



Grandstream Networks, Inc.

UCM6300 Series IP PBX

RemoteConnect User Guide



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CHANGE LOG

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 1.0.9.8

- 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 CUSTOMAZATION]

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

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



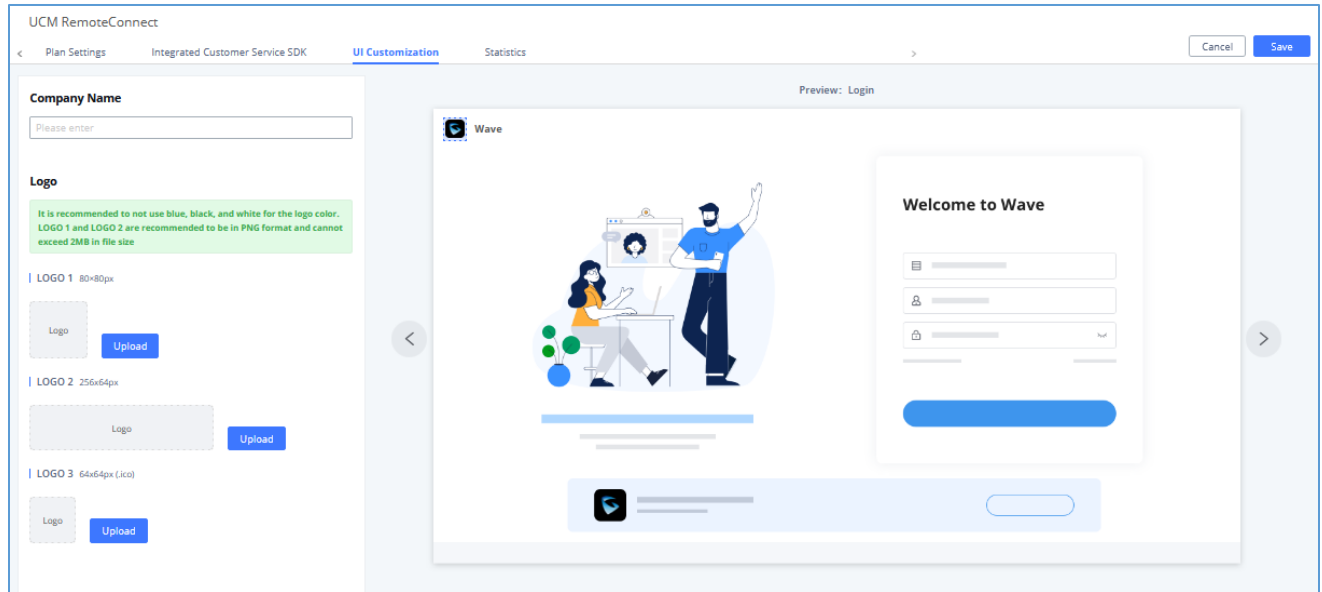


Figure 66: UI Customization

- 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 CUSTOMAZATION]
- 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 UCM6301/UCM6302/UCM6304/UCM6308 IP PBX. The Grandstream UCM6300 series IP PBX is based on Asterisk 16 system. It provides powerful functions, friendly interface for remote management and 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 GS 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 GDMS platform for UCM RemoteConnect service plan information and purchasing plan, device remote management, cloud storage management and etc.

This document describes how to use 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 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 cloud storage service for UCM6300 series to back up configuration files and user data.
- UCM statistics displayed in report and sent to system admin via email.



PREREQUISITE

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

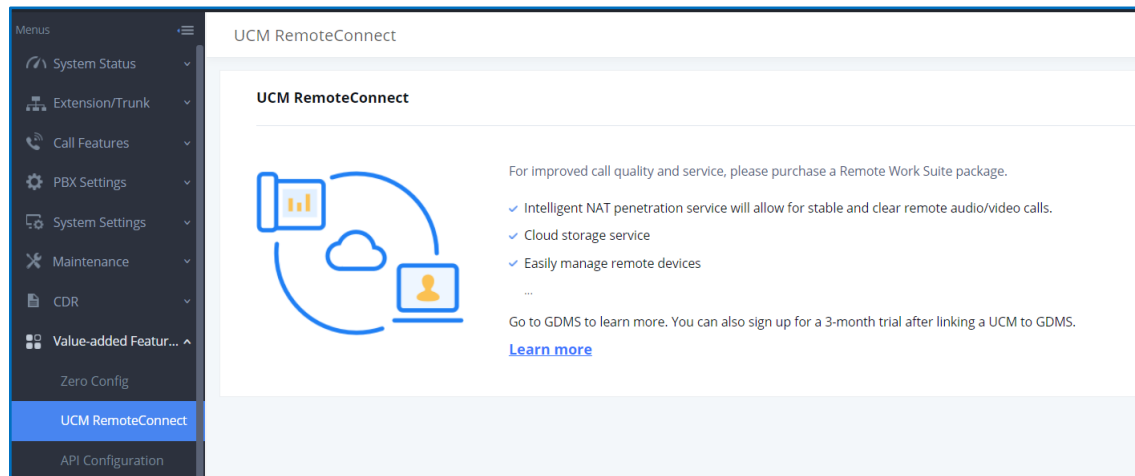


Figure 1: UCM RemoteConnect Page

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

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

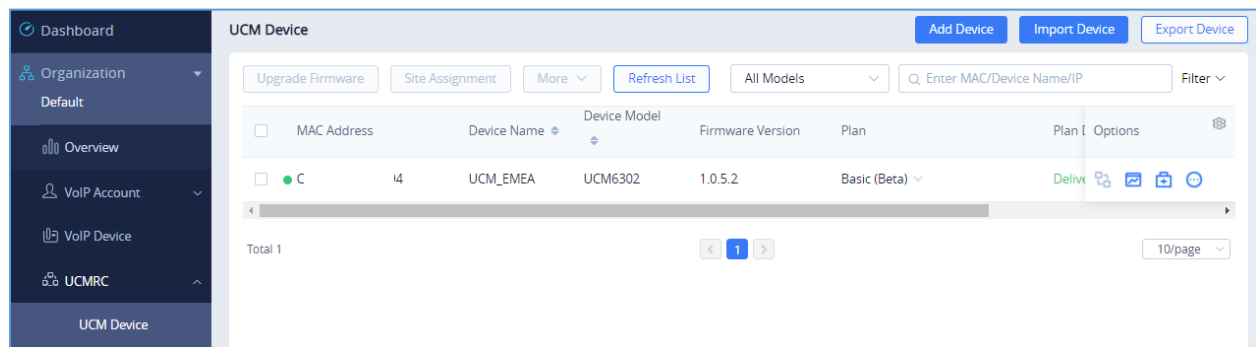


Figure 2: GDMS PBX Device Page



CONFIGURING UCM REMOTECONNECT

Purchase Plan

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

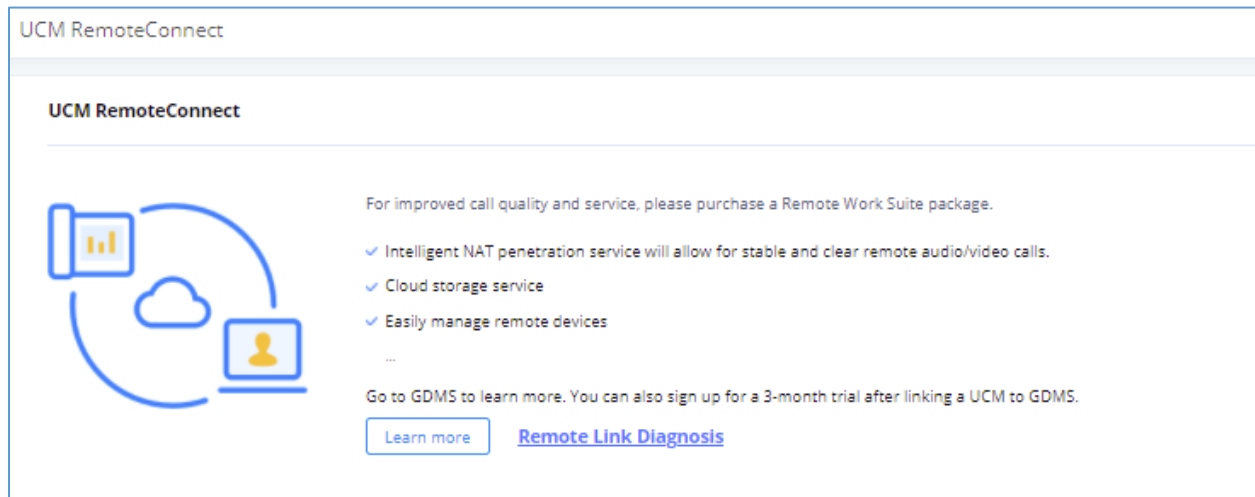


Figure 3: UCM RemoteConnect Introduction Page

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

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

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



UCM RemoteConnect

[<](#)
[Plan](#Plan)
[Plan Settings](#PlanSettings)
[Integrated Customer Service SDK](#IntegratedCustomerServiceSDK)
[UI Customization](#UICustomization)
[>](#Statistics)

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

Figure 4: UCM RemoteConnect - Effective Plan



Note:

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

UCMRC Remote Service Diagnosis

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



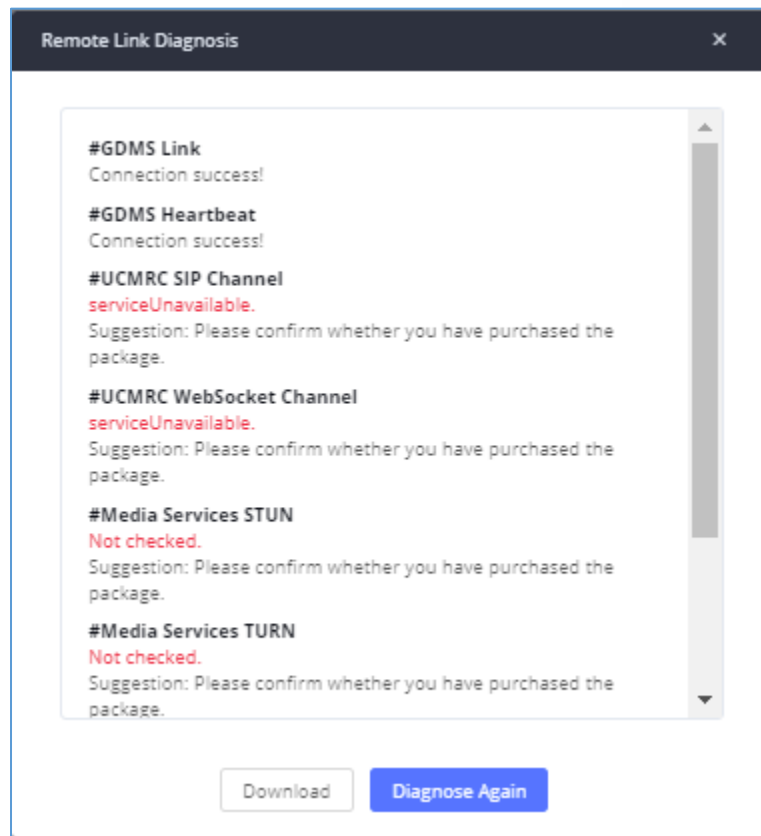


Figure 5: Remote Diagnosis

If the UCM doesn't have a RC plan the option will be called **Remote Link Diagnosis**

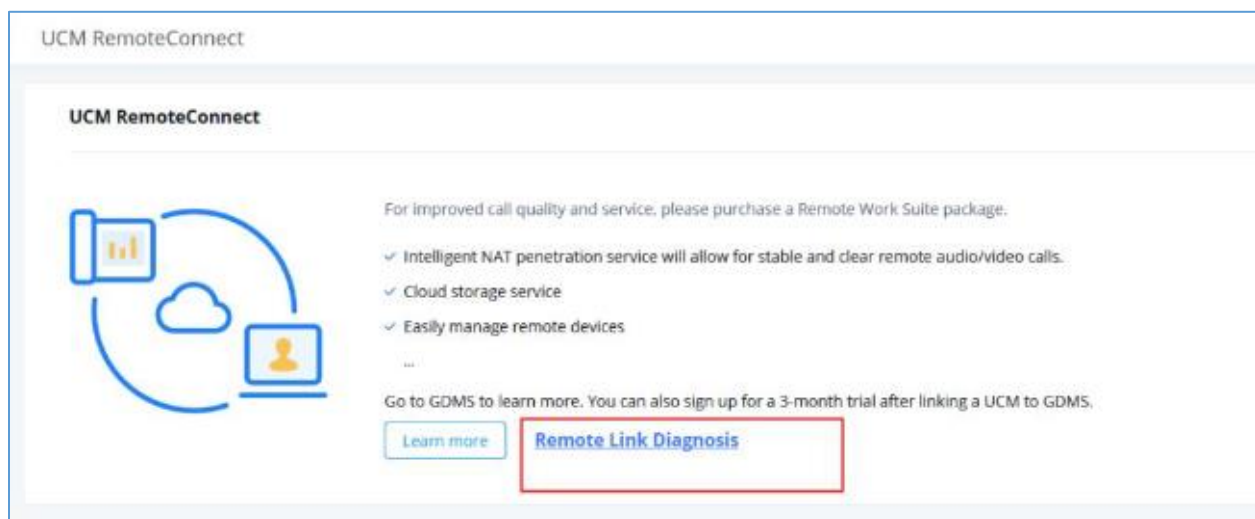


Figure 6: Remote Link Diagnosis



SIP Extension Sync-Up

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

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

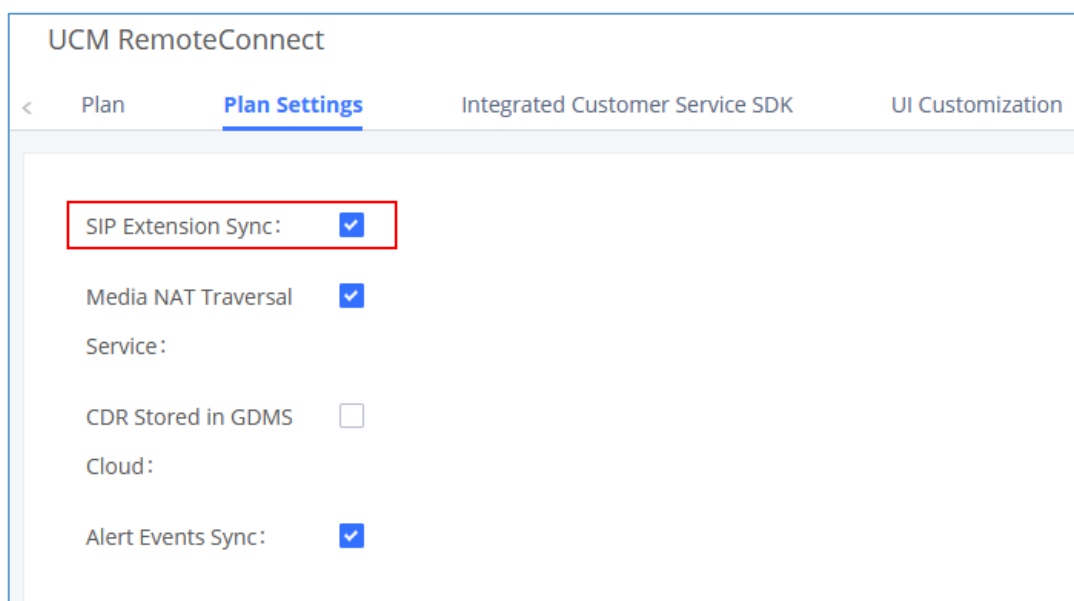
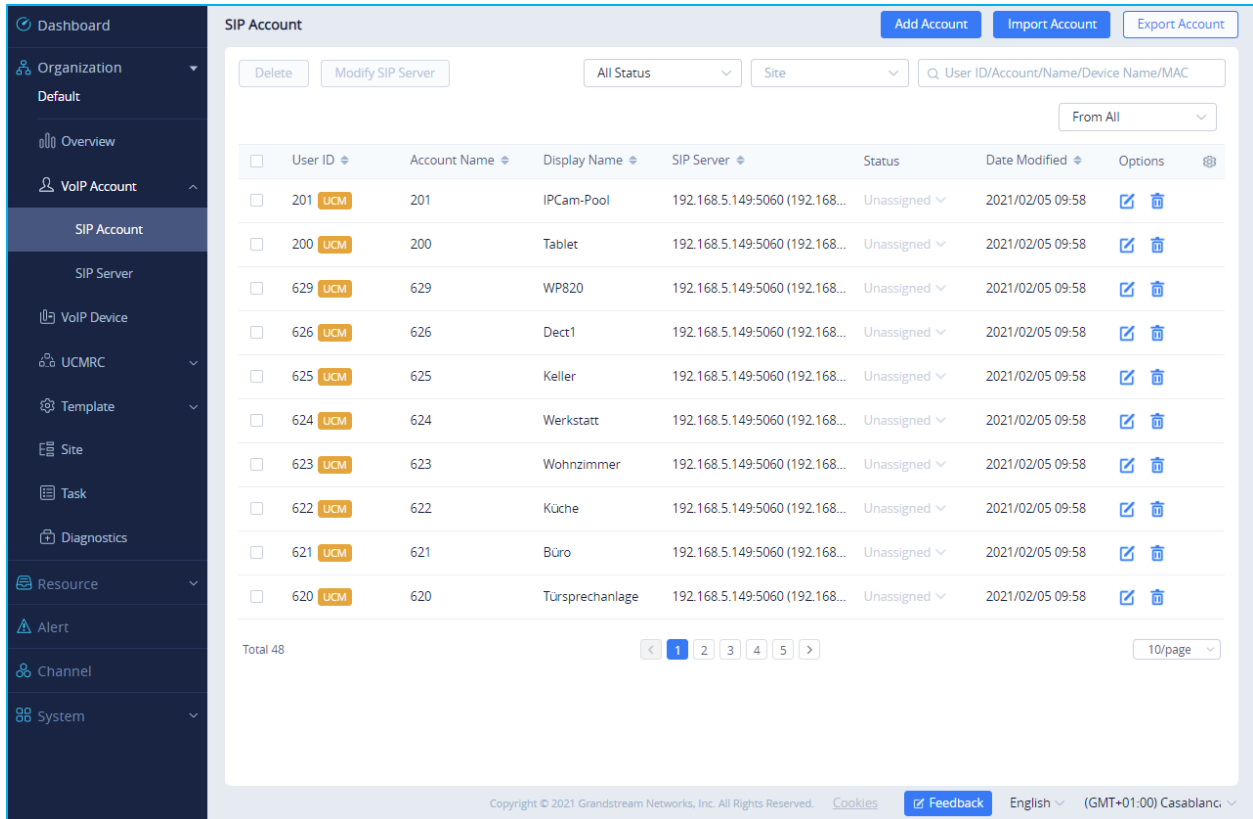


Figure 7: UCM RemoteConnect - SIP Extension Sync

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





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

Total 48

Figure 8: UCM SIP Extensions synchronized to GDMS



Note:

- Deleting 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 automated NAT traversal service for users to make calls and attend meetings from external network without NAT issues.

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



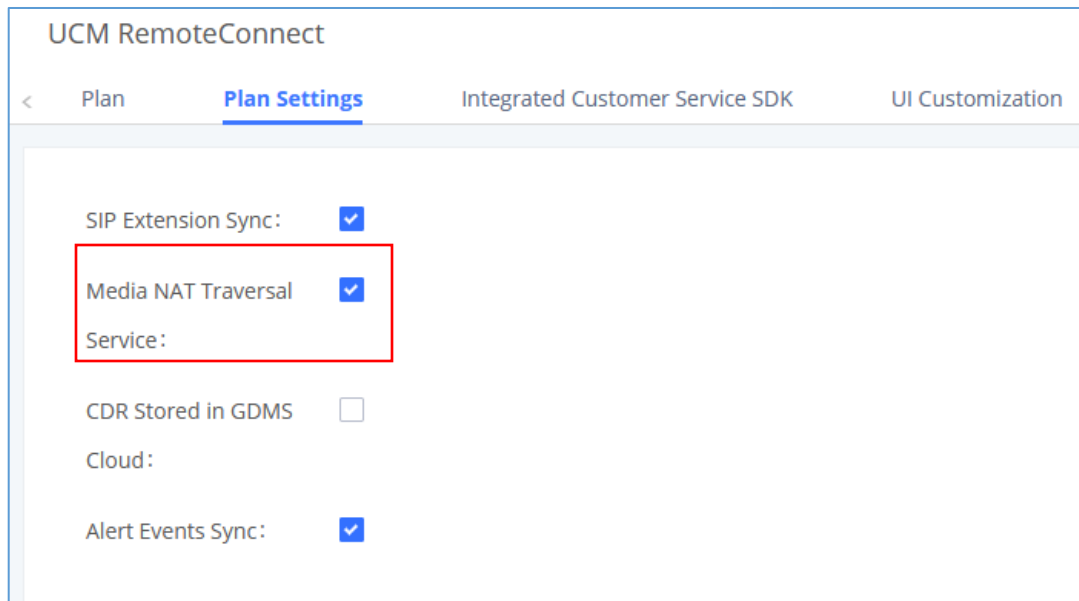


Figure 9: UCM RemoteConnect - Media NAT Traversal Service



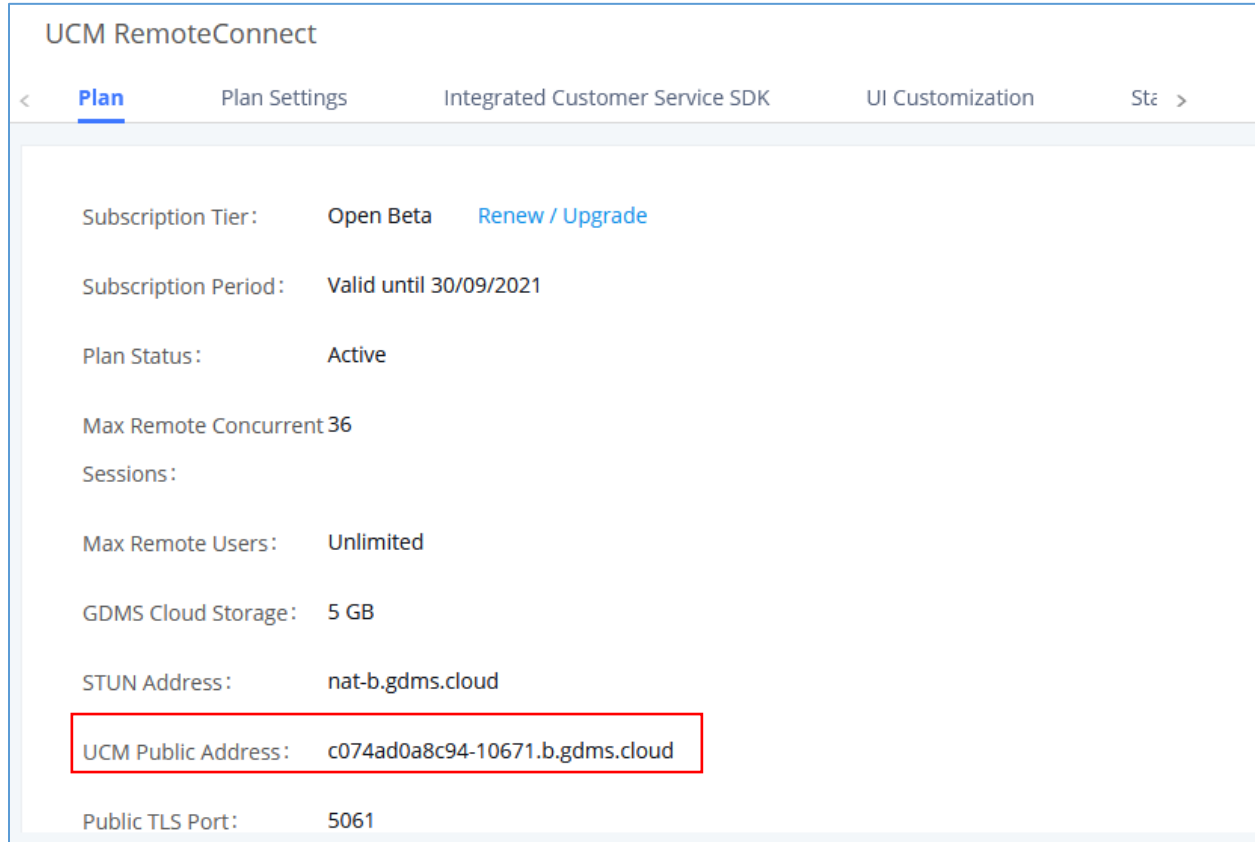
Note:

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



USING REMOTECONNECT FOR CALLS AND MEETINGS

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



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

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

Figure 10: UCM RemoteConnect - Check UCM Public Address



Note:

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



Using GS Wave Web

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

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

Joining Meeting Anonymously

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

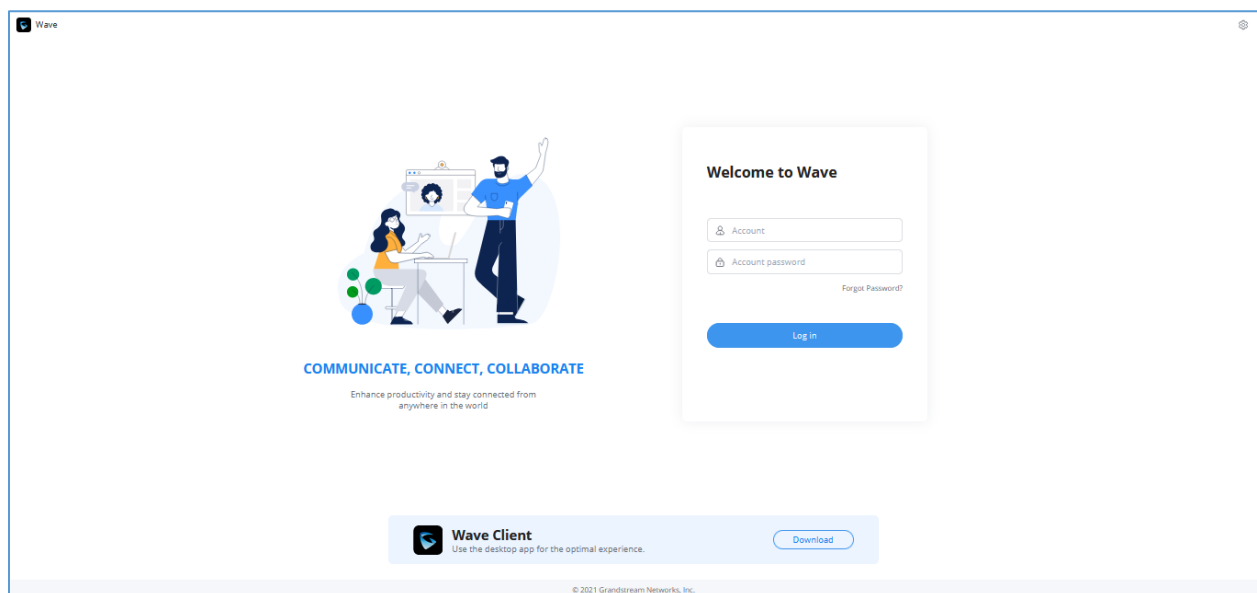


Figure 11: Join Meeting Anonymously from GS Wave Web

Logging in GS Wave Web

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

The GS Wave web page is formed by adding “/gswave” to the UCM access page. For example:

<https://c074ad0axx8e.a.gdms.work/gswave/>



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

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

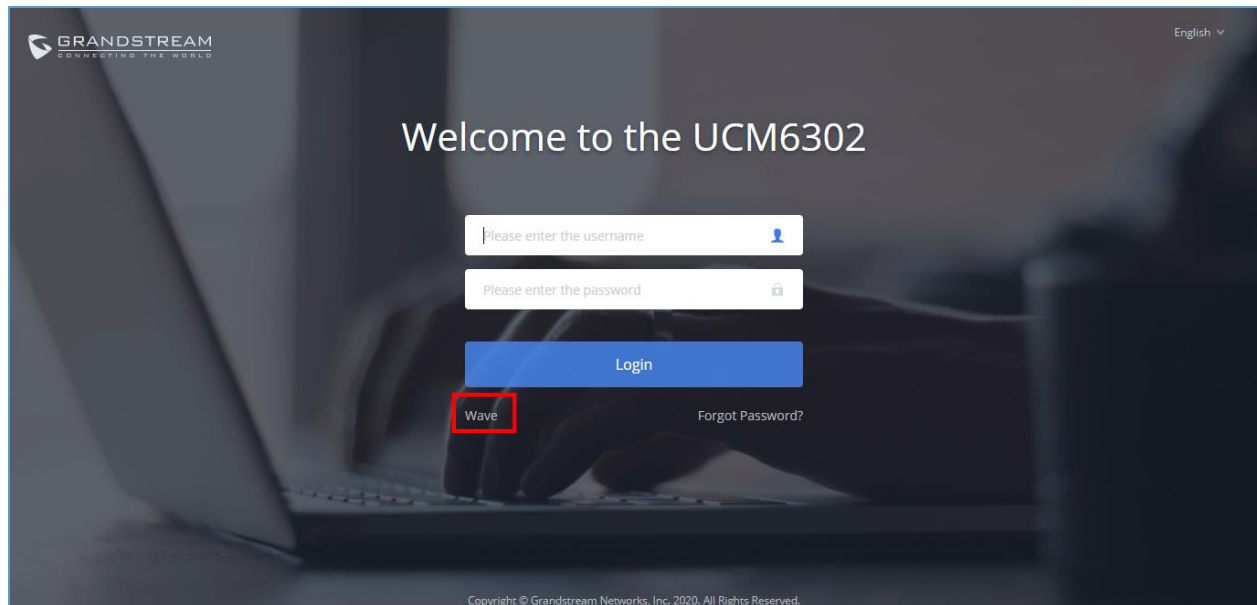


Figure 12: UCM Login Page

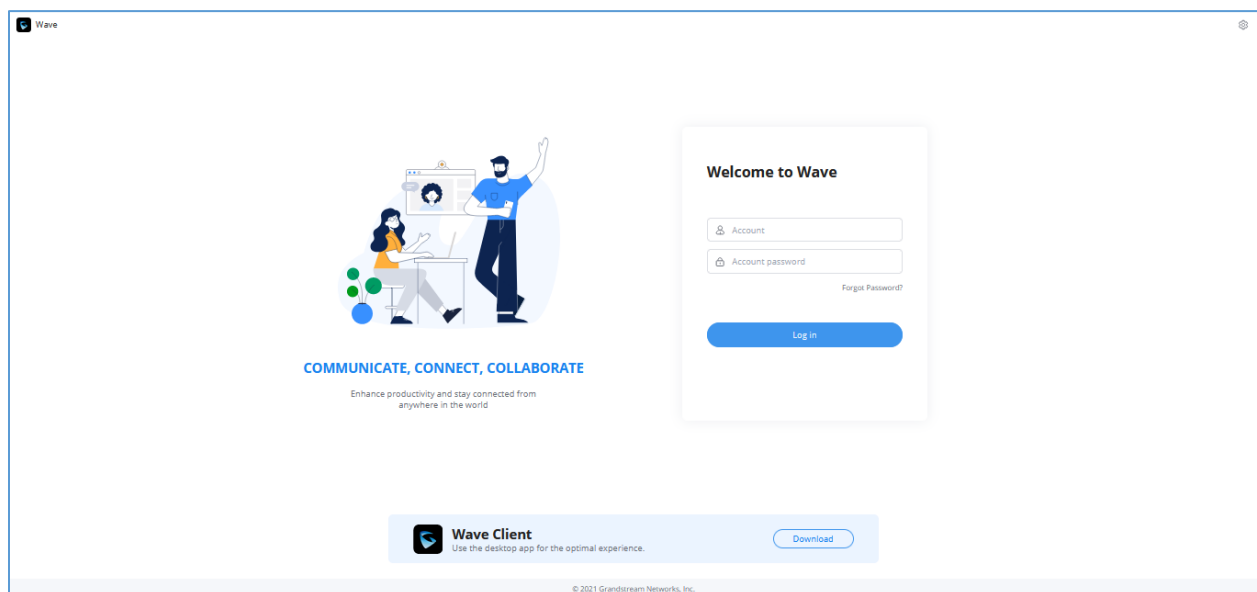


Figure 13: UCM GS Wave Login Page

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



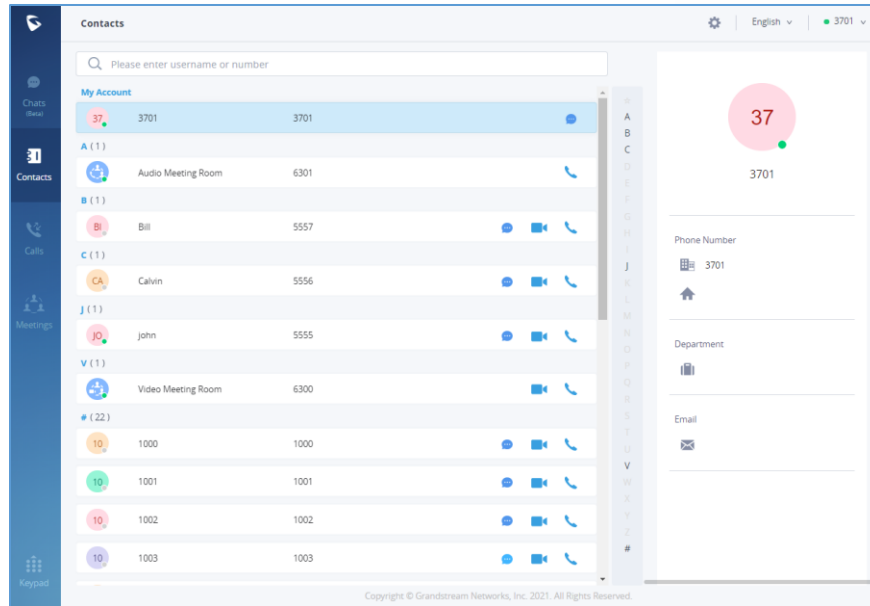


Figure 14: UCM GS Wave Web after Login

Using Wave app on Mobile Devices

Wave is a softphone app for Android and iOS system 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.

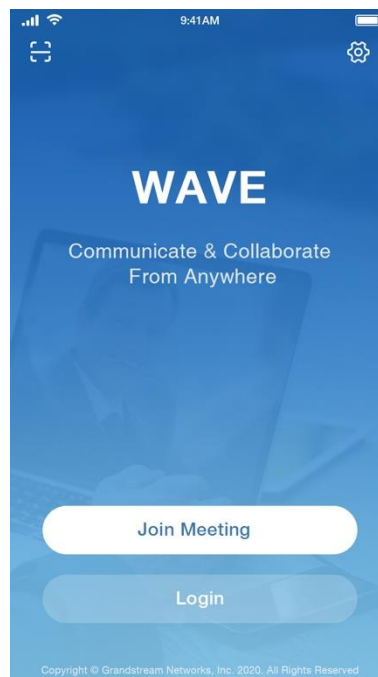


Figure 15: Wave App Launched on Mobile Device



Joining Meeting Anonymously

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

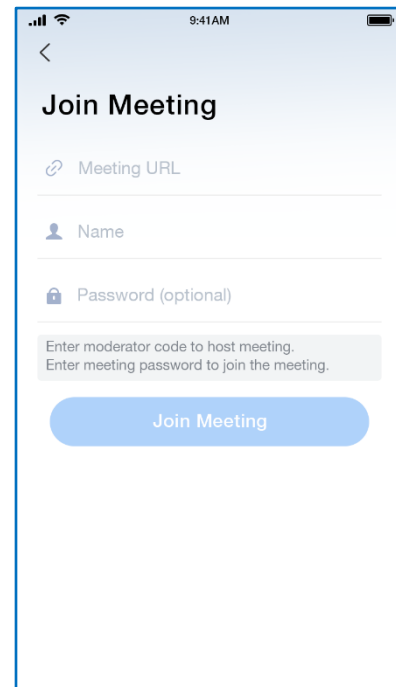


Figure 16: Wave App - Join Meeting

Logging in Wave App

After user clicks on “Login” button, the following interface will show. Enter the UCM public access address in “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”.

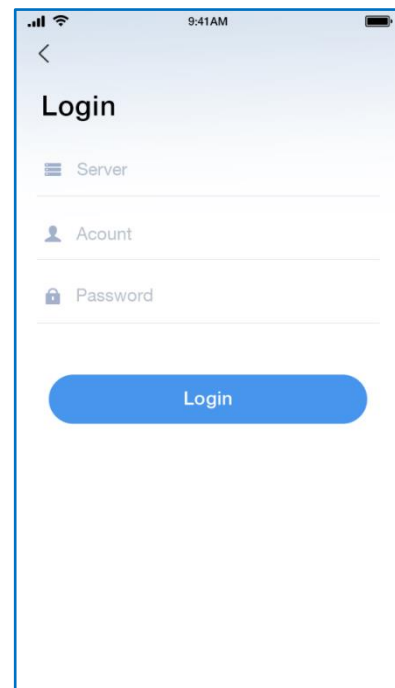


Figure 17: Wave App – SIP Extension Login



Packet Loss Resistance Configurations

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

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

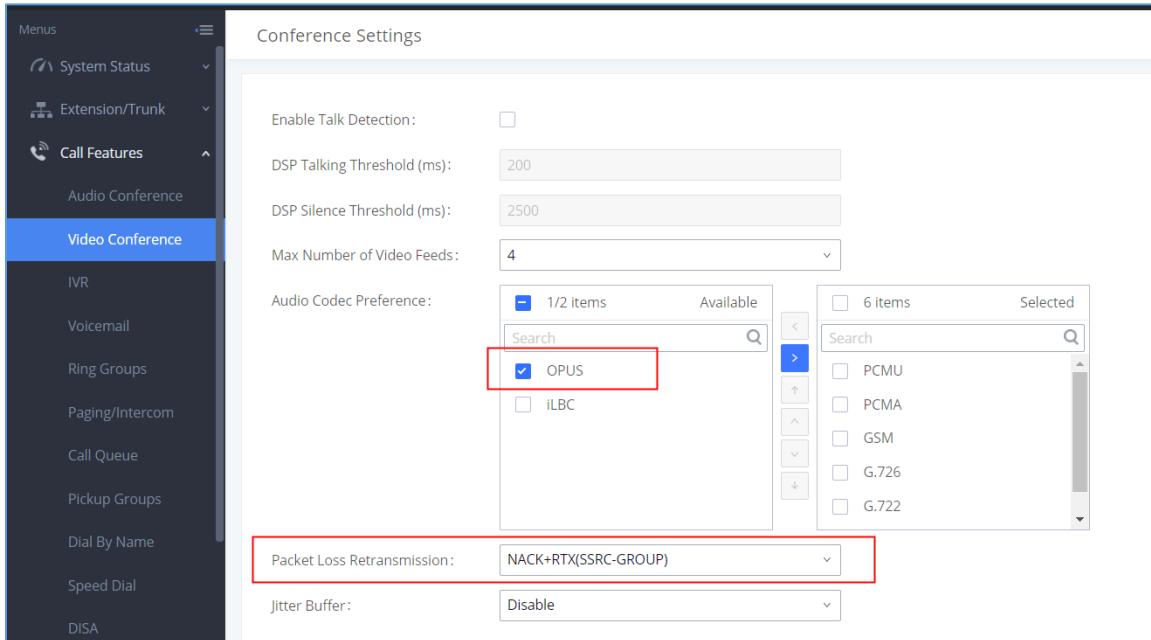


Figure 18: Video Conference Settings

- **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 is 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 config file and user data.

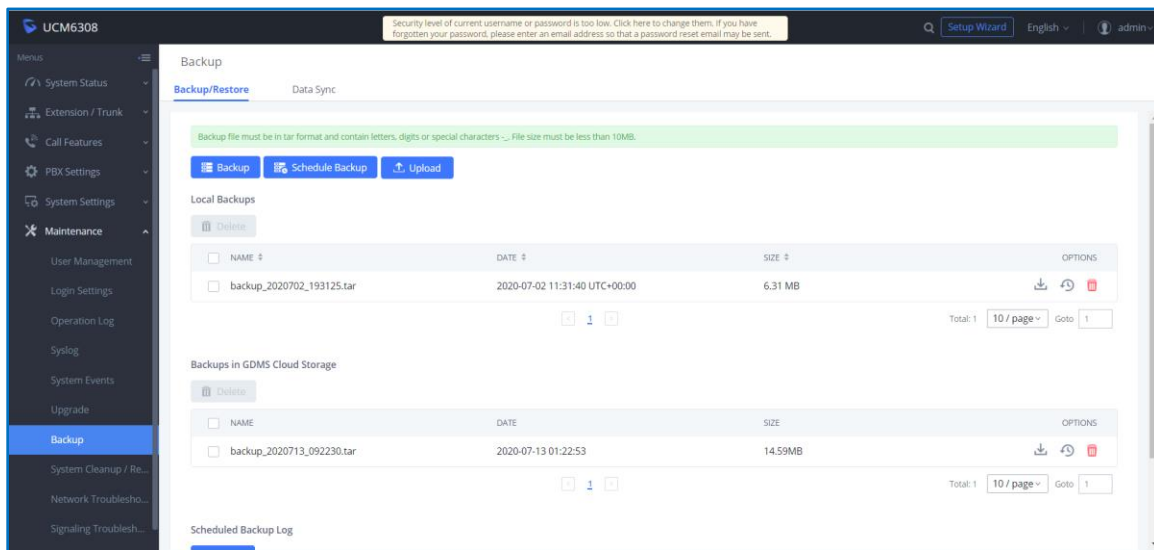


Figure 19: UCM Backup/Restore Web Page

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

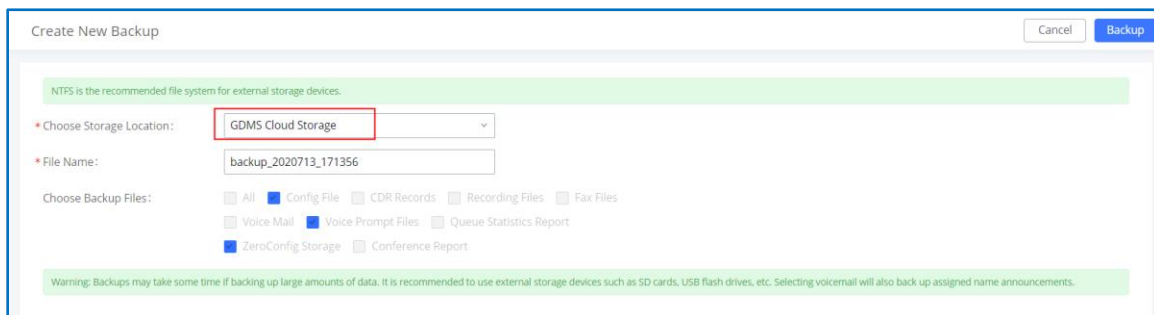


Figure 20: Create New Backup on the UCM

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

- **Step 1:** Select storage location as “GDMS Cloud Storage.”
- **Step 2:** Rename 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 backup.

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

Schedule Backup

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

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

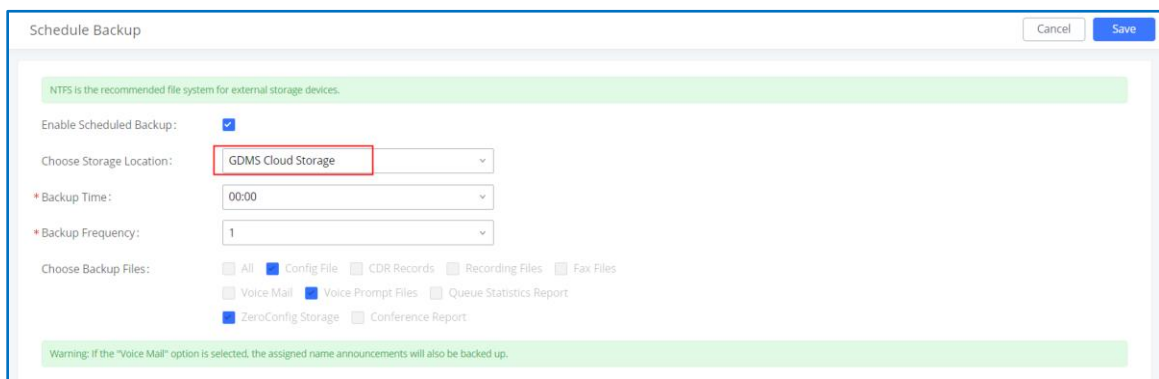



Figure 21: Schedule Backup Page

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

Restore

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



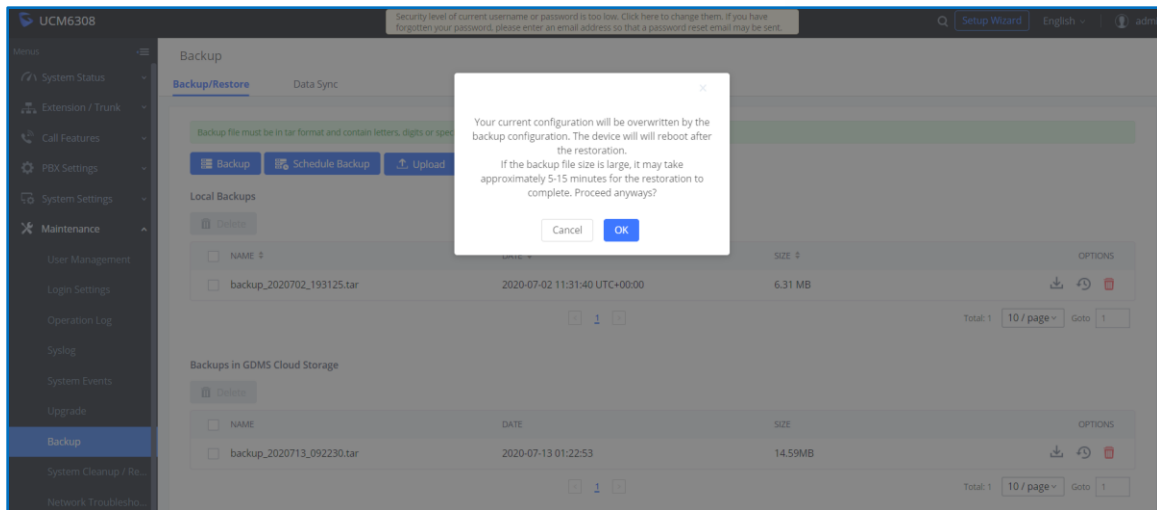
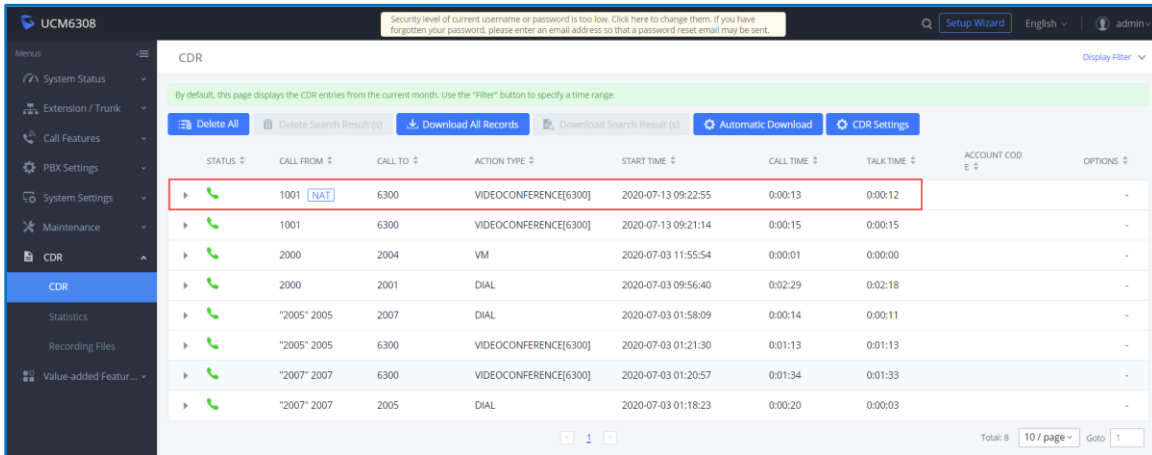


Figure 22: Restore Backup File



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 and etc. This section describes CDR related to calls from remote network.



UCM6308

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.

Setup Wizard English admin

CDR

By default, this page displays the CDR entries from the current month. Use the "Filter" button to specify a time range.

Delete All Delete Search Result (s) Download All Records Download Search Result (s) Automatic Download CDR Settings

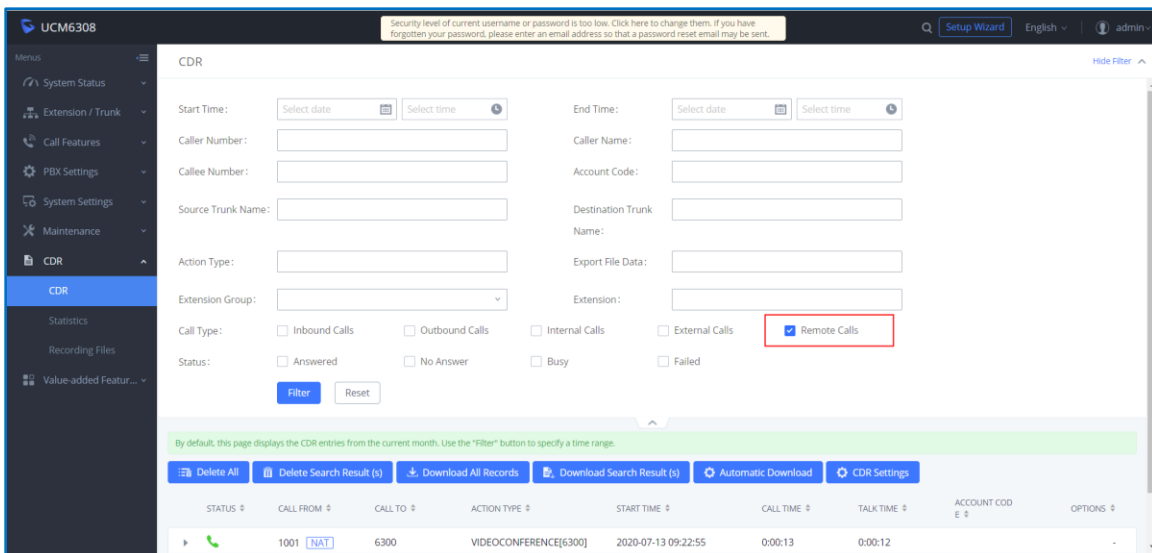
STATUS	CALL FROM	CALL TO	ACTION TYPE	START TIME	CALL TIME	TALK TIME	ACCOUNT CODE	OPTIONS
▶	1001 [NAT]	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:22:55	0:00:13	0:00:12		-
▶	1001	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:21:14	0:00:15	0:00:15		-
▶	2000	2004	VM	2020-07-03 11:55:54	0:00:01	0:00:00		-
▶	2000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

Total: 8 10 / page Goto 1

Figure 23: CDR Page

CDR for Remote Calls

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



UCM6308

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.

Setup Wizard English admin

CDR

Start Time: Select date Select time End Time: Select date Select time

Caller Number: Caller Name:

Callee Number: Account Code:

Source Trunk Name: Destination Trunk Name:

Action Type: Export File Data:

Extension Group: Extension:

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

Status: ☐ Answered ☐ No Answer ☐ Busy ☐ Failed

Filter Reset

By default, this page displays the CDR entries from the current month. Use the "Filter" button to specify a time range.

Delete All Delete Search Result (s) Download All Records Download Search Result (s) Automatic Download CDR Settings

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

Figure 24: CDR for Remote Calls



Remote Call Statistics

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



Figure 25: CDR Statistics

CDR Stored in GDMS Cloud

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

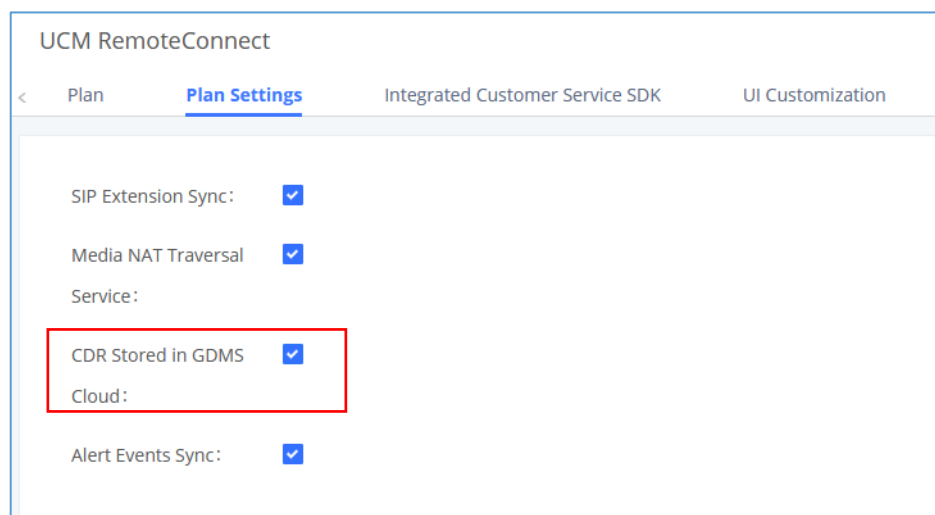


Figure 26: CDR Stored in GDMS Cloud



**Note:**

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

Recordings Stored in GDMS Cloud

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

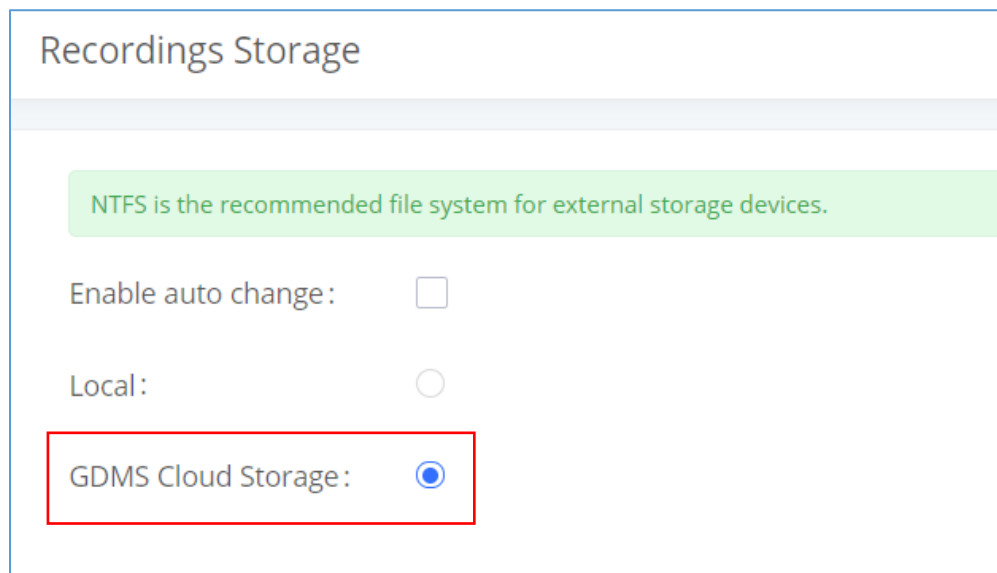


Figure 27: Recordings stored in GDMS Cloud



UCM CONCURRENT REMOTE CALLS

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

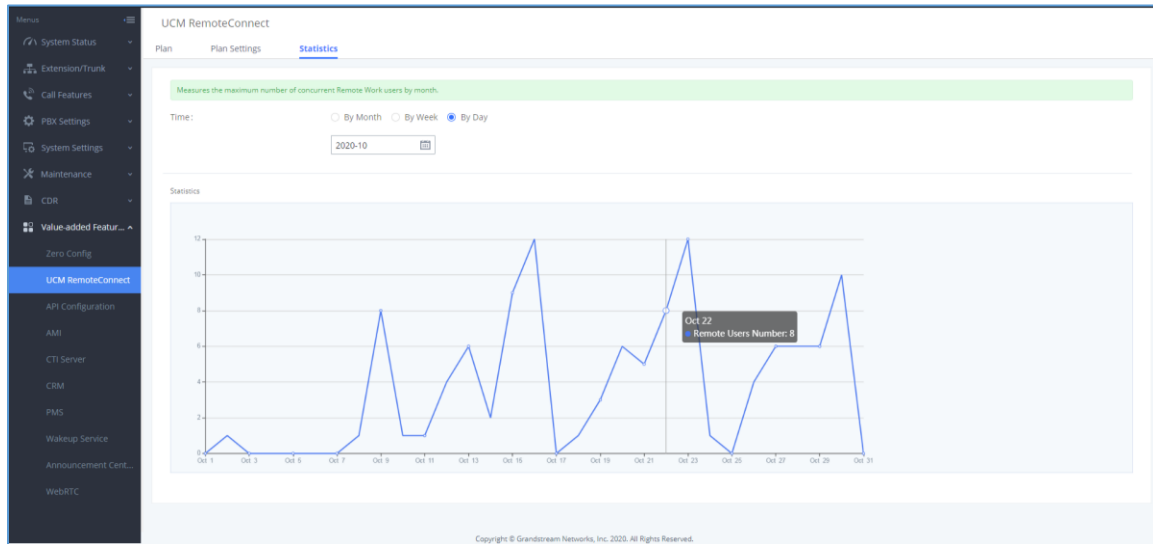


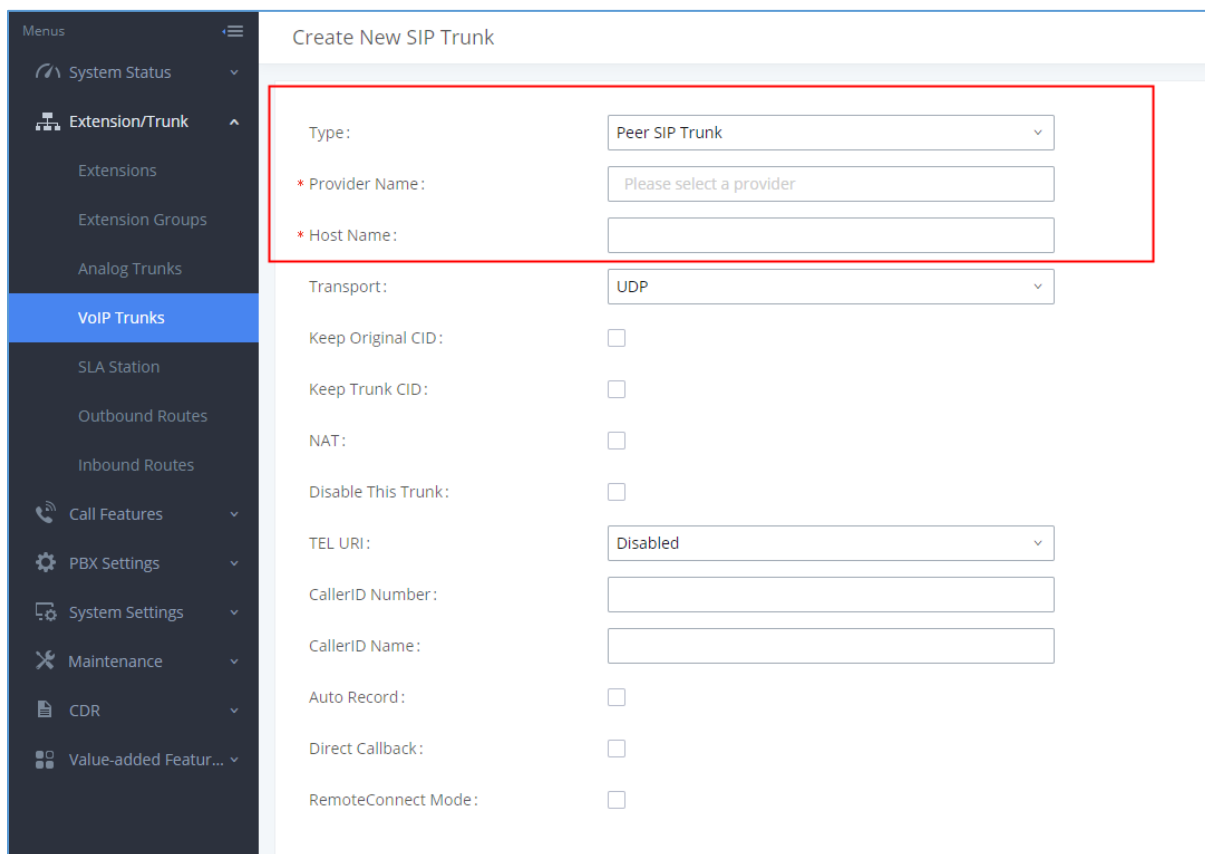
Figure 28: Concurrent Remote Calls



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 SIP peer trunk is configured, calls can be made between the extensions on both UCM6300. Steps:

1. Log in UCM6300 A's web GUI and go to **Extension/Trunk → VoIP Trunks** page. Add a new SIP trunk.
 - **Type:**
Select "Peer SIP Trunk".
 - **Provider Name:**
Enter a provider name for identification purpose.
 - **Host Name:**
Enter UCM B's address as 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

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

Create New SIP Trunk

Type: Peer SIP Trunk

* Provider Name: Please select a provider

* Host Name:

Transport: UDP

Keep Original CID: ☐

Keep Trunk CID: ☐

NAT: ☐

Disable This Trunk: ☐

TEL URI: Disabled

CallerID Number:

CallerID Name:


Auto Record: ☐

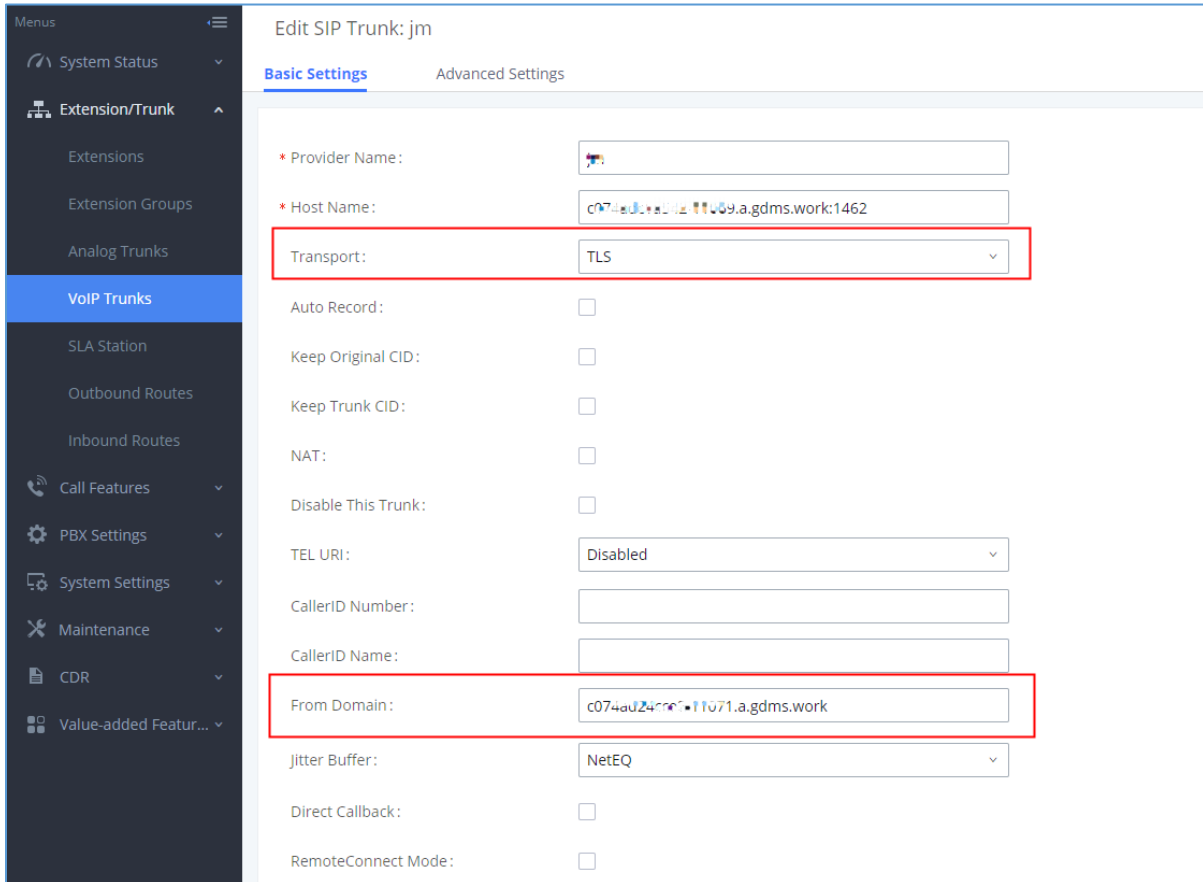
Direct Callback: ☐

RemoteConnect Mode: ☐

Figure 29: Peer SIP Trunk Configuration



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



Menus

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

Edit SIP Trunk: jm

Basic Settings Advanced Settings

* Provider Name:

* Host Name:

Transport: TLS

Auto Record: ☐

Keep Original CID: ☐

Keep Trunk CID: ☐

NAT: ☐

Disable This Trunk: ☐

TEL URI: Disabled

CallerID Number:

CallerID Name:

From Domain:

Jitter Buffer: NetEQ

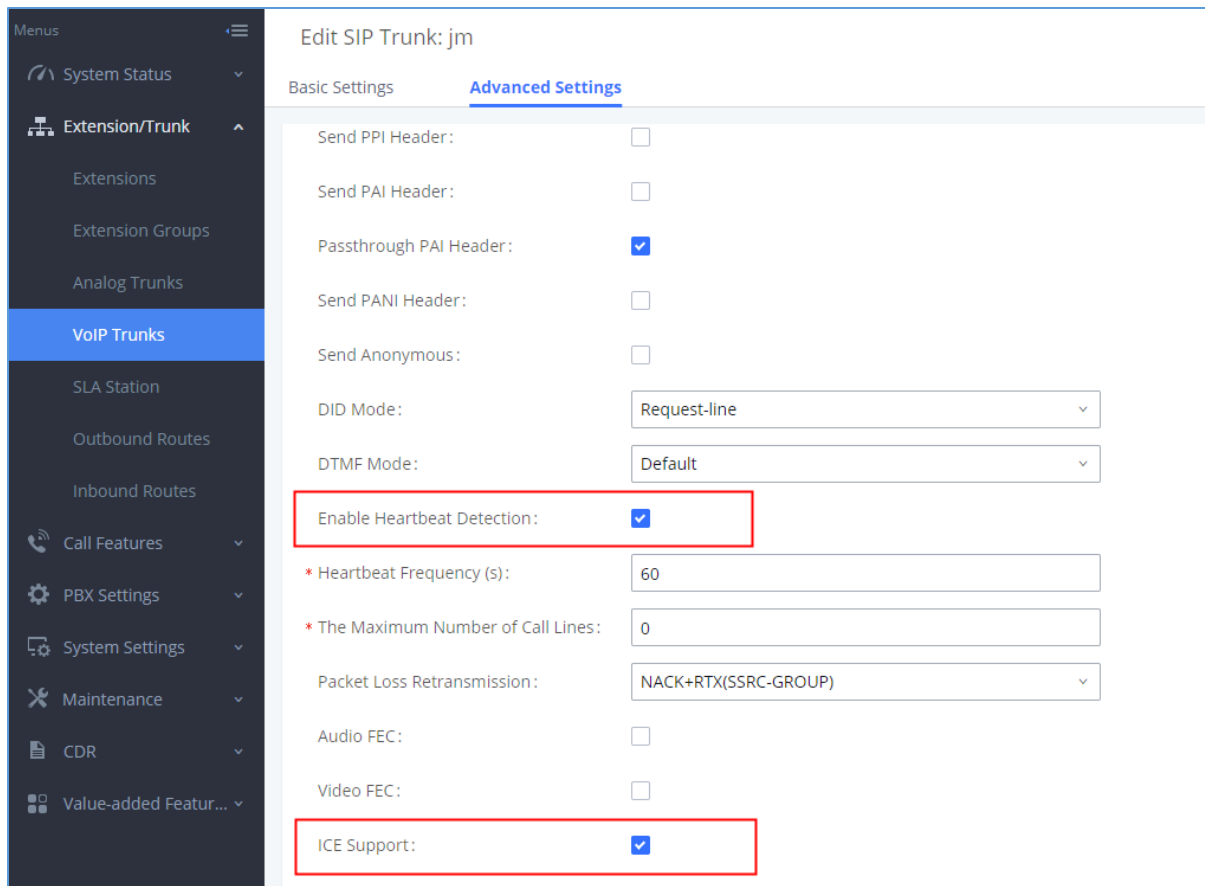
Direct Callback: ☐

RemoteConnect Mode: ☐

Figure 30: 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





Edit SIP Trunk: jm	
Basic Settings Advanced Settings	
Send PPI Header:	<input type="checkbox"/>
Send PAI Header:	<input type="checkbox"/>
Passthrough PAI Header:	<input checked="" type="checkbox"/>
Send PANI Header:	<input type="checkbox"/>
Send Anonymous:	<input type="checkbox"/>
DID Mode:	Request-line
DTMF Mode:	Default
Enable Heartbeat Detection:	<input checked="" type="checkbox"/>
* Heartbeat Frequency (s):	60
* The Maximum Number of Call Lines:	0
Packet Loss Retransmission:	NACK+RTX(SSRC-GROUP)
Audio FEC:	<input type="checkbox"/>
Video FEC:	<input type="checkbox"/>
ICE Support:	<input checked="" type="checkbox"/>

Figure 31: 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 SIP trunk status under 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.

MANAGING UCM ON GDMS

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 in order to add an UCM63xx to the GDMS:

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

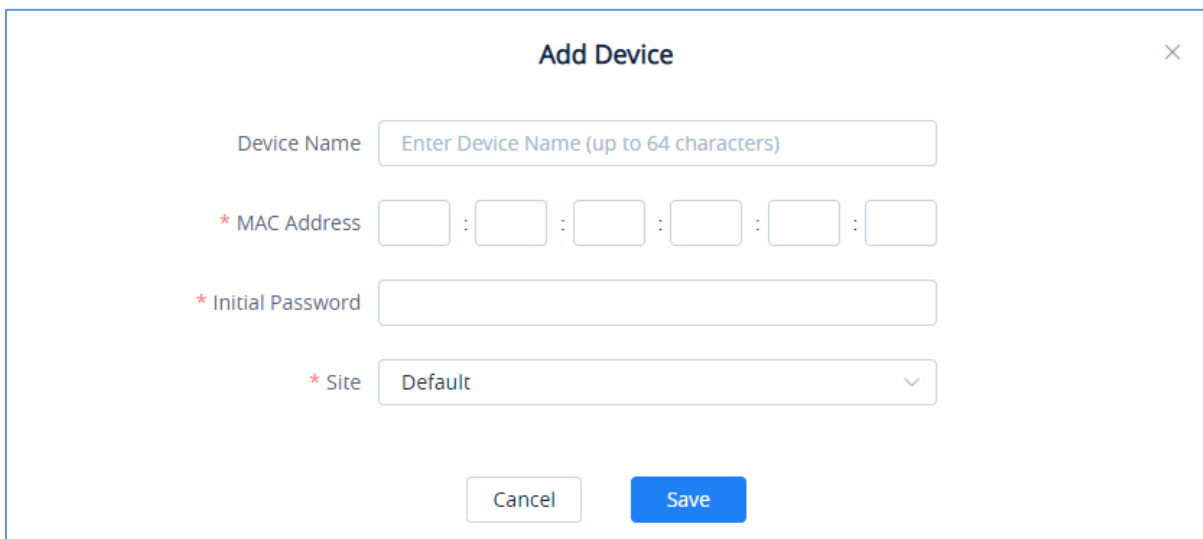


Figure 32: Add UCM6300 to GDMS

- **Step 3:** Enter device name for identification purpose.
- **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, 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**.
- **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

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

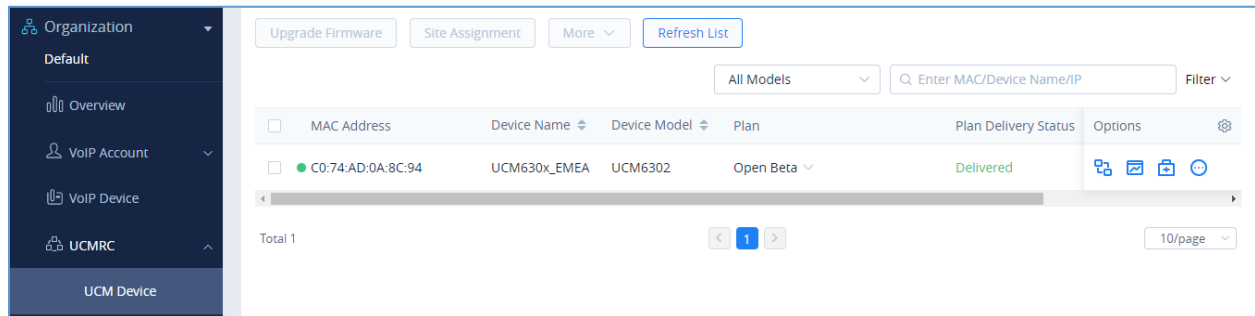



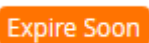

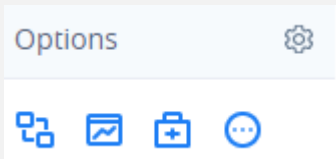


Figure 33: View UCM Devices on GDMS

Table 1: View UCM Devices on GDMS

Status	Descriptions
Status indicator	 The device is offline.  The device is online.
Firmware version too low	 This icon indicates device firmware version too low and the device cannot be used normally with GDMS.
Plan expiring	 This indicator means the plan is expiring soon or already expired.
Custom display	Click on icon  on the upper right of the table to display more items to display as preferred. 


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 custom the public address for the enterprise to use. Here are the steps to customize UCM public address:



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

page, click on  for the UCM6300 device and click on “Edit Device”.

- **Step 2:** In the Edit Device window, click on “Personal URL” to edit the first part of the URL, or click on “Custom Domain” to customize the full URL.

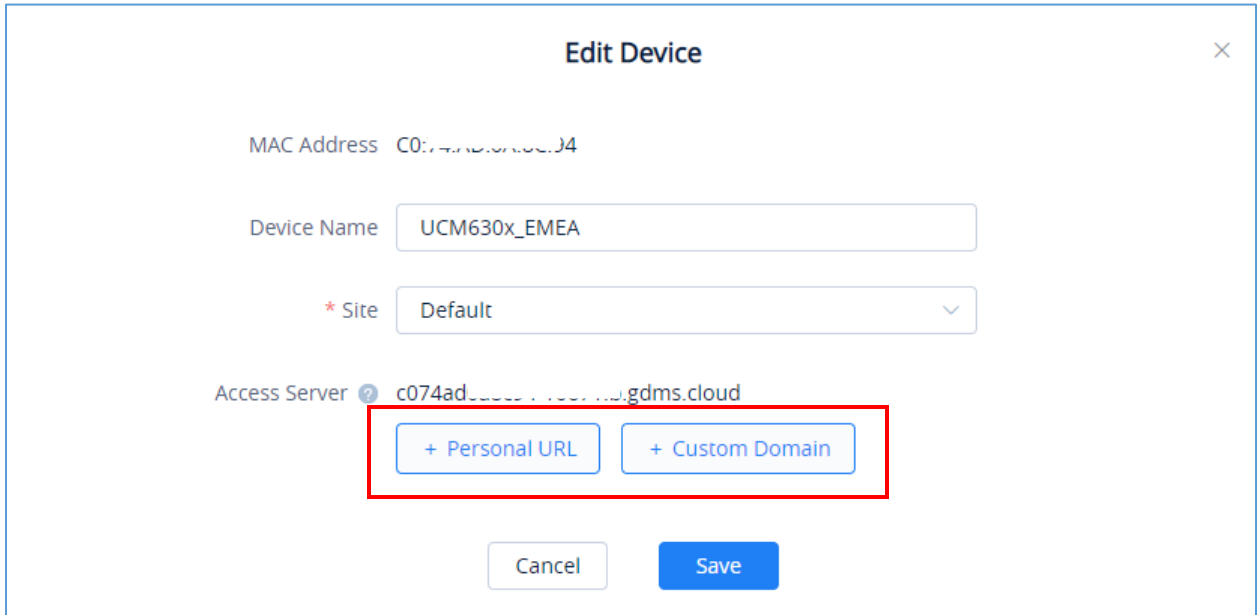


Figure 34: Custom UCM Public Address on GDMS

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

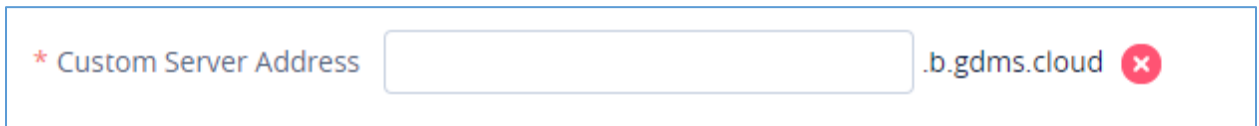


Figure 35: Personal URL

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



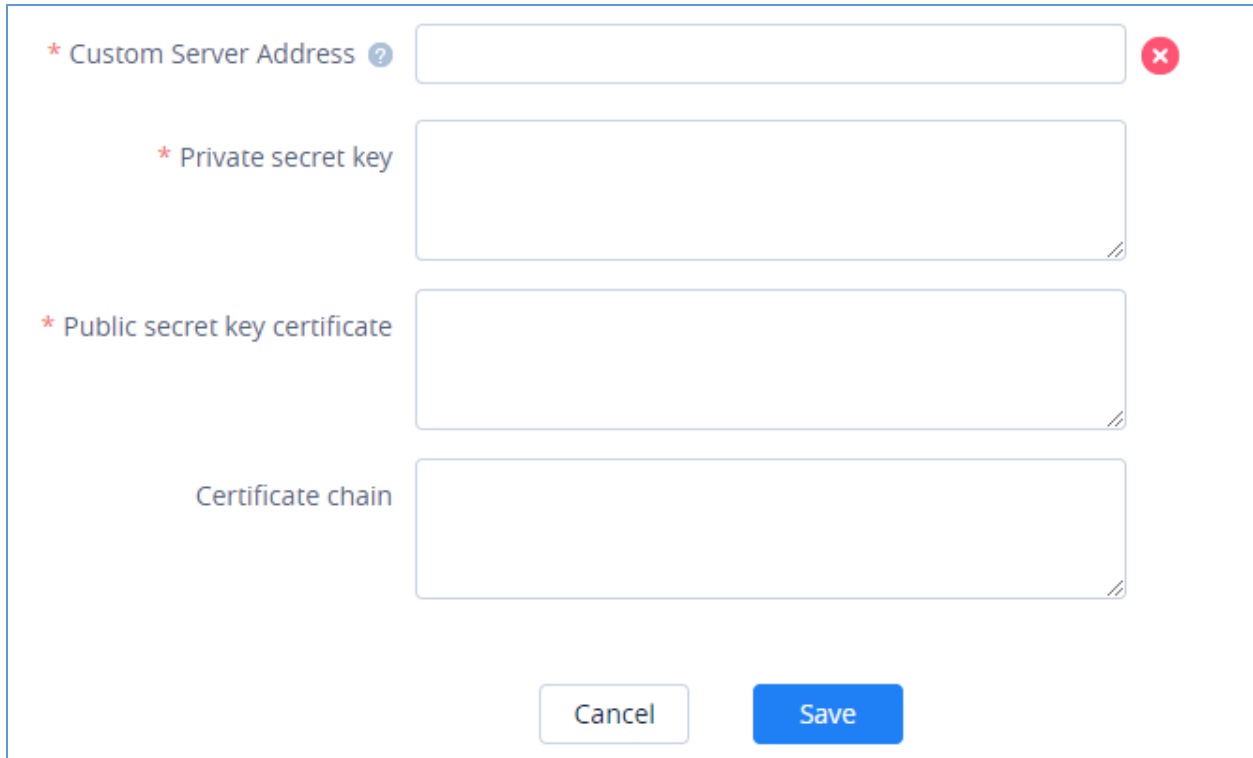



Figure 36: Custom Domain

- **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 GDMS website and log in GDMS account. Navigate to **UCMRC → UCM Device**

page, click on  for the UCM6300 device.





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

Figure 37: UCM Device on GDMS

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



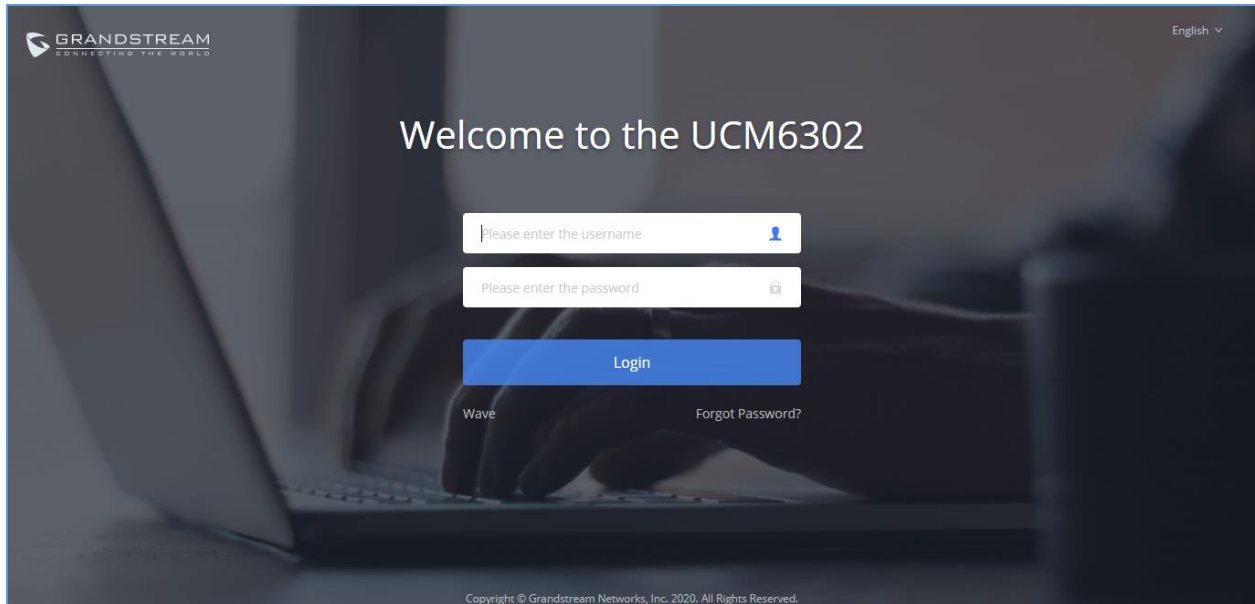


Figure 38: UCM Login Page

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

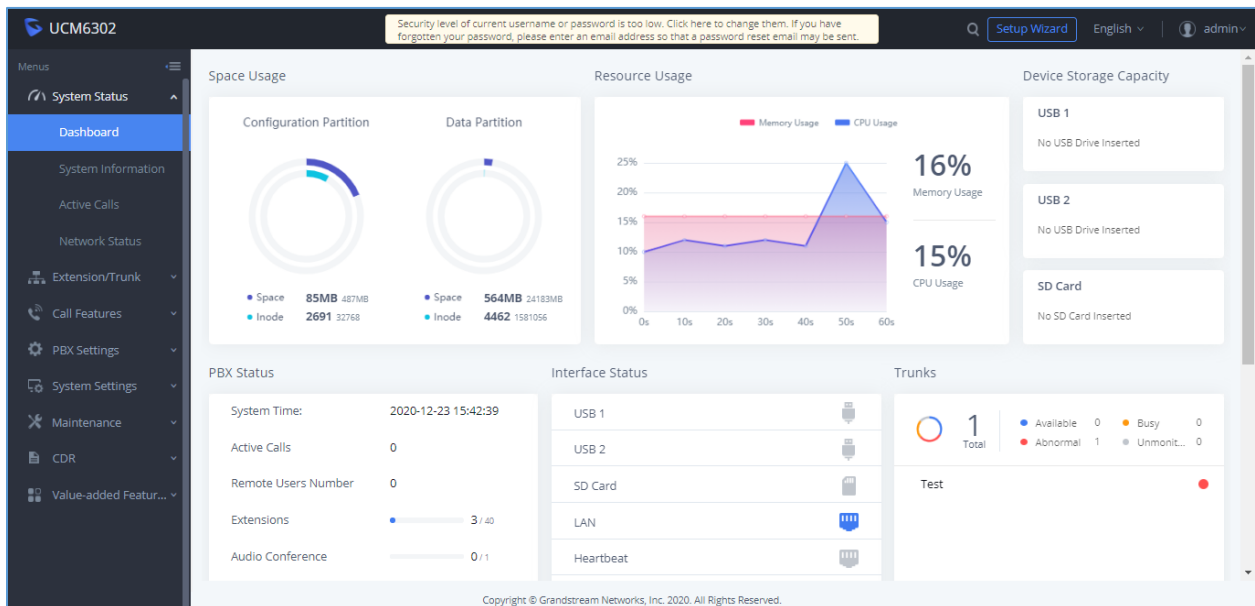


Figure 39: UCM Web UI after Logging in



Note:

There is no need to configure port forwarding on the router to make UCM available for remote access. However, in order 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 reboot.

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

page, click on  for the UCM and select Reboot Device.

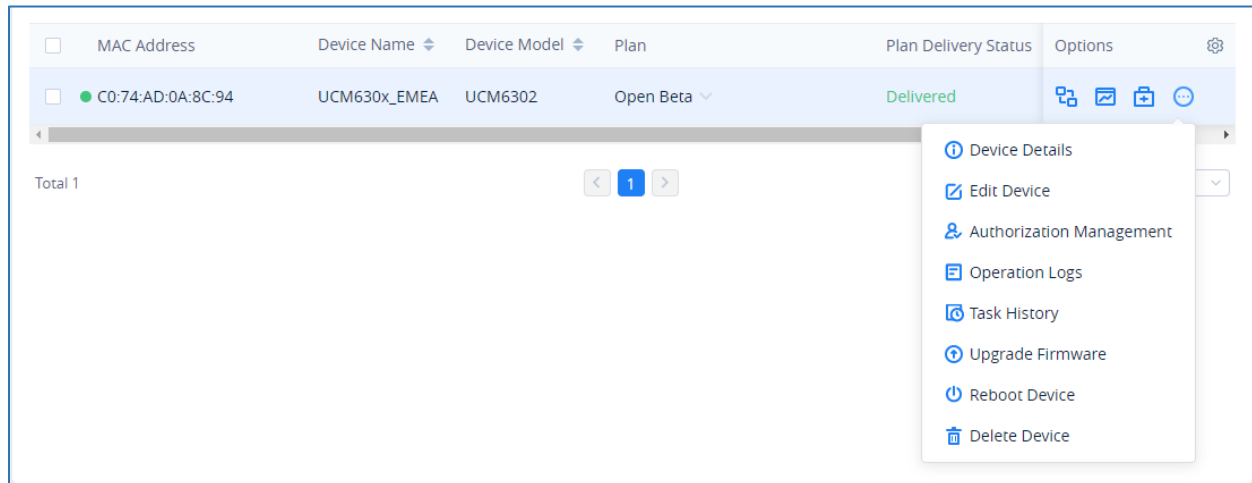


Figure 40: UCM on GDMS

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

Reboot Device

Tip: The device in the call will restart after the call ends

Task Time ☐ Immediate ☒ Scheduled

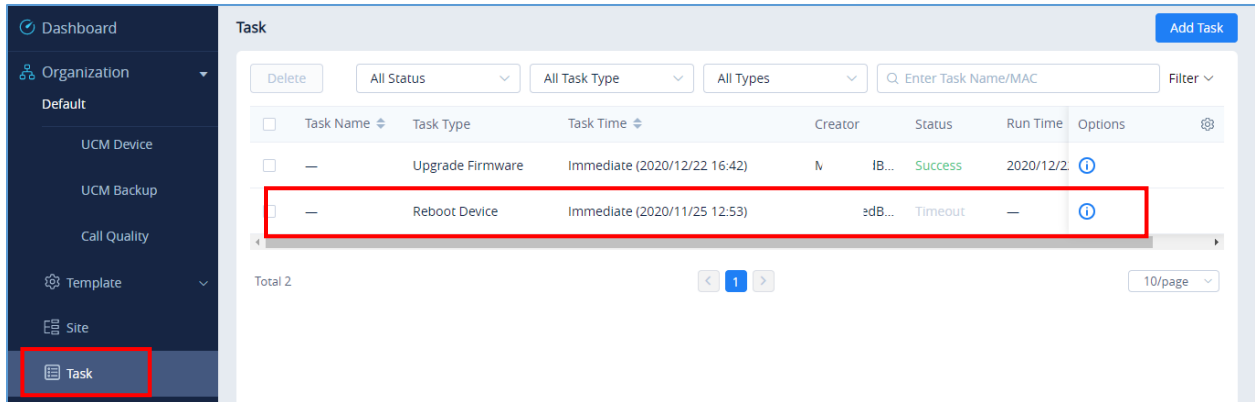
* Task Name

* Run Time

Figure 41: GDMS Reboot Options

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





Task Name	Task Type	Task Time	Creator	Status	Run Time	Options
—	Upgrade Firmware	Immediate (2020/12/22 16:42)	N	Success	2020/12/22	
—	Reboot Device	Immediate (2020/11/25 12:53)	edB...	Timeout	—	

Figure 42: GDMS Task Page

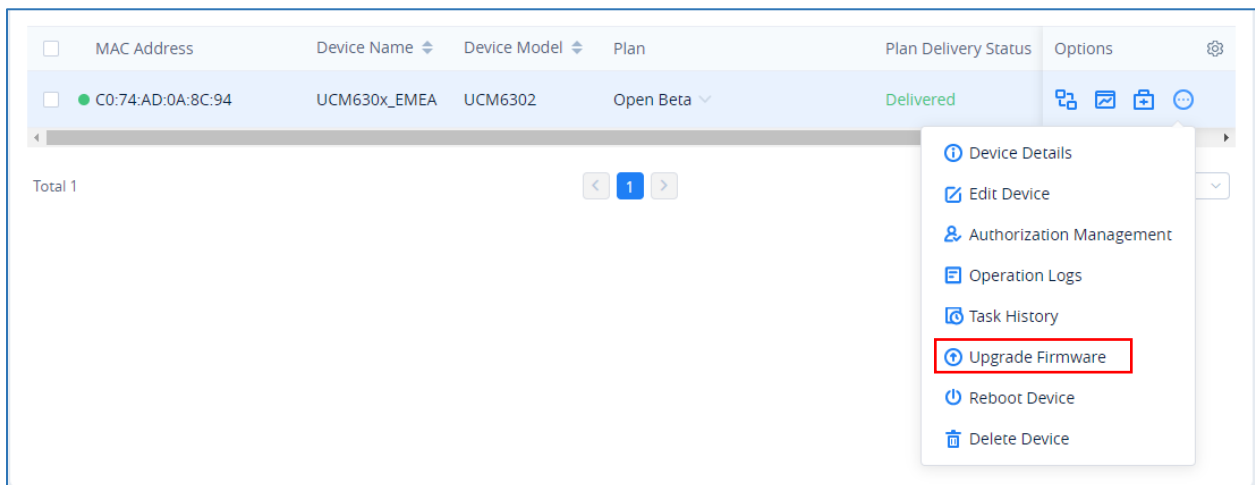
Note:

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

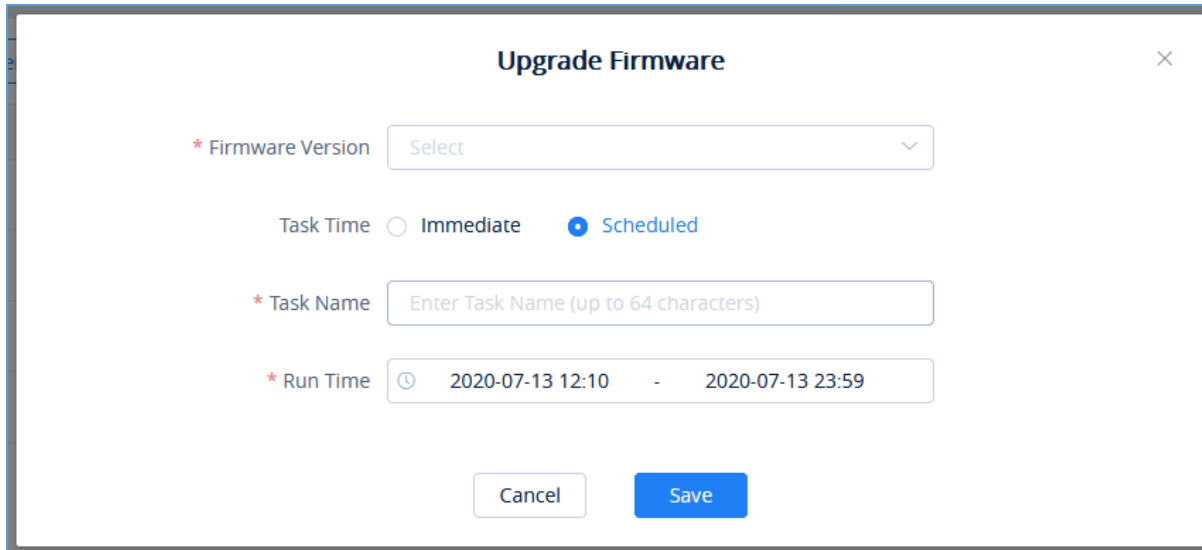


MAC Address	Device Name	Device Model	Plan	Plan Delivery Status	Options
C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta	Delivered	<ul style="list-style-type: none"> Device Details Edit Device Authorization Management Operation Logs Task History Upgrade Firmware Reboot Device Delete Device

Figure 43: 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 🕒 2020-07-13 12:10 - 2020-07-13 23:59

Cancel
Save

Figure 44: Firmware Upgrade on GDMS

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

Dashboard

Organization

Default

UCM Device

UCM Backup

Call Quality

Template

Site

Task

Task

Add Task

Delete

All Status

All Task Type

All Types

Q Enter Task Name/MAC

Filter

<input type="checkbox"/>	Task Name	Task Type	Task Time	Creator	Status	Run Time	Options
<input type="checkbox"/>	—	Upgrade Firmware	Immediate (2020/12/22 16:42)	dB...	Success	2020/12/2	
<input type="checkbox"/>	—	Reboot Device	Immediate (2020/11/25 12:53)	Mi...	Timeout	—	

Total 2

<

1

>

10/page

Figure 45: GDMS Task Page

Cloud Storage and Backup

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

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



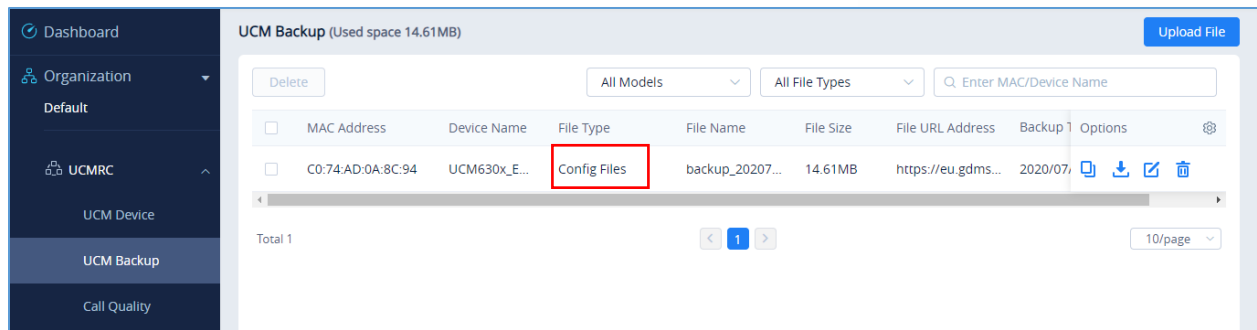



Figure 46: GDMS PBX Backup Page

Remotely restore Configuration file

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

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

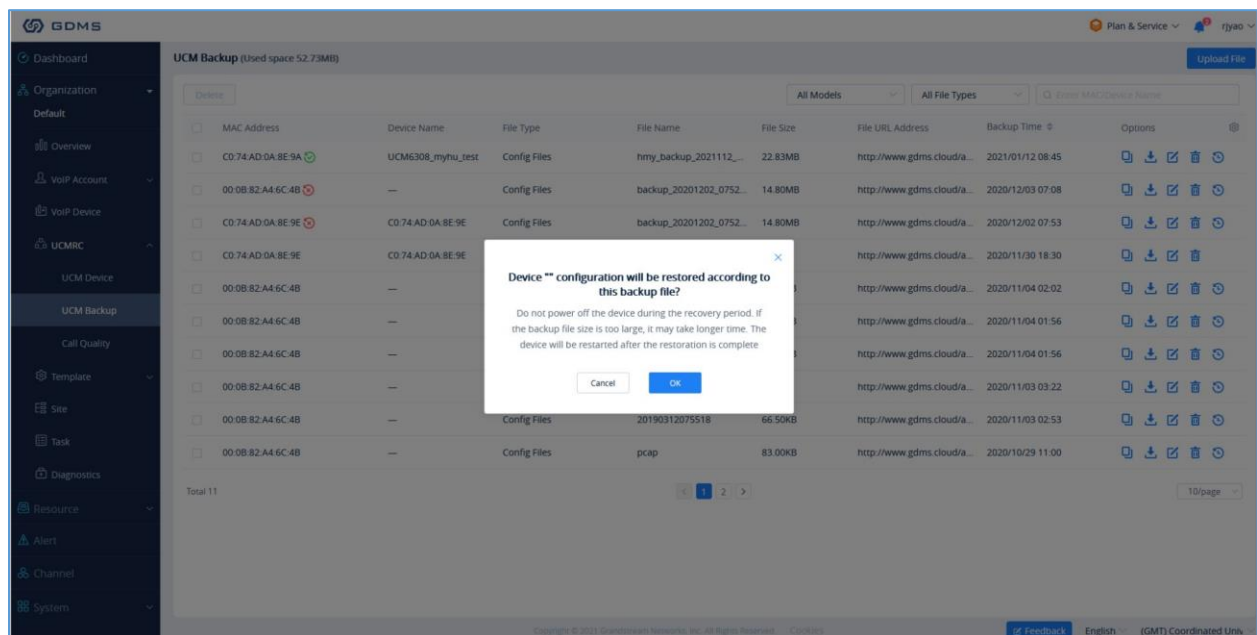


Figure 47: Restore backup file interface

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



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



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



View Statistics and Reports

Daily Statistics Report

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

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

1 / 1


Figure 48: Daily UCM Report from GDMS

Note:

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



View Statistics Report for the Past Month

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





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

Figure 49: View UCM Device on GDMS

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

Dashboard

Organization

Default

UCMRC

UCM Device

UCM Backup

Call Quality

Template

Site

Task

Diagnostics

UCM Device > Statistics Report (C0:74:AD:0A:8C:94)

Call Statistics

Email Notification Settings

Time Zone ((GMT+01:00) Casablanca, Monrovia)

Statistics Time	Software Version	Running Time	Device Storage	Cloud Storage	Total Calls	Total Remote Calls	Max Remote
2020/12/22	1.0.3.9	0days 4:20:32	564.60MB/23....	14.61MB/5.0...	10	4	1
2020/12/21	1.0.3.8	4days 8:57:22	564.07MB/23....	14.61MB/5.0...	3	1	1
2020/12/20	1.0.3.8	3days 8:57:19	564.07MB/23....	14.61MB/5.0...	0	0	0
2020/12/19	1.0.3.8	2days 8:57:15	564.07MB/23....	14.61MB/5.0...	0	0	0
2020/12/18	1.0.3.8	1days 8:57:12	564.07MB/23....	14.61MB/5.0...	2	0	0
2020/12/17	1.0.3.8	0days 8:57:9	563.95MB/23....	14.61MB/5.0...	15	0	0
2020/12/16	1.0.3.6	2days 14:13:38	573.93MB/23....	14.61MB/5.0...	2	0	0

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Figure 50: 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 local storage status. If the used storage exceeds 80%, it will be highlighted in red.
Cloud Storage	This is the device cloud storage status. If the used storage exceeds 80%, it will be highlighted in red.
Total Calls	The total number of calls on the day when the time was reported.



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

 **Call Statistics**

Click on icon  to view the chart statistics of the number of calls/types of calls in a certain period of time, and you can quickly view the last week and the last month. As shown below:



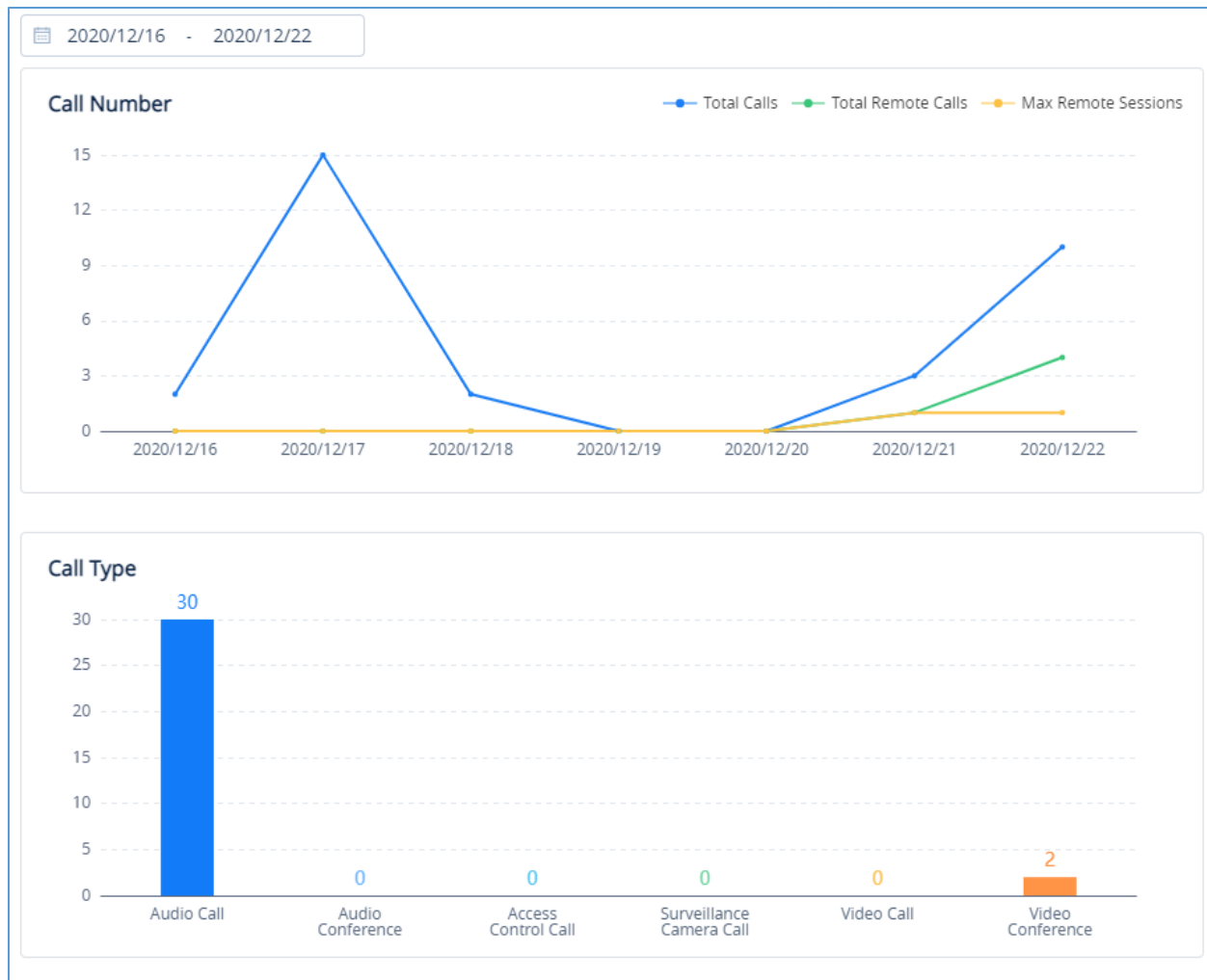



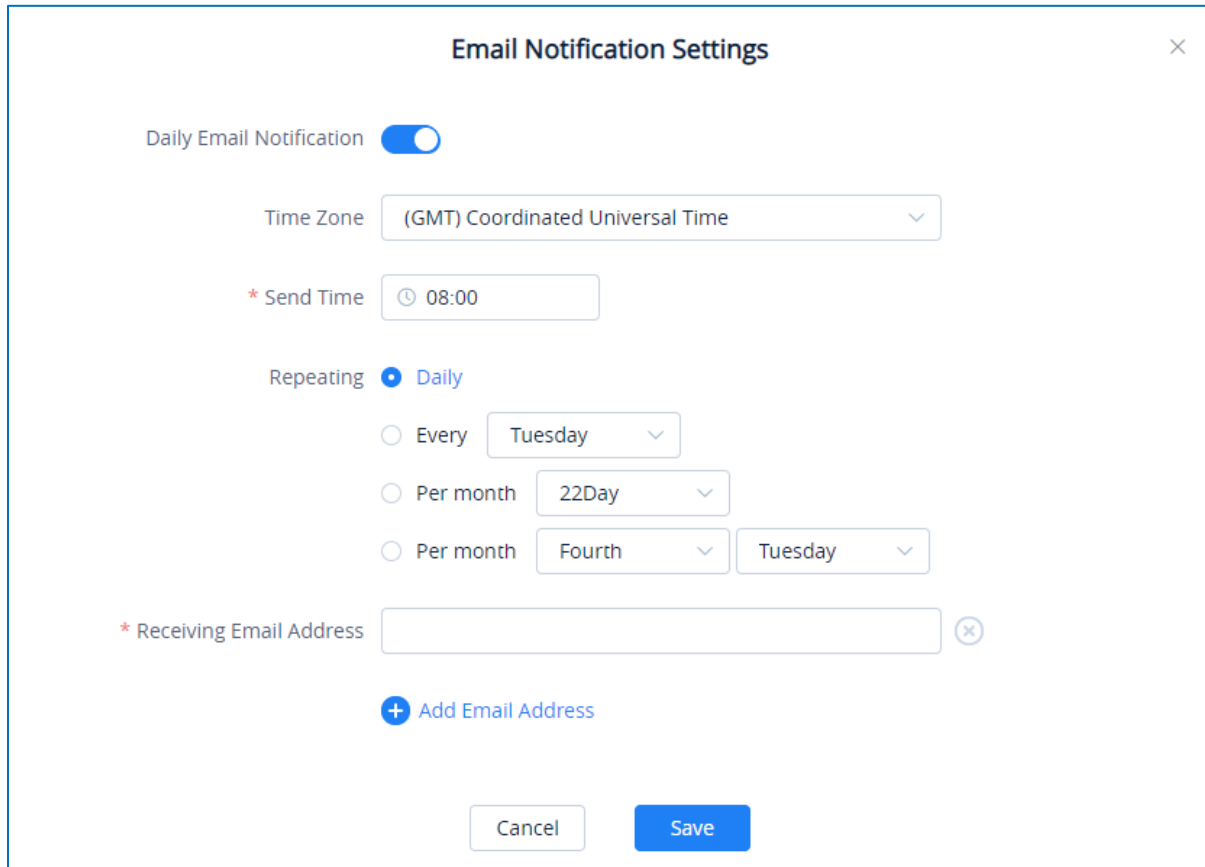
Figure 51: View UCM Device Statistics on GDMS



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](#)



The dialog box titled "Email Notification Settings" contains the following fields and controls:

- Daily Email Notification:** A toggle switch that is currently turned on (blue).
- Time Zone:** A dropdown menu showing "(GMT) Coordinated Universal Time".
- * Send Time:** A text input field with a clock icon and the value "08:00".
- Repeating:** A section with three radio button options:
 - Daily:** Selected with a blue dot.
 - Every:** Unselected, with a dropdown menu showing "Tuesday".
 - Per month:** Unselected, with a dropdown menu showing "22Day".
 - Per month:** Unselected, with a dropdown menu showing "Fourth" and a secondary dropdown menu showing "Tuesday".
- * Receiving Email Address:** A text input field with a clear (X) button on the right.
- + Add Email Address:** A blue button with a plus icon.
- Buttons:** "Cancel" and "Save" buttons at the bottom.

Figure 52: 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 are supported for this, please refer to the plans description on the official website.
- Administrators are now able to remotely detect the UCM bandwidth on GDMS.



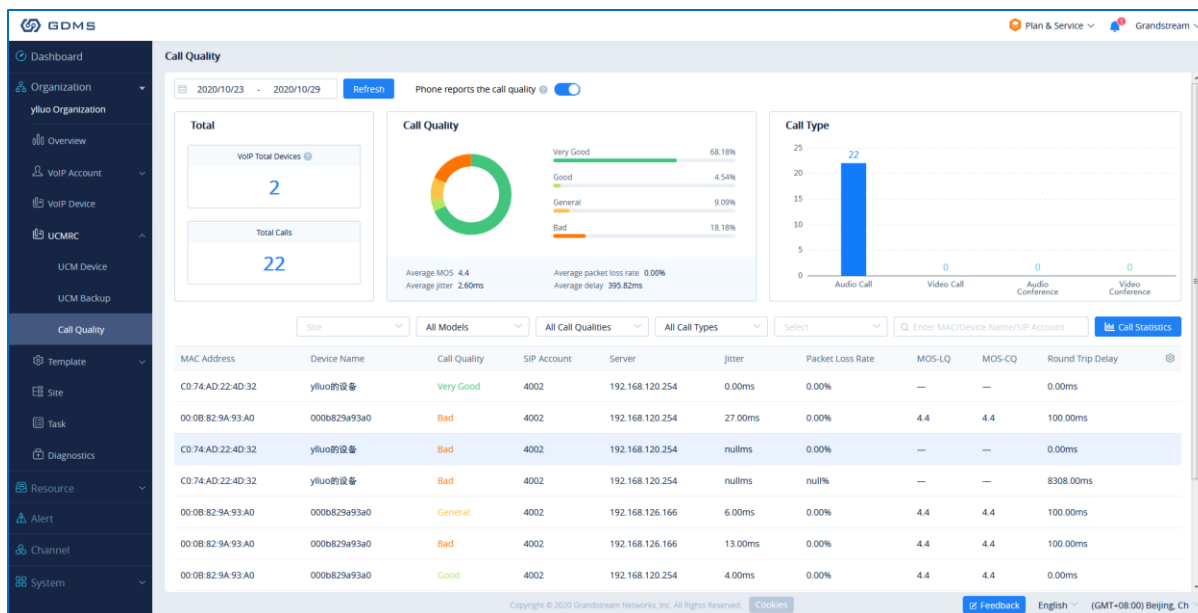


Figure 53: Call Quality Statistics

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

View Plan and UCM Cloud Storage Status

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

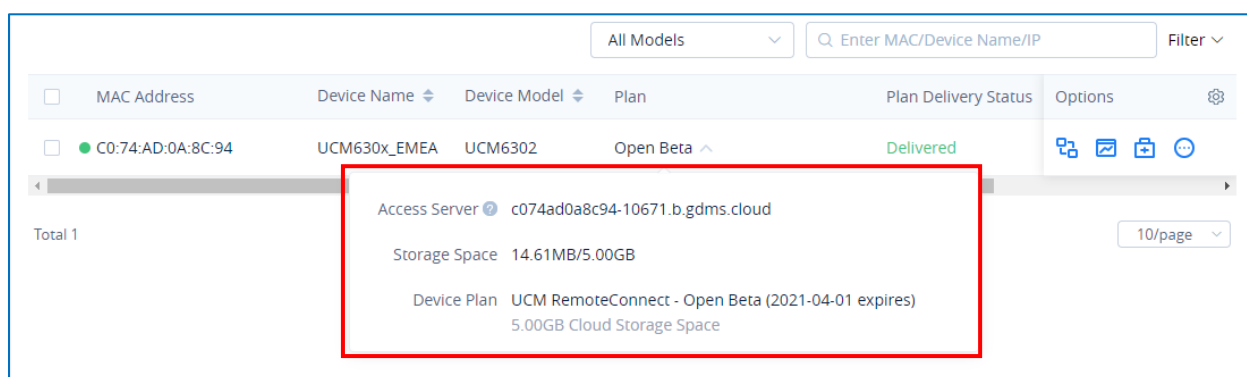


Figure 54: View UCM Plan and Cloud Storage Status on GDMS

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

GDMS

Hi, Jyang

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

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

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

[Renew Now](#)

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

Figure 55: 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 GDMS page, click on “plan&service” in the upper right corner of the page and click "Services", once done, you can see UCM CloudIM.



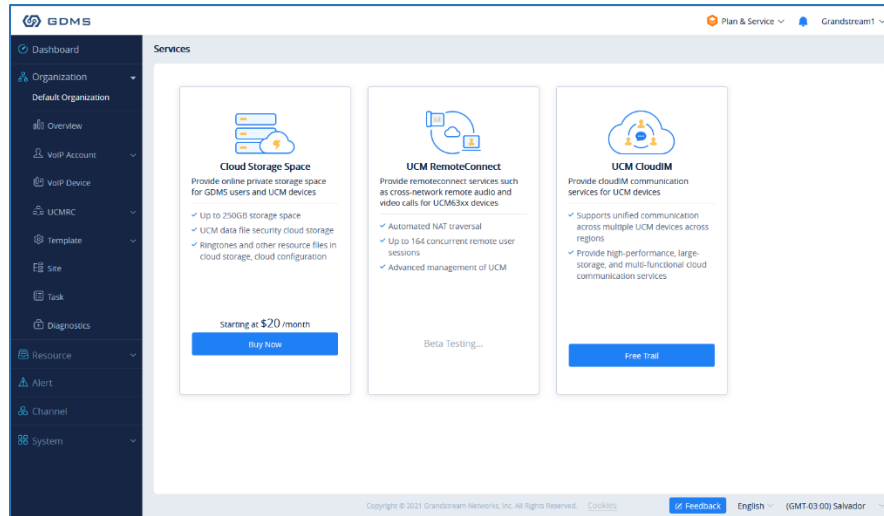


Figure 56: Package Service page

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

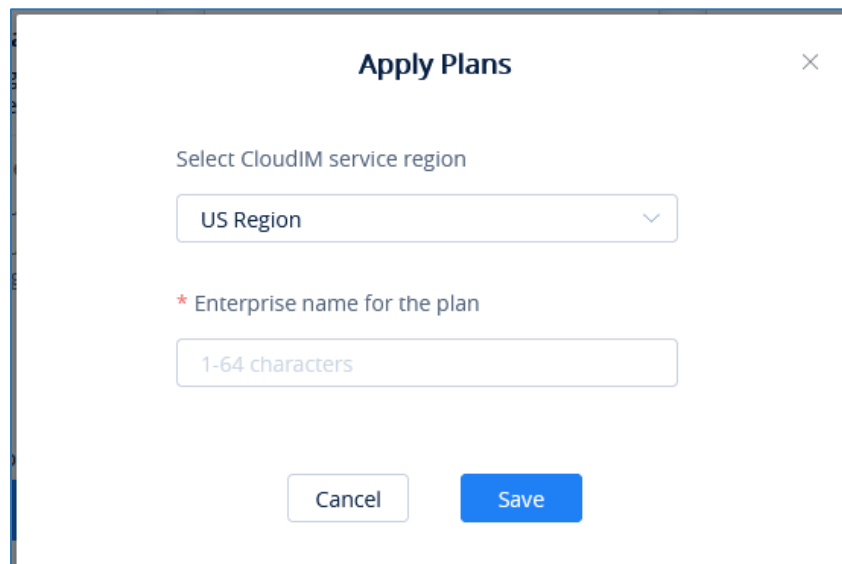


Figure 57: Package application page

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



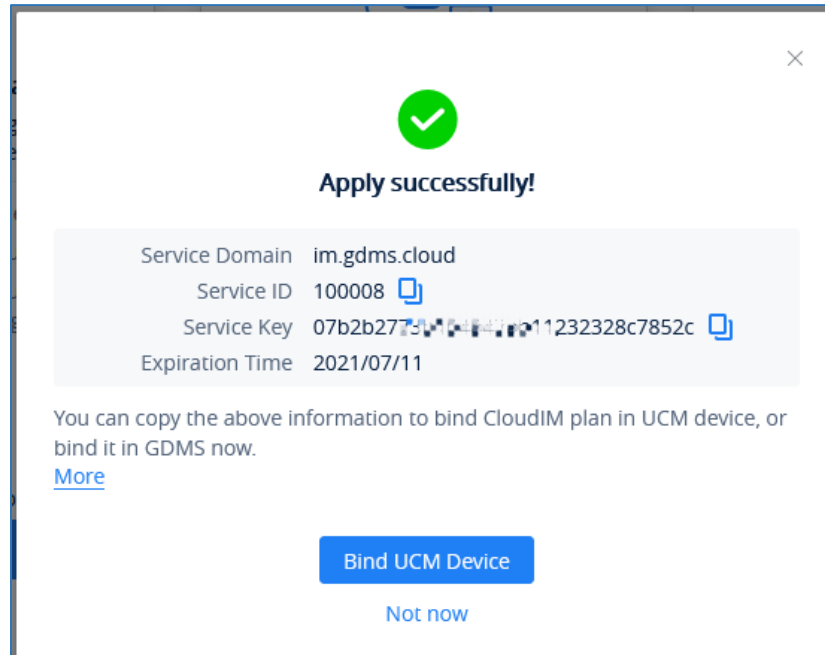


Figure 58 : Package details page

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.

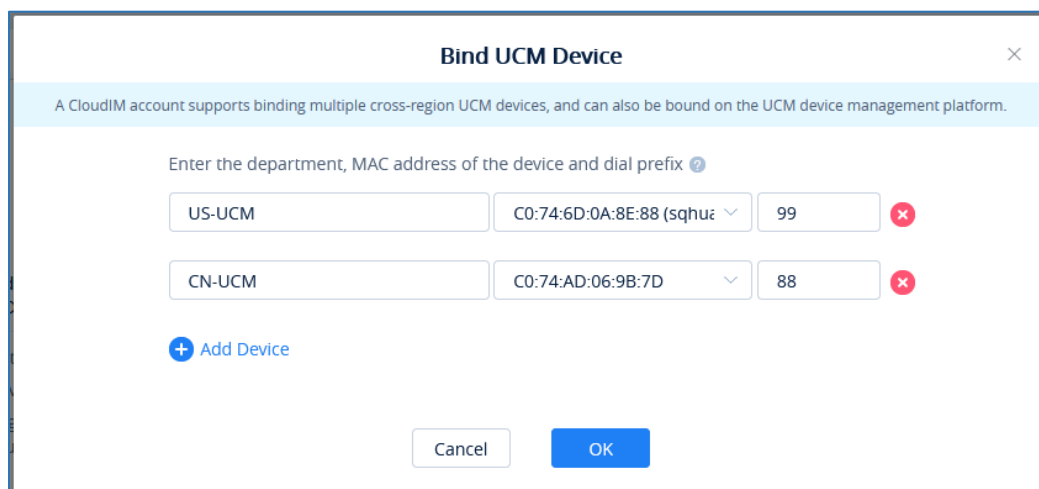


Figure 59 : Bind UCM Device

5. 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.



Cloud IM

Enable Cloud IM:

☒

* Cloud IM Server Address:

* Service ID:

* Key:

* Department Name:

Prepend:

Figure 60 : 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.



GDMS ALERT MANAGEMENT

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

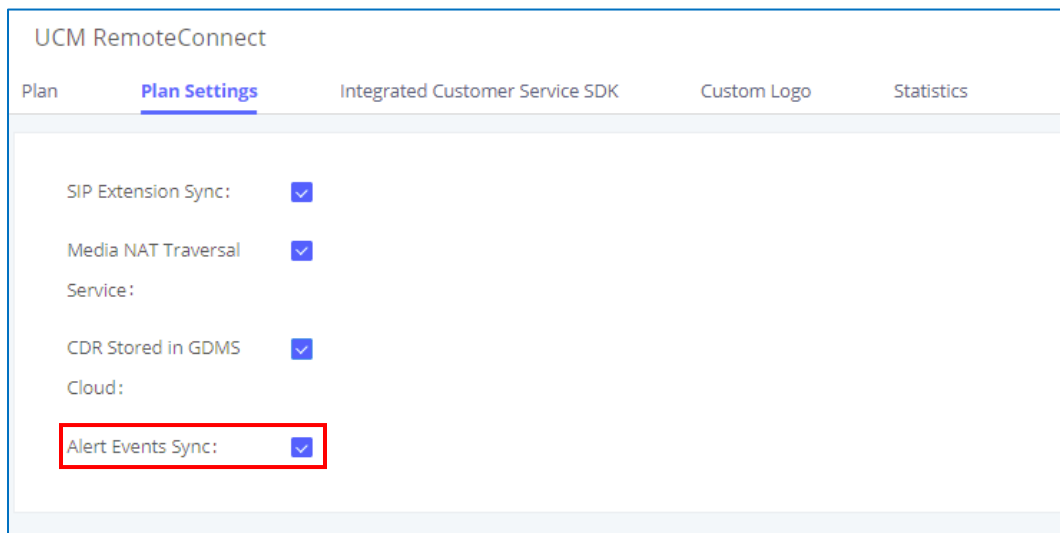


Figure 61: Alert Events Sync

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.

Message Notification Settings

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

Message Notification Settings



Message Notification Settings
✕

Organization Default Organization

Alert Details VoIP UCM

<input type="checkbox"/>	Alert Details
<input type="checkbox"/>	! Account Registration Failed
<input type="checkbox"/>	! Factory Reset
<input type="checkbox"/>	! Reboot Device
<input type="checkbox"/>	! Task failed to run <div style="display: flex; align-items: center;"> Select Task Select </div>
<input type="checkbox"/>	! Device Offline

Subscriber Grandstream yxu-sub

Cancel
Save

Figure 62: Message Notification Settings


Table 3: Message Notification Settings

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



	<ul style="list-style-type: none"> • 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 Alert notification will only be sent to the task creator.
- After the subscriber logs in, when there is 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 **Alert** page, please click on

Email Notification Settings



Email Notification Settings ✕

Organization Default Organization

Alert Details VoIP UCM

<input type="checkbox"/>	Alert Details
<input type="checkbox"/>	! Account Registration Failed
<input type="checkbox"/>	! Factory Reset
<input type="checkbox"/>	! Reboot Device
<input type="checkbox"/>	! Task failed to run Select Task Select
<input type="checkbox"/>	! Device Offline

Subscriber Grandstream ✕ yxxu-sub ✕

Cancel
Save

Figure 63: Email Notification Settings

Table 4: Email Notification Settings

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



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

Notes:

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

SMS Notification Settings

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

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

SMS Notification Settings



SMS Notification Settings

Only UCM devices with SMS notification function send message notifications.

Organization Default Organization

Alert Details

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

Receiving Number

86 China(中國) ▼

62 Indonesia ▼

61 Australia ▼

18268068418 ✖

5656565645654 ✖

13245698766 ✖

+ Add Number

Cancel
Save

Figure 64: SMS Notification Settings



Table 5: SMS Notification Settings

Organization	Select the organization.
Alert details	<p>The user can specify what to receive as an alert. The following alarm priority levels can be divided into:</p> <p>advanced:</p> <p>UCM cloud storage space is insufficient or full</p> <p>intermediate:</p> <ul style="list-style-type: none"> • Device offline
Subscriber	<p>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.</p>

Notes:

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

View Alert Notice

The alert notice can be viewed under the Alert page.



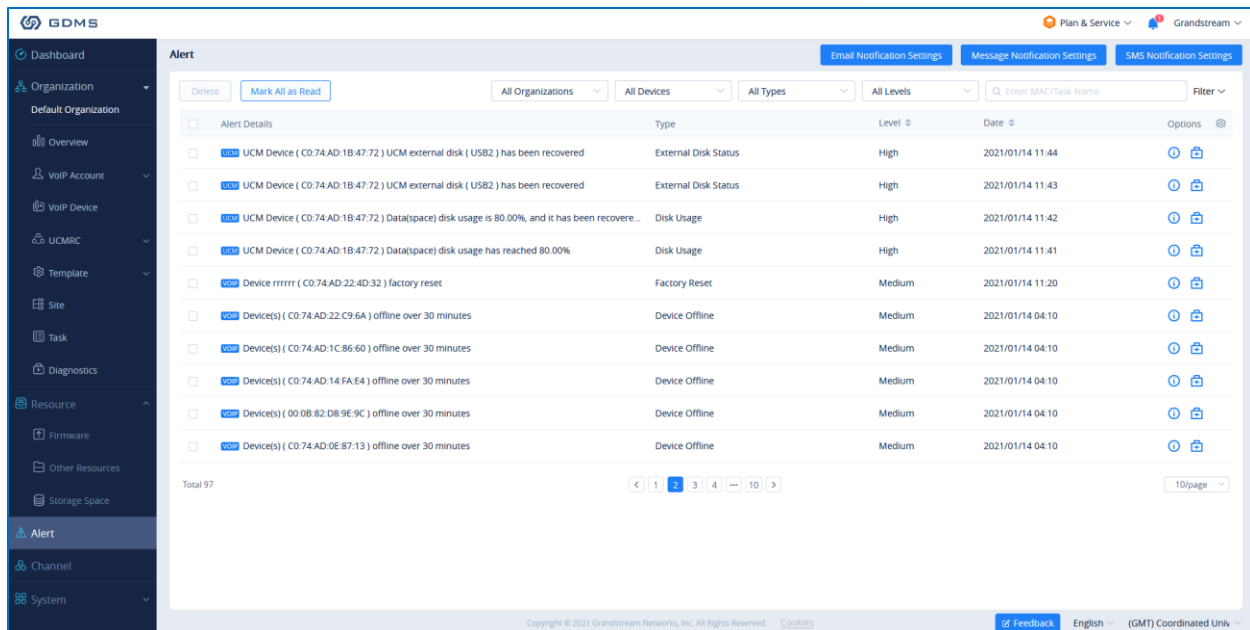
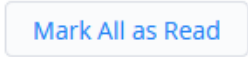




Figure 65: Alert Notice Interface

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



UI CUSTOMAZATION

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

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

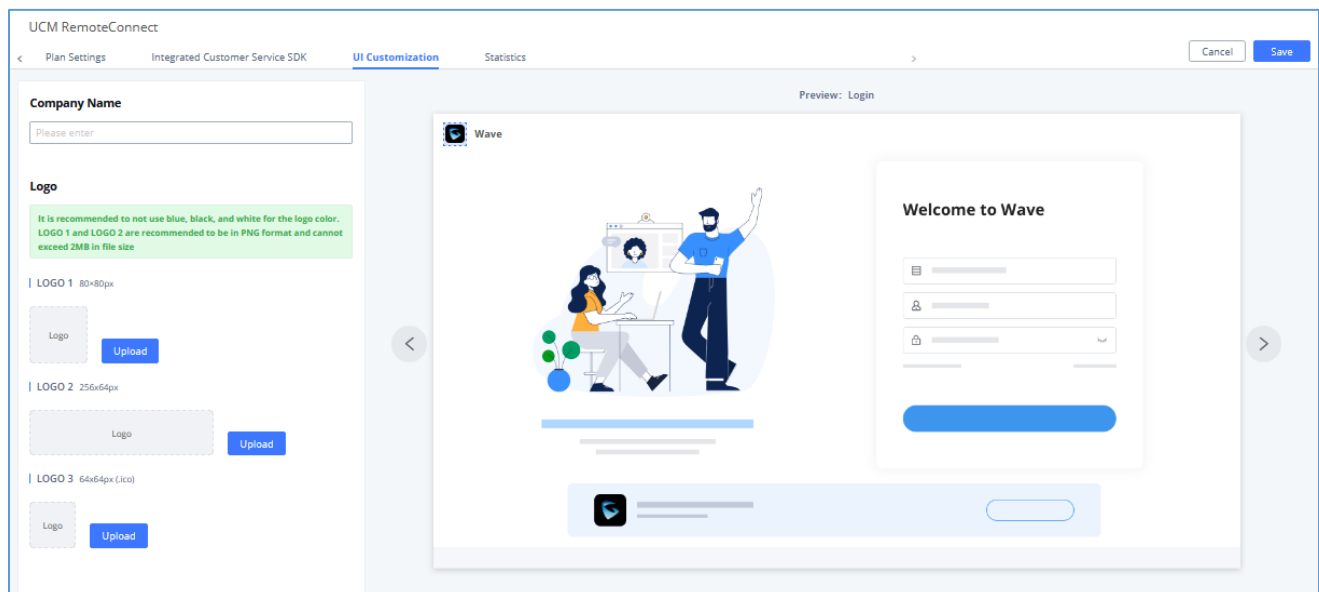
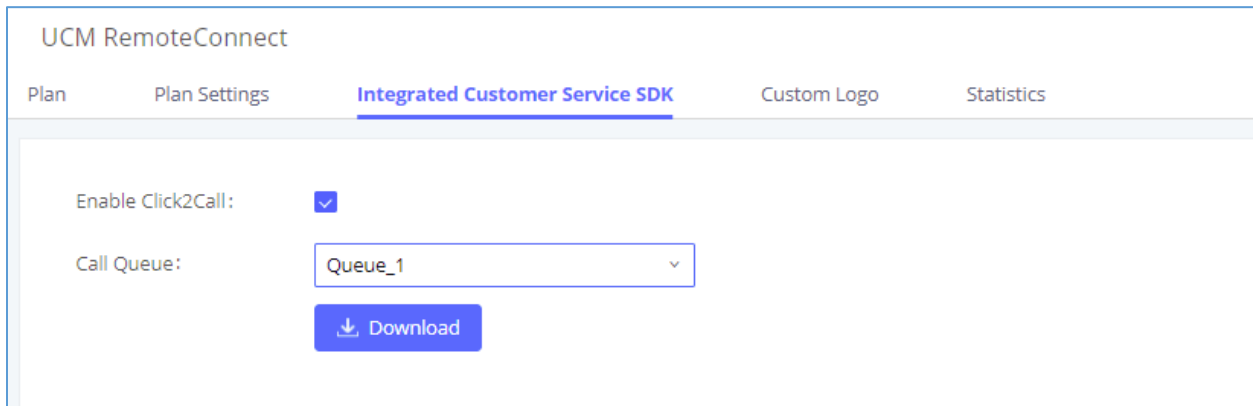


Figure 66: UI Customization

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.

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



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

Figure 67 : Customer service SDK

