

GRANDSTREAM NETWORKS UCM63xx Series Remote Connect End Point



GRANDSTREAM NETWORKS UCM63xx Series Remote Connect End Point User Guide

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GRANDSTREAM NETWORKS UCM63xx Series Remote Connect End Point



Product Information

Specifications

- Product Name: UCM63xx Series Remote Connect
- Manufacturer: Grandstream Networks, Inc.
- Compatibility: UCM6300 series IP PBX UCM
- Service: RemoteConnect

Introduction

The UCM63xx Series Remote Connect is a service provided by Grandstream Networks, Inc. It allows end users' IP phones to register to the UCM6300 series IP PBX UCM using the RemoteConnect service. With RemoteConnect, IP phones behind NAT can register to the UCM6300 series and communicate with other devices without additional network settings.

Prerequisites

In order to use the UCM RemoteConnect service on the UCM6300 series, the following prerequisites must be met:

1. The UCM must be connected with Grandstream Device Management System (GDMS).
2. The RemoteConnect information, including the STUN Address, UCM Public Address, and Public TLS Port, must be available on the UCM6300 web GUI Value-added Features UCM RemoteConnect page.

Product Usage Instructions

Configure IP Phones via GDMS

The GDMS admin can configure IP phones remotely with the settings required for RemoteConnect. Follow the steps below:

1. In your web browser, open the GDMS address and log in with your GDMS account:

<http://www.gdms.cloud/login>

2. After logging in GDMS as admin, navigate to VoIP AccountSIP Server page. Click on Add Server and configure the required settings.
3. Navigate to VoIP AccountSIP Account and select the accounts that need to use RemoteConnect Public UCM address as SIP server. Click on Modify SIP Server and select the newly created SIP server address. Click on Save.
4. Assign the account which has its SIP server as the UCM public address to the device. If the account has a device assigned before, GDMS will send the updated account information to the assigned device.

Configure UCM RemoteConnect Service for IP Phones

IP phone end devices behind NAT in an external network can register to the UCM6300 series for remote work purposes. Refer to the configuration example on GXV3370 provided in the user manual for detailed instructions.

FAQ

Q: Can I configure and manage IP phones manually without using GDMS?

A: Yes, users can directly configure the account information on IP phones manually.

Q: What should I do if my IP phone device is not supported by GDMS?

A: If your IP phone device is not currently supported by GDMS, it cannot be configured and managed by GDMS.

Q: What should I do if my device cannot register or experiences call issues after GDMS assigns a SIP account?

A: If your device cannot register or experiences call issues after GDMS assigns a SIP account, please check the device configuration in the "CONFIGURE UCM REMOTECONNECT SERVICE FOR IP PHONES" section of the user manual to ensure it is properly configured.

UCM63xx Series

Remote Connect EndPoint Configuration Guide

INTRODUCTION

- Thank you for purchasing the UCM6301/UCM6302/UCM6304/UCM6308 IP PBX. The Grandstream UCM6300 series IP PBX is based on Asterisk 16 system. It provides powerful functions, friendly interface for remote management and easy-to-expand all-in-one communication solution to enterprises of all sizes. The UCM6300 series IP PBX supports up to 3000 extensions with PBX features including audio/video calling, video conferencing, video surveillance, PBX data management and analysis, UCM RemoteConnect, and device remote access. It is an ideal choice for enterprises looking for an all-in-one solution for users to communicate efficiently and work productively.
- The UCM6300 series IP PBX provides UCM RemoteConnect service which offers users a quick setup to start working remotely including GS Wave web app using WebRTC and Wave mobile app on Android and IOS system to communicate and join meetings, sync up and manage extension, receive alerts and reports, view and manage storage via cloud, and much more. The UCM6300 UCM RemoteConnect service is offered via Grandstream Device Management System (GDMS). Please visit GDMS platform for

- UCM RemoteConnect service plan information and purchasing plan, device remote management, cloud storage management and etc.
- This document describes how to configure end users' IP phones to register to UCM6300 series IP PBX UCM using RemoteConnect service. With RemoteConnect service, IP phones behind NAT can register to UCM6300 series and communicate with other devices without additional settings in your network.

PREREQUISITES

The UCM RemoteConnect service on UCM6300 series must be used with Grandstream Device Management System (GDMS). After the UCM is connected with GDMS, the RemoteConnect information displays as below on UCM6300 web GUI→Value-added Features→UCM RemoteConnect page. In this page, STUN Address, UCM Public Address and Public TLS Port information are needed for IP phone to register to UCM6300 series.

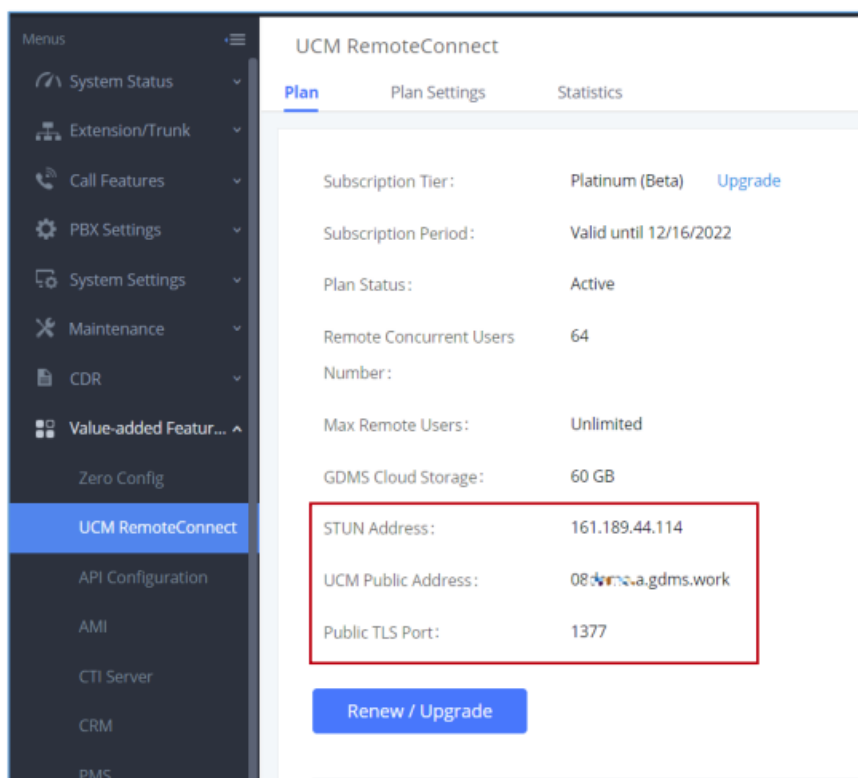


Figure 1: UCM RemoteConnect Plan Information

Users can configure the IP phone to register to UCM6300 series and manage the IP phone remotely via GDMS, or directly configure the account information on IP phone manually.

CONFIGURE IP PHONES VIA GDMS

The GDMS admin can configure IP phone remotely with the settings required for RemoteConnect. To do so please follow the steps below:

Step 1: In your web browser, open the GDMS address and log in with your GDMS account:

<http://www.gdms.cloud/login>

Step 2: After logging in GDMS as admin, navigate to VoIP Account→SIP Server page. Click on “Add Server” and configure the following:

- Server name: enter the server name for identification purpose.
- SIP Server: enter the UCM Public Address: Public TLS Port.
- NAT Traversal: STUN

- GDMS

Dashboard

Organization

Default

Overview

VoIP Account

SIP Account

SIP Server

Device

Template

Site

Task

Diagnostics

PBX Backup

Resource

Alert

Channel

SIP Server > Add Server

* Server NameUCMRC HZ

* SIP Server0850m.a.gdms.work:1377

Outbound Proxy

Secondary Outbound Proxy

Voice Mail Access Number*97

DNS ModeSelect

NAT TraversalSTUN

Proxy-Require

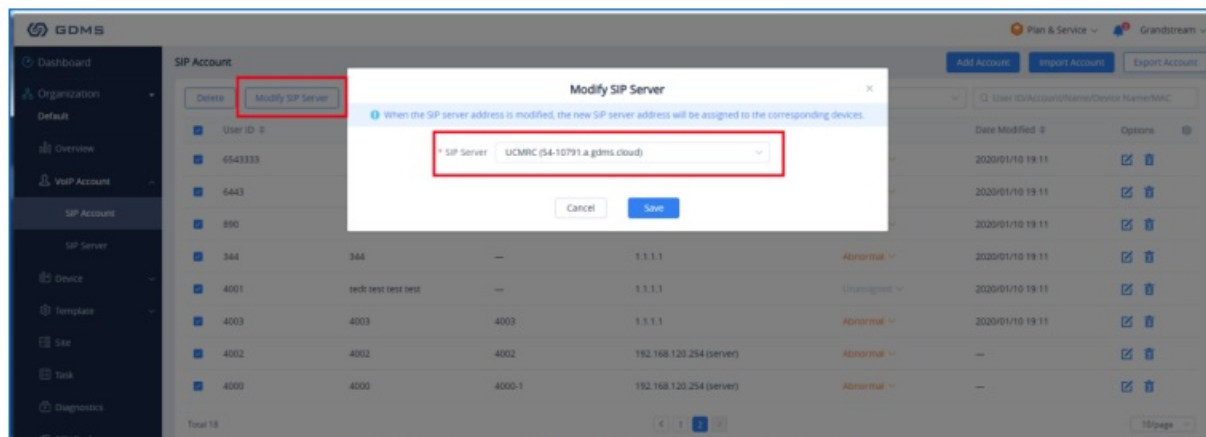
Additional SettingsAdd

Cancel

Save

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Step 3: Navigate to VoIP Account→SIP Account, select the accounts that need to use RemoteConnect Public UCM address as SIP server, then click on “Modify SIP Server”. Select the newly created SIP server address in step 2 to be used here. Click on “Save”.



Step 4: Nagivate to VoIP Account->SIP Account, assign the account which has its SIP server as the UCM public address to the device. If the account has device assigned before, GDMS will send the update account information to the assgined device.

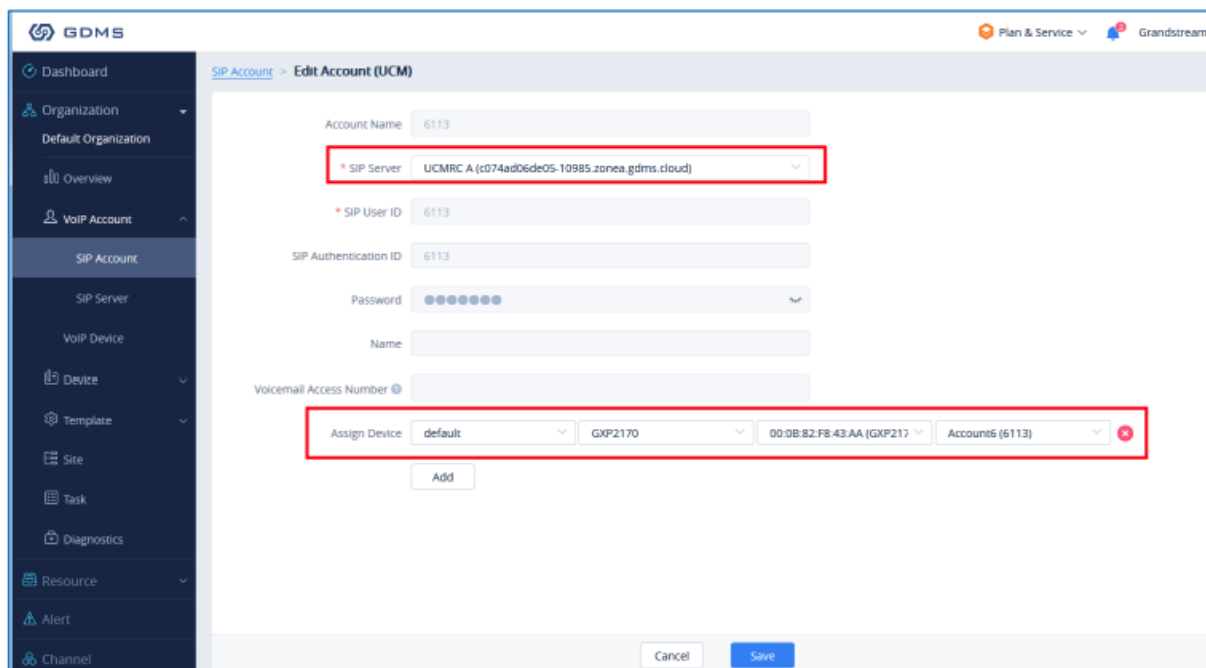


Figure 4: Assign Device to SIP Account

Note:

1. If the IP phone device is currently not supported by GDMS, this device cannot be configured and managed by GDMS.
2. After GDMS assigns SIP account to the IP phone device, if the device cannot register or experiences call issues, please check device configuration in below section [CONFIGURE UCM REMOTECONNECT SERVICE FOR IP PHONES] to see it's configured properly.

CONFIGURE UCM REMOTECONNECT SERVICE FOR IP PHONES

IP phone end devices behind NAT in external network can register to the UCM6300 series for remote work purpose.

Please refer to below configuration example on GXV3370.

1. Log in GXV3370 web UI as admin, navigate to Account→Basic Settings page and configure the following:
 SIP Server: Enter the UCM Public Address: Public TLS Port. This information can be found under UCM web UI-> Value-added Features→UCM RemoteConnect->Plan page.
 NAT Traversal: STUN

The screenshot displays the 'Account Configuration' page for 'Account 2'. The left sidebar shows navigation options: Status, Account, Phone Settings, Network Settings, System Settings, Maintenance, Applications, and Value-added Service. The main panel has tabs for General Settings, SIP Settings, Codec Settings, Call Settings, and Advanced Settings. Under 'General Settings', the following fields are visible:

- Account Name: 6490
- SIP Server: 12345678.98765432.a.gdms.work:1234** (highlighted with a red box)
- SIP User ID: 6490
- SIP Authentication ID: 6490
- SIP Authentication Password: (empty)
- Display Name: 6490
- Tel URI: Disable
- Voicemail Access Number: (empty)

Below the 'General Settings' section is the 'Network Settings' section:

- Outbound Proxy: (empty)
- Secondary Outbound Proxy: (empty)
- DNS Mode: A Record
- DNS SRV Failover Mode: Default
- Register Before DNS SRV Fail-over: ☐
- NAT Traversal: STUN** (highlighted with a red box)

Figure 5: GXV3370 Account Configuration Page

2. Go to Account→SIP Settings and configure SIP transport to “TLS”.

The screenshot displays the 'SIP Settings' tab for 'Account 2'. The left sidebar is the same as in Figure 5. The main panel shows the following settings:

- Use MAC Header: No
- Add MAC in User-Agent: No
- SIP Transport: TLS** (highlighted with a red box)
- Local SIP Port: 5062
- SIP URI Scheme When Using TLS: ☒ sip ☐ sips
- Use Actual Ephemeral Port in Contact with TCP/TLS: ☐
- Support SIP Instance ID: ☒
- SIP T1 Timeout: 0.5 second
- SIP T2 Interval: 4 seconds
- SIP Timer D Interval: 0

Figure 6: GXV3370 Account→SIP Settings

3. Go to phone's Web UI→Phone Settings→General Settings, configure the STUN server to be same as the one under UCM Web UI→ Value-added Features→UCM RemoteConnect→Plan page.

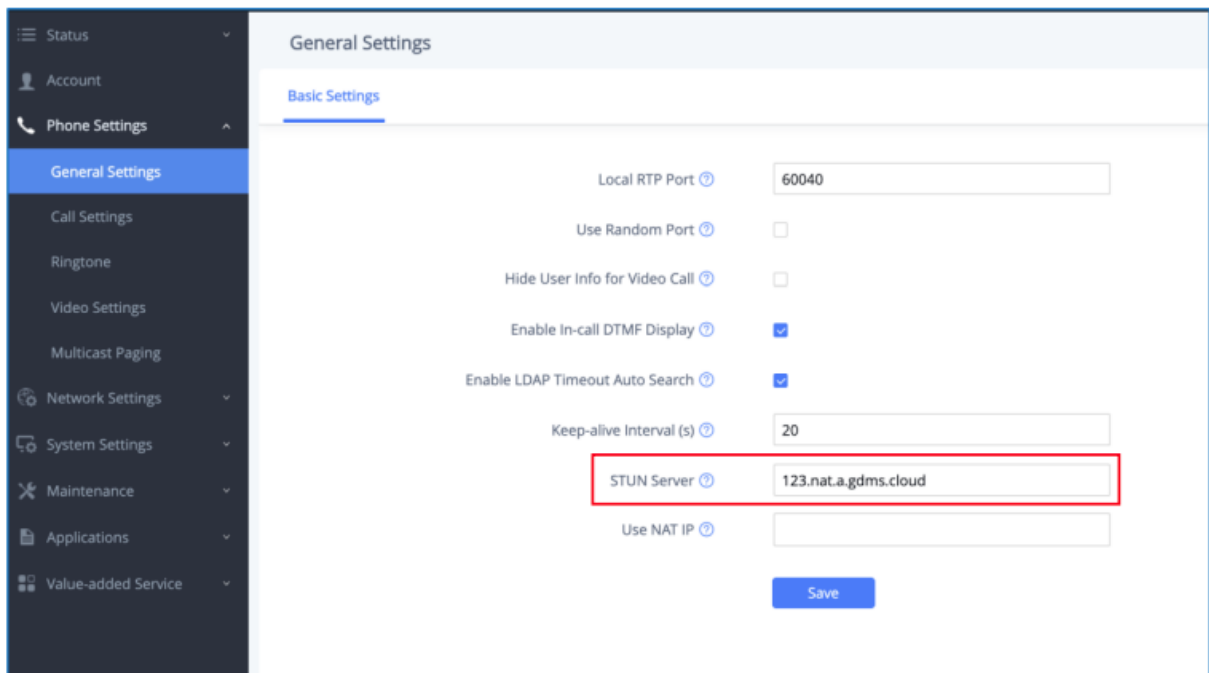


Figure 7: GXV3370 Phone Settings→General Settings

- Go to the phone's web UI→System Settings→Security Setting→TLS page, configure “Minimum TLS Version” and “Maximum TLS Version” to be 1.2

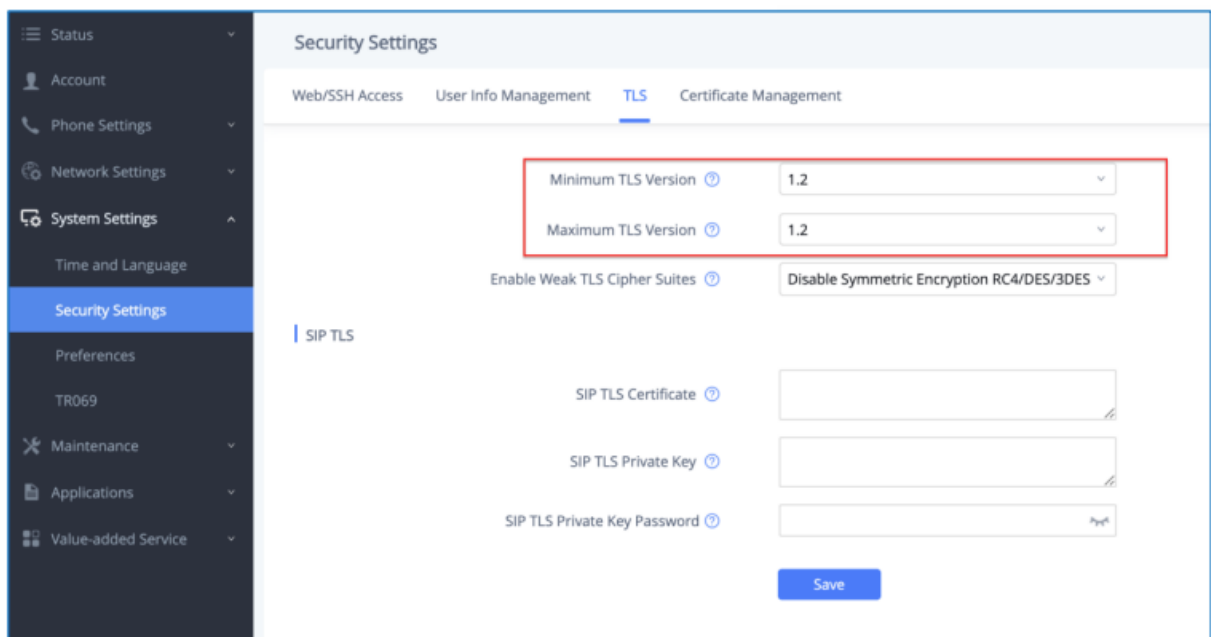


Figure 8: GXV3370 TLS Configuration

MAKE CALLS USING IP PHONES

After configuring the IP phones with UCM RemoteConnect service, users can use the phone to make audio/video calls and join GS Wave audio/video conferences.

Note Presentation on end device IP Phones is currently not supported.


Below are the Grandstream devices that supports RemoteConnect services with UCM6300 series:

- GXV3350/GXV3370/GXV3380
- GXP series

- GRP series
- WP820
- DP750
- GVC series.

UCM630x series
Remote Connect EndPoint Configuration Guide

Documents / Resources

 <small>Grandstream Networks, Inc. UCM630 Series Remote Connect EndPoint Configuration Guide</small>	GRANDSTREAM NETWORKS UCM63xx Series Remote Connect End Point [pdf] User Guide UCM63xx Series Remote Connect End Point, UCM63xx Series, Remote Connect End Point, Connect End Point, End Point
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References

- [GDMS](#)
- [Manual-Hub.com - Free PDF manuals!](#)
- [User Manual](#)

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