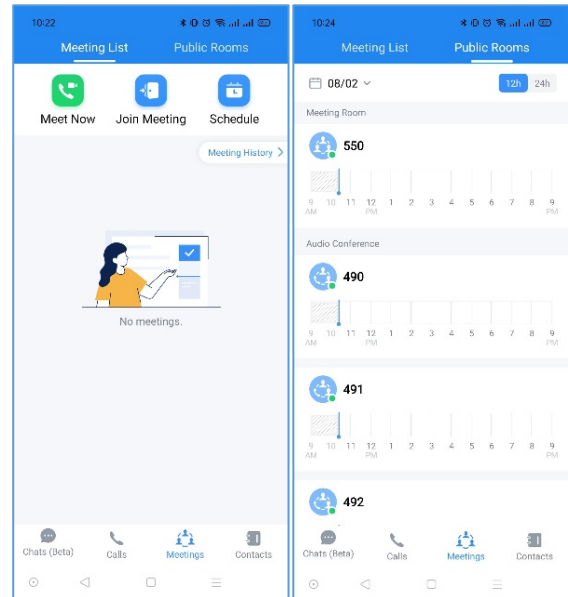


Figure 21: Meeting Interface

Meet Now

Immediately create a new meeting using one of the UCM’s conference rooms.

Step 1: Tap on “Meet now”.

Step 2: Set the meeting subject.

Step 3: Select the participants from contacts/group members.

Step 4: Click “Meet now” button to create a video conference and join the video conference room.

Note:

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

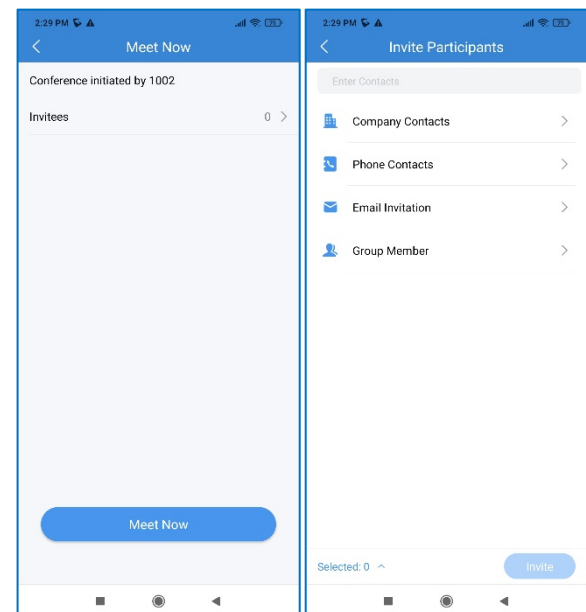


Figure 22: Instant Meeting Settings

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 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 "OK" button in the upper right corner to complete the conference room reservation.

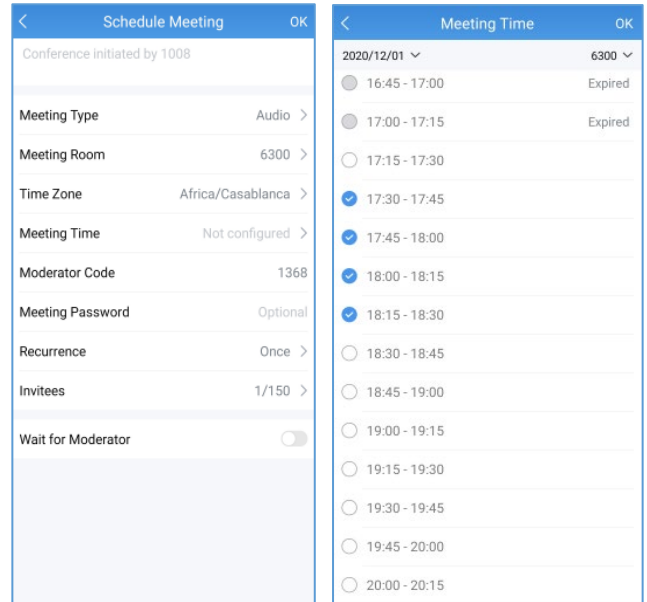


Figure 23: Schedule Meeting

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.

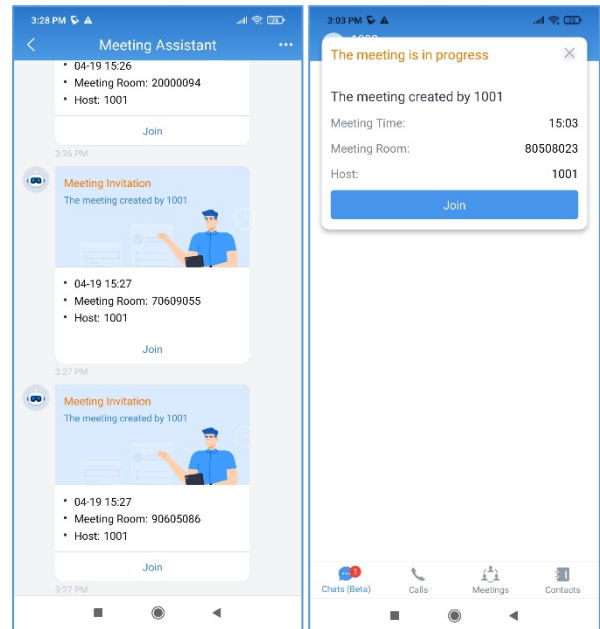



Figure 24: Meeting Invitation Interface



Link to Join

There are two methods to join meeting via link:

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

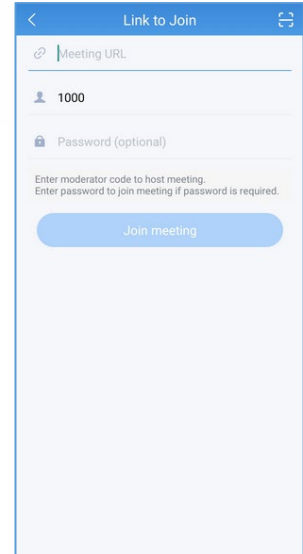


Figure 25: Link to Join

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.

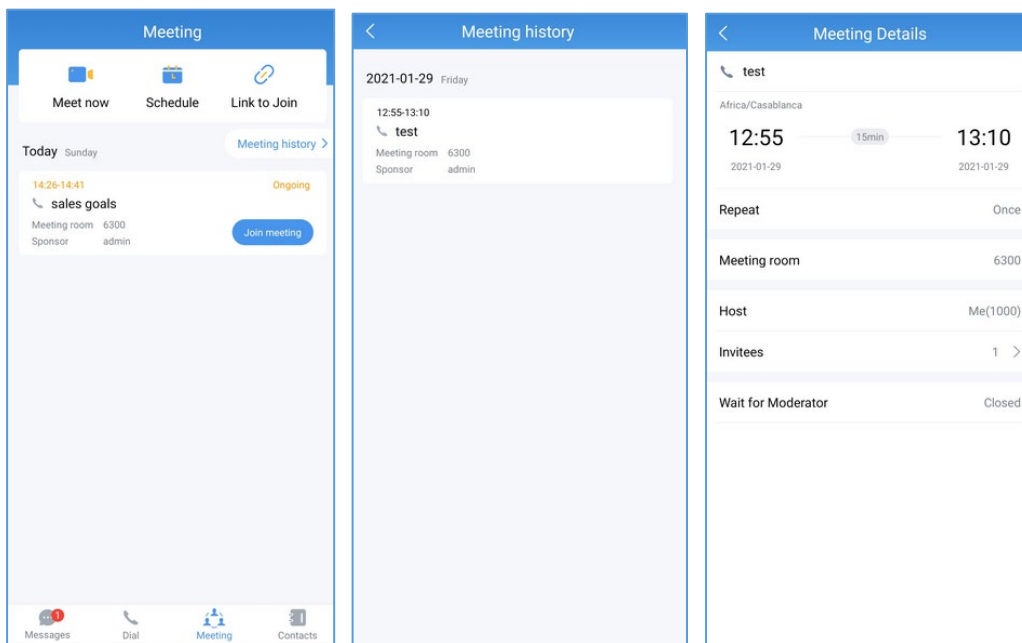








Figure 26: Meeting History



Audio Meeting

Users can select meeting type “Audio” or directly dial the audio meeting number to join audio meeting. The following options are available during audio meeting:

-  Switch audio channel
-  Leave meeting
-  Mute/unmute
-  View List of participants
-  Dial pad for available options:
 1. Press 1 to continue waiting.
 2. Press any other key to leave the meeting.
-  Chat with participants.

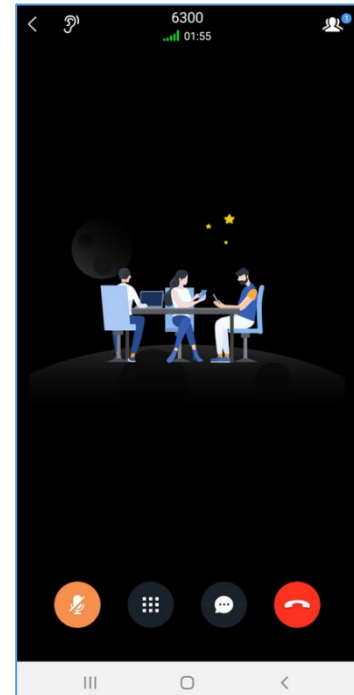










Figure 27: Audio Meeting

Video Meeting

Users can select meeting type “Video” or directly dial the video meeting number to join video meeting.

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 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.

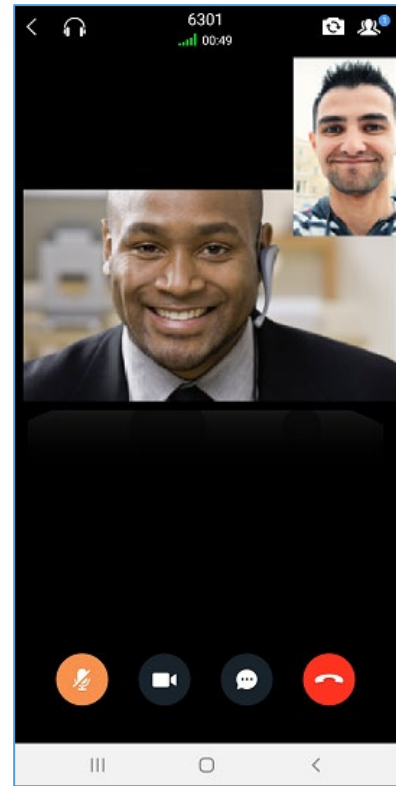



Figure 28: Video Meeting

Video Meeting Participants

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

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

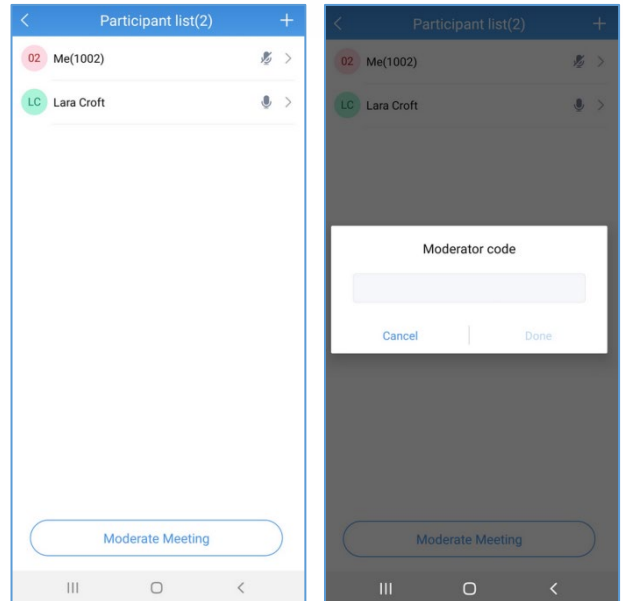


Figure 29: Participant list view for Participant

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

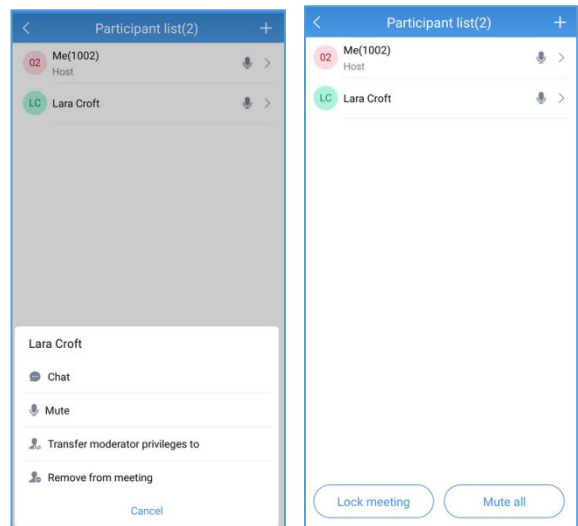


Figure 30: Participant List view for Moderator



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

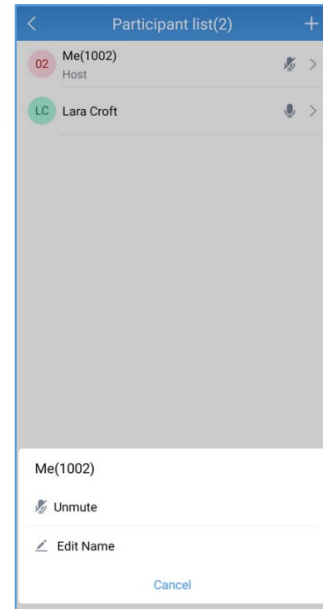



Figure 31: Edit Name

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

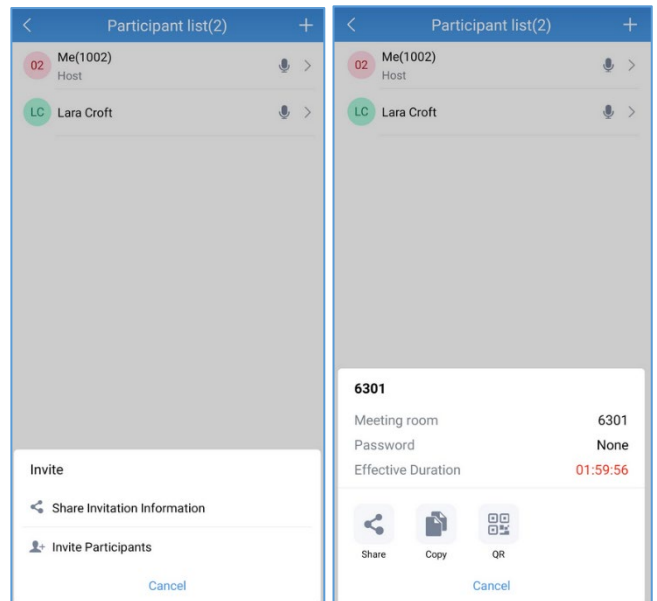



Figure 32: Invite Participants



End Meeting

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

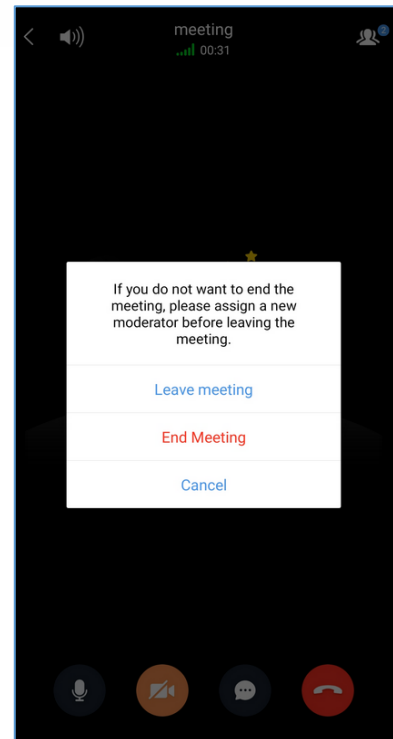


Figure 33: Host Exits Meeting

Join Meeting via Link

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

There are two methods to join meeting via link:

3. Scan the QR code from the meeting invitation email or provided by meeting host to join meeting.
4. 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.

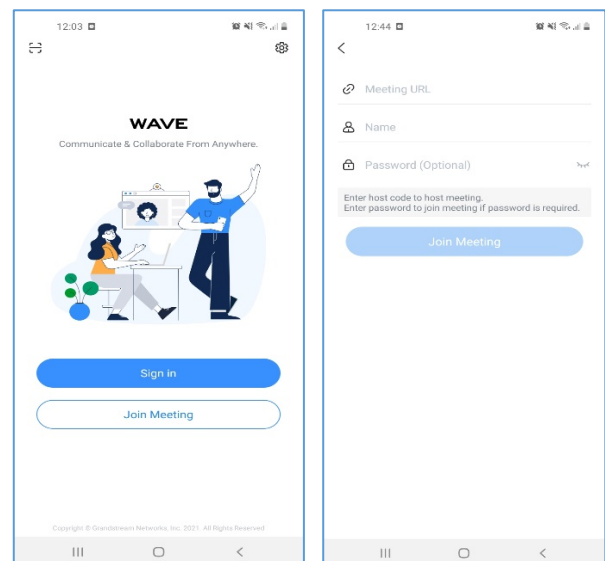



Figure 34: Join Meeting via Link



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.

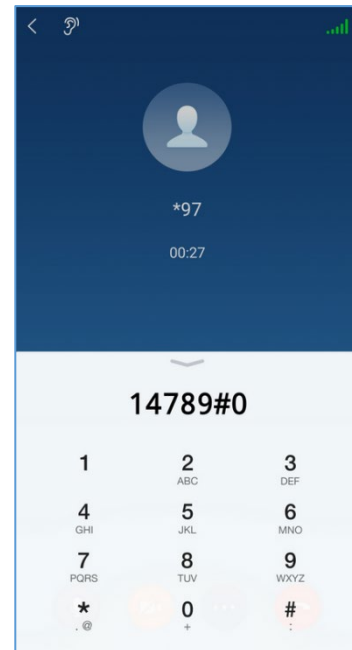


Figure 35: Accessing Voicemail

CONTACTS

Wave can display the SIP users from the UCM server and the device's local contacts in the contact list.

In Wave app, click on  to display contacts

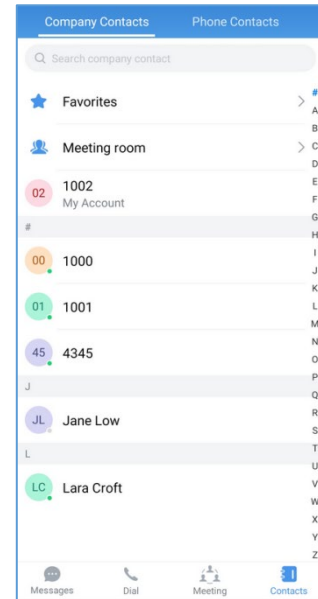


Figure 36: Contacts in Wave app

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.

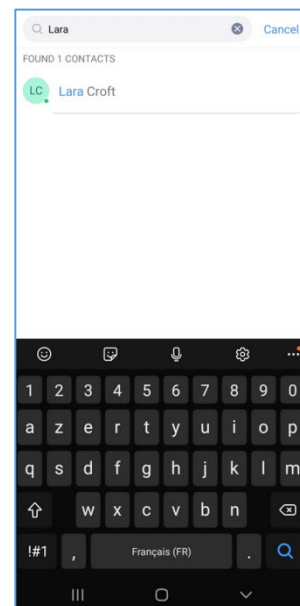






Figure 37: Searching Contacts



View Contacts

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

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

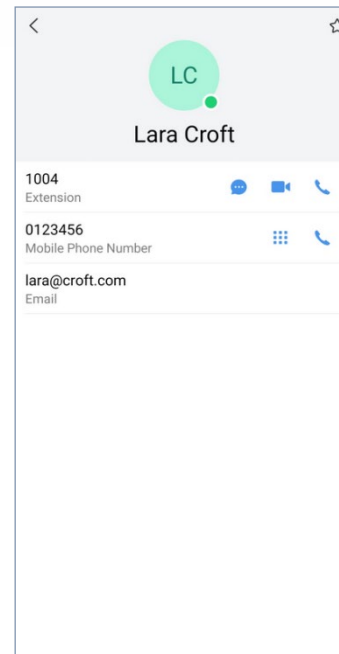





Figure 38: Contact Details

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.

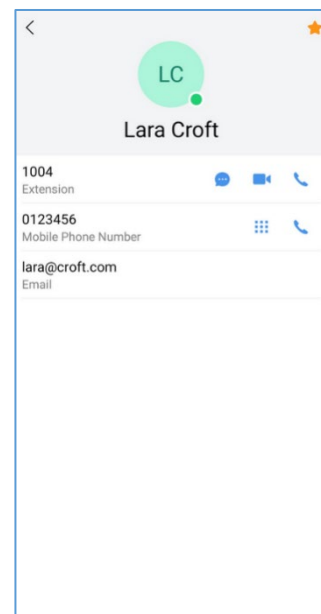




Figure 39: Favorites 1st method



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

1. Click on Favorites menu  at the top in 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.

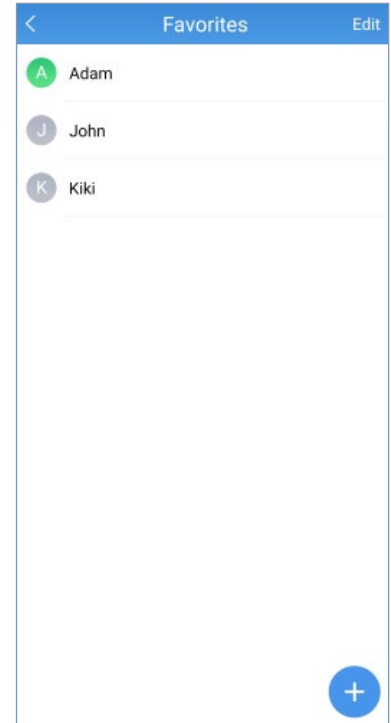


Figure 40: Favorites 2nd method

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

Call History

Recent calls using the Wave app will be displayed in the call history of the **Dial** tab. Two tabs are available: “All calls” and “Missed calls”.

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

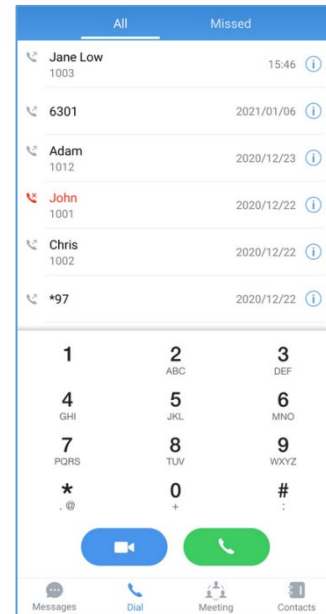
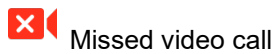
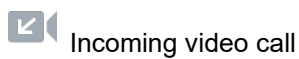
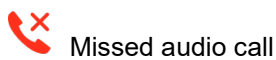
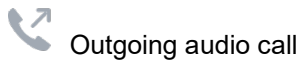
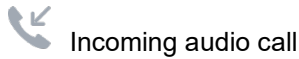



Figure 41: Call History

Users can tap on the call history entry to call the number.

Each call history entry will have an icon  next to it. Tapping on it will bring up the entire call history with that number (pending)

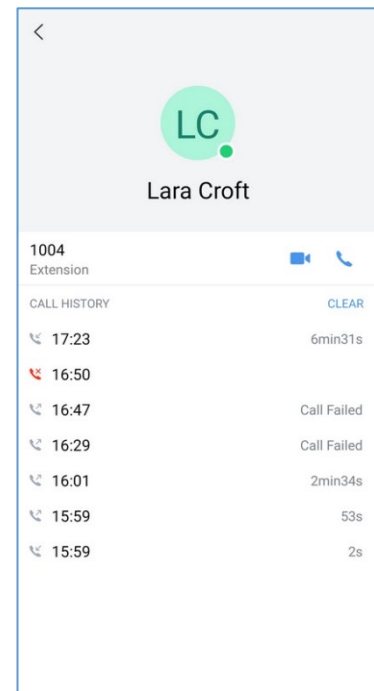


Figure 42: Call History Details



SETTINGS

Tapping on the **user account** under 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.

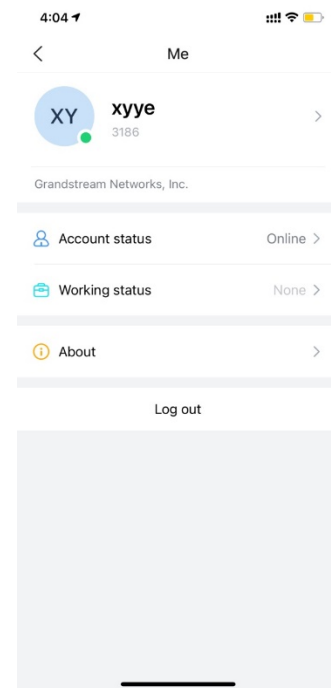


Figure 43: “Me” Interface



Account Info

The **Account Info** page will display 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.

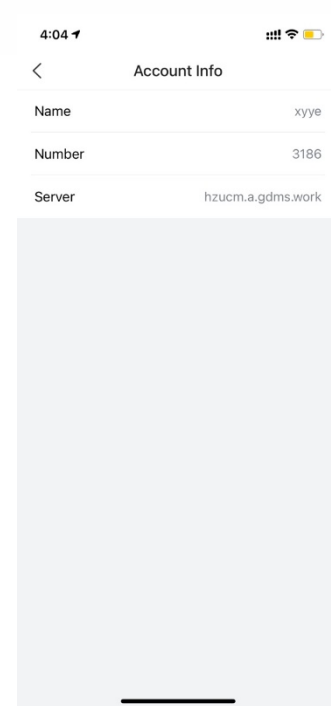


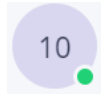
Figure 44: Account Info



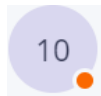
Account Status

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

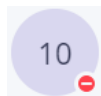
The Account Status can be set to Online, Busy, Do not disturb, Away, and Offline:



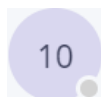
Online: This is the default account status. The new calls and messages will prompt users.



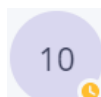
Busy: The user is busy now, and the user can send/receive new calls and messages normally.



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.

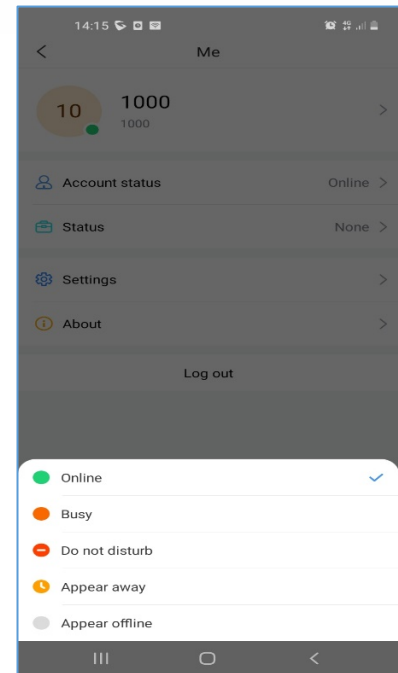


Figure 45: Account Status

Working Status

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

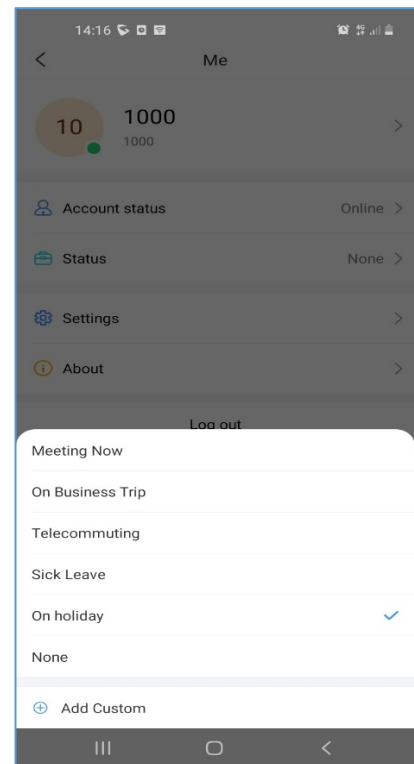


Figure 46: Working Status



Settings

Users can select whether to enable “**Background Mode**” in Wave application.

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

Note:

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

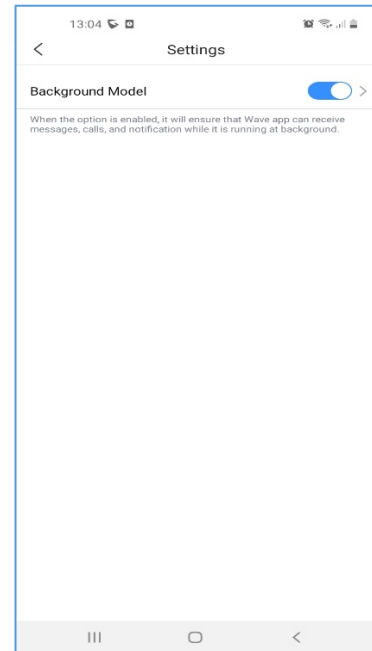


Figure 47: Settings Interface

About

The following options will be available in 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.
- “Help” view the Wave app user manual.
- “Export logs export logs to the device’s internal storage for troubleshooting purposes. Logging is automatically running so users can quickly export the logs as soon as issues occur.

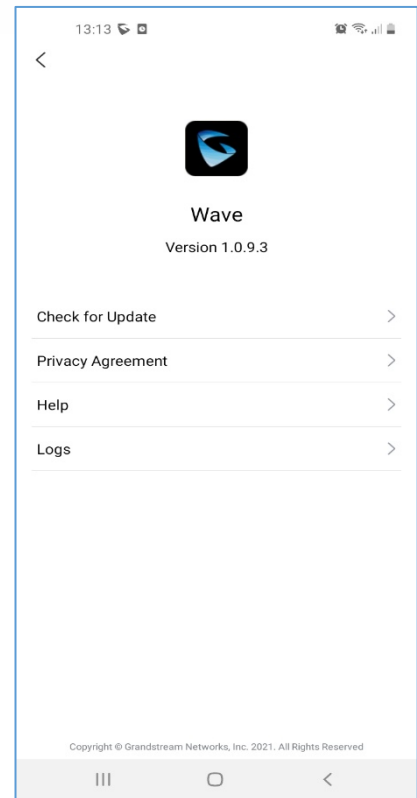


Figure 48: “About” Interface



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:

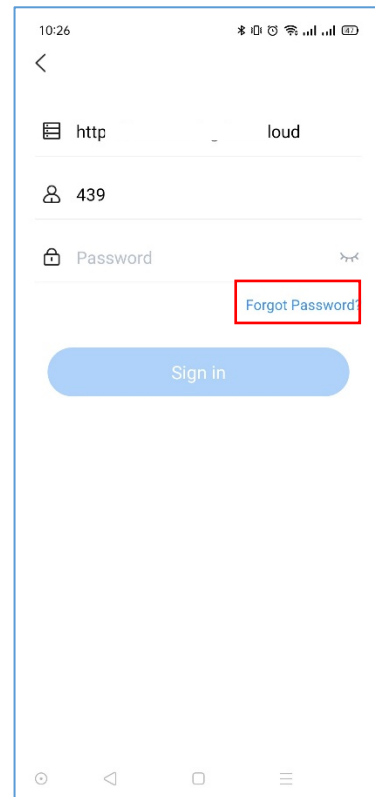


Figure 49: Forgot Password Option



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

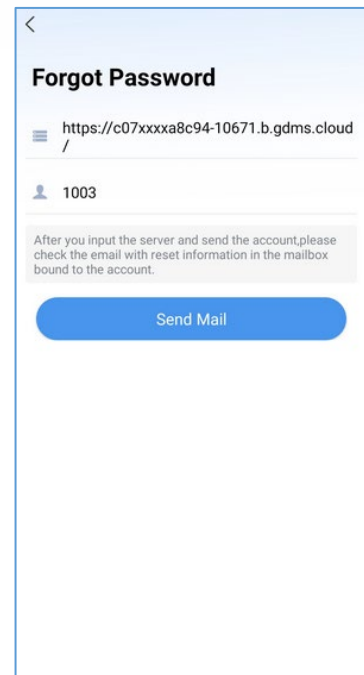


Figure 50: Send Mail to reset Password

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

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

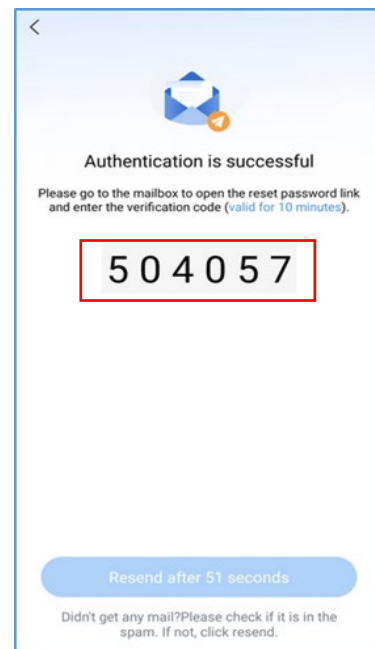


Figure 51: Verification Code

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.

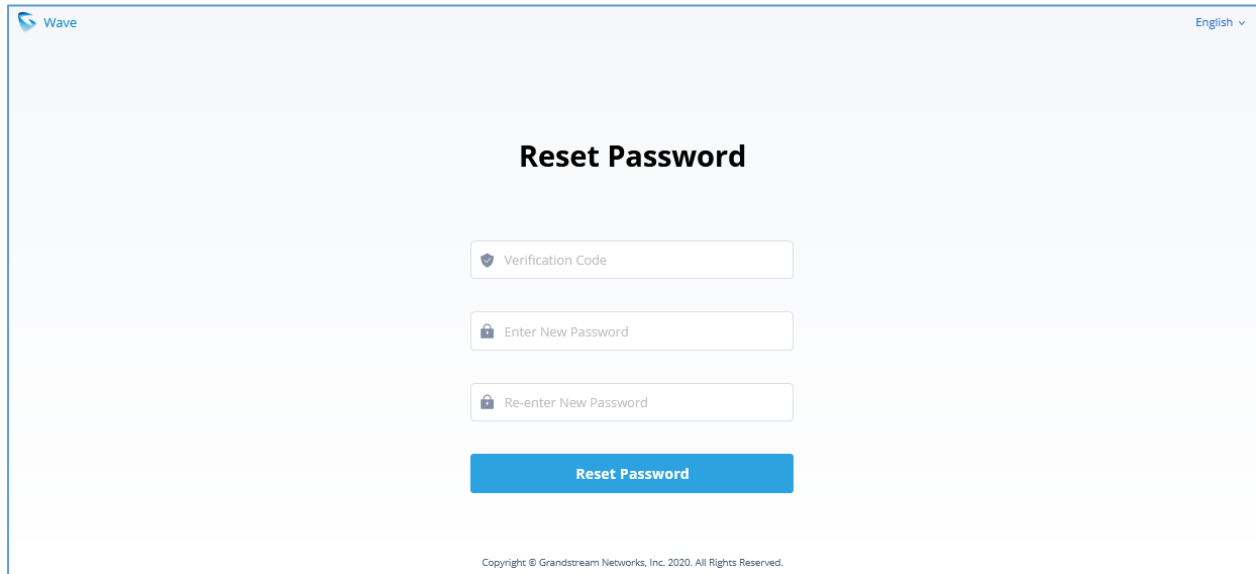


Figure 52: Reset Password Page

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



FREQUENTLY ASKED QUESTIONS

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

A: Please check the following:

- Network connection.

Please check whether the device is connected to 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), port number is required. For external server address (domain name), please confirm whether port number is required. If the external server address contains port number, port number must be entered. Otherwise, there is no need to enter 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 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.)

