Manage CloudUCM Services Through GDMS

This document introduces management methods for CloudUCM through the GDMS platform.

Functions of CloudUCM System

Switching to CloudUCM System

CloudUCM System III				📮 😝 Plans & Services	
Network Services GWN.Cloud	Call Statistics			All Device	s ×
Manage network devices such as APs, routers, switches, etc.	1 Device	0	Alerts Level Alert Details	No Data	Date
UC Services	ïe	0			
VoIP System Manage VoIP devices such as GRP, GXP,	nsions	0			
UCMRC System Manage UCM63xx devices, its related extensions and VoIP devices.	Plan Status Active 0	VoIP Device Status		VoIP Device Type	
CloudUCM System Manage Cloud UCM services, its related extensions and VoIP devices.	• Expire Soon 0 • Expired 0 • To be activated 0		Offline 0 Restricted Network 0		No Device
➢ Resources ∨ ▲ Alerts Second Company					
♣ RPS Management		© 2024 Grandstream Networks, In	nc. <u>Cookies</u>		☑ Feedback

Dashboard

Total CloudUCM VoIP Device Total Extensions	10 Alerts I 10 Level Alert Details 2 CloudUCM device 3 CloudUCM device 6 CloudUCM device A CloudUCM device CloudUCM device CloudUCM device	e (00:0B:82:07:00:1D) system has booted up abnormally e (00:0B:82:07:00:1D) system has booted up abnormally	View all Date 26/01/2024 08:11 26/01/2024 07:45 26/01/2024 07:42 26/01/2024 03:39 25/01/2024 12:09
CloudUCM Plan Status VolP Devi Active 4 Expire Soon 0 Expired 1 Pending activation 5	• Online • Offline • Restricted Network	0 2 0	.e 1 e 1

1	00:0B:82:07:00:18 rrr	Default	0	
2	00:0B:82:07:00:1D	Default	0	
3	00:0B:82:07:00:55	Default	0	

1	00:0B:82:07:00:18 rrr	Default	0	
2	00:0B:82:07:00:1D	Default	0	
3	00:0B:82:07:00:55	Default	0	

Top 5 -	Registrations		2024/01/20 - 2024/01/26	Т
Order	Device	Organization	Extensions	(
1	00:0B:82:07:00:55	Default	0/0/50	
2	00:0B:82:07:00:1D	Default	0/0/10	
3	00:0B:82:07:00:18 rrr	Default	0/0/10	

rder Device	Organization	Storage Space Usage
	No Data	

Support filtering by one or more organizations:

Module	Description
Total	 CloudUCM Device: Display the number of all CloudUCM devices in the enterprise. VOIP Device: Display the number of VoIP devices that use the CloudUCM extensions in the enterprise. Total Extensions: Display the number of extensions reported by all CloudUCM devices in the enterprise.
Alert	Display the latest 5 high and medium-level alert messages of the CloudUCM devices in the enterprise.
CloudUCM Plan Status	 Active: Display the number of CloudUCM that plans are valid Expire Soon: Display the number of CloudUCM that plans are about to expire Expired: Display the number of CloudUCM that plans have expired To be Activated: Display the number of CloudUCM that plans are to be activated
VoIP Device Status	 Display the number of devices that are currently online, offline, and network restricted: Online: The network connection between the device and the GDMS platform is normal. Offline: The device is disconnected from the GDMS platform. Network Restricted: The network connection between the device and the GDMS platform is abnormal.
VoIP Device Type	 Display the number of devices in each category: audio and video. Audio devices: GRP series, DP series, GXP series, and WP series Video devices: GXV series
Тор5	 Display the top 5 usage status under the current company or organization searching results: Top5 Total Calls: The statistics is depending on the total number of calls in the selected time range, and it displays the top 5 CloudUCM devices. Top5 Call Duration: The statistics is depending on the cumulative call duration in the selected time range, and it displays the top 5 CloudUCM devices. Top5 Registered Extensions: The statistics is depending on the highest number of registered extensions in a day in the select time range, it displays the top 5 CloudUCM devices. Top5 Storage Space Usage: It displays the top 5 CloudUCM devices in storage space usage.

Call Statistics Chart:

You can select multiple CloudUCM devices to view the latest 7-days or 30-days call status chart.

Total Calls: Chart of the total number of calls per day

Total Calls: Chart of the number of concurrent calls per day

Registered Extensions: Chart of the number of registered extensions per day



Call Statistics

CloudUCM Device List:

Dashboard									
Device Statistics Call S	tatistics CloudUCM	VoIP Device							
				All	Device Status 🛛 🗸	All Plan Statuses	C Enter MAC/Device Nam		Filter \vee
Device	Device Status	CloudUCM Plans	Storage Space	Current Call	Extensions	Trunk	Alerts	Organization	£ĝ3
00:0B:82:07:00:55 1.0.24.20	Running	Plus Active	97.90MB/52.00GB	0/16	0/0/50 Number of Re	Total: 0 Eree: 0 gistered Extensions/Num	Unread Notifications: 2 Eail2ban: 0 ber of Created Extensions/Max Number of	Default	
00:0B:82:07:00:61 xx	Pending activation	Startup Pending activation	—/1.00GB	_	Concurrent Ca	lls in the Plan —	Unread Notifications: — Fail2ban: —	Default	
00:0B:82:07:00:27 test2 1.0.24.19	Stopped	Startup In Trial Active	—/1.00GB	_	_	_	Unread Notifications: — Fail2ban: —	2 (12 K) (10 K)	

CloudUCM Devices

Display the real-time status of all CloudUCM devices in the current GDMS platform:

- **Device:** Display the MAC address of the device.
- **Device Status:** Display the status of the device. The value can be "To be Activated", "Running", "Stopped", "Starting", or "Deploying".
- **CloudUCM Plan:** Display the current plan information and status.
- **Storage Space:** Display the storage space details of UCM local and cloud space usage.
- Current Calls: Display the current number of calls/the maximum number of concurrent calls of the plan.
- SIP Extension: Display the number of currently registered extensions/the number of created extensions/the maximum number of extensions of the plan.
- **Trunk:** Display the number of total trunks, the number of trunks in idle/busy/abnormal state, and the number of trunks that are unmonitored.
- Alerts: Display the number of unread notifications and IP addresses blocked by Fail2ban.
- **Organization:** Display the organization where the device resides.

VoIP Device List: The rules are the same as the VoIP Device List in the Dashboard of UCMRC.

Dashboard					
Device Statistics Call Statistics	CloudUCM Device VolP Device				
			All Models	S V Q Enter MAC/Device Name	Filter 🗸
MAC Address	Device Name	Device Model 🌩	Firmware Version	Organization	®
C0:74:AD:93:E0:D4	-	GDS3702	-	Default-sqhuang	
C0:74:AD:50:0D:C9	-	GRP2602	-	Default-sqhuang	
• C0:74:AD:75:57:F6	_	GDS3702	1.0.3.14	Default-sqhuang	
C0:74:AD:54:14:BC	_	GDS3710	_	Default-sqhuang	
C0:74:AD:48:B2:D8	_	GVC3210	_	Default-sqhuang	
C0:74:AD:3E:69:F5	-	GSC3610	_	Default-sqhuang	
• 00:00:01:02:FD:1B	dp45	DP720	_	Default-sqhuang	
00:00:01:03:75:69	dp123	DP720	_	Default-sqhuang	
• 00:00:01:04:7E:BE	-	DP720	_	Default-sqhuang	
• 00:0B:82:EF:ED:76	ht813	HT813	1.0.17.2	Default-sqhuang	
Total 21		< 1 2 3 >			10/page 🗸



Extension

This module is the same as the Extension module in the UCMRC System. After adding a CloudUCM device, the extension of the CloudUCM device will be synchronized to the GDMS platform automatically. If the extension is deleted by the CloudUCM, the user will see the icon (A), which indicates the extension is no longer available for registration.

CloudUCM Device

In the CloudUCM Device List, all CloudUCM devices in the current organization are displayed, along with device status, plan information, storage space, CloudUCM server address, the number of calls in real-time, extension number (the number of currently registered extensions/the number of created extensions/the maximum number of extensions in the plan), and Trunk status.

CloudUCM System	m III			Ì Plans & Services ◎ World ylluo ~
Dashboard	CloudUCM		Free Trial Refresh List Add Do	evice Import Device Export Device
♣ Organization ⇒ Default	Upgrade Firmware Assign Site More ~		All Plan Statuses 🗠 🔍 🔍 Enter M	AAC/Device Name/IP Filter ~
ල Overview 오 Extension	00:08:82:07:00:55 Firmware Version: 1.0.24.20 Site Name: Default Plan: Plus (Active) ∨ Storage Space: 97.90MB/52.00GB ∨	Admin Portal: https://070055myaccarcf	Calls: 0/16 Extensions: 0/0/50	() 哈 ① 〇
	00:08:82:07:00:1D Firmware Version: — Site Name: 2222	SIP Server: 070055.s.myucm.cloud:5061	Irunk:0 ····	Upgrade Firmware Control
U VoiP Device 네네 Call Quality	Plan: Startup (Expired) V Storage Space: —/1.00GB	Admin Portal: Wave Server: SIP Server:	Calls:— Extensions:— Trunk:—	Device Diagnostics Operation Logs Task History
왕 Device Template ~ E립 Site	00:08:82:07:00:18 (rrr) Firmware Version: 1.0.24.19 Site Name: rrm	r		Access Security Settings Access Security Settings Reset Super Administrator Password
Task Diagnostics	Plan: Plus (Expire Soon) V Storage Space: 104.23MB/2.00GB V	Admin Portal: https://ومناطقة معناه المعالية المعالمة المعالية المعالية المعالية المعالية المعالية المعالية Wave Server: https://ij.cotmjucm.cloud SIP Server: rjyao2.a.myucm.cloud:5061	Calls: 0/16 Extensions: 0/0/50 Trunk: 0 •••	S Factory Reset
System	Total 3	6 3 3		10/page 🗸
Resources ∨ ▲ Alerts				

Status	Description
Device Status	 Running Indicates that the CloudUCM device is running properly. Stopped Indicates that the CloudUCM device is not running. (It is possible that the plan has expired, or it has been stopped manually by the administrator.) Waiting Activation Indicates that the CloudUCM device has not been activated yet and it needs to be activated before it can be used. Castarting Indicates that the CloudUCM device is being started and cannot be accessed in this state. Ceploying Indicates that the current CloudUCM device is in the process of deploying services, such as upgrading firmware, upgrading plan services, or restoring configuration, etc. In this state, the CloudUCM device cannot be accessed.
The firmware version is too low	• This icon indicates device firmware version too low, and the device cannot be used normally with GDMS.
The Plan is about to expire	Expire Soon This indicator means the plan is expiring soon or already expired.
Trunk Abnormal	Trunk: 4 A Indicates that the abnormal trunk exists in the CloudUCM. You can click to view the status of all trunks.
Unread Notification	Indicates that the CloudUCM device has some unread notifications. You can click to access the Web UI of the CloudUCM device.
Fail2ban	[®] Indicates that the CloudUCM device has 2 IP addresses that are blocked by Fail2ban. You can click to access the Fail2ban page on the Web UI of the CloudUCM device.

Server Address Descriptions:

Admin Portal: This specifies the CloudUCM device Web UI access address. The username and password of the device are required. Admin Portal User Manual

Wave Server: This specifies the server address of the Wave client. Wave User Manual

SIP Server: This specifies the SIP server address used for registering extensions. IP Phone Configuration User Manual

Filter Device:





Apply for CloudUCM Free Trial

Users can apply for the CloudUCM free trial. If you need more free trials, you can contact your superior channel or Grandstream Support for help. Learn more about CloudUCM Free Trial.

1. Apply in the CloudUCM Device List:

CloudUCM System					📮 (😂 Plans &	Services 💿 World 🕴 ylluo 🗸
Ø Dashboard	CloudUCM			Free Trial	Refresh List Add Device	Import Device Export Device
🖧 Organization 🚓	Upgrade Firmware Assign Site	More ×		All Plan St	atuses 🛛 🔍 Enter MAC/Device	Name/IP Filter ~
	00:08:82:07:00:55 Firmware V		Free Trial	×		CP Running
() Overview	Plan: Plus (Artive) 🗸	After filling out and submitting the	e application, you will obtain a 30-day free trial of the Startup plan. Plan Details	ls	Calls: 0/16	
요 Extension	Storage Space: 97.90MB/52	Device Name			Extensions: 0/0/50 Trunk: 0 ····	● º 0 I ⊙
🗄 CloudUCM		* Site				
Div Device	00:08:82:07:00:1D Firmware		Select from existing sites			
யிட Call Quality	Plan: Startup (Expired) Storage Space: —/1.00	Customer Email		_	Calls: — Extensions: — Truck:) 6º 0 0 0
段 Device Template 🗸 🗸		Customer Remarks				
E昌 Site	00:0B:82:07:00:18 (rrr) Firmw	* Customer Employee Count	Select			C ¹⁹ Running
🖽 Task	Plan: Plus (Expire Soon) 🖂	* Customer Purchase Intention	Select ~		Calls: 0/16 Extensions: 0/0/50	● ₽ 0 Z ○
Diagnostics	Storage Space: 104.23MB/2	* Purpose of Trial Application			Trunk:0 ···	
System	Total 3					10/page 🗸
🗟 Resources 🛛 🗸						
Alerts			Cancel Apply			

CloudUCM Free Trial Application

2. After applying for the free trial, click the option "Activate Now" in the pop-up window or click the button () in the CloudUCM Device List to activate the device. After activating the device, the free trial will be started.

	Successful An activat	ly applied for trial. Device has been added to the CloudUCM list. tion email has been sent to your customer's email (huang45251@163.com)	
MA Init Act	AC Address tial Password tivation Link	00:0B:82:07:00:C7 t8:	
		OWIXYjlhYTY2ZTQ32GT5M1g4zn+Q4MCArnMWJkOTUy (Valid for 30 days)	
		Activate Later Activate Now	

Trial Period Application Successful

3. If you have entered the customer's email address, an activation email is automatically sent to that configured email address. (Individual and company users do not have the "Customer Email Address" option.)



	Free Trial	×
* Profession	Building	
* Superior Channel	ABC	
Selling GrandStream Products	• On sale 🔿 Not sold	
* GrandStream Products Monthly Sales	Select ~	
* Expected number of trial plan		
* Use		



Free Trial Application

Activate CloudUCM Device

For a newly created CloudUCM device, you need to activate the device before you can start using it.

1. You can activate the CloudUCM device by clicking the icon () in the activation email or in the CloudUCM Device module of the GDMS platform.

CloudUCM CloudUCM is a cloud PBX product that integrates audio and video communication and collaborative office work.	Activate CloudUCM CloudUCM services will be available after activation.
SBC Big GDMS	* Zone Select Device Administrator Email Activate
GLGUDUGM SLGUDUGM Srd Party add-ips	Device Information MAC Address 00:08:82:07:00:C7 Initial Password @ ******** >** Plan Information SOHO Effective Duration 90 Days
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Activate CloudUCM

2. Before activating the CloudUCM device, you need to fill in the following information:

Zone	Select the nearest data center for quick access.
CloudUCM Server Address	Enter your custom service address for easy memorization. Note: Only advanced plans support this function.
Device Administrator Email	Enter the administrator email of your CloudUCM device so that you can use it to retrieve the password, receive plan notifications, storage space alerts, etc.

The device information will be displayed after filling the information:

MAC Address	It indicates the virtual MAC address of the CloudUCM device, as a unique identifier for this device.
Initial Password	It indicates the initial password of the CloudUCM device, and it is also the initial password of the super administrator for logging in to the CloudUCM Web UI.

Plan Information	It indicates the plan name for this CloudUCM device.
Valid Duration	It indicates the validity period of this CloudUCM device's plan.

3. The activation may take several minutes. After activating the CloudUCM device, you can quickly access the CloudUCM admin portal to configure the CloudUCM service or add it to the GDMS platform for management.

Please refer to the CloudUCM Admin Guide to learn more details.



CloudUCM Activation Successful

Add CloudUCM Device

You will need to enter the MAC address and initial password of your CloudUCM device to add it. The rules are the same as adding UCM devices in the UCMRC System.

	Add Device	×
Device Name	Enter Device Name (up to 64 characters)	
* MAC Address		
* Initial Password		
* Site	Enter new site name	
	Select from existing sites	
	Cancel	

Add CloudUCM Device

Import CloudUCM Devices in Batches

The rules are the same as importing UCM devices in batches to the UCMRC System.

Start/Stop CloudUCM Device

• Start Device: When the CloudUCM device stops running or needs to be activated, you can manually start the device. If the current plan has expired, it cannot be started.

Stop Device: When the CloudUCM device is running, you can click the option
 to stop the device. After stopping the device, the device is no longer accessible.

Remotely Access CloudUCM Device Web UI

• You can access the CloudUCM device Web UI without entering a password. Once the permission is assigned, the user can remotely access the UCM Web UI through the GDMS platform without entering the UCM password.

n	Integrated Cu	istomer Service	Enterpris	e UI Customization	Statistics
Service D	escription N	My Plan Plan Sett	ings		
Bound	d Enterprise: gra	ndstream Servio	ce Site: US	Organization: Default	
Genera	ıl				
SIP Exter	nsion Sync	~			
Alert Eve	ents Sync	~			
Remote	Login Settings	Go to Page			
Passwo	ordless Remot	e Access			
Enable P Remote	asswordless Access				
Passv	vordless Remote	Access Account: adm	in		

Enable Passwordless Remote Access

You can also set the CloudUCM device Web UI to be accessible only through the GDMS platform:

00:0B:82:07:00:55 Firmware Version: 1.0.24	.20 Site Name: Default		C2 Running
Plan: Plus (Active) V Storage Space: 97.90MB/52.00GB V	Admin Portal: https://070000.s.m/s.cm.sim.gd:8443 Wave Server: https://070000.s.m.secm.cloud SIP Server: 070055.cum.gectm.ctoutd:5061	Calls: 0/16 Extensions: 0/0/50 Trunk: 0 ····	◎ 맘 ⓒ ☑ ⊙



View Device Details

In the CloudUCM Device List, you can click the option ① to view the device details, including the current extension registration status, VoIP device status registered with the extension, storage space usage status, the number of terminals connected to the server address, alert statistics, call statistics, and extension registration statistics.

You can view the CloudUCM device daily statistical reports, basic device information, plan information, etc.

Server Address Descriptions:

Admin Portal: This specifies the CloudUCM device Web UI access address. The username and password of the device are required. Admin Portal User Manual

Wave Server: This specifies the server address of the Wave client. Wave User Manual

SIP Server: This specifies the SIP server address used for registering extensions. IP Phone Configuration User Manual



CloudUCM Device Details

<u>CloudUCM</u> > Device Details (00:0B:82:0	7:00:55)
Overview Statistics Report Device	nformation Plan Information
Device Information	े रे
Software Version	1.0.24.20
Last Start Time	
MAC Address	00:0B:82:07:00:55
Initial Password) ****** _{?r}
Plan Information	n Plus
Expiration Time	26/01/2026
Zone	
Admin Porta	https:// 070000 a musican.cloud:8443
Wave Serve	https://0
SIP Serve	070055.5
Default Username	e admin

Device Information

View Statistics

Daily Report

The CloudUCM device collects the data report of the day and sends it to the GDMS user or the configured email box.

Please refer to the screenshot below for the daily report email:

View Statistics Report (Last 30 days)

Except for the fields below, all other rules are the same as UCM devices in the UCMRC System.

CloudUCM System							Plans & Services	⊚ World ∣ s	sqhuang \smallsetminus
\Rightarrow Organization \Rightarrow	CloudUCM Device > Device Details (ABC 00:0B:82	07:00:16)							
Default	Overview Statistics Report Device Informatio	Plan Information							
C Overview	Email Notification Settings					Time Zone	((GMT+08:00) Beijing, Chongoing	. Hong Kong SAR, L	Urumai)
오 Extension							Extension Registration		6
	Statistics Time Software Version	Running Time	Storage Space	Total Calls	Max Concurrent Calls	Extensions	Terminal	Call Type	0
VolP Device									
🛍 Call Quality									
ि Device Template 🗸 🗸									
Ea Site				No Data					

CloudUCM Statistics Report

View CloudUCM Device Plan

CloudUCM System	n !!!		🌲 (😫 Plans	& Services 💿 World ylluo
Dashboard	CloudUCM	Free Trial	Refresh List Add Device	Import Device Export Device
♣ Organization ⇒ Default	Plan: SOHO (Pending activation) >> Storage Space: 1.00GB	Admin Portal: Wave Server: SIP Server: CloudUCM is boo	Calls Perendions oting up. Please wait	
() Overview	00:0B:82:07:00:C6 (1111) Firmware Version: 1.0.24.2	0 Site Name: 1111111		C Running
요 Extension	Plan: SOHO (Active) V	Admin Portal: https://0700c6.s.myucm.cloud:8443 🥃	Calls: 0/8	
CloudUCM	Storage Space: 96.87MB/1.00GB ~	Wave Server: https://0700c6.s.myucm.cloud SIP Server: 0700c6.s.myucm.cloud:5061	Extensions: 0/0/20 Trunk: 0 ····	@ % () ⊠ ⊙
🕼 VolP Device				
LL Call Quality	00:0B:82:07:00:55 Firmware Version: 1.0.24.20	Site Name: Default		C ²⁰ Running
र्छे Device Template	Plan: Plus (Active) 🔿	Admin Portal: https://070055.s.myucm.cloud:8443 Image: Wave Server: https://070055.s.myucm.cloud	Calls: 0/16 Extensions: 0/0/50	0 B 0 B 0
E昌 Site	Storage Space 97.90MB/52.00GB	SIP Server: 070055.s.myucm.cloud:5061	Trunk: 0	
🖽 Task	Max Extensions 200	lame: 2222		Stopped
	Max Concurrent Calls 16	Admin Portal: —	Calls: —	
System	Device Plan CloudUCM - Plus (26/01/2026 expiration) Add-on: CloudUCM Extra 50GB	Wave Server: — SIP Server: —	Extensions: — Trunk: —	● 월 0 ☑ ○

View CloudUCM Device Plan

It displays the storage space (currently used) of the plan, the maximum number of extensions in the plan, the maximum number of concurrent calls, the plan name, and the expiration time.

Edit CloudUCM Device

You can click the option **I** in the CloudUCM Device List to edit the device:

MAC Address 00:0B:82:07:00:16 Device Name ABC	Edit Device				
Device Name ABC	MAC Address	00:0B:82:07:00:16			
	Device Name	ABC			
* Site ABC V	* Site	ABC			
Customer Email	Customer Email	0.00085565198168.0001			
Customer Remarks	Customer Remarks				
Device Remarks	Device Remarks		0		

* Server Address	070016	.a.myucm.cloud
	Cancel Save	

Edit Device

Customer Email: Enter the email address of the customer who uses this device.

Customer Remarks: Enter remarks of the customer who uses this device.

Device Remarks: Enter remarks of the device. The device remarks of the CloudUCM device will be synchronized to the GDMS platform.

Server Address: Enter the server address of the CloudUCM device. The advanced plan allows you to customize the domain name for this server address.

Custom Server Domain Name

Prerequisite: The CloudUCM advanced plans support custom server domain names.

- 1. On the CloudUCM device editing page, users can customize the server domain name.
- 2. You can enter the preferred URL, such as {yourdomain}.a.myucm.cloud.

* Server Address	rjyao2	.a.myucm.cloud

CloudUCM Server Address

3. If the plan has a custom domain name function, the user can click on the "Custom Server Domain Name" option and enter the server address with the private domain name, and the user also needs to enter the custom certificate of the domain name.

Note

The custom address needs to be resolved to the existing default server address (e.g. a.myucm.cloud), otherwise the custom address cannot be recognized, and users cannot connect to the UCM device through the custom address.

* Custom server address 🝘		8
* Private secret key		
* Public secret key certificate		
Certificate chain		
	±	

Custom Server Address Configuration

Notes

- 1. When a plan is downgraded to one that does not support custom server domain names, this server address is restored to the default domain address.
- 2. If the user modifies the custom server address, the phones or Wave applications that use the previous custom server address need to be re-configured with the new custom server address. Otherwise, the service cannot be used normally.

Reboot Device

After the device is restarted, its status changes to "Starting". After a few minutes, its status changes to "Running". Other rules are the same as those for UCM devices in the UCMRC System.

Upgrade Firmware

It only supports upgrading to the official CloudUCM firmware version, and it cannot be upgraded if the current firmware is the latest one.

Downgrading the firmware version is not currently supported. Please contact the Grandstream Support if needed.

Other rules are the same as those for UCM devices in the UCMRC System.

CloudUCM	Free Trial Refr	resh List Ado	d Device Import Devi	ce Export Devic
Upgrade Firmware Assign Site More \checkmark	All Plan Statuses	✓ Q Enter M	MAC/Device Name/IP	Filter \sim
00:0B:82:07:00:C7 (sqhuang) Firmware Version: —	Site Name: sqhuang			♀ Starting
Plan: SOHO (Pending activation) V Storage Space: 🔾/1.00GB	Admin Portal: — Wave Server: — SIP Server: — CloudUCM is bootin	Calls: — Extensions: — ng up. Please wait		
00:0B:82:07:00:C6 (1111) Firmware Version: 1.0.24.20	Site Name: 1111111			Running
Plan: SOHO (Active) V In Trial Storage Space: 97.54MB/1.00GB V	Admin Portal: https://0700.company.com/loud:8443 🥥 Wave Server: https://0700.company.cloud SIP Server: 0700c6.s.myscrm.cloud:5061	Calls: 0/8 Extensions: 0/ Trunk: 0 ····	0/20 🕕	₽3 O B ⊙
00:0B:82:07:00:55 Firmware Version: 1.0.24.20	Site Name: Default		() Reboot Device	
Plan: Plus (Active) V Storage Space: 97.90MB/52.00GB V	Admin Portal: https://0700555.mvwrm.cloud:8443 @ Wave Server: https://0700553.s.trja_m.cloud SIP Server: 070055.s.trja_m.cloud:5061	Calls: 0/16 Extensions: (Trunk: 0 ····	 Device Diagnostics Operation Logs Task History 	
O0:0B:82:07:00:1D Firmware Version: — Site Na	ame: 2222		 Access Security Settin Reset Super Administ 	gs rator Password
Plan: Startup (Expired) >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Admin Portal: — Wave Server: — SIP Server: —	Calls: — Extensions: - Trunk: —	S Factory Reset	

Upgrade CloudUCM Firmware

CloudUCM Device Diagnostics

CloudUCM devices only support Ping/Traceroute and Syslog, which are the same as those in the UCMRC System.

Diagnostics > Diagnostics Details			
CLOUDUCM	Ping/Traceroute Syslog Ping Traceroute * Enter iP/Domain Name Ping/Traceroute Log	Start	
٣	Time	User	Options
Device Name CloudUCM A MAC Address 00:0B:82:07:00:14 Model CloudUCM Device Category PBX Device View More		No Data	

View Device Operation Logs

In the CloudUCM Device List, you can click to view operation logs of devices. The rules are the same as those for UCM devices in the UCMRC System.



Operation Logs

Factory Reset

You can factory reset a single CloudUCM device. After resetting the device, the firmware version is still used the same one before restoration.

Note

Factory reset will not delete backup files.

Reset CloudUCM Super Administrator Password

1. In the CloudUCM device list, you can click the option 🛛 💮 and click the option "Reset Super Administrator Password".



Reset Super Administrator Password

2. After confirming the reset, an email will be sent to the email address of the device administrator:

Note

You will also need to send the 6-digit verification code to the device administrator.

	×
Password reset email has been sent	
The password reset link has been sent to the device administrator email (ylluo@grandstream.cn)	
Please send the verification code to the device administrator before it expires in Valid for 10 minutes.	
372049	
Close	

Password reset

3. The device administrator can click the link in the reset password email and enter the 6-digit verification code, then after the verification passes, the device administrator can enter a new password.

🕢 GDMS	
The GDMS adminit Please obtain the v code to reset.	strator has initiated a password reset for your CloudUCM device (001099997:00.16). rerification code from the GDMS administrator and open the link below to enter the verification
Reset Password Lin	k: https://070016.a.myucm.cloud:8443/resetPassword/5053513574FE616F
Note: The link is va	lid for 10 minutes. Please operate at your earliest convenience.
This is an automat	ically generated email. Please do not reply.
	About Us Contact Us
	Copyright © 2024 Grandstream Networks, Inc. All rights reserved.

Password Reset Message

Modify Sites in Batches

Users could edit the site of a batch of CloudUCM devices on the GDMS platform. The default site is "default".

1. Select the desired devices and click on the "Site Management" button.

Site Assignment



Site Assignment

2. Select the site to assign the selected devices.

3. Click on the "Save" button, and all the selected devices will be transferred to the selected site.



Delete CloudUCM Device

o delete a CloudUCM Device, the user can go click on	• then click "Delete Device"	' as shown in the screenshot below.
--	------------------------------	-------------------------------------

CloudUCM	Free Trial Refresh List	Add D	evice Import D	Device Export Device	
Upgrade Firmware Assign Site More \checkmark	All Plan Statuses 🛛 🗸	Q Enter I	MAC/Device Name/IP	Filter \sim	
☑ 00:0B:82:07:01:F3 (CloudUCM) Firmware Versi	on: — Site Name: CloudUC	М		Pending activation	
Plan: Startup (Active) V In Trial Storage Space: —/1.00GB	Admin Portal: — Wave Server: —	Calls: - Extens	– iions: —	• 5: 0 2 -	
	SIP Server: —	Irunk	🕤 Upgrade Firmw	are	
Total 1			() Reboot Device	Reboot Device	
lotal I			Device Diagnos	tics	
			🔀 Enterprise UI cu	ustomization	
			Operation Logs		
			Task History		
			Access Security	Settings	
			💩 Reset Super Ad	ministrator Password	
			👌 Factory Reset		
			💼 Delete Device		

Delete Device

Or, to delete multiple CloudUCM devices at once, please select the device by ticking the box nex to the device's MAC address then go to "**More**", then select "**Delete**".

loudUCM		Free Trial Refresh List	Add Device Import	Device Export Device
Upgrade Firmware Assign Site	More ~	All Plan Statuses V	Q Enter MAC/Device Name/I	P Filter ∨
00:0B:82:07:01:F3 (CloudUCM)	Delete	- Site Name: CloudUCM		Pending activation
Plan: Startup (Active) V In Trial Storage Space: —/1.00GB	Reboot Device	Admin Portal: — Wave Server: — SIP Server: —	Calls: — Extensions: — Trunk: —	• ti i 🗹 👓
Total 1				10/page v

Delete Devices in Batches

Export CloudUCM Device

To export the list of CloudUCM devices, click on

Export Device button. The list created will be in .xls format, and it will

include all the CloudUCM devices which are added to the organization. If the user wishes to select the devices to be exported, he/she can tick the box next to the CloudUCM MAC address, then click on "**Export Device**" to export only those selected devices.

CloudUCM	Free Trial Refresh List	Add Device Import Device	Export Device
Upgrade Firmware Assign Site More ~	All Plan Statuses V	Q Enter MAC/Device Name/IP	Filter ∨
☑ 00:0B:82:07:01:F3 (CloudUCM) Firmware Version:	— Site Name: CloudUCM	Pen	ding activation
Plan: Startup (Active) V In Trial Storage Space: —/1.00GB	Admin Portal: — Wave Server: — SIP Server: —	Calls: — Extensions: — Definition of the second sec	i i 🗹 😳
Total 1			10/page V

Export Device List

Synchronize CloudUCM Device Alerts to GDMS

- 1. Users need to enable CloudUCM alert notifications on the management platform of the CloudUCM device. For details, please refer to the CloudUCM User Guide on the CloudUCM product page.
- 2. The alerts generated in the CloudUCM device will be synchronized to the GDMS platform.
- 3. Users can view all CloudUCM alert notifications in the GDMS platform, and set the alert notification methods: Email Notification, Message Notification, or SMS Notification.

VolP Device

The Device page shows all the associated VOIP devices. Users can view the information and status of the devices, the allocated account information, etc. GDMS platform supports to allow users to configure parameters, upgrade firmware, reboot/factory reset devices, view device details, device diagnostics, and other operations.

VoIP Device	Refresh List	RPS Management	Add Device	Import Device	Export Device

MAC Address	Device Name ≑	Device Model 🜲	Firmware Version	Account Status	Site Name	Push Configuration	Opt	ons		1
•	_	DP755	1.0.3.5	No Account	Default	Enabled	2	¢	₫	\odot
•	DP750	DP750	1.0.19.8	No Account	Default	Enabled	2	©	٥	\odot
•	НТ	HT802	1.0.51.1	No Account	Default	Enabled	2	ŝ	Ð	O
•	GRP2602_	GRP2602	1.0.5.46	No Account	Default	Enabled	2	®	₫	\odot

VoIP Device Management

Status	Description
Status Indicator	 The device is offline. The current account status is the last reported status before the device is offline. The device is online. The device network penetration (NAT) is abnormal, the GDMS server cannot connect to the device, but the device can periodically obtain the configuration.
Account Status	 Normal: The allocated accounts from the GDMS platform to the devices are registered successfully, and all accounts can be used normally. When an account is registered normally, the extension number will be displayed. Abnormal: Some of the device's allocated accounts are unregistered. This may be due to the following reasons: The account is not activated. The account registration credentials are incorrect. The account was modified on the device. No Account: GDMS platform does not allocate any account to the device.
Last Config Time	Synchronizing: If the account and device parameters were modified, the changes will immediately be pushed to the device. This status will be shown while this is happening.Date/Time: The date and time of the last successful provisioning.
Call Status	Idle: The SIP account is in an idle state. Busy: The SIP account is on a call.
HS Status	 The SIP account is configured on the handset. The SIP account is not configured on the handset.

VoIP Device Management

Operation	Description
Sorting	Click on the sorting buttons 🗧 to sort the list by various columns in ascending/descending order.
Custom Display Option	Click on the 💿 button on the top right corner of the list to select the columns to show and/or hide.
Search	In addition to being able to search for devices with the search bar near the top-right corner of the page, users can further refine search results by clicking on the Filter button by specifying account status, device status, site, city, and firmware version.

Operation Instructions

Upgrade Firmware Site Assignment More $ \sim $ Refresh List			All Models	~	Q Enter MAC/Device Name		Filter ^
	All Cities	All Account Status	All Device Status	~	Site 💙	All Firmware Ve	ersion 🗡

Search Devices

Add VoIP Device

To add a new device to GDMS, click on the **Add Device** button. The following window will appear:

	Add Device	×
Device Name	Enter Device Name (up to 64 characters)	
* MAC Address		
* S/N	Enter S/N	
* Site	Default	
Sync Configuration	If enabled, when the device goes online, its local configuration and SIP accounts will be synced to GDMS.	
GDMS mobile app supp	oorts convenient features such as adding devices via bar code scanning and more!	×
	Cancel Save	

Add VoIP Device

Device Name	(Optional) This option is used to set the name of the device so that the users could identify this device. The maximum number of the input characters is up to 64.
MAC	(Required) This option is used to enter the MAC address of the device. (Locate the MAC address on the MAC tag of the unit, which is on the underside of the device, or on the package)
Serial Number	(Required) This option is used to enter the serial number of the device. (Locate the Serial Number on the MAC tag of the unit, which is on the underside of the device, or on the package)
Select Site	(Required) This option is used to set which site this device belongs to. The default setting is "Default" site.
Sync Configuration	If enabled, when the device goes online, its local configuration and SIP accounts will be synced to GDMS.

Add VoIP Device

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- Users could click on the "Save" button to save the configuration.
- Each device can only be associated with only one GDMS account.
- Users can use the search bar on the Device page to find added devices via device name, MAC address, and sites.

Batch Import VoIP Devices

Users can import multiple devices by uploading a file. Click on the **Import Devices** button on the **Device** page to get started. The following window will appear:

Import Device	\times
Please use the following templates to create compatible imports. <u>Device Template</u>	
Click or drag and drop file here to upload	
Sync Configuration If enabled, when the device goes online, its local configuration and SIP accounts will be synced to GDMS.(If the device is already on GDMS, only the device information will be updated after syncing.)	
Import VOIP Device	

1. Click on the Device Template button to download the template. Users must follow the instructions to enter the

required information.

Instructions: 1. Fields marked with * are re 2. MAC Address: Valid character etc.). If users want to assign 3. Serial Number: Required if 4. Device Name: The maximum al	quired and cannot be empty. rs are 0-9, A-Z, hyphens (-), accounts to multiple devices, users want to add new devices lowed number of characters is	and colons (:) (e.g. 00-15-65-1A-2B- , they muster the MAC addresses in mu to GDMS. Only alphanumeric character 64 characters.	-3C, 00:15:65:1a:2b:3c, 0015651a2B3c, Altiple lines. 's allowed.
5. Site Name format: 1st Level	Site/2nd Level Site//New :	Site. Users must enter the names star	ting from the 1st Level Site. If the
higher level sites do not exis	t, they will be created autom	atically. If no higher level site nam	me is entered, this site name will be
used by default to fill in mis	sing site names. The maximum :	allowed number of characters is 04 ch	laracters.
*MAC address	*SN	Device Name	Site Name
ļ			

Import VoIP Device Template

2. The template will have the following fields:

MAC Address	Users need to fill in the MAC address of the device in this field (Required). For instance, 000B82E21234, and it supports to fill ":" and "-" characters in this field.
SN	Users need to fill in the serial number of the device in this field (Required).
Device Name	This option is used to set the name of the device so that the users could identify this device (Optional). The maximum number of the input characters is up to 64.
Site Name	Enter the site to assign this device to (Required). If the site is under more than one level, all site levels must be included in the site name (e.g. first_level/second_level//new_site). If the site level does not exist, it will be automatically created. Maximum character limit is 64.

Import VoIP Device Template

3. Users can drag the file to the pop-up window, or they can click the upload button to select a file from their PC to import.

- 4. Once the file is imported into GDMS, the result window will appear. If any data failed to import successfully, users can export the problematic data, re-edit, and attempt to import them into GDMS again.
- 5. The user can choose to sync the devices' configuration by enabling "Sync Configuration". Once that is enabled, the local configuration and SIP accounts will be synchronized to the GDMS.

- If an existing device on GDMS is imported, the device's existing information will be replaced with the newly imported information.
- If a device's MAC address and serial number are invalid, the import will fail.

Configure SIP Account (Non-DP Devices)

Users can configure SIP accounts for each device from the **Device** page.

- 1. In the devices list, click on the icon is corresponding to the account to access the Account configuration page.
- 2. After clicking the button, users will see the Account configuration page as the figure shows below:

Device List > Acc	ount Configuration (00:0)B:82:FA:E5:4F)		
Account	User ID		Server Name	Server Address
Account1	6112	~	对对对	192.168.93.0
Account2		~		0.0.0
Account3		~		0.0.0
Account4		~		0.0.0.0
				Cancel Save and Apply



- 3. On this **Account Configuration** page, users can select the SIP accounts created on the **SIP Account** page to assign to the device.
- 4. Users could also select to replace the existing SIP account with a specific account or delete the existing accounts.
- 5. Click on the **Save and Apply** button. The accounts will then be assigned to the device.

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- If a device is offline during the account assignment, GDMS will synchronize any changes to it the next time it goes online.
- Settings configured via other means (e.g. endpoint device web portals, Zero Config provisioning, etc.) will not be synchronized to GDMS.

Users could configure SIP accounts and lines for DP devices. GDMS platform supports to allow users to view the existing SIP accounts for current devices and edit/delete the accounts.

1. In the devices list, click on the icon is corresponding to the account to access the Account configuration page.

2. After clicking the button, users will see the figure as shown below:

Account	User ID	Server Name	Server Address	* Profile	HS Mode	
Account1	4039 ~	192.168.126.16	192.168.126.167	Profile1 ~	HS1	~
Account2	Select]	0.0.0.0	Profile1 ~	Circular	~
Account3	4044 (Assigned) 4045 (Assigned)		192.168.126.1	6 (192.168.126.167)	Circular	~
Account4	4046 (Unassigned)		192.168.126.1	6 (192.168.126.167)	Circular	~
Account5	4047 (Assigned)		192.168.126.1	6 (192.168.126.167)	Circular	~
Account6	4039 (Unassigned)		192.168.126.1	6 (192.168.126.167)	Circular	~
	4040 (Assigned)		192.168.126.1	6 (192.168.126.167)		
Account7	-1010 (Uh		v.v.v.d00.400.400.4	Calorest And the A	Circular	
Account8	Select ~		0.0.0.0	Profile1 ~	Circular	~
Account9	Select ~		0.0.0.0	Profile1 V	Circular	~
Account10	Select 🗸		0.0.0.0	Profile1 ~	Circular	~

Configure SIP Account for DP Devices

User ID	Allocated : This SIP account has already been allocated to other devices; Unallocated : This SIP account has not been allocated to any device.
Profile	Different SIP servers cannot be set to the same profile.
HS Mode	If this field is not filled, the default setting is "Circular" mode.

Configure SIP Account for DP Devices

3. To configure the lines for each HS mode, click on the **Line Configuration** tab.

Line1 Line2 Line3 Line4 Line5 Line6 Line7 Line8 Line9 Line10 H51 4039 None None </th
H51 4039 ° None °
H52 None
H53 None
H54 None
H55 None · None



Line Configuration

(1) Set up a line account for each handset and select the SIP accounts from the configured accounts in the device

4. Select the desired SIP accounts to use for each line and handset.

5. Click on the button **Save and Apply** to allocate the SIP accounts or lines to the devices.

0

• If a device is offline during the account assignment, GDMS will synchronize any changes to it the next time it goes online.

- Settings configured via other means (e.g. endpoint device web portals, Zero Config provisioning, etc.) will not be synchronized to GDMS.
- For device-specific configuration rules, please refer to the DP device user guide.

Device Parameters Configuration

Users can modify the configuration parameters for a single device.

1. In the device list, click on the 😟 button to go to the **Device Parameters Configuration** page, as shown in the figure below:

By Model > Set Parameters (G	iRP2615)	Switch to Text Editor
Account 1 Settings No	etwork Settings System Settings Phone Settings Contacts Resource	
Account1 🗸 🖸	Select All Reset settings	
Advanced Settings 1	Security Settings	
Call Settings	Only Accept SIP Requests from Known O Servers	
SIP Settings	Allow SIP Reset 🔞 🕥	
Intercom Settings		
Value-added Service	Allow Unsolicited REFER @ Disabled	
Feature Codes	Authenticate Incoming INVITE Ø	
Codec Settings	Check Domain Certificates 🥝	
Audio Settings	Check SIP User ID for Incoming INVITE @	
Applications		
	Validate Certification Chain 🥝	
	Validate Incoming SIP Messages @	
	Force BLF Call-pickup by Prefix Auto	
	BLF Call-pickup Prefix 🕢 **	
	Advanced Features	
	Back Save	

Device Parameter Configuration

- Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
- Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
- Clicking on the button 📮 following the account, users can copy and paste the current account configuration to other accounts.
- When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.

Wallpaper Server Path 🕖			ዋ
Wallpaper Source 🕖	Download	~	

Ringtone Configuration

2. Modify the desired settings on the page or click on the **Switch to GUI Editor** to configure device settings via text editing (i.e. p-values).

<u>e List</u> > Set Parameters (00:0B:82:E2:08:D8)		Switch to GUI Ed
ers can edit template parameters by adding text formatted in key=value. Different parameters	s must be on separate lines. Examples:	
12=1		
30=60		
he parameter's value has multiple lines, please use <<>> to enclose the value. Example here		
#####Network Settings - Ethernet Settings######		
3=0		
######Account - SIP Settings######		
31=1		
32=60		
31=2		
/####Phone Settings - General Settings######		
39=50040		

Edit Configuration File

- The format requirement is key=value. The key can be either a P-value or an alias.
- Users can enter the latest parameters and values of a device in the text editor even if the GDMS configuration page does not display the configuration options.
- 3. Click on the **Save and Apply** button to finalize changes. Only settings that are checked will be pushed to the device.

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- If the device is not connected to the GDMS platform currently, the device cannot be synchronized with the GDMS platform.
- When the device is connected to the GDMS platform, the allocated accounts will be synchronized on the device immediately.
- The SIP accounts which are configured manually on the device will not be synchronized to the GDMS platform. For the configuration rules, please refer to the User Guide of the devices.

MPK Stickers Printing

Certian Grandstream IP phones have a MPK sticker placement (GRP2604, GRP2634, GRP2636, GXP2130, GXP2160) to label the MPKs as the user desires. GDMS offers a way to print the stickers when configuring the devices.

You can select whether to pring the background color, whether to display the border, or whether to print repeatedly on the A4 paper.

G GDMS						😡 Plana & Senseras 🛛 🔍 Washid 👇 🐗 "Yoraanti 🗸
E Wall? System	Building > Set Parameters	(2604)				Sector in Text Editor
Dashboard	Account Prione Seconds	Network Set	Print MPK Sticker	×	arces	
& Organization	Multi-Purpuse Keys	Seiner.	The priority displayed on the sticker is Label-Value-Mode			
Default Organization	Virtual Multi-Purpose Keys	_	Sticker Pattern 👩 Display Background Color 🔄 Display Border			
@ Overview	idle Screen Safdieys	Erestet				



Print MPK Sticker

When the user prints MPK sticker repeatedly on an A4 paper, it will be displayed as following.

Call Me	None						
Park1000	None	Park1000	None	Park1000	None	Park1000	None
None	None	None	None	None	None	None	None
None	None	None	None	None	None	None	None
View	None	View	None	View	None	View	None
Call Me	None						
Park1000	None	Park1000	None	Park1000	None	Park1000	None
None	None	None	None	None	None	None	None
None	None	None	None	None	None	None	None
View	None	View	None	View	None	View	None
Call Me	None						
Park1000	None	Park1000	None	Park1000	None	Park1000	None
None	None	None	None	None	None	None	None
None	None	None	None	None	None	None	None
View	None	View	None	View	None	View	None
Call Me	None						
Park1000	None	Park1000	None	Park1000	None	Park1000	None
None	None	None	None	None	None	None	None
None	None	None	None	None	None	None	None
View	None	View	None	View	None	View	None

Multiple MPK Stickers

If you want to print on the native sticker provided with the IP phone unit. Please refer to the following video: https://v.youku.com/v_show/id_XNDc3MDczOTIwOA==.html

Upgrade The Firmware

You can select the firmware path from the existing firmware resource list or directly upload your firmware file by clicking the "Upload" button following the option. Please refer to the screenshot below.

VoIP Device > Set Parameters (2	2:22:22:21:AA:A3 22:22:22:21:AA:A3)	Switch to Text Editor
Account 1 Phone Settings	Network Settings System Settings Maintenance 🧿 Applications 🕦 Value-added Service Resources	
Upgrade Settings	Select All Reset Settings	
System Diagnosis	• Firmware	
	Complete Upgrade 🛛 🔘	
	Firmware Upgrade via 🔕 🛛 HTTP	

2	Firmware Server Path @	https://www.gdms.cloud/ucmrc/voip/device	/setParam?id=1392103	Ð		
	Firmware Server Username 🗐	20.19.04.15 (20.19.04.15)	Custom Firmware			
		20.19.04.16 (20.19.04.16)	Custom Firmware			
	Firmware Server Password 😡	GXV3370_2019_3_28 (20.19.03.28)	Custom Firmware			
	Firmware File Prefix @	GXV3370 (20.18.12.17)	Custom Firmware			
		GXV3370 (1.0.1.45)	Custom Firmware			
	Firmware File Postfix 🥹	GXV (20.19.03.07-1)	Custom Firmware			
	 Config File: Config File 					
	Config Upgrade via 😡	HTTPS				
8	Config Server Path @	fm.grandstream.com/gs		P		
	Config Server Username 🥹					
		Back Save	and Apply			
		© 2023 Grandstream Networks, Inc.			22 Feedback	English (GMT+08:00) Beijin

Upgrade Settings – Firmware

Configure Resource Files

Users can configure custom ringtones and languages for devices (Supported models: GXP/DP series).

🍘 GDMS									💡 World 🗸 😟 Order History 🌲 yxxuu1122 🛇
	×	Device Management > Set Parar	neters (CO: 100 (100 (100 (100 (100 (100 (100 (100					Switch to Text Editor
Dashboard		Account Settings Mainte	enance	Network Settings System Settings	Phone Settings	Contacts	Resources		Q, Enter Name/P-value
👫 Organization Default Organization	•	Account1 🗸 🖸	Se	ect All Reset Settings					ĺ
		Advanced Settings		 Security Settings 					
(F Overview		Call Settings		Accept Incoming SIP from Proxy Only 🔞					
요 VoIP Account	~	SIP Settings		Allow SIP Reset 🥥					
Device Management	~	Intercom Settings							
VolP Device		Value-added Service		Allow Unsolicited REFER 🔞	Disabled			~	
		Feature Codes		Authenticate Incoming INVITE 🕜					
GXW4500 Series		Codec Settings							
l Device Template	~	Audio Settings		Check Domain Certificates 🥘					
E릚 Site		Applications		Check SIP User ID for Incoming INVITE 👩					
🔲 Task				Validate Certificate Chain 👩					
				Validate Incoming SIP Messages @					
🚦 System				BLF Call-pickup 📀	Auto				
🗟 Resources	^			BLF Call-pickup Prefix 👩	**				
Firmware									
				 Advanced Features 					
Other Resources				Special Feature 🕢	Standard			~	
Storage Space					E	Back	Save and Apply		
					pyright © 2022 Grandstream	Networks, Inc. A	Rights Reserved. <u>Cookies</u>		

Resource Configuration

- 2. On the "Custom Ringtone" page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
- 3. On the "Language Configuration" page, select a language pack from the resources for the device.
- 4. Click on the "Save and Apply" button, the device will download the selected resources from the firmware path.
- For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system will intercept the resource file to the maximum limit automatically.

Synchronize Device Local Configuration

Before the device is configured, the user can synchronize the device's local configuration to the GDMS server.

- 1. Select a specific device, click icon 💿 and select the option "Synchronize Device Local Configuration".
- 2. Click "**OK**" to confirm synchronization on the pop-up window. Then, the GDMS server will synchronize all the account configurations and parameters of the current device to the GDMS server.
- 3. Enable Sync SIP Account if you wish to have your SIP accounts synchronized to the GDMS.

- If the device's parameter configuration conflicts with the server's configuration, the device's local configuration prevails.
- If the account on the device does not exist on the GDMS server, the SIP account and server are automatically created on the GDMS server.
- This option can be turned on only for the devices which are online.

Disable Push Configuration

If the user does not want to push any configuration to the device through the GDMS server, please follow the steps below:

1. Select a specific device, click icon 💿 and select the option "Disable Push Configuration".

- 2. Click "**OK**" to confirm the operation, the account configuration or parameters will not be pushed to the device through the GDMS server anymore, including the scheduled tasks. The configuration that has not been pushed to the device will not be pushed to the device anymore.
- If the user wants to resume pushing the configuration or parameters to the device, the user can click "Enable Push Configuration" option to operate in the GDMS server.

View VoIP Device Details

Device Model 🗢	Firmware Version	Account Status	Site Name	Push Configuration 🗢	Last Config Time 🗢 Options
		Account Status	Site Hume		options
GRP2603	1.0.3.83		Default	Enabled	Not configured https://www.configured https://www.configured.com/action/
GXV3450	1.0.1.13	No Account 🗸	Default	Enabled	Not Device Details
WP825	1.0.11.22	No Account 🗸	Default	Enabled	Operation Logs Not Task History
HT801	1.0.43.6	No Account 🗸	Default	Enabled	Not 🔀 Edit Device
GRP2601	1.0.3.57	No Account 🗸	Default	Enabled	202: & Authorization Management
GRP2613	1.0.5.93	No Account 🗸	Default	Enabled	Transfer Device Not
					👯 Disabled Push Configuration
		< 1 >			😔 Sync Device Local Configuration
					Remote Access to Web UI
					Remote Access to Device Interface
					U Reboot Device
					🏷 Factory Reset

Click on the \bigcirc button to view a specific device's system information and account status.

View VoIP Device Details

System Information

The device details include System information, Network information, Account status, etc.

1	VolP Device > Device Details (C074	4AD224D32 C0:74:AD:22:4D:32)	
	System Information Account Statu	us	
	Last Restart Time	07/12/2021 01:26AM (Reboot via device)	^
	Hardware Version	GRP2601PV1.3A	
	Software Version	0.4.14	
	MAC Address	C0:74:AD:22:4D:32	
	S/N	20EZ41KL30224D32	
	OpenVPN® IP	10.10.1.6	
	♦ IPv4	L Contraction of the second	
	Address Type	Static	
	IPv4 Address	192.168.126.192	
	Subnet	255.255.2	

Default Gateway	192.168.126.1	
DNS Server 1	192.168.121.118	l
DNS Server 2		l
• IPv6		l
IPv6 Address Type	· · · · · · · · · · · · · · · · · · ·	l

VoIP Device Details

1 The information in this page is obtained from the device in real-time. If the device is offline, the details page will be inaccessible.

Account Status

VolP	VoIP Device > Device Details (C0:74:AD:27:76:65)								
Syst	em Information	Account Status	Energy Saving Infor	m					
	A second			Conver Name	Concern Address	Assessed Contract			
	Account	Us	serid	Server Name	Server Address	Account status			
	Account1 (Local)	10	008	192.168.5.142	192.168.5.142	Unregistered			
		Соруг	ight © 2023 Grandstream	Networks, Inc. All Rights Reserved.	ookies 🛛 Feedback	English \vee (GMT+01:00) Casablanci \vee			

Device Details

Energy Saving Inform (GRP Series Only)

If you are viewing the detail of a GRP series IP phone, an additional tab will appear **Energy Saving Inform.** This tab contains information about your GRP device power usage. It provides information about which Energy Saving Mode has been configured on your device, the percentage of the energy saved, whether Deep Energy Saving has been enabled, and information about when the Energy Saving has been enabled with all the related information of how much energy has been saved and how long the phone has been operational under energy saving mode.

VolP Device > Device	Details (C0:74:AD	:27:76:65)
System Information	Account Status	Energy Saving Inform
Energy	Saving Mode Opti	nized
Energy Savir	ng Percentage 32.00	196
Deep Energy	Saving Status Yes	
Last Energ	gy Saving Info 2022	/12/30 15:51
	Ener	gy Saving Amount 1540mWh
	-	
		Phone Usage Duration 18906s
		Deep Energy Saving Duration 182525
	Сору	ight © 2023 Grandstream Networks, Inc. All Rights Reserved. Cookies 🗹 Feedback English 🗸 (GMT+01:00) Casablanci 🗸
		Energy Saving Inform

Edit VolP Device

Users could edit the Device name and which site the device belongs to.

1. In the device list, click on the button 💿 which is following the device, and select **Edit Device** to access the device editing page.

evice List							A	dd Device Import	Device	Exp	ort Dev
Upgrade Firmware Site As	signment More	Refre	sh List			All Models	Y Q Er				Filter
MAC Address	Device Name 💠	Model 💠	Firmware Version	Public IP	Private IP	Account Status	Site Name	Last Config Time 💠	Options	i.	Ę
• 00:0B:82:9A:8F:2C	000B829A8F2C	GXV3370	20.19.8.1	192.168.126.215	192.168.126.215	Abnormal 🛩	default	2019/11/07 14:21	S= 6	3 🕀	\odot
C0:74:AD:01:B4:80	-	GRP2614		_	-	Abnormal 🗸	default	C Provisioning	Device	Details	
C0:74:AD:05:C6:6C	-	GRP2614	-	_	-	No Account 🗸	default	C Provisioning	Edit De	vice	
C0:74:AD:05:D4:82	-	GRP2614	-	_	-	No Account \vee	default	C Provisioning	Task Hi	istory	5
C0:74:AD:01:B5:00	_	GRP2614	-	_	_	No Account \vee	default	C Provisioning	Rebool	Device	0
• C0:74:AD:05:C4:C0	-	GRP2614	-	-	-	No Account \sim	default	C Provisioning	Factory	Reset	e
• 00:0B:82:E5:8C:CD	00:0B:82:E5:8C:	DP750	0.1.11.2	192.168.200.27	192.168.200.27	Abnormal 🛩	0-00	2019/11/01 09:09	£ 6	3 🕀	\odot
• 00:0B:82:FA:E5:4F	_	GXP2140	-	1 1	_	No Account \sim	default	Not configured	<u>}</u>	3 🕀	\odot
• 00:0B:82:FA:E5:50	-	GXP2140	-	-	-	Normal V	default	Not configured	£ 6	3 🕀	\odot
• 00:0B:82:FA:E5:52	-	GXP2140	-	-	-	No Account 🗸	default	Not configured	<u>}</u>	3 🖸	\odot
Total 260				< 1 2 3 4	26 >					10/p	age

Edit VoIP Device Option

2. Users will see the device editing page as the figure shows below:

	Edit Device	×
MAC Address	00:0B:82:E5:8C:C9	
Device Name	DP750	
* S/N	207GHTWJ80E58CC9	
* Site	6 ~	
	Cancel	



3. Click on the **Save** button to apply the changes on the GDMS platform.

View VoIP Device Operation Logs

Users could view all operation logs for a specific device on the GDMS platform.

- 1. On the Device List, select the menu button 💿 following the specific device, and click on the "Operation Log" button.
- 2. Access to the Operation Log menu of the device, the menu includes the operation logs of device SIP account configuration, updating configuration parameters, device rebooting, device upgrading/downgrading, device factory reset, device diagnostics, etc.

Note:

Users could only view the device operation logs for the last 30 days.

Device List > Operation Logs (000B829A8F2C 00:0B:82:9A:8F:2C)									
		All Levels 🗸 All C	Operations V Q E		Filter 🗸				
Username ≑	Log Contents		Level 🌩	Operating Time ≑	¢				
Grandstream	Configure Account		High	2019/11/07 14:20					
Grandstream	Reboot Device (Immediate Task)		High	2019/11/07 14:20					
Grandstream	Ping/Traceroute		High	2019/11/07 14:01					
Grandstream	Ping/Traceroute		High	2019/11/07 13:59					
Grandstream	Configure Account		High	2019/11/07 13:59					
Grandstream	Configure Account		High	2019/11/07 13:57					
Grandstream	Configure Account		High	2019/11/07 13:56					
Grandstream	Configure Account		High	2019/11/07 13:55					
Grandstream	Configure Account		High	2019/11/07 13:52					
Grandstream	Configure Account		High	2019/11/07 13:50					
Total 224		< 1 2 3 4 - 23 >			10/page ~				

View VoIP Device Operation Logs



View VoIP Device Task History

Users could view all task histories in the sub-system for a specific device on the GDMS platform, including immediate tasks and timed tasks.

1. On the Device List, select the menu button 💿 following the specific device, and click on the "Task History" button.

2. Access the Task management page, and search for all tasks of the specific device.

🕢 GDMS						💡 World 🗸 (😂 Order	History 🌲 yxxuu1122 ~
	Task						Add Task
Dashboard	Delete		All Statuses	All Task Type	All Types	✓ Q Enter Task Name/MAC	Filter \vee
📥 Organization 🛛 👻	🗌 Task Name 🗢	Task Type	Task Time 🗢	Creator	Status	Run Time 💠	Options 🛞
Default Organization		Upgrade Firmware	Immediate (09/05/2022 10:16AM)	yxxuu1122	Timeout	_	Ō
() [©] Overview	—	Update Config: CFG	Immediate (29/04/2022 06:36AM)	yxxuu1122	Timeout	_	0
오 VolP Account 🗸 🗸	—	Update Config: Group	Immediate (29/04/2022 06:35AM)	yxxuu1122		29/04/2022 06:36AM	Ū
🕒 Device Management 🗠	-	Update Config: Model	Immediate (29/04/2022 06:31AM)	yxxuu1122	Timeout	29/04/2022 06:31AM	()
VoIP Device	-	Update Config: Group	Immediate (29/04/2022 02:21AM)	yxxuu1122		-	()
GXW4500 Series	—	Update Config: Model	Immediate (29/04/2022 02:20AM)	yxxuu1122	Timeout	_	⁽⁾
愈 Device Template 🗸 🗸	5454	Update Config: Model	27/04/2022 04:00PM ~ 29/04/2022 03:59PM	yxxuu11	Ongoing	_	() ()
E븝 Site	. 111	Upgrade Firmware	24/04/2022 10:41AM ~ 25/04/2022 02:59AM	yxxuu1122	Timeout	_	Ū
🖽 Task	—	Update Config: Model	Immediate (18/04/2022 02:19AM)	yxxuu1122		_	Ū
Diagnostics	复现bug	Reboot Device	30/12/2021 12:00AM ~ 31/12/2021 11:59PM	уххии	Timeout	_	© (
📲 System	Total 1696			170 >			10/page
🗟 Resources 🛛 🔿							
Firmware							
Other Resources							
Storage Space							
A Alerts			Copyright © 2022 Grandstream Networks, Inc. All Rig	hts Reserved. <u>Cookies</u>		☑ Feedback English \	 (GMT) Coordinated Univ ∨

View VoIP Device Task History

Firmware Upgrade

Users could upgrade firmware for a batch of devices to a specific firmware version.

1. In the device list, check multiple devices, and then click on the button **Upgrade Firmware** on the top of the Device page.

	Upgrade Firmware	×
* Firmware Version	Select	
Task Time	Immediate	
	Cancel	

Upgrade Firmware

- 2. Users need to select the firmware version to upgrade to.
- 3. Task Time: Select when to start the firmware upgrade. Users can choose to upgrade immediately or to schedule the firmware upgrade for a specific time.
- 4. Click on the Save button to create the task. Users can check the status of the upgrade by navigating to the Task Management page.

- If the desired firmware is not available, users will need to contact their GDMS administrator.

Site Assignment

Users could edit the site of a batch of devices on the GDMS platform. The default site is "default".

1. Select the desired devices and click on the **Site Assignment** button.

	Site Assignment	×
* Site	default	~
	Tip: A device can be assigned to only one site	
	Cancel	
	Cancer Save	

Site Assignment

2. Select the site to assign the selected devices.

3. Click on the **Save** button, and all selected devices will be transferred to the selected site.

|--|

Move Device

Users can move devices to other organizations.

1. Select the desired devices and click on **More** \rightarrow **Move Device**.

	Move Device	×
* Organization	Client Company A	
* Clone SIP Account and Server	• Yes 🔿 No	
	Cancel	

Move Device

- 2. Select the target organization where to transfer the device.
- 3. The user needs to select whether to clone the SIP account and server which have been configured in the devices. If the user selects "No", only the device data are transferred to the new organization, and the configured SIP accounts become empty after moving the devices.

Assign RPS

To assign an RPS to the devices, please click on **RPS Management** and pick an RPS from the list, then select the devices to configure with the selected RPS.

Device Management > RPS M	anagement (Default)				
* RPS	RPS_1	~			
Select Devices	All (Including newly added devices in the future) All Models All Models	/Device Name	Selected Device: 0		
MAC Address	Device Name	Model	MAC Address	Device Name	Model
• 00:0B:82:8E:74:E3	HT802	HT802			
C0:74:AD:27:76:65	-	GRP2603		•	
• C0:74:AD:AB:03:28	-	GXV3450		•	
C0:74:AD:87:BF:EC	WP825	WP825		No Data	
C0:74:AD:22:4D:4A	GRP2601	GRP2601			
00:08:82:FB:4E:3A	GRPreset	GRP2613			
Total 6		10/page 😪			
		Cancel	Save		
		© 2023 Grandstream Network	s, Inc. <u>Cookies</u>	🛛 Feedback	English \vee (GMT) Casablanca, Moni \vee

Assign RPS

If no RPS has been created, please refer to RPS Management section.

Remote Access to Device Web UI

On the GDMS platform interface, even though the VoIP device is under the internal network, the user can remote access the VOIP device Web UI through the external network for viewing data and configuration.

1.0.3.x and above, GXW450X starting from firmware version 1.0.3.x and above, GXW450X starting from firmware version 1.0.1.6 and above, and UCM6300 series starting from firmware version 1.0.11.8 and above.

1. Go to the **VoIP Device** interface, click the "**More**" settings for a VoIP device → Remote access to Device Web UI, as the screenshot shows below:

IP Device								Add Device Impor	t Device	Exp	ort Dev
Upgrade Firmware Site Ass	ignment More 🗸	Refresh List				All Models	~) [Q Enter MAC/Device Name			Filter
MAC Address	Device Name ≑	Device Model 💠	Firmware Version	Public IP	Private IP	Account Status	Site Name	Last Config Time ≑	Options		
• 00:0B:82:A4:74:1A	GVC3220C_ymh	GVC3220	30.21.7.5	192.168.125.174	192.168.125.174	No Account 🗸	Default	07/14/2021 09:10AM	£ \$	+	Θ
C0:74:AD:23:AB:00	GAC2570_myhu	GXV3380	-	192.168.131.107	-	No Account 🛩	Default	Not configured	£ \$	€	Θ
• C0:74:AD:22:4D:32	C074AD224D32	GRP2601	0.4.4.14 🕐	192.168.126.192	192.168.126.192	No Account 🗸	Default	07/13/2021 08:14AM	£ €	€	0
00:0B:82:A4:77:C7	GRP2604_myhu	GRP2604	0.9.3.40 🕚	192.168.131.147	192.168.131.147	No Account 🛩	Default	O Device Details			
C0:74:AD:27:76:A8	GRP260X_rzhang	GRP2604	0.1.7.13 🕚	192.168.131.128	192.168.131.128	No Account 🗸	Default	Operation Logs Task History			
• C0:74:AD:23:A7:4C	GRP2601W_myh	GRP2601	0.1.2.9 🕐	192.168.131.118	192.168.131.118	No Account 🗸	Default	Z Edit Device			
• C0:74:AD:22:4E:17	GRP2601_Jylu_test	GRP2601	0.2.0.55 🕚	192.168.126.157	192.168.126.157	No Account 🗸	Default	& Authorization Man	agement		
otal 7								Transfer Device Xi Disabled Push Con Synchronize Device	figuration Local Confi	guratio	n
								() Reboot Device			



VoIP Device List

2. Go to the Web UI, and log in to the VoIP device through the username and password. As the screenshot shows below:

Welcome to GRP2603P	
1 Username	
Password ×	
Login	

VoIP Device Web Interface

Remote Access to Device Interface

The user can remote access Grandstream devices using the GDMS. This can be performed even if the device is behind a NAT router, and the user will be able to view the screen of the device.

1.0.3.x and above.

1. Go to **VoIP Device** interface, click the "**More**" settings for a VoIP device → Remote access to Device Interface, as the screenshot shows below:

VoIP Dev	rice								Add Device Import Device	Export	Device
Upgra	ade Firmware Site Assignm	ment More ~	Refresh List				All Models	~	Q Enter MAC/Device Name/IP	Filt	lter 🗸
	MAC Address	Device Name 💠	Device Model 🌻	Firmware Version	Public IP	Private IP	Account Status	Site Name	Last Config Time 🗘 Options		193
	00:0B:82:A4:74:1A	GVC3220C_ymh	GVC3220	30.21.7.5	192.168.125.174	192.168.125.174	No Account 🛩	Default	07/14/2021 09:10AM 🔒 🔅	÷ 🖯	9
•	C0:74:AD:23:AB:00	GAC2570_myhu	GXV3380	_	192.168.131.107	_	No Account 🗸	Default	Not configured 🔒 🔞	₫ 0	9
•	C0:74:AD:22:4D:32	C074AD224D32	GRP2601	0.4.4.14 🕐	192.168.126.192	192.168.126.192	No Account 🗠	Default	07/13/2021 08:14AM 🔒 🔞	₫ 0	9
•	00:0B:82:A4:77:C7	GRP2604_myhu	GRP2604	0.9.3.40 ①	192.168.131.147	192.168.131.147	No Account 🛩	Default	 Device Details 		
	C0:74:AD:27:76:A8	GRP260X_rzhang	GRP2604	0.1.7.13 🕐	192.168.131.128	192.168.131.128	No Account 🗸	Default	Operation Logs Tack History		
	C0:74:AD:23:A7:4C	GRP2601W_myh	GRP2601	0.1.2.9 🕕	192.168.131.118	192.168.131.118	No Account 🗸	Default	Edit Device		
	0:74:AD:22:4E:17	GRP2601_jylu_test	GRP2601	0.2.0.55 🕐	192.168.126.157	192.168.126.157	No Account 🗸	Default	& Authorization Management		
Total 7					< 1 >				Transfer Device Transfer Device Disabled Push Configuration Synchronize Device Local Config Reboot Device Factory Reset Remote Access To VolP Remote Viewing Device	guration	

2. Enter the virtual device interface, the user can control the virtual buttons on the device and the LCD screen, as the screenshot shows below:



Virtual Device Interface

Reboot VoIP Device

Users could reboot one device or a batch of devices on the GDMS platform.

1. Select the desired devices and click on **More** \rightarrow **Reboot Device**.

Reboot Device	×
Tip: The device in the call will restart after the call ends	
Task Time 🧿 Immediate 🔿 Scheduled	
Cancel Save	

Reboot Device

- 2. Task Time: Select when to start the device reboot. Users can choose to reboot immediately or schedule the reboot for a specific time.
- 3. Click on the **Save** button to create the task. Users can check the status of the reboot by navigating to the **Task** Management page.

Factory Reset

Users could factory reset one device or a batch of devices on the GDMS platform.

1. Select the desired devices and click on **More** → **Factory Reset**.



Factory Reset

- 2. Task Time: Select when to factory reset the device. Users can choose to factory reset the device immediately or to schedule the factory reset for a specific time.
- 3. Click on the **Save** button to create the task. Users can check the status of the reboot by navigating to the **Task** Management page.
- Factory resetting a device will erase all existing settings on it such as accounts, call history, contacts, etc. The device will synchronize with GDMS the next time it goes online after the factory reset.

Delete VolP Device

Users could delete one device or a batch of devices on the GDMS platform.

ice List							A	dd Device Import I	Device	Exp	port De
Upgrade Firmware Site Assig	gnment More 💊	Refres	sh List			All Models	Y Q Er	ter MAC/Device Name/IF			Filter
- MAC Address	Delete	odel 🌻	Firmware Version	Public IP	Private IP	Account Status	Site Name	Last Config Time 🌲	Option	5	
00:0B:82:9A:8F:2C	Reboot Device	XV3370	20.19.8.1	192.168.126.215	192.168.126.215	Abnormal \sim	default	2019/11/07 14:21	<u>}</u> {	3 🖻	•
 C0:74:AD:01:B4:80 	Factory Reset	RP2614	_	_	_	Abnormal \vee	default	Provisioning	<u>}</u>	3 🕀	•
 C0:74:AD:05:C6:6C 		GRP2614	_	_	_	No Account \sim	default	Provisioning	£ €	3 🕀	•
C0:74:AD:05:D4:82	_	GRP2614	_	_	_	No Account \sim	default	• Provisioning	<u>}</u> {	3 🕀	.
 C0:74:AD:01:B5:00 	_	GRP2614	_	_	_	No Account \vee	default	• Provisioning	<u>}</u> {	3 🕀	···
• C0:74:AD:05:C4:C0	_	GRP2614	-	_	_	No Account \vee	default	• Provisioning	<u>}</u> {	3 🕀	•
• 00:0B:82:E5:8C:CD	00:0B:82:E5:8C:	DP750	0.1.11.2	192.168.200.27	192.168.200.27	Abnormal \sim	0-00	2019/11/01 09:09	<u>}</u> {	3 🕀	0
• 00:0B:82:FA:E5:4F	_	GXP2140	-	_	_	No Account \sim	default	Not configured	<u>}</u> {	3 🕀	•
• 00:0B:82:FA:E5:50	_	GXP2140	-	-	-	Normal \sim	default	Not configured	<u>}</u> {	3 🖻	•
• 00:0B:82:FA:E5:52	-	GXP2140	-	-	-	No Account \sim	default	Not configured	<u>}</u> {	3 🕀	•
tal 260				< 1 2 3 4	26 >					10	/page

1. Select the desired devices and click on **More** \rightarrow **Delete**.

Delete Device

2. Click on the **OK** button on the pop-up window to confirm deleting the devices, and the selected devices will be deleted immediately from the GDMS platform. The scheduled tasks involving the deleted devices will be canceled too.

	×
Delete the 2 s	elected device(s)?
The device cannot be	managed after deleting it.

Delete Device Prompt

To export the entire device list, click on the

Export Device

button in the top-right corner of the device list page. The

exported list includes all device and account information.

Manage Device via GDMS Support

If the user's device is abnormal and wants Grandstream Support to troubleshoot the problem, the user can enable to manage the device through GDMS Support.

After the authorization is assigned, Grandstream Support can diagnose the device and assign parameters to the device.

1. On the VoIP Device list, click the "More" button 💿 following the device and select to access the "Authorization Management" interface, as the screenshot shows below:

Authorize	GDMS Sup C0:74:/	port to mai	hage this device)?	(
lf you need au authorization check and con	ithorization, duration. Af figure the d	please config ter authoriza evice.	gure the tion, the support ca	an
Authorized Du	iration (minu	utes) 🕜		
1-9999 num	nbers			
Grant SSH	Access the device's	s web portal	ogin info, or provid	de
the info to tec	hnical suppo	ort.		_
Username				
Password			÷.	r ⁴
	Cancel	Author	ization	

Authorization Management

- 2. Enter the authorization duration, which can be set between 1 to 9999 minutes, according to the time required for problem troubleshooting.
- 3. Tick "Grant SSH Access" box to grant access using SSH, then enter the username and password of the VoIP endpoint device SSH information.
- 4. Once the user clicks the "Authorization" button, Grandstream Support can only manage the device within the authorization period. Once the authorization period ends, Grandstream Support cannot manage the device.

Stop Authorizing Manually

1. When the problem is confirmed, the user can end authorization manually. The user can click the "More" button of following the device, and select to access the "Authorization Management" interface, as the screenshot shows below:



Stop Authorizing Manually

2. The user can click the "Stop Authorizing" button to stop managing the device immediately, and then Grandstream Support cannot manage the device.

Call Quality

Statistics Overview

The interface below displays the call quality reported by the device on the GDMS platform.

Prerequisites: The device must use the SIP account in the UCM server which has the UCM RemoteConnect service so that the device can report the call quality to the GDMS platform. This function is only supported for certain UCM RemoteConnect plans. To check which plans support this feature please refer to the RemoteConnect website: https://ucmrc.gdms.cloud/home

🕼 GDMS						🎯 Plan & Servi	ces 👂 World 🗸	📮 emea_test 🗸
⊒ UCMRC System ▶	Call Quality							
Ø Dashboard	2022/09/12 - 2022/10/11	Refresh Endpoint C	all Quality Reporting 🥥 🗾					
🛃 Organization 🗸 🗸	Total	Call Quality 💿			Call Type			
() Overview	Total VoIP Devices 😨		Very Good	096	1			
요. Extension	0		Good General	0%				
🗄 UCM Device	Total Calls		Bad	096				
VoIP Device	0				0	0	0	0
யிட Call Quality		Average MOS — Average Jitter —	Average Packet Loss Rate — Average Delay —		0 Audio Call	Video Call	Audio Conference	Video Conference
鈞 Device Template 🗸 🗸	Site	All Models	 All Call Qualities 	All Call Type	es v Q Ente	MAC/Device Name/	SIP Account	du Call Statistics
Storage	MAC Address Device Name	Call Quality	SIP Account Average Jitter	Packet Loss Rate	after Actual Network	MOS-LQ I	MOS-CQ Round	Trip Delay 🚳
E븝 Site				compensation	T UCKCT LOSS NUT	~		
🖽 Task			•					
Diagnostics								
🚦 System			No Da	ata				
忌 Resources 🛛 🗸								
🖄 Alerts		Copyrigh	t © 2022 Grandstream Networks, Inc. All F	Rights Reserved.	Cookies	🗹 Feedback	English \vee (GM	T+01:00) Casablanca 🖂

Statistics Overview

Module	Description
Total VoIP Devices	Display the number of VoIP devices reported by the current organization (only display the statistics report for the current filter time)
Total Calls	Display the number of calls reported by the current organization (only display the statistics report for the current filter time)
Call Quality	Display the call quality ratio and average values for the reported call history by the current organization (only display the statistics report for the current filter time)
Call Type	Display the call types for the reported call history by the current organization (only display the statistics report for the current filter time)

Statistics Overview

Note

- The user needs to purchase the advanced UCMRC plan which contains this service before using the features. If the phone which has been associated with the GDMS platform has registered the extension which was synchronized from the UCM device to the GDMS platform (assigned through the GDMS platform), the phone will report the call quality to the GDMS platform (the audio will not be collected).
- Supported models: HT8XX, GXV33XX, and GRP260X series.

Call Quality Record

GDMS platform displays all reported call quality records on the **Call Quality** interface.

Please see the screenshot below:

		Site ~	All Models	 All Call Qualities 	 All Call Types 	✓ Q Enter	MAC/Device Name	/SIP Account 📃 🔟 Cal	l Statistics
MAC Address	Device Name	Call Quality	SIP Account	Average Jitter	Packet Loss Rate	MOS-LQ	MOS-CQ	Round Trip Delay	\$
C0:74:AD:22:4D:32	mm	Bad	4002	27.00ms	0.00%	4.4	4.4	100.00ms	
Total 1				< 1 >				1	0/page \vee

Call Quality Record

1. GDMS platform supports filtering call quality records by date.



Filter by Date

2. GDMS platform supports search call quality records by site, device model, call quality, and call type.

3. GDMS platform supports to search of call quality records by device MAC address, device name, and SIP Account.

to view the statistical report of the filtered call quality records. 4. Click the Call Statistics button Lall Statistics

Call Quality			
	Very Good		O%
	Good		0%
	General		0%
	Bad		100%
Average MOS 4.4 Average jitter 27.00ms	Average pa Average de	acket loss rate 0.00% elay 100.00ms	
Call Type			
1			
	0	0	0
Audio Call	Video Call	Audio	Video

Call Quality Record Report

Enable/Disable Call Quality Reporting

Users can enable/disable reporting call quality on the GDMS platform. If the user does not want to view the call quality report, the user can disable this function on the GDMS platform.

On the Call Quality interface, the user can click Phone reports the call quality button

Phone reports the call quality @ _____ to disable reporting call quality. When this function is disabled, the devices under the

current organization will no longer report the call quality to the GDMS platform.



Enable/Disable Call Quality Reporting

RPS Management

RPS (Redirection & Provision Server) allows creating and pushing configuration to many Grandstream devices, this reduces the time and effort spent on configuring the devices manually, which improves the deployment process greatly and lessens the frequency of mistakes that occur when configuring the device manually.

The user can create instances of RPS (Redirection and Provisioning Server).

To configure this option, the user needs to create an RPS server by providing the IP address or FQDN domain of the server, and then select the protocol used for upgrading.

🚱 GDMS		Plans &	Services	💡 World 🗸	🌲 emea_test 🗸
≡ UCMRC System	•	RPS Management Apply the created RPS to devices under the VoIP Device page Go to VoIP Device			Add RPS
Ø Dashboard		Add RPS (Redirection & Provision Server)	×	lame	
4 Organization	-	* Server Name Server 1		me ¢	Options 🕸
Default		Please select the options that the RPS will provision:		9 09:09AM	C 0
🕄 Device Template	Ļ	Config Upgrade via @ HTTPS V			10/page 🗸
⊖ Storage		Config Server Path @ fm.grandstream.com/gs			
E월 Site		Config Server Username 🕖			
🖽 Task		Config Server Password 🕢 😽			
🗄 Diagnostics		Always Authenticate Before Challenge 🎯 🔵			
🔡 System		Config File Prefix 💿			
🗟 Resources	~	Config File Postfix 💿			
🖄 Alerts					



Add Redirection & Provision Server

Server Name	Enter the server name.
Config Upgrade Via	Select the protocol used for configuration upgrade.
	• TFTP
	• HTTPS

	FTPFTPS
Config Sever Path	Enter configuration server path.
Config Server Username	Enter the username to authenticate into the server.
Config Server Password	Enter the password to authenticate into the server.
Always Authenticate Before Challenge	Only applies to HTTP/HTTPS. If enabled, the phone will send credentials before being challenged by the server.
Config File Prefix	If configured, only the configuration file with the matching encrypted prefix will be downloaded and flashed into the phone.
Config File Postfix	If configured, only the configuration file with the matching encrypted postfix will be downloaded and flashed into the phone.

To assign a specific RPS to an organization, click on the three dots and add an organization as indicated in the figure below.

Server Name	Upgrade Via	Config Server Path	Number of Organizations	Updated Time 🗢	Options 🕸
Server1	HTTPS	fm.grandstream.com/gs	0	2023/03/29 09:09AM	区面
Total 1			dd Organization		10/page 🗸

When an RPS is edited, the new RPS will be automatically delivered to the associated devices. If an RPS has been deleted, it only deletes the association between the RPS and the device. The RPS configuration will not be deleted from the device.

Device Template

The **Device Template** page allows users to create templates that can be used to provision devices of the same model or in the same group. Additionally, users can upload configuration files for individual devices and manage them individually.

Users can only manage the devices in the current organization of the current system.

By Model

Users could customize the configuration template and classify the templates by device model and site. Users could also configure a batch of devices on the GDMS platform, which means users could create a configuration template for all the same models of devices or create multiple templates for different sites.

Automatic Configuration Push

When a device is added to GDMS for the first time, it will automatically obtain and use the configuration template for its model.

Manual Configuration Push

To manually push the configuration to specific device models, click on the 🛛 🔗 button of the desired models.

🚱 GDMS					Plan & Services 💡	World 🗸 🏮 emea_test 🗸
⊒ UCMRC System	By Model 🕖					Add Model Template
Oashboard	Delete			All Models	V Q Enter Templa	te Name/Site
🛔 Organization 🗸 🗸	🗋 Name ≑	Model 🗢	Associated Site	Description	Last Updated 🗢	Options 🛞
Default	GRP2614	GRP2614	All Sites	_	2022/10/11 05:52PM	\$ & C ±
요 Extension	GXP2130	GXP2130	None	_	2022/10/11 05:47PM	⊗ ∧ ⊠ ±
🗄 UCM Device	GXV3380	GXV3380	All Sites	_	2022/10/11 05:51PM	⊗ ∧ ⊠ ±
🕒 VolP Device	Total 3		< 1 >			10/page ~
மி Call Quality						
영 Device Template ^						
By Model						
By Group						
By CFG						
🖨 Storage						
E븝 Site						
🖽 Task						
Diagnostics		Copyright © 2022	Grandstream Networks, Inc. All Rights	s Reserved. <u>Cookies</u>	Feedback English	 (GMT+01:00) Casablanci

Manual Configuration Push

Solution If a device's setting has not been modified in the Device Management \rightarrow Device \rightarrow Set Parameters page, GDMS will automatically update the device with the template settings created in the Device Configuration page.

Example:

For GXV3370 devices, all sites are using the same configuration template and all the devices under site A – D will acquire the same configuration template – GXV3370 Config Template.xml.

For DP720 devices, different sites have different configuration templates. The DP720 in site A will acquire the DP720 configuration file – Config Template -1.xml; the DP720 in site B will acquire the DP720 configuration file – Config Template -2.xml.

GXV3370 Config Template.xml	DP720 Config Template-1.xml
Site A	Site A
Site B	Config Template-2.xml
Site C	Site B
Site D	Config Template-3.xml



Example – GXV3370

Add Template

To add a configuration template for a specific device model, click on the **Add Template** button on the **By Model** page and enter the following information:

	Add Model Template	×
* Name	GXV	
* Model	GXV3380 ~	
* Auto Provision to Devices in	• All Sites 🔿 Select Site 🔿 None	
	 This template is automatically pushed only when the device under the site is connecting to GDMS for the first time. Remember current selection 	
CFG File	Upload	
Description		
	Cancel	_

Add Template

Name	Enter the name of the template. This name must be unique and has a maximum character limit of 64.
Model	Select the device model of the template.
Select Site	 Select the site for which the template will be used. All Sites: All devices in all sites will use this template. Select Site: All devices in the selected sites will use this template. Multiple sites can be selected. None: GDMS platform will not allocate the template to any device. The user could allocate the template to the device manually.
Description	Users could input the descriptions of the template and the purpose.

Add Template

Once complete, users will be redirected to the Set Parameters page to modify the device settings of the template.

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- For the new associated device, when the device first time connects to the GDMS platform, it will acquire the configuration template according to the device model and site automatically. Users do not need to push the configuration template
- manually.
- Devices already on GDMS will not automatically obtain the settings from newly added configuration templates. Users will need to update these devices manually.

If the GDMS platform has the model configuration template for the current device, and the user does not modify the configuration parameters from the Device Management → Device → Set Parameters menu, the GDMS platform will push the default model configuration template to the device when the device is online. Otherwise, if the user updates the device configuration on the "Set Parameters" menu on the GDMS platform and pushes it to the device, the device will use this configuration as the default configuration.

Set Parameters

Users can configure model-specific settings when editing model templates.

1. To configure these model-	specific settings, click on the	nof the desired template.
	<i>g</i> ,	

By Model > Set Parameters (G	GRP2615)	Switch to Text Editor
Account 1 Settings No	letwork Settings System Settings Phone Settings Contacts Resource	
Account1 V	Select All Reset settings	*
Advanced Settings	Security Settings	
Call Settings	Only Accept SIP Requests from Known Servers	
SIP Settings	Allow SIP Reset Ø	
Value-added Service	Allow Unsolicited REFER 🕢 Disabled	
Feature Codes	Authenticate Incoming INVITE Ø	
Codec Settings Audio Settings	Check Domain Certificates 🥘 🕥	E
Applications	Check SIP User ID for Incoming INVITE @	
	Validate Certification Chain 🥝	
	Validate Incoming SIP Messages Ø	
	Force BLF Call-pickup by Prefix Auto	
	BLF Call-pickup Prefix 🕜 **	
	Advanced Features	
	Back Save	



- 2. Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
- 3. Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
- 4. Clicking on the button 🤄 following the account, users can copy and paste the current account configuration to other accounts.
- 5. When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.

Wallpaper Server Path 😰		ዋ
Wallpaper Source 🕖	Download	



- 6. Modify the desired settings on the page or click on the **Switch to Text Editor** to configure device settings via text editing (e.g. p-values). The key can be either a P-value or an alias.
- 7. After setting the parameters, the user can click the "Save" button to save the changes. The user can select to apply the template configuration to all the same model devices on the corresponding site. The user can click the option "Provision to Selected Devices" to select the devices to which the user wants to push the parameters. The user can also click the button "Apply All" to push the parameters to all devices.



Saved Parameters Successfully

- The available settings for each model template are different. For more details on acceptable configuration values, please refer to the user guide for each device model.
- When the user adds a new model configuration template in the GDMS platform, the GDMS platform will not push the template to the existing devices in the GDMS platform, and the GDMS platform will only push the newly added template automatically to the new associated devices in the system.
- When the settings of a template are modified, the changes will not be automatically applied to related devices. Users will need to manually push the configuration to devices.
- For the newly added devices, the devices will acquire the updated configuration template automatically.
- If a scheduled task involves a modified template, the task will use the template settings at the time of scheduling, not the newly modified settings.
- Users can use the Search function to find the needed parameter.

Configure Resource Files

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Users can configure custom ringtones and language for devices (Supported models: GXP/DP series).

🕢 GDMS								📍 Grandstream 🗸
⑦ Dashboard	By Model > Set Param	eters (GRP2615)						witch to Text Editor
& Organization + Default Organization	Account Settings	Network Settings Sys	stem Settings Phone Settings	Contacts	Resource 2			
all Overview	Language Pack	2) Select All	Reset settings					
요 VoIP Account 🗸 🗸			Ringtone 1 Ø	Ring-USA		~	କ	
L Device			Ringtone 2 😰			~	A	
ि Template ^			Ringtone 3 🔞	Select		~] ଦ	
By Model				Ring-hz				
By Group				Ring-USA				
By CFG				Ring-sz				
				Test				
EB Site				Ring-test				
🗄 Task				444444444				
Diagnostics								

Resource Configuration

- 2. On the "Custom Ringtone" page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
- 3. On the "Language Configuration" page, select a language pack from the resources for the device.
- 4. After clicking the "Save" button, the device of this model will download the resource file from the firmware path once the device is connected to the GDMS platform for the first time.
- 5. Or, users can click the "Push" button to push the template of the model to the device. Then, the device will download the resource file from the firmware path.
- For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system

Push Update

Users could push the configuration template to the device manually.

1. Select a specific configuration template, and click on the button \Rightarrow following the template.

Push Configuration Update							
* Run Device 🧿 Select devi	ice 📀 Enter MAC Addr	ress					
Site	✓ Q Search MA	C/Name	Selected Device: 1				
MAC Address	Device Name	User ID	MAC Address	Device Name	User ID		
✓ 00:0B:82:F5:52:84	GRP2614	_	00:0B:82:F5:52:84	GRP2614	_ ×		
Total 1	< 1 >	10/page 🗸	Total 1	< 1 >	10/page v		
	Car	Update Now	Schedule Config Update				

Push Configuration File

- 2. Users could select any device in this device model to push the configuration template, and the device will be updated with the configuration template.
- 3. Users can either push the configuration template immediately or schedule the configuration push for a specified time. If the latter is selected, users will need to enter a name and time for the scheduled push.

	Schedule Config Update	×
* Task Name]
* Run Time	© 2019-04-04 14:55 - End Time]
	Cancel	

Schedule Config Update

4. Click on the **Save** button to finalize the task. Users can check the task status on the **Task Management** page.

Edit Template

To edit the configuration template's name, site, and description, click on the 🗹 button for the desired template.

	Edit Model Template	×					
This template is automatically pushed only when the device under the site is connected to GDMS for the first time.							
* Name	GRP_template						
* Model	GRP2614	~					
* Auto Provision to Devices in	• All Sites 🔿 Select Site 🔿 None						



Edit Model Template

Download Model Template Configuration

To download the configuration template of a device model, click on the 🛃 button for the desired template.

DP All	DP750	All Sites	test	2019/01/09 07:47	\$ & C 🛨

Copy Model Template

On the main page of the Model Template, the user can copy one or multiple templates and apply them to a different organization, this allows the user to copy the configuration easily across many organizations.

To copy a template, please tick the box on the left side of the template name, then select

	Copy Template		
* Target Organization	Default	~	
* Auto Provision to Devices in	 All Sites Select Site 	None	
	Site	~	
	 This template is automatically put the site is connecting to G Remember current selection 	ushed only when the device under GDMS for the first time.	
	Cancel		

Copy Template

- **Target Organization**: Select the organization to which you want to copy the template to.
- **Auto Provision to Devices in:** You can select "All Sites", "Select Sites", or "None". The rules are the same as those for creating model template.

After the templates have been copied successfully, the templates will be added to the "By Model" page of the selected organization, and the template's name will be "Original Template Name_Copy".

Delete Model Template

To delete configuration templates from GDMS, select the desired templates and click on the **Delete** button in the top left corner of the **By Model** page.

template saved at the time of scheduling. A scheduled task will not fail due to deleted templates.

Delete the 1 selected model templates(s)?

 \times

Copy Template



Delete Template

By Site

Users can customize device templates based on sites. The users will be able to configure devices based on the sites to which they have been assigned.



Device Template: By Site

Add Site Template

	Add Site Template	>
* Name	Main Office	
* Auto Provision to Devices in	Default \lor	
Description	Template for the IP phones located in the main office.	
	Cancel Save	

Add Site Template

- Name: Enter the name of the template.
- Auto Provision to Devices in: Choose the site on which the template will be applied to.

• **Description:** Enter a description for the template.

Ise this button to edit the information related to the template.Ise this button to change the configuration of the template.

By Group

Users could customize the configuration template by group. Users could configure a group and update the configuration template by group. For example, users could classify a batch of devices into a group and configure/manage the devices in the group. Users could push the configuration template to the group members on the GDMS platform.

Users could view the group configuration template and the devices list in each group.

Users could modify the configuration parameters, push the configuration to the devices, edit the group and members, and download the configuration template by group.

🕢 GDMS						🧳 Grandstream
C Dashboard	By Group 🥥					Add Group Template
& Organization	Delete			All	Types 🗸 🖓 Q. Enter G	
	Group Name ≑	Туре	Group Description	Device Number ≑	Last Updated 🌻	Options 🛞
00 Overview	GRP	GRP Series	GRP	0	2019/10/29 14:00	
오 VolP Account ~	GXP	GXP Series	-	0	2019/09/27 20:40	\$ & C ±
🕑 Device 🗸 🗸	GVC	GVC Series	GVC3210	1 🕕	2019/09/19 18:54	\$ & C ±
ঞ্চ Template ^	ATA	HT Series	-	2 🕕	2019/09/05 10:35	\$ & C ±
By Model	HZ-Department 1	General Series	-	2 🕕	2019/02/28 17:05	\$ & C ±
By Group	HZ-Department 3	General Series	ZZZZ	1 🕕	2019/04/26 10:19	
By CFG	Taul					10/2020
E Site	Total o		< 11 2			Turpage
🖽 Task						

By Group

Add Group

Users can add a group at any time on the GDMS platform.

1. Click on the **Add Group** button at the top right of the **By Group** page.

By Group > Add Group Template	
* Group Name	
* Туре	Select 🗸
Description	
	L
CFG File	Upload
	Cancel Next

Add Group

Group Name	Enter the name of the group to identify it easily. Names must be unique and have a maximum character limit of 64.
Туре	 Users need to select the type: Audio phone series: This is used to configure the common configuration parameters of the GXP and GRP series. DP series: Use the configuration template for the DP7xx series. HT series: Use the configuration template for the HT8xx series. GRP series: Use the configuration template for the GRP series. GXP series: Use the configuration template for the GXP21xx series. GXV series: Use the configuration template for the GXV33xx series. GVC series: Use the configuration template for GVC3210.
Description	Enter the detailed description and purpose of the configuration template.

Add Group

2. Once complete, users will be redirected to the device selection page to add devices to the group. Users can either select devices from the list or manually enter the MAC addresses of the devices. Selected devices will be moved to the Selected **Device** list on the right of the page.

Site 🗸 🗸	All Models	V Q Search MA		Selected Device: 2				
MAC Address	Device Name	Model	User ID	MAC Address	Device Name	Model	User ID	
00:0B:82:9A:8F:F7	GRP2614	GRP2614	ធ	00:0B:82:E9:95:4C	GXV3370	GXV3370	ធ	
00:0B:82:E9:95:4C	GXV3370	GXV3370	ធ	00:0B:82:9A:8F:F7	GRP2614	GRP2614	េ	
00:0B:82:F9:AE:66	hli	GRP2614	ត	Total 2	< 1	>		10/page
00:0B:82:E3:62:7C	-	GXP2135	-					
00:0B:82:E2:08:D8	_	GXV3370	_					
00:0B:82:9A:8F:FD	~!@#\$%^&*	GRP2614	_					
00:0B:82:D0:55:A0	GXV3370	GXV3370	ធេ					
00:0B:82:E2:07:B0	GXV3370	GXV3370	ធ					
00:0B:82:E3:06:8E	wp820设备	WP820	_					
00:0B:82:D3:97:70	ymyhu-wp820:	WP820	-					
tal 109		11 >	10/page ~					

Finish Adding Group

- 3. Users could click on the "Prev" button to go back to the group configuration page to re-edit the group information.
- 4. Click on the Save button to complete the group member selection. Users will then be redirected to the Set Parameters page.

Users need to set the parameters of the configuration template for the newly added group.

Set Parameters

Users could set the unique parameters of the devices in the group in the configuration template to push the unique parameters to the devices in the group.

Select a specific group, and click on the button 🔅 to access the group member parameters configuration page.

- Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
- Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
- Clicking on the button I following the account, users can copy and paste the current account configuration to other
 accounts.
- When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.





Ringtone Configuration

 Modify the desired settings on the page or click on the Edit Configuration File to configure device settings via text editing (i.e. p-values). The key can be either a P-value or an alias.

0

- The available settings for each model template are different. For more details on acceptable configuration values, please refer to the user guide for each device model.
- When the user adds a new model configuration template in the GDMS platform, the GDMS platform will not push the template to the existing devices in the GDMS platform, and the GDMS platform will only push the newly added template

automatically to the new associated devices in the system.

- When the settings of a template are modified, the changes will not be automatically applied to related devices. Users will need to manually push the configuration to devices.
- For the newly added devices, the devices will acquire the updated configuration template automatically.
- If a scheduled task involves a modified template, the task will use the template settings at the time of scheduling, not the newly modified settings.

Configure Resource Files

Users can configure custom ringtones and language for devices (Supported models: GXP/DP series).

1. Select a specific group, and click on the button 🤢 to access the group member parameters configuration page.

GDMS				🥵 Grandstream 🗸
② Dashboard	By Group > Set Parameters (G	XP)		Switch to Text Editor
🖧 Organization 🔹	Account Network Settings	System Settings Phone Settings Setting	s Contacts Resource 2	
Default Organization	Custom Ringtone 2	Select All Reset settings		
olo Overview	Language Pack			
요 VoIP Account ~		Ringtone 1 😡	Ring-sz ~	P
Device		Ringtone 2 🥹		\$
د Template ۸		Ringtone 3 😡	Ring-USA	Φ
By Model			testtest	
By Group			123411	
By CEG			123111111 Ring-hz	
			Ring-USA	
EB SICE			Ring-sz	
🖽 Task			Test	
Diagnostics				

Resource Configuration

- 2. On the "Custom Ringtone" page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
- 3. On the "Language Configuration" page, select a language pack from the resources for the device.
- 4. After clicking the "Save" button, the configured parameters and resources will be saved in the system. When the user clicks the "Push" button to push the template to the device, the device will download the resource file from the firmware path.

For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system will intercept the resource file to the maximum limit automatically.

Push Update

Users could push the group configuration template to the device manually.

1. Click on the \Rightarrow button for the desired group.

Push Configuration Update								×
* Run Device 🧿 Select de	evice O Enter MA	C Address						
Site ~	All Models \sim	Q Search	MAC/Name	Selected Device: 1				
🗧 🗸 MAC Address	Device Name	Model	User ID	MAC Address	Device Name	Model	User ID	
✓ 00:0B:82:F5:52:84	GRP2614	GRP2614	_	00:0B:82:F5:52:84	GRP2614	GRP2614	_	×
00:0B:82:D0:44:C0	GXV3370	GXV3370	ធេ	Total 1	< 1	>	10/page	; ~
Total 2	< 1 >		10/page \vee					
		Cancel	Update Now	Schedule Config	Update			

Push Update

- 2. In addition to being able to push the configuration template to all or select members of the group, users can also push it to non-members.
- 3. Users can either push the configuration template immediately or schedule the configuration push for a specified time. If the latter is selected, users will need to enter a name and time for the scheduled push.
- 4. Click on the **Save** button to finalize the task. Users can check the task status on the Task Management page.

Edit Group Template

Users could edit the group name, descriptions, and group members.

1. Click on the *is* button for the desired group.

HZ-Department 1	Non-DP Series	_	2 (i)	2019/01/17 03:29	® & C ±

Figure 138: Edit Group

2. Modify the desired settings and click on the **Save** button to finalize changes.

New members of an existing group will not automatically obtain the group configuration template. The template must be manually pushed to the new member devices.

Download Group Template Configuration

Users can download the group configuration template by clicking on the 🛛 📩 button for the desired group.

HZ-Department 1	Non-DP Series	_	2 🚺	2019/01/17 03:29	* ~ C ±

Download Configuration File

Copy Group Template

On the main page of the Group Template, the user can copy one or multiple templates and apply them to a different organization, this allows the user to copy the configuration easily across many organizations.

To copy a template, please tick the box on the left side of the template name, then select Copy Template

	Copy Template		×
* Target Organization	Demo	~	
	Cancel OK		

Copy Group Template

Select the organization to which you want to copy the template to by selecting the organization name from the "Target Organization" list.

Delete Group Template

Users can delete groups by selecting the desired groups and clicking on the **Delete** button in the top-left corner of the **By Group** page.

1 The existing timing tasks involving the group configuration template will be reserved, and the timing task will be executed with the original group configuration template.

By CFG

Users can import configuration files for specific devices. Settings in these uploaded files will be used for their specified device.

🕢 GDMS								🤌 Grandstream
🗿 Dashboard	By CFG							mport Configuration File
& Organization	Delete					All Models	C Enter MAC/File Nat	
	MAC Address	Device Name	Model \$	Firmware Version	File Name 🌩	File Size	Last Updated 🌩	Options 🕸
00 Overview	00:0B:82:D0:45:50	_	_	_	000B82D04550.xml	1 KB	2019/08/15 14:04	& ₺
요 VolP Account 🕓	00:0B:82:F9:AE:66	_	_	_	000B82F9AE66.xml	5.67 KB	2019/06/26 10:13	A 🕹
Device 🗸	Total 2			< 1	>			10/page ~
Template // // // // // // // // // // // // //								
By Model								
By Group								
By CFG								

By CFG

Upload CFG File

Users could upload the custom configuration file to the GDMS platform and push the custom configuration file to the device.

1. Click on the **Import Configuration File** button at the top-right corner of the **By CFG** page. The following window will appear:



Upload CFG File

2. Drag and drop the file to the window or click on the upload icon to select a file from your PC.

() The uploaded file must be named as the device's MAC address (e.g. 000b82afd0b0.xml).

4. The following window will appear asking the user to either push the configuration to the specified device immediately or to cancel the configuration push.



Finalize Import

Only XML file format is supported for the uploaded custom configuration file.
 If the file name does not meet MAC address format requirements, the import will fail. When uploading another configuration file for an existing device, the previous configuration file will be overwritten **Push Update**

Click on the *b*utton for the desired device to manually push the configuration to it.

	00:0B:82:E5:8C:C9	DP750	1.0.6.3	000B82E58CC9.xml	41.79 KB	2019/01/24 11:41	& ₺
			ŀ	Push Update			

Download Configuration File

Click on the 🛃 button for the desired device to get its configuration file.

Delete CFG File

To delete uploaded configuration files from GDMS, select the desired devices in the list and click on the **Delete** button at the top left of the **By CFG** page.

Site Management

Site Management allows users to organize their devices by sites and categories.

GDMS	*The current free Beta service of UCM RemoteConnect v	vill be extended until mid-June*			💡 World 🗸 😂 Order Histo	ory 📫 rjyao 🗸
≡ UCMRC System	> Site				Add Site	Import Site
Dashboard	Q Enter Site Name/Description	Default (default site)				
A Organization	Default (12)	Move				
Default	> 000B82A46EBF (1) 00:08:82:64:60:48 (1)	MAC Address 🗢	Device Name 🗢	Model	Account Status	\$
(P Overview	1 (0)	00:08:82:ED:31:41	DP75X_te	DP752		
요 Extension	C0:74:AD:0A:8E:9A (1)	00:0B:82:A4:6E:B9	杨玉	UCM6302	-	
E UCM Device	UCM (0)	C0:74:AD:27:76:A8	rzhang 别动	GRP2604	No Account	
I VoIP Device	UCM35 (0) UCM6308_test_myhu (0)	C0:74:AD:2E:B2:C6	duwei	UCM6302	_	
ம் Call Quality		C0:74:AD:23:A7:4A	GRP2601W	GRP2601	No Account	
영 Device Template 🕓		C0:74:AD:3E:63:31	2123213@@@	GRP2604	Abnormal Registration	
Storage		C0:74:AD:2A:4B:3A	-	UCM6304	-	
E븝 Site		C0:74:AD:29:6B:00	-	UCM6308	-	
🖽 Task		C0:74:AD:45:4E:44	_	UCM6301	_	
Diagnostics		00:0B:82:A4:6B:E1	-	GRP2603		
🚦 System		Total 12	K	1 2 >		10/page 🗸
🗟 Resources 🔷						
Alerts						
🖧 Reseller Channel						
() Others		Copyright © 2	022 Grandstream Networks, Inc. All Rights Reserved. Co		☑ Feedback English ∨ (GMT+	-08:00) Beijing, Ch \sim

Site Management

Add Site

Users can add a site at any time on the GDMS platform.

1. Click on the **Add Site** button at the top right of the **Site Management** page. To quickly add a sub-site under a specific site, click on the button next to the desired site. Users can create a total of 7 different levels of sites.

	Add Site	×
* Name		
Parent Site	Site ~	
Description		
	Cancel Save	

Add Site

Site Name	Enter a name for the site to identify it easily. Sites on the same level cannot have the same name.
Superior Site	The parent level of the site. This field can be left blank if the created site is a top-level site.
Site Description	Enter the descriptions of the site.

Add Site

2. Once the site is created, users can then assign devices to it.

Batch Import Sites

Users could import a batch of sites into the GDMS platform.

1. Click on the **Import Site** button at the top right corner of the **Site Management** page. The following window will appear:

Impo	ort Site ×
Click or drag and dr File types .xls and	op file here to upload .xlsx are supported
Please use the following templ	ate to create compatible imports.



Import Site

2. Click on the **Download** button to get a template that will be used to import site information.

	А	В						
	Instructions:							
	1. Fields marked with * are required and cannot be empty.							
	2. Site Name format: 1st Level Site/2nd Level Site//New Site. Users must enter							
	the names starting from the 1st Level Site. If the higher level sites do not							
	exist, they will be created automatically. If no higher level site name is							
	entered, this site name will be used by default to fill in missing site names.							
	3. Site Name maximum character 1:	imit is 64 characters.						
	4. Site Description maximum chara	acter limit is 256 characters.						
1								
2	*Site Name	Description						
3								
4								
5								
6								
7								

Site Template

Site Name	Enter the name of the site. If the site is the child of another site, users must enter the entire path (e.g. top-level site/second-level site/third-level site/new site name).
Descript ion	Enter the descriptions of the site.

Site Template Options

- 3. Once the template is filled out, drag, and drop the file to the upload window or select the file from your PC. Click on the Import button to confirm the import.
- 4. When the Excel file is imported into the GDMS platform successfully, the GDMS platform will prompt the execution result. If there is data that failed to be imported, the user could export the failed data and re-edit the Excel file.

If an imported site has the same name as another site on the specified level, the import will fail.

Edit Site

Users could edit the information of the site on the GDMS platform.

1. Click on the 🖉 button next to the desired site.



2. Edit the desired fields and click on the **Save** button to finalize changes.

	Edit Site	×
* Name	Grandstream	
Parent Site	Site ~	
Description	Level 1	
	Cancel Save	

Edit Site

Delete Site

To remove a site from GDMS, click on the (a) button next to the desired site.

() If the selected site has devices assigned to it, the site cannot be deleted unless the devices are assigned to another site beforehand.

View Devices

To view all the devices under a specific site, click on the desired site in the **Site Management** list.

🕼 GDMS					¢°	Grandstream \sim
🕐 Dashboard	Site				Add Site	Import Site
& Organization	Q. Enter Site Name/Description	GXV3370 Move				
00 Overview	Support Office (4)	MAC Address	Device Name	Model	Account Status	8
오 VoIP Account ~	 Sales office (10) shqu_test1 (0) 	• 00:0B:82:E9:95:4C	GXV3370	GXV3370	Abnormal	
🕒 Device 🗸	 Dec 3 (0) tivao (1) 	• 00:0B:82:D0:55:A0	GXV3370	GXV3370	Normal	
හි Template ^	GXV3370 (3)	• 00:0B:82:E2:07:B0	GXV3370	GXV3370	Abnormal	
By Model	DP750 (4) HZ Office (0)	Total 3		C 1 >		10/page 🗠
By Group	Am Office (0)					
By CFG	SZ Office (1)					
El Site	ylluo_site (10)					

View Devices

Transfer Site

Users can select devices on a site and move them to another site by clicking on the **Move** button.



Transfer Site

Clicking on the **Save** button will finalize the move to the specified site.

Task Management

The **Task Management** page displays all queued and completed tasks in GDMS such as configuration pushes, firmware upgrades, reboots, and factory resets. Users can add, edit, and delete tasks from this page.

(1) Users can only manage the devices in the current organization of the current system. If the user does not have the permissions on the device, the user cannot manage tasks on the device.

Add Task

To add a task to GDMS, click on the **Add Task** button.

Add Task	
* Task Name	
* Task Time	Immediate Scheduled Interval
* Task Type	Upgrade Firmware
	Select Device Model
	Select Firmware Version
• Upgrade Method	Concurrent Upgrade 10 device(s) Sequential Upgrade
rrent Firmware Range	All Versions 🗸
* Target Device(s)	All devices of this model Select Device Enter MAC Address
	Cancel Save

Add Task

Task Name	Enter the name of the task.
Task Time	 Immediate: The task will be run immediately. If the task is not run after 5 minutes, GDMS will automatically close it. Scheduled: Schedule the task to run at a specified time. The task will end at the specified end time, even if there are still devices queued up to run the task. Interval: Users could configure the recurring tasks such as daily, weekly, monthly, Nth week of each month, and perform a certain task. Specify the start date and time when the task will start, then specify the Duration of the task. If a device goes online during the duration of the task, the scheduled task will be performed as soon as the device goes online. If the device goes online after the task's duration, the task will not performed on that specific device. Permanent: This option applies only when the task type is Firmware Upgrade. Every time a corresponding device is added, the device will be upgraded. This is a reccurrent task.

Task Type	 Reboot Device: VOIP device, UCM6300 Series devices, and CloudUCM. Factory Reset: VOIP devices and CloudUCM. Upgrade Firmware: Users will need to select the device model and firmware version to upgrade to. VoIP device and UCM device. Update Config: Model: Select the model template that will be used for the configuration update push. VOIP device only. Update Config: Group: Select the group template that will be used for the configuration update push. VOIP device only.
Upgrade Method	 This option is available only when Upgrade Firmware is selected as the Task Type. Sequential Upgrade: Devices are upgraded one by one in a sequence. Recommended to minimize network traffic.

	• Concurrent Upgrade: All devices are upgraded simultaneously. This option may cause heavy network traffic. To ensure network quality, the user can also limit the maximum number of concurrent devices, such as upgrading 10 devices at the same time.
Current Firmware Range	 This option is available only when Firmware Upgrade is selected as the Task Type. Devices will be upgraded only if they meet certain requirements: All: Upgrade all devices regardless of their current firmware version. Specific Firmware Version: Upgrade devices on the specified firmware version. Firmware Version Range: For the selected devices, only the devices in a specified firmware version range (Lowest firmware version ≤ x ≤ Highest firmware version) will be upgraded.
Target Device(s)	 All devices of this model. Select Device. Enter MAC Address.

Add Task

Click on the Save button to finalize the task creation. Users can view this task in the Task Management list.

Task Name ≑	Task Type	Task Time	Creator	Status	Run Time 🗢	Operation	ø
Immediate Task	Upgrade Firmware	Immediate	yxxu123	Success	2019/03/25 07:06	0	
1111	Reboot Device	2019/03/20 12:00 ~ 2019/03/21 12:00	yxxu123	Cancelled	-	0	
Immediate Task	Update Config: Model	Immediate	yxxu123	Timeout	_	0	
Immediate Task	Update Config: CFG	Immediate	yxxu123	Failed	-	0	
Immediate Task	Update Config: CFG	Immediate	yxxu123	Failed	_	0	
Immediate Task	Upgrade Firmware	Immediate	yxxu123	Success	2019/02/21 03:14	0	
222	Reboot Device	Immediate	yxxu123	Success	2019/02/19 02:51	0	
222	Upgrade Firmware	2019/02/19 17:00 ~ 2019/02/20 17:00	уххи	Success	2019/02/19 17:00	0	

Task Management List

0

- If there are multiple tasks for 1 device, they will be queued up to run in order of their configured start time.
- If a device is offline, pending tasks associated with the device will be run the next time the device is offline.
- Certain tasks and device setting changes can cause a device to reboot.
- Firmware upgrade tasks may require more time to run due to the size of some firmware files.
- The latest configuration files or firmware will be generated for each cycle of the recurring tasks, and the system will collect all devices of this specific model, and then execute the corresponding task.
- If the task is created in a specific sub-system, the user can view the task only in the corresponding sub-system, and other sub-system users cannot view it.

View Task Status

Users can see the status of all completed and pending tasks by looking at the **Status** column.

GDMS	*TI	ne curren	t free Beta service of UCM R	RemoteConnect will be extended until mi	d-June*				💡 World 🗸 😝 O	der History	📫 rjyao 🗸
	•	Task									Add Task
Dashboard			ete			All Statuses \sim	All Task Type 🛛 🗸	All Types 🗸	Q Enter Task Name/MAC		Filter \sim
A Organization	•		Task Name 🌻	Task Type	Task Time 💠		Creator	Status	Run Time 🗢	Options	8
			🗘 特殊	Reboot Device	30/12/2022 03:03PM ~ 30	0/12/2022 04:03PM	rjyao	Canceled	-	0	
C Overview			😋 🔚 bi ki lej 🖶	Reboot Device	14/06/2022 10:44AM ~ 14	4/06/2022 11:44AM	rjyao	Scheduled	_	0 O C	3 🛞
오 Extension			🖒 test	Update Config: Model	02/06/2022 11:14AM ~ 02	2/06/2022 12:14PM	rjyao	Scheduled	-	00	3 🐵
UCM Device				Reboot Device	10/05/2022 10:44AM ~ 10	0/05/2022 11:44AM	rjyao	Failed	_	i	
VoIP Device			🗘 test	Update Config: Model	05/05/2022 11:14AM ~ 05	5/05/2022 12:14PM	rjyao	Timeout	_	0	
血 Call Quality			_	Reboot Device	Immediate (22/04/2022 1	1:11AM)	rjyao	Timeout	_	0	
l Device Template	~			Reboot Device	12/04/2022 10:44AM ~ 12	2/04/2022 11:44AM	rjyao	Success	12/04/2022 10:46AM	i	
E Storage			-	Upgrade Firmware	Immediate (08/04/2022 0	05:00PM)	rjyao	Timeout	_	(i)	
E Site			🖨 test	Update Config: Model	07/04/2022 12:14PM ~ 07	7/04/2022 01:14PM	rjyao	Timeout	_	0	
🔝 Task			Q 66	Reboot Device	26/03/2022 02:00AM ~ 26	5/03/2022 03:00AM	rjyao	Failed	_	0	
Diagnostics		Total 1	61							Id ♥ ♥ Order History ♥♥ rjyao ♥ Add Task ame/MAC Filter ♥ 0 0ptions ♥ 0 0 C ♥ 0 0 C ♥ 0 0 0 C ♥ 10/page ♥ 10/page ♥	
System		TOTAL									ovhage -
🗟 Resources 🔷	~				Tack Time * Creator Status Run Time * Options ® B0/12/2022 03.03PM - 50/12/2022 14:44AM flyee Cancelled - 0 <td< th=""></td<>						
Alerts											
🔗 Reseller Channel											
() Others					Copyright © 2022 Gran	ndstream Networks, Inc. All Rights R	teserved. <u>Cookies</u>		🗹 Feedback 🛛 English 🖂	(GMT+08:00) Beijing, Ch $ \smallsetminus $

View Task Status

Pending	The task has not been executed yet.
Executin g	The task is currently in progress.
Success	The task has been completed successfully.
Failed	The task has failed.
Canceled	The task was canceled.
Timeout	The task was not executed when it arrived at the ending time.
Ended	The task was ended before it could be completed. Some of the involved devices may not have run the task before it ended.

Task Status Description

To view more details about a task, click on the ⁽⁾ button for the desired task. Users can view the task status of each device involved.

	Task Details	×
Task Type Factory Reset	Task Time Immediate Task	
Failed <mark>0</mark> / Total 1	All Results V Q Enter Device Name/MAC	



Task Status

Pending Executed	The task has not been run yet.

Executing	The task is currently ongoing.
Success	The task has been completed successfully.
Failed	The task has failed. A failure reason will be shown.
Timeout	The task has been sent to the device, but the device has not responded yet.
Success (Timeout)	The task has been completed successfully for this device, but it was completed later than the specified time.
Canceled	The task has been canceled before the starting time.
Ended	The task was ended before it could be completed. Some of the involved devices may not have run the task before it ended.

Task Status Detailed Description

Users could re-create tasks for the executed failed devices or all devices. If the user re-creates tasks for certain devices, all attributes of the task and all executed devices information will be logged on the "Re-create Task" page.

Start Scheduled Tasks

Users can start pending scheduled tasks immediately by clicking on the o button.

Cancel Pending Tasks

To cancel a pending task, click on the \odot button for the desired task. The task status will be changed to Cancelled. To run the task again after it is completed, click on **Task Details** \rightarrow **Run Again** for the desired task.

If the task is recurring, users could select whether to cancel the entire recurring task or just cancel the single task.

End Task

To stop a running task, click on the o button to immediately end it.

If the device has already executed the task (e.g. Reboot Device), the device will finish the task; if the device does not start to execute the task, the device will not execute the task anymore.

Search Task

Users can search for specific tasks by using the search bar and filters at the top-right of the top right corner of the **Task Management** page.

Tas	Task Add Task											
	Dele	te			All Status	~	All Task Type	All Types	~	Q Enter Task Name/MAC		Filter ^
										O Start Time -		
		Task Name 🌩	Task Type	Task Time ≑			Creator	Status		Run Time 🌻	Options	\$
		🗘 уххи	Reboot Device	2019/11/30 20:11 ~ 201	19/11/30 22:11		yxxu123	Scheduled		_	00	۵ ک
		4 factory reset	Factory Reset	2019/10/01 12:19 ~ 201	19/10/01 13:19		yxxu123	Scheduled		_	00	s 💿
		upgrade cycle1111	Upgrade Firmware	2019/09/11 13:50 ~ 201	19/09/11 14:50		sqhuang	Scheduled		_	00	s 💿
		🗘 cycle26	Reboot Device	2019/08/29 18:33 ~ 201	19/08/29 20:33		yxxu123	Timeout		_	0	
		4) cycle	Reboot Device	2019/08/29 18:23 ~ 201	19/08/29 19:23		уххи	Success		2019/08/29 18:54	0	
		cehsi01	Upgrade Firmware	2019/08/29 08:00 ~ 201	19/08/31 07:59		yxxu1	Ongoing		2019/08/29 08:00	0 🖲	
		🗘 TASK	Reboot Device	2019/08/28 19:13 ~ 201	19/08/28 21:13		yxxu123	Cancelled		-	0	
		🖒 cycle	Reboot Device	2019/08/28 18:23 ~ 201	19/08/28 19:23		уххи	Failed		-	0	
		🗘 cycle26	Reboot Device	2019/08/28 14:17 ~ 201	19/08/28 16:17		yxxu123	Timeout		_	0	
		2222	Upgrade Firmware	2019/08/28 08:00 ~ 201	19/08/31 07:59		yxxu1	Ongoing		_	0 💿	
•	Total 1	140			< 1 2 3	4 (114 >				1	0/page 💛

Search Task

Delete Task

Users can delete tasks at any time. Select one or more tasks and click on the **Delete** button at the top of the page to delete them.

When deleting ongoing tasks, GDMS will automatically suspend and delete them. Any changes made before the task was suspended cannot be undone.

CloudUCM devices only support reboot and factory reset tasks.

Diagnostics

It displays all diagnostics records for VoIP devices and CloudUCM devices.

CloudUCM devices only support Ping/Traceroute and Syslog, which are the same as those in the UCMRC System.

Diagnostics > Diagnostics Details			
	Ping/Traceroute Syslog		
1 0	• Ping O Traceroute		
CLOUDUCM	* Enter IP/Domain Name	Start	
	• Ping/Traceroute Log		
()	Time	User	Options
Device Name			
MAC Address			
00:0B:82:07:00:14			
Model CloudUCM		No Data	
Device Category			



Ping/Traceroute

GDMS Global Function Descriptions (regardless of system)

Alert Settings

The CloudUCM tab has been added to email alert settings, message alert settings, SMS alert settings, and App alert settings. You can subscribe to CloudUCM-related alert settings there.

		Em	nail Notificati	on Settings	MCJJUEC		×
Please ensur	e that a pl	lan has been pur	chased on the Cloue	dUCM and that the corres	sponding a	alerts are enabled.	^
Organization	Default	. 🛛					
Subscriber	ylluo	8					
Notification time 📀	 All data 	ay 🔿 Cus	tom				
Alert Details	VoIP	UCM	CloudUCM				
		Alert Details					
		\rm Local Disk					
	 Abnormal System Reboot Fail2ban Blocking 						
		\rm IP Peer T	runk Status 🕖				
		Concurrer	nt call limit reache	ed			~
			Cancel	Save			

Email Notification Settings

Role

Added CloudUCM system-related functions in the permission configuration.

CloudUCM System							ļ	😝 Pla	ans & Services	⊚ world ∣	ylluo \sim
Ø Dashboard	Role > Add Role (For U	IC Services)									
♣ Organization 🗧 🛱	* Role Name										^
யிட Call Quality	Description										
段 Device Template 🗸 🗸	* Select Permissions	VOIP UCMRC	CloudUCM	Resources	Alerts	Reseller Channel	RPS Management	Users	System Log	API Develope	£>
E틥 Site		All									
🖽 Task		Dashboard									
Diagnostics		Overview									
System		Extension									
🗟 Resources 🛛 🗸		Account List Delete Account		Assign account	t t	Go to UC	M Web UI to edit exten:	sion			
🛆 Alerts		CloudUCM									
🖧 Reseller Channel		Device List		Activate Cloud	UCM	Free Tria	I	Acc	ess Admin Portal		
🖧 RPS Management		Add Device		Access Security Reset Super Ac	y Settings Iministrator	Factory F Password Import [Reset Device	Sto	p		
Co. users		Export Device		Edit Device		Enterpris	e UI customization	Del	ete Device		
2 los Users		Upgrade Firmware		Reboot Device		Assign Si	te	Ope	eration Logs		
🖨 System Log		Task History		Device Details		Device D	iagnostics	SIP	Server Settings		
🗹 API Developer					Cancel	Save					~
(i) About GDMS				© 2024 Grandstre	am Networks,	Inc. <u>Cookles</u>				⊠ F	eedback

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