

# Grandstream Networks, Inc.

UCM6300 Series IP PBX

**RemoteConnect User Guide** 





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	C		N	N	E	С	т	I	N	G	т	н	Е	W		R	L	D

Figure 72: Customer service SDK
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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.

Menus	·=	UCM RemoteConnect	
イン System Status 品 Extension/Trunk	× ×	UCM RemoteConnect	
<ul> <li>Call Features</li> <li>PBX Settings</li> <li>System Settings</li> <li>Maintenance</li> <li>CDR</li> </ul>	> > > > >		For improved call quality and service, please purchase a Remote Work Suite package.  Intelligent NAT penetration service will allow for stable and clear remote audio/video calls.  Cloud storage service  Easily manage remote devices
Value-added Featu Zero Config UCM RemoteCon	nect		Go to GDMS to learn more. You can also sign up for a 3-month trial after linking a UCM to GDMS. Learn more

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: <u>https://www.gdms.cloud/login</u>

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.

🕑 Dashboard		UCM Device					Add Device	Import Device	Export Device
子 Organization Default	•	Upgrade Firmware	Site Assi	gnment More		ist All Models	✓ Q Enter MAC/I	Device Name/IP	Filter 🗸
000 Overview		MAC Address		Device Name 🗢	Device Model	Firmware Version	Plan	Plan [ Options	8
오 VolP Account	~	□ • C	14	UCM_EMEA	UCM6302	1.0.5.2	Basic (Beta) 🗸	Delive 🎦 💌	<b>⊡</b> •
U- VolP Device		Total 1				< 1 >			10/page v
é≟i UCMRC	^								
UCM Device									







# **CONFIGURING UCM REMOTECONNECT**

#### **Purchase Plan**

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

UCM RemoteConnect	
UCM RemoteConnect	
	For improved call quality and service, please purchase a Remote Work Suite package.  Intelligent NAT penetration service will allow for stable and clear remote audio/video calls.  Cloud storage service  Easily manage remote devices  Go to GDMS to learn more. You can also sign up for a 3-month trial after linking a UCM to GDMS.  Learn more Remote Link Diagnosis

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  $\rightarrow$  UCM RemoteConnect. The following plan details will be displayed with related configurations available on the web page.





U	UCM RemoteConnect								
<	Plan P	lan Settings	Integrated Customer Service SD	K UI Custo	mization S	Sta >			
	Subscription Tie	er: Open Be	eta Renew / Upgrade						
	Subscription Pe	riod: Valid un	til 30/09/2021						
	Plan Status:	Active							
	Max Remote Co	oncurrent 36							
	Sessions:								
	Max Remote Us	sers: Unlimite	ed						
	GDMS Cloud St	orage: 5 GB							
	STUN Address :	nat-b.gd	lms.cloud						
	UCM Public Add	dress: c074ad0	Da8c94-10671.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.





Re	emote Link Diagnosis	×
		_
	#GDMS Link Connection success!	<b>^</b>
	#GDMS Heartbeat Connection success!	
	<b>#UCMRC SIP Channel</b> serviceUnavailable. Suggestion: Please confirm whether you have purchased the package.	L
	#UCMRC WebSocket Channel serviceUnavailable. Suggestion: Please confirm whether you have purchased the package.	L
	#Media Services STUN Not checked. Suggestion: Please confirm whether you have purchased the package.	t.
	#Media Services TURN Not checked. Suggestion: Please confirm whether you have purchased the package.	•
	Download Diagnose Again	

Figure 5: Remote Diagnosis

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

UCM RemoteConnect	
UCM RemoteConnect	
	For improved call quality and service, please purchase a Remote Work Suite package.

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  $\rightarrow$  Value-added Services  $\rightarrow$  UCM RemoteConnect  $\rightarrow$  Plan Settings. By default, it is enabled.

L	ICM RemoteCon	nect		
<	Plan Plan	Settings	Integrated Customer Service SDK	UI Customization
	SIP Extension Syno Media NAT Travers Service : CDR Stored in GDN Cloud :	sal 🔽		
	Alert Events Sync:	~		

Figure 7: UCM RemoteConnect - SIP Extension Sync

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





🕑 Dashboard		SIP Account				Add Account	Import Account	Export Account
Crganization	•	Delete Modify SI	<sup>2</sup> Server	All Status	V Site	<ul> <li>✓ Q User</li> </ul>	ID/Account/Name/Devic	e Name/MAC
Default							From A	II ~
000 Overview		User ID 🗢	Account Name 🗢	Display Name 🗢	SIP Server 🗢	Status	Date Modified 🗢	Options 🛞
오 VolP Account	^	201 исм	201	IPCam-Pool	192.168.5.149:5060 (192.168	. Unassigned 🗸	2021/02/05 09:58	区前
SIP Account		200 исм	200	Tablet	192.168.5.149:5060 (192.168	. Unassigned 🗸	2021/02/05 09:58	C Ō
SIP Server		629 исм	629	WP820	192.168.5.149:5060 (192.168	. Unassigned 🗸	2021/02/05 09:58	区市
U VolP Device		626 исм	626	Dect1	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	区市
ő UCMRC	~	625 исм	625	Keller	192.168.5.149:5060 (192.168	. Unassigned 🗸	2021/02/05 09:58	区直
영 Template	~	624 исм	624	Werkstatt	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	0 1
E틥 Site		623 исм	623	Wohnzimmer	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	0 1
🖽 Task		622 исм	622	Küche	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	区前
Diagnostics		621 UCM	621	Büro	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	区面
Resource	~	620 исм	620	Türsprechanlage	192.168.5.149:5060 (192.168	Unassigned 🗸	2021/02/05 09:58	区面
		Total 48		<	12345>			10/page 🗸
	~							
				ght © 2021 Grandstream Ne	tworks, Inc. All Rights Reserved.	ookies 🗹 Feedbad	English V (GM	+01:00) Casablanca

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  $\rightarrow$  Value-added Services  $\rightarrow$  UCM RemoteConnect  $\rightarrow$  Plan Settings. By default, it is enabled.





U	JCM RemoteCon	nect		
<	Plan Plan	Settings	Integrated Customer Service SDK	UI Customization
	SIP Extension Sync Media NAT Travers Service : CDR Stored in GDM Cloud : Alert Events Sync :	sal 🗹 MS		

Figure 9: UCM RemoteConnect - Media NAT Traversal Service

# ▲ Note:

If "Media NAT Traversal Service" is enabled, the manual configurations for TURN servers and other NATrelated 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  $\rightarrow$  UCM RemoteConnect  $\rightarrow$  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.





UCM Remo	oteConnec	t		
Plan	Plan Set	tings	Integrated Customer Service SDK	UI Customization
	sion Sync: \T Traversal	<b>v</b>		
CDR Store	ed in GDMS	*		
Alert Ever	nts Sync:	~		

#### Figure 10: CDR Stored in GDMS Cloud

# <u>∧</u>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.

UCI	UCM RemoteConnect						
Plan	Plan Settings		Integrated Customer Service SDK		Custom Logo	Statistics	
2	SIP Extension Sync:	<b>v</b>					
1	Media NAT Traversal	$\sim$					
2	Service:						
	EDR Stored in GDMS	<b>~</b>					
4	Alert Events Sync:	<b>~</b>					

#### 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.

UC	M RemoteConnect			
Plan	Plan Settings	Integrated Customer Service SDK	UI Customization	Statistics
	SIP Extension Sync:			
	Media NAT Traversal Service :			
	CDR Stored in GDMS Cloud :			
	Alert Events Sync:			
I	Remote Password Free Access	;		
	Enable Remote Password Free Access:	✓		

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  $\rightarrow$  Value-added Services  $\rightarrow$  UCM RemoteConnect.

U	UCM RemoteConnect						
<	Plan	Plan Sett	ings II	ntegrated Customer Serv	ce SDK	UI Customization	Sta >
	Subscription	Tier:	Open Beta	Renew / Upgrade			
	Subscription	Period:	Valid until 30	/09/2021			
	Plan Status :		Active				
	Max Remote	Concurre	nt 36				
	Sessions:						
	Max Remote	Users:	Unlimited				
	GDMS Cloud	Storage:	5 GB				
	STUN Addres	ss:	nat-b.gdms.c	loud			
	UCM Public A	Address:	c074ad0a8c9	4-10671.b.gdms.cloud			
	Public TLS Po	ort:	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:

- Log in to UCM web GUI and go to Value-Added Services → WebRTC page, enable WebRTC support.
- 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  $\rightarrow$  Call Features  $\rightarrow$  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.

C Wave	
	Welcome to Wave
	Account     Account password     Forget Password     Log in
COMMUNICATE, CONNECT, COLLABORATE Enhance productivity and stary connected from anywhere in the world	
Use the desitop app for the optimal experience.	Download
© 2021 Grandstream Netwo	ks, Inc.

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 <u>https://c074ad0axx8e.a.gdms.cloud/wave/</u>





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

GRANDSTREAM		English 🗸
W	elcome to the UCM6302	
	Please enter the username	
	Please enter the password	
	Login Wave Forgot Password?	
	Copyright © Grandstream Networks, Inc. 2020. All Rights Reserved.	

Figure 15: UCM Login Page

₩ave	•
COMMUNICATE, CONNECT, COLLABORATE         Reproductivity and stage connected from anywhere in the word!	Welcome to Wave
Wave Client Use the desktop app for the optimal experience.	Download
© 2021 Grandstream Network	s, inc.

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.





ø	Contacts	5		造 English v • 3701 v
	Q, Ple	ease enter username or num	ber	
Chats	My Accou	nt		
(Beta)	37	3701	3701	• A 37
31	<b>A</b> (1)			č
Contacts	Ċ.	Audio Meeting Room	6301	S 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
	<b>B</b> (1)			F
2	В	Bill	5557	
Calls	<b>C</b> (1)			IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
	CA	Calvin	5556	
±_± Meetings	<b>J</b> (1)			
meetings	O	john	5555	🗢 📑 🔪 N Department
	<b>V</b> (1)			P (1)
		Video Meeting Room	6300	
	#(22)			5 Email
	10	1000	1000	
	10,	1001	1001	• • • · · ·
	10,	1002	1002	• • • · · · · · · · · · · · · · · · · ·
ŵ	10	1003	1003	o e C
Keypad				opyright © Grandstream Networks. Inc. 2021. All Rights Reserved.

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.

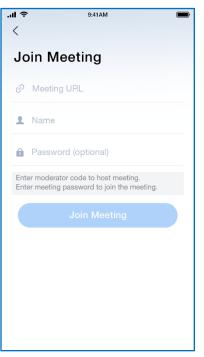


Figure 19: Wave App - Join Meeting

#### 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."

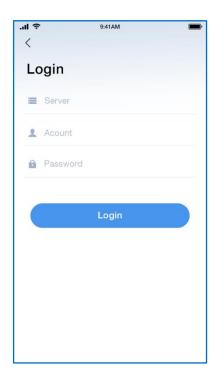


Figure 20: Wave App – SIP Extension Login





#### **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:

Menus 🗲	Conference Settings		
🗥 System Status 🗸 🗸 🗸	conterence settings		
🛃 Extension/Trunk 🗸	Enable Talk Detection :		
🖒 Call Features 🖍	DSP Talking Threshold (ms):	200	
Audio Conference	DSP Silence Threshold (ms):	2500	
Video Conference	Max Number of Video Feeds :	4	
IVR	Audio Codec Preference :	- 1/2 items Available	6 items Selected
Voicemail			Search Q
Ring Groups		OPUS	PCMU A
Paging/Intercom		ilbc	РСМА
Call Queue			GSM
Pickup Groups		•	G.726 G.722
Dial By Name	Packet Loss Retransmission :	NACK+RTX(SSRC-GROUP)	▼
Speed Dial			
DISA	Jitter Buffer :	Disable v	

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.

S UCM6308		Security level of current username or password is too low. Click here to change to forgotten your password, please enter an email address so that a password rese	them. If you have et email may be sent.	Q Setup Wizard English (1) admin
Menus e≡	Backup Backup/Restore Data Sync			
Call Features · PBX Settings · System Settings ·	Backup file must be in tar format and contain is	tters, digits or special characters File size must be less than 10M8.		
Maintenance A User Management Login Settings	Delete     NAME      backup_2020702_193125.tar	DATE \$ 2020-07-02 11:31:40 UTC+00:50	51ZE \$ 6.31 MB	отока д
Operation Log Syslog System Events	Backups in GDMS Cloud Storage	1 1		Total: 1 10 / page v Goto 1
Upgrade Backup System Cleanup / Re	NAME     backup_2020713_092230.tar	DATE 2020-07-13 01:22:53	SIZE 14.59MB	options
Network Troublesho Signaling Troublesh	Scheduled Backup Log	E <u>1</u> E		Total: 1 10 / page v Goto 1

Figure 22: UCM Backup/Restore Web Page

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

NTFS is the recommended file sys	stem for external storage devices.
Choose Storage Location:	GDMS Cloud Storage
* File Name:	backup_2020713_171356
Choose Backup Files :	All Config File CDR Records Recording Files Fax Files
	Voice Mail 📃 Voice Prompt Files 📃 Queue Statistics Report

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".

Schedule Backup			Cancel Save
NTFS is the recommended file sys	em for external storage devices.		
Enable Scheduled Backup :			
Choose Storage Location:	GDMS Cloud Storage		
* Backup Time:	00:00	v	
* Backup Frequency:	1	~	
Choose Backup Files:	All Config File CDR Recor     Voice Mail Voice Prompt Files     ZeroConfig Storage Conference	Queue Statistics Report	
Warning: If the "Voice Mail" option	is selected, the assigned name announcements wil	also be backed up.	

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 .





S UCM6308	Security level o forgotten your	f current username or password is too low. Click here to change them, password, please enter an email address so that a password reset ema	if you have all may be sent.	
Menus 😑	Backup			
🕼 System Status 🗸 🤟	Backup/Restore Data Sync	×	1	
🛖 Extension / Trunk 🗸		Varia success and successing will be successing by the		
🖒 Call Features 🗸 🗸		Your current configuration will be overwritten by the backup configuration. The device will will reboot after the restoration.		
🗘 PBX Settings 🗸 🗸	📰 Backup 🛛 🗱 Schedule Backup 🛨 Upload	If the backup file size is large, it may take approximately 5-15 minutes for the restoration to		
🔓 System Settings 🗸	Local Backups	approximately 5-15 minutes for the restoration to complete. Proceed anyways?		
💥 Maintenance 🖍		Cancel		
User Management		LINIE +	SIZE \$	
Login Settings	backup_2020702_193125.tar	2020-07-02 11:31:40 UTC+00:00	6.31 MB	± •0 📋
Operation Log		e 1 D		Total: 1 10 / page > Goto 1
Syslog				
System Events	Backups in GDMS Cloud Storage			
Upgrade				
Backup	backup_2020713_092230.tar		14.59MB	± • •
System Cleanup / Re				
Network Troublesho		< <u>1</u> >		Total: 1 10 / page - Goto 1

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.

S UCM6308					Security level forgotten you	of current username or password is too lo r password, please enter an email address	v. Click here to change t so that a password rese	hem. If you have et email may be sent.			
	·=	CDI	R								Display Filter 💊
	~	By de	fault, this page (	displays the CDR entries fro	m the current month. I	Use the "Filter" button to specify a time ran	ge.				
	~	:55	Delete All	Delete Search Res	ult (s) 🛃 🕹 Dow	nload All Records 🛛 🖹, Download		Automatic Download	CDR Settings		
	* *		STATUS ‡	CALL FROM \$	CALL TO \$	ACTION TYPE \$	START TIME \$	CALL TIME \$	TALK TIME \$	ACCOUNT COD	OPTIONS \$
	~	•	<u>e</u>	1001 NAT	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:2	2:55 0:00:13	0:00:12		-
	~	+	<u>e</u>	1001	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:2	1:14 0:00:15	0:00:15		
CDR	^	+	$\mathbf{v}_{i} = \mathbf{v}_{i}$	2000	2004	VM	2020-07-03 11:5	5:54 0:00:01	0:00:00		
CDR		•	S	2000	2001	DIAL	2020-07-03 09:5	6:40 0:02:29	0:02:18		
Statistics		+	<b>C</b>	"2005" 2005	2007	DIAL	2020-07-03 01:5	8:09 0:00:14	0:00:11		
		+	<b>C</b>	"2005" 2005	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:2	1:30 0:01:13	0:01:13		
		÷	<b>C</b>	"2007" 2007	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:2	0:57 0:01:34	0:01:33		
		+	<b>C</b>	"2007" 2007	2005	DIAL	2020-07-03 01:1	8:23 0:00:20	0:00:03		
						<ul> <li>1</li> </ul>				Total: 8 10 / pa	ge 🖌 Goto 1

Figure 26: CDR Page

### **CDR for Remote Calls**

UCM6300 CDR can be accessed from UCM **web GUI**  $\rightarrow$  CDR  $\rightarrow$  CDR page. In the "Call Type" field, click on "Remote Calls" to filter the page to display remote calls CDR.

⋝ UCM6308			Security level of o forgotten your pa	current username assword, please e	or password is too low nter an email address	v. Click here to cha so that a password	nge them. If you have I reset email may be se	ent.				
Menus 🗧	CDR											Hide Filter 🔺
System Status +												
于 Extension / Trunk 🛛 👻	Start Time:		Select time	0	End Tir	me:		iii S	elect time			
🗳 Call Features 🗸 🗸	Caller Number :				Caller 1	Name:						
PBX Settings ~	Callee Number:				Accourt	nt Code :						
🖓 System Settings 🗸 🗸	Source Trunk Name				Destina	ation Trunk						
🗶 Maintenance 🗸 🗸					Name:							
🖹 CDR 🔷	Action Type:				Export	File Data :						
CDR	Extension Group:			~	Extensi	ion :						
Statistics	Call Type:	Inbound Calls	🗌 Outbou	nd Calls	Internal Calls		External Calls	R	emote Calls			
Recording Files	Status:	Answered	No Ansv	wer	Busy		Failed					
Value-added Featur 🗸		Filter	t									
						~						
	By default, this page disp	plays the CDR entries from	the current month. Use	the "Filter" butto	in to specify a time ran	ge.						
	🗄 Delete All	Delete Search Resul	it (s) 🔄 🛃 Downlo	oad All Records	🖹 Download	l Search Result (	s) 🗘 Automat	ic Download	d 🗘 CDR Settin	gs		
	STATUS \$	CALL FROM \$	CALL TO \$	ACTION TYPE	•	START TIME \$		CALL TIME	TALK TIME	¢ ACCOUNT COD E ¢	OPTIO	NS ¢
	5.0	1001 NAT	6300	VIDEOCON	FERENCE[6300]	2020-07-13 0	9:22:55	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.

Menus → 🗃	Statistics	
e∄a Extension/Trunk → C Call Features → PBX Settings → Fo System Settings →	Action Type: . Time:	All By Stor Cults O PSTN Cults S UK Cults By Month D By Week O By Day DBy By Bange 2020-10
Maintenance ·	CDR Statistics	All Calls Inbound Calls Outbound Calls Internal Calls External Calls     Remote Calls
COR Statistics	1.007	
Recording Files	000	
Value-added Featur +	603-	
	400 -	0415 MICIE 85
	200-	Remote Califs 97
	0 Oct. 1	ais ais air ais ain
		Copyright & Grandstream Networks, Inc. 2020. All Rights Reserved.

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:

File Storage Managemer	nt
NTFS is the recommended file s	ystem for external storage devices.
Recording Files	
Enable auto change:	
Local:	0
GDMS Cloud Storage:	۲

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  $\rightarrow$  Value-Added Features  $\rightarrow$  UCM RemoteConnect  $\rightarrow$  Statistics page.

Menus ∈	UCM RemoteConnect
🗥 System Status 🗸 🗸	Plan Plan Settings Statistics
击 Extension/Trunk 🗸	
📽 Call Features 🗸 👻	Measures the maximum number of concurrent Remote Work users by month.
PBX Settings ~	Time: By Month By Week 🖲 By Day
G System Settings v	2020-10 10
🗶 Maintenance 🗸 🗸	
🖹 CDR 🗸 🗸	Sansis
😭 Value-added Featur 💊	
Zero Config	
UCM RemoteConnect	
API Configuration	
AMI	Oct 22 © Remote Users Number: 8
CTI Server	
CRM	
PMS	
Wakeup Service	
Announcement Cent	ਪੀਂ ਕੌਤ ਕੱਝ ਕੱਸ
WebRTC	
	Copyright & Grandstream Networks, Inc. 2020. All Rights Reserved.

Figure 30: Concurrent Remote Calls





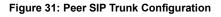
### **CONFIGURING PEER TRUNK WITH REMOTECONNECT**

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:

- 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.

Menus 🗲	Create New SIP Trunk	
🗥 System Status 🗸 🗸	(	
🛃 Extension/Trunk 🗠	Type:	Peer SIP Trunk v
Extensions	* Provider Name :	Please select a provider
Extension Groups	* Host Name :	
Analog Trunks	Transport:	UDP v
VoIP Trunks	Keep Original CID :	
SLA Station	Keep Trunk CID :	
Outbound Routes	NAT:	
Inbound Routes	Disable This Trunk :	
🕻 Call Features 🗸 🗸	TEL URI:	Disabled v
🍄 PBX Settings 🛛 🗸		
📮 System Settings 🗸 🗸	CallerID Number :	
🔀 Maintenance 🗸 🗸	CallerID Name :	
🖹 CDR 🗸 🗸	Auto Record :	
😜 Value-added Featur 🗸	Direct Callback :	
	RemoteConnect Mode :	







- 2. Save the configuration. On the VoIP trunk page, click on the edit icon <sup>12</sup> 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 🗲	Edit SIP Trunk: jm		
🍘 System Status 🗸 🗸	Basic Settings Advanced Setting	s	
击 Extension/Trunk 🔹			
Extensions	* Provider Name :	<u>≢n</u>	
Extension Groups	* Host Name :	c074ad0ya042 11069.a.gdms.work:1462	
Analog Trunks	Transport:	TLS ~	
VoIP Trunks	Auto Record :		-
SLA Station	Keep Original CID :		
Outbound Routes	Keep Trunk CID :		
Inbound Routes	NAT:		
🕻 Call Features 🗸 🗸	Disable This Trunk :		
PBX Settings ~	TEL URI:	Disabled v	
🗔 System Settings 🗸 🗸	CallerID Number:		
X Maintenance ~	CallerID Name :		
	From Domain :	c074aul24crefi+11071.a.gdms.work	7
Seatur v	Jitter Buffer:	NetEQ ~	
	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





Menus 🗲	Edit SIP Trunk: jm		
🗥 System Status 🔹 🗸	Basic Settings Advanced Settings		
🚠 Extension/Trunk 🔺	Send PPI Header:		
Extensions	Send PAI Header:		
Extension Groups	Passthrough PAI Header :		
Analog Trunks	Send PANI Header:		
VoIP Trunks	Send Anonymous :		
SLA Station	DID Mode:	Request-line ×	
Outbound Routes	DTMF Mode:	Default	
Inbound Routes	Enable Heartbeat Detection :		
📞 Call Features 🗸 🗸	* Heartbeat Frequency (s):		
🗘 PBX Settings 🛛 🗸		60	
G System Settings 🗸 🗸	* The Maximum Number of Call Lines :	0	
🗶 Maintenance 🗸 🗸	Packet Loss Retransmission :	NACK+RTX(SSRC-GROUP)	
🖹 CDR 🗸 🗸	Audio FEC:		
° Value-added Featur 🗸	Video FEC:		
	ICE Support:		

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:

System Information				
General	Network	Remark		
Remark:		I		
		L		

#### Figure 34: UCM Remarks

Edit Device				
MAC Address	C0:74:AD:0A:8C:94			
Device Name	UCM6302_LAB			
* Site	Default ~			
Remarks 🥥	l G	•		
Zone	b.gdms.cloud (Paris) $\checkmark$			
Access Server 🍘	ರ್ ಸಾರ್ಲಾಲ್ ಎಂದಿ ಸಿದ್ದಾರೆಯರ + Personal URL + Custom Domain			
	Cancel 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:

Overview			
Device Statistics Call Statistics		All Devices	
Total	A	lert 🕦	View all >
UCM Device Online 2	-	Device(s) UCM6302_LAB ( C0:74(AD:04/6C/3) Device(s) UCM6308A ( C0:74(AD:55):75:1A ) h Device(s) UCM6302_LAB ( C0:74 AD:67(0C 6)	2021/11/01 17:10 2021/11/01 17:10 2021/11/01 16:50
VoIP Device Status  Online Offline Network Restricted	0 0 0	• No Device	

#### 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.





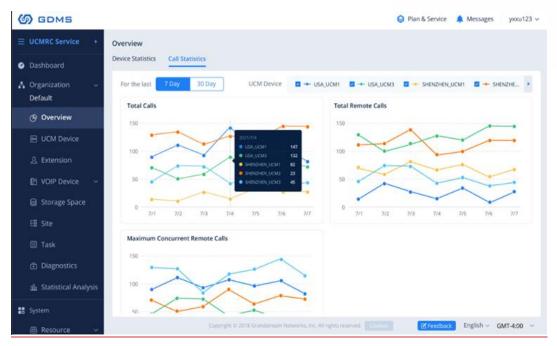


Figure 37: Call Statistics

### Add UCM6300 Device

Once the UCM is added 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	Enter Device Name (up to 64 characters)	
* MAC Address		
* Initial Password		
* Site	Default	
	Cancel Save	

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**  $\rightarrow$  **UCM Device** page.

융 Organization	▼ Upgrade Firmware Site	Assignment More 🗸 Refresh List		
Default		All Models	Q Enter MAC/Device Name/IP	Filter 🗸
00 Overview	MAC Address	Device Name 🗢 Device Model 🗢 Plan	Plan Delivery Status Option	s ®
오 VoIP Account	C0:74:AD:0A:8C:94	UCM630x_EMEA UCM6302 Open Beta $\vee$	Delivered 🕄 🗗	3 ₫ ⊙
년 VoIP Device	•			÷
பனாட	Total 1			10/page v
UCM Device				

Figure 39: View UCM Devices on GDMS

Table 1: View UCM Devices on GDMS

Status	Descriptions
Status indicator	<ul> <li>The device is offline.</li> <li>The device is online.</li> </ul>
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	Expire Soon Thi	is indicate	or means the plan is expiring soon or already expired.
	Click on the icon <sup>6</sup> as preferred.	<sup>3</sup> on the	upper right of the table to display more items to display
Custom display	Options	ŝ	
	않 🖻 🕀 (	$\odot$	

### **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 <sup>(c)</sup> 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.

	Edit Device	×
MAC Address	C0:74:AD:50:FE:1A	
Device Name	UCM6308A	
* Site	Default	
Remarks 🧑		0
Zone	b.gdms.cloud (Paris) V	
Access Server 👩	c074ad50fe1a-19554.b.gdms.cloud	
	+ Personal URL + Custom Domain	
	Cancel	

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.

* Custom Server Address	.b.gdms.cloud 😣

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.

* Custom Server Address 👩	×
* Private secret key	
* Public secret key certificate	
Certificate chain	
	Cancel Save

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.





MAC Address	Device Name 🌲	Device Model 🌲	Plan	Plan Delivery Status	Options	ŝ
C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta 🗸	Delivered	8 🖻 🗄 💬	

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.

GRANDSTREAM		English 🗸
	Welcome to the UCM6302	
	Please enter the username	
	Login Wave Forgot Password?	
	Copyright © Grandstream Networks, Inc. 2020. All Rights Reserved.	

Figure 44: UCM Login Page

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





S UCM6302					Q   ① Admin ~
Menus ·≡	Space Usage		Resource Usage		A Device Storage Capacity
Dashboard	Configuration Partition	Data Partition	💴 Memory Usage 🛛 🔲 CPU Us	age	USB 1 No USB Drive Inserted
System Information Active Calls			20%	20% Memory Usage	USB 2
Network Status			10%	15%	No USB Drive Inserted
🖶 Extension/Trunk 🗸	Space 49MB 487MB     Inode 2225 32768	Space 520MB 24167ME     Inode 4895 1581056	5% 0% 12:36:49 12:37:04 12:37:19 12:37:34 12:37	CPU Usage 7:49	SD Card No SD Card Inserted
🗘 PBX Settings 🗸	PBX Status	Inte	erface Status	Trunks	
회 IoT Device Manage ㆍ ※ Maintenance   ㆍ	System Time: 20 Active Calls 0		USB 1 🚆	O 1	<ul> <li>Availa 1</li> <li>Busy 0</li> <li>Abnor 0</li> <li>Unmo 0</li> </ul>
CDR ·	RemoteConnect Se 0		SD Card	main	•
😜 Value-added Featur 🗸	Temporary Meeting 0 Multimedia Meeting		LAN 🛄 Heartbeat		< 1 >
	Extensions	4/6	FXS 1 2		
	Call Queue	0/0	FX0 1 2		-

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 <sup>(C)</sup> for the UCM and select Reboot Device.





	۱.	UCM Device				Add Device Import Device	Export Device
Ø Dashboard		Upgrade Firmware Site Assignment	More ~	Refresh List	All Models 🗸 🗸	Q Enter MAC/Device Name/IP	Filter $\lor$
🗛 Organization	-	MAC Address	Device Model 🗢	Firmware Version	Plan	Site Name Options	8
Default		UCM6308A	UCM6308A	1.0.11.6	Open Beta 🗸 In Trial	Default 🔁 🛈	<b>d</b> 😳
은 Extension		UCM6302_LAB	UCM6302	1.0.11.9	Open Beta 🗸	Default 면급 ()	<b>ē</b> 😳
🗄 UCM Device		Total 2		< 1	>	C Edit Device	~
VolP Device						UCMRC Settings X Custom Wave Logo	
û Call Statistics						& Authorization Manag	ement
හි Template	~					Operation Logs	
😂 Storage						<ul> <li>Task History</li> <li>Upgrade Firmware</li> </ul>	
E昌 Site						() Reboot Device	
Task						1 Delete 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.

	Reboot Device	×
Tip	: The device in the call will restart after the call ends	
Task Time	Immediate O Scheduled	
* Task Name	Enter Task Name (up to 64 characters)	5
* Run Time	③         2020-07-13 12:05         -         2020-07-13 23:59	
	Cancel Save	

Figure 47: GDMS Reboot Options

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





🕑 Dashboard	Task
윤 Organization Default	Delete         All Status         All Task Type         All Types         Q. Enter Task Name/MAC         Filter
UCM Device	□ Task Name ◆ Task Type     Task Time ◆     Creator     Status     Run Time     Options       □ —     Upgrade Firmware     Immediate (2020/12/22 16:42)     N     IB     Success     2020/12/2     ①
UCM Backup Call Quality	□ — Reboot Device Immediate (2020/11/25 12:53) edB Timeout — ①
හි Template	✓ Total 2 < 1 > 10/page
E월 Site 臣 Task	

#### 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."

■ UCMRC System	• U	UCM Device				Add Device Import Device	Export Device
Ø Dashboard		Upgrade Firmware Site Assignment	More V	Refresh List All	I Models V	Enter MAC/Device Name/IP	Filter 🗸
A Organization	-	MAC Address	Device Model ≑	Firmware Version	Plan	Site Name Options	8
Default		UCM6308A	UCM6308A	1.0.11.6	Open Beta 🗸 🛛 In Trial	Default 🚼 🛈	₫ ⊙
A Extension		UCM6302_LAB	UCM6302	1.0.11.9	Open Beta 🖂	Default 문급 🛈	₫ ⊙
🗄 UCM Device		Total 2		< 1	3	Z Edit Device	
VolP Device						UCMRC Settings Custom Wave Logo	
மி Call Statistics						& Authorization Manag	gement
영 Template	~					Operation Logs	
😂 Storage						Task History     Upgrade Firmware	_
E昌 Site						U Reboot Device	_
III Task						💼 Delete Device	

#### 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.





	Upgrade Firmware	×
* Firmware Version	Select ~	
Task Time	Immediate Scheduled	
* Task Name	Enter Task Name (up to 64 characters)	
* Run Time	③         2020-07-13 12:10         -         2020-07-13 23:59	
	Cancel Save	

Figure 50: Firmware Upgrade on GDMS

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

Та	sk								Add Task
	Dele	te	All Status	✓ All Task Type ✓ All Type	pes 🗸	Q Enter	Task Name/MAC		Filter $\vee$
		Task Name 🌻	Task Type	Task Time 🌻	Creator	Status	Run Time ≑	Options	193
[		FirmwareUp	Upgrade Firmware	2021/11/08 13:32 ~ 2021/11/08 23:59	AL-HEPomri	Scheduled	-	<b>○</b> ●	<b>Z</b> 🗵
		Reboot Device	Reboot Device	Immediate (2021/11/08 12:07)	Abstellation in	Success	2021/11/08 12:07	0	
	•								•



## **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  $\rightarrow$  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.





	Store	age						_ Co	onvert Config File	Upload Fi
Dashboard		Delete Refresh List				All Mod	els 🗸 All File Type	s v Q Enter MA	C/Device Name	
	•	MAC Address	Device Name	File Type	File Name	File Size	File URL Address	Backup Time ≑	Options	۲
Default		00:0B:82:A4:6C:4B 😒	00:0B:82:A4:6C:4B	Config Files	1	314.59KB	https://www.gdms.cloud/	2021/19/10 10:38AM	0 2 6	ā 3
	To	tal 1			< 1 >					0/page
	~									
🗎 Storage										
E晋 Site										

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 <sup>O</sup>Perform recovery.

() GDMS									😡 Plan & Se	ervice ~	4 <sup>8</sup> 134
Dashboard	UCM E	Backup (Used space 52.73MB)									Upload F
						All Models	All File Types				
	a	MAC Address	Device Name	File Type	File Name	File Size	File URL Address	Backup Time 🗢	Optic	ns	
	0	C0:74:AD:0A:8E:9A 🕑	UCM6308_myhu_test	Config Files	hmy_backup_2021112	22.83MB	http://www.gdms.cloud/a	2021/01/12 08:45	Q	± Ø	<b>i</b> 3
	i di	00.08.82 A4:6C:48 📎	-	Config Files	backup_20201202_0752	14.80MB	http://www.gdms.cloud/a	2020/12/03 07:08	Q	± 0	<b>i</b> 3
	a	C0:74:AD:0A:8E:9E 🧿	C0 74 AD 0A 8E 9E	Config Files	backup_20201202_0752	14.80MB	http://www.gdms.cloud/a	2020/12/02 07:53	Q	1 B	ē 3
		C0:74 AD 0A 8E 9E	C0.74 AD 0A 8E.9E			×	http://www.gdms.cloud/a_	2020/11/30 18:30	Q	± 🗹	Ō
	10	00:08:82:44:6C:48	-		ation will be restored accordin this backup file?	ig to	http://www.gdms.cloud/a	2020/11/04 02:02	Q	± 🗹	<b>ā</b> 3
	a	00:08:82:A4:6C:48		Do not power off th	e device during the recovery period s too large, it may take longer time.		http://www.gdms.cloud/a	2020/11/04 01:56	Q	1 B	<b>ā</b> 3
	10	00:08:82:A4:6C:4B	-		rted after the restoration is comple		http://www.gdms.cloud/a	2020/11/04 01:56	ŋ	± Ø	<b>i</b> 3
		00:08:82:A4:6C:48	-	c	ncel OK		http://www.gdms.cloud/a	2020/11/03 03:22	Q	* Ø	ā 🔊
	10	00:08:82:A4:6C:48	-	Config Files	20190312075518	66.50KB	http://www.gdms.cloud/a	2020/11/03 02:53	Q	* C	<b>i</b> O
	10	00.08-82:44:6C:48	-	Config Files	pcap	83.00KB	http://www.gdms.cloud/a	2020/10/29 11:00	O)	4. BI	<b>ē</b> 3
	Total				< 1 2 >						10/page
								25 Feedback	English (	GMD Co	ordinated Un

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:

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





③: 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						
	Audio Call	22					
	Audio Conference	33					
Number of calls by type	Video Call	7					
	Video Conference	0					
Number of extensions	others	0					
		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**

click on the icon ito view "Statistics Report."

Please go to GDMS web GUI -> UCMRC -> UCM Device, on the UCM device you would like to check,

MAC Address	Device Name 🌲	Device Model ≑	Plan	Plan Delivery Status	Options	ŝ
0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta ∨	Delivered	82	)

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.

UCMRC Service	Overview Statistical Report Device Information Plan Information									
<ul> <li>Dashboard</li> <li>Organization</li> <li>Default</li> </ul>	~	Email Notification	n Settings Device Storage	Cloud Storage	Total Calls	Tim Max Remote Sessions	ne Zone ((GMT) Coordinat		Fime)	
🕑 Overview		2020/6/9	1.3GB/2.0GB	6.3GB/30.0GB	110	12	20 📑	3	~	
🗄 UCM Device		2020/6/8	1.3GB/2.0GB	6.3GB/30.0GB	95	12	19 📑	B		
요 Extension		2020/6/7	1.3GB/2.0GB	6.3GB/30.0GB	120	56 🛦	17 🧮	B		
VOIP Device Storage Space	ř									

#### 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.





This is the device's cloud storage status. If the used storage exceeds 80%, it will be highlighted in red.								
The total number of calls on the day when the time was reported.								
Total remote calls from remote users on the same day as "Statistics Time."								
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.								
On the day when the time is reported, the model type and quantity of the extension device connected to this UCM.								
Number and device of bound extension account $ imes$								
1.GXV3240 1								
2.GXV3370 1								
3.Wave/webrtc_chrome 1								
4.Wave/webrtc_firefox 1								
Statistics on the type of distribution of all calls on the day when the time is reported.								
Number of calls by type $\times$								
1.Audio Call 10								
2.Audio Conference 0								
3.Video Call 26								
4.Video Conference 0								

Click on <u>Call Statistics</u> 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:





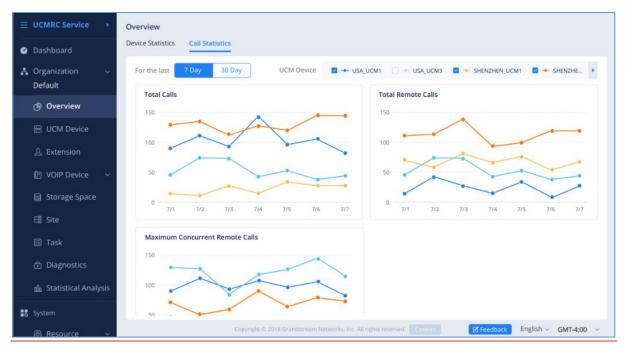


Figure 57: View UCM Device Statistics on GDMS





#### **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						
Daily Email Notification						
Time Zone	(GMT) Coordinated Universal Time $\sim$					
* Send Time	© 08:00					
Repeating	O Daily					
* Receiving Email Address	<ul> <li>Every Tuesday </li> <li>Per month 22Day </li> <li>Per month Fourth </li> <li>Tuesday </li> <li>Tuesday </li> <li>Add Email Address</li> </ul>					
	Cancel Save					

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.





🚱 GDMS									🤘 PI	an & Service 🗸 🛛 🌔	Grandstrei
	Call Quality										
S Organization -	2020/10/23 - 20	020/10/29 Refrest	· · ·	ll quality 💿 🚺							
	Total		Call Quality				Call Type				
	VoiP Total De	evices @		Good	1	68.18% 4.54%	20				
	Total Ca	alls		General Bad		9.09%	15				
UCM Device	22	2	Average MOS 4.4 Average jitter 2.60ms		acket loss rate 0.00% ielay 395.82ms		5 0 Audio Call	0 Video Call			0 ideo lerence
Call Quality			All Models	<ul> <li>All Call Qu</li> </ul>	alities 👋 🛛 All Call	Types 🗸				Account	all Statistics
र्छ Template 🗸 🗸	MAC Address	Device Name	Call Quality	SIP Account	Server	Jitter	Packet Loss Rate	MOS-LQ	MOS-CQ	Round Trip Delay	\$
	C0:74:AD:22:4D:32	ylluo的设备	Very Good	4002	192.168.120.254	0.00ms	0.00%	-	-	0.00ms	
	00:0B:82:9A:93:A0	000b829a93a0	Bad	4002	192.168.120.254	27.00ms	0.00%	4.4	4.4	100.00ms	
	C0:74:AD:22:4D:32	ylluo的设备	Bad	4002	192.168.120.254	nulims	0.00%	-	-	0.00ms	
	C0:74:AD:22:4D:32	ylluo的设备	Bad	4002	192.168.120.254	nullms	null%	-	-	8308.00ms	
	00:0B:82:9A:93:A0	000b829a93a0	General	4002	192.168.126.166	6.00ms	0.00%	4.4	4.4	100.00ms	
	00:0B:82:9A:93:A0	000b829a93a0	Bad	4002	192.168.126.166	13.00ms	0.00%	4.4	4.4	100.00ms	
<b>8</b> System ~	00:0B:82:9A:93:A0	000b829a93a0		4002	192.168.120.254	4.00ms	0.00%	4.4	4.4	0.00ms	

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**  $\rightarrow$  **UCMRC**  $\rightarrow$  **UCM Device**, click on the plan for the UCM device to view the plan details including the expiration date, used storage, and total storage.

			All Models 🗸 🗸	Q Enter MAC/Device Name/IP		Filter 🗸
MAC Address	Device Name 🌩	Device Model ≑	Plan	Plan Delivery Status	Options	-
• C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta 🔿	Delivered	₽ @ €	ı ⊙
otal 1		ver ② c074ad0a8 Space 14.61MB/5.	c94-10671.b.gdms.cloud 00GB		10	l∕page ∨
	Device		teConnect - Open Beta (202 ud Storage Space	1-04-01 expires)		

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

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





exceed the storage sp		vill no longer be able to us	se UCM remote work services, and files
Plan	Expire Time	Owner	Directions
UCM Remote Work Sliver Add-on: 0	2020/07/12	_	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	-	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	_	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	_	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	-	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	_	Storage space exceeded: 0GB
UCM Remote Work Sliver Add-on: 0	2020/07/12	_	Storage space exceeded: 0GB

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.





GDMS				<b>♀</b> ₽	Plan & Service 🗸 💧 Grandstream1
	Servi	Ices			
Refault Organization	•				
	~	Cloud Storage Space	UCM RemoteConnect	UCM CloudiM	
		Provide online private storage space for GDMS users and UCM devices	Provide remoteconnect services such as cross-network remote audio and video calls for UCM63xx devices	Provide cloudIM communication services for UCM devices	
	~	✓ Up to 250GB storage space	Automated NAT traversal	<ul> <li>Supports unified communication across multiple UCM devices across</li> </ul>	
	~	<ul> <li>UCM data file security cloud storage</li> <li>Ringtones and other resource files in</li> </ul>	✓ Up to 164 concurrent remote user	regions	
		cloud storage, cloud configuration	<ul> <li>Sessions</li> <li>Advanced management of UCM</li> </ul>	<ul> <li>Provide high-performance, large- storage, and multi-functional cloud communication services</li> </ul>	
		Starting at \$20 /month			
	~	Buy Now	Beta Testing	Free Trail	
	~				
			Copyright © 2021 Grandstream Networks, Inc. All Rights	s Reserved, Cookies 🛛 🔀 Feedback	English 🗸 (GMT-03:00) Salvador

Figure 62: Package Service page

2. 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:

	Apply Plans	×
s	elect CloudIM service region	
	US Region	
*	Enterprise name for the plan	
	1-64 characters	
	Cancel Save	

Figure 63: Package application page

3. 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.





	× Apply successfully!	
	100008 [] 07b2b2773 [] [] [] [] [] [] [] [] [] [] [] [] []	
You can copy the above in bind it in GDMS now. <u>More</u>	formation to bind CloudIM plan in UCM device, or Bind UCM Device Not now	

Figure 64: Package details page

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

Bind UCM Device								
A CloudIM account supports binding multiple cross-region UCM devices, and can also be bound on the UCM device management platform.								
Enter the department, MAC address of t	he device and dial prefix 🝘							
US-UCM	C0:74:6D:0A:8E:88 (sqhua 🖂	99	$\mathbf{\otimes}$					
CN-UCM	C0:74:AD:06:9B:7D ~	88	8					
+ Add Device								
Cancel	ОК							

Figure 65: Bind UCM Device

5. 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:	2 <sub>24</sub> 4	
* 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 n Message Notification Se	nessag ettings	e alert	notification,	under	the	Alert	page,	please	click	on
		Me	essage Notifi	cation Se	ettings					×
Organization	Defau	lt					~			
Subscriber	Select						~			
Alert Details	VoIP	UCM	Gateway							
		Alert Detail	5							
		Account	Registration Fail	ed						
		6 Factory F	Reset							
		🚺 Reboot [	Device							
		Failed to Select Ta	Reboot Devi Upgrade Fire	ce 😒 Fac mware 😒 fig: Group 🔇			del 😒	~		
		() Device C	)ffline							-
			Cancel	Save						

Figure 67: Message Notification Settings

Table 3: Message Notification Settings

**Organization** Select the organization.





	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.						
	The user can specify what to receive as an alert. The following alarm priority levels can be divided into:						
	advanced:						
	Account registration failed						
	UCM cloud storage space is insufficient or full						
Alert details	intermediate:						
	• 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.
- 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	Default Organization $\checkmark$	
Alert Details	VOIP UCM	
	Alert Details	
	Account Registration Failed	
	Factory Reset	
	Reboot Device	
	Task failed to run     Select Task Select	1
	Device Offline	
Subscriber	Grandstream 😒 yxxu-sub 😒	
	Cancel	

Figure 68: Email Notification Settings

Table 4: Email Notification Settings

Organization	Select the organization.				
	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.				
A last dataila	The user can specify what to receive as an alert. The following alarm priority levels can be divided into:				
Alert details	<ul> <li>advanced:</li> <li>Account registration failed</li> <li>UCM cloud storage space is insufficient or full</li> </ul>				





	intermediate:					
	• Reset					
	<ul> <li>The task failed to run (the user can specify the task to be notified)</li> </ul>					
	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





Organization         Organization         Alert Details         Q       Device Offline         Q       Q         Q       Device Offline         Q       Q         Q       Disk Usage @         Q       Disk Usage @         Q       Disk Usage @         Q       O System Reboot         Q       System Crash         Q       SiP Peer Trunk Status @         Q       Network Disk Status @         Q       Network Disk Status @         Q       SiP Peer Trunk Status @         Q       SiP Trunk Registration Status         Q       O Configuration Recovery (Backup Restore)         Q       External Disk Usage	SMS Notification Settings						
Alert Details         Image: Control Contecontron Control Control Contecontro Control		Only	UCM devices with SMS notification function send message notifications.				
Receiving Number <ul> <li>Configuration Recovery (Backup Restore)</li> <li>C</li></ul>	Organization	Default Organization $\checkmark$					
Image: Control Contro Control Conterve Contecontrol Control Control Control Control Con	Alert Details		Alert Details				
Receiving Number	Device Offline						
Receiving Number       86 China(中国) × 13245698766		OUCM cloud storage space is insufficient or full					
Receiving Number       96 China(中国) × 13245698766			O CPU Traffic Control 📀				
Receiving Number <ul> <li>System Reboot</li> <li>System Crash</li> <li>Fail2ban Blocking</li> <li>Fail2ban Blocking</li> <li>SIP Peer Trunk Status            </li> <li>SIP Peer Trunk Status            </li> <li>Network Disk Status            </li> <li>Network Disk Status            </li> <li>Remote concurrent calls amount exceeds upper limit</li> <li>E</li> <li>External Disk Status            </li> <li>SIP Trunk Registration Status</li> <li>Configuration Recovery (Backup Restore)</li> <li>External Disk Usage</li> </ul> <li>Receiving Number</li> <li>86 China(中国)            <ul> <li>I8268068418</li> <li>S65565645654</li> <li>S61 Australia            </li> <li>I3245698766</li> </ul> </li>			9 Disk Usage 💿				
Receiving Number       86 China(中国)        13245698766       8			Memory Usage				
Receiving Number       86 China(中国) 〜       18268068418       2         61 Australia       13245698766       2			9 System Reboot				
Image: Silp Peer Trunk Status Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Status Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Status Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Status         Image: Silp Peer Trunk Registration Recovery (Backup Restore)         Image: Silp Peer Trunk Registration Recovery (Backup Restore) </th <th></th> <th colspan="6">System Crash</th>		System Crash					
Receiving Number       86 China(中国) 〜       18268068418       冬         61 Australia       13245698766       冬		Fail2ban Blocking					
Receiving Number       86 China(中国) ~ 18268068418         61 Australia       13245698766			9 SIP Peer Trunk Status ⊘				
Image: Construction of the second status         Image: Configuration Recovery (Backup Restore)							
Image: Configuration Status         Image: Configuration Recovery (Backup Restore)         Image:							
Image: Configuration Recovery (Backup Restore)		<u>~</u>	O External Disk Status 📀				
Image: Constraint of the second se		SIP Trunk Registration Status					
Receiving Number       86 China(中国)       18268068418       ※         62 Indonesia       5656565645654       ※         61 Australia       13245698766       ※		2	Onfiguration Recovery (Backup Restore)				
62 Indonesia ~ 5656565645654 61 Australia ~ 13245698766	External Disk Usage						
61 Australia V 13245698766 X	Receiving Number	86 Ch	nina(中国) 🗸 18268068418 😢				
		62 In	donesia 🗸 5656565645654 🛛 🔇				
O Add Number		ıstralia V 13245698766 8					
Cancel Save		🕂 Add					

Figure 69: SMS Notification Settings





#### **Table 5: SMS Notification Settings**

Organization	Select the organization.
Alert details	The user can specify what to receive as an alert. The following alarm priority levels can be divided into: advanced: UCM cloud storage space is insufficient or full intermediate: • 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.





UCMRC System	Alert		Email	Notification Settings Mes	sage Notification Settings	SMS Notification Settings
2 Dashboard	Delete Mark All as Read	All Organizations	All Types	All Levels 🗸	Q. Enter MAC/Task Name	Filter ~
Organization 🚽	Alert Details	Туре	Organization	Level ¢	Date ¢	Options 🔘
Default	e      Device ( C0:74:AD:0A:8E:9E ) is back to online	Device is back to online	Default	High	2021/22/10 11:16AM	0 🖻
	Oevice(s) ( C0:74:AD:0A:8E:9E ) offline for over 5 i	ninutes Device Offline	Default	High	2021/22/10 11:15AM	0 🖻
		0 minutes Device Offline	Default	Medium	2021/22/10 11:10AM	0 🖻
	Device (C0:74:AD:23:AB:B6) factory reset	Factory Reset	Default	Medium	2021/21/10 08:08PM	0 🗗
	elitare Reboot device ( 00:08:82:9A:95:10 )	Reboot Device	Default	Medium	2021/21/10 05:15PM	0 🖻
	GXW device ( 00:08:82:9A:95:10 ) offline over 1	0 minutes Device Offline	Default	Medium	2021/21/10 11:15AM	0 @
	GITCHARD Reboot device ( 00:08:82:9A:95:10 )	Reboot Device	Default	Medium	2021/21/10 10:38AM	0 🖻
Storage	Gutomory Reboot device ( 00:0B:82:9A:95:10 )	Reboot Device	Default	Medium	2021/21/10 10:22AM	0 🖻
EE Site	Reboot device ( 00:08:82:9A:95:10 )	Reboot Device	Default	Medium	2021/21/10 10:17AM	0 🖻
🖽 Task						
Diagnostics	etailonus Reboot device ( 00:08:82:9A:95:10 )	Reboot Device	Default	Medium	2021/21/10 10:15AM	0 🖻
System	Total 407	< 1 2 3	4 41 >			10/page ~
🗟 Resource 🗸 🗸						
🖄 Alert						
& Channel						

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 it 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.

UCM RemoteConnect				
< Plan Settings Integrated Customer Service SDK	Il Customization Statistic	55	>	Cancel Save
Company Name Please enter	G Wave	Preview: Login		
Logo It is recommended to not use blue, black, and white for the logo color. Logo 1 and LoGo 2 are recommended to be in PNG format and cannot exceed 2MB in file size Logo Logo Upload LOGO 2 256x54px	<		Welcome to Wave	>
Logo Upload				

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  $\rightarrow$  UCM RemoteConnect  $\rightarrow$  Integrated Customer Service SDK.

UCM F	RemoteConnect			
Plan	Plan Settings	Integrated Customer Service SDK	Custom Logo	Statistics
	ble Click2Call : Queue :	✓ Queue_1 ✓	]	

Figure 72: Customer service SDK

