



Grandstream Networks, Inc.

UCM63xx Series

GS Wave Web User Guide



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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's 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 and 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.
- Integrated UCM user portal entry to access personal data, follow me settings, SCA, wakeup calls and 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	12
UCM6302	4 or 9	1	1000	150	20
UCM6304	4 or 9	1	2000	200	40
UCM6308	4 or 9	1	3000	300	60

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, G.722.1 G.722.1C, 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 SIP registration 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>

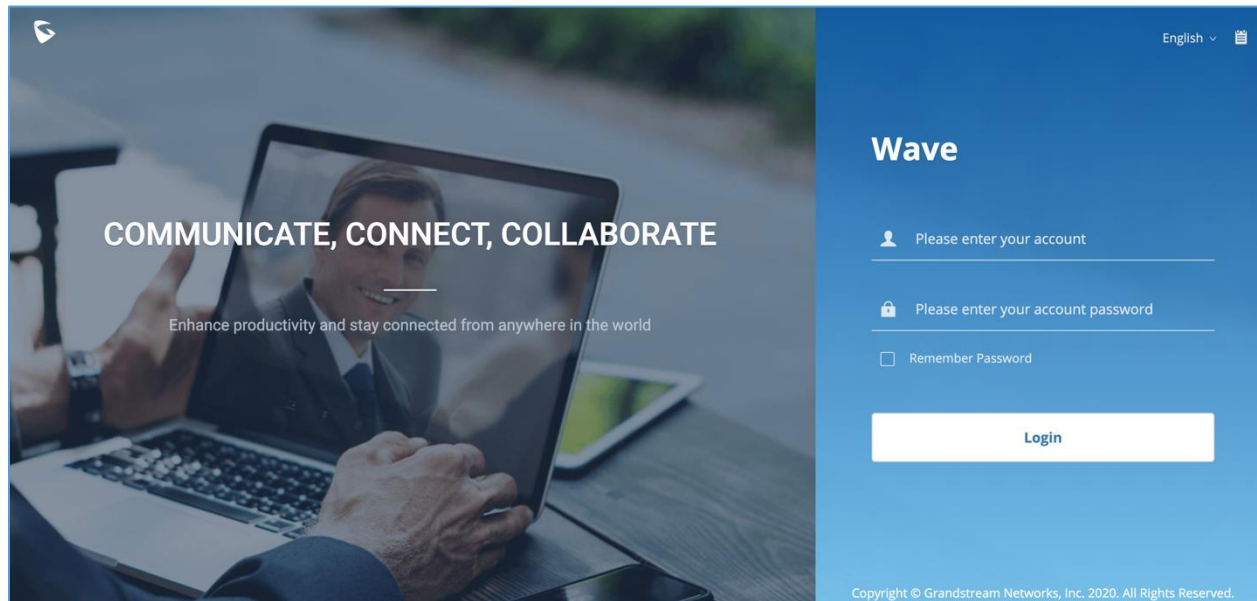


Figure 1: GS Wave web portal

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

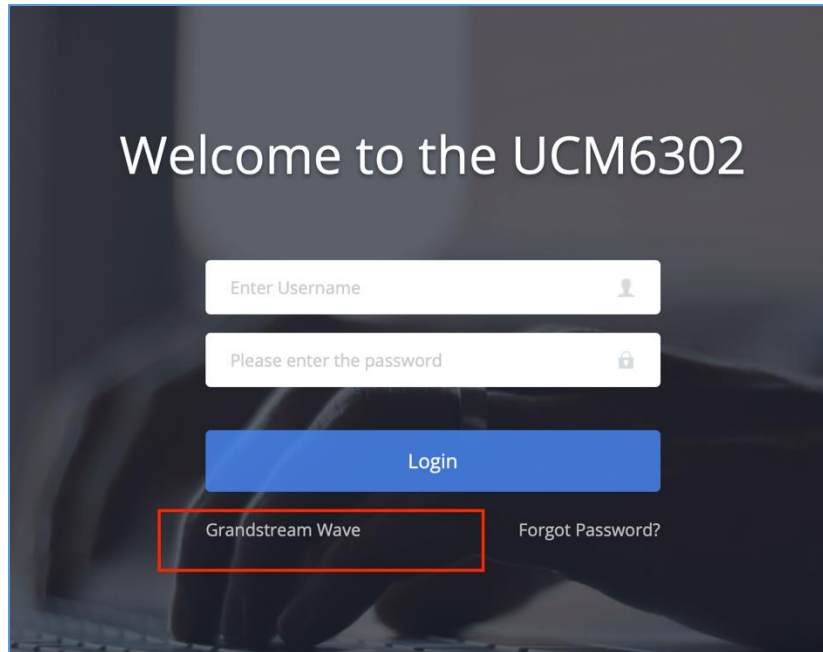


Figure 2: Access GS Wave web portal from UCM admin login page

Enter an extension number and its SIP or user portal password in the GS Wave web login page. Once logged in successfully, the following page will appear:

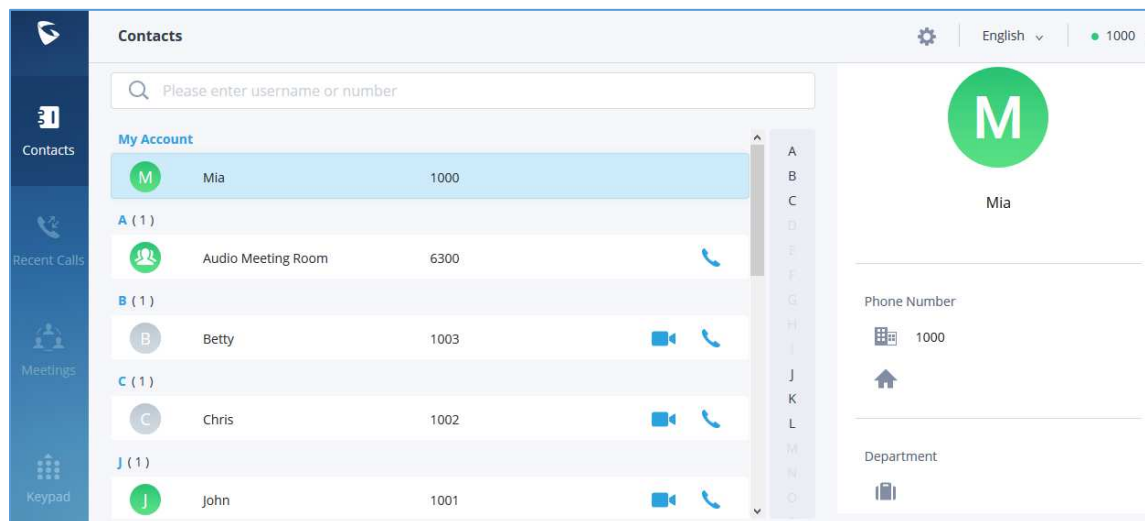



Figure 3: GS Wave web default page after login



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  on the bottom left of the page to bring up keypad.

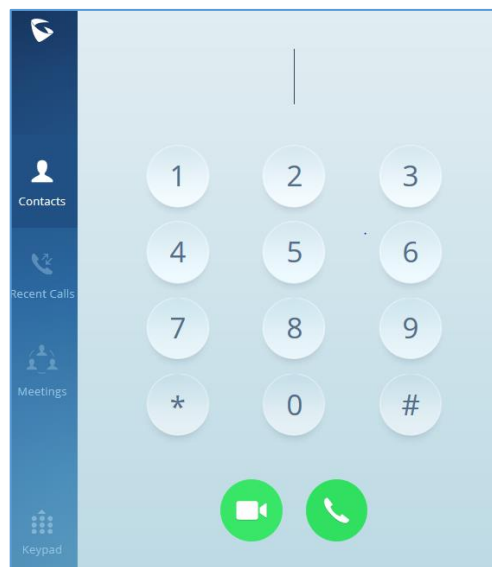





Figure 4: Initiating a call from keypad

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

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

Call History

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



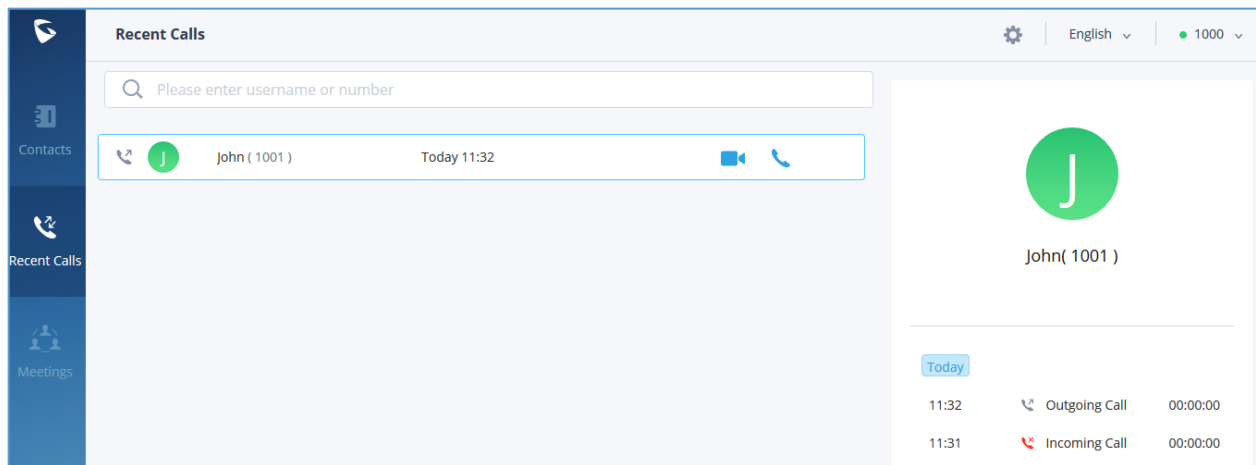




Figure 5: Call history

- The user can enter the number or username to search in call history.
- Scroll up and down to view more call history if existed.
- For the call history entry, clicking on  to make video call and clicking on  to make audio call.
- 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.

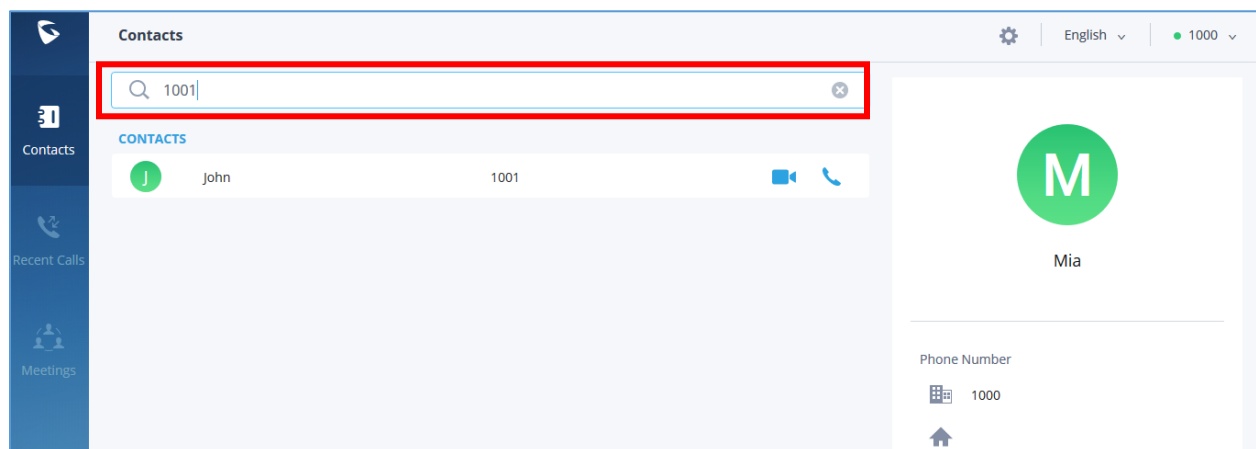




Figure 6: Contact search



1. In the search bar, enter the number or username to search.
2. Click on the search result. The details of this contact will show on the right.
3. For the search result, clicking on  to make video call and clicking on  to make audio call.

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.

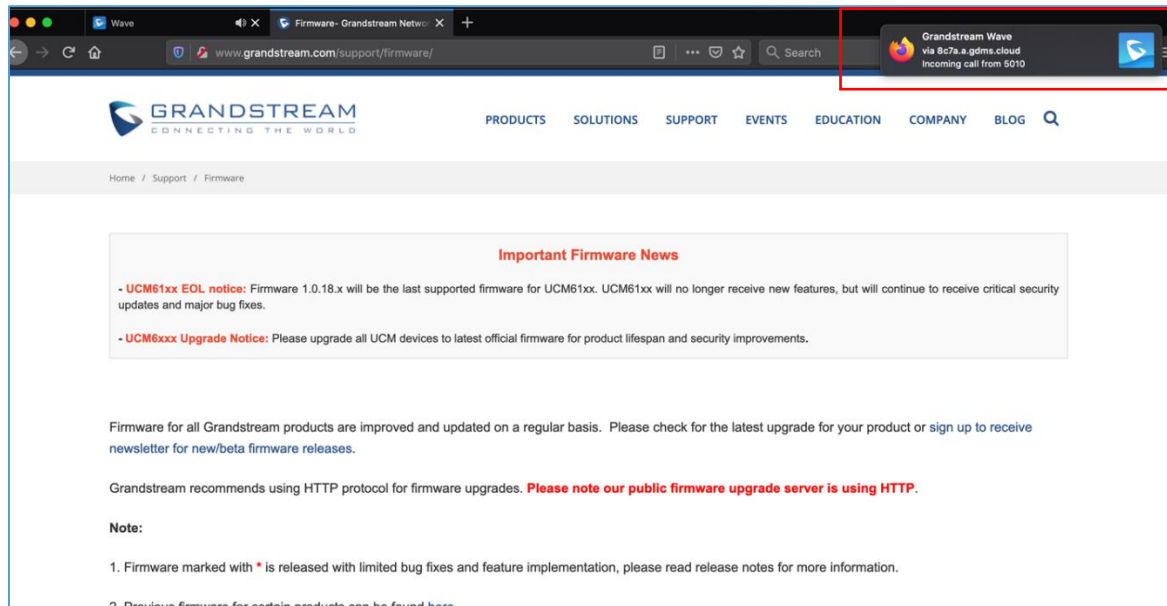







Figure 7: Incoming call notification on the browser

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

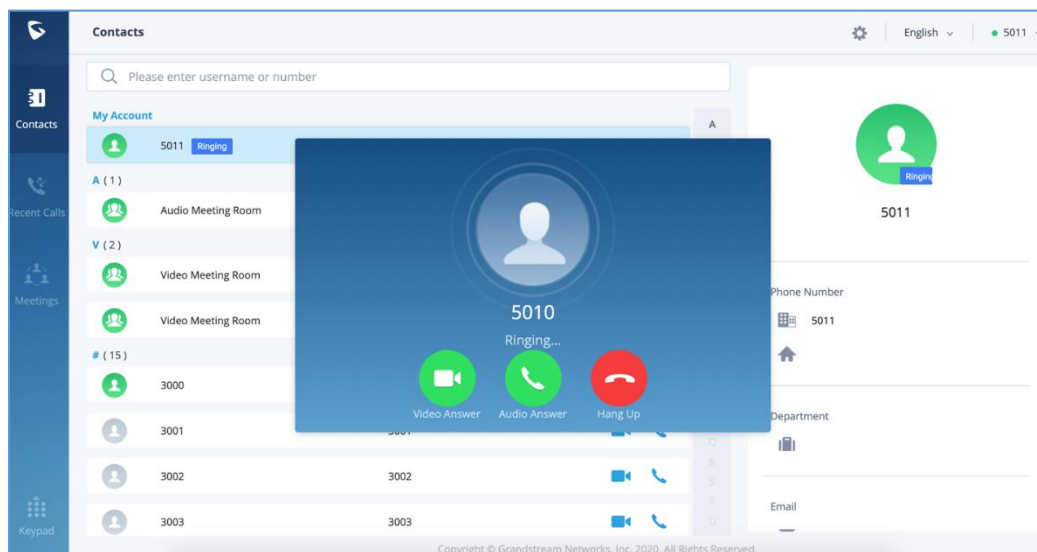


Figure 8: Incoming call prompt on GS Wave web page



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.

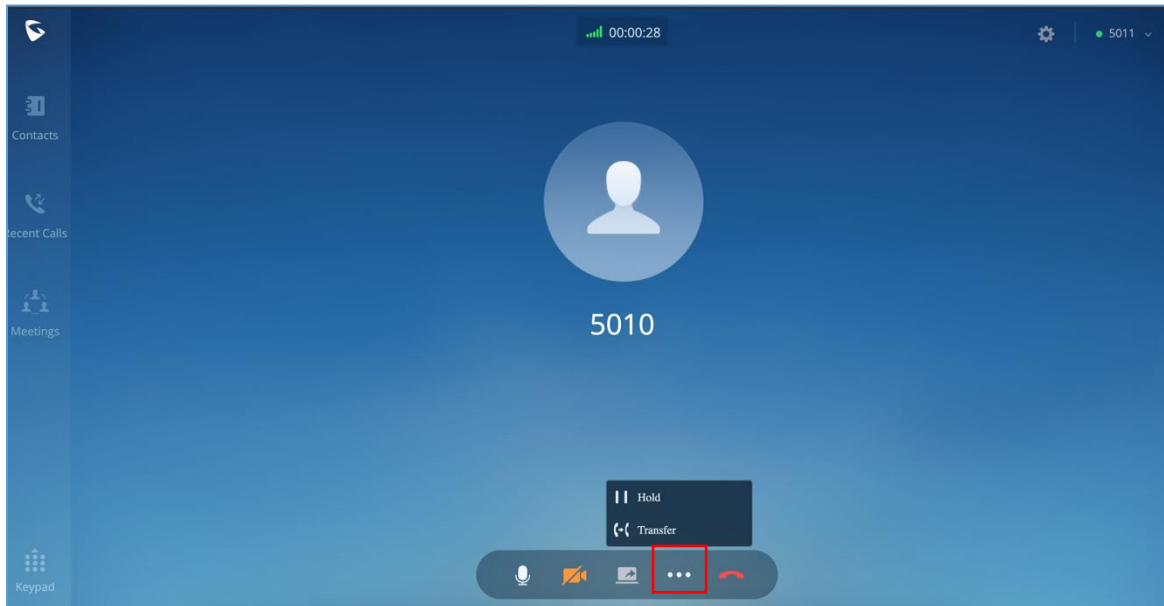


Figure 9: Audio call screen

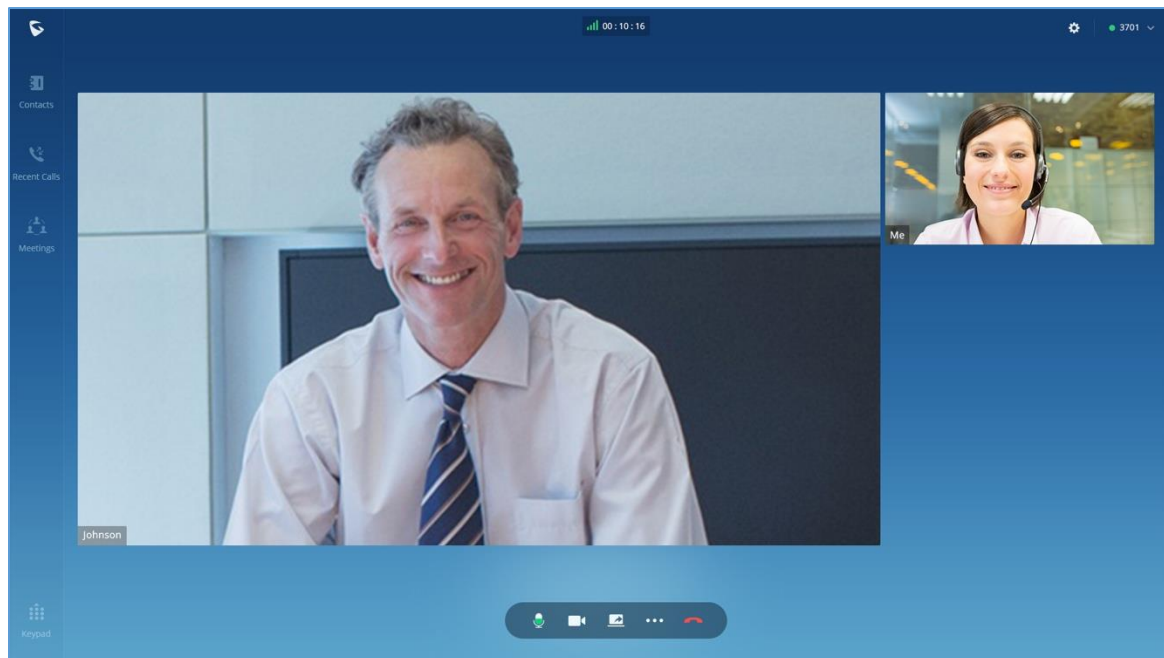














Figure 10: Video call screen



- : 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.

Hold/unhold

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

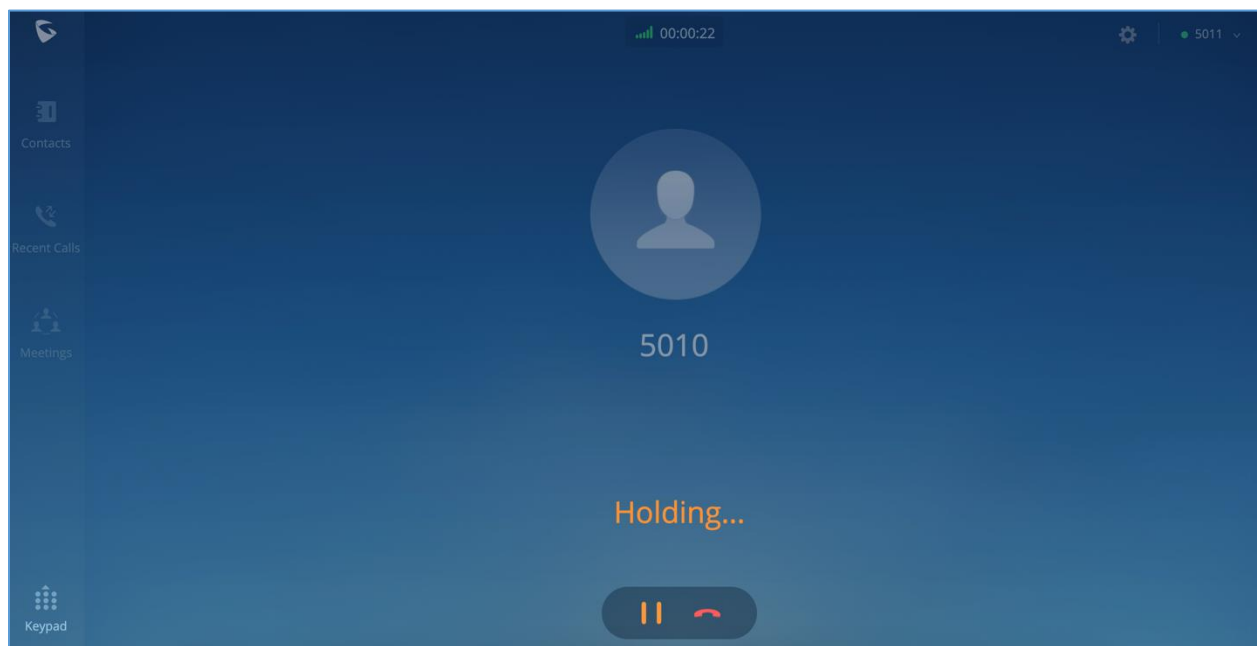




Figure 11: Call on hold

Mute/unmute

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

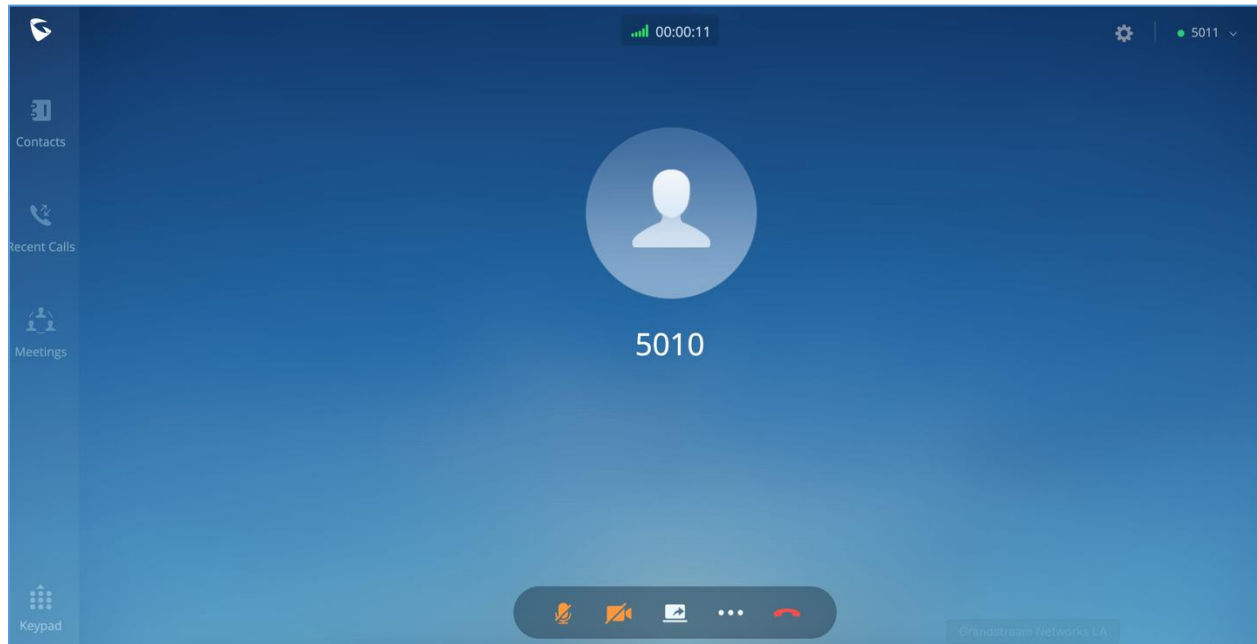


Figure 12: Mute during a call



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.

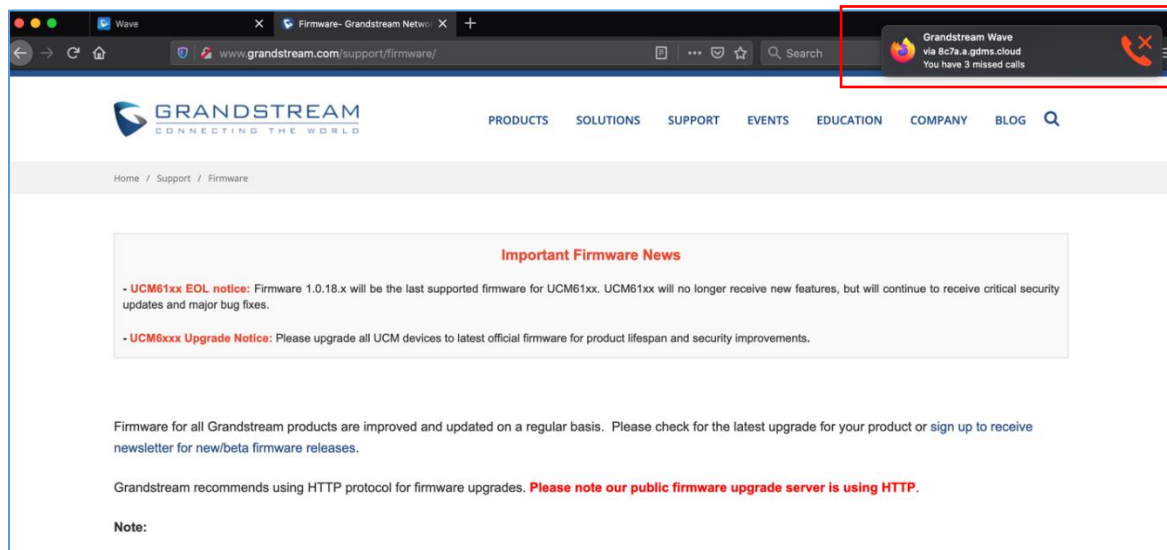


Figure 13: Missed call notification on browser

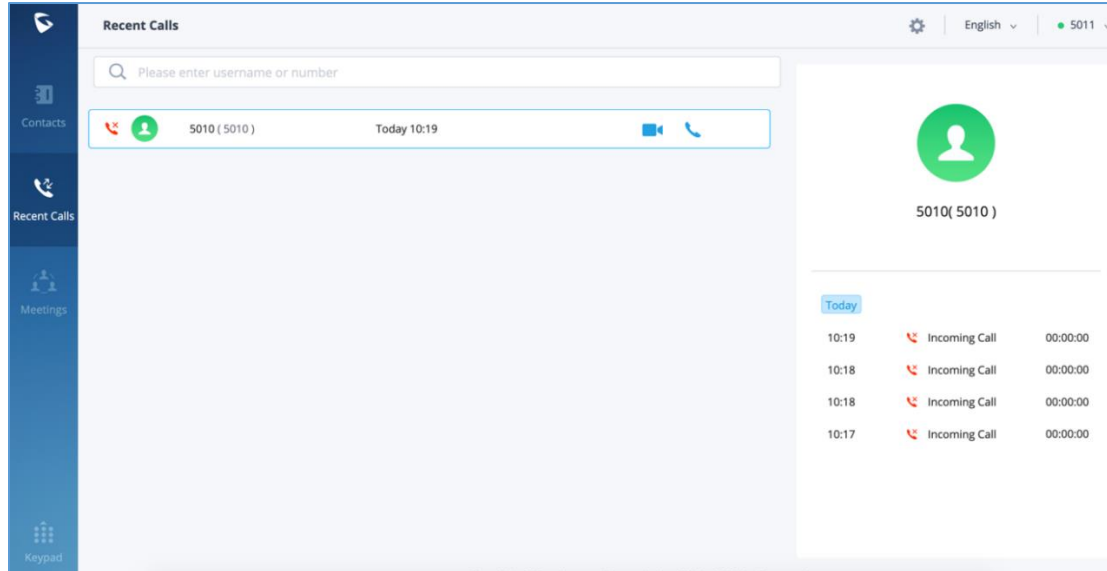


Figure 14: Recent Calls



Notes:



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



CALL TRANSFER

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 and select transfer .
3. Enter User C's number as the number to transfer the call to. The number will be listed in the search result.
4. Click on "Blind" to perform blind transfer.
5. User C rings. User A hangs up automatically. When User C answers, the call between User B and User C will be established.

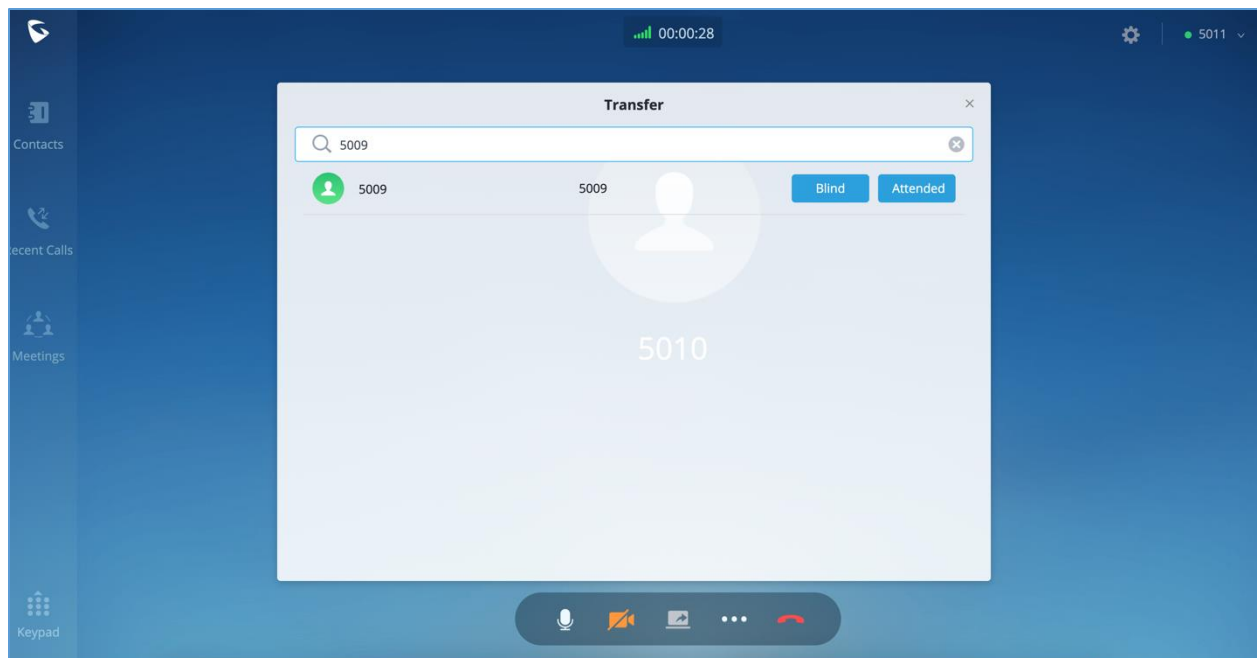




Figure 15: Blind Transfer

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 .
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 doesn’t 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.

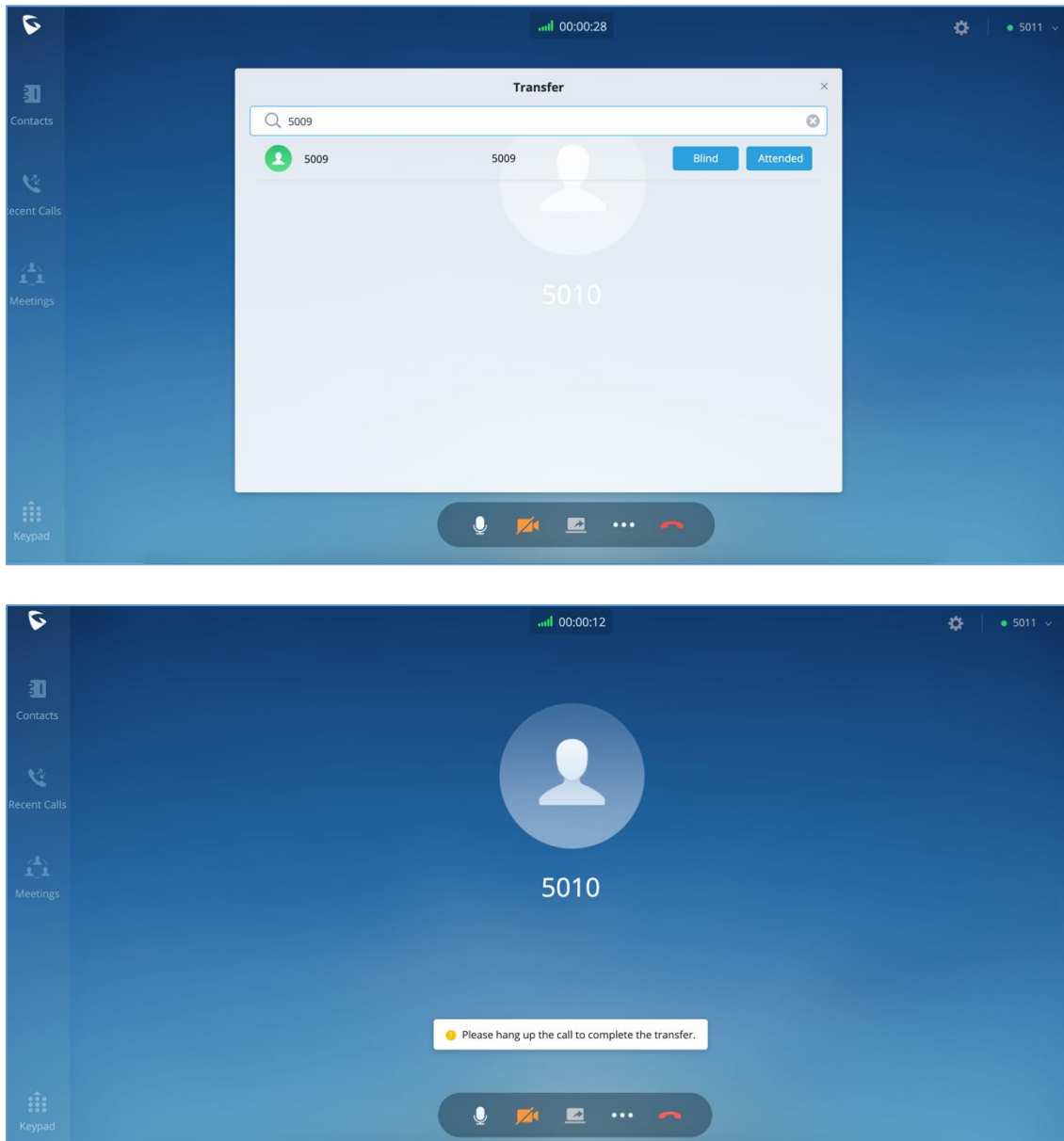


Figure 16: Attended Transfer



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.

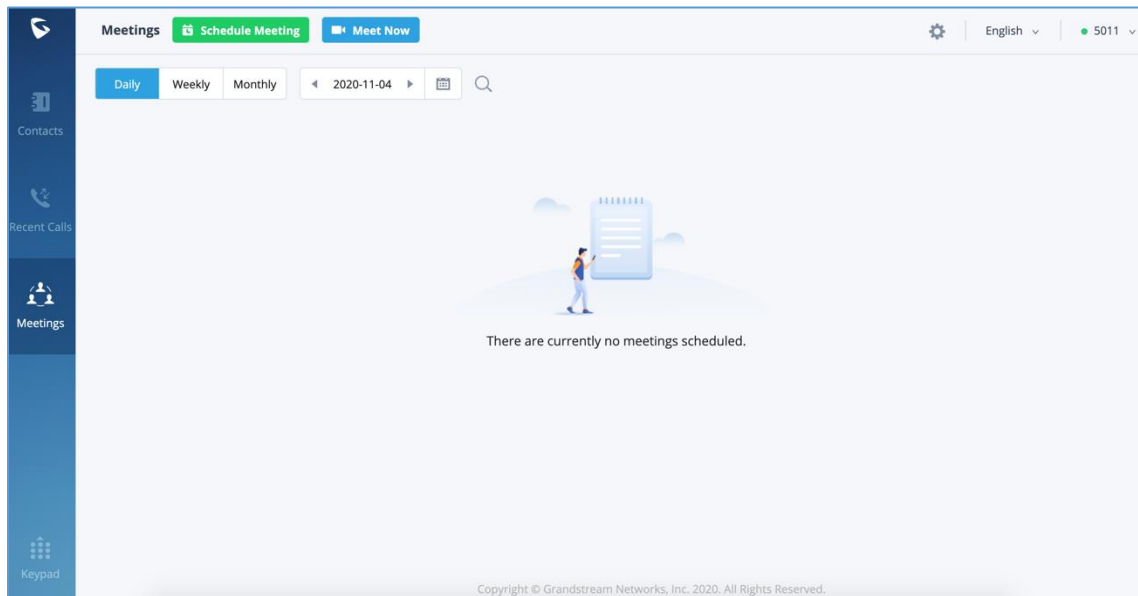



Figure 17: GS Wave meetings web page

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.

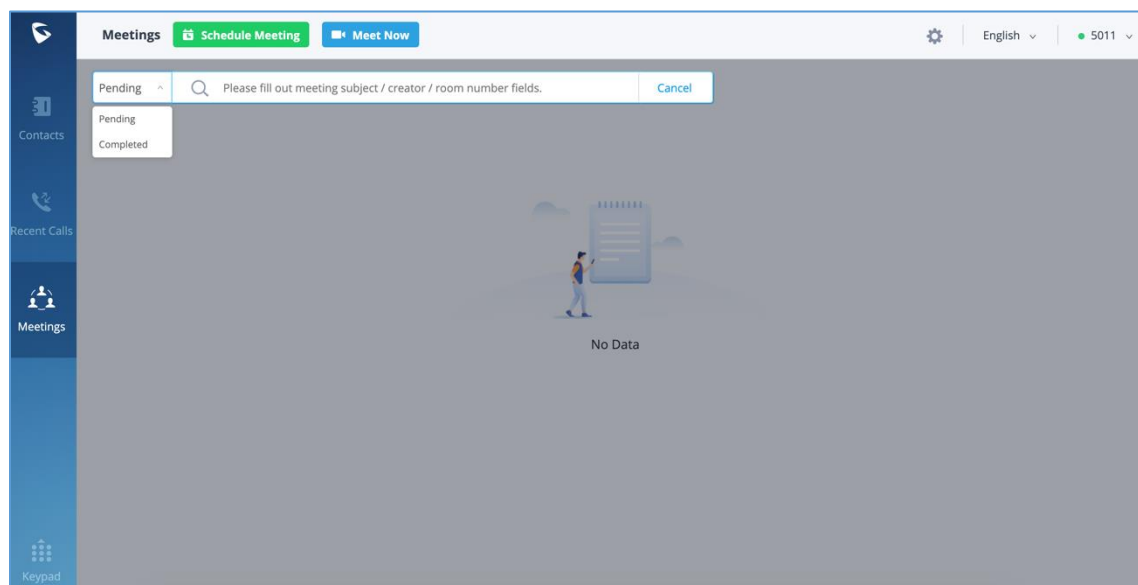





Figure 18: Search meeting



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

Meet Now

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

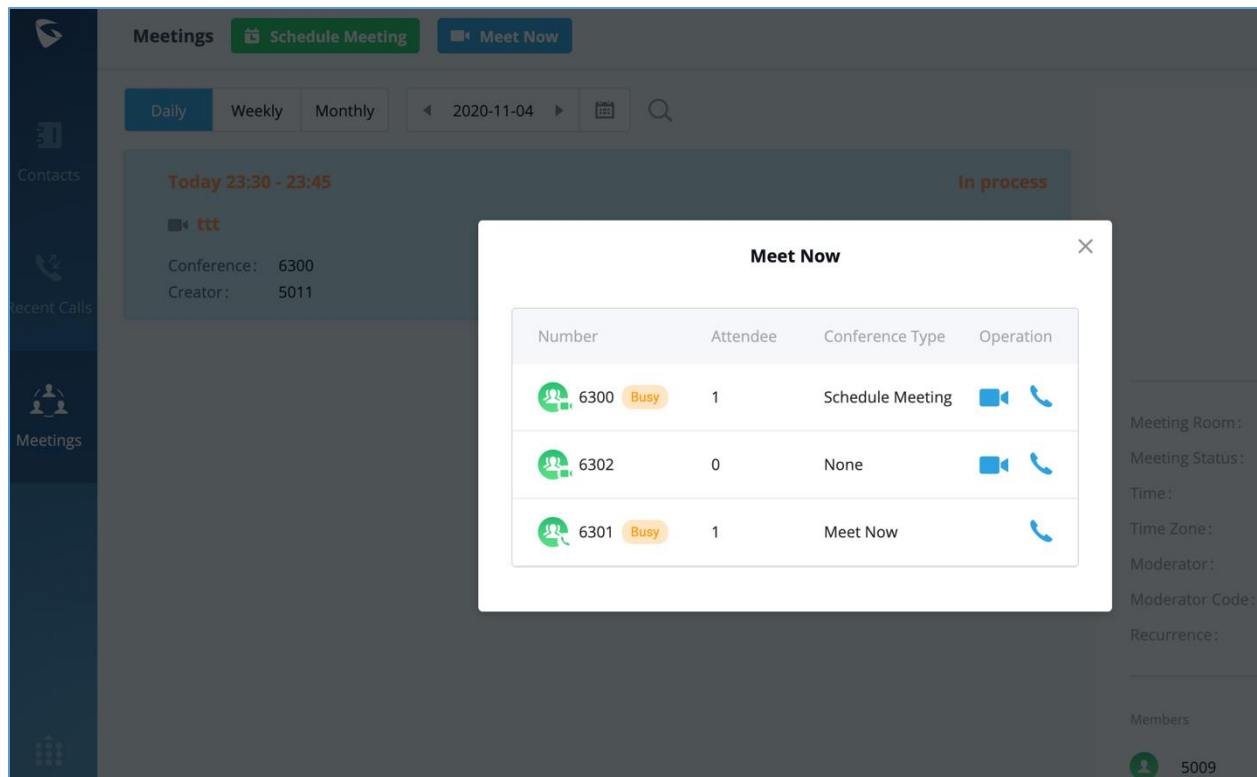






Figure 19: Meet now

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.

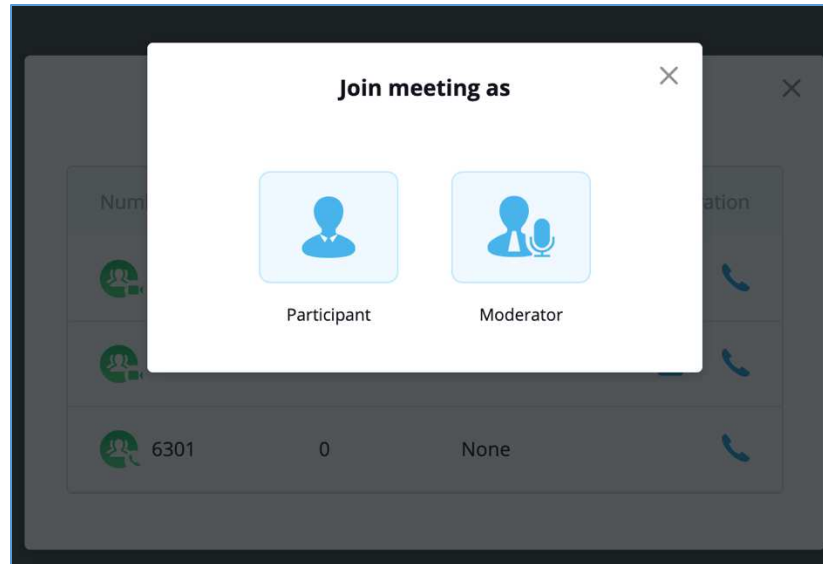


Figure 20: Select role

5. Click on “Join” to join the meeting now.

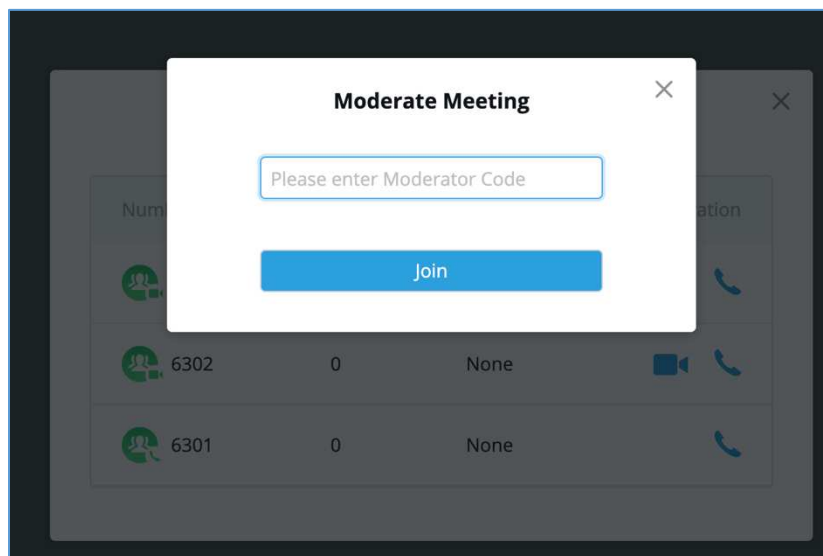


Figure 21: Enter moderator code

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 doesn't 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.

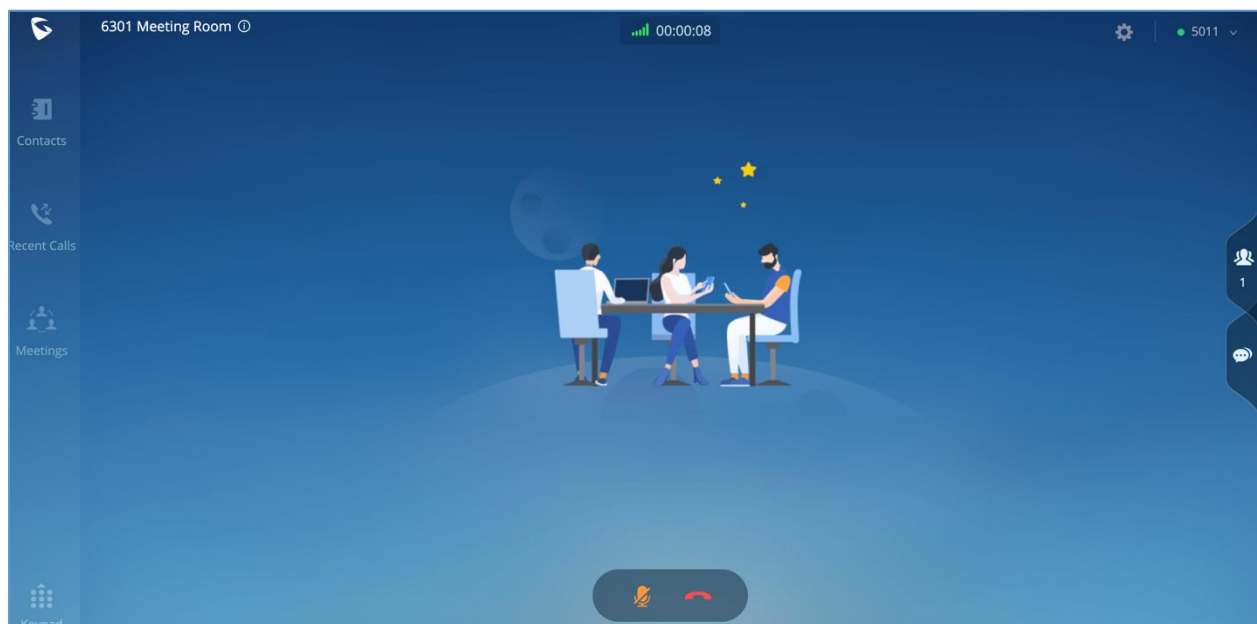








Figure 22: Audio conference room

Below are the available meeting control options:


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

To Become meeting moderator:



- Click on the icon  on the upper right of the GS 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 participants by selecting individual participant, selecting contact groups or inviting a remote conference bridge.

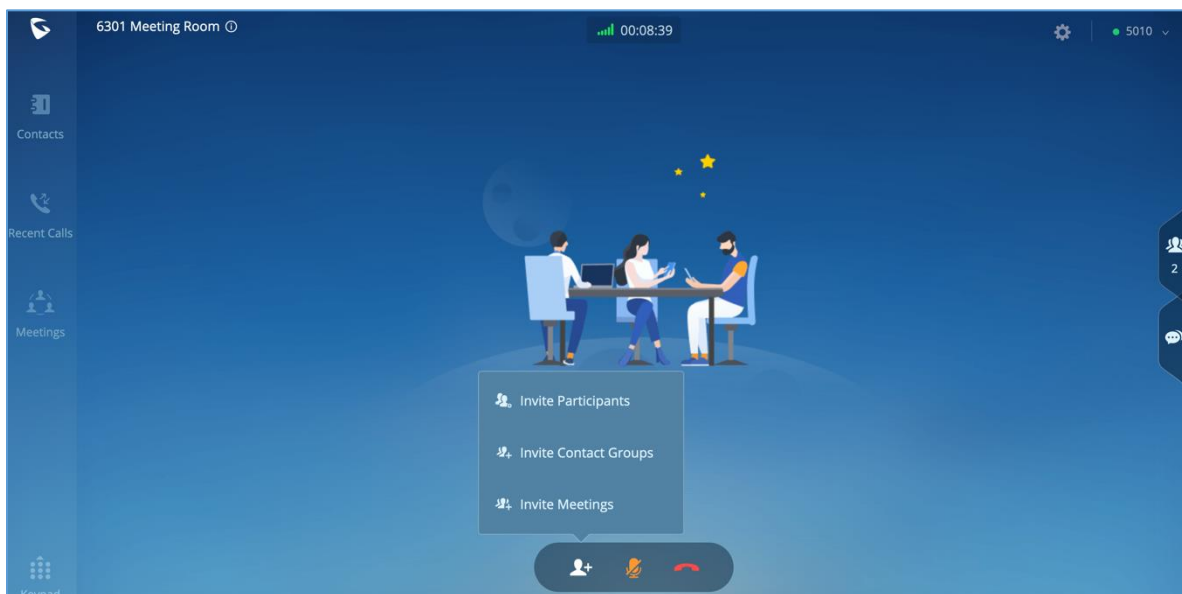



Figure 23: Invite participants to audio conference room

- Manage participants:

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



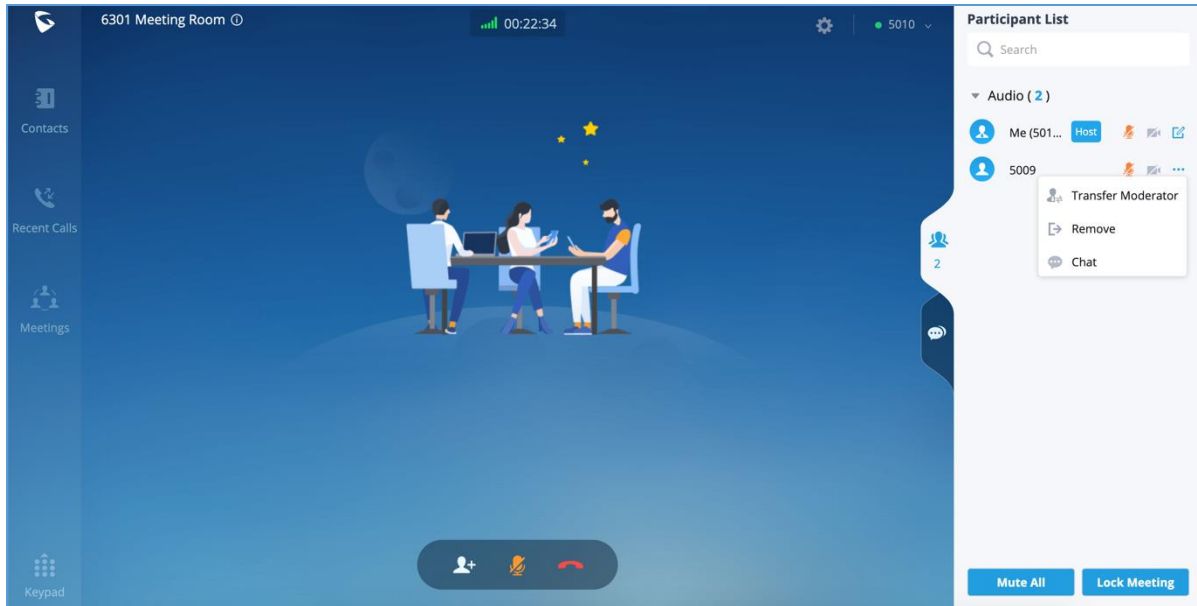


Figure 24: Managing meeting participants in audio meeting room

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.

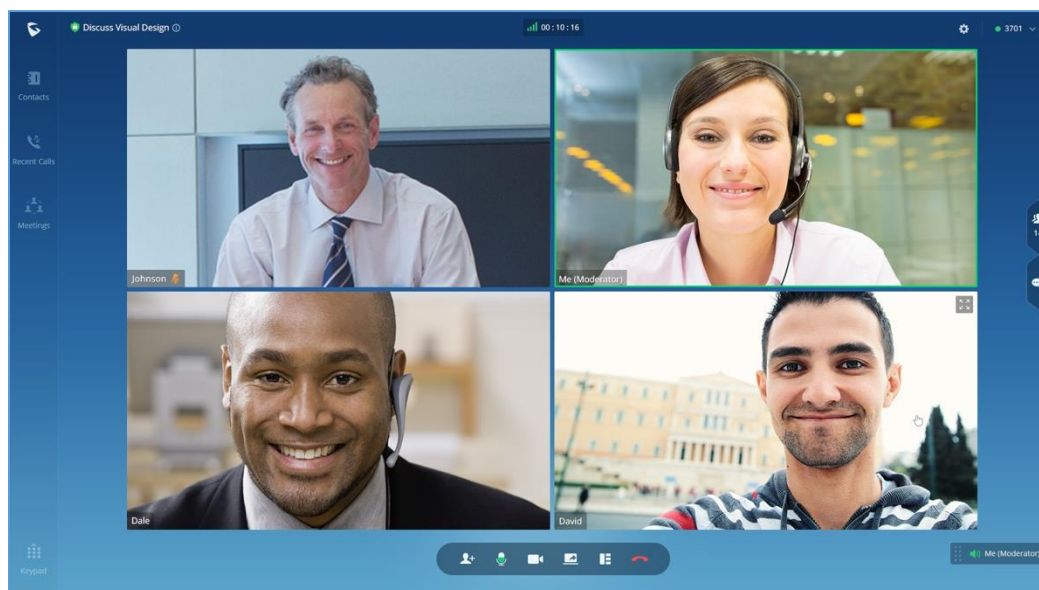












Figure 25: Video Conference screen


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.
- : 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. Click to open chat window and enter chat text.

To Become meeting moderator:

- Click on icon  on the upper right of the GS 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  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).



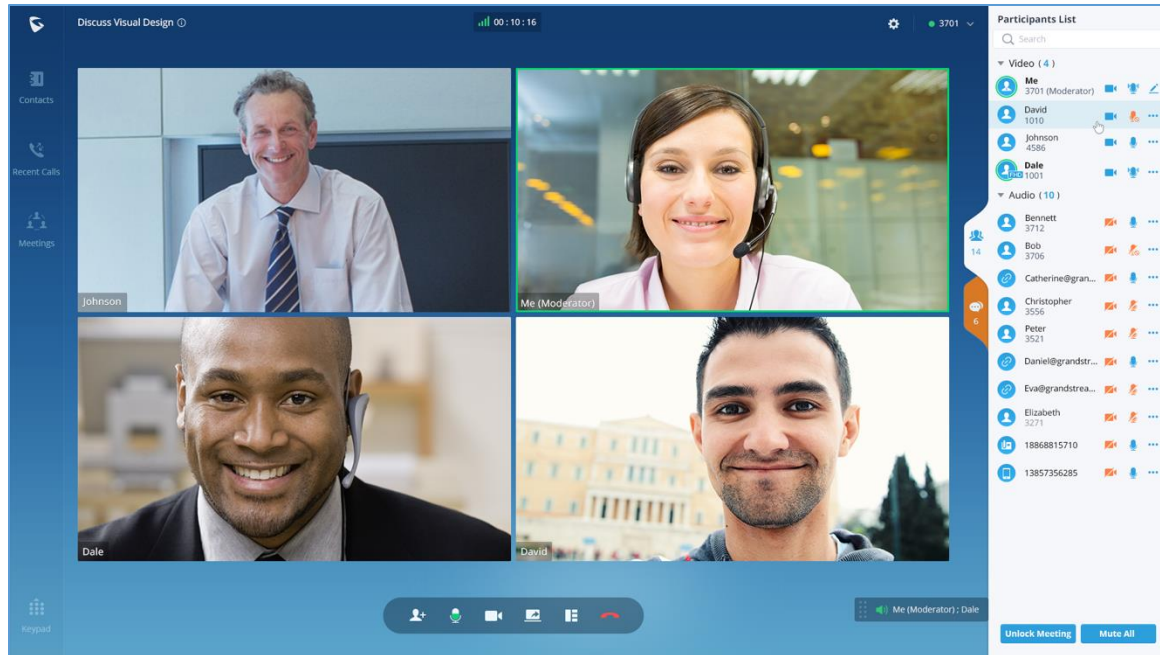



Figure 26: Managing participants in video conference

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 , 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.

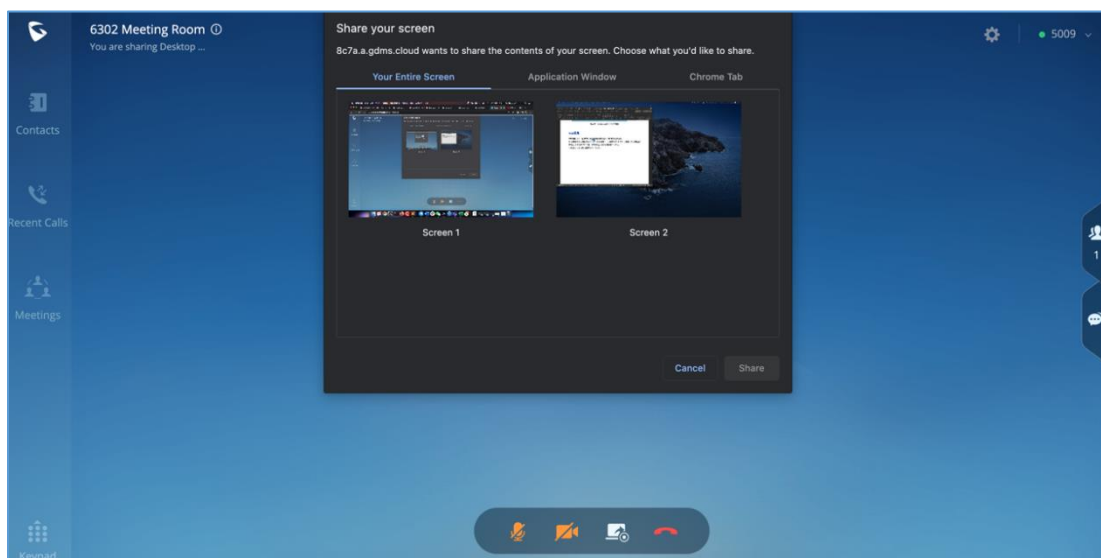


Figure 27: Screen sharing



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

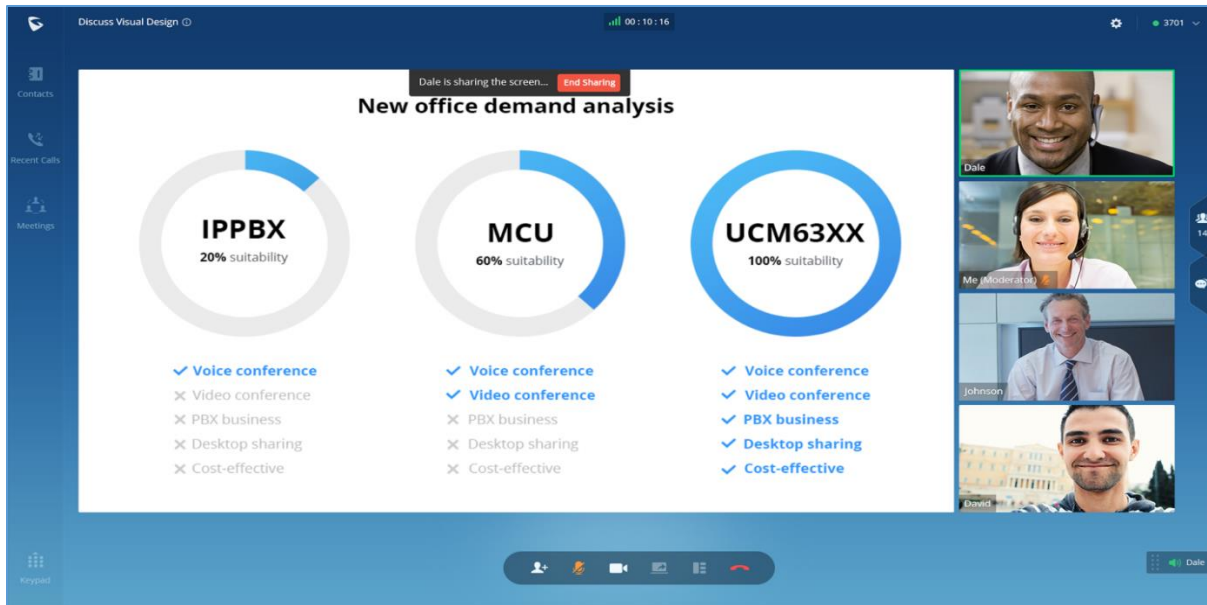


Figure 28: Screen sharing with video on

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 participant by generating meeting link or dialing other participant.

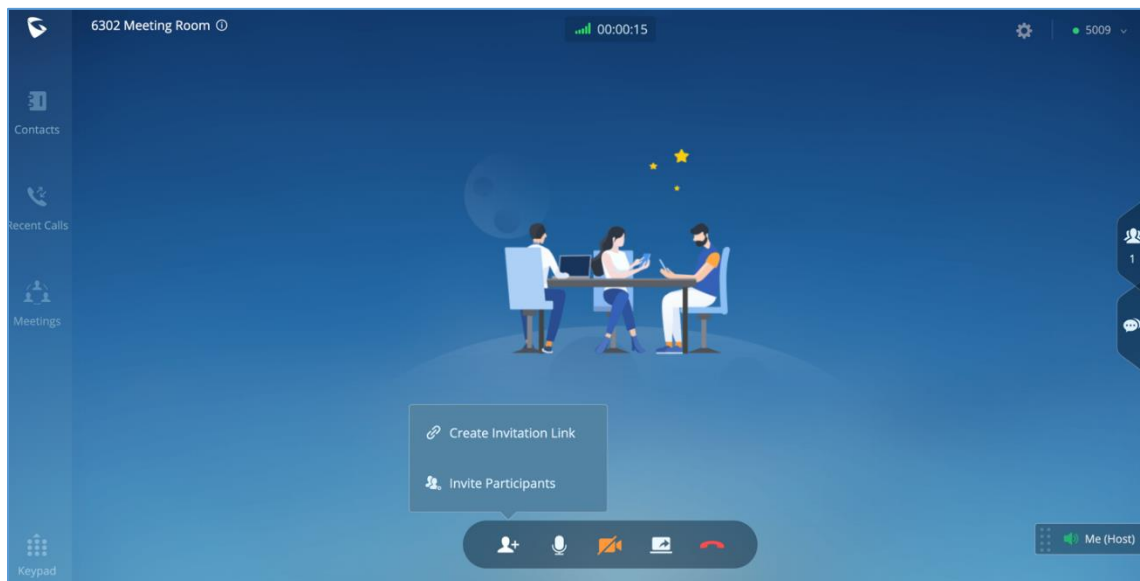


Figure 29: Invite participants



- **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.

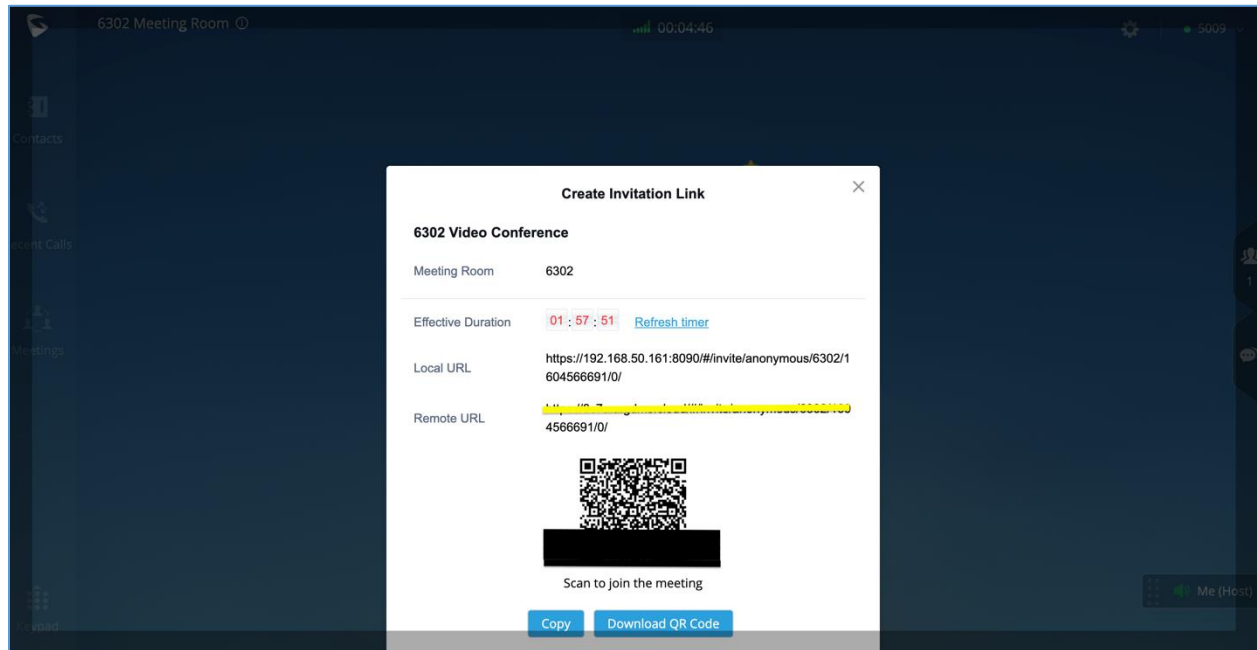


Figure 30: Create invitation link

- **Invite participants:**

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

Managing Participants

During meeting, click on icon  to open participant list.

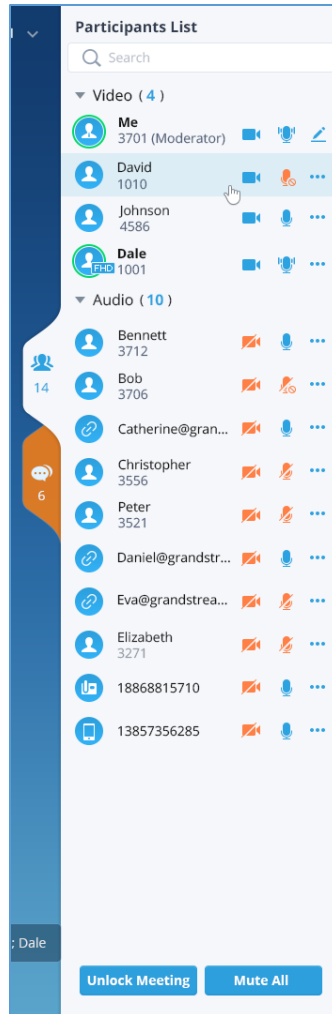










Figure 31: Participant list


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

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



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

Chat during Meeting

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

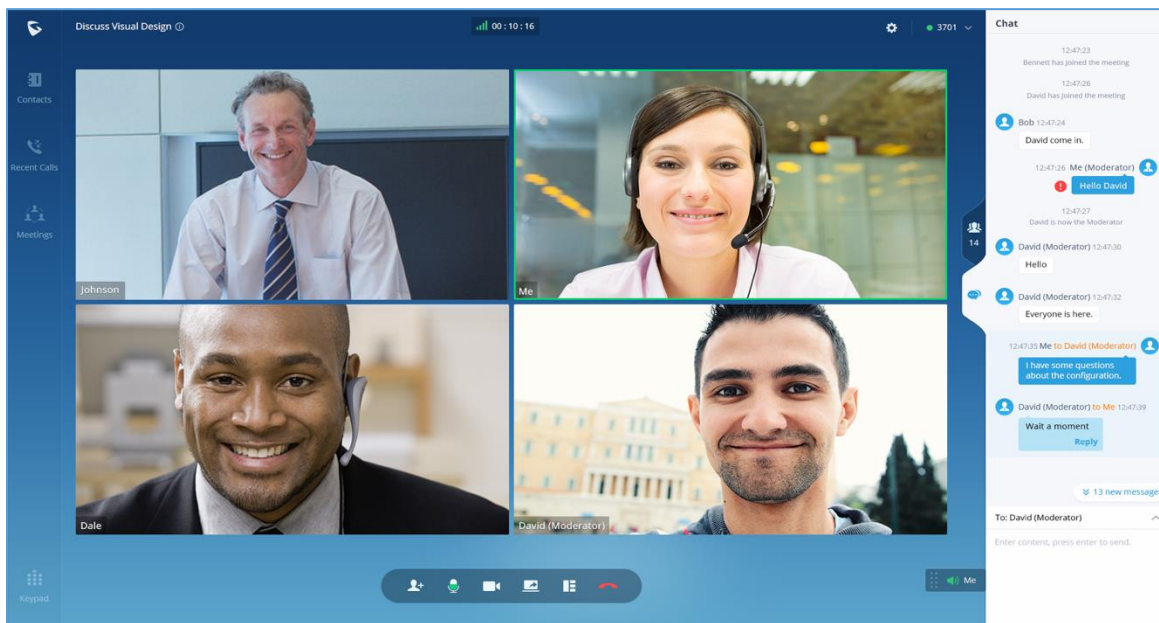




Figure 32: Chat during meeting

Chat window not only displays all chat messages, it also shows real-time notification when a participant joins meeting or leaves meeting.

Note: Currently only GS Wave web participants can use chat feature.

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.

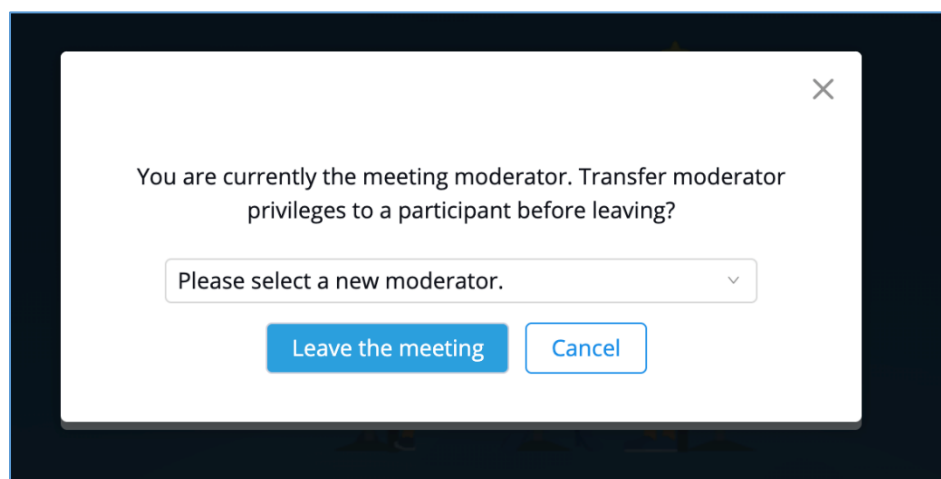
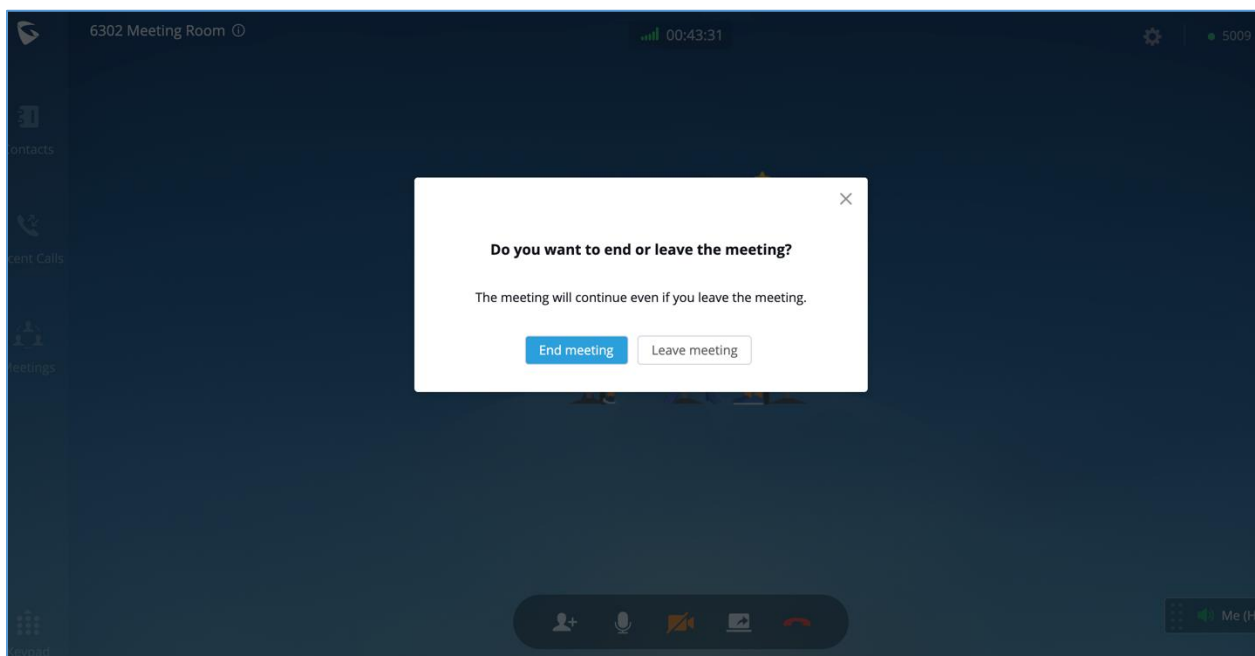


Figure 33: End meeting as moderator



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

GS 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.

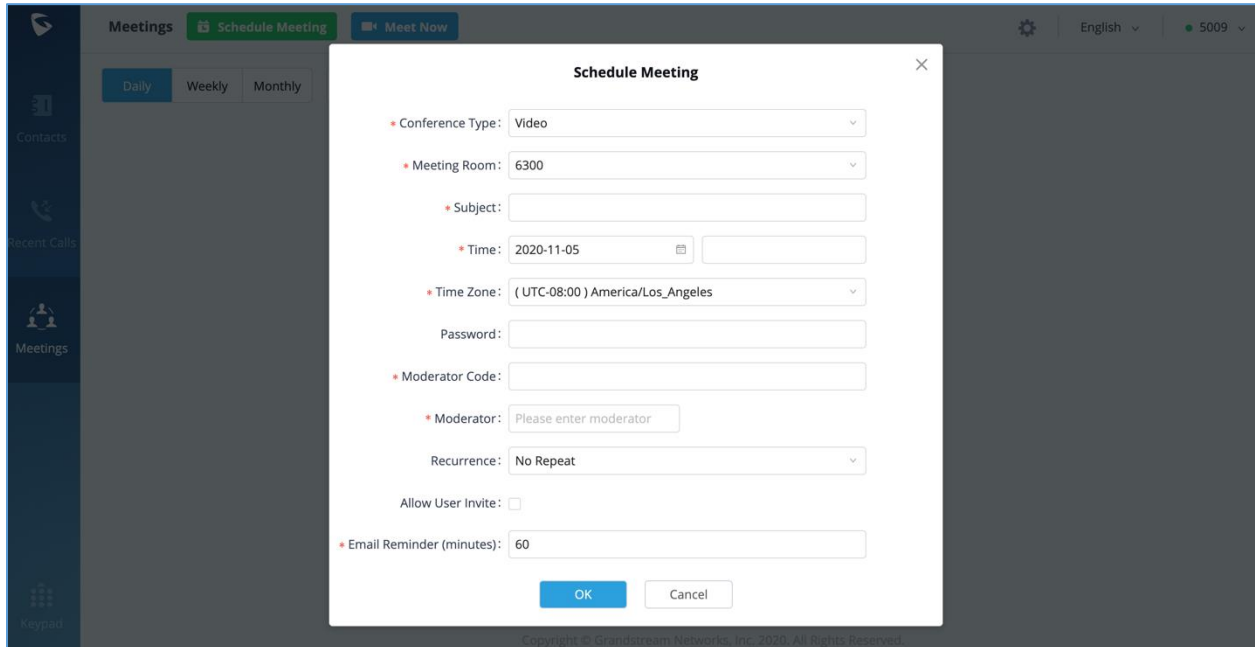


Figure 34: Schedule meeting

Table 1: 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:

	<ul style="list-style-type: none"> • No repeat • Every Day • Weekly • Monthly
Allow User Invite	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	<p>Defines the extensions or emails of the members to attend scheduled conference. After adding one invitee, click on ENTER to confirm</p> <p>Note:</p> <p>-If the invitee's extension does not have email configured on UCM extension setting, the user can click on "(Add Email)"to add email for this invitee.</p> <p>-To remove an invitee, click on "x"for the invitee.</p>
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.



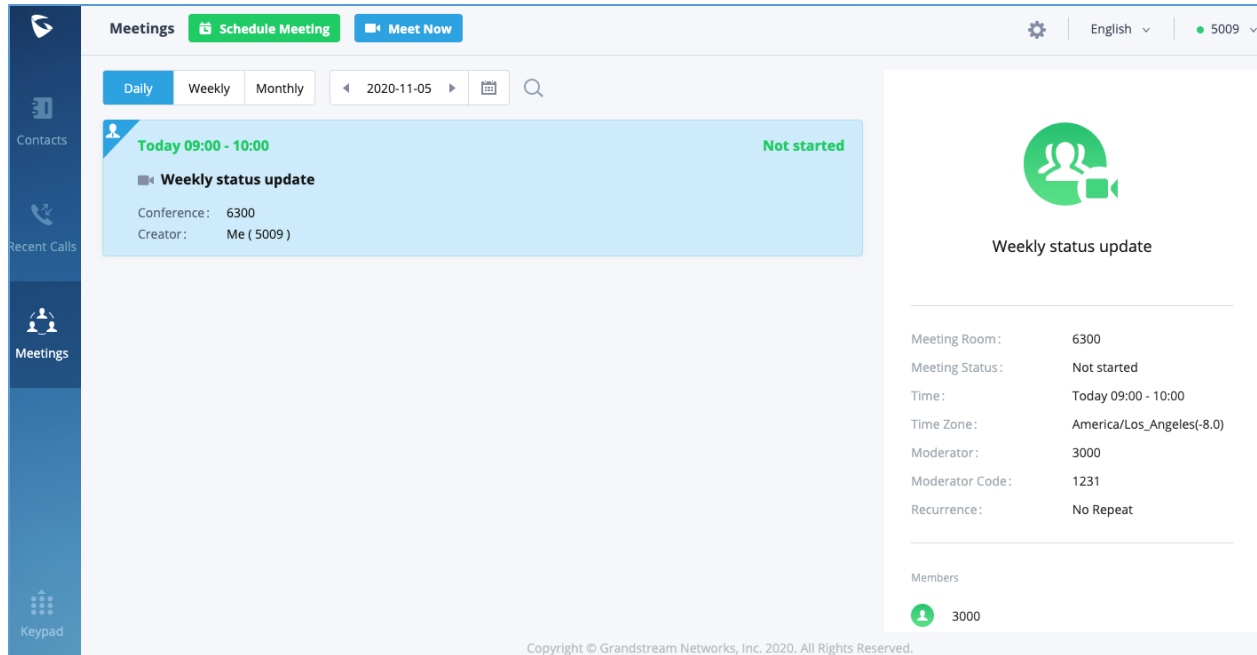


Figure 35: Scheduled meeting

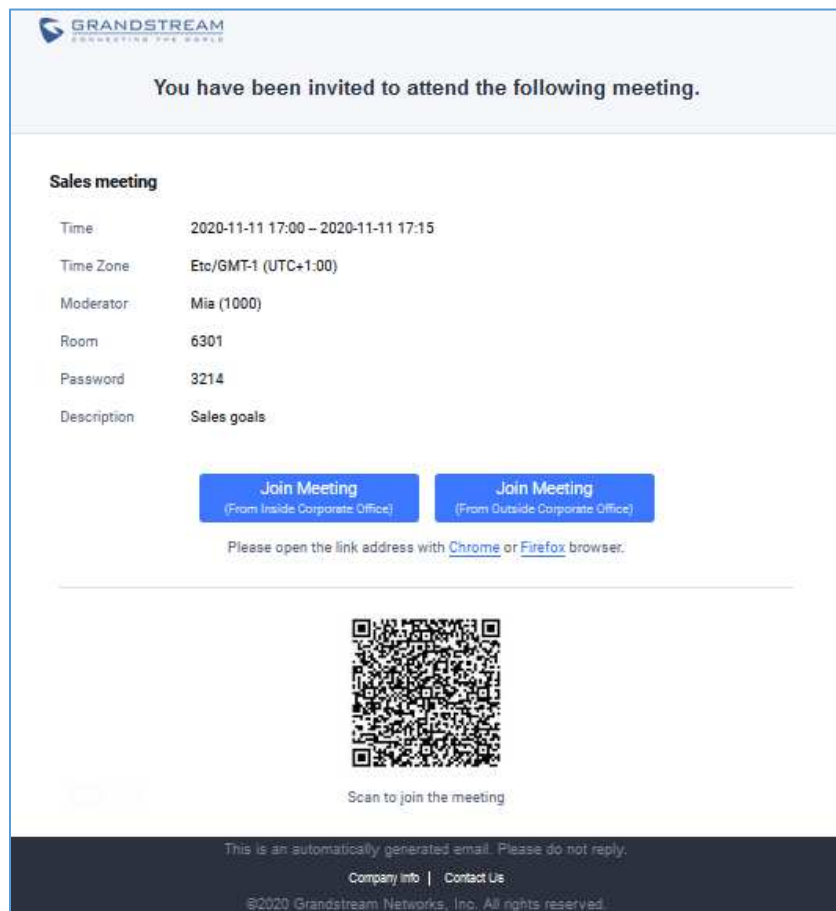


Figure 36: Scheduled meeting email notification



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 GS Wave web, users can enter voicemail access code to listen to voicemail.

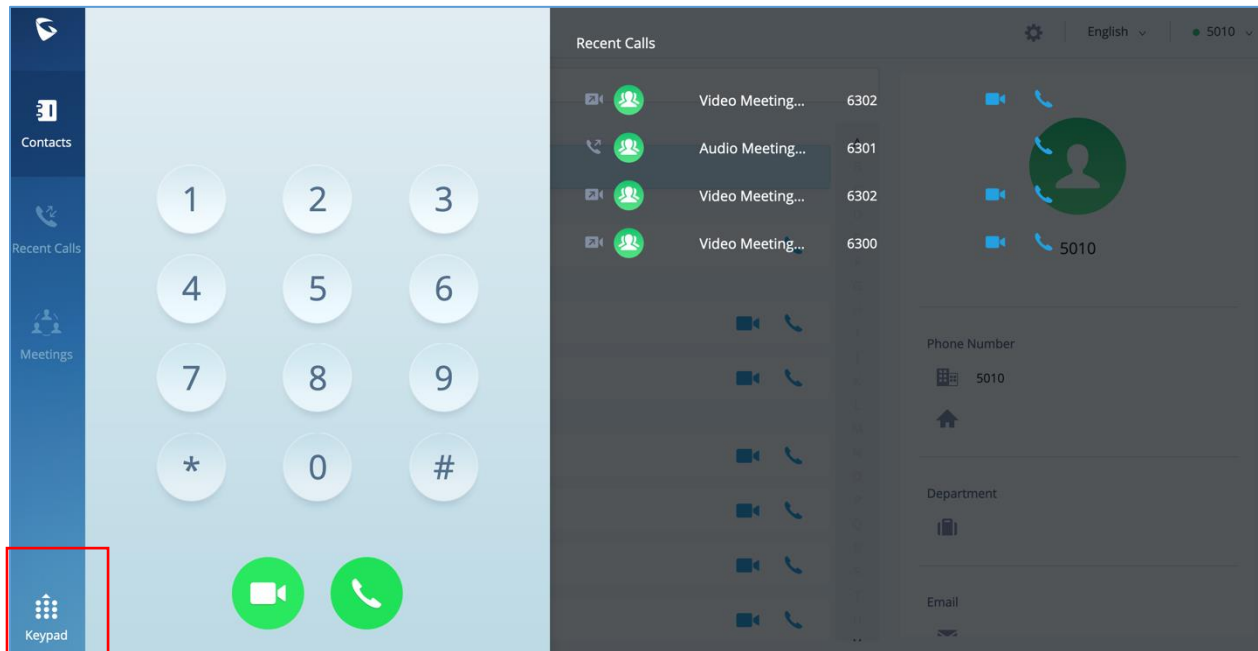


Figure 37: Open keypad on GS Wave web page

1. Open keypad on GS 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  to initiate video call or click on  to initiate audio call.

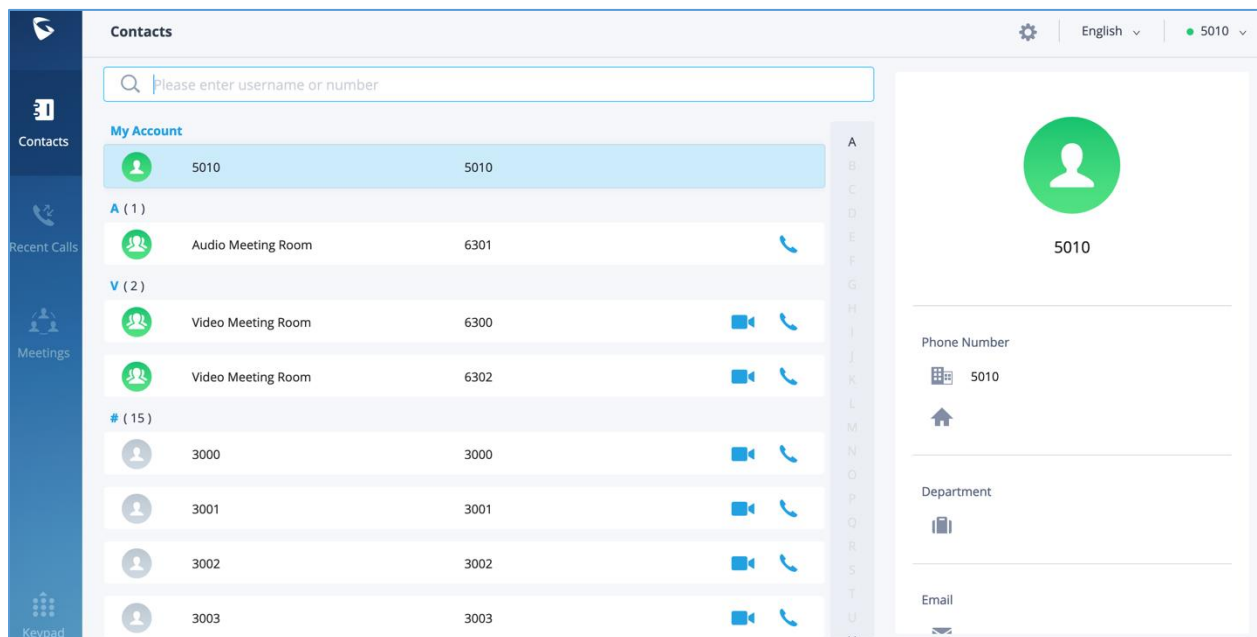


Figure 38: Contacts



CALL HISTORY

Click on “Recent 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.

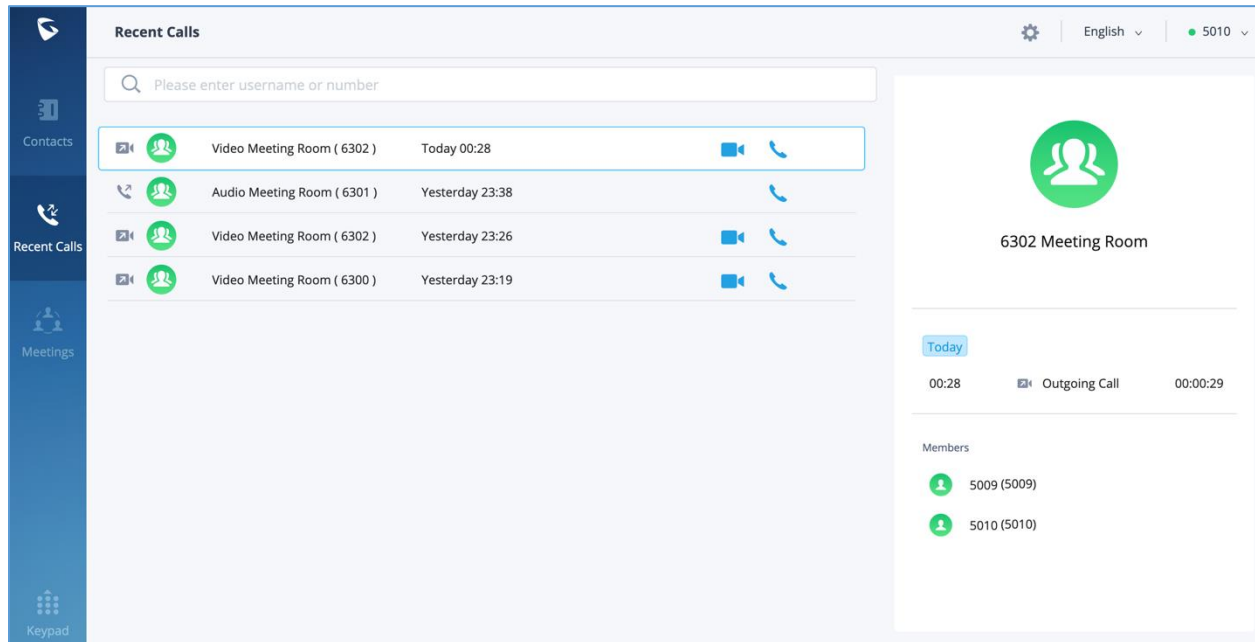








Figure 39: Recent calls

Call history can have the following type of calls:

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

SETTINGS

On the upper right of GS 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.

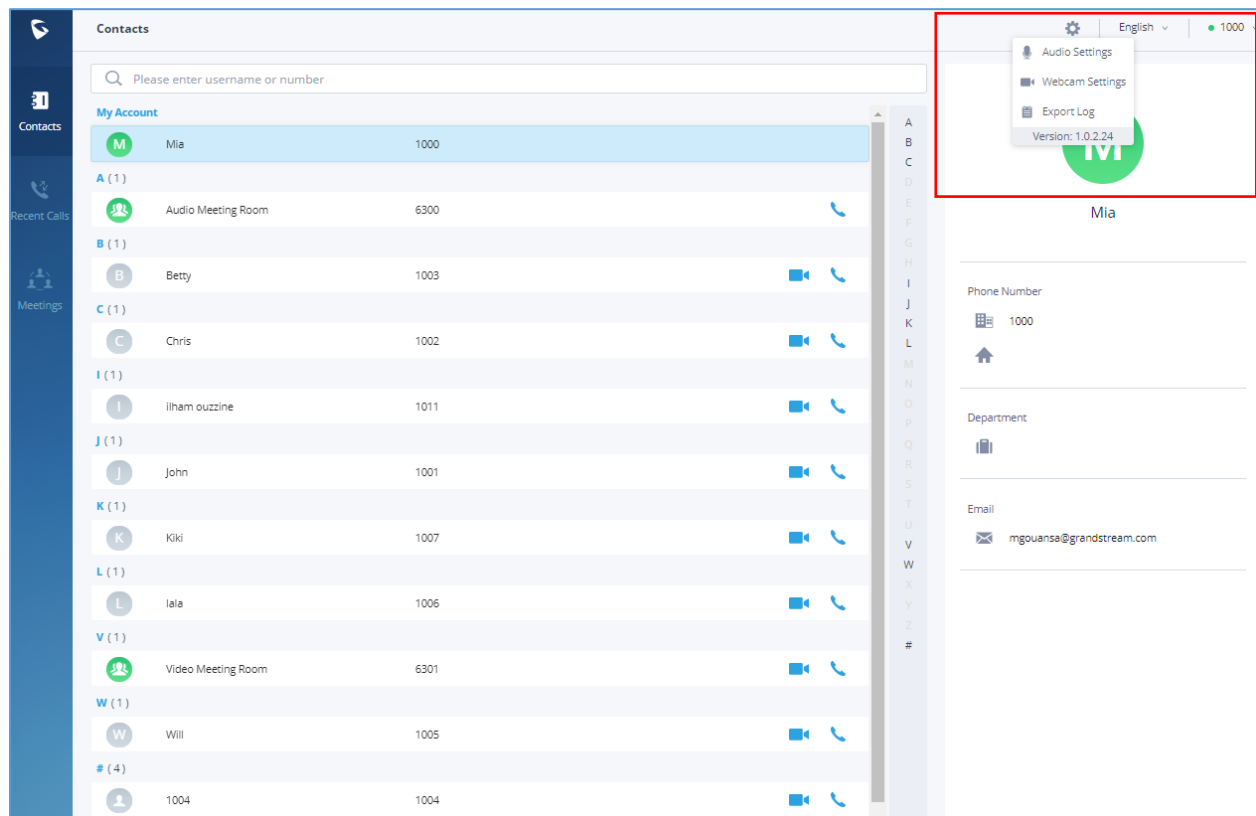



Figure 40: GS Wave Settings

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.

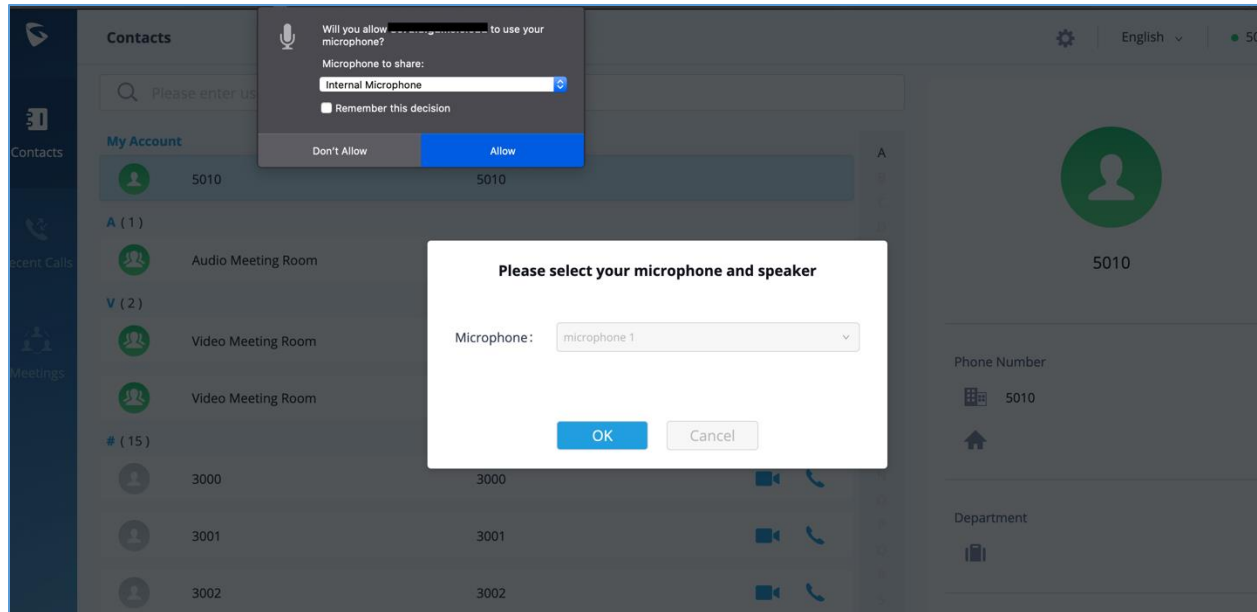


Figure 41: Firefox Audio settings

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

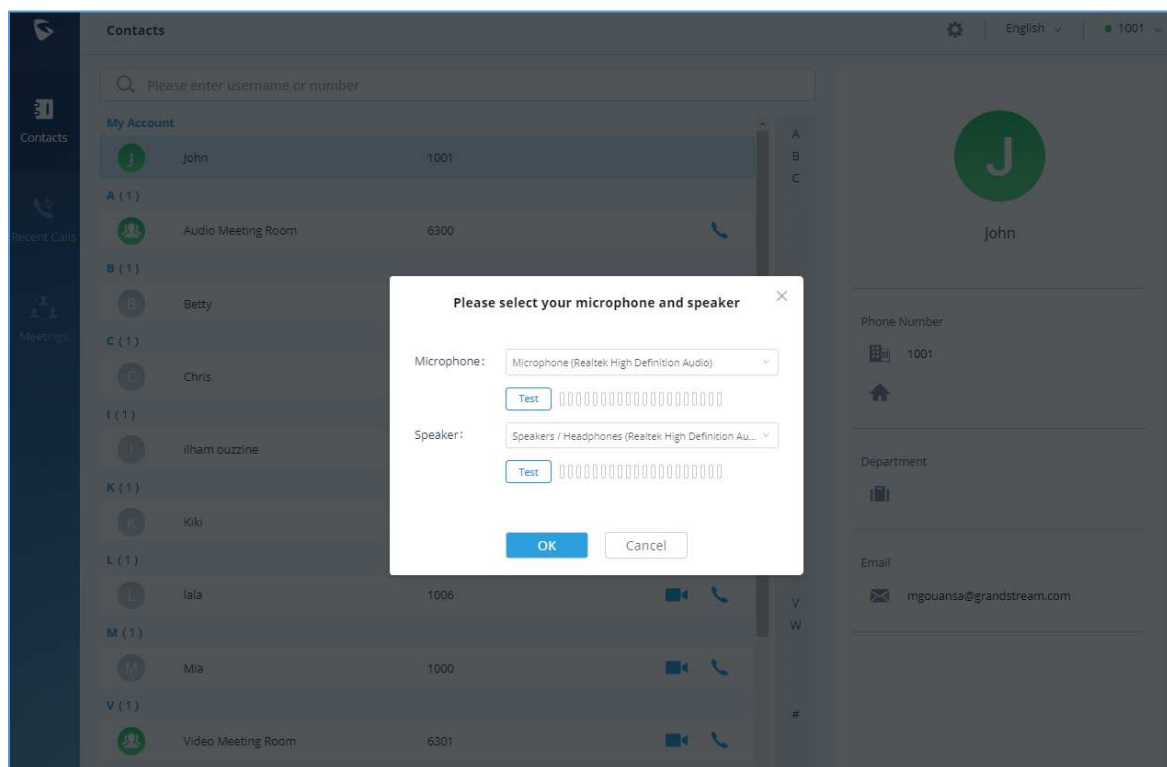



Figure 42: Chrome Audio settings

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.

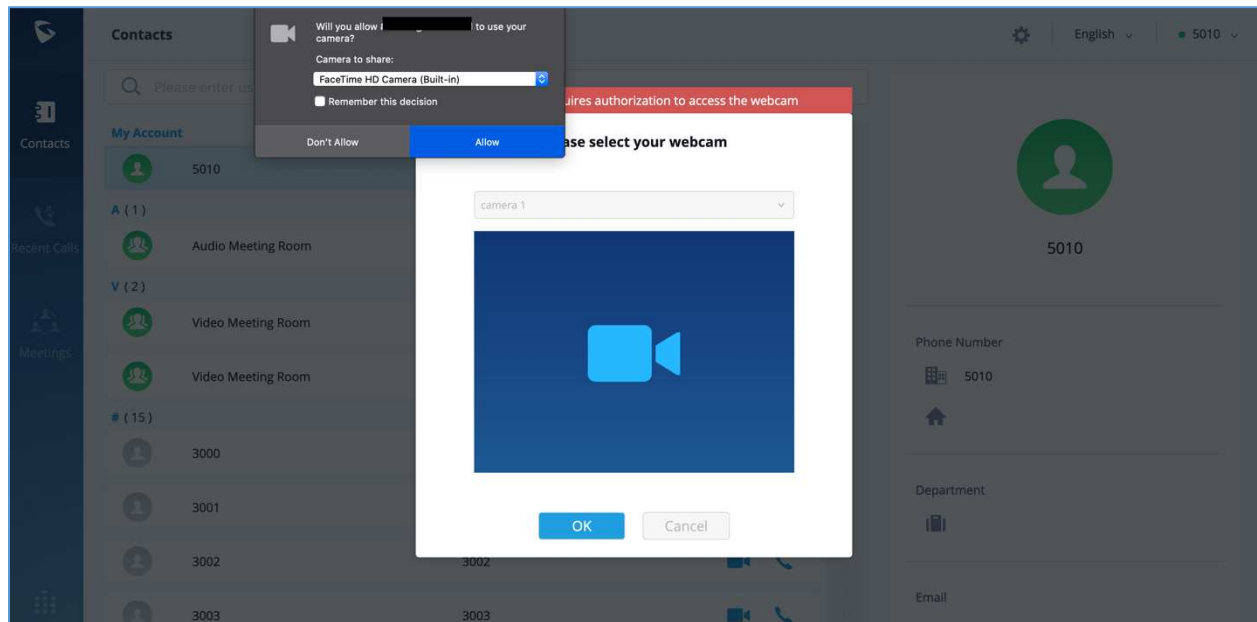



Figure 43: Webcam settings

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.

Export Log

If users encounter issues when using GS 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 GS Wave web, click on “English” to open language options. Please note that the language cannot be configured during call.



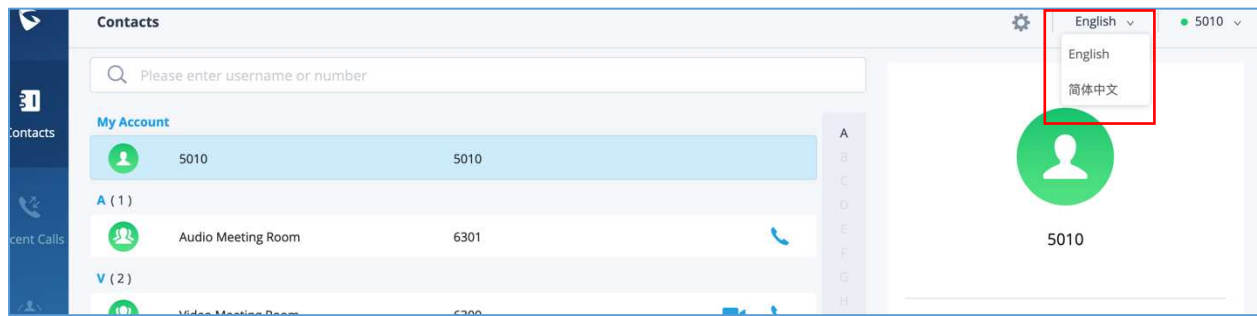


Figure 44: Language settings

Account Settings

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

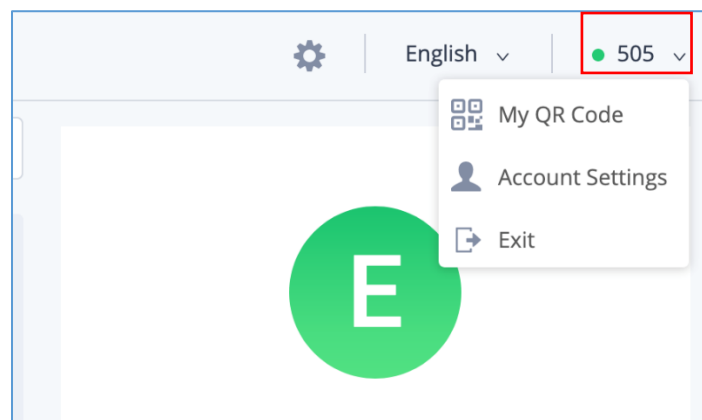


Figure 45: Language settings

- **My QR code**

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

- **Account settings**

GS 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.



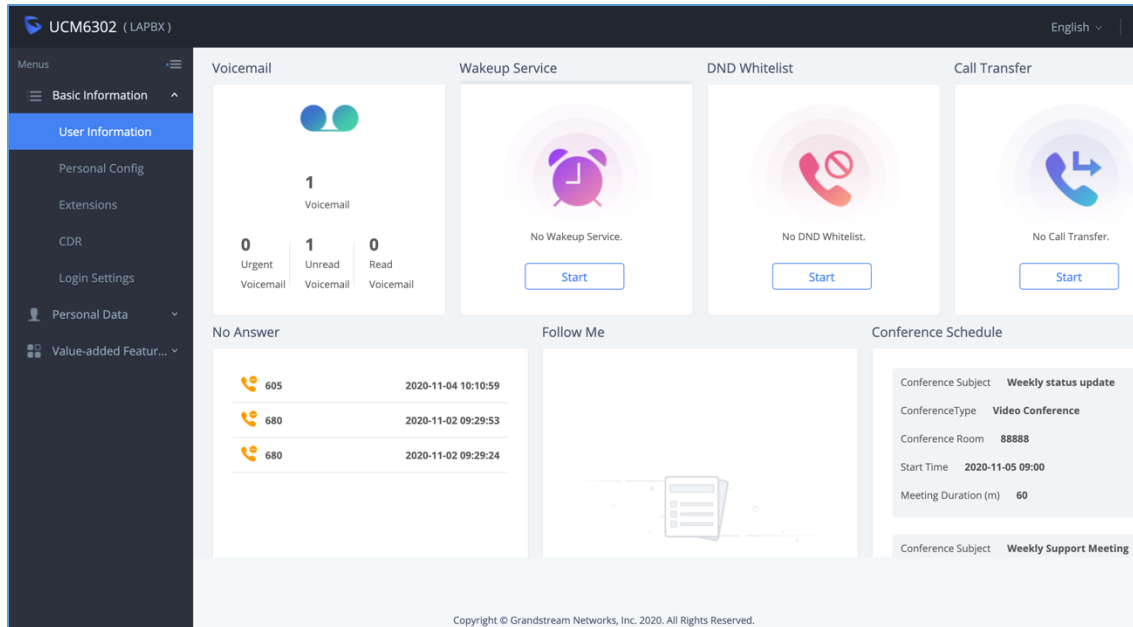


Figure 46: User Information

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.

