



# Grandstream Networks, Inc.

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GDMS Channel Management

**User Guide**



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## OVERVIEW

Grandstream SIP Devices can be configured via Web Interface as well as via Configuration File through provisioning...A new way has been added to monitor and mass configure the phones via GDMS platform to allow more flexibility for users and an intuitive interface to manage their Grandstream SIP devices.

This guide will serve on how to manage channels and track devices destined for ITSPs, Agents and System Integrators.

### Function Overview

Users can manage devices through this function, including the following functions:

1. Establish relationships with primary/secondary agents.
2. Obtain devices from Grandstream ERP automatically without importing devices via MAC address and serial numbers manually.
3. Assign devices to subordinate channels or agents.
4. Help customers manage devices directly, including importing devices to customers' account, and assigning SIP accounts/configuring parameters.
5. Upgrade firmware for devices. Users can schedule tasks for upgrading devices purpose.

### Typical Scenario Descriptions:

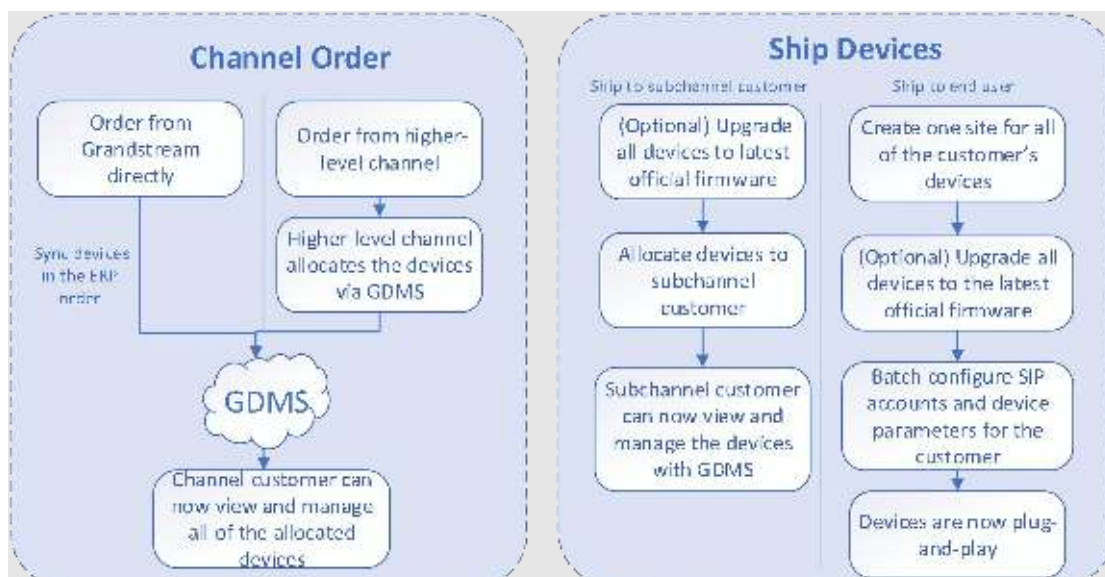


Figure 1: Typical Scenario Descriptions

#### Note:

Channel customers and service providers will need to contact Grandstream support to associate their GDMS account with an ERP account.



## CHANNEL MANAGEMENT

### Superior Channel Binding Address

If a superior channel wants to assign devices to the user, the superior channel needs to add the user's GDMS account as subordinate channel.

The user needs to copy and send the binding address to the superior channel.

1. Click on the link at the top of the **Channel** page "**View my binding channel address**", as the figure shows below:



Figure 2: View My Binding Channel Address

2. View my superior channel binding address, users could reset/copy the binding address.

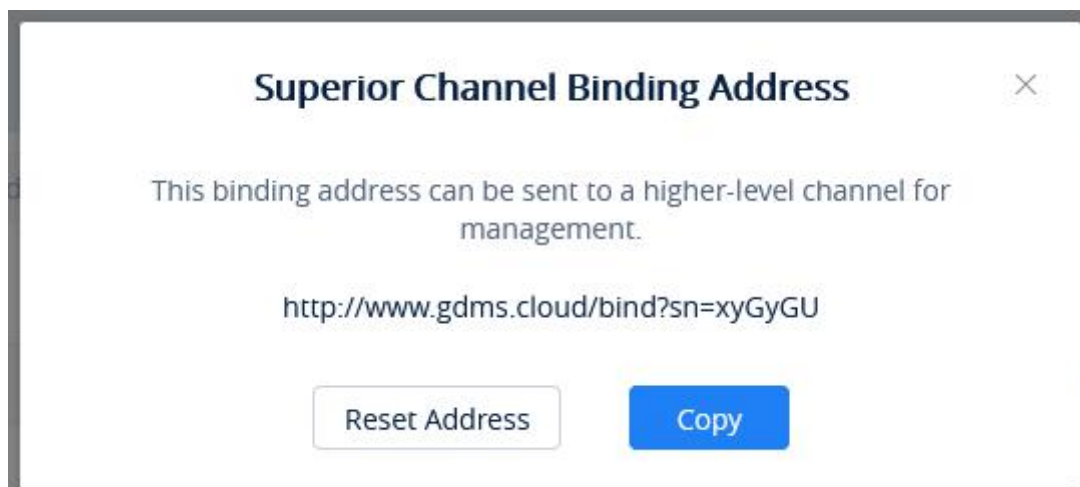


Figure 3: Superior Channel Binding Address

- **Copy:** Click to copy the link address to the clipboard
- **Reset Address:** Generate another address. The previous link will be invalid.

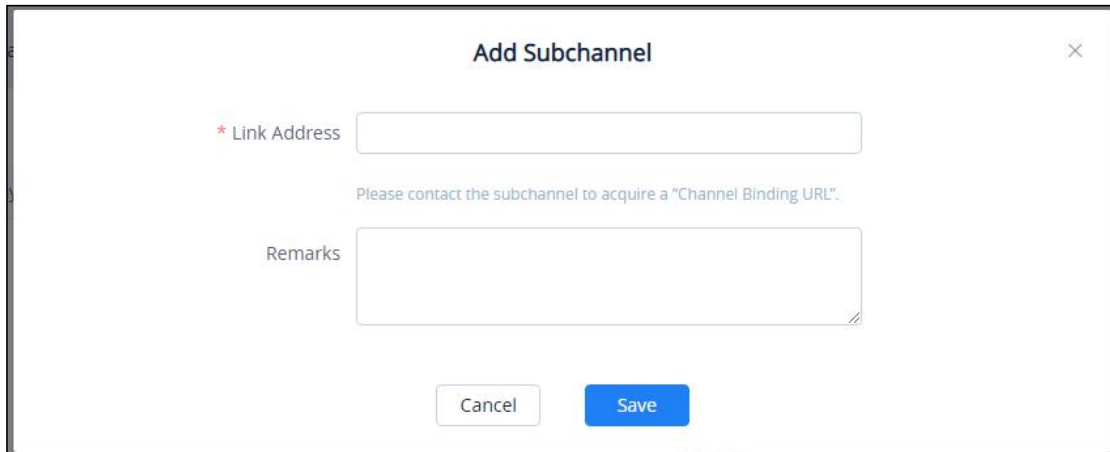
### Add Sub-channel

Users can add sub-channels' GDMS accounts at any time. Once added, the user can assign devices to the sub-channels. To properly add a sub-channel:

Obtain the bind address from sub-channels to add their GDMS accounts.

1. On the **Channel Management** page, click on the **Add Sub-channel** button. The following window

will appear:




**Figure 4: Link Address**

2. Enter the provided bind address from the sub-channel into the **Link Address** field.
3. Add a description or comment for this sub-channel.
4. Click on the Save button to finalize changes.
5. Once the sub-channel is added, users can now assign devices to it via the Trace Devices tab.

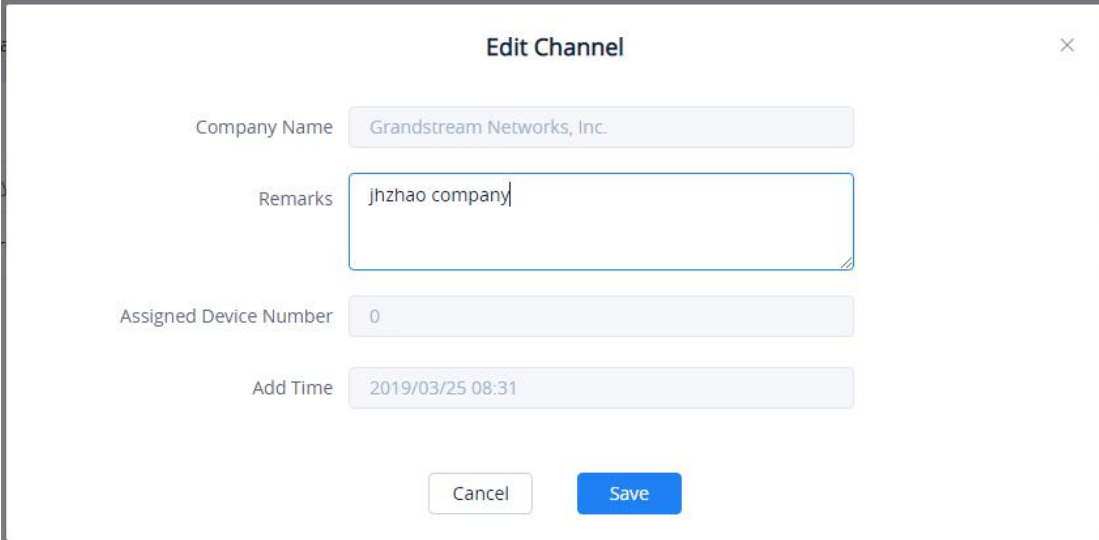
**Notes:**

- Each user could be the subordinate channel customer for multiple GDMS users.
- Each user could be the superior channel distributor for multiple GDMS users.
- Users could only add subordinate channel customers which are in the same region (if the user is in the region of United State, the user could only add the enterprises in the United State region as the subordinate channel customers).

## Edit Subordinate Channel Customer

After adding a sub-channel, users can only edit the **Remarks** field for it. To edit it, click on the  button for the desired sub-channel.





**Edit Channel** [X]

Company Name: Grandstream Networks, Inc.

Remarks: jhzhao company

Assigned Device Number: 0

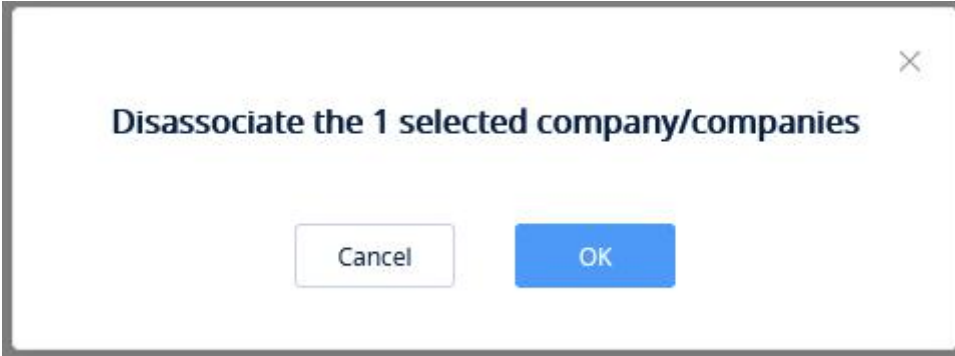
Add Time: 2019/03/25 08:31

[Cancel] [Save]

Figure 5: Add Remarks

## Delete Subordinate Channel Customer

To remove sub-channels from GDMS, select the desired sub-channels and click on the **Disassociate** button. Devices can no longer be assigned to this sub-channel.



[X]

**Disassociate the 1 selected company/companies**

[Cancel] [OK]

Figure 6: Disassociate Sub-channel



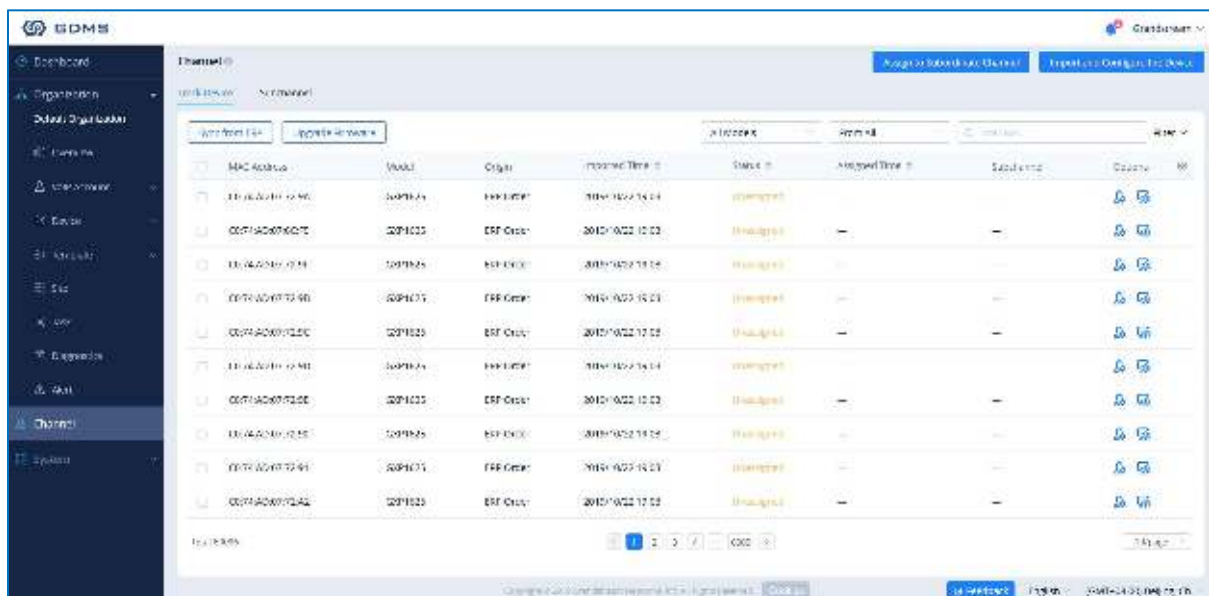
## TRACK DEVICE

When users click “Track Device” option on “Channel” page, the devices will be displayed on the page:

1. Once the user places an order from Grandstream, the Grandstream ERP system will synchronize the devices in the order to the user’s GDMS account.
2. Once the user places an order from the user’s superior channel, the superior channel can assign the devices the user in “Channel” module, and the assigned devices will be displayed on the user’s “Track Device” menu.

### View Device

To view all devices assigned to the account, click on the **Track Device** tab.



MAC Address	Model	Origin	Received Time	Status	Assigned Time	Subchannel	Device
00:14:AD:00:12:46	GDPH24	ERP Order	2015/02/14 14:14	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:47	GDPH23	ERP Order	2015/02/12 10:03	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:48	GDPH24	ERP Order	2015/02/14 14:14	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:49	GDPH23	ERP Order	2015/02/12 10:03	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:4C	GDPH23	ERP Order	2015/02/12 10:03	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:4D	GDPH24	ERP Order	2015/02/14 14:14	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:4E	GDPH23	ERP Order	2015/02/12 10:03	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:4F	GDPH24	ERP Order	2015/02/14 14:14	Unassigned	—	—	🔍 🗑️
00:14:AD:00:12:50	GDPH23	ERP Order	2015/02/12 10:03	Unassigned	—	—	🔍 🗑️

Figure 7: Track Device

Table 1: Track Device

<b>MAC Address</b>	The MAC address of the device.
<b>Device Model</b>	The model of the device.
<b>Resource</b>	Where the device originated from. Currently there are two values: <ol style="list-style-type: none"> <li>1. <b>ERP Order</b> – The device’s data was synced from Grandstream ERP.</li> <li>2. <b>Main Channel</b> – The device was added by the main channel.</li> </ol>
<b>Warehousing Time</b>	The date/time the device was assigned to the account.
<b>Status</b>	<p><b>Allocated:</b> The device has been assigned to a sub-channel and cannot be assigned to other sub-channels.</p> <p><b>Unallocated:</b> The device is not allocated to any sub-channel yet.</p>






<b>Outgoing Time</b>	The date/time the device was assigned to a sub-channel. The company name of the sub-channel will also be displayed.
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Users can search for specific devices by using the filter and search options in the top-right of the **Channel Management** page.

**Note:**

Users cannot directly upgrade the firmware or update the configuration file of the devices from this list. Please refer to **Configure Device** section.

### Device Assignment Notification

When devices are assigned to an account, the  icon will show a notification. Clicking on the notification will show the list of assigned devices.

### Device Assignment

For the devices which have been sold to the subordinate channel customer, the user could allocate the devices to them.

The subordinate channel customer could log in the GDMS platform to view and manage the devices.

The user could allocate a single device or allocate a batch of devices:

**Assign a Single Device:**

1. Click on the  button for the desired device. The following window will appear:

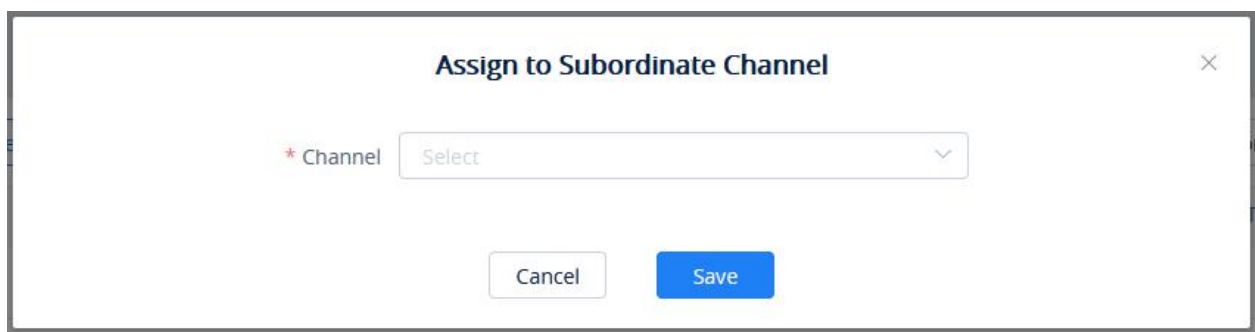


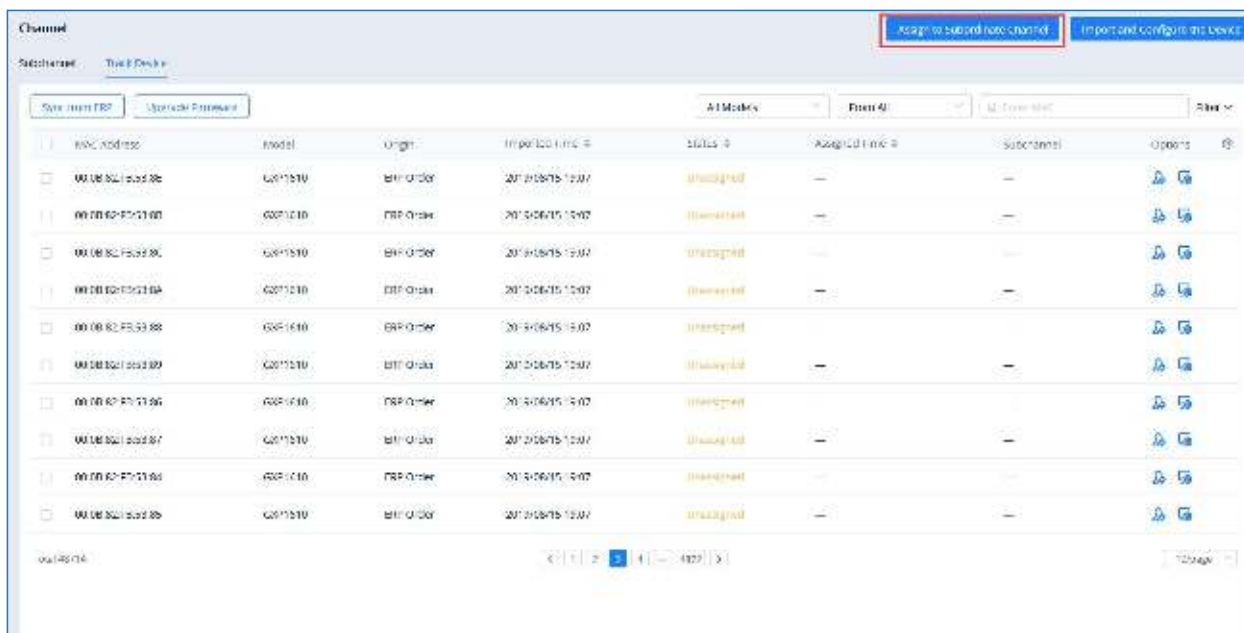
Figure 8: Assign Single Device to Subordinate Channel

2. Select the sub-channel to assign the device to.

**Assign Multiple Devices:**

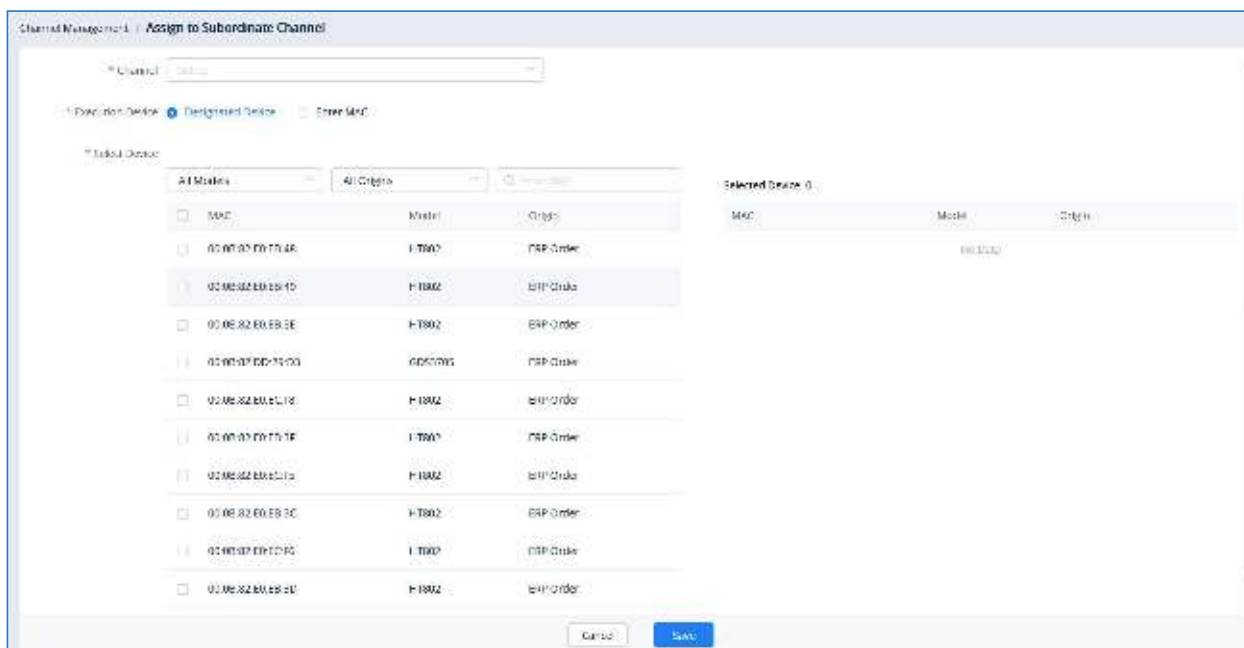
1. Click on the Device Operation button at the top-right of the **Channel Management** page.
2. Click on **Assign to Subordinate Channel** on **Track Device** page. The user will be redirected to the batch device assignment page.





**Figure 9: Device Operation Options**

3. The user will be directed to the batch devices allocating page:



**Figure 10: Assign Multiple Devices to Subordinate Channel**

**Table 2: Assign to Subordinate Channel**

<b>Select Subordinate Channel Customer</b>	Select the sub-channel to assign the devices to
<b>Device</b>	Select the devices to assign to the sub-channel from the list or enter the MAC addresses of the devices.





**Figure 11: Copy and Paste Multiple MAC Addresses**

4. Click the **Save** button to finalize changes and the assignment. The sub-channel will then be notified of the device assignment.


**Notes:**

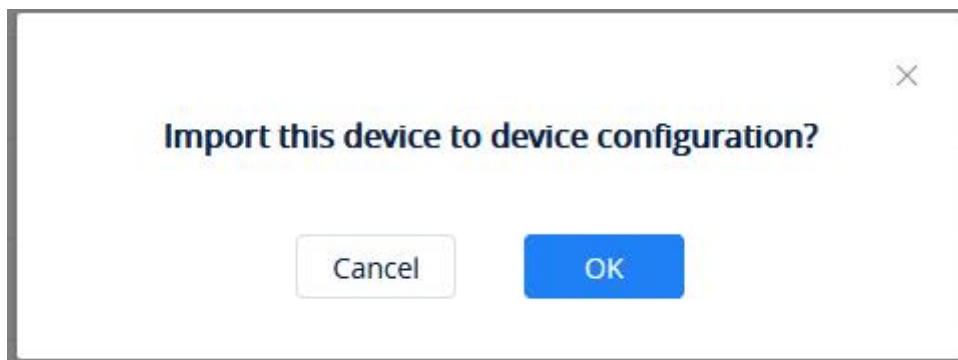
1. The device which has been allocated to a customer cannot be allocated to any customer else.
2. When the device is allocated, the user cannot acquire back the device. If the device is allocated to a customer incorrectly, the user could contact the subordinate channel customer to allocate the device back to the user.

## Configure Device

To manage devices from the **Channel Management** device list, users must first import the devices to **GDMS Device Management**.

### Import Single Device

1. Click on the  button for the desired device. The following window will appear:



**Figure 12: Import to Manage Device**

2. Click on the “OK” button to finalize the import.

