

Grandstream Networks, Inc.

IPPBX Cloud IM Server – Admin Guide



Overview

Cloud IM services with UCM devices provide cloud communication services with high performance, large storage, multi-functions, etc.

- Resolved the problem of limited storage space and performance of UCM devices and ensured that UCM devices were used for calling services. Cloud IM system provides unified communication services such as instant messages. Both telephone calls and instant message performance will be guaranteed.
- Unified management for the UCM devices across regions and satisfied the requirements of communication within the enterprise in different regions.
- With the Cloud IM service, all Wave clients will use the Cloud IM system, and the chat data will be stored in the cloud system.

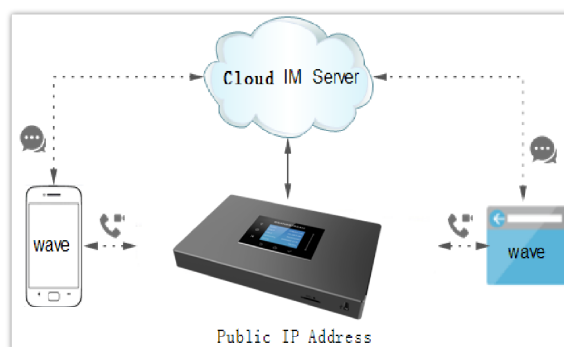
Notes:

- This guide is based on the UCM6300 Series, however, it applies to other devices mentioned in the [Supported Devices](#) section. Slight differences may apply depending on the product model used.
- In the guide, the terminology “UCM Devices” or “UCM” refers to the [Supported Devices](#).
- Cloud instant messaging is used with the collaboration application Wave. Wave client download address is: <https://fw.gdms.cloud/wave/download/>
- Cloud IM is offered either as an add-on or bundled with certain UCMRC plans. For more information, please refer to the following link: <https://ucmrc.gdms.cloud/plans>

Cloud IM Usage Scenario

UCM under External Network

The enterprise user can use the Wave application to make calls or chat from anywhere on the public network. The enterprise user can use the calling capabilities in the UCM and the Cloud IM services in the cloud system.

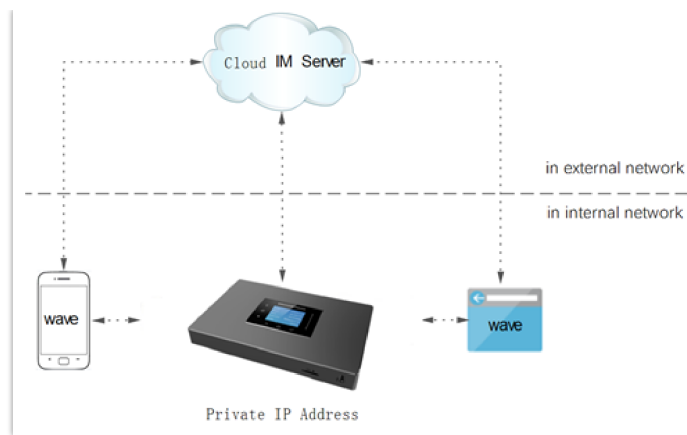


Case Scenario UCM under External Network

UCM under Internal Network

The enterprise user can only use the Wave application to make calls or chat on the internal network of the enterprise. The enterprise user can use the calling capabilities in the UCM and the Cloud IM services in the cloud system.

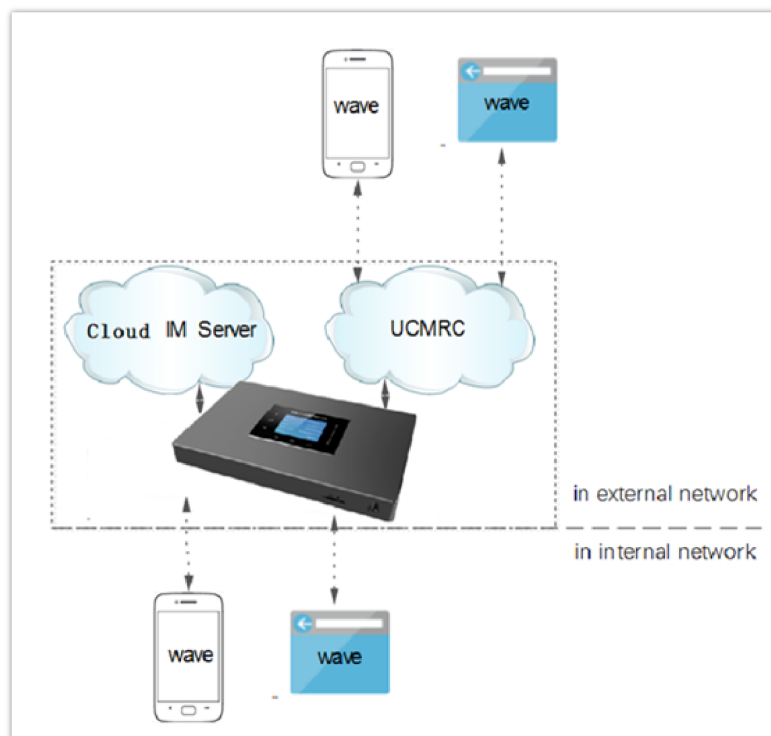
Requirements: The UCM device can connect to the Cloud IM server through the public network.



Case Scenario UCM under Internal Network

UCM under Internal/External Network

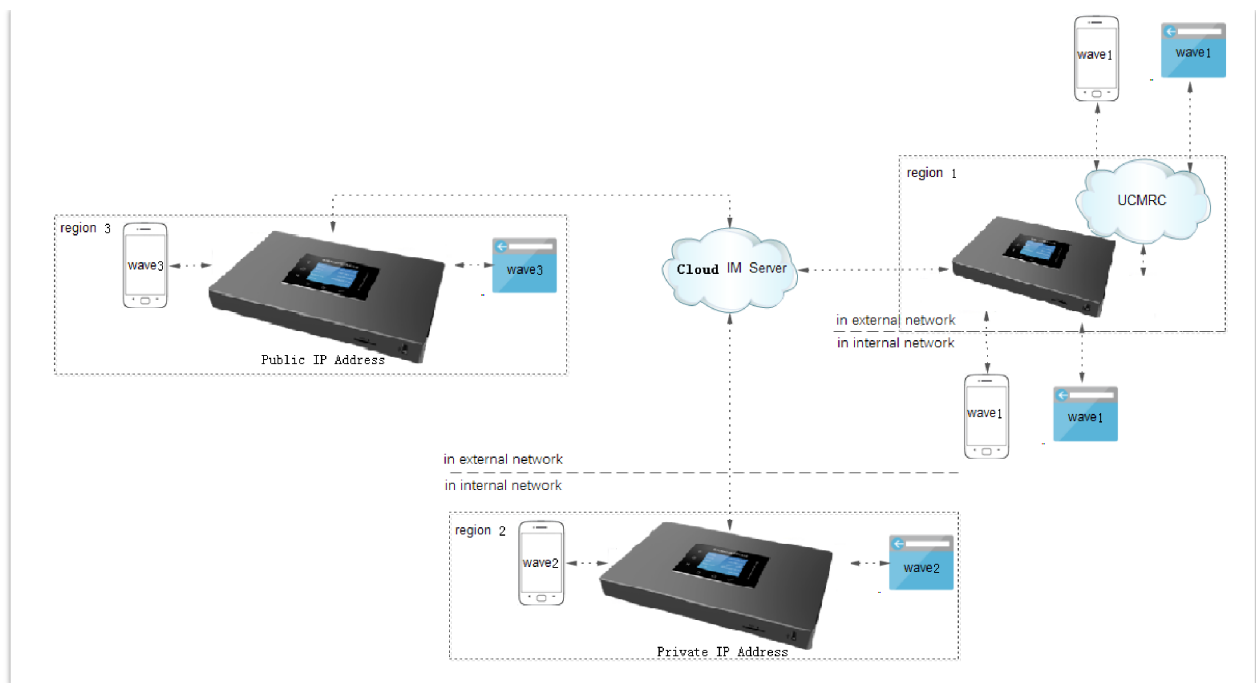
The enterprise user can use the Wave application to make calls or chat, whether under the internal network of the enterprise or the public network from anywhere. The user can make outbound calls through the UCMRC plan, and chat through Cloud IM services between the internal network and the external network.



Case Scenario UCM under Internal/External Network

Multiple UCM Devices Share One Cloud IM Server

If the enterprise has multiple UCM devices, and it requires them to chat with each other, create a group chat, make calls, and schedule meetings, the enterprise user needs to configure the Cloud IM service to the UCM devices to satisfy the communication requirements across different regions.



Case Scenario Multiple UCM Devices Share One Cloud IM Server

Enable Cloud IM Service

The user needs to associate the UCM device with the GDMS platform.

After purchasing the UCM RemoteConnect plan which contains the Cloud IM service for the UCM device, the user can enable and use the Cloud IM service.

After selecting the UCMRC System, please navigate to the "UCM Device" tab, and select the UCM device on which you want to configure the Cloud IM.

The screenshot shows the UCM Device configuration interface in the GDMS platform. The interface includes a table of UCM devices with columns for MAC Address, Device Model, Firmware Version, Server Address, Plan, IP Address, and Site Name. A device named UCM_A is selected, and a configuration modal is open showing options for Access Server, Storage Space, Max Remote Calls, Max Allowed Remote Registrations, Device Plan, and Add-on: Cloud IM Service.

MAC Address	Device Model	Firmware Version	Server Address	Plan	IP Address	Site Name	Options
UCM_A	UCM6302	1.0.23.15	[Redacted]	Enterprise	Public IP: [Redacted] Private IP: 192.168.5.88	UCM_A	[Icons]

Configuration Modal for UCM_A:

- Access Server: ☒ (Wave App User Guide) (SIP Configuration Guide)
- Storage Space: 0B/10.00GB
- Max Remote Calls: 64
- Max Allowed Remote Registrations: 400
- Device Plan: UCM RemoteConnect - Enterprise (2024/09/22 expires)
- Add-on: Cloud IM Service ☒

GDMS UCM Devices

×

Edit Cloud IM

Cloud IM ☒

Region EU Region

* Company Name for the Plan

* Cloud IM maximum storage space (MB) Used 0MB
Available storage space is 10240 MB.

Message Read Receipt ☒

* Chat File Limit (MB)

Edit Cloud IM Service

Cloud IM	Toggle on/off Cloud IM service. Note: If the user wants to disable the Cloud IM service which is currently in use and will no longer use it, the data in the Cloud IM server will be cleared after disabling it.
Region	US Region / EU Region Note: - It is recommended to select the nearest region to the UCM device. - If the user switches to another region, the data in the Cloud IM server will be cleared.
Company Name For the Plan.	The user can customize the name of the company which will use the Cloud IM service.
Cloud IM Maximum Storage Space	The user can edit the maximum available storage space for the Cloud IM service. Note: - The user needs to allocate some space from the cloud storage space for Cloud IM service usage. - The configured storage space must be larger than the space currently used by the Cloud IM service and smaller than the available cloud storage space.
Message Read Receipt	When this option is toggled on, Wave clients will display that the message has been seen when the message is read by the recipient.
Chat File Limit (MB)	Set the limit of the chat file which can sent over Wave clients.

Note

On the UCM Devices list, the user can click to view the plan information of the selected device and enable the Cloud IM service for the specific device.

☐ CO-74-AD-11:50:00 UCM6308
 ☐ CO-74-AD-11:50:00 UCM6304
 ☐ CO-74-AD-11:50:00 UCM6302
 ☐ CO-74-AD-11:50:00 UCM6302
 ☐ CO-74-AD-11:50:00 UCM6304
 ☐ CO-74-AD-11:50:00 UCM6308

Access Server ☒

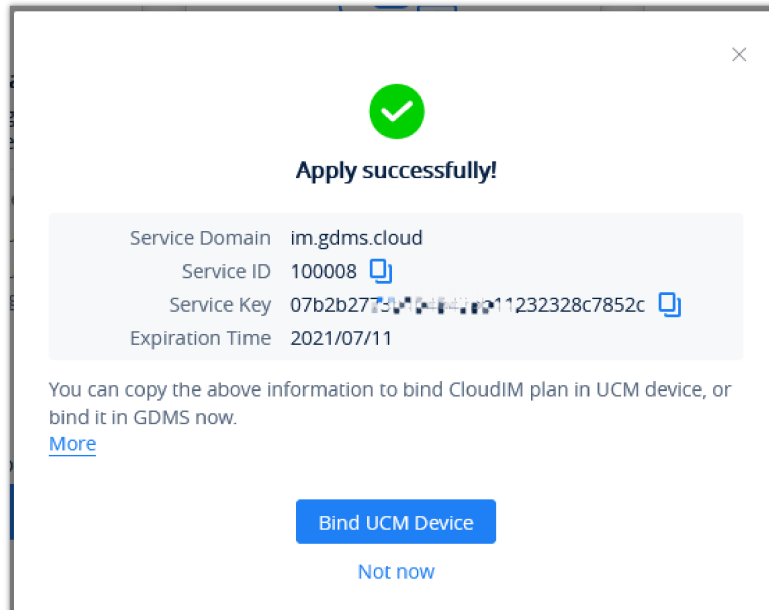
c074ad115000 b.gdms.cloud (Wave App User Guide)
 c074ad115000 b.gdms.cloud:5061 (SIP Configuration Guide)

Storage Space 22.00MB/52.00GB

Total Sessions 16 (Maximum Number of Concurrent Remote Sessions)

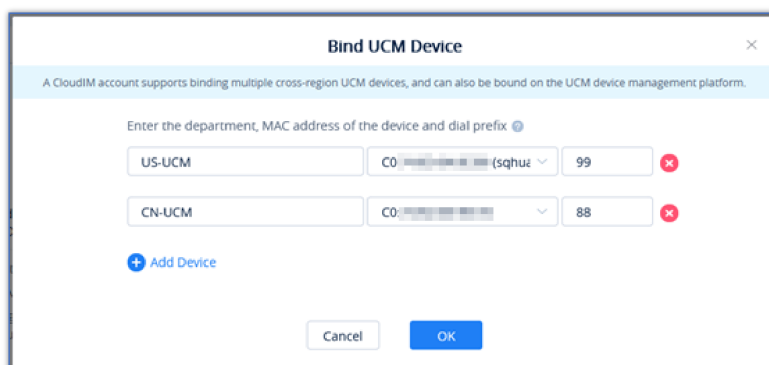
Device Plan: UCM RemoteConnect - Pro (29/04/2023 expires)
 2.00GB Cloud Storage Space
 Cloud IM Service (29/04/2023 expires)
[Bind UCM Device](#)
 Cloud Storage Space - Extra 50GB Cloud Storage (29/04/2023 expires)
 50.00GB Cloud Storage Space

The user can click the “Save” button to enable the Cloud IM service, and the user can view the Cloud IM service domain name, service ID, and Key.



Cloud IM Credentials on Web Interface

The user can quickly bind the UCM device to the Cloud IM service so that the UCM device can start to apply the Cloud IM service quickly.



Bind UCM Device

Notes

- The user can also copy the service ID and service key and bind the UCM device to the UCM device management platform. The user can go to the **UCM Web UI → System Settings → Cloud IM** interface and enter the Cloud IM involved information in the blanks. The corresponding IM data are placed in the Cloud IM external server.
- If the UCM Cloud IM service expires, the Wave users cannot log in to the account. The chat data will also be deleted. Please renew the UCM Cloud IM service in time.

Configure Cloud IM Service for UCM

Configure Cloud IM Service Through GDMS

1. After enabling the Cloud IM service, the user can view the UCM RemoteConnect plan which has enabled the Cloud IM service on the “My Plans” page. Then, the user can click on “Bind UCM Device” to bind the UCM to the Cloud IM instance.

My Plans						
		All Statuses		Q Enter MAC/Device Name		
Plan	Owner	Subscription Time	Expiration Time	Status	Options	
UCM RemoteConnect Enterprise Cloud IM Service	(C0:74:AD:45:3E:7E) Organization: HA TEST Grandstream Bind UCM Device	2022/08/26	2024/09/22	Active		

UCM Cloud IM Service under My Plan

2. View the UCM devices that are bound to the UCM Cloud IM service. It allows users to add/delete devices. Please see the screenshot below:

Bind UCM Device

A CloudIM account supports binding multiple cross-region UCM devices, and can also be bound on the UCM device management platform.

2021/03/26

US-UCM

00:00:00

99

Enter the department, MAC address of the device and dial prefix

CN-UCM

C0:00:00:00:00:00

88

+

 Add Device

Cancel

OK

Details of the UCM devices bound to the Cloud IM service

Department Name	Enter the name of the department using this UCM device so that the contact details in the Wave application can be viewed.
UCM MAC Address	Enter the MAC address of the UCM that uses the UCM Cloud IM service. It only supports the UCM devices which have been associated with the GDMS platform. Note: For the UCM devices which have been associated with the GDMS platform, the user can only log in to the UCM management platform to configure the Cloud IM services.
Dial Prefix	Dial prefix: It must be consistent with the prefix configuration of the call trunk on the UCM. It is not required and it supports special characters, letters and numbers.

Bind UCM Device Parameters

Create New Outbound Rule

Cancel Save

General

Outbound Rule Name:

99

Pattern:

PIN Groups:

None

Password:

Local Country Code:

Disable This Route:

☐

Privilege Level:

Disable

Warning: Setting privilege level at "Disabled" will lead to this rule being usable only by a matched Source Caller ID.

PIN Groups with Privilege Level:

☐

Auto Record:

☐

Enable Filter on Source Caller ID

Outbound Rule

Note

- If the user adds/deletes/edits a department name, the status will show as the icon until the UCM is online and synchronized, and then the updates will be applied.

- The bound device must have the UCM RemoteConnect plan which contains the Cloud IM service.

Configure Cloud IM Service Through UCM Web UI

The user can log into the **UCM device's Web UI > Messaging > IM Settings > Cloud IM Service** then tick the box related to "Enable Cloud IM Service. All chat data in the Wave application will be stored in the Cloud IM server, and the data will not be stored in UCM locally anymore.

The user can also configure the Cloud IM service for the UCM device through the GDMS platform. The UCM settings will be synchronized after pushing the parameters to the UCM device.

IM Settings

IM Settings Cloud IM Service IM Server Cancel Save

Enable Cloud IM ☒

Local Proxy ☐

* Cloud IM Server Address
To view the external CloudIM server address, please go to [RemoteConnect](#)

* Service ID

* Key Copy

* Site Name

Trusted User

Prepend

Sync Local Chat Data ☐

Get more information about Cloud IM Settings at: [Cloud IM Server Admin Guide](#)

© 2023 Grandstream Networks, Inc.

Cloud IM Service Settings

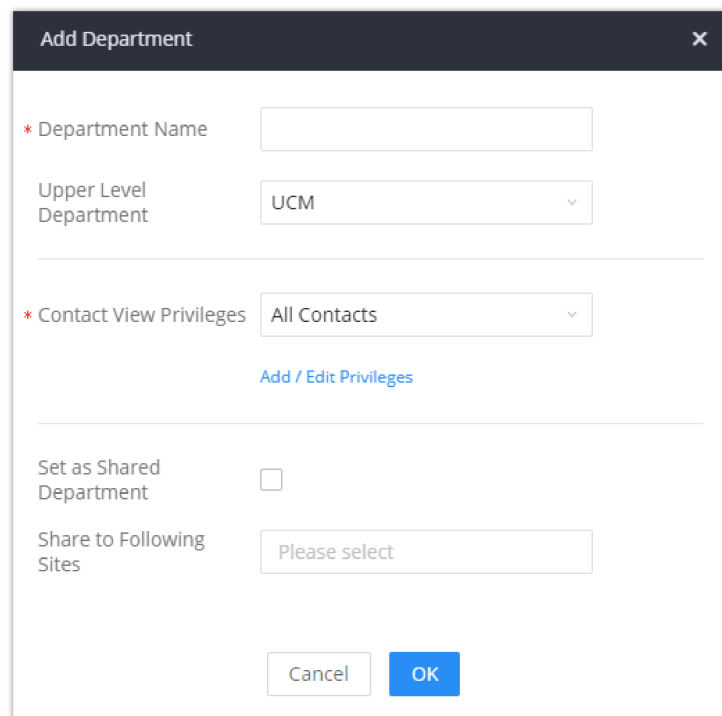
Cloud IM Service	
Enable Cloud IM	If you have purchased the Cloud IM package or purchased the Grandstream IM server, you can configure it. If you have not purchased it, the configuration will not take effect, but PBX local IM service is allowed. Please note that after enabling this feature, local chat data will not be visible.
Local Proxy	If enabled, the local proxy will be used to forward files and text messages if the IM server cannot be connected to upon Wave login due to certificate issues.
Cloud IM Server Address	The address of the server that provides IM service, you can fill in the address of the Cloud IM server provided by the RemoteConnect package or the IM server address of the GDMS.
Service ID	The service ID of the Cloud IM server.
Key	The Key to the Cloud IM server.
Site Name	Enter the name of the site.
Trusted User	The trusted user of the cloud IM. Only letters, numbers, and special characters are allowed.
Prefix	As the extension prefix, it is added before the extension number.

Sync Local Chat Data	Syncing existing local chat data to Cloud IM server. The Wave chat feature will not be available during the syncing process. It is recommended to avoid syncing during active working hours. – Time Range • All • Last 12 Months • Last 6 Months • Last 3 Months • Last Month – Data Type • IM Data • Images • Files
----------------------	---

Configure Shared Department

The user can create a new department or edit an existing department to make it a shared department. This allows other UCMs to assign extensions to the shared department. When the user accesses the department on the contact list on Wave, he/she will be able all the extensions that are shared across the regions.

Step 1: To create a shared department please navigate to the web GUI of the UCM, then go to **Contacts > Department Management** the click on .



The image shows a modal dialog box titled "Add Department" with a close button (X) in the top right corner. The dialog contains the following fields and options:

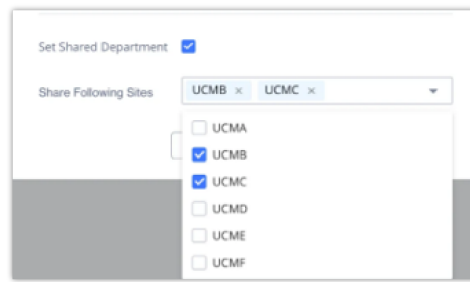
- * Department Name:** A text input field.
- Upper Level Department:** A dropdown menu currently showing "UCM".
- * Contact View Privileges:** A dropdown menu currently showing "All Contacts". Below this is a link "Add / Edit Privileges".
- Set as Shared Department:** A checkbox that is currently unchecked.
- Share to Following Sites:** A dropdown menu currently showing "Please select".
- At the bottom are "Cancel" and "OK" buttons.

Add Department

Department Name	Enter the name of the department.
Upper Level Department	Select the upper level department if the department being created is a nested department.
Contact View Privileges	• All Contacts: The extensions in this department will be able to see all the contacts. • Department & Sub-department Contacts: The extensions in this department will only be able to see the contacts which are in the same department or in sub-departments.
Set as Shared Department	Enable this option to share this department across the UCMs which use the same Cloud IM server. To be able to enable this option, make sure that the UCM has a RemoteConnect Plan and is correctly connected

	to the Cloud IM server.
Share to Following Sites	Pick the sites to which you want to share this specific department.

Step 2: Enable “Set Shared Department” and then select the sites to which the department will be shared. Once the sites are chosen, the department will be shared across all the UCMs in the respective sites.

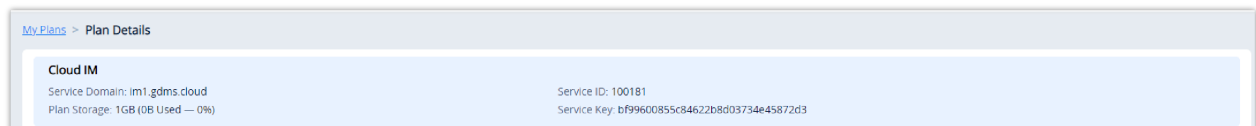


Select Sites

View Cloud IM Storage

With the Cloud IM service, all chat data will be stored in the storage space of this service.

Log into the GDMS platform, the user can go to “**My Plans**” to find the Cloud IM service, and the user can click the button  to view the service domain, service ID, service Key, and the usage of the storage space of this service.



Plan Details

Note

- If the storage space for this plan is full, the user cannot send files and pictures in the chat.
- The user needs to allocate some space from the cloud storage space for the Cloud IM service usage. The user can customize the maximum storage space used by the Cloud IM service. If there is no more available cloud storage space, the user can contact the device distributor to upgrade the UCM RemoteConnect plan to a higher-level plan to obtain more cloud storage space.

SUPPORTED DEVICES

Supported Device	Minimum Firmware Version
UCM6300 Series	1.0.7.9
UCM6300 Audio Series	1.0.7.9
GCC6XXX Series	1.0.25.11
SoftwareUCM	1.0.25.17
CloudUCM	1.0.27.26