SMARTTILE · DEVICEAUTOMATE™ · ENDPOINTAUTOMATE · GRANDSTREAM GDMS

Every Grandstream handset, watched from GDMS Cloud

One GDMS OpenAPI connection brings every Grandstream phone and ATA the account manages into SmartTile — tied to the right location, confirmed before it is called down, one site outage kept to one event — with a guarded, call-aware remote reboot.

SMARTTILE INTEGRATES WITH

Grandstream Device Management System (GDMS Cloud) — the GDMS OpenAPI, signed with an API ID + Secret Key and the GDMS account login (OAuth2 token, SHA-256 request signatures).

HOW SMARTTILE AUTOMATES IT

Polls the GDMS device list every 60 s, keys each handset on its MAC, reads its SIP extension and server, places it at a location, runs a confirm-gated state machine (≈15 min to DOWN, ≈10 min to restored) with site-flood suppression, and mirrors each active phone as a SmartTile device.

CATEGORY

Device
DeviceAutomate™

A desk phone that drops off its SIP server is usually reported by the person who could not make a call. GDMS already knows — but it also reports the *last known* account status for a phone that is offline, so a naive integration shows a dead phone as registered. SmartTile's EndpointAutomate reads GDMS the careful way: **raw online/offline decides, stale account status is never trusted, and nothing is called down until it has been seen down poll after poll.**

What the GDMS connection turns on

The handset fleet, by MAC

Name, model, firmware, serial, private and public IP, GDMS site and live status for every device in the account, refreshed every poll. Each phone's SIP extension and SIP server are read once and kept.

Placed at the right location

Extension prefix map, then location-name match, then device name, then GDMS site name; optionally auto-creates "GDMS – <PREFIX>" locations, else a default location.

Confirmed, not guessed

Offline → *Unreachable*, some accounts unregistered → *Unregistered*. A fault needs 3 confirming polls on the legacy 5-min scale (≈15 min at 60 s), a restore 2 (≈10 min). No transitions in the first 5 min after a restart.

One site outage = one event

When a configurable share of a location's handsets (and at least 3) fault together, SmartTile raises one site event and marks the rest *Suppressed* — each suppression written to the audit trail.

Phones as real devices

Each handset seen online at least once becomes a *VoIP Phone* device (monitored by the API, never pinged), with up/down, state history and a 7-day uptime % from the GDMS polls.

Guarded remote reboot

Reboot from the handset panel as a GDMS task — refused while the phone is on a call, during a site event, or twice in 24 h; logged with who asked.

How it goes live

1. In **GDMS**, apply for **API Developer** status on the account; GDMS issues the **API Client ID** and **Secret Key**.
2. Decide which GDMS login the API acts as (username + password of that GDMS account).
3. In SmartTile: **EndpointAutomate → + Add GDMS Connection**. Enter a name, the company, an optional default location, the base URL (`https://www.gdms.cloud`), API Client ID, Secret Key, GDMS username and password.
4. **Test** proves the token and counts the devices; **Sync Now** pulls the fleet. A SmartTile super admin turns the engine on.

SETTING	WHAT IT CONTROLS
Engine	Polling on/off platform-wide — super admin; env kill switch wins
Confirm polls	Fault confirmations, 1–10 (default 3)
Site-flood stickiness	A muted phone still counts as faulted (default on)
NOC notifications	PHONE DOWN / restored e-mails to the NOC inbox, max 10 per cycle
Alert engine	Handsets also evaluated for ITSM tickets — **off by default**

Secret Key and password are encrypted at rest and never shown again; leaving them blank on edit keeps the stored value.

Exactly what SmartTile calls on GDMS

AUTH `/oapi/oauth/token`
Password grant with the API ID + Secret; token cached until expiry

READ `/oapi/v1.0.0/device/account/info`
Once per new phone: SIP extension(s) and SIP server

TASK `/oapi/v1.0.0/task/add`
Only when someone clicks Reboot (task type 1)

READ `/oapi/v1.0.0/device/list`
Every poll: the full device list, 100 per page

READ `/oapi/v1.0.0/device/account/status`
Before a reboot: is any line on a call?

Every OpenAPI call carries `access_token`, `timestamp` and a SHA-256 `signature` built from the token, client ID, secret and timestamp (plus the body hash) — the scheme GDMS documents. An expired token is dropped and retried once.

Reception phone, Head Office — handset unplugged

PHONE DOWN

Device: GRP2615 · ext 1204 · Location "Head Office"

Seen by SmartTile: GDMS status *offline*, account status ignored as stale; candidate *Unreachable* held pending

Then: confirmed DOWN, device record and state history updated, and one PHONE DOWN e-mail to the NOC inbox with MAC, model, IP, extension and SIP server

- Offline seen — pending 1 of 15 poll 1
- Confirmed Unreachable — device DOWN, NOC e-mail ≈15 min
- Online again — pending restore next poll
- Confirmed Healthy — device UP, restored e-mail ≈10 min

Security and control

Secrets encrypted
Secret Key and GDMS password are encrypted at rest; the API only ever says whether each is stored.

Walled per company
Every connection belongs to one company; lists, handset detail, events and reboots are scoped to the caller's companies. A connection's organization and default location must belong to that company.

Admins only
The EndpointAutomate API answers admins and super admins only; the engine and flood switches are super admin only.

Reboot guard rails
No reboot mid-call, while suppressed, or more than once per 24 h; unknown call state aborts unless a super admin forces it. Every attempt is recorded.

Honest uptime
Transitions keep the device's confirmed status and state history in step, so reports never show 100 % for a phone that was down (switch on by default).

Auditable suppression
Every site event lists how many handsets it muted; muted phones return to evaluation when the site recovers.

Common questions

QUESTION	ANSWER
Will an unplugged phone open a ticket?	Not by default — handsets notify the NOC inbox. Switching on the alert-engine setting evaluates them like any API-monitored device for the ITSM ticket path.
Our GDMS account serves several sites?	Every handset is placed at a location by extension prefix, name or GDMS site; unmatched ones fall to the default location.

The phone that stopped ringing is already on the NOC's screen — before anyone has to call it in.