



Grandstream Networks, Inc.

UCM630x Series

UCM CloudIM Server

Admin Guide



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Table of Content

OVERVIEW.....	5
CLOUDIM USAGE SCENARIO.....	6
UCM under External Network	6
UCM under Internal Network	7
UCM under Internal/External Network	8
Multiple UCM Devices Share One CloudIM Server	9
APPLY CLOUDIM TRIAL PLAN.....	10
CONFIGURE CLOUDIM SERVICE FOR UCM.....	13
Configure CloudIM Service for UCM through GDMS	13
Configure CloudIM Service for UCM through UCM Web UI	14
CloudIM Settings.....	15
VIEW CLOUDIM STORAGE.....	16



Table of Tables

Table 1: Bind UCM Device Parameters	13
Table 2: CloudIM settings.....	15

Table of Figures

Figure 1: Case scenario if UCM under External Network	6
Figure 2: Case Scenario if UCM under Internal Network.....	7
Figure 3: Case Scenario if UCM under Internal/External Network	8
Figure 4: Case Scenario if Multiple UCM Devices Share One CloudIM Server	9
Figure 5: Services Page.....	10
Figure 6: Web interface for CloudIM service region.....	11
Figure 7: Web interface including CloudIM Credentials.....	11
Figure 8: Web Interface to Bind UCM Device	12
Figure 9: UCM CloudIM Plan under My Plan.....	13
Figure 10: Details of the UCM devices bound to the CloudIM Plan.....	13
Figure 11: Outbound Rule	14
Figure 12: Web UI of Cloud IM.....	14
Figure 13: Plan details	16



OVERVIEW

CloudIM services with UCM devices provide cloud communication services with high performance, large storage, multi-functions, etc.

- Resolved the problem of limited storage space and performance of UCM devices and ensure that UCM devices are used for calling services. CloudIM system provides unified communication services such as instant messages. Both telephone calls and instant message performance will be guaranteed.
- Unified management for the UCM devices across regions and satisfied the requirements of communication within the enterprise in different regions.
- With UCM CloudIM Plan, all Wave clients will use the CloudIM system, and the chat data will be stored in the cloud system.

Note:

Users can only use the CloudIM services after logging in the Wave application. The Wave client download address is:

<https://fw.gdms.cloud/wave/download/>



CLOUDIM USAGE SCENARIO

UCM under External Network

The enterprise user can use Wave application to make calls or chat from anywhere on the public network. The enterprise user can use the calling capabilities in the UCM and the CloudIM services in cloud system.

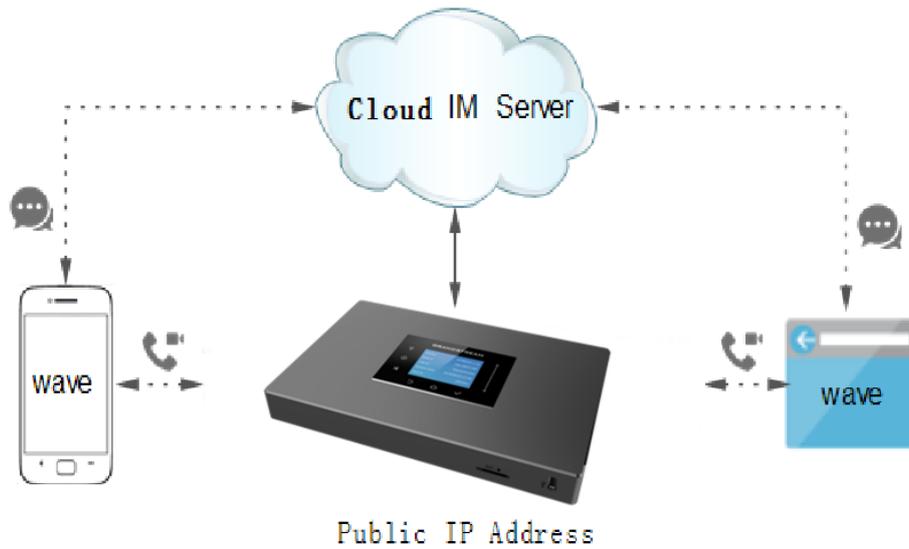


Figure 1: Case scenario if UCM under External Network



UCM under Internal Network

The enterprise user can only use Wave application to make calls or chat on the internal network of the enterprise. The enterprise user can use the calling capabilities in the UCM and the CloudIM services in cloud system.

Requirements: UCM device can connect to CloudIM server through public network.

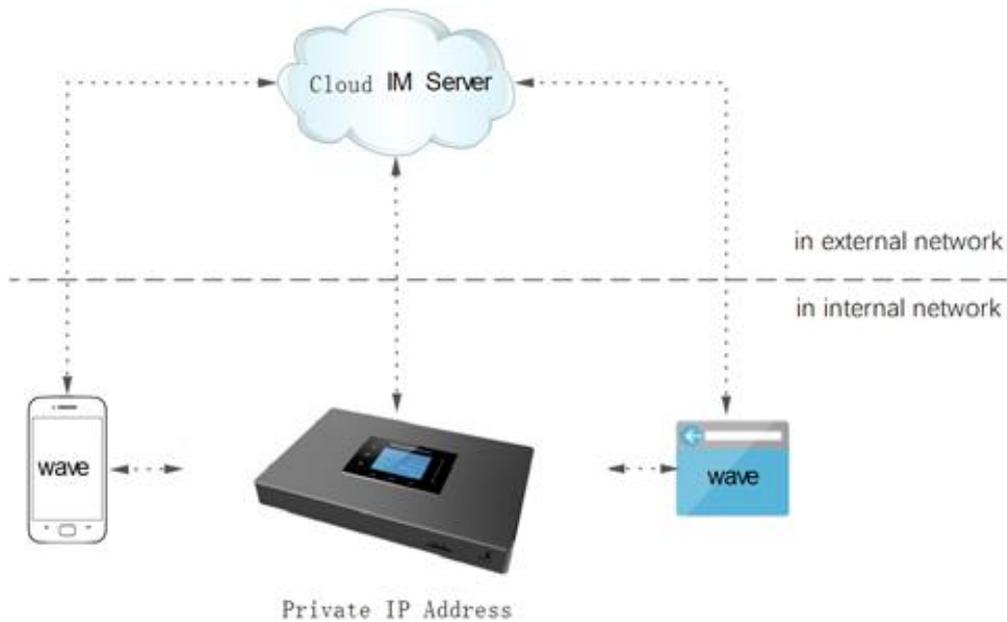


Figure 2: Case scenario if UCM under Internal Network

UCM under Internal/External Network

The enterprise user can use Wave application to make calls or chat no matter under internal network of the enterprise, or the public network at anywhere. The user can make outbound calls through UCMRC plan, and chat through CloudIM services between internal network and external network.

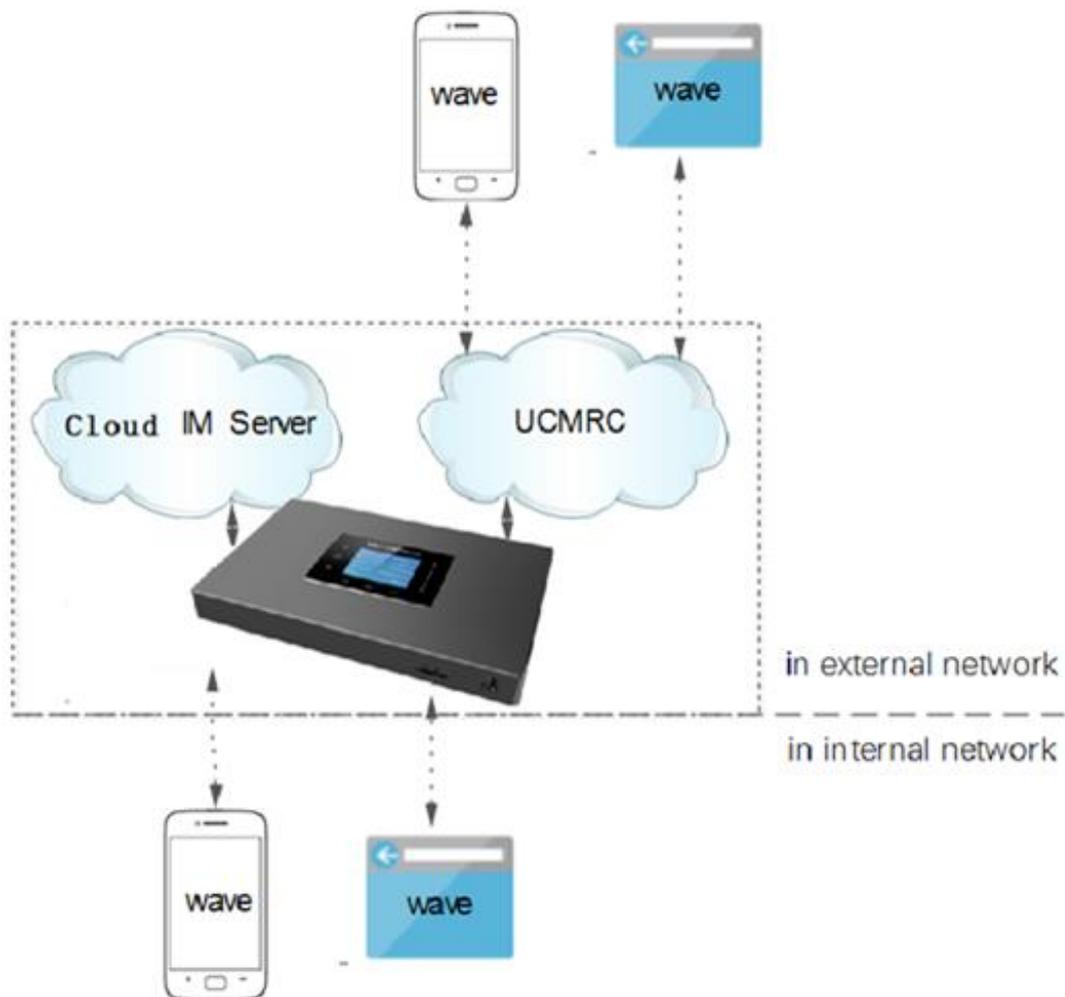


Figure 3: Case scenario if UCM under Internal/External Network



Multiple UCM Devices Share One CloudIM Server

If the enterprise has multiple UCM devices, and it requires to chat with each other, create group chat, make calls, schedule meetings, the enterprise user needs to configure the CloudIM plan to the UCM devices to satisfy the communication requirements across different regions.

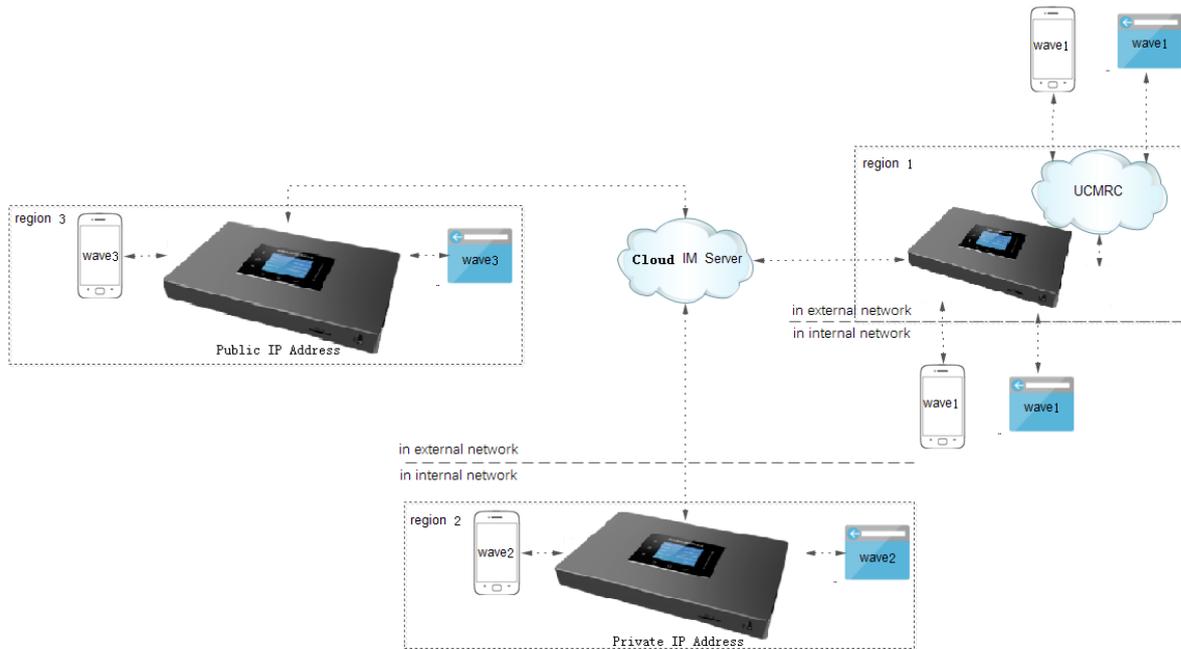


Figure 4: Case scenario if Multiple UCM Devices Share One CloudIM Server

APPLY CLOUDIM TRIAL PLAN

The user needs to purchase or apply Cloud IM trial plan before using CloudIM services. Please refer to our official website for plan details.

1. Log in to GDMS platform, the user needs to click **Plan & Service** → **Services** at the right upper corner to access to the plan interface.

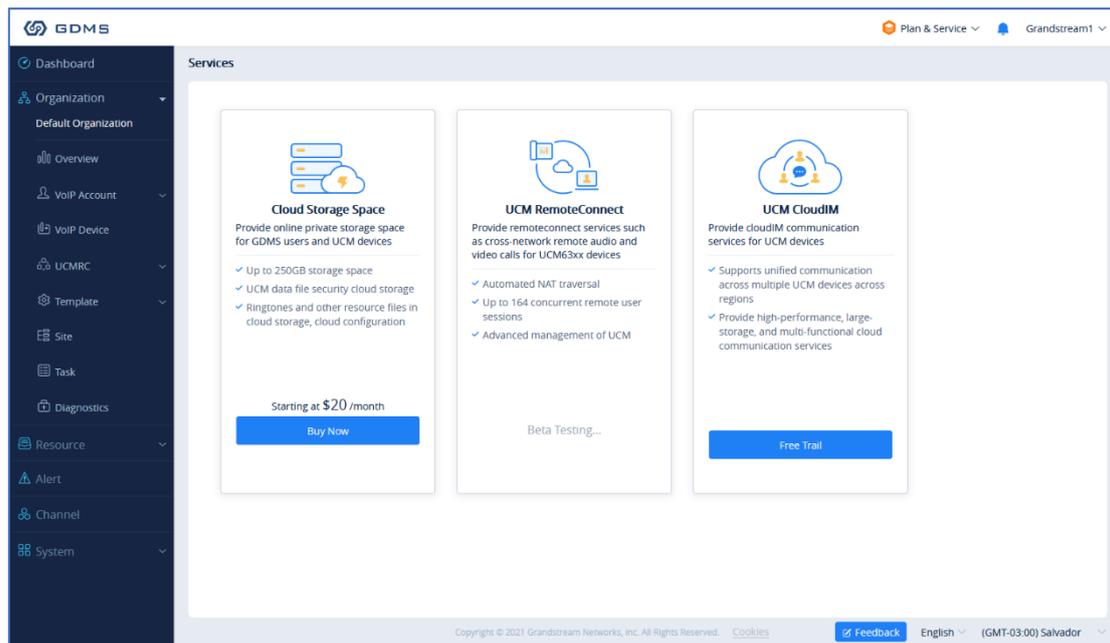


Figure 5: Services Page

2. Click **“Free Trial”** button at the bottom of **“UCM CloudIM”** service, select the CloudIM service region and enter the enterprise name for the plan. Please see the screenshot below:

Note: It is recommended to select the nearest region to the UCM device.



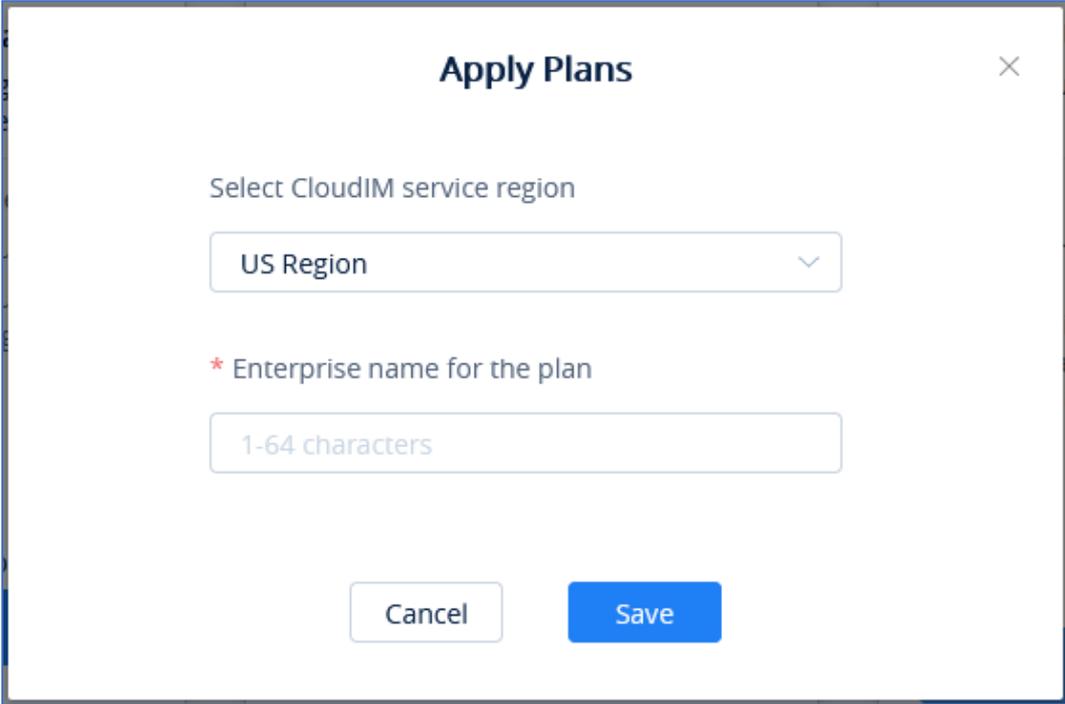
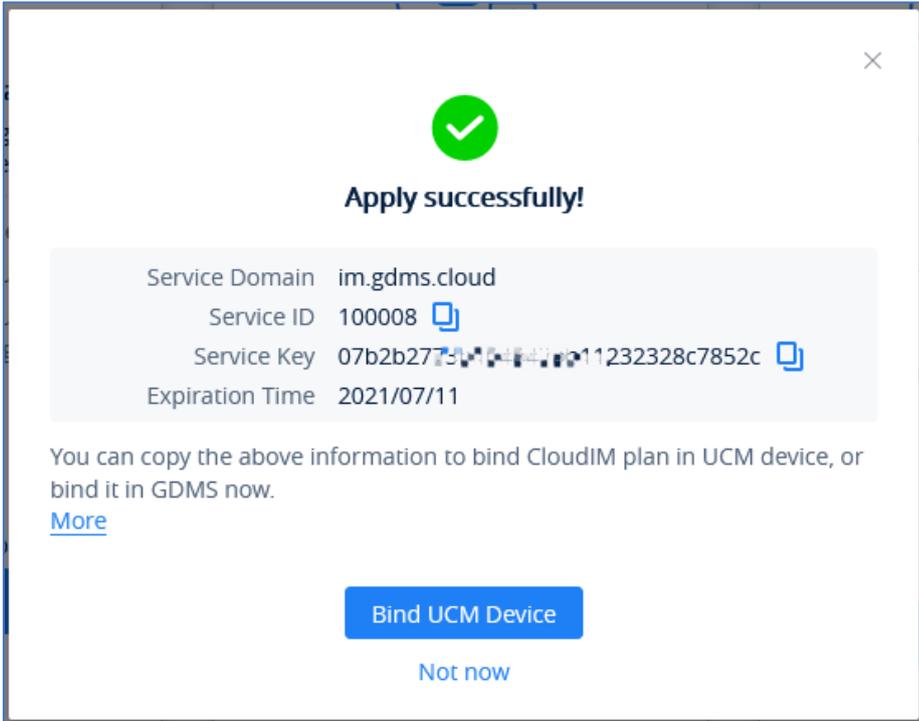


Figure 6: Web interface for CloudIM service region

3. The Click **“Save”** button to get the UCM CloudIM plan, and the user can view CloudIM service domain name, service ID and Key.



Service Domain	im.gdms.cloud
Service ID	100008
Service Key	07b2b2775b104411232328c7852c
Expiration Time	2021/07/11

You can copy the above information to bind CloudIM plan in UCM device, or bind it in GDMS now.
[More](#)

Figure 7: Web interface including CloudIM Credentials



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

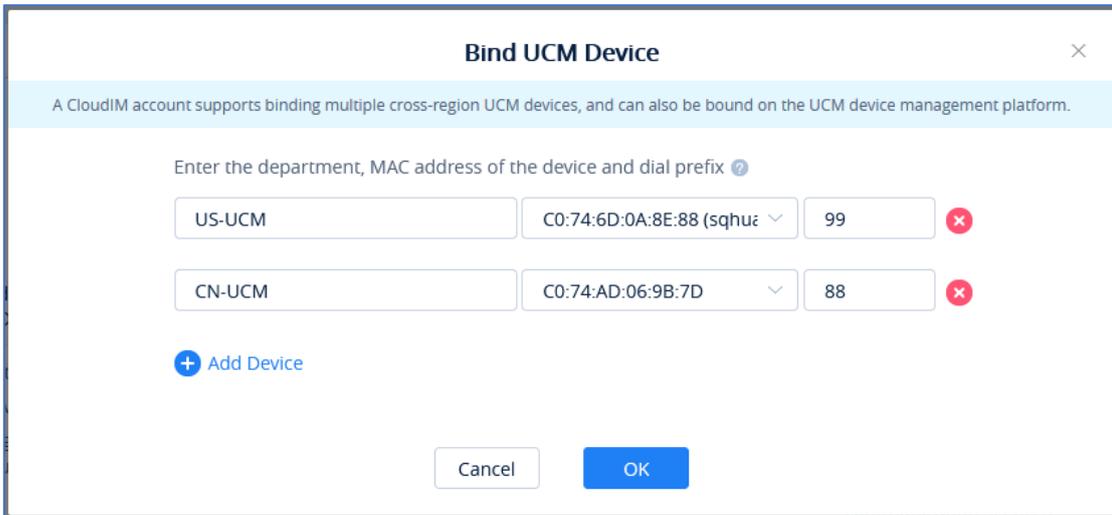


Figure 8: Web Interface to Bind UCM Device

Notes:

- The user can also copy the service ID and service key and bind the UCM device in 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.
- 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.



CONFIGURE CLOUDIM SERVICE FOR UCM

Configure CloudIM Service for UCM through GDMS

1. In My Plan interface, find the UCM CloudIM plan, click the icon  .

Plan	Owner	Subscription Time	Expiration Time	Status	Options
UCM CloudIM IM Cloud	Grandstream UCM Device: 	2021/03/17	2021/06/17	In Trial	   

Figure 9: UCM CloudIM Plan under My Plan

2. View the UCM devices which are bound to the UCM CloudIM plan. It allows users to add/delete devices. Please see the screenshot below:

Bind UCM Device ✕

A CloudIM account supports binding multiple cross-region UCM devices, and can also be bound on the UCM device management platform.

2021/03/26



▼



Enter the department, MAC address of the device and dial prefix 

+



 Add Device

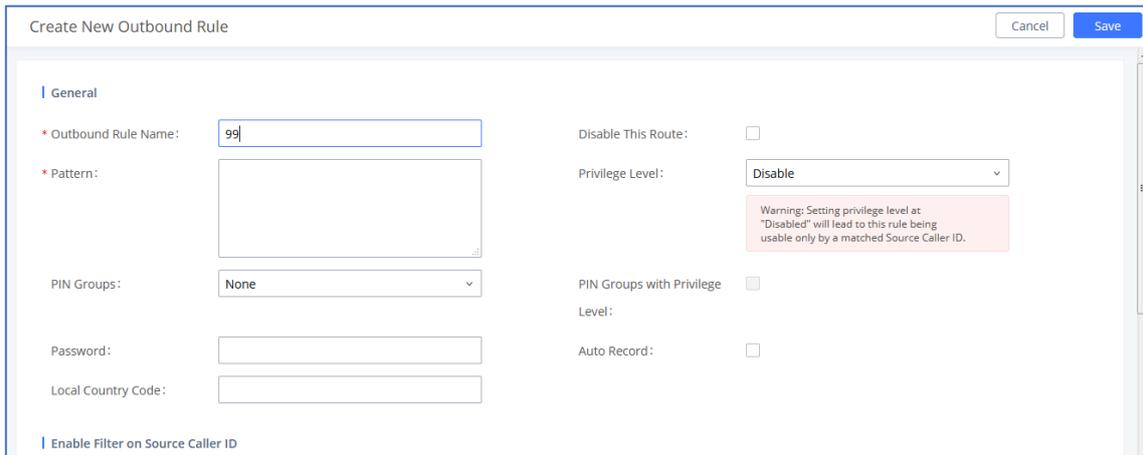
Cancel
OK

Figure 10: Details of the UCM devices bound to the CloudIM Plan

Table 1: Bind UCM Device Parameters

Department Name	Enter the name of the department using this UCM device so that the contact details in the Wave application can be viewed.
UCM MAC Address	Enter the MAC address of the UCM that uses the UCM CloudIM plan. It only supports the UCM devices which have been associated to the GDMS platform. Note: For the UCM devices which have been associated to the GDMS platform, the user can only log in to the UCM management platform to configure the CloudIM services.
Dial Prefix	The dial prefix required to dial this UCM device must be the same as the trunk dial prefix configured in the UCM. Please refer to the UCM Administration Guide for more details. For example, there are UCM A, UCM B, and UCM C. If the configured prefix of UCM B and C to dial A is 99 (configured trunk), then when the user adds UCM A, the user needs to configure the dial prefix to 99.





The screenshot shows a web form titled "Create New Outbound Rule" with a "Cancel" button and a "Save" button. The form is divided into two columns. The left column contains:

- General** section with a sub-section "Enable Filter on Source Caller ID".
- * Outbound Rule Name: Input field containing "99".
- * Pattern: Large empty text area.
- PIN Groups: Dropdown menu set to "None".
- Password: Empty input field.
- Local Country Code: Empty input field.

 The right column contains:

- Disable This Route:
- Privilege Level: Dropdown menu set to "Disable". A warning message is displayed below: "Warning: Setting privilege level at 'Disabled' will lead to this rule being usable only by a matched Source Caller ID."
- PIN Groups with Privilege Level:
- Auto Record:

Figure 11: Outbound Rule

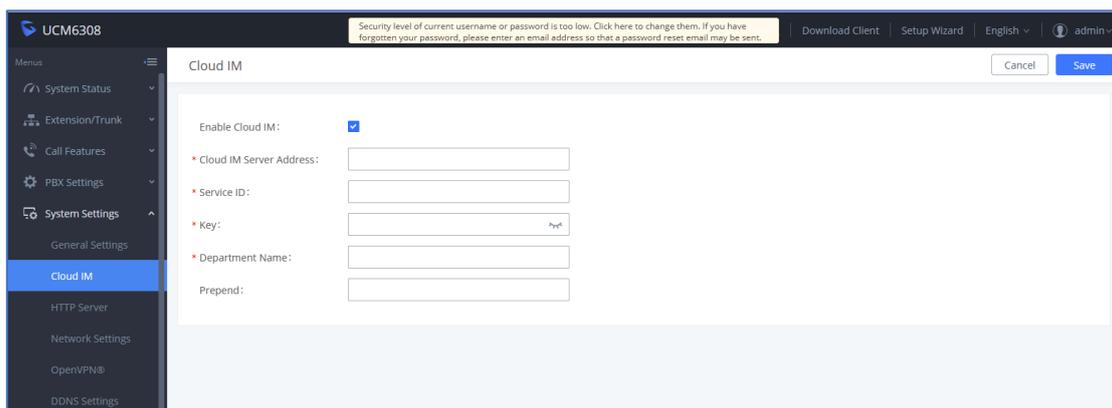
Note:

If the user adds/deletes/edits department name, the status will show as the icon  until the UCM is online and synchronized, and then the updates will be applied.

Configure CloudIM Service for UCM through UCM Web UI

The user can log in to the **UCM device's Web UI** → **System Settings** → **CloudIM** and click to enable CloudIM service. All chat data in Wave application will be stored in CloudIM server, and the data will not be stored in UCM locally anymore.

The user can also configure the CloudIM service for the UCM device through GDMS platform. The UCM settings will be synchronized after pushing the parameters to the UCM device.



The screenshot shows the "Cloud IM" configuration page in the UCM6308 Web UI. The left sidebar menu includes:

- System Status
- Extension/Trunk
- Call Features
- PBX Settings
- System Settings (expanded)
 - General Settings
 - Cloud IM** (selected)
 - HTTP Server
 - Network Settings
 - OpenVPN®
 - DDNS Settings

 The main content area is titled "Cloud IM" and contains:

- Enable Cloud IM:
- * Cloud IM Server Address: Input field
- * Service ID: Input field
- * Key: Input field with a "Copy" icon
- * Department Name: Input field
- Prepend: Input field

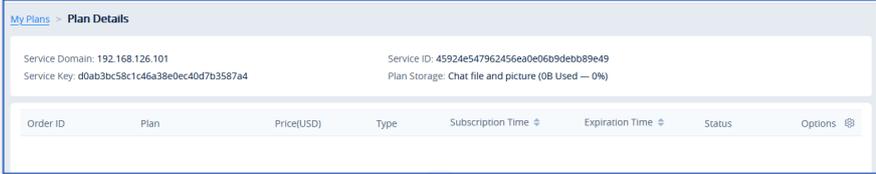
 At the top right of the page, there are links for "Download Client", "Setup Wizard", "English", and "admin". A security warning is visible at the top: "Security level of current username or password is too low. Click here to change them. If you have forgotten your password, please enter an email address so that a password reset email may be sent."

Figure 12: Web UI of Cloud IM



CloudIM Settings

Table 2: CloudIM settings

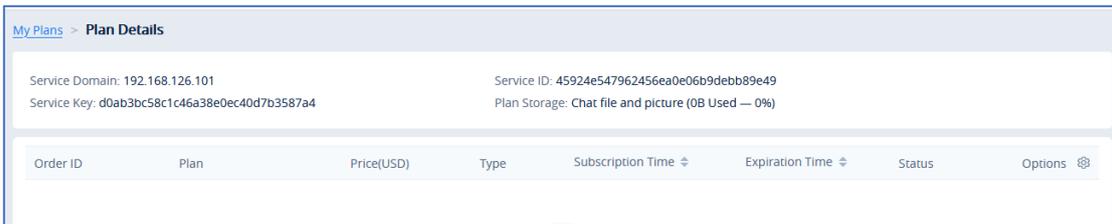
Enable CloudIM	If the user already purchased the UCM CloudIM plan, the user can configure this option. If not, the setting will not be applied. The user can only use the IM service in the UCM locally.
CloudIM Server Address	<p>The user can configure the CloudIM server domain or IP address. The user can view the CloudIM plan information in the GDMS platform.</p> 
Service ID	The user needs to configure the service ID for the CloudIM plan.
Key	The user needs to configure the service Key for the CloudIM plan.
Department Name	Enter the name of the department using this UCM device so that the contact details in the Wave application can be viewed.
Dial Prefix	The dial prefix required to dial this UCM device must be the same as the trunk dial prefix configured in the UCM. Please refer to the UCM Administration Guide for more details.



VIEW CLOUDIM STORAGE

With the CloudIM plan, all chat data will be stored in the storage space of this plan.

Log in to the GDMS platform, the user can go to **"My Plans"** to find the CloudIM plan, and the user can click button  to view the service domain, service ID, service Key, and the usage of the storage space of this plan.



Order ID	Plan	Price(USD)	Type	Subscription Time	Expiration Time	Status	Options
Service Domain: 192.168.126.101		Service ID: 45924e547962456ea0e06b9debb89e49					
Service Key: d0ab3bc58c1c46a38e0ec40d7b3587a4		Plan Storage: Chat file and picture (0B Used — 0%)					

Figure 13: Plan details

Note:

If the storage space for this plan is full, the user cannot send files and pictures in the chat.

