UCM RemoteConnect - User Guide

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, a friendly interface for remote management, and an easy-to-expand all-in-one communication solution to enterprises of all sizes. The UCM6300 series IP PBX supports up to 3000 extensions with PBX features including audio/video calling, video conferencing, video surveillance, PBX data management and analysis, UCM RemoteConnect, and device remote access. It is an ideal choice for enterprises looking for an all-in-one solution for users to communicate efficiently and work productively.

The UCM6300 series IP PBX provides UCM RemoteConnect service which offers users a quick setup to start working remotely including Grandstream Wave web app using WebRTC and Wave mobile app on Android and iOS system to communicate and join meetings, synchronize, and manage extension, receive alerts, and reports, view, and managed storage via cloud, and much more. The UCM6300 UCM RemoteConnect service is offered via Grandstream Device Management System (GDMS). Please visit the GDMS platform for UCM RemoteConnect service plan information and purchasing plan, device remote management, cloud storage management, etc.

This document describes how to use the UCM6300 series IP PBX UCM RemoteConnect service with UCM6300 and GDMS.

Info

To see the UCM RemoteConnect plans in detail, please refer to the following link: https://ucmrc.gdms.cloud/plans

PREREQUISITE

The UCM RemoteConnect service on the UCM6300 series must be used with Grandstream Device Management System (GDMS). Before the UCM is connected with GDMS, the RemoteConnect information displays as below on UCM6300 web GUI \rightarrow RemoteConnect \rightarrow Plan page.

S UCM6301			Security level of cur forgotten your pass	rrent username or p sword, please enter	assword is too low. Click he an email address so that a	ere to change them. If you have password reset email may be sent.		
Menus	• =	Remote	Connect					
🧥 System Status	~	Plan	Plan Settings	Integrated Cu	ustomer Service	Enterprise UI customization		
🕂 Extension/Trunk	~							
🗳 Call Features	~	Subscrip	tion Tier:		Enterprise 📿			
🔅 PBX Settings	~	Subscrip	tion Period :	Period: Valid until 8/15				
🔓 System Settings	~	Plan Stat	tus :		Active			
L Contacts	~	Max Ren	note Concurrent Sessio	ote Concurrent Sessions : 64		64		
ቯ Device Management	. ~	Max Ren	note Users:		400			
💥 Maintenance	~	Max Ren	note Call Time	te Call Time				
CDR	R Y Per C			all:				
रि RemoteConnect		Per Dav:			Unlimited			
Other Features 🗸 🗸		Dec Martha		Unlimited				
	Per		Per Month:		Unimited			
		GDMS C	Cloud Storage:		10.00 GB			
	STUN Add		Address:		10.05.8.14			
	Wave Rer		RemoteConnect Address :					
IP Endp		IP Endpo	int/Trunk RemoteCon	nect Address :				
		Wave 3r	d Party Plug-ins :		Support			
		Cloud IN	I Server :		Support			
		C	opyright © Grandstream N	etworks, Inc. 2022. /	All Rights Reserved.			

Figure 1: UCM RemoteConnect Page

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

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

υсм	Device					Add Dev	ice Import	Device	xport Device
U	ograde Firmware Site Assignment	More ~	efresh List		All Types 🛛 🕹 All Models	Y Q Enter MA			Filter 🗸
	MAC Address	Device Model 💠	Firmware Version	Server Address	Plan	IP Address	Site Name	Options	ŝ
	C0:74 UCM_Ilias	UCM6301	1.0.15.11	_	Basic \vee (†)	Public IP: Private IP: 192.168.5.61	Default	B O (∄ ⊙

CONFIGURING UCM REMOTECONNECT

Purchase RemoteConnect Plan

Log in UCM6300 web GUI with the admin account. Go to UCM Web UI -> RemoteConnect. An initial introduction page will be displayed as below.

S UCM6302	Q 🗊 admin 🗸
Menus 🗧	RemoteConnect
🍘 System Status 🗸 👻	
🛃 Extension/Trunk 🗸	RemoteConnect C
🗳 Call Features 🗸 🗸	
🗘 PBX Settings 🗸 🗸	For improved call quality and service, please purchase a RemoteConnect package.
🔓 System Settings 🗸 🗸	 Intelligent NAT penetration service will allow for stable and clear remote audio/video calls. Cloud storage service
🗶 Maintenance 🗸 🗸	Cloud storage service ✓ Easily manage remote devices
白 Device Management 🗸	
🖹 CDR 🗸 🗸	Go to GDMS to learn more. You can also sign up for a 3-month trial after linking a UCM to GDMS.
RemoteConnect	
Cther Features 🗸 🗸	
	Copyright © Grandstream Networks, Inc. 2022. All Rights Reserved.

Figure 3: UCM RemoteConnect Introduction Page

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

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

Now log in UCM web GUI and go to UCM RemoteConnect tab. The following plan details will be displayed with related configurations available on the web page.

Re	moteConnect		
Plan	Plan Settings II	ntegrated Customer Service	Enterprise UI customization
	Subscription Tier:	Basic 📿	
	Subscription Period :	Permanently Active	
	Plan Status :	Permanently Active	
	Max Remote Concurrent	2	
	Sessions:		
	Max Remote Users:	10	
	Max Time Per Remote	20 minute(s)	
	Call/Meeting:		
	Max Cumulative Time for Remote	e 120 minute(s)	
	Calls/Meetings Per Day:		
	Max Cumulative Time for Remote	e Unlimited	
	Calls/Meetings Per Month:		
	GDMS Cloud Storage:	0 GB Upgrade	
	STUN Address:	nat-b.gdms.cloud	
	Wave RemoteConnect Address:	a.gdms.cloud 🗊	
	IP Endpoint/Trunk RemoteConne	ct .a.gdms.cloud:506	1 🗊
	Address:		
	Waya 2rd Party Dlug inc.	Not supported by the current pla	n

Figure 4: UCM RemoteConnect – Effective Plan

Note

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

RemoteConnect Plan Expiration and Renewal

- 1. After the paid plan expires, it will be downgraded to "Basic" plan and the UCM630x device will permanently stay on the Basic plan, until the user decides to upgrade it.
- On the GDMS web UI, please hover the mouse pointer over Services, then a drop-down menu will appear and then choose My Plans.



Figure 5: Plan & Services

2. The user can go to "My Plans" menu and move the cursor to the corresponding tip, the user will see the notification "After the previous plan expires, your UCM device can always use the Basic plan for free."

Subscription Time 🗢 2022/05/17	All Statuses	C Enter MAC/Devi Status Fundamental Action Status Status Status Status Status Status Status Status Status Status Stat	Ce Nam Optio	ons		®
Subscription Time 🗢 2022/05/17	Expiration Time 🗢	Status	Optio	ons		ŝ
2022/05/17	2022/00/17 After the pre	vious plan expires, your U	M devi		_	
		an alan Denis alam fan fuen		ce		
2022/04/01	2022/07/30	Expired @	()	Ä		
2021/05/27	2022/07/30	Expired	()		4	
					10/page	~
	2021/05/27	2021/05/27 2022/07/30	2021/05/27 2022/07/30 Expired	2021/05/27 2022/07/30 Expired 1	2021/05/27 2022/07/30 Expired () C	2021/05/27 2022/07/30 Expired (i) [2] (≠



Figure 6: My Plans

3. If the user cannot contact the dealer in the process of purchasing the plan, the user can click the shopping cart icon 📜 then a prompt will appear to specify the kind of help that you are requesting. Please choose the first option if you can't contact the dealer.

Purchase Plan						
UCM RemoteConnect plans are sold by authorized dealers. View All Plans Please contact the dealer from whom you originally purchased the UCM device from to order a UCM RemoteConnect plan.						
 Ask for Help: I want to purchase a UCM RemoteConnect plan, but I cannot contact the dealer. I have questions about the plan specifications. Other problems 						
Cancel						

Figure 7: Ask For Help

4. This form will appear in which you can fill the necessary information, then the dealer will contact as soon as possible.

Please fill in the UCM Remote	eConnect plan you prefer to purc	hase and the contact	information.
* Device MAC Address	C0:74:AD:45:3E:40		
* UCM RemoteConnect Plan	Select	~	View plans
* Company Name			
* Your Name			
* Phone Number			
* Email Address			
* Job Title			
job nac			
* Describe the problem	Select	Y	

Figure 8: Help Form

UCM RemoteConnect Remote Service Diagnosis

In daily operation, the user can click the "Troubleshooting" 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 9: Remote Diagnosis

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

Troubleshooting	
RemoteConnect	For improved call quality and service, please purchase a RemoteConnect package. ✓ Intelligent NAT penetration service will allow for stable and clear remote audio/video calls. ✓ Cloud storage service
	 Easily manage remote devices Learn more <u>RemoteConnect Configuration Help</u>

Figure 10: Remote Link Diagnosis

SIP Extension Sync-Up

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

The setting "SIP Extension Sync" is under UCM web GUI: UCM RemoteConnect → Plan Settings. By default, it is enabled.

RemoteConnect		
Plan Plan Setting	s Integrated Customer Service	Enterprise UI customization
General		
SIP Extension Sync:		
Media NAT Traversal Service :		
Alert Events Sync:	✓	
Remote Login Alarm:	Go to Page	
Storage & Backup		
CDR Stored in GDMS Cloud :		
Back up to GDMS:	Go to Page	
Recordings Stored in GDMS Cloud :	Go to Page	
Chat Data Cloud Storage:	Go to Page	
Passwordless Remot	e Access	
Enable Passwordless		

Figure 11: UCM RemoteConnect – SIP Extension Sync

The SIP extensions synchronized up from UCM will be displayed on UCMRC System → Extension.

	×	Extensio	on					Export Extension
Ø Dashboard		Dele	ete Modify S	SIP Server			Site V Q User ID/Account/N	ame/Device Name/MAC
📥 Organization			User ID ≑	Account Name 🗢	Display Name 🌻	Email	SIP Server 🔶 Date Modified 🜩	Options 🚳
Default			1004	1004	-	_	UCM_demp(UDP) (192.168.5.61:5060) 2022/04/21 01:40PM	C & 0
🕒 Overview			1003	1003	_	-	UCM_demp(UDP) (192.168.5.61:5060) 2022/04/18 02:57PM	C & 0
요 Extension			1002	1002	_	_	UCM_demp(UDP) (192.168.5.61:5060) 2022/06/08 09:02AM	口》。
🗄 UCM Device			1001	1001	John Doe	_	UCM_demp(UDP) (192.168.5.61:5060) 2022/06/08 09:01AM	C & 0
🕒 VolP Device			1000	1000	_	_	UCM_demp(UDP) (192.168.5.61:5060) 2022/06/08 08:29AM	C & ū
🛍 Call Quality								
2 Device Template		Total 5						10/page 🗸



Figure 12: UCM SIP Extensions synchronized to GDMS

Note

Deleting the SIP extension on GDMS only disassociates the extension from GDMS. It will not delete the SIP extension from UCM. If any SIP extension is created, edited, or deleted from UCM, the changes will be synchronized to GDMS automatically.

Media NAT Traversal Service

The media NAT traversal provides an automated NAT traversal service for users to make calls and attend meetings from an external network without NAT issues.

The setting "Media NAT Traversal Service" is under UCM web $GUI \rightarrow RemoteConnect \rightarrow Plan Settings$. By default, it is enabled.

Re	emoteConn	ect		
<	Plan	Plan Set	tings	Integrated Customer Service
	General			
	SIP Extensior	n Sync:	*	
	Media NAT T Service:	raversal		
	Alert Events	Sync:	~	
	Remote Logi	n Alarm :	Go to Page	
	Storage & Ba	ackup		
	CDR Stored i Cloud :	n GDMS		
	Back up to G	DMS:	Go to Page	
	Recordings S GDMS Cloud	tored in :	Go to Page	
	Chat Data Clo Storage:	oud	Go to Page	

Figure 13: UCM RemoteConnect – Media NAT Traversal Service

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."

CDR data will be synchronized to the GDMS server at 2:00 AM on the 1st of each month based on the UCM's system time.

CDR Stored in GDMS Cloud

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

R	RemoteConnect								
<	Plan	Plan Set	tings	Integrated Customer Service					
	General								
	SIP Extension	Sync:	~						
	Media NAT Ti	raversal	~						
	Service :								
	Alert Events S	Sync:	~						
	Remote Logir	n Alarm :	Go to Page						
	Storage & Ba	ickup							
	CDR Stored in Cloud :	n GDMS							
	Back up to G	DMS:	Go to Page						
	Recordings S	tored in	Go to Page						
	GDMS Cloud								
	Chat Data Clo Storage :	bud	Go to Page						

Figure 14: 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.

GDMS Alert Management

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

Re	emoteConn	ect		
<	Plan	Plan Set	tings	Integrated Customer Service
	General			
	SIP Extension	Sync:	*	
	Media NAT Tr Service :	raversal	~	
	Alert Events S	Sync:		
	Remote Logir	n Alarm :	Go to Page	
	Storage & Ba	ickup		
	CDR Stored ir Cloud :	n GDMS		
	Back up to Gl	DMS:	Go to Page	
	Recordings Si GDMS Cloud	tored in :	Go to Page	
	Chat Data Clo Storage:	bud	Go to Page	

Figure 15: 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.

Passwordless Remote Access

When enabling this feature, GDMS will not need to not enter the account password to log in when accessing UCM. The default setting is disabled.

R	emoteConnect				
<	Plan Plan Se	ttings	Integrated Customer Service	Enterprise UI customization	>
	Service:				
	Alert Events Sync:	~			
	Remote Login Alarm :	Go to Page			
	Storage & Backup				
	CDR Stored in GDMS				
	Cloud:				
	Back up to GDMS:	Go to Page			
	Recordings Stored in	Go to Page			
	GDMS Cloud:				
	Chat Data Cloud	Go to Page			
	Storage:				
	Passwordless Remote	e Access			
	Enable Passwordless				
	Remote Access:				

Figure 16: Password-less Remote Access

GDMS CLOUD STORAGE SPACE

GDMS Cloud Storage Space feature on the UCM630x offers an overview about how you are using the storage space offered by RemoteConnect. It displays the amount of storage occupied, the amount of free space, also the percentage taken by each type of files. The type of files displayed are the following: CDR Data, Backup Data, Recording Files, and IM Files.

lemoteConnect		
n Plan Settings Integrate	d Customer Service Enterprise UI customization Statistics GDMS Cloud Storage Space	
GDMS Cloud Storage Status	Data Management	
	File Type: All Y Storage Time: 2022-03-01 III to 2022-03-15 IIII	Search Reset
	FILE NAME \$ FILE TYPE FILE SIZE \$ STORAGE TIME \$	OPTIONS
Used 0G /5.00 GB	No Data	



Figure 17: Cloud Storage

USING REMOTECONNECT FOR CALLS AND MEETINGS

Users can start using UCM RemoteConnect for calls and meetings from an external network. The public address to access UCM can be found under UCM Web $GUI \rightarrow RemoteConnect$.

Re	emoteConn	nect		
<	Plan	Plan Settings	Integrated Customer Service	Enterprise UI customization
	Subscription	Tier:	Enterprise 📿	
	Subscription	Period:	Valid until 7/18/2022	
	Plan Status:		Active	
	Max Remote	Concurrent	64	
	Sessions :			
	Max Remote	Users:	400	
	Max Time Pe	er Remote	Unlimited	
	Call/Meeting	:		
	Max Cumula	tive Time for Remote	Unlimited	
	Calls/Meetin	gs Per Day:		
	Max Cumula	tive Time for Remote	Unlimited	
	Calls/Meetin;	gs Per Month:		
	GDMS Cloud	Storage:	10.00 GB	
	STUN Addres	ss:	10.000.000.000	
	Wave Remot	eConnect Address:		
	IP Endpoint/	Trunk RemoteConnect		
	Address:			
	Wave 3rd Pa	rty Plug-ins :	Support	

Figure 18: UCM RemoteConnect – Check UCM Public Address

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

Using Wave Web

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

1. Log in to UCM web GUI and go to Extension/Trunk \rightarrow Extension/Trunk then click on the edit button \square of a specific extension, then go to "Wave" tab and make sure that "Enable Wave" option is enabled. (Wave is enabled by default when an extension is created)

Joining Meeting Anonymously on Wave Web

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



Figure 19: Join Meeting Anonymously from Wave Web

Logging in Wave Web

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

The Wave web page is formed by adding "/wave" to the UCM access page. For example https://c074ad0axx8e.a.gdms.cloud/wave/

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

For internal users, the Wave web page can be accessed by UCM IP with default port 8090, For example, https://192.168.100.50:8090

CONNECTING THE WORLD		English 🗸
	Welcome to the UCM6302	
	Please enter the username	
	Please enter the password	
	Wave Forgot Password?	



Figure 20: UCM Login Page

S Wave		63
	Welcome to Wave	
	& 1000	
	Account password Forgot Password?	
RemoteConnect Services	Log in	
Use with UCMRC for improved calling and service experiences		
-		
Wave Client Use the desktop app for the optimal experience.	Download	
© 2022 Grandstream Networks,	Inc.	

Figure 21: UCM Wave Login Page

Here is the display after users log in to UCM Wave web using the SIP extension number and User/Wave password.



Figure 22: UCM Wave Web after Login

Wave is a softphone app for Android and iOS systems that can be used with UCM6300. After downloading and installing the Wave app, users can see the

following interface when launching the app on the mobile device.



Figure 23: Wave App Launched on Mobile Device

Joining Meeting Anonymously on Wave Mobile

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

10:32 🕹 🔤	😰 🔌 🗟 ul 79% 💼
<	
 Meeting URL 	
& Name	
Password (Optional)	> <
Join Meetin	ng



Figure 24: Wave App – Join Meeting

10:36 💰		😰 🔌 🗟 all 78% 💼
It is recommended t avoid potential IP ad	o use domains fo dress restriction	or login purposes to s.
Domain/Ser	ver	
Account		
Password		×
		Forgot Password?
	Sign in	
111	0	<

Figure 25: Wave App – SIP Extension Login

After the user clicks on the "Login" button, the following interface will show. Enter the UCM public access address in the "Server" field (e.g., c074ad0axx8e.a.gdms.work), enter the Account name with the SIP extension number and the user password, and then click on "login."

Users can also log into the Wave app using a QR code generated by theUCM63xx and sent on their SIP extension emails.

Packet Loss Resistance Configurations

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

Log in UCM web UI \rightarrow Call Features \rightarrow Multimedia Meeting, open Meeting Settings page to configure the following options:

Menus 🗧	Meeting Settings			Cancel Save
🗥 System Status 🔹 🗸				
击 Extension/Trunk 🗸	Enable Talk Detection :			
🗳 Call Features 🔷 🔨	* DSP Talking Threshold	200		
Multimedia Meeting	(ms):			
IVR	* DSP Silence Threshold	2500		
Voicemail	(ms):			
Ring Groups	Max Number of Video	4		
Restrict Calls	Feeds :			
Paging/Intercom	Audio Codec	0 item Available	8 items 8 ite	
Operator Panel	Fletefelice.	Search Q <	Search Q	
Call Queue		Ť	PCMU	
Pickup Groups		None	D PCMA	
Dial By Name		4	GSM	
Speed Dial			G.722	
DISA	Packet Loss	NACK+RTX(SSRC-GROUP)	~	
Callback	Retransmission:	L		
Event List	Jitter Buffer :	NetEQ	~	
Feature Codes				

Figure 26: Video Conference Settings

• Audio Codec Preference:

Select Opus to add to the selected codec list. Opus has built-in in-band FEC support which can prevent packet loss.

• Packet Loss Retransmission:

1. NACK: Retransmit original packet

2. NACK+RTX: Retransmit packet with new RTP header. This option provides more accurate packet loss statistics compared to NACK.

UCM CLOUD BACKUP

Besides local backup and network backup that are already supported on UCM6300, cloud backup is also supported with UCM RemoteConnect. The backup file can be stored in the GDMS cloud storage.

Manual Backup

Go to UCM Web GUI \rightarrow Maintenance \rightarrow Backup \rightarrow Backup/Restore page, users can manually perform backup for the config file and user data.

Б ОСМ6308			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.	Q Setup Wizard	English 🗸	① admin~
Menus 🗧	Backup					
🗥 System Status 🛛 🗸	Backup/Restore	Data Sync				
🚠 Extension / Trunk 🗸						

🗳 Call Features 🗸 🗸	Backup file must be in tar format and contain letters, digits or special c	haracters File size must be less than 10MB.		
🔅 PBX Settings 🗸 🗸	🔠 Backup 🛛 😹 Schedule Backup 🗶 Upload			
G System Settings 🗸 🗸	Local Backups			
🗙 Maintenance 🔷	1 Delete			
User Management	NAME 🛱	DATE 🕆	SIZE ≑	OPTIONS
Login Settings	backup_2020702_193125.tar	2020-07-02 11:31:40 UTC+00:00	6.31 MB	± 49 🛅
Operation Log		< <u>1</u> >		Total: 1 10 / page > Goto 1
Syslog	Backups in GDMS Cloud Storage			
System Events				
Upgrade	NAME	DATE	SIZE	OPTIONS
Backup	backup_2020713_092230.tar	2020-07-13 01:22:53	14.59MB	生 约 🛅
System Cleanup / Re		د 1 ک		Total: 1 10 / page < Goto 1
Network Troublesho		L - L		
Signaling Troublesh	Scheduled Backup Log			

Figure 27: UCM Backup/Restore Web Page

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

NTFS is the recommended file sys	item 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 28: Create New Backup on the UCM

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

- Step 1: Select storage location as "GDMS Cloud Storage.
- Step 2: Rename the backup file in "File Name" as needed.
- Step 3: Select the backup files as needed. Please note currently only "Config File" is supported for GDMS cloud storage.
- Step 4: On the upper right corner, click on "Backup" to perform the backup.

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

Schedule Backup

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

• Step 1: Go to UCM web GUI → Maintenance → Backup → Backup/Restore page, click on "Schedule Backup".

NTFS is the recommended file syst	m for external storage devices.	
Enable Scheduled Backup:		
Choose Storage Location:	GDMS Cloud Storage	
Backup Time:	00:00 ~	
Backup Frequency:	1 *	
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 29: 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 \rightarrow Maintenance \rightarrow Backup \rightarrow 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 49.

S UCM6308		Security level of current username or password is too low. Click here to change then forgotten your password, please enter an email address so that a password reset en	n. If you have nail may be sent.	Q Setup Wizard English - 🖉 adr
Menus 😑	Backup			
🇥 System Status 🗸 🗸	Backup/Restore Data Sync	×		
🛖 Extension / Trunk 🗸		Your current configuration will be overwritten by the		
🗳 Call Features 🛛 🗸	Backup file must be in tar format and contain lette	backup configuration. The device will will reboot after		
🔅 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	complete. Proceed anyways?		
🔀 Maintenance 🛛 🔨		Cancel		
User Management	NAME \$	DATE	SIZE \$	OPTIONS
Login Settings	backup_2020702_193125.tar	2020-07-02 11:31:40 UTC+00:00	6.31 MB	子 心 🛄
Operation Log		< 1 >		Total: 1 10 / page ~ Goto 1
Syslog				
System Events	Backups in GDMS Cloud Storage			
Upgrade				
Backup	NAME	DATE	SIZE	OPTIONS
Баскир	backup_2020713_092230.tar	2020-07-13 01:22:53	14.59MB	± 49 💼
System Cleanup / Re		< <u>1</u> >		Total: 1 10 / page ~ Goto 1
Network Troublesho				

Figure 30: Restore Backup File

Convert Backup File

If the user has upgraded the UCM device model, the user can use this function to convert the configuration file of UCM62xx/UCM65xx to the configuration file of UCM63xx.

1. Go to UCMRC \rightarrow UCM Backup interface, the user can click the "Convert Config File" button to access the conversion interface, as the screenshot

snows	below:	

🙆 GDMS						😡 Plan & Service 🗸	🌲 🛛 rjyao 🗠
🕐 Dashboard		UCM Backup (Used space 312.11MB)		_		Convert Config File	Upload File
옶 Organization Default	*	Delete Refresh List	Convert Config File ×	All File Types			
		MAC Address	The configuration files of LICMEDYX and LICMEDYX series can be conjusted into LICMEDYX series	ess	Backup Time 🌻	Options	8
000 Overview		C0:74:AD:23:04:CA		gdms.cloud/	07/14/2021 10:32AM	070	Ö
送 VolP Account	Ň	00:0B:82:A4:6C:69		gdms.cloud/	07/14/2021 10:19AM	0 7 6	i 🕚
U VOIP Device		C0:74:AD:23:04:CA		gdms.cloud/	07/14/2021 10:13AM	0 ± 0	ā 3
	^	C0:74:AD:23:04:CA	Click or drag and drop file here to upload Supported file type: tar	3dms.cloud/	07/13/2021 09:09AM	0 ± 0	ā 3
UCM Device		C0:74:AD:23:04:CA		dms.cloud/	07/13/2021 09:08AM	0 ± 0	ā 3
UCM Backup		C0:74:AD:23:04:CA		gdms.cloud/	07/13/2021 12:58AM	0 7 6	ö 🔊
Call Quality		C0:74:AD:23:04:CA	After the conversion is completed, the file will be stored in the corresponding device Select UCM device	gdms.cloud/	07/13/2021 12:55AM	0 * 6	i 0
ট্টে Template	Ň	C0:74:AD:30:2D:71		ʒdms.cloud∕	07/12/2021 09:37AM	0 ± 0	i (3)
EB Site		C0:74:AD:30:2D:71	Cancel Convert	gdms.cloud/	07/12/2021 07:36AM	o t c	ā 🕲
🖽 Task		00:0B:82:A4:6C:4B	Config Files back_0 (1) 17.84MB https://ww	w.gdms.cloud/	07/12/2021 07:18AM	0 ± 0	ā 3
🗄 Diagnostics		Total 20					10/page V
🗟 Resource	~						
\land Alert							
& Channel							
88 System	~				🖉 Feedback	English 🔨 (GMT) Coor	rdinated Univ 🗠

Figure 31: Convert Config File

2. The user can click to upload or drag the configuration file of UCM62xx/UCM65xx to the uploading area.

3. Select the target model to be converted, which means the model of your new UCM device.

4. Select the converted configuration file and save it to the cloud storage space of the new UCM device.

5. The converting duration will last for several minutes. When the conversion is done, the user can download the converted configuration file on the UCM

Backup interface. Or the user can click to download the converted configuration file directly to the local PC. The user can also restore the configuration file in the new UCM device directly.



Figure 32: Converted File Successfully

Note

The original configuration file format needs to be a .tar file, and the file size limit is 10GB.

UCM CDR

CDR (Call Details Report) is the data generated from PBX calls. It includes call details and properties for all calls processed by the PBX. The CDR record includes caller number, callee number, call type, start time, call time, talk time, etc. This section describes CDR related to calls from remote networks.

Б UCM6308			Security level forgotten you	of current username or password is too loo ir password, please enter an email address	v. Click here to change them so that a password reset en	n if you have hail may be sent.	(Q Setup Wizard English	~ 🕦 admin~
Menus , 🚍	CDR								Display Filter 🗸 🗸
🗥 System Status 🗸 🗸	By default, this pa	ige displays the CDP entries fro	m the current month	Use the "Filter" button to specify a time ran	σe				
🚛 Extension / Trunk 🛛 👻	i Toplata All		de la contenentia de la com		Generale Describe (a)		A concenter		
📽 Call Features 🗸 🗸	:=a Delete All	Delete Search Res	ult (s) 🕑 坐 Dow	nload All Records	Search Result (s)	Automatic Download	CDR Settings		
🔅 PBX Settings 🛛 🗸	STATUS \$	¢ CALL FROM €	CALL TO ≑	ACTION TYPE ≑	START TIME 单	CALL TIME 🗘	TALK TIME 🌻	ACCOUNT COD E ≑	OPTIONS \$
🔓 System Settings 🗸 🗸	$(\mathbf{y}_{i}) \in \mathbf{V}_{i}$	1001 NAT	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:22:5	5 0:00:13	0:00:12		
🗶 Maintenance 🗸 🗸	\rightarrow	1001	6300	VIDEOCONFERENCE[6300]	2020-07-13 09:21:14	4 0:00:15	0:00:15		
🖹 CDR 🔷 🔨	$(\mathbf{y}_{i},\mathbf{y}_{i})$	2000	2004	VM	2020-07-03 11:55:54	4 0:00:01	0:00:00		
CDR	\rightarrow	2000	2001	DIAL	2020-07-03 09:56:40	0 0:02:29	0:02:18		
Statistics	$\rightarrow \infty$	"2005" 2005	2007	DIAL	2020-07-03 01:58:09	9 0:00:14	0:00:11		
Recording Files	1 S. S.	"2005" 2005	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:21:3	0 0:01:13	0:01:13		
🔐 Value-added Featur 🗸	1 C	"2007" 2007	6300	VIDEOCONFERENCE[6300]	2020-07-03 01:20:53	7 0:01:34	0:01:33		
	$(1,1) \in \mathcal{M}_{1}$	"2007" 2007	2005	DIAL	2020-07-03 01:18:23	3 0:00:20	0:00:03		
				< 1				Total: 8 10 / pag	e⊻ Goto 1

Figure 33: CDR Page

CDR for Remote Calls

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

remote calls CDR.

S UCM6308		Security level of current username or password i forgotten your password, please enter an email a	s too low. Click here to change them. If you have iddress so that a password reset email may be sent.		Q Setup Wizard English v	💽 admin×
Menus 🗲	CDR					Hide Filter 🧄
🗥 System Status 🗸 🗸						A
嚞 Extension / Trunk 🛛 👻	Start Time: Select date	🛅 Select time 🕓	End Time: Select date	Select time		
🗳 Call Features 🗸 🗸	Caller Number :		Caller Name:			
🗘 PBX Settings 🗸 🗸	Callee Number:		Account Code:			
🔓 System Settings 🗸 🗸	Source Trunk Name:		Destination Trunk			
🔀 Maintenance 🛛 👻			Name:			
🖹 CDR 🔷 🔨	Action Type:		Export File Data :			
CDR	Extension Group:	~	Extension :			
Statistics	Call Type: Inbound Calls	Outbound Calls	al Calls 📄 External Calls	✓ Remote Calls		
Recording Files	Status: Answered	No Answer Busy	E Failed			
📲 Value-added Featur 🗸	Filter	rt				
			~			_
	By default, this page displays the CDR entries from	the current month. Use the "Filter" button to specify a	ime range.			
	🔚 Delete All 📋 Delete Search Rest	it (s) 😃 Download All Records 📑 Dow	wnload Search Result (s) 🛛 🗘 Automatic D	ownload 🗘 🗘 CDR Settings		
	STATUS ≑ CALL FROM ≑	CALL TO \$ ACTION TYPE \$	START TIME \$ CAL	L TIME \$ TALK TIME \$	ACCOUNT COD OF	PTIONS \$
) 💊 1001 NAT	6300 VIDEOCONFERENCE[63	00] 2020-07-13 09:22:55 0:0	0:13 0:00:12		

Figure 34: CDR for Remote Calls

Remote Call Statistics

The UCM630x supports display CDR statistics to provide users a graphical view of the CDR. On the Statistics page, click on "Remote Calls" to filter the display.

⋝ UCM6308		Security level of current username or password is too low. Click here to change them. If you have forgotien your password, please enter an email address so that a password reset email may be sent.
Menus ·=	Statistics	
CA System Status v		
Call Coatures	Action Type:	○ All ⑧ SIP Calls ○ PSTN Calls ○ IAX Calls
PBX Settings	Time :	🕒 By Month 📄 By Week 🔞 By Day 📄 By Hour 📄 By Range
System Settings 🗸		2020-10
🔀 Maintenance 🗸 🗸	CDR Statistics	All Calls 👄 Inbound Calls 👄 Outbound Calls 👄 Internal Calls 👄 External Calls
🗈 CDR 🔷 🔨		
CDR	1,000 -	
Statistics		8
Recording Files	800 -	
😜 Value-added Featur 🗸	600 -	
	400 -	Oct 15
	200 -	All Calls: 895 Remote Calls: 97
	OL Oct 3	Ord 5 Ord 7 Ord 9 Ord 11 Ord 13 Ord 15 Ord 17 Ord 19 Ord 21 Ord 23 Ord 25 Ord 27 Ord 29 Ord 31
		Copyright © Grandstream Networks, Inc. 2020. All Rights Reserved.

Figure 35: CDR Statistics

Recordings Stored in GDMS Cloud

 $UCM6300 \text{ series also provides the ability to store the recordings in GDMS Cloud under PBX Settings \rightarrow Recordings Storage, by enabling the option$

GDMS Cloud Storage like shown below:

Recordings Storage	
NTFS is the recommended	file system for external storage devices.
Enable auto change:	
Local :	0
GDMS Cloud Storage:	۲

Figure 36: 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 UCM RemoteConnect \rightarrow Statistics page.



Figure 37: Concurrent Remote Calls

CONFIGURING PEER TRUNK WITH REMOTECONNECT

For 2 x UCM6300 IP PBX that are connected to GDMS, SIP peer trunks can be configured between them using the public address provided by GDMS. After the SIP peer trunk is configured, calls can be made between the extensions on both UCM6300. Steps:

- 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 purposes.
 - Host Name:
 - Enter UCM B's address as the host name. It needs to be UCM B's "Public address: Public TLS port." The public address and public TLS port of UCM B can be found under UCM B's web GUI **UCM RemoteConnect.**

If the host is not a nume configured without a po	ric IP address, but the port number is present in the URI, the UCM performs an A or AA rt number, the UCM will do an SRV record lookup.	VAA recor
* Provider Name:	Grandstream	
* Host Name :	.a.gdms.cloud:5061	
Transport:	UDP ×	
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 :		

Figure 38: 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:

• Transport: TLS

[•] From Domain: Enter the UCM public address for this UCM (UCM A).

sic settings At	ivanced settings
lf the host is not a nume configured without a por	ic IP address, but the port number is present in the URI, the UCM performs an A or AAAA record lookup of t number, the UCM will do an SRV record lookup.
Provider Name:	Grandstream
Host Name:	.a.gdms.cloud:5061
Transport:	TLS ~
Auto Record :	
Keep Original CID:	
Keep Trunk CID:	
NAT:	
Disable This Trunk:	
TEL URI:	Disabled ~
CallerID Number:	
CallerID Name:	
From Domain:	.a.gdms.cloud:5061
Jitter Buffer :	NetEQ ~
Direct Callback:	
RemoteConnect Mode	:

Figure 39: 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: Gran	ldstream	
Basic Settings Ad	vanced Settings	
Send PANI Header -		
Send Anonymous:		
DID Mode:	Request-line	~
DTMF Mode:	Default	~
Enable Heartbeat		
Detection:		
* Heartbeat Frequency	60	
(s):		
* The Maximum Number	r 0	
of Call Lines:		
Packet Loss	NACK+RTX(SSRC-GROUP)	~
Retransmission :		
Audio FEC:		
Video FEC:		
ICE Support:		
TURN Relay:		
FECC:		
SRTP:	Disabled	~

Figure 40: Peer SIP Trunk – Advanced Settings

5. Log in UCM B web GUI and configure it the same way as UCM A.

6. After configuration is completed, please check the SIP trunk status under the dashboard. Configure outbound route and inbound route as needed to make calls go through between the 2 UCMs.

Note

If both devices A and B have selected the "remote connection mode" when configuring the SIP trunk, only one end needs to set the From domain, transport, enable heartbeat and ICE support, and the other end will set the remote connection related parameters at the same time. It is necessary to ensure that the opposite host has a public IP address assigned by GDMS and supports TLS.

MANAGING UCM ON GDMS

Add UCM6300 Device

Once the UCM is added GDMS, it will be assigned with the Basic plan for UCM RemoteConnect service. Currently, only UCM6300 series devices are supported with GDMS.

Below are the steps to follow to add an UCM63xx to the GDMS:

- Step 1: Go to the GDMS website and log in to your GDMS account. http://www.gdms.cloud/login
- Step 2: Under UCMRC → UCM Device page, click on "Add Device".

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

Figure 41: Add UCM6300 to GDMS

- Step 3: Enter the device name for identification purposes.
- Step 4: Enter UCM MAC address. This can be found on the label located on the back of the UCM device. If you are obtaining MAC address from UCM web GUI, go to UCM web GUI → System Status → System Information → Network page. If the device is using Route mode, the LAN MAC address needs to be used. If it is on Switch mode, LAN 2 address needs to be used.
- Step 5: Enter the factory 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 \rightarrow Site.
- Step 7: Click on "Save". Once the UCM is successfully connected to GDMS, it will be assigned with the Basic plan for UCM RemoteConnect service automatically.

View UCM Devices on GDMS

To view the connected UCM devices list, please make sure that UCMRC Sub-system is chosen then go to UCM Device.

⊒ UCMRC System →	UCM Device					Add Dev	ice Import D	evice	Export Device
Ø Dashboard	Upgrade Firmware Site Assignment	More V Refre	sh List	All Types	All Models	V Q Enter MA	C/Device Name/IP		Filter 🗸
🕂 Organization 🗸	MAC Address	Device Model ≑	Firmware Version	Server Address	Plan	IP Address	Site Name	Options	(ĝ)
Default	C0.74	UCM6301	1.0.15.11	192.168.5.61:5060(TCP)	Enterprise \vee	Public IP: Private IP: 192 168 5 61	UCM_demo	800	∃ ⊙
(b) Overview						111111111111111111111111111111111111111			
오 Extension	Total 1							1	10/page \vee
🗄 UCM Device									
TolP Device									
ណ៍ Call Quality									

Figure 42: View UCM Devices on GDMS

Note

The user can apply for the free trial plan on the UCM Device list for devices.

Status	Descriptions
--------	--------------

Status indicator	
Firmware version too low	This icon indicates the device firmware version is too low, and the device cannot be used normally with GDMS.
Plan expiring	Expire Soon This indicator means the plan is expiring soon or already expired.
Custom display	Click on the gear icom on the right of the table, to choose the items to display as preferred.

Table 6: View UCM Devices on GDMS

Custom UCM Public Address

The UCM public address is for Wave web and Wave mobile app to log in using the extension number and the user password.

Users can also customize the public address for the enterprise to use. Here are the steps to customize UCM public address:

- Step 1: Go to the GDMS website and log in to your GDMS account. Navigate to UCMRC → UCM Device page, click on
 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.

for the UCM6300

	Edit Device	×
MAC Address	C0	
Device Name	UCM_ilias	
* Site	Default \lor	
Remarks 😨		0
Access Server 🥐		
Zone	Paris ~	
Default Server Address	.a.gdms.cloud	
	+ Personal URL + Custom Domain	
	Cancel Save	

Figure 43: Custom UCM Public Address on GDMS

• Step 3: If "Personal URL" is selected, the user could enter the first part of the URL in the field below to generate their own link as UCM public address.

* Custom Server Address	.b.gdms.cloud 🗙

Figure 44:	Personal	URL
------------	----------	-----

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

* Custom Server Address 🕜	8
* Private secret key	
* Public secret key certificate	
Certificate chain	



Figure 45: 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 an admin even if the UCM is behind NAT. If you have firmware version 1.0.11.x installed, you can enable an option in the UCM that will allow you to access the UCM remotely without having to enter a password when using GDMS.

Step 1: Go to the GDMS website and log in to your GDMS account. Navigate to UCMRC → UCM Device page, click on the UCM6300 device.



Figure 46: 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 🗸
W	elcome to the UCM6302	
	Please enter the username Please enter the password	
	Login Wave Forgot Password?	
	Copyright © Grandstream Networks, Inc. 2020. All Rights Reserved.	

Figure 47: UCM Login Page

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

S UCM6301							Q 💽 admin ~
Menus (⊟	Space Usage		Resource Usage			┢ RemoteConnect	
Dashboard	Configuration Partition Da	ta Partition	-	Memory Usage 🛛 🔲 CPU Usag	le	Subscription Tier:	Enterprise
System Information			40%		38% Memory Usage	Subscription Period :	Valid until 7/18/2022
Network Status			20%		15%	Max Remote Users:	400
류. Extension/Trunk 👻	Space 51MB 975M8 Space Inode 2316 65536 Inode	513MB 23663MB 5041 1548288	0% 17:02:33 17:02:48	17:03:03 17:03:18 17:03:	CPU Usage		View Details
PBX Settings Y	PBX Status	Interface Status		Trunks		Device Storage Capacity	y
・ System Settings ・ X Maintenance ・	System Time: 2022-06-07 17:03:35 Active Calls 0	USB SD Card	Ļ	O 1 Total • Availa • Abnor	0 • Busy 0 r0 • Unmo1	GDMS Cloud Storage Usage 24	I.88 MB /10.00 GB
	RemoteConnect S 0	LAN		Grandstream	٠		
ि RemoteConnect	Temporary Meeting 0	Heartbeat		< <u>1</u>		USB	
Cther Features 👻	Multimedia Meeti 070	FXS				No USB Drive Inserted	
	Call Queue 070	FXO				SD Card	



Figure 48: UCM Web UI after Logging in

Note

There is no need to configure port forwarding on the router to make UCM available for remote access. However, for users to access the UCM via GDMS, the UCM

must have Internet access available.

Rebooting UCM from GDMS

GDMS supports rebooting UCM immediately and scheduling a reboot.

• Step 1: Go to the GDMS website and log in to your GDMS account. Make sure that you have selected UCMRC System as a sub-system UCMRC \rightarrow

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

MAC Address	Device Model 🌩	Firmware Version	Server Address	Plan	IP Address	Site Name	Options	\$
CO UCM_demp	UCM6301	1.0.15.11	192.168.5.61:5060(TCP) •••	Enterprise 🖂	Public IP: Private IP: 192.168.5.61	UCM_demo	80₫	\odot
Total 1			κ 1 3			C Edit Dev E UCMRC UCMRC Custom B Back up A Authoriz Operatio Task His Upgrade U Reboot I	ice Settings Wave Logo UCM Data ation Managemen on Logs tory : Firmware Device	v

Figure 49: UCM on GDMS

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

	Reboot Device	×
Тір	o: 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	S 2020-07-13 12:05 - 2020-07-13 23:59	
	Cancel Save	

Figure 44: GDMS Reboot Options

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

ask							Add Task
Delete	All Status	es 🗸 🗸 All Task Type	All Types	~ Q	Enter Task Name/MAC		Filter \sim
🗌 🛛 Task Name 🗢	Task Type	Task Time 🗢	Creator	Status	Run Time 🌲	Options	¢3



2022/06/11 12:00AM ~ 2022/06/12 11:5... eme

ZUZZ/06/12 11:5... emea_test sche

Figure 45: GDMS Task Page

Note

If the task failed to reboot the UCM, system notifications will be sent to the user.

Upgrading UCM via GDMS

The UCM firmware can be uploaded to GDMS and the UCM can be upgraded via GDMS.

Step 1: Go to the GDMS website and log in to your GDMS account. Make sure that UCMRC System is the subsystem chosen then click on UCM
 Device page. Select the UCM to upgrade and click on "Upgrade Firmware."

MAC Address	Device Model ≑	Firmware Version	Server Address	Plan	IP Address	Site Name	Options	\$
C0 UCM_demp	UCM6301	1.0.15.11	192.168.5.61:5060(TCP) ····	Enterprise \vee	Public IP: Private IP: 192.168.5.61	UCM_demo	않 🛈 🖻	O
Total 1						 Edit Device Edit Device UCMRC S Custom V Back up U Authoriza Operation Task Histo Upgrade Upgrade Reboot D Delete De 	te ettings Vave Logo JCM Data Ition Management n Logs pry Firmware evice	

Figure 46: 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.

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

Figure 47: Firmware Upgrade on GDMS

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

🕑 Dashboard	Task	Ad	ld Task
움 Organization 👻	Delete All Status ✓ All Task Type ✓ All Types	s V Q. Enter Task Name/MAC Filt	ter 🗸
Default	□ Task Name	Creator Status Run Time Options	19
UCM Device	Upgrade Firmware Immediate (2020/12/22 16:42)	MohamedB Success 2020/12/2 🚺	
UCM Backup	Reboot Device Immediate (2020/11/25 12:53)	MohamedB Timeout — ①	
Call Quality	<		÷
ণ্টি Template 🗸 🗸	Total 2	10/page	a ~
E릠 Site			

Figure 48: 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, make sure that UCMRC System is chosen, then go to **Storage**.

• 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.

Storage	(Used space 53.33MB IM	has used 0B)					Conve	ert Config File	Upload File
Dele	Refresh List			All Models	~	All File Types	Q Enter MAC/Delayer	evice Name	
	MAC Address	Device Name	File Type	File Name	File Size	File URL Address	Storage Time ≑	Options	Ø
	C0:	UCM_demp	Config Files	backup_202261	28.45MB	Spectrum pro-	2022/06/15 09:16	0 ± 0	ā 🔁
	C0	UCM_demp	CDR Records	cdr_2022_03	2.56KB	requirements	2022/05/14 12:00	0 ± 0	Ō
	C0:	UCM_demp	Conference Audi	meeting-6300-1	342.27KB	terperate para-	2022/04/27 12:17	0 🛃 🗹	Ō
	C0:	UCM_demp	Audio Records	auto-16509680	245.55KB	March 1997	2022/04/26 10:14	0 🛃 🗹	Ō
	C0:	UCM_demp	Conference Audi	meeting-50300	190.08KB	repairing the	2022/04/25 03:22	0 ± 0	Ō
	C0:	UCM_demp	Config Files	backup_202242	24.12MB	terper teas part-	2022/04/25 02:05	0 ± 0	ā
Total 6				< 1	>				10/page 🗸

Figure 49: 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 **5** Perform recovery.



Figure 50: 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:

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

Daily Statistics Report

UCM devices collect device data and provide statistical reports daily. The report will be sent to the GDMS user or the configured email address. The below

picture shows the report attachment sent to the user's email.

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

UCM Sta 202	tistics Report 22/06/22			
UCM Device MAC	C0			
Device Time Zone	Etc/GMT-0			
Software Version	1.0.16.6			
Run Time	0days 11:28:21			
Device Storage	533.09MB/23.11GB			
Cloud Storage	53.33MB/8.00GB			
Total Calls	0			
Remote Total	0			
Max Concurrent	ax Concurrent 0			
	Audio Call	0		
	Access Control Call	0		
Number of Calls by Type	Multimedia Conference	0		
	Surveillance Camera Call	0		
	Video Call	0		
Max Allowed UCMRC Registrations				
	GRP2604P			
Max Allowed Local Registrations	GVC3220	1		
	GXV3350	1		

Figure 51: Daily UCM Report from GDMS

Note

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

Please go to GDMS web GUI \rightarrow UCM Device, on the UCM device you would like to check, click on the "Device Details" icon \bigcirc to get an overview look

about the statistics of the specific UCM63XX

ſ	MAC Address	Device Model ≑	Firmware Version	Server Address	Plan	IP Address	Site Name	Options	8
	• C0:	UCM6301	1.0.16.6	192.168.5.81:5060(TCP) ···	Enterprise \vee	Public IP: Private IP: 192.168.5.81	UCM_demo	않 🛈 🗄 🤇	9
	Total 1							10/pag	ge 🗸

Figure 52: View UCM Device on GDMS

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

Statistics Time + Software Version Device Storage 2022/06/22 1.0.16.6 533.09MB/23	Cloud Storage Total Ca	ills Total Remote Calls	Max Remote Sessions	Maximum number of	Maximum number of	
2022/06/22 1.0.16.6 533.09MB/23				UCMRC registration	local registration	Call Type
	53.33MB/8.00 0	0	0	0	4 🧮	5
022/06/15 1.0.15.11 526.24MB/23	53.33MB/10.0 15	0	0	0	6 🧮	3
otal 2		< 1 >				10/page

Figure 53: UCM Statistics Report on GDM

Parameters	Description							
Statistics Time	This is the time when the data is reported	d to GDMS, displayed based on UCM local time	zone.					
Software version	This is the firmware version running on	the UCM.						
Running Time	This is the device running time.							
Device Storage	This is the device's local storage status.	If the used storage exceeds 80%, it will be highlig	ghted in red.					
Cloud Storage	This is the device's cloud storage status.	If the used storage exceeds 80%, it will be highli	ghted in red.					
Total Calls	The total number of calls on the day whe	en 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.							
	On the day when the time is reported, the Number and device	e model type and quantity of the extension device e of bound extension account	e connected to this UCM.					
Number Extensions	1.GXV3240	1						
	2.GXV3370	1						
	3.Wave/webrtc_chrome	1						
	4.Wave/webrtc_firefox	1						

	Statistics on the type of distribution	ution of all calls on the	day when the tir
	Numb	er of calls by type	×
Call Type	1.Audio Call	10	
	2.Audio Conference	0	
	3.Video Call	26	
	4.Video Conference	0	

Table 7: UCM Statistics Report on GDMS

Click on icon

La Call Statistics to view the chart statistics of the number of calls/types of calls in a certain period of time, and you can view the last

week and the last month. As shown below:



Figure 54: 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 the figure below:

🗹 Email Notification Settings

to set the receiving mailbox, as shown in

	Email Notification Settings	×
Daily Email Notification		
Time Zone	(GMT) Coordinated Universal Time	
* Send Time	() 08:00	
Repeating	 Daily 	
	🔿 Every 🛛 Tuesday 🗸 🗸	
	○ Per month 22Day ∨	
	○ Per month Fourth	
* Receiving Email Address		
	+ Add Email Address	
	Cancel Save	

Figure 55: Email Notification Setting on GDMS

Call Quality Statistics

Under the UCMRC \rightarrow Call Quality page, you can view the call records reported by all phones under the UCM server and the call quality statistics. So far, this feature is supported by some Grandstream devices:

- HT813 with firmware version 1.0.13.1 or higher
- HT8xx with firmware version 1.0.27.1 or higher
- GXV33xx with firmware version 1.0.3.25 or higher
- GRP260x with firmware version 1.0.1.7 or higher

You can filter call quality records based on time, site, device model, call quality, call type, and UCM server address.

Note

Only the phone device that uses the SIP account of the UCMRC server will report the call quality. Only part of UCMRC plans is supported for this, please refer to

the plan's description on the official website. Administrators are now able to remotely detect the UCM bandwidth on GDMS.

GDMS	*The curre	ent free Beta service	of UCM RemoteCor	nnect will be extende	d until mid-Ju	ne*			💡 World 🗸	🎯 Order I	History 📫 emea_test 🗸
≡ UCMRC System	Call Qu	uality									
Ø Dashboard		2022/06/17 - 20	22/06/23	Refresh Phone	reports the c	all quality 💿 👥					
🛃 Organization 🚽	Ī	Total		Call Quality				Call Type			
🕒 Overview		Total VoIP Device	25 🕜		Ver	y Good	33.33%				
요 Extension		1			Ger	neral	33.33%	2			
🗄 UCM Device		Total Calls			Bac	ł	33.33%	1			
🕒 VoIP Device		3		Average MOS 4.37	Ave	erage Packet Loss Rate 1	1.43%	0	0	0	0
ណ៍ Call Quality		A		Average Jitter 0.33m	s Ave	s Average Delay 7.67ms			Video Call	Aud Confer	io Video ence Conference
段 Device Template 🗸		Site	~	All Models	~ Al	l Call Qualities	All Call Types	✓ Q Enter MA	C/Device Nan	ne/SIP Accoun	t Call Quality
😂 Storage	МА	C Address	Device Name	Call Quality	SIP Accoun	t Average Jitter	Packet Loss Rate af Compensation	ter Actual Network Packet Loss Rate	MOS-LQ	MOS-CQ	Round Trip Delay 🚳
E릠 Site	со	2,002,000	-	General	1004	1.00ms	0%	1.17%	4.3	4.3	3.00ms
🖽 Task	CO		_	Bad	1004	0.00ms	0%	3.12%	4.4	4.4	2.00ms
🕂 Diagnostics	co	1.000	-	Very Good	1004	0.00ms	0%	0%	4.4	4.4	18.00ms
📲 System	Tota	13				<	1 >				10/page 🗠
🗟 Resources 🛛 🗸	-										
A Alerts				Copyrij	ght © 2022 Gran	ndstream Networks, Inc.	All Rights Reserved. <u>Co</u>	okies	Feedback	English \vee	(GMT+01:00) Casablanci 🗸

Figure 56: Call Quality Statistics

View Plan and UCM Cloud Storage Status

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

Upgrade Firmware Site Assignment More < Refresh List All Types All Models Q. Enter MAC/Device Name/IP Filter < MAC Address Device Model Firmware Version Server Address Plan IP Address Site Name Options Server Address MAC Address Device Model Firmware Version Server Address Plan IP Address Site Name Options Server Address UCM_demp UCM6301 1.0.16.6 192.168.5.61:5060(TCP) *** Enterprise Public IP: Private IP: 192.168.5.61 UCM_demo Co< O Total 1 Total 1	UCM De	vice						Add Devio	ce Import	Device	Export Device
MAC Address Device Model \$ Firmware Version Server Address Plan IP Address Site Name Options \$ CO: UCM_demp UCM6301 1.0.16.6 192.168.5.61.5060(TCP) Enterprise Public IP: UCM_demo Co. Co. UCM_demp UCM_demo VCM_demo Co. 192.168.5.61.5060(TCP) Enterprise Public IP: UCM_demo Co. Co. Total 1 UCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo 192.168.5.61.5060(TCP) :: 192.168.5.61.5060(TCP) :: 192.168.5.61.5060(TCP) :: Interprise VCM_demo VCM_demo VCM_demo Total 1 UCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo VCM_demo	Upg	rade Firmware Site Assignment	More V	Refresh List		All Types	 ✓ All Models 	∽ ⊂ Enter MAC	/Device Name/I	2	Filter \vee
CO: UCM6301 1.0.16.6 192.168.5.61:5060(TCP) ··· Enterprise Public IP: UCM_demo ℃ ①		MAC Address	Device Model ≑	Firmware Version	Server Address		Plan	IP Address	Site Name	Options	ŝ
192.168.5.61:5060(UDP) ☎ 10/page ✓ Total 1 192.168.5.61:5061(TLS) ☎		CO:	UCM6301	1.0.16.6	192.168.5.61:506	060(TCP) ···· Enterprise		Public IP: Private IP: 192 168 5 61	UCM_demo	<u>ዩ</u> 0	⊡ ⊙
	Total 1	tal1		192.168.5.61:50 192.168.5.61:50 192.168.5.61:50	5060(TCP) 📷 5060(UDP) 📷 5061(TLS) 📷 :5061(TLS) 📷 🗹		Private IP: 192.168.5.61			10/page 🗸	

Figure 57: View UCM Plan and Cloud Storage Status on GDMS

When the plan expires, the user will receive an email notification as shown in the figure below:

GDMS						
	Hi, yxxuu1122					
	The following UCM Remote	eConnect plan has e	expired. Related services are no longe	er available.		
	Plan	Expiration Date	UCM MAC Address	Description		
	Pro	15/06/2022	C0:74 UCM6301 Organization: Default Organization	Exceeded storage space: 0GB		

Tip: Once the plan expires, the files that exceed the storage space will be automatically deleted. Please back up your data in advance. If the UCM device is assigned with a custom remote access address, the custom address will be deleted. You can click <u>here</u> to see more details about the effect of plan expiration.

You can log in <u>https://www.gdms.cloud/plan/myPlan</u> to view the plan details and contact the device channel partner to renew the plan.

This is an automatically generated email. Please do not reply.

About Us | Contact Us

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Figure 58: Email Notification for Expired Plan

Cloud IM Service

Cloud IM provides cloud-based IM services for UCM devices. It supports unified communications and IM interoperability for enterprises with multiple UCM devices across regions while providing high-performance, large-storage, and multi-functional cloud communication services.

Users could follow the steps below to activate this service:

1. Access the GDMS page, click on 😣 Order History in the upper right corner of the page, then click on the IM Cloud icon 🦾 of the UCM that you

wish to enable cloud instant messaging for, as shown in the figure below.

M	y Plans							
			(All Statuses	✓ Q Ent	er MAC/Devic	e Name	
	Plan	Owner	Subscription Time ≑	Expiration Time ≑	Status		Options	ŝ
	UCM RemoteConnect Enterprise	UCM6301	2022/04/18	2022/07/18	Active		0 \R	
	Total 1						10/page	e ~
		Copyright © 2022 Grandstream	n Networks, Inc. All Rights Res	erved. <u>Cookies</u>	🗹 Feedback	English \vee	rdinated Universal	Time \sim

Figure 59: Package Service page

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

E	dit Cloud IM	×
Cloud IM		
Region US Reg	ion ~	
* Enterprise Name for the Plan Grands	tream	

* Cloud IM maximum storage space (MB)	2048	Used 0MB
	Available storage space is 10186 MB.	
	Cancel Save	

Figure 60: Package application page

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

	Applied successfully	×
Service Domain Service ID Service Key Expiration Time	im1.gdms.cloud	
You can copy the above in UCM device, or bind it in (<u>More</u>	formation to manually bind Cloud IM plan in the GDMS now. Bind UCM Device	

Figure 61: 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 Cloud IM plan supports binding multiple cross-region UCM devices, and can also be bound on the UCM device management platfo	vrm.
Enter the department, MAC address of the device and the dial prefix 📀	
Support (UCM V 6	
+ Add Device	
Cancel	

Figure 62: Bind UCM Device

5. The user can also copy the service ID and service key and bind the UCM device to the UCM device management platform. The user can go to UCM Web $UI \rightarrow System Settings \rightarrow CloudIM$ interface and enter the CloudIM involved information in the blanks. The corresponding IM data are placed in the CloudIM external server.

Cloud IM Service	IM Server	Cancel
Enable Cloud IM :		
Local Proxy:		
* Cloud IM Server Address	: im1.gdms.cloud	
	To view the external CloudIM server address, please go to RemoteConnect	
* Service ID :	10/00	
* Key:		
* Department Name:	Support	
Trusted User:		
Prepend:	6	

Figure 63: UCM Cloud IM service management page

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.

Alert Notification Settings

Message Notification Settings

To manage the message alert notification, under the Alert page, please click on Message Notification Settings

		Message Notification Settings	×	
Organization	Defau	lt Organization 🗸		
Alert Details	VoIP	UCM		
		Alert Details		
		O Account Registration Failed		
		9 Factory Reset		
		Reboot Device		
		I Task failed to run Select Task Select		
		Device Offline		
Subscriber	Subscriber Grandstream ⊗ yxxu-sub 😒			
		Cancel Save		

Figure 64: Message Notification Settings

Please note that only the alerts marked with the GDMS logo *(G)* are synced to the GDMS.

Subscriber	Select which use will be receiving the message notifications.	
Alert Details	The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified. The user can specify what to receive as an alert. The following alarm priority levels can be divided into:	
	VoIP:	
	Account Registration Failed	
	• Factory Reset	
	Reboot Device	

	• Failed to run task: Reboot Device; Factory Reset; Upgrade Firmware; Update Config: Model; Update Config: Group
	• Device Offline
	UCM:
	• Device is back to online
	• Device Offline
	• UCM cloud storage space is insufficient or full
	• CPU Traffic Control
	• Disk Usage
	• Memory Usage
	• Abnormal System Reboot
	• System Crash
	• Fail2ban Blocking
	• SIP Peer Trunk Status
	• Network Disk Status
	• Remote concurrent calls amount exceeds upper limit
	• External Disk Status
	SIP Trunk Registration Status
	• Configuration Recovery (Backup Restore)
	• Extend Disk Usage
Subscriber	Select the users who will be reminded. Only sub-users created by the current user can be selected.

Table 8: Message Notification Settings

Notes

Only UCM devices with the UCMRC premium package will report the alarm content and send the alarm notification. If the plan is not activated, then the Alert notification will only be sent to the task creator. After the subscriber logs in, when there is an unread warning message, the icon will shake. Hovering the mouse over the icon will display unread messages. Clicking on these messages will show more details about the alert.

Email Notification Settings

To manage email alert notifications, under the Alert page, please click on

Email Notification Settings

Email Notification Settings ×				
Organization	Default Organization \lor			
Alert Details	VOIP UCM		-	
	Alert Detail	S		
	🗌 Account	Registration Failed		
	Factory	Reset		
	Reboot I	Device		
	 Task fail Select Ta 	ed to run ask Select ~		
	Oevice C	Dffline		
Subscriber	Subscriber Grandstream ⊗ yxxu-sub ⊗			
		Cancel Save		

Figure 65: Email Notification Settings

Organization	Select the organization.
Subscriber	Select which use will be receiving the message notifications.
Alert Details	The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified. The user can specify what to receive as an alert. The following alarm priority levels can be divided into:
	VoIP:
	Account Registration Failed
	• Factory Reset
	Reboot Device
	• Failed to run task: Reboot Device; Factory Reset; Upgrade Firmware; Update Config: Model; Update Config: Group
	• Device Offline

UCM:

• Device is back to online

- Device Offline
- UCM cloud storage space is insufficient or full
- CPU Traffic Control
- Disk Usage
- Memory Usage
- Abnormal System Reboot
- System Crash
- Fail2ban Blocking

	• SIP Peer Trunk Status		
	Network Disk Status		
	• Remote concurrent calls amount exceeds upper limit		
	• External Disk Status		
	SIP Trunk Registration Status		
	• Configuration Recovery (Backup Restore)		
	• Extend Disk Usage		
Subscriber	Select the users who will be reminded. Only sub-users created by the current user can be selected.		

Table 9: Email Notification Settings

Notes

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

App Notification Settings

GDMS users can also monitor their Grandstream VoIP and UCM devices using their smartphone. We offer GDMS mobile application on Android[™] and iOS[™] smartphones. Using this application, GDMS users can receive alert Push notifications in real-time once an event happens.

SMS Notification Settings

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

To manage SMS alert notifications, under the 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		Alert Details				
		Device Offline				
		O UCM cloud storage space is insufficient or full @				
	CPU Traffic Control ②					
	×	0 Disk Usage 📀				
	V	O Memory Usage 🕢				
		0 System Reboot				
	System Crash					
	Fail2ban Blocking					
	SIP Peer Trunk Status ②					
Network Disk Status ②						
	 Remote concurrent calls amount exceeds upper limit External Disk Status () 					
	2	O SIP Trunk Registration Status				
	Configuration Recovery (Backup Restore)					
		External Disk Usage				
Receiving Number	86 Ch	aina(中国) ~ 18268068418 🛛				
	62 In	donesia ~ 56565645654 🛛				
	61 Au	istralia V 13245698766 🛛 🔇				
	🕂 Add	Number				
		Cancel Save				

Figure 66: SMS Notification Settings

Organization	Select the organization.
Subscriber	Select which use will be receiving the message notifications.
Alert Details	The alarm information is divided into alarms of VoIP devices and alarms of UCM devices. The user can choose the alarm contents that need to be notified. The user can specify what to receive as an alert. The following alarm priority levels can be divided into:
	VoIP:
	• Account Registration Failed

- Factory Reset
- Reboot Device
- Failed to run task: Reboot Device; Factory Reset; Upgrade Firmware; Update Config: Model; Update Config: Group
- Device Offline

UCM:

- Device is back to online
- Device Offline
- UCM cloud storage space is insufficient or full
- CPU Traffic Control
- Disk Usage
- Memory Usage

	• Abnormal System Reboot
	• System Crash
	• Fail2ban Blocking
	• SIP Peer Trunk Status
	• Network Disk Status
	• Remote concurrent calls amount exceeds upper limit
	• External Disk Status
	SIP Trunk Registration Status
	Configuration Recovery (Backup Restore)
	• Extend Disk Usage
Subscriber	Select the users who will be reminded. Only sub-users created by the current user can be selected.

Table 10: SMS Notification Settings

Notes

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

View Alert Notice

The alert notice can be viewed under the Alert page.

🚱 GDMS	*The current free Beta service of UCM RemoteConnect will be ext	♀ v	🍳 World 🗸 😝 Order History 📫 emea_test 🗸		
≡ UCMRC System	Alerts	Email Notification Settings Message N	lotification Settings APP No	tification Settings SMS Noti	ification Settings
Ø Dashboard	Delete Mark All as Read All Systems	✓ All Types ✓ All	I Levels ~ Q Ente	r MAC/Task Name	Filter \sim
📲 Organization 🚽				All Organiz	zations 🗸 🗸
巴 Overview	Alert Details	Туре	Organization Level 🜩	Date ≑	Options 🕸
요 Extension	Peboot device GRP2603P	Reboot Device	Default Medium	a 2022/06/24 08:57AM	0 🗄
🗄 UCM Device	Reboot device (Reboot Device	Default Medium	a 2022/06/23 12:20PM	0 🗄
	e voir Reboot device GRP2603P () Reboot Device	Default Medium	a 2022/06/23 12:19PM	0 🖻
🛍 Call Quality	e voir Reboot device GRP2604P_1 () Reboot Device	Default Mediun	a 2022/06/23 12:17PM	0 🗄
Device Template 🗸 🗸	📄 🗢 👽 Reboot device (Reboot Device	Default Mediun	n 2022/06/23 12:17PM	0 🖻
😂 Storage	Reboot device GRP2603P () Reboot Device	Default Medium	a 2022/06/23 12:17PM	0 🗄
E昌 Site	Reboot device GXV3350 (Reboot Device	Default Medium	a 2022/06/23 12:17PM	0 🖻
: 🌐 Task	Device () registration faile	d Account Registration Fai	Default High	2022/06/22 05:30PM	0 🖻
🕂 Diagnostics	📄 🔶 אוסע Reboot device (Reboot Device	Default Medium	a 2022/06/22 05:11PM	0 🗄
System	Reboot device (Reboot Device	Default Medium	a 2022/06/22 05:08PM	0 🖻
园 Resources V	Total 67	< 1 2 3 4 7	>		10/page 🗸
Alerts	Соругія	ght © 2022 Grandstream Networks, Inc. All Rights Reserv	red. <u>Cookies</u>	edback English 🗸 (GMT+0)	1:00) Casablanci 🖂



- Search: Users can use the alert filter and search function in the page upper right corner to find the corresponding alert message.
- Newest Alert Notification: if the alert notice in the list contains a red dot at the beginning, it means that the alert notification is an unread notification.

Users can click the button Mark All as Read to mark all unread notifications as "read".

- View details: users can click an alert button after notification ① 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.

ENTERPRISE UI CUSTOMIZATION

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

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

S UCM6302		Q ① admin ~
Menus	RemoteConnect	
🗥 System Status	Plan Plan Settings Integrated Customer Service Enterprise UI customization	Cancel Save
🚠 Extension/Trunk	Preview: UCM Login	
🖒 Call Features	Company Name	
🛱 PBX Settings	Please enter	
🗔 System Settings	Logo	
🔀 Maintenance	It is recommended to not use blue, black, and white for	
ቯ Device Management	the logo color. LOGO 1 and LOGO 2 are recommended to be in PNG	
CDR	format and cannot exceed 2MB in file size	
RemoteConnect	LOGO 1 80×80px	
Other Features	Logo Upload	\triangleright
	LOGO 2 256x64px	
	Logo	
	LOGO 3 64x64px (.ico)	
	Logo Upload	
	Copyright © Grandstream Networks, Inc. 2022. All Rights Reserved.	

Figure 68: UI Customization

INTEGRATED CUSTOMER SERVICE

The Integrated Customer Service 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. The users can use this SDK to embed a simple Click2Call link into their websites. This will allow visitors to quickly call an agent in case they need help, without having to dial any number or leave the web page.

For further information and how to configure this feature, please refer to this link detailing all the steps needed:

Click2Call SDK

CHANGELOG

This section lists the major new features and significant changes from previous versions of the user guide for RemoteConnect. Minor updates for corrections or editing are not documented here.

Version 1.0.17.11

• No major change.

Version 1.0.15.13

• New RemoteConnect plans are available to purchase. [Prerequisites]

Version 1.0.11.6

- Added option to enable and disable password less for remote access. [Passwordless Remote Access]
- Support for CDR data cloud storage (only manual update, no functional changes). [CDR Stored in GDMS Cloud]
- Support alarm event synchronization (only manual update, no function changes).

Version 1.0.9.8

- Added support for "Troubleshooting" and "Remote Link" diagnosis tools for troubleshooting network connection to the RemoteConnect service. [UCM RemoteConnect Remote Service Diagnosis]
- Added the Company Name option to the Enterprise UI Customization. [ENTERPRISE UI CUSTOMIZATION]

Version 1.0.7.12

• No major change.

Version 1.0.7.9

- Added support for Cloud IM service. [Cloud IM Service]
- Added support for integrated customer service. [INTEGRATED CUSTOMER SERVICE]

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. [ENTERPRISE
 UI CUSTOMIZATION]
- Added ability to synchronize UCM system event alerts to GDMS. [GDMS ALERT MANAGEMENT]
- Added ability to remotely restore backups from GDMS. [Remotely Restore Configuration File]
- Added ability to remotely detect UCM bandwidth on GDMS. [Call Quality Statistics]

Version 1.0.3.10

• Added CDR stored in GDMS cloud. [CDR Stored in GDMS Cloud]

• Added GDMS Cloud Storage for recordings. [Recordings Stored in GDMS Cloud]

• Added Call Quality Statistics. [Call Quality Statistics]

• Added SMS Notification. [SMS Notification Settings]

Version 1.0.2.25

• This is the initial version