CloudUCM Multi-tenant Management User Guide

Overview

You can use the organization feature on the GDMS platform to manage CloudUCM multiple tenants:

- 1. The reseller can purchase a CloudUCM plan for each tenant separately, and then add the tenant's CloudUCM device and VoIP devices under the corresponding organization on the GDMS platform for management. The GDMS platform has comprehensive device management capabilities that allow you to efficiently manage multiple tenants' devices.
- 2. Each CloudUCM device is a cloud PBX virtual machine with its own separate storage space for data and files.
- 3. We provide a variety of CloudUCM plans with different specifications to meet the requirements of different tenants. Please refer to the Plan Specifications page.

This document introduces how intermediary resellers manage multi-tenant CloudUCM devices and plans.

Purchase Plans for Tenants

You will need to contact your superior channel to purchase CloudUCM plans.

The reseller can purchase a CloudUCM plan for each tenant separately, and purchase the corresponding plan according to the requirements of each tenant, such as the number of extensions and concurrent calls (see CloudUCM Plan Specifications), which is very flexible and convenient.

For example, if the reseller purchases a 1-year Plus plan on April 2nd, 2024, and the device is not activated until May 5th, 2024, then the CloudUCM device will take effect on May 5th, 2024, and this plan will expire on May 5th, 2025. Since the CloudUCM plan is timed after the CloudUCM device is activated, the order can be completed quickly after the customer has confirmed the order. In this way, there is no cost before activation, and you can quickly respond to customers' requirements.

Apply Free Trials for Tenants

If there is a tenant who wants to try CloudUCM services first, you can apply for a CloudUCM free trial plan on the GDMS platform for this customer. The number of free trial plans is limited. If you need more free trial plans, please contact your superior reseller.

1. Select the organization o	f the tenant (e.g. C	Custom AAA), and	apply the free trial	plan on the CloudUCM	1 device list:
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CloudUCM System	Quick User Guide					🖉 🕼 Plans & Ser	vices 💿 World 🕴 ylluo 🗸
Ø Dashboard	CloudUCM			Free Trial	Refresh List	Add Device In	nport Device Export Device
La Organization →	Upgrade Firmware	sign Site More ~	Free Trial	All Plan Stat	ruses Y		ime Filter V
() Overview	00:0B:82:07:01:9C (C	After filling out and submitting the	application, you will obtain a 3 month(s) free trial of the SOHO) plan. Plan Details	^		
2 Extension	Pla Sto	Device Name				Calls:— Extensions:— Trunk:—	• • • • •
🗢 CloudUCM		* Site	Enter new site name				
VoIP Device	00:08:82:07:01:58		Select from existing sites				Running
🕮 Call Quality	Plan: Startur	Customer Email	Receive device activation email		_	Calls: 0/4 Extensions: 0/0/10	80 Z O
छि Device Template 🛛 🗸	storage spac	Customer Remarks				Trunk:0	
EB Site	00:0B:82:07:01:3B	* Customer Employee Count		~			
🗏 Task	Plan: Plus (A Storage Spac	* Customer Purchase Intention		~		Calls: 0/16 Extensions: 0/0/50	80 I O
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🗟 Resources 🛛 🗸					_		
🖄 Alerts			Cancel Apply				
& Reseller Channel							

Apply for CloudUCM Free Trial

2. Fill in the information. Enter the tenant's email address in the field "Customer Email". The CloudUCM device information and activation link will be sent to the tenant's email address for the tenant to activate the CloudUCM device. The email reads as follows:



CloudUCM Free Trial Activation Email

Manage Tenants' CloudUCM Devices

The reseller can log in to the GDMS platform, create an organization for each tenant, and manage CloudUCM devices and extensions for different tenants by switching organizations.

CloudUCM devices in each organization, as well as synced extensions from CloudUCM devices, VoIP devices, sites, tasks, and diagnostics records, are stored separately. The reseller can switch organizations for separate management, and the data of each tenant is managed independently.

For example, you can create an organization "Custom AAA" for tenant A and add the CloudUCM device "1" to the organization "Custom AAA". You can also create another organization "Custom BBB" for tenant B and add the CloudUCM device "2" to the organization "Custom BBB".

CloudUCM System	n 🏭 🛛 🛤 Quick User Guide		🌲 🛛 😝 Plans & Services 🖉 💿 World	Custom BBB \sim
🔮 Dashboard	CloudUCM		Free Trial Refresh List Add Device Import Device	Export Device
and a construction and a constr	Custom AAA 🗸 🗸 sign Site	More 😒	All Plan Statuses	Filter ~
Custom AAA	Custom BBB JUCM 1)	Firmware Version: 1.0.24.23 Site Name: default		Running
🕒 Overview				



Organization Management

View All Tenants' CloudUCM Devices

Resellers can view the status and information of all tenants' CloudUCM devices and plans on the Dashboard -> CloudUCM on the GDMS platform.

Resellers can click the MAC address of the device so that resellers can be automatically redirected to the organization where the device is located, and enter the CloudUCM device list to filter and manage the device.

CloudUCM System	Quick User Guide]						Plans & Services	Ø World	y∥uo ∽
Dashboard	Dashboard									
A Organization 🖨	Device Statistics Call S	tatistics CloudUCM	VoIP Device							
Custom AAA					All Device Status	~ All Pla	an Statuses	Q. Eniter MAC/Device Name		Filter ~
C Overview	Device	Device Status	CloudUCM Plans	Storage Space	Current Call	Extensions	Trunk	Alerts	Organization	
요 Extension	00:08:82:07:01:9C	Pending activation	_	_	_	_	_	Unread Notifications:	Custom AAA	
S CloudUCM	CloudUCM 1							Fail2ban: —		
VolP Device	00:08:82:07:01:58 1.0.25:4	Running	Startup Active	98.63MB/51.00GB	0/4	0/0/10	Total: 0 Available: 0	Unread Notifications: 0 Fail2ban: 0	Custom AAA	
L Call Quality	00:08:82:07:01:38 1.0.25.7	Running	Plus Active	98.80MB/52.00GB	0/16	0/0/50	Total: 0 Available: 0	Unread Notifications: 0 Fail2ban: 0	Custom AAA	
Eli Site	00:08:82:07:00:12	Pending activation	Business Active	/10.00GB	-	-	-	Unread Notifications: — Fail2ban: —	Custom BBB	
🖽 Task	Total 4				< 1 >				10/	page v
Diagnostics										
🚼 System										

CloudUCM Devices

Activate Tenants' CloudUCM Devices

CloudUCM devices need to be activated before use.

There are 2 methods:

Method 1: The reseller activates the CloudUCM device for the tenant on the GDMS platform.

1. On the CloudUCM device list, the reseller can click the option () to activate the device.

CloudUCM Sys	stem 🗰 Quick User Guide		LP (😂 Plans & Services 🛛 💿 World 🔤 ylluo 🗸
Ø Dashboard	CloudUCM		Free Trial Refresh List Ado	Device Import Device Export Device
- Organization	← Upgrade Firmware Assign Site More ~		All Plan Statuses V Q Ente	er MAC/Device Name Filter ~
	00:0B:82:07:01:9C (CloudUCM 1) Firmware Version:— Site N	ame: Default		Pending activation
C Overview	Plan: —	Admin Portal: —	Calls: —	
오 Extension	Storage Space: —	Wave Server: — SIP Server: —	Extensio Trunk:	ns:— 💿 🛈 🗹 😳
🔗 CloudUCM				
VoIP Device	00:08:82:07:01:58 Firmware Version: 1.0.25.4 Site Name: Det	fault		Running



2. The device activation page is displayed as follows. The reseller can select the zone where the CloudUCM device is located, customize the server address (supported only by SOHO or higher-level plans), and enter the email address of the super administrator (to obtain plan-related emails or retrieve the password).

GRANDSTREAM	
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	US (West) Server Address ABC Device Administrator Email
2 CLOLIEM	Activate Device Information MAC Address 00:0B:82:07:00:F0
PBX Srd party add-ins	Initial Password
© 2024 Grandstream Networks, Inc. <u>Cookies</u>	En

CloudUCM Activation Page

3. After the CloudUCM device is successfully activated, the device can be accessed, and the plan takes effect. You can copy the device information and send it to tenants so that they can access the system.

<image/>	Successfully activated CloudUCM Tou can go to its admin portal to manage the device Admin Portal Admin Portal When the configuration is complete, you can add CloudUCM and VoIP devices to GDMS platform for management Device Information Image: Configuration is complete, you can add CloudUCM and VoIP devices to GDMS platform for management Device Information Image: Configuration is complete, you can add CloudUCM and VoIP devices to GDMS platform for management Device Information Image: Configuration is complete, you can add CloudUCM and VoIP devices to GDMS platform for management Device Information Image: Configuration for management Plan Information SOHO Expiration Time 30/04/2024 Zone us Admin Portal https://image.mm.toud Xwave Server https://image.mm.toud SiP Server 070111
© 2024 Grandstream Networks, Inc. <u>Cooldes</u>	English ~

CloudUCM Successfully Activated

Method 2: The reseller can send the activation link to the tenant to activate the CloudUCM device. The tenant can activate the CloudUCM device through the activation link sent by the reseller.

1. The reseller can click the option 💿 following the device on the CloudUCM device list and select the option "Send Activation Email" to send the activation email to the tenant.

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8	Oashboard	CloudUCM		Free Trial	Refresh List	Add Device	Import Device	Export Device
別月	t Organization ≓ Custom AAA	Upgrade Firmware Assign Site More ~		All Plan Stat	uses 🗸	Q. Enter MAC/De		Filter ~
1	(P ourstau)	00:0B:82:07:01:9C (CloudUCM 1) Firmware Version:	Site Name: Default				Pen	ding activation
C V	은 Overview 오 Extension	Plan: — Storage Space: —	Admin Portal: — Wave Server: —			Calls: — Extensions: —	C	0 2 0
e	ScloudUCM		SIP Server: —			Irunk: — 🗹 Ser	d Activation Email	
lo D		00:08:82:07:01:58 Firmware Version: 1.0.25.4 Si	ite Name: Default			🕥 Up	grade Firmware)
颤爽	۵ Call Quality	Plan: Startup (Active) ~ Storage Space: 98.63MB/51.00GB ~	Admin Portal: https://07015b.a.myucm.cloud:844 Wave Server: https://07015b.a.myucm.cloud	43 🞯		Calls: 0/4	noot Device vice Diagnostics	
	鈞 Device Template 🗸 🗸		SIP Server: 07015b.a.myucm.cloud:5061			Trunk: 0 28 Ent	erprise UI cu <mark>s</mark> tomizati	on
						E Op	eration Logs	

Send Activation Email

2. The tenant's mailbox will receive the following email, and then the tenant can click the activation button to activate the CloudUCM device.



CloudUCM Activation Email

The subsequent activation process is consistent with activating on the activation page.

Manage Tenants' CloudUCM Devices and Extensions

Each tenant corresponds to an organization. The reseller can manage multiple tenants' devices separately by switching organizations.

1. The reseller can manage tenants' CloudUCM devices on the GDMS platform. For example, if you switch to the organization "Custom AAA", you can view the CloudUCM devices in this organization and perform remote access, reboot devices, upgrade firmware, etc.

CloudUCM System	n 🛄 Quick User Guide	•	Plans & Services 🛛 💿 World	Custom BBB V
Dashboard	CloudUCM	Free Trial Refresh Li	st Add Device Import Device	Export Device
♣ Organization ⇒	Upgrade Firmware Assign Site More V	All Plan Statuses	Q Enter MAC/Device Name	Filter ∨
	00:0B:82:07:00:18 (CloudUCM 1) Firmware Version:	1.0.24.23 Site Name: default	¢.	Running
은 Overview 오 Extension	Plan: SOHO (Active) \vee In Trial Storage Space: 102.99MB/1.00GB \vee	Admin Portal: https://test-aaa.m.myucm.cloud:8443 (a) Wave Server: https://test-aaa.m.myucm.cloud	Calls: 0/8 Extensions: 0/19/20	0000
CloudUCM		Sir-Server, test-ada,m.myuCm.cloud;5061	Upgrade Firmware	



Organization Management

2. After the CloudUCM device is added, the extensions created in the CloudUCM device will be synced to the corresponding organization. For example, the CloudUCM device "1" will sync the extensions created in the device to the organization "Custom AAA".

CloudUCM	System		🛤 Quick User Guide				Plans & Services	⊚ World C	ustom BBB \sim
Ø Dashboard	1	Extensi	on					Expor	t Extension
A Organization	≑					All Devices \checkmark Site	V Q User ID/Account	/Name/Device Name/	/MAC
Custom AAA			User ID 💠	Display Name ≑	SIP Server 🗢		Last Updated 🗢	Options	-
() Overview			1018	_	test-aaa.m.myucm.clo	pud:5061	2024/02/02 20:46	S	Ō
<u> </u>			1017	-	test-aaa.m.myucm.clo	pud:5061	2024/02/02 19:55	2 8	Ō
CloudUCM			1016	_	test-aaa.m.myucm.clo	pud:5061	2024/02/02 19:55	K	Ō
VoIP Device			1015	_	test-aaa.m.myucm.clo	pud:5061	2024/02/02 19:55	N	Ō
🕮 Call Quality			1014	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	1	Ō
छि Device Template	~		1013	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	R 79	Ō
E븝 Site			1012	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	R 79	Ō
🖽 Task			1011	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	R 79	Ō
Diagnostics			1010	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	R 79	Ō
System			1009	_	test-aaa.m.myucm.clo	oud:5061	2024/02/02 19:55	R 79	Ō
🗟 Resources	~	Total	19					10	Vpage 🗸
▲ Alerts									
OC Reseller Channel					© 2024 Grandstr	ream Networks, Inc. <u>Cookies</u>			🗹 Feedback

Extensions

3. If a tenant has purchased multiple CloudUCM devices that need to be used by different departments, the reseller can add multiple sites and add the devices to different sites for management.

CloudUCM System	M Quick User Guide		٠	Plans & Services 🛞 World	Custom BBB 🗸
Ø Dashboard	CloudUCM	Free Trial	Refresh List	Add Device Import Device	Export Device
Custom AAA	Upgrade Firmware Assign Site More 🛩	All Plan Stat	uses 🗸	Q Enter MAC/Device Name	Filter ^
C Overview		All Cities V All Device Si	atus 🗸	Site ^ All Firmw.	are Version ~
요 Extension	00:08:82:07:00:18 (CloudUCM 1) Firmware Version: 1.0.24.23	Site Name: default		Q Enter Site Name/Description	Running
GoudUCM	Plan: SOHO (Active) V In Trial	Admin Portal: https://test-aaa.m.myucm.cloud:8443 🔘 Wave Server: https://test-aaa.m.myucm.cloud	1	C default E AAA	R O
VolP Device	storage space. 71.0000	SIP Server: test-aaa.m.myucm.cloud:5061	1	i 🗇 aaa	
ររំរំំំំំំំ Call Quality	Total 1	>		Department A Department B Department C	Ураде —
🕸 Device Template 🗸 🗸					
E Site					
🖽 Task					
Diagnostics					

CloudUCM

Manage Tenants' VoIP Devices

1. The reseller can also add the tenant's VoIP devices to the organization (e.g. "Custom AAA") for account configuration, parameter configuration, device diagnosis, scheduled firmware upgrade, etc.

CloudUCM System	n III 🗮 Quick User Guide		٠	Plans & Services	Custom BBB 🗸
Ø Dashboard	VoIP Device	Refresh	List RPS Management	Add Device Import Device	Export Device
🐴 Organization 🛛 🔿	Upgrade Firmware Sync Device Local Configuration More ~	All Types 🗸 🗸	All Models \sim	Q Enter MAC/Device Name/IP	Filter 🗸



VoIP Devices – Task History

2. The reseller can assign extensions for this VoIP device, such as assigning the CloudUCM device's extension to the VoIP device with one click.

CloudUCM System	n 🏭 👎 Quick User Gu	uide			Plans & Services	◎ World │ Custom BBB ~
Ø Dashboard	VolP Device > Account	t Configuration (C0:74:AD:05:F5:1C)				
Organization Curtom AAA	Account	User ID	Server Name	Server Address		Î
() Overview	Account1	1018 ~	test-aaa.m.myucm.cl	test-aaa.m.myucm.cloud:5061		
오 오 Extension	Account2	1017 ~	test-aaa.m.myucm.cl	test-aaa.m.myucm.cloud:5061		
💪 CloudUCM	Account3	Select ~		0.0.0.0		
F VoIP Device	Account4	Select ~		0.0.0.0		
🛍 Call Quality	Account5	Select ~		0.0.0.0		
l Ø Device Template 🗸 🗸	Account6	Select v		0.0.0.0		
Ea Site	Account7	Select ~		0.0.0.0		
Task	Account8	Select ~		0.0.0.0		
Diagnostics	Account9	Select ~		0.0.0.0		
System	Account10	Select ~		0.0.0.0		
Resources ~	Account11	Select ~		0.0.0.0		
A Alerts			Cancel	Save and Apply		
00 Reseller Channel			© 2024 Grandstream Netv	vorks, Inc. <u>Cookies</u>		🗹 Feedback

VoIP Device – Extension assignment

3. The reseller can also remotely configure parameters for the VoIP device, including "By Model" templates, "By Site" templates, "By Group" templates, and "By CFG" files.

CloudUCM System	📕 🗰 Quick User Guide			🌲 😝 Plans & Services 🛛 💿 World 🛛 Custom BBB 🗸
Ø Dashboard	VolP Device > Set Parameters (C0:74:AD:05:F5:1C)		Switch to Text Editor
♣ Organization 🗧 🖨	Account Phone Settings	Network Settings System Settings Maintenance	Applications Value-added Service	Q Enter Name/P-value
Custom AAA	Account1 V	Select All Reset Settings		
C Overview	General Settings	 Network Settings 		
A Extension	SIP Settings	Failback Expiration (m) 🥥 60		
CloudUCM	Codec Settings			
VolP Device	Call Settings			
រឿន Call Quality	Advanced Settings			
र्दछे Device Template 🛛 🔿	Programmable Key Setti			
By Model	BroadSoft Settings			
By Site				
By Group				
B, sta				
By CFG				
Eg Site				
Task			Back Save and Apply	
Diagnostics		© 2024 G	irandstream Networks, Inc. <u>COOkies</u>	[] Feedback

VoIP Device – Account

How Do Tenants Access Systems

Each CloudUCM device is a cloud PBX virtual machine with a separate storage space to store data and files. After activating the CloudUCM, each CloudUCM device has a unique access address for the admin portal and SIP server address. Tenants use the admin portal address to access the system for management.

Method 1: Access through the CloudUCM Admin Portal

1. The reseller needs to send the CloudUCM admin portal address and the initial username and password of the super administrator to each tenant. The reseller can copy the information in the CloudUCM Device Details on the GDMS platform. For example, you can switch to the organization "Custom AAA", on the CloudUCM device list, and click the option 0 to see the device details of the CloudUCM "1".

CloudUCM System	I 🔜 Quic						Plans & Services	⊚ World	Custom BBB \sim
Ø Dashboard	<u>CloudUCM</u> > C	Device Details (Clou	udUCM 1 00:0B:82:0	07:00:18)					
🛃 Organization 🛛 🔿	The device tria	al plan will expire on :	2024/05/02. You can p	urchase to continue using	g CloudUCM service.	Purchase Plan			
Custom AAA	Overview	Statistics Report	Device Information	Plan Information					
🕒 Overview		C	evice Information	<u>ا</u>					
요 Extension			Software Version	1.0.24.23					
🗢 CloudUCM			Last Start Time	2024/03/20					
VoIP Device			MAC Address	00:0B:82:07:00:18					
alle call country			Default Username	admin					
			Initial Password 🖉	******					
र्छ Device Template 🗸 🗸		Device	Administrator Email	huang45251@163.com					
E릡 Site			Plan Information	SOHO					
🖽 Task			Expiration Time	2024/05/02					
			Zone	Middle East					
Diagnostics			Admin Portal	https://test-aaa.m.myucr	n.cloud:8443				
📲 System			Wave Server	https://test-aaa.m.myucr	n.cloud				
🗟 Resources 🗸 🗸			SIP Server	test-aaa.m.myucm.cloud	:5061				
🛆 Alerts									
0 0 1 0 1									
66 Reseller Channel				© 2024 Gran	dstream Networks, Inc.				C Feedback

View & Download Device Information

2. The tenant can use a browser to open the admin portal address (e.g. https://test-aaa.m.myucm.cloud:8443), and log in to the system using the initial username and password.

S CloudUCM				🕞 Wa	ve 🙆 UCMRC Services	Q 🦉 🚺 gdms.ren	note-user(admin) v
 System Status Dashboard 	Storage Usage				Cleaner	🖕 Cloud UCM	View Details
System Information Active Calls Extension/Trunk Call Features	10.06%	 Recordings Record Video Voicemail CDR Backups 	0.00% (0.0 KB) 0.00% (0.0 KB) 0.00% (0.0 KB) 0.06% (667.0 KB) 0.00% (0.0 KB)	 IM Files IM Message Other Available 	0.00% (0.0 KB) 0.45% (4.6 MB) 9.55% (97.8 MB) 89.94% (921.0 MB)	Expiration Date Max Concurrent Calls Extensions Storage Space Becord	20/05/2024 8 20 1.00 GB
Messaging Messaging PBX Settings	Used 103.0 MB / 1.0 GB PBX Status System Time	2024	-03-24 18:38:42	Trunks			
Contacts	Active Calls Temporary Meeting	0 / 8 0		LestA	Available/Normal Abnormal	0 Unmonitored/Disable	olormal
E CDR · · 원 RemoteConnect	Multimedia Meeting Extensions Call Queue		0/0 0/19 0/0		<)		
B☆ Integrations ∨	Parking Lots Fail2Ban Schadulad Backup	• Of	0/20 f				

CloudUCM – Dashboard

Method 2: Access through GDMS

1. The reseller can create multiple sub-users on the GDMS platform, that is, create a sub-user for each tenant, and then assign corresponding organization privileges to the sub-user accordingly.

CloudUCM System	III Par Quick User Guide	🌲 😝 Plans & Services 💿 World 📔 sqhuang 🗸
Dashboard	Users	. Add User
♣ Organization Custom BBB	Users Role Organization Associated Company Account Security Settings	Q. Enter Name/Email/Account
🕄 Device Template 🛛 🗸	Add User	x gin IP Last Login Tim Options
Ea Site	Nickname Custom BBB	30.3(To 2024/03/25 11
Task	* Email test@test.com	•
Diagnostics	Total 1 * Role admin ~	10/page 🗸
System	Multi-factor Authentication	
Resources 🗸 🗸 🗸	* Managed Organizations World	
🖄 Alerts	Custom 888 🚳	
& Reseller Channel		
rPS Management	Cancel Save	
£⊕ Users		
📋 System Log		
🔛 API Developer		
(i) About GDMS		Ø Feedback

CloudUCM System – Add User

If the reseller wants tenants to manage only devices in the CloudUCM system, the reseller can create a new role and assign the corresponding privileges:

CloudUCM System 🏭	Ruick User Guide		.	Plans & Services 💿 World	d \mid sqhuang \sim
Dashboard	> Add Role (For UC Services)				
♣ Organization ⇒ Custom BBB	* Role Name Custom admin				Î
ô Device Template 🗸	Description				
*	* Select Permissions < VOIP UCMRC CloudUCM	Resources Alerts Rese	ler Channel RPS Management	Users System Log Al	PI Develor >
L콤 Site	☑ All				
🖽 Task					
Diagnostics	Dashboard				
	Verview				
System	Extension				
🗟 Resources 🛛 🗸	Account List	Assign account	Go to UCM Web UI to edit extension	on	
▲ Alerts	Delete Account	Export Account			
oo Reseller Channel	Device List	Free Trial	Activate CloudUCM	Access Admin Portal	
d RPS Management	Add Device	Reset Super Administrator Passwo	rd 🔽 Access Security Settings		
Con Lineare	Factory Reset	Stop Service	Start	Send Activation Email	
218 USEIS	Import Device	Export Device	Enterprise UI customization	Edit Device	
📋 System Log	Delete Device	Upgrade Firmware	Reboot Device	 Assign Site 	
	Operation Logs	Task History	Device Details	Device Diagnostics	
떺 API Developer		Cancel S	ave		
(i) About GDMS		© 2024 Grandstream Networks, Inc. CO	okles		C Feedback

CloudUCM System – Add Role

2. After logging in as a sub-user, the tenant can switch to the authorized organization only and manage the organization based on the role's privileges. For example, as the screenshot shows below, the tenant can only switch to the organization "CloudUCM BBB", and cannot switch to other organizations.

CloudUCM System	1 III Quick User Guide				🌲 💿 World	Custom BBB 🗸
Ø Dashboard	CloudUCM	Free Trial R	Refresh List	Add Device	Import Device	Export Device



User Portal

3. The tenant can also add VoIP devices to this organization (e.g. CloudUCM BBB), assign CloudUCM extensions to VoIP devices with one click, and perform parameter configuration, batch firmware upgrade, device diagnosis, etc.

CloudUCM System	🗮 Quick User Guide							🔵 Plans &	Services 💿	World	Custo	m 888 ~
Ø Dashboard	VoIP Device					Refresh List	RPS Management	Add Devi	ce Import	Device	Export	Device
♣ Organization ≓	Upgrade Firmware Syn	c Device Local Configuration	More ~		All Types	~ All	Models v), Enter MA	C/Device Name/I	P	Fi	lter 🗸
Custom BB8	MAC Address	Device Name 🗢	Device Model 💠	Firmware Version	Account Status	Site Name	Push Configuration 🖨	Last Cor	nfig Time 💠	Options		8
C Overview	C0:74:AD:05:F5:1C	 .	GXV3350	20.21.1.18		default	Enabled	Not con	figured	& ®	•	Э
요 Extension	Total 1				< 1 >				Device Detail			
CloudUCM									Operation Lo	bgs		
VoIP Device									Task History			
វៀរ Call Quality									 Authorizatio 	n Manageme	nt	
영 Device Template 🗸 🗸									🔁 Transfer Dev	lice		
									👯 Disabled Pus	h Configurat	ion	
									Sync Device	Local Configu	iration	
🖽 Task									() Reboot Devi	ce		
Diagnostics									Factory Rese	t		

Organization Management

Register to Extensions via IP Phones/Wave

Tenants can view the Wave Server and the SIP Server on the CloudUCM Services page. For more details, please refer to the document How to Configure CloudUCM on IP Phones

CloudUCM		😨 Wave 🛛 🥱 Cloud UCM Services 🛛 Q 🗘 📋 👥 admin 🗸
(2) System Status ~	CloudUCM Services	
봆 Extension/Trunk ∨	Plan Integrated Custor	ner Service Enterprise UI Customization Statistics
🕲 Call Features 🛛 🗸	Service Description My P	lan Plan Settings
Messaging 🗸 🗸	Plan Name	<u>зоно</u> <i>С</i>
ழ் PBX Settings 🗸 🗸	Plan Expiration Date	02/05/2024
🍙 System Settings 🗸 🗸	Plan Status	Trial
<u>२</u> Contacts 🗸 🗸	Extensions	19/20
□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □	May Consumpt Colle	
🗶 Maintenance 🗸 🗸	Max concurrent cans	0
🖹 CDR 🗸 🗸	Storage Space	102.93 MB / 1.00 GB Cleaner
CloudUCM Services	Admin Portal	"Only allow access via GDMS" is enabled.
음음 Integrations 🗸 🗸	Wave Server	test-aaa.m.myucm.cloud 🗊
	SIP Server	test-aaa.m.myucm.cloud:5061 🗐
	Wave 3rd Party Add-ins	Supported
	Record	Supported

CloudUCM Services Information

Renew/Upgrade Plans for Tenants

If a tenant's plan is about to expire and needs to renew the CloudUCM plan, or needs to upgrade the plan, the reseller can directly contact the superior reseller to purchase the plan (via MAC addresses).