

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.





UCM RemoteConnect C Plan Settings Integrated Customer Service SDK	UI Customization Statistic	-		Cancel Save
Company Name	UI Customization Statistic		> w: Login	
Please enter	Wave			
Logo It is recommended to not use blue, black, and white for the logo color. LOGO 1 and LOGO 2 are recommended to be in PNG format and cannot exceed 2MB in file size			Welcome to Wave	
LOGO 1 80-80px Logo	<			>
LOGO 2 256x64px Logo				
LOGO 3 64x64px (.ico)		5		

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.

Menus	CICM RemoteConnect	
 System Status Extension/Trunk 	UCM RemoteConnect	
Call Features PBX Settings System Settings Maintenance		for improved call quality and service, please purchase a Remote Work Suite package. / Intelligent NAT penetration service will allow for stable and clear remote audio/video calls. / Cloud storage service / Easily manage remote devices
CDR CDR Value-added Featur	IT A	 So to GDMS to learn more. You can also sign up for a 3-month trial after linking a UCM to GDMS. <u>earn more</u>
UCM RemoteCon		

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

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.

🕑 Dashboard		UCM Device					Add Devi	ice Import Device	Export Device
器 Organization Default	•	Upgrade Firmware	Site Assi	ignment More		All Models	✓ Q Enter MA	C/Device Name/IP	Filter 🗸
000 Overview		MAC Address		Device Name 🗢	Device Model 🗢	Firmware Version	Plan	Plan [Options	8
오 VolP Account	~	□ • C	14	UCM_EMEA	UCM6302	1.0.5.2	Basic (Beta) \vee	Delive 🔁 🗷	1 ⊕ ⊙
U VoIP Device		Total 1				< 1 >			10/page v
é≟è UCMRC	^								
UCM Device									

Figure 2: GDMS PBX Device Page





CONFIGURING UCM REMOTECONNECT

Purchase Plan

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

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

Figure 3: UCM RemoteConnect Introduction Page

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





U	UCM RemoteConnect							
<	Plan	Plan Setti	ings li	ntegrated Customer	Service SDK	UI Customization	Sta >	
	Subscription 1	Tier:	Open Beta	Renew / Upgrade				
	Subscription F	Period :	Valid until 30	/09/2021				
	Plan Status:		Active					
	Max Remote (Concurrer	nt 36					
	Sessions:							
	Max Remote l	Users:	Unlimited					
	GDMS Cloud S	Storage:	5 GB					
	STUN Address	s:	nat-b.gdms.c	loud				
	UCM Public A	ddress:	c074ad0a8c9	94-10671.b.gdms.clou	ıd			
	Public TLS Por	rt:	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.





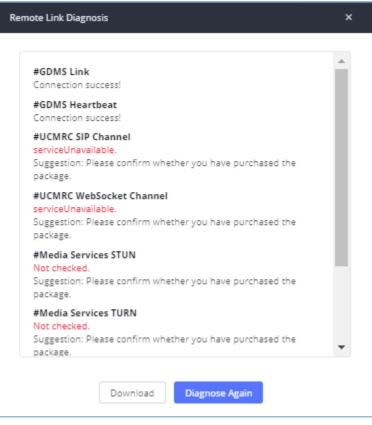


Figure 5: Remote Diagnosis

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

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

Figure 6: Remote Link Diagnosis





SIP Extension Sync-Up

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

The setting "SIP Extension Sync" is under UCM web GUI \rightarrow Value-added Services \rightarrow UCM RemoteConnect \rightarrow Plan Settings. By default, it is enabled.

UCM RemoteConne	ect		
< Plan Plan S	ttings	Integrated Customer Service SDK	UI Customization
SIP Extension Sync: Media NAT Traversal Service: CDR Stored in GDMS Cloud: Alert Events Sync:	 <		

Figure 7: UCM RemoteConnect - SIP Extension Sync

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





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

Figure 8: UCM SIP Extensions synchronized to GDMS

▲ Note:

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





U	JCM Remo	oteConnec	t		
<	Plan	Plan Set	tings	Integrated Customer Service SDK	UI Customization
	Media NA Service:	sion Sync: T Traversal ed in GDMS	 ✓ ✓ 		
	Alert Ever	nts Sync:	~		

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.

U	UCM RemoteConnect						
<	Plan Plan Set	tings Integrated Customer Service SDK UI Customization Sta					
	Subscription Tier:	Open Beta Renew / Upgrade					
	Subscription Period:	Valid until 30/09/2021					
	Plan Status:	Active					
	Max Remote Concurre	nt 36					
	Sessions:						
	Max Remote Users:	Unlimited					
	GDMS Cloud Storage:	5 GB					
	STUN Address :	nat-b.gdms.cloud					
	UCM Public Address:	c074ad0a8c94-10671.b.gdms.cloud					
	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:

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

Joining Meeting Anonymously

Users can join UCM 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.

C Wave	8
	Welcome to Wave
	Account Account password Forges Password? Log in
COMMUNICATE, CONNECT, COLLABORATE Enhance productivity and stary connected from anywhere in the world	
Wave Client Use the desktop app for the optimal experience.	Download
© 2021 Grandstream Network	is, Inc.

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





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

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

Figure 12: UCM Login Page

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

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.





ø	Contacts	5		🏂 English v 🛛 = 3701 v
	Q, Ple	ease enter username or num	ber	
💬 Chats	My Accou	nt		
(Eeta)	37	3701	3701	• A 37
31	A (1)			č
Contacts	e.	Audio Meeting Room	6301	S 201
	B (1)			F
2	BI	Bill	5557	Phone Number
Calls	c (1)			J III 3701
	CA	Calvin	5556	o me 📞 🛛 k
í.	J (1)			L T
Meetings	OL	john	5555	Department
	V (1)			2 III III III III III III III III III I
	0	Video Meeting Room	6300	
	#(22)			5 Email
	10	1000	1000	🔍 🔤 📞 👘 🖾
	10,	1001	1001	
	10	1002	1002	• • • · · · · · · · · · · · · · · · · ·
ŵ	10,	1003	1003	o me 🐦
Keypad				opyright © Grandstream Networks, Inc. 2021. All Rights Reserved.

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.

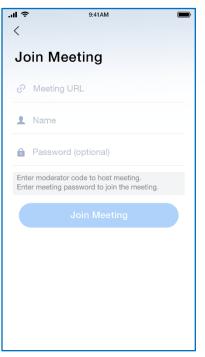


Figure 16: Wave App - Join Meeting

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".

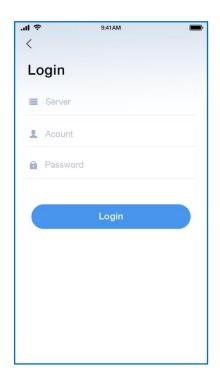


Figure 17: Wave App – SIP Extension Login





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:

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

Figure 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 \rightarrow Maintenance \rightarrow Backup \rightarrow Backup/Restore page, users can manually perform backup for config file and user data.

S UCM6308		Security level of current username or password is too low. Click here to change them. forgotten your password, please enter an email address so that a password reset ema	If you have all may be sent.	Q Setup Wizard English () adm
Menus	Backup/Restore Data Sync Backup/Restore Data Sync Backup file must be in tar format and contain Backup III Schedule Backup Local Backups	etters, digits or special characters File size must be less than 10MB.	in hog be serie.	
K Maintenance User Management Login Settings Operation Log Syslog System Events	Delete NAME : backup_2020702_193125.tar Backups in GDMS Cloud Storage Delete Delete	DATE \$ 2020-07-02 11:31:40 UTC+00:00	SIZE ‡ 6.31 MB	OFFIONS Total: 1 10/page Coto 1
Upgrade Backup System Cleanup / Re Network Troublesho Signaling Troublesh	hackup_2020713_092230.tar Scheduled Backup Log	DATE 2020-07-13 01:22:53 21	SIZE 14.59MB	OPTIONS

Figure 19: UCM Backup/Restore Web Page

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

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

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".

	Cancel
n for external storage devices.	
GDMS Cloud Storage	
00:00 ~	
1 ~	
All Config File CDR Records Recording Files Fax Files Voice Mail Voice Prompt Files Queue Statistics Report ZeroConfig Storage Conference Report:	
n.	GDMS Cloud Storage

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 (3).





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

Figure 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.

S UCM6308						f current username or password is too low password, please enter an email address					
	·=	CDF	R								Display Filter 🗸
	~	By def	ault, this page	displays the CDR entries from	m the current month. U	se the "Filter" button to specify a time ran	ge.				
	× 	::::	Delete All	Delete Search Rest	ult (s) 🛃 🕹 Down	load All Records	Search Result (s)	Automatic Download	CDR Settings		
	~		STATUS ‡	CALL FROM \$	CALL TO \$	ACTION TYPE \$	START TIME \$	CALL TIME \$	TALK TIME \$	ACCOUNT COD	OPTIONS +
	~	•	<u>с</u> –	1001 NAT	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:22:	55 0:00:13	0:00:12		
	~	+	с. С	1001	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:21:	14 0:00:15	0:00:15		
E CDR	^	+	S. 1	2000	2004	VM	2020-07-03 11:55:	54 0:00:01	0:00:00		
CDR		-	S. 1	2000	2001	DIAL	2020-07-03 09:56:	40 0:02:29	0:02:18		
Statistics		+	с. –	"2005" 2005	2007	DIAL	2020-07-03 01:58:	09 0:00:14	0:00:11		
		+	с. I	"2005" 2005	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:21:	30 0:01:13	0:01:13		-
	r ~	+	S. 1	"2007" 2007	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:20:	57 0:01:34	0:01:33		
		+	C	"2007" 2007	2005	DIAL	2020-07-03 01:18:	23 0:00:20	0:00:03		
						1				Total: 8	0 / page 🗸 🛛 Goto 🛛 1

Figure 23: CDR Page

CDR for Remote Calls

UCM6300 CDR can be accessed from UCM **web GUI** \rightarrow CDR \rightarrow 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 forgotten your password, please enter an email addr	o low. Click here to change them. If you have ress so that a password reset email may be se	nt.	Q Setup Wizard English	 I I admin
Menus 🗧	CDR					Hide Filter
🗥 System Status 🗸 🗸						
📮 Extension / Trunk 🗸	Start Time : Select date	End Select time	Time: Select date	Select time		
📽 Call Features 🗸 🗸	Caller Number:	Call	er Name:			
🗘 PBX Settings 🗸 🗸	Callee Number:	Aco	ount Code:			
🖓 System Settings 🗸 🗸	Source Trunk Name:	Des	stination Trunk			
🗶 Maintenance 🗸 🗸		Nar	ne:			
🖹 CDR 🔷 🔨	Action Type :	Exp	ort File Data :			
CDR	Extension Group:	✓ External Extern	ension :			
Statistics	Call Type: Inbound Calls	Outbound Calls	alls 🗌 External Calls	✓ Remote Calls		
Recording Files	Status: Answered	No Answer Busy	Failed			
🔡 Value-added Featur 🛩	Filter	et				
	By default, this page displays the CDR entries from	the current month. Use the "Filter" button to specify a time				
	🖽 Delete All 🗻 Delete Search Resu	it (s) 🔄 速 Download All Records 🛛 🖹 Downl	oad Search Result (s) 🛛 🗘 Automati	c Download 🛛 🗘 CDR Settinj	gs	
	STATUS ¢ CALL FROM ¢	CALL TO \$ ACTION TYPE \$	START TIME \$	CALL TIME TALK TIME	¢ ACCOUNT COD E ¢	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.

Menus → 🗃	Statistics	
e∄a Extension/Trunk ℃ Call Features ✿ PBX Settings G System Settings	Action Type: Time:	Al SP Calls O PSTN Calls O IAX Calls: By Month O By Week B Dy Day O By Hour O By Range 2020-10
Maintenance ·	CDR Statistics	All Calls Inbound Calls Outbound Calls Internal Calls External Calls Remote Calls
CDR Statistics	100	
Recording Files	100-	\longrightarrow
Value-added Featur +	600 -	
	400-	Oce 15
	200-	All Calls: 97 Remote Calls: 97
	0d 1	ಯನ ಯಕ ಯಕ ಯಕ ಯಕ ಯಕ ಯಕ ಯಕ ಯಕ ಯಕ ಯನಾ ಯನಾ ಯನಾ ಯನಾ ಯನಾ ಯನಾ ಯನಾ
		Copyright & Grandtoream Nesworks, Inc. 2020. All Rights Reserved.

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 \rightarrow UCM RemoteConnect \rightarrow Plan Settings page, the option is called CDR Stored in GDMS Cloud, which is disabled by default, so please make sure to enable this service on the UCM in order to start storing the CDR data in GDMS.

ι	JCM Remo	oteConnect			
<	Plan	Plan Settin	igs	Integrated Customer Service SDK	UI Customization
	Media NA Service :	T Traversal	✓✓		
	Alert Ever	nts Sync:	~		

Figure 26: CDR Stored in GDMS Cloud





Mote:

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** \rightarrow **Recordings Storage**, by enabling the option **GDMS Cloud Storage** like shown below:

Recordings Storage
NTFS is the recommended file system for external storage devices.
Enable auto change:
Local:
GDMS Cloud Storage :

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

Menus 🗧	UCM RemoteConnect
🗥 System Status 🗸 🗸	Plan Plan Settings Statistics
🛃 Extension/Trunk 🗸	
📞 Call Features 🗸 🗸	Measures the maximum number of concurrent Remote Work users by month.
🗘 PBX Settings 🗸 🗸	Time: Dy Month Dy Week 🖲 By Day
⊊o System Settings →	2020-10 65
💥 Maintenance 🗸 🗸	
E CDR v	Sathio
🔐 Value-added Featur 🔨	27
Zero Config	
UCM RemoteConnect	
API Configuration	
AMI	Oct 22 © Remote Users Number: 8
CTI Server	
CRM	
PMS	
Wakeup Service	ait
Announcement Cent	
WebRTC	
	Copyright & Grandstream Networks, Inc. 2020. All Rights Reserved.

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:

- 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 \rightarrow Value-added Features \rightarrow UCM RemoteConnect.

Menus 🗲	Create New SIP Trunk	
🗥 System Status 🗸 🗸	[
🛃 Extension/Trunk 🔺	Type:	Peer SIP Trunk v
Extensions	* Provider Name :	Please select a provider
Extension Groups	* Host Name :	
Analog Trunks	Transport:	UDP ~
VoIP Trunks	Keep Original CID :	
SLA Station	Keep Trunk CID :	
Outbound Routes	NAT:	
Inbound Routes		
🗳 Call Features 🗸 🗸	Disable This Trunk :	
🗘 PBX Settings 🗸 🗸	TEL URI:	Disabled ~
🗔 System Settings 🗸 🗸	CallerID Number:	
🗙 Maintenance 🗸 🗸	CallerID Name:	
CDR V	Auto Record :	
📲 Value-added Featur 🗸	Direct Callback :	
	RemoteConnect Mode :	







- 2. Save the configuration. On the VoIP trunk page, click on the edit icon \square for the newly created trunk to edit this SIP peer trunk.
- 3. Under Basic Settings, configure the following options for the SIP peer trunk:
 - From Domain:

Enter the UCM public address for this UCM (UCM A).

• Transport:

TLS

Menus 🗲	Edit SIP Trunk: jm	
🗥 System Status 🗸 🗸	Basic Settings Advanced	Settings
💤 Extension/Trunk 🗛		
Extensions	* Provider Name :	1997)
Extension Groups	* Host Name :	c074adb+a04z.##089.a.gdms.work:1462
Analog Trunks	Transport:	TLS v
VoIP Trunks	Auto Record :	
SLA Station	Keep Original CID :	
Outbound Routes	Keep Trunk CID:	
Inbound Routes	NAT:	
📞 Call Features 🗸 🗸	Disable This Trunk :	
🔅 PBX Settings 🗸 🗸	TEL URI :	Disabled v
🔓 System Settings 🗸 🗸	CallerID Number :	
🔀 Maintenance 🗸 🗸	CallerID Name:	
🖹 CDR 🗸 🗸	From Domain :	
Solue-added Featur 🗸	From Domain:	c074ad24cre1+11071.a.gdms.work
	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





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

Figure 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".

	Add Device	×
Device Name	Enter Device Name (up to 64 characters)	
* MAC Address		
* Initial Password		
* Site	Default	
	Cancel	

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.

Default			All Models V	Q Enter MAC/Device Name/IP	Filter
000 Overview	MAC Address	Device Name 🔶 Device Model ≑	Plan	Plan Delivery Status	
오 VoIP Account	C0:74:AD:0A:8C:94	UCM630x_EMEA UCM6302	Open Beta 🗸	Delivered	입 문 ⊙
U VoIP Device	4				
	Total 1				10/page
UCM Device					

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	Expire Soon This indicator means the plan is expiring soon or already expired.
	Click on icon ⁽²⁾ on the upper right of the table to display more items to display as preferred.
Custom display	Options (향
	8 🖻 🕀 💬

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 ^(c) for the UCM6300 device and click on "Edit Device".

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

	Edit Device	×
MAC Address	C0:,	
Device Name	UCM630x_EMEA	
* Site	Default	
Access Server 🥥	c074adgdms.cloud + Personal URL + Custom Domain	
	Cancel	

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.

* Custom Server Address		.b.gdms.cloud 😣
	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.





* Custom Server Address 🕢		8
* Private secret key		
	<i>ii</i>	
* Public secret key certificate		
	10	
Certificate chain		
	Cancel Save	

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

page, click on for the UCM6300 device.

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

C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta 🗸	Delivered	8 🖻 🕀 😳)
MAC Address	Device Name ≑	Device Model ≑	Plan	Plan Delivery Status	Options	ŝ

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.





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

Figure 38: UCM Login Page

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

us 🗲						
۲۰۰۰ System Status	Space Usage		Resource Usage			Device Storage Capacity
Dashboard	Configuration Partition	Data Partition	-	Memory Usage 🛛 🔲 CPU Usage		USB 1 No USB Drive Inserted
System Information			25%		16%	
Active Calls			20%		lemory Usage	USB 2
Network Status			15%		15%	No USB Drive Inserted
a Extension/Trunk v			5%		PU Usage	SD Card
Call Features v	Space 85MB 487MB Inode 2691 32768	Space 564MB 24 Inode 4462 15810	0%	30s 40s 50s 60s		No SD Card Inserted
PBX Settings v	PBX Status		Interface Status	Tru	- lua	
System Settings 🛛 👻	PBX Status		Interface Status	Tru	IKS	
Maintenance v	System Time:	2020-12-23 15:42:39	USB 1	÷.	$\bigcirc 1$	 Available 0 Busy 0
CDR v	Active Calls	0	USB 2	÷.	Total	 Abnormal 1 I Unmonit 0
Value-added Featur v	Remote Users Number	0	SD Card	-	Test	•
	Extensions	• 3/40	LAN			

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 ⁽¹⁾ for the UCM and select Reboot Device.

MAC Address	Device Name ≑	Device Model ≑	Plan	Plan Delivery Status	Options	ŝ
• C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta 🖂	Delivered	않 🖻 🕀 😳)
<		<	1	 ① Device Du ② Edit Device ② Edit Device ② Authorization ③ Operation ③ Task Historiation ④ Upgrade ④ Reboot Du ① Delete Du 	ce ation Management n Logs ory Firmware evice	~

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	Enter Task Name (up to 64 characters)	
* Run Time	③ 2020-07-13 12:05 - 2020-07-13 23:59	
	Cancel Save	

Figure 41: GDMS Reboot Options

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





🕑 Dashboard	Task Add T
සි Organization Default	Delete All Status All Task Type All Types Q. Enter Task Name/MAC Filter
UCM Device	Task Name Task Type Task Time Creator Status Run Time Options s
UCM Backup	
Call Quality	
愆 Template	Total 2 < 1 >
E븝 Site	
🖽 Task	

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	ŝ
• C0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta 🖂	Deliv	ered	8 🖻 🕀 🤅	
۲ Total 1		<	1		 Device De Edit Device Edit Device Authoriza Operation Task Histor Upgrade F Reboot De Delete De 	e tion Management n Logs pry Firmware evice	•

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	③ 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	Task	dd Tas
움 Organization 🚽	Delete All Status All Task Type Q Enter Task Name/MAC Filt	ter 🗸
	□ Task Name ◆ Task Type Task Time ◆ Creator Status Run Time Options	(ĝ3
UCM Device	□ - Upgrade Firmware Immediate (2020/12/22 16:42) dB Success 2020/12/2 ①	
UCM Backup	— Reboot Device Immediate (2020/11/25 12:53) Mi 3 Timeout — ①	
Call Quality	¢)
钧 Template ~	Total 2 (1)	e ~
E븝 Site		
🖽 Task		



Cloud Storage and Backup

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

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





⑦ Dashboard		UCM Bad	ckup (Used space 14.61	1MB)							Upload	d Fil
옹 Organization Default	•	Dele	te		All Models	~ AI	l File Types	✓ Q Enter M	IAC/Device N	ame		
			MAC Address	Device Name	File Type	File Name	File Size	File URL Address	Backup 1	Options		(ĝ)
é_à UCMRC	^		C0:74:AD:0A:8C:94	UCM630x_E	Config Files	backup_20207	14.61MB	https://eu.gdms	2020/07/	0 Ł	2 0	
UCM Device		4									10/2000	•
UCM Backup		Total 1				< 1 >					10/page	
Call Quality												

Figure 46: GDMS PBX Backup Page

1

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.
· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·

() GDMS									😡 Plan & Service ~	🃫 rjyao
	UCM	Backup (Used space 52.73MB)								Upload File
	-					All Models	All File Types			
	0	MAC Address	Device Name	File Type	File Name	File Size	File URL Address	Backup Time 🗢	Options	
	(3	C0:74 AD:0A 8E-9A 🕑	UCM6308_myhu_test	Config Files	hmy_backup_2021112	22.83MB	http://www.gdms.cloud/a	2021/01/12 08:45	0 ± 0	i 3
	1	00 0B 82 A4:6C 48 📎	-	Config Files	backup_20201202_0752	14.80MB	http://www.gdms.cloud/a	2020/12/03 07:08	0 ± 0	ā 3
		C0:74:AD:0A:8E:9E 🧿	C0.74 AD 0A 8E 9E	Config Files	backup_20201202_0752	14.80MB	http://www.gdms.cloud/a	2020/12/02 07:53	0 7 2	ā 3
		C0:74 AD:0A:8E:9E	C0.74 AD 0A 8E.9E			×	http://www.gdms.cloud/a	2020/11/30 18:30	0 4 0	Ō
	10	00:08:82:44:6C:48	-		on will be restored accordin is backup file?	ig to	http://www.gdms.cloud/a	2020/11/04 02:02	0 ± 0	i 3
		00:0B-82:A4:6C:4B			device during the recovery period too large, it may take longer time.		http://www.gdms.cloud/a	2020/11/04 01:56	0 ± 0	i 3
	10	00:08:82:A4:6C:4B	-		ed after the restoration is complet		http://www.gdms.cloud/a	2020/11/04 01:56	0 ± 0	1 3
	-	00:08:82:A4:6C:48	-	Canc	el OK		http://www.gdms.cloud/a	2020/11/03 03:22	0 1 0	ā 3
	2	00:0B-82:A4-6C:48	_	Config Files	20190312075518	66.50KB	http://www.gdms.cloud/a	2020/11/03 02:53	0 1 0	ā O
	1	00:08:82:A4:6C:48	-	Config Files	pcap	83.00KB	http://www.gdms.cloud/a	2020/10/29 11:00	0 4 0	ē 3
	lota	al 11			< 1 2 >					10/page v
								25 Feedback	English (GMT) Co	ordinated Univ

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:

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

 $\overline{\mathfrak{S}}$: 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 collects device data and provides statistics report on daily basis. The report will be sent to GDMS user or the configured email address. Below picture shows the report attachment sent to user's email.

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

Figure 48: Daily UCM Report from GDMS

Note:

- The daily report is sent based 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,

cli	ck c	on icon 🖾 to view	"Statistics R	eport".				
		MAC Address	Device Name ≑	Device Model ≑	Plan	Plan Delivery Status	Options	ŝ
		0:74:AD:0A:8C:94	UCM630x_EMEA	UCM6302	Open Beta ∨	Delivered	8000)

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		UCM Device > Statisti	cs Report (C0:74:Al	D:0A:8C:94)					
品 Organization	•	Lu Call Statistics	Email Notifica	ation Settings			Time	e Zone ((GMT+01:00) C	asablanca, Monrovia)
Default		Statistics Time ≑	Software Version	Running Time	Device Storage	Cloud Storage	Total Calls	Total Remote Calls	Max Remote 🔄 🔯
do UCMRC	^	2020/12/22	1.0.3.9	0days 4:20:32	564.60MB/23	14.61MB/5.0	10	4	1
UCM Device		2020/12/21	1.0.3.8	4days 8:57:22	564.07MB/23	14.61MB/5.0	3	1	1
UCM Backup		2020/12/20	1.0.3.8	3days 8:57:19	564.07MB/23	14.61MB/5.0	0	0	0
Call Quality		2020/12/19	1.0.3.8	2days 8:57:15	564.07MB/23	14.61MB/5.0	0	0	0
段 Template	~	2020/12/18	1.0.3.8	1days 8:57:12	564.07MB/23	14.61MB/5.0	2	0	0
E븝 Site		2020/12/17	1.0.3.8	0days 8:57:9	563.95MB/23	14.61MB/5.0	15	0	0
🗄 Task		2020/12/16	1.0.3.6	2days 14:13:38	573.93MB/23	14.61MB/5.0	2	0	0
Diagnostics				nt © 2020 Grandstream	Maturalia Ing All Dish		ties 🗹 Fee	dback English ~	(GMT+01:00) Casablance

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	e day as "Statistics Time".
Max Concurrent Remote Users		users on the same day as ed concurrent remote use	
	On the day when the tir extension device conne	ne is reported, the model ected to this UCM.	type and quantity of the
	Number and de	evice of bound extension accoun	ıt ×
Number Extensions	1.GXV3240	1	
	2.GXV3370	1	
	3.Wave/webrtc_chrome	1	
	4.Wave/webrtc_firefox	1	
	reported.	stribution of all calls on the	e day when the time is
Call Type	1.Audio Call	10	
	2.Audio Conference	0	
	3.Video Call	26	
	4.Video Conference	0	

Click on icon

Let Call Statistics

to view the chart statistics of the number of calls/types of calls in a

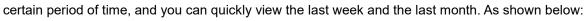








Figure 51: View UCM Device Statistics on GDMS





Email Notification Settings

Configure Email to Receive Daily UCM Report

GDMS system will send daily emails of UCM equipment every day, click on to set the receiving mailbox, as shown in the figure below:

	Email Notification Settings	×
Daily Email Notification		
Time Zone	(GMT) Coordinated Universal Time	
* Send Time	③ 08:00	
Repeating	• Daily	
	O Every Tuesday V	
	Per month 22Day Des month Esurate	
	○ Per month Fourth ∨ Tuesday ∨	
* Receiving Email Address	\otimes	
	+ Add Email Address	
	Cancel Save	

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.





🚱 GDMS	_								<table-cell> Plan & S</table-cell>	Service 🗸 📫 Grar	ndstre
	Call Quality										
S Organization -	2020/10/23 - 20	020/10/29 Refrest		all quality 💿 👥							
	Total		Call Quality				Call Type				
	VolP Total D	evices 🕢		Very Goo Good	d	68.18% 4.54%	20				
				General		9.09%	15				
	Total C	alls		Bad		18.18%	5				
	22	2	Average MOS 4.4		packet loss rate 0.00%		0	0	0	0	
			Average jitter 2.60ms	Average	delay 395.82ms		Audio Call	Video Call	Audio Conference	e Conference	,
Call Quality			All Models	 All Call Qu 	alities 🛛 🕹 🕹 🖓	Types 🗸				nt 🔟 Call Stati	tistics
হ্টি Template 🗸 🗸	MAC Address	Device Name	Call Quality	SIP Account	Server	Jitter	Packet Loss Rate	MOS-LQ	MOS-CQ Ro	ound Trip Delay	8
	C0:74:AD:22:4D:32	ylluo的设备	Very Good	4002	192.168.120.254	0.00ms	0.00%	-	- 0.0	00ms	
	00:0B:82:9A:93:A0	000b829a93a0	Bad	4002	192.168.120.254	27.00ms	0.00%	4.4	4.4 10	00.00ms	
	C0:74:AD:22:4D:32	ylluo的设备	Bad	4002	192.168.120.254	nulims	0.00%	-	- 0.0	00ms	
	C0:74:AD:22:4D:32	ylluo的设备	Bad	4002	192.168.120.254	nullms	null%	-	- 83	808.00ms	
	00:08:82:9A:93:A0	000b829a93a0	General	4002	192.168.126.166	6.00ms	0.00%	4.4	4.4 10	00.00ms	
	00:08:82:9A:93:A0	000b829a93a0	Bad	4002	192.168.126.166	13.00ms	0.00%	4.4	4.4 10	00.00ms	
	00:0B:82:9A:93:A0	000b829a93a0		4002	192.168.120.254	4.00ms	0.00%	4.4	4.4 0.0	00ms	

Figure 53: Call Quality Statistics

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

View Plan and UCM Cloud Storage Status

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

	All Models 🗸	Q Enter MAC/Device Name/IP	Filter \smallsetminus
MAC Address	Device Name 🗢 Device Model 🗢 Plan	Plan Delivery Status	Options 🕸
• C0:74:AD:0A:8C:94	UCM630x_EMEA UCM6302 Open Beta \land	Delivered	않 🖻 🕀 ⊙
otal 1	Access Server ② c074ad0a8c94-10671.b.gdms.cloud Storage Space 14.61MB/5.00GB		10/page ~
	Device Plan UCM RemoteConnect - Open Beta (2021 5.00GB Cloud Storage Space	-04-01 expires)	

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

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





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

Figure 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.





🕢 GDMS				9	Plan & Service 🗸 🛛 🔒 Grandstream 1 🦄
🕑 Dashboard	Services				
Reganization	•				
	×	Cloud Storage Space	UCM RemoteConnect		
	Provide	online private storage space MS users and UCM devices	Provide remoteconnect services such as cross-network remote audio and	Provide cloudIM communication services for UCM devices	
		250GB storage space	video calls for UCM63xx devices	 Supports unified communication across multiple UCM devices across 	
	Y Ringt	data file security cloud storage ones and other resource files in	 Up to 164 concurrent remote user sessions 	regions	
	cloud	I storage, cloud configuration	 Advanced management of UCM 	storage, and multi-functional cloud communication services	
		Starting at \$20 /month			
	~	Buy Now	Beta Testing	Free Trail	
	~				
			Copyright © 2021 Grandstream Networks, Inc. All Rights	Reserved. Cookies 🖉 Feedback	English 🖂 (GMT-03:00) Salvador

Figure 56: Package Service page

2. 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:

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

Figure 57: Package application page

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





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

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.

	Bind	UCM Device		×
A CloudIM acco	unt supports binding multiple cross-region UCM	devices, and can also be bound on the	UCM device mar	nagement platform.
	Enter the department, MAC address of t	ne device and dial prefix 📀		
	US-UCM	C0:74:6D:0A:8E:88 (sqhua 🖂	99	8
	CN-UCM	C0:74:AD:06:9B:7D ~	88	8
	+ Add Device			
Cancel				

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 :	Page 1
* 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.

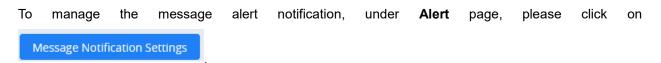
UCM R	RemoteConnect			
Plan	Plan Settings	Integrated Customer Service SDH	Custom Logo	Statistics
SIP E	Extension Sync:			
Med	ia NAT Traversal	✓		
Serv	ice:			
CDR	Stored in GDMS	✓		
Clou	d:			
Alert	t Events Sync:			

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



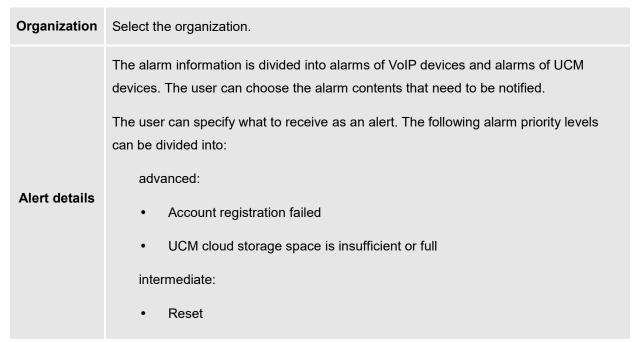




	Message Notification Settings	×
Organization	Default Organization	
Alert Details	VoIP UCM	
	Alert Details	
	Account Registration Failed	
	Factory Reset	
	Reboot Device	
	Task failed to run Select Task Select	
	O Device Offline	
Subscriber	Grandstream 🗞 yxxu-sub 😒	
	Cancel Save	

Figure 62: Message Notification Settings

 Table 3: Message Notification Settings







	 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 \checkmark	
Alert Details	VOIP UCM	
	Alert Details	
	Account Registration Failed	
	Factory Reset	
	Reboot Device	
	Task failed to run Select Task Select	1
	Device Offline	
Subscriber	Grandstream 😒 yxxu-sub 😒	
	Cancel	

Figure 63: Email Notification Settings

Table 4: Email Notification Settings

Organization	Select the organization.
	The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified. The user can specify what to receive as an alert. The following alarm priority levels
Alert details	 can be divided into: advanced: Account registration failed UCM cloud storage space is insufficient or full





	intermediate:		
	• Reset		
	• The task failed to run (the user can specify the task to be notified)		
	Device offline		
	Device restart		
Subscriber	Select the users who will be reminded. Only sub-users created by the current user can be selected.		

Notes:

- Only UCM devices with the UCMRC premium package will report the alarm content and send the alarm notification.
- If the plan is not activated, then 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 \checkmark			
Alert Details		Alert Details		
		O Device Offline		
		UCM cloud storage space is insufficient or full		
		O CPU Traffic Control 📀		
	2	9 Disk Usage 💿		
		9 Memory Usage 💿		
		9 System Reboot		
		System Crash		
		Fail2ban Blocking		
		9 SIP Peer Trunk Status 🕢		
		9 Network Disk Status 💿		
	2	Remote concurrent calls amount exceeds upper limit		
	2	\rm External Disk Status 🛞		
	2	O SIP Trunk Registration Status		
	2	O Configuration Recovery (Backup Restore)		
	2	External Disk Usage		
Receiving Number	86 Ch	nina(中国) 🗸 18268068418 😢		
	62 In	donesia V 5656565645654		
	61 Au	ıstralia 🗸 13245698766 🛛 😣		
	🕂 Add	INumber		
Cancel Save				

Figure 64: SMS Notification Settings





Table 5: SMS Notification Settings

Organization	Select the organization.	
Alert details	The user can specify what to receive as an alert. The following alarm priority levels can be divided into: advanced: UCM cloud storage space is insufficient or full intermediate: • Device offline	
Subscriber	Enter the phone number that will receive notification messages. Users can add or delete phone numbers. After entering the number, the user needs to click the "Send Verification Code" option and enter the received verification code to complete the addition.	

Notes:

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

View Alert Notice

The alert notice can be viewed under the Alert page.





🕼 GDMS			🤤 Plan & Servic	ce 🗸 虪 Grandstream
Dashboard	Alert	Email Notification Settings	Message Notification Settings	SMS Notification Settings
Sorganization -	Delete Mark All as Read All Organizations V All D	evices \checkmark All Types \checkmark All Levels		Filter \sim
	Alert Details	Type Level 🌣	Date \$	Options 🛞
000 Overview	UCM Device (C0:74:AD:1B:47:72) UCM external disk (USB2) has been recovered	External Disk Status High	2021/01/14 11:44	0 🖻
요 VolP Account ~	UCM Device (C0:74:AD:1B:47:72) UCM external disk (USB2) has been recovered	External Disk Status High	2021/01/14 11:43	0 🖻
P VolP Device	UCM Device (C0:74:AD:18:47:72) Data(space) disk usage is 80.00%, and it has been recovere	Disk Usage High	2021/01/14 11:42	0 🖻
licmrc ~	UCM Device (C0:74:AD:1B:47:72) Data(space) disk usage has reached 80.00%	Disk Usage High	2021/01/14 11:41	0 🖻
ঞ্চি Template 🗸 🗸	Device rrrrr (C0:74:AD:22:4D:32.) factory reset	Factory Reset Medium	2021/01/14 11:20	0 🖻
E월 Site	Device(s) (C0:74:AD:22:C9:6A) offline over 30 minutes	Device Offline Medium	2021/01/14 04:10	0 🖻
🖽 Task	Device(s) (C0:74:AD:1C:86:60) offline over 30 minutes	Device Offline Medium	2021/01/14 04:10	0 🖻
Diagnostics	Device(s) (C0:74:AD:14:FA:E4) offline over 30 minutes	Device Offline Medium	2021/01/14 04:10	0 🖻
Resource ^	Device(s) (00:08:82:D8:9E:9C) offline over 30 minutes	Device Offline Medium	2021/01/14 04:10	0 🖻
Firmware	Device(s) (C0:74:AD:0E:87:13) offline over 30 minutes	Device Offline Medium	2021/01/14 04:10	0 🖻
Other Resources	Total 97	1 2 3 4 10 >		10/page V
Storage Space	(Val) 97	1 2 3 4 - 10 2		Torpage -
🟦 Alert				
🔓 Channel				
🖁 System 🗸 🗸				

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 Mark All as Read to mark all unread notifications as "read".

- View details: users can click alert button after notification ⁽ⁱ⁾ 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.

UCM RemoteConnect			
< Plan Settings Integrated Customer Service SDK	UI Customization Statistics	>	Cancel Save
Company Name Please enter	G Wave	Preview: Login	
Presser time Logo It is recommended to not use blue, black, and white for the logo color. LOGO 1 and LOGO 2 are recommended to be in PNG format and cannot exceed 2MB in file size I LOGO 1 ato-80px Logo Logo 2 z56x64px		Welcome to Wave	>
Logo Uptoad			

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.

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

Figure 67 : Customer service SDK

