CloudUCM - Quick User Guide

CloudUCM Overview

CloudUCM is a cloud audio/video communications and collaboration solution with powerful features like audio/video calling, conferencing, Live Chat customer service, etc., and rich system integration capabilities with CRMs, WhatsApp, Office365 and more with Wave API and SDK. Learn More

Share Your Feedback

- ○ **Having troubles?**

If you encounter a fault during usage, please provide your feedback to our Support. Our Support will solve it for you as soon as possible.

Click on the option **☑ Feedback** on the bottom of the GDMS platform page.

Start Using CloudUCM

Step 1: Create a trial CloudUCM device

Only 1 trial CloudUCM devices can be created for each GDMS account. Please contact Grandstream Support for help if you have questions.

1. Log in to GDMS: https://www.gdms.cloud
2. Click the option ⊞ on the upper left corner to switch to the CloudUCM system.
3. On the CloudUCM Device page, you can click the "Free Trial" option to create a CloudUCM device for trial. If you are creating a trial CloudUCM for your customer, you can fill in the customer's email and the device activation email will be automatically sent to your customer.
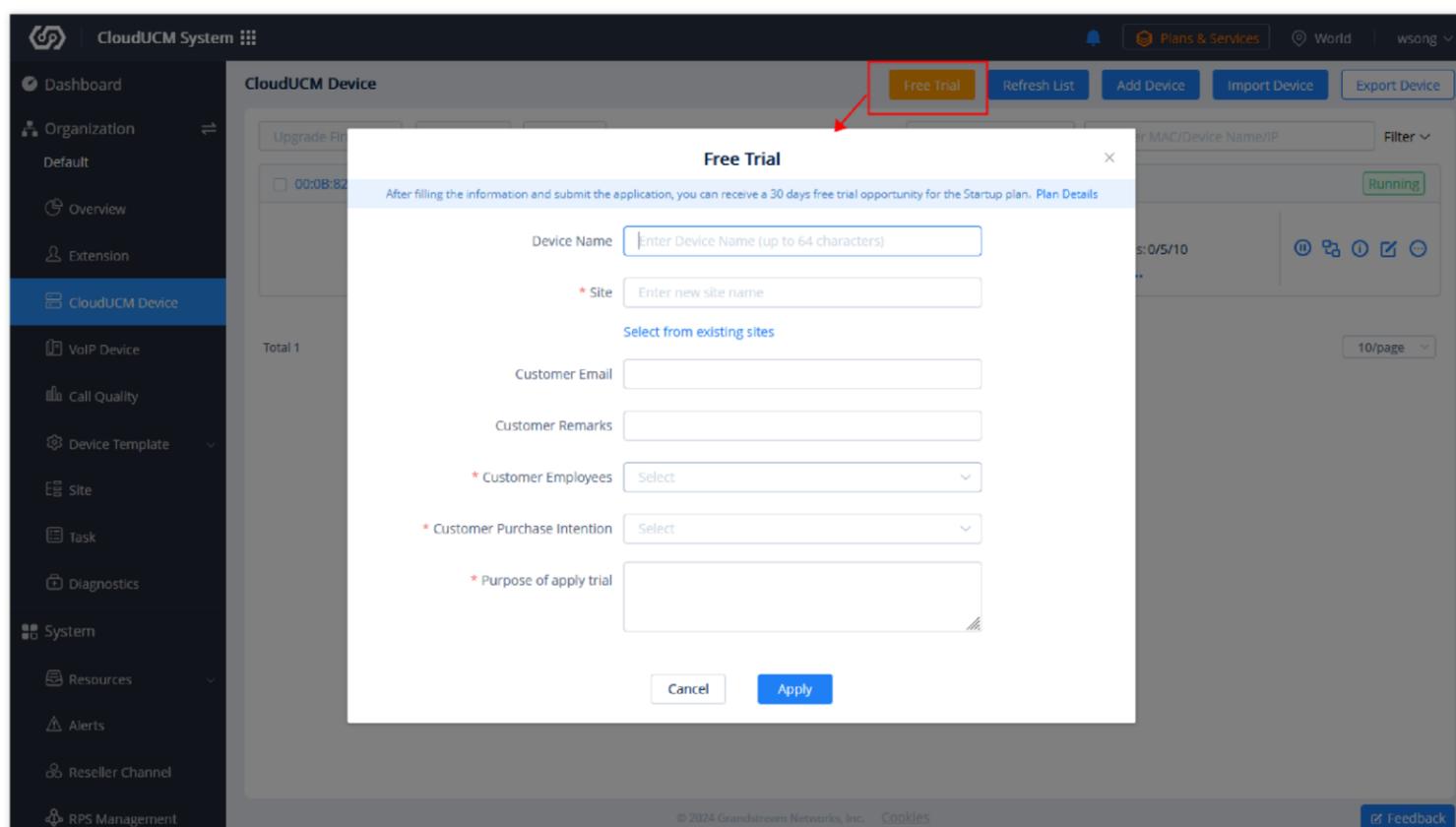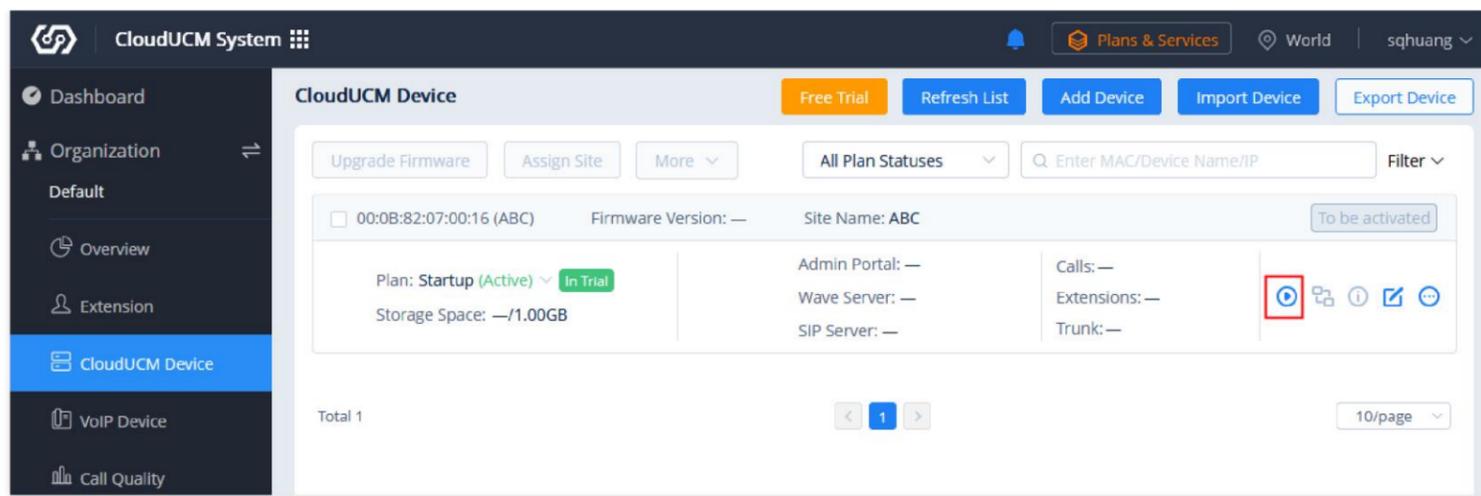

Apply For Free Trial
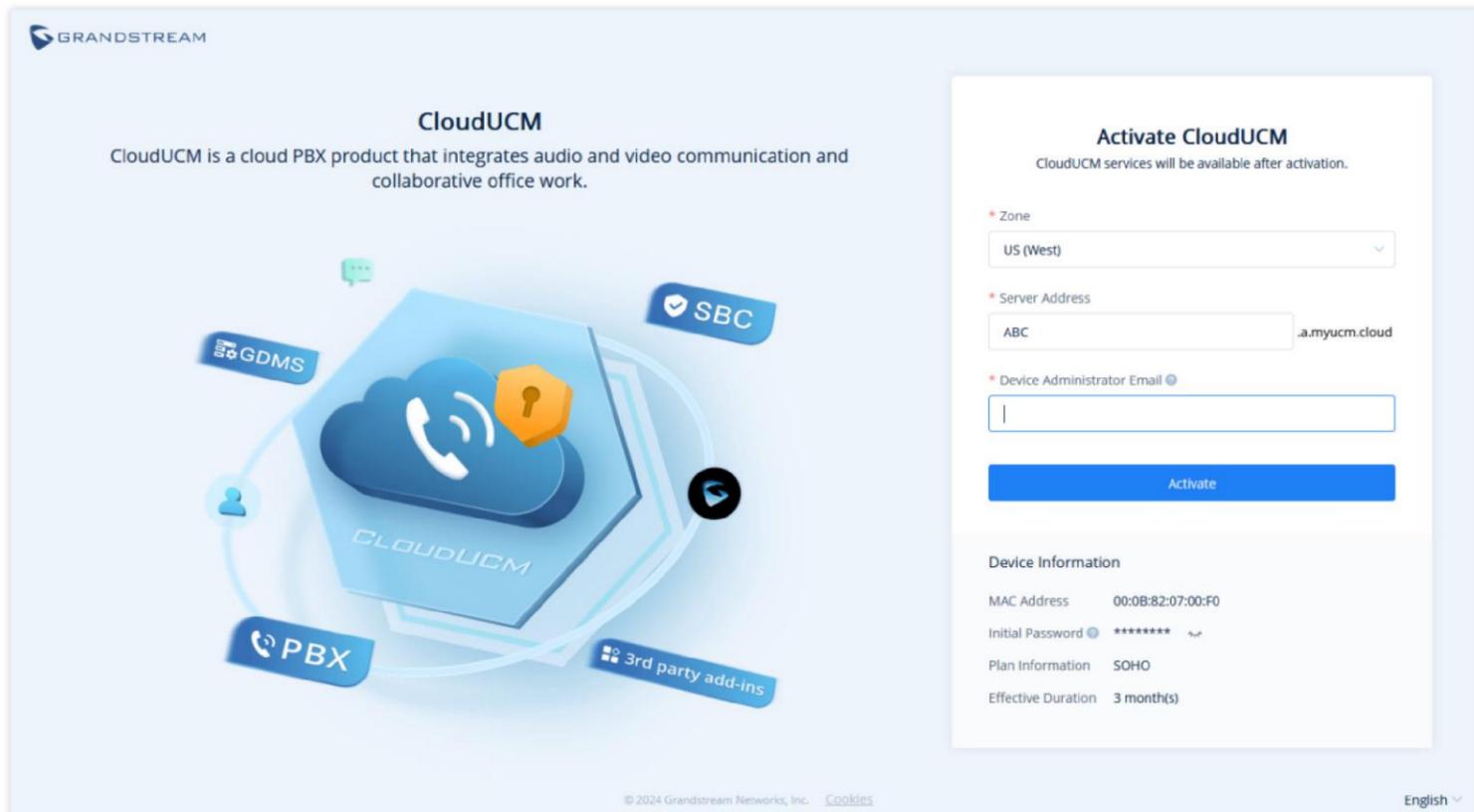
Step 2: Activate CloudUCM device

You need to activate your newly created CloudUCM device before using the CloudUCM services.

1. You can activate the CloudUCM device by clicking the icon ⊙ in the CloudUCM Device module of the GDMS platform.

CloudUCM System

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

Activate CloudUCM

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.

Step 3: Configure CloudUCM services

After activating the CloudUCM device, you can quickly access the CloudUCM admin portal to configure the CloudUCM service.

Method 1: After the activation is successful, you can view the CloudUCM Admin Portal address, default account, and initial password. As shown below:
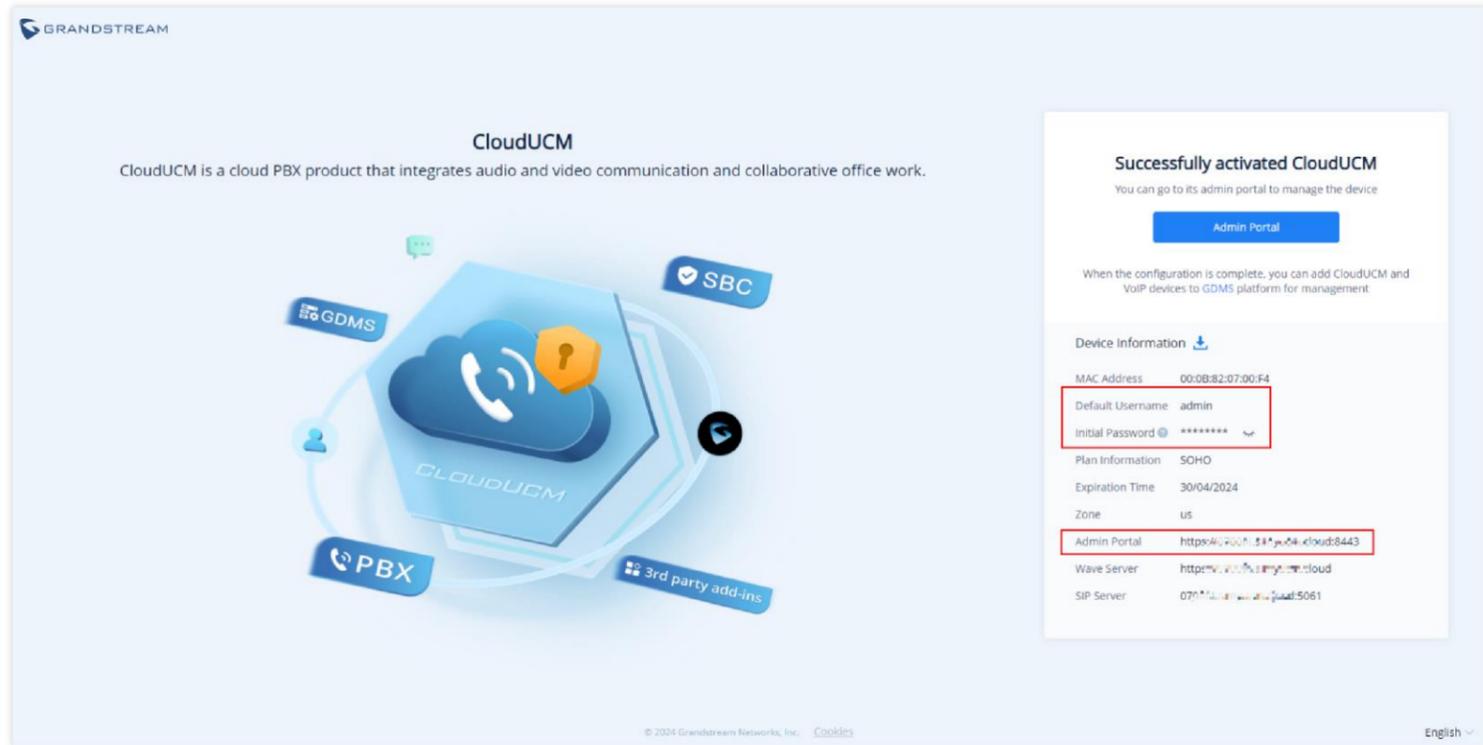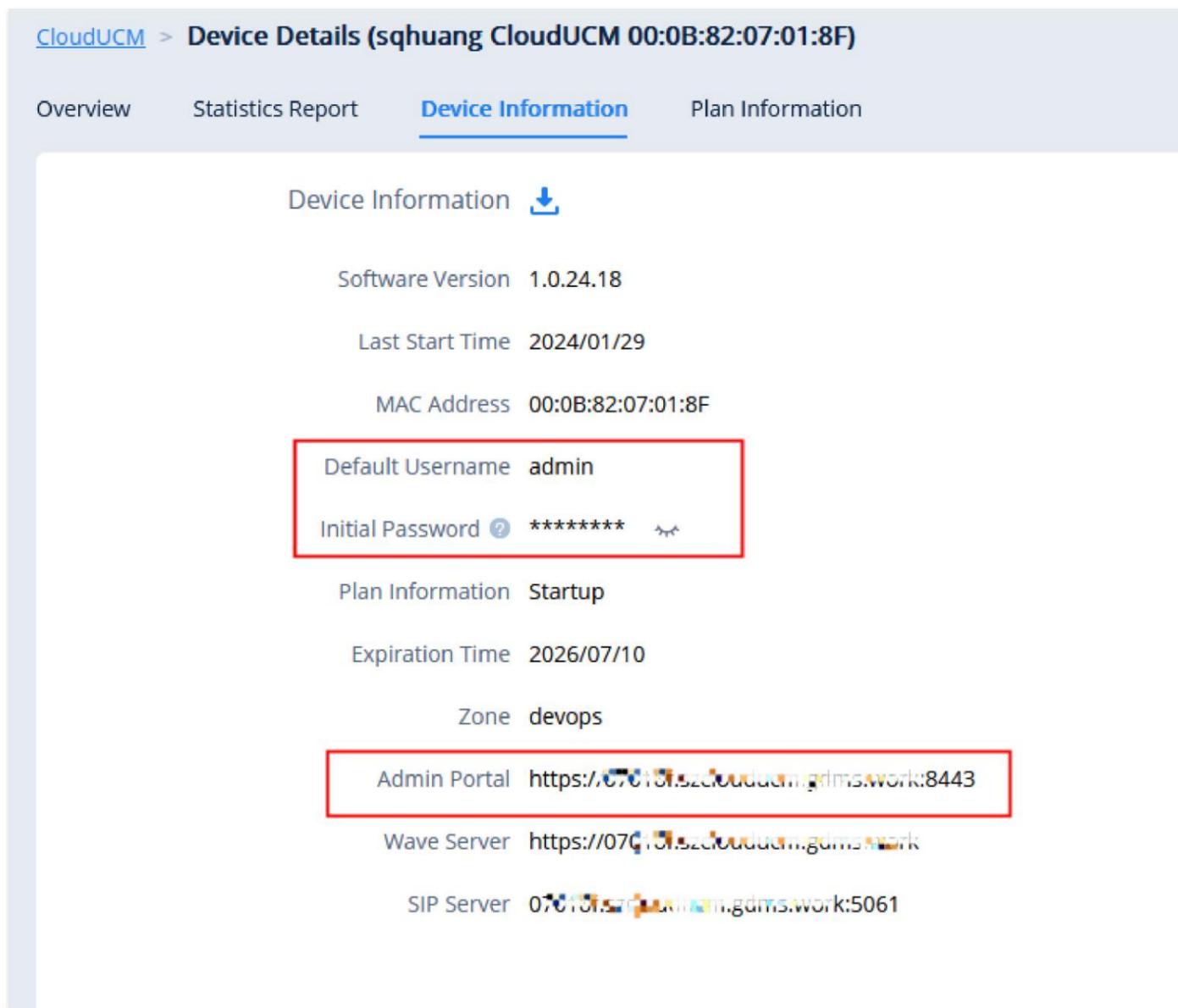

CloudUCM Information

Method 2: In the CloudUCM device list on the GDMS platform, you can click the option 🔗 following the device to log in to the Web UI of the CloudUCM device.
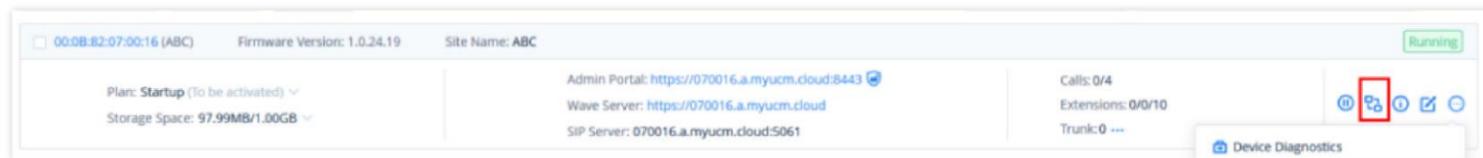

You can go to the CloudUCM Device list on the GDMS platform, click the option ⓘ to view the login username and initial password.

CloudUCM Device Information

Then, you can log in to the Web UI of the CloudUCM device and follow the configuration wizard to perform configurations, such as creating extensions or trunks. For more details, please refer to the CloudUCM User Guide.
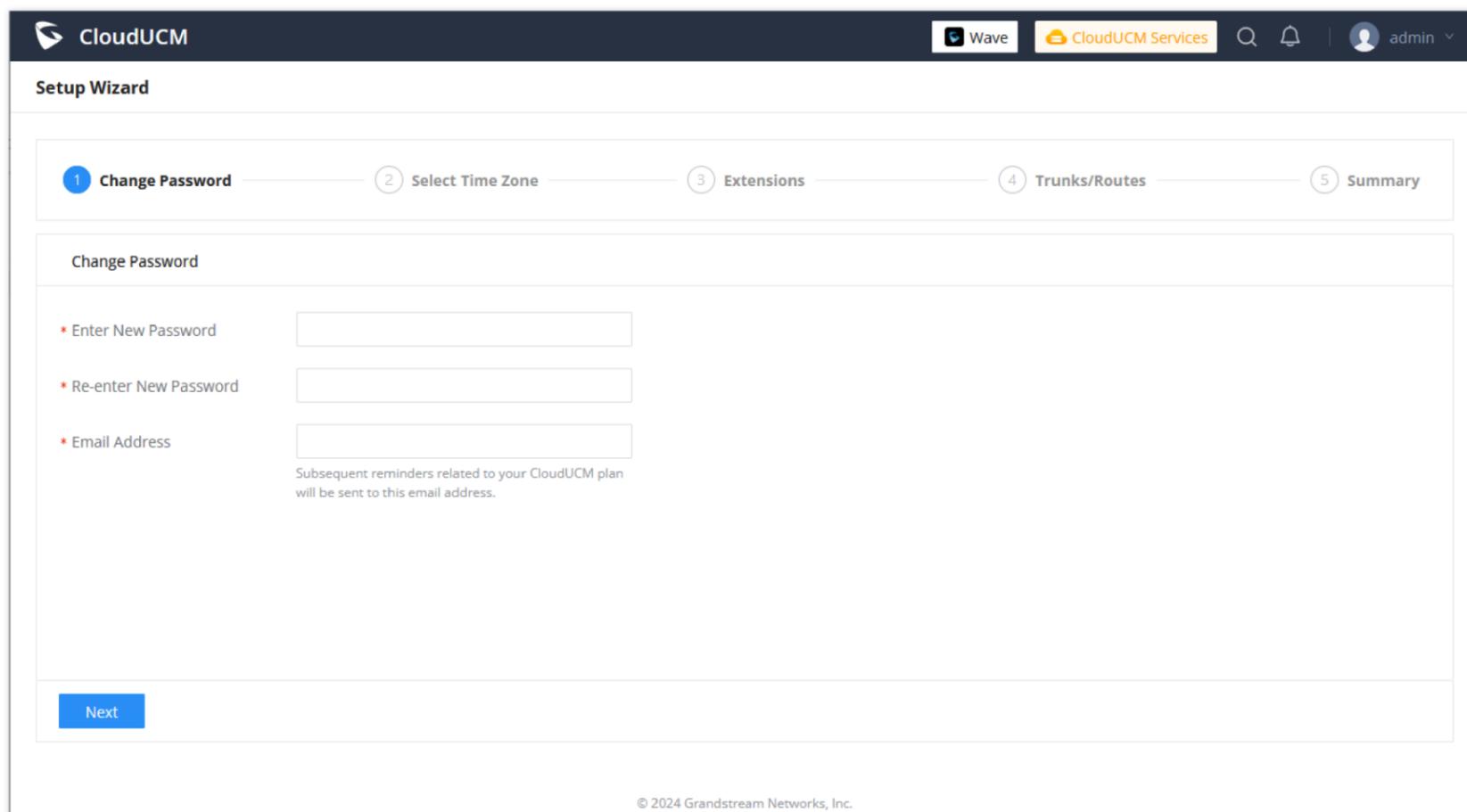

CloudUCM Setup Wizard

Step 4: Configure CloudUCM extensions on IP phones

Method 1: You need to set the following parameters on the IP phone:

Options	Parameters	Values

Account Settings > Basic Settings (Required)	**SIP Server**	CloudUCM SIP Server Address. This information can be found under UCM **Web GUI > CloudUCM Plan** page.(**Example**：xxx.a.myucm.cloud:5061) **Notes:** ● Must include port number. By default, UDP/TCP is 5060, and TLS is 5061. ● Please ensure that UDP transmission protocol is enabled under **PBX Settings > SIP Settings > Transmission Protocol**
	Account	Fill in the extension number of the CloudUCM device
	Password	The SIP password corresponds to the extension number
	NAT Traversal	STUN
	DNS Mode	SRV
	DNS SRV Failover Mode	Saved one until no response
Account Settings > SIP Settings (Optional. While TLS is recommended, UDP and TCP are also supported)	**SIP Transport**	Supports TLS, UDP, and TCP. It is recommended to use TLS for security reasons.
Account Settings > SIP Settings (Optional. If your network environment is not stable, you are advised to set these parameters.)	**REGISTER Expiration (m)**	50 (TLS or TCP) 3 (UDP)
	Enable Session Timer	Yes
	Session Expiration (s)	600
	Min-SE (s)	90
	Caller Request Timer	Yes
	Callee Request Timer	Yes
	UAC Specify Refresher	UAC
	UAS Specify Refresher	UAS
Security Settings > TLS Settings (Required)	**Minimum TLS Version**	1.2 or 1.3
	Maximum TLS Version	1.2 or 1.3

Method 2: Add the IP phone to the GDMS platform. On the VoIP Device page, you can click on the option 🐾 to enter the Account Configuration page, select the CloudUCM extension, and save the configuration. (For Grandstream IP phones only)
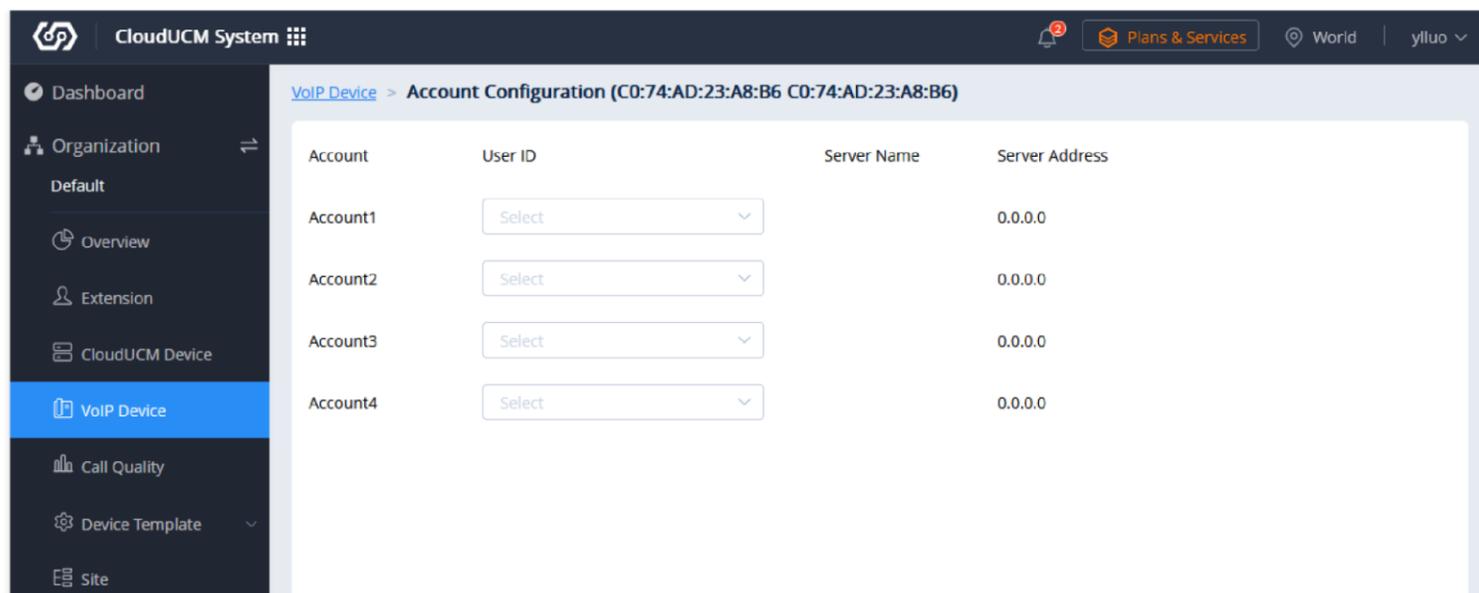
VoIP Device Configuration

For more details, please refer to the document "How to Configure CloudUCM on IP Phones".

Step 5: Log in to the extension via Wave clients

You can use Wave application to communicate and work remotely from anywhere.

1. On the CloudUCM Device list, you can view the Wave Server address and log in to the Wave client using a browser.


CloudUCM Information

2. You can download the Wave Desktop or mobile app for login.

> **ⓘ Note**
>
> You need to use the CloudUCM extension and User Password for login. For more details, please refer to Wave applications user guide.
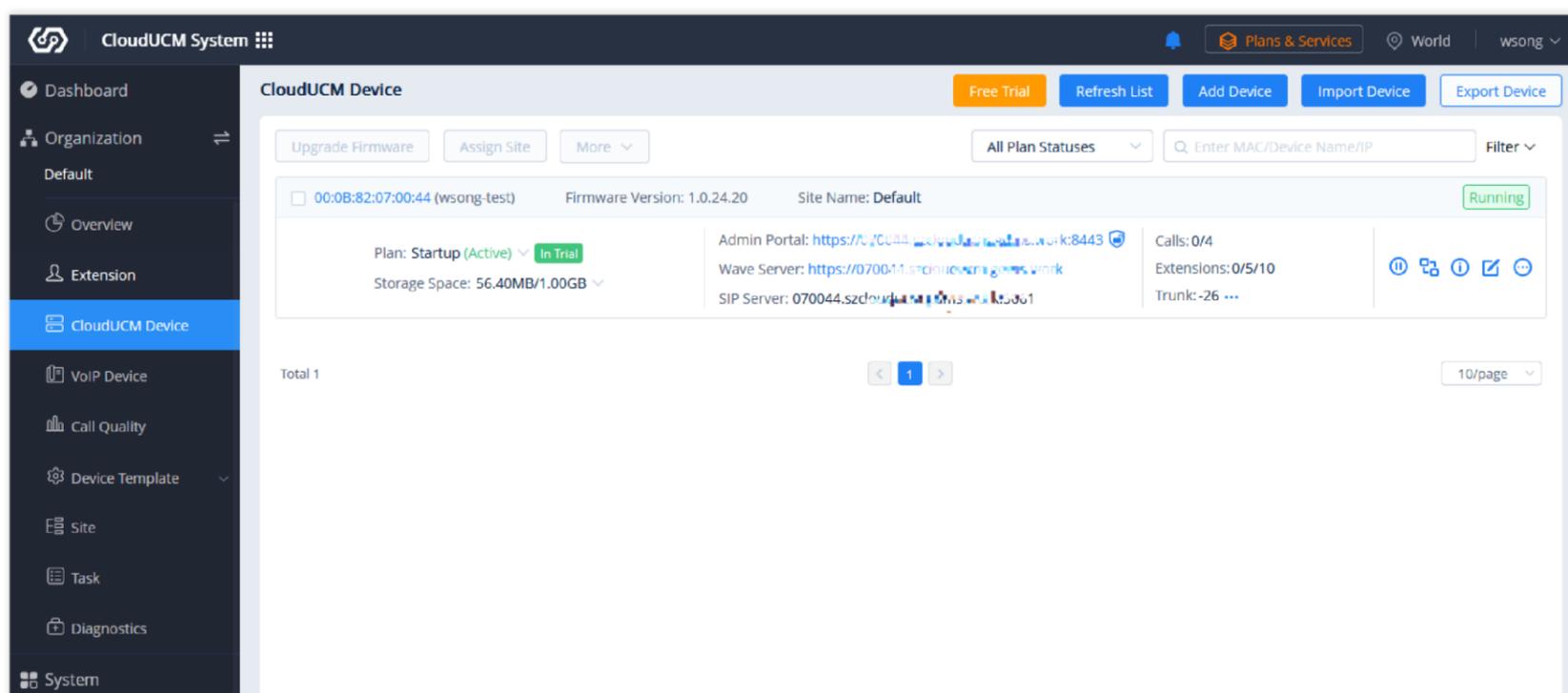
Step 6: Manage CloudUCM devices on GDMS

1. Multiple tenants can be managed by multiple organizations or sites.
    1. If a tenant purchases 1 CloudUCM device and N VoIP devices, these devices can be grouped into one organization for management.
    2. Multiple sites can be established under one organization, such as the company in different office areas have different devices, can be divided into multiple sites to classify management.
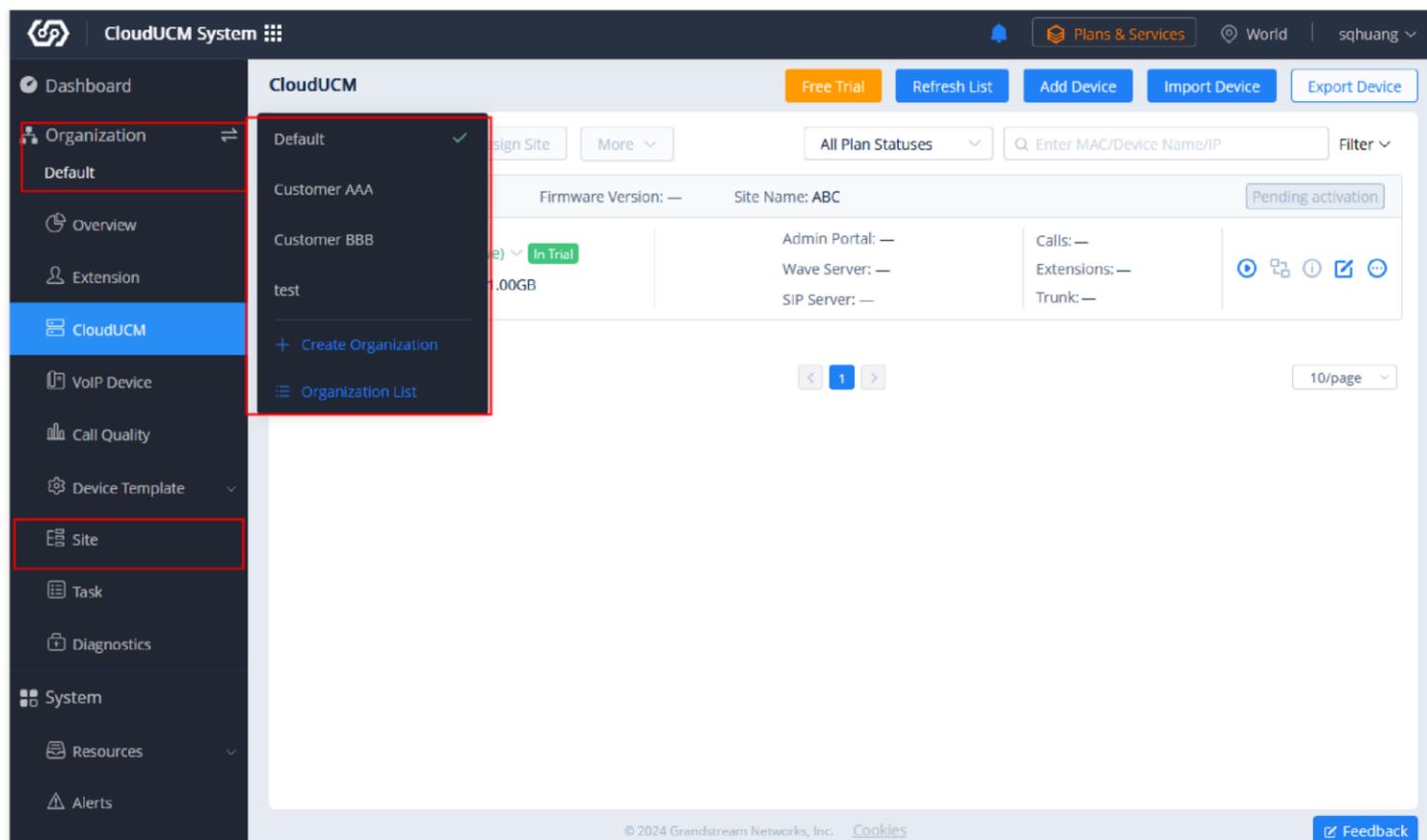
CloudUCM System

2. CloudUCM device remote management includes: stop/start services, remote access, schedule tasks, firmware upgrade, restart, factory reset, diagnosis, and statistics.


CloudUCM System

Status Descriptions:

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. `starting` Indicates that the CloudUCM device is being started and cannot be accessed in this state. `Deploying` 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 ⚠ ⌃ Indicates that the abnormal trunk exists in the CloudUCM. You can click to view the status of all trunks.
Unread Notification	🔔⁵ Indicates that the CloudUCM device has some unread notifications. You can click to access the Web UI of the CloudUCM device.
Fail2ban	🛡² 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.

- **Wave Server:** This specifies the server address of the Wave client.

- **SIP Server:** This specifies the SIP server address used for registering extensions.

3. CloudUCM device extensions can be automatically synchronized to the GDMS platform, and then you can assign extensions to VoIP devices.
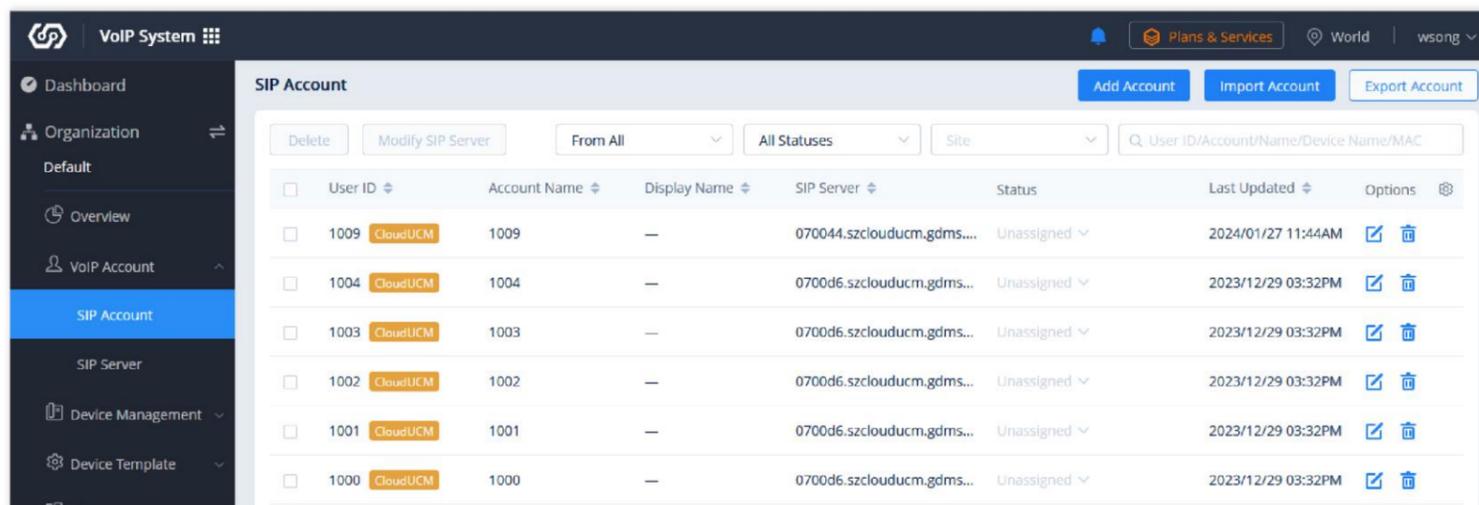
VoIP System

SIP Account

For more details, please refer to the document "Manage CloudUCM Services Through GDMS".