Grandstream Networks, Inc.

UCM63xx Series

Remote Connect EndPoint Configuration Guide

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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.

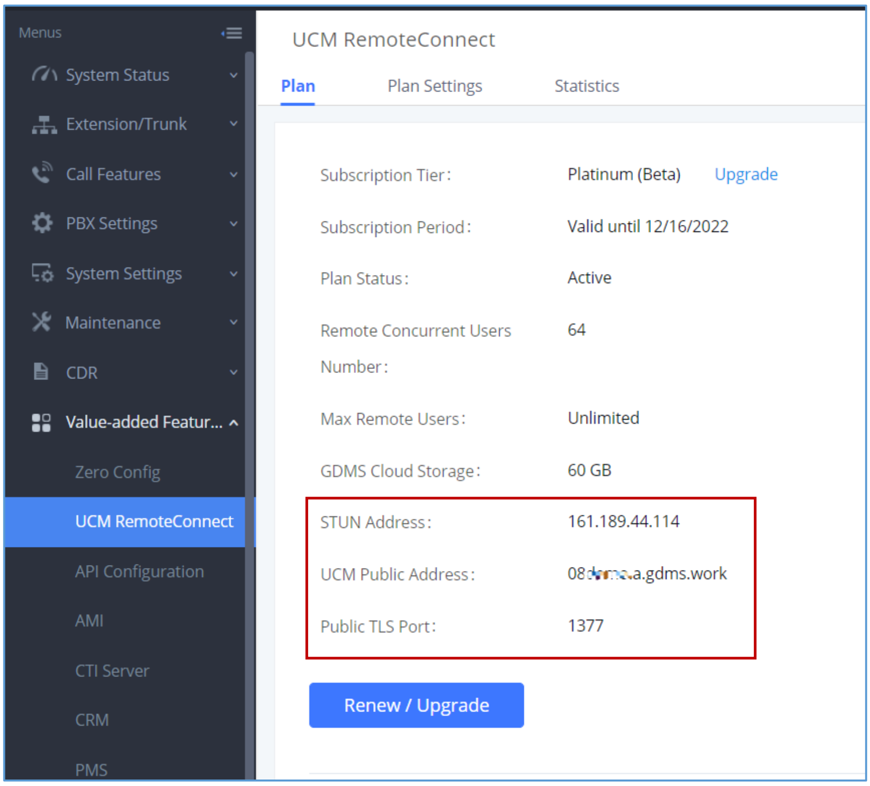

Figure 1: UCM RemoteConnect Plan Information

Users can configure the IP phone to register to UCM6300 series and manage the IP phone remotely via GMDS, 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
- Other settings are optional and can be configured as needed.

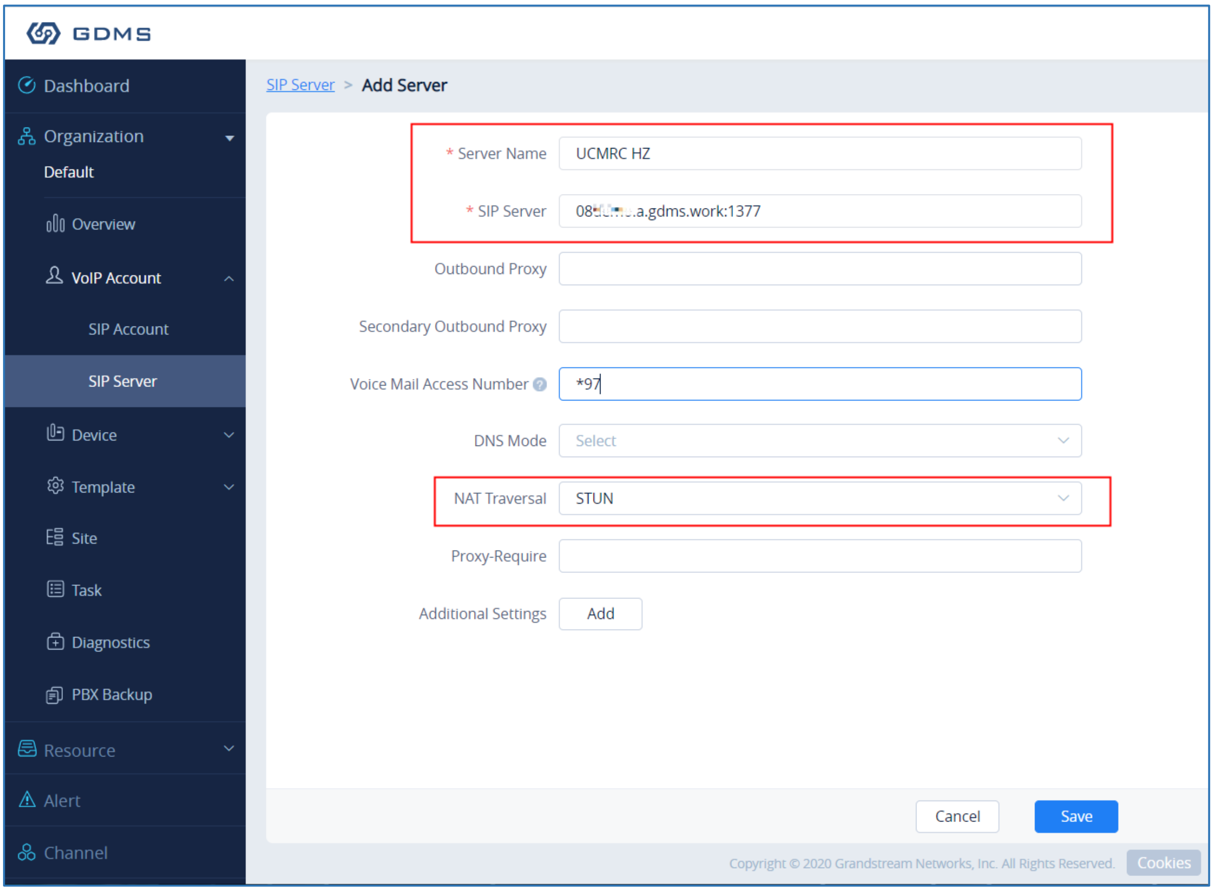

Figure 2: Add New SIP Server on GDMS

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".

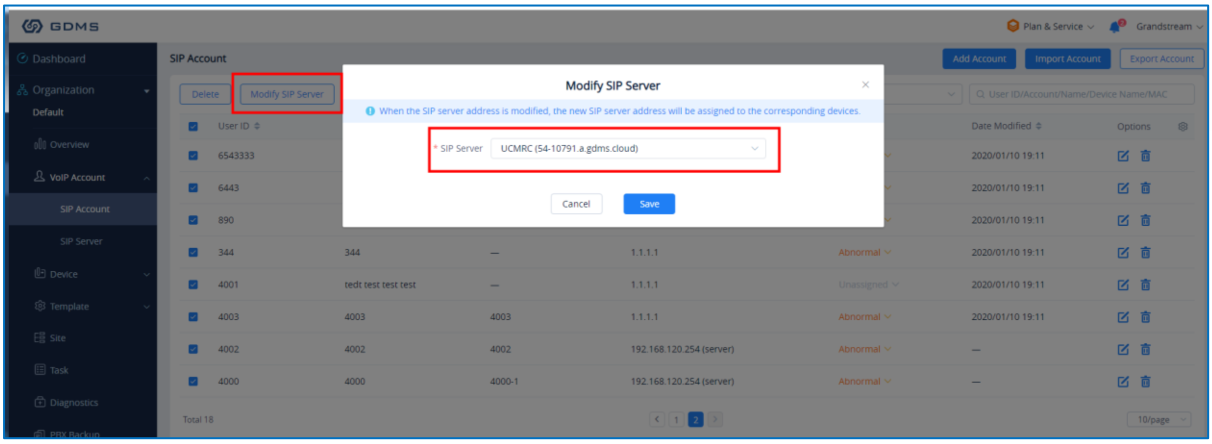

Figure 3: Batch Configure SIP Server for SIP Accounts

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.

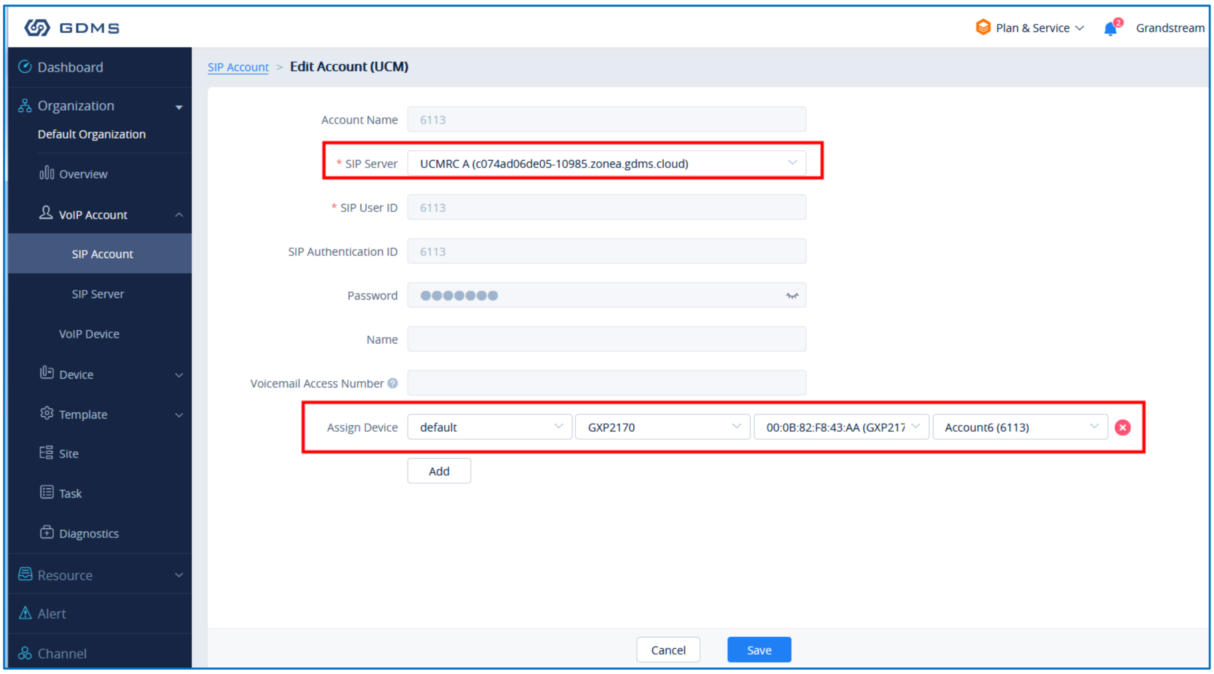

Figure 4: Assign Device to SIP Account

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 Travesal: STUN

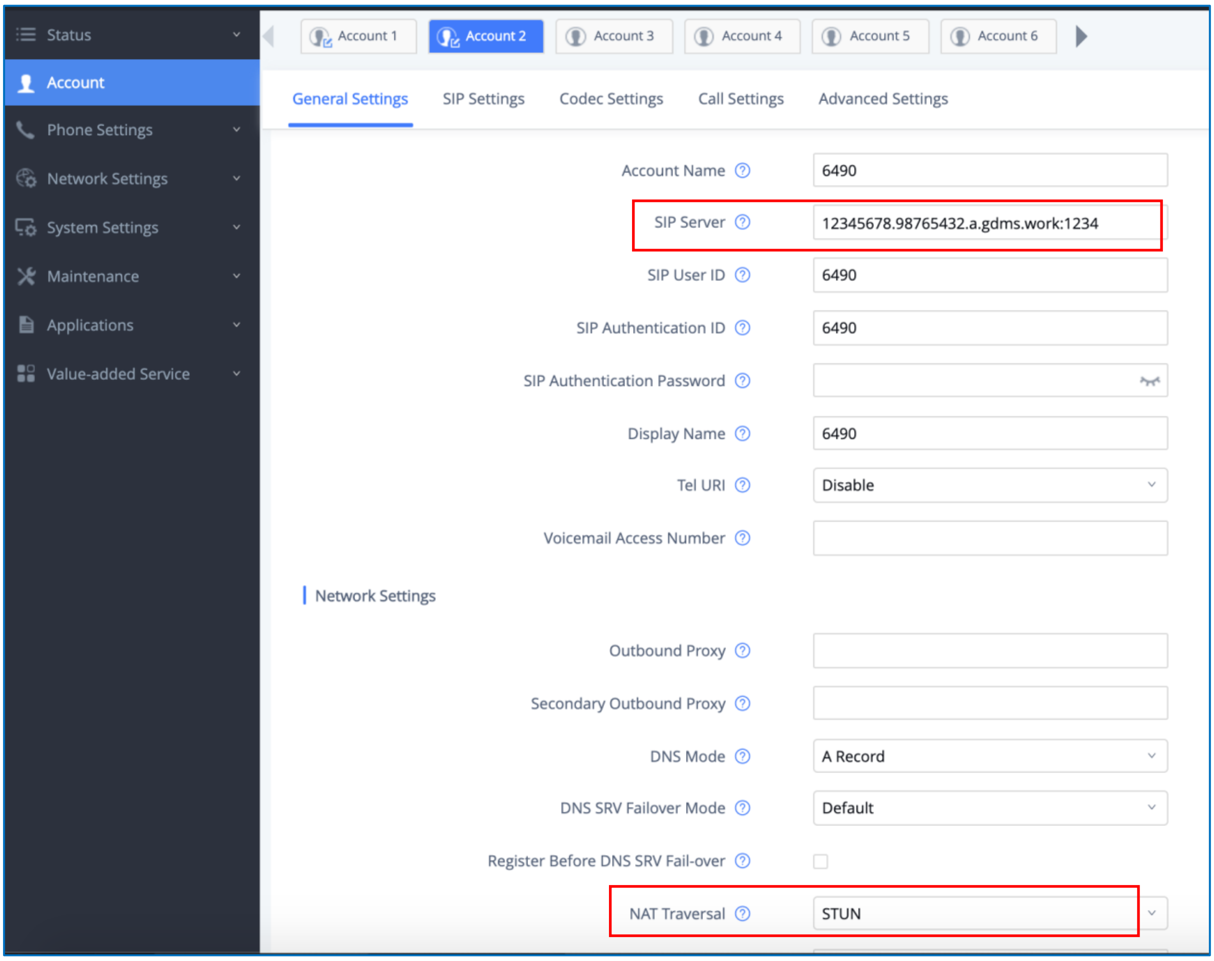

Figure 5: GXV3370 Account Configuration Page

2. Go to **Account→SIP Settings** and configure SIP transport to "TLS".

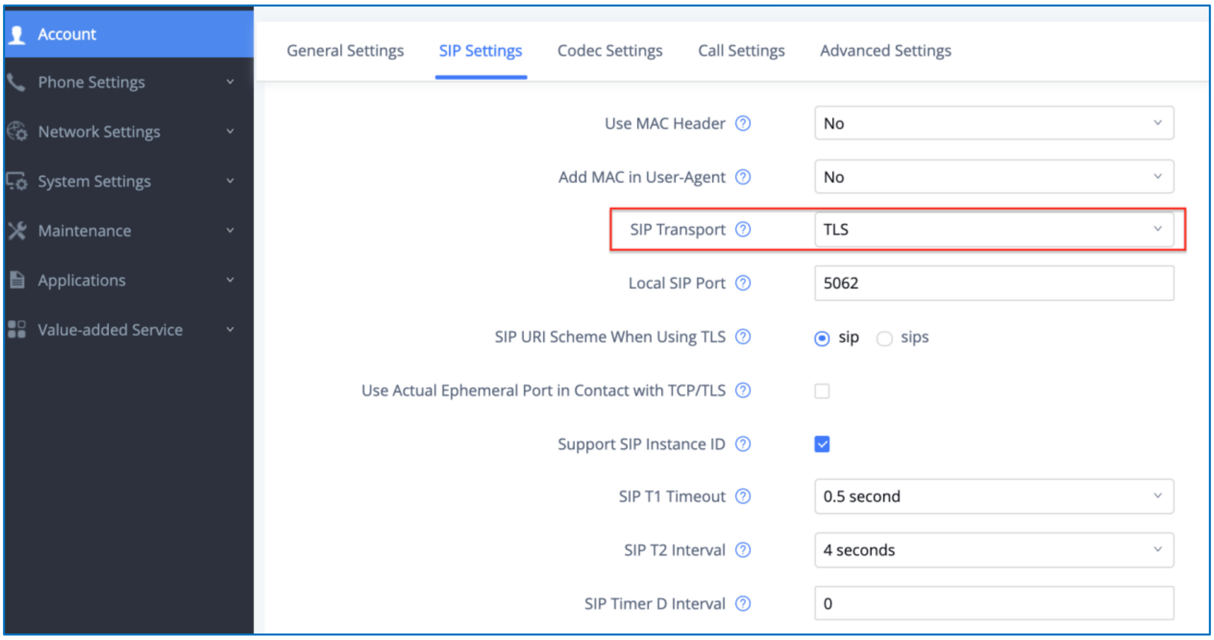

Figure 6: GXV3370 Account→SIP Settings

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.

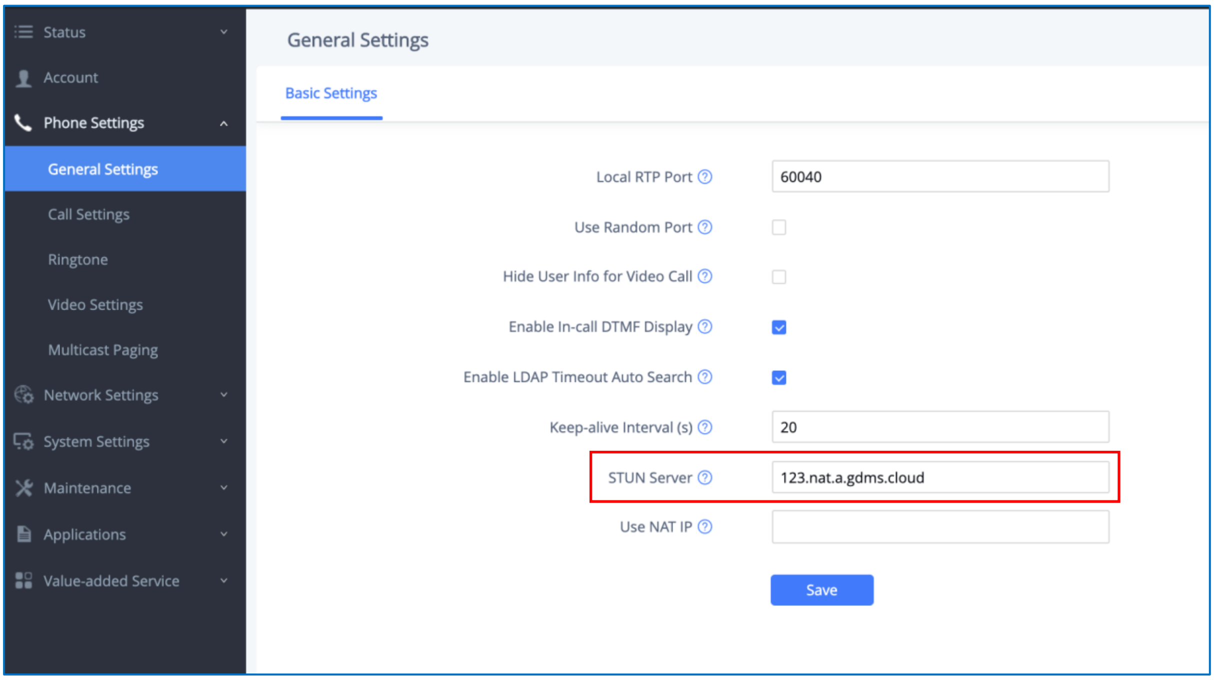

Figure 7: GXV3370 Phone Settings→General Settings

4. 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

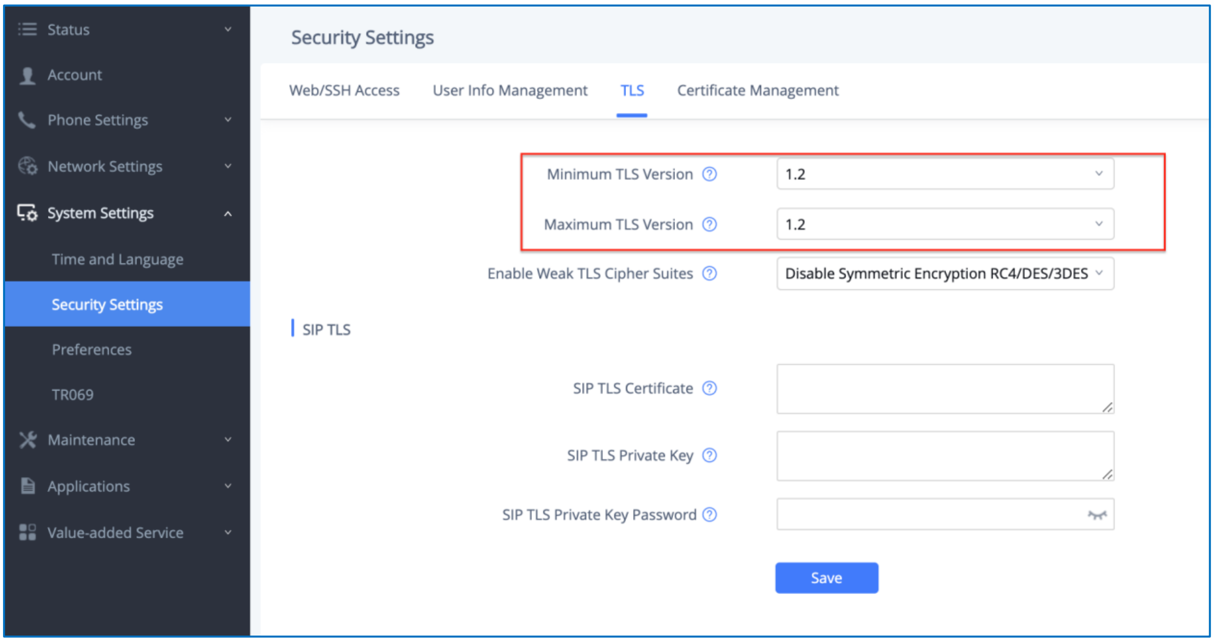

Figure 8: GXV3370 TLS Configuration

MAKE CALLS USING IP PHONES

After configurating 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.