



**CloudUCM Cloud
Audio-Video
Communications
and Collaboration
Solution**



GRANDSTREAM CloudUCM Cloud Audio-Video Communications and Collaboration Solution User Guide

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GRANDSTREAM CloudUCM Cloud Audio-Video Communications and Collaboration Solution



Product Specifications

- **Product Name:** CloudUCM
- **Type:** Cloud audio/video communications and collaboration solution
- **Features:** Audio/video calling, conferencing, Live Chat customer service, system integration with CRMs, WhatsApp, Office365
- **API and SDK:** Wave API

FAQ

Frequently Asked Questions

- **Q:** How many trial CloudUCM devices can be created per GDMS account?
 - **A:** Only 1 trial CloudUCM device can be created per GDMS account. Contact Grandstream Support for assistance if needed.
- **Q:** What features does CloudUCM offer?
 - **A:** CloudUCM offers features like audio/video calling, conferencing, Live Chat customer service, system integration with CRMs, WhatsApp, Office365, and more.

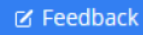
CloudUCM Overview

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

Share Your Feedback

Having troubles?

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


Click on the option  on the bottom of the GDMS platform page.

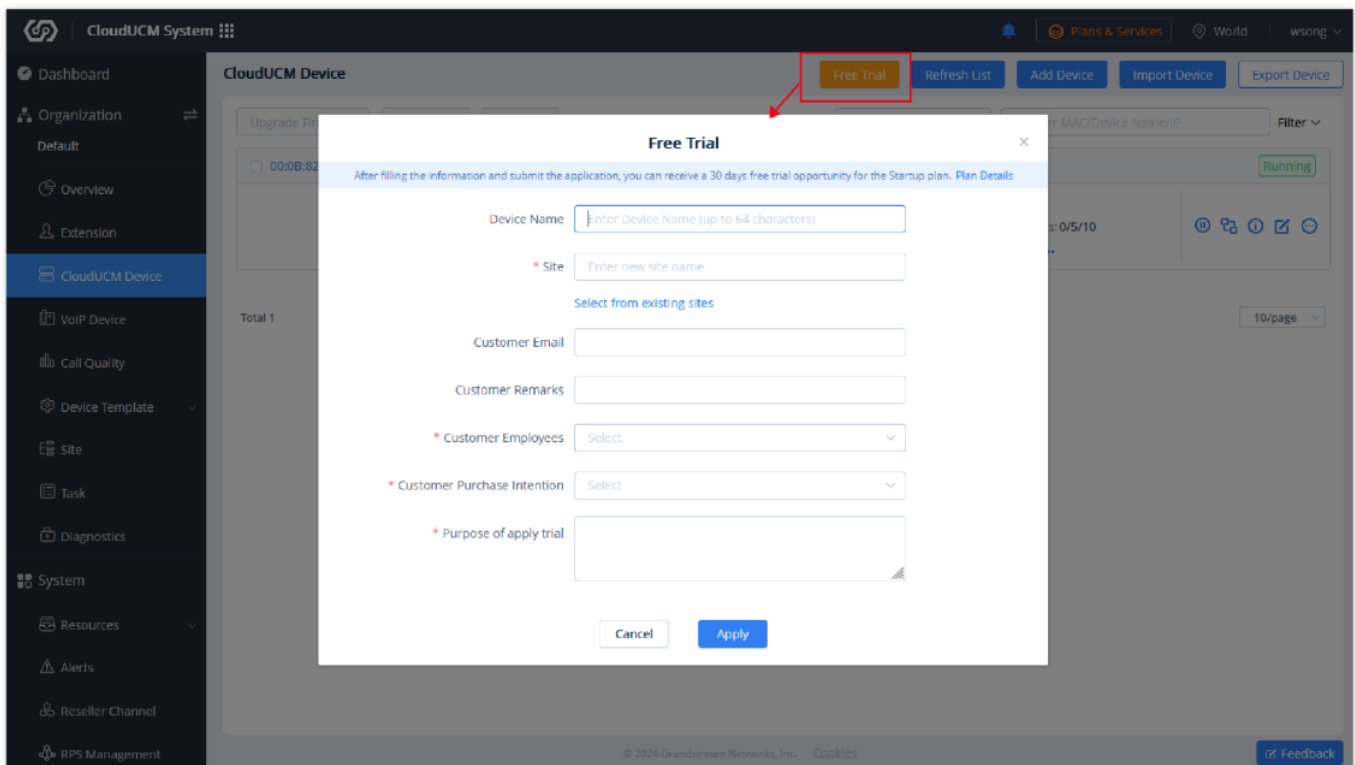
Start Using CloudUCM

Step 1: Create a trial CloudUCM device

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

1. Log in to GDMS: <https://www.gdms.cloud>

2. Click the option  on the upper left corner to switch to the CloudUCM system.
3. On the CloudUCM Device page, you can click the “Free Trial” option to create a CloudUCM device for trial. If you are creating a trial CloudUCM for your customer, you can fill in the customer’s email and the device activation email will be automatically sent to your customer.



The screenshot shows the CloudUCM System interface. A modal window titled "Free Trial" is open, displaying a form for creating a trial device. The form includes the following fields:


- Device Name:
- * Site:
- Select from existing sites: [Select from existing sites](#)
- Customer Email:
- Customer Remarks:
- * Customer Employees:
- * Customer Purchase Intention:
- * Purpose of apply trial:

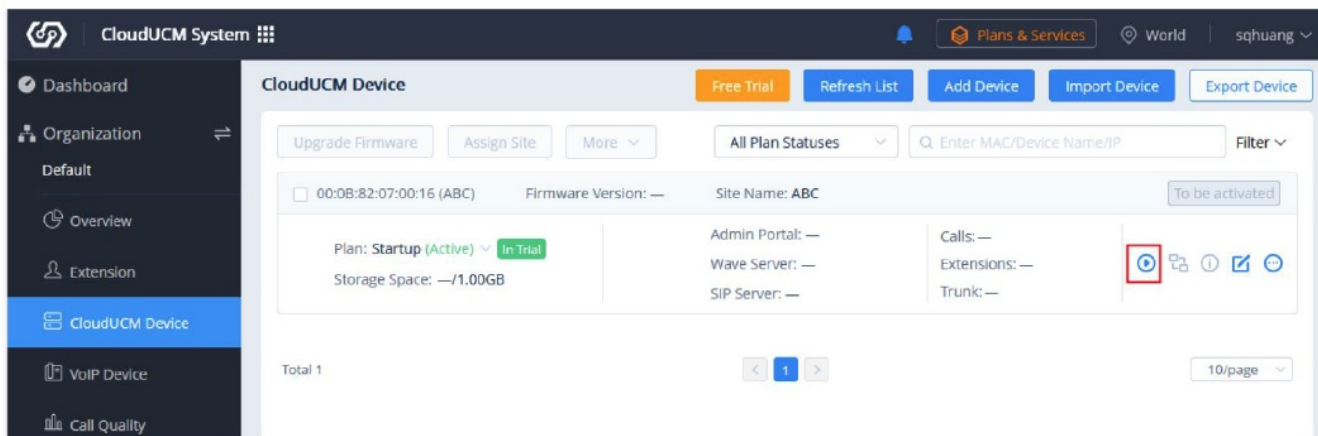
At the bottom of the modal, there are "Cancel" and "Apply" buttons. The background interface shows the CloudUCM Device page with a "Free Trial" button highlighted by a red box and an arrow.

Apply For Free Trial

Step 2: Activate CloudUCM device

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

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



CloudUCM System

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

Activate CloudUCM

Zone	Select the nearest data center for quick access.
CloudUCM Server Address	Enter your custom service address for easy memorization. Note: Only advanced plans support this function.
Device Administrator Email	Enter the administrator email of your CloudUCM device so that you can use it to retrieve the password, receive plan notifications, storage space alerts, etc.

The device information will be displayed after filling the information:

MAC Address	It indicates the virtual MAC address of the CloudUCM device, as a unique identifier for this device.
Initial Password	It indicates the initial password of the CloudUCM device, and it is also the initial password of the super administrator for logging in to the CloudUCM Web UI.
Plan Information	It indicates the plan name for this CloudUCM device.
Valid Duration	It indicates the validity period of this CloudUCM device's plan.

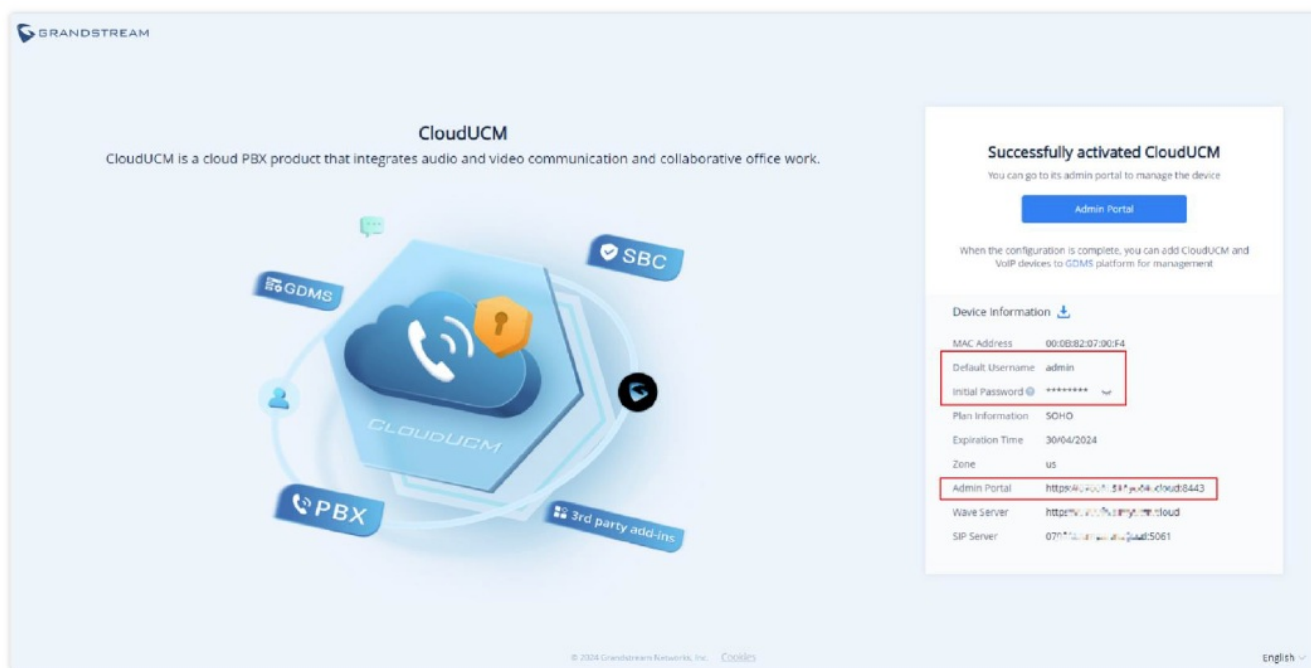
Note

- The activation may take several minutes.


Step 3: Configure CloudUCM services

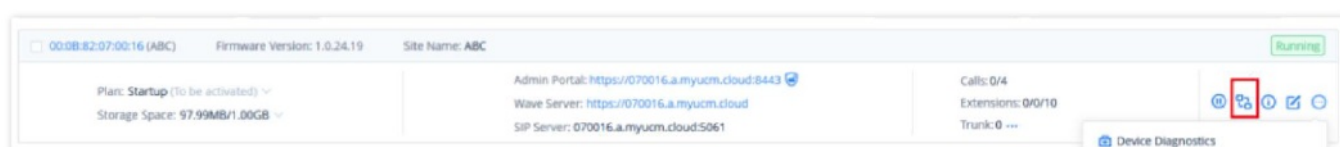
After activating the CloudUCM device, you can quickly access the CloudUCM admin portal to configure the CloudUCM service.


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



CloudUCM Information


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



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

[CloudUCM](#) > **Device Details (sqhuang CloudUCM 00:0B:82:07:01:8F)**

Overview Statistics Report **Device Information** Plan Information



Device Information 

Software Version 1.0.24.18

Last Start Time 2024/01/29

MAC Address 00:0B:82:07:01:8F

Default Username admin

Initial Password  ***** 

Plan Information Startup

Expiration Time 2026/07/10

Zone devops

Admin Portal <https://070101.sqhuang.cloud.gdms.work:8443>

Wave Server <https://070101.sqhuang.cloud.gdms.work>

SIP Server 070101.sqhuang.cloud.gdms.work:5061

CloudUCM Device Information

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

Wave
CloudUCM Services
admin

Setup Wizard

1 Change Password
2 Select Time Zone
3 Extensions
4 Trunks/Routes
5 Summary

Change Password

* Enter New Password

* Re-enter New Password

* Email Address

Subsequent reminders related to your CloudUCM plan will be sent to this email address.

Next

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CloudUCM Setup Wizard


Step 4: Configure CloudUCM extensions on IP phones

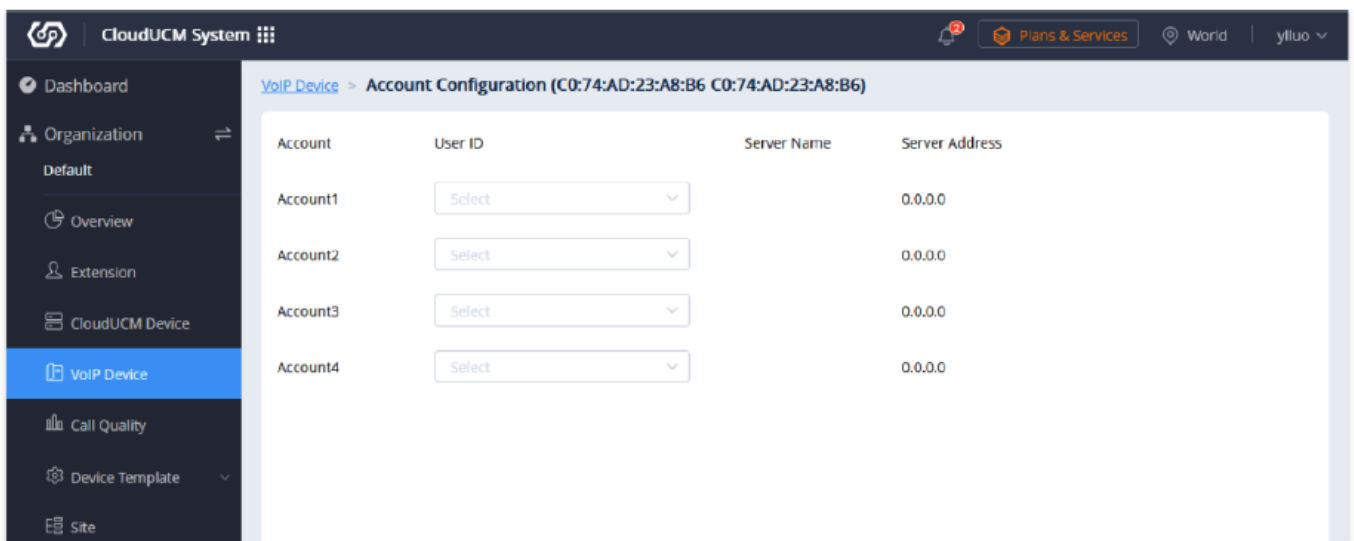
Method 1: You need to set the following parameters on the IP phone:

Options	Parameters	Values
	SIP Server	CloudUCM SIP Server Address. This information can be found under UCM Web GUI > CloudUCM Plan page.(Example xxx.a.myucm.cloud:5061) Notes: <ul style="list-style-type: none"> ● Must include port number. By default, UDP/TCP is 5060, and TLS is 5061. ● Please ensure that UDP transmission protocol is enabled under PBX Settings > SIP Settings > Transmission Protocol
	Account	Fill in the extension number of the CloudUCM device
	Password	The SIP password corresponds to the extension number

Account Settings > Basic Settings (Required)	NAT Traversal	STUN
	DNS Mode	SRV
	DNS SRV Failover Mode	Saved one until no response
Account Settings > SIP Settings (Optional. While TLS is recommended, UDP and TCP are also supported)	SIP Transport	Supports TLS, UDP, and TCP. It is recommended to use TLS for security reasons.
Account Settings > SIP Settings (Optional. If your network environment is not stable, you are advised to set these parameters.)	REGISTER Expiration (m)	50 (TLS or TCP) 3 (UDP)
	Enable Session Timer	Yes
	Session Expiration (s)	600
	Min-SE (s)	90
	Caller Request Timer	Yes
	Callee Request Timer	Yes
	UAC Specify Refresher	UAC
	UAS Specify Refresher	UAS

Security Settings > TLS Settings (Required)	Minimum TLS Version	1.2 or 1.3
	Maximum TLS Version	1.2 or 1.3

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



VoIP Device Configuration

For more details, please refer to the document “[How to Configure CloudUCM on IP Phones](#)”.

Step 5: Log in to the extension via Wave clients

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

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



CloudUCM Information

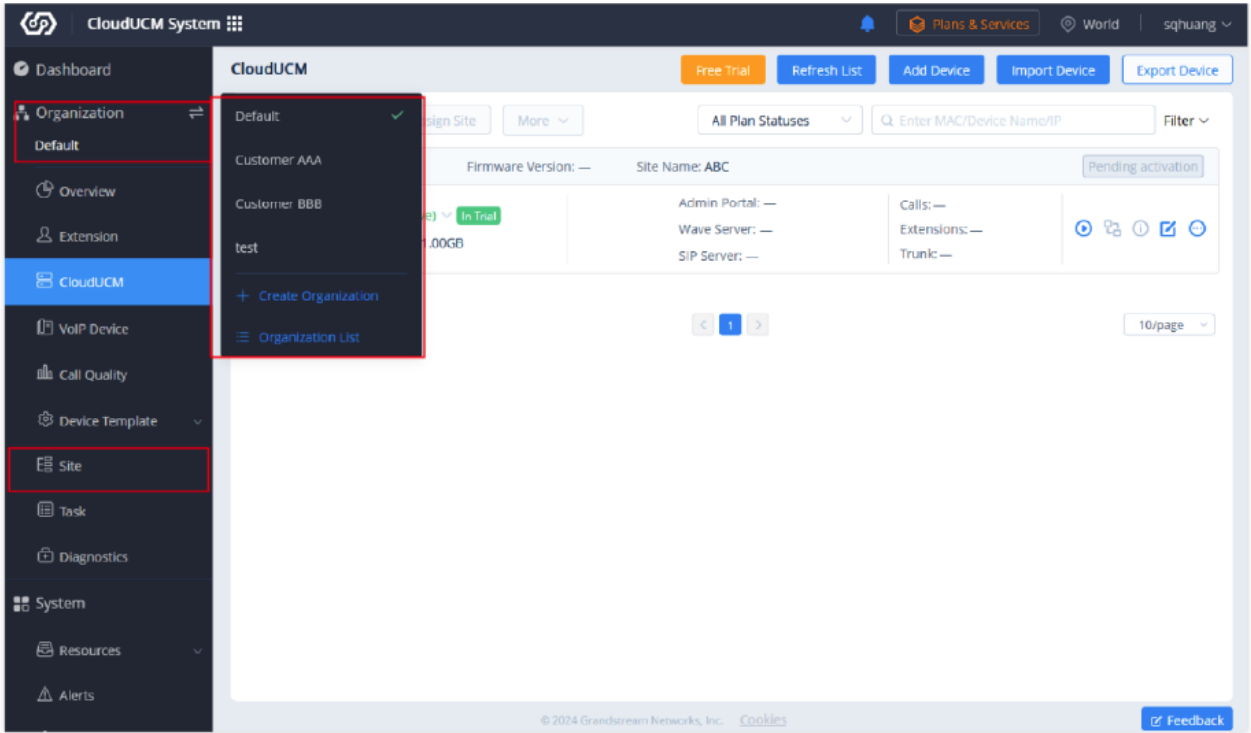
2. You can download the Wave Desktop or mobile app for login.

Note

- You need to use the CloudUCM extension and User Password for login. For more details, please refer to Wave applications user guide.

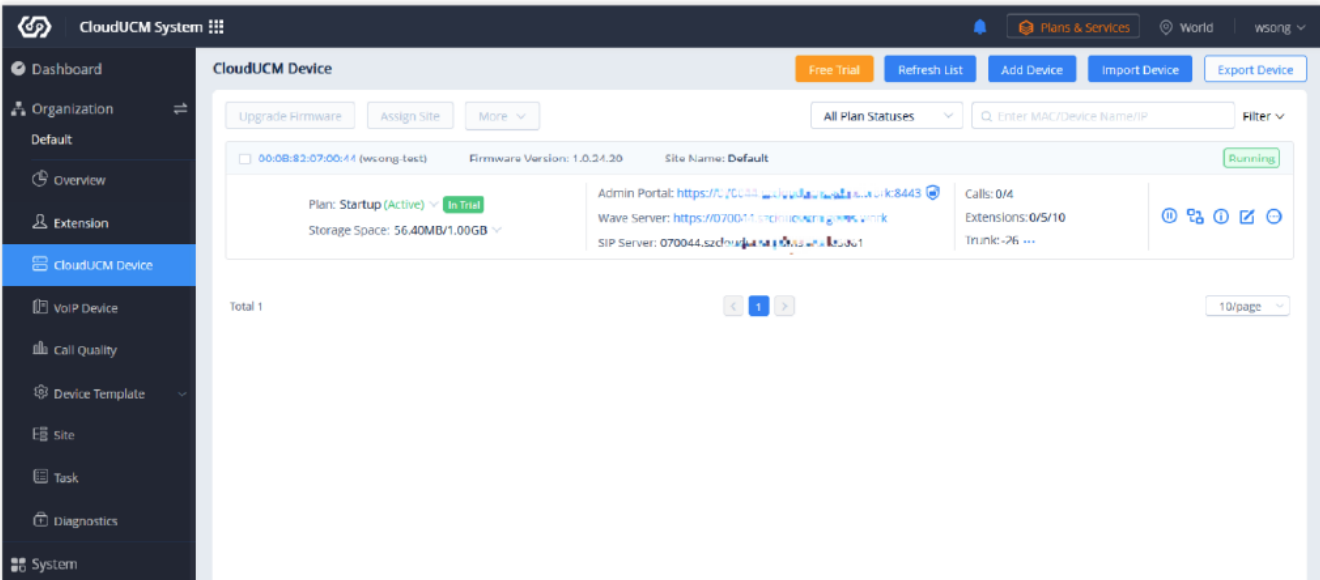
Step 6: Manage CloudUCM devices on GDMS

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









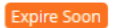



CloudUCM System

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



CloudUCM System

Status Descriptions:

Status	Description
Device Status	<p> Indicates that the CloudUCM device is running properly.</p> <p> Indicates that the CloudUCM device is not running. (It is possible that the plan has expired, or it has been stopped manually by the administrator.)</p> <p> Indicates that the CloudUCM device has not been activated yet and it needs to be activated before it can be used.</p> <p> Indicates that the CloudUCM device is being started and cannot be accessed in this state.</p> <p> Indicates that the current CloudUCM device is in the process of deploying services, such as upgrading firmware, upgrading plan services, or restoring configuration, etc. In this state, the CloudUCM device cannot be accessed.</p>
The firmware version is too low	<p> This icon indicates device firmware version too low, and the device cannot be used normally with GDMS.</p>
The Plan is about to expire	<p> This indicator means the plan is expiring soon or already expired.</p>
Trunk Abnormal	<p>Trunk: 4  ^ Indicates that the abnormal trunk exists in the CloudUCM. You can click to view the status of all trunks.</p>
Unread Notification	<p> Indicates that the CloudUCM device has some unread notifications. You can click to access the Web UI of the CloudUCM device.</p>
Fail2ban	<p> Indicates that the CloudUCM device has 2 IP addresses that are blocked by Fail2ban. You can click to access the Fail2ban page on the Web UI of the CloudUCM device.</p>

Server Address Descriptions:

- **Admin Portal:** This specifies the CloudUCM device Web UI access address. The username and password of the device are required.
- **Wave Server:** This specifies the server address of the Wave client.
- **SIP Server:** This specifies the SIP server address used for registering extensions.

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

VoIP System

Plans & Services
World
wsong

Dashboard
Organization
Default
Overview
VoIP Account
SIP Account
SIP Server
Device Management
Device Template

SIP Account

Add Account
Import Account
Export Account

Delete
Modify SIP Server
From All
All Statuses
Site
User ID/Account/Name/Device Name/MAC

<input type="checkbox"/>	User ID	Account Name	Display Name	SIP Server	Status	Last Updated	Options
<input type="checkbox"/>	1009	CloudUCM	1009	070044.szclouducm.gdms...	Unassigned	2024/01/27 11:44AM	
<input type="checkbox"/>	1004	CloudUCM	1004	0700d6.szclouducm.gdms...	Unassigned	2023/12/29 03:32PM	
<input type="checkbox"/>	1003	CloudUCM	1003	0700d6.szclouducm.gdms...	Unassigned	2023/12/29 03:32PM	
<input type="checkbox"/>	1002	CloudUCM	1002	0700d6.szclouducm.gdms...	Unassigned	2023/12/29 03:32PM	
<input type="checkbox"/>	1001	CloudUCM	1001	0700d6.szclouducm.gdms...	Unassigned	2023/12/29 03:32PM	
<input type="checkbox"/>	1000	CloudUCM	1000	0700d6.szclouducm.gdms...	Unassigned	2023/12/29 03:32PM	

VoIP System

SIP Account > Edit Account

Account Name

1009

* SIP User ID

1009

Authenticate ID

1009

Authenticate Password

●●●●●●●●

Name

Voice Mail Access Number

Outbound Proxy

* SIP Server

070044.szclouducm.gdms...061

Add Server

Assign Device

wsong2-test

Select Model

Select MAC/Device Name

Select Account

Select SIP Server

Add

Cancel

Save

SIP Account
















For more details, please refer to the document “[Manage CloudUCM Services Through GDMS](#)”.

Documents / Resources

	<p>GRANDSTREAM CloudUCM Cloud Audio-Video Communications and Collaboration Solution [pdf] User Guide</p> <p>CloudUCM Cloud Audio-Video Communications and Collaboration Solution, Cloud Audio-Video Communications and Collaboration Solution, Communications and Collaboration Solution, Collaboration Solution, Solution</p>
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References

- [Grandstream Cloud](#)

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-  documentation.grandstream.com/wp-content/uploads/2024/03/a-screenshot-of-a-computer-description-automatica-1.png
-  documentation.grandstream.com/wp-content/uploads/2024/03/a-screenshot-of-a-computer-description-automatica-2.png
-  documentation.grandstream.com/wp-content/uploads/2024/03/a-screenshot-of-a-computer-description-automatica-3.png
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