Grandstream Networks, Inc.

UCM63XX/A Series

RemoteConnect EndPoint Configuration Guide

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INTRODUCTION

The UCM63XX/A series IP PBX provides UCM RemoteConnect service which offers clients a quick setup to start working remotely including Wave web app using WebRTC and Wave mobile app on Android™ and iOS™ system to communicate and join meetings, sync up and manage extensions, receive alerts and reports, view and manage storage via cloud, and much more. The UCM63XX/A UCM RemoteConnect service is offered via Grandstream Device Management System (GDMS). Please visit the GDMS platform for UCM RemoteConnect service plan information and purchasing plan, device remote management, cloud storage management, etc.

This document describes how to configure end users' IP phones to register to UCM63XX/A series IP PBX UCM using the RemoteConnect service. With the RemoteConnect service, IP phones behind NAT can register to the UCM63XX/A series and communicate with other devices without additional settings in your network.

Grandstream Network Inc. reserves the right to make any changes/updates unannounced, the up-to-date guide can be downloaded from:
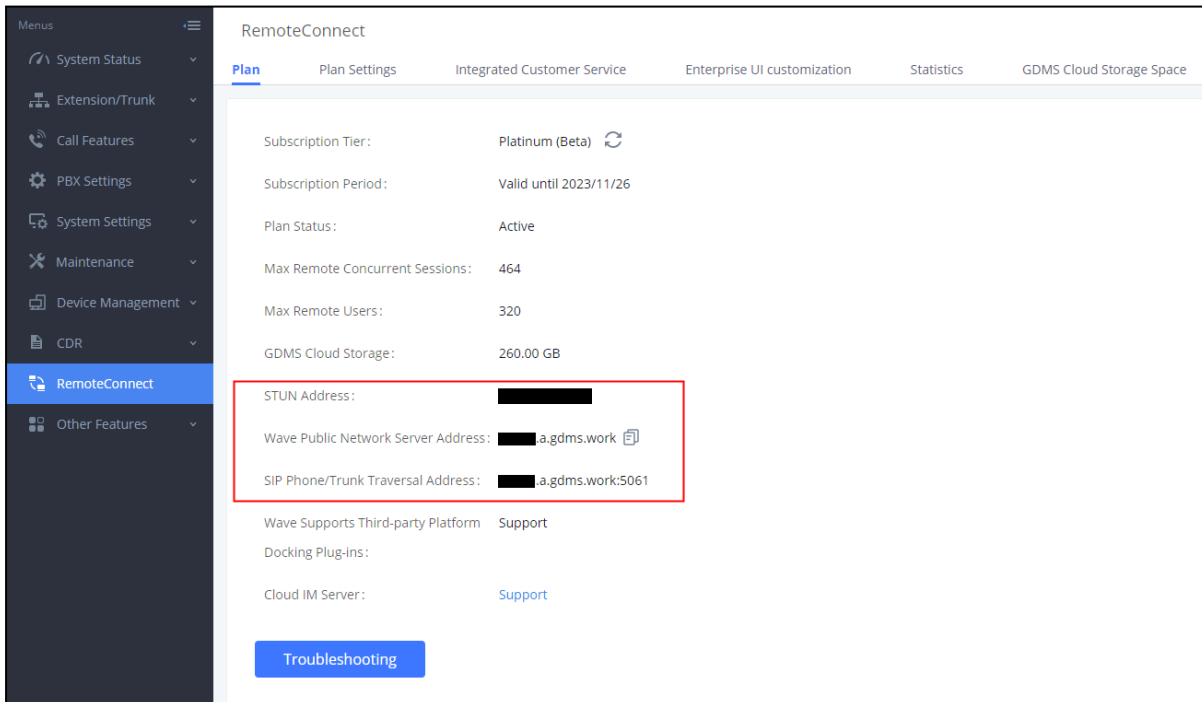
https://www.grandstream.com/support

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PREREQUISITES

The UCM RemoteConnect service on the UCM63XX/A series must be used with Grandstream Device Management System (GDMS). After the UCM is connected to GDMS, the RemoteConnect information displays as below on UCM63XX/A Web GUI under **the Value-added Features → UCM RemoteConnect** page. On this page, STUN Address, UCM Public Address, and Public TLS Port information are needed for IP phone to register to UCM63XX/A series.

Figure 1: UCM RemoteConnect Plan Information

Clients can configure the IP phone to register to UCM63XX/A series and manage the IP phone remotely via GMDS, or directly configure the account information on the IP phone manually.

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CONFIGURE SIP EXTENSIONS ON GDMS

The GDMS admin can configure the 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: https://www.gdms.cloud/login

Step 2: After Adding UCM into your GDMS, go to **UCMRC System** and **UCM Device** to quickly navigate all the SIP servers. For a specific SIP server address, users can click on the icon 🗐 to quickly check the SIP server settings.
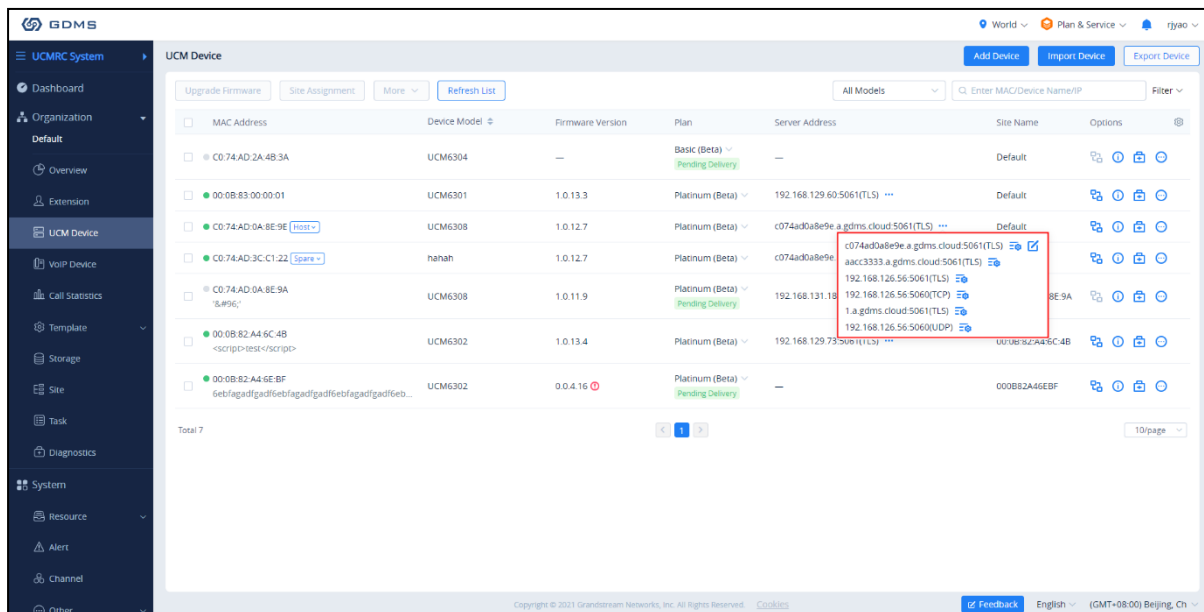

Figure 2: UCM Device Page

⚠️ **Note:**

If the user's service package supports such a feature, the user can click on modify the remote server address as needed.

Step 3: To assign/modify the IP Phones, firstly go to the **Extension** page on GDMS. Users can check all the extension information and modify the SIP server for the extensions as long as the server is under the same organization. See **Figure 3** for an example.
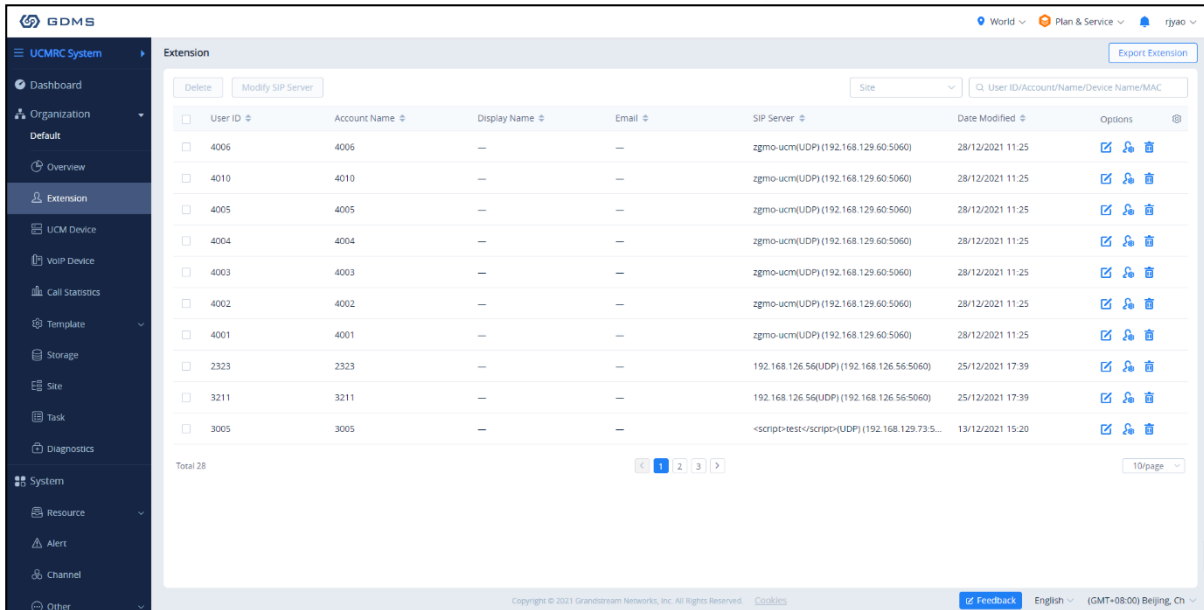
Figure 3: Extension Page

- Select the desired extension(s).

- Click on, then select the server.

- Click on "Save" to apply changes. After changing the SIP Server, the new settings will be pushed to the associated extension.
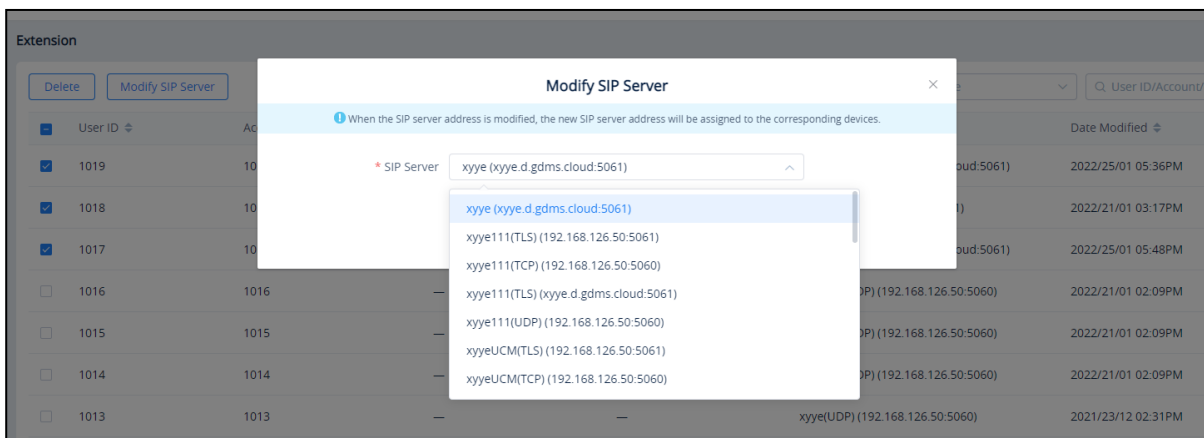

Figure 4: Modify SIP Server

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CONFIGURING SIP ACCOUNTS ON END DEVICES

IP phone end devices behind NAT in the external network can register to the UCM63XX/A series for remote work purposes.

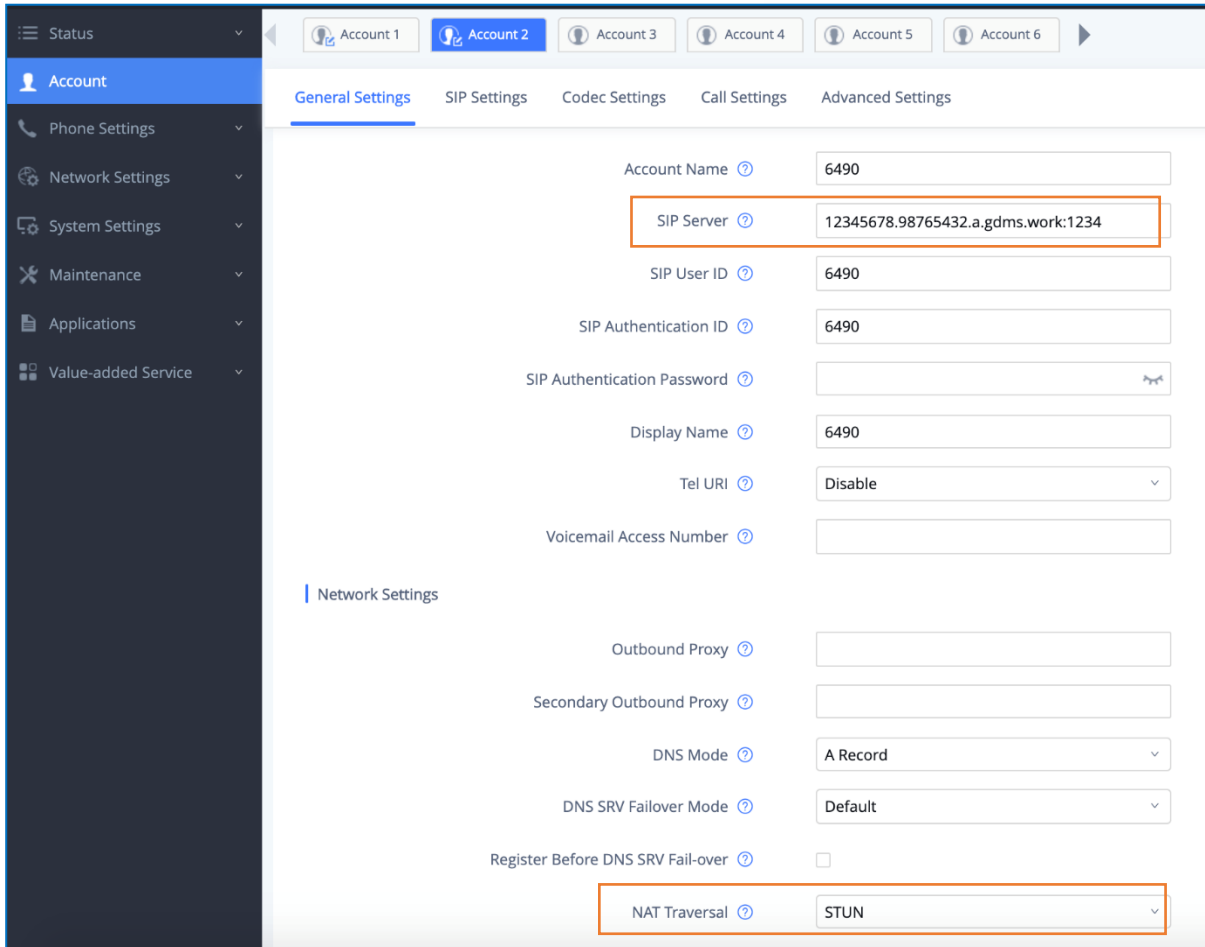## Method 1：Configure SIP account from end device web UI

In this method, the user needs to configure the SIP server on the end device web UI using the UCMRC SIP Phone/Trunk Traversal Address and configure NAT to STUN with a specific STUN server. For the SIP transport protocol, it must be set to TLS using TLS version 1.2.

Please refer to the below configuration example on GXV3370.

Step 1: Log in GXV3370 web UI as admin, navigate to the **Account➔ Basic Settings** page and configure the following:

- **SIP Server**: Enter the UCM Public Address with Public TLS Port. This information can be found under the UCM **web UI➔ Value-added Features➔UCM RemoteConnect➔Plan** page.

- **NAT Traversal**: STUN

Figure 5: GXV3370 Account Configuration Page

Step 2: Go to **Account→SIP Settings** and configure SIP transport to "TLS".
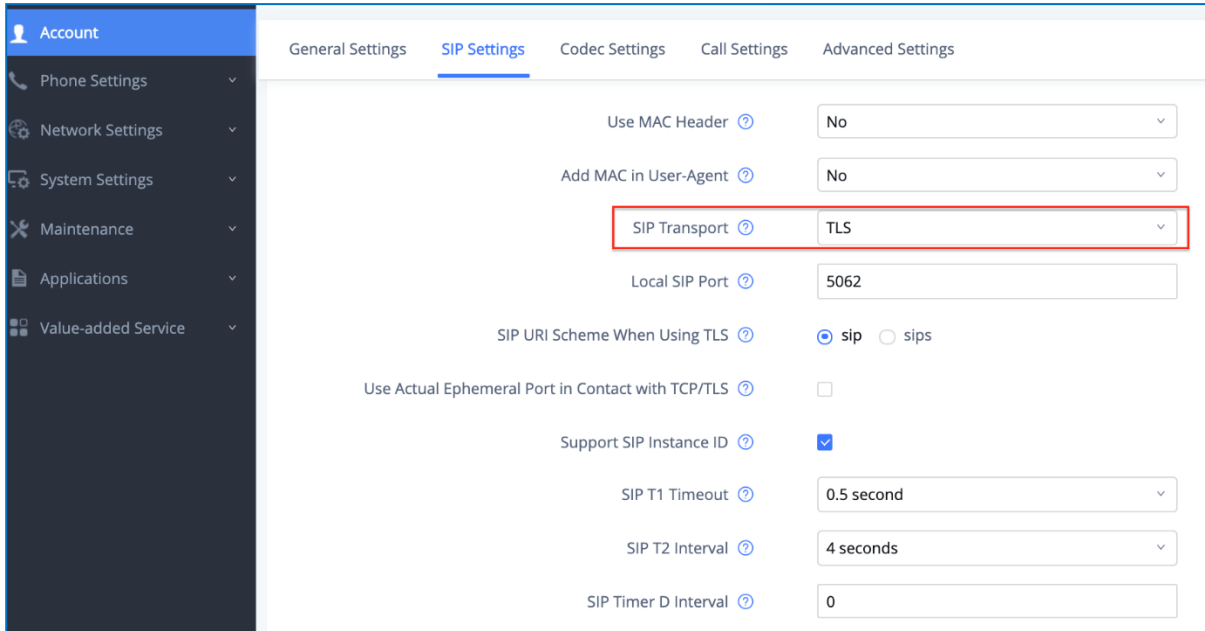
Figure 6: GXV3370 Account→SIP Settings

Step 3: Go to the phone's Web **UI→Phone Settings→General Settings**, configure the STUN server to be the same as the one under UCM **Web UI→ Value-added Features→UCM RemoteConnect→Plan** page.
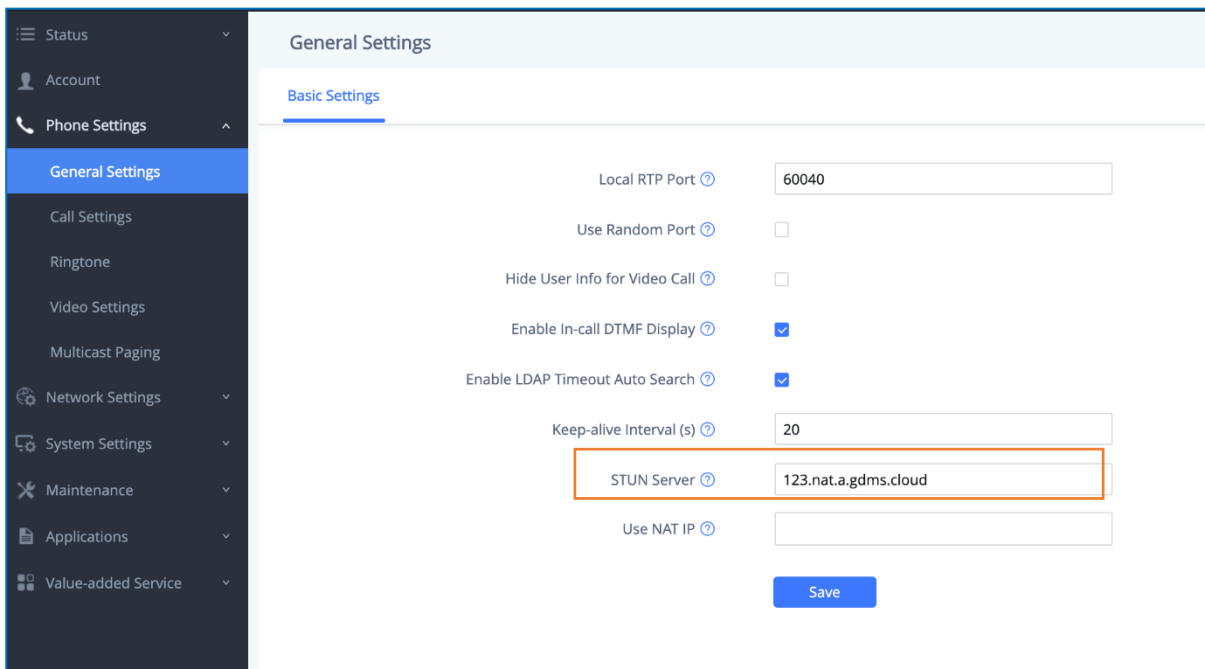
Figure 7: GXV3370 Phone Settings→General Settings

Step 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

Method 2：Assign SIP account for end device from GDMS

In this method, the user needs to log in to GDMS to assign a SIP account to the end device.

- **Step 1**: Add the end device as VOIP Device to GDMS. Click on "Save" to save the configuration.

Figure 9: Add Device to GDMS

⚠️ **Note:**

- Each end device can only be added to ONE GDMS Account at a time.
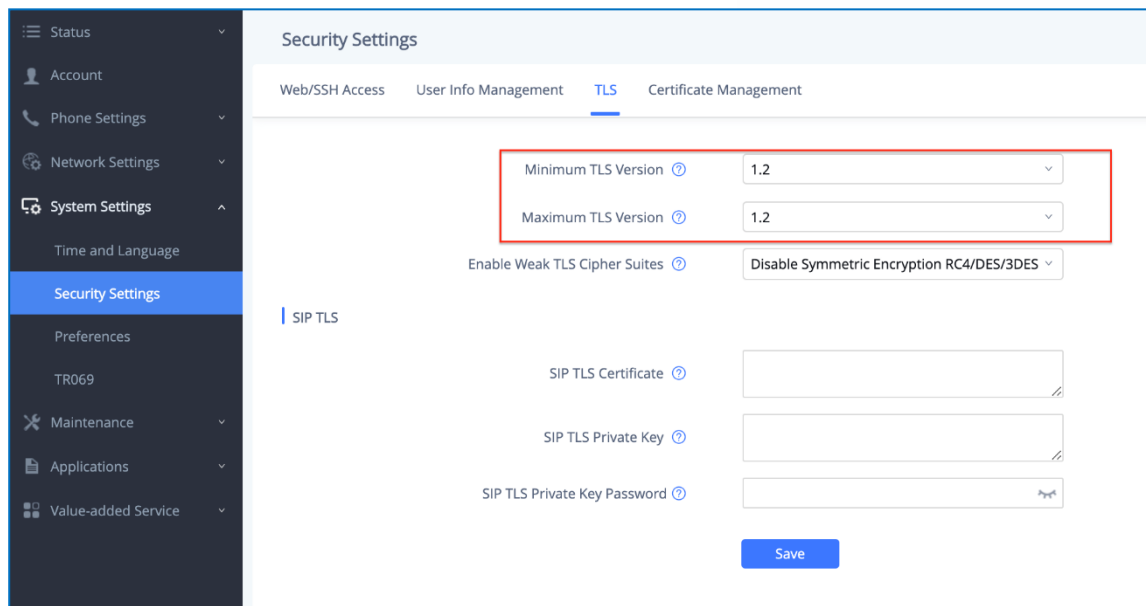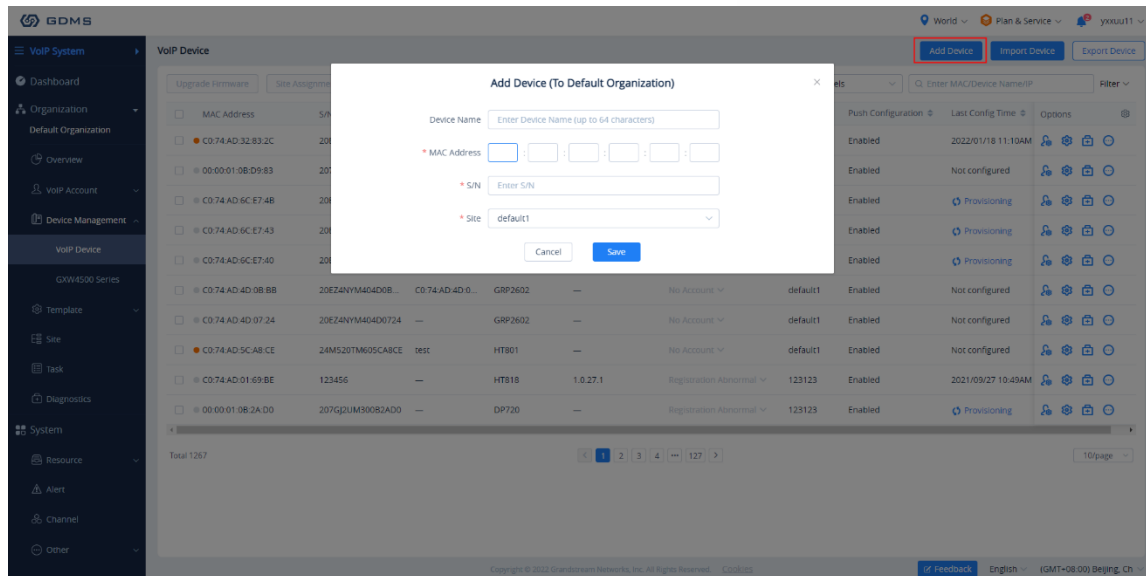
- Users can use the Device Name, MAC Address, or Site Name to search for the end device.

Step 2: There are two methods to assign the SIP accounts for the end device on GDMS.

Assign method (1): Configure SIP account from VoIP device page

a. In the VoIP Device Page, click on entering the Account Configuration page.

b. On this page, users can choose to deploy the extensions from the Extension page to the device. They can also change the existing extension to another or remove existing extensions.

c. Save and apply the configuration.

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Figure 10: SIP Account Configuration Page

⚠️ **Note:**

- If the device becomes offline during the account deployment, GDMS will push the settings once the device comes back online.

- Configurations from other methods such as via phone's web UI, Zero Config, etc. will not sync to GDMS.

Assign Method (2): Assign SIP account from the extension page

a. Select "UCMRC System" on the upper left page in GDMS and go to the Extension page, select the extension that needs to be assigned to the phone, and click to assign an account.
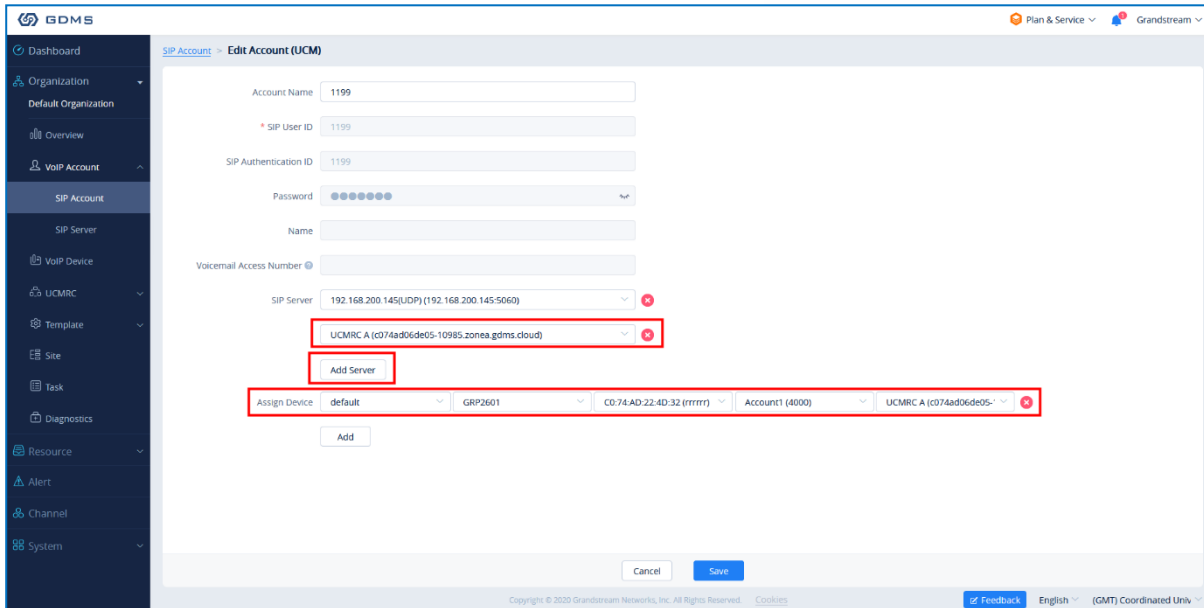
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Figure 11: Assign Server to Device on GDMS

b. Click "Add Server" and select the external network server address reported by UCMRC.

c. Assign the server to the phone. Select the site, device, MAC address, account, and the UCMRC server address to assign.

d. Click Save to complete the configuration of UCMRC.

⚠️ **Note:**

- When configuring the UCMRC server address to the phone, to make UCMRC work normally, the system will automatically issue the following configuration to the phone:
    - SIP transport is configured as "TLS".
    - The STUN server is configured as the address of the UCMRC TURN service.

- After assigning an account to the phone on the GDMS, if the phone cannot be registered or there is a problem with the call after registration, please go to the phone to check whether the configuration is correct according to section [CONFIGURING SIP ACCOUNTS ON END DEVICES].

- When deleting the phone's UCMRC server account, the system will automatically clear the phone's STUN server configuration.

- Terminal devices not supported on GDMS cannot be remotely managed and deployed.

- Clients will not be able to edit SIP UserID, Authentication ID, Authentication Password, Display Name, Voice Mail Access Number, or Extension Email from this page.

- The available devices for configuration will be the devices listed on the VoIP Device page.

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 meetings.

⚠️

Note：Screen sharing from end device IP Phones is currently not supported.

Below are the Grandstream devices that support RemoteConnect services with the UCM63XX/A series:

- GXV3350/GXV3370/GXV3380
- GXP series
- GRP series
- WP820
- DP750
- GVC series