Grandstream Networks, Inc.

UCM63xx Series

Wave Web User Guide

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CHANGE LOG

Firmware 1.0.5.4

- Added chat functions, including single chat and group chat. [CHAT]
- Support sending files, and @ for chat in meetings. [Send Messages]
- Support displaying customized LOGO. [LOGO CUSTOMIZATION]

Firmware 1.0.3.10

- Added favorite tab for GS Wave contacts. [Contacts]
- Added reset password function. [Wave Password Recovery]
- Added Entrance Guard function. [Entrance Guard]
- Added the function of transferring a single call to a conference room. [DURING A CALL]

Firmware 1.0.0.25

- This is the initial version.

INTRODUCTION

Overview

Wave web is a client application for the UCM63xx series IP PBX users to use web browser to participate in web video/audio conferences and make calls via WebRTC. With Wave web 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 web 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

- Supports Google Chrome v75+ and Mozilla Firefox v70+.
- 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 Web

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 Web Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/IC, SIMPLE, LDAP, TLS, SRTP, IPv6
Voice Codecs and Capabilities	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM, NetEQ, FEC 2.0, NACK Full-duplex speaker, AEC, AGC, Noise Reduction, PLC, Adaptive JIB
DTMF	In-audio, RFC2833, SIP INFO
Video Codecs and Capabilities	H.264, H.263, H.263+, H.265, VP8 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.
UCM Applications	Supports UCM feature codes (transfer, call park, recording, meeting control options and etc.)
QoS	Layer 3 QoS (ToS, DiffServ, MPLS)
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Multi-language Support	English, Simplified Chinese and etc.

Login	Supports login with SIP extension and password.
	Supports joining meeting via link without logging in.
Upgrade	Wave Web client is built in with UCM and upgrades via UCM.

Please visit our website for more Wave web information and product documentations:

http://www.grandstream.com

LOGGING IN TO GS WAVE WEB PORTAL

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

The GS Wave web portal can be accessed by using the UCM's server public address and port 8090. For example, https://my.ucm.com:8090

Figure 1: GS Wave Web Login Page

If the user can access UCM's admin web portal login page, he can click on the "Wave" link under "Login" button to open the GS Wave web portal.

Figure 2: Access GS Wave Web Portal from UCM Admin Login Page

Enter an extension number and its user portal password in the GS Wave web login page. Once logged in successfully, the following page will appear:
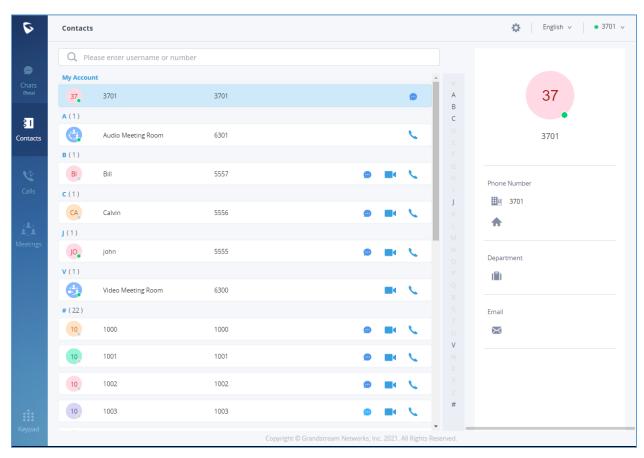
Figure 3: GS Wave Web Default Page after Login

Wave Password Recovery

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

1. Click on Forgot Password and the below window will displayed, then enter the username.
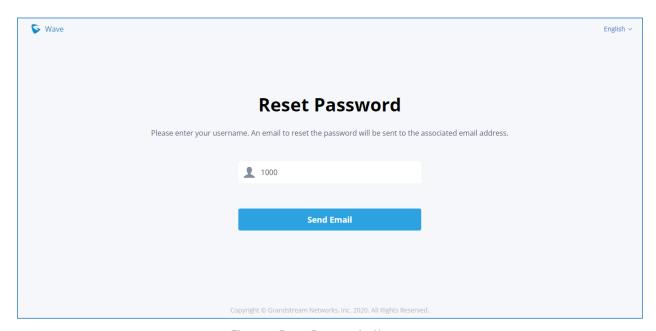
Figure 4: Reset Password – Username

2. After clicking on Send Email a verification code will be given.
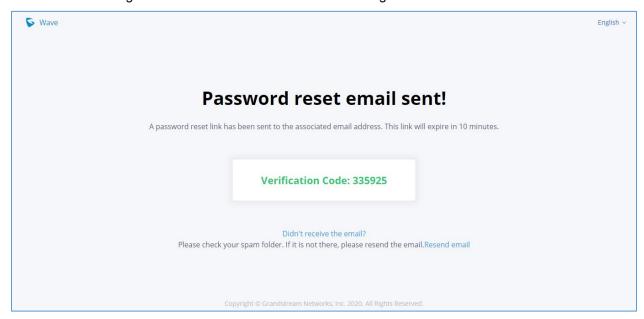
Figure 5: Reset Password - Verification Password

3. And an email will be sent to the email address configured under the extension.
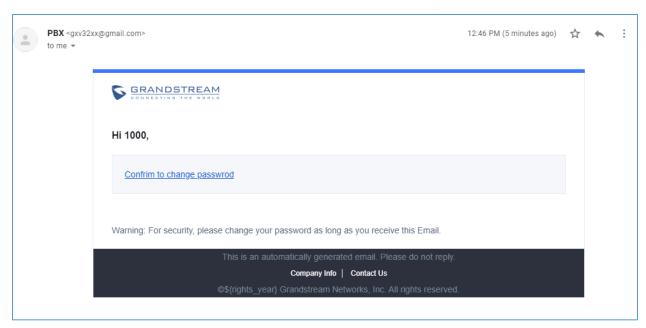
Figure 6: Reset Password – Email

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:
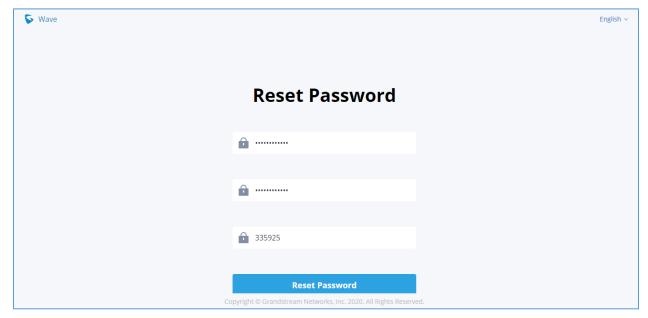
Figure 7: Reset Password

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 GS Wave's password, the Endpoint phone's SIP account's password will not be reset.

MAKING CALLS

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

Initiating a Call from Keypad

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

Figure 8: Initiating a Call from Keypad

2. Enter the number to dial.

3. Click on [video icon] for video call or click on [audio icon] 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 GS Wave web, click on the "Calls" icon on the left panel to view recent call history.
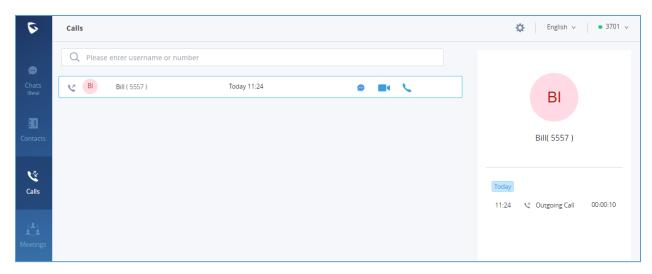
Figure 9: Call History

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.
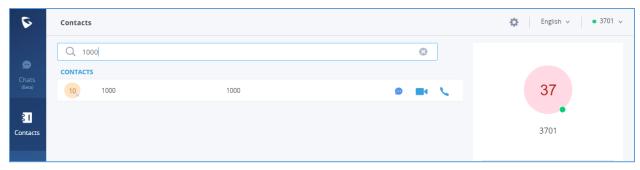
Figure 10: Contact Search

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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.
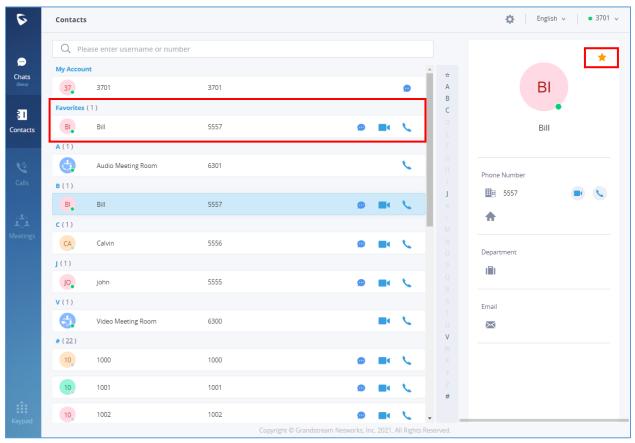
Figure 11: Favorite Contacts

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

ANSWERING CALLS

If the user has logged in GS Wave web, when there is incoming call, the web browser will prompt incoming call notification. Clicking on the notification will bring up GS Wave web page.
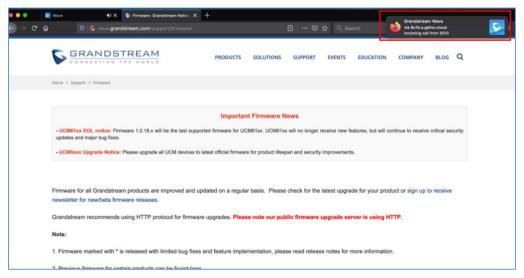
Figure 12: Incoming Call Notification on the Browser

- If it is an audio call, the user can select ![green phone] to answer the call, or select ![red phone] to hang up.

- If it is a video call, the user can select ![green video] to answer with video, select ![green phone] to answer with audio only, or select ![red phone] to hang up.
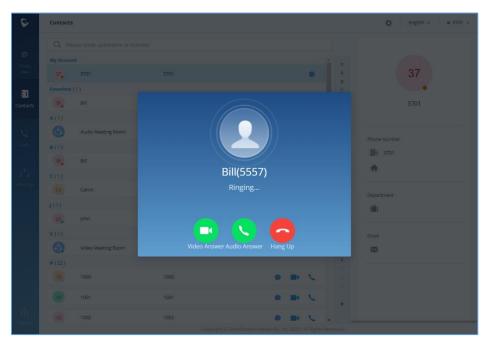
Figure 13: Incoming Call Prompt on GS Wave Web Page

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.
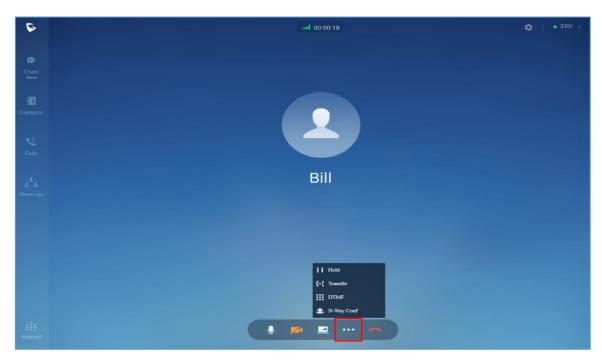
Figure 14: Audio Call Screen

Figure 15: Video Call Screen

- : View current network connection status including audio and video packet loss.

- : End call.

- : Mute/unmute.

- : Video on/off.

- : 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 .
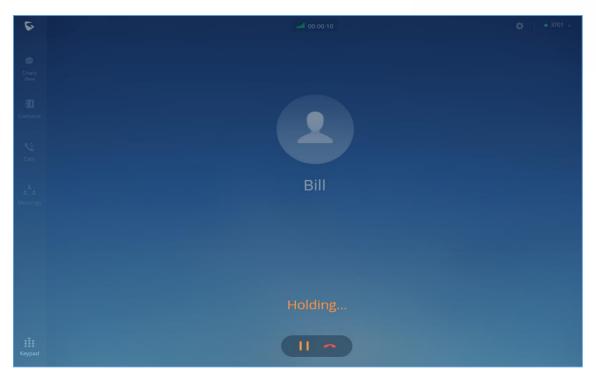
Figure 16: Call On Hold

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.

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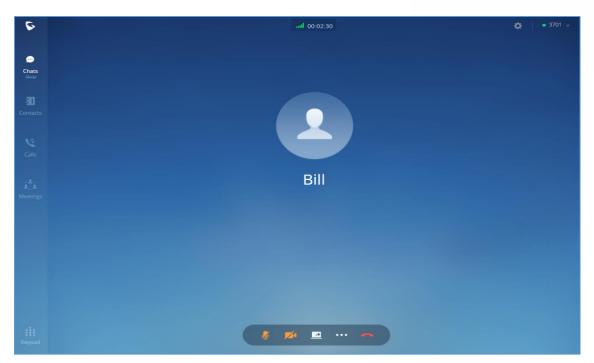
Figure 17: Mute during a Call

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.
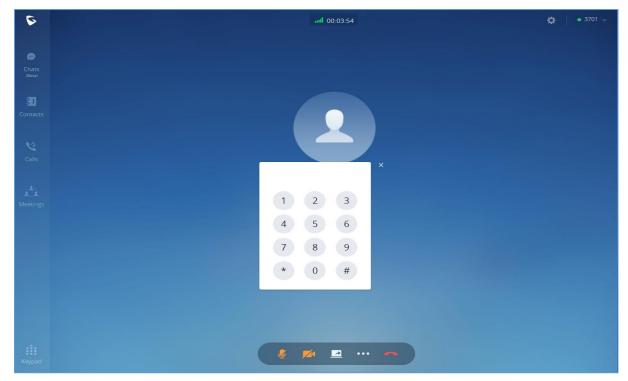
Figure 18: Open the DTMF Keyboard Interface during a Call

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

MISSED CALLS

If the user has logged in GS Wave web, when there is missed call, the browser will prompt missed call notification. The user can also check missed calls in "Recent Calls" tab.
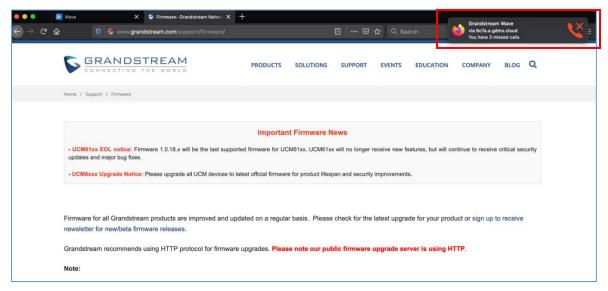
Figure 19: Missed Call Notification on Browser
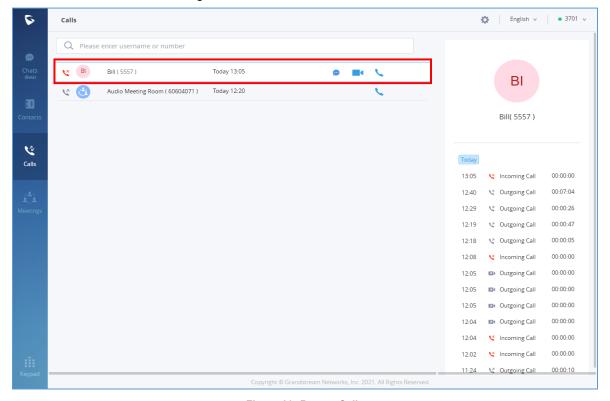
Figure 20: Recent Calls

Note: If the user is not logged in on GS Wave web, the user will not receive notification on browser.

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CALL TRANSER

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

Blind Transfer

1. User A is using GS Wave web. Establish call between User A and User B.
2. On User A GS Wave web call screen, click on ![icon] icon and select transfer ![icon]
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.
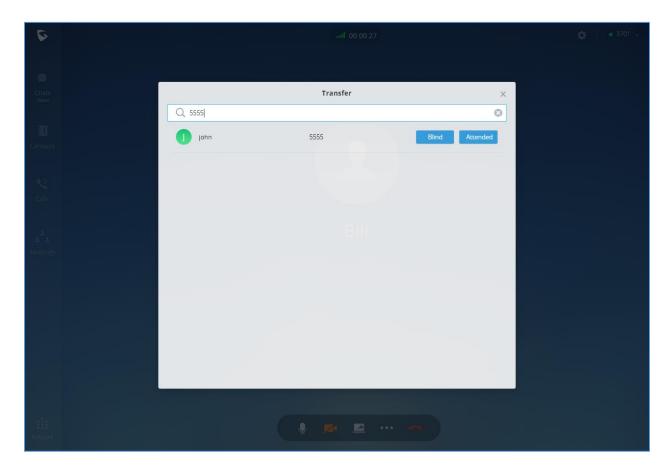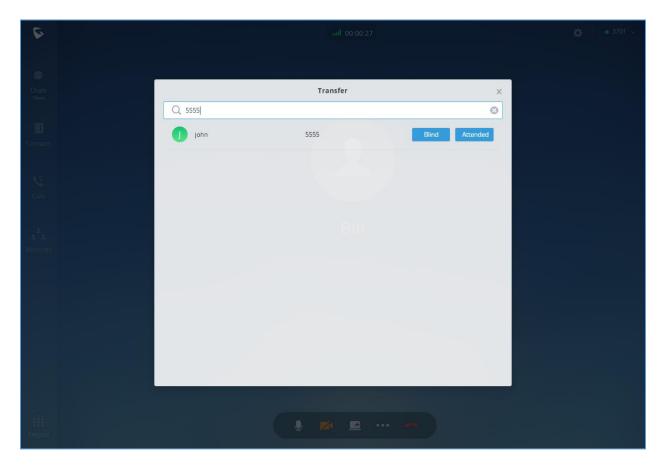
Figure 21: Blind Transfer

Attended Transfer

1. User A is using GS Wave web. Establish call between User A and User B.

2. On User A GS Wave web call screen, click on ![...] icon and select transfer ![transfer icon].

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.
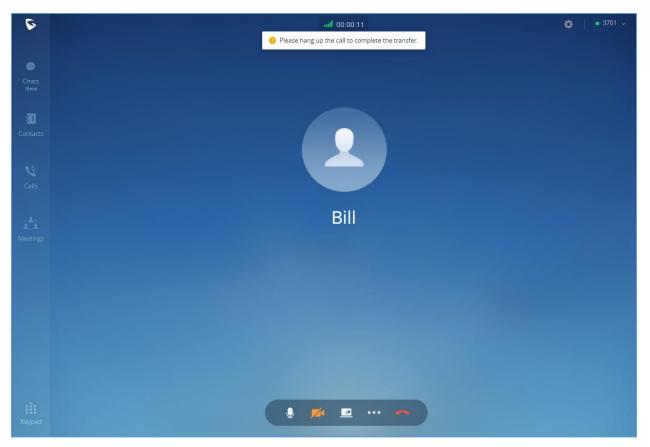
Figure 22: Attended Transfer

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CHAT

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

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.
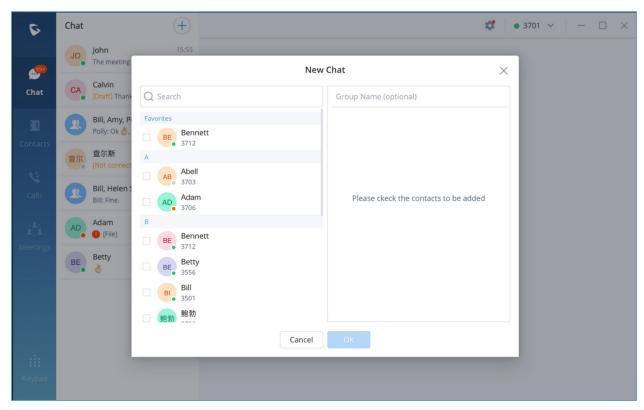
Figure 23: Adding Chat Interface

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.
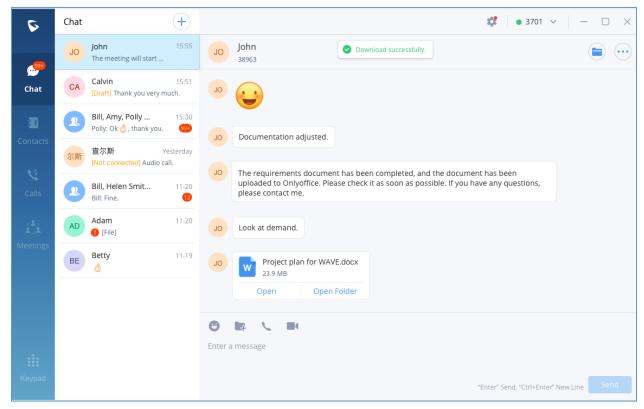
Figure 24: Chat Interface

Notes:

- Text: Support sending any characters within 1000.

- 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 20M.

- For call, if it is a single chat interface, click on to call the other party. 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 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.

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 25: Copy Message

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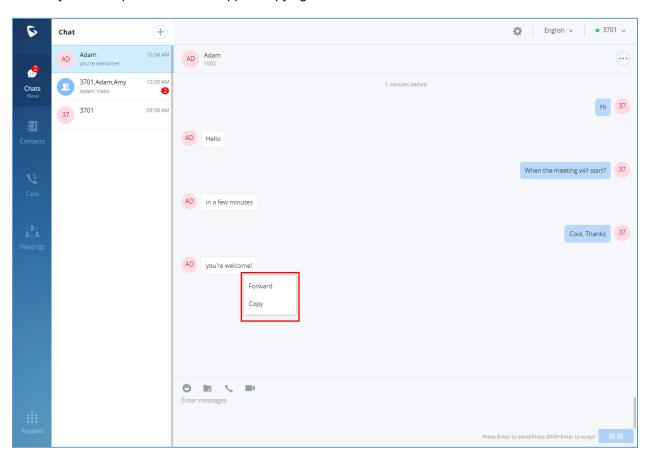
Forward Message

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

Step 2. Check to forward to a contact or group.
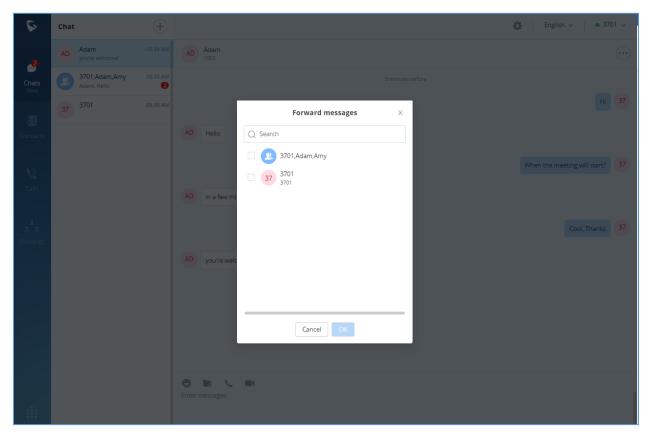
Figure 26: Forward Message

Step 3. (Optional) Write a message and click the "OK" button to forward the content of this message to the selected person or group.
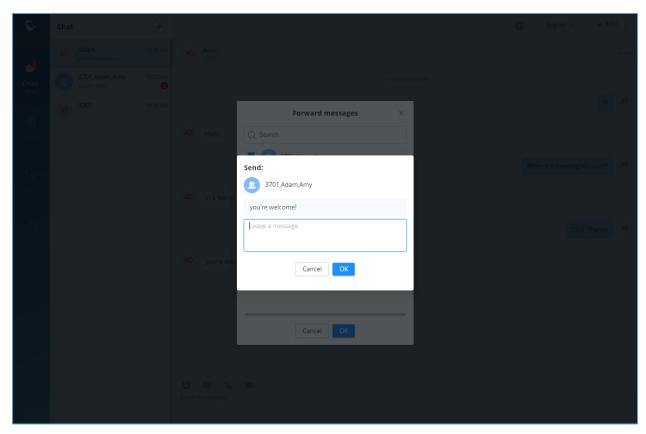
Figure 27: Leave a Message

Unread message

In the "Chat" tab, users can view the latest unread messages. Tap to enter the chat interface to view new messages.
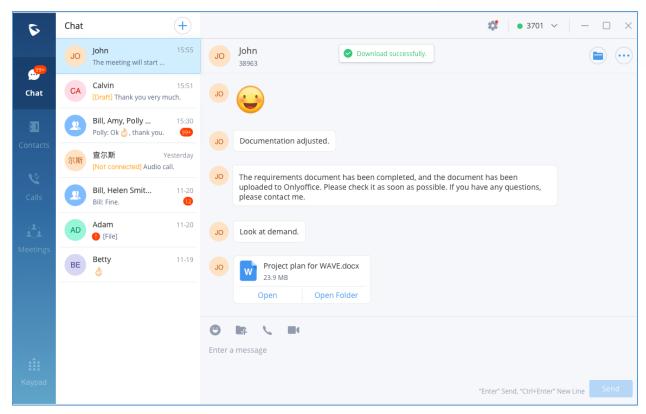
Figure 28: Unread Messages

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

Group Management

Change Group Name

Both the group owner and group members can change the group name and 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.
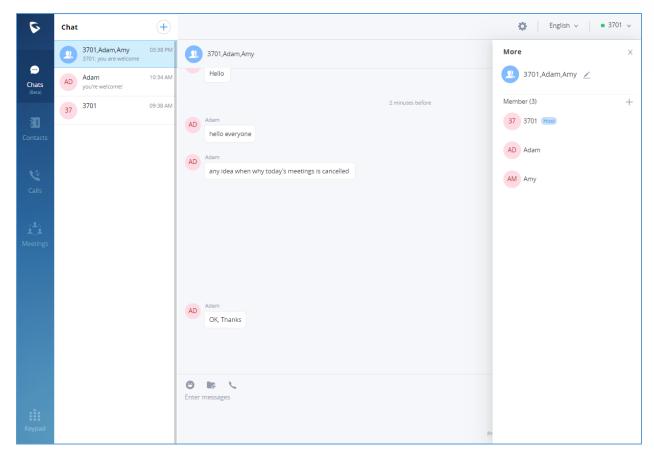
Figure 29: Change Group Name

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.

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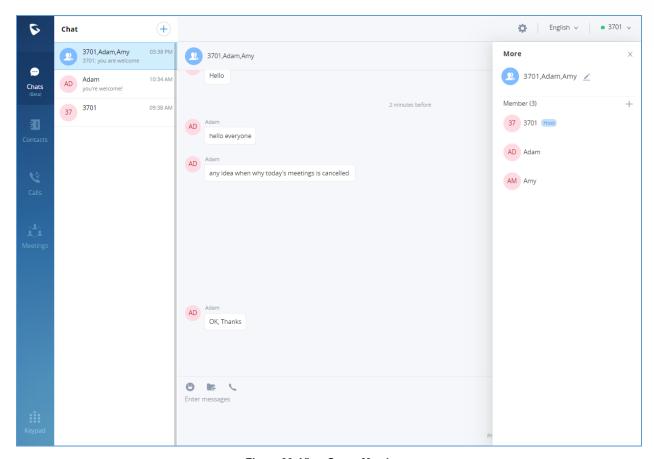
Figure 30: View Group Members

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

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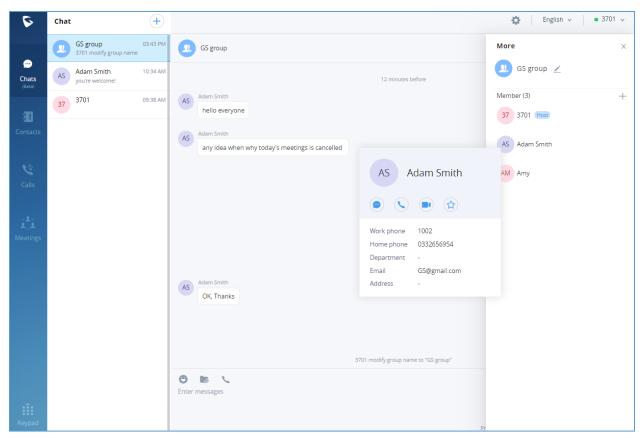
Figure 31: Group Member Business Card Interface

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.
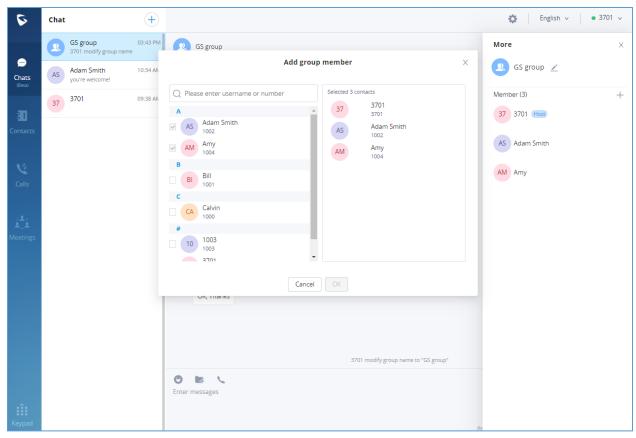
Figure 32: Add Group Member Interface

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.

Note:

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.
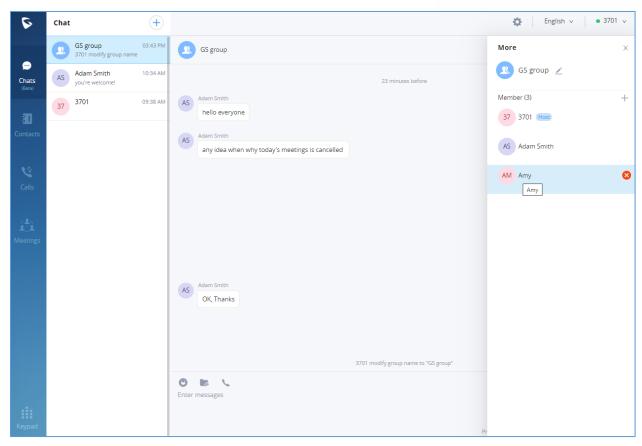
Figure 33: Delete Group Members Interface

Step 2. Click behind the member to delete this member.

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 "Exit 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.

MEETING ROOM

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

Users can create meeting to start now by selecting [📹 Meet Now] , or schedule meeting by clicking on [📅 Schedule Meeting] on the top of this page.
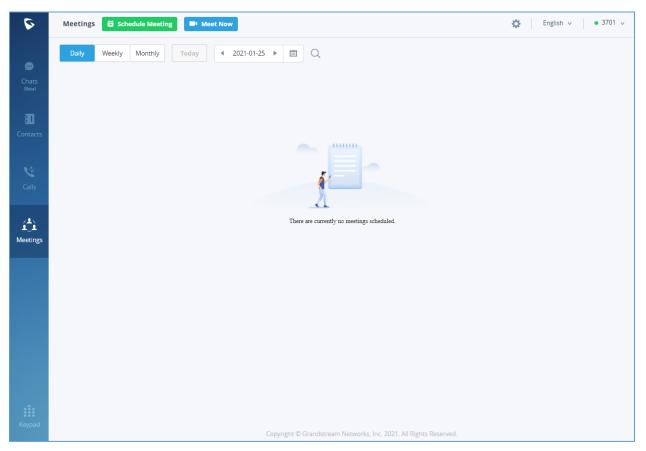
Figure 34: GS Wave Meetings Web Page

Users can view scheduled meeting by selecting "Daily", "Weekly", "Monthly" and defining the date range.

Click on 🔍 to search meeting by meeting subject, creator, meeting room number.
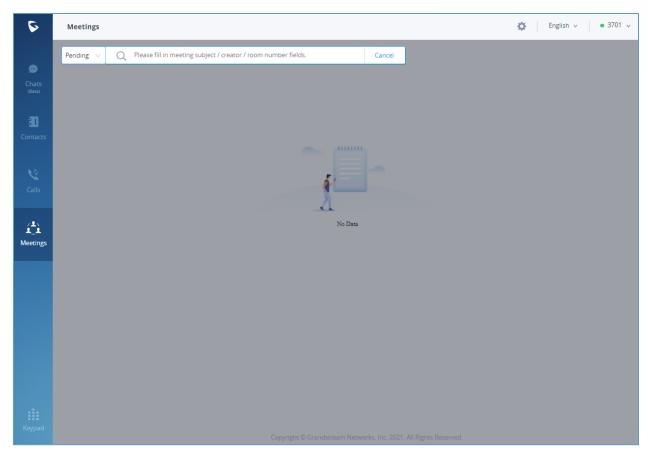
Figure 35: Search Meeting

Meet Now

1. On the top of meeting page, click on **◄ Meet Now** .
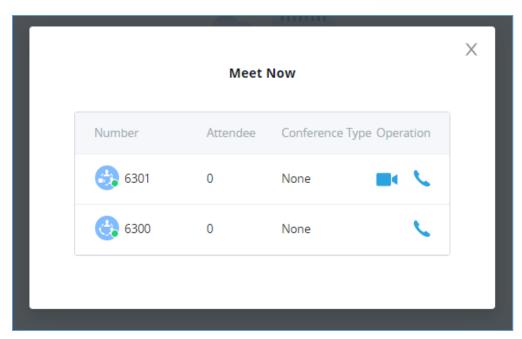
Figure 36: Meet Now

2. Select the video conference room or the audio conference room to use. If the room number has camera icon and video option available, it means this is a video conference room.

3. Click on to join meeting with video or click on to join meeting with audio only.

4. Before joining meeting, select the role to be participant or moderator. If the meeting room has password and user has selected joining meeting as participant, the user must enter the meeting password. If the user selects to join as moderator, the user must enter the moderator code.
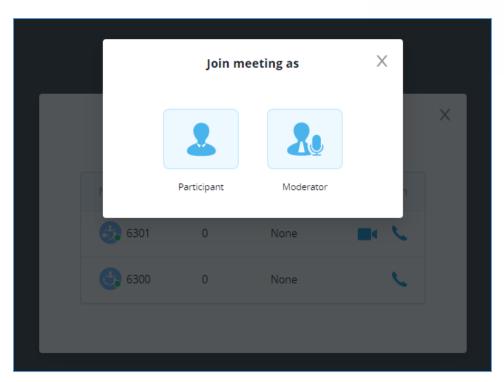
Figure 37: Select Role

5. Click on "Join" to join the meeting now.
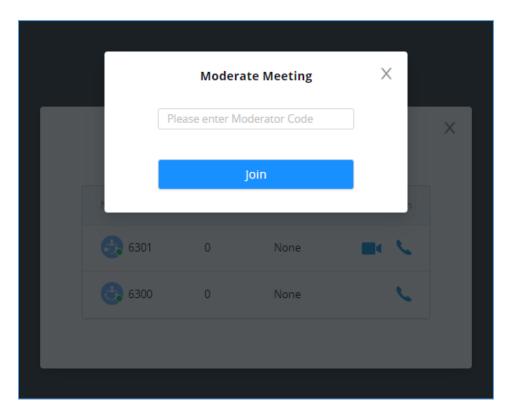
Figure 38: Enter Moderator Code

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If users know the meeting room number, they can also join meeting immediately by dialing the meeting room number or dialing from contacts which has meeting room number listed.

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.
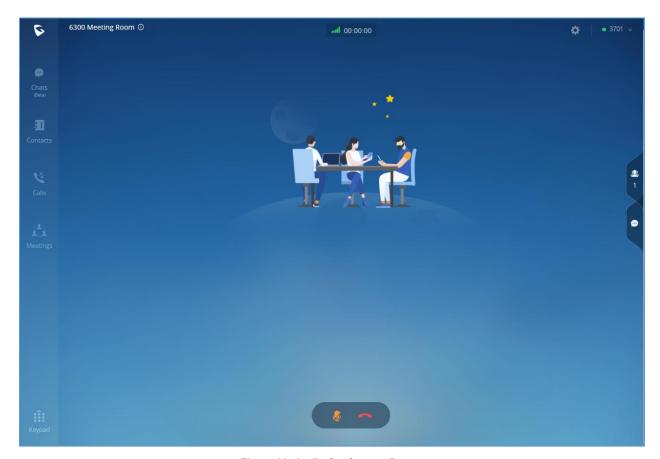
Figure 39: Audio Conference Room

Below are the available meeting control options:

- ![network icon]: View network condition status.

- ![end call icon]: End call.

- ![mute icon]: Mute/unmute.

- ![participant list icon]: 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 icon]: Chat. Click to open chat window and enter chat text.

To Become meeting moderator:

- Click on the icon ![gear icon] on the upper right of the Wave web page and select "**Moderate Meeting**". The user will be required to enter the moderator code. After entering the correct moderator code, the user can become the moderator.

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

- ![invite icon]: Invite participants by selecting individual participant, selecting contact groups or inviting a remote conference bridge.
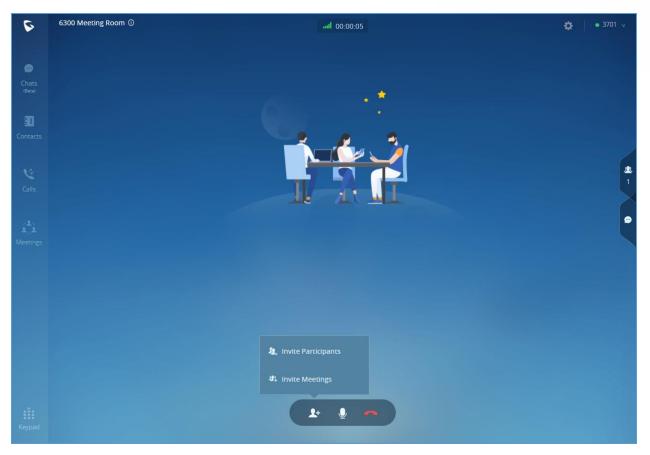
Figure 40: Invite participants to Audio Conference Room

• Manage participants:

Click on icon ![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).
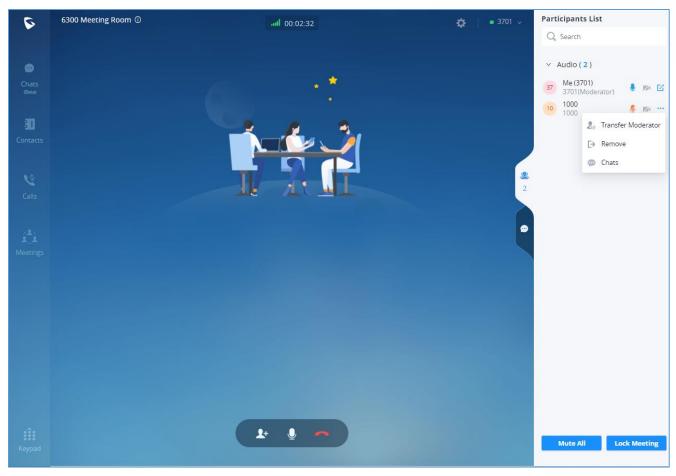
Figure 41: Managing Meeting Participants in Audio Meeting Room

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.
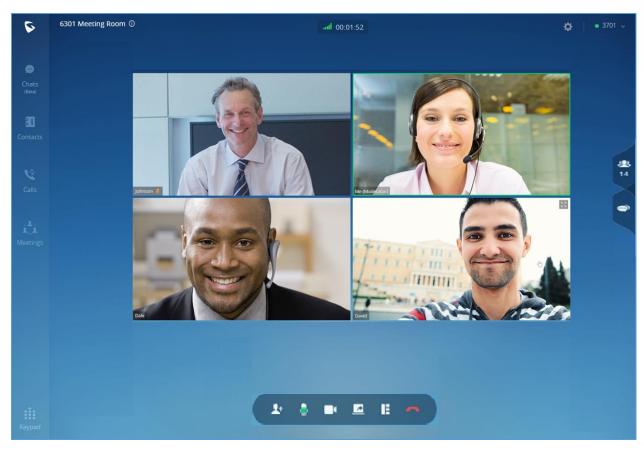
Figure 42: Video Conference Screen

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.

- 🎥 : Video on/off. Click to enable/disable local video feed.

- ↗ : 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.

- ![End call icon] ：End call.

- ![Participant list icon] ：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 and etc.

- ![Chat icon] ：Chat. Click to open chat window and enter chat text.

To Become meeting moderator:

- Click on icon ![gear icon] on the upper right of the Wave web page and select "Moderate Meeting". The user will be required to enter the moderator code. After entering the correct moderator code, the user can become the moderator.

- Manage participants:

Click on icon ![participant 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 43: Managing Participants in Video Conference

Screen Sharing

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 ![share icon] , a prompt will be displayed for users to select whether to share entire

screen, application window or the web browser tab, then click on "Share" on the prompt to start sharing.

Note: only one user can share screen at a time.
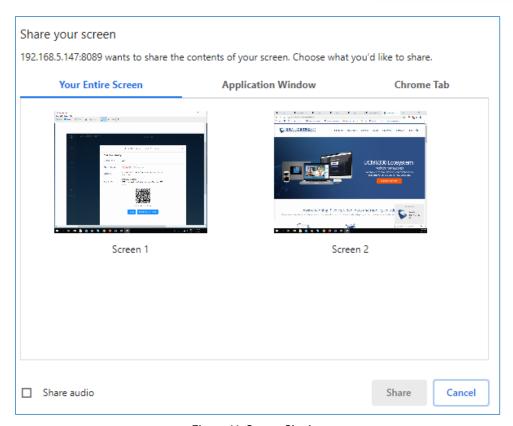
Figure 44: Screen Sharing

During screen sharing, the users can double click on the sharing screen or video screen to enlarge the display area to full screen.
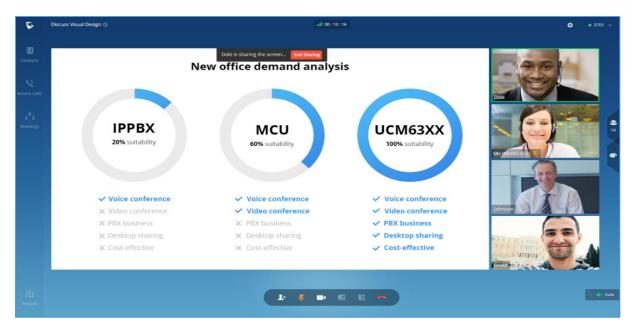
Figure 45: Screen Sharing with Video on

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.
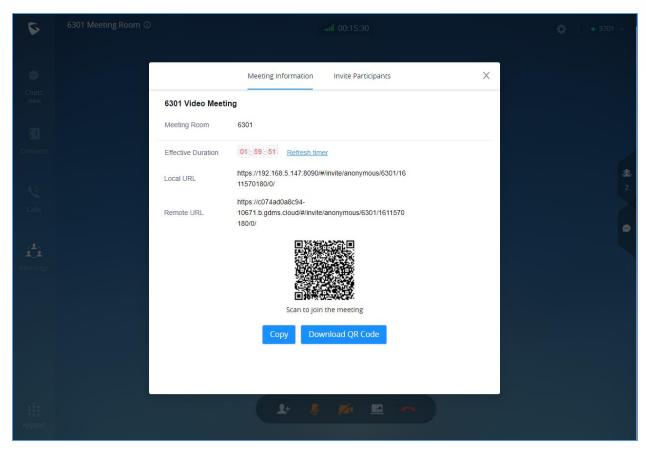
Figure 46: Invite Participants

- **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.
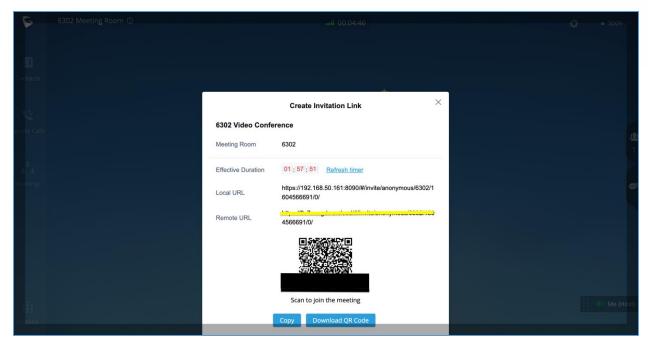
Figure 47: Create Invitation Link

- **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.

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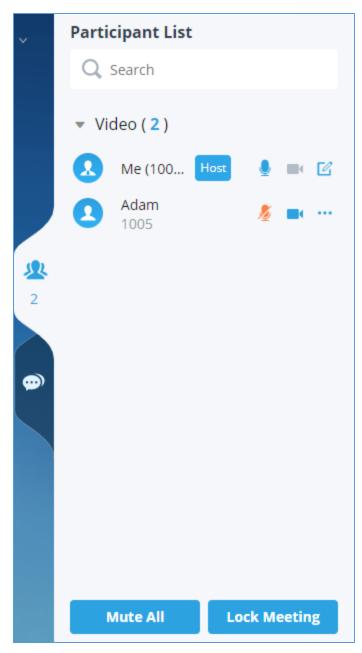
Figure 48: Participants List

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.

- ![video off icon]：This indicates the participant has video off. If moderator clicks on it, it will invite the participant to turn on video.

- ![mic on icon]：Mute. This indicates the participant has mic on. If moderator clicks on it, it will mute the participant's mic.

- ![talking icon]: This indicates the participant is talking. If moderator clicks on it, it will mute the participant's mic.

- ![muted icon]：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 icon]：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 ![chat icon] to open chat window. The chat messages can either be sent to a specific participant or to all the participants.
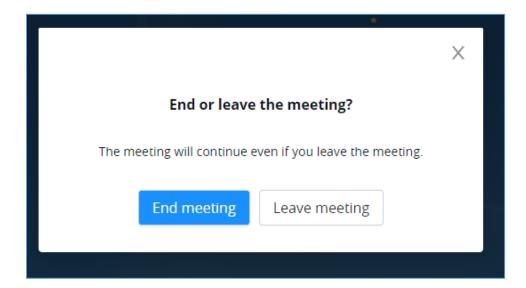

Figure 49: Chat during meeting

- 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.

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 web 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.
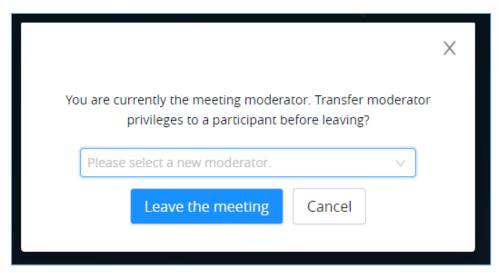
Figure 50: End Meeting as Moderator

Join Meeting via Link

If users do not have UCM extension to log in Wave web, 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.

SCHEDULE MEETING

Wave web 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.
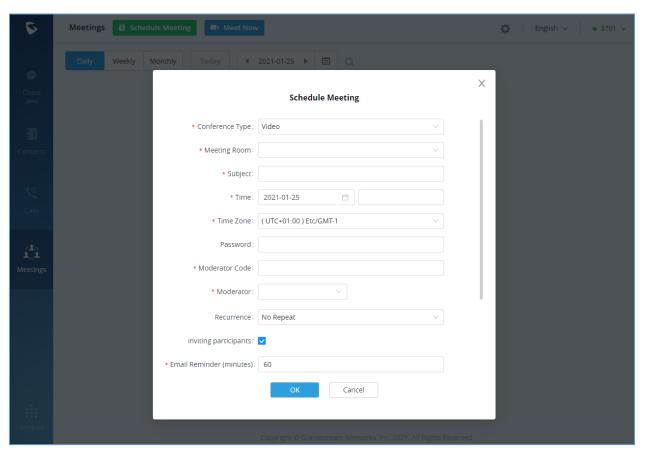

Figure 51: Schedule Meeting

Table 3: Schedule Meeting Specifications

Schedule Meeting Options	
Conference Type	Select video or audio conference.
Meeting Room	Select a conference room for this scheduled conference.
Subject	Configure meeting subject.
Time	Select the date and time for the meeting. **Note**: Please avoid time conflict on schedules in the same meeting room.
Time Zone	Defines the time zone of the scheduled meeting.

Password	Configure the password for participants to join meeting. The password must be at least 4 digits.
Moderator code	Configure the moderator code. The password must be at least 4 digits.
Moderator	Select meeting moderator.
Recurrence	Choose when to repeat a scheduled meeting: • No repeat • Every Day • Weekly • Monthly
Inviting participants	If enabled, any participant in the meeting can invite other parties.
Email Reminder(minutes)	If configured, email reminders will be sent out x minutes prior to the start of the conference.
Call participants	If enabled, invited participants will be called when the meeting starts.
Invitees	Defines the extensions or emails of the members to attend scheduled conference. After adding one invitee, click on ENTER to confirm. **Note**: -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. -To remove an invitee, click on "x" for the invitee.
Description	Set a description of the scheduled meeting.

After the meeting is scheduled, it will be listed in the meetings page. Meeting participants will receive email notification for the scheduled meeting.
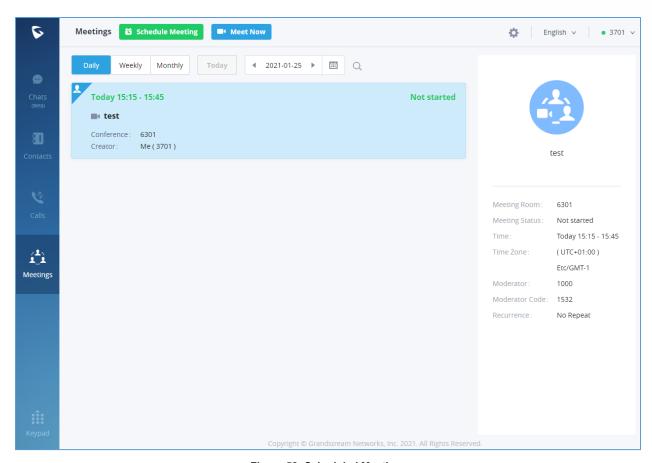
Figure 52: Scheduled Meeting

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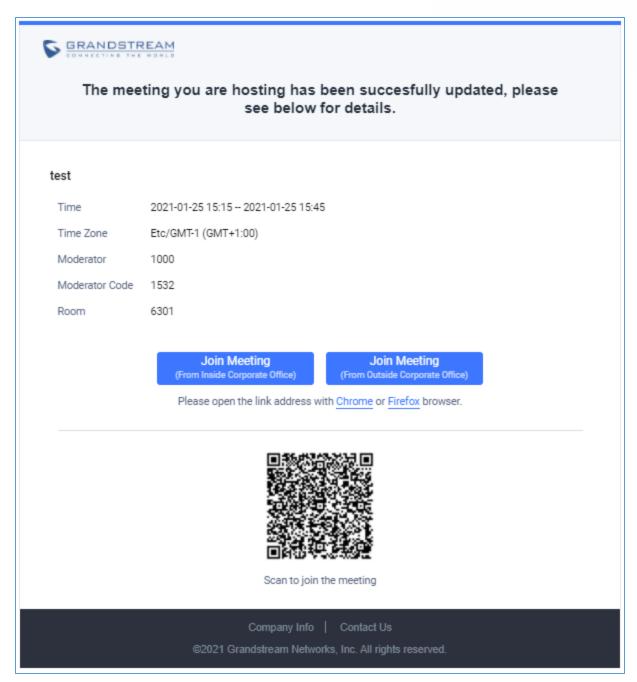*Version 1.0.5.4*

Figure 53: Scheduled Meeting Email Notification

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.

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.

VOICEMAIL

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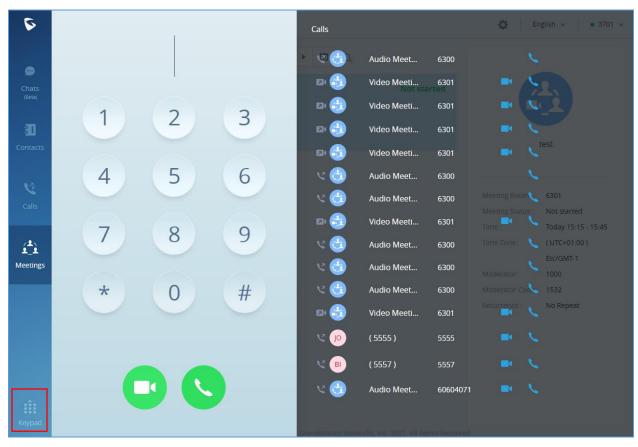

Figure 54: Open keypad on Wave Web Page

1. Open keypad on Wave web, 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 web, 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 [video icon] to initiate video call or click on [phone icon] to initiate audio call.
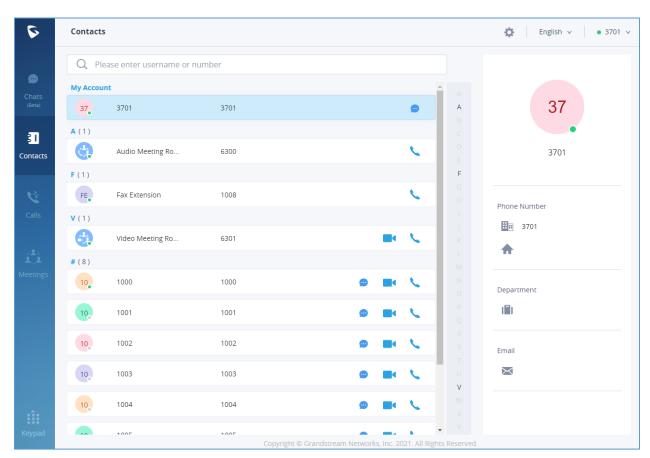

Figure 55: Contacts

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.
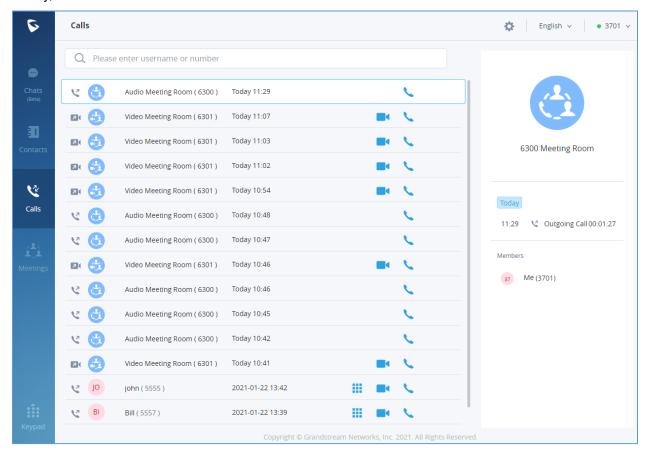

Figure 56: Recent Calls

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

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SETTINGS

On the upper right of Wave web page, users can access basic settings such as audio settings, webcam settings, export log and Wave version information, select language, and access account settings.
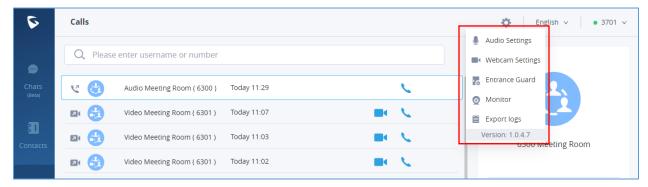

Figure 57: Wave Settings

Audio Settings

On the upper right, click on the icon ⚙ and select "Audio Settings". Users will be prompted to select audio devices to be used. If browser shows additional prompt requesting permission to access audio devices, please allow it. Then select the desired mic or speaker to be used.

Usually when users log in Wave web for the UCM for the first time, Wave web will require users to perform audio settings. Configuring audio settings properly is necessary to ensure audio is working as expected for calls and meetings.

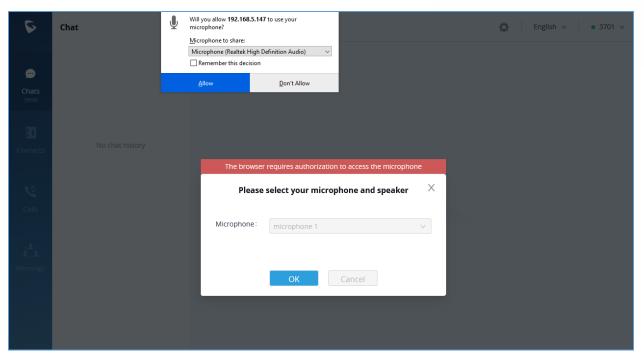For Firefox, the user is asked to allow Microphone only on the audio settings.

Figure 58: Firefox Audio settings

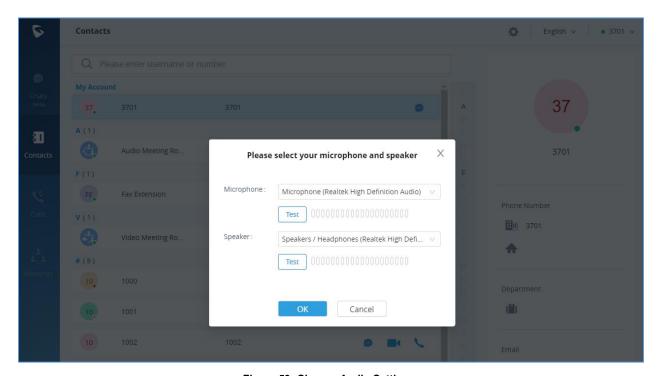For Chrome, the user can allow both Microphone and Speaker on the audio settings.

Figure 59: Chrome Audio Settings

Webcam Settings

On the upper right, click on the icon ⚙ and select "Webcam Settings". Users will be prompted to select webcam device to be used. If browser shows additional prompt requesting permission to access webcam, please allow it. Then select the desired webcam to be used.
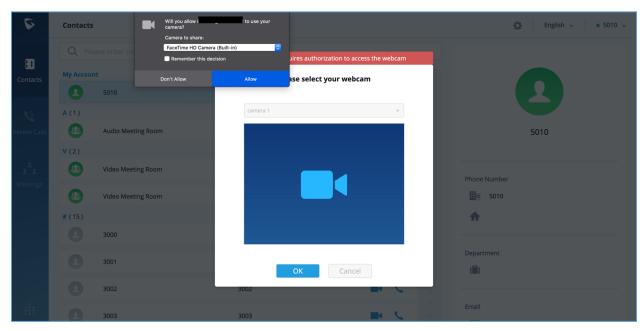

Figure 60: Webcam Settings

Usually when users log in Wave web for the UCM for the first time or tries to make video call for the first time, Wave web will require users to perform webcam settings. Configuring webcam properly is necessary to ensure video is working as expected for calls and meetings.

Entrance Guard

The entrance guard allows to connect up 10 GDS37xx units.

For more information about GDS37xx, please refer to:

http://www.grandstream.com/products/facility-management/facility-access-systems

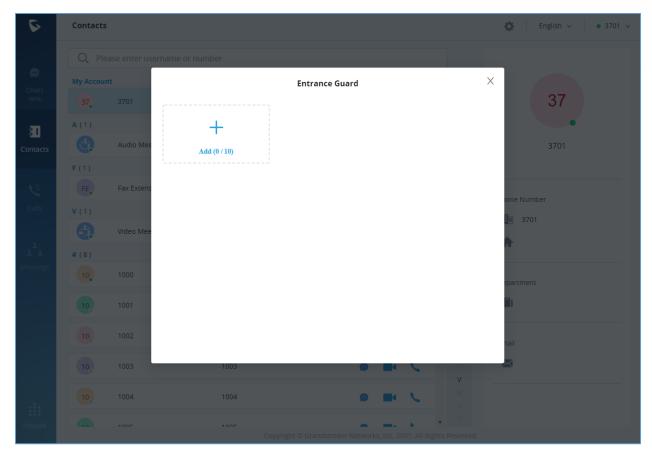The Entrance Guard settings are shown in the figure below:

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Figure 61: Entrance Guard Settings Interface

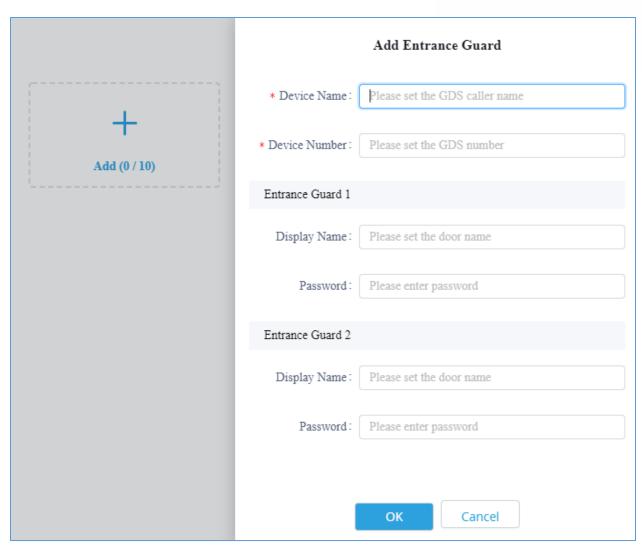Click the Add button to configure Entrance Guard related parameters. As shown below:

Figure 62: Add Entrance Guard Interface

After the Entrance Guard setting is completed, the user can receive an incoming Entrance Guard call when someone rings the doorbell, and the following interface is displayed:
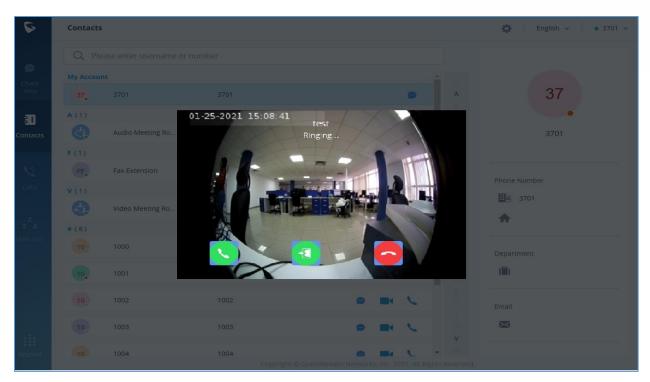
Figure 63: Entrance Guard Bell Call Interface

Click on ⬤ The button can enter the call, view the video screen for voice conversation. As shown below:
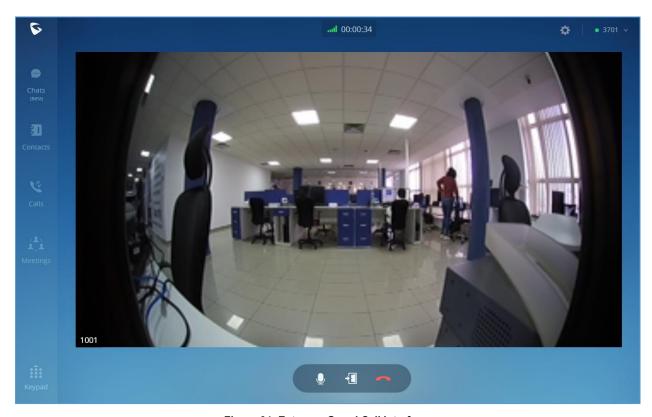

Figure 64: Entrance Guard Call Interface

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Click on The button can directly open the door.

Monitor

The Monitor allows to connect up 32 Grandstream Surveillance cameras.

For more information about Grandstream Surveillance cameras, please refer to:

http://www.grandstream.com/products/facility-management/full-hd-ip-cameras

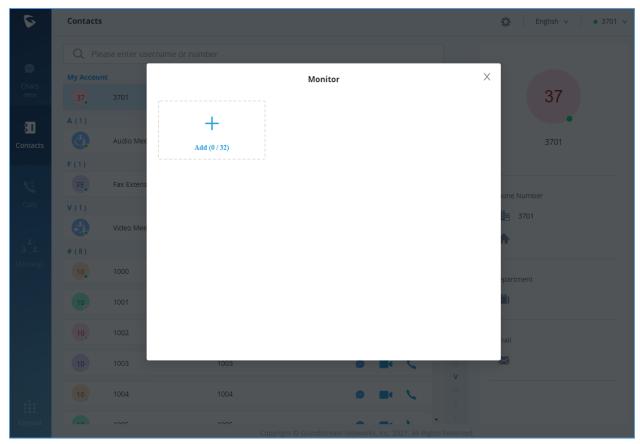The Monitor settings are shown in the figure below:

Figure 65: Monitor Settings Interface

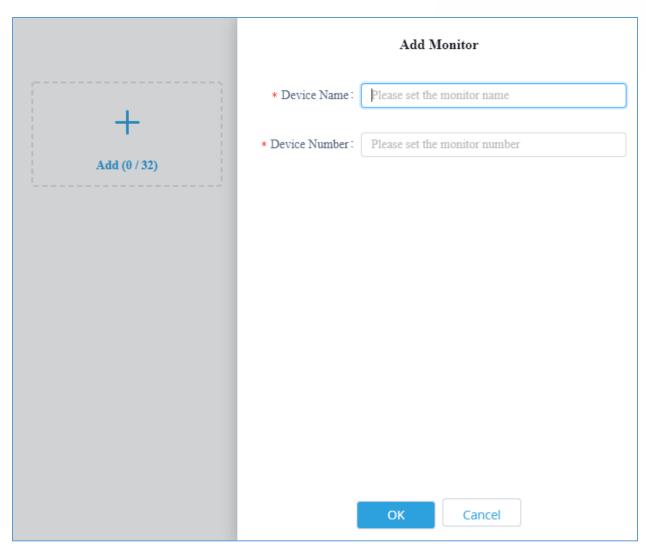Click the Add button to configure Monitor related parameters. As shown below:

Figure 66: Add Entrance Guard Interface

Export Log

If users encounter issues when using Wave web, the users could export logs to local PC, and submit a ticket to Grandstream technical support for troubleshooting purpose. Click on ⚙ and select "Export Log" to download and save the logs to users' local PC.

Language Settings

On the upper right of Wave web, click on "English" to open language options. Please note that the language cannot be configured during call.
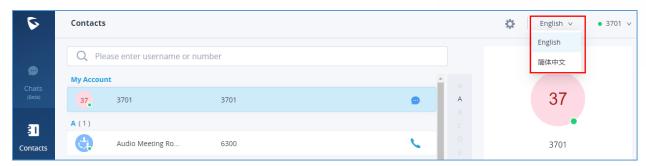
Figure 67: Language settings

Account Settings

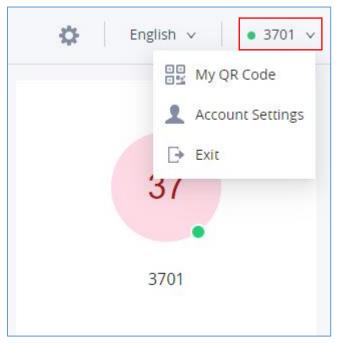On the upper right of Wave web, click on the account number to open account settings.

Figure 68: Language settings

- **My QR code**

  This will bring up account login QR code. Wave mobile users can scan the QR code to log in the account.

- **Account settings**

  Wave web has integrated UCM's user portal entry for users to conveniently access account setting, personal data, and services. Click on "Account Settings" to access the user portal for this account.
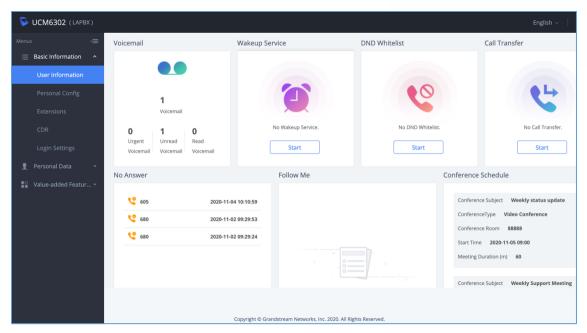
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Figure 69: User Information

In user portal, users could access personal config, CDR, login settings, Follow Me settings, voicemail, recording files, SCA, call queue, wakeup service, CRM user settings and etc.

- **Exit**

Click on Exit to log out.

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_beta.pdf

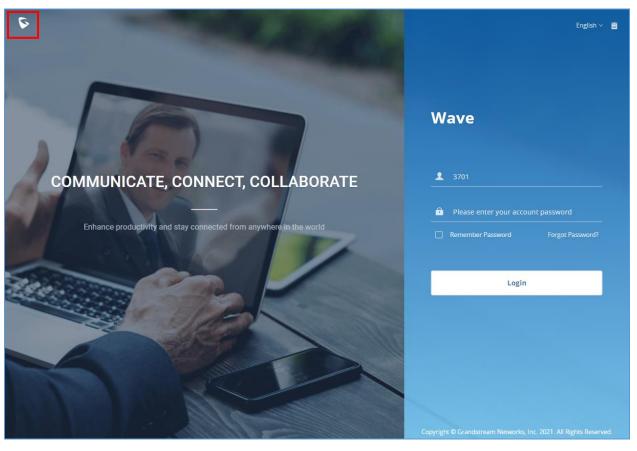After customizing the logo, all Logos on the Wave page are displayed as customized Logos.

Figure 70: Customized Logo Interface