

# Grandstream Networks, Inc.

UCM63XX/A Series

**RemoteConnect EndPoint Configuration Guide** 





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## **INTRODUCTION**

The UCM63XX/A series IP PBX provides UCM RemoteConnect service which offers clients a quick setup to start working remotely including Wave web app using WebRTC and Wave mobile app on Android<sup>™</sup> and iOS<sup>™</sup> system to communicate and join meetings, sync up and manage extensions, receive alerts and reports, view and manage storage via cloud, and much more. The UCM63XX/A 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 configure end users' IP phones to register to UCM63XX/A series IP PBX UCM using the RemoteConnect service. With the RemoteConnect service, IP phones behind NAT can register to the UCM63XX/A series and communicate with other devices without additional settings in your network.

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#### https://www.grandstream.com/support

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## PREREQUISITES

The UCM RemoteConnect service on the UCM63XX/A series must be used with Grandstream Device Management System (GDMS). After the UCM is connected to GDMS, the RemoteConnect information displays as below on UCM63XX/A Web GUI under **the Value-added Features**  $\rightarrow$  UCM RemoteConnect page. On this page, STUN Address, UCM Public Address, and Public TLS Port information are needed for IP phone to register to UCM63XX/A series.

Menu	5	·=	Remote	Connect				
a		~	Plan	Plan Settings Int	egrated Customer Service	Enterprise UI customization	Statistics	GDMS Cloud Storage Space
Æ		<b>v</b>						
Ç		~	Subsci	ription Tier :	Platinum (Beta) 📿			
¢		~	Subsci	ription Period :	Valid until 2023/11/26			
ç,		~	Plan S	tatus:	Active			
*		~	Max R	emote Concurrent Sessions:	464			
þ		~	Max R	emote Users :	320			
B	CDR	~	GDMS	Cloud Storage:	260.00 GB			
₹2	RemoteConnect		STUN	Address :		7		
		~	Wave	Public Network Server Addre	ss:a.gdms.work 🗊			
			SIP Ph	one/Trunk Traversal Address	.a.gdms.work:5061			
			Wave	Supports Third-party Platforr	n Support	-		
			Dockir	ng Plug-ins :				
			Cloud	IM Server :	Support			
			Tro	publeshooting				

Figure 1: UCM RemoteConnect Plan Information

Clients can configure the IP phone to register to UCM63XX/A series and manage the IP phone remotely via GMDS, or directly configure the account information on the IP phone manually.





### **CONFIGURE SIP EXTENSIONS ON GDMS**

The GDMS admin can configure the IP phone remotely with the settings required for RemoteConnect. To do so please follow the steps below:

**Step 1**: In your web browser, open the GDMS address and log in with your GDMS account: https://www.gdms.cloud/login

**Step 2:** After Adding UCM into your GDMS, go to **UCMRC System** and **UCM Device** to quickly navigate all the SIP servers. For a specific SIP server address, users can click on the icon **to** quickly check the SIP server settings.

🕢 GDMS							9 World 🗸 🔓	Plan & S	Service	~ (	l rjyao ∨
≡ UCMRC System →	UCM Device					_	dd Device	mport De	vice	Exp	ort Device
Dashboard	Upgrade Firmware Site Assignment More	Refresh List				All Models V Q En	ter MAC/Device I	lame/IP			Filter ~
🛃 Organization 🗸 🗸	MAC Address	Device Model 💠	Firmware Version	Plan	Server Address		Site Name		Option	s	8
Overview	C0:74:AD:2A:4B:3A	UCM6304	-	Basic (Beta) ~ Pending Delivery	-		Default		ස <b>(</b>	) 🖻	Θ
L Extension	○ 00:08:83:00:00:01	UCM6301	1.0.13.3	Platinum (Beta) $\vee$	192.168.129.60	5061(TLS)	Default		80	) 🖻	Θ
UCM Device	C0:74:AD:0A:8E:9E Host~	UCM6308	1.0.12.7	Platinum (Beta) $\vee$	c074ad0a8e9e.i	a.gdms.cloud:5061(TLS) ····	Default		80	) 🖻	0
U VoIP Device	C0:74:AD:3C:C1:22 Spare v	hahah	1.0.12.7	Platinum (Beta) $\vee$	c074ad0a8e9e.	c0/4ad0a8e9e.a.gdms.cloud:506 aacc3333.a.gdms.cloud:5061(TLS)	d:5061(TLS) 💿 🗹		8	) 🖻	Θ
nh Call Statistics	C0:74:AD:0A:8E:9A '8:#96;'	UCM6308	1.0.11.9	Platinum (Beta) V Pending Delivery	192.168.126.56:5061(TLS) = 192.168.131.18 192.168.126.56:5060(TCP) = 1.a.gdms.cloud:5061(TLS) =			BE:9A	8 0	) 🖻	•
용 Template ~	00:0B:82:A4:6C:48 <script>test</script>	UCM6302	1.0.13.4	Platinum (Beta) $\vee$	192.168.129.73	192.168.126.56:5060(UDP) =	00:08:82:A4:	5C:4B	80	) 🗗	Θ
Eli Site	00:0B:82:A4:6E:BF  6ebfagadfgadf6ebfagadfgadf6ebfagadfgadf6eb	UCM6302	0.0.4.16 🕚	Platinum (Beta) ~ Pending Delivery	-		000B82A46E	3F	80	) 🖻	Θ
III Task	Total 7									10/	page
Diagnostics											
#B System											
🗟 Resource 🗸 🗸											
Alert											ſ
& Channel											l
💬 Other 🗸 🗸		Соругі	ight © 2021 Grandstream Networks,	Inc. All Rights Reserved.	ookies	(C)	Feedback Eng	$\mathfrak{lish} \sim$	(GMT+	08:00) E	leijing, Ch $\sim$

#### Figure 2: UCM Device Page

#### ∕.∧ Note:

If the user's service package supports such a feature, the user can click on modify the remote server address as needed.

**Step 3**: To assign/modify the IP Phones, firstly go to the **Extension** page on GDMS. Users can check all the extension information and modify the SIP server for the extensions as long as the server is under the same organization. See **Figure 3** for an example.





🅢 GDMS							9 World 🗸 😝 Plan & S	iervice 🗸 🏮 rjyao 🗸
	•	Extension						Export Extension
Ø Dashboard		Delete Modify SIP Server				Site	V Q. User ID/Account/Name/I	Device Name/MAC
Grganization	-	User ID 🗢	Account Name 💠	Display Name 💠	Email 🗢	SIP Server ≑	Date Modified \$	Options 🐵
Default		4006	4006	-	-	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	C % 0
() <sup>B</sup> Overview	_	4010	4010	_	_	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	6 A D
요 Extension		4005	4005	_	_	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	0 & ā
UCM Device		4004	4004	-	-	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	0 & <b>0</b>
U VolP Device		4003	4003	-	-	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	6 % Ö
Din Call Statistics		4002	4002	-	-	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	因物質
හි Template	~	4001	4001	-	-	zgmo-ucm(UDP) (192.168.129.60:5060)	28/12/2021 11:25	6 % ē
Storage		2323	2323	-	-	192.168.126.56(UDP) (192.168.126.56:5060)	25/12/2021 17:39	0 % <b>0</b>
Ell Site		3211	3211	-	_	192.168.126.56(UDP) (192.168.126.56:5060)	25/12/2021 17:39	0 % <b>0</b>
🗄 Task		3005	3005	-	-	<script>test</script> (UDP) (192.168.129.73:5	13/12/2021 15:20	0 % <b>0</b>
Diagnostics		Total 28						10/page V
System								
B Resource	~							
\land Alert								Î
& Channel								
💬 Other	~			Copyright © 2021 Grands	tream Networks, Inc. All Rights Reserved		🗹 Feedback 🛛 English 🗸	(GMT+08:00) Beijing, Ch $  imes $

Figure 3: Extension Page

- Select the desired extension(s).
- Click on, then select the server.
- Click on "Save" to apply changes. After changing the SIP Server, the new settings will be pushed to the associated extension.

Đ	ktensio	n							
	Dele	Modify SIP Server	]		Modify SIP Server		×	2	
		User ID 🜲	Ac	U When the SIP server a	ddress is modified, the new SIP server address will be assig	gned to the corresponding d	evices.		Date Modified ≑
		1019	10	* SIP Server	xyye (xyye.d.gdms.cloud:5061)	^		oud:5061)	2022/25/01 05:36PM
		1018	10		xyye (xyye.d.gdms.cloud:5061)			1)	2022/21/01 03:17PM
		1017	10		xyye111(TLS) (192.168.126.50:5061) xyye111(TCP) (192.168.126.50:5060)			oud:5061)	2022/25/01 05:48PM
		1016	1016	—	xyye111(TLS) (xyye.d.gdms.cloud:5061)		OP) (192.168.126.5	50:5060)	2022/21/01 02:09PM
		1015	1015	-	xyye111(UDP) (192.168.126.50:5060) xyyeUCM(TLS) (192.168.126.50:5061)		)P) (192.168.126.5	50:5060)	2022/21/01 02:09PM
		1014	1014	-	xyyeUCM(TCP) (192.168.126.50:5060)		)P) (192.168.126.5	50:5060)	2022/21/01 02:09PM
		1013	1013	-		xyye(UDP	) (192.168.126.50:5	060)	2021/23/12 02:31PM

Figure 4: Modify SIP Server





## **CONFIGURING SIP ACCOUNTS ON END DEVICES**

IP phone end devices behind NAT in the external network can register to the UCM63XX/A series for remote work purposes.

#### Method 1 : Configure SIP account from end device web UI

In this method, the user needs to configure the SIP server on the end device web UI using the UCMRC SIP Phone/Trunk Traversal Address and configure NAT to STUN with a specific STUN server. For the SIP transport protocol, it must be set to TLS using TLS version 1.2.

Please refer to the below configuration example on GXV3370.

**Step 1**: Log in GXV3370 web UI as admin, navigate to the **Account**→ **Basic Settings** page and configure the following:

- SIP Server: Enter the UCM Public Address with Public TLS Port. This information can be found under the UCM web UI→ Value-added Features→UCM RemoteConnect→Plan page.
- NAT Traversal: STUN





i≡ Status	~ <	Account 1	Rccount 2	Accourt	nt 3	Account 4	Account 5  Account 6
👤 Account		General Settings	SIP Settings	Codec Sett	ings Call	Settings	Advanced Settings
🌜 Phone Settings	~						
log Network Settings	~			Ac	count Name	0	6490
System Settings	~				SIP Server	0	12345678.98765432.a.gdms.work:1234
💥 Maintenance	~				SIP User ID	0	6490
Applications	~			SIP Auth	entication ID	0	6490
Value-added Service	~		SIF	Authenticati	on Password	0	
				D	isplay Name	0	6490
					Tel URI	0	Disable
				Voicemail Acc	cess Number	0	
		Network Settin	gs				
				Out	bound Proxy	0	
			S	econdary Out	bound Proxy	0	
					DNS Mode	0	A Record v
				DNS SRV Fa	ailover Mode	0	Default
			Register	r Before DNS	SRV Fail-over	0	
				Ν	IAT Traversal	0	STUN

Figure 5: GXV3370 Account Configuration Page

Step 2: Go to Account→SIP Settings and configure SIP transport to "TLS".





1	Account	General Settings SIP Settings Codec Settings Cal	l Settings	Advanced Settings
م	Phone Settings ×			
¢	Network Settings ×	Use MAC Heade	r 🕐	No v
ċ	System Settings v	Add MAC in User-Agen	t 🥐	No ×
⊁	Maintenance ×	SIP Transpor	t 🕐	TLS v
ß	Applications v	Local SIP Por	t 💿	5062
	Value-added Service	SIP URI Scheme When Using TL	5 🔊 🔹	● sip ○ sips
		Use Actual Ephemeral Port in Contact with TCP/TL	5 🕐	
		Support SIP Instance IE	0 (?)	<b>▼</b>
		SIP T1 Timeou	t 🕐	0.5 second v
		SIP T2 Interva	1 🕐	4 seconds $\vee$
		SIP Timer D Interva	1 ⑦	0

Figure 6: GXV3370 Account→SIP Settings

Step 3: Go to the phone's Web UI→Phone Settings→General Settings, configure the STUN server to be the same as the one under UCM Web UI→ Value-added Features→UCM RemoteConnect→Plan page.

i≡ Status v	General Settings	
👤 Account	Basic Settings	
C Phone Settings ^		
General Settings	Local RTP Port 📀	60040
Call Settings	Use Random Port ⑦	
Ringtone	Hide User Info for Video Call 🕥	
Video Settings	Enable In-call DTME Display @	
Multicast Paging		-
🛞 Network Settings 🛛 🗸	Enable LDAP Timeout Auto Search ⑦	
🔓 System Settings 🛛 🗸	Keep-alive Interval (s) 💿	20
🗶 Maintenance 🛛 🗸	STUN Server ⊘	123.nat.a.gdms.cloud
Applications ~	Use NAT IP ⑦	
Value-added Service 🗸 🗸		Save

Figure 7: GXV3370 Phone Settings→General Settings





**Step 4**: Go to the phone's web **UI→System Settings→Security Setting→TLS** page, configure "Minimum TLS Version" and "Maximum TLS Version" to be 1.2.

≔		Security Settings
l		Web/SSH Access User Info Management TLS Certificate Management
بر	Phone Settings ~	
¢	Network Settings ×	Minimum TLS Version ⑦ 1.2 ~
Ŀ9	System Settings ^	Maximum TLS Version 💿 1.2 🗸
	Time and Language	Enable Weak TLS Cipher Suites ⑦ Disable Symmetric Encryption RC4/DES/3DES ~
	Security Settings	
		I SIP ILS
		SIP TLS Certificate 🕜
*		SIP TLS Private Key 🕜
Ð	Applications ~	
	Value-added Service ~	SIP TLS Private Key Password 🕜
		Save

Figure 8: GXV3370 TLS Configuration

#### Method 2 : Assign SIP account for end device from GDMS

In this method, the user needs to log in to GDMS to assign a SIP account to the end device.

• Step 1: Add the end device as VOIP Device to GDMS. Click on "Save" to save the configuration.





GDMS								<b>9</b> w	/orld 🗸 ( 🎯 Plan & Se	rvice ~	<b>\$</b> 0	yxxuu11 ~
≡ VoIP System  →	VoIP Device	_						Ad	ld Device Import E	evice		
Dashboard	Upgrade Firmware	Site Assignme		Add Device (To	Default Organiza	tion)	×	els v Q Ent				Filter 🗸
• Organization •	MAC Address	5/ħ	Device Name	Enter Device Nan	ne (up to 64 characters	)		Push Configuration \$	Last Config Time 🗘	Option	IS	8
Default Organization	C0:74:AD:32:8	3:2C 201	* MAC Address					Enabled	2022/01/18 11:10AM	£ 8	8 🖻	Θ
G Overview	□ 00:00:01:0B:D	9:83 201	* S/N	Enter S/N				Enabled	Not configured	£ 8	8 🖻	O
은 VolP Account ~	□ © C0:74:AD:6C:8	7:48 20		defected				Enabled	Provisioning	£ 8	≥ ₫	O
🕒 Device Management 🔿	C0:74:AD:6C:E	7:43 201	* site	default1				Enabled	O Provisioning	£ 8	≥ 🖻	Θ
VolP Device	C0:74:AD:6C:E	7:40 201		Cancel	Save			Enabled	O Provisioning	£ 8	B 🖻	Θ
GXW4500 Series	C0:74:AD:4D:0	B:BB 20EZ4NYM404D0B	C0:74:AD:4D:0	GRP2602			default1	Enabled	Not configured	£ 8	€ €	Θ
왕 Template	C0:74:AD:4D.0	07:24 20EZ4NYM404D0724		GRP2602			default1	Enabled	Not configured	<u>&amp;</u> 8	8 ⊡	Θ
Ea Site	C0:74:AD:5C:A	8:CE 24M520TM605CA8CE	test	HT801	-		default1	Enabled	Not configured	£ 8	6	Θ
III Task	C0:74:AD:01:6	9:BE 123456	-	HT818	1.0.27.1		123123	Enabled	2021/09/27 10:49AM	<u>&amp;</u> 8	8 🖻	Θ
	□ = 00:00:01:0B:2	A:D0 207GJ2UM300B2AD0		DP720			123123	Enabled	O Provisioning	<u>&amp;</u> :	8 🖻	Θ
System	4 Total 1267											
le Resource ∨	10(8) 1207				신비년(	140 (L)						
Alert												
& Channel												
💮 Other 🛛 🗸 🗸								CC P	eedback English 🗸	(GMT+	08:00) 6	Seijing, Ch $\sim$





- Each end device can only be added to ONE GDMS Account at a time.
- Users can use the Device Name, MAC Address, or Site Name to search for the end device.

**Step 2**: There are two methods to assign the SIP accounts for the end device on GDMS.

#### Assign method (1): Configure SIP account from VoIP device page

- a. In the VoIP Device Page, click on entering the Account Configuration page.
- b. On this page, users can choose to deploy the extensions from the Extension page to the device.
  They can also change the existing extension to another or remove existing extensions.
- c. Save and apply the configuration.





Device List > Account	Configuration (00:0B:82:FA:E5:4F)		
Account	User ID	Server Name	Server Address
Account1	6112 ~	对对对	192.168.93.0
Account2			0.0.0
Account3	Select ~		0.0.0
Account4	Select		0.0.0
			Cancel Save and Apply

Figure 10: SIP Account Configuration Page

# ▲ Note:

- If the device becomes offline during the account deployment, GDMS will push the settings once the device comes back online.
- Configurations from other methods such as via phone's web UI, Zero Config, etc. will not sync to GDMS.

#### Assign Method (2): Assign SIP account from the extension page

a. Select "UCMRC System" on the upper left page in GDMS and go to the Extension page, select the extension that needs to be assigned to the phone, and click to assign an account.





🚱 GDMS		😜 Plan & Service 🗸 🤌 Grandstream 🗸
🕑 Dashboard	SIP Account > Edit Account (UCM)	
운 Organization 👻	Account Name	1199
alla Overview	* SIP User ID	1199
요 VoIP Account ^	SIP Authentication ID	1199
SIP Account	Password	6000000 w
SIP Server	Name	
OVIP Device	Voicemail Access Number 🕥	
ដឹucmrc ~	SIP Server	192.168.200.145(UDP) (192.168.200.145:5060) V
र्छ Template 🗸 🗸 🗸	Г	UCMRC A (cd7/4ad06de0/5-10985.zonea.gdms.cloud)
E븝 Site	ľ ř	Add Server
🖽 Task	Assign Device	default 🔗 🗍 GR25601 🔗 🖉 C07/4AD2224D32/mmm 🔗 🛛 Account1/48000 🔗 🖓 UCMBC A (c07/64D646965- 🖓 👩
Diagnostics		
🗟 Resource 🛛 👻	A00	
🛦 Alert		
& Channel		
88 System 🗸 🗸		
		Cancel Save
		Copyright & 2020 Grandstream Networks, Inc. All Rights Reserved. Cookies 💅 Feedback English 🗸 (GMT) Coordinated Univ 🗠

Figure 11: Assign Server to Device on GDMS

- b. Click "Add Server" and select the external network server address reported by UCMRC.
- c. Assign the server to the phone. Select the site, device, MAC address, account, and the UCMRC server address to assign.
- d. Click Save to complete the configuration of UCMRC.



- When configuring the UCMRC server address to the phone, to make UCMRC work normally, the system will automatically issue the following configuration to the phone:
  - SIP transport is configured as "TLS".
  - The STUN server is configured as the address of the UCMRC TURN service.
- After assigning an account to the phone on the GDMS, if the phone cannot be registered or there is a problem with the call after registration, please go to the phone to check whether the configuration is correct according to section [CONFIGURING SIP ACCOUNTS ON END DEVICES].
- When deleting the phone's UCMRC server account, the system will automatically clear the phone's STUN server configuration.
- Terminal devices not supported on GDMS cannot be remotely managed and deployed.
- Clients will not be able to edit SIP UserID, Authentication ID, Authentication Password, Display Name, Voice Mail Access Number, or Extension Email from this page.
- The available devices for configuration will be the devices listed on the VoIP Device page.





## **MAKE CALLS USING IP PHONES**

After configuring the IP phones with UCM RemoteConnect service, users can use the phone to make audio/video calls and join meetings.



**Note:** Screen sharing from end device IP Phones is currently not supported.

Below are the Grandstream devices that support RemoteConnect services with the UCM63XX/A series:

- GXV3350/GXV3370/GXV3380
- GXP series
- GRP series
- WP820
- DP750
- GVC series

