



Grandstream Networks, Inc.

UCM63xx Series

Grandstream Wave Web Admin Guide



Table of Contents

CHANGE LOG	5
Firmware 1.0.13.6.....	5
Firmware 1.0.11.9.....	5
Firmware 1.0.9.10.....	5
Firmware 1.0.7.12.....	5
Firmware 1.0.7.9.....	5
Firmware 1.0.5.4.....	6
Firmware 1.0.3.10.....	6
Firmware 1.0.2.25.....	6
INTRODUCTION.....	7
Overview.....	7
Feature Highlights	7
Specifications	8
WEBRTC CONFIGURATION.....	9
CONTACTS MANAGEMENT.....	11
MULTIMEDIA MEETING.....	14
Creating Meeting Room.....	15
Meeting Settings.....	16
Managing Multimedia meeting	18
SCHEDULE A MEETING.....	20
OPERATOR PANEL	28
Configure Operator Panel	28
UI CUSTOMIZATION	30
IM DATA CLEANING	31
CLOUD IM	33



Table of figures

Figure 1: Wave Web Support for Extension	9
Figure 2: Global Conference Options	9
Figure 3: Extension Basic Settings	11
Figure 4: Adding/Editing Departments	11
Figure 5: Department Management	12
Figure 6: Contact Management interface.....	12
Figure 7: Contacts display on Wave web.....	13
Figure 8: Multimedia Meeting.....	15
Figure 9: Meeting Room Parameters.....	16
Figure 10: Meeting Settings	18
Figure 11: Ongoing Meeting with Participants	19
Figure 12: Schedule meeting Interface	21
Figure 13: Multimedia Meeting Schedule Parameters.....	23
Figure 14: Scheduled Meeting Starting soon.....	23
Figure 15: Email Reminder for the Scheduled Meeting.....	24
Figure 16: Meeting report email	25
Figure 17: Meetings Schedule	26
Figure 18: Meeting details.....	26
Figure 19: Meeting Scheduled – Ongoing	27
Figure 20: Meeting Schedule - Completed	27
Figure 21: Scheduled cleanup for multimedia meeting history	27
Figure 22: Operator Panel Interface	28
Figure 23: Company Brand Customization Interface.....	30
Figure 24: Manual IM Data cleaning	31
Figure 25: Automatic IM Data Cleaner.....	32
Figure 26: Cloud IM.....	33



Table of tables

Table 1: Wave Web Specifications	8
Table 2: Global Conference Options	10
Table 3: UCM Multimedia Meeting Specifications	14
Table 4: UCM meeting Room Parameters	16
Table 5: Meeting Settings	16
Table 6: Scheduled Meeting parameters	21
Table 7: Automatic IM Data Cleaner	32
Table 8: Cloud IM parameters	33



CHANGE LOG

Firmware 1.0.13.6

- Made several UI improvements.
- Added Portuguese and Vietnamese language support. [Table 1: Wave Web Specifications]
- Added support to set permissions in the UCM admin to allow Wave users to view the specific contacts. [CONTACTS MANAGEMENT]

Firmware 1.0.11.9

- Added support for Operator Panel. [OPERATOR PANEL]
- Support multi-terminal synchronization of call records. [call records]
- Merged audio conference and video conference to Conference module. [MULTIMEDIA MEETING]

Firmware 1.0.9.10

- Added support for deleting the most recent meeting of the recurring scheduled meeting and the entire recurring meeting. [SCHEDULE A MEETING]
- Added support for UI customization. [UI CUSTOMIZATION]

Firmware 1.0.7.12

- Added support for email reminder when editing the time of a scheduled meeting. [Email Reminder]

Firmware 1.0.7.9

- Video/Audio meeting room cancel the host password and meeting password. [Creating Meeting Room]
- Add email reminder configuration in meeting room. [Figure 15: Email Reminder for the Scheduled Meeting]
- Record the actual member information in the historical schedule meeting details. [Figure 20: Meeting Schedule - Completed]
- Clean up the history of audio and video schedule meeting regularly. [Figure 21: Scheduled cleanup for multimedia meeting history]
- Added support to use Cloud IM service. [CLOUD IM]
- Support to join the schedule meeting 10 minutes in advance and affected by meeting management.



[SCHEDULE A MEETING]

Firmware 1.0.5.4

- Added Historical Meetings for Conference Schedule. [Figure 20: Meeting Schedule - Completed]
- Added post-meeting report email reminder. [Email Reminder]
- Improve meeting room specifications. [MULTIMEDIA MEETING]
- Added ability to customize LOGO. [UI CUSTOMIZATION]
- Added the ability to clean IM Data. [IM DATA CLEANING]

Firmware 1.0.3.10

- No major changes.

Firmware 1.0.2.25

- This is the initial version.



INTRODUCTION

Overview

Wave web is a client application for the UCM63xx series IP PBX users to use web browser to participate in web video/audio conferences and make calls via WebRTC. With Wave web client, users can easily create, schedule, manage, and join video conference calls, share presentation, chat during conference calls, register UCM extension and make point-to-point calls. Wave web helps enterprise users to join meetings and communicate efficiently. It is an ideal product for enterprises looking for tools for users to communicate and work productively.

Feature Highlights

- Supports Google Chrome v75+ and Mozilla Firefox v70+.
- Native integration with UCM including contacts and ability to display SIP users' online status.
- Supports LDAP to access contacts in the UCM LDAP server.
- Supports call display, voicemail, and call encryption.
- Support synchronized multi-terminal call records.
- Supports call history.
- Supports Operator Panel
- High quality point-to-point audio and video calling.
- Full integration with Grandstream UCM6300 IP PBX, including creation of QR code for automatic login, call transfer, call recording from server and etc.
- Supports Opus and G.722 for HD audio. Jitter resilience up to 50% audio packet loss and 20% video packet loss.
- Supports H.264.
- Supports joining meeting via link without logging in.
- Supports schedule meeting and meeting now at anywhere anytime.
- Built-in NAT traversal including automatic NAT discovery and TURN/ICE.
- Integrated UCM user portal entry to access personal data, follow me settings, SCA, wakeup calls etc.



Specifications

Table 1: Wave Web Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/ICE, SIMPLE, LDAP, TLS, SRTP, IPv6
Voice Codex and Capabilities	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM, NetEQ FEC 2.0, NACK Full-duplex speaker, AEC, AGC, Noise Reduction, PLC, Adaptive JIB
DTMF	In-audio, RFC2833, SIP INFO
Video Codex and Capabilities	H.264, H.263, H.263+, H.265, VP8 1080P HD video, supports displaying multiple videos, screen sharing, camera on/off, GS-FEC
Telephony Features	Call hold/unhold, mute/unmute, call transfer, audio meeting room, video meeting room, call history, scheduling meeting, voicemail, call recording and etc. User portal entries allows access for personal data, wakeup call settings, SCA, follow me settings, call queue, CDR, CRM user settings and etc.
UCM Applications	Supports UCM feature codes (transfer, call park, recording, meeting control options and etc.)
QoS	Layer 3 QoS (ToS, DiffServ, MPLS)
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS
Multi-language Support	English, Simplified Chinese, French, Arabic, Spanish, Portuguese, Vietnamese, and other languages.
Login	Supports login with SIP extension and password. Supports joining meeting via link without logging in.
Upgrade	Wave Web client is built in with UCM and upgrades via UCM.

Please visit our website for more Wave web information and product documentations:

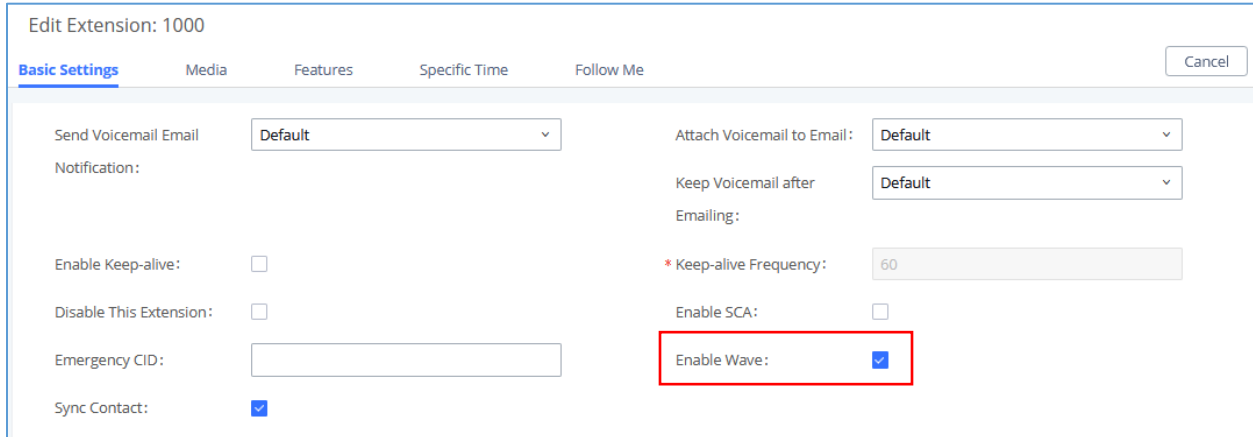
<https://www.grandstream.com>



WEBRTC CONFIGURATION

Grandstream Wave feature requires UCM WebRTC function which is build-in. To check and ensure that the UCM has WebRTC turned on, please make sure of the following:

1. Select the extensions that would use Wave Web and enable Wave on them under Basic Settings section.



Edit Extension: 1000

Basic Settings | Media | Features | Specific Time | Follow Me | Cancel

Send Voicemail Email: Default

Attach Voicemail to Email: Default

Notification:

Keep Voicemail after: Default

Emailing:

Enable Keep-alive:

* Keep-alive Frequency: 60

Disable This Extension:

Enable SCA:

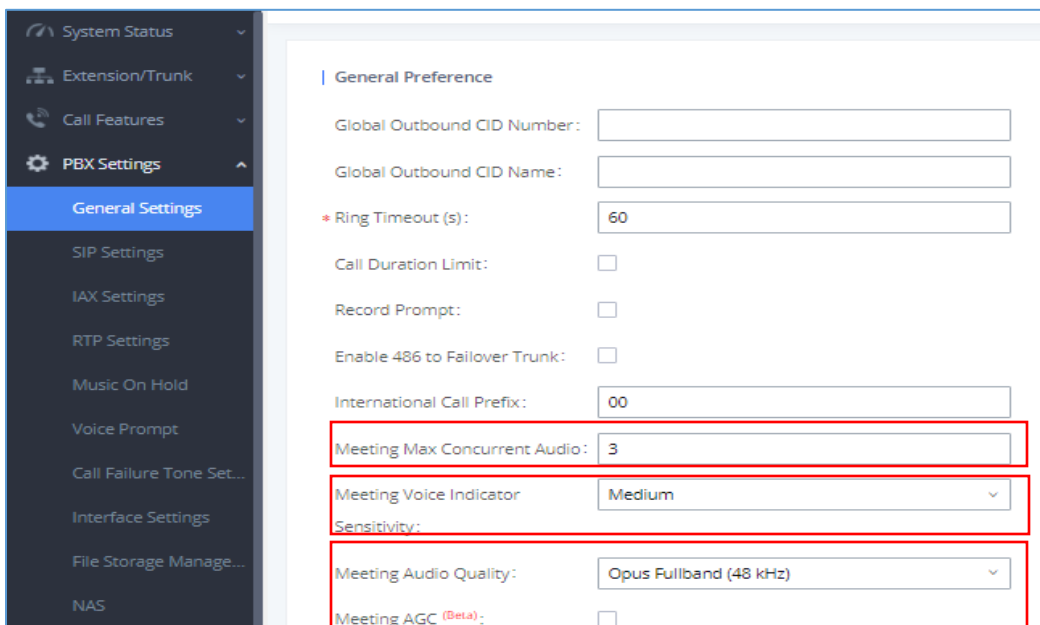
Emergency CID:

Enable Wave:

Sync Contact:

Figure 1: Wave Web Support for Extension

2. Also, the administrator can configure some Web global conference options like the maximum Concurrent Audio and Voice quality a conference can have by navigating to UCM web UI admin page → **PBX Settings** → **General Settings** like shown in the figure below.



System Status

Extension/Trunk

Call Features

PBX Settings

General Settings

SIP Settings

IAX Settings

RTP Settings

Music On Hold

Voice Prompt

Call Failure Tone Set...

Interface Settings

File Storage Manage...

NAS

General Preference

Global Outbound CID Number:

Global Outbound CID Name:

* Ring Timeout (s): 60

Call Duration Limit:

Record Prompt:

Enable 486 to Failover Trunk:

International Call Prefix: 00

Meeting Max Concurrent Audio: 3

Meeting Voice Indicator: Medium

Sensitivity:

Meeting Audio Quality: Opus Fullband (48 kHz)

Meeting AGC (Beta):

Figure 2: Global Conference Options



Conference Max Concurrent Audio	Configures the maximum number of participants that can be heard simultaneously in audio/video conferences. If the number of participants talking at any given point exceeds this value, the audio of the excess participants will not be heard
Conference Voice Indicator Sensitivity	Configures the sensitivity of the talking indicator in conferences. Setting this higher will make the talking indicator appear more easily for lower volumes of audio. The options available are: Very High, High, Medium, Low. Note: This does not adjust audio input sensitivity itself. Lower volumes of sounds may still be heard even if the talking indicator does not show the source.
Conference Voice Quality	Configures the voice quality of audio and video conferences, two options are available: <ul style="list-style-type: none"> • OPUS Fullband (48KHZ) • OPUS Narrowband (8KHZ)
Meeting AGC	During the recording process, the system automatically adjusts the volume according to the volume of the sound, so that the volume of the sound is as consistent as possible. Make it clearer and more pleasant to hear.

Table 2: Global Conference Options



CONTACTS MANAGEMENT

When the “Sync Contact” is enabled, this extension will be displayed in the UCM and Wave contact list. If disabled, it will not be shown in the contact list, but Wave users will still be able to manually dial the extension number.

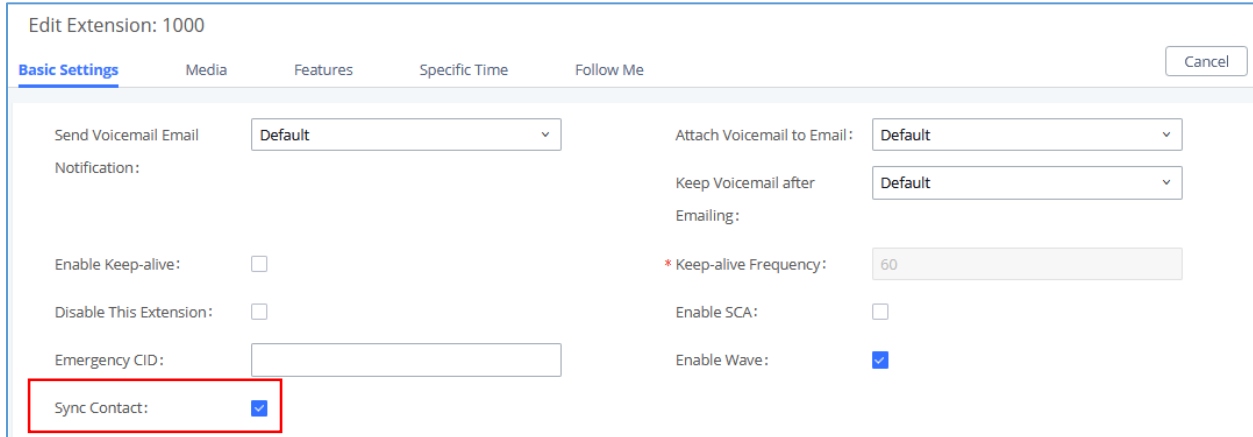


Figure 3 shows the 'Edit Extension: 1000' configuration page. The 'Basic Settings' tab is active. The 'Sync Contact' checkbox is checked and highlighted with a red box. Other settings include 'Send Voicemail Email' (Default), 'Attach Voicemail to Email' (Default), 'Keep Voicemail after Emailing' (Default), 'Enable Keep-alive' (unchecked), 'Disable This Extension' (unchecked), 'Emergency CID' (empty), 'Keep-alive Frequency' (60), 'Enable SCA' (unchecked), and 'Enable Wave' (checked).

Figure 3: Extension Basic Settings

Currently, it is possible to manage which group of extensions otherwise known as Department can see which group from the Wave web. By default, you can either set to “see all” or “see department”.

The former allows all contacts to see all the other departments, while the latter allows contacts to see only the other contacts within the same groups. You can also set a custom privilege in case you want contacts in two or more departments to be able to see each other. E.g., Marketing department would have to be able to see Sales department.

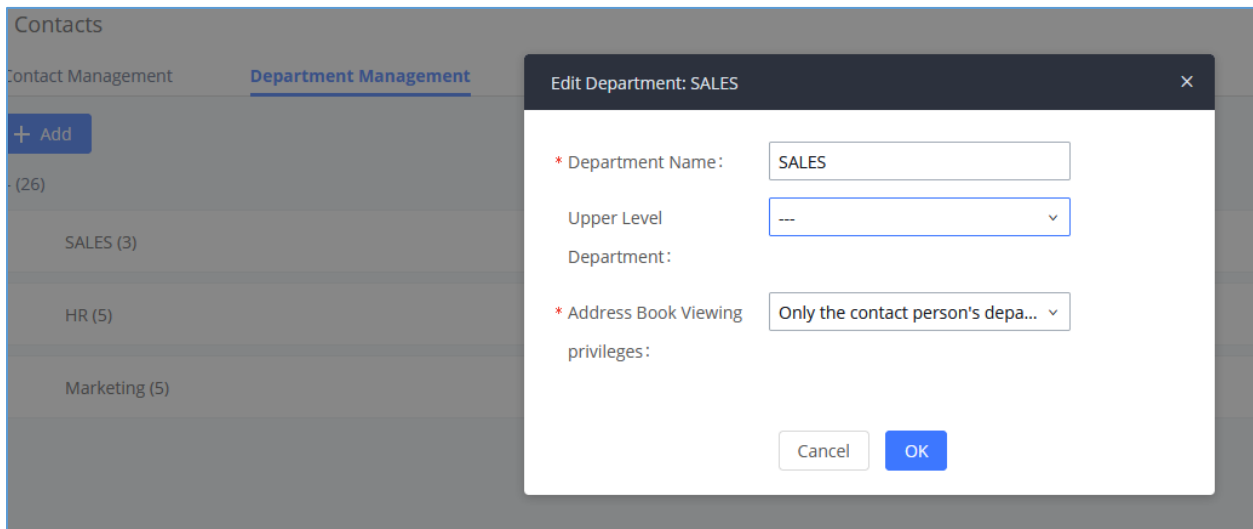


Figure 4 shows the 'Contacts' management interface. The 'Department Management' tab is active. A modal window titled 'Edit Department: SALES' is open, showing the following fields: 'Department Name' (SALES), 'Upper Level' (---), 'Department' (---), and 'Address Book Viewing privileges' (Only the contact person's depar...). The 'OK' button is highlighted in blue.

Figure 4: Adding/Editing Departments



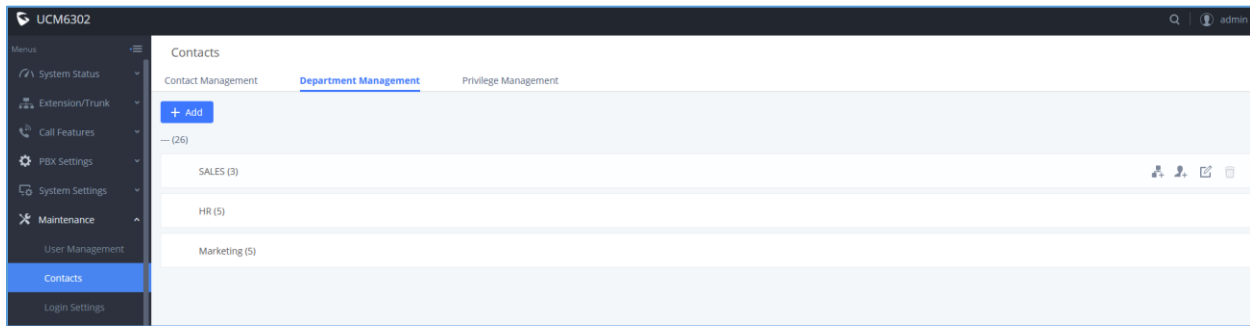


Figure 5: Department Management

The Contact Management section will show each extension and the department it belongs to.

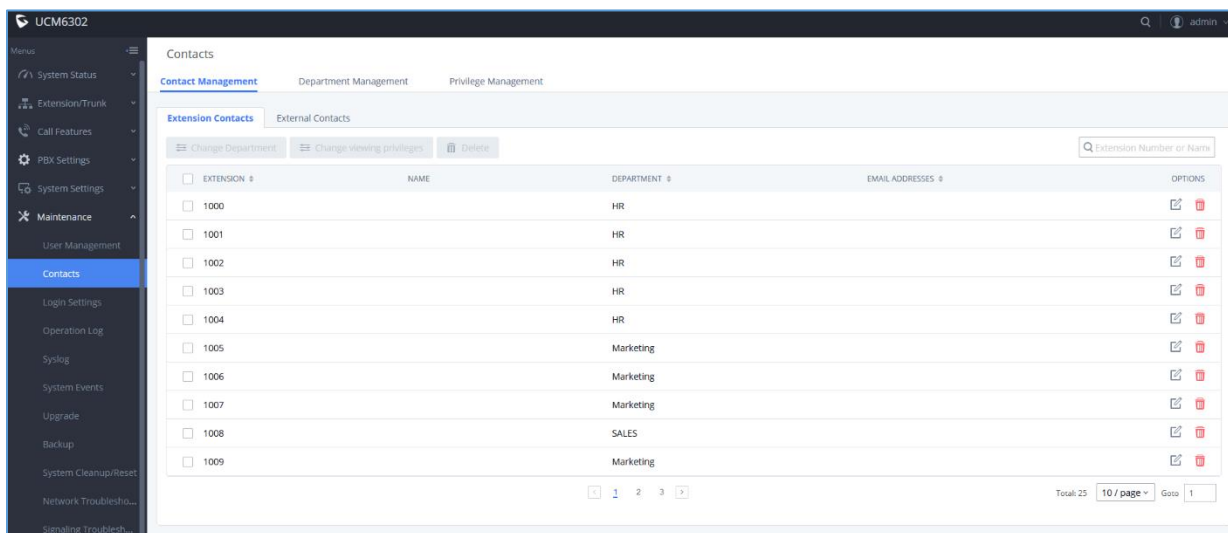


Figure 6: Contact Management interface

On the Wave web interface, the contacts within the authority will be displayed on the Contacts section, as shown in the illustration below. Users can select **All** to display all available contacts, or **Favorites** to display favorites contacts only.

Note: The contacts displayed in the Grandstream Wave web portal contain UCM extensions (based on contact privilege settings), meeting room extensions, and LDAP contacts (based on the UCM's LDAP phonebook settings). (Refer to the UCM630x/A User Manual for more details)



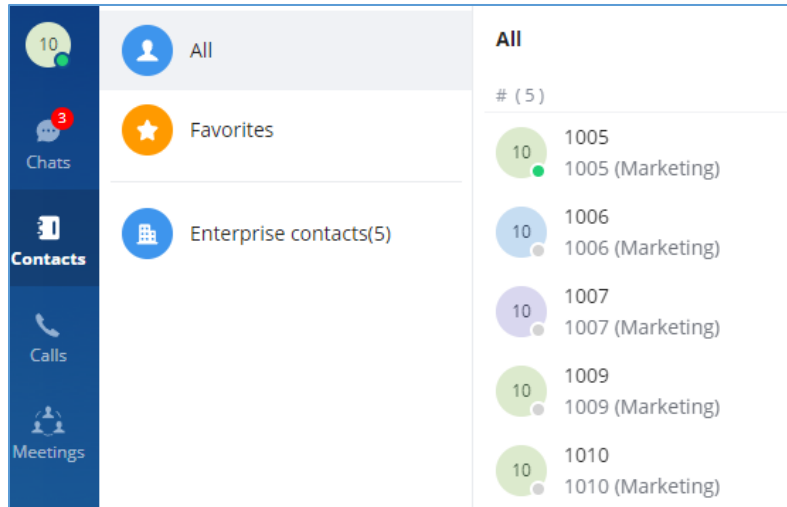


Figure 7: Contacts display on Wave Web



MULTIMEDIA MEETING

The UCM630X supports multimedia meeting room allowing multiple rooms used at the same time.

The multimedia meeting room configurations can be accessed under Web GUI→**Call Features**→Multimedia Meeting. In this page, users could create, edit, view, invite, manage the participants, and delete multimedia meeting rooms. The multimedia meeting room status and meeting call recordings (if recording is enabled) will be displayed in this web page as well.

For video meeting, which is based on WebRTC, participants can join the meeting from PC without installing extra plug-in or software.

The UCM admin can create multiple multimedia meeting rooms for users to dial in.

Table 3: UCM Multimedia Meeting Specifications

UCM630x series	Number of public meeting rooms	Participant limit
UCM6301	4	75
UCM6302	8	150
UCM6304	15	200
UCM6308	25	300

Meeting room specifications affect the user participation to a certain extent. The UCM supports forecasting of meeting resources. There will be corresponding judgments and adjustments in the following scenarios:

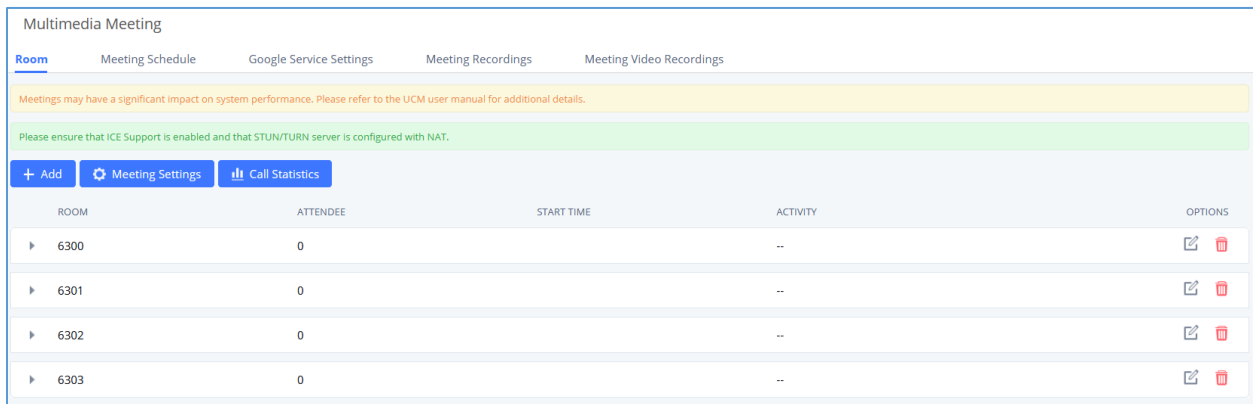
1. When the conference resources are full, members of the schedule conference room cannot join the conference in advance.
2. When conference resources are full, joining a conference is prohibited when a point-to-point call is transferred to a conference.
3. When the conference resources are full, when the IM group chat initiates a conference, it is forbidden to join the conference.
4. When the conference resources are full, when an instant conference is initiated, joining the conference is prohibited.
5. Close other instant conferences or scheduled conferences that have timed out to ensure that all invited members of the scheduled conference can enter the conference.



6. If the number of invited members in the ongoing conference exceeds the maximum number of resources in the conference, the invitation of members is not allowed to join the conference.

7. Turn on the flow control of video and presentation in the meeting room.

Log in to the UCM Web GUI and open the Call Features → Multimedia Meeting page to manage the conference room. Users can create, edit, view, invite, manage meeting members, and delete meeting rooms. The conference room status and conference call recording (if recording function is enabled) will be displayed on the page. The meeting rooms in the list include public meeting rooms and random meeting rooms. For temporary meeting room administrators, only the "batch kicking people" function is supported. The temporary meeting room has no meeting password and host code. The member who initiates the group meeting is the host, and ordinary members have the right to invite.













ROOM	ATTENDEE	START TIME	ACTIVITY	OPTIONS
▶ 6300	0		--	 
▶ 6301	0		--	 
▶ 6302	0		--	 
▶ 6303	0		--	 

Figure 8: Multimedia Meeting

- Click on “+Add” to create a new audio conference room.
- Click on  to edit the audio conference room.
- Click on  to delete the audio conference room.

Creating Meeting Room

Click on “+ Add” to create a new conference room. Users will be prompted to configure the following options for the multimedia meeting room:

Create New Meeting Room

* Extension :

* Privilege :

Allow User Invite :

* Auto Record Audio/Video :

Figure 9: Meeting Room Parameters

Table 4: UCM meeting Room Parameters

Extension	Configure the conference number for the users to dial into the conference. Note: Up to 64 characters.
Privilege	Please select the permission level for outgoing calls. Default is internal.
Allow User Invite	If enabled, users could press 0 to invite other users (with the users' permission) or press 1 to invite other users (without the user's permission) to join the conference. The default setting is "No". Note: Conference administrator can always invite other users without enabling this option.
Auto Record Audio/Video	If selected, the meeting will be recorded and saved as either a .WAV or .MKV file. The default filename is meeting- $\{Meeting\ Number\}$ - $\{UNIQUEID\}$. Recordings can be downloaded from either the Meeting Recordings or the Meeting Video Recordings page. Video recordings require external storage to be available.

Meeting Settings

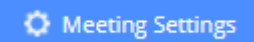
Click  Meeting Settings on the multimedia meeting room page to access and configure global settings for all multimedia meeting rooms. Configuration settings page contains the following options:

Table 5: Meeting Settings

Enable Talk detection	If enabled, the AMI will send the corresponding event when a user starts or ends talking.
------------------------------	---



DSP Talking Threshold	The time in milliseconds of sound above what the DSP has established as base line silence for a user before a user is considered to be talking. This value affects several operations and should not be changed unless the impact on call quality is fully understood, the default value is 200.
DSP Silence Threshold	The time in milliseconds of sound falling within the what the DSP has established as base line silence before a user is considered to be silent. This value affects several operations and should not be changed unless the impact on call quality is fully understood, the default value is 2500.
Max Number of Video Feeds	Set the maximum number of video feeds supported per meeting room(4, 6 or 9).
Audio Codec Preference	Configures the preferred codecs for temporary accounts such as meeting participants who joined via link.
Packet Loss Retransmission	Packet Loss Retransmission configuration for temporary accounts (meeting participants without registered extensions who entered the meeting via link)
Jitter Buffer	<p>Select jitter buffer method for temporary accounts such as meeting participants who joined via link.</p> <p>Disable: Jitter buffer will not be used.</p> <p>Fixed: Jitter buffer with a fixed size (equal to the value of "Jitter Buffer Size")</p> <p>Adaptive: Jitter buffer with an adaptive size that will not exceed the value of "Max Jitter Buffer").</p> <p>NetEQ: Dynamic jitter buffer via NetEQ.</p>



Meeting Settings

Enable Talk Detection:

* DSP Talking Threshold (ms):

* DSP Silence Threshold (ms):

Max Number of Video Feeds:

Audio Codec Preference:

0 item Available

Search

None

8 items Selected

Search

- OPUS
- PCMU
- PCMA
- GSM
- G.726
- G.722







Packet Loss Retransmission:

Jitter Buffer:





Figure 10: Meeting Settings

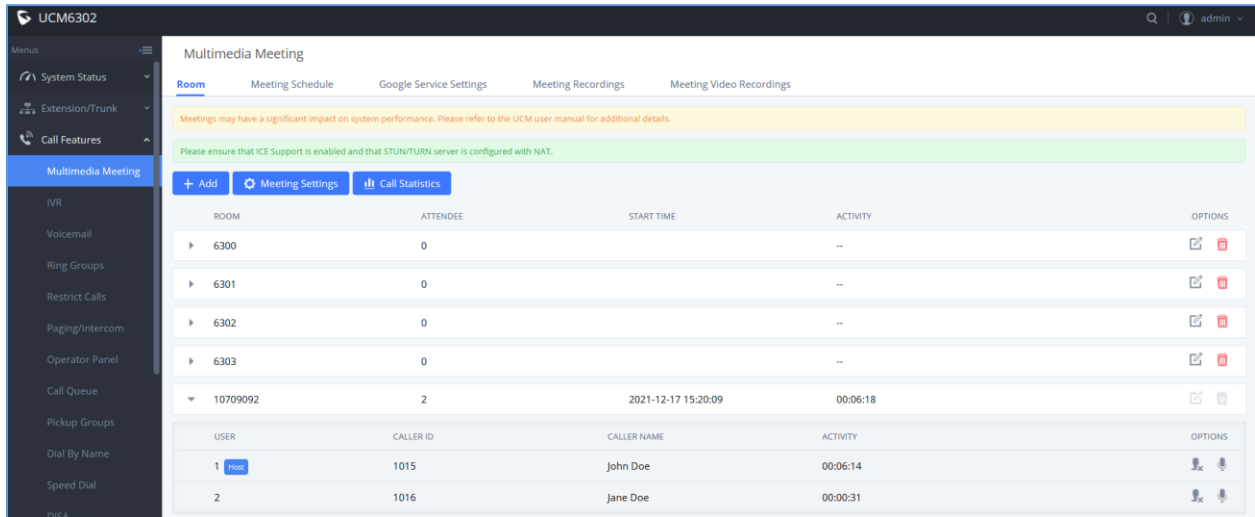
Managing Multimedia meeting

During the conference call, users can manage the conference from Web GUI after logging in as admin.











- Click on  on the left of each conference room to expand real-time participant list for the admin to view.
- Click on  to remove selected participants from the conference.
- Click on  to mute selected participants.
- Click on  to unmute selected participants.
- Click on  to invite contact group or remote conference room so multiple conference rooms that can be bridged.
- Click on  to invite other users into the conference room.



-  : This indicates the conference room is unlocked. Click on  to lock conference. If the conference is locked, no new party can be invited or can join the conference.
-  : This indicates the conference room is locked. Click on  to unlock this conference room.



The screenshot shows the 'Multimedia Meeting' page in the UCM6302 web administration interface. The page title is 'Multimedia Meeting' and the user is logged in as 'admin'. The interface includes a sidebar menu with options like System Status, Extension/Trunk, Call Features, and Multimedia Meeting (which is currently selected). The main content area shows a table of meeting rooms and participants.

ROOM	ATTENDEE	START TIME	ACTIVITY	OPTIONS
▶ 6300	0		--	 
▶ 6301	0		--	 
▶ 6302	0		--	 
▶ 6303	0		--	 
▼ 10709092	2	2021-12-17 15:20:09	00:06:18	 





USER	CALLER ID	CALLER NAME	ACTIVITY	OPTIONS
1 Press	1015	John Doe	00:06:14	 
2	1016	Jane Doe	00:00:31	 




Figure 11: Ongoing Meeting with Participants



SCHEDULE A MEETING

UCM admin can log in UCM web UI to schedule a meeting. Log in to the UCM Web GUI, open the **Call Features** → **Multimedia Meeting** → **Meeting Schedule** page. Users can create, edit, view, and delete a meeting Schedule.

The following is a set meeting room reservation, which shows the ongoing and pending reservations. Once the conference room is reserved, all users will be removed from the conference room at the start time, and extensions will no longer be allowed to enter the conference room. At the scheduled meeting time, UCM will send invitations to the extensions that have been selected to participate in the meeting. At the same time, it supports users to enter the meeting 10 minutes in advance. If the current meeting is occupied, enter the waiting room, and wait (members joining the meeting in advance occupy global member resources, but it will be released after the scheduled meeting starts); otherwise, you can join the meeting directly and the meeting will be held in advance. After the meeting ends, the reservation record is transferred to the historical meeting list. History meeting displays the information of the ended and expired meetings.

- Click on “Schedule Meeting” to add a new Meeting Schedule.
- Click on  to edit a scheduled meeting.
- Click on  to view meeting schedule details.
- Click on  to delete the meeting schedule. Click the button, you can choose to delete the most recent meeting of the meeting room or delete the entire recurring meeting to delete the meeting room reservation.



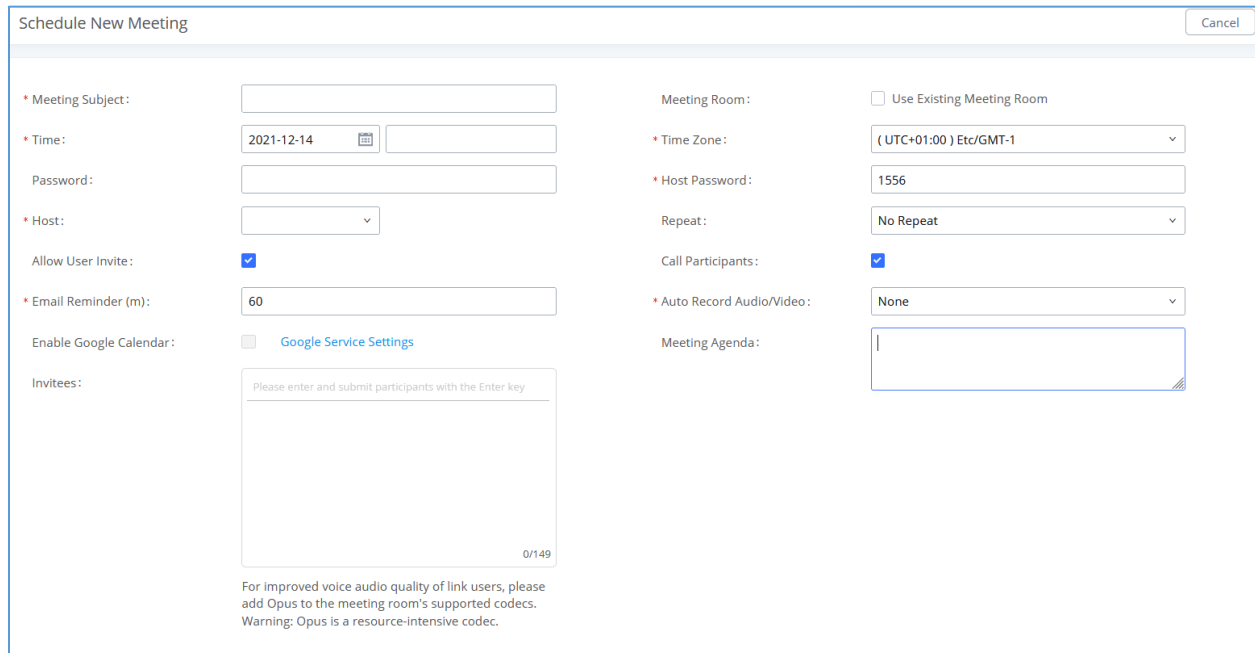


Figure 12: Schedule meeting Interface

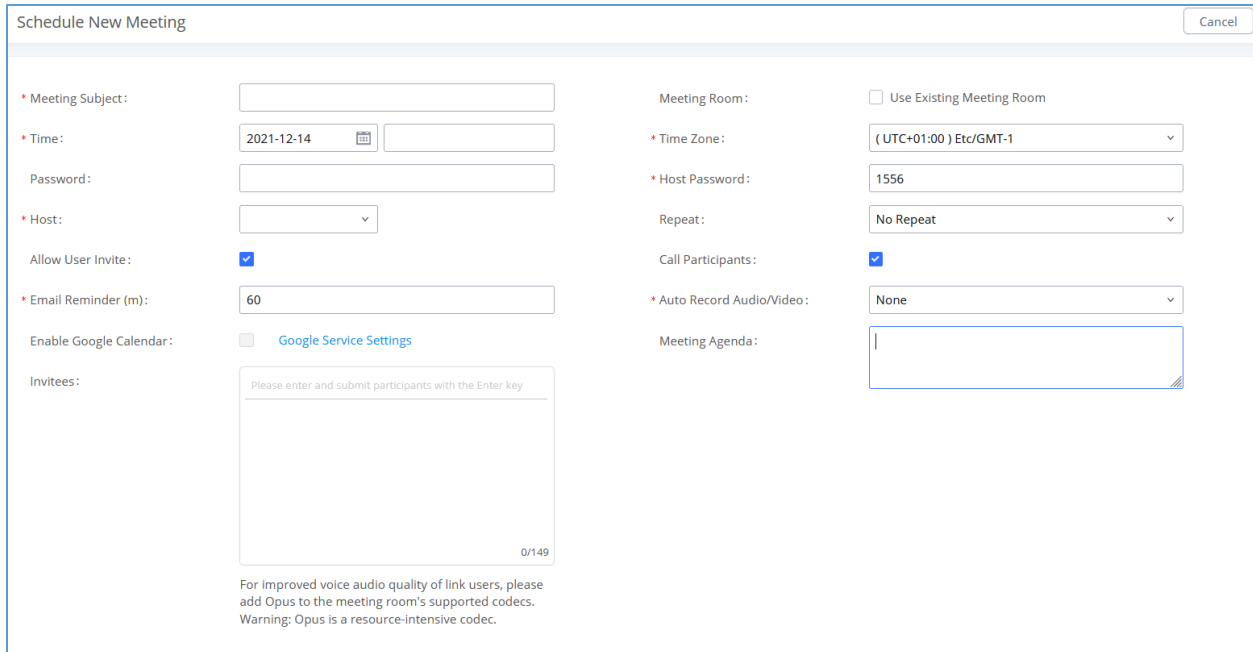
Table 6: Scheduled Meeting parameters

Schedule Options	
Meeting Subject	Configure the name of the scheduled conference. Letters, digits, Other special characters are also supported. such as #%&@*=-
Meeting Room	Select a conference room for this scheduled conference.
Time	Configure the meeting date and time.
Time Zone	Select the meeting time zone.
Password	Configure the conference login password.
Host Password	Configure the Host Password. Note: It is randomly generated when first creating a new meeting Schedule.
Host	Configure Host.
Repeat	Choose when to repeat a scheduled conference.
Allow User Invite	If this option is enabled, the user can: <ul style="list-style-type: none"> Press '0' to invite others to join the meeting with invited party's permission Press '1' to invite without invited party's permission Press '2' to create a multi-meeting room to another meeting room



	<ul style="list-style-type: none"> • Press '3' to drop all current multi-meeting rooms. <p>Note: Meeting host is always allowed to access this menu.</p>
Call Participant	If enabled, the invited participants will be called upon meeting start time.
Email Reminder (m)	<p>Email reminders will be sent out x minutes prior to the start of the meeting. Valid range is 5-1440. 60 is the default value. 0 indicates not to send out email reminders for the meeting.</p> <p>Note: After editing the time of a single recurrence of a scheduled meeting, a cancelation email will now be sent out followed by a meeting update email.</p>
Auto Record Audio/Video	<p>If selected, the meeting will be recorded and saved as either a .WAV or .MKV file. The default filename is meeting-\${Meeting Number}-\${UNIQUEID}.</p> <p>Recordings can be downloaded from either the Meeting Recordings or the Meeting Video Recordings page. Video recordings require external storage to be available .</p> <p>This option is available when a meeting room is created and when scheduling a meeting.</p> <ul style="list-style-type: none"> - "Auto Record Audio/Video" option in meeting scheduling page takes priority over the same option in meeting room configuration page. - "Auto Record Audio/Video" option in meeting room configuration page takes effect when users dial in meeting room directly.
Enable Google Calendar	<p>Select this option to synchronize scheduled conference with Google Calendar.</p> <p>Note: Google Service Setting OAuth2.0 must be configured on the UCM630X.</p>
Meeting Agenda	Enter the meeting descriptions and it will show in the meeting invitation.
Invitees	<p>Defines the extensions or emails of the participants to attend the scheduled conference.</p> <ul style="list-style-type: none"> • Enter the invitee's number or email address. • After adding one invitee, click on ENTER to confirm. • If the invitee's extension does not have email configured on the UCM extension setting, the user can click on "(Add Email)" to add an email for this invitee. • To remove an invitee, click on "x" for the invitee.





Schedule New Meeting Cancel

* Meeting Subject:

* Time: 2021-12-14

Password:

* Host:

Allow User Invite:

* Email Reminder (m): 60

Enable Google Calendar: [Google Service Settings](#)

Invitees:

Meeting Room: Use Existing Meeting Room

* Time Zone: (UTC+01:00) Etc/GMT-1

* Host Password: 1556

Repeat: No Repeat

Call Participants:

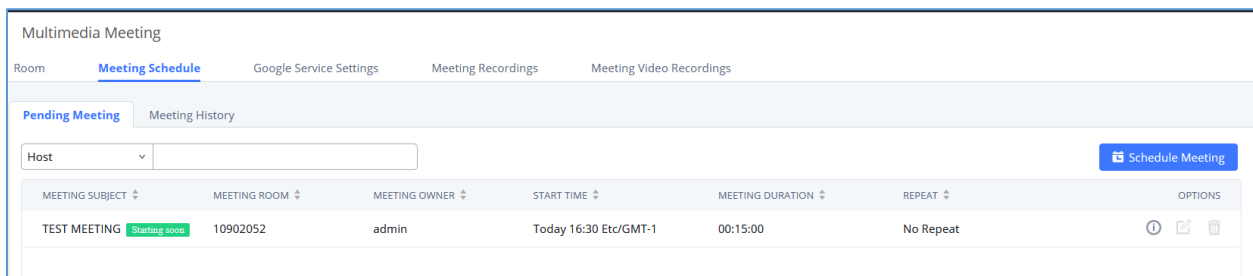
* Auto Record Audio/Video: None

Meeting Agenda:

For improved voice audio quality of link users, please add Opus to the meeting room's supported codecs. Warning: Opus is a resource-intensive codec.

Figure 13: Multimedia Meeting Schedule Parameters

Once created, the **Web GUI** will display scheduled meetings under Unstarted Meeting,



Multimedia Meeting

Room: [Meeting Schedule](#) [Google Service Settings](#) [Meeting Recordings](#) [Meeting Video Recordings](#)

[Pending Meeting](#) [Meeting History](#)

Host: Schedule Meeting

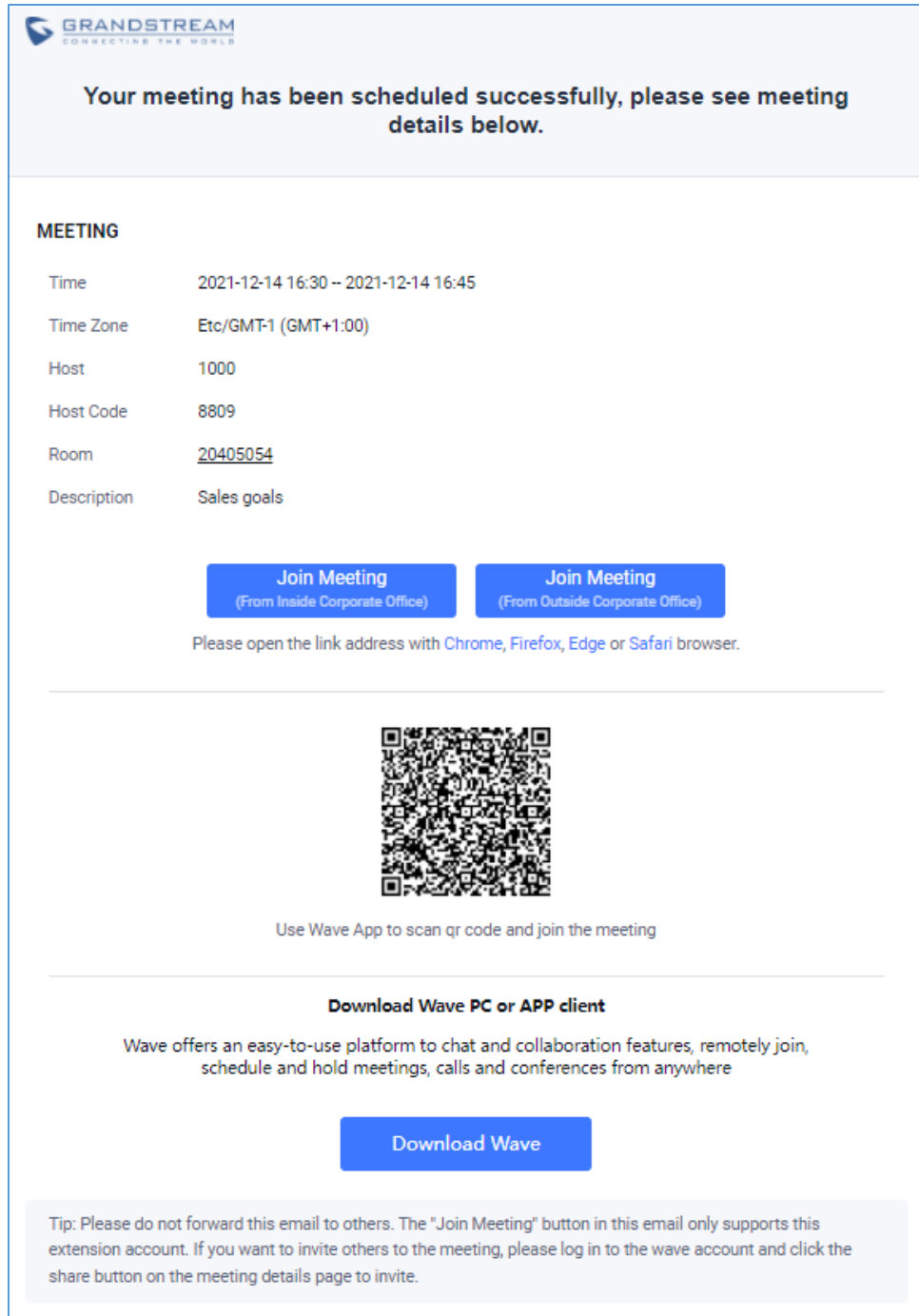
MEETING SUBJECT	MEETING ROOM	MEETING OWNER	START TIME	MEETING DURATION	REPEAT	OPTIONS
TEST MEETING Starting soon	10902052	admin	Today 16:30 Etc/GMT-1	00:15:00	No Repeat	

Figure 14: Scheduled Meeting Starting soon

After scheduling the meeting, an email reminder will be sent to the participants at the configured email reminder time. The email reminder will include the meeting details and a link to the meeting. Upon clicking the link, participants will be prompted to enter their Grandstream Wave portal passwords to log in and join the meeting.

Note:

When there is participant in the meeting, the meeting room configuration cannot be modified.



GRANDSTREAM
CONNECTING THE WORLD

Your meeting has been scheduled successfully, please see meeting details below.


MEETING

Time	2021-12-14 16:30 -- 2021-12-14 16:45
Time Zone	Etc/GMT-1 (GMT+1:00)
Host	1000
Host Code	8809
Room	<u>20405054</u>
Description	Sales goals

[Join Meeting](#)
(From Inside Corporate Office)

[Join Meeting](#)
(From Outside Corporate Office)

Please open the link address with [Chrome](#), [Firefox](#), [Edge](#) or [Safari](#) browser.



Use Wave App to scan qr code and join the meeting

Download Wave PC or APP client

Wave offers an easy-to-use platform to chat and collaboration features, remotely join, schedule and hold meetings, calls and conferences from anywhere

[Download Wave](#)

Tip: Please do not forward this email to others. The "Join Meeting" button in this email only supports this extension account. If you want to invite others to the meeting, please log in to the wave account and click the share button on the meeting details page to invite.

Figure 15: Email Reminder for the Scheduled Meeting

If meeting schedule information has been modified, participants will receive email update immediately.

To join meeting, the Wave user can click on the link in the email notification to join meeting directly, or Wave mobile app user can scan the QR code in the email notification to join meeting as well.



UCM administrator edit recurring meeting supports editing single and entire recurring meeting. When editing a single, if it is a public meeting room, it is allowed to change the meeting room number, while random meeting rooms are forbidden; the recurring period does not repeat by default. The edited single meeting needs to be displayed in the meeting list, and the start time of the changed recurring meeting needs to be postponed.

After the meeting scheduled is configured, the system will send the meeting report email to the host, and the host can view the meeting and participant information. As shown in the figure below:

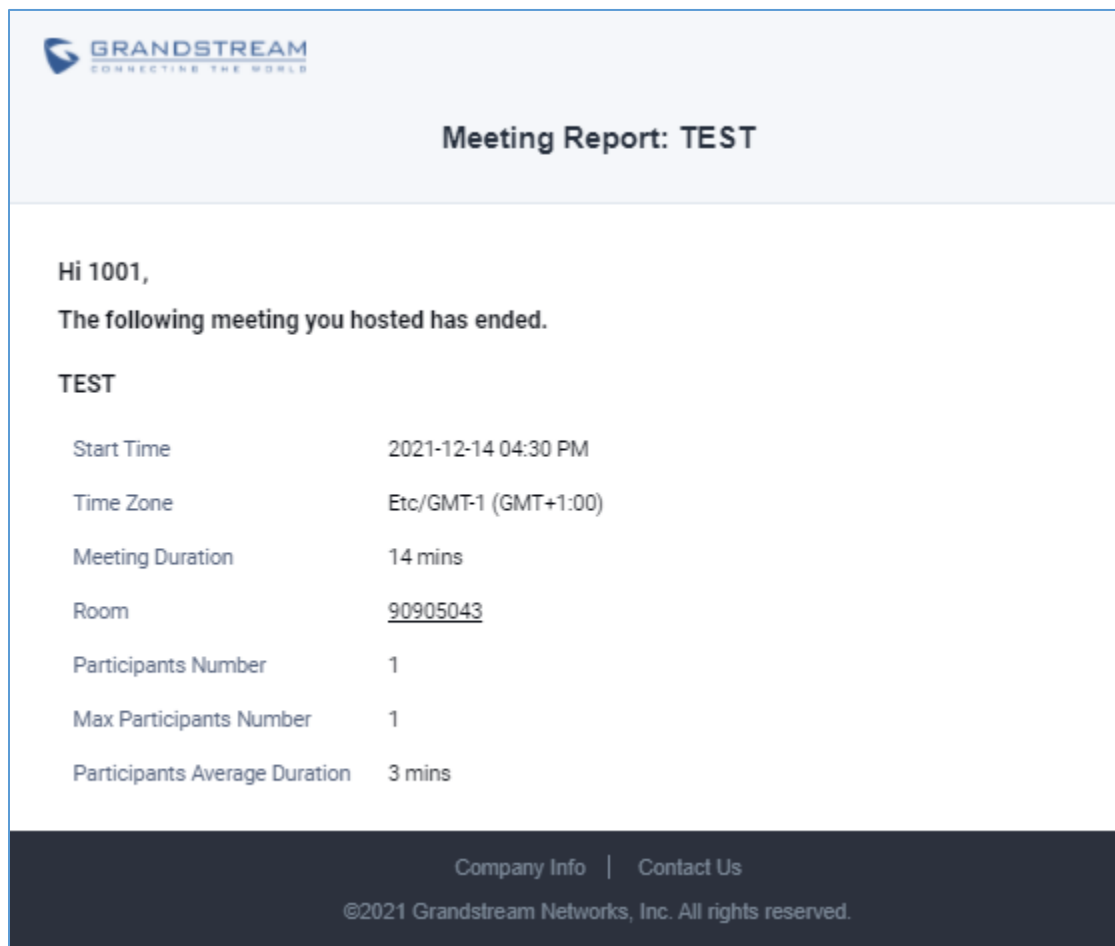


Figure 16: Meeting report email

Once the Meeting Schedule is configured, scheduled meeting will be displayed as below figure.

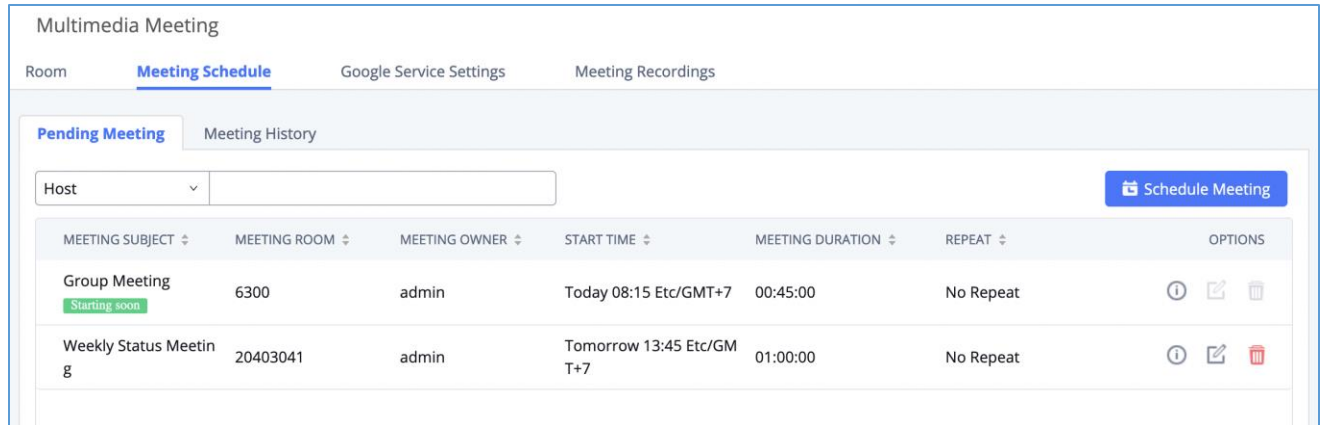



Figure 17: Meetings Schedule

- Click the button  to view the meeting details in the Meeting room. The meeting details of Meeting History include actual participant information.

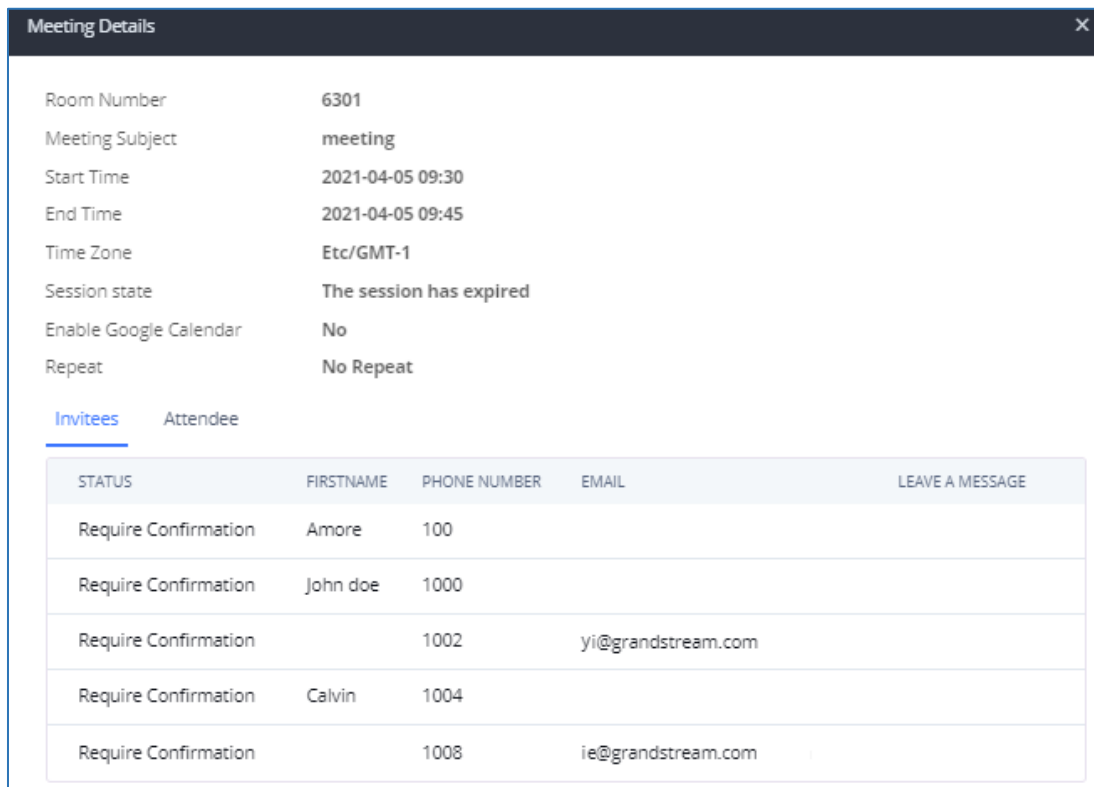




Figure 18: Meeting details

- Click on  to edit the Meeting Schedule.
- Click on  to delete the Meeting Schedule.

At the scheduled meeting time, UCM630X will send INVITE to the extensions that have been selected for conference.

Once the meeting starts, it will be displayed under **Pending Meeting** with an “Ongoing” status, as displayed below:



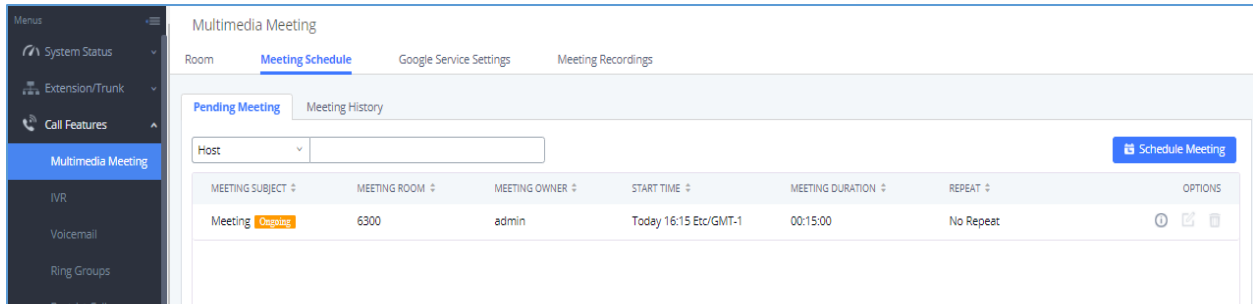


Figure 19: Meeting Scheduled – Ongoing

Once the conference is finished, the conference will be displayed under Historical meeting as below:

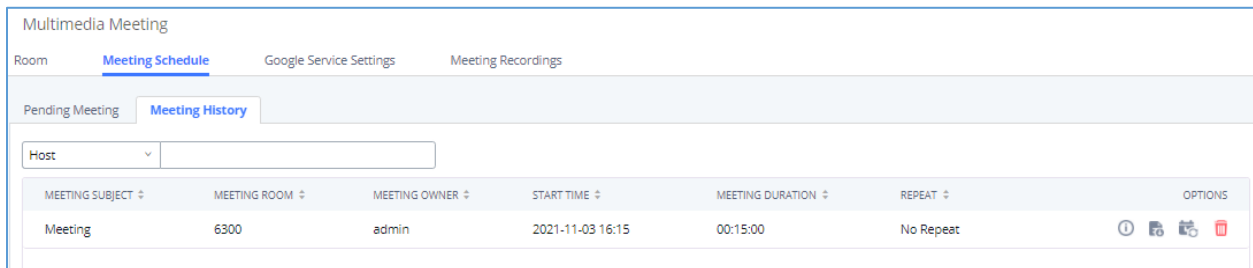




Figure 20: Meeting Schedule - Completed

- Click the button  to download the Meeting Report of the meeting.
- Click the button  to reschedule the Meeting.

In addition, once the meeting ends, the system will send a meeting report email to the host including PDF file where he/she can view the meeting, participant information, device type and trend graph of participant levels.

Note: Please make sure that outbound route is properly configured for remote extensions to join the meeting.

The users can Clean up the history of audio and video schedule meeting regularly.

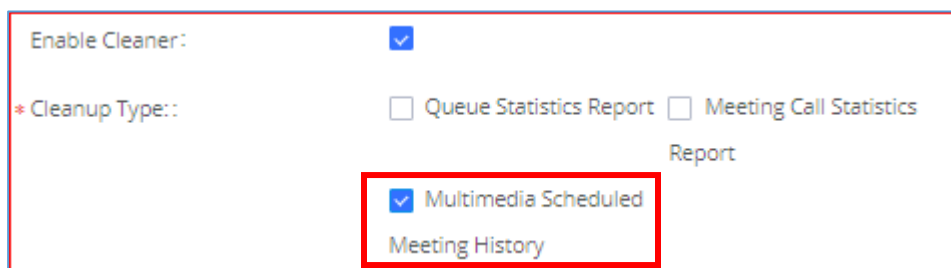


Figure 21: Scheduled cleanup for multimedia meeting history



OPERATOR PANEL

UCM supports the addition and configuration of the call console, which can realize one or more extensions as administrators to manage PBX activities, such as extension status, call queue status, call transfer, call monitoring, call hangup, etc. Grandstream Wave displays the status information of the extension, ring group, voice mailbox, call queue and parking space managed by the current extension. This chapter mainly introduces the configuration method of **Call Features → Operator Panel**.

Configure Operator Panel

The call console can be set through **Call Features → Operator Panel**.

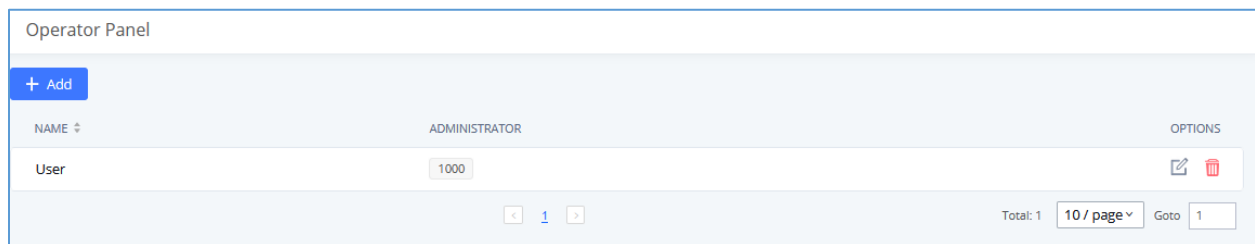


Figure 22: Operator Panel Interface

The steps to configure the call console are as follows:

- Click the **"Add"** button to add the call console.
- Click the button  to edit the call console.
- Click the button  to delete the call console.

Please refer to the following for the description of the specific configuration items of the Operator Panel:

Table 6: Attendance console configuration parameters

Operator Panel	
Name	The Operator panel name.
Administrator	The operator of the call console can select extensions, extension groups, and departments. For the selected extension groups and departments, subsequent extensions will automatically become administrators.
Management Module	
Extension	The selected extensions will be supervised by the administrator, and you can choose extensions, extension groups, and departments. For the selected extension groups and departments, subsequent extensions will



	be automatically supervised by the administrator.
Ring Groups	The checked Ring Groups will be supervised by the administrator. Select "All", all Ring Groups and subsequent updates will be automatically supervised by the administrator.
Voicemail Groups	The checked Call Queue will be supervised by the administrator. Select "All", all Call Queue and subsequent updates will be automatically supervised by the administrator.
Call Queue	The checked Call Queue will be supervised by the administrator. Select "All", all Call Queue and subsequent updates will be automatically supervised by the administrator.
Parking Lot	The checked Parking Lot will be supervised by the administrator. Select "All", all Parking Lot and subsequent updates will be automatically supervised by the administrator.



UI CUSTOMIZATION

UCM needs to connect to GDMS, so an open beta plan package for RemoteConnect will be assigned to it to start with.

On the **UCM RemoteConnect → UI customization page**, users can edit the company name and select a local image file as the new logo. The company name acts on the text part with the company's logo, and the pictures are in different formats and sizes according to the logo position, which are LOGO1 80*80px, LOGO2 256*256px, LOGO3 64*64px (only "ico" format is supported), these logos will be displayed on the "UCM management platform/login", "Reset Password", "Email Template", "Wave_PC", "Wave Login", "Browser Label", "Guide Page" interface preview.

Once done, the administrator can log in to the UCM management platform and customize the Wave LOGO, please refer to the UCM RemoteConnect user guide for details:

https://www.grandstream.com/hubfs/Product_Documentation/UCM63xx_RemoteConnect_User_Guide.pdf

After customizing the logo, all Logos on the Wave page are displayed as customized Logos.

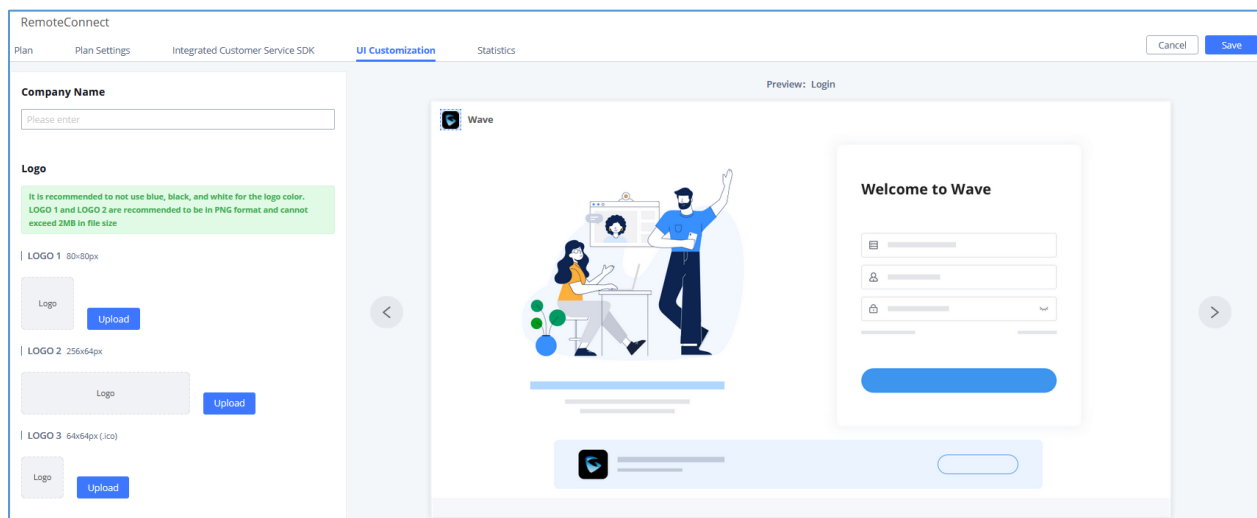


Figure 23: Company Brand Customization Interface



IM DATA CLEANING

Administrators are able to clean the Instance message data generated during chat discussions using Wave web and in order to do that, please navigate the UCM630x web interface and go under **Maintenance** → **System Cleanup/Reset** → **Cleaner**.

It can either be done manually under Manual Cleaning as show below:

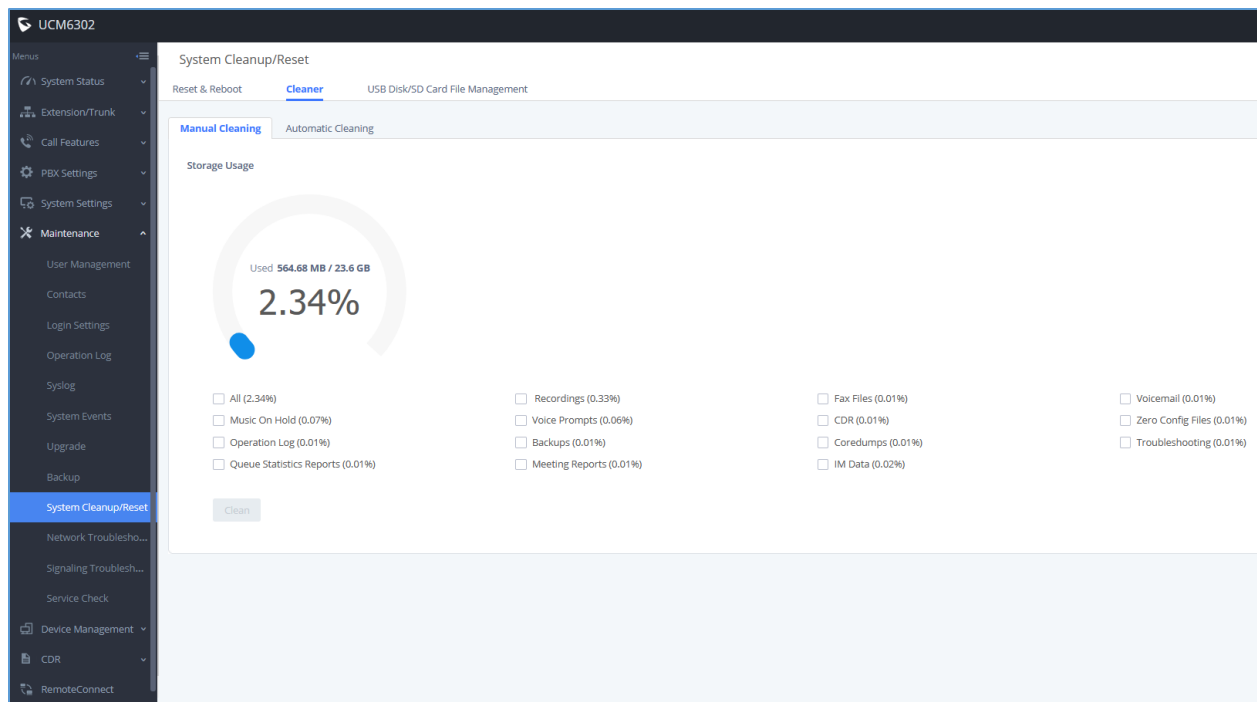


Figure 24: Manual IM Data cleaning

Alternatively, it can be done automatically by configuring IM Data Cleaner as shown below:

IM Data Cleaner

Enable Cleaner:

* Cleanup Type: IM Message IM Files

* Clean Time:

Cleaning Conditions:

* File Clean Interval (d):

Figure 25: Automatic IM Data Cleaner

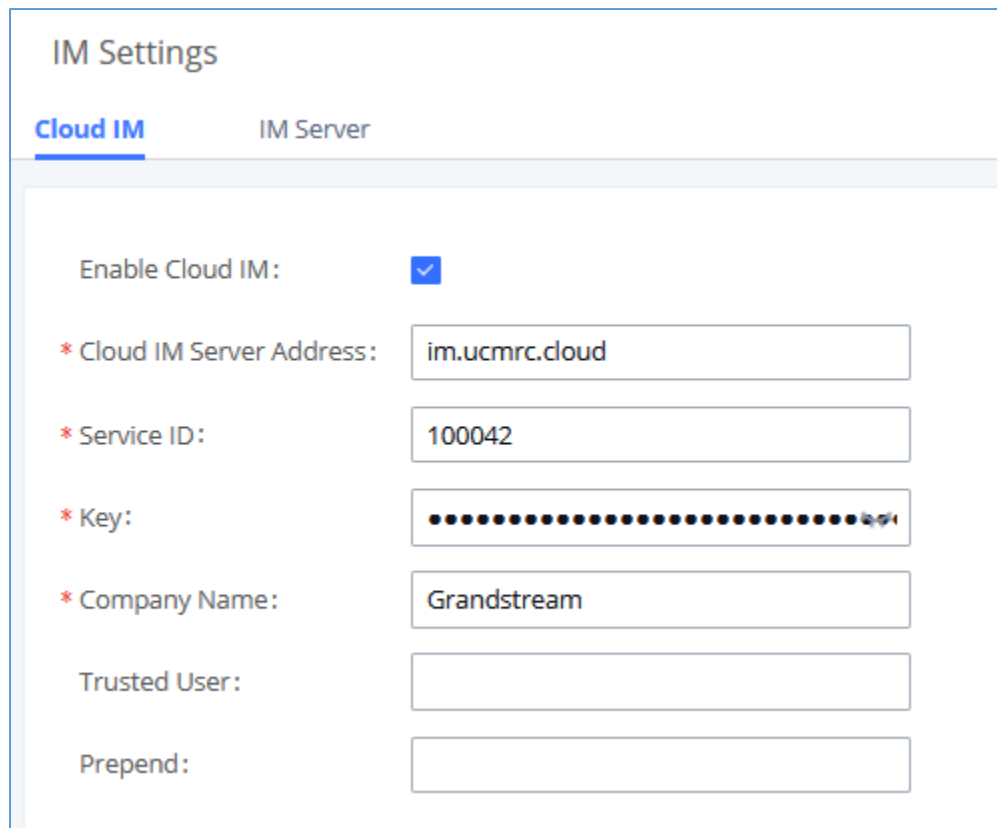
Table 7: Automatic IM Data Cleaner

Enable Cleaner	Enable the IM Data Cleaner function.
Cleanup Type	Choose the cleanup type; either IM message or IM files or both.
Clean Time	Enter the hour of the day to start the cleaning. The valid range is 0-23.
Cleaning Conditions	<p>By Schedule: If the clean interval is 3, cleaning will be performed every 3 days to delete all files.</p> <p>By Threshold: Check at the configured cleaning time every day to see if the storage threshold has been exceeded and perform cleaning of all files if it has.</p> <p>Keep Last X Days: Delete all files older than X days.</p>
File Clean Interval	Enter 1-30 to specify the day of the month to clean up the files.



CLOUD IM

When enabling the Cloud IM, all IM data in Grandstream Wave is stored in the external server Cloud IM, it is no longer stored in the UCM. The GDMS can configure CloudIM service for UCM devices. At this time, the UCM device synchronizes the configuration item information.



IM Settings

Cloud IM IM Server

Enable Cloud IM:

* Cloud IM Server Address:

* Service ID:

* Key:

* Company Name:

Trusted User:

Prepend:

Figure 26: Cloud IM

Table 8: Cloud IM parameters

Enable Cloud IM	You can configure it, if you have purchased the UCM Cloud IM package or the Grandstream IM server. If not, the configuration will not take effect, only the UCM local IM service is allowed.
Cloud IM Server Address	The domain name or IP address of the Cloud IM server.
Service ID	The service ID of the Cloud IM server.



Key	The Key of the Cloud IM server.
Company Name	The Company name.
Trusted User	The trusted User of Cloud IM. Only letter, numbers, and special characters @ . allowed.
Prepend	It is added before the extension number. like the extension prefix.

Note: Only account details and department information will be synchronized on local IM and cloud IM. Other configurations such as profile picture, work status and favorite contacts will not be synchronized, and these are stored in local IM or cloud IM, respectively. Therefore, please be aware that when switching between local IM and cloud IM, part of the data cannot be synchronized and the previously stored data on local IM or cloud IM (depending on which one is switched to) will be retrieved.

