



Grandstream Networks, Inc.

UCM6300 Series IP PBX

RemoteConnect User Guide



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CHANGELOG

This section lists the major new features and significant changes from previous versions of the user guide for Remote Connect. Minor updates for corrections or editing are not documented here.

Version 1.0.11.10

- No major changes.

Version 1.0.11.9

- Added option to enable and disable password less for remote access. [Remote Password Free Access]
- Support for CDR data cloud storage (only manual update, no functional changes). [CDR Stored in GDMS Cloud]
- Support GDMS synchronization and modification of UCM remarks. [UCM REMARKS]

Version 1.0.9.8

- Added support for “Troubleshooting” and “Remote Link” diagnosis tools for troubleshooting network connection to the RemoteConnect service. [UCMRC Remote Service Diagnosis]
- Added the Company Name option to the UI Customization. [UI CUSTOMIZATION]

Version 1.0.7.12

- No major change.

Version 1.0.7.9

- Added support for Cloud IM service. [Cloud IM Service]
- Added support for integrated customer service SDK. [INTEGRATED CUSTOMER SERVICE SDK]

Version 1.0.5.4

- Added ability to add a custom browser tab icon and custom logos on various pages of the web management portal and Wave Web portal. [UI CUSTOMIZATION]
- Added ability to synchronize UCM system event alerts to GDMS. [GDMS ALERT MANAGEMENT]



- Added ability to remotely restore backups from GDMS. [Remotely Restore Configuration File]
- Added ability to remotely detect UCM bandwidth on GDMS. [Call Quality Statistics]

Version 1.0.3.10

- Added CDR stored in GDMS cloud. [CDR Stored in GDMS Cloud]
- Added GDMS Cloud Storage for recordings. [Recordings Stored in GDMS Cloud]
- Added Call Quality Statistics. [Call Quality Statistics]
- Added SMS Notification. [SMS Notification Settings]

Version 1.0.2.25

- This is the initial version



INTRODUCTION

Thank you for purchasing the UCM6300 IP PBX. The Grandstream UCM6300 series IP PBX is based on Asterisk 16 system. It provides powerful functions, a friendly interface for remote management, and an easy-to-expand all-in-one communication solution to enterprises of all sizes. The UCM6300 series IP PBX supports up to 5000 extensions with PBX features including audio/video calling, video conferencing, video surveillance, PBX data management and analysis, UCM RemoteConnect, and device remote access. It is an ideal choice for enterprises looking for an all-in-one solution for users to communicate efficiently and work productively.

The UCM6300 series IP PBX provides UCM RemoteConnect service which offers users a quick setup to start working remotely including Grandstream Wave web app using WebRTC and Wave mobile app on Android and IOS system to communicate and join meetings, synchronize, and manage extension, receive alerts, and reports, view, and managed storage via cloud, and much more. The UCM6300 UCM RemoteConnect service is offered via Grandstream Device Management System (GDMS). Please visit the GDMS platform for UCM RemoteConnect service plan information and purchasing plan, device remote management, cloud storage management, etc.

This document describes how to use the UCM6300 series IP PBX UCM RemoteConnect service with UCM6300 and GDMS.



UCM REMOTECONNECT SUBSCRIPTION PLAN

The UCM RemoteConnect plan offers the following services:

- Automated NAT traversal allows users to communicate remotely from an external network without complicated configuration needed.
- 3 remote management levels:
 - View device basic information such as device firmware version.
 - UCM remote reboot, upgrade, SIP extension sync-up
 - Remote access to UCM web GUI
- GDMS provides a cloud storage service for the UCM6300 series to back up configuration files and user data.
- UCM statistics are displayed in the report and sent to the system admin via email.



PREREQUISITE

The UCM RemoteConnect service on the UCM6300 series must be used with Grandstream Device Management System (GDMS). Before the UCM is connected with GDMS, the RemoteConnect information displays as below on UCM6300 web GUI→**Value-added Features**→**UCM RemoteConnect** page.

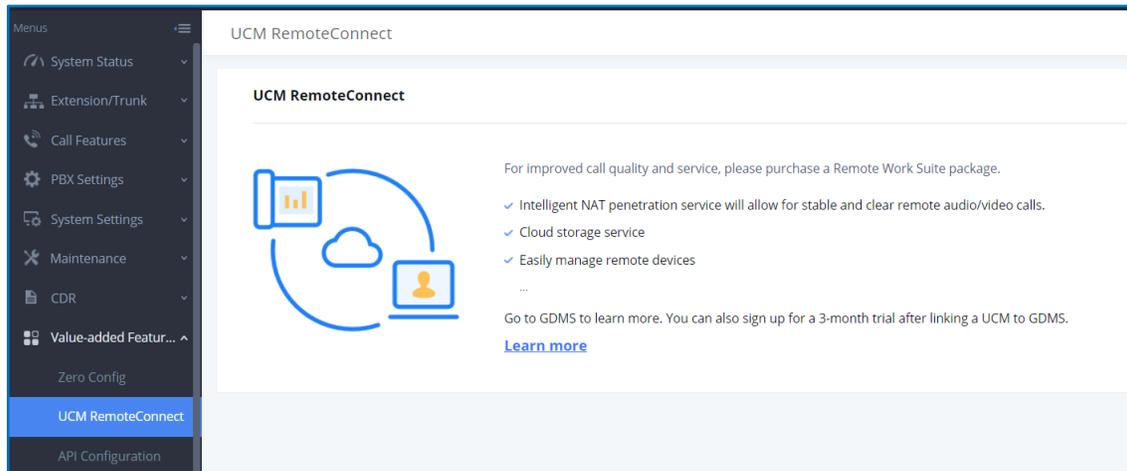


Figure 1: UCM RemoteConnect Page

Before using the service, please log in to your GDMS account. If you do not have a GDMS account, please sign up here and then log in: <https://www.gdms.cloud/login>

On the GDMS platform, sign in and go to **Device**→**PBX Device** page, click on “Add Device” to add your UCM6300 device to the GDMS system. Please refer to the section “Managing UCM6300 on GDMS→Add UCM Device” for more details.

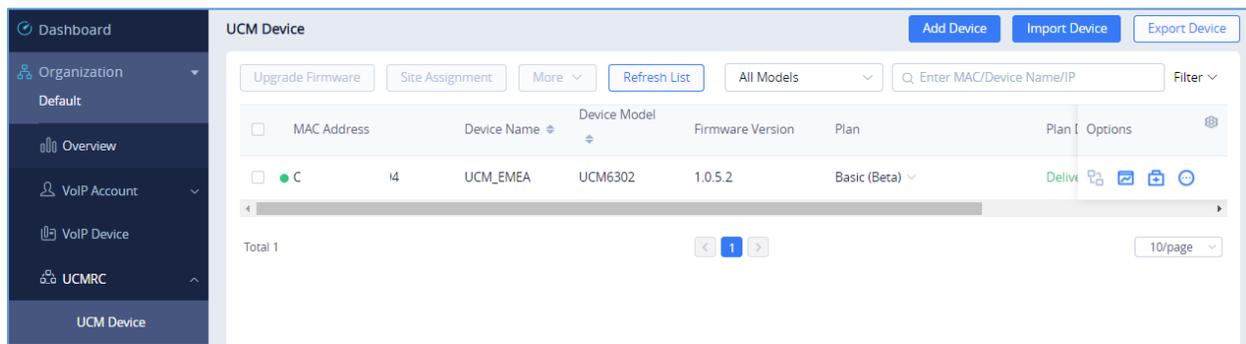


Figure 2: GDMS PBX Device Page



CONFIGURING UCM REMOTECONNECT

Purchase Plan

Log in UCM6300 web GUI with the admin account. Go to **Value-added Features → UCM RemoteConnect**. An initial introduction page will be displayed as below.

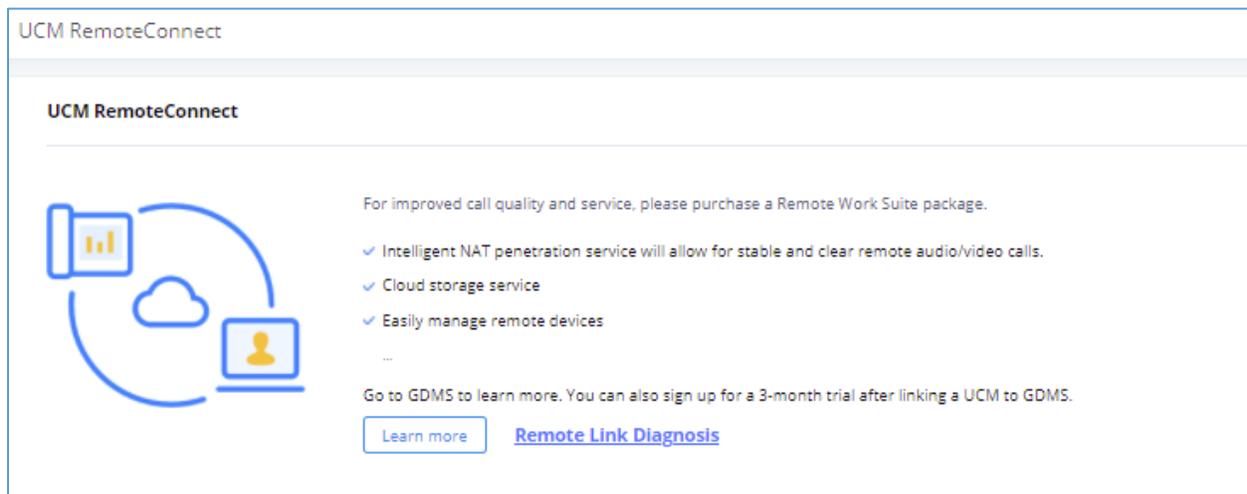


Figure 3: UCM RemoteConnect Introduction Page

On the GDMS platform, sign in and go to **Device→PBX Device** page, click on “Add Device” to add your UCM6300 device to the GDMS system. Please refer to the section “Managing UCM6300 on GDMS→Add UCM Device” for more details.

After UCM is successfully connected to GDMS, an open beta plan will be assigned to the UCM for users to start with.

Now log in UCM web GUI and go to **Value-added Features → UCM RemoteConnect**. The following plan details will be displayed with related configurations available on the web page.



UCM RemoteConnect

< **Plan**
Plan Settings
Integrated Customer Service SDK
UI Customization
State >

Subscription Tier:	Open Beta	Renew / Upgrade
Subscription Period:	Valid until 30/09/2021	
Plan Status:	Active	
Max Remote Concurrent Sessions:	36	
Max Remote Users:	Unlimited	
GDMS Cloud Storage:	5 GB	
STUN Address:	nat-b.gdms.cloud	
UCM Public Address:	c074ad0a8c94-10671.b.gdms.cloud	
Public TLS Port:	5061	

Figure 4: UCM RemoteConnect - Effective Plan

 **Note:**

- After the UCM is added on GDMS, automated NAT traversal, SIP extension sync-up, and basic statistics features are available without the manual configuration required.
 - Users cannot purchase UCM RemoteConnect services directly on UCM630x. To purchase UCM RemoteConnect services, please log in to GDMS for details or contact your service provider.
 - “Statistics” refers to the number of concurrent remote users for calls and meetings.
-

UCMRC Remote Service Diagnosis

In daily operation, the user can click the "Diagnosis" button to diagnose the remote service system. The specific diagnosis content includes media service (STUN/TURN), GDMS link and heartbeat detection, tunnel service (SIP/Web Socket), Cloud IM, UCM bandwidth speed measurement.



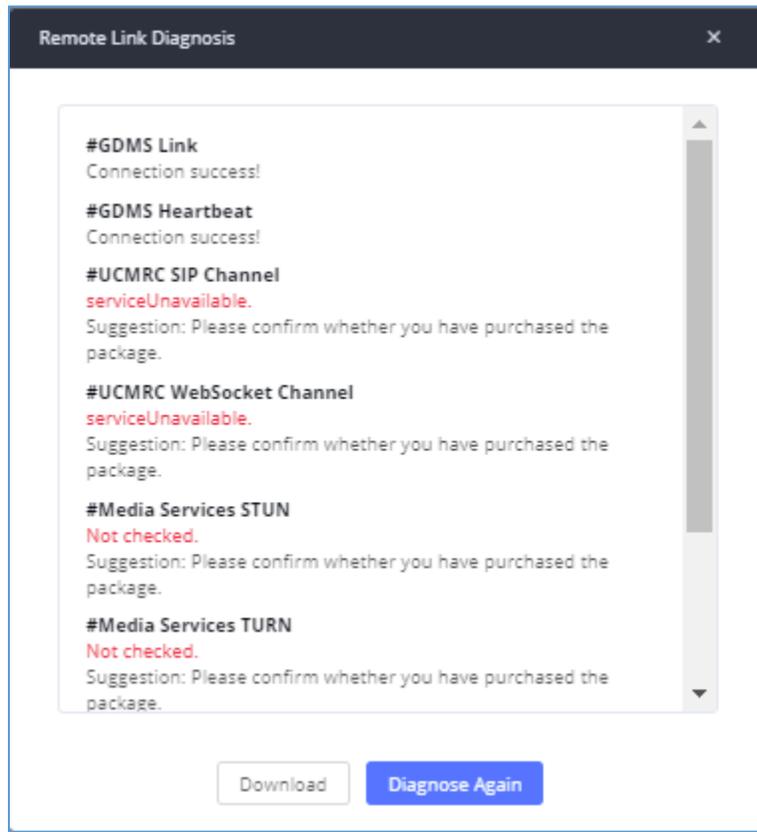


Figure 5: Remote Diagnosis

If the UCM does not have an RC plan the option will be called **Remote Link Diagnosis**

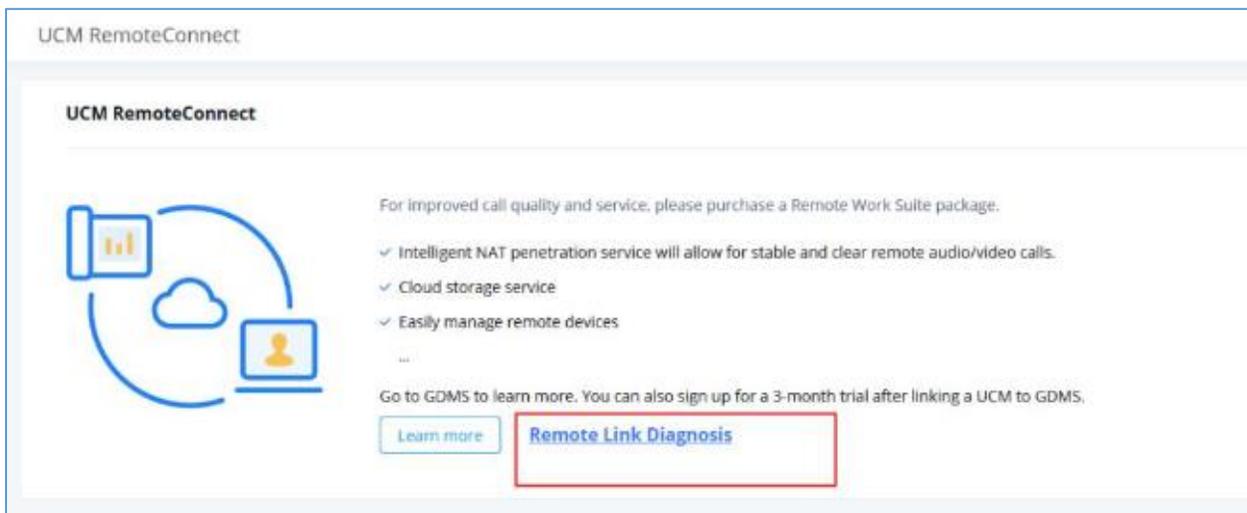


Figure 6: Remote Link Diagnosis



SIP Extension Sync-Up

After UCM is added into GDMS, all SIP extensions on the UCM will be synchronized up to GDMS automatically for users to allocate and manage SIP extensions for their end devices.

The setting “SIP Extension Sync” is under UCM web GUI → **Value-added Services** → **UCM RemoteConnect** → **Plan Settings**. By default, it is enabled.

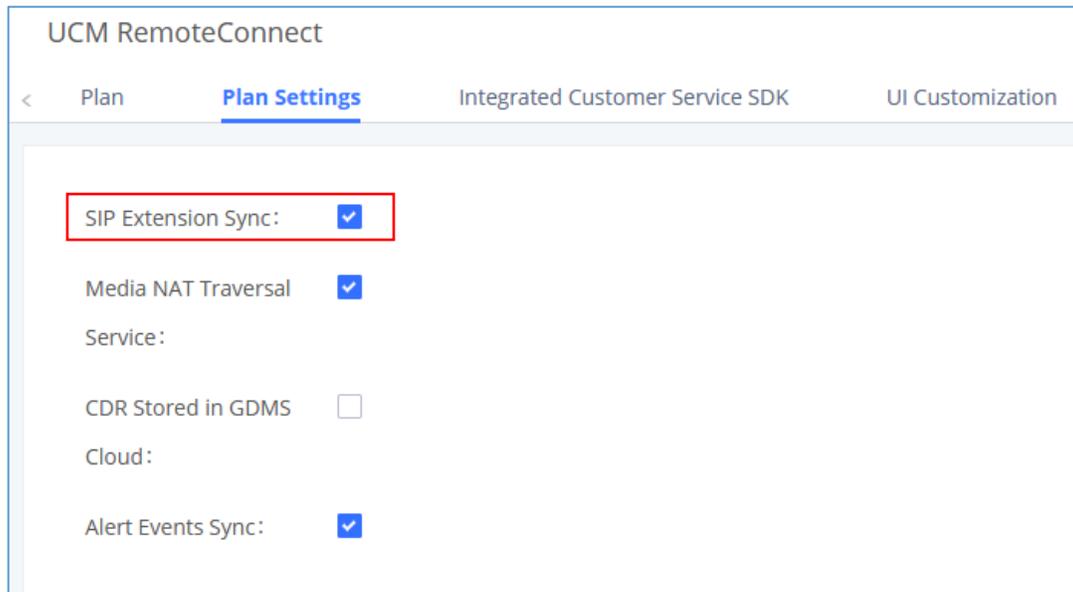
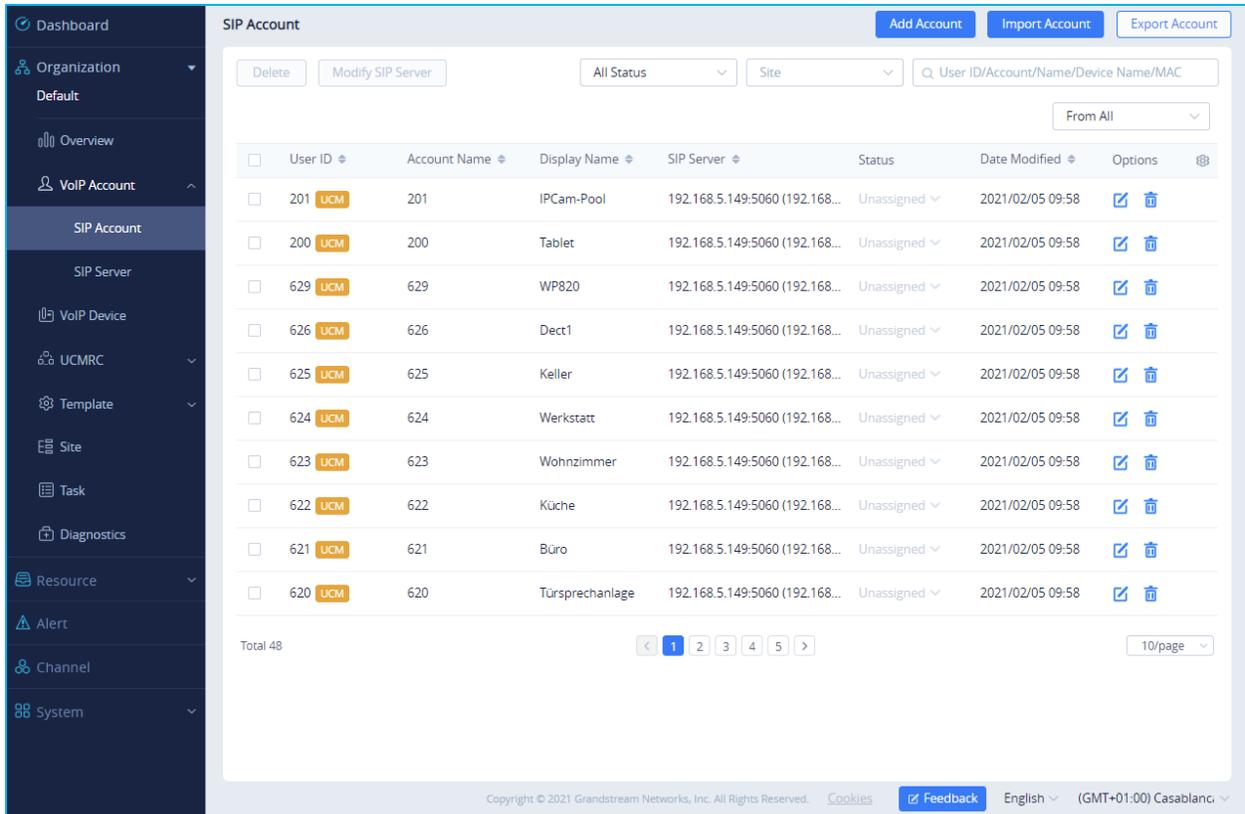


Figure 7: UCM RemoteConnect - SIP Extension Sync

The SIP extensions synchronized up from UCM will be displayed on **GDMS** → **VoIP Account** → **SIP Account**.





<input type="checkbox"/>	User ID	Account Name	Display Name	SIP Server	Status	Date Modified	Options
<input type="checkbox"/>	201	UCM 201	IPCam-Pool	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	200	UCM 200	Tablet	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	629	UCM 629	WP820	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	626	UCM 626	Dect1	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	625	UCM 625	Keller	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	624	UCM 624	Werkstatt	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	623	UCM 623	Wohnzimmer	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	622	UCM 622	Küche	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	621	UCM 621	Büro	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete
<input type="checkbox"/>	620	UCM 620	Türsprechanlage	192.168.5.149:5060 (192.168...	Unassigned	2021/02/05 09:58	Edit Delete

Figure 8: UCM SIP Extensions synchronized to GDMS

Note:

- Deleting the SIP extension on GDMS only disassociates the extension from GDMS. It will not delete the SIP extension from UCM.
- If any SIP extension is created, edited, or deleted from UCM, the changes will be synchronized to GDMS automatically.

Media NAT Traversal Service

The media NAT traversal provides an automated NAT traversal service for users to make calls and attend meetings from an external network without NAT issues.

The setting “Media NAT Traversal Service” is under UCM **web GUI** → **Value-added Services** → **UCM RemoteConnect** → **Plan Settings**. By default, it is enabled.



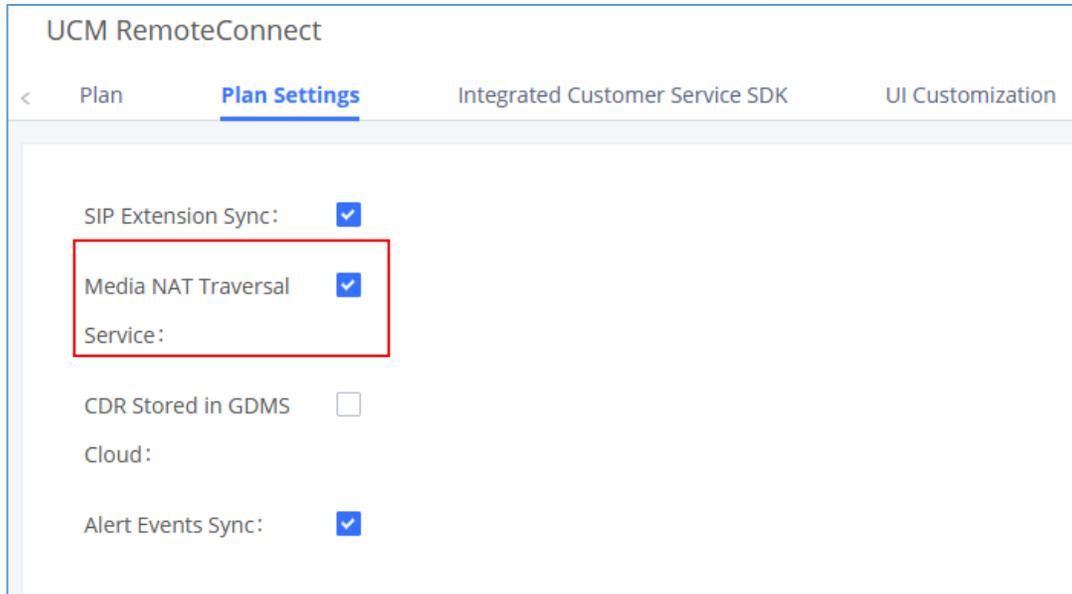


Figure 9: UCM RemoteConnect - Media NAT Traversal Service



Note:

If “Media NAT Traversal Service” is enabled, the manual configurations for TURN servers and other NAT-related settings on UCM will not take effect. If users wish to use manual configuration for NAT on UCM, please disable “Media NAT Traversal Service.”

CDR data will be synchronized to the GDMS server at 2 AM on the 1st of each month based on the UCM's system time.

CDR Stored in GDMS Cloud

UCM6300 series provide the service of automatically storing CDR data in the GDMS cloud, the related configuration can be found under the **Value-added Features → UCM RemoteConnect → Plan Settings page**, the option is called **CDR Stored in GDMS Cloud**, which is disabled by default, so please make sure to enable this service on the UCM to start storing the CDR data in GDMS.



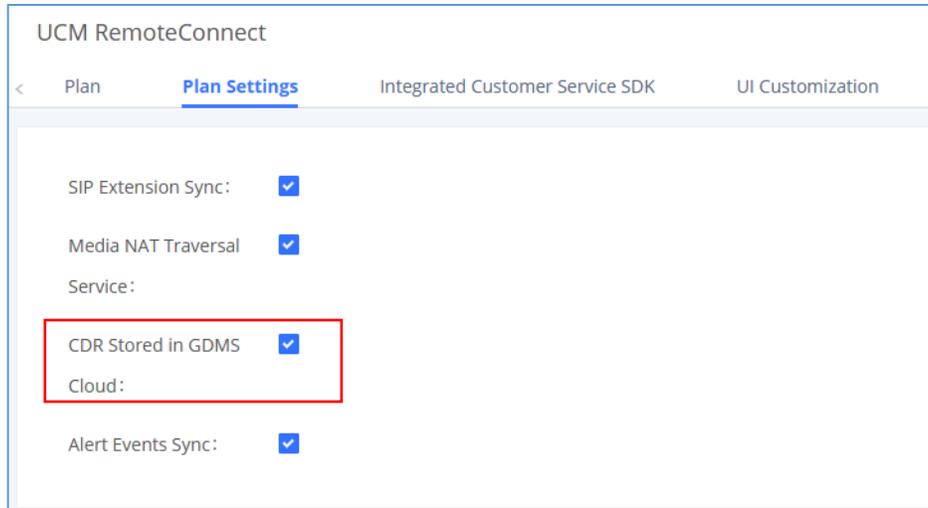


Figure 10: CDR Stored in GDMS Cloud



Note:

After the "CDR Stored in GDMS Cloud" option is enabled, the UCM server will only retain up to 3 months of CDR data locally. To view historical CDR data, you need to download the CDR data file from GDMS and use the CDR View Assistant tool to view it.

GDMS ALERT MANAGEMENT

To synchronize the UCM alert info with the GDMS, under the UCM RemoteConnect Plan Settings, users need to make sure that the "Alert Events Sync" is enabled.

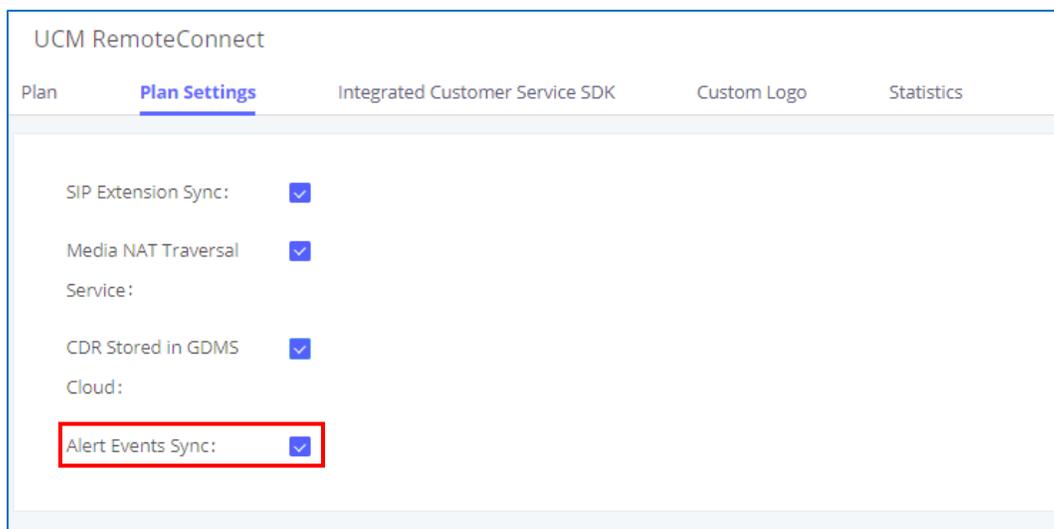


Figure 11: Alert Events Sync



GDMS has Alert Notification System that will be triggered when certain conditions are met. Three Alert Level: **High**, **Medium**, and **Low**.

There are three ways to notify users about alert notifications, this section will describe these three ways.

Remote Password Free Access

When enabling this feature, GDMS will not need to not enter the account password to log in when accessing UCM. The default setting is disabled.

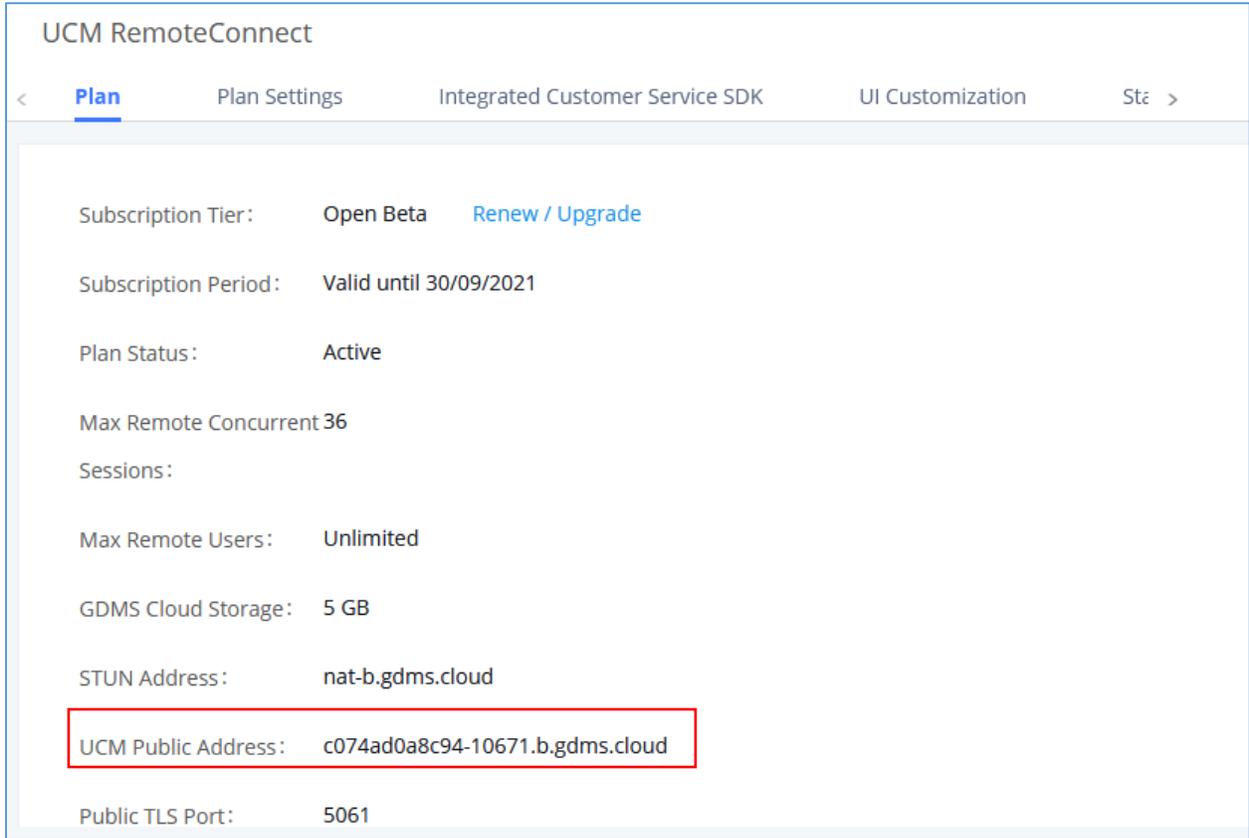
UCM RemoteConnect

Plan	<u>Plan Settings</u>	Integrated Customer Service SDK	UI Customization	Statistics
SIP Extension Sync:	<input type="checkbox"/>			
Media NAT Traversal Service:	<input type="checkbox"/>			
CDR Stored in GDMS Cloud:	<input type="checkbox"/>			
Alert Events Sync:	<input type="checkbox"/>			
 Remote Password Free Access				
Enable Remote Password Free Access:	<input checked="" type="checkbox"/>			

Figure 12:: Remote Password Free Access

USING REMOTECONNECT FOR CALLS AND MEETINGS

Users can start using UCM RemoteConnect for calls and meetings from an external network. The public address to access UCM can be found under UCM Web GUI → **Value-added Services** → **UCM RemoteConnect**.



The screenshot shows the 'UCM RemoteConnect' configuration page. The 'Plan' tab is selected. The configuration details are as follows:

Subscription Tier:	Open Beta	Renew / Upgrade
Subscription Period:	Valid until 30/09/2021	
Plan Status:	Active	
Max Remote Concurrent Sessions:	36	
Max Remote Users:	Unlimited	
GDMS Cloud Storage:	5 GB	
STUN Address:	nat-b.gdms.cloud	
UCM Public Address:	c074ad0a8c94-10671.b.gdms.cloud	
Public TLS Port:	5061	

Figure 13: UCM RemoteConnect - Check UCM Public Address



Note:

The UCM public address can be defined on GDMS if the user prefers to configure it to a different address for identification purposes.



Using Wave Web

Before using the Wave web application for audio and video calls, please configure the following:

1. Log in to UCM web GUI and go to **Value-Added Services → WebRTC** page, enable WebRTC support.
2. On UCM web GUI → **Extension/Trunk → Extensions**, go to “Feature” tab. Select the extensions you would like to use for the Wave web application and check “Enable WebRTC Support” for this extension.
3. Create video conference rooms in UCM → **Call Features → Video Conference**.

Joining Meeting Anonymously

Users can join UCM meetings anonymously from the link in the invitation email, or the link directly shared by the host. On the below page, enter the preferred display name to join the meeting.

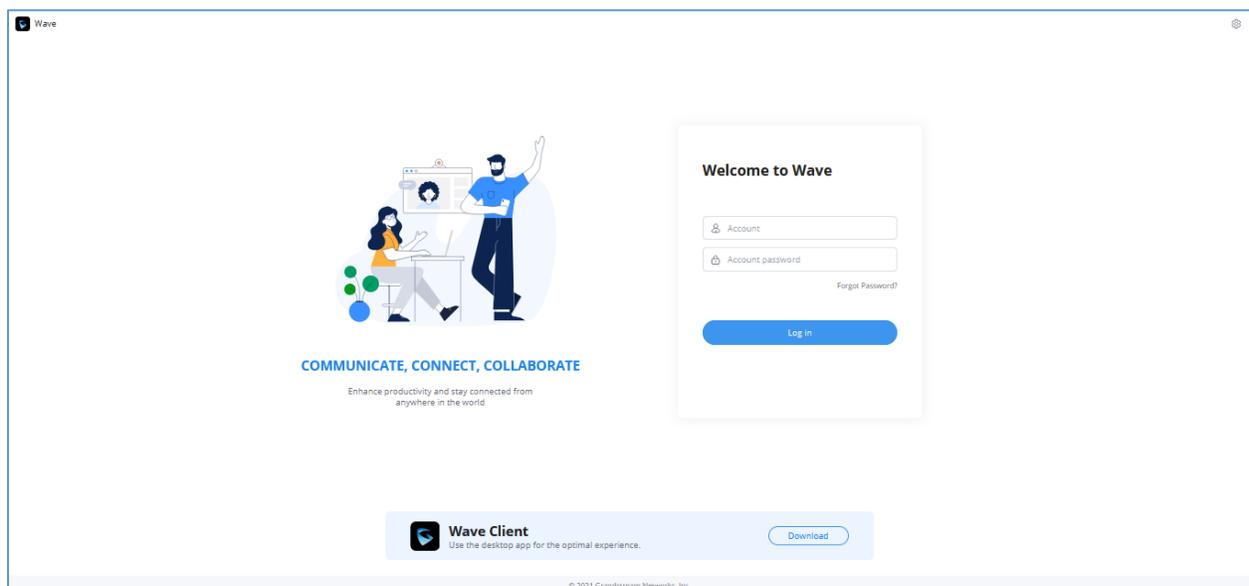


Figure 14: Join Meeting Anonymously from Wave Web

Logging in Wave Web

UCM users can log in to Wave web using the SIP extension number and SIP registration password. After the user logs in to Wave web, the user can host meetings, schedule meetings, access and manage contacts, make calls, transfer a call and chat during a call.

The Wave web page is formed by adding “/wave” to the UCM access page. For example <https://c074ad0axx8e.a.gdms.cloud/wave/>



External users can also open the UCM login page and click on “Grandstream Wave” under the login button to access the Wave web login page.

For internal users, the Wave web page can be accessed by UCM IP with default port 8090, For example, <https://192.168.100.50:8090>

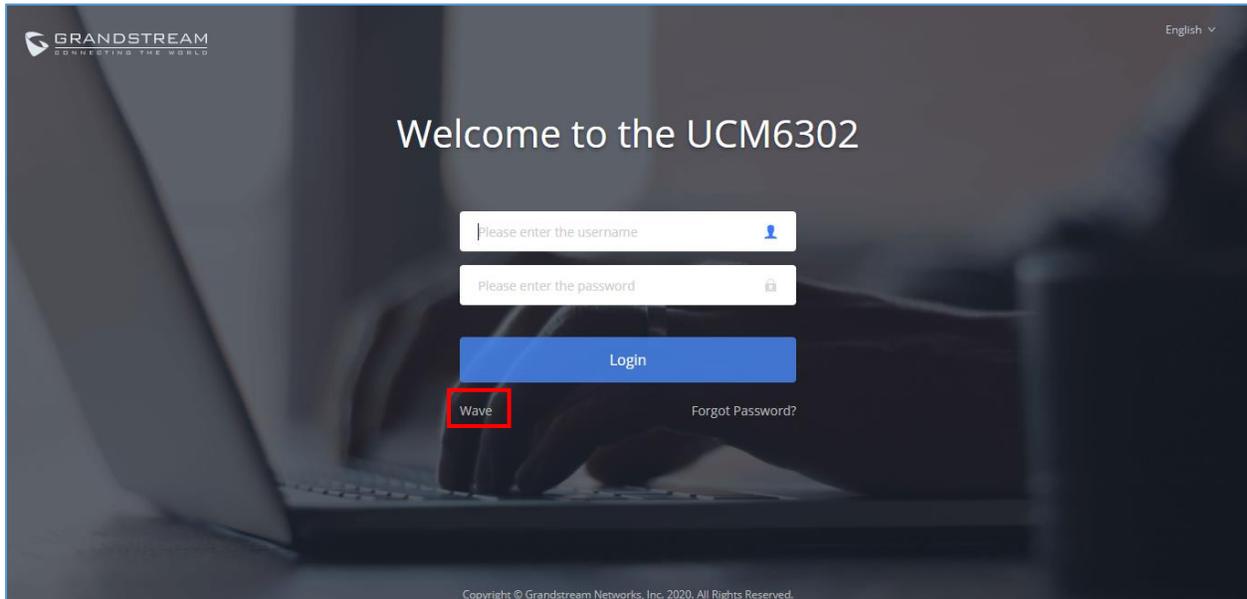


Figure 15: UCM Login Page

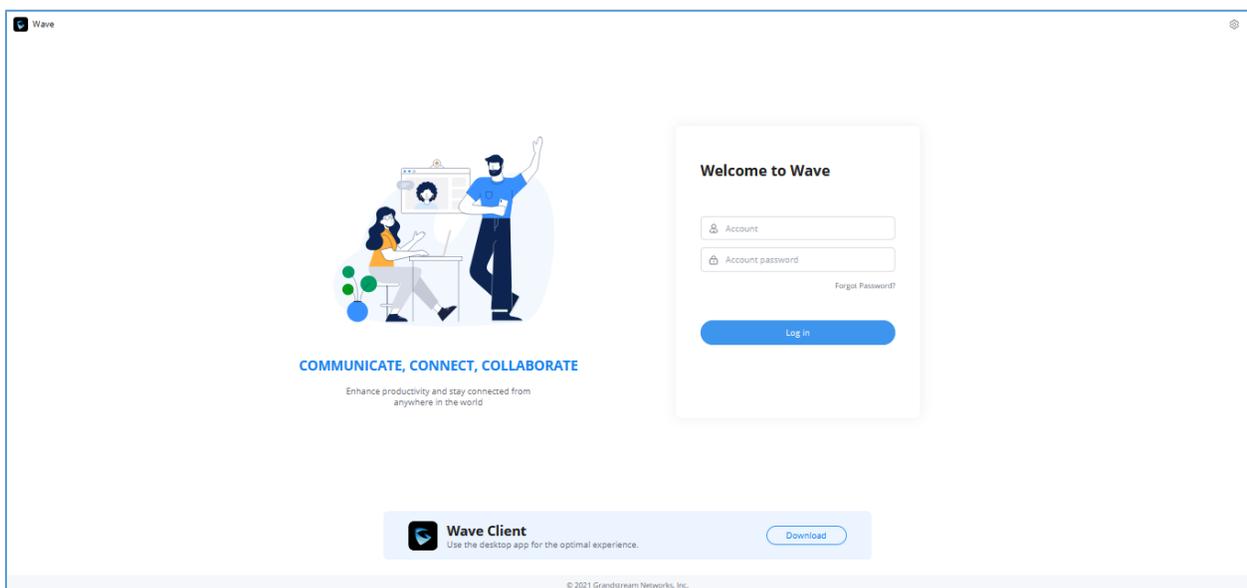


Figure 16: UCM Wave Login Page

Here is the display after users log in to UCM Wave web using the SIP extension number and SIP registration password.



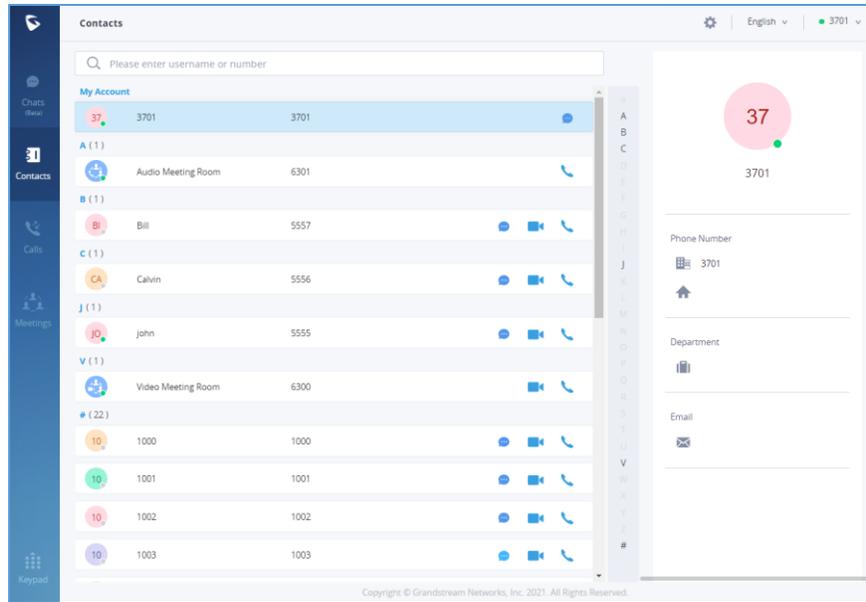


Figure 17: UCM Wave Web after Login

Using Wave app on Mobile Devices

Wave is a softphone app for Android and iOS systems that can be used with UCM6300. After downloading and installing the Wave app, users can see the following interface when launching the app on the mobile device.



Figure 18: Wave App Launched on Mobile Device



Joining Meeting Anonymously

After the user clicks on the “Join Meeting” button, the following interface will show. Users can paste the meeting URL there, enter the user’s display name for the meeting and password (if required), then click on “Join Meeting” to start joining the meeting.

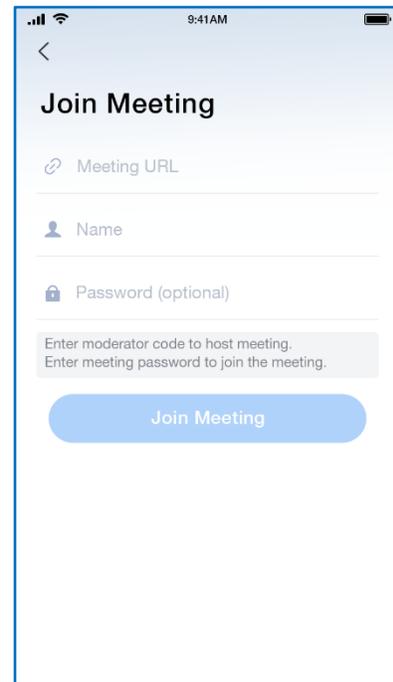


Figure 19: Wave App - Join Meeting

Logging in Wave App

After the user clicks on the “Login” button, the following interface will show. Enter the UCM public access address in the “Server” field (e.g., c074ad0axx8e.a.gdms.work), enter the Account name with the SIP extension number and password with the SIP registration password, and then click on “login.”

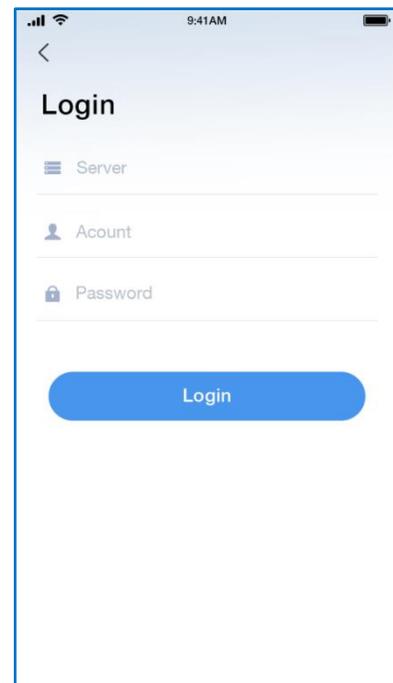


Figure 20: Wave App – SIP Extension Login



Packet Loss Resistance Configurations

To achieve good audio and video quality when many participants are joining the meeting from a link, it is recommended to configure below packet loss resistance-related settings on the UCM.

Log in UCM web UI → **Call Features** → **Video Conference**, open Conference Settings page to configure the following options:

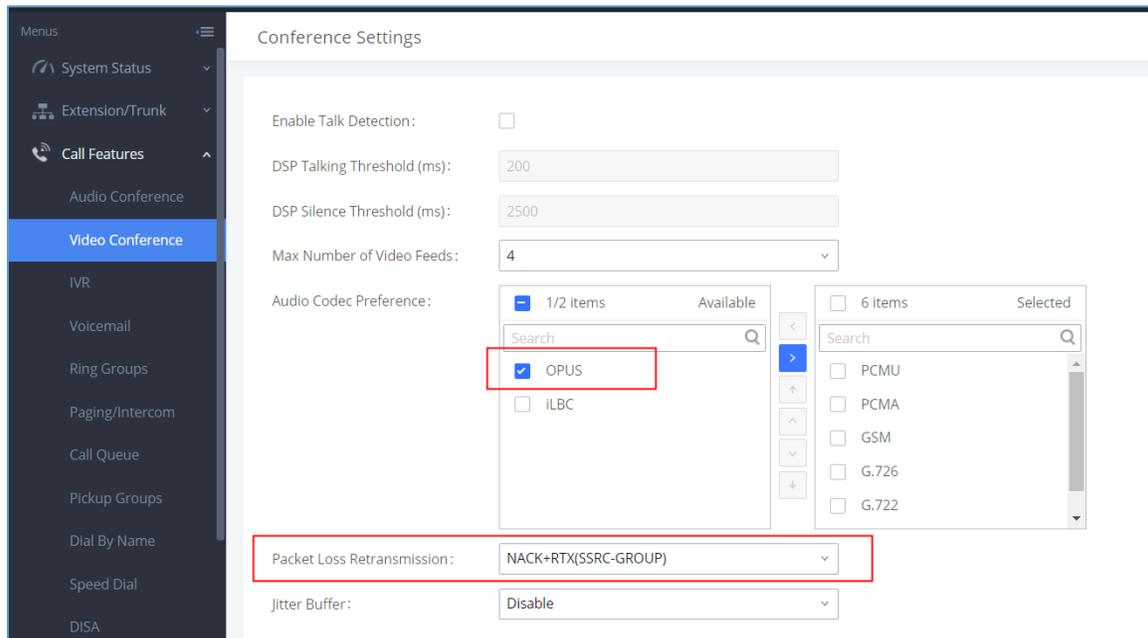


Figure 21: Video Conference Settings

- **Audio Codec Preference:**

Select Opus to add to the selected codec list. Opus has built-in inbandfec support which can prevent packet loss.

- **Packet Loss Retransmission:**

- NACK: Retransmit original packet
- NACK+RTX: Retransmit packet with new RTP header. This option provides more accurate packet loss statistics compared to NACK.



UCM CLOUD BACKUP

Besides local backup and network backup that are already supported on UCM6300, cloud backup is also supported with UCM RemoteConnect. The backup file can be stored in the GDMS cloud storage.

Manual Backup

Go to UCM **Web GUI** → **Maintenance** → **Backup** → **Backup/Restore** page, users can manually perform backup for the config file and user data.

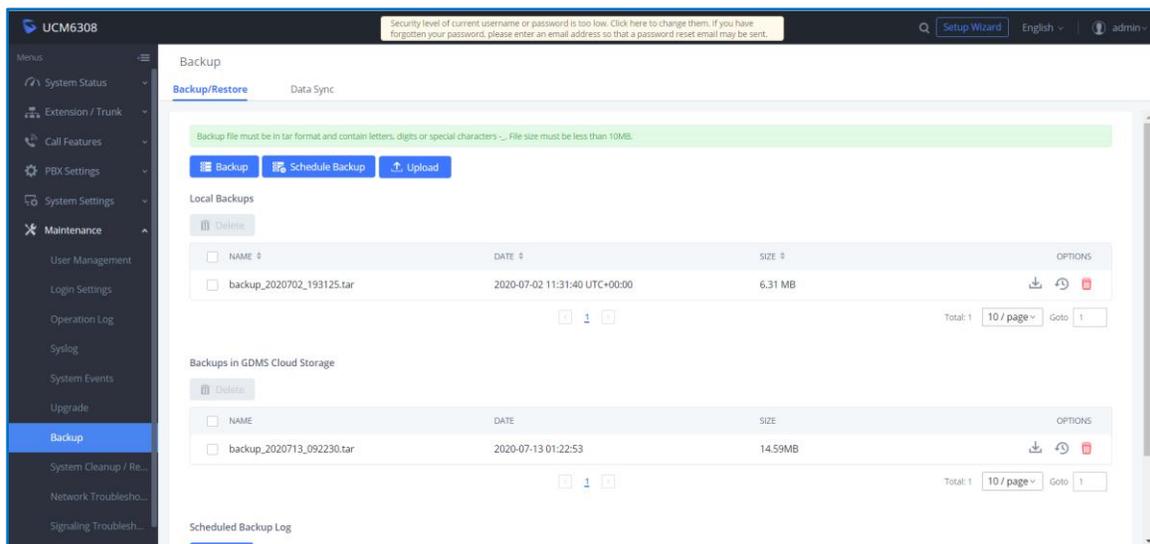


Figure 22: UCM Backup/Restore Web Page

Click on the “Backup” button to bring up the backup configuration page as shown below:

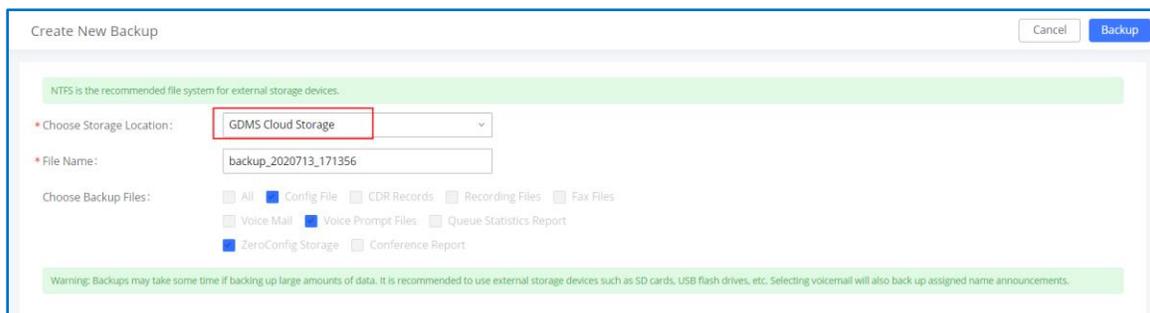


Figure 23: Create New Backup on the UCM

And to take a backup that will be stored on the GDMS cloud, please follow the below steps:

- **Step 1:** Select storage location as “GDMS Cloud Storage.
- **Step 2:** Rename the backup file in “File Name” as needed.



- **Step 3:** Select the backup files as needed. Please note currently only “Config File” is supported for GDMS cloud storage.
- **Step 4:** On the upper right corner, click on “Backup” to perform the backup.

After the backup is completed, the backup file will be listed for users to download, restore, or delete.

Schedule Backup

To take schedule a backup that will be stored on the GDMS cloud, please follow the below steps:

- **Step 1:** Go to UCM **web GUI** → **Maintenance** → **Backup** → **Backup/Restore** page, click on “Schedule Backup”.

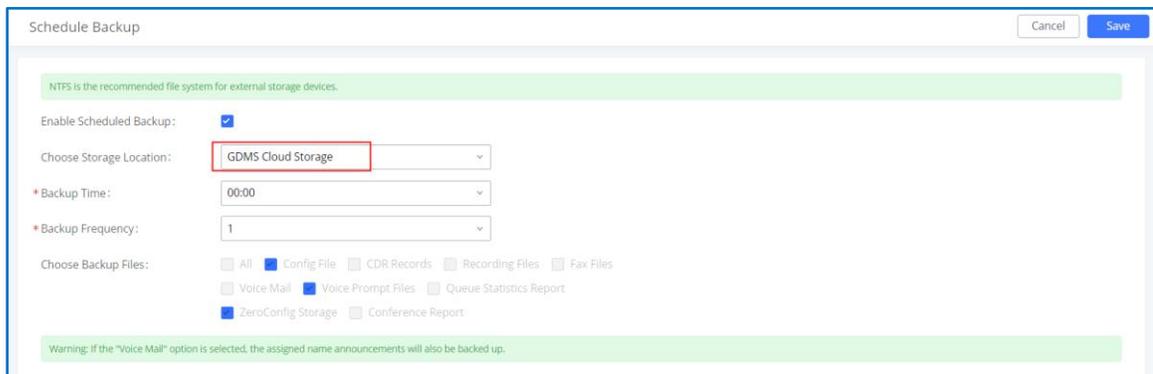


Figure 24: Schedule Backup Page

- **Step 2:** Select storage location as “GDMS Cloud Storage”.
- **Step 3:** Configure backup time, backup frequency, and backup files.
- **Step 4:** Click on “Save”.

Restore

- Step 1: Go to UCM **web GUI** → **Maintenance** → **Backup** → **Backup/Restore** page.
- Step 2: In the list for “Backups in GDMS Cloud Storage”, select the Config file you would like to restore, then click on the “Restore” button .



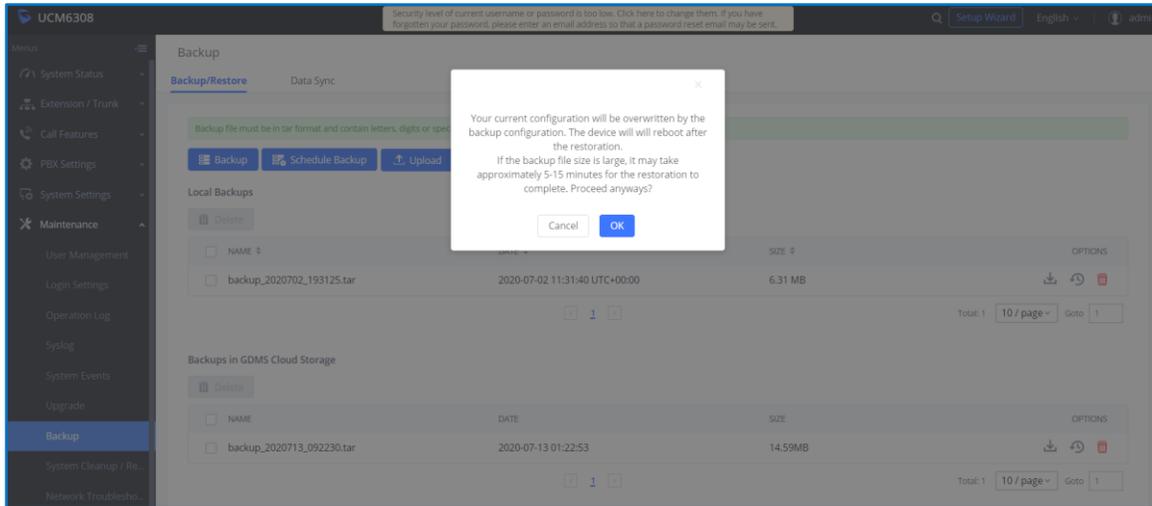
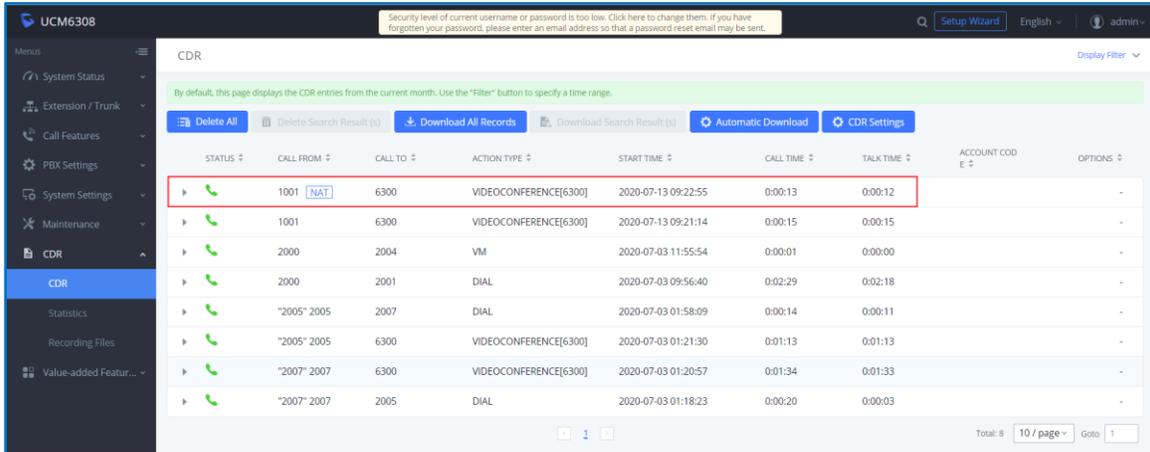


Figure 25: Restore Backup File



UCM CDR

CDR (Call Details Report) is the data generated from PBX calls. It includes call details and properties for all calls processed by the PBX. The CDR record includes caller number, callee number, call type, start time, call time, talk time, etc. This section describes CDR related to calls from remote networks.

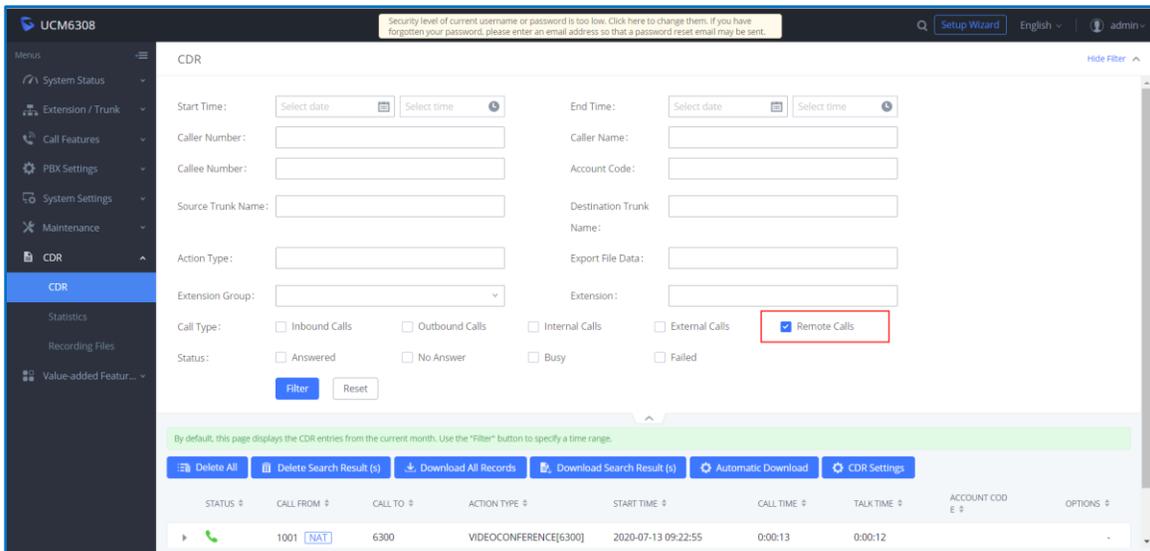


STATUS	CALL FROM	CALL TO	ACTION TYPE	START TIME	CALL TIME	TALK TIME	ACCOUNT CODE	OPTIONS
▶	1001 [NAT]	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:22:55	0:00:13	0:00:12		-
▶	1001	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:21:14	0:00:15	0:00:15		-
▶	2000	2004	VM	2020-07-03 11:55:54	0:00:01	0:00:00		-
▶	2000	2001	DIAL	2020-07-03 09:56:40	0:02:29	0:02:18		-
▶	*2005* 2005	2007	DIAL	2020-07-03 01:58:09	0:00:14	0:00:11		-
▶	*2005* 2005	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:21:30	0:01:13	0:01:13		-
▶	*2007* 2007	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:20:57	0:01:34	0:01:33		-
▶	*2007* 2007	2005	DIAL	2020-07-03 01:18:23	0:00:20	0:00:03		-

Figure 26: CDR Page

CDR for Remote Calls

UCM6300 CDR can be accessed from UCM web GUI → CDR → CDR page. In the “Call Type” field, click on “Remote Calls” to filter the page to display remote calls CDR.



Start Time: [Select date] [Select time] End Time: [Select date] [Select time]

Caller Number: [] Caller Name: []

Callee Number: [] Account Code: []

Source Trunk Name: [] Destination Trunk Name: []

Action Type: [] Export File Data: []

Extension Group: [] Extension: []

Call Type: Inbound Calls Outbound Calls Internal Calls External Calls Remote Calls

Status: Answered No Answer Busy Failed

[Filter] [Reset]

STATUS	CALL FROM	CALL TO	ACTION TYPE	START TIME	CALL TIME	TALK TIME	ACCOUNT CODE	OPTIONS
▶	1001 [NAT]	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:22:55	0:00:13	0:00:12		-

Figure 27: CDR for Remote Calls



Remote Call Statistics

The UCM630x supports display CDR statistics to provide users a graphical view of the CDR. On the Statistics page, click on “Remote Calls” to filter the display.



Figure 28: CDR Statistics

Recordings Stored in GDMS Cloud

UCM6300 series also provides the ability to store the recordings in GDMS Cloud under **PBX Settings** → **File Storage Management**, by enabling the option **GDMS Cloud Storage** like shown below:

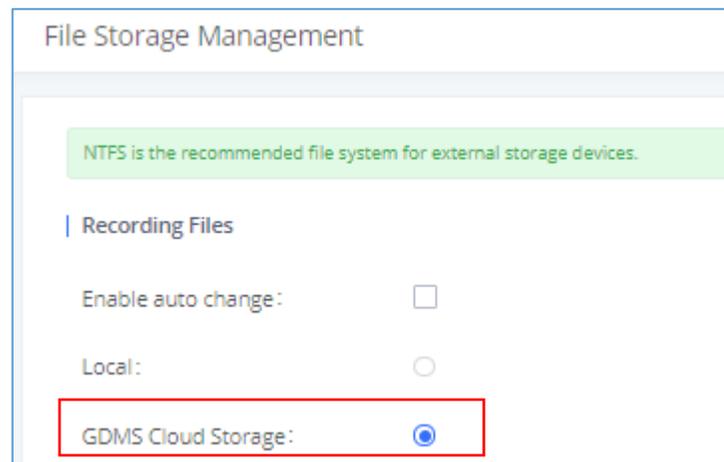


Figure 29: Recordings stored in GDMS Cloud



UCM CONCURRENT REMOTE CALLS

After using UCM RemoteConnect, all remote calls will be logged, and concurrent remote calls will be displayed on the UCM. The concurrent remote calls can be viewed under UCM web GUI → **Value-Added Features** → **UCM RemoteConnect** → **Statistics** page.

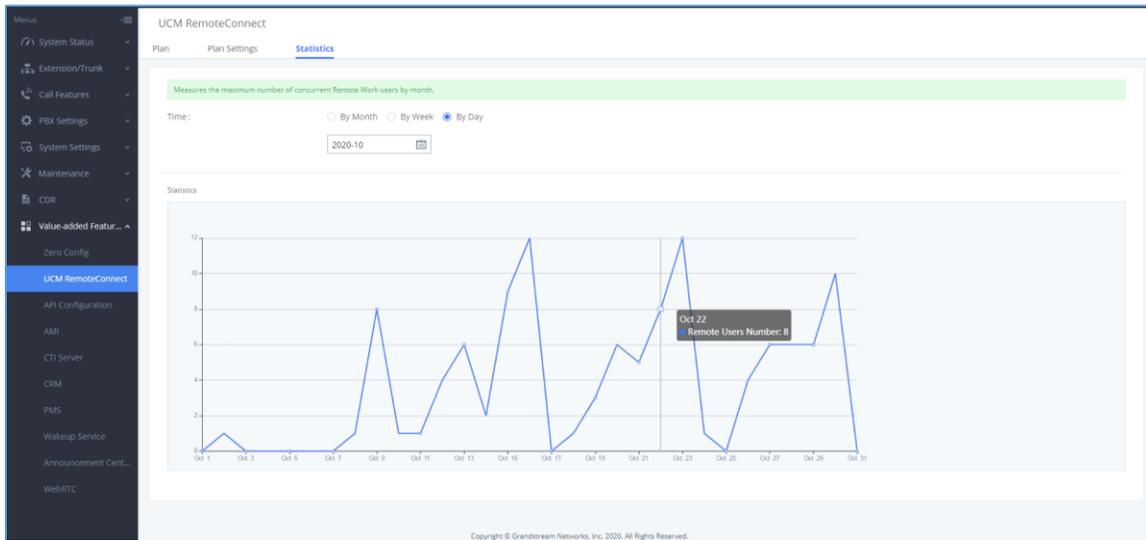
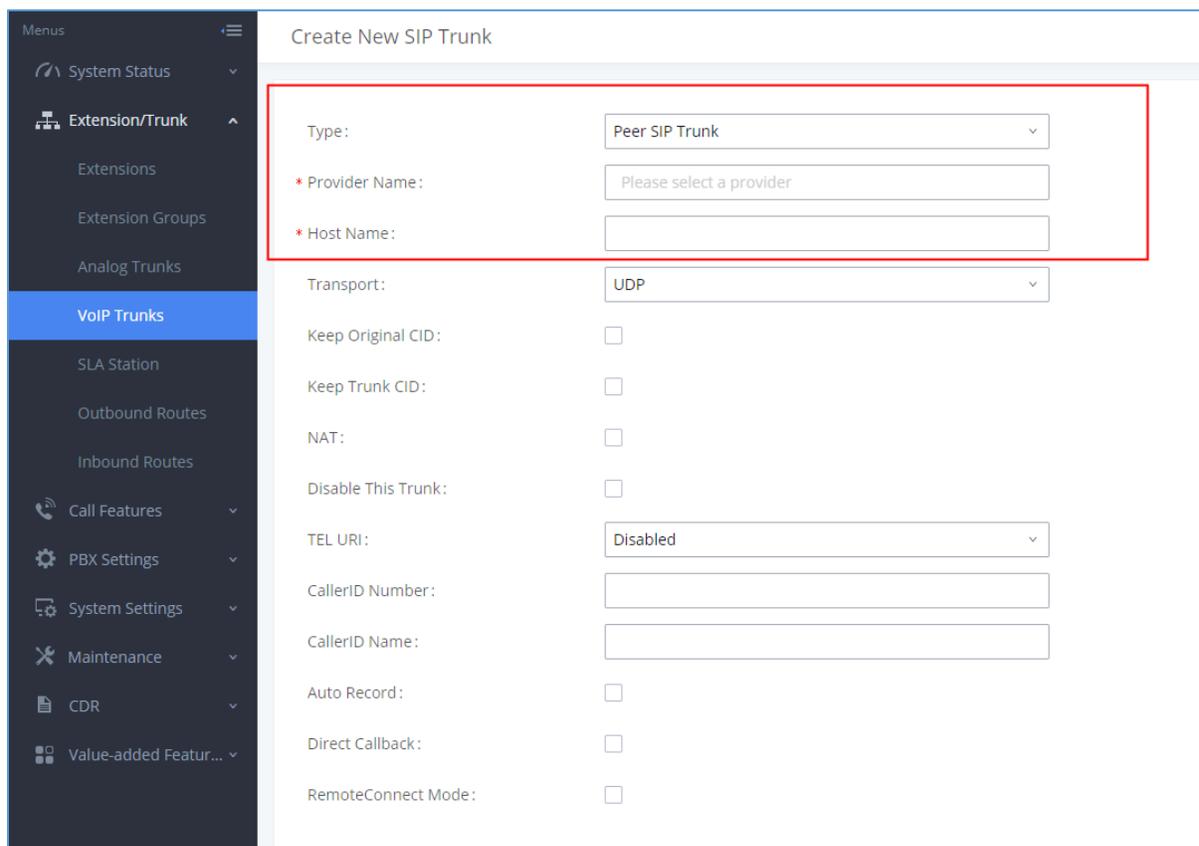


Figure 30: Concurrent Remote Calls

CONFIGURING PEER TRUNK WITH REMOTECONNECT

For 2 x UCM6300 IP PBX that are connected to GDMS, SIP peer trunks can be configured between them using the public address provided by GDMS. After the SIP peer trunk is configured, calls can be made between the extensions on both UCM6300. Steps:

1. Log in UCM6300 A's web GUI and go to **Extension/Trunk** → **VoIP Trunks** page. Add a new SIP trunk.
 - **Type:**
Select "Peer SIP Trunk."
 - **Provider Name:**
Enter a provider name for identification purposes.
 - **Host Name:**
Enter UCM B's address as the host name. It needs to be UCM B's "Public address: Public TLS port." The public address and public TLS port of UCM B can be found under UCM B's web GUI → **Value-added Features** → **UCM RemoteConnect**.



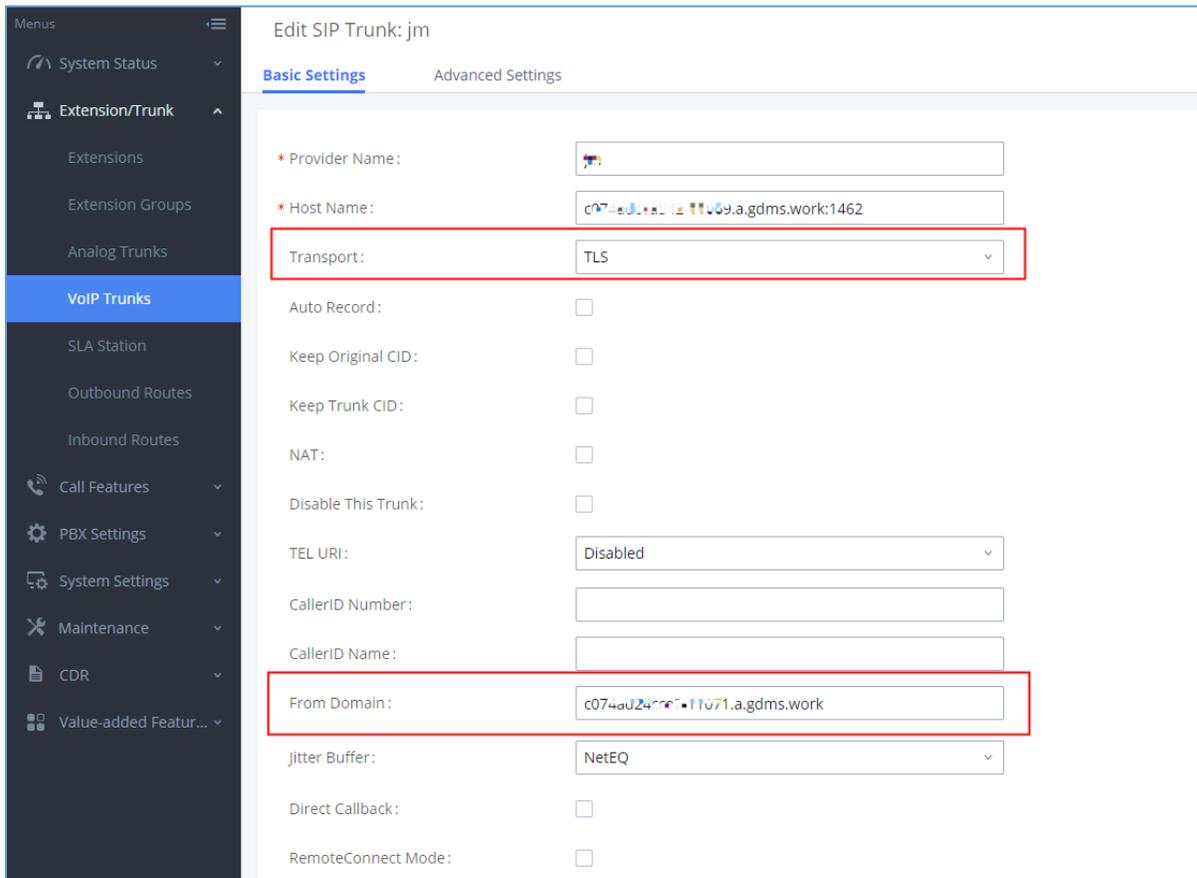
The screenshot shows the 'Create New SIP Trunk' configuration page in the UCM6300 web GUI. The left sidebar contains a menu with options like System Status, Extension/Trunk, Extensions, Extension Groups, Analog Trunks, VoIP Trunks (highlighted), SLA Station, Outbound Routes, Inbound Routes, Call Features, PBX Settings, System Settings, Maintenance, CDR, and Value-added Features. The main content area is titled 'Create New SIP Trunk' and contains the following configuration fields:

- Type:** Peer SIP Trunk (dropdown menu)
- * Provider Name:** Please select a provider (text input field)
- * Host Name:** (text input field)
- Transport:** UDP (dropdown menu)
- Keep Original CID:**
- Keep Trunk CID:**
- NAT:**
- Disable This Trunk:**
- TEL URI:** Disabled (dropdown menu)
- CallerID Number:** (text input field)
- CallerID Name:** (text input field)
- Auto Record:**
- Direct Callback:**
- RemoteConnect Mode:**

Figure 31: Peer SIP Trunk Configuration



2. Save the configuration. On the VoIP trunk page, click on the edit icon  for the newly created trunk to edit this SIP peer trunk.
3. Under Basic Settings, configure the following options for the SIP peer trunk:
 - From Domain:
Enter the UCM public address for this UCM (UCM A).
 - Transport:
TLS



Menus

- System Status
- Extension/Trunk
 - Extensions
 - Extension Groups
 - Analog Trunks
 - VoIP Trunks**
 - SLA Station
 - Outbound Routes
 - Inbound Routes
- Call Features
- PBX Settings
- System Settings
- Maintenance
- CDR
- Value-added Featur...

Edit SIP Trunk: jm

Basic Settings Advanced Settings

* Provider Name:

* Host Name:

Transport:

Auto Record:

Keep Original CID:

Keep Trunk CID:

NAT:

Disable This Trunk:

TEL URI:

CallerID Number:

CallerID Name:

From Domain:

Jitter Buffer:

Direct Callback:

RemoteConnect Mode:

Figure 32: Peer SIP Trunk->Basic Settings

4. Under Advanced Settings, configure the following options for the SIP peer trunk:
 - Enabled Heartbeat Detection: Yes
 - ICE Support: Yes

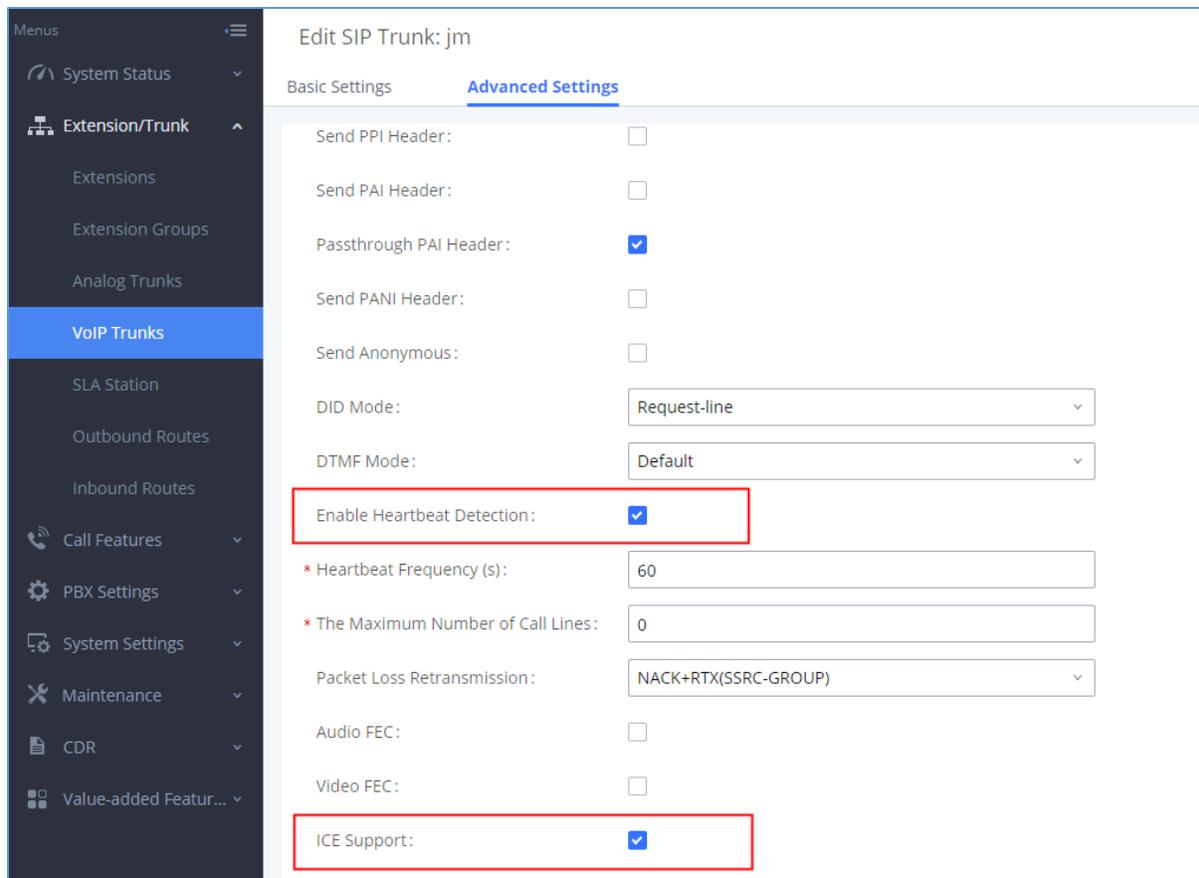


Figure 33: Peer SIP Trunk - Advanced Settings

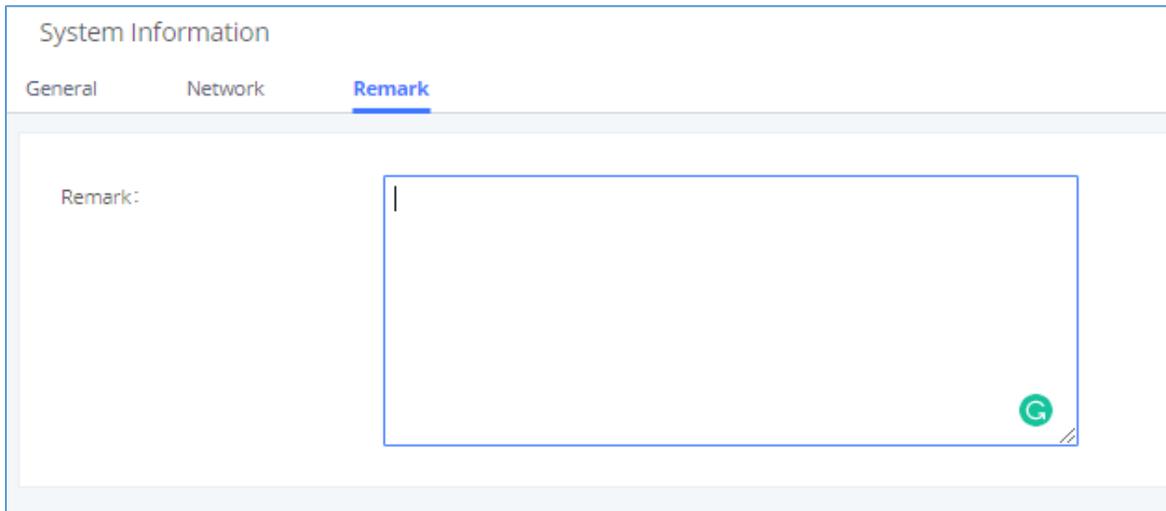
5. Log in UCM B web GUI and configure it the same way as UCM A.
6. After configuration is completed, please check the SIP trunk status under the dashboard. Configure outbound route and inbound route as needed to make calls go through between the 2 UCMS.

Note: If both devices A and B have selected the “**remote connection mode**” when configuring the SIP trunk, only one end needs to set the From domain, transport, enable heartbeat and ICE support, and the other end will set the remote connection related parameters at the same time. It is necessary to ensure that the opposite host has a public IP address assigned by GDMS and supports TLS.

UCM REMARKS

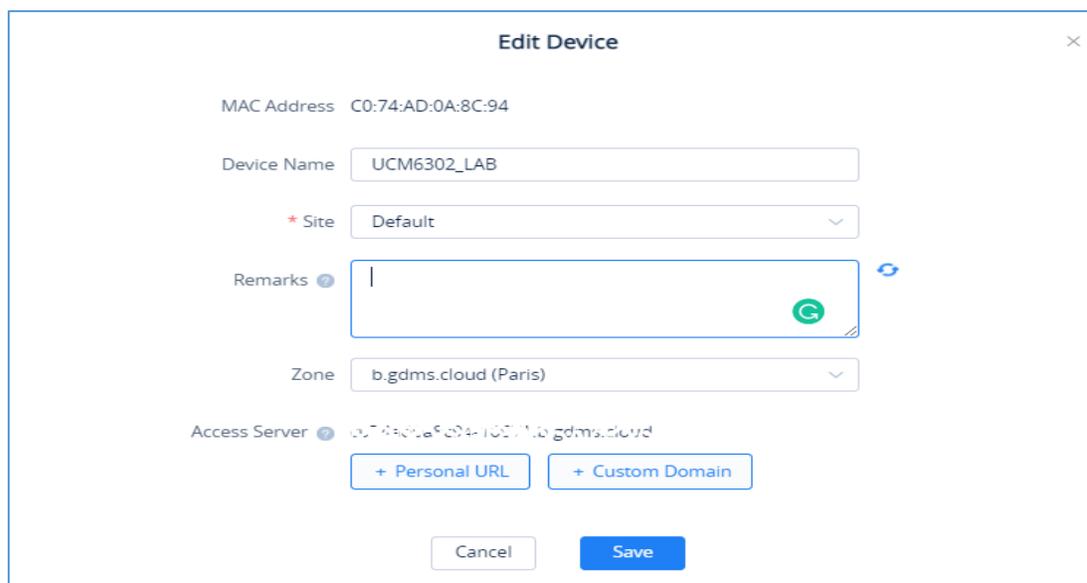
After adding the UCM on GDMS, relevant information can be noted, such as technical contacts, network protocols, etc. The remarks need to be automatically synchronized to GDMS, and GDMS is also allowed to view, modify and synchronize device related remarks.

Log in UCM6300 A's web GUI and go to **System Status -> System Information -> Remarks**. As shown in the figure below:



The screenshot shows the 'System Information' page with three tabs: 'General', 'Network', and 'Remark'. The 'Remark' tab is active. Below the tabs is a large text input area labeled 'Remark:' with a vertical cursor at the start. A small green circular icon with a white 'G' is located in the bottom right corner of the text area.

Figure 34: UCM Remarks



The screenshot shows the 'Edit Device' dialog box. It contains the following fields and controls:

- MAC Address: C0:74:AD:0A:8C:94
- Device Name: UCM6302_LAB
- * Site: Default (dropdown menu)
- Remarks: (text area with a green 'G' icon and a refresh icon to its right)
- Zone: b.gdms.cloud (Paris) (dropdown menu)
- Access Server: b2743c1e9e04-100110.gdms.cloud
- Buttons: '+ Personal URL', '+ Custom Domain', 'Cancel', and 'Save'.

Figure 35: GDMS Remarks



MANAGING UCM ON GDMS

Overview

The overview on the UCMRC system includes device statistics and call statistics.

- **Device statistics:**

Provides an overview of the total number of devices, alarm management, VOIP device status, VOIP device types, and UCM real-time status devices, as shown in the figure below:

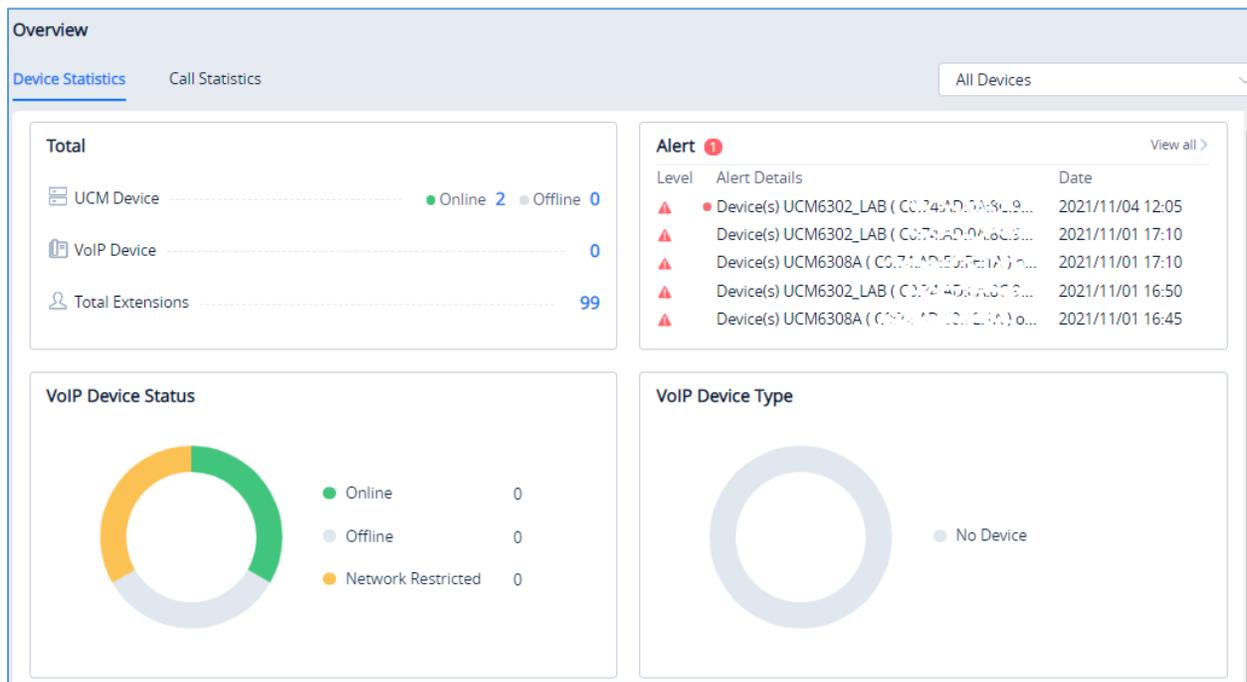


Figure 36: GDMS Device statistics page

- **Call statistics:**

The interface displays the call statistics of all UCM devices in this organization. Supports selecting up to 3 UCM devices and viewing the call statistics of the last 7 or 30 days at the same time.

The content of call statistics includes: the total number of calls, the total number of remote calls, and the maximum number of concurrent remote calls.

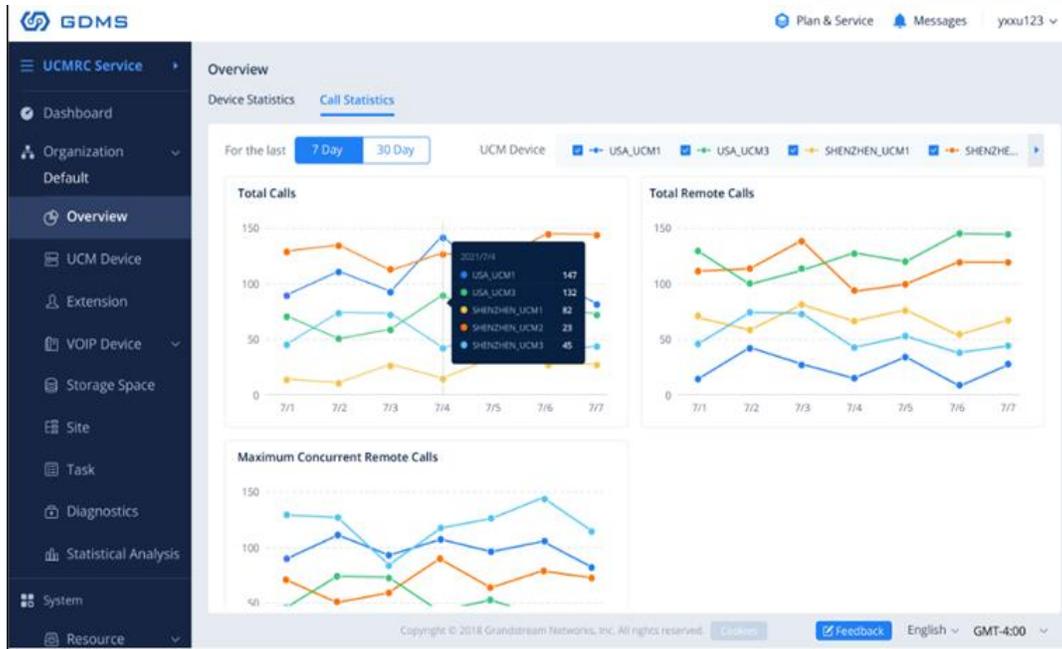


Figure 37: Call Statistics

Add UCM6300 Device

Once the UCM is added to GDMS, it will be assigned with an Open Beta Free Trial plan for UCM RemoteConnect service. Currently, only UCM6300 series devices are supported with GDMS.

Below are the steps to follow to add an UCM63xx to the GDMS:

- **Step 1:** Go to the GDMS website and log in to your GDMS account. <http://www.gdms.cloud/login>
- **Step 2:** Under **UCMRC** → **UCM Device page**, click on “Add Device”.

Add Device ✕

Device Name

* MAC Address : : : : :

* Initial Password

* Site ▾

Figure 38: Add UCM6300 to GDMS



- **Step 3:** Enter the device name for identification purposes.
- **Step 4:** Enter UCM MAC address. This can be found on the label located on the back of the UCM device. If you are obtaining MAC address from UCM web GUI, go to UCM **web GUI → System Status → System Information → Network** page. If the device is using Route mode, the LAN MAC address needs to be used. If it is on Switch mode, LAN 2 address needs to be used.
- **Step 5:** Enter the initial password of the UCM device. The initial password can be viewed on the LCD of the UCM device or found on the device chassis.
- **Step 6:** Select a “Site” on GDMS to connect the GDMS to. Sites can be configured under **GDMS → Site**. By default, a new site with the same name as the device name is created as a first-level site. At the same time, the user can select other sites created on the GDMS. The site is a site on the GDMS set by the user.
- **Step 7:** Click on “Save”. Once the UCM is successfully connected to GDMS, it will be assigned with an open beta plan for UCM RemoteConnect service automatically.

View UCM Devices on GDMS

To view the connected UCM devices list, please go to **UCMRC → UCM Device** page.

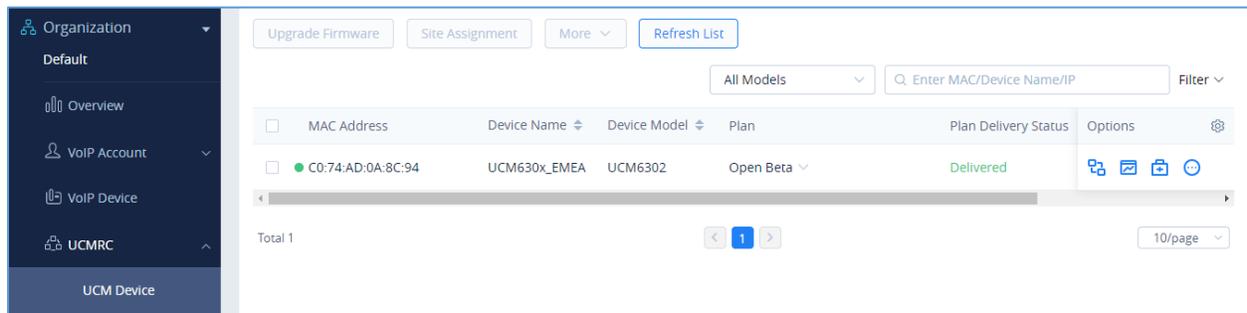
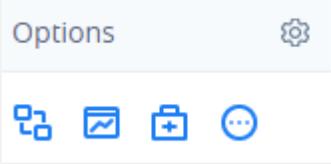


Figure 39: View UCM Devices on GDMS

Table 1: View UCM Devices on GDMS

Status	Descriptions
Status indicator	 The device is offline.
	 The device is online.
Firmware version too low	 This icon indicates the device firmware version is too low, and the device cannot be used normally with GDMS.



Plan expiring	 This indicator means the plan is expiring soon or already expired.
Custom display	<p>Click on the icon  on the upper right of the table to display more items to display as preferred.</p> 

Custom UCM Public Address

The UCM public address is for Wave web and Wave mobile app to log in using the SIP extension credentials.

Users can also customize the public address for the enterprise to use. Here are the steps to customize UCM public address:

- Step 1:** Go to the GDMS website and log in to your GDMS account. Navigate to **UCMRC → UCM Device** page, click on  for the UCM6300 device and click on “Edit Device”.
- Step 2:** In the Edit Device window, click on “Personal URL” to edit the first part of the URL, or click on “Custom Domain” to customize the full URL.

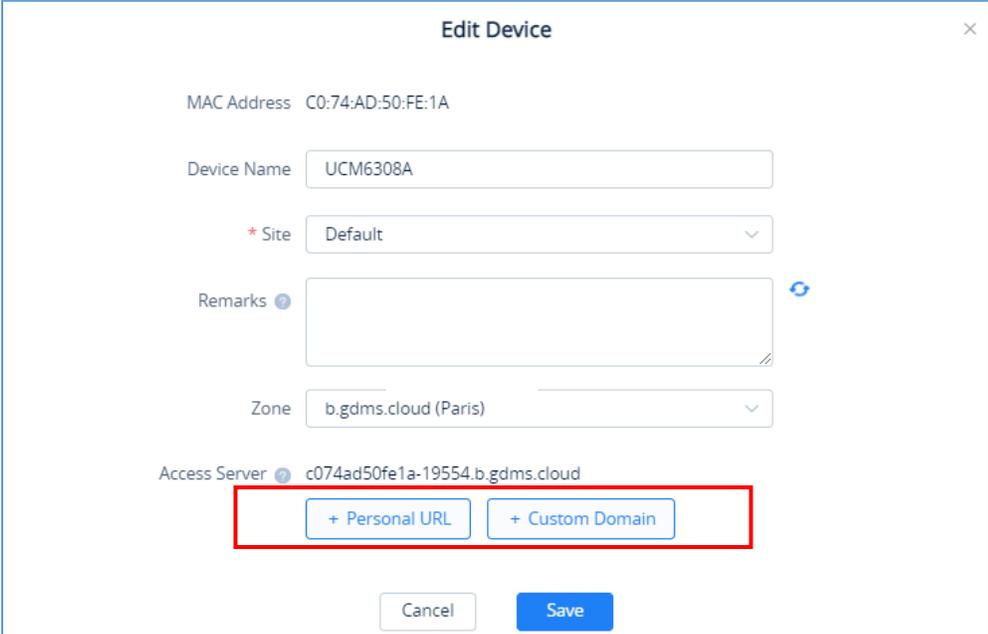


Figure 40: Custom UCM Public Address on GDMS



- **Step 3:** If “Personal URL” is selected, the user could enter the first part of the URL in the field below to generate their own link as UCM public address.

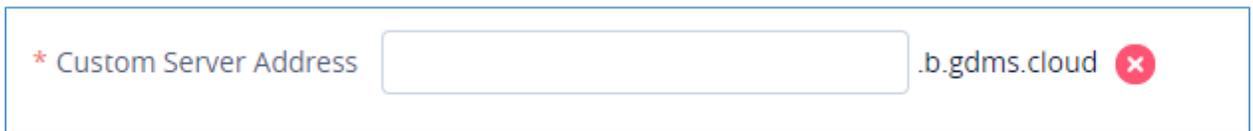


Figure 41: Personal URL

If “Custom Domain” is selected, the user can enter the full URL as a custom server address, configure the private keys and certificate.

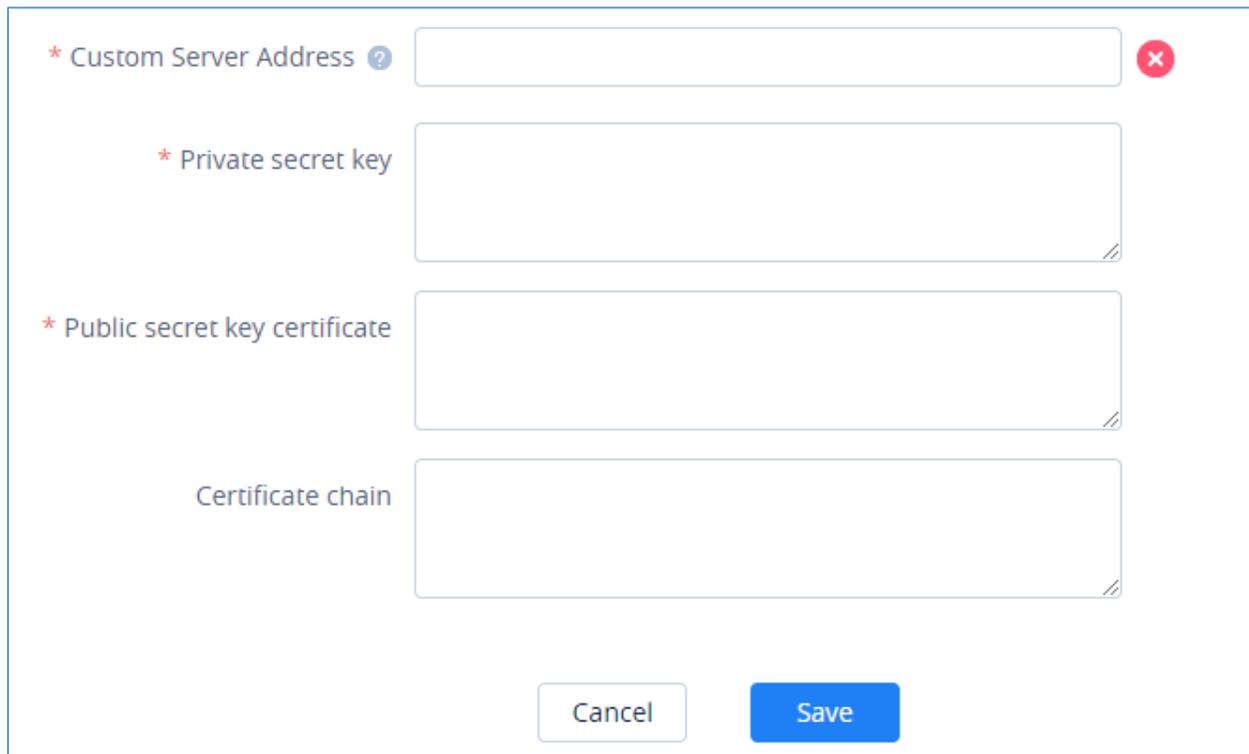


Figure 42: Custom Domain

- **Step 4:** Click on Save to save the setting. The user now can use the default public UCM address and the custom UCM address.

Accessing UCM Web GUI from GDMS

With GDMS, the user can access the UCM Web GUI as admin even the UCM is behind NAT.

- **Step 1:** Go to the GDMS website and log in to your GDMS account. Navigate to **UCMRC → UCM**

Device page, click on  for the UCM6300 device.



<input type="checkbox"/>	MAC Address	Device Name	Device Model	Plan	Plan Delivery Status	Options
<input type="checkbox"/>	C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta	Delivered	   

Figure 43: UCM Device on GDMS

- **Step 2:** A new page will be opened and the UCM web UI login page will be loaded shortly. Users can log in with the UCM admin credentials.

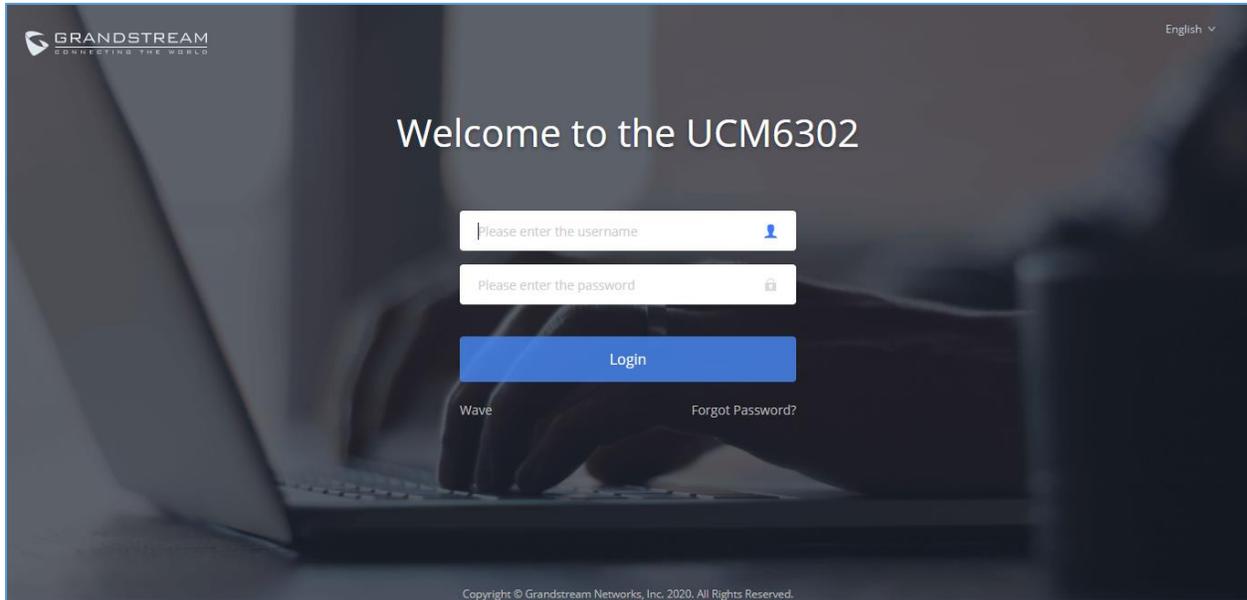


Figure 44: UCM Login Page

- **Step 3:** After logging in successfully, the user can now configure the UCM remotely.

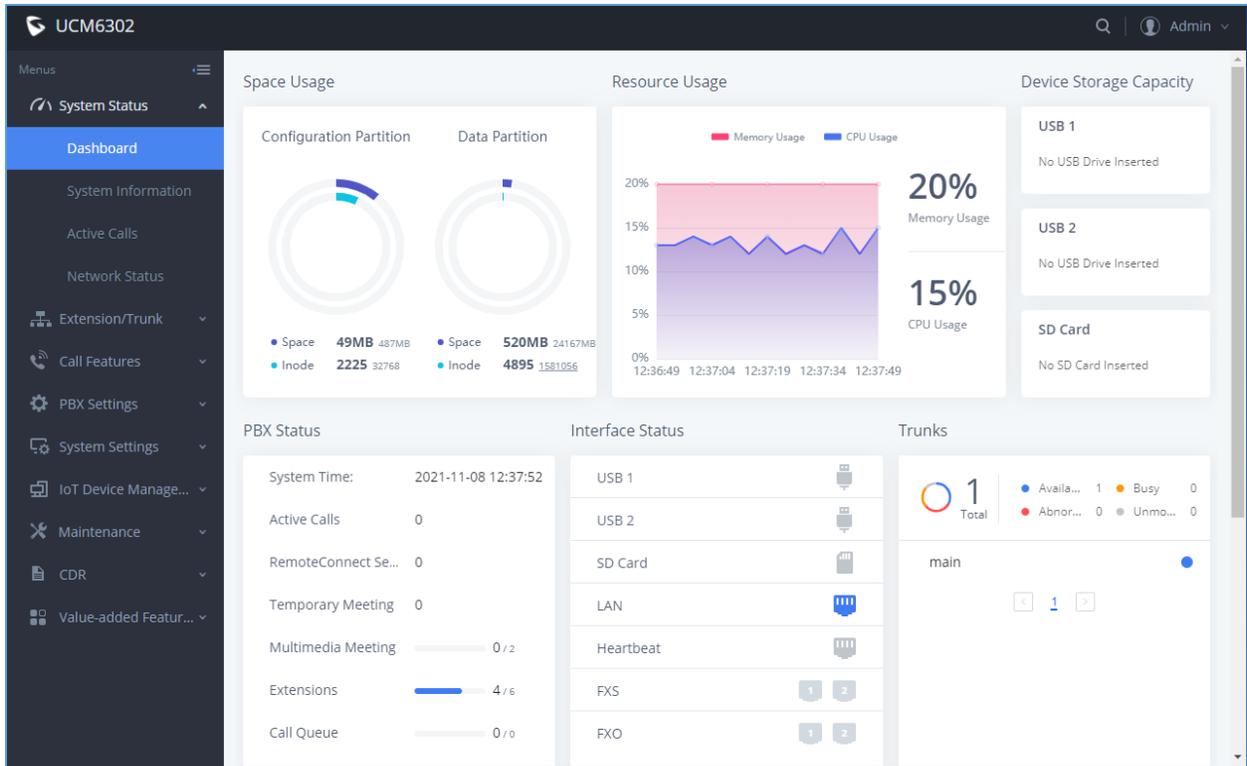


Figure 45: UCM Web UI after Logging in



Note:

There is no need to configure port forwarding on the router to make UCM available for remote access. However, for users to access the UCM via GDMS, the UCM must have Internet access available.

Rebooting UCM from GDMS

GDMS supports rebooting UCM immediately and scheduling a reboot.

- **Step 1:** Go to the GDMS website and log in to your GDMS account. Navigate to **UCMRC** → **UCM** **Device** page, click on  for the UCM and select Reboot Device.



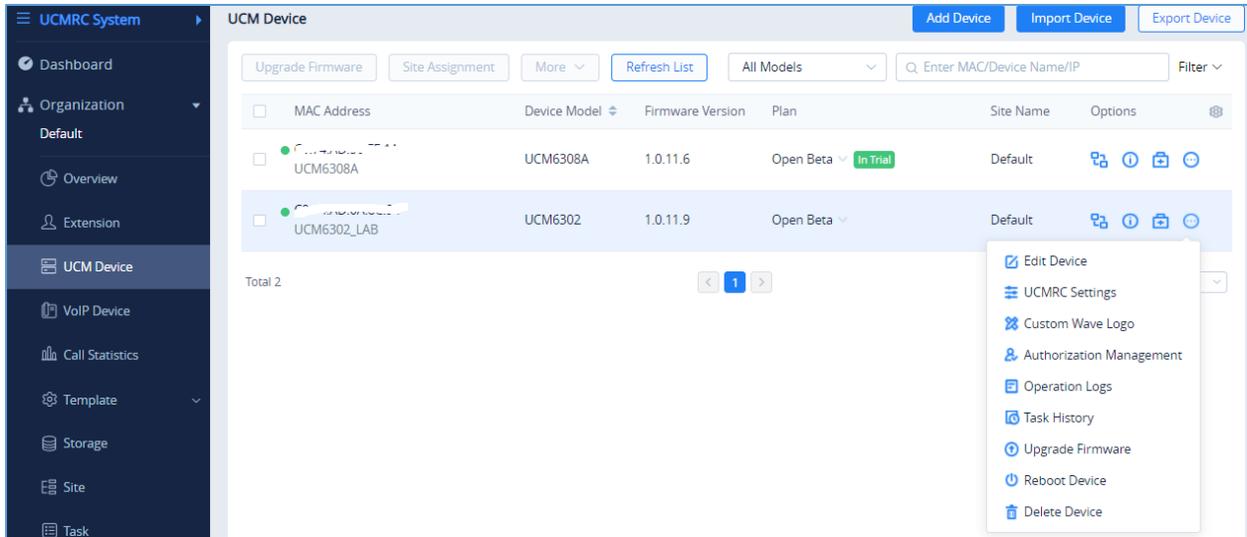


Figure 46: UCM on GDMS

- **Step 2:** On GDMS, select whether to upgrade immediately or schedule the reboot. For a scheduled reboot, please select the start and end times. Reboot will happen between start time and end time.

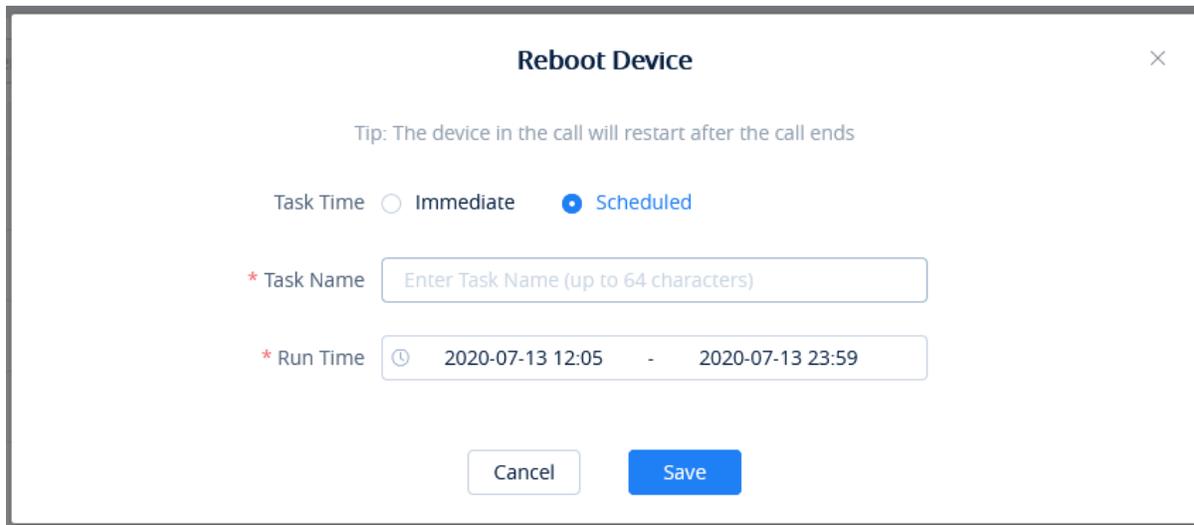


Figure 47: GDMS Reboot Options

- **Step 3:** Save the setting. Users can see all tasks for the devices on the GDMS Task page.

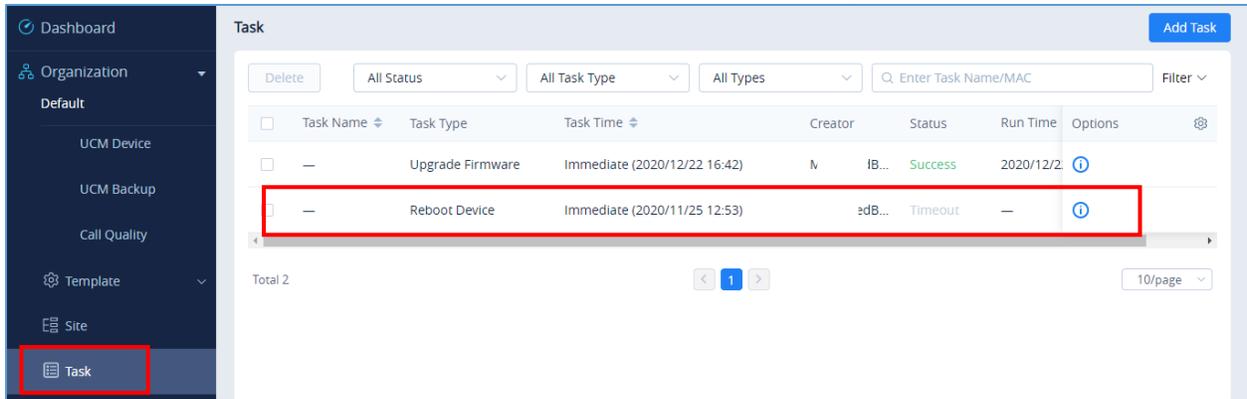


Figure 48: GDMS Task Page

Note:

If the task failed to reboot the UCM, system notifications will be sent to the user.

Upgrading UCM via GDMS

The UCM firmware can be uploaded to GDMS and the UCM can be upgraded via GDMS.

- **Step 1:** Go to the GDMS website and log in to your GDMS account. Navigate to **UCMRC** → **UCM Device** page. Select the UCM to upgrade and click on “Upgrade Firmware.”

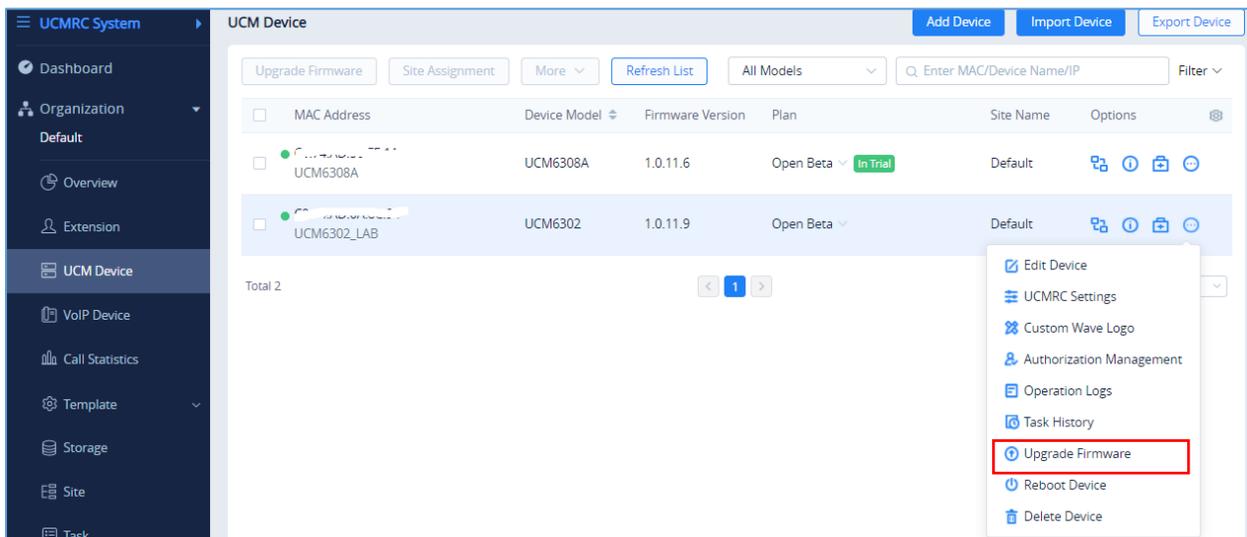


Figure 49: UCM on GDMS

- **Step 2:** In the Upgrade Firmware window, select whether to upgrade immediately or schedule the upgrade. If “Scheduled” is selected, enter the start time and end time. The UCM will be upgraded during this period.



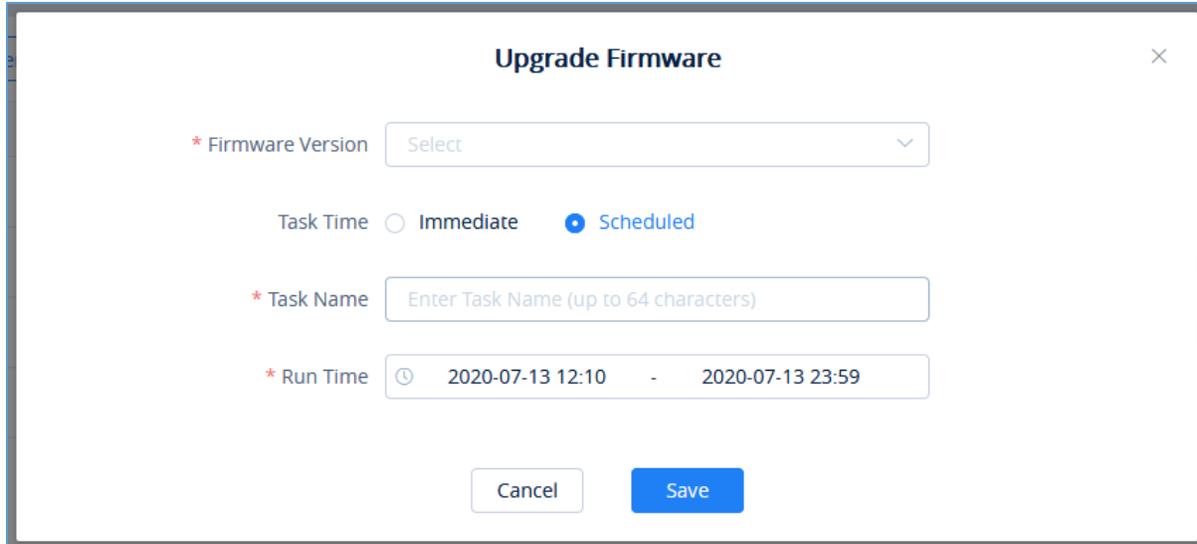
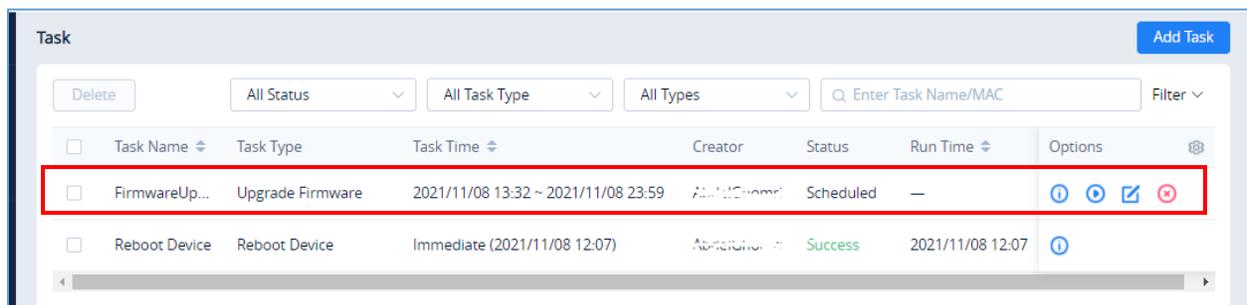


Figure 50: Firmware Upgrade on GDMS

- **Step 3:** Save the setting. The user can view task status on the GDMS Task page.



Task Name	Task Type	Task Time	Creator	Status	Run Time	Options
FirmwareUp...	Upgrade Firmware	2021/11/08 13:32 ~ 2021/11/08 23:59	Admin@grandstream.com	Scheduled	—	ⓘ ⏪ ⏩ ✎ ⛔
Reboot Device	Reboot Device	Immediate (2021/11/08 12:07)	Admin@grandstream.com	Success	2021/11/08 12:07	ⓘ

Figure 51: GDMS Task Page

Cloud Storage and Backup

Users can perform backup manually or automatically on UCM. The backup file can be stored on GDMS cloud storage. To view the backup files stored on GDMS cloud storage, go to **UCMRC → UCM Backup** page.

- All files in different types including CDR and config files will be listed.
- Users can filter the backup files by file type and can download the backup files.
- If the storage space becomes low, users can delete the files no longer needed.



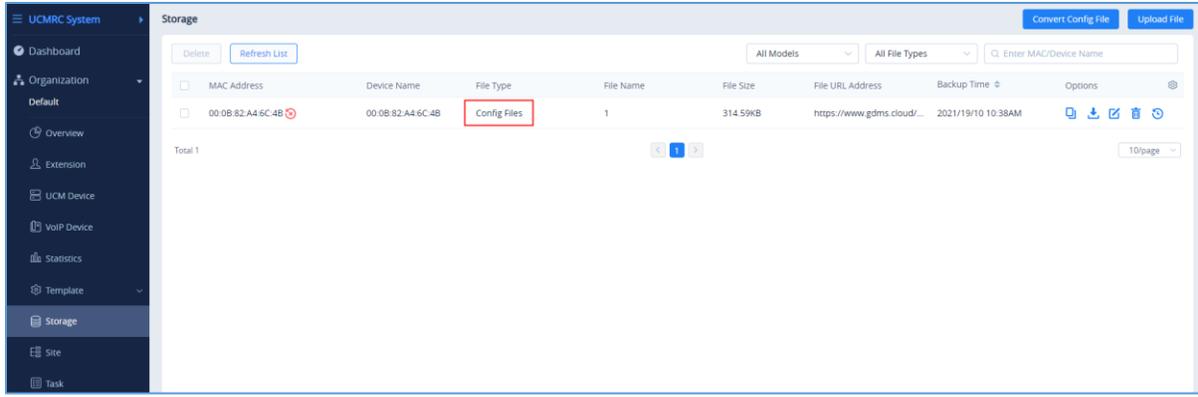


Figure 52: GDMS PBX Backup Page

Remotely Restore Configuration File

Users can remotely restore configuration files for UCM devices on GDMS.

On the "UCM Backup" page, select a UCM backup file and click  Perform recovery.

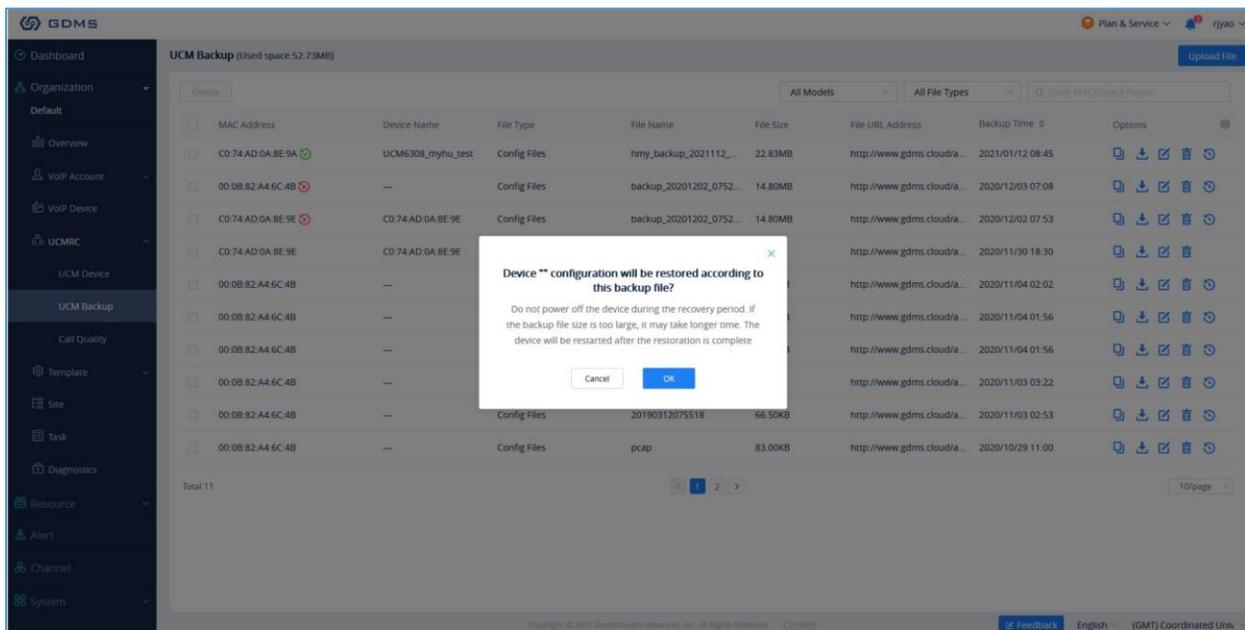


Figure 53: Restore backup file interface

After clicking "Confirm", the task will be immediately issued to this UCM device to restore this configuration file. It may take a few minutes to restore the configuration file. You can refresh the page to view the results, and view the results next to the MAC address in the following interface, as shown in the following figure:

 : Indicates that the recovery is successful, hover to view the last recovery time.



 : Indicates that the restoration failed, hover to view the time when the last operation was restored.

View Statistics and Reports

Daily Statistics Report

UCM devices collect device data and provide statistical reports daily. The report will be sent to the GDMS user or the configured email address. The below picture shows the report attachment sent to the user's email.

UCM Statistics Report 2020-07-02		
Statistics Devices	00:0B:82:9A:95:10	
Device Time Zone	Etc/GMT-8	
Software Version	1.0.2.7	
Running Time	0days 0:0:21	
Device Storage	596.54MB/1.45GB	
Cloud Storage	0/10.00GB	
Total Calls	348	
Total Remote Calls	0	
Max Concurrent Remote Users	0	
Number of calls by type	Audio Call	22
	Audio Conference	33
	Video Call	7
	Video Conference	0
Number of extensions	others	0

1 / 1

Figure 54: Daily UCM Report from GDMS

Note:

- The daily report is sent based on UCM's local time zone at 12:00 am.
- If local storage or cloud storage usage exceeds 80%, it will be highlighted in red in the report.
- If concurrent users exceeded 80% of the plan allowed max users, it will be highlighted in red in the



report.

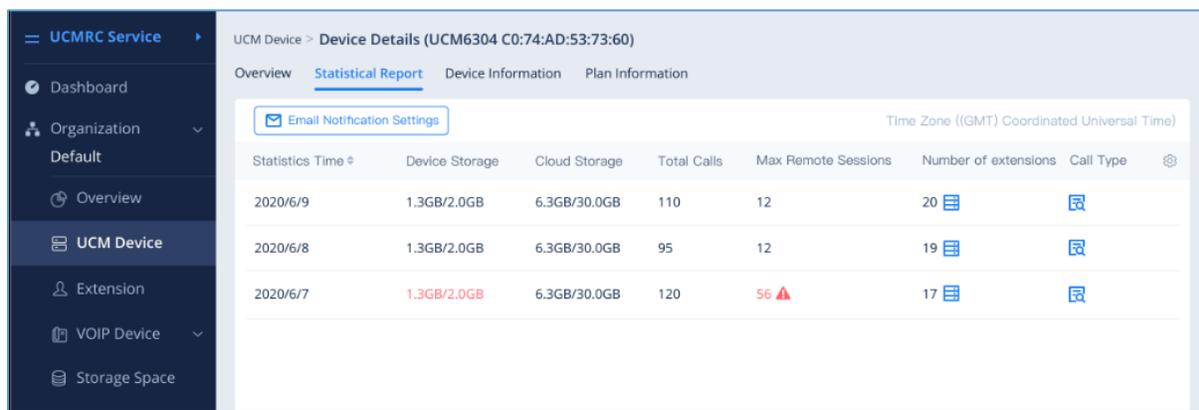
View Statistics Report for the Past Month

Please go to GDMS web GUI → UCMRC → UCM Device, on the UCM device you would like to check, click on the icon  to view “Statistics Report.”

<input type="checkbox"/>	MAC Address	Device Name	Device Model	Plan	Plan Delivery Status	Options	
<input type="checkbox"/>	C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta	Delivered	  	

Figure 55; View UCM Device on GDMS

Currently, only the previous 1-month statistics can be viewed here. The statistics are displayed based on UCM's local time zone.



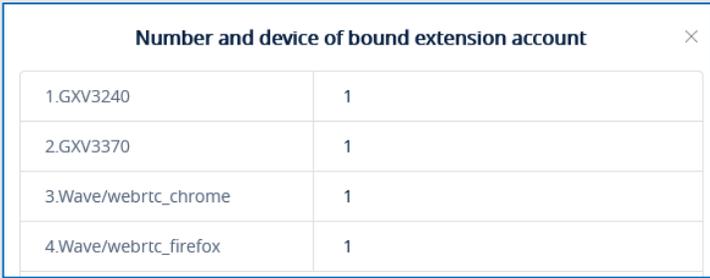
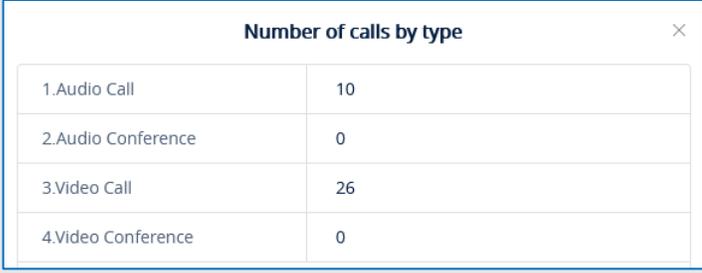
The screenshot shows the 'UCM Device > Device Details (UCM6304 C0:74:AD:53:73:60)' page. The 'Statistical Report' tab is active. A table displays statistics for three dates: 2020/6/9, 2020/6/8, and 2020/6/7. The 2020/6/7 row is highlighted in red, indicating a storage issue. The table columns are: Statistics Time, Device Storage, Cloud Storage, Total Calls, Max Remote Sessions, Number of extensions, and Call Type.

Statistics Time	Device Storage	Cloud Storage	Total Calls	Max Remote Sessions	Number of extensions	Call Type
2020/6/9	1.3GB/2.0GB	6.3GB/30.0GB	110	12	20	📞
2020/6/8	1.3GB/2.0GB	6.3GB/30.0GB	95	12	19	📞
2020/6/7	1.3GB/2.0GB	6.3GB/30.0GB	120	56	17	📞

Figure 56: UCM Statistics Report on GDM

Table 2: UCM Statistics Report on GDM

Parameters	Description
Statistics Time	This is the time when the data is reported to GDMS, displayed based on UCM local time zone.
Software version	This is the firmware version running on the UCM.
Running Time	This is the device running time.
Device Storage	This is the device's local storage status. If the used storage exceeds 80%, it will be highlighted in red.

Cloud Storage	This is the device's cloud storage status. If the used storage exceeds 80%, it will be highlighted in red.								
Total Calls	The total number of calls on the day when the time was reported.								
Total Remote Calls	Total remote calls from remote users on the same day as “Statistics Time.”								
Max Concurrent Remote Users	Max concurrent remote users on the same day as “Statistics Time.” If it exceeds the max allowed concurrent remote users, it will be highlighted in red.								
Number Extensions	<p>On the day when the time is reported, the model type and quantity of the extension device connected to this UCM.</p>  <table border="1"> <caption>Number and device of bound extension account</caption> <tbody> <tr> <td>1.GXV3240</td> <td>1</td> </tr> <tr> <td>2.GXV3370</td> <td>1</td> </tr> <tr> <td>3.Wave/webrtc_chrome</td> <td>1</td> </tr> <tr> <td>4.Wave/webrtc_firefox</td> <td>1</td> </tr> </tbody> </table>	1.GXV3240	1	2.GXV3370	1	3.Wave/webrtc_chrome	1	4.Wave/webrtc_firefox	1
1.GXV3240	1								
2.GXV3370	1								
3.Wave/webrtc_chrome	1								
4.Wave/webrtc_firefox	1								
Call Type	<p>Statistics on the type of distribution of all calls on the day when the time is reported.</p>  <table border="1"> <caption>Number of calls by type</caption> <tbody> <tr> <td>1.Audio Call</td> <td>10</td> </tr> <tr> <td>2.Audio Conference</td> <td>0</td> </tr> <tr> <td>3.Video Call</td> <td>26</td> </tr> <tr> <td>4.Video Conference</td> <td>0</td> </tr> </tbody> </table>	1.Audio Call	10	2.Audio Conference	0	3.Video Call	26	4.Video Conference	0
1.Audio Call	10								
2.Audio Conference	0								
3.Video Call	26								
4.Video Conference	0								

Click on [Call Statistics](#) to view the chart statistics of the number of calls/types of calls within a certain period of time under the current UCMRC system, you can also view the call statistics of the last week and the last month. As shown below:



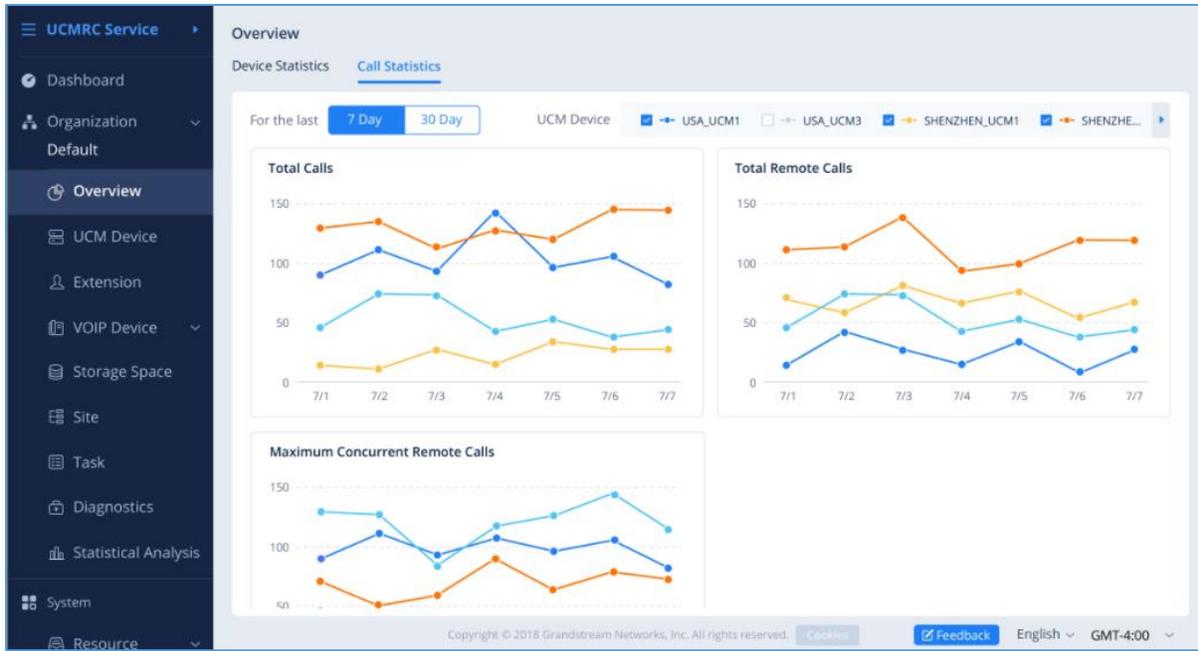


Figure 57: View UCM Device Statistics on GDMS



Configure Email to Receive Daily UCM Report

GDMS system will send daily emails of UCM equipment every day, click on to set the receiving mailbox, as shown in the figure below:

 Email Notification Settings

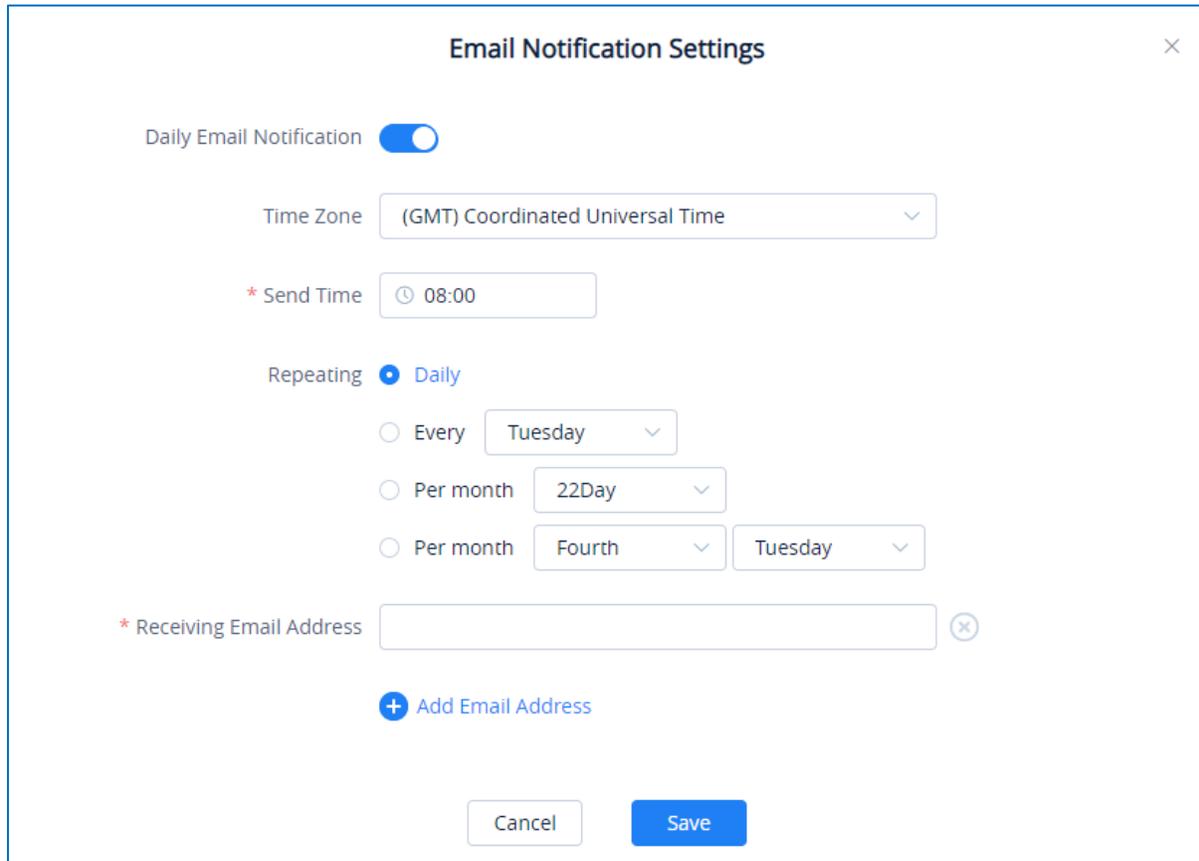


Figure 58: Email Notification Setting on GDMS

Call Quality Statistics

Under the **UCMRC→Call Quality** page, you can view the call records reported by all phones under the UCM server and the call quality statistics. You can filter call quality records based on time, site, device model, call quality, call type, and UCM server address.

Note:

- Only the phone device that uses the SIP account of the UCMRC server will report the call quality. Only part of UCMRC plans is supported for this, please refer to the plan's description on the official website.
- Administrators are now able to remotely detect the UCM bandwidth on GDMS.



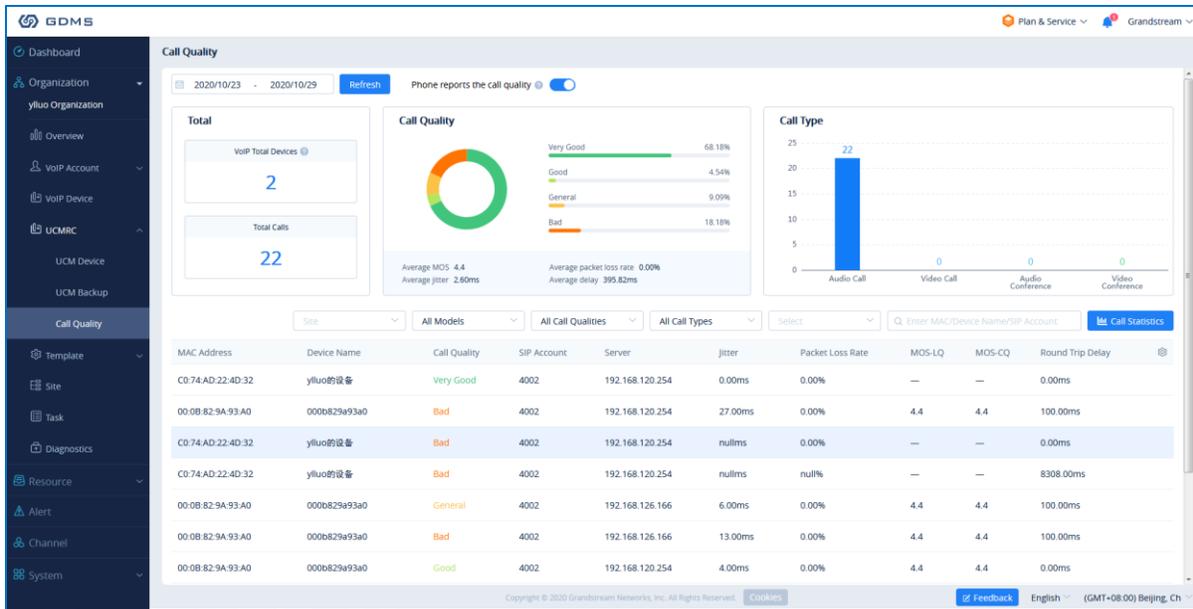


Figure 59: Call Quality Statistics

Note: For more information about Call Quality Statistics, please refer to the GDMS User Manual: http://www.grandstream.com/sites/default/files/Resources/GDMS_User_Guide.pdf

View Plan and UCM Cloud Storage Status

Please go to **GDMS** → **UCMRC** → **UCM Device**, click on the plan for the UCM device to view the plan details including the expiration date, used storage, and total storage.

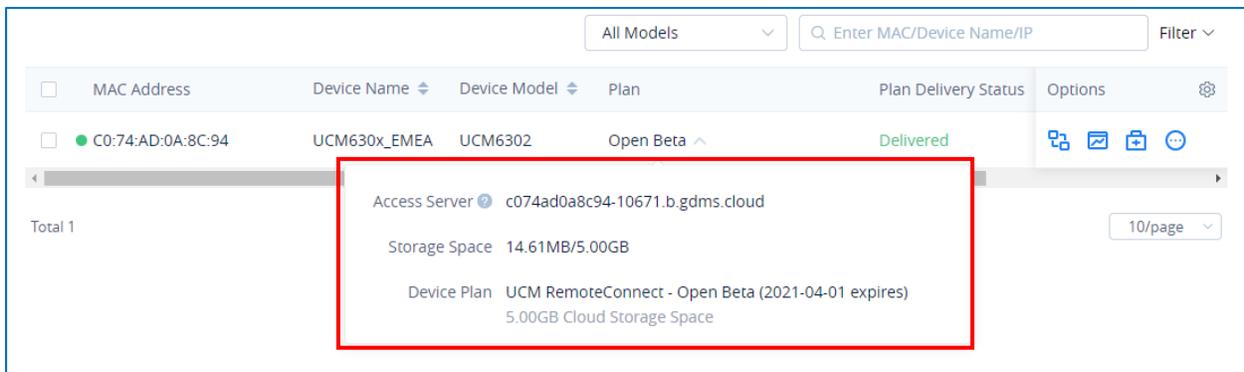


Figure 60: View UCM Plan and Cloud Storage Status on GDMS

When the plan expires, the user will receive an email notification like below:





Hi, Jyang

The following GDMS service plan has expired, you will no longer be able to use UCM remote work services, and files that exceed the storage space will be deleted.

Plan	Expire Time	Owner	Directions
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB
UCM Remote Work Silver Add-on: 0	2020/07/12	—	Storage space exceeded: 0GB

Tip: After the package expired, the files that exceed the storage space will be deleted.

[Renew Now](#)

Or you can log in to <https://www.gdms.cloud/plan/myPlan> to renew.

Figure 61: Email Notification for Expired Plan

Cloud IM Service

Cloud IM provides cloud-based IM services for UCM devices. It supports unified communications and IM interoperability for enterprises with multiple UCM devices across regions while providing high performance, large-storage, and multi-functional cloud communication services.

Users could follow the steps below to activate this service:

1. Access the GDMS page, click on “plan&service” in the upper right corner of the page and click “Services”, once done, you can see UCM CloudIM.



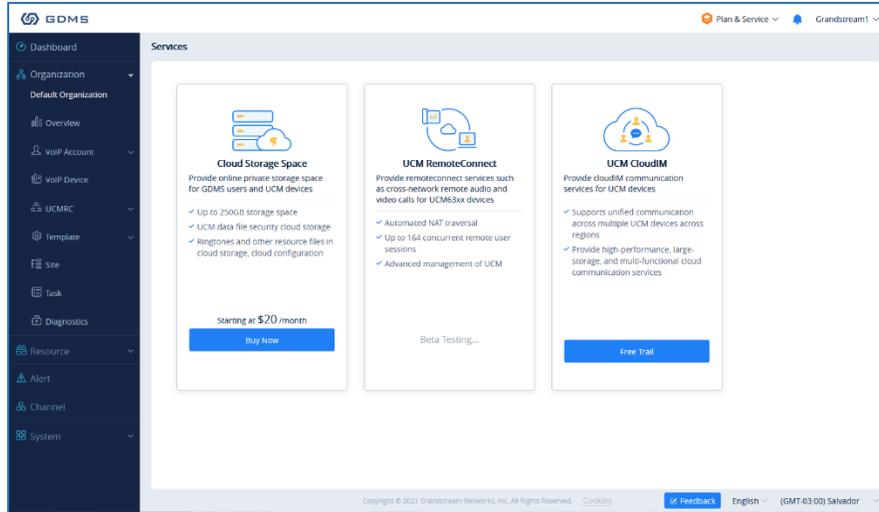


Figure 62: Package Service page

- Click on the “Free Trial” button at the bottom of the “UCM CloudIM” service, select the CloudIM service region and enter the enterprise name for the plan. It is recommended to select the nearest region to the UCM device. Please see the screenshot below:

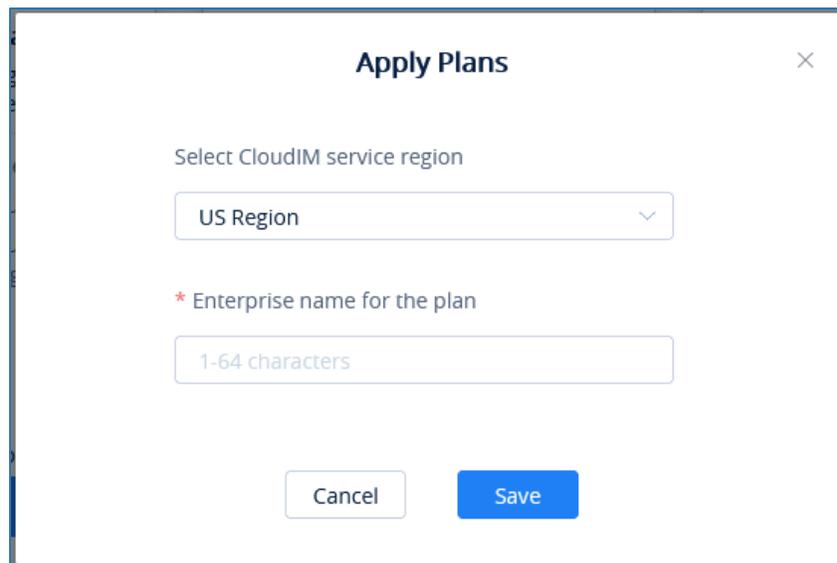


Figure 63: Package application page

- Click the “Save” button to get the UCM CloudIM plan, after it the user can view the CloudIM service domain name, service ID, and Key.



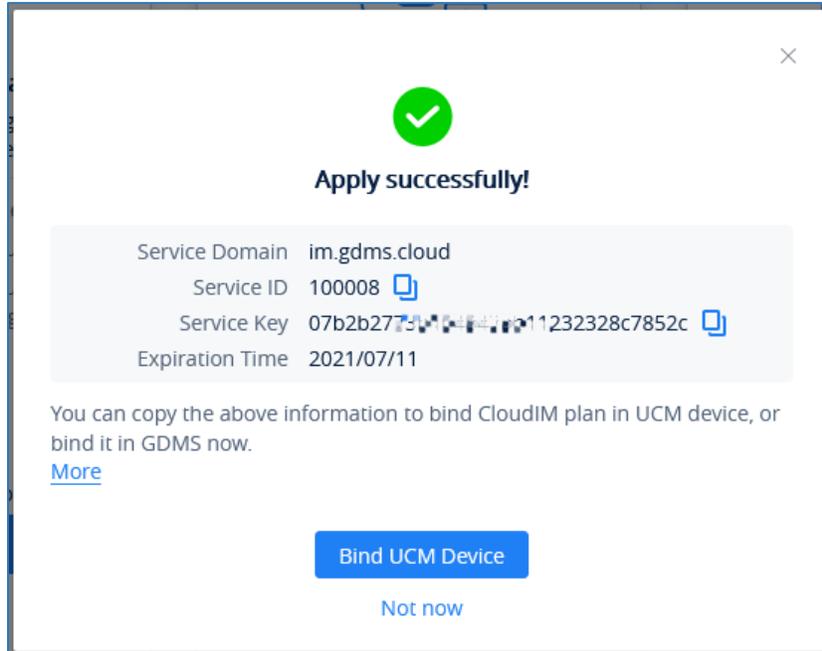


Figure 64: Package details page

- The user can quickly bind the UCM device for the CloudIM plan so that the UCM device can start to apply the CloudIM plan.

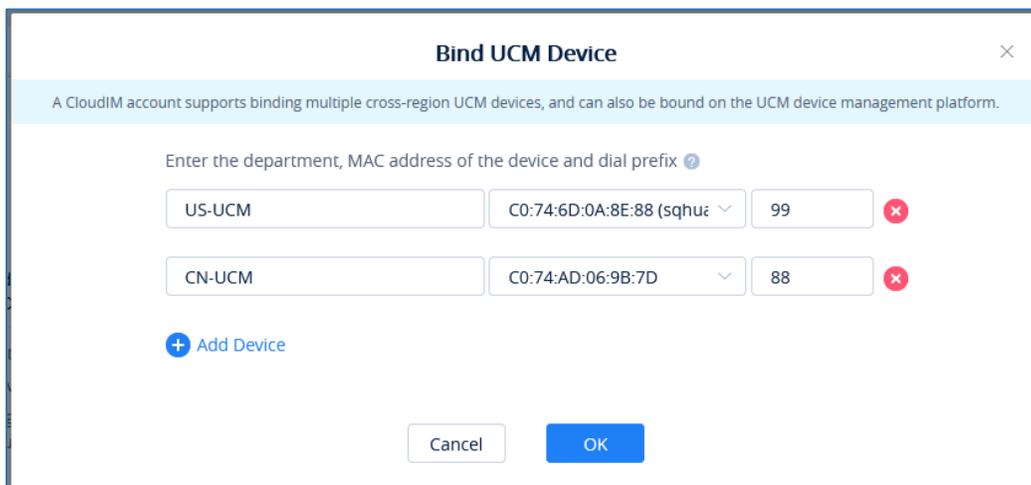


Figure 65: Bind UCM Device

- The user can also copy the service ID and service key and bind the UCM device to the UCM device management platform. The user can go to UCM Web UI → System Settings → CloudIM interface and enter the CloudIM involved information in the blanks. The corresponding IM data are placed in the CloudIM external server.



Cloud IM

Enable Cloud IM:

* Cloud IM Server Address:

* Service ID:

* Key: 

* Department Name:

Prepend:

Figure 66: UCM Cloud IM service management page

Note: If the UCM CloudIM plan expires, the Wave users cannot log in to the account. The chat data will also be deleted. Please renew the UCM CloudIM plan in time.



ALARM MANAGEMENT ON GDMS

Message Notification Settings

To manage the message alert notification, under the **Alert** page, please click on



Message Notification Settings ×

Organization

Subscriber

Alert Details VoIP UCM Gateway

<input checked="" type="checkbox"/>	Alert Details
<input checked="" type="checkbox"/>	! Account Registration Failed
<input checked="" type="checkbox"/>	! Factory Reset
<input checked="" type="checkbox"/>	! Reboot Device
<input checked="" type="checkbox"/>	! Failed to run task Select Task <input type="text" value="Reboot Device"/> <input type="text" value="Factory Reset"/> <input type="text" value="Upgrade Firmware"/> <input type="text" value="Update Config: Model"/> <input type="text" value="Update Config: Group"/>
<input checked="" type="checkbox"/>	! Device Offline

Figure 67: Message Notification Settings

Table 3: Message Notification Settings

Organization	Select the organization.
---------------------	--------------------------



Alert details	<p>The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified.</p> <p>The user can specify what to receive as an alert. The following alarm priority levels can be divided into:</p> <p>advanced:</p> <ul style="list-style-type: none"> • Account registration failed • UCM cloud storage space is insufficient or full <p>intermediate:</p> <ul style="list-style-type: none"> • Reset • The task failed to run (the user can specify the task to be notified) • Device offline • Device restart
Subscriber	<p>Select the users who will be reminded. Only sub-users created by the current user can be selected.</p>

Notes:

- Only UCM devices with the UCMRC premium package will report the alarm content and send the alarm notification.
- If the plan is not activated, then the Alert notification will only be sent to the task creator.
- After the subscriber logs in, when there is an unread warning message, the icon  will shake. Hovering the mouse over the icon will display unread messages. Clicking on these messages will show more details about the alert.

Email Notification Settings

To manage email alert notification, under the **Alert** page, please click on

[Email Notification Settings](#)



Email Notification Settings ✕

Organization

Alert Details VoIP UCM

<input type="checkbox"/>	Alert Details
<input type="checkbox"/>	! Account Registration Failed
<input type="checkbox"/>	! Factory Reset
<input type="checkbox"/>	! Reboot Device
<input type="checkbox"/>	! Task failed to run Select Task <input style="width: 100%;" type="text" value="Select"/>
<input type="checkbox"/>	! Device Offline

Subscriber

Figure 68: Email Notification Settings

Table 4: Email Notification Settings

Organization	Select the organization.
Alert details	<p>The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified.</p> <p>The user can specify what to receive as an alert. The following alarm priority levels can be divided into:</p> <p>advanced:</p> <ul style="list-style-type: none"> Account registration failed UCM cloud storage space is insufficient or full



	intermediate: <ul style="list-style-type: none">• Reset• The task failed to run (the user can specify the task to be notified)• Device offline• Device restart
Subscriber	Select the users who will be reminded. Only sub-users created by the current user can be selected.

Notes:

- Only UCM devices with the UCMRC premium package will report the alarm content and send the alarm notification.
- If the plan is not activated, then the Alert notification will only be sent to the task creator.

SMS Notification Settings

Only UCM devices with SMS notification functions send SMS notifications for alarms.

To manage SMS alert notification, under the **Alert** page, please click on

[SMS Notification Settings](#)



SMS Notification Settings

Only UCM devices with SMS notification function send message notifications.

Organization

Alert Details		Alert Details
<input checked="" type="checkbox"/>		Alert Details
<input checked="" type="checkbox"/>	!	Device Offline
<input checked="" type="checkbox"/>	!	UCM cloud storage space is insufficient or full ?
<input checked="" type="checkbox"/>	!	CPU Traffic Control ?
<input checked="" type="checkbox"/>	!	Disk Usage ?
<input checked="" type="checkbox"/>	!	Memory Usage ?
<input checked="" type="checkbox"/>	!	System Reboot
<input checked="" type="checkbox"/>	!	System Crash
<input checked="" type="checkbox"/>	!	Fail2ban Blocking
<input checked="" type="checkbox"/>	!	SIP Peer Trunk Status ?
<input checked="" type="checkbox"/>	!	Network Disk Status ?
<input checked="" type="checkbox"/>	!	Remote concurrent calls amount exceeds upper limit
<input checked="" type="checkbox"/>	!	External Disk Status ?
<input checked="" type="checkbox"/>	!	SIP Trunk Registration Status
<input checked="" type="checkbox"/>	!	Configuration Recovery (Backup Restore)
<input checked="" type="checkbox"/>	!	External Disk Usage

Receiving Number

<input type="text" value="86 China(中國)"/>	<input type="text" value="18268068418"/>	✖
<input type="text" value="62 Indonesia"/>	<input type="text" value="5656565645654"/>	✖
<input type="text" value="61 Australia"/>	<input type="text" value="13245698766"/>	✖

+ Add Number

Figure 69: SMS Notification Settings



Table 5: SMS Notification Settings

Organization	Select the organization.
Alert details	<p>The user can specify what to receive as an alert. The following alarm priority levels can be divided into:</p> <p>advanced: UCM cloud storage space is insufficient or full</p> <p>intermediate:</p> <ul style="list-style-type: none"> • Device offline
Subscriber	Enter the phone number that will receive notification messages. Users can add or delete phone numbers. After entering the number, the user needs to click the "Send Verification Code" option and enter the received verification code to complete the addition.

Notes:

- Only UCM devices with the UCMRC premium package will report the alarm content and send the alarm notification.
- If the plan is not activated, then the Alert notification will only be sent to the task creator.

View Alert Notice

The alert notice can be viewed under the Alert page.



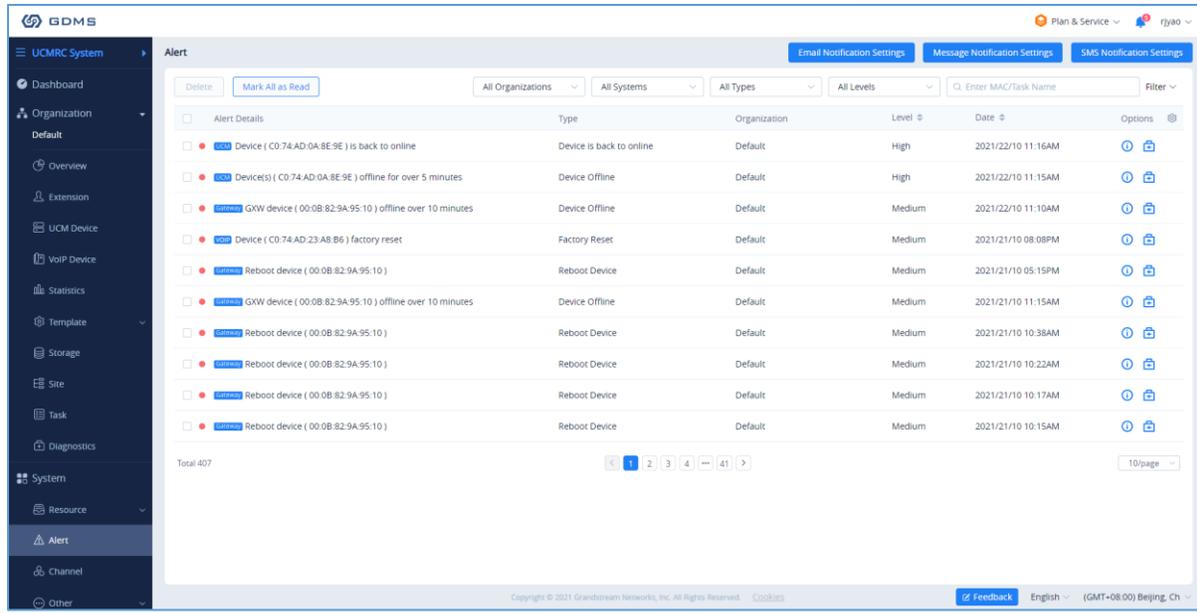


Figure 70: Alert Notice Interface

- **Search:** Users can use the alert filter and search function in the page upper right corner to find the corresponding alert message.
- **Newest Alert Notification:** if the alert notice in the list contains a red dot at the beginning, it means that the alert notification is an unread notification. Users can click the button  to mark all unread notifications as "read".
- **View details:** users can click an alert button after notification  to view the alert notification details, then the red dot will disappear.
- **Device diagnosis:** For faulty devices, users can click  Option to access the "Device Diagnostics" page to diagnose the device.
- **Delete Alert:** The user can delete the notification by selecting one or more items and clicking the "Delete" button.



UI CUSTOMIZATION

Custom logo feature allows users to select a local image file as the new logo as well as enter the company name. The pictures are in different formats and sizes according to the location of the logo. They are 64*64px (only ico format is supported), 256*256px, 80*80px, which applies for "UCM Login", "Reset Password", "Email Template", "Wave/Login", "Browser Tab interface preview".

- LOGO 1: Replaces Browser tab icon
- LOGO 2: Replaces the Grandstream banner on the top left corner of the management login page and emails.
- LOGO 3: Replaces the Grandstream logo on the top left corner of the Wave Web interface and UCM management interface.

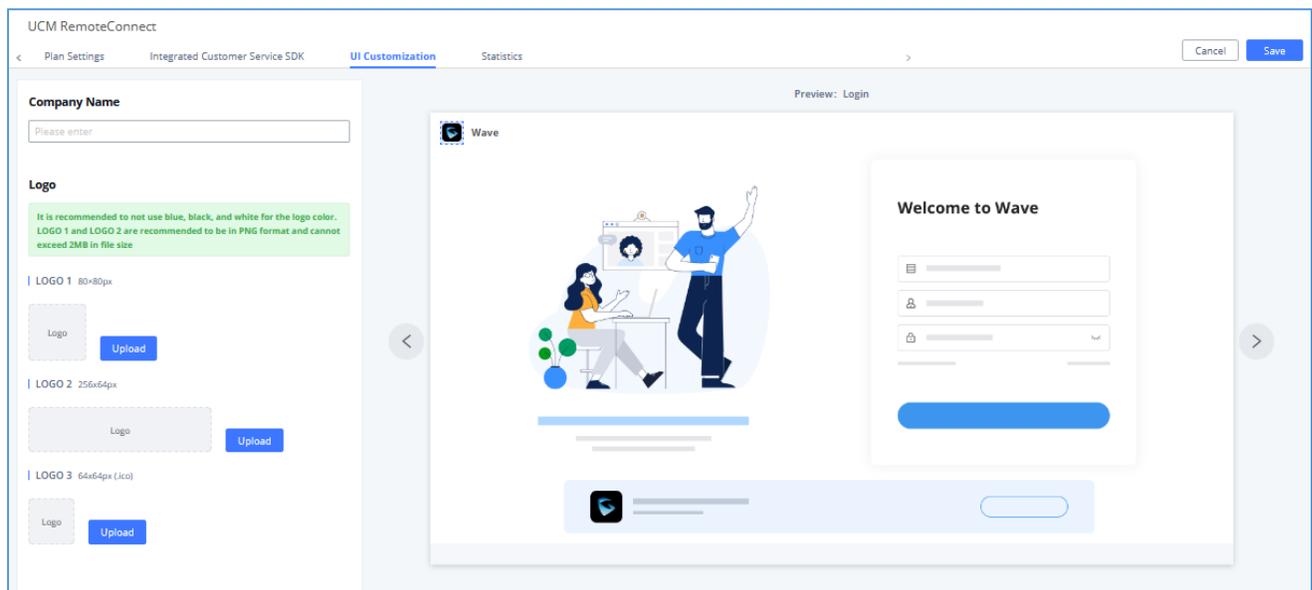
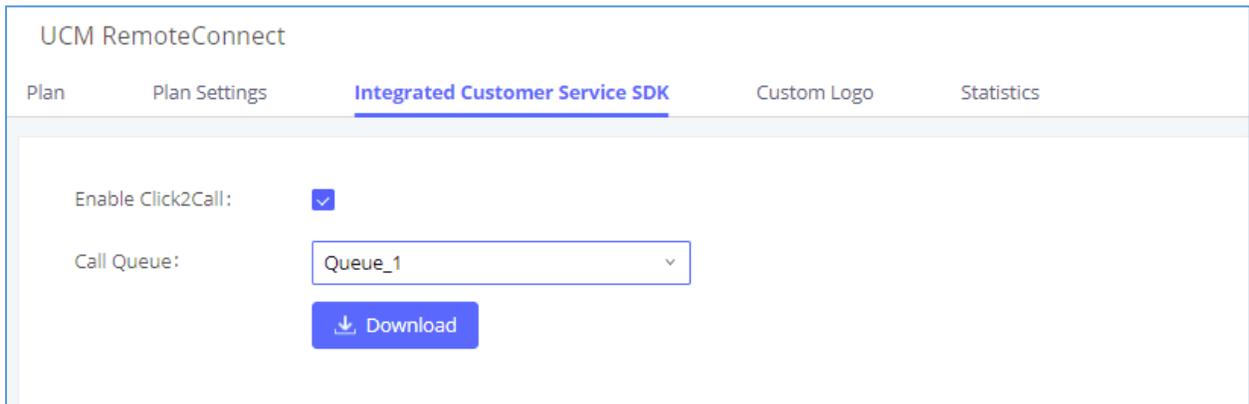


Figure 71: UI Customization

INTEGRATED CUSTOMER SERVICE SDK

The Integrated Customer Service SDK allows users to download the SDK provided by the customer service system and integrate it on the website so that the website can contact customer service for call operations. The call queue is used as the customer service number.

To configure Customer Service SDK, please go under **Value-added Feature** → **UCM RemoteConnect** → **Integrated Customer Service SDK**.



The screenshot shows the 'UCM RemoteConnect' configuration interface. At the top, there are navigation tabs: 'Plan', 'Plan Settings', 'Integrated Customer Service SDK' (which is selected and underlined), 'Custom Logo', and 'Statistics'. Below the tabs, there are two configuration options: 'Enable Click2Call:' with a checked checkbox, and 'Call Queue:' with a dropdown menu showing 'Queue_1'. Below these options is a blue 'Download' button with a download icon.

Figure 72: Customer service SDK

