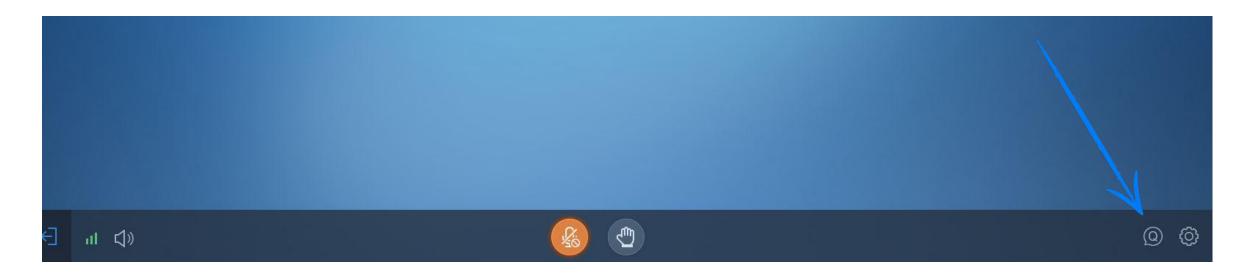# GDMS CLOUD SERVICE

AN OVERVIEW WITH LIVE DEMO

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Presented by
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During the webinar please use the Q&A feature
located in bottom right corner of your screen!

We will answer the questions at the end of the presentation
Thank you!

VoIP Supply Programs

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

Hardware & Provisioning
featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

VoIP Rental Program
our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

CloudSpan MarketPlace
a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment
provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim
offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

Reclaim & Refresh

Reclaim — *Equipment Buy Back Program*

VoIP Supply's Reclaim equipment buyback program is your outlet for **selling off your used and excess** VoIP equipment. With Reclaim you can submit your equipment for sale to VoIP Supply and **receive fair market value** for it allowing you to "reclaim" a portion of your original investment.

Refresh — *by VoIP Supply*

VoIP Supply's exclusive Refresh program will allow you to replace a customers device with a **certified reconditioned device** at a **fraction of the cost** of a new device. With VoIP Supply's Refresh program, you can provide your customers the support and sense of security that comes with a Refresh product.
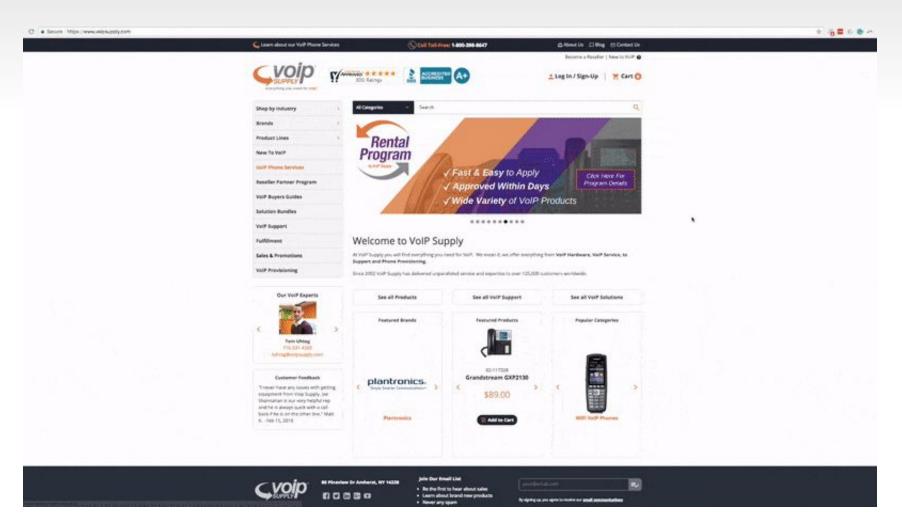
Fulfillment & Provisioning

By taking advantage of VoIP Supply's **custom portal** and **API**, you have real-time access to your projects fulfillment progress and delivery. With the ability to manage your business from any web-enabled device you will always ensure your project is on track, and expectations are being exceeded.

Utilizing VoIP Supply's Provisioning and Professional services allows you to take complete control in providing the perfect solution to your customer without the **time constraints**, and **financial burden** of completing these tasks in house.

Reseller Portal

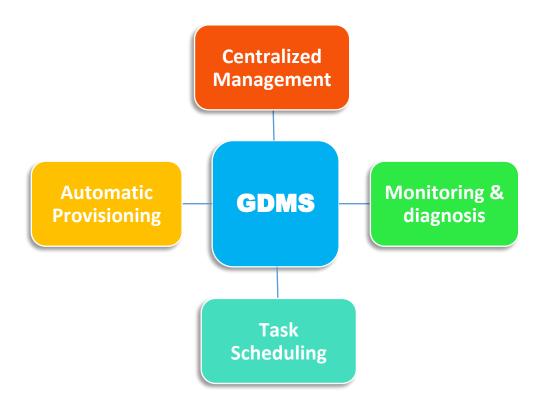https://www.voipsupply.com/partner-program

Introduction

GDMS is a cloud based solution that provides easy to use tools to manage Grandstream devices

```
                    Centralized
                    Management
                         |
Automatic  ———————  GDMS  ——————— Monitoring &
Provisioning                       diagnosis
                         |
                       Task
                    Scheduling
```
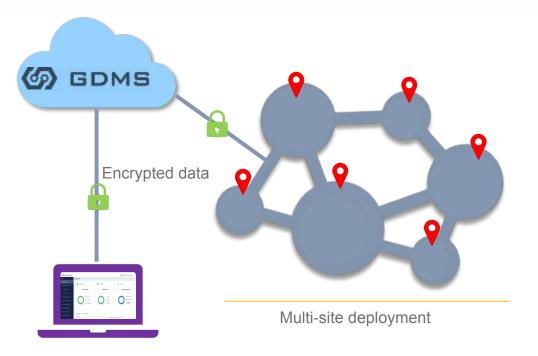
- Visibility and control over deployed Grandstream devices

- Real-time diagnostics, monitoring, and email notification of device events

- Deployed devices automatically connect to GDMS to download their configuration

- Convenient management of devices on multiple sites

- Task scheduling for firmware upgrades and configuration updates

- Granular user access to the GDMS account based on the assigned role privileges

Specs & Features

Encrypted data

Multi-site deployment

- Encrypted provisioning using HTTPS to ensure data security

- The login password is hashed with SHA256 and stored

- No limitations on the number of devices and SIP accounts that can be managed

- Support for all device configuration parameters
  - *(In development)*

- Serial number authentication of devices to ensure private rights of devices

- Support of troubleshooting tools like syslog, packet capture, traceroute, and ping

- Device configuration with group templates and model templates
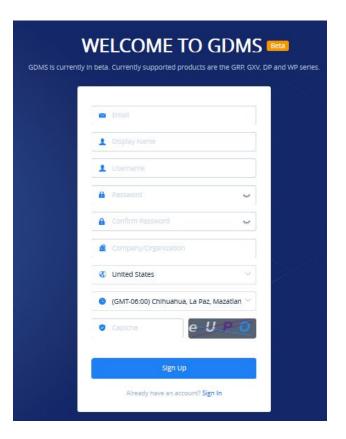
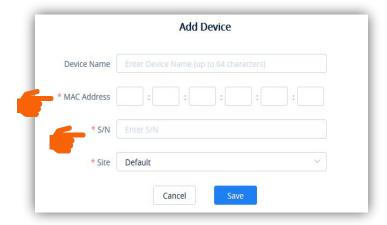- Device management by sites

Login / Signup

Login

Sign up

1 Manual Addition

The SN number and the MAC address are required to add devices to GDMS to ensure private rights of devices

2 Batch Import

The csv. Device Template can be downloaded and filled out with the devices Mac addresses, SN, and device names and be imported

3 Channel Assignment

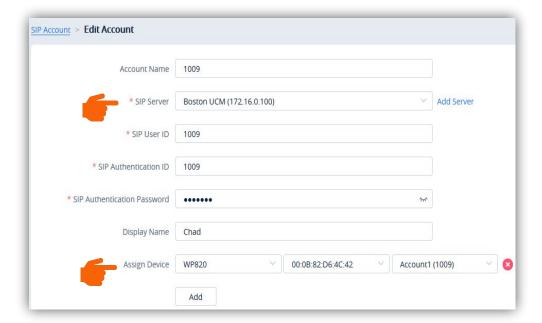Users can assign devices to sub-channel accounts by obtaining the bind address
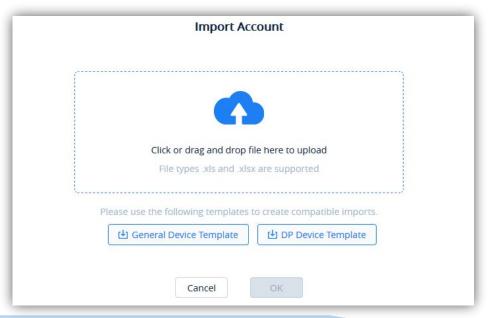

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1 Manual Addition

Multiple SIP servers can be created to be selected for SIP accounts. The SIP accounts can be created and assigned to available devices

2 Batch Import

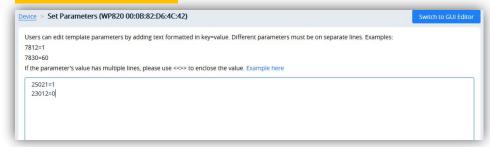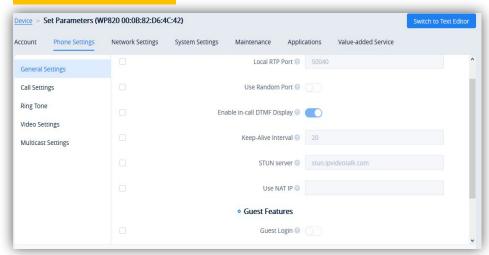The csv. Device Template can be downloaded and filled out with the SIP accounts information and be imported

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CONNECTING THE WORLD

Set Parameters

Text editor

Device > Set Parameters (WP820 00:0B:82:D6:4C:42)

Switch to GUI Editor

Users can edit template parameters by adding text formatted in key=value. Different parameters must be on separate lines. Examples:
7812=1
7830=60
If the parameter's value has multiple lines, please use <<>> to enclose the value. Example here

25021=1
23012=0

GUI editor

Device > Set Parameters (WP820 00:0B:82:D6:4C:42)

Switch to Text Editor

Account   Phone Settings   Network Settings   System Settings   Maintenance   Applications   Value-added Service

General Settings

Call Settings

Ring Tone

Video Settings

Multicast Settings

Local RTP Port   50040

Use Random Port

Enable in-call DTMF Display

Keep-Alive Interval   20

STUN server   stun.ipvideotalk.com

Use NAT IP

Guest Features

Guest Login

- GUI editor to modify and set up the configuration parameters

- Text editor is also available for key=value templates

- TR-069 feature needs to be enabled on the devices for any GMDS configuration to be implemented

- A configuration preset can be allocated to an offline device and be synchronized once the device boots up and connects to GDMS

- Only the supported models can be configured on GDMS

- Templates can be created to provision devices by models or groups

Live Demo Shortly

GDMS task management allows scheduling configuration pushes, firmware upgrades, reboots and factory resets

| 1 **Config Update** | 2 **Firmware Upgrade** | 3 **Reboot** | 4 **Factory Reset** |

Push the configuration changes to all or specific devices or by group and template

Upgrade all or specific devices concurrently or in order

Reboot selected devices immediately or by schedule

Reset selected devices immediately or by schedule
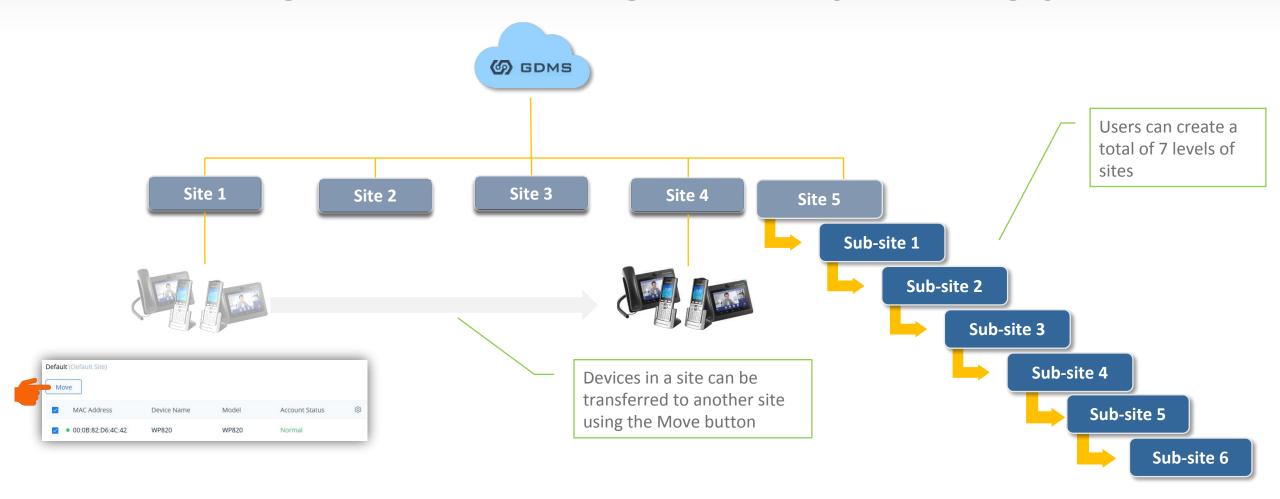
GRANDSTREAM
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GDMS site management allows users to manage their devices by site and category

GDMS

Site 1   Site 2   Site 3   Site 4   Site 5

Sub-site 1

Sub-site 2

Sub-site 3

Sub-site 4

Sub-site 5

Sub-site 6

Users can create a total of 7 levels of sites

Devices in a site can be transferred to another site using the Move button

Default (Default Site)

Move

	MAC Address	Device Name	Model	Account Status	⚙
☑	● 00:0B:82:D6:4C:42	WP820	WP820	Normal	

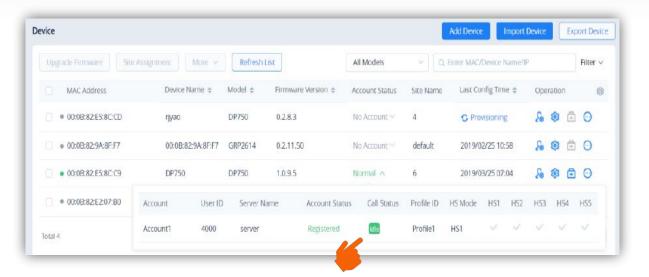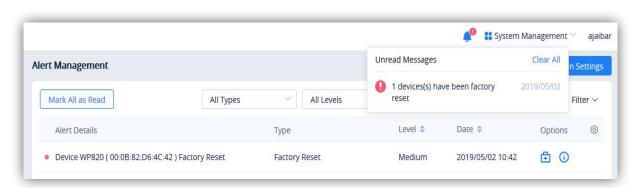GRANDSTREAM
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Live Demo Shortly

System Overview

GDMS allows monitoring the configured accounts, devices, sites, and statistics

- ◻ GDMS Dashboard provides an overview of the accounts configured, total devices, total sites with status

- ◻ The Device page shows all the associated devices with account status and call state

- ◻ GDMS has an alert system that triggers when certain conditions take place like reset, reboot, ..etc

- ◻ Sub-users can be assigned a set of role privileges to access the main GDMS access to monitor specific devices

- ◻ Email notification can be set up to receive real time notifications

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Live Demo
Shortly

GDMS Diagnostics allows users to check devices on GDMS for issues, obtain network captures and syslog and conduct ping and traceroute

1 Ping/Traceroute	2 Syslog	3 Packet Capture

> ping
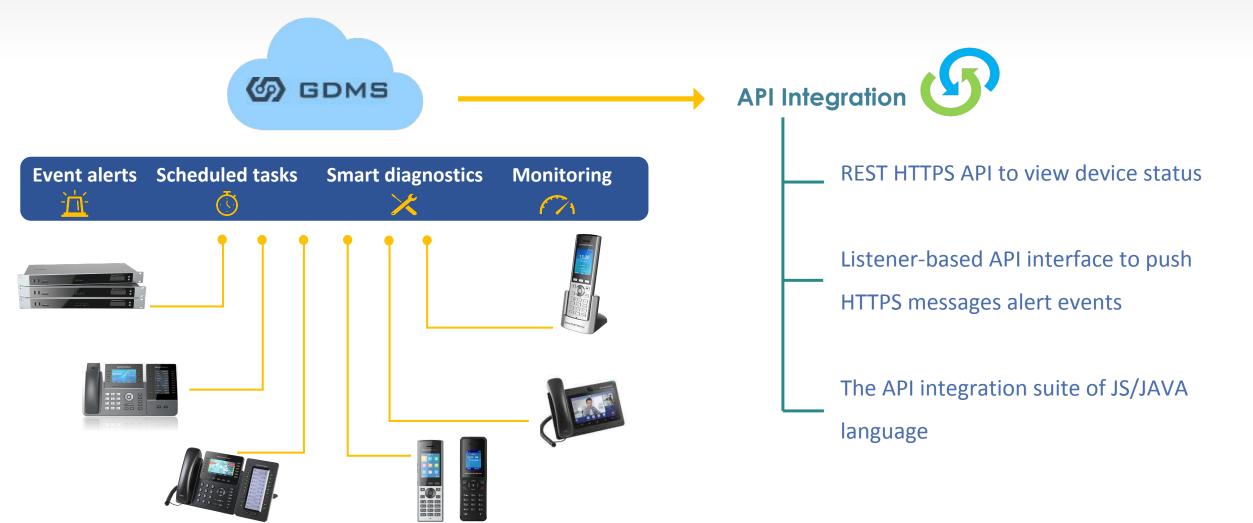> traceroute

Syslog

UDP Port 514

WIRESHARK

ping is a simple way to verify that a device can communicate over the network traceroute shows the path a packet takes from the defined device to a target IP address

Syslog is important to capture the log information generated by the system

Packet capture intercepts all the data packets crossing a specific device so that it can analyzed for any issues.