

Grandstream Networks, Inc.

**Pre-install and Pre-configure Wave Add-ins
on the UCM63xx**



Overview

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

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

Note

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

Firmware Version Requirements

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

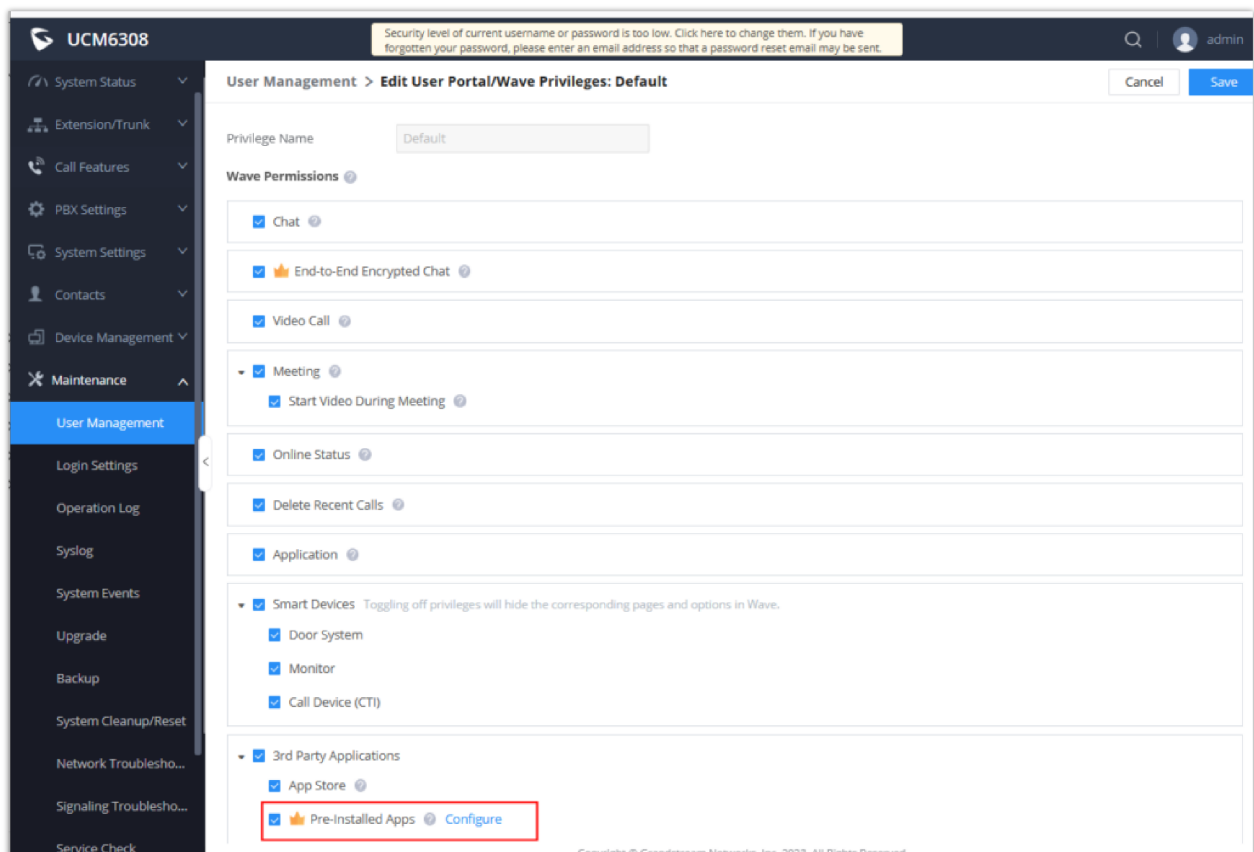
Wave Desktop Application Version: V1.21.X or later version.

Note

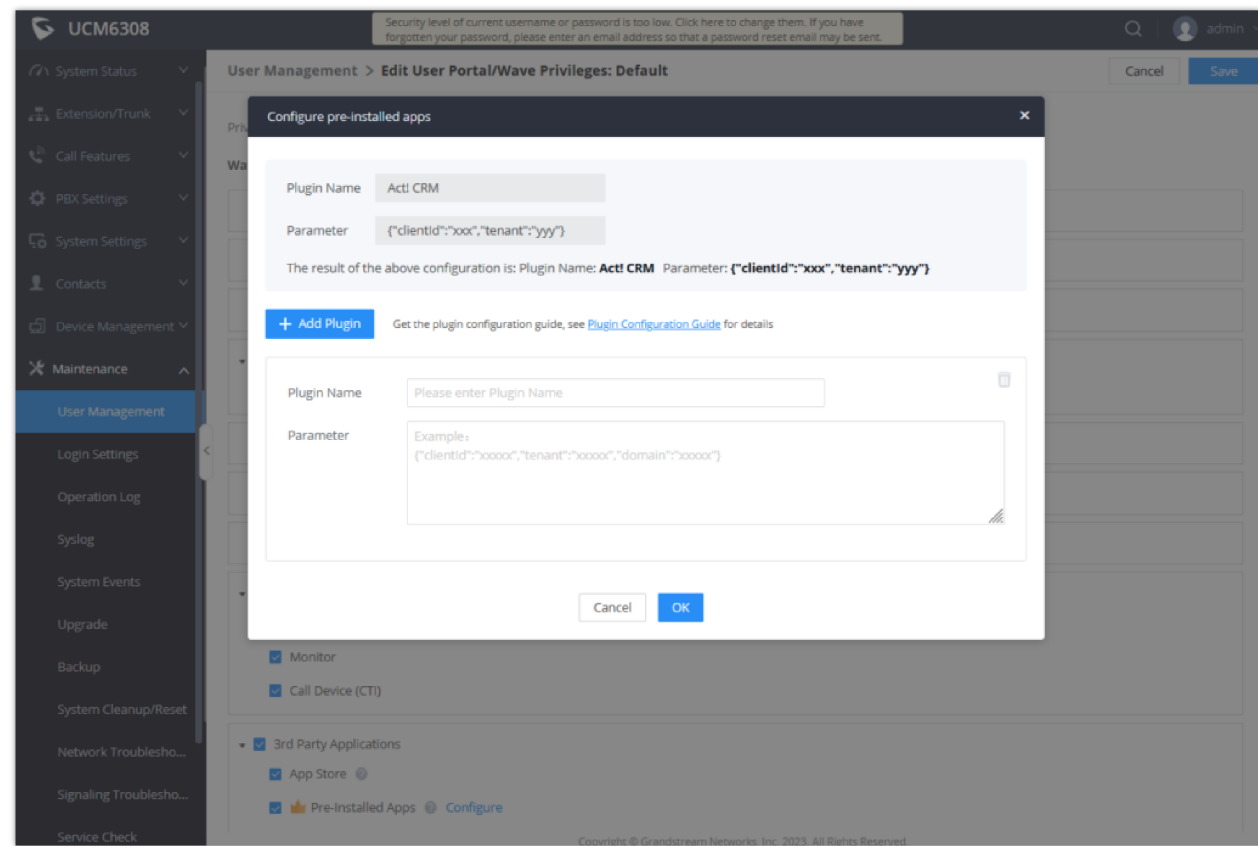
Please note that only Wave Desktop client supports Wave add-in features.

Steps

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



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



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

Note

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

Wave Add-in and Parameter Configuration Rules

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

Add-in Name	Parameters	Parameter Format (You can copy and paste the parameter to the input box and please replace the "xxx" with your own parameters.)
ACT! CRM	Username: Fill in the "Developer Key"	{\"username\":\"xxxxx\", \"password\": \"xxxx\", \"dataBase\": \"xxxx\", \"serverAddress\": \"xxx\" }
Google Drive	/	/
Bitrix 24	webhook	{\"webhook\":\"xxx\"}

Dynamics 365	● domain	<code>{"webhook":"xxxxx"}</code>
Freshdesk	● domain ● apiKey: Fill in the "API Key"	<code>{"domain":"xxx","apikey":"xxx"}</code>
HubSpot	/	/
IPVideoTalk	● Account: Fill in the Account/Email ● Password	<code>{"account":"xxx","password":"xxx"}</code>
Office 365	/	/
Salesforce	domain	<code>{"domain":"xxxxx" }</code>
Sugar CRM	● hostAddress: Fill in the "CRM Server Address" ● username ● password	<code>{"hostAddress":"xxx","username":"xxx","password":"xxx"}</code>
Vtiger CRM	● host: Fill in the "CRM Server Address" ● username ● accessKey: Fill in the "Access Code"	<code>{"host":"xxx","username":"xxx","accessKey":"xxx"}</code>
Zendesk	token: Please use the "API Secret"	<code>{"token":"xxx"}</code>
Zoho CRM	Host: Select the regional server from one of the regions below: "US", "CN", "EU", "IN", "AU" any other content is invalid. E.g., <code>{"host":"US"}</code> US - United States CN - China EU - Europe IN - India AU - Australia	<code>{"host":"xxx"}</code>
Whatsapp Business	● name: Enter any string of 1 to 128 characters ● accessToken: Fill in the "Access Token" ● payloadKey: Optional. Fill in the "Client Secret" ● webhookUrl: You need to configure and generate a webhook address in the WhatsApp add-in, and then copy it here. ● phoneNumIDList: Fill in the "Phone Number ID". Please separate multiple numbers with commas.	<pre> {"config": [{"name":"xxxxx","accessToken":"xxxxx","payloadKey":"xxxxx","webhooksUrl":"xxx","phoneNumIDList":["xxxxx","xxxxx"]} </pre>
Odoo CRM	● username: Fill in your login email ● password: Fill in the obtained API KEY information. If you have your own local Odoo system deployed, enter the login password on your local server. ● dataBase: Fill in you database name ● serverAddress: Fill in the access service address in your browser, such as	<code>{"username":"xxxxx","password":"xxxxx","dataBase":"xxxxx","serverAddress":"xxxxx"}</code>

	https://grandstream1.odoo.com, or fill in the database address of your local server.	
Less Annoying CRM	access_token: Fill in the "API Key"	{"access_token":"xxxxx"}
Monday Sales CRM	/	/
Oracle Netsuite	/	/
Capsule	/	/
Zoho Desk	Host: Select the regional server from one of the regions below: US, CN, EU, IN, AU Any other content is invalid. E.g: {"host": "US"} US – United States CN – China EU – Europe IN – India AU – Australia	{"host":"xxxxx"}
OfficeRnD	/	/

Note

1. You can set only some parameters, and the ignored parameters can be removed. For example:
{"clientId":"xxxxx","tenant":"xxxxx","domain":"xxxxx"}, if the user does not want to fill in the domain, the following parameters can be used: {"clientId":"xxxxx","tenant":"xxxxx"}
2. For how to obtain and fill in the parameters for each add-in, you can check the Wave add-in user guide to obtain the corresponding instructions: <https://documentation.grandstream.com/knowledge-base/wave-crm-add-ins/>