

## UCM63xx A Cloud IM Server User Guide

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### UCM63xx A Cloud IM Server User Guide



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## Overview

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

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

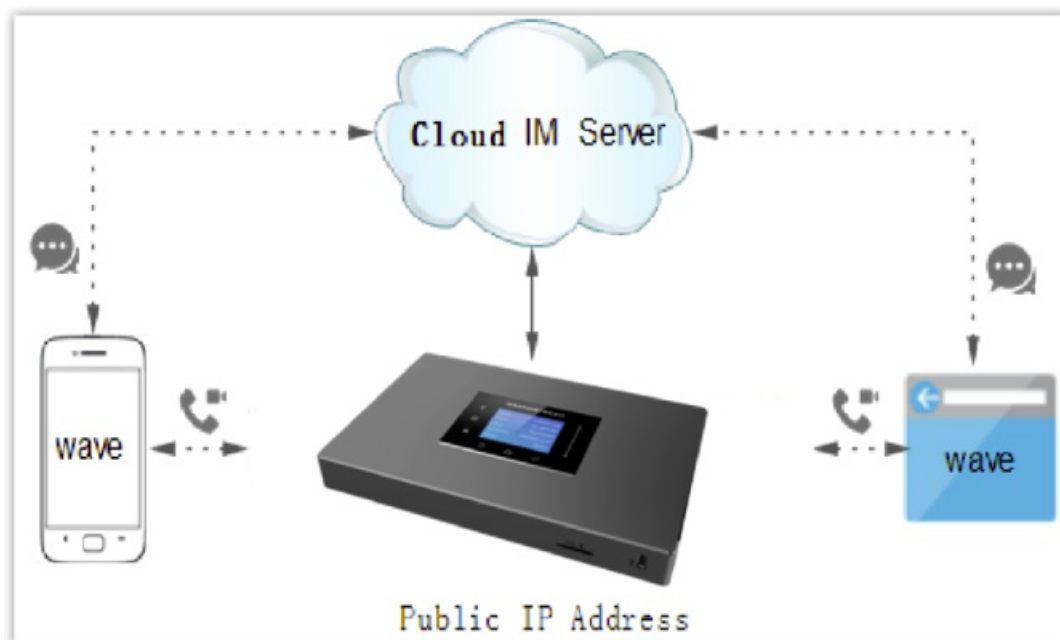
### Note

Users can only use the Cloud IM services after logging in to the Wave application. The Wave client download address is: <https://fw.gdms.cloud/wave/download/>

## Cloud IM Usage Scenario

### UCM under External Network

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

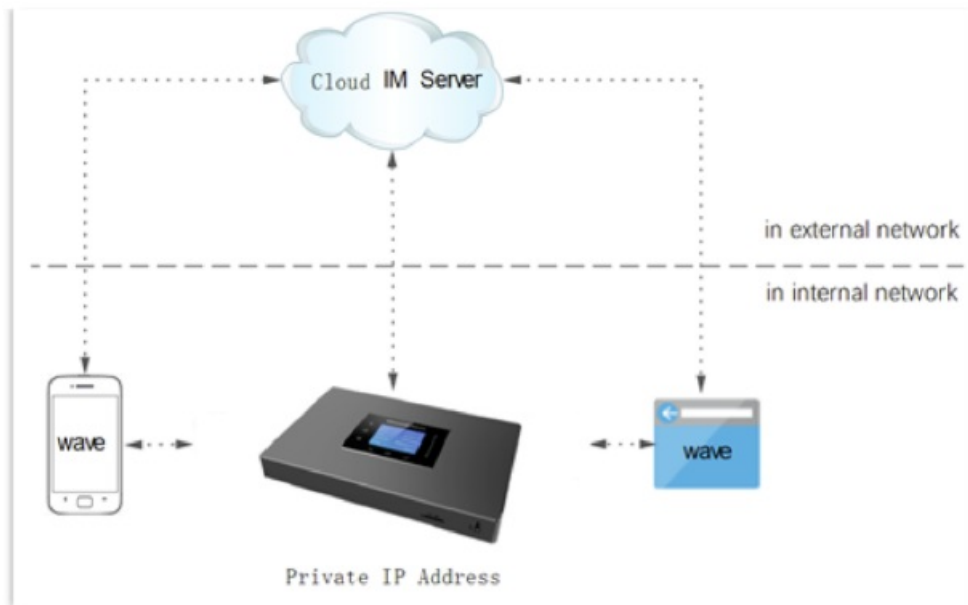


Case Scenario – UCM under External Network

### UCM under Internal Network

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

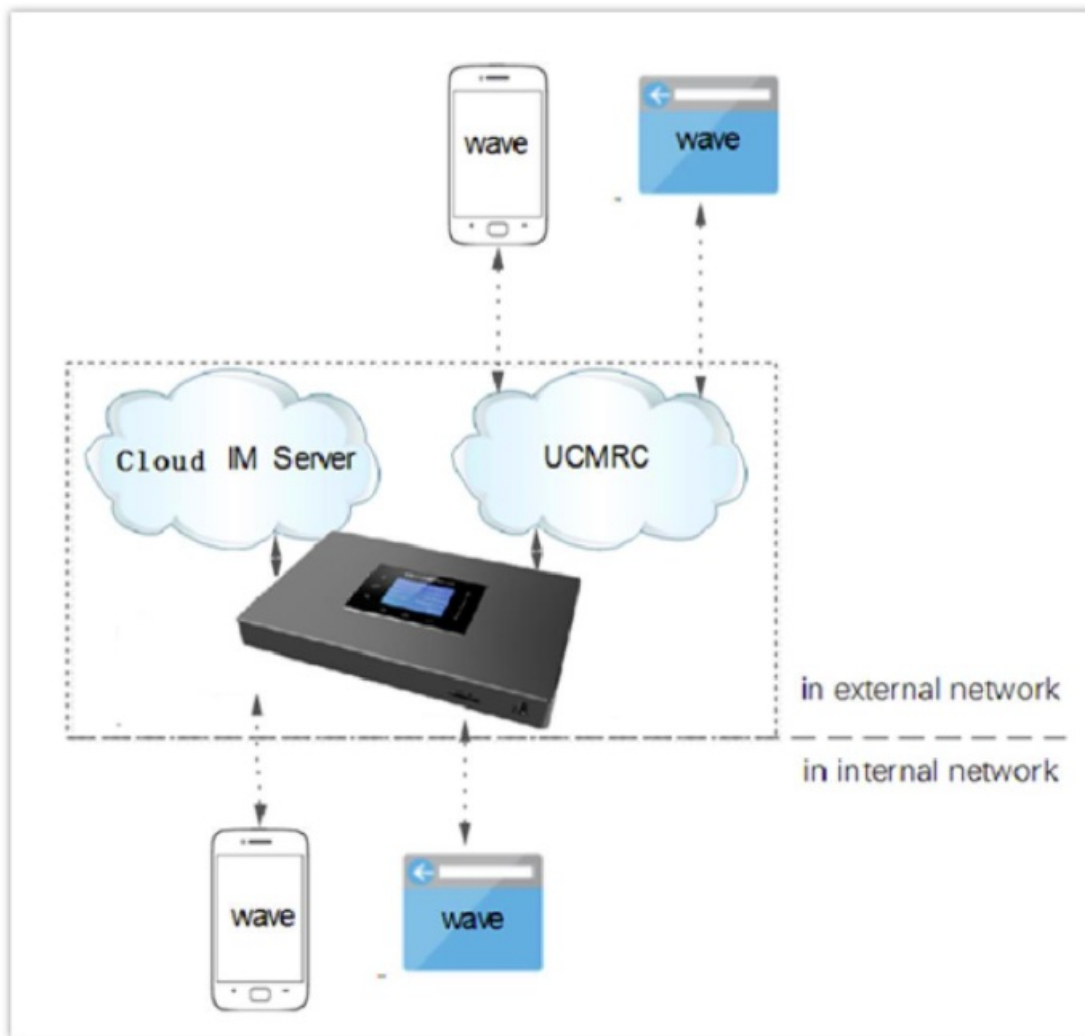
**Requirements:** UCM device can connect to Cloud IM server through the public network.



Case Scenario – UCM under Internal Network

### UCM under Internal/External Network

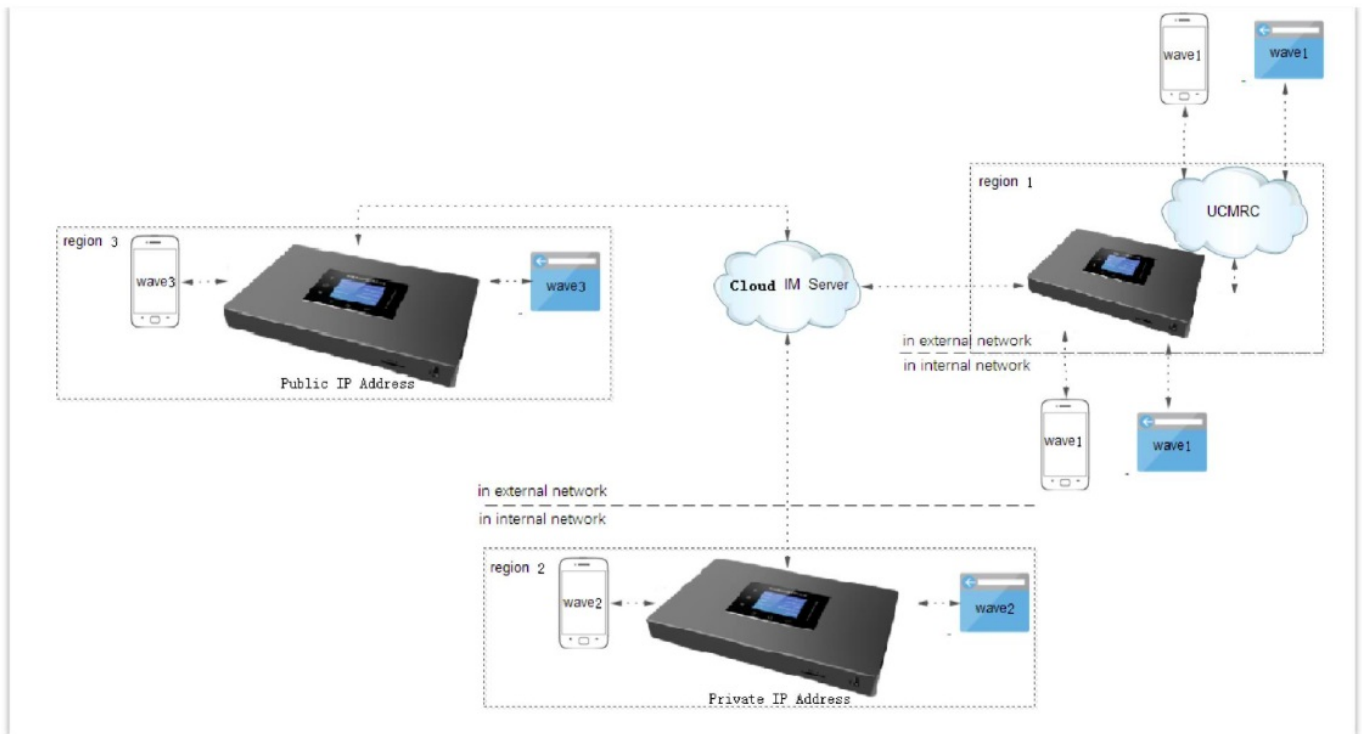
The enterprise user can use the Wave application to make calls or chat, no matter under internal network of the enterprise, or under the public network at anywhere. The user can make outbound calls through the UCMRC plan, and chat through Cloud IM services between the internal network and the external network.



Case Scenario – UCM under Internal/External Network

### Multiple UCM Devices Share One Cloud IM Server

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



Case Scenario – Multiple UCM Devices Share One Cloud IM Server

## Enable Cloud IM Service

The user needs to purchase a UCM RemoteConnect plan with the Cloud IM service before using the related features. The user can contact the distributor and view more plan details on the official website.

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

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

Log in to the GDMS platform, the user needs to click Order History to access “My Plans” page.

UCMRC System

Dashboard

Organization

Default Organization

Device Template

Storage

Site

Task

Diagnostics

System

Resources

Alerts

Reseller Channel

Others

Users

System Log

API Developer

About GDMS

My Plans

All Statuses

Q. Enter MAC/Device Name

Plan	Owner	Subscription Time	Expiration Time	Status	Options
UCM RemoteConnect Pro	UCM6308 (00:00:00:00:00:00) Organization: Default Organization	27/05/2022	15/07/2022	Active	<div><div></div><div></div></div>
UCM RemoteConnect Plus	UCM6301 (22:00:00:00:00:00) Organization: Default Organization	19/05/2022	19/08/2022	In Trial	<div><div></div><div></div></div>
UCM RemoteConnect Open Beta Add-on: Cloud IM Service	UCM6202 (12:00:00:00:00:00) Organization: Default Organization 123 UCM Device: 2	18/05/2022	18/06/2023	In Trial	<div><div></div><div></div><div></div></div>
UCM RemoteConnect Pro Add-on: Extra 50GB Cloud Storage Add-on: Cloud IM Service	UCM6308 (C0:14:00:00:00:00) Organization: Default Organization 111 <a href="#">Bind UCM Device</a>	17/05/2022	29/04/2023	Active	<div><div></div><div></div><div></div></div>
UCM RemoteConnect Open Beta	UCM6301 (C0:14:00:00:00:00) Organization: UCM	19/04/2022	19/04/2023	In Trial	<div><div></div><div></div></div>
UCM RemoteConnect Open Beta	UCM6304 (C0:14:00:00:00:00) Organization: Default Organization	12/04/2022	12/07/2022	In Trial	<div><div></div><div></div></div>
UCM RemoteConnect Pro	UCM6202 (C0:14:00:00:00:00) Organization: yfluo Organization	01/04/2022	01/04/2023	Active	<div><div></div><div></div></div>
UCM RemoteConnect Open Beta Add-on: Extra 50GB Cloud Storage Add-on: 250 concurrent	UCM6301 (C0:14:00:00:00:00) Organization: Default Organization	24/02/2022	24/03/2022	Expired	<div><div></div><div></div></div>


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Feedback

English

(GMT) Coordinated Universal Time

Order History

On the “My Plans” page, it will display the plan information purchased for the UCM device. The user can select the Cloud IM service corresponding to the specific UCM device by clicking the button  , and access the Cloud IM service editing page to enable it.

Edit Cloud IM

Cloud IM

Region

US Region

\* Company Name for the Plan

Grandstream

\* Cloud IM maximum storage space (MB)

2048

Used 0MB

Available storage space is 53248 MB.

Cancel

Save

Edit Cloud IM Service

Enable Cloud IM	After purchasing a UCMRC plan that contains the Cloud IM service, the user needs to enable the Cloud IM service on the GDMS platform. <b>Note:</b> If the user wants to disable the Cloud IM service which is currently in use and will no longer use it, the data in the Cloud IM server will be cleared after disabling it.
Region	US Region / EU Region <b>Note:</b> <ul style="list-style-type: none"><li>● It is recommended to select the nearest region to the UCM device.</li><li>● If the user switches to another region, the data in the Cloud IM server will be cleared.</li></ul>
Company Name	The user can customize the name of the company which will use the Cloud IM service.
Cloud IM Maximum Storage Space	The user can edit the maximum available storage space for the Cloud IM service. <b>Note:</b> <ul style="list-style-type: none"><li>● The user needs to allocate some space from the cloud storage space for Cloud IM service usage.</li><li>● The configured storage space must be larger than the space currently used by the Cloud IM service and smaller than the available cloud storage space.</li></ul>

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



Bind UCM Device

## Notes

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

## Configure Cloud IM Service for UCM

### Configure Cloud IM Service for UCM through GDMS

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



UCM RemoteConnect Enterprise Cloud IM Service	UCM6202 (C0:74-40-34-38-30) Organization: ylluo Organization Grandstream UCM Device: 1	06/09/2021	06/09/2022	Active	
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### UCM Cloud IM Service under My Plan

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



**Bind UCM Device**

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

2021/03/26

US-UCM 00... 99

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

CN-UCM C0... 88

+ Add Device

Cancel OK

Details of the UCM devices bound to the Cloud IM service

<b>Department Name</b>	Enter the name of the department using this UCM device so that the contact details in the Wave application can be viewed.
<b>UCM MAC Address</b>	<p>Enter the MAC address of the UCM that uses the UCM Cloud IM service. It only supports the UCM devices which have been associated with the GDMS platform.</p> <p><b>Note:</b> For the UCM devices which have been associated with the GDMS platform, the user can only log in to the UCM management platform to configure the Cloud IM services.</p>
<b>Dial Prefix</b>	The dial prefix required to dial this UCM device must be the same as the trunk dial prefix configured in the UCM. Please refer to the UCM Administration Guide for more details. For example, there are UCM A, UCM B, and UCM C. If the configured prefix of UCM B and C to dial A is 99 (configured trunk), then when the user adds UCM A, the user needs to configure the dial prefix to 99.

## Bind UCM Device Parameters

Create New Outbound Rule

Cancel Save

**General**

\* Outbound Rule Name: 99

\* Pattern:

PIN Groups: None

Password:

Local Country Code:

Disable This Route: ☐

Privilege Level: Disable

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


PIN Groups with Privilege Level: ☐

Auto Record: ☐

Enable Filter on Source Caller ID

## Outbound Rule

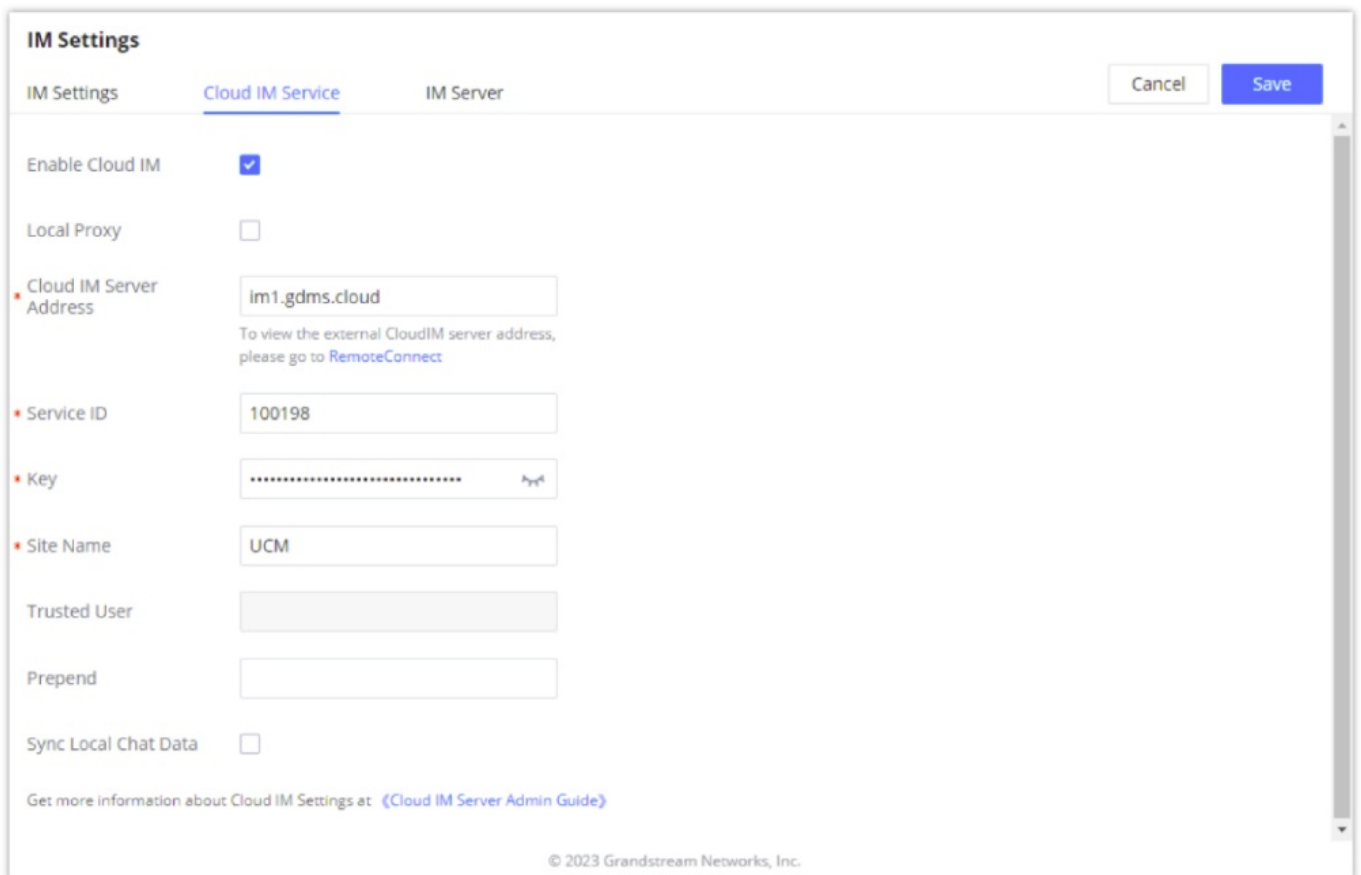
**Note:**

- If the user adds/deletes/edits a department name, the status will show as the icon  until the UCM is online and synchronized, and then the updates will be applied.
- The bound device must have the UCM Remote Connect plan which contains the Cloud IM service.

## Configure Cloud IM Service for UCM through UCM Web UI

The user can log in to the UCM device's Web UI ? System Settings ? Cloud IM and click to enable the Cloud IM service. All chat data in the Wave application will be stored in the Cloud IM server, and the data will not be stored in UCM locally anymore.

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



**IM Settings**


IM Settings   Cloud IM Service   IM Server   Cancel Save

Enable Cloud IM ☒

Local Proxy ☐

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

Service ID

Key  

Site Name

Trusted User

Prepend

Sync Local Chat Data ☐

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

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Cloud IM Service Settings

## Cloud IM Settings

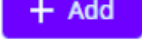
<b>Cloud IM Service</b>	
<b>Enable Cloud IM</b>	If you have purchased the UCM Cloud IM package or purchased the Grandstream IM server, you can configure it. If you have not purchased it, the configuration will not take effect, but UCM local IM service is allowed. Please note that after enabling this feature, local chat data will not be visible.
<b>Local Proxy</b>	If enabled, the local proxy will be used to forward files and text messages if the IM server cannot be connected to upon Wave login due to certificate issues.
<b>Cloud IM Server Address</b>	The address of the server that provides IM service, you can fill in the address of the Cloud IM server provided by the RemoteConnect package or the IM server address of the GDMS.
<b>Service ID</b>	The service ID of the Cloud IM server.
<b>Key</b>	The Key to the Cloud IM server.
<b>Company Name</b>	Company Name
<b>Trusted User</b>	The trusted user of the cloud IM. Only letters, numbers, and special characters are allowed.
<b>Prepend</b>	As the extension prefix, it is added before the extension number.
<b>Sync Local Chat Data</b>	<p>Syncing existing local chat data to Cloud IM server. The Wave chat feature will not be available during the syncing process. It is recommended to avoid syncing during active working hours.</p> <p>– <b>Time Range</b></p> <ul style="list-style-type: none"> <li>● All</li> <li>● Last 12 Months</li> <li>● Last 6 Months</li> <li>● Last 3 Months</li> <li>● Last Month</li> </ul> <p>– <b>Data Type</b></p> <ul style="list-style-type: none"> <li>● IM Data</li> <li>● Images</li> <li>● Files</li> </ul>

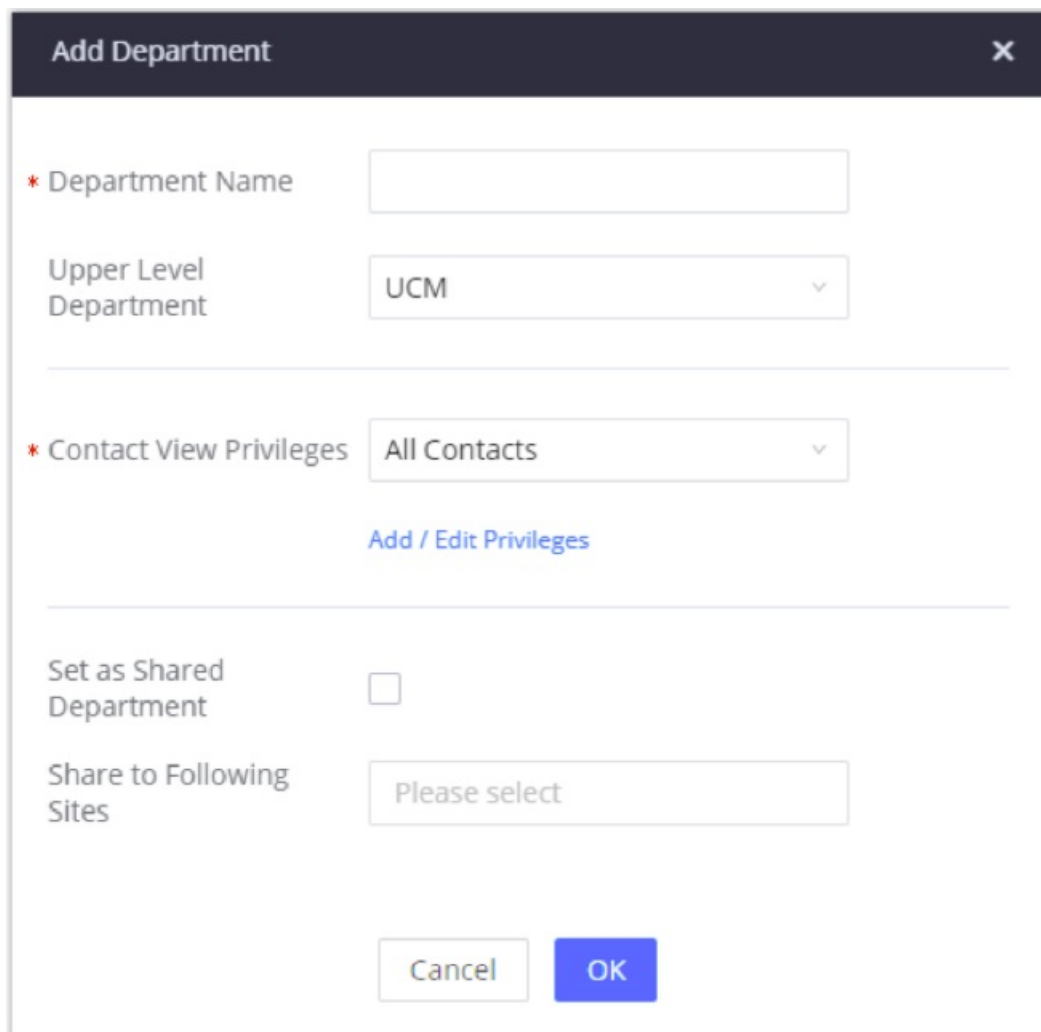
Table 2: Cloud IM settings

## Configure Shared Department

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

Step 1: To create a shared department please navigate to the web GUI of the UCM, then go to Contacts ?

Department Management the click on .



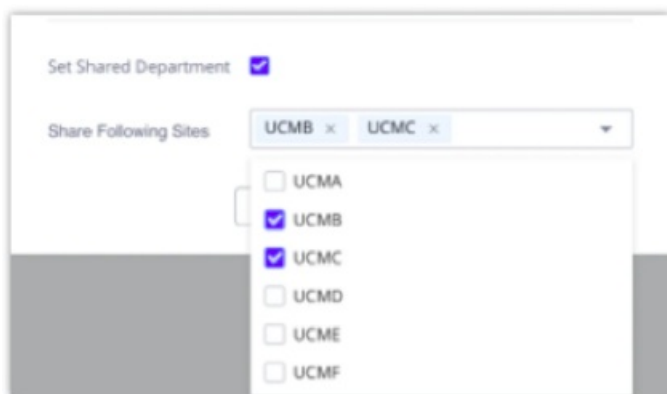
The image shows a modal dialog box titled "Add Department" with a close button (X) in the top right corner. The dialog contains several form fields and a link. The first section has a required field "Department Name" (marked with a red asterisk) and a dropdown for "Upper Level Department" currently set to "UCM". The second section has a required field "Contact View Privileges" (marked with a red asterisk) set to "All Contacts", with a link "Add / Edit Privileges" below it. The third section has a checkbox for "Set as Shared Department" which is unchecked, and a dropdown for "Share to Following Sites" set to "Please select". At the bottom are "Cancel" and "OK" buttons.

Add Department		X
* Department Name	<input type="text"/>	
Upper Level Department	<input type="text" value="UCM"/>	
<hr/>		
* Contact View Privileges	<input type="text" value="All Contacts"/>	
	<a href="#">Add / Edit Privileges</a>	
<hr/>		
Set as Shared Department	<input type="checkbox"/>	
Share to Following Sites	<input type="text" value="Please select"/>	
<input type="button" value="Cancel"/>		<input type="button" value="OK"/>

Add Department

<b>Department Name</b>	Enter the name of the department.
<b>Upper Level Department</b>	Select the upper level department if the department being created is a nested department.
<b>Contact View Privileges</b>	<ul style="list-style-type: none"> <li>● <b>All Contacts:</b> The extensions in this department will be able to see all the contacts.</li> <li>● <b>Department &amp; Sub-department Contacts:</b> The extensions in this department will only be able to see the contacts which are in the same department or in sub-departments.</li> </ul>
<b>Set as Shared Department</b>	Enable this option to share this department across the UCMs which use the same Cloud IM server. To be able to enable this option, make sure that the UCM has a RemoteConnect Plan and is correctly connected to the Cloud IM server.
<b>Share to Following Sites</b>	Pick the sites to which you want to share this specific department.

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



Select Sites

## View Cloud IM Storage

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

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



Plan Details

## Note

If the storage space for this plan is full, the user cannot send files and pictures in the chat.

The user needs to allocate some space from the cloud storage space for the Cloud IM service usage. The user can customize the maximum storage space used by the Cloud IM service. If there is no more available cloud storage space, the user can contact the device distributor to upgrade the UCM RemoteConnect plan to a higher-level plan to obtain more cloud storage space.

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Grandstream GNU GPL related source code can be downloaded from Grandstream website from:

<http://www.grandstream.com/support/faq/gnu-general-public-license/gnu-gpl-information-download>

## Documents / Resources

	<p><a href="#">UCM UCM63xx A Cloud IM Server</a> [pdf] User Guide UCM63xx A Cloud IM Server, UCM63xx A, Cloud IM Server, IM Server, Server</p>
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## References

-  [Grandstream Networks - Networking & Unified Communications](#)
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