Pre-install Wave Add-ins on the UCM63xx

Overview

Users can pre-install the Wave add-ins on the UCM Web UI for all extension users or some specific extension users. For example, users can pre-install the Google Drive add-in for all extension users' clients.

Before using this feature, the current UCMRC plan of the UCM device needs to obtain the third-party add-in permissions. All paid plans contain the third-party add-in permissions.

> **Note**
>
> To learn more about UCM RemoteConnect Service, please refer to the following link: https://ucmrc.gdms.cloud/ucmrc

Firmware Version Requirements

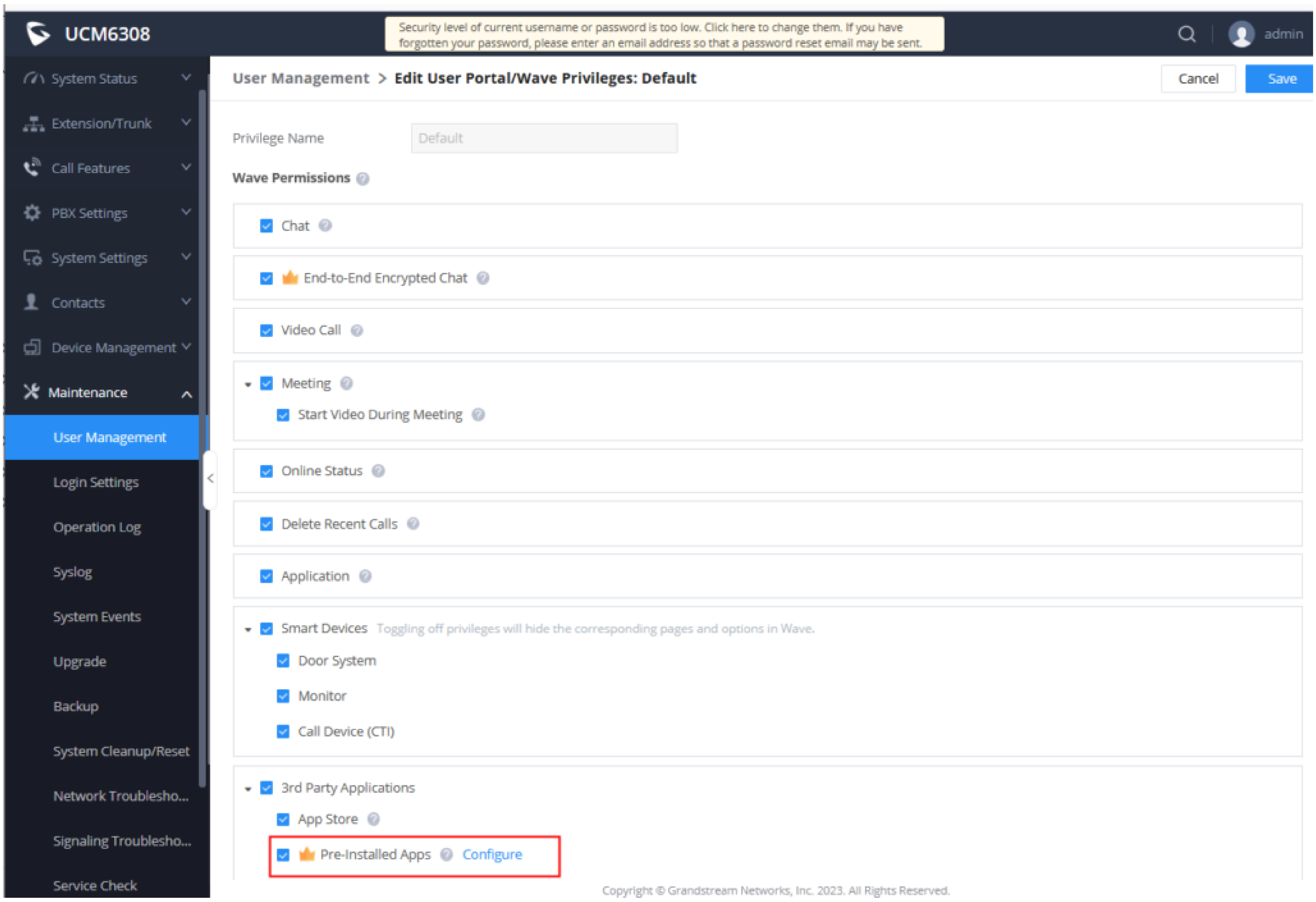
UCM63xx Firmware Version: V1.0.21.X or later version.

Wave Desktop Application Version: V1.21.X or later version.

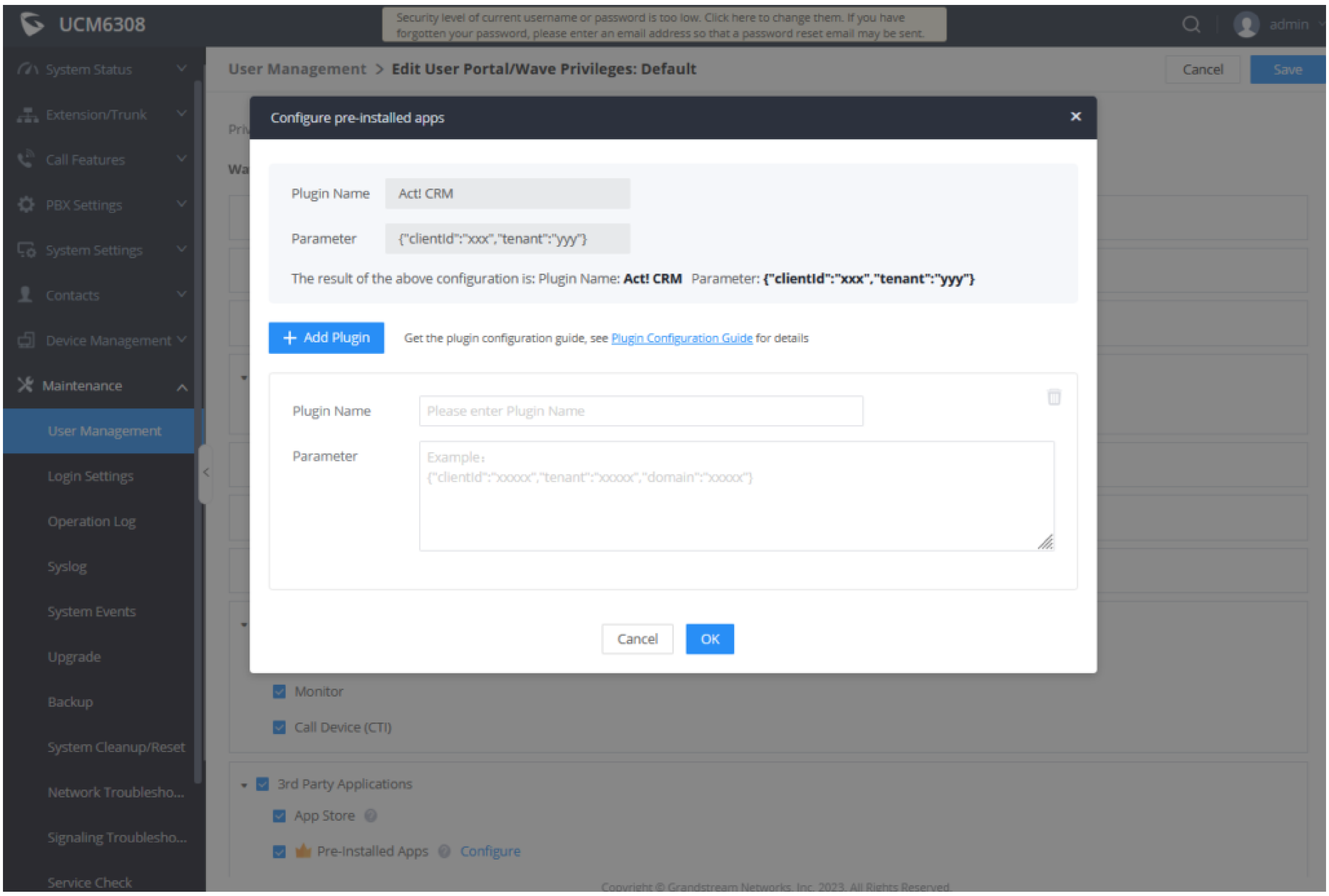
> **Note**
>
> Please note that only Wave Desktop client supports Wave add-in features.

Steps

1. Log in to the Web UI of the UCM63xx device as an administrator.
2. Go to **Maintenance → User Management → User Portal/Wave Privileges** page, when the user tries to add permissions or edit permissions, the user can select the pre-install add-ins. Please refer to the screenshot below:



3. Click the “Configure” button to access the “Configure pre-installed apps” configuration page, and the user can click the “Add Plugin” button to add the pre-installed add-ins. Please refer to the section “Wave Add-in and Parameter Configuration Rules” for details.



4. After the permissions are saved, the administrator can access the extension management page and configure the permissions for multiple extensions or a specific extension. When the extension user logs in to the Wave Desktop application, it will automatically install the configured add-ins and log in with the preset parameters.

Note

1. If the user has already logged in the configured extension through Wave Desktop application, and the administrator deletes the pre-installed add-in for this extension, the user will not be affected, which means the add-in will not be removed. However, under the same scenario, if the administrator adds a new pre-installed add-in for this extension, the user will be affected, which means the newly added add-in will be added to the user's Wave Desktop application after login.
2. If the administrator edits the parameters of the add-in, it will take effect immediately. The extension user with this permission will be logged out and the new parameters will be reloaded.

Wave Add-in and Parameter Configuration Rules

The following table describes the add-ins supported by the Wave Desktop client and related parameters:

Add-in Name	Parameters	**Parameter Format** (You can copy and paste the parameter to the input box and please replace the "*xxxx*" with your own parameters.)
ACT! CRM	Username: Fill in the "Developer Key"	{"username": "*xxxx*"}
Google Drive	/	
Bitrix 24	webhook	{webhook": "*xxxx*"}
Dynamics 365	• clientID: Fill in the "Application ID" • tenant • domain	{"clientId":"*xxxx*", "tenant":"*xxxx*", "domain":"*xxxx*"}
Freshdesk	• domain • apiKey: Fill in the "API Key"	{"domain":"*xxxx*","apikey":"*xxxx*"}
HubSpot	/	
IPVideoTalk	• Account: Fill in the Account/Email • password	{"account":"*xxxx*","password":"*xxxx*"}
Office 365	clientId: Fill in the "Application ID" (this parameter is required only when an enterprise account is used.)	{"clientId":"*xxxx*"}
Salesforce	• username • password	{"username":"*xxxx*","password":"*xxxx*","securityCode":"*xxxx*"}

	● securityCode: Fill in the "Security Token"	
Sugar CRM	● hostAddress: Fill in the "CRM Server Address" ● username ● password	{"hostAddress":"*xxxx*","username":"*xxxx*","password":"*xxxx*"}
Vtiger CRM	● host: Fill in the "CRM Server Address" ● username ● accessKey: Fill in the "Access Code"	{"host":"*xxxx*","username":"*xxxx*","accessKey":"*xxxx*"}
Zendesk	token: Please use the "API Secret"	{"token":"*xxxx*"}
Zoho CRM	Host: Select the regional server from one of the regions below: "US", "CN", "EU", "IN", "AU" any other content is invalid. E.g., {"host":"US"} US - United States CN - China EU - Europe IN - India AU - Australia	{"host":"*xxxx*"}
Whatsapp Business	● name: Enter any string of 1 to 128 characters ● accessToken: Fill in the "Access Token" ● payloadKey: Optional. Fill in the "Client Secret" ● phoneNumberIDList: Fill in the "Phone Number ID". Please separate multiple numbers with commas.	{"config": [{"name":"*xxxx*","accessToken":"*xxxx*":"*xxxx*","phoneNumIDList":["*xxxx*","*xxxx*"]}]}

Note

1. You can set only some parameters, and the ignored parameters can be removed. For example: {“clientId”:“*xxxxx*”,“tenant”:“*xxxxx*”,“domain”:“*xxxxx*”}, if the user does not want to fill in the domain, the following parameters can be used: {“clientId”:“*xxxxx*”,“tenant”:“*xxxxx*”}
2. For how to obtain and fill in the parameters for each add-in, you can check the Wave add-in user guide to obtain the corresponding instructions: https://documentation.grandstream.com/results-page/?wd_asp=1&asp_s=Add-ins&exact=true&category=IP-PBX%20%26%20UCM6300%20Ecosystem