



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 1.0.5.2 (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 28: 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 and 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.

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
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 make a selection 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.

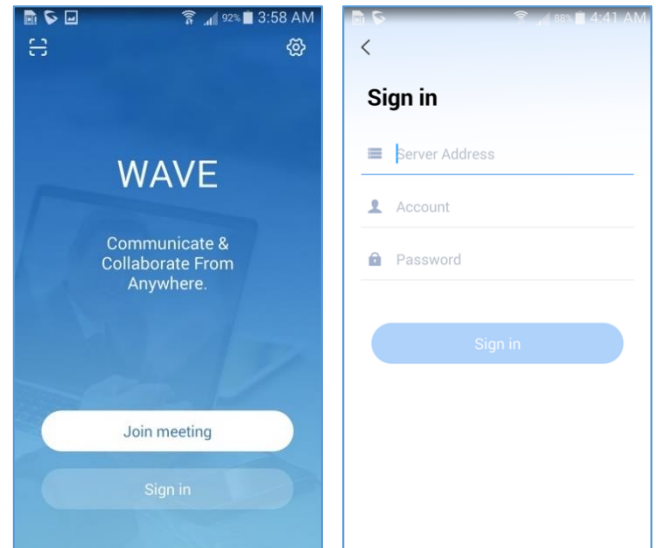





Figure 2: Sign In Interface

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.

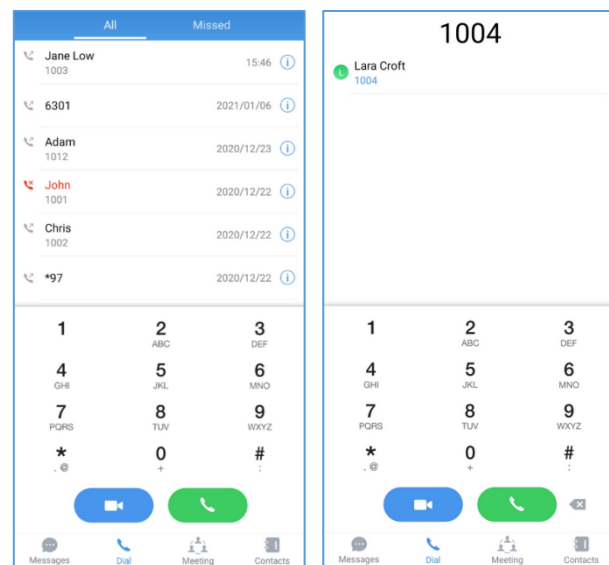


Figure 3: Dialing Interface



Redial


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

Method 1: Open up 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.

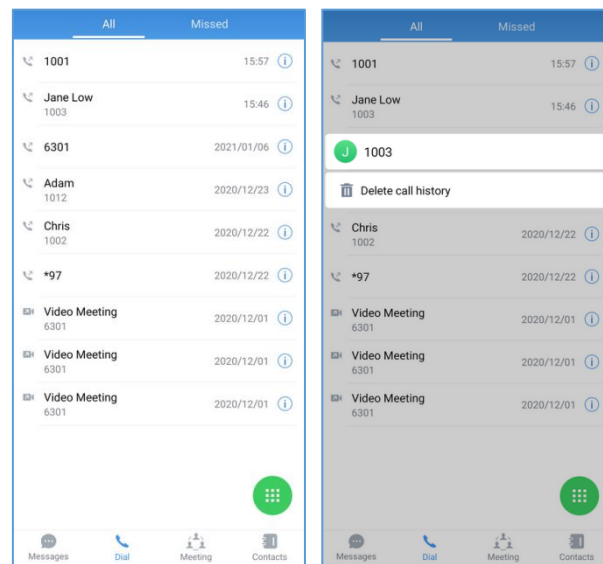


Figure 4: Dial from Call History



Contacts

Step 1: To bring up your contacts, click on the



icon to open up 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.

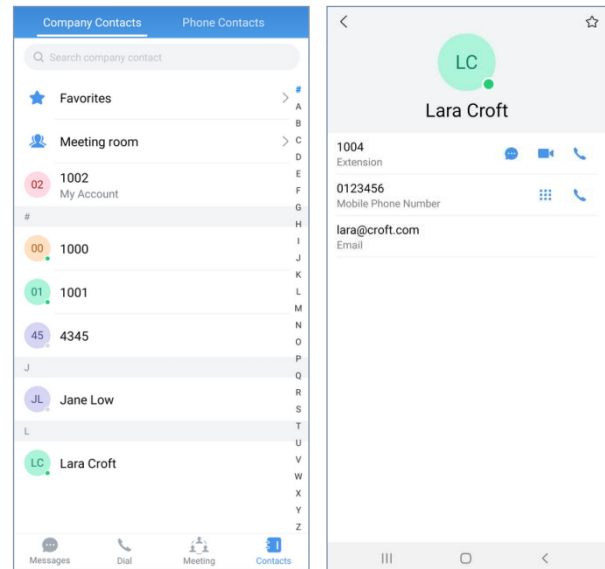





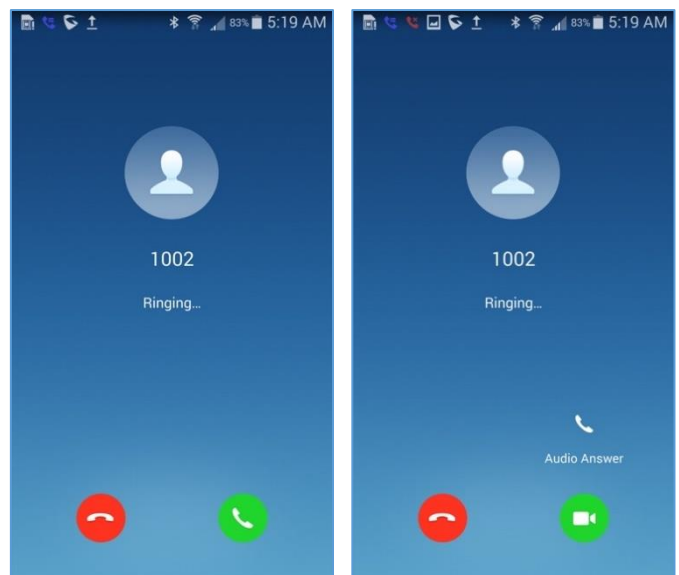
Figure 5: Dial via Contacts

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

Gswave 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

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.

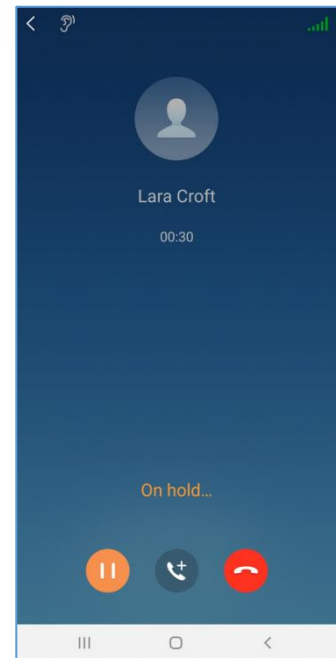



Figure 9: Audio Call on Hold



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.

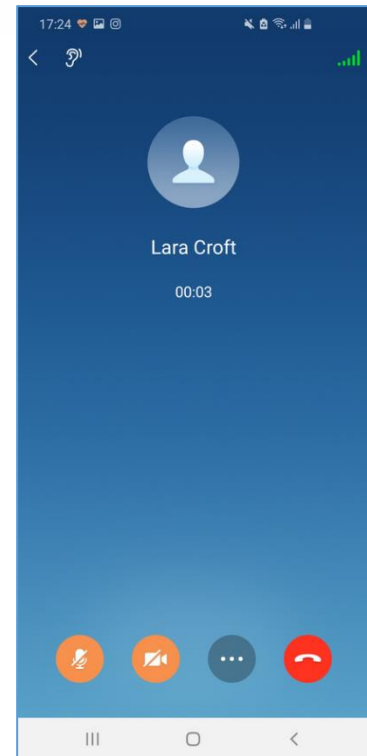







Figure 10: On Mute



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

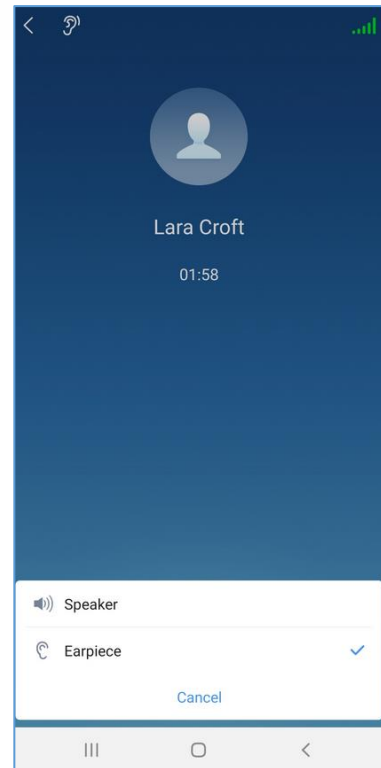


Figure 11: Switch Audio Channel During Call



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.

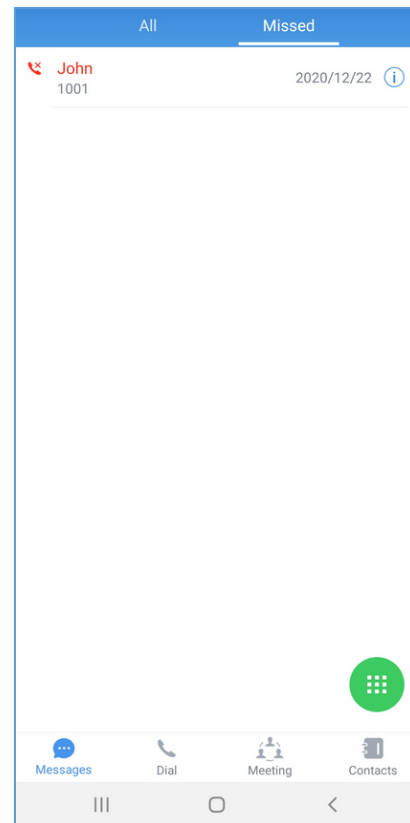


Figure 12: Missed Call


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.

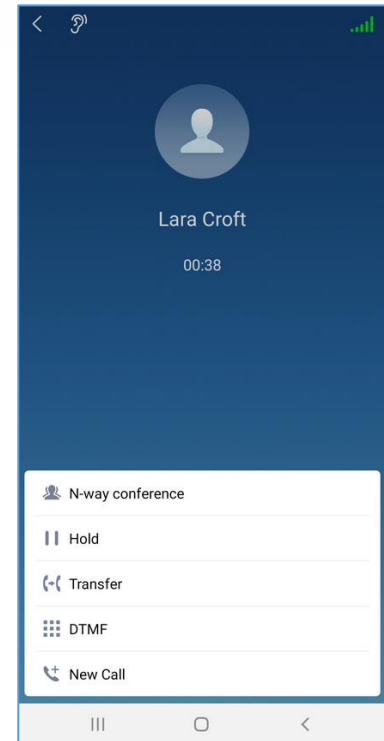


Figure 13: Call Transfer - Blind Transfer



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.

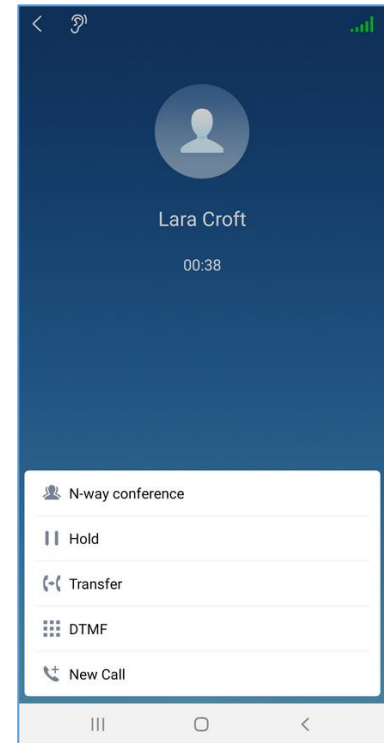



Figure 14: Call Transfer - Attended Transfer



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.

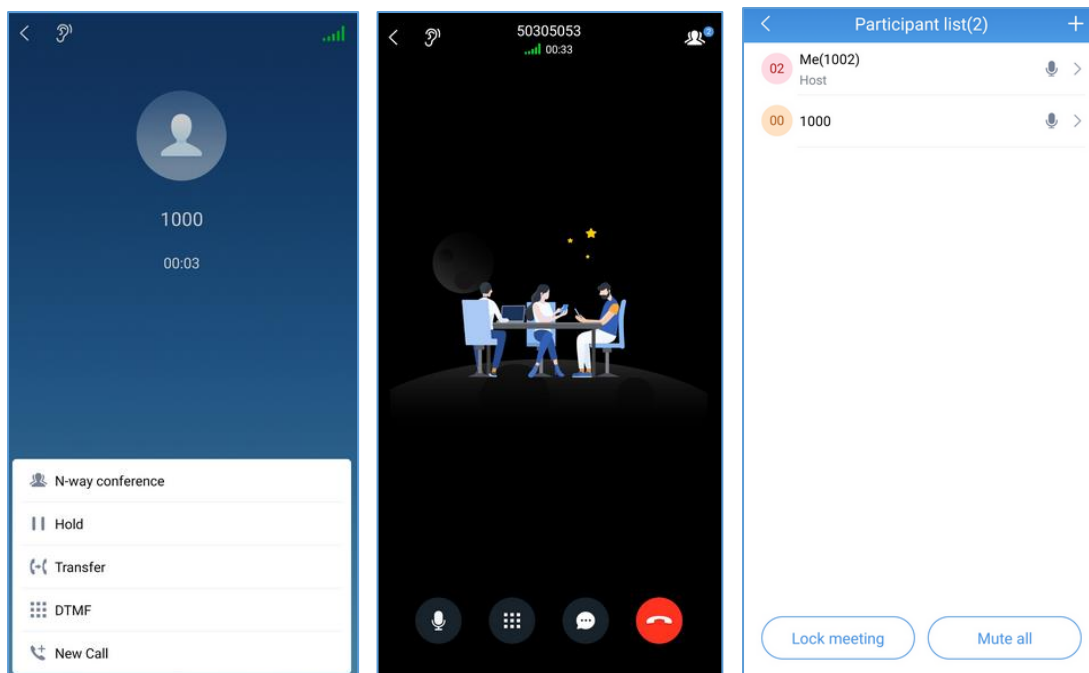


Figure 15: N-way Conference



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.

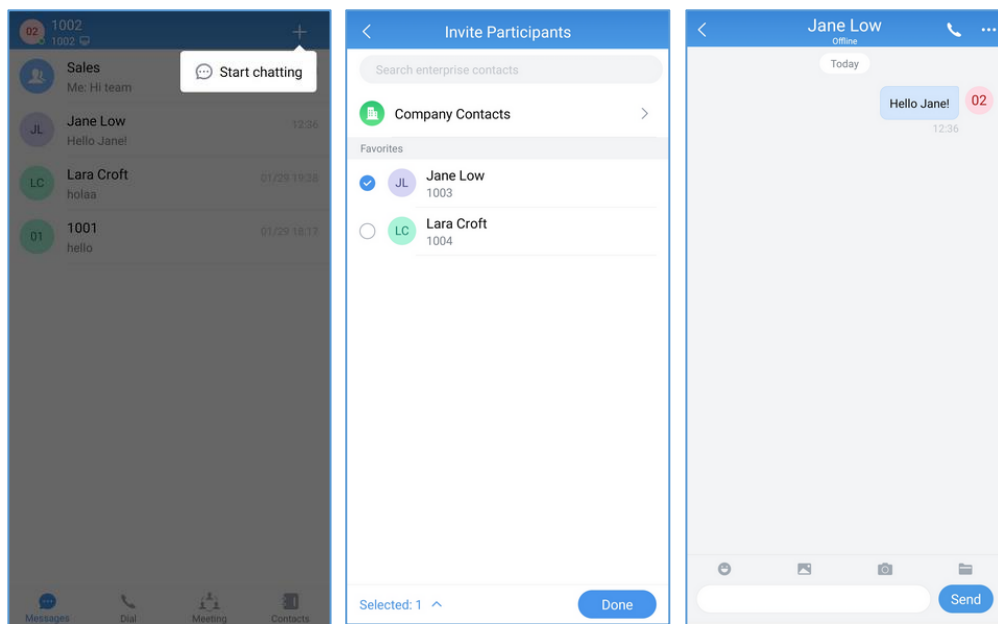


Figure 16: Single Chat



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.

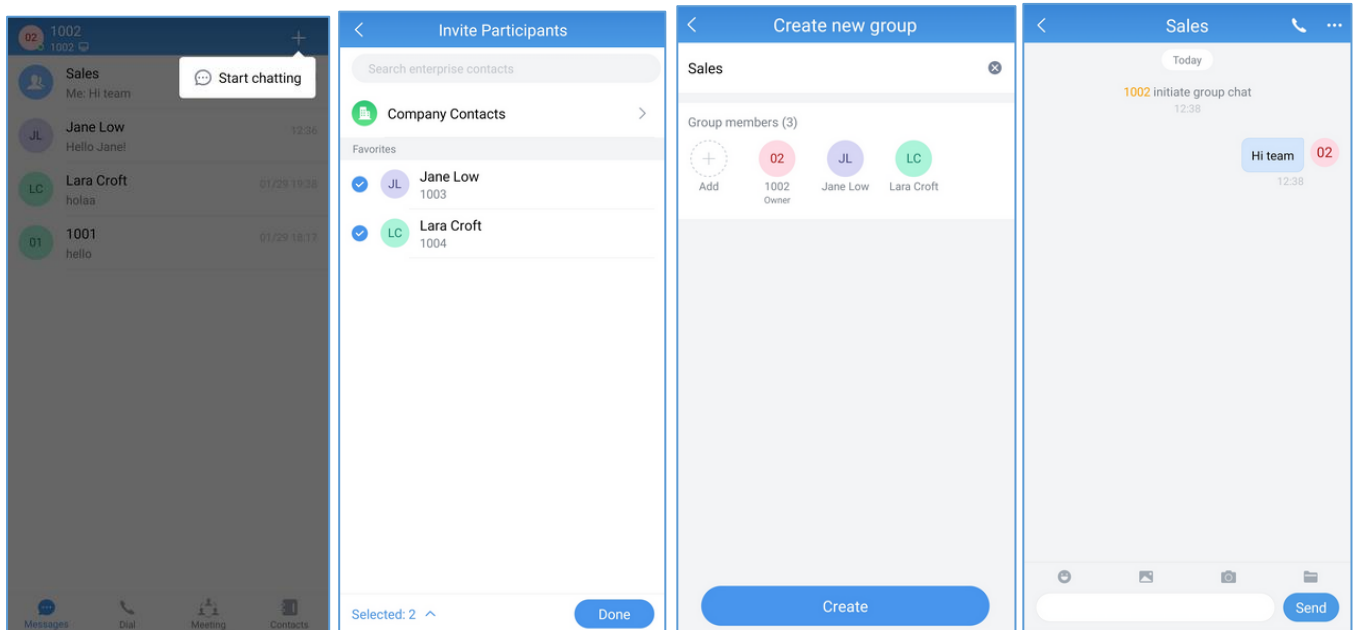


Figure 17: Group Chat



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.

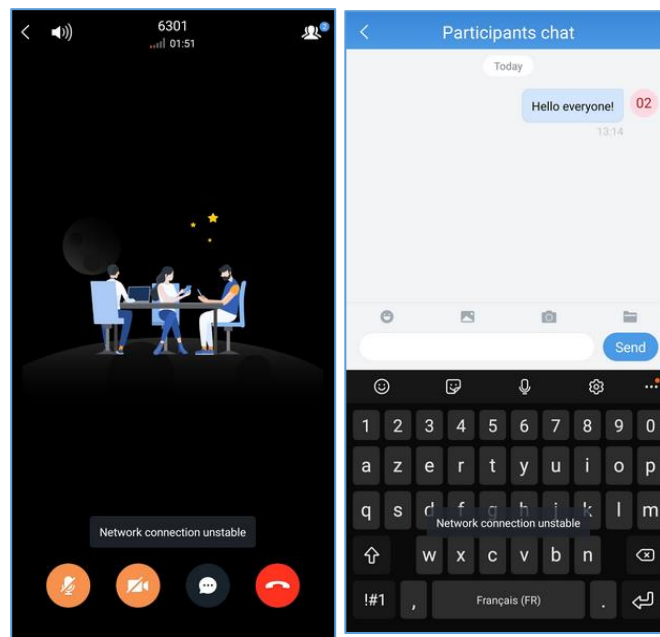


Figure 18: Meeting Chat

MEETING

Wave Mobile App supports audio and video conferencing.

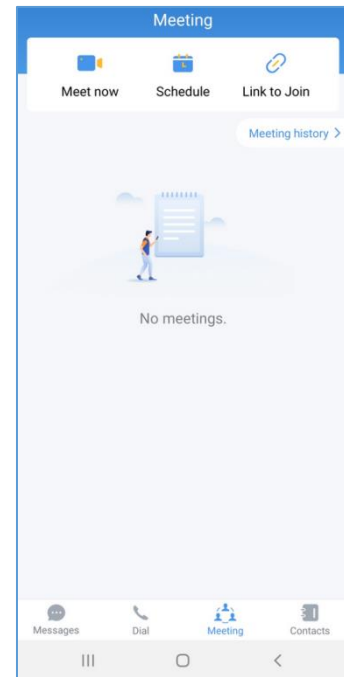


Figure 19: Meeting Interface

Meet Now

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

Step 1: Tap on “Meet now”.

Step 2: Select meeting type “audio” or “video”.

Step 3: Select the meeting room to use.

Step 4: For video meetings, users must select a role. If **Participant** is selected, and if the meeting requires a password, the user must enter the meeting password before they can join. If **Moderator** is selected, the user must enter the moderator code.

Step 5: Select whether or not to enable camera for the meeting.

Step 6: Click on “Join meeting”.

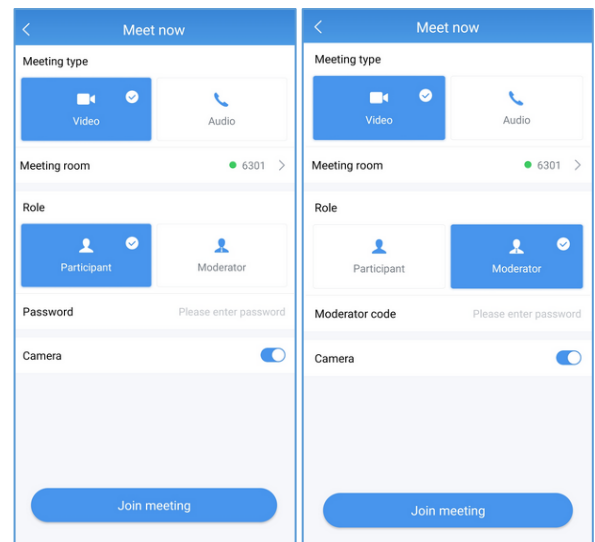


Figure 20: Instant Meeting Settings



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: Set the conference theme.

Step 3: Select the meeting type as video or audio and then select the meeting room.

Step 4: Set the meeting time.

Step 5: Set the conference room password, moderator password, etc.

Step 6: Set the Invitees.

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

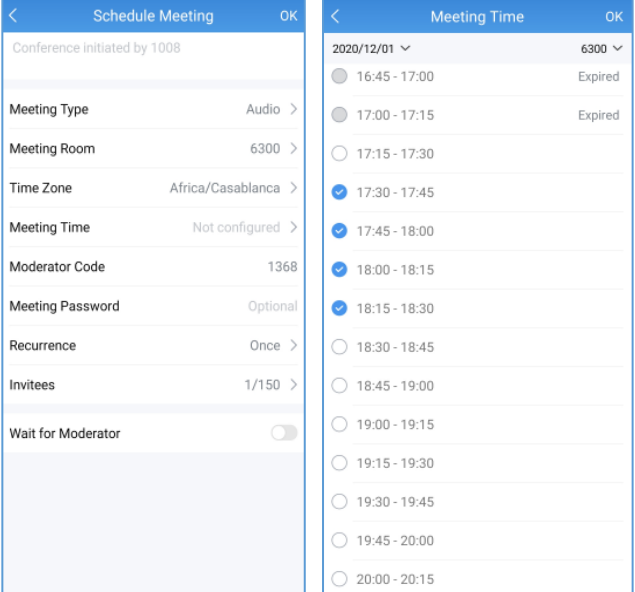



Figure 21: Schedule Meeting

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

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.

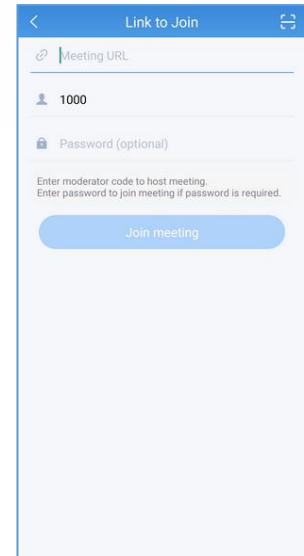


Figure 22: Link to Join

Meeting History

To review the historical meetings, users can always go back to **“Meeting history”** in order 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.

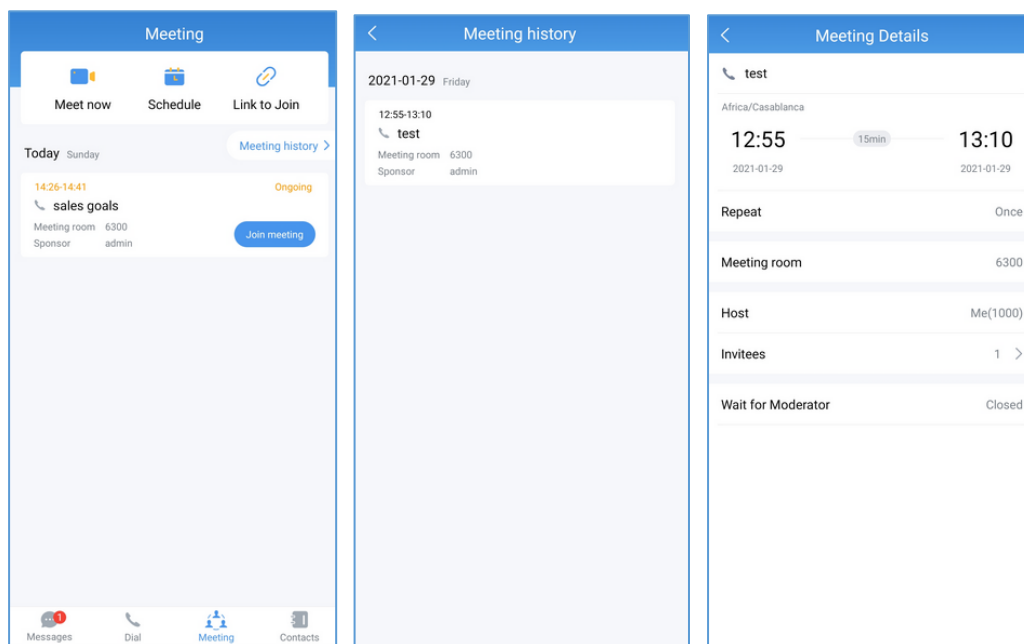








Figure 23: Meeting History



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.

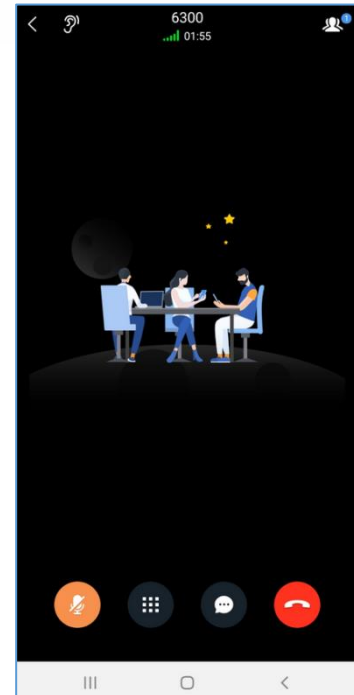









Figure 24: Audio Meeting

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
-  Leave meeting
-  Mute/unmute
-  Camera on/off
-  View participant list
-  Chat with participants in the meeting

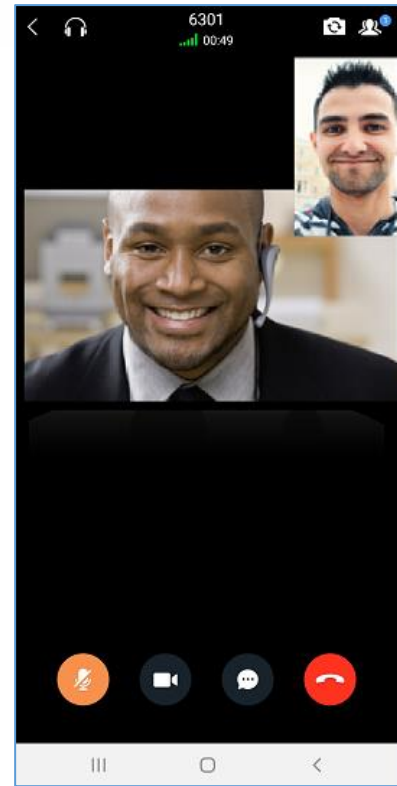



Figure 25: Video Meeting

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.

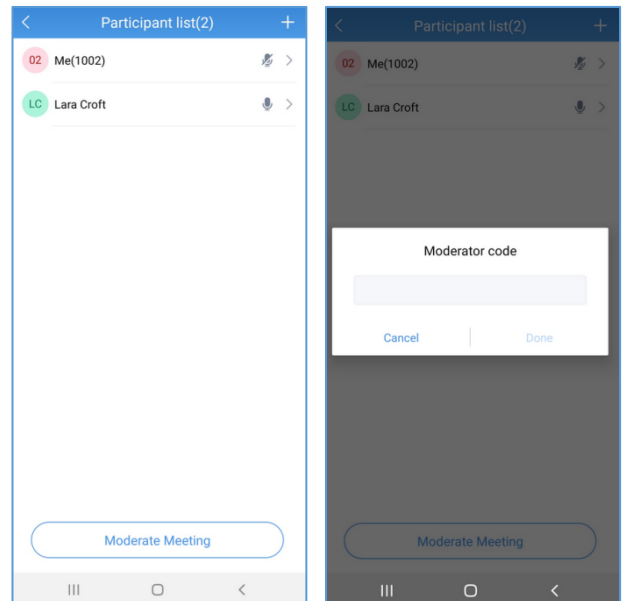


Figure 26: Participant list view for Participant

- 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.

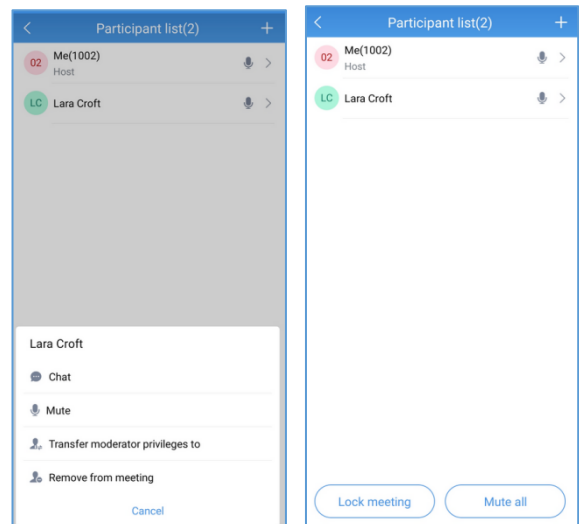


Figure 27: Participant List view for Moderator



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

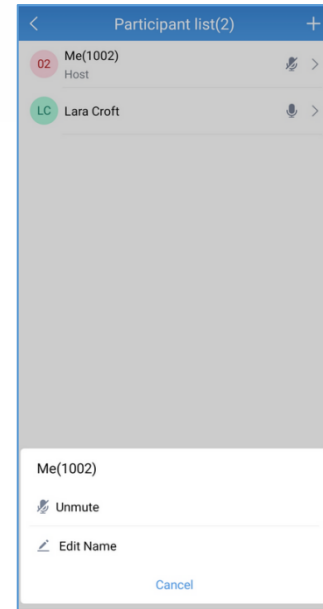



Figure 28: Edit Name

- 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.

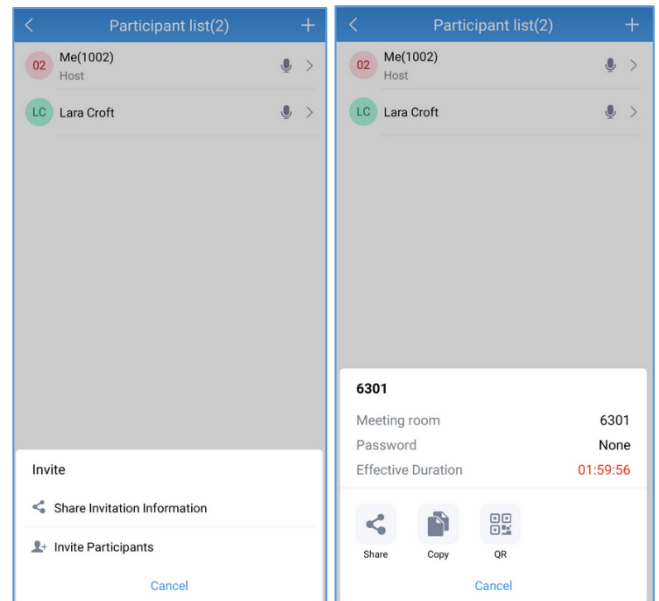



Figure 29: Invite Participants



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.

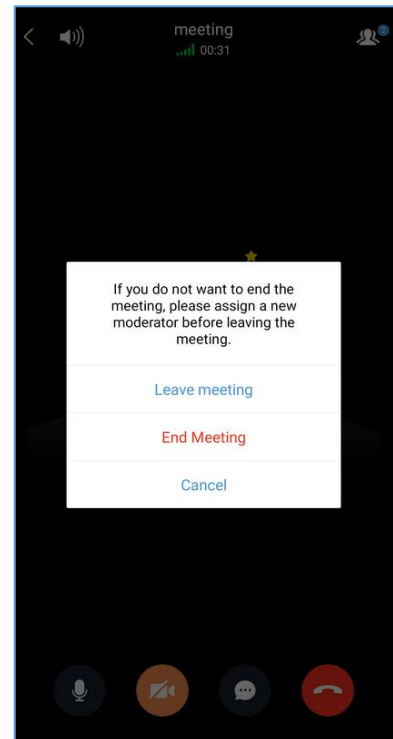


Figure 30: Host Exits Meeting

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.

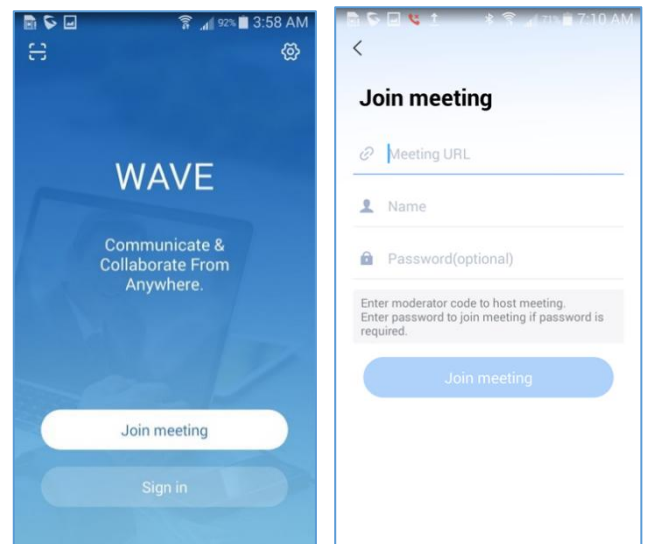



Figure 31: Join Meeting via Link



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.

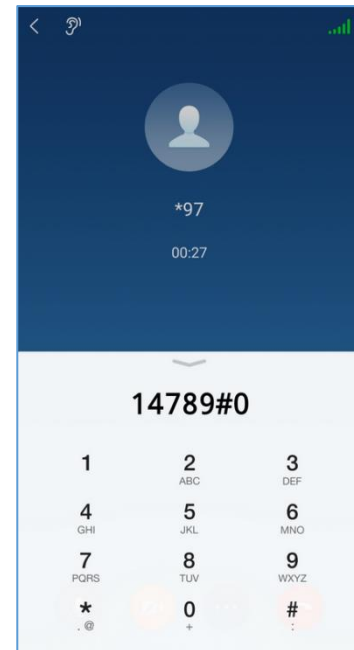


Figure 32: Accessing Voicemail



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

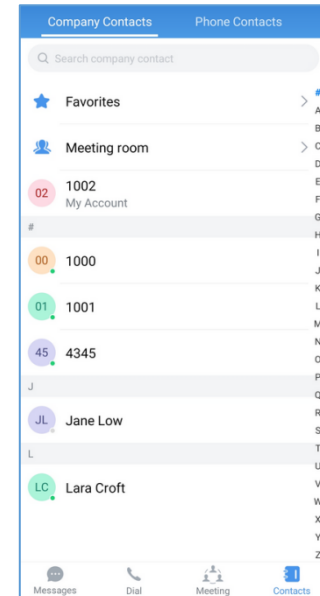


Figure 33: Contacts in Wave app

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.

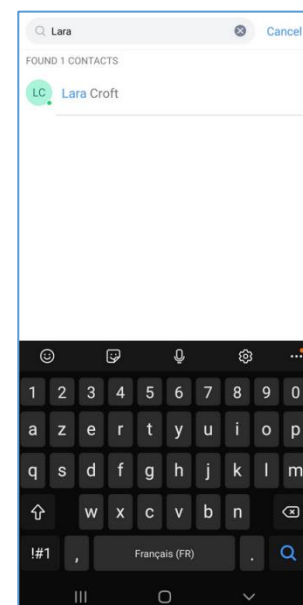


Figure 34: Searching Contacts



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

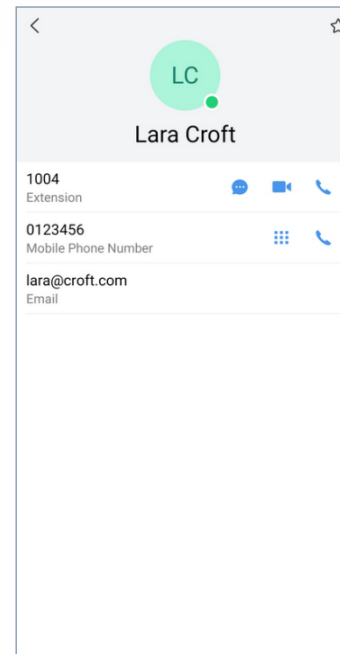





Figure 35: Contact Details

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.

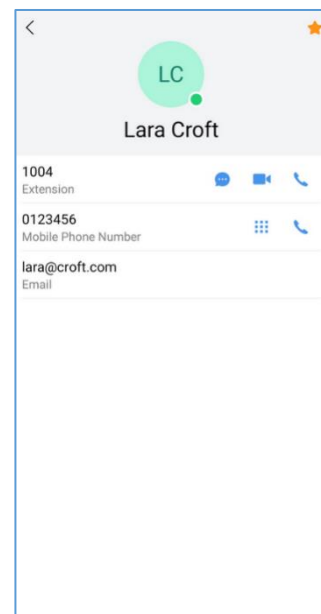




Figure 36: Favorites 1st method



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.

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

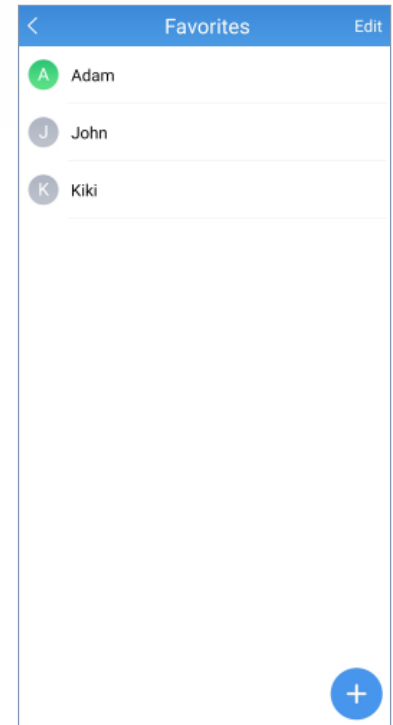



Figure 37: Favorites 2nd method





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.


 Incoming audio call

 Outgoing audio call


 Missed audio call

 Incoming video call

 Outgoing video call

 Missed video call

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)

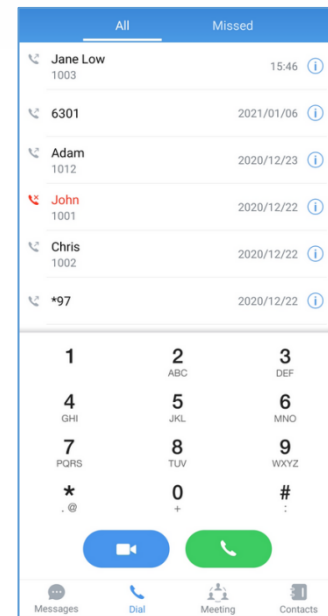


Figure 38: Call History

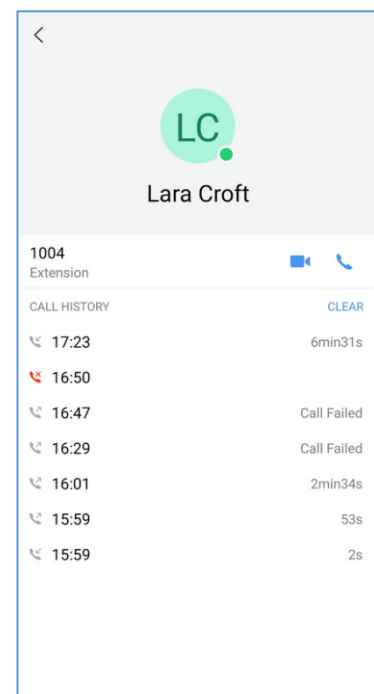


Figure 39: Call History Details



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.

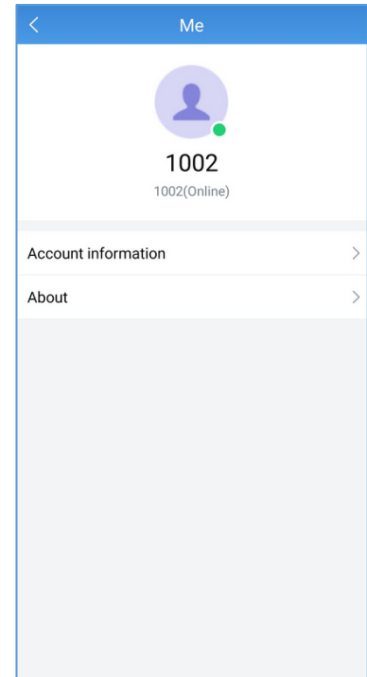


Figure 40: “Me” Interface

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.

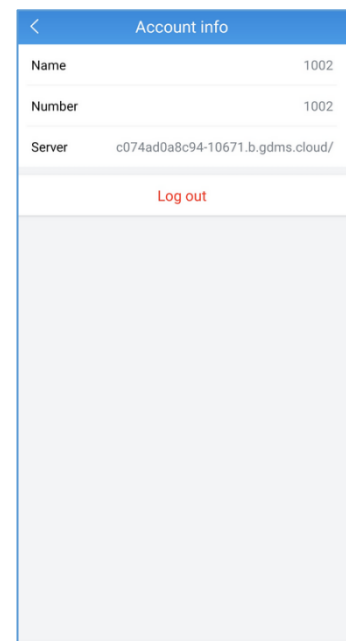


Figure 41: Account Info



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.

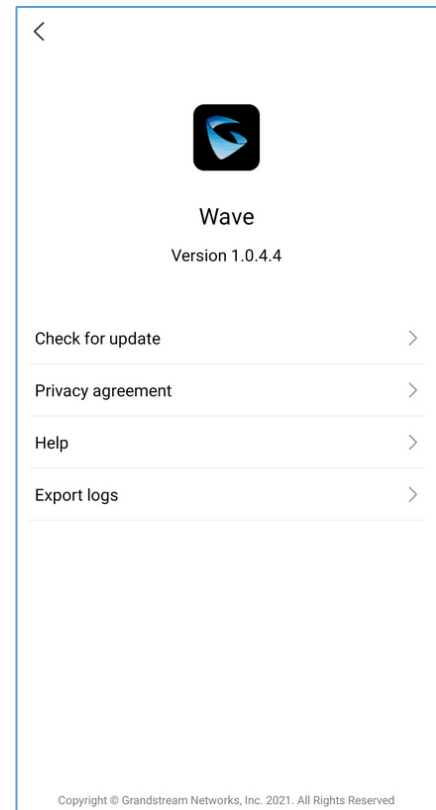


Figure 42: “About” Interface



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:

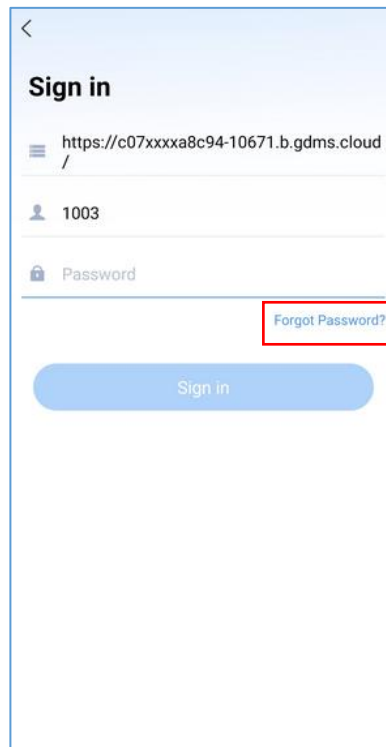


Figure 43: Forgot Password Option

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.



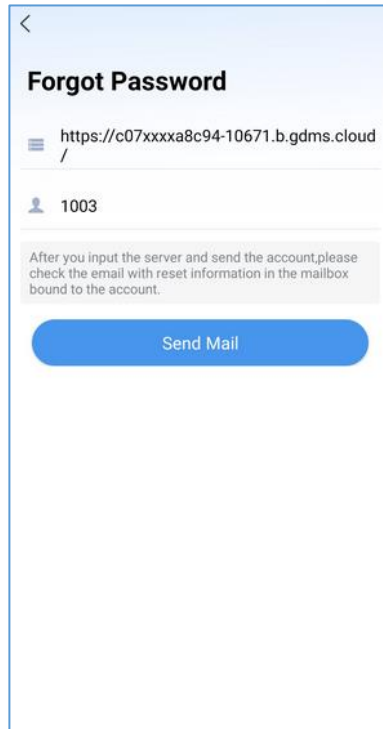


Figure 44: Send Mail to reset Password

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

After clicking on “**Send Mail**” button, a verification code will be provided as shown below:

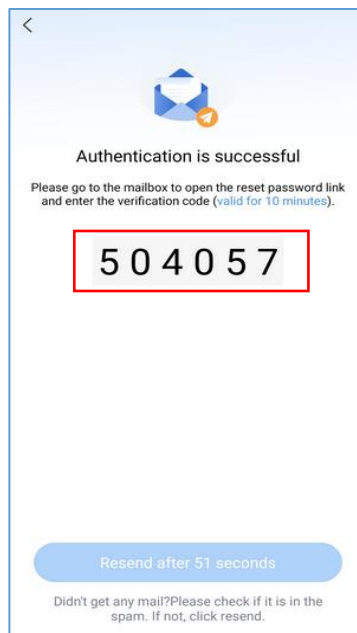


Figure 45: Verification Code



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.

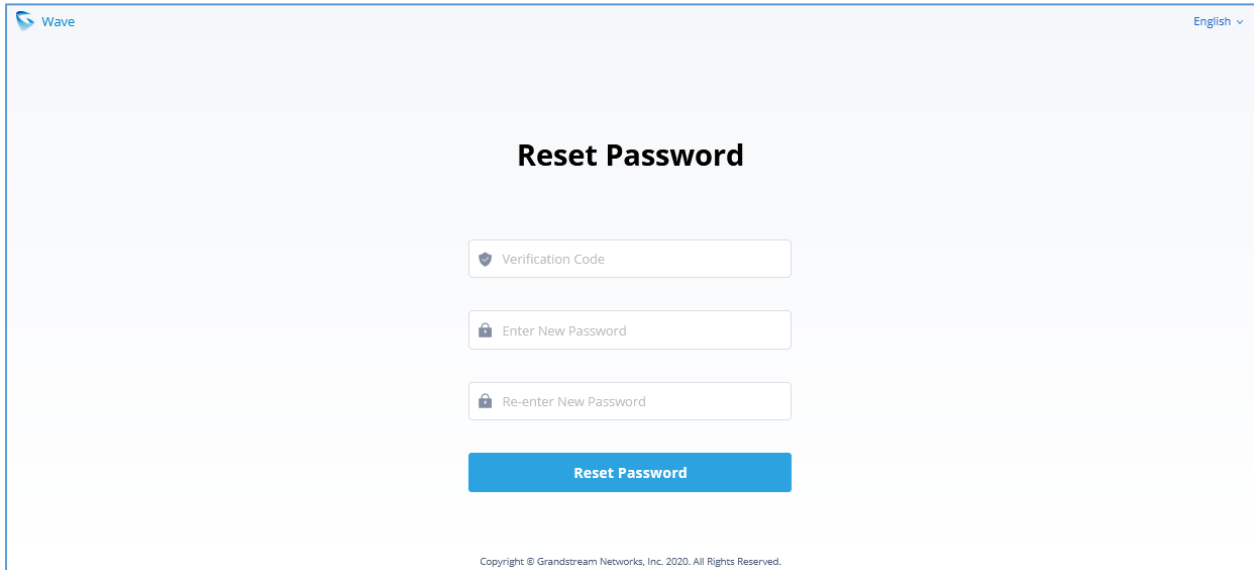
A screenshot of the 'Reset Password' page in the Wave mobile app. The page has a light blue background. At the top left is the 'Wave' logo, and at the top right is a language dropdown menu set to 'English'. The main heading 'Reset Password' is centered. Below it are three input fields: 'Verification Code' with a shield icon, 'Enter New Password' with a lock icon, and 'Re-enter New Password' with a lock icon. A blue 'Reset Password' button is centered below the fields. At the bottom, there is a small copyright notice: 'Copyright © Grandstream Networks, Inc. 2020. All Rights Reserved.'

Figure 46: Reset Password Page

Note: Resetting the Account password on Gswave 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.)

