Wave Desktop Application Release Notes

Table of Content

WAVE DESKTOP VERSION 1.15.11

PRODUCT NAME

Wave Desktop Application

DATE

5/22/2022

IMPORTANT NOTE

- Wave Desktop application is available for Windows and macOS. Users can download the latest Wave desktop application from the link: https://fw.gdms.cloud/wave/download/

CHANGES SINCE VERSION 1.15.7

ENHANCEMENTS

- Added basic call control support for Microsoft Teams-certified headsets.

BUG FIXES

- Fixed an issue with unviewable captchas in the login page.
- Fixed an issue with transferring calls when the transferee CID contains letters and special characters.
- Fixed an issue with being unable to answer calls while using CTI if no microphone is detected.

WAVE DESKTOP VERSION 1.15.7

PRODUCT NAME

Wave Desktop Application

DATE

4/1/2021

IMPORTANT NOTE

- Wave Desktop application is available for Windows and macOS. Users can download the latest Wave desktop application from the link: https://fw.gdms.cloud/wave/download/

CHANGES SINCE VERSION 1.13.7

ENHANCEMENTS

- Made several UI improvements.
- Added Whiteboard and PDF sharing collaboration features. [WHITEBOARD & PDF SHARING]
- Added ability to join meetings via meeting ID or meeting URL. [JOIN MEETINGS VIA MEETING ID/URL]
- Added ability for chat group owners to set permissions for chat members to invite others to the group. This setting is found under the *More→Group Settings* option within a chat group.
- Added support for voice messages (receive-only)
- Added ability to search for message content within individual chat groups.
- Meeting chat history can now be downloaded by participants. [MEETING CHAT HISTORY DOWNLOAD]
- The *Audio/Device Device→Audio Settings* will now automatically detect microphone input. The Test button has been removed.
- Users can now search for contacts within individual directories (All, Favorites, and Extended Contacts).
- Added *Application Settings* option to the *Profile/User Settings* list. [APPLICATIONS SETTINGS]
- Added support for 3rd party add-ins: Salesforce CRM, SugarCRM, Zoho CRM, Vtiger CRM, and Act! CRM [3RD PARTY CRM ADD-IN SUPPORT]

BUG FIXES

- Fixed several UI and display issues.
- Fixed an issue with crashing when upgrading from certain versions of Wave.
- [macOS] Fixed an issue with participants not being able to see screen sharing.

NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

WHITEBOARD & PDF SHARING

Whiteboard and PDF sharing collaboration features have been added to Wave meetings.

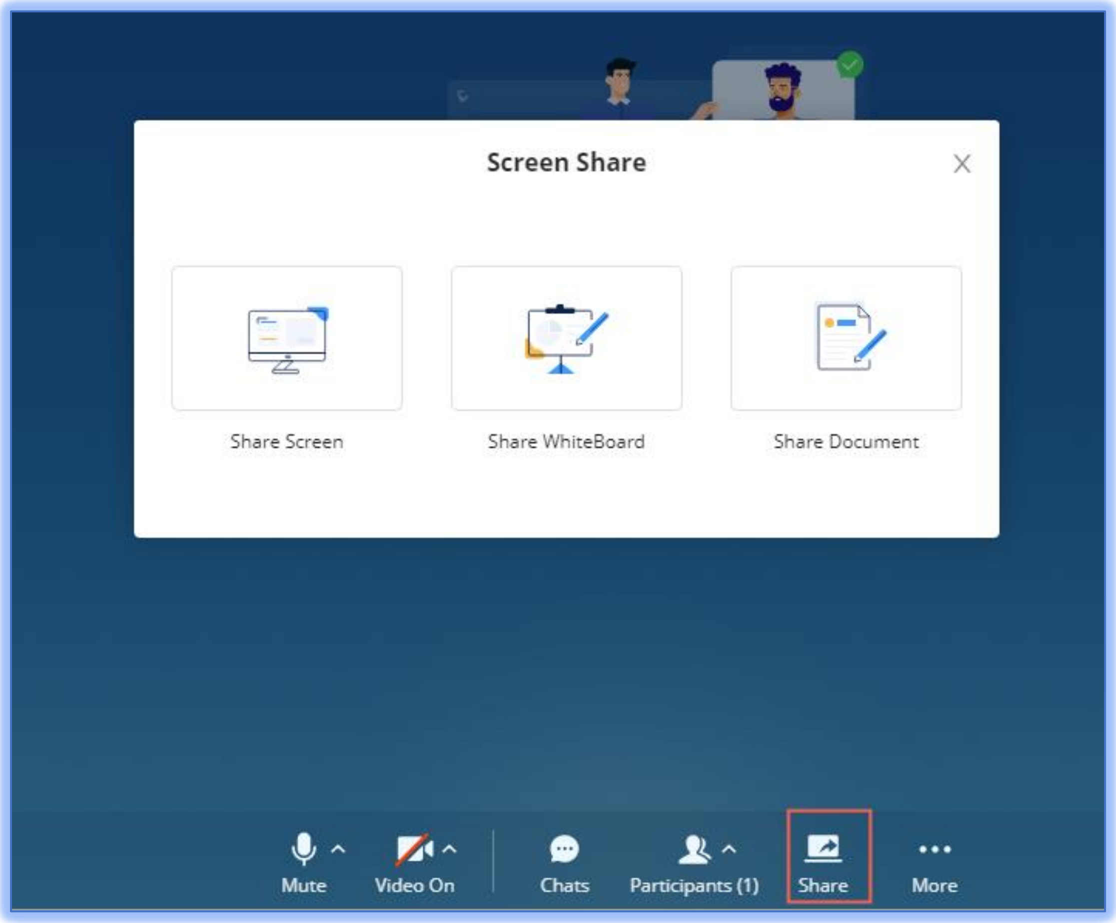

Figure 1 - Share Whiteboard/PDF

The Whiteboard feature brings up an interactive white canvas for users to draw on and/or upload images and diagrams to, enhancing presentations and providing an easy method for participants to convey their points. The PDF sharing feature is largely the same, but instead of images, participants can upload PDF files.

Figure 2 - PDF Sharing

Figure 3 - Whiteboard Edit Options

The following editing options are available.

- **Format** – Adjusts the color and size of the brush or eraser
- **Paint Brush** – Select the brush or shape to use (e.g., free draw, square, circle)
- **Text Box** – Inserts a text box that can be typed into
- **Eraser** – Erases brush edits
- **Undo** – Reverts the last edit action
- **Redo** – Reverts the last *Undo* action
- **Empty** – Clears out all edits on the Whiteboard/PDF
- **Save** – Saves the current whiteboard as a JPG file
- **Close the edit box** – Removes the edit toolbar and allows the sharer to move and zoom in/out of the whiteboard.

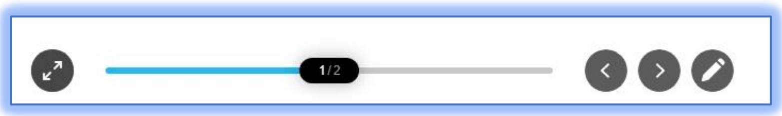

Figure 4 - Whiteboard Move/Zoom

Note: Participants can also zoom in/out of the whiteboard using their mouse scroll wheel.

JOIN MEETINGS VIA MEETING ID/URL

Users can now join a meeting by entering a meeting ID or link and, if applicable, the meeting password. To do this, users can click on the new *Join Meeting* button on the *Meetings* page.

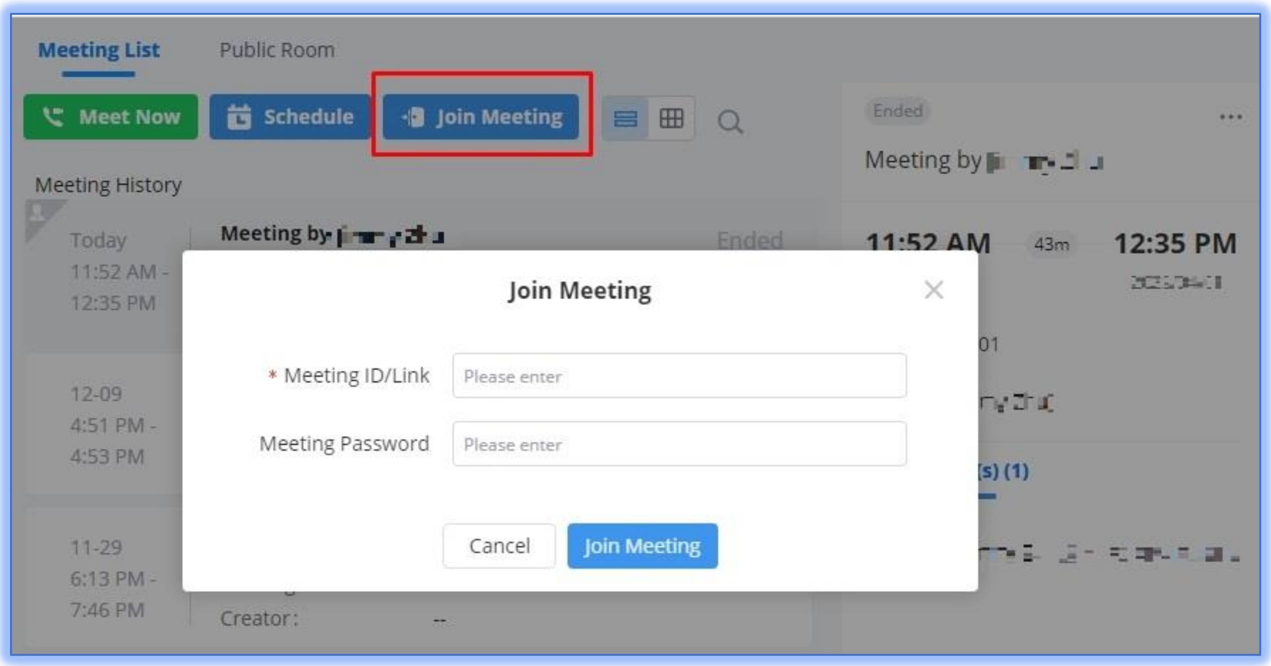

Figure 5 - Join Meeting

MEETING CHAT HISTORY DOWNLOAD

Meeting participants can now download the meeting chat history of ongoing meetings.

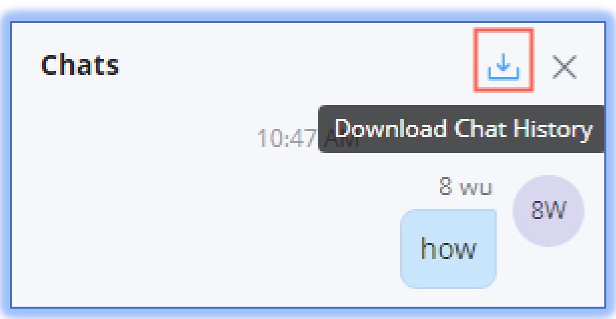

Figure 6 - Meeting Chat History Download

However, only meeting organizers can download the chat history of finished meetings.

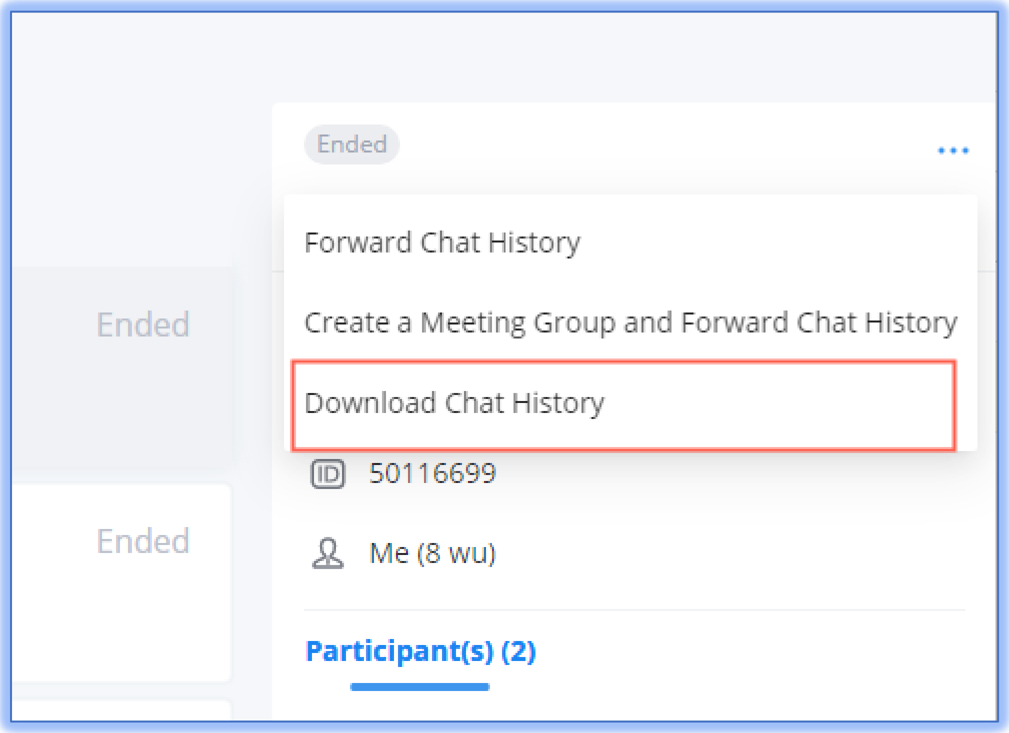

Figure 7 - Ended Meeting Chat History Download

Note: Chat history is downloaded as a text file.

APPLICATIONS SETTINGS

The *Application Settings* option has been added under the *Profile Settings*. The following options are available:

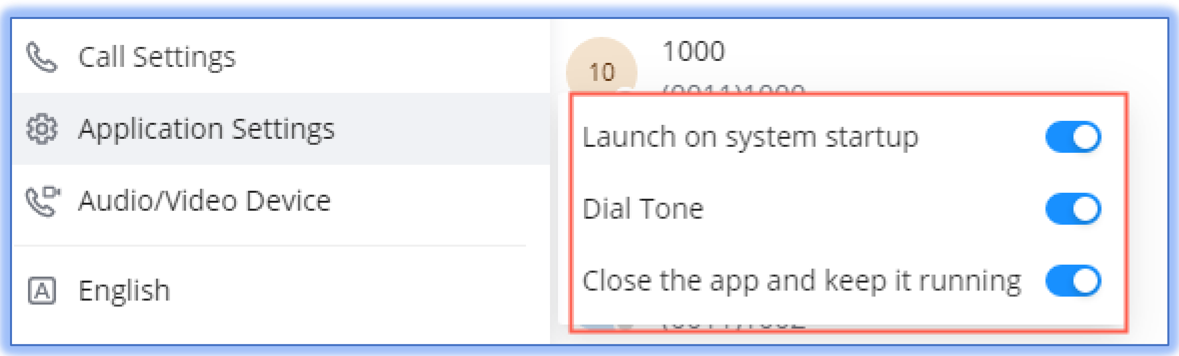

Figure 8 - Application Settings

- **Launch on system startup** – If enabled, the Wave application will automatically open on PC startup.
- **Dial Tone –** If enabled, the tones from the *Call* page's dialpad will be audible. This does not affect the dialpad tones in calls and meetings, which will always be audible.

- **Close the app and keep it running** – If enabled, clicking the *Close* button on the Wave window will not terminate the application. On Windows, it will only remove Wave icon from the taskbar, and the application can still be found in the system tray.

3RD PARTY CRM ADD-IN SUPPORT

Wave now supports the installation and use of add-ins for UCM's supported CRMs. Users can find the app store for these add-ins under the *Applications→3rd Party Applications* page.

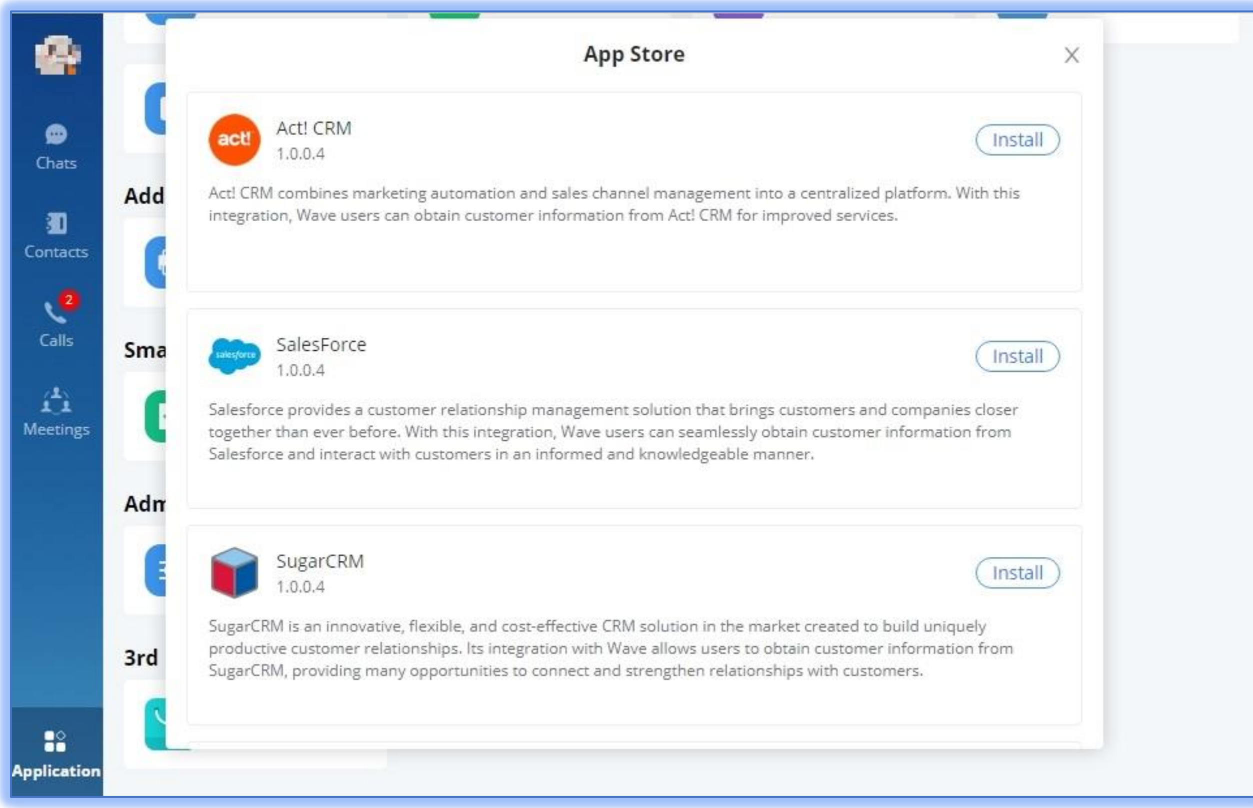

Figure 9 - 3rd Party App Store

Once these are installed, the icons for them will be displayed under the *3rd Party Applications* section.

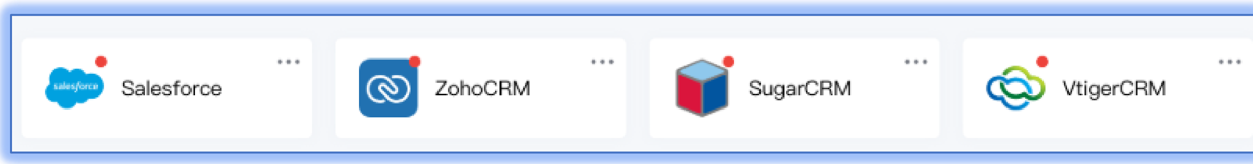

Figure 10 - Installed 3rd Party Apps

Once installed, users will need to sign into their CRM accounts via the add-in. Once everything is configured correctly, and when users receive incoming calls, either one of the following messages will be displayed depending on whether the contact exists in the CRM system.

Figure 11 - CRM Add-in Contact Notification

Clicking *Add Contact* or *Details* will redirect users to the CRM system to create/view the contact on the CRM system.

Note: This feature is only available under certain UCM RemoteConnect plans.