

**Grandstream Networks, Inc.**

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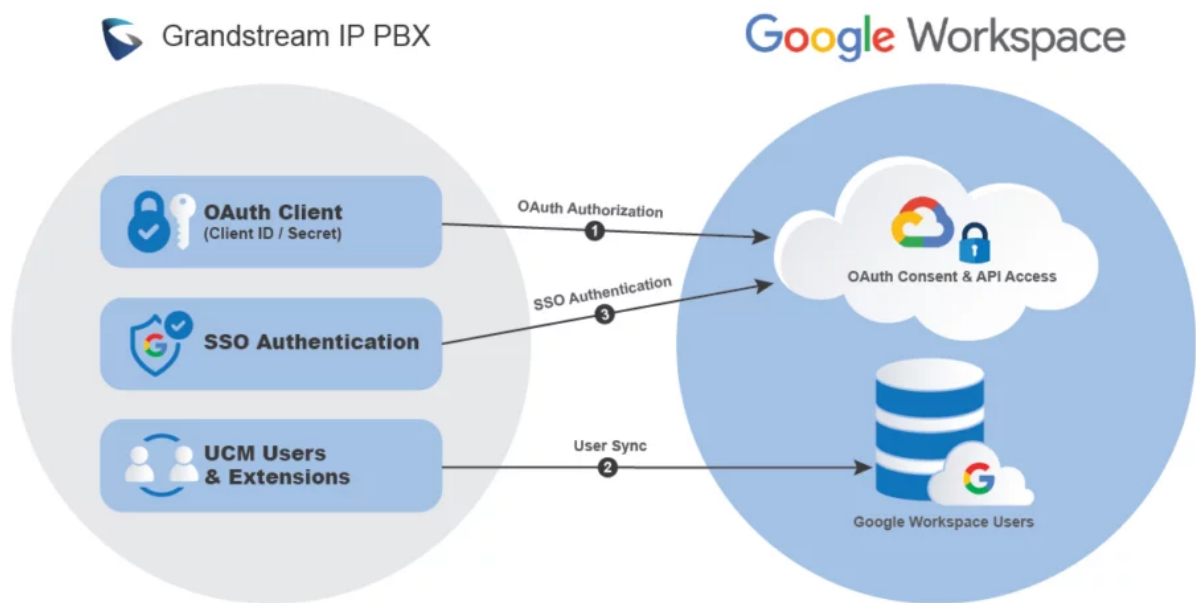
**Google Workspace Integration**



# Google Workspace Integration

## INTRODUCTION

This guide provides step-by-step instructions for configuring Google Workspace integration with the Grandstream IP PBX, which includes both the Google Workspace application setup and the configuration on the PBX. The goal is to enable secure Google user synchronization and optional Single Sign-On for web access. This guide is intended for administrators performing the initial deployment or validation of the integration.



*Google Workspace Integration Architecture*

## PREREQUISITES

Before proceeding, ensure that all the following prerequisites are met:

- Google Workspace domain with **Super Admin** access
- PBX running supported firmware (Please refer to the [Supported Models](#) table)
- A **public FQDN** resolving to the PBX (directly or via reverse proxy)
- HTTPS access to the PBX using the same FQDN

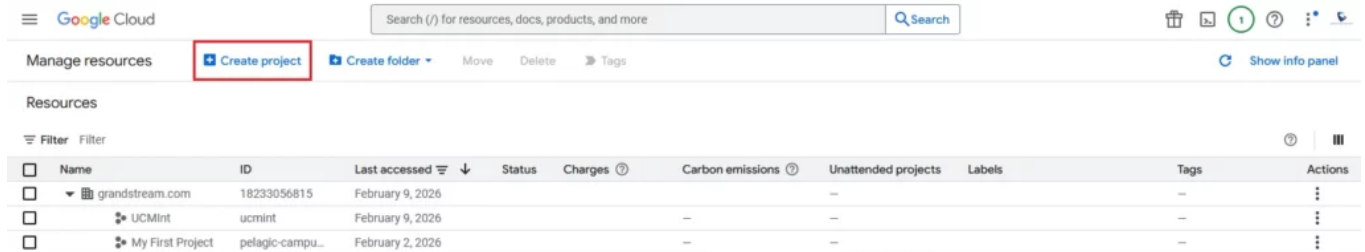
## GOOGLE WORKSPACE CONFIGURATION

This section describes how to create and configure the Google OAuth application used by the PBX to communicate with Google Workspace. This application establishes the trust relationship required for user synchronization and SSO. All settings in this section must be completed before proceeding with the PBX-side configuration.

## Create a Google Cloud Project

A dedicated Google Cloud project is required to host the OAuth application and manage API access for Google Workspace integration.

1. Log in to the **Google Cloud Console** with a super admin account.
2. Navigate to **IAM & Admin->Manage resources**.
3. Click **Create Project**.



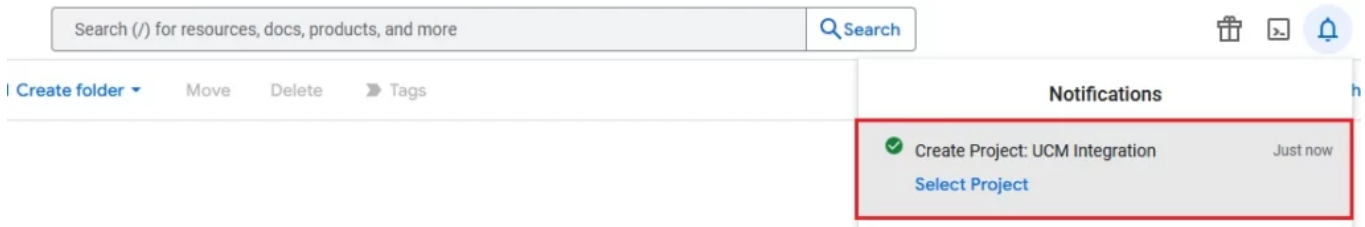
*Creating a New Google Cloud Project*

4. Enter a project name and select the appropriate organization.

The screenshot shows the 'New Project' form in the Google Cloud Console. The form has three main sections: 'Project name', 'Organization', and 'Parent resource'. The 'Project name' field is filled with 'UCM Integration'. The 'Organization' dropdown is set to 'grandstream.com'. The 'Parent resource' dropdown is also set to 'grandstream.com'. Below these fields, there are 'Create' and 'Cancel' buttons. A yellow warning box at the top indicates that the user has 9 projects remaining in their quota.

*Configuring Project Name and Organization*

5. Click **Create** and wait for the project to be provisioned.



*Project Provisioning Confirmation*

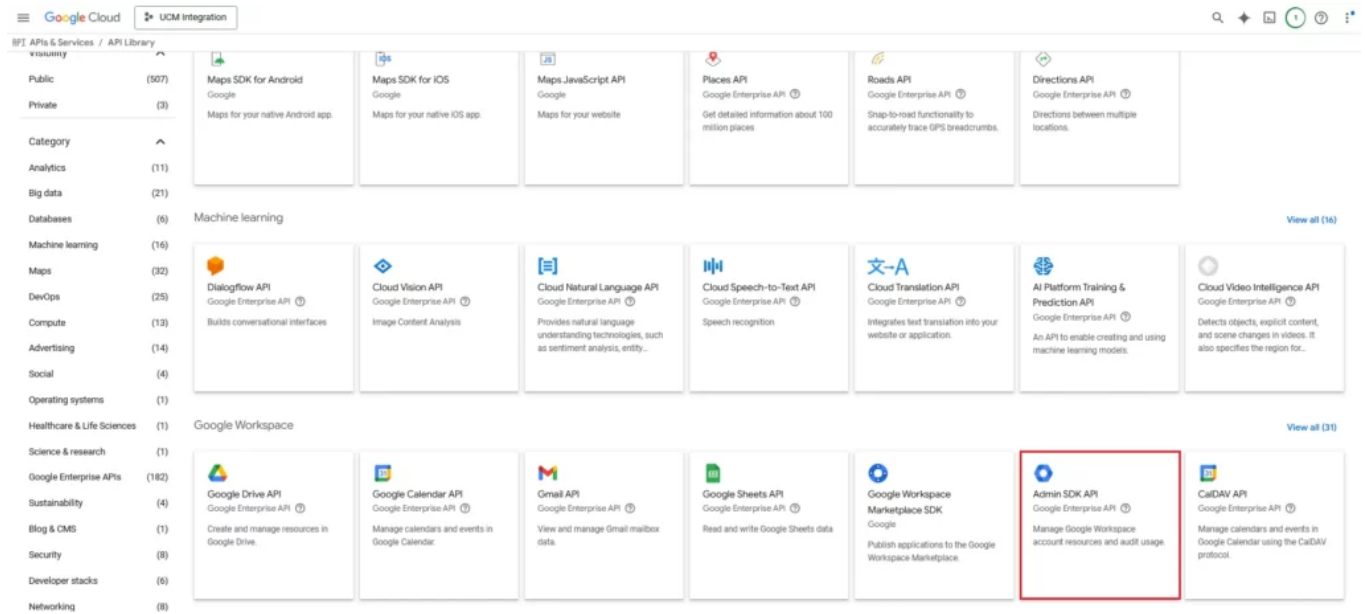
## Enable Google Admin SDK

The Google Admin SDK is required for the PBX to retrieve user information from the Google Workspace domain. Without this API enabled, user synchronization and SSO-related user queries will fail even if OAuth authorization succeeds.

1. In **Google Cloud Console**, select the project created for the PBX integration.

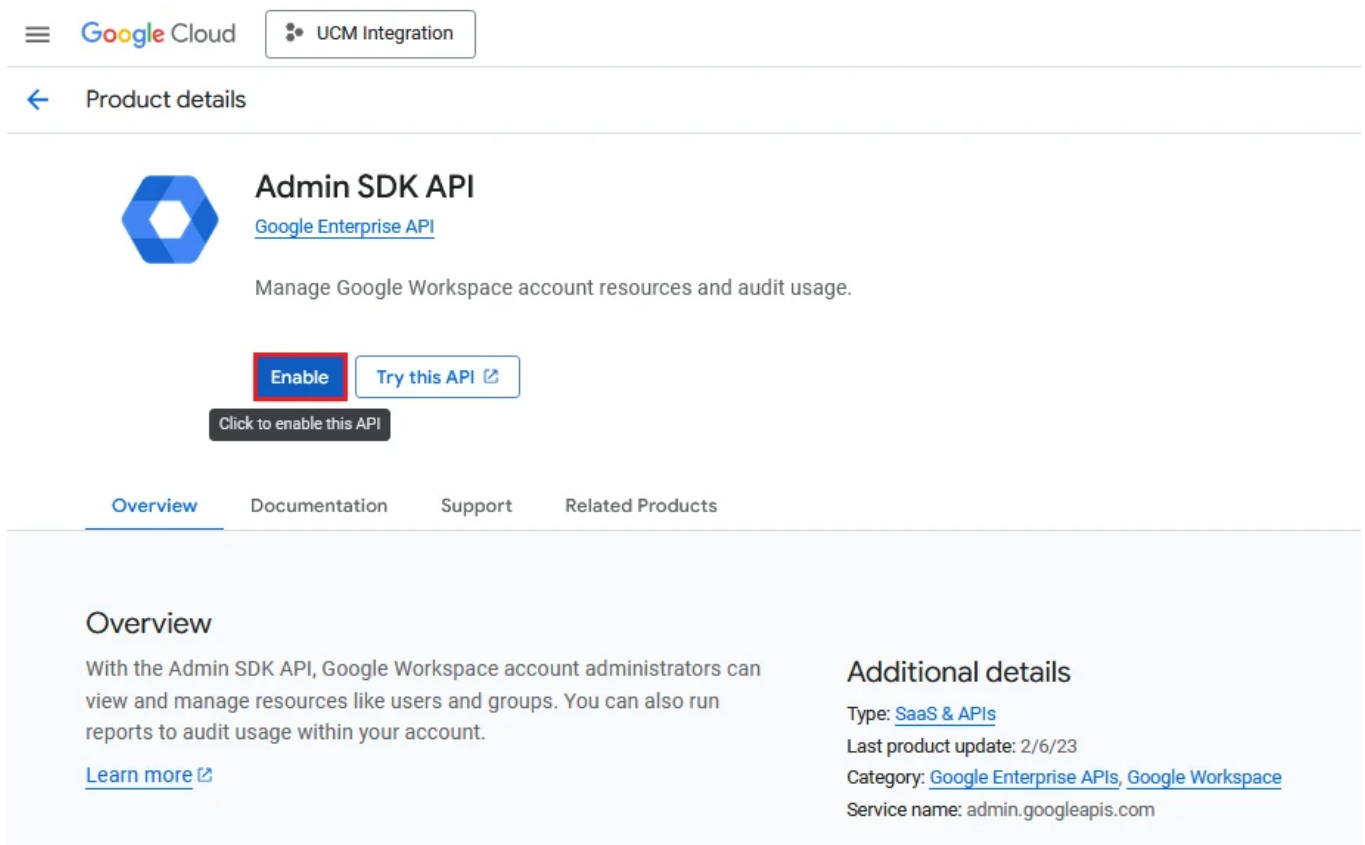
2. Navigate to **APIs & Services->Library**.

3. Search for **Admin SDK API**.



Locating the Admin SDK API

4. Click **Enable**.



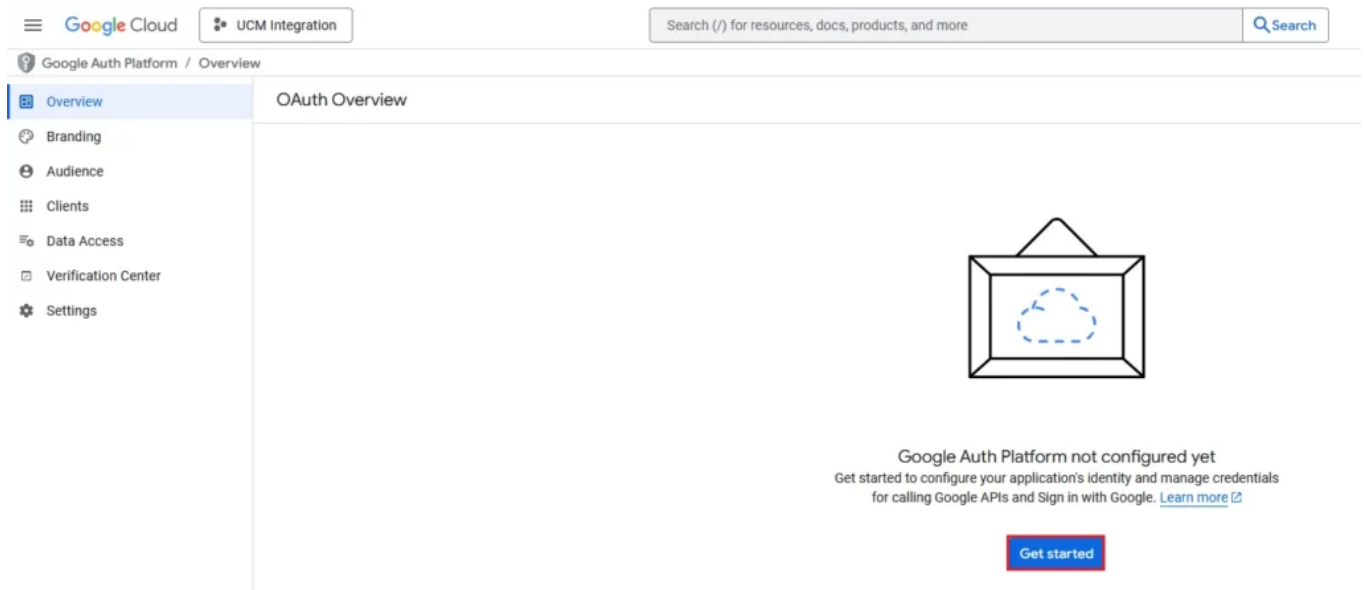
Enabling the Admin SDK API

Enabling the Admin SDK is mandatory for Google user retrieval and synchronization. If this API is not enabled, the PBX will not be able to list or link Google Workspace users.

## Configure OAuth Consent Screen

The OAuth consent screen defines how the PBX application is presented to Google Workspace users during authorization. This configuration is mandatory even if the application is used internally only.

1. Navigate to **APIs & Services -> OAuth consent screen**.
2. Make sure the correct new project is selected and click "**Get Started**".



*Accessing the OAuth Consent Screen*

3. Configure the required application information (Application name, support email).

Overview

Branding

Audience

Clients

Data Access

Verification Center

Settings

## Project configuration

### 1 App Information

App name \*

UCM

The name of the app asking for consent

User support email \*

For users to contact you with questions about their consent. [Learn more](#)

Next

### 2 Audience

### 3 Contact Information

### 4 Finish

Create

Cancel

Configuring OAuth Consent Screen Details

4. Select **Internal** as the user type.

Google Auth Platform / Overview / Create branding

Overview

Branding

Audience

Clients

Data Access

Verification Center

Settings

Project configuration

1 App Information

2 Audience

☒ Internal ?

Only available to users within your organization. You will not need to submit your app for verification. [Learn more about user type](#)

☐ External ?

Available to any test user with a Google Account. Your app will start in testing mode and will only be available to users you add to the list of test users. Once your app is ready to push to production, you may need to verify your app. [Learn more about user type](#)

Next

3 Contact Information

4 Finish

Create Cancel

*Selecting User Type*

5. Enter a valid email address to receive project-related change notifications, agree to the Google API Services: User Data Policy, then click **Create**.

## Create OAuth Client Credentials

OAuth client credentials allow the PBX to authenticate securely against Google Workspace. These credentials will later be entered on the PBX.

1. Navigate to **APIs & Services -> Credentials**.
2. Click **Create Credentials -> OAuth client ID**.

Google Cloud UCM Integration Search (/) for resources, docs, products

APIs & Services ☆ Credentials + Create credentials ▾ Delete Restore deleted credentials

Enabled APIs & services Library Credentials OAuth consent screen Page usage agreements

Create credentials to a

API Keys

API key  
Identifies your project using a simple API key to check quota and access

OAuth client ID  
Requests user consent so your app can access the user's data

Service account  
Enables server-to-server, app-level authentication using robot accounts

Help me choose  
Asks a few questions to help you decide which type of credential to use

No API keys to display

OAuth 2.0 Client IDs

No OAuth clients to display

Service Accounts

No service accounts to display

Creating OAuth Client ID - Credentials Page

3. Select **Web application** as the application type.

## ← Create OAuth client ID

A client ID is used to identify a single app to Google's OAuth servers. If your app runs on multiple platforms, each will need its own client ID. See [Setting up OAuth 2.0](#) for more information. [Learn more](#) about OAuth client types.

Application type \*

Web application

Android

Chrome Extension

iOS

TVs and Limited Input devices

Desktop app

Universal Windows Platform (UWP)

Selecting Application Type - Web Application

4. Enter a name for the client.
5. Under **Authorized redirect URIs**, add the redirect URI provided by the PBX (HTTPS only).
6. Click **Create**.

## [←](#) Create OAuth client ID

A client ID is used to identify a single app to Google's OAuth servers. If your app runs on multiple platforms, each will need its own client ID. See [Setting up OAuth 2.0](#) for more information. [Learn more](#) about OAuth client types.

Application type \*  
Web application

Name \*  
Web client1

The name of your OAuth 2.0 client. This name is only used to identify the client in the console and will not be shown to end users.

**i** The domains of the URIs you add below will be automatically added to your [OAuth consent screen](#) as [authorized domains](#).

### Authorized JavaScript origins [?](#)

For use with requests from a browser

[+ Add URI](#)

### Authorized redirect URIs [?](#)

For use with requests from a web server

URIs 1 \*  
<https://ucm.grandstream.com/googleoauth/>

[+ Add URI](#)

Note: It may take 5 minutes to a few hours for settings to take effect

[Create](#)

[Cancel](#)

*Configuring Authorized Redirect URI*

## 7. Record the **Client ID** and **Client Secret** for later use.

The Client Secret is **displayed only once** at the time of creation. Make sure to download the OAuth credentials or securely record the Client ID and Client Secret immediately. If the Client Secret is lost, it must be regenerated in Google Cloud Console and updated on the PBX to restore authorization.

## OAuth client created

The client ID can always be accessed from Clients tab under Google Auth Platform.



OAuth access is restricted to users within your organization unless the [OAuth consent screen](#) is published and verified

Client ID

kgI5lqo94.apps.googleusercontent.com



You will no longer be able to view or download the client secret once you close this dialog. Make sure you have copied or downloaded the information below and securely stored it.

Client secret

qfj5zej11dGx



Creation date

February 10, 2026, 2:47:00 PM GMT+1

Status

✓ Enabled

↓ Download JSON

OK

*Recording Client ID and Client Secret*

## PBX CONFIGURATION

This section describes how to configure the Google Workspace integration on the PBX after the Google Workspace application has been created. OAuth authorization must be completed successfully before Google users can be retrieved, synchronized, or used for SSO.

### Configure Google Workspace Authorization

This step establishes the OAuth trust between the PBX and Google Workspace using the Client ID and Client Secret created earlier.

1. Log in to the PBX web interface as an administrator.
2. Navigate to **Integrations -> Integration of Collaborative Office Platforms -> Google Workspace -> Basic Settings**.



Connected

For more information about Google Workspace, see [Google Workspace Configuration Manual](#).

Google Workspace Authorization



Enter your Google Workspace app details below.

\* Redirect URIs

\* Application (Client) ID

\* Client Password

Google Workspace Basic Settings Tab

3. Enable **Google Workspace Authorization**.
4. Enter the **Redirect URI** configured in Google Workspace.
5. Enter the **Application (Client) ID** and **Client Password (Client Secret)** obtained from Google Cloud Console.
6. Click **Save and Authorize**.
7. When redirected, sign in using a Google Workspace administrator account.

 Sign in with Google

# Choose an account

to continue to **UCM**

 **UCM Admin**  
admin@grandstream.com

 **UCM User**  
user@grandstream.com

 **Use another account**

Selecting the Google Workspace Administrator Account

8. Review the requested permissions and click **Allow** to grant consent.

# UCM wants to access your Google Account

admin@grandstream.com

This will allow UCM to:

- View organization units on your domain ⓘ
- View groups on your domain ⓘ
- See info about users on your domain ⓘ

Make sure you trust UCM

[Learn why you're not seeing links to UCM's Privacy Policy or Terms of Service](#)

Review UCM's Privacy Policy and Terms of Service to understand how UCM will process and protect your data.

To make changes at any time, go to your [Google Account](#).

Learn how Google helps you [share data safely](#).

Cancel

Allow

*Granting OAuth Consent*

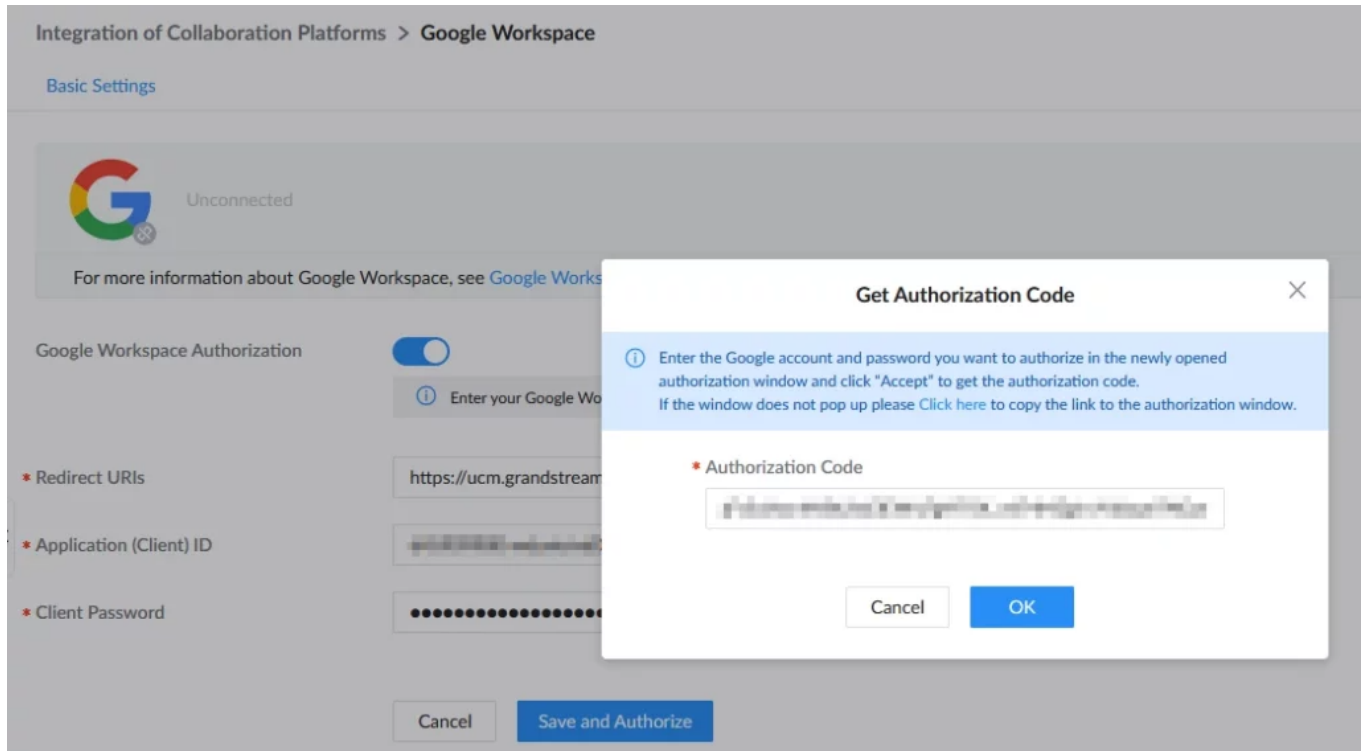
- After consent is granted, Google redirects to a page displaying an **Authorization Code**.

## Authorization Code

4/oa/0A0Bj8nD...wEIEWrzTgYIT0X\_ml74MZgh-JV6bqmTNGw

*Google Authorization Code Displayed*

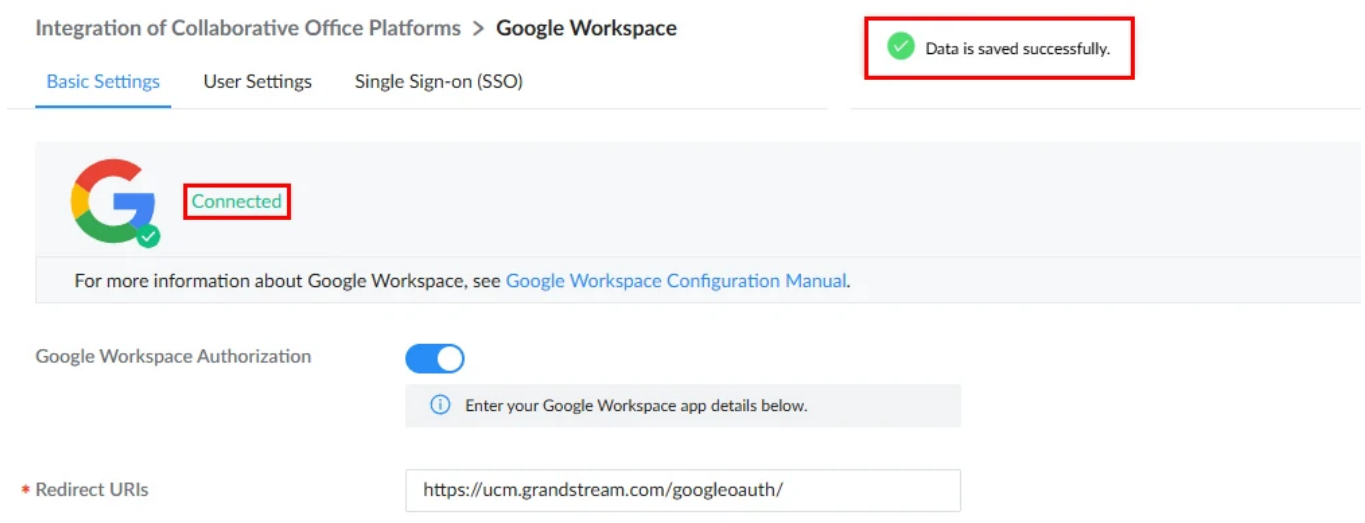
- Return to the PBX authorization page and paste the copied **Authorization Code** into the required field.



*Entering the Authorization Code on PBX*

11. Click **Confirm** to complete authorization.

A confirmation prompt is displayed on the PBX indicating that the Google Workspace authorization was successful. Google Workspace-related configuration tabs become available.



*Successful Google Workspace Authorization on PBX*

## Configure Google User Synchronization

After Google Workspace authorization is completed, the PBX can retrieve users from the connected Google Workspace domain. This section explains how to define the user scope and enable synchronization.

### Enable Google Workspace User Retrieval

This step determines which Google Workspace users are retrieved and whether they are synchronized into the PBX system.

1. Navigate to **User Settings -> Google User**.
2. Enable **Get Google User**.

### 3. Select the User Range:

- **All Users:** retrieves all users from the Google Workspace domain.
- **Users within the designated organizational unit:** retrieves users from a specified Organizational Unit.
- **Users within the designated group:** retrieves users belonging to one or more specified Google Workspace groups.

### 4. If applicable, specify the Organizational Unit or Groups.

#### Google User

Get Google User ☒

*i* When enabled, Google users can be associated one-to-one with system users/extensions in UCM.

User Range *i* Users within the designated group

\* Groups Tech Support x

Add User to LDAP *i* ☒

#### User Settings - Google User

### 5. (Optional) Enable **Add User to LDAP** to synchronize retrieved Google users into the PBX LDAP directory.

LDAP Server

LDAP Server Configurations LDAP Phonebook

*i* Note: The first phonebook is for extensions in this PBX. The contacts cannot be added or deleted directly. To add or delete the contacts, please modify the accounts in "Extensions" page first. To modify the read-only attributes, please edit the corresponding items in "Extension" page, and the phone book will be automatically updated when the change is saved and applied. Users can add other phonebooks for external accounts. For those phonebooks, users can edit LDAP attributes and add or delete contacts directly.

Add Phonebook Download Configurations Import Phonebook Export Selected Phonebook LDAP Settings

| Phonebook DN                                                   | Options           |
|----------------------------------------------------------------|-------------------|
| <input type="checkbox"/> ou=pbx;dc=pbx;dc=com <i>i</i>         | <i>i</i>          |
| <input type="checkbox"/> ou=Grandstream;dc=pbx;dc=com <i>i</i> | <i>i</i> <i>x</i> |
| <input type="checkbox"/> ou=google;dc=pbx;dc=com <i>i</i>      | <i>i</i> <i>x</i> |

#### Google Workspace PBX LDAP Phonebook

## Link Google Workspace Users

Linking associates Google Workspace users with PBX system users or extensions. This association is required for Single Sign-On and optional for user synchronization.

## Configure Linking Method

This step defines whether users are linked automatically or manually.

1. Navigate to **User Settings->Linked User Settings**.
2. Enable **Linked PBX\*** (\*The PBX field in this parameter varies based on the model).
3. Select a Linking Method:

- **Automatic Link:** the PBX automatically links Google users to PBX users or extensions.
  - **Manual Link:** administrators manually link users from the Google User List.
4. When Automatic Link is selected, the PBX determines how Google users are matched to PBX users or extensions. Under **Link Policy**, select one of the following:
- **Automatic Allocation:** the PBX creates or assigns an extension starting from a specified initial extension number.
  - **Read Attribute Value:** the PBX reads the Google user phone attribute to create/match a PBX extension.

## Linked User Settings

Linked UCM ☒

*If enabled, the linked UCM user's information (first name, last name, email, mobile number, job title) will be overwritten by the Google user's information.*

Linking Method ☒ Automatic Link ☐ Manual Link

Link Policy

Attribute Name

User Settings - Linked User Settings

When Read Attribute Value is used, the PBX evaluates the Google **Work Number** attribute only. Mobile and Home numbers are ignored.

The screenshot displays the Grandstream Admin interface. On the left is a sidebar with navigation options: Admin, Directory, Users, Groups, Organizational units, Buildings and resources, Directory settings, Directory sync (marked BETA), and Devices. The main panel shows the 'User information' for Antonio Brock. His profile includes a photo placeholder, name, email (antonio.brock@grandstream.com), status (Active), last sign-in (1 day ago), creation date (Feb 4, 2026), and organizational unit (GSDEVTest > Grandstream Office). A 'RESET PASSWORD' link is at the bottom. To the right, under 'User details', contact information is listed: Email (Home) with a link to 'Add a secondary email', Phone (Mobile) 0612345678 (marked with a red X), Phone (Work) 5000 (marked with a green check), and Phone (Home) 0587654321 (marked with a red X).

Google User Phone Attributes

## Google User List And Manual Operations

After users are retrieved, they are displayed in the Google User List. This section explains how to manually synchronize and link users.

This list allows administrators to retrieve the latest user information immediately.

- 1. Navigate to the **Google User List** section.
- 2. Click **Sync Now**.
- 3. Wait for the synchronization process to complete.

Google User

Sync NowBatch LinkSync Settings

Q Mobile Number / Link UCM User

| User                                                   | First Name | Last Name | Mobile Number | Job Title | Link UCM User | Options |
|--------------------------------------------------------|------------|-----------|---------------|-----------|---------------|---------|
| <input type="checkbox"/> antonio.brock@grandstream.com | Antonio    | Brock     | 5000          |           |               |         |
| <input type="checkbox"/> glenn.horton@grandstream.com  | Glenn      | Horton    |               |           |               |         |
| <input type="checkbox"/> angela.wright@grandstream.com | Angela     | Wright    | 5002          |           |               |         |

Manual Synchronization - Sync Now

When Manual Link is selected, administrators can explicitly associate Google users with PBX users or extensions.

- 1. In the **Google User List**, select one or more Google users.
- 2. Click **Batch Link** or use the **Options** column for individual users.

Google User

Sync NowBatch LinkSync Settings

Q Mobile Number / Link UCM User

| User                                                              | First Name | Last Name | Mobile Number | Job Title | Link UCM User | Options |
|-------------------------------------------------------------------|------------|-----------|---------------|-----------|---------------|---------|
| <input checked="" type="checkbox"/> antonio.brock@grandstream.com | Antonio    | Brock     | 5000          |           |               |         |
| <input checked="" type="checkbox"/> glenn.horton@grandstream.com  | Glenn      | Horton    |               |           |               |         |
| <input type="checkbox"/> angela.wright@grandstream.com            | Angela     | Wright    | 5002          |           |               |         |

Manual Linking - Batch Link and Options

- 3. Select the target PBX user or extension.
- 4. Confirm the association.

Account Linking

Google User

UCM User

antonio.brock@grandstream.com

→

Not Link

glenn.horton@grandstream.com

→

Not Link

Cancel

Save

Account Linking Dialog

The linked PBX system users and extensions are identified by a Google icon as shown below:

## User Management

[System User Information](#) [Custom Privilege](#) [User Portal/Wave Privileges](#) [Extension Login Management](#) [User Endpoint Access History](#)

| <a href="#">Add</a>                                                                       |                        |                     |                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------|------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Username ↕                                                                                | Privilege ↕            | Last Operation Time | Options                                                                                                                                                                 |
| admin                                                                                     | Super Administrator    | 2026-02-11 08:38:46 |   |
| Cindy                                                                                     | Administrator          | 2026-02-10 14:37:58 |   |
| Glenn                                                                                     | Administrator          | 2026-02-10 18:32:12 |   |
| Mack                                                                                      | Administrator          | 2025-12-31 12:07:14 |   |
| Antonio  | Custom Privilege:Priv1 | 2025-12-29 14:08:48 |   |

### Linked System User Identification

## Extensions

|                                                                                                                              |              |                 |                                                                                        |               |         |             |                          |                  |                        |                                                         |
|------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|----------------------------------------------------------------------------------------|---------------|---------|-------------|--------------------------|------------------|------------------------|---------------------------------------------------------|
| <div><div>Add</div><div>Edit</div><div>Delete</div><div>Edit All SIP</div><div>Email Notification</div><div>More</div></div> |              |                 |                                                                                        |               |         |             | Sync Contact <div></div> |                  |                        |                                                         |
| <div><input type="checkbox"/></div>                                                                                          | Status       | Presence Status | Extension                                                                              | Name          | Message | Type        | IP and Port              | Sync to Contacts | Extension Info No...   | Options                                                 |
| <div><input type="checkbox"/></div>                                                                                          | Unregistered | Available       | 5000  | Angela Wright | 0/0/0   | SIP(WebRTC) | --                       | Synced           | <div><div></div></div> | <div><div></div><div></div><div></div><div></div></div> |
| Total: 1                                                                                                                     |              |                 |                                                                                        | 30 / page     |         | Goto        |                          |                  |                        |                                                         |

### Linked Extension Identification

## Configure Sync Settings

The Sync Settings page defines how Google Workspace user lifecycle events are handled on the PBX and whether synchronization runs automatically. This section ensures user data consistency between Google Workspace and the PBX.

This Sync Settings page can be accessed from the Google User List as such:

Get Google User



When enabled, Google users can be associated one-to-one with system users/extensions in UCM.

User Range ⓘ

All Users

Add User to LDAP ⓘ



Sync CDR CSV File to Google Docs ⓘ



## Linked User Settings

Linked UCM



If enabled, the linked UCM user's information (first name, last name, email, mobile number, job title) will be overwritten by the Google user's information.

Linking Method ⓘ

☐ Automatic Link ☒ Manual Link

After saving, please edit the association on the right side of the Google users table below.

Cancel

Save

## Google User

Sync Now

Batch Link

Sync Settings

Google Workspace Sync Settings

## Configure Extension Cleanup Behavior

This configuration determines how linked PBX extensions are handled when a Google Workspace user is deleted, suspended, or unlinked.

1. Navigate to **Google User List -> Sync Settings**.
2. Under the **Extensions** section, configure the following options as required:
  - **Deleted Google Workspace users:** Automatically deletes the linked PBX extension when the corresponding Google Workspace user is deleted.
  - **Paused Google Workspace users:** Automatically deletes the linked PBX extension when the corresponding Google Workspace user is suspended or paused.
  - **Unlinked Users:** Automatically deletes PBX extensions that are no longer linked to any Google Workspace user.
3. Click Save.

## Extensions

Automatically Delete Extensions of 

- ☐ Deleted Google Workspace users
- ☐ Paused Google Workspace users
- ☐ Unlinked Users

### Extensions Sync Settings

## Configure Scheduled Synchronization

Scheduled synchronization allows the PBX to periodically retrieve updated Google Workspace user information and maintain link associations automatically.

1. In the **Sync Settings** page, enable **Scheduled Sync**.
2. Configure the desired synchronization schedule.
3. Click Save.

Synchronization may temporarily impact system performance. It is recommended to schedule synchronization outside business hours.

### Google User Data Sync

 Data synchronization includes obtaining the latest Google users and updating the association between Google users and UCM extension/system users. The synchronization process may affect the efficiency of equipment usage. It is recommended to carry it out during non-office hours.

Scheduled Sync



Sync Time

By Day

04:00

Cancel

Save

### Google User Data Sync Settings

## Review Sync History

The Sync History section under Sync Settings provides visibility into previous synchronization attempts and their results. This is useful for validation and troubleshooting.

The following information is displayed:

- **Sync Time:** Date and time when the synchronization was executed.
- **Sync Mode:** Indicates whether the sync was triggered manually or by schedule.
- **Results:** Displays the synchronization result (Success, Partial Success, or Failed).
- **Options:** Provides access to detailed synchronization logs for troubleshooting purposes.

#### Sync History

| Sync Time           | Sync Mode   | Results         | Options |
|---------------------|-------------|-----------------|---------|
| 2026-02-09 14:10:04 | Manual sync | Success         | ⓘ       |
| 2026-02-09 14:09:56 | Manual sync | Success         | ⓘ       |
| 2026-02-05 16:59:40 | Manual sync | Success         | ⓘ       |
| 2026-02-05 15:11:11 | Manual sync | Success         | ⓘ       |
| 2026-02-05 15:10:46 | Manual sync | Partial Success | ⓘ       |
| 2026-02-05 15:10:34 | Manual sync | Success         | ⓘ       |
| 2026-02-05 15:10:30 | Manual sync | Failed          | ⓘ       |
| 2026-02-05 15:08:56 | Manual sync | Failed          | ⓘ       |

*Google Workspace Sync History*

## Configure Single Sign-On (SSO)

Single Sign-On enables Google account-based authentication for the PBX web interface. When enabled, users can log in using their Google credentials instead of local PBX credentials.

The following conditions must be met for SSO to function correctly:

- **At least one Google Workspace account** must be linked to a PBX user or extension.
- The PBX must be accessed using **a public FQDN over HTTPS**.

## Configure Authorized Domain and Redirect URI

Google requires the domain used to access the PBX to be registered in the OAuth consent screen and the exact login URL to be configured as an authorized redirect URI.

### Add Authorized Domain

The domain used to access the PBX must belong to your Google Workspace organization.

1. Log in to **Google Cloud Console**.
2. Select the project created for the PBX integration.
3. Navigate to **APIs & Services->OAuth consent screen**, and access the Branding tab.
4. Under **Authorized domains**, click Add Domain.
5. Enter the root domain of the PBX FQDN (not the full subdomain).
6. Click Save.

If the PBX is accessed via: "https://pbx.example.com", enter: "example.com".

Google Auth Platform / Branding

Overview

Branding

Audience

Clients

Data Access

Verification Center

Settings

### Branding

Authorized domains: The following information must be shown to your users on the consent screen.

Application home page  
Provide users a link to your home page

Application privacy policy link  
Provide users a link to your public privacy policy

Application terms of service link  
Provide users a link to your public terms of service

### Authorized domains ?

When a domain is used on the consent screen or in an OAuth client's configuration, it must be pre-registered here. If your app needs to go through verification, please go to the [Google Search Console](#) to check if your domains are authorized. [Learn more](#) about the authorized domain limit.

Authorized domain 1 \*  
grandstream.com

Authorized domain 2 \*  
example.com

+ Add domain

### Developer contact information

Email addresses \*  
admin@grandstream.com

These email addresses are for Google to notify you about any changes to your project.

Save Discard changes

Authorized Domains Configuration

## Configure Authorized Redirect URI

After adding the authorized domain, configure the exact redirect URI used by the PBX during OAuth authentication.

1. Navigate to **APIs & Services -> Credentials**.
2. Locate the previously created **OAuth 2.0 Client ID**.
3. Click Edit.
4. Under **Authorized redirect URIs**, click **Add URI**.
5. Enter the exact HTTPS login URL used to access the PBX.
6. Click Save.

- The URI must match exactly (including HTTPS and path).
- Do not omit /login.
- Any mismatch will result in redirect\_uri\_mismatch or invalid\_request errors.

Google Auth Platform / Clients / Client: [redacted].apps.googleusercontent.com

- Overview
- Branding
- Audience
- Clients**
- Data Access
- Verification Center
- Settings

### Client ID for Web application Delete

The name of your OAuth 2.0 client. This name is only used to identify the client in the console and will not be shown to end users.

**The domains of the URIs you add below will be automatically added to your [OAuth consent screen](#) as [authorized domains](#).**

#### Authorized JavaScript origins <sup>?</sup>

For use with requests from a browser

+ Add URI

#### Authorized redirect URIs <sup>?</sup>

For use with requests from a web server

URIs 1 \*  
https://ucm.grandstream.com/googleoauth/

URIs 2 \*  
https://pbx.example.com/login

+ Add URI

Note: It may take 5 minutes to a few hours for settings to take effect

Save Cancel

Authorized Redirect URI for SSO

## Configure SSO on the PBX

After the Google side configuration is complete and OAuth authorization has already been successfully established under **Basic Settings**, enable SSO on the PBX.

1. Log in to the PBX web interface as an administrator.
2. Navigate to **Integrations->Integration of Collaborative Office Platforms->Google Workspace->Single Sign-On (SSO)**.
3. Enable **Google Workspace SSO**.
4. Save the configuration.

Users will be unable to use the SSO feature if there are no linked PBX users/extensions.

Integration of Collaborative Office Platforms > Google Workspace

Basic Settings   User Settings   Single Sign-on (SSO)

### Single Sign-on (SSO)

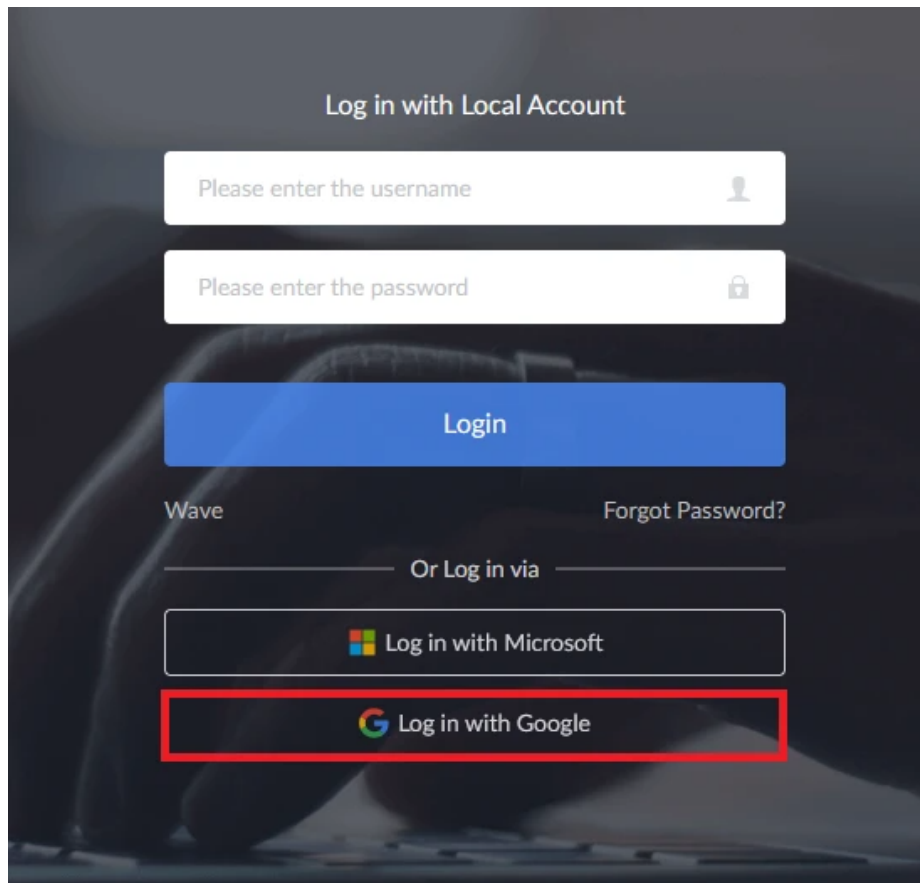
☒

**i** If enabled, users will be able to log into the webUI and Wave with their linked Google account.

Cancel Save

Google Workspace Single Sign-on (SSO) Tab

Once enabled, the PBX will use Google authentication for linked users, and the **Sign in with Google** option will appear on the PBX login page.



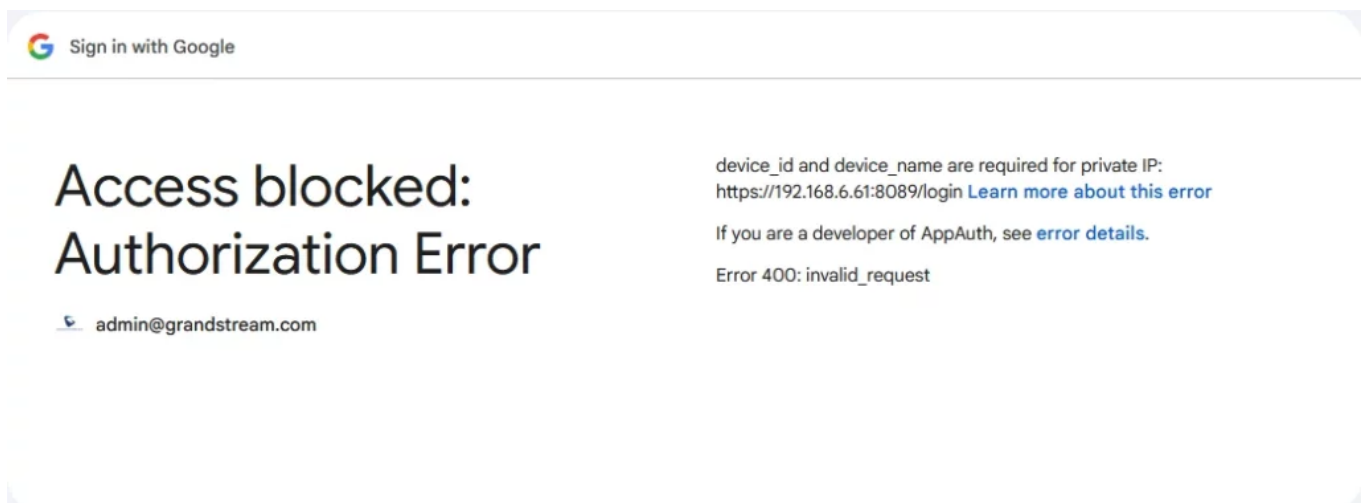
The image shows a login page titled "Log in with Local Account". It features two input fields: "Please enter the username" and "Please enter the password", each with a corresponding icon (user and lock). Below these is a blue "Login" button. Further down, there are links for "Wave" and "Forgot Password?". A section titled "Or Log in via" contains two buttons: "Log in with Microsoft" and "Log in with Google". The "Log in with Google" button is highlighted with a red rectangular border.

*Log in with Google Option*

## Verify SSO Login

To validate SSO functionality, please refer to the steps below:

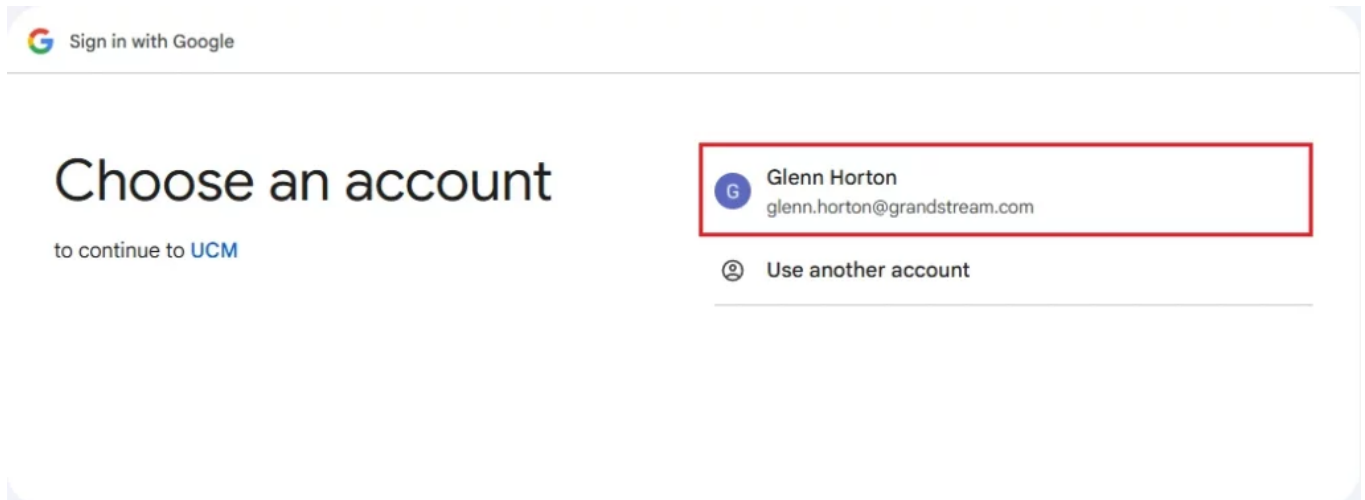
1. Open the PBX login page using the configured **public FQDN** (<https://pbx.example.com>). If a private IP is used, Google will block the OAuth request and display the following error.



*SSO Private IP Access Error*

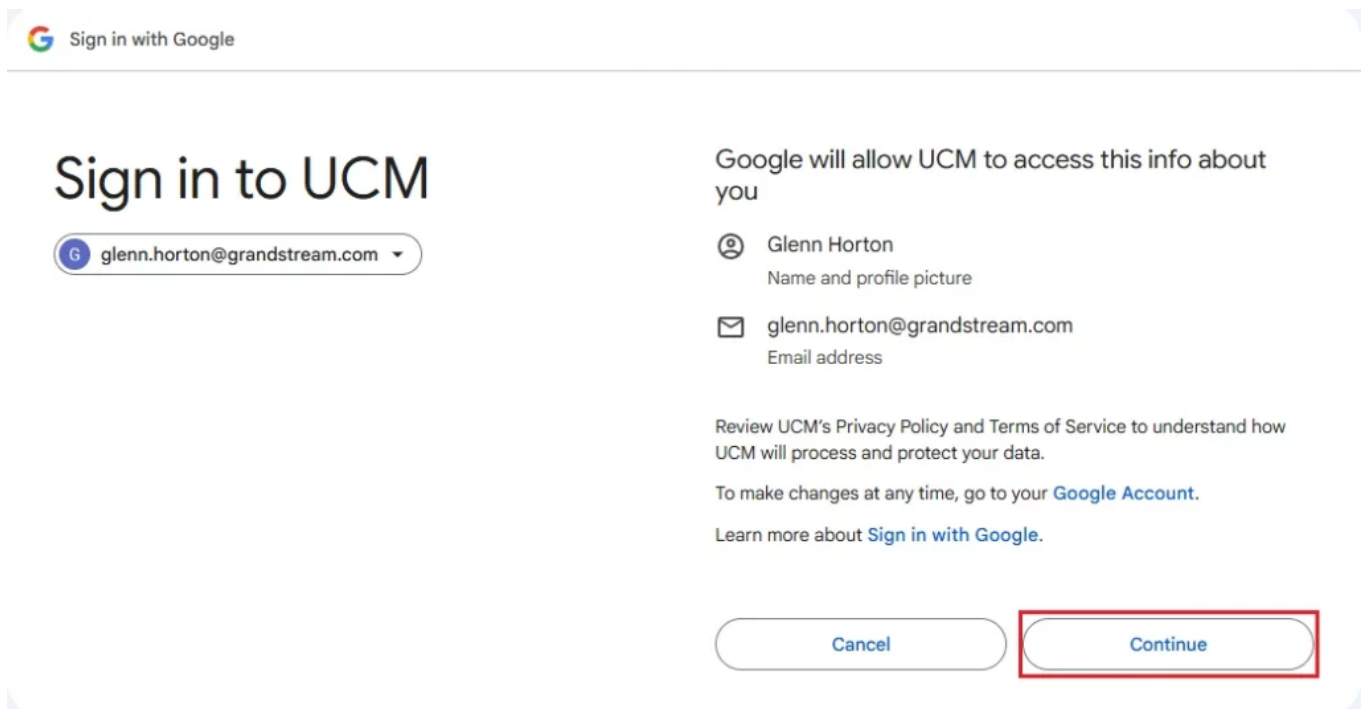
2. Click **Sign in with Google**.
3. Sign in using a Google Workspace account that:

- Exists in the Workspace domain.
- Has been retrieved under User Settings.
- Is linked to a PBX user or extension.



SSO Login - Google Account Selection

4. Grant consent if prompted.



SSO Login - Google Authentication Confirmation

# UCM wants to access your Google Account

glenn.horton@grandstream.com

This will allow UCM to:

- See info about users on your domain



Make sure you trust UCM

[Learn why you're not seeing links to UCM's Privacy Policy or Terms of Service](#)

Review UCM's Privacy Policy and Terms of Service to understand how UCM will process and protect your data.

To make changes at any time, go to your [Google Account](#).

Learn how Google helps you [share data safely](#).

Cancel

Allow

SSO Login - Google Consent Screen

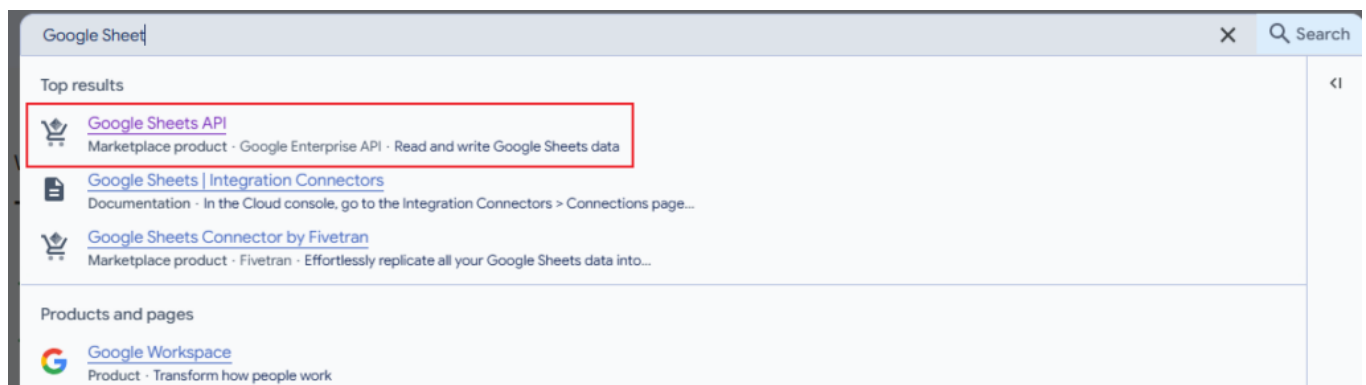
If the configuration is correct, the user is redirected back to the PBX and logged in under the mapped user account.

## CDR Synchronization to Google Sheets

Using this integration, the administrator can configure to have the CDR synchronized to Google Sheets. A new spreadsheet will be create everyday to synchronize all the CDR of that day.

For the configuration of this feature, follow the steps below.

1. On Google Cloud Console, search "Google Sheets API". Click on the market place product.



Google Cloud Console Search

2. Click "Enable" to activate Google Sheets API.

Google Cloud My First Project

Product details

 **Google Sheets API**  
[Google Enterprise API](#)

Read and write Google Sheets data

**Enable** [Try this API](#)

[Overview](#) [Documentation](#) [Support](#) [Related products](#)

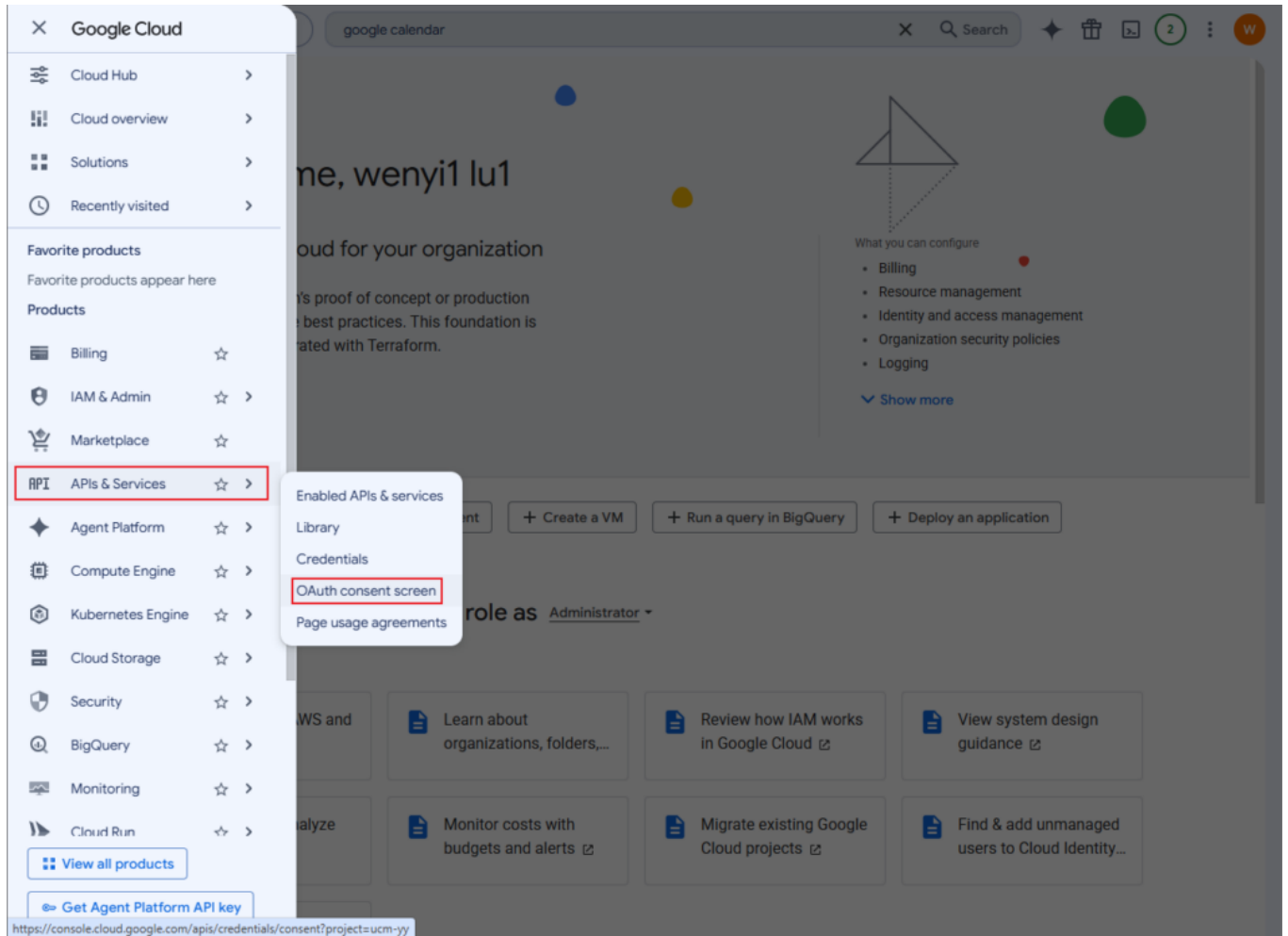
**Overview**

With the Google Sheets API, you can create and modify spreadsheets data in Google Sheets.

[Learn more](#)

*Google Sheets API*

- On the sidebar, hover the mouse cursor on "APIs & Services" then click on "OAuth consent screen".



Google Cloud Console

4. Click on "Data Access on the side bar, then click "Add or remove scopes" button.

Google Cloud

UCM-YY

google calendar

X

Search

2

W

Google Auth Platform / Data access

Google Auth Platf...

Overview

Branding

Audience

Clients

Data Access

Verification Center

Settings

Data Access

Scopes express the permissions you request users to authorize for your app and allow your project to access specific types of private user data from their Google Account. [Learn more](#)

Add or remove scopes

Your non-sensitive scopes

| API ↑              | Scope | User-facing description |
|--------------------|-------|-------------------------|
| No rows to display |       |                         |

Your sensitive scopes

Sensitive scopes are scopes that request access to private user data.

| API ↑              | Scope | User-facing description |
|--------------------|-------|-------------------------|
| No rows to display |       |                         |

Your restricted scopes

Restricted scopes are scopes that request access to highly sensitive user data.

| API ↑              | Scope | User-facing description |
|--------------------|-------|-------------------------|
| No rows to display |       |                         |

Save

Discard changes

Data Access

5. On the search bar, type "Google Sheets API" and from the results, select the scope highlighted below.

Google Cloud

UCM-YY

google calendar

Google Auth Platf...

Overview

Branding

Audience

Clients

**Data Access**

Verification Center

Settings

Data Access

Scopes express the permissions app and allow your project to act from their Google Account. [Learn](#)

Add or remove scopes

Your non-sensitive scopes

API ↑

Scope

No rows to display

Your sensitive scopes

Sensitive scopes are scopes that require user consent

API ↑

Scope

No rows to display

Your restricted scopes

Restricted scopes are scopes that require user consent

API ↑

Scope

No rows to display

Save

Discard changes

Update selected scopes

Only scopes for enabled APIs are listed below. To add a missing scope to this screen, find and enable the API in the [Google API Library](#) or use the Pasted Scopes text box below. Refresh the page to see any new APIs you enable from the Library.

Filter

Google Sheets API

Enter property name or value

|                                     | API ↑             | Scope                          | User-facing description                                           |
|-------------------------------------|-------------------|--------------------------------|-------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | Google Sheets API | .../auth/spreadsheets          | See, edit, create, and delete all your Google Sheets spreadsheets |
| <input type="checkbox"/>            | Google Sheets API | .../auth/spreadsheets.readonly | See all your Google Sheets spreadsheets                           |

Manually add scopes

If the scopes you would like to add do not appear in the table above, you can enter them here. Each scope should be on a new line or separated by commas. Please provide the full scope string (beginning with "https://"). When you are finished, click "Add to table".

Add to table

Update

Add Scope

- On the UCM, Navigate to **Integrations > Google Workspace** then click on the button "Integration", after that navigate to **User Settings** tab and find the option highlighted below and enable it.

## Collaborative Office Integration > Google Workspace

Basic Settings   **User Settings**   Single Sign-on (SSO)   Google Calendar

Get Google User



When enabled, Google users can be associated one-to-one with system users/extensions in UCM.

User Range

All Users

Add User to LDAP



Sync CDR CSV File to Google Docs



### Linked User Settings

Linked UCM



If enabled, the linked UCM user's information (first name, last name, email, mobile number, job title) will be overwritten by the Google user's information.

Linking Method

☐ Automatic Link   ☒ Manual Link

After saving, please edit the association on the right side of the Google users table below.

Cancel

Save

### Google User

Sync Now

Batch Link

Sync Settings

*Google Workspace - User Settings*

7. Then navigate to **CDR > CDR**, then click on "Automatic Download" and enable "Google Docs" as a download destination.

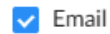
## Automatic Download



Auto Download CDR ⓘ



\* Download Destination ⓘ



Google Docs ⓘ

\* Email ⓘ

Email Template

Separate multiple addresses with semicolon (;) (i.e."xxx;yyy").

Automatic Download Period ⓘ

By Day

0

☐ Delete Downloaded CDR ⓘ

Cancel

OK

### CDR Automatic Download

The sheets created in each spreadsheet is affected by the option "Automatic Download Period". E.g., If it is set to "Daily" then one new sheet will be created each day.

You can view the CDR spreadsheet by going to your Google Sheets and the record of call details will be logged same as the following figure.

| 2026_09_Master_condition_auto.csv |               |                   |            |               |            |               |           |                     |               |           |           |                 |                 |                 |           |           |             |             |            |           |  |  |  |  |  |
|-----------------------------------|---------------|-------------------|------------|---------------|------------|---------------|-----------|---------------------|---------------|-----------|-----------|-----------------|-----------------|-----------------|-----------|-----------|-------------|-------------|------------|-----------|--|--|--|--|--|
| Account Code                      |               |                   |            |               |            |               |           |                     |               |           |           |                 |                 |                 |           |           |             |             |            |           |  |  |  |  |  |
| Account Code                      | Caller Number | Original Caller N | Caller NAT | Callee Number | Callee NAT | Context       | Caller ID | Source Channel      | Dest. Channel | Last app. | Last data | Start Time      | Answer Time     | End Time        | Call Time | Talk Time | Call Status | AMA Flags   | Unique ID  | Call Type |  |  |  |  |  |
| 3148                              | 3148          | no                |            | 6300          |            | from-internal | ***-3148- | PJSIP/3148-000019eb | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-16 0:00 | 2026-09-16 0:01 | 88        | 45        | ANSWERED    | DOCUMENTATI | 1789487999 | Internal  |  |  |  |  |  |
| 3147                              | 3147          | no                |            | 6300          |            | from-internal | ***-3147- | PJSIP/3147-000019ea | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-16 0:00 | 2026-09-16 0:00 | 34        | 21        | ANSWERED    | DOCUMENTATI | 1789487998 | Internal  |  |  |  |  |  |
| 3146                              | 3146          | no                |            | 6300          |            | from-internal | ***-3146- | PJSIP/3146-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 36        | 33        | ANSWERED    | DOCUMENTATI | 1789487995 | Internal  |  |  |  |  |  |
| 3145                              | 3145          | no                |            | 6300          |            | from-internal | ***-3145- | PJSIP/3145-000019e7 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 35        | 31        | ANSWERED    | DOCUMENTATI | 1789487994 | Internal  |  |  |  |  |  |
| 3144                              | 3144          | no                |            | 6300          |            | from-internal | ***-3144- | PJSIP/3144-000019e8 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-16 0:00 | 2026-09-16 0:00 | 38        | 22        | ANSWERED    | DOCUMENTATI | 1789487994 | Internal  |  |  |  |  |  |
| 3143                              | 3143          | no                |            | 6300          |            | from-internal | ***-3143- | PJSIP/3143-000019e6 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-16 0:00 | 2026-09-16 0:00 | 39        | 28        | ANSWERED    | DOCUMENTATI | 1789487992 | Internal  |  |  |  |  |  |
| 3142                              | 3142          | no                |            | 6300          |            | from-internal | ***-3142- | PJSIP/3142-000019e5 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 36        | 30        | ANSWERED    | DOCUMENTATI | 1789487991 | Internal  |  |  |  |  |  |
| 3141                              | 3141          | no                |            | 6300          |            | from-internal | ***-3141- | PJSIP/3141-000019e4 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 37        | 33        | ANSWERED    | DOCUMENTATI | 1789487990 | Internal  |  |  |  |  |  |
| 3140                              | 3140          | no                |            | 6300          |            | from-internal | ***-3140- | PJSIP/3140-000019e3 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 40        | 32        | ANSWERED    | DOCUMENTATI | 1789487989 | Internal  |  |  |  |  |  |
| 3128                              | 3128          | no                |            | 6300          |            | from-internal | ***-3128- | PJSIP/3128-000019e7 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 15        | 14        | ANSWERED    | DOCUMENTATI | 1789487977 | Internal  |  |  |  |  |  |
| 3129                              | 3129          | no                |            | 6300          |            | from-internal | ***-3129- | PJSIP/3129-000019e8 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 21        | 18        | ANSWERED    | DOCUMENTATI | 1789487978 | Internal  |  |  |  |  |  |
| 3135                              | 3135          | no                |            | 6300          |            | from-internal | ***-3135- | PJSIP/3135-000019e6 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 22        | 17        | ANSWERED    | DOCUMENTATI | 1789487984 | Internal  |  |  |  |  |  |
| 3131                              | 3131          | no                |            | 6300          |            | from-internal | ***-3131- | PJSIP/3131-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 23        | 16        | ANSWERED    | DOCUMENTATI | 1789487980 | Internal  |  |  |  |  |  |
| 3130                              | 3130          | no                |            | 6300          |            | from-internal | ***-3130- | PJSIP/3130-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 23        | 19        | ANSWERED    | DOCUMENTATI | 1789487979 | Internal  |  |  |  |  |  |
| 3138                              | 3138          | no                |            | 6300          |            | from-internal | ***-3138- | PJSIP/3138-000019e1 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 24        | 20        | ANSWERED    | DOCUMENTATI | 1789487974 | Internal  |  |  |  |  |  |
| 3125                              | 3125          | no                |            | 6300          |            | from-internal | ***-3125- | PJSIP/3125-000019e4 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 27        | 25        | ANSWERED    | DOCUMENTATI | 1789487974 | Internal  |  |  |  |  |  |
| 3133                              | 3133          | no                |            | 6300          |            | from-internal | ***-3133- | PJSIP/3133-000019e6 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 35        | 30        | ANSWERED    | DOCUMENTATI | 1789487982 | Internal  |  |  |  |  |  |
| 3127                              | 3127          | no                |            | 6300          |            | from-internal | ***-3127- | PJSIP/3127-000019e8 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 36        | 31        | ANSWERED    | DOCUMENTATI | 1789487976 | Internal  |  |  |  |  |  |
| 3137                              | 3137          | no                |            | 6300          |            | from-internal | ***-3137- | PJSIP/3137-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 36        | 32        | ANSWERED    | DOCUMENTATI | 1789487968 | Internal  |  |  |  |  |  |
| 3132                              | 3132          | no                |            | 6300          |            | from-internal | ***-3132- | PJSIP/3132-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 39        | 34        | ANSWERED    | DOCUMENTATI | 1789487981 | Internal  |  |  |  |  |  |
| 3126                              | 3126          | no                |            | 6300          |            | from-internal | ***-3126- | PJSIP/3126-000019e5 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 40        | 36        | ANSWERED    | DOCUMENTATI | 1789487975 | Internal  |  |  |  |  |  |
| 3139                              | 3139          | no                |            | 6300          |            | from-internal | ***-3139- | PJSIP/3139-000019e2 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 40        | 32        | ANSWERED    | DOCUMENTATI | 1789487988 | Internal  |  |  |  |  |  |
| 3134                              | 3134          | no                |            | 6300          |            | from-internal | ***-3134- | PJSIP/3134-000019e6 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 40        | 32        | ANSWERED    | DOCUMENTATI | 1789487983 | Internal  |  |  |  |  |  |
| 3136                              | 3136          | no                |            | 6300          |            | from-internal | ***-3136- | PJSIP/3136-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 41        | 36        | ANSWERED    | DOCUMENTATI | 1789487985 | Internal  |  |  |  |  |  |
| 3124                              | 3124          | no                |            | 6300          |            | from-internal | ***-3124- | PJSIP/3124-000019e2 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 19        | 11        | ANSWERED    | DOCUMENTATI | 1789487973 | Internal  |  |  |  |  |  |
| 3123                              | 3123          | no                |            | 6300          |            | from-internal | ***-3123- | PJSIP/3123-000019e3 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 22        | 14        | ANSWERED    | DOCUMENTATI | 1789487971 | Internal  |  |  |  |  |  |
| 3122                              | 3122          | no                |            | 6300          |            | from-internal | ***-3122- | PJSIP/3122-000019e1 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-16 0:00 | 24        | 9         | ANSWERED    | DOCUMENTATI | 1789487971 | Internal  |  |  |  |  |  |
| 3121                              | 3121          | no                |            | 6300          |            | from-internal | ***-3121- | PJSIP/3121-000019e0 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-15 23:5 | 19        | 19        | ANSWERED    | DOCUMENTATI | 1789487968 | Internal  |  |  |  |  |  |
| 3120                              | 3120          | no                |            | 6300          |            | from-internal | ***-3120- | PJSIP/3120-000019e7 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-15 23:5 | 22        | 20        | ANSWERED    | DOCUMENTATI | 1789487961 | Internal  |  |  |  |  |  |
| 3119                              | 3119          | no                |            | 6300          |            | from-internal | ***-3119- | PJSIP/3119-000019e9 | Hangup        |           |           | 2026-09-15 23:5 | 2026-09-15 23:5 | 2026-09-15 23:5 | 27        | 23        | ANSWERED    | DOCUMENTATI | 1789487960 | Internal  |  |  |  |  |  |

### CDR - Google Sheets

# GOOGLE-CALENDAR-BASED ROUTING

## Overview

The Google Calendar-based call routing feature is an extension of the UCM call routing functionality. In modern hybrid work environments, an employee's work status (e.g., in a meeting, at their desk) directly impacts the calling experience. This section explains how to enable smart routing based on Google Calendar schedules. By automatically synchronizing and analyzing users' Google Calendar events, the UCM can determine when to automatically enable the "Do Not Disturb" presence status for a user, thereby activating the call policy configured for that status. This avoids high-frequency invalid ringing and optimizes the customer waiting experience through automated rules, making communication workflows better aligned with actual business rhythms.

## Prerequisites

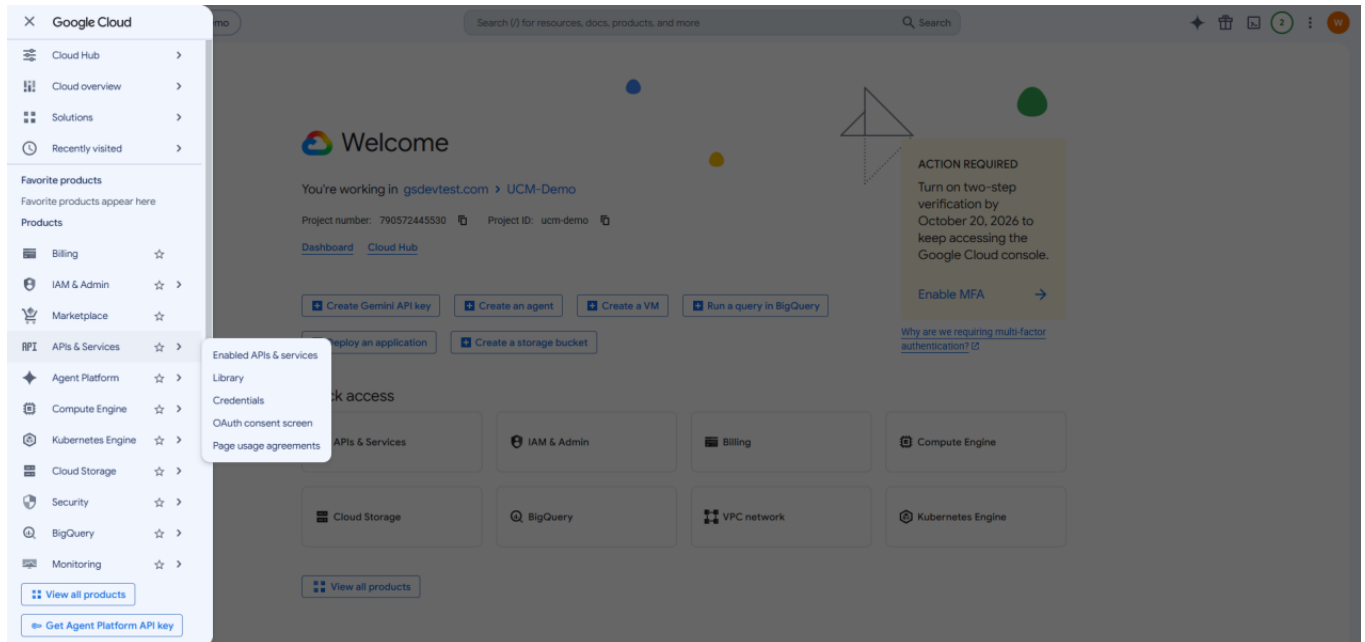
Google Calendar integration serves as an extension of Google Workspace capabilities.

- If your UCM has not yet integrated with Google Workspace, please refer to the section [GOOGLE WORKSPACE INTEGRATION].
- The subsequent features in this section assume that the UCM has successfully integrated with Google Workspace.

## Enabling Google Calendar API

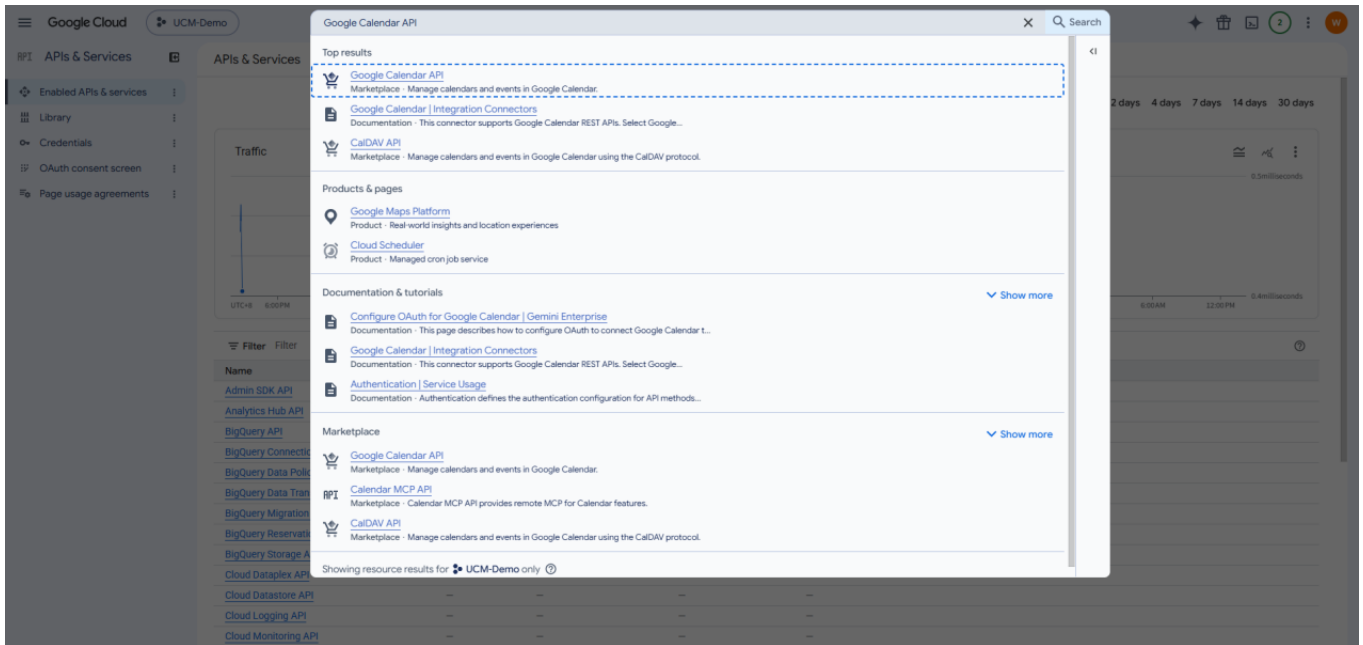
Log into <https://console.cloud.google.com> using an Admin account, select the project associated with your UCM. Navigate to the API configuration page via the navigation bar and enable the Google Calendar API.

1. From the side bar, click on "APIs & Services" then click on "Enabled APIs & Services".



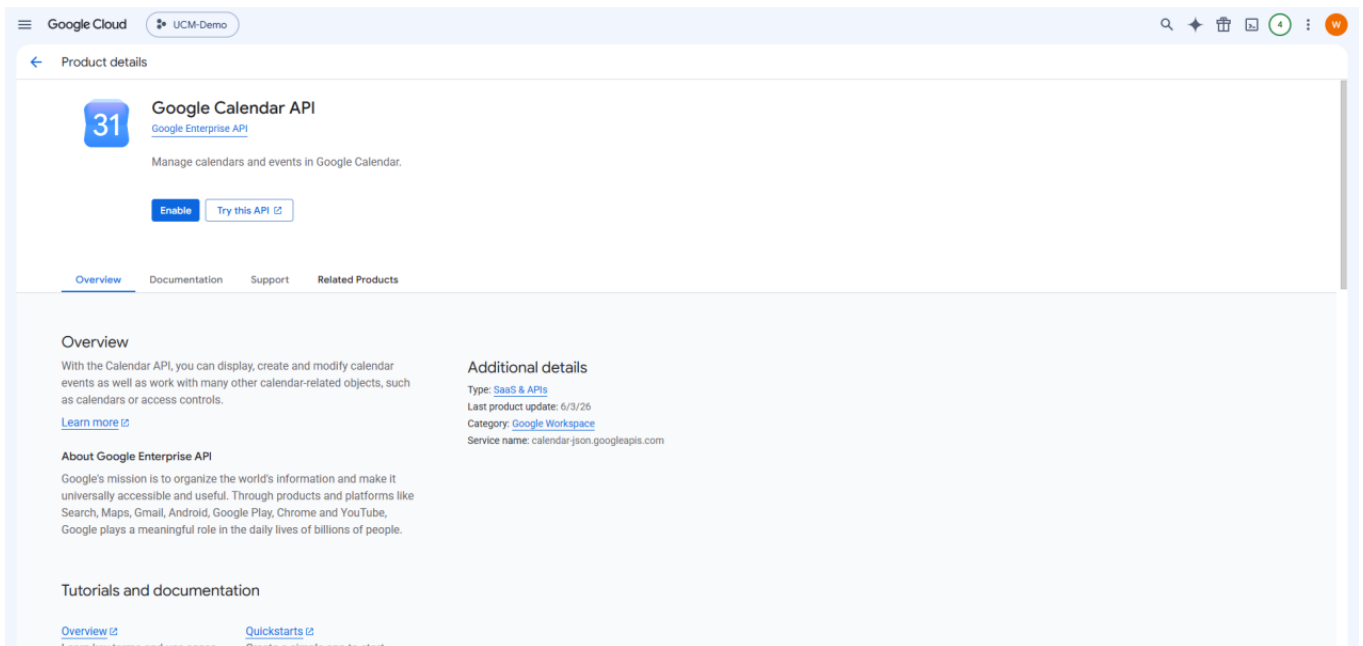
Google Cloud Home Page

2. Click on the search button and look up "Google Calendar API".



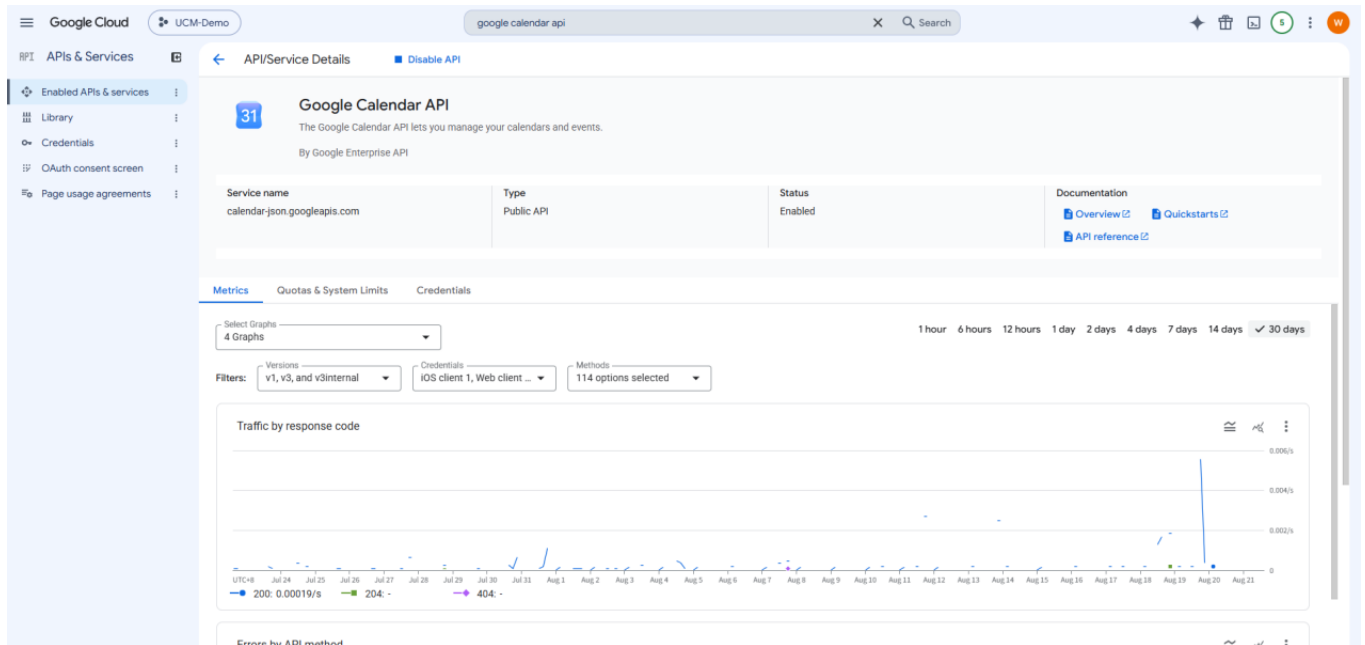
Google Cloud APIs and Services

### 3. Click on "Enable" after opening the product page.



Enable Google Calendar API

### 4. Once enabled, the following page will be displayed.

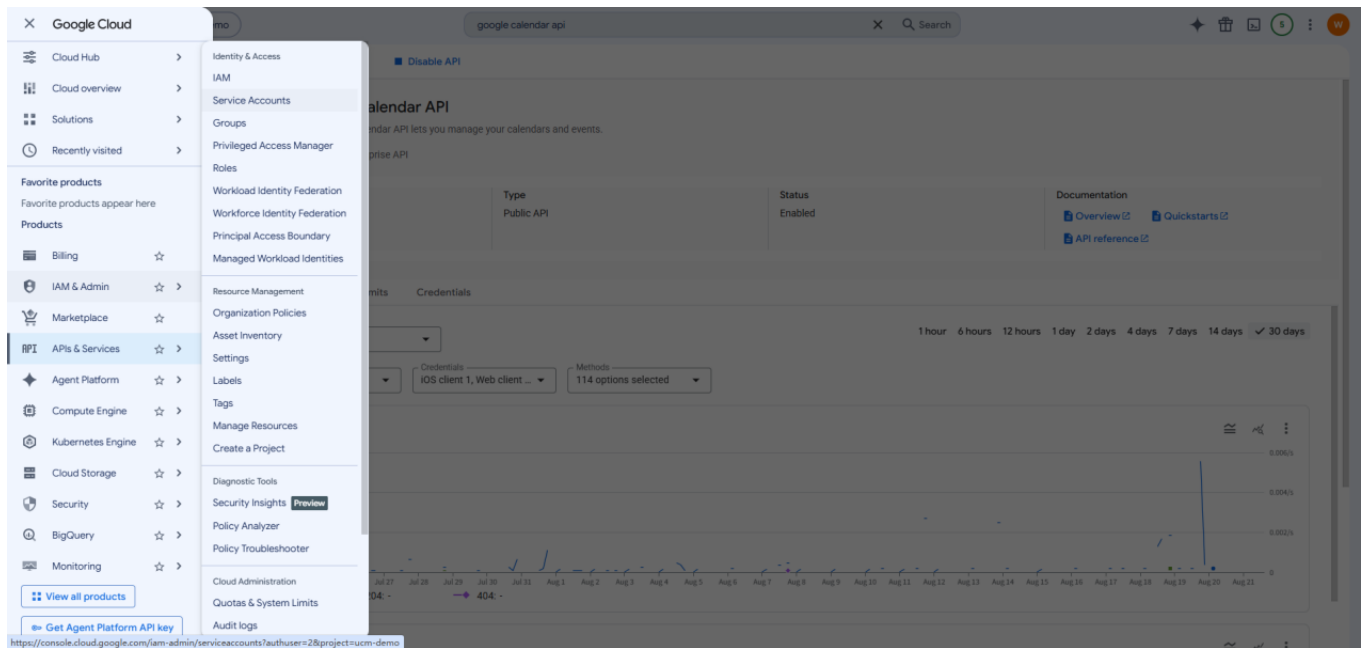


Google Calendar API

## Adding Service Account and Key

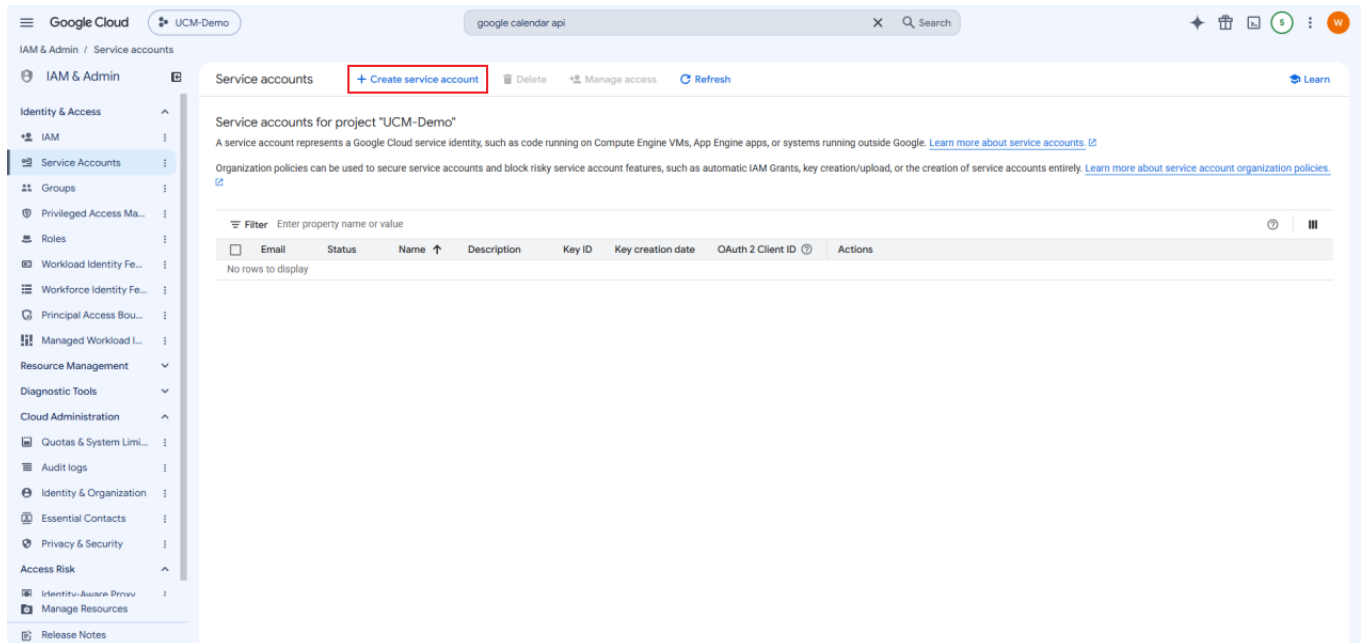
To be able to connect to the API, the administrator should create a service account. The credentials of the services accounts are the information required to authenticate into the server.

1. Open the sidebar then click on "APIs & Services" then click on "Service Accounts".



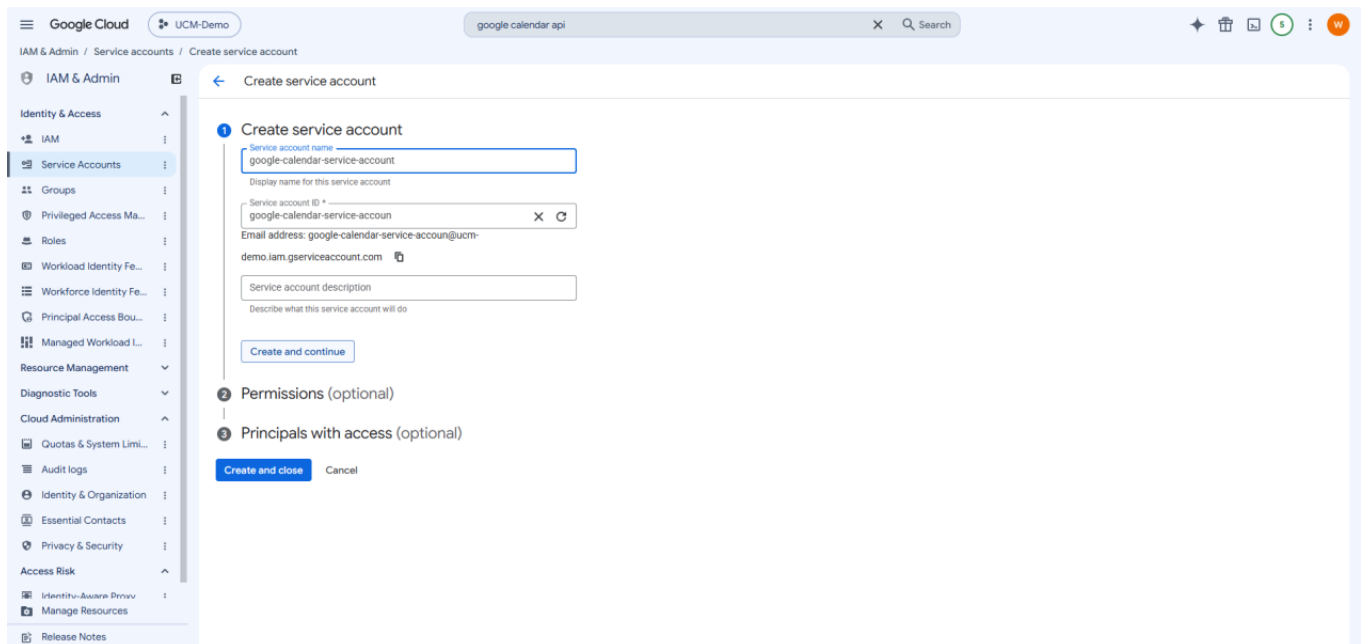
Service Accounts

2. Click the button "Create service account".



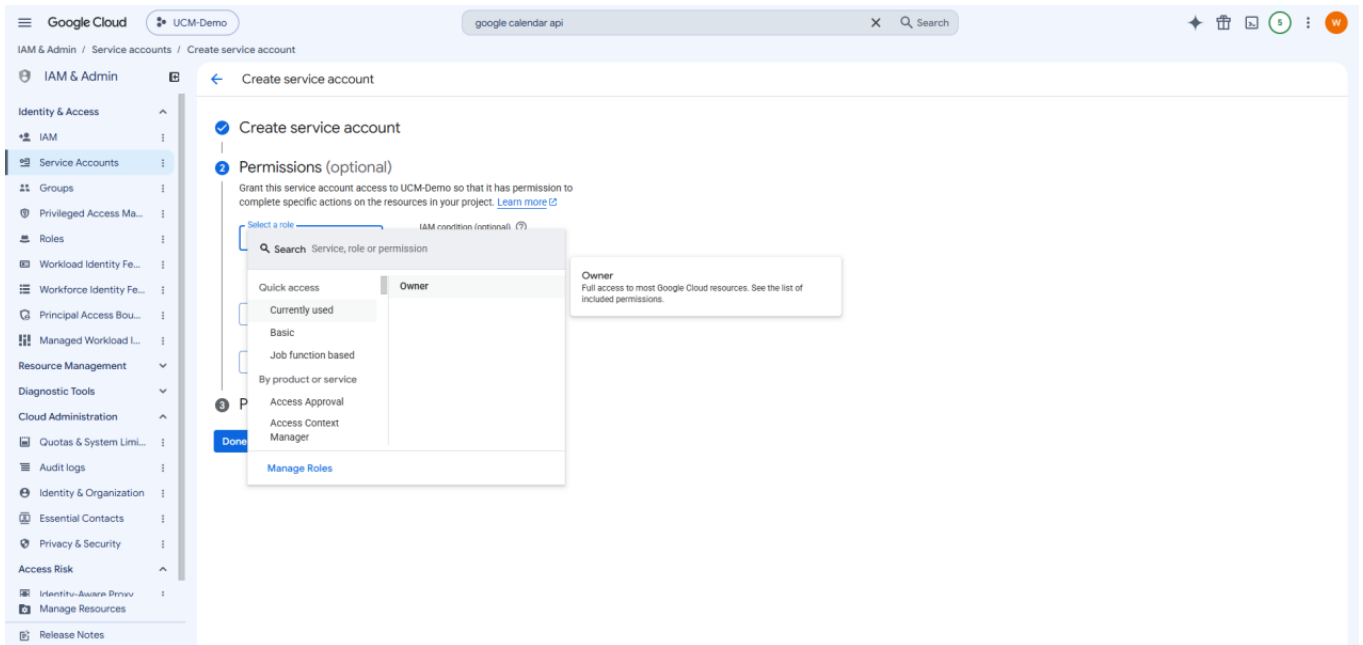
### Service Account Creation

3. Enter the following information in the respective fields.
  - **Service account name:** Enter a unique name to help easily identify this account.
  - **Service account ID:** Enter the ID of the account.
  - **Service account description:** Describe the purpose of this account.
4. Once the fields are configured, click on "Create and continue".



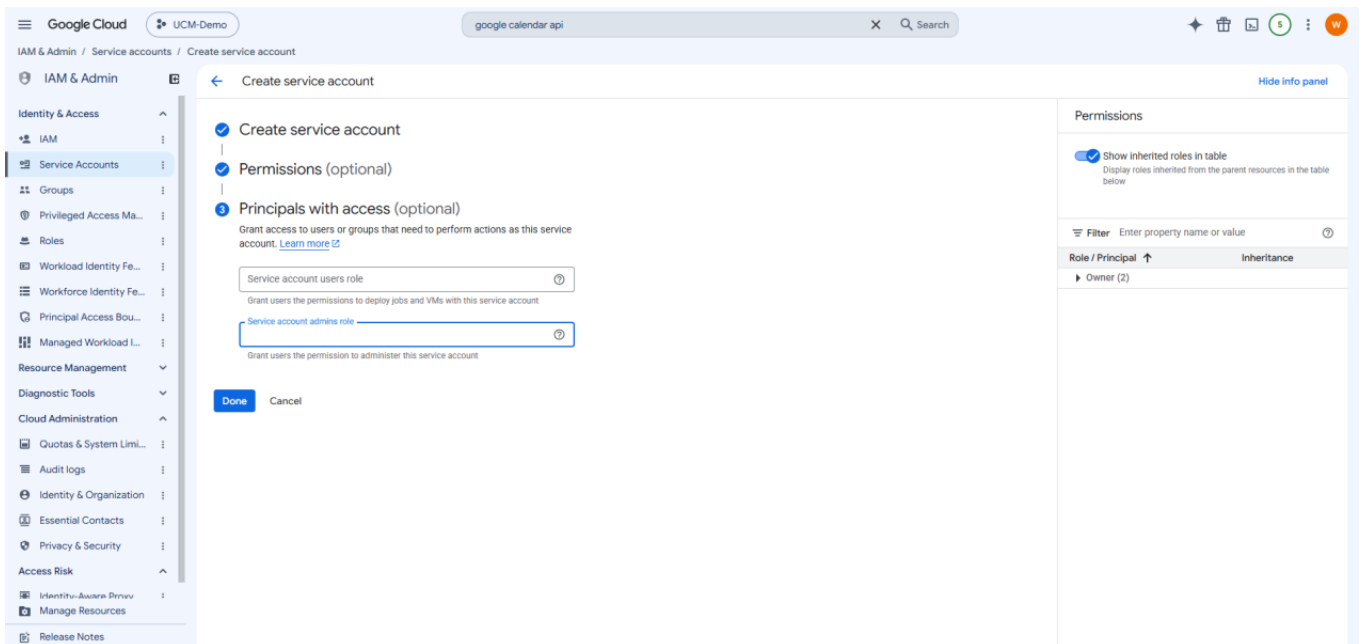
### Service Account Configuration

5. In the role field, select "Owner", then click on "Create and continue".



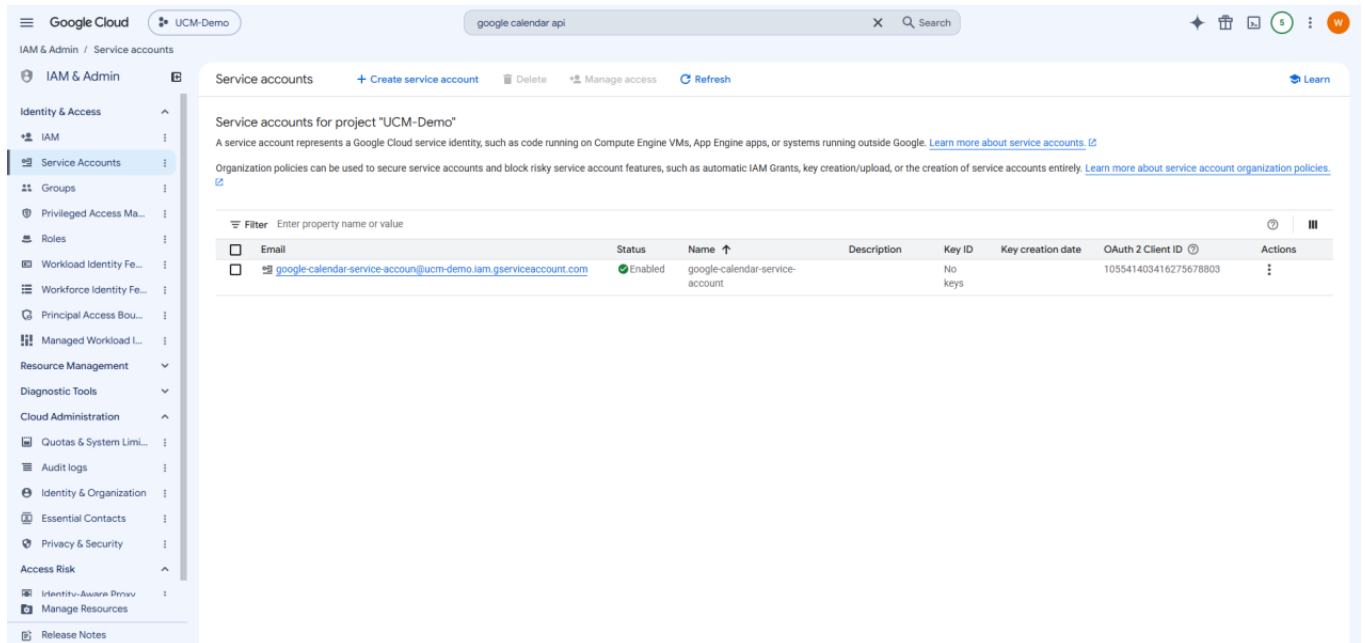
Service Account Permissions

## 6. Click on "Done".



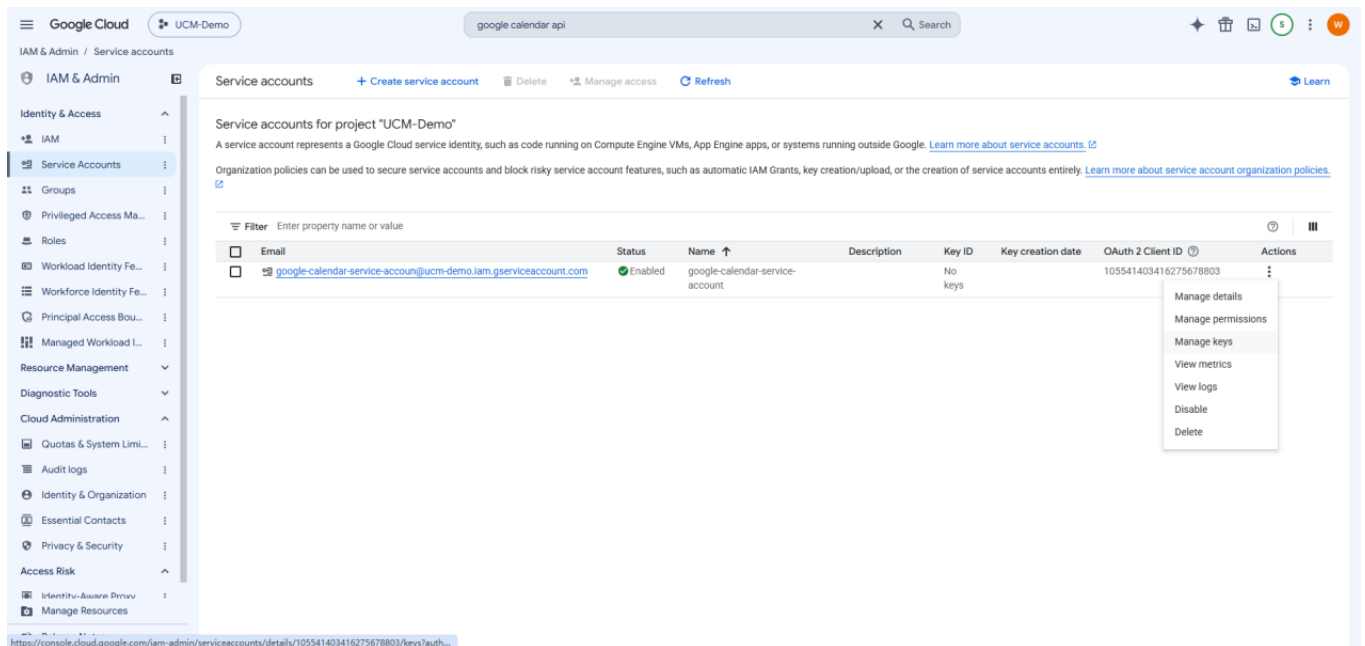
Service Account Principals with Access

The service account will be displayed on the list, as shown in the screenshot below.



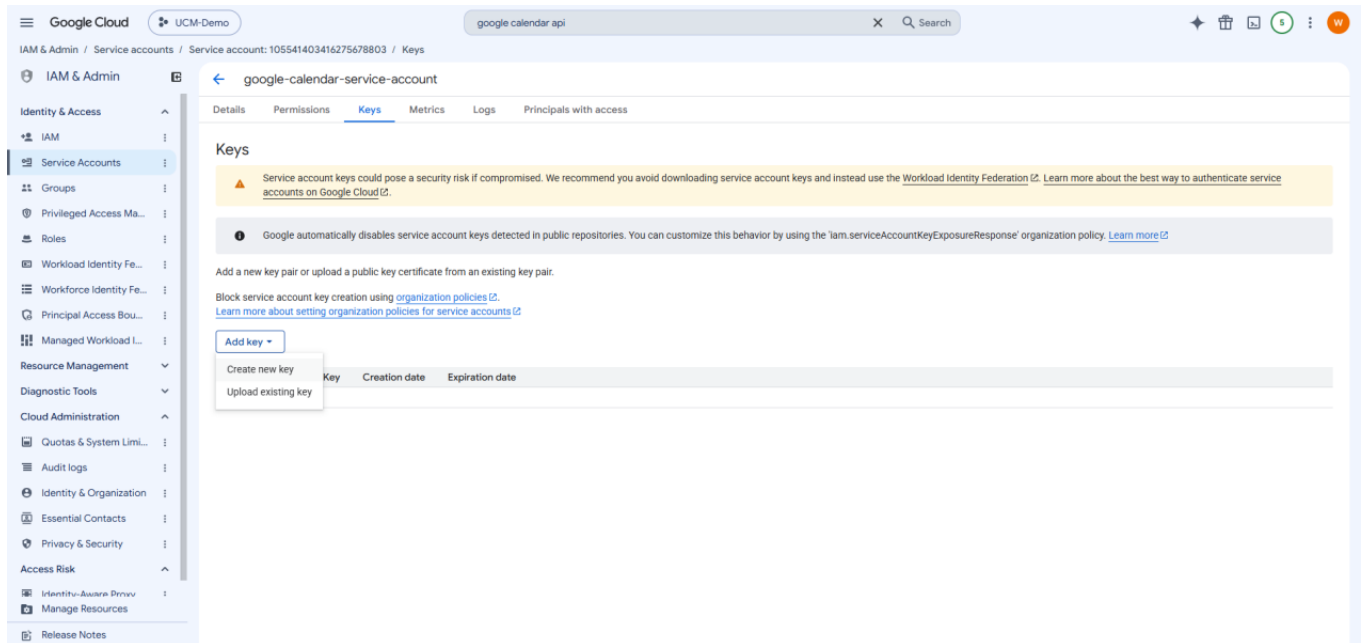
*Service Account Created*

## 7. Click on the three-dot button then click on "Manage keys".



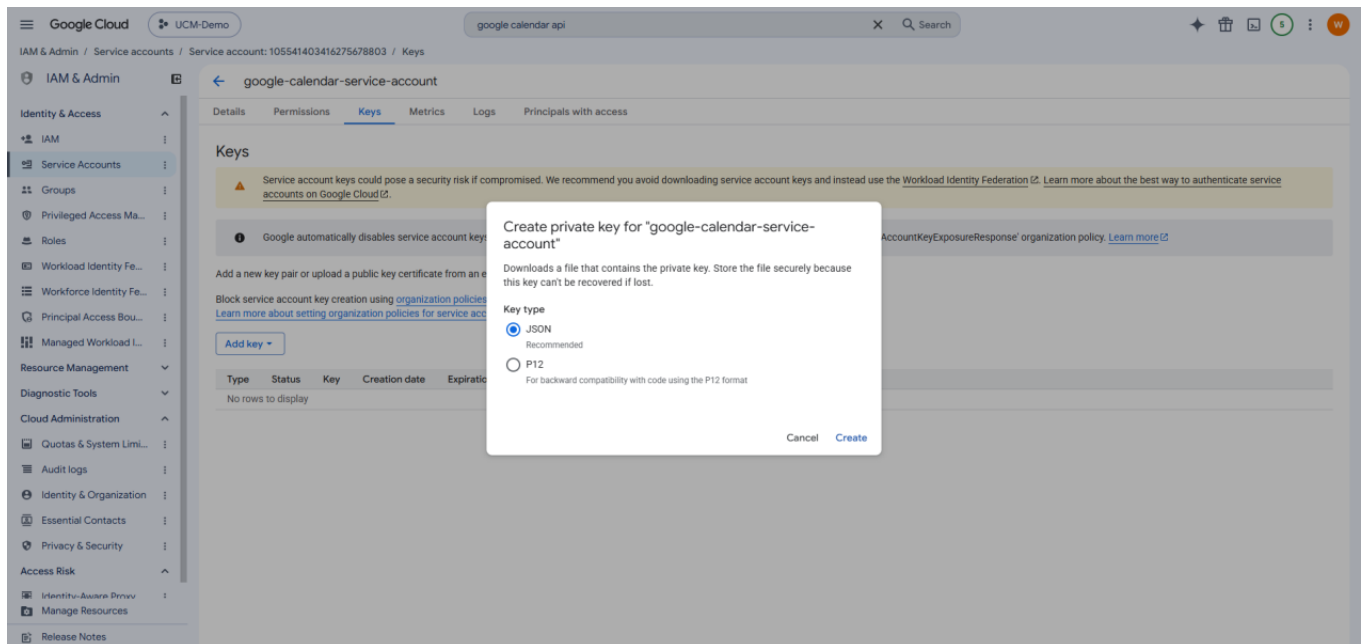
*Manage Keys*

## 8. Click on "Add key", then click on "Create new key".



Create New Key

## 9. Select "JSON", then click Create.



Select Key Type

Once the steps above are completed, a JSON-formatted key file will be created and save locally. Keep this key confidential and store it safely.

## Enable Domain-wide Delegation

1. Log in with your Admin account <https://admin.google.com>, and use the navigation bar to navigate to **Security > Access and data control > API controls**, then click on "Manage Domain Wide Delegation".

Admin

Generative AI

Security

Overview

Security advisor

Alert center

Authentication

Access and data control

API controls

Data protection

Google Cloud session control

External sharing

Data

Reporting

Billing

Account

Rules

Storage

Show less

Assign user licenses

Security > API Controls

API controls

Use these controls to manage the API access OAuth apps have to users' Google data.

App access control

Manage app access to users' Google data. [Learn about app access controls](#)

Apps on your [Google Workspace Marketplace allowlist](#) and Android and iOS apps on your [Web and mobile apps list](#) are automatically trusted.

Overview

0 restricted Google services

18 unrestricted Google services

0 apps pending review

10 accessed apps

[MANAGE GOOGLE SERVICES](#)

[MANAGE APP ACCESS](#)

Settings NEW

Manage settings for user messages, unconfigured third-party apps, internal apps, and more.

Domain wide delegation

Developers can register their web applications and other API clients with Google to enable access to data in Google services like Gmail. You can authorize these registered clients to access your user data without your users having to individually give consent or their passwords. [Learn more](#)

[MANAGE DOMAIN WIDE DELEGATION](#)

Upgrade

## API Controls

### 2. Click on "Add new" to create a new ID along with its scope.

Admin

Home

Dashboard

Directory

Devices

Agents NEW

Apps

Generative AI

Security

Overview

Security advisor

Alert center

Authentication

Access and data control

API controls

Data protection

Google Cloud session control

External sharing

Data

Reporting

Assign user licenses

Security > API Controls > Domain-wide Delegation

Developers can register their web applications and other API clients with Google to enable access to data in Google services like Gmail. You can authorize these registered clients to access your user data without your users having to individually give consent or their passwords. GOT IT

API clients

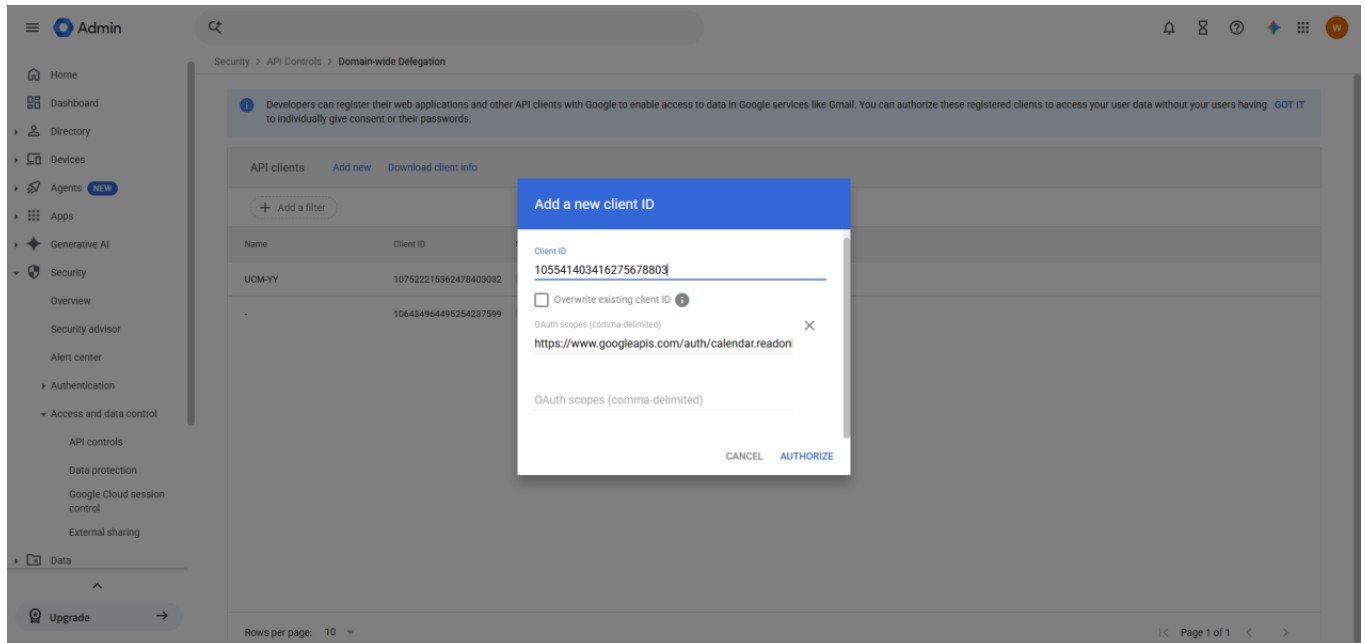
Add new

Download client info

+ Add a filter

| Name    | Client ID | Scopes                                            |
|---------|-----------|---------------------------------------------------|
| UCM630x |           | .../auth/calendar.readonly .../auth/drive +2 More |
| UCM630x |           | .../auth/documents .../auth/drive +1 More         |
| UCM     |           | .../auth/calendar.readonly                        |
| UCM-YY  |           | .../auth/calendar.readonly                        |
| -       |           | .../auth/calendar.readonly                        |

## Add New API Client



### Client ID & OAuth Scopes

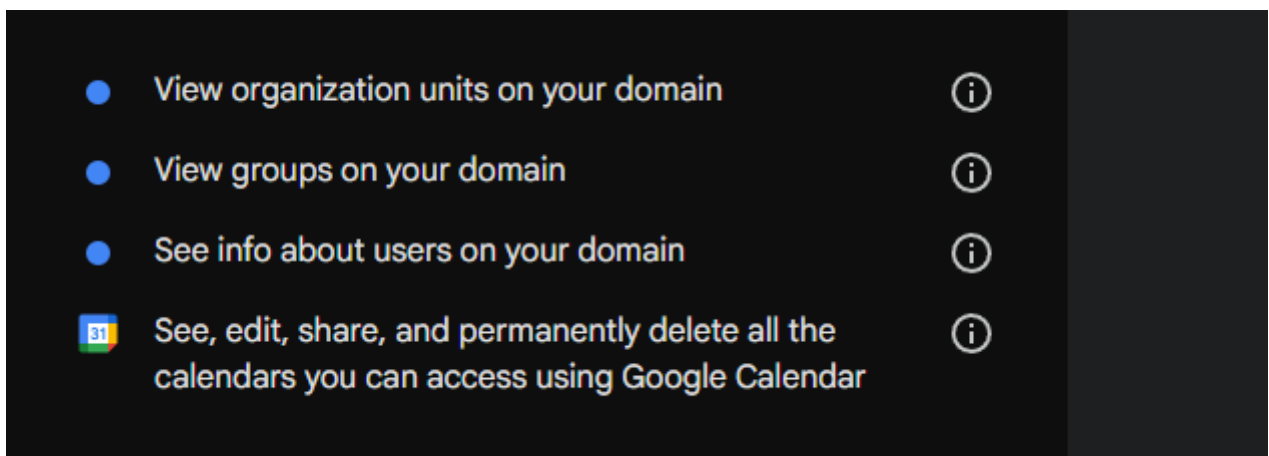
Use the following OAuth scope for reading the calendar events  
 "https://www.googleapis.com/auth/calendar.readonly". Remove the quotation marks when copying the scope.

For more information regarding the scopes of OAuth, please refer to the following link:  
<https://developers.google.com/identity/protocols/oauth2/scopes#calendar>

If you want the UCM to promptly detect the events you add/delete/modify in Google Calendar, you need to enable WebHook and complete the following steps in the section below. Use the anchor referenced in the section below to view the steps required to configure a webhook.

## Google Workspace OAuth2

If your UCM has already completed integration with Google Workspace, please repeat the OAUTH2 authorization steps to ensure you have Google Calendar permissions:

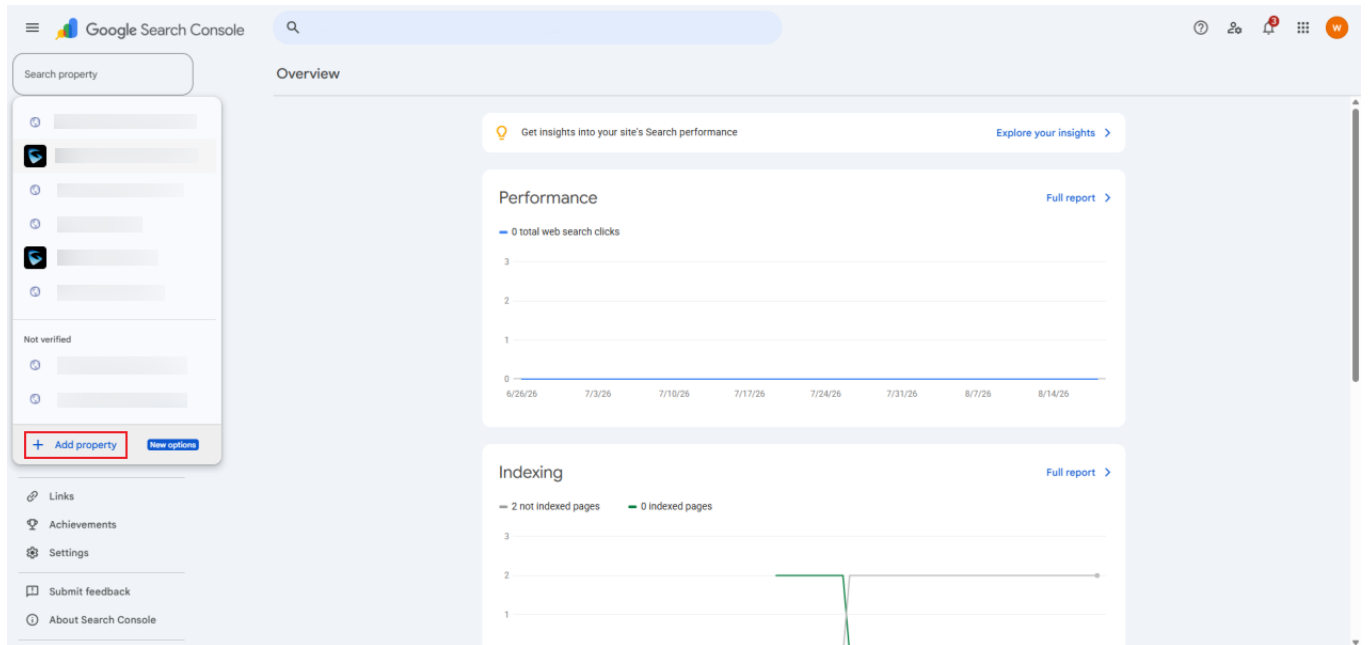


This section [[Create OAuth Client Credentials](#)] shows how to create OAuth credentials, please follow the same steps to create OAuth credentials for Google Calendar.

## Webhook Domain Name Authentication

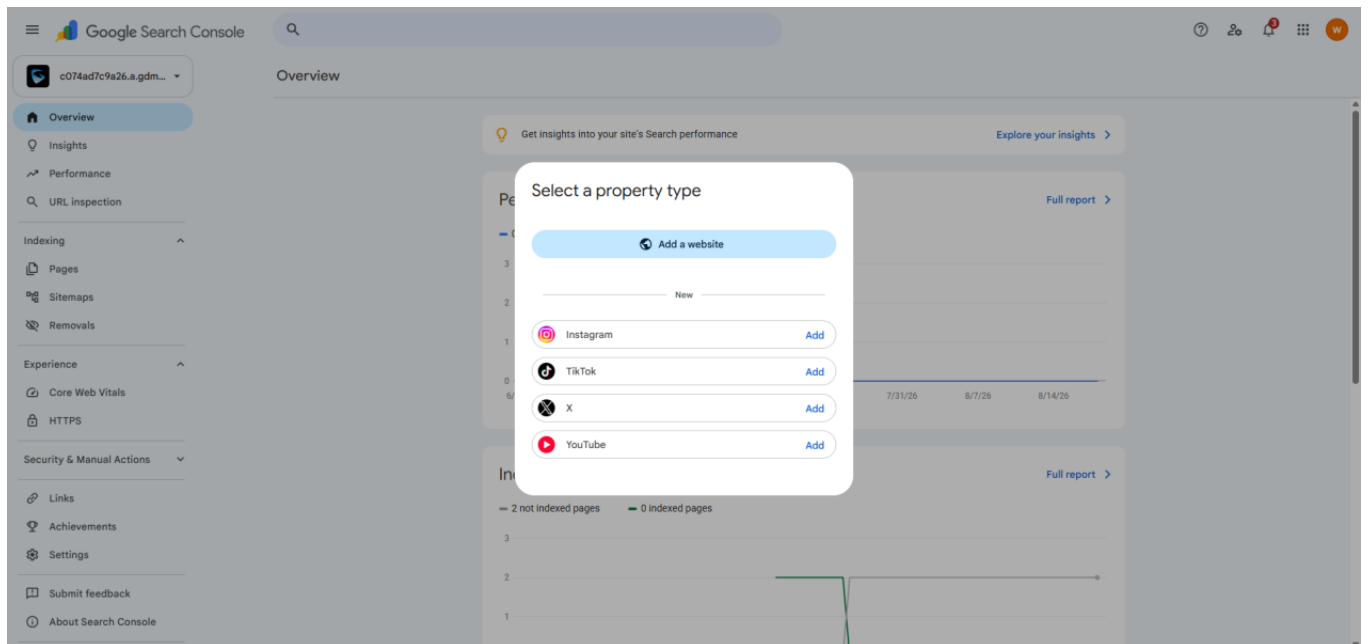
Log in to <https://admin.google.com> using an Admin account and navigate to the API controls page.

1. On Google Search Console, click on the list of properties (owned domains) on the sidebar, then click on "Add Property".



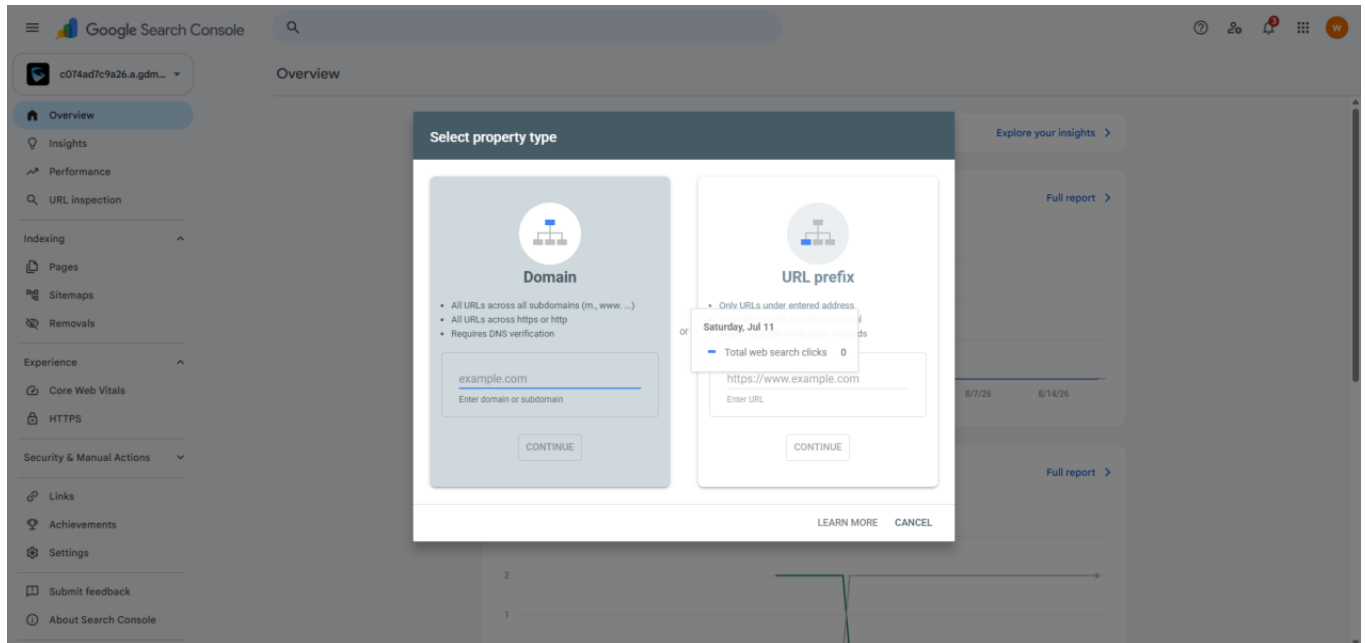
Google Search Console

## 2. Select "Add a website".



Select a Property Type

## 3. Enter your domain name in Domain section.



*Select a Property Type 2*

After authentication is complete, you need to add the Google-generated authentication TXT flag to the domain provider platform. After completion, DNS resolution will return the text as google-site-verification=XXXXXXXXXXXXXXXXXXXX.

If you are using the URL of the UCM provided by gdms.cloud domain (xxxx.a.gdms.cloud) and you wish to add this URL as a property, please reach out to Grandstream support.

## UCM Configuration

After completing the preparations, you may go to the UCM page to enable Google Calendar configuration and enable call routing based on Google Calendar schedules for extensions.

### Enabling Google Calendar Configuration

Log into the UCM configuration page with the admin account, then navigate to **Integrations > Collaborative Office Integration > Enterprise Platform**, then click on "Integration" button of Google Workspace.

Collaborative Office Integration

[Enterprise Platform](#)   SAML SSO

Deep integration with mainstream identity providers (such as Microsoft Entra ID, Windows AD, and Google Workspace) enables centralized user account management and automated extension provisioning. Employees can use enterprise Single Sign-On (SSO) to log into UCM/Wave clients, significantly improving security and operational efficiency.



Collaboration



User Synchronization



Single Sign-on (SSO)



Contacts Sync

Supported Platform



Microsoft Entra ID (Azure AD)  
Connected

[Configuration Manual](#)

[Integration](#)



Windows AD

[Configuration Manual](#)

[Integration](#)



Google Workspace  
Connected

[Configuration Manual](#)

[Integration](#)

Enterprise Platform Integration

Navigate to "Google Calendar" tab, then configure the required fields.

**i** Please complete the relevant configurations in Google Workspace before setting up this page. For more information, see [Google Calendar Usage Guide](#).  
If extension presence status sync is behaving abnormally, please re-authorize Google Workspace before enabling Google Calendar to ensure the feature works properly.

Google Calendar Sync



**i** If enabled, the schedules of associated users can be retrieved and synced to the PBX extension's presence status to configure different call policies.

\* Key File

google\_workspace\_service\_accou...

Scheduled Sync

Every Day ▾

10:00 ▾

Real-time Update  
via Webhook\* WebHook URL **i**

https://c074ad453e40.b.gdms.clou...

[Auto Obtain](#)

**i** Using the Webhook URL requires the domain to be verified by Google.

Enable Calendar  
Sync for Extensions

v 0 item Available



No data



v 0 item Selected



No data

Cancel

Save

### Google Calendar Configuration

**Key File:** The key file saved locally during the preparatory steps.

**Scheduled Sync:** selects the frequency and timing of UCM syncing events from Google Calendar (considering WebHook's real-time nature, it is recommended to sync daily at midnight to synchronize Google Calendar events for the next 24 hours).

**WebHook URL:** The URL that was successfully authenticated in the prerequisites steps should be in https://XXXXXX/calendar-webhook format.

### Enable Google Calendar Routing for Extensions

If you have not selected the extensions in the step above, you can still configure the extensions by navigating to **Extension/Trunk > Extensions**. Select the extension to synchronize, then click on edit settings button Edit button icon (pencil and ruler) for modifying the item, then navigate to "Call Policy". Tick the box next to "Enable Calendar Sync", after that click "Save".

## Presence Status

① Different online statuses use different call forwarding settings. Other extension users can subscribe to the online status of this extension to decide whether to call it.

Presence Status ⓘ Available ▾

Enable Calendar Sync ⓘ ☒

## Online Status Change

Available   Away   Chat   Custom Presence Status   Unavailable   Do Not Disturb

## Internal Calls

- ☐ Call Forward Always ⓘ
- Extension ▾ ▾
- CFU Time Condition ⓘ
- All Time ▾
- ☐ Call Forward No Answer ⓘ
- Extension ▾ ▾
- CFN Time Condition ⓘ
- All Time ▾
- ☐ Call Forward Busy ⓘ
- Extension ▾ ▾
- CFB Time Condition ⓘ
- All Time ▾

## External Calls

- ☐ Call Forward Always ⓘ
- Extension ▾ ▾
- CFU Time Condition ⓘ
- All Time ▾
- ☐ Call Forward No Answer ⓘ
- Extension ▾ ▾
- CFN Time Condition ⓘ
- All Time ▾

Cancel

Save

Call Policy

## SUPPORTED MODELS

### Google Workspace User Account Sync and Single Sign-on

The table below lists the supported models and firmware support for the Google Workspace integration single sign-on and user account synchronize it.

| Models          | Firmware Required |
|-----------------|-------------------|
| UCM630x Series  | 1.0.33.7+         |
| UCM630xA Series | 1.0.33.7+         |
| SoftwareUCM     | 1.0.33.7+         |
| CloudUCM        | 1.0.33.10+        |

### Extension Routing and Google Sheets Sync

The table below lists the supported models and firmware support for the Google Workspace integration for extension call routing.

| Models          | Firmware Required  |
|-----------------|--------------------|
| UCM630x Series  | 1.0.35.x or higher |
| UCM630xA Series | 1.0.35.x or higher |