GRANDSTREAM
CONNECTING THE WORLD

Wave App
Connect Anywhere at Anytime

Wave is a mobile, desktop and web app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series IP PBXs. Ideal for remote workers, Wave offers an easy-to-use platform to remotely join, schedule and hold meetings, calls and conferences from anywhere. It also allows UCM6300 series users to directly call other extensions, landlines, and mobile numbers. Wave is free, available for Android and iOS devices as well as PC/Mac and can be quickly configured by scanning a barcode produced by the UCM6300 series. It pairs with Grandstream's UCM RemoteConnect cloud service, which ensures a fully secure connection between Wave and the UCM6300 series by providing automated NAT Traversal. Thanks to Wave, businesses can provide remote workers with a powerful mobile and desktop tool to meet and collaborate from anywhere, boosting productivity for dispersed organizations and remote workers.

Supports Android & iOS devices; Chrome and Firefox browsers; Windows & Mac

Remotely join meetings, calls and conferences

Compatible with Wi-Fi and 2G/3G/4G/5G networks

Allows UCM6300 series users to call other extensions, landlines & mobile numbers

Schedule and start meetings from the app

Supports PC and mobile built-in cameras & USB webcams

Supports video resolutions up to 1080p HD

Provides HD audio for crystal-clear meetings and calls

Basic chat features including private chat, group chat, audio conferencing and more

Supports use with Bluetooth, USB and other headsets

Download app & scan QR code from UCM6300 series to configure

Compatible with UCM RemoteConnect cloud service for secure remote connections

	Wave Mobile app	**Wave Desktop & Web**
Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/ICE, SIMPLE, LDAP, TLS, SRTP, IPv6	
Network	Wi-Fi, 2G/3G/4G/5G	Network connection provided by PC
Compatibility	Android and iOS devices (Google Play Store & Apple App Store)	Web: Firefox and Chrome browsers (WebRTC) Desktop: Windows 10+ and MacOS 10.13 or later
Video Streaming Resolution	Up to 1080p	
Camera	Supports mobile device's front and rear cameras	Supports built-in webcams, USB webcams (including Grandstream GUV series), etc.
Headset	Supports mobile device's Bluetooth connection, 2.5mm & 3.5mm headsets	Supports USB, Bluetooth, 2.5mm and 3.5mm headsets
Bluetooth	Supports Bluetooth functionality of mobile devices, computers and laptops	
Voice Codecs and Capabilities	Opus, G.711 A-law/U-law, G.722, G.726-32, G.729A/B, iLBC, GSM, FEC	Opus, G.711 A-law/U-law, G722, FEC (Wave Desktop only), NetEQ
DTMF	In-audio, RFC2833, SIP INFO	
High Audio Quality	Full-duplex speaker, AEC, AGC, Noise Reduction, PLC, Adaptive JIB	
Video Codecs and Capabilities	H.264 Video resolution up to 1080P HD, on-screen-display, camera block, GS-FEC	
Video Layout *(for Wave desktop and web)*	Supports focused and tiled screen layout - Default 4 video screens (1 up to 1080P) and 1 screen sharing (1080P) - Up to 9 video screens (1 up to 1080P) and 1 screen sharing (1080P)	
Meeting/Conference Control	Invite participants with contacts, links or QR code, remove a participant, mute participants, lock meeting	
Meeting/Conference Chat	Basic chat features including private chat, group chat, file attachments, initiate audio conference	
Telephony Features	Hold, audio conference, video conference, transfer, call histroy, contacts Android version: supports call-waiting and switching between two calls	Hold, call forward, audio conference, video conference, call history, DND, ring simultaneously, time schedule, call wakeup, SCA, BLF, call follow me, call record files, CDR, CRM, schedule meeting, contacts, CTI (beta)
UCM Integration	Feature code synchronization, call recording, transfer, conference room, voicemail	
Mobile Device Integration *(for Wave mobile)*	Supports background mode, proximity sensor for in-call touch screen and keys lock	
QoS	Layer 3 (ToS, DiffServ, MPLS) QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Supported Languages	English, Simplified Chinese, French, Spanish (Spain and Latin America), Italian, Greek, Arabic, Russian, German, Polish, Portuguese, Vietnamese, Thai, Czech, Turkish, and Hebrew	
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS, E2EE Chat	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS, SSH, 802.1X, E2EE Chat
Login Methods	Account extension number and password; login via QR code; join meeting via QR code	
Firmware Upgrade	Updated through Google Play Store or Apple App Store, Grandstream firmware page	Upgrade from UCM6300 series IP PBX (admin webUI)

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Mobile Application

Wave is a free mobile app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series of IP PBXs. Ideal for remote and travelling workers, Wave offers an easy-to-use platform to remotely join, schedule and hold meetings, calls and conferences from mobile devices. It also allows UCM6300 series users to directly call other extensions, landlines, and mobile numbers. Wave is available for Android™ and iOS™ devices, can be quickly configured by scanning a QR Code produced by the UCM6300 series and is compatible with Grandstream's UCM RemoteConnect cloud service to ensure fully secure remote connections. With Wave, businesses can provide remote workers with a powerful mobile app to meet and collaborate from anywhere, boosting communication and productivity for multi-location organizations.

Specifications

Calls

- Dialing Feature
  - Supported T9 Matching feature
  - Supported Dial Plan Rule
  - Supported inputting email or name
- Audio Peripheral Support (Phone Call Control)
  - Supported Webhid to control common earphones and Teams certified earphones to
  - answer/end/hold/mute/unmute calls and volume control.
- Bluetooth Earphone
  - Android App supports switching audio channels for single Bluetooth earphones.
- Call/Video Recording
  - Supported recording the audio/video
- Supported sharing desktop/application in calls
- Supported Safe Driving Mode

Chat and Collaboration

- E2EE Chat feature
  - Supported E2EE Chat feature only for P2P chat
- Supported sending files/pictures
  - Supported sending up to 100MB files
  - Supported sharing files in the Google Drive and Office 365
- Supported sending audio (Only for Wave Android and Wave iOS)
- Quote Reply
  - Supported Quote Reply feature, and users can also quote reply to the message with emojis
- Supported searching chat history entry
  - Supported searching chat history entry and supported viewing the list of files sent in the chat
- Supported chatting before a meeting and supported synchronizing chat records to the meeting
- Supported synchronizing chat records in the meeting to a chat group
- Supported Poll and Survey features
- Supported non-working hours reminder when chatting with a remote partner

Meetings

- Built-in Meeting Services (All-in-one)
- Join Meetings
  - Supported on all Wave clients, and also supported on Chrome/Firefox/Edge
- Maximum participants amount for a video meeting (80)
- Free meetings for all participants with no time limit
- Terminal Types
  - Including extensions, any phone numbers, emails, or selecting from contacts
- Supported Annotation feature when sharing the desktop

Integration/Call Center

- CRM Integration
  - Supported 10 CRM systems
  - Call matching with CRM contacts
  - Quickly create a contact for a new number
  - Synchronize call history entries to the CRM system
  - One-click call on CRM (hotkey dialing)
- Chrome Extension: Web H5 Softphone
  - Directly integrate the call capability of Wave in any Web/App
- Documentation system integration add-in
  - Supported Google Drive and Office 365
- Microsoft Teams
  - Supported connecting to Teams in SIP Trunk mode
  - Supported installing Wave add-in in Teams, in order to use Wave app to make calls,
  - Initiate video meetings, match Teams and Wave contacts, manage call history entries, etc.
- App Store
  - Supported uploading and installing all integrated add-ins
- Supported Android/iOS/WebRTC SDK
- Integrated door system and monitors in the Wave app

Settings

- Supported Audio/Video Settings in Wave app
  - Date/time format settings, notification settings, ringtone customization, dial plan settings