UCM Series IP PBX Firmware Release Notes

Table of Content

FIRMWARE VERSION 1.0.27.15

PRODUCT NAME

UCM6301, UCM6302, UCM6304, UCM6308, UCM6300A, UCM6302A, UCM6304A, UCM6308A

DATE

11/5/2024

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
  MD5: 496a08d712e4f70ba01a522d1d8b9ec4
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
  MD5: 42632bdbabfe7de6bb76820f35127ef8
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
  MD5: 9199bce7ec15fe6ad 47ae4e450d6ab5d
- UCM6304A firmware file name: ucm6304Afw.bin
  MD5: be2395840f1e7a3cbd62338b51786617
- UCM6304/6308 firmware file name: ucm6308Afw.bin
  MD5: 71b18e07aaf73924caeac82161cfd552

IMPORTANT UPGRADING NOTE

- **WARNING: BEFORE UPGRADING TO 1.0.27.10 OR HIGHER, PLEASE MAKE A FULL BACKUP. DUE TO THE SUPPORT OF ENCRYPTION IN 1.0.27.10 AND HIGHER, DOWNGRADING TO 1.0.25.9 OR LOWER WILL REQUIRE A FACTORY RESET.**
- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.2.18 or higher, you will no longer be able to downgrade to 1.0.2.17 or lower.**
- **If the device is on a firmware version lower than 1.0.2.15, please upgrade to 1.0.2.15/16/17 first and then to the latest version.**
  - **UCM6301/2:** http://firmware.grandstream.com/Release_UCM6301_6302_1.0.2.17.zip
  - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip
- **For UCM6304A on firmware version lower than 1.0.9.10, please upgrade to 1.0.9.10 first before upgrading to 1.0.11.10. UCM6304A firmware 1.0.9.10 can be downloaded here:** https://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
- **If the device is on a firmware version lower than 1.0.7.x, please upgrade to 1.0.9.x first before upgrading to 1.0.15.x.**
  - **UCM6301/2:** http://firmware.grandstream.com/Release_UCM6301_6302_1.0.9.10.zip
  - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.9.10.zip
  - **UCM6300A/6302A:** http://firmware.grandstream.com/Release_UCM6300A_6302A_1.0.9.10.zip

- o   **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
- o   **UCM6308A:** http://firmware.grandstream.com/Release_UCM6308A_1.0.9.10.zip

- **It is recommended to upgrade UCM to latest firmware for improved product lifespan and security.**

CHANGES SINCE FIRMWARE VERSION 1.0.27.10

ENHANCEMENTS

- **[System]** Improved security.
- **[Email Settings]** Removed unnecessary Wave Settings information from the *New Messages to Inactive User Notification* email template.

BUG FIXES

- **[BLF]**
    - o   Fixed an issue with BLF eventlist not provisioning properly to GRP devices.
- **[Email Settings]**
    - o   Fixed an issue with not being able to save extension info email template settings when Email Template Sending Format is set to *Plain Text* and the template SIP transport setting is set to *UDP* or *TCP*.
    - o   Fixed an issue where the email Username field did not allow values that were not in full email address format.
- **[Feature Codes]**
    - o   Fixed an issue with seamless transfer not working in some cases.
- **[Maintenance]**
    - o   Fixed an issue with not creating destination folders when saving captures to SFTP servers.
    - o   Fixed an issue with automatic cleanup of chat files not working.
- **[Queue]**
    - o   Fixed an issue with not being able to take the queue satisfaction survey in certain cases.
- **[Recording]**
    - o   Fixed an issue with missing audio in recordings when DTMF is set to Inband.
    - o   Fixed an issue with not being able to play back emergency call recordings.
- **[Voicemail]**
    - o   Fixed an issue where extension voicemail is not saved if Ring Simultaneously is enabled.
- **[Wave]**
    - o   Fixed an issue with not being able to receive call notifications when Wave is on 1.0.25.x or lower.
- **[Web]**

o

- **[Zero Config]**
    - o Fixed an issue with incorrectly provisioning XML phonebook contact details.
    - o Fixed an issue with not being able to save and apply custom p-values after the first one.

KNOWN ISSUES

Due to Microsoft's end of support for Basic Authentication for Outlook, UCM6300 series will not be able to sign in and authenticate with Outlook servers for email services. This will be addressed as soon as possible in a future update.

FIRMWARE VERSION 1.0.27.10

PRODUCT NAME

UCM6301, UCM6302, UCM6304, UCM6308, UCM6300A, UCM6302A, UCM6304A, UCM6308A

DATE

10/30/2024

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
  MD5: 57ed168e6c2cc92727c9a6ff73cfa6e4
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
  MD5: dfa7ef556efcd08de1bbfae5da8c75e9
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
  MD5: 4cd759352799ae5de463599c01cb6598
- UCM6304A firmware file name: ucm6304Afw.bin
  MD5: 2a2439c7a87f136cae3985d5e0b3984c
- UCM6304/6308 firmware file name: ucm6308Afw.bin
  MD5: 0665ebd836983ace1659b125dec841e3

IMPORTANT UPGRADING NOTE

- **<u>WARNING: BEFORE UPGRADING TO 1.0.27.10 OR HIGHER, PLEASE MAKE A FULL BACKUP. DUE TO THE SUPPORT OF ENCRYPTION IN 1.0.27.10 AND HIGHER, DOWNGRADING TO 1.0.25.9 OR LOWER WILL REQUIRE A FACTORY RESET.</u>**
- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.2.18 or higher, you will no longer be able to downgrade to 1.0.2.17 or lower.**
- **If the device is on a firmware version lower than 1.0.2.15, please upgrade to 1.0.2.15/16/17 first and then to the latest version.**
    - **UCM6301/2:** http://firmware.grandstream.com/Release_UCM6301_6302_1.0.2.17.zip
    - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip
- **For UCM6304A on firmware version lower than 1.0.9.10, please upgrade to 1.0.9.10 first before upgrading to 1.0.11.10. UCM6304A firmware 1.0.9.10 can be downloaded here:**
  https://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
- **If the device is on a firmware version lower than 1.0.7.x, please upgrade to 1.0.9.x first before upgrading to 1.0.15.x.**
    - **UCM6301/2:** http://firmware.grandstream.com/Release_UCM6301_6302_1.0.9.10.zip
    - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.9.10.zip
    - **UCM6300A/6302A:** http://firmware.grandstream.com/Release_UCM6300A_6302A_1.0.9.10.zip

- o **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
- o **UCM6308A:** http://firmware.grandstream.com/Release_UCM6308A_1.0.9.10.zip

- **It is recommended to upgrade UCM to latest firmware for improved product lifespan and security.**

CHANGES SINCE FIRMWARE VERSION 1.0.25.9

ENHANCEMENTS

- **[System]** Added several system optimizations.
- **[System]** Fixed several system stability issues.
- **[System]** Added encryption of system configuration and other files/data.
- **[System]** Added ZRTP support. *ZRTP Encryption Mode* option has been added to the *Edit Extension→Media* page and the *Edit VoIP Trunk→Advanced Settings* page.
- **[Analog Trunks]** Added *Noise Cancelation RX Frequency (Hz)* and *Noise Cancelation TX Frequency (Hz)* options to filter out low-frequency signals, which can interfere with PBX detection and prevent calls from being answered.
- **[Clustering]** Business Server will now sync its RTP and NAT Traversal (i.e., STUN/TURN) settings to its Media Servers.
- **[CRM]** Added ODOO CRM integration support. Please see official Grandstream documentation for details on setup and usage.
- **[DOD]** Added option to skip, replace, or update duplicate DODs when importing, similar to the extension import process.
- **[Email Settings]** Added registration QR code for WP856 devices and related settings to the *Extension Information* email template. [EXTENSION QR CODE FOR WP856]
- **[Email Settings]** Users will no longer need to save/apply changes when testing email settings. The settings displayed on the page will be used for testing.
- **[Email Settings]** Added *Wake-Up Call Service Failure* email template.
- **[Feature Codes]** Added ability to set call forwarding for all calls, internal calls only, or external calls only. [ADVANCED CALL FORWARD FEATURE CODES]
- **[HA]** Improved HA support for Wave users. In the scenario where Wave connects to the UCM via private IP, Wave can automatically register to the secondary UCM upon HA failover without manual server configuration.
- **[HTTPS API]** Added new API command to retrieve recording filename. [CDR API: RETRIEVE RECORDING FILENAME]
- **[HTTPS API]** Added new PMS API commands for updating room status. [PMS API: UPDATE ROOM STATUS]

- **[HTTPS API]** Added new API command to send message broadcasts to extensions/extensions groups. [HTTPS API: SEND MESSAGE BROADCASTS]

- **[HTTPS API]** Added new API command to play audio prompts to extensions, extension groups, and ring groups. [HTTPS API: SEND VOICE PROMPTS]

- **[HTTPS API]** The *listQueue* request now includes the parameters *dynamic_members* and *live_chat_mode*.

- **[HTTPS API]** Added new parameters for the *addQueue* request. [HTTPS API: addQueue NEW PARAMETERS]

- **[LDAP]** Added a search feature to the *LDAP Server→LDAP Phonebook* page to search for existing LDAP contacts via account number, CID name, and email address.

- **[Maintenance]** Added *Task Management* page where users can schedule certain tasks. [TASK MANAGEMENT & SCHEDULING]

- **[Meetings]** Added support for repeating meetings every X days or weeks.

- **[Meetings]** Added ability to toggle whether to send reminder emails for both online and offline meetings.

- **[Network Settings]** Users can now set a dedicated VLAN just for VoIP data traffic. [DEDICATED VLAN FOR VOIP]

- **[Paging]** Added *Enable* toggle to all paging/intercom groups.

- **[PMS]** Improved PMS Wake-Up feature. [IMPROVED PMS WAKEUP]

- **[Queue]** Added ability to upload and play periodic announcements to callers waiting in queue. *Custom Announcement* section has been added to the *Basic Call Features→Call Queue→Edit Call Queue→Advanced Settings* page.

- **[Queue]** Added *Enable Virtual Queue Custom Announcement*, which, if enabled, will play the uploaded custom announcement after the other virtual queue announcements.

- **[Queue]** Added the ability to schedule agent call counter resets. *Reset Agent Call Counter* settings have been added to the *Edit Call Queue* page.

- **[Queue]** *Transfer Out Calls* call count has been added to the Queue Switchboard data to show the number of queue calls that were transferred out of the queue.

- **[Queue]** *Transfer Out Calls* and *Transfer Out Rate* data is now included in call queue statistics.

- **[Queue]** Added *Call Memory* feature to the *Edit Call Queue→Advanced Settings* page. If enabled, the system will remember the last agent that a caller has talked to for the specified amount of days and prioritize that agent for calls from the same caller.

- **[Queue]** Added ability to customize the agent pause reasons and the pause reason audio prompts to the *Call Queue→Global Queue Settings* page.

- **[Recordings]** Added the *Merge Same Call Recordings* option to the *PBX Settings→General Settings* page, which allows separate call audio recordings from the same call to automatically be merged into

one file. This is for scenarios where recording is started, stopped, and resumed within the call several times. If a call party changes, a separate recording will still be created.

- **[Routing]** Added the ability to perform CID name lookup via 3rd party MySQL databases. [CID NAME LOOKUP VIA MYSQL DATABASES]

- **[Routing]** Added support for Don't Call Me database integration. [DON'T CALL ME DATABASE INTEGRATION]

- **[Security]** Added ability to encrypt system configuration information and various files. [DATA/FILE ENCRYPTION]

- **[System Events]** Added relevant system alerts for 1+N Media Cluster environments.

- **[System Events]** UCM reboot event alerts and logs will now contain the reboot reason and the name of the user who initiated the reboot (if applicable).

- **[Time Condition Routing]** Added Time Condition Routing feature for ring groups and call queues. [TIME CONDITION ROUTING]

- **[Time Settings]** Added Custom Time Groups. [TIME GROUPS]

- **[TR-069]** Added *Verify ACS Server* option to toggle verification, which was enabled in previous firmware.

- **[User Management***]* Password Visibility Toggle* option has been added to the *Maintenance→User Management→Custom Privilege→Edit Admin Privilege* page. A visibility toggle can be enabled for the *NAS Password* and *Email Account Password* fields for the Admin user. Note: Super Admin already has the visibility toggle for these options.

- **[User Management]** Added Wave_Admin default privilege, which has the ability to configure the Live Chat chatbot and reply flow and integration with external systems for 3rd party notifications to Wave. Please see the **Wave Administrator Guide** for more details.

- **[User Management]** Added new User Portal/Wave privilege *Download Chat Logs*, which, if enabled, will allow the user to download their own chat history, including messages from Wave, WhatsApp, Telegram, and LiveChat.

- **[User Management]** Added new User Portal/Wave privilege *Remote Logout*, which, if enabled, will allow users to remotely log out of their own Wave sessions on other devices.

- **[VoIP Trunks]** Added *Account Trunk* type. [ACCOUNT TRUNKS]

- **[Wave]** Added support for displaying Voicemail Group names when viewing VM group messages from Wave.

- **[Wave]** Added option to allow simultaneous Wave logins from Wave Desktop/Web and Wave Mobile. [SIMULTANEOUS WAVE LOGINS]

- **[Web]** Added icons next to feature codes to indicate whether they can be nested by other feature codes to reduce confusion and avoid code conflict.

- **[Web]** Updated UI for some pages for improved user experience.

BUG FIXES

- **[System]**
    - Fixed several stability issues.
    - Fixed several issues with the "Failed to update data" error.
- **[Security]**
    - Improved overall system security.
- **[Analog Trunks]**
    - Fixed an issue where Grandstream endpoints do not show an inbound analog trunk call as missed if the call is ended before the ring timeout.
- **[Call]**
    - Fixed an issue with no audio after several call forwardings when using certain devices.
    - Fixed an issue with DTMF not working after a seamless transfer.
    - Fixed an issue where re-INVITE messages would have "asterisk" in the contact header.
- **[CDR]**
    - Fixed an issue where calls from IVR to call queue are not being registered to CDR in certain cases.
    - Fixed an issue where the exported CSV does not contain correct Start/Answer/End values in certain cases.
- **[CRM]**
    - Fixed an issue where company name is not displayed on calls to registered endpoints.
- **[Extensions]**
    - Fixed an issue with extension ring timeout not working properly in certain cases.
    - Fixed an issue with 500 internal server errors when attempting to register to extensions.
- **[Fax]**
    - Fixed an issue where faxes from custom privilege users would fail.
- **[Feature Codes]**
    - Fixed an issue where UCM could not sync its feature codes with some GXP phones.
- **[GDMS]**
    - Fixed an issue with deleting recordings stored on cloud storage.
- **[HTTPS API]**
    - Fixed an issue with no permissions error when sending requests related to scheduled paging.
- **[Maintenance]**
    - Fixed an issue with creating backups in certain cases.
- **[Paging/Intercom]**

- o Fixed an issue with displaying wrong day numbers on the calendar.
- **[Queue]**
  - o Fixed an issue where attended transfers would caused the call to be considered missed for other agents.
  - o Fixed an issue with being unable to see call queue statistics in certain cases.
  - o Fixed an issue with inaccurate wait time for abandoned calls.
  - o Fixed an issue with incorrect filtering of call queue statistics.
- **[Voicemail]**
  - o Fixed an issue with being unable to delete voicemail in certain cases.
- **[VoIP Trunks]**
  - o Fixed an issue where DTMF via RFC4733 cannot be sent in certain scenarios.
  - o Fixed an issue with Direct Callback not working with Register Trunks in certain cases.
- **[Wave]**
  - o Fixed an issue with being unable to play voicemail on Wave.
  - o Fixed an issue where the *Stop Ringing* feature would not work when *Call Waiting* is enabled.
- **[Zero Config]**
  - o Fixed an issue with provisioning the wrong time zone.
  - o Fixed an issue where the extension list in the GRP2601 template page is not displayed properly.
  - o Fixed an issue with provisioning WP825/822 with the correct XML phonebook name sort method.
  - o Fixed an issue with sorting devices by IP address in the device list.

NEW LIMITATIONS

- **[Emergency Calls]** Increased notification members from 10 to 30.

NEW FEATURES OVERVIEW

This section describes the major new features/changes introduced in the update and provides instructions for usage.

EXTENSION QR CODE FOR WP856

UCM users can now add an account registration QR code to extension information emails that can be scanned by WP856 devices for quick and easy registration. The **Phone Registration QR Code** option has been added to the Extension Information email template. Additionally, users can select the order/priority of the address displayed in the extension information email based on the order they are checked. All selected addresses will be configured on a WP856 account and be attempted for registration in order until one of them succeeds.
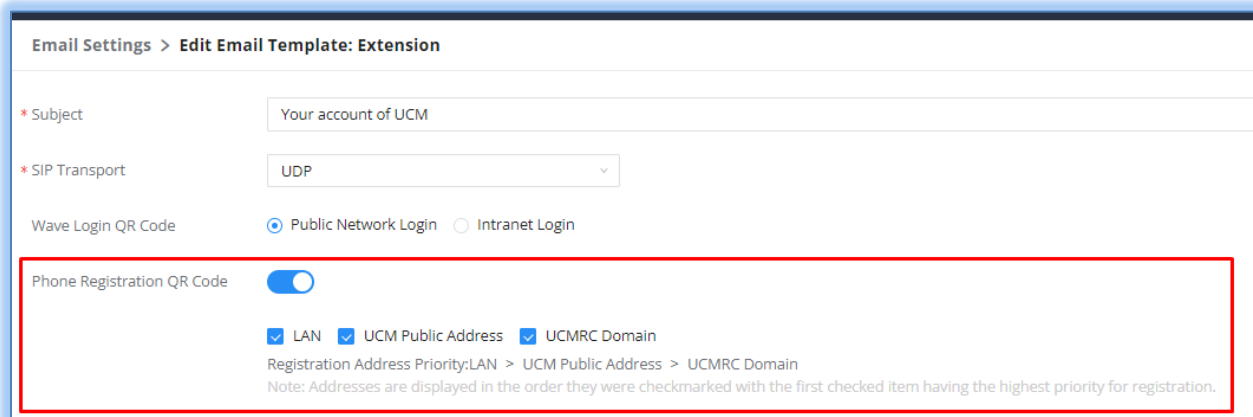
Figure 1 - Extension QR Code Email Settings

ADVANCED CALL FORWARD FEATURE CODES

Users can now opt to use feature codes to set call forwardings for all calls, internal calls only, and external calls only. This is done by going to the *Basic Call Features→Feature Codes→DND/Call Forward* page and selecting **Advanced** call forward setting type and entering an additional 0, 1, or 2 when dialing the call forward feature codes.
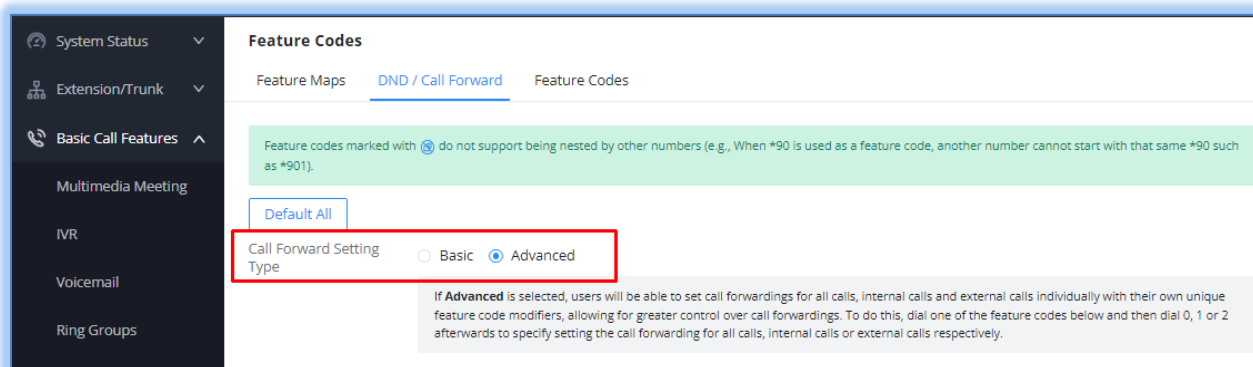

Figure 2 - Advanced Call Forwarding

The feature code modifiers are as follows:

- 0 – All calls
- 1 – Internal calls (calls that came within the UCM)
- 2 – External calls (calls that came from outside the UCM)

For example, to set an unconditional call forwarding for external calls only, dial the **Call Forward Always Enable** feature code (*72 by default). Add 2 to set it for external calls. Finally, enter the number to forward calls to. The full entry would look like this: *722XXXX, where XXXX is the number to forward external calls to.

CDR API: RETRIEVE RECORDING FILENAME

Users can now retrieve the filename of recordings with the new **getRecordInfosByCall** request.

Parameter	Supported Values	Required	Type	Comment
cookie		yes	string	Required by almost all requests. Cookie value is generated after a successful login. Without a valid cookie, error code -6 will be returned.
id		yes	string	Enter the id of the CDR entry with the recording.

Example Request:

```
{
    "request":{
        "action":"getRecordInfosByCall",
        "id":"2",
        "cookie":"sid1724983574-1727593608"
    }
}
```

Example Response:

```
{
    "response":{
        "recordfiles":"2024-09/auto-1727594008-1000-1001.wav,2024-09/auto-172
7594013-1000-1001.wav"
    },
    "status":0
}
```

PMS API: UPDATE ROOM STATUS

Room status can now be updated through via the PMS API Update request via the "status" parameter. Default room status values are as follows:

1. Available
2. Cleaning
3. Repairing
4. Vacant
5. Dirty
6. Closed

Custom room statuses are supported.

Example Request: Updating the status of room 2345 to "Repairing" status.

```
{
    "request": {
        "action": "pmsapi",
        "token": "63E780C3F321D13109C71BF81805476E",
        "data": {
            "update": {
                "address": "2345",
                "room": "2345",
                "account": "2345",
                "datein": "20180909",
                "dateout": "20180910",
                "language": "en",
                "status": "3"
            }
        },
        "cookie": "sid612583207-1551962142"
    }
}
```

Users can now use the API to create and send message broadcasts to extensions, extension groups, and ring groups.

Parameter	Supported Values	Required	Type	Comment
cookie		yes	string	Required by almost all requests. Cookie value is generated after a successful login. Without a valid cookie, error code -6 will be returned.
subject		yes	string	Enter the name/subject of the message broadcast.
source		no	string	Enter the sender name of the message broadcast.
content		no	json string	Enter the message contents of the broadcast.
recipient		yes	json string	Enter the recipients of the message broadcast.

Examples:

Sending a message to extensions 1000, 1001, and 1002 in department with ID "1" (found through listDepartment command).

```
{
    "request":{
        "action":"addMessageBroadcast",
        "subject":"the name of this broadcast",
        "source":"Sender Name",
        "content":"Message Content",
        "recipient":"{\"extension\":\"\",\"department\":\"\",\"extension_grou
p\":\"\",\"department_extension\":[{\"department_id\":\"1\",\"extension\":\"1
```

```
002\"},{\"department_id\":\"1\",\"extension\":\"1001\"},{\"department_id\":\"
1\",\"extension\":\"1000\"}]}",
        "cookie":"sid299755200-1721961953"
    }
}
```

Sending a message to extension groups "group-3" and "group-2"

```
{
    "request":{
        "action":"addMessageBroadcast",
        "subject":"the name of this broadcast",
        "source":"Sender Name",
        "content":"Message Content",
        "recipient":"{\"extension\":\"\",\"department\":\"\",\"extension_grou
p\":\"group-3,group-2\",\"department_extension\":[]}",
        "cookie":"sid299755200-1721961953"
    }
}
```

Sending a message to ring group "6400"

```
{
    "request":{
        "action":"addMessageBroadcast",
        "subject":"the name of this broadcast",
        "source":"Sender Name",
        "content":"Message Content",
        "recipient":"{\"extension\":\"\",\"department\":\"\",\"extension_grou
p\":\"\",\"department_extension\":[{\"department_id\":\"1\",\"extension\":\"6
400\"}]}",
        "cookie":"sid299755200-1721961953"
    }
}
```

HTTPS API: SEND VOICE PROMPTS

Users can now send requests to play prompts to extensions, extension groups, and ring groups by using the new "playPromptByOrg" request.

Parameters:

Parameter	Supported Values	Required	Type	Comment
cookie		yes	string	Required by almost all requests. Cookie value is generated after a successful login. Without a valid cookie, error code -6 will be returned.
type	ivr,name_voice,moh	yes	string	Specify the type of audio prompt to play. Users can play an IVR prompt, name prompt, or MoH file.

Parameter	Supported Values	Required	Type	Comment
channel		no	string	Specify the target extension.
specified_channel		no	json string	Specifies the extensions, extension group name, and ring group extension to send the voice prompt to in a json array format.
variable		yes	string	Specify the filename of the audio prompt to play.
class		no	string	Only applicable when sending an MoH audio prompt. Specify the MoH playlist that the MoH file is under. If an MoH file is under the Default playlist, leave this blank or don't set this parameter in the request.

Example Requests:

Send an IVR prompt named "aaa" to extension 2000

```
{
    "request": {
        "action": "playPromptByOrg",
        "type": "ivr",
        "cookie": "sid612583207-1551962142",
        "Variable": "aaa",
        "channel": "2000"
    }
}
```

Send an IVR prompt named "aaa" to (1) extension groups named "group_name1" and "group_name2", (2) ring group extensions 6400 and extension 6401, and (3) extension 1000 and 1001.

```
{
    "request":{
        "action": "playPromptByOrg",
        "type": "ivr",
        "cookie": "sid612583207-1551962142",
        "Variable": "aaa",
        "specified_channel":[{"exten_type":"extension_group","extension":"group_name1,group_name2"},{"exten_type":"ringgroup","extension":"6400,6401"},{"exten_type":"extension","extension":"1000,1001"}]
    }
}
```

Send the name prompt for extension 2001 to extension 2000.

```
{
    "request": {
        "action": "playPromptByOrg",
        "type": "name_voice",
        "cookie": "sid612583207-1551962142",
        "Variable": "2001",
        "channel": "2000"
```

```
        }
}
```

Send an MoH audio prompt named "macroform-cold_day" that's under the Default playlist.

```
{
    "request": {
        "action": "playPromptByOrg",
        "type": "moh",
        "cookie": "sid612583207-1551962142",
        "Variable": "macroform-cold_day",
        "class": "",
        "channel": "2000"
    }
}
```

Example Response:

```
{
    "response": {
        "need_apply": "no"
    },
    "status": 0
}
```

HTTPS API: addQueue NEW PARAMETERS

Parameter	Supported Values	Required	Type	Comment
notification_prompt		no	string	Enter the filename of the custom prompt that will be periodically played to callers waiting in queue. Custom prompts must already be uploaded to the UCM.
notification_frequency		no	string	Configure the frequency in seconds in which to play the custom announcement to the queue caller.
Enable_vq_notification	yes, no	no	string	Select whether or not to enable the custom announcement for virtual queues.

DEDICATED VLAN FOR VOIP

Users can now configure a VLAN dedicated to VoIP-related data traffic when using Router or Switch network method. This configuration is for scenarios where users need to separate regular Internet traffic (e.g., remote management, syslog servers, etc.) from VoIP traffic.
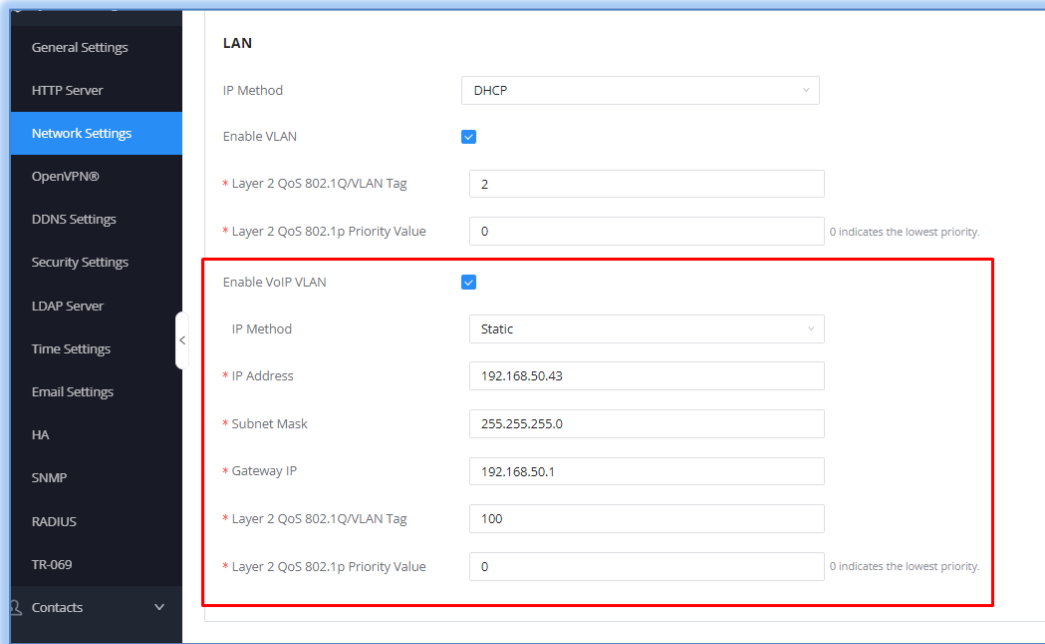
Figure 3 - VoIP VLAN

IMPROVED PMS WAKEUP

The PMS Wakeup feature has been greatly revamped and improved.

Updated Page

Scheduled wake-ups and wake-up history information are now separated into their own tabs, allowing users to better keep track of upcoming wakeup calls to guests.
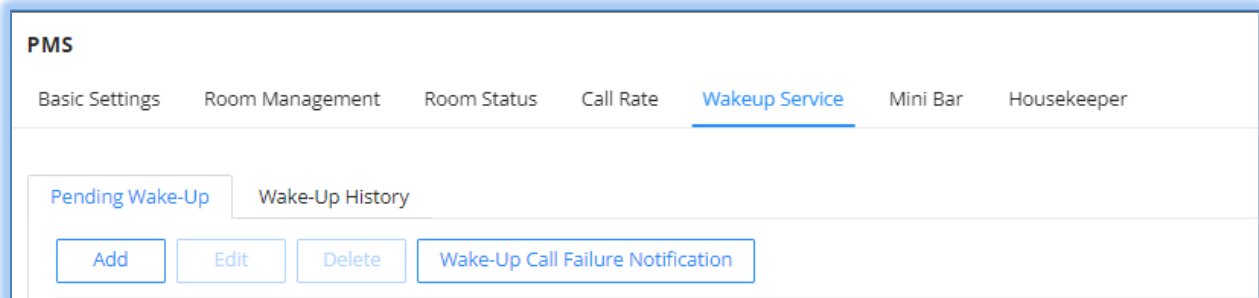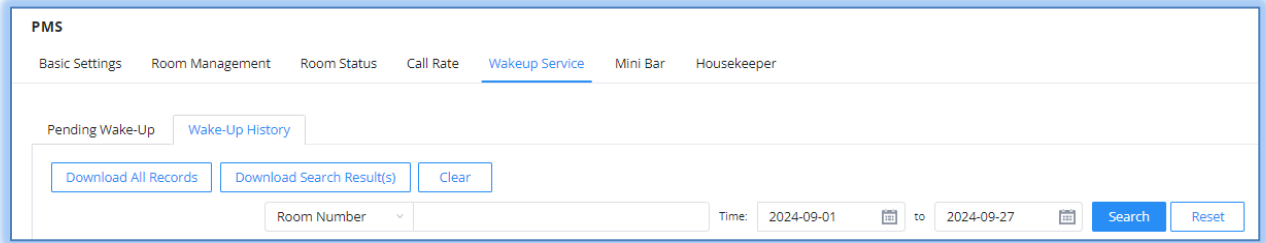
Figure 4 - PMS Wakeup Pending & History Tabs

The **Wake-Up History** tab will allow users to easily search for past wakeup calls to specified rooms under the specified periods and export a CSV file containing historical wakeup call data.

New Wakeup Call Options

Users can now configure a wakeup call to be re-attempted if the initial wake-up call fails or is not answered. The number of redial attempts and the time between each attempt can be set.
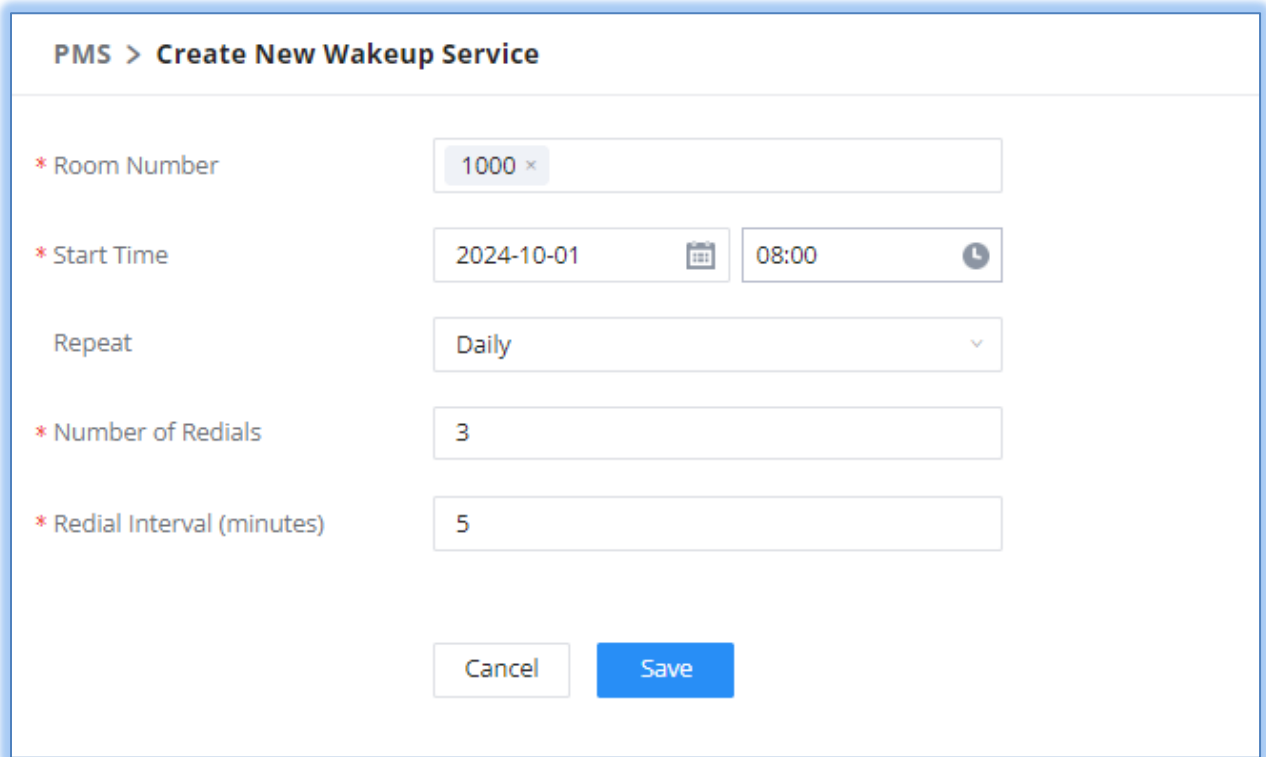
Figure 5 - Wakeup Call Redial Options

Alert for Wake-Up Call Failures

In addition to redial attempts, users can also set voicemail and email alerts to be sent to relevant personnel in the event that wake-up calls and their re-attempts are not answered. These alerts can be configured to be sent out immediately or be queued up and sent periodically.

Figure 6 - Wakeup Call Notifications

TASK MANAGEMENT & SCHEDULING

System administrators can now schedule various tasks such as paging/intercoms, data syncs, backups, and file cleanups. This feature can be found under the *Maintenance→Task Management* page.
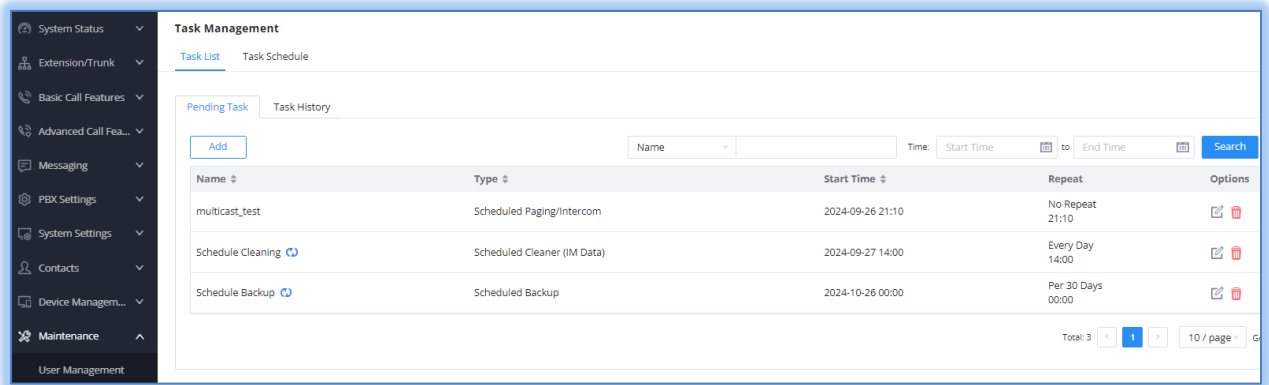
Figure 7 - Schedule Tasks
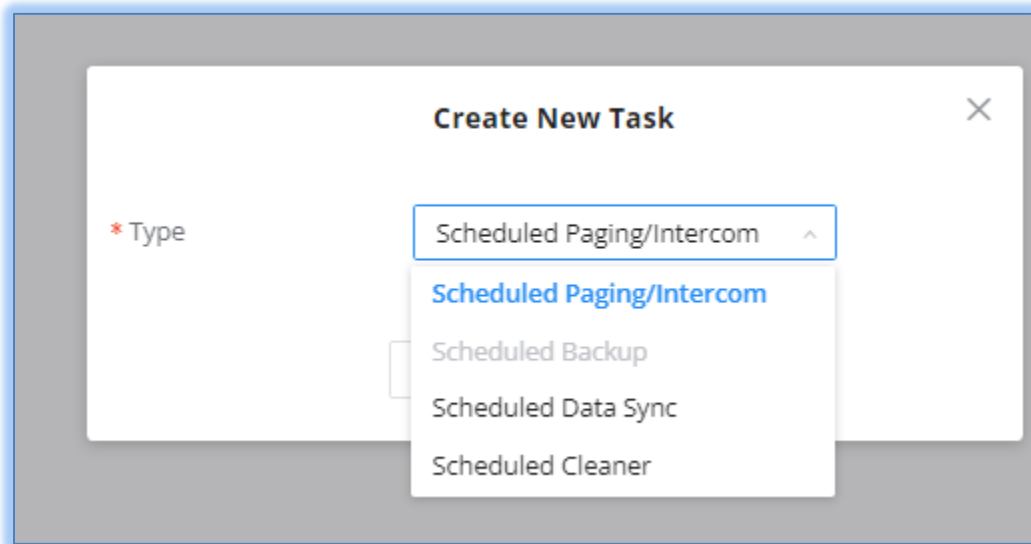
Figure 8 - Create New Task

Once scheduled, all scheduled tasks can be viewed on the *Task Schedule* tab, which organizes all tasks on a calendar view.
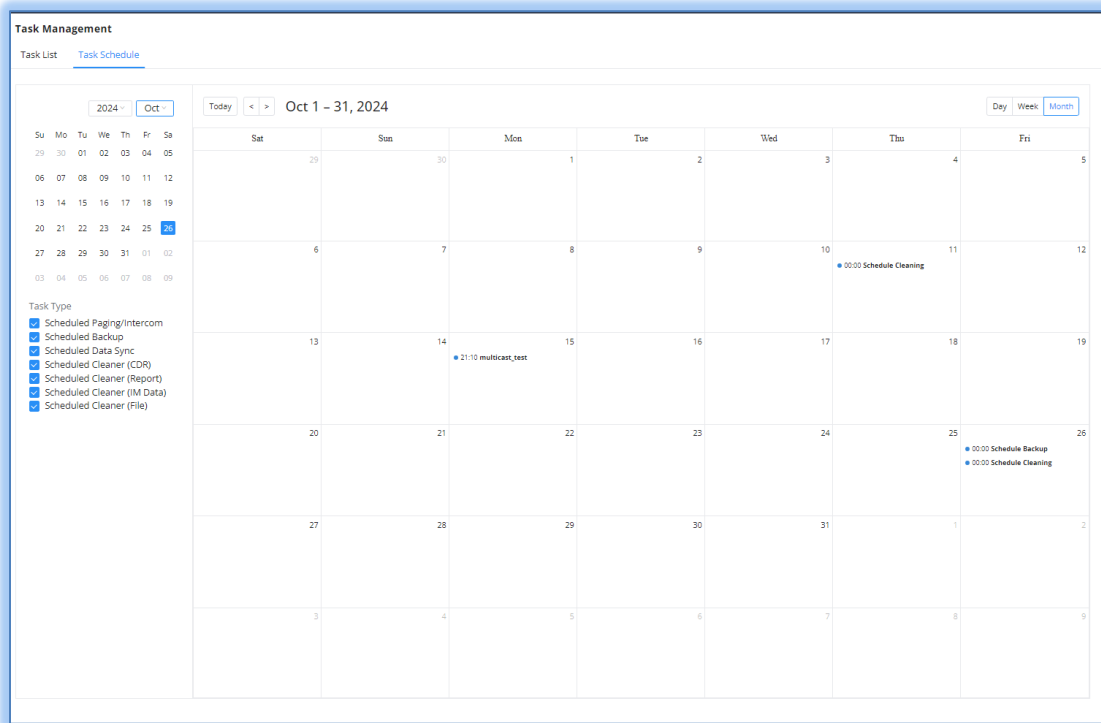
Figure 9 - Scheduled Task Calendar

CID NAME LOOKUP VIA MYSQL DATABASES

Users can now configure to look up the CID name of incoming calls through 3rd party MySQL databases. This setting can be found under *Extension/Trunk→Inbound Routes→3rd Party Database Search*.
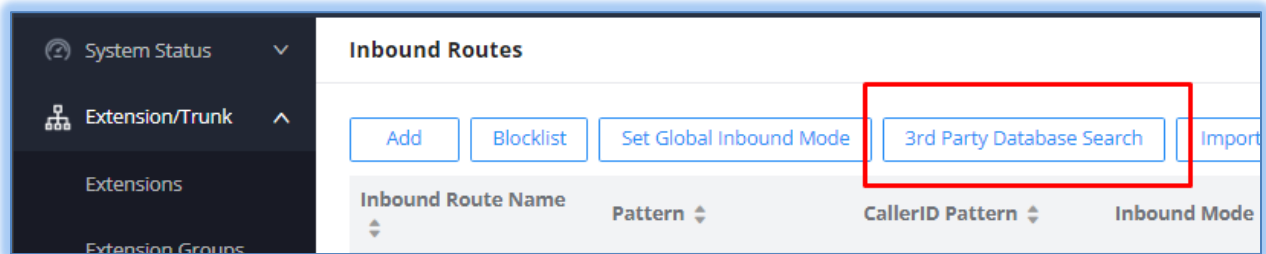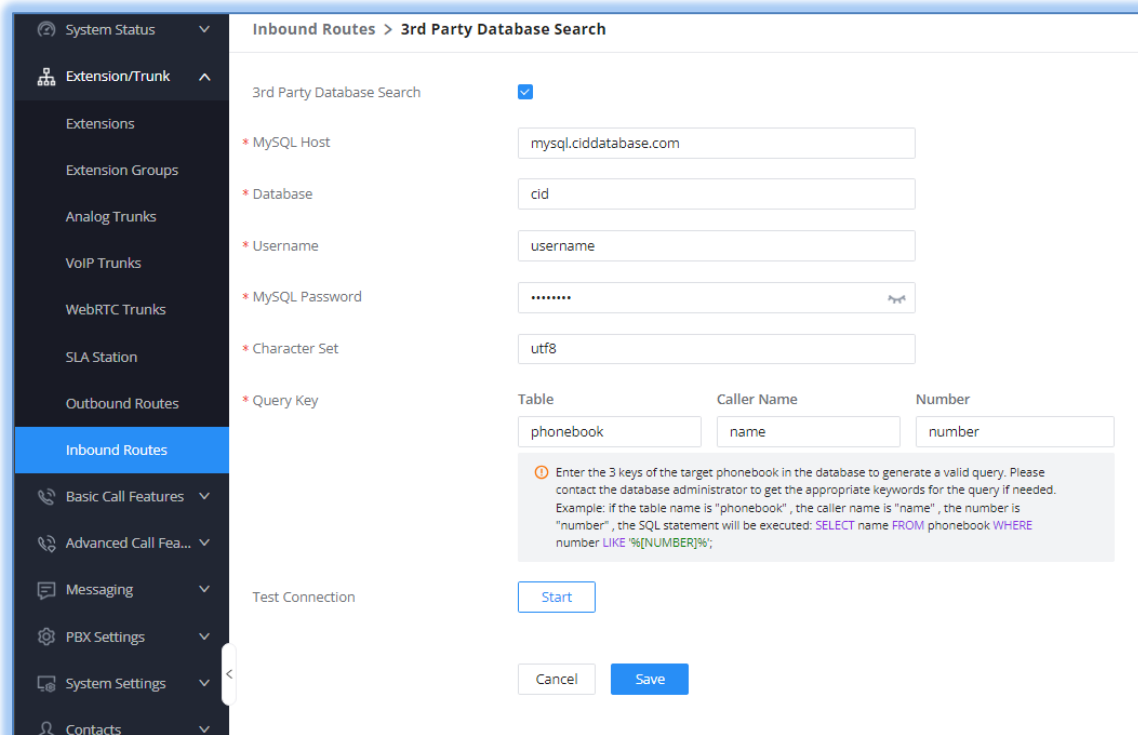
Figure 10 - MySQL Database Configuration

DON'T CALL ME DATABASE INTEGRATION

UCM now supports integration with Vercel's Don't Call Me, a large public database containing numbers that have been registered and opted to not receive unsolicited telemarketing calls. This allows UCM to query dialed numbers via API and deny outgoing calls if they are found in database to comply with some countries' laws.
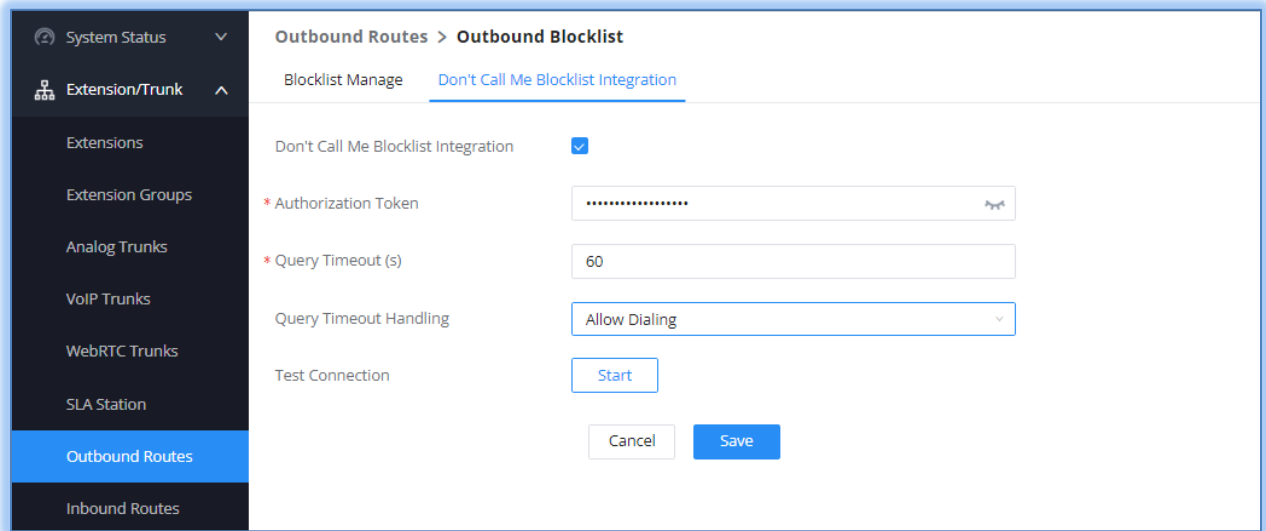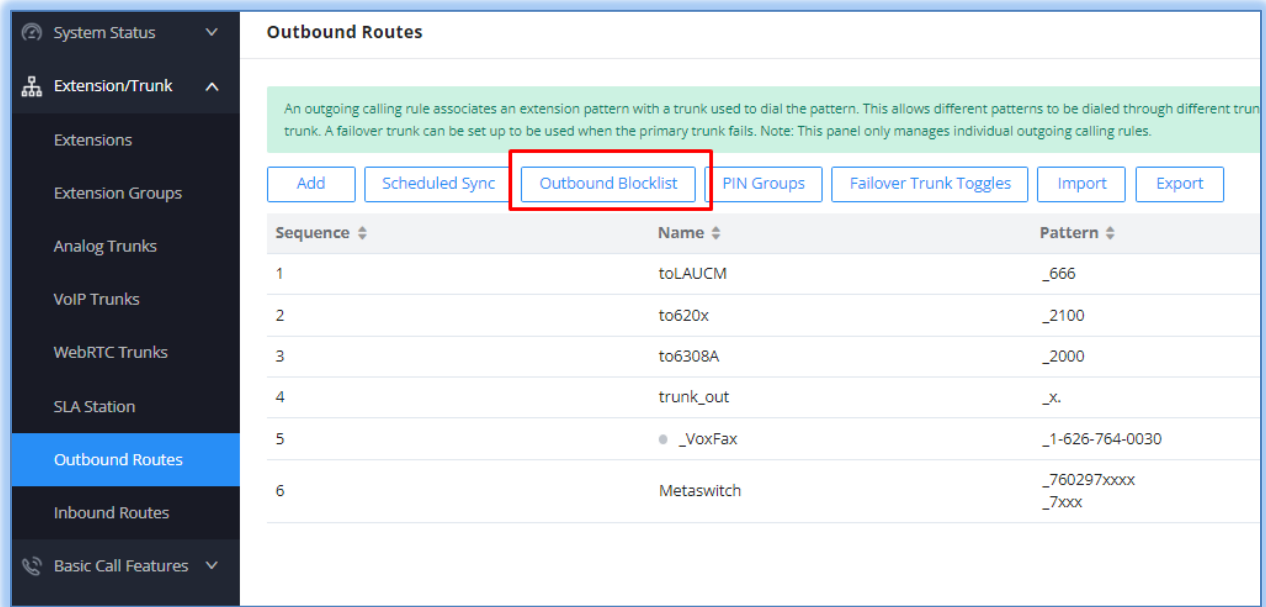
Figure 11 - Don't Call Me Configuration

Users can also configure whether to continue with the outgoing call if the query to the database times out.

DATA/FILE ENCRYPTION

System administrators can now encrypt the UCM's config data and various other data on the system. This setting can be found other *System Settings→Security Settings→Data/File Encryption.*
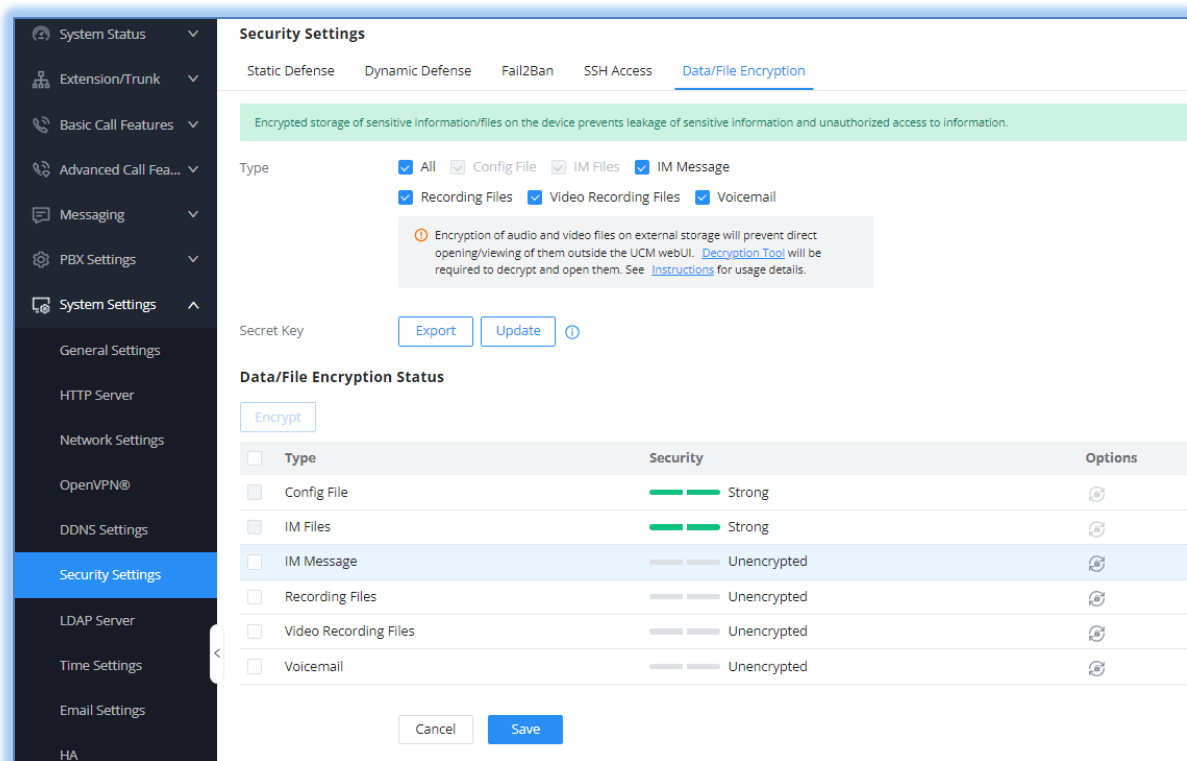
Figure 12 - Data Encryption

From this page, users can select the data types to encrypt going forward, export and update the secret key used for off-system encrypted file access, and encrypt prior data. If encrypted, audio and video files will require the CDR tool (found in the Grandstream Tools page), a key file, and its password to decrypt, open and play outside the UCM system. Playback through the UCM will not require this key and password.
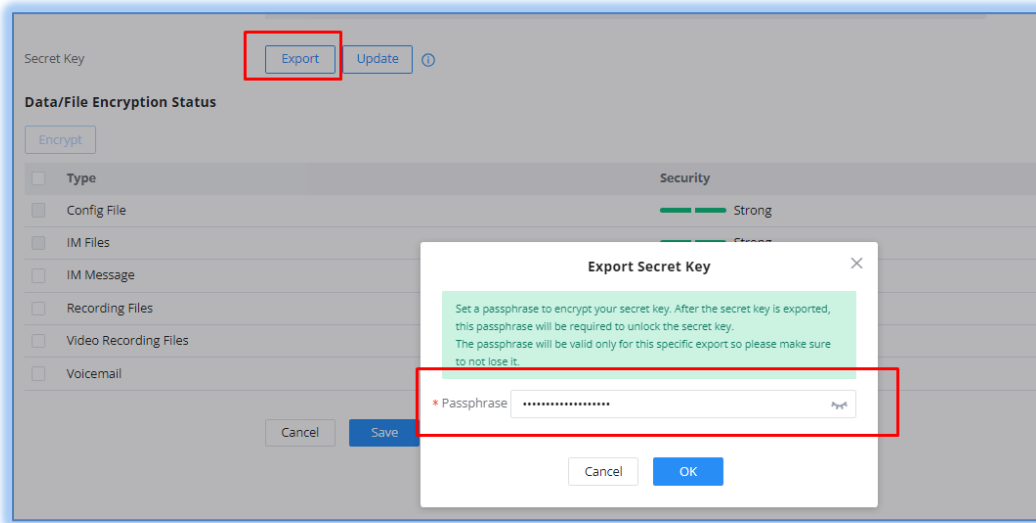
Figure 13 - Secret Key & Passphrase

If the secret key is updated, all subsequent data and files will be encrypted with the new key. Old data and files will need to be manually re-encrypted.

Recordings on External Storage

In regards to recordings stored on external storage, if *Recording Files* and/or *Video Recording Files* are selected for encryption, scanning the external storage for recordings via the *CDR→Recordings→Scan* button will automatically encrypt all the found recordings.

If the secret key is updated when the external storage is disconnected, the files on the encrypted storage will need to be re-encrypted with the new key. When reconnecting external storage with files encrypted with an old key, the UCM will prompt you to verify the files by uploading the old key. Once verified, the UCM will re-encrypt the files using the new key.

Upgrading/Downgrading

When upgrading, all existing and future config data will be encrypted with a new key. For files, users can opt to not encrypt existing data, but all future files will be encrypted with the new key.
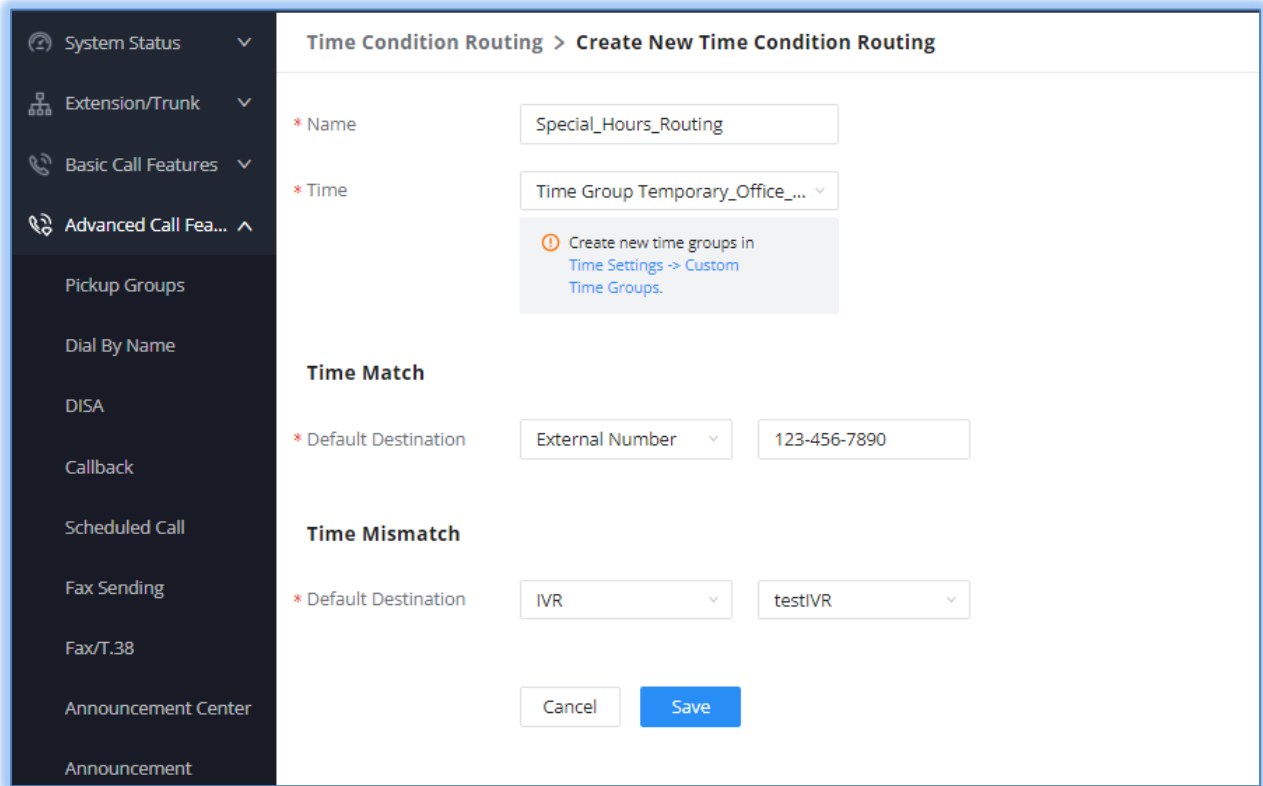
When downgrading to a version that does not support encryption (1.0.25.9 and below), a factory reset will be required. It is highly suggested to restore backups created based on these older versions instead of backups created from the newer versions that support encryption.

HA

In an HA environment, the Primary UCM's key will be used as the Master Key, and this will be synced with the Secondary UCM so both UCMs will use the same key to encrypt and decrypt files. Files on the standby machine are not automatically encrypted so users will need to manually re-encrypt all new files that were created before the failover. This process will be improved in a future update.

TIME CONDITION ROUTING

Users can now configure time-based failover destinations for ring groups and call queues by going to the new *Advanced Call Features→Time Condition Routing* page.

Figure 14 - Time Condition Routing

Users can set the destination that the defaulted call will be sent to based on whether the current time matches the selected time condition. In this example, if a call from a ring group or call queue is defaulted to this "Special_Hours_Routing" destination during the "Temporary_Office_Hours" range (details in the previous section), the call will be routed to external number 123-456-7890. Otherwise, it will be routed to the testIVR.

TIME GROUPS

Users can now create custom time groups that are not related to office times or holidays by going to the *System Settings→Time Settings→Custom Time Groups* page.
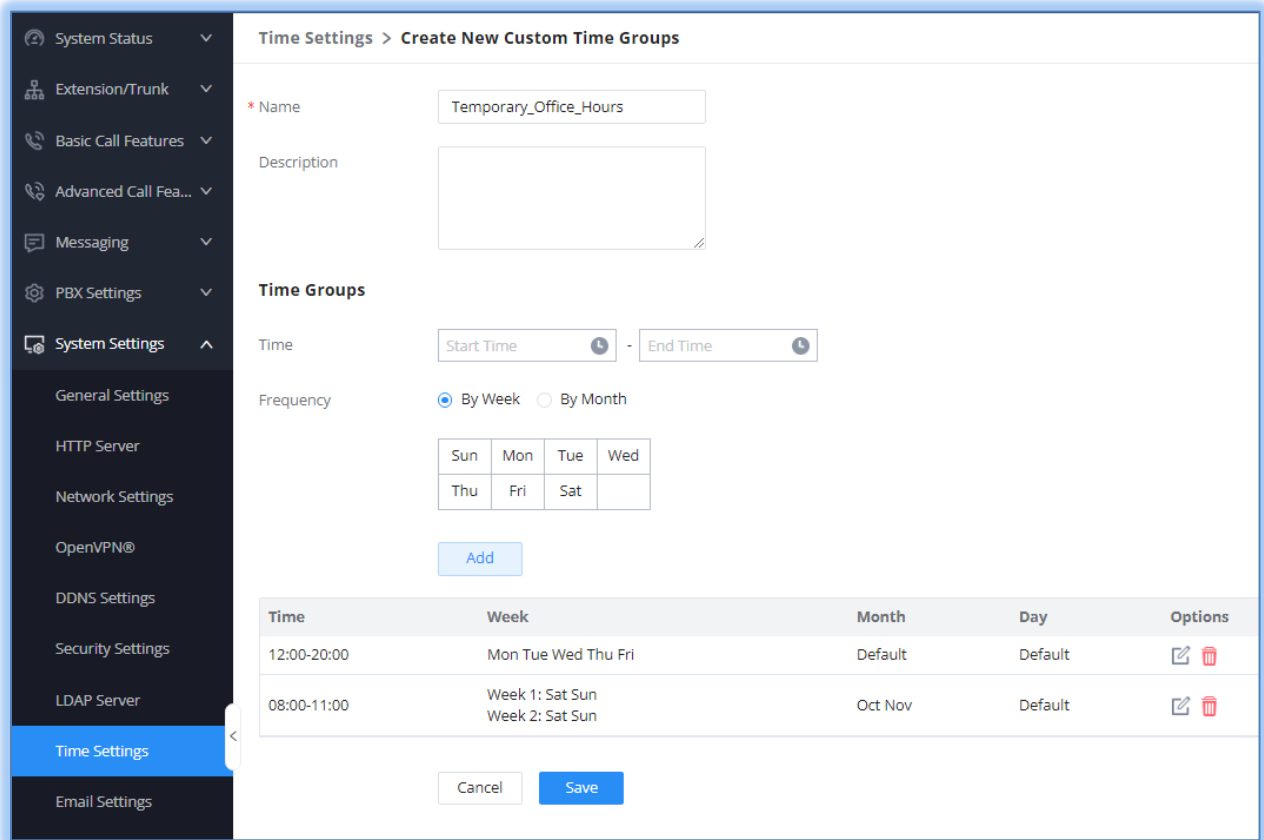
Figure 15 - Creating Custom Time Groups

Users can add multiple time ranges and customize the frequency to be every specific weekday or every specific day/week of the selected months.

Figure 16 - Example Time Group

In this example, the time group would cover (1) Monday to Friday, 12:00PM to 8:00PM and (2) Saturday and Sunday of the first two weeks of October and November, 8:00AM to 11:00AM. This time group can then be used as a Time Condition for call routing purposes.

Users can also export and import these custom time groups for easier management.

ACCOUNT TRUNKS

UCM now supports the Account Trunks, allowing devices such as ATAs and gateways without static public IPs to trunk directly with the UCM to handle and route calls. This trunk type is for scenarios where devices either (1) do not have a static IP address to peer with or (2) cannot register to a UCM extension due to call handling and routing complications.

Figure 17 - Account Trunk Configuration

SIMULTANEOUS WAVE LOGINS

Users can now configure extensions to allow simultaneous Wave logins from Desktop/Web versions and Android/iOS versions. Previously, users would only be able to log into 1 instance of either Wave Desktop/Web and 1 instance of Wave Android/iOS. To configure this, go to the *Extension/Trunk→Extensions→Edit Extension→Wave Client* page and enable the **Allow Concurrent Logins from the Same Client Type** option.
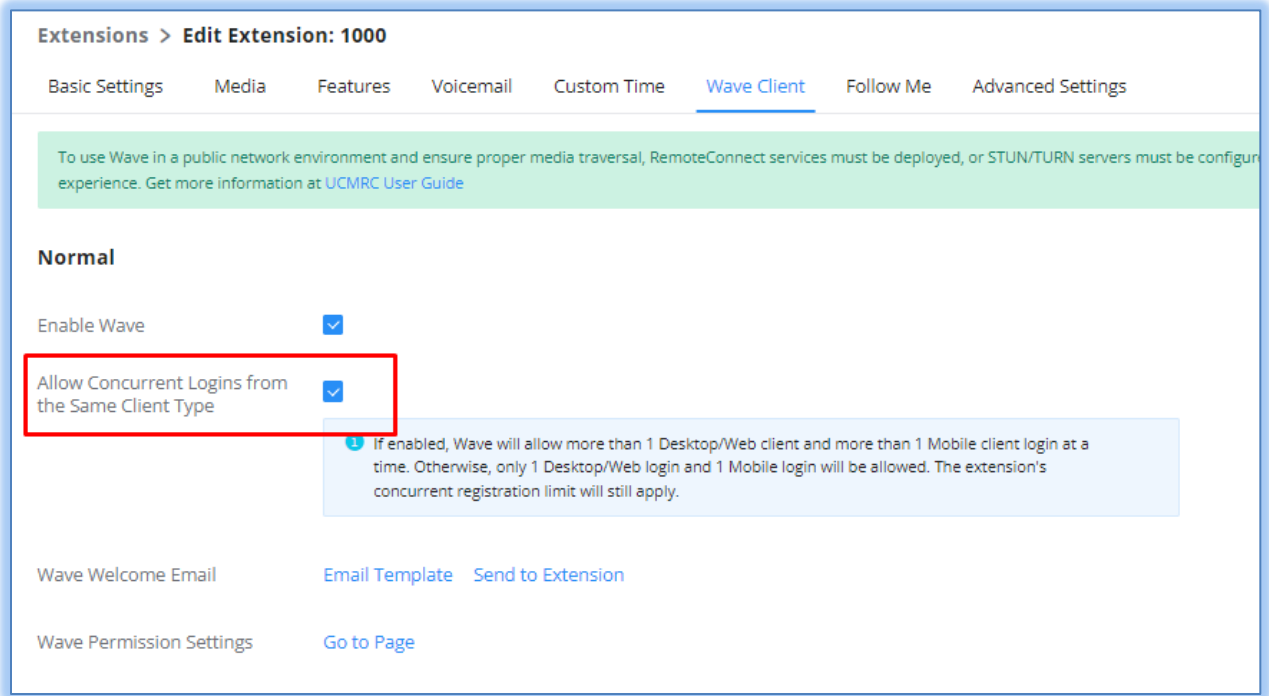
Figure 18 - Concurrent Login Option

Note 1: **Concurrent Registrations** limit will still apply.

Note 2: **Concurrent Registrations** cannot be configured as *1 (Allowed to Seize)*.