

UCM Series IP PBX Firmware Release Notes

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FIRMWARE VERSION 1.0.33.42

PRODUCT NAME

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

BTLRVER=1.0.33.42; COREVER=1.0.33.42; BASEVER=1.0.33.42; RCVRVER=1.0.33.42;
PROGVER=1.0.33.42; LANGVER=1.0.33.42; WAVEVER=1.0.33.20

DATE

Published: 8/14/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: b05cfad7fdf9531d0bc1ab3f0d1f4933
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: 424ca86ff443f874df043d5caf0ca44f
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: fc8eb9ffbd73f640b10a557bc47feb82
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: 94ab323a2c5a95fdafb9ce413100a790
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: f7e4125d9f21a82042d139c6c1919ae2

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 before upgrading further.**
 - **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
- **If the device is on firmware version 1.0.7.x or lower, please upgrade to 1.0.9.x first before upgrading to the latest firmware.**
 - **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
 - **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
 - **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 1.0.33.32

ENHANCEMENTS

- **[CDR]** Added support for call queue reports. [CALL QUEUE REPORTS]

BUG FIXES

- **[AI]** Fixed an issue with the language Arabic (League of Arab States) missing from the list of available TTS languages.

NEW FEATURES OVERVIEW

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

CALL QUEUE REPORTS

INTRODUCTION

UCM now supports dedicated call queue reports and the ability to email them out on a regular basis. This feature can be found under the new **CDR—>Statistics—>Call Reports** tab.

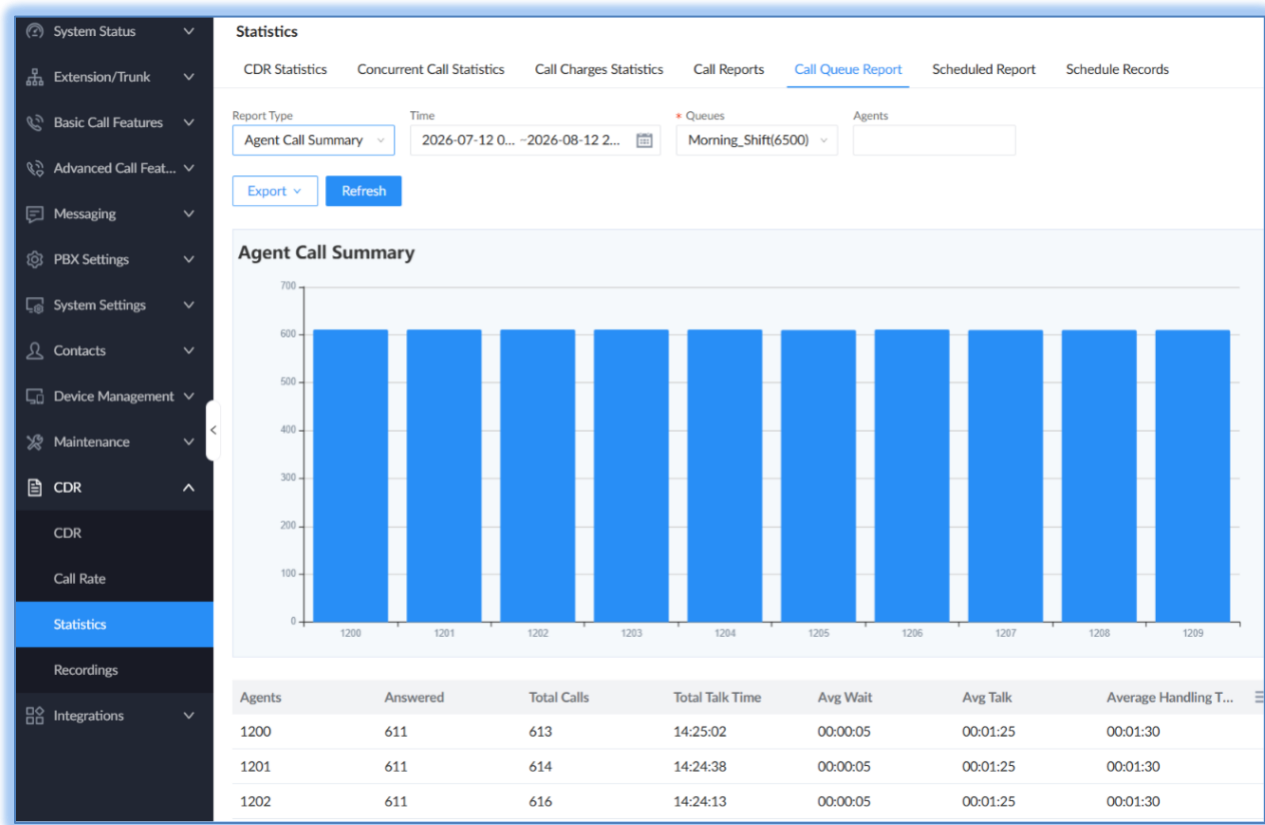


Figure 1 - Call Queue Reports page

The following report types are available and can be exported in XLSX, CSV, and PDF format:

Report Type	Description
Agent Call Summary	Measures individual agents' call statistics throughout a date range and specified queue
Agent Login Report	Lists individual agent login activity throughout a date range.
Agent Unanswered Report	Measures individual agent unanswered call statistics throughout a date range.
Agent Pause Report	Lists individual agent pausing activity throughout a date range
Agent Performance	Measures individual agents' performance listed and grouped up under their respective queues throughout a date range
Queue Average Wait Time & Talk Time	Measures caller wait time and talk time hourly/daily/monthly for the selected queues and averages them throughout the selected day/month/year respectively.
Queue Callback Report	Lists individual queue callback activity throughout a date range and specified queue
Queue Callback Summary	Lists individual queue callback statistics covering specified queues throughout a date range
Queue Performance	Measures individual queue performance throughout a date range
Queue Performance Activity	Measures overall hourly/daily/monthly performance covering specified queues throughout the selected day/month/year respectively.

Agent Activity Report	Lists detailed call statistics for every agent under each selected queue through a date range
Queue Record Report	Lists every call made to the selected queues throughout a date range
Agent Inbound Queue Record Report	Lists every call made to each individual agent under the selected queues
Queue Analysis Report	Sorts and measures each selected queues' hourly/daily/monthly call statistics by day/month/year respectively.
Queue Statistics Report	Lists each individual queue's satisfaction rating.

SCHEDULED REPORTS

Users can customize different reports and have them automatically sent out in regular intervals.

The screenshot shows the 'Edit Scheduled Report' interface for 'Johns_Team'. On the left is a dark sidebar with a menu including System Status, Extension/Trunk, Basic Call Features, Advanced Call Features, Messaging, PBX Settings, System Settings, Contacts, Device Management, Maintenance, CDR, CDR, Call Rate, Statistics (highlighted), Recordings, and Integrations. The main content area is titled 'Statistics > Edit Scheduled Report: Johns_Team' and is divided into two sections: 'Report Data' and 'Schedule Information'. In the 'Report Data' section, 'Report Type' is set to 'Queue Performance', 'Time' is 'Today', and 'Queues' is 'Morning_Shift(6500)'. Under 'Select List Fields 1', there are two columns: 'Available' (containing a search bar and 'None') and 'Selected' (containing a search bar and a list of fields: Queues, Total Calls, Answered, Unanswered, Total Wait Duration, and Maximum Waiting Time). The 'Schedule Information' section includes 'Name' (Johns_Team), 'Email' (john@email.com), 'Export Type' (CSV), and 'Repeat' (By Day, 00:00). At the bottom are 'Cancel' and 'Save' buttons.

Figure 2 - Creating & Scheduling Reports

Once created, the entry will be listed on the **Scheduled Report** tab.

The screenshot shows the 'Scheduled Report' tab within the 'Statistics' section. It features a header with various report categories: CDR Statistics, Concurrent Call Statistics, Call Charges Statistics, Call Reports, Call Queue Report, Scheduled Report (active), and Schedule Records. Below the header are 'Add' and 'Email Template' buttons. The main area contains form fields for 'Name', 'Repeat', 'Report Type' (set to 'Queue Performance'), and 'Time' (with 'Start Time' and 'End Time' fields). There are 'Filter' and 'Reset' buttons. Below the form is a table listing the scheduled reports. The table has columns: Name, Report Type, Schedule Time, Repeat, and Options. One entry is listed: 'Johns_Team' with 'Queue Performance' report type, '2026-08-12 09:22:28' schedule time, and 'Every Day, 00:00' repeat interval. The 'Options' column contains icons for edit, info, and delete. At the bottom right, there is a pagination bar showing 'Total: 1', a page number '1', and '10 / page'.

Name	Report Type	Schedule Time	Repeat	Options
Johns_Team	Queue Performance	2026-08-12 09:22:28	Every Day, 00:00	

Figure 3 - Scheduled Report page

SCHEDULED REPORT SEND LOG

Users can view and delete historical sent reports on the **Schedule Records** tab.

Statistics				
CDR Statistics	Concurrent Call Statistics	Call Charges Statistics	Call Reports	Call Queue Report
Scheduled Report	Schedule Records			
Delete		Display Filter		
☐	Name	Send Status	Send Time	Options
☐	jydeng	Sent successfully	2026-08-10 19:47:10	i x
☐	jydeng	Sent successfully	2026-08-10 19:13:10	i x
☐	jydeng	Sent successfully	2026-08-10 19:08:10	i x

Figure 4 - Scheduled Reports Log

When clicking on the (i) info icon under the *Options* column, users will be able to view the sent report.

								
Name:	Queue Performance Activity							
Time Range:	2026-08							
Queues:	6500,6501,6502,6503,6504,6505,6506,6507,6508,6509,6510,6511,6512,6513,6514,6515							
Day	Total Calls	Answered	Unanswered	Maximum Waiting Time	Avg Wait	Avg Talk	Call Answer Rate	SLA
Aug. 6	10	7	3	00:00:56	00:00:26	00:03:36	70.00%	0.00%
Aug. 10	8	3	5	00:00:39	00:00:16	00:06:02	37.50%	66.67%
Total	18	10	8	00:00:56	00:00:23	00:04:20	55.56%	66.67%

Figure 5 - Queue Performance Report Example

FIRMWARE VERSION 1.0.33.32

PRODUCT NAME

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

BTLRVER=1.0.33.32; COREVER=1.0.33.32; BASEVER=1.0.33.32; RCVRVER=1.0.33.32;
PROGVER=1.0.33.32; LANGVER=1.0.33.32; WAVEVER=1.0.33.18

DATE

Published: 7/2/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: a9bc2a83f1373d1c532ae2ba84ce3165
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: 651a5402089e2979cf217ee410d5ec21
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: 7efafe52d8160ca972a7df847a1d46d4
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: cb2f32bff9f88ece38e3e37d1b13b5d8
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: 2c910ce2571f95d83eaae80add85caf4

IMPORTANT UPGRADING NOTE

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 - **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 1.0.33.30

BUG FIXES

- **[AI]**
 - Fixed an issue where attempting to use AI features would cause an error under certain network environments.
- **[HTTP Server]**
 - Fixed an issue with not accepting custom HTTPS certificates.
- **[Paging]**
 - Fixed an issue where scheduled paging ignored holidays.
- **[Web]**
 - Fixed an inaccurate tooltip regarding the *Inbound Route → Edit Inbound Route → Inbound Mode Feature Code* option.

FIRMWARE VERSION 1.0.33.30

PRODUCT NAME

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

BTLRVER=1.0.33.30; COREVER=1.0.33.30; BASEVER=1.0.33.30; RCVRVER=1.0.33.30;
PROGVER=1.0.33.30; LANGVER=1.0.33.30; WAVEVER=1.0.33.14

DATE

Published: 5/13/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: 8a9b9994b1c5ee29aad8ac38b2e15336
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: d3944a3ac97cc7f96744c99391ae590b
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: eee61cb6ed7cf4d4c5fb742d3ece6c6c
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: aa1765bebab3a5c35d70eda6cbc9e96c
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: 9d75741170f750a0a958d778338ac93b

IMPORTANT UPGRADING NOTE

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 - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip
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 - **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 1.0.33.22

ENHANCEMENTS

- **[System]** Integrated AI into several core features. [AI INTEGRATION OVERVIEW]

BUG FIXES

- **[System]**
 - Fixed an issue with CPU usage spiking after making changes to a SIP extension.
- **[Parking]**
 - Fixed an issue where parked calls are dropped instead of being routed to the default destination or returned to the parker.
- **[VoIP Trunks]**
 - Fixed an issue where calls going out through trunks would fail in certain cases.

NEW FEATURES OVERVIEW

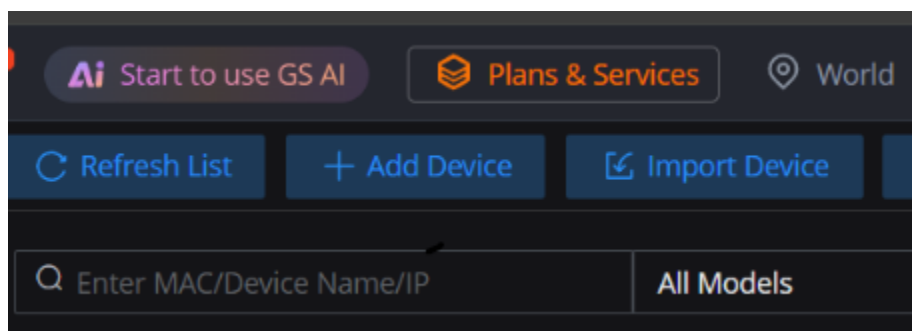
This section describes the major new features/changes introduced in the update and provides instructions for usage.

AI INTEGRATION OVERVIEW

Starting with 1.0.33.30, UCM has implemented and integrated AI into its offerings, enhancing productivity and providing additional value to enterprises with the following functionalities:

- Call/Meeting transcription & summary
- Voicemail transcription
- Voice prompt generation via TTS (text-to-speech)

Note: At the time of release, GS AI features are still under Beta. To register for it, please visit <https://www.gdms.cloud/ai/trial> to sign up for it. Alternatively, log into your GDMS page and click on the **Start to use GS AI** button near the top right corner of the page.



Upon official release, the new AI services will require dedicated RemoteConnect AI add-ons to use. Please refer to the RemoteConnect pricing page under <https://cloud.grandstream.com/plans> for details upon official release.

Wave Requirements

To view AI transcriptions and summaries on Wave, Wave versions must be 1.33.x / 1.0.33.x or higher.

New AI Settings Page

A dedicated page for centralized AI setting management has been added under the **Integrations** section.

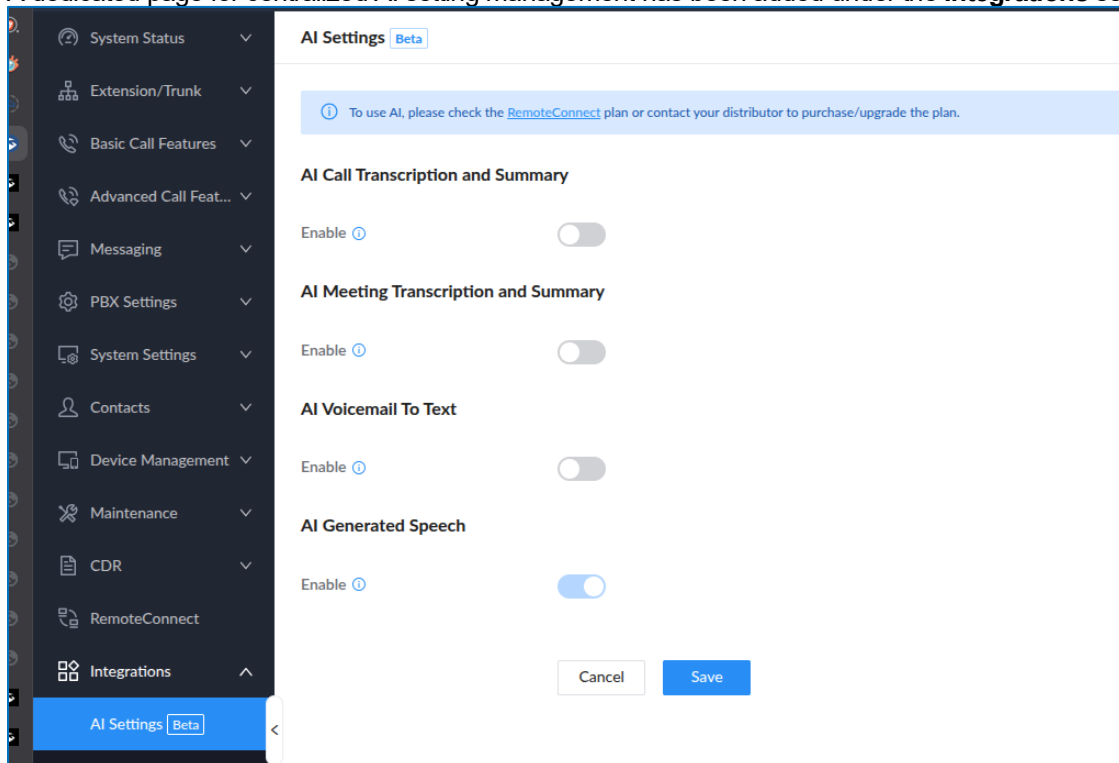


Figure 6 - AI Settings

AI Call Transcription and Summary

Transcribe and summarize regular calls. In the Extension Range list, select which extensions will have access to this feature.

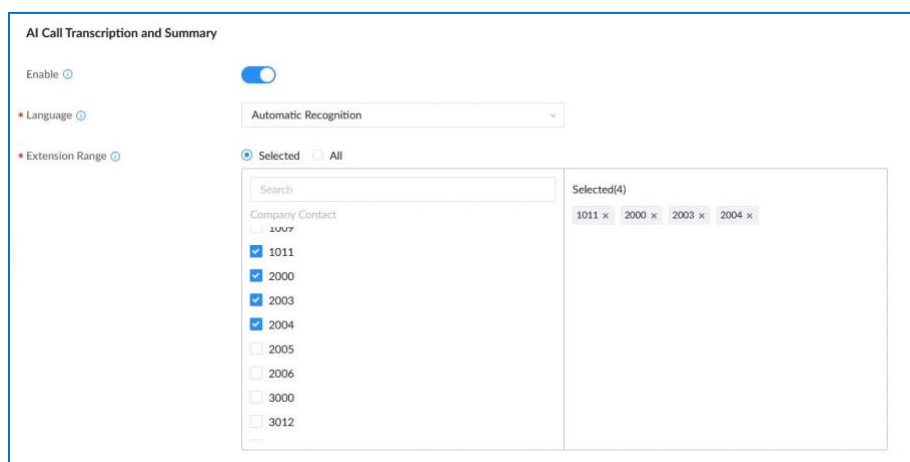


Figure 7 - AI Call Transcript & Summary

AI Meeting Transcription and Summary

Transcribe and summarize meetings. Meeting participants will be able to download the transcript at any time **during** a meeting. However, once the meeting ends and the meeting window is closed, only meeting hosts will

be able to download the meeting transcript and summary. An future update is planned to allow all participants to download meeting transcripts and summaries.

AI Conference Transcription and Summary

Enable ☒

* Extension Range ☒ Selected ☐ All

Search

Company Contact

- ☒ 3000
- ☒ 3012
- ☒ 3013
- ☐ 3014
- ☐ 3015
- ☐ 3016
- ☐ 3017
- ☐ 3018
- ☐ 3019

Selected(3)

3000 x 3012 x 3013 x

Figure 8 - AI Meeting Transcript & Summary

In the Extension Range list, select which extensions will have access to this feature.

AI Voicemail to Text

Transcribe voicemails to text. In the Extension Range list, select which extensions will have access to this feature.

AI Voice Message To Text

Enable ☒

* Language

* Extension Range ☒ Selected ☐ All

Search

Company Contact

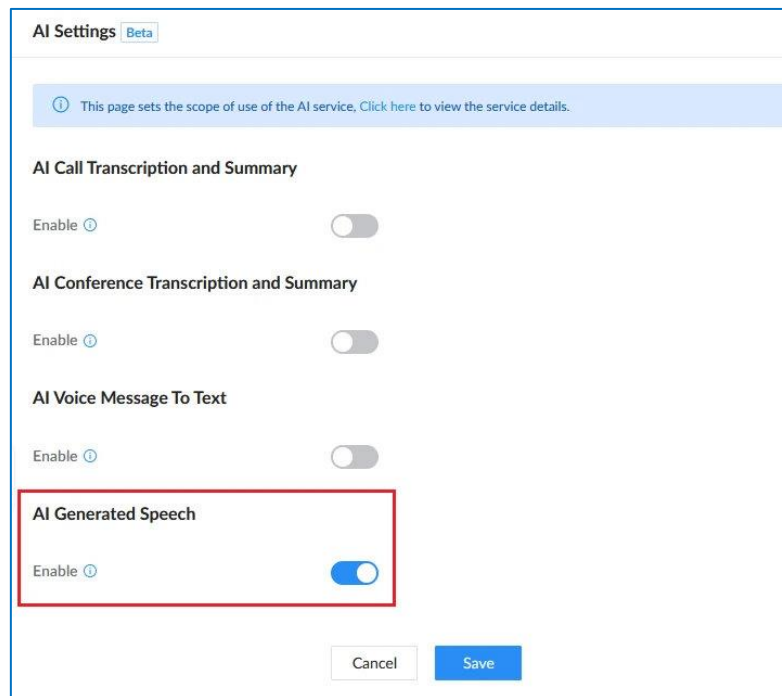
- ☐ 1015 "test 1"
- ☐ 1016 "test 2"
- ☐ 1018
- ☐ 1019
- ☒ 5000
- ☒ 5001
- ☒ 5002
- ☒ 5003
- ☐ 5004

Selected(4)

5000 x 5001 x 5002 x 5003 x

Figure 9 – Voicemail-to-Text

AI Generated Speech for Custom Voice Prompts



AI Settings Beta

This page sets the scope of use of the AI service. [Click here to view the service details.](#)

AI Call Transcription and Summary

Enable ⓘ ☐

AI Conference Transcription and Summary

Enable ⓘ ☐

AI Voice Message To Text

Enable ⓘ ☐

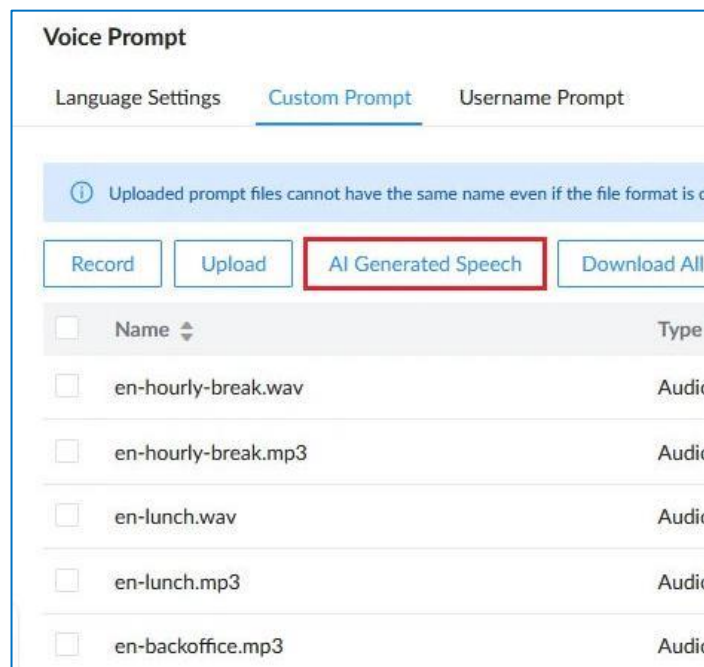
AI Generated Speech

Enable ⓘ ☒

Cancel Save

Figure 10 - AI Generated Speech Toggle

Once enabled, users can create AI-generated voice prompts from the **Voice Prompt**→**Custom Prompt** page.



Voice Prompt

Language Settings Custom Prompt Username Prompt

Uploaded prompt files cannot have the same name even if the file format is different

Record Upload AI Generated Speech Download All

☐	Name	Type
☐	en-hourly-break.wav	Audio
☐	en-hourly-break.mp3	Audio
☐	en-lunch.wav	Audio
☐	en-lunch.mp3	Audio
☐	en-backoffice.mp3	Audio

Figure 6 - AI Generated Speech Button

The following window will then appear.

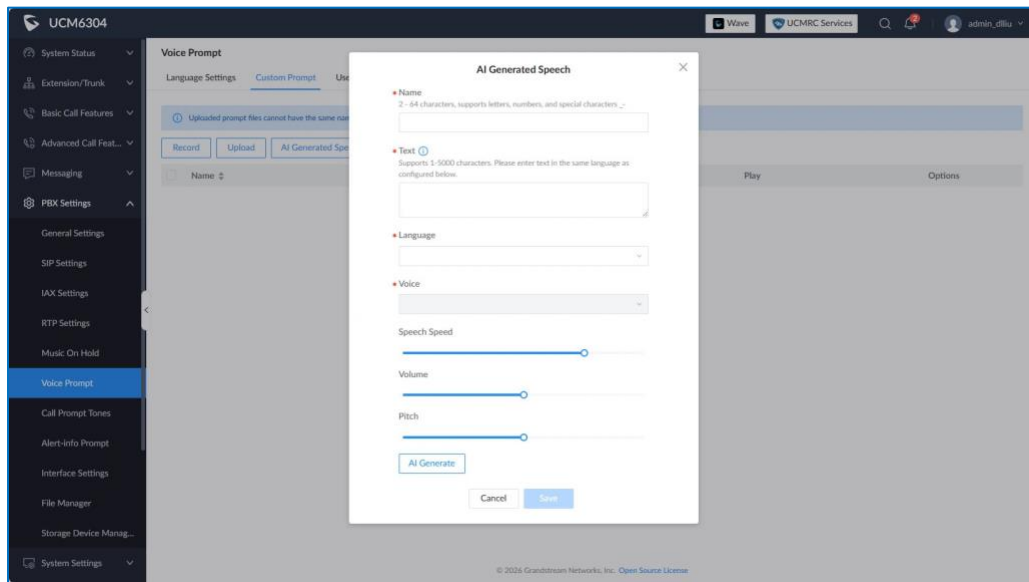


Figure 11 - AI Generated Speech Creation

From here, users can enter a name for the prompt, the prompt contents, the language, the voice used, the playback speed, volume, and pitch of the voice prompt. Users will be able to preview the voice prompt before saving.

Extension-level AI Configuration Page: Calls, Meetings, and VM Transcriptions/Summaries

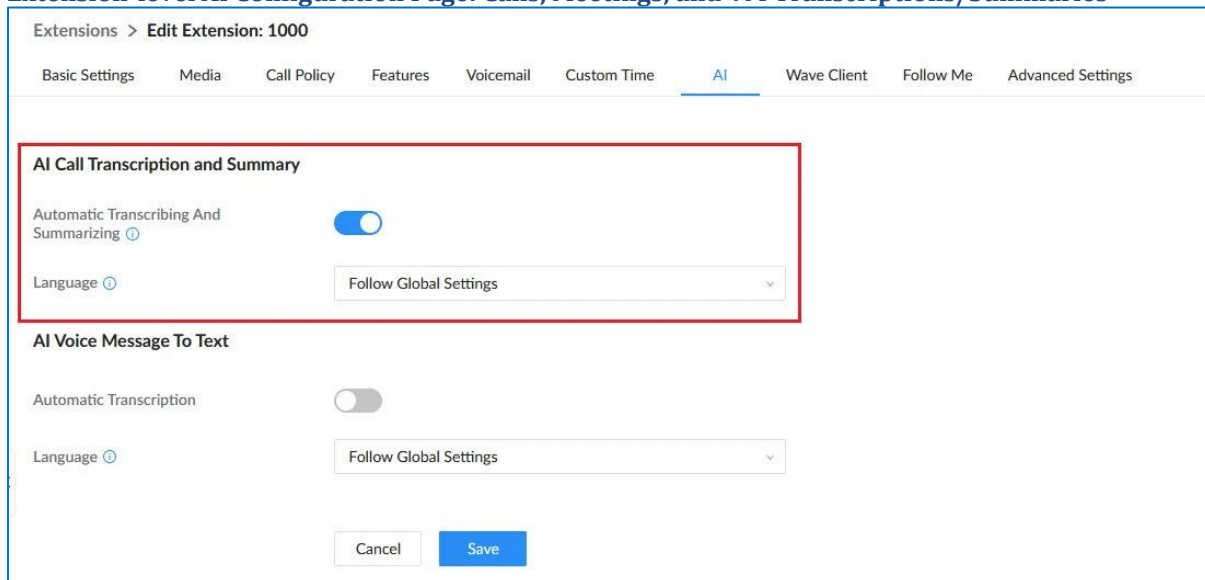


Figure 12 - Extension AI Features

Once enabled, users will be able to access their transcripts and summaries through Wave.

A call between 18099876761 and the hotel receptionist

Download
Copy
Share

2025-12-24 09:04 - 09:10 (UTC+08:00)

Booking
Room Type
Facilities
Confirmation
Paid

Summary

A customer named John Smith made a reservation for a deluxe room at the hotel from December 25th to December 30th. The hotel receptionist provided information about the room's amenities and confirmed the reservation upon receiving payment details.

Notes

Room Amenities (09:06:22 - 09:06:57)

- King-size bed
- Free Wi-Fi
- Mini-bar
- Access to gym and pool

Reservation Details (09:08:32 - 09:08:57)

- Customer Name: John Smith
- Stay Dates: December 25th to December 30th
- Room Type: Deluxe room

Follow-up Actions

- The receptionist will send a confirmation email to John Smith.
- Ensure the deluxe room is ready for the customer's arrival on December 25th.

Voice Transcript

18

18099876761 09:04:22

Hello, I would like to make a reservation for a room.

PE

Hotel Receptionist 09:04:57

Sure! Can you please tell me the dates of your stay?

18

18099876761 09:05:22

I plan to stay from December 25th to December 30th.

PE

Hotel Receptionist 09:05:57

Great! Let me check the availability for those dates. We have a standard room and a deluxe room available. Which one would you prefer?

18

18099876761 09:06:32

I'll go with the deluxe room. What are the amenities included?

PE

Hotel Receptionist 09:06:57

The deluxe room includes a king-size bed, free Wi-Fi, a mini-bar, and access to the gym and pool.

18

18099876761 09:07:22

That sounds good. Can I confirm the reservation now?

PE

Hotel Receptionist 09:07:57

Absolutely! I just need your name and payment details to finalize the booking.

18

18099876761 09:08:32

My name is John Smith, and I'd like to pay by credit card.

PE

Hotel Receptionist 09:08:57

Thank you, Mr. Smith. Your reservation is confirmed for a deluxe room from December 25th to December 30th. You will receive a confirmation email shortly.

18

18099876761 09:09:42

Thank you for your help!

PE

Hotel Receptionist 09:10:07

You're welcome! If you have any other questions, feel free to ask. Have a great day!

Figure 13 - Wave Call Transcription

If the user has opted to receive voicemail email notifications, they will also receive voicemail transcriptions in their email.

GRANDSTREAM
CONNECTING THE WORLD

Hi Emily,

You received a message lasting 00:21 at 2026/01/26 16:31:41 from "Emily" <4000>. This is message 1 in your voicemail folder.

AI Transcription Content: Suggest moving two developers from Module C temporarily, as it is currently ahead of schedule. This way, we can ensure Module B gets the attention it needs without significantly impacting ...

Company Info | Contact Us

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Figure 14- Voicemail Transcription in Email

Scheduled Meeting AI transcription

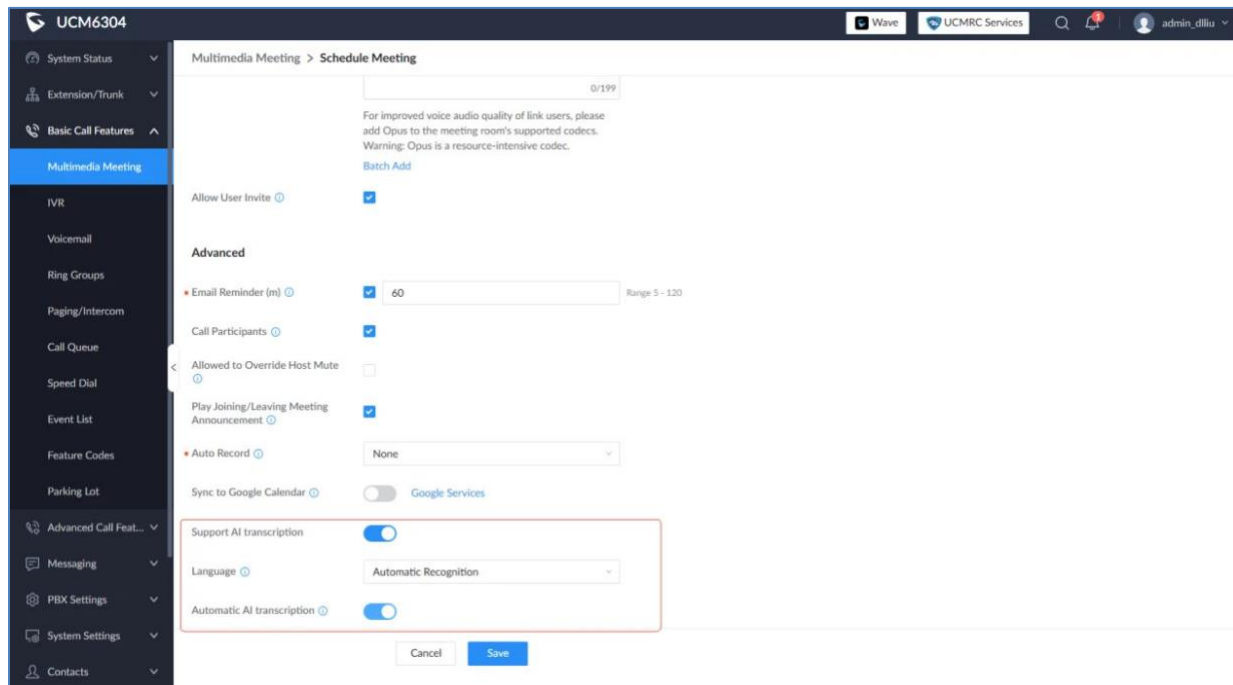


Figure 152 - Scheduled Meeting AI Transcription

- **Support AI transcription** – Toggles whether the transcription option will be supported and visible during meetings.
- **Language** – Select the language that the system will attempt to understand and transcribe in.
- **Automatic AI transcription** – Toggles whether transcription will automatically start as soon as the meeting starts.

FIRMWARE VERSION 1.0.33.22 (BETA ONLY)

PRODUCT NAME

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

BTLRVER=1.0.33.22; COREVER=1.0.33.22; BASEVER=1.0.33.22; RCVRVER=1.0.33.22;
PROGVER=1.0.33.22; LANGVER=1.0.33.22; WAVEVER=1.0.33.10

DATE

Published: 4/13/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: 42db6197b3b02c6159fd5e65dc660418
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: 3880ddbe28a72c9e4bafec34d86434e5
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: 68e678a1fbf47397abc05982cea53120
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: fec0394fa2cf54d0f97ac570a41efac6
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: 997e7a4dafa9aab6cc37581fe0c6a310

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 before upgrading further.**
 - **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
- **If the device is on firmware version 1.0.7.x or lower, please upgrade to 1.0.9.x first before upgrading to the latest firmware.**
 - **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
 - **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
 - **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 1.0.33.21

BUG FIXES

- **[CDR]**
 - Fixed an issue with CDR display for certain values after upgrading.
- **[HA]**
 - Fixed an issue where the standby machine would repeatedly initiate full backups.
 - Fixed an issue with abnormal behavior after switchover.
 - Fixed an issue with CDR syncing.

FIRMWARE VERSION 1.0.33.21 (BETA ONLY)

PRODUCT NAME

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

BTLRVER=1.0.33.21; COREVER=1.0.33.21; BASEVER=1.0.33.21; RCVRVER=1.0.33.21;
PROGVER=1.0.33.21; LANGVER=1.0.33.21; WAVEVER=1.0.33.9

DATE

Published: 4/8/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: 809903f35ee85da17f6b055936d46c19
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: 2a9dcbcf2faa9d0ca4d74d79ee9707bf
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: fe143ac9d832a96cee1fae9fef1e4a55
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: b929b46cbcf1bae4f2b1abbb361db3d
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: 26470d1ca7f49aa5e9b77e22d1a4d001

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 before upgrading further.**
 - **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
- **If the device is on firmware version 1.0.7.x or lower, please upgrade to 1.0.9.x first before upgrading to the latest firmware.**
 - **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
 - **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
 - **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 1.0.33.7

ENHANCEMENTS

- **[Call Statistics]** Added several new call report types for various call scenarios [NEW CALL STATISTICS REPORTSNEW CALL STATISTICS REPORTS]
- **[Extensions]** Added support for Cisco CP69xx/78xx/88xx endpoint DND. Pressing DND on Cisco phones will now also update the UCM extension presence status to DND. Note: DND status sync for other Cisco endpoints may work despite not being explicitly stated.

BUG FIXES

- **[System]**
 - Fixed several system stability issues
- **[CDR]**
 - Fixed an issue where DID was not displayed on the CDR.
- **[Paging]**
 - Fixed an issue where the paging feature's calendar's days were incorrect.

NEW FEATURES OVERVIEW

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

NEW CALL STATISTICS REPORTS

UCM now supports specialized call reports and statistics graphics for the various scenarios. This feature can be found under the new **CDR—>Statistics—>Call Reports** tab. The following scenarios are supported:

- **Extension Call Statistics** – Shows call statistics of selected extensions/extension groups/departments over specified time periods and call types.

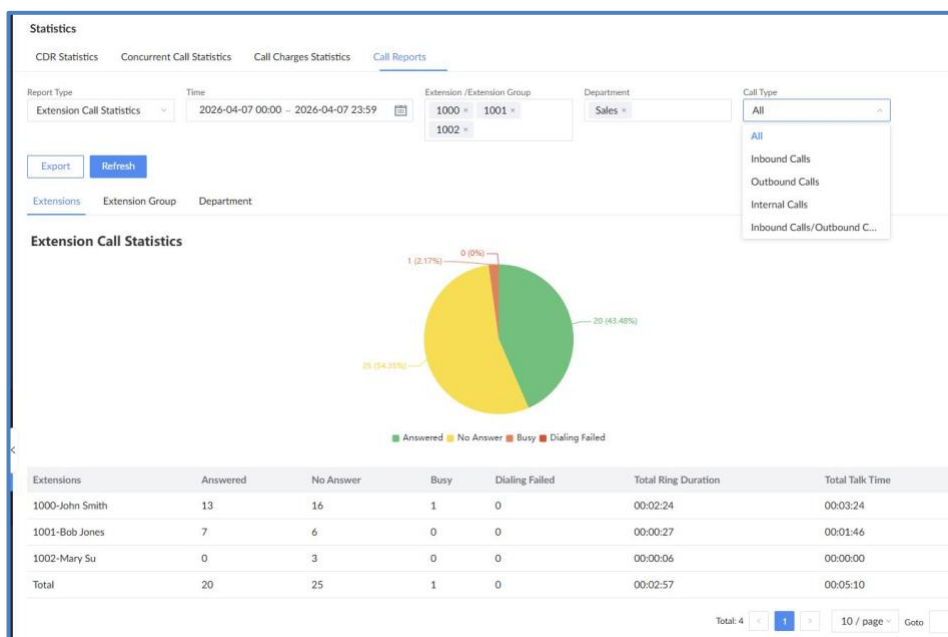


Figure 16 - Extension Call Statistics

- **Extension Call Activity** – Shows how calls and selected call types were handled by the specified extensions/extension groups/departments over the specified time periods.

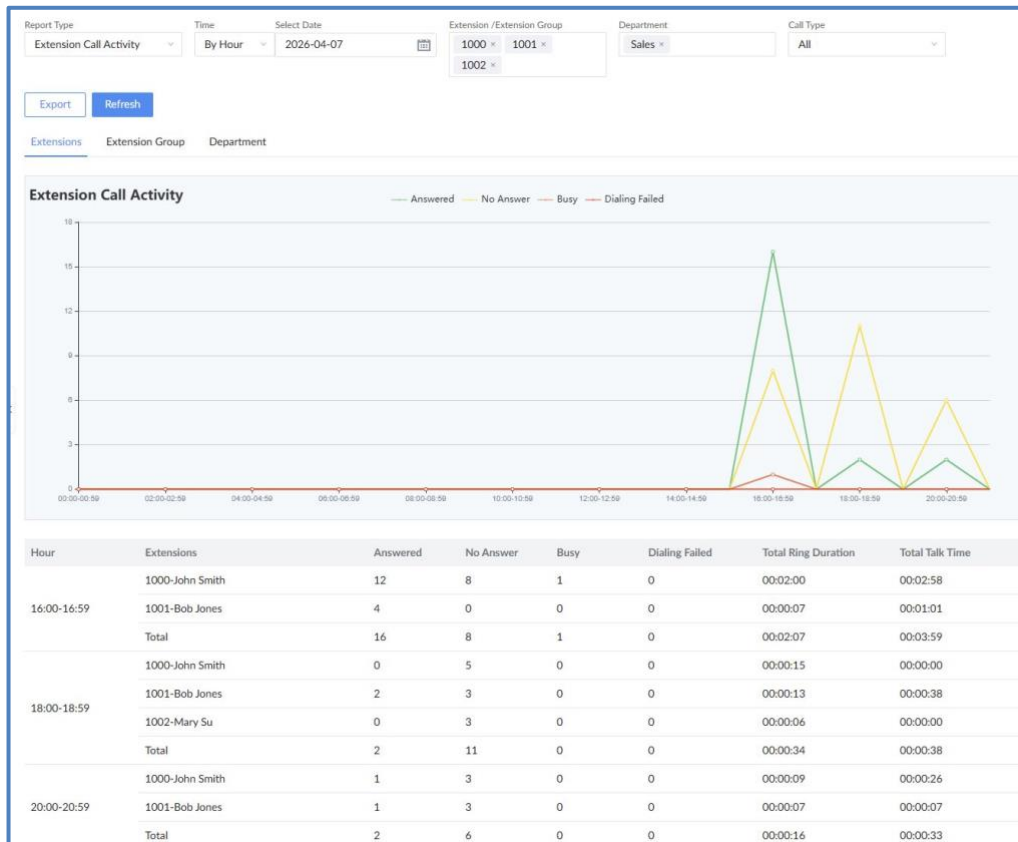


Figure 17 - Extension Call Activity

- **PBX Call Activity** – Shows general PBX call statistics over the specified time periods using specified trunks. Users can choose to include or exclude internal calls for comparison and select among viewing all call types, only outbound calls, or only inbound calls.
 - Note 1: **Device** in the Trunk column refers to the PBX as a whole, indicating any and all calls made by this UCM.
 - Note 2: **Internal** in the Trunk column indicates any extension-to-extension calls (i.e., any call that both originated and ended within this UCM).
- **Outbound Caller ID Activity** – Shows outgoing call statistics for the selected trunk over a specified period of time.
- **IVR Report** – Shows statistics for the selected IVR over a specified period of time.
 - **Type** indicates the IVR key press event format to see statistics for.
 - *Standard* refers to the typical 0-9, *, # key press events along with invalid input and response timeout events. Statistics for each key press event type will be calculated.

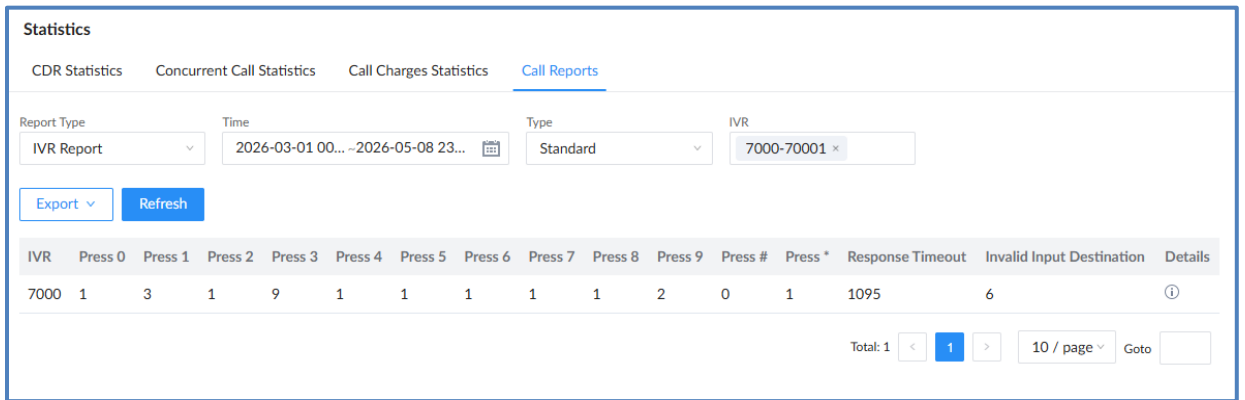


Figure 18 - IVR Standard Key Press Statistics

- **Custom** refers to customized key press events that support key combinations, allowing for more options beyond the standard 0-9, *, and # single keys. However, reports for **Custom** type will only show data for overall IVR call-ins, response timeouts, and invalid inputs. It will not provide statistics for each custom key press event.

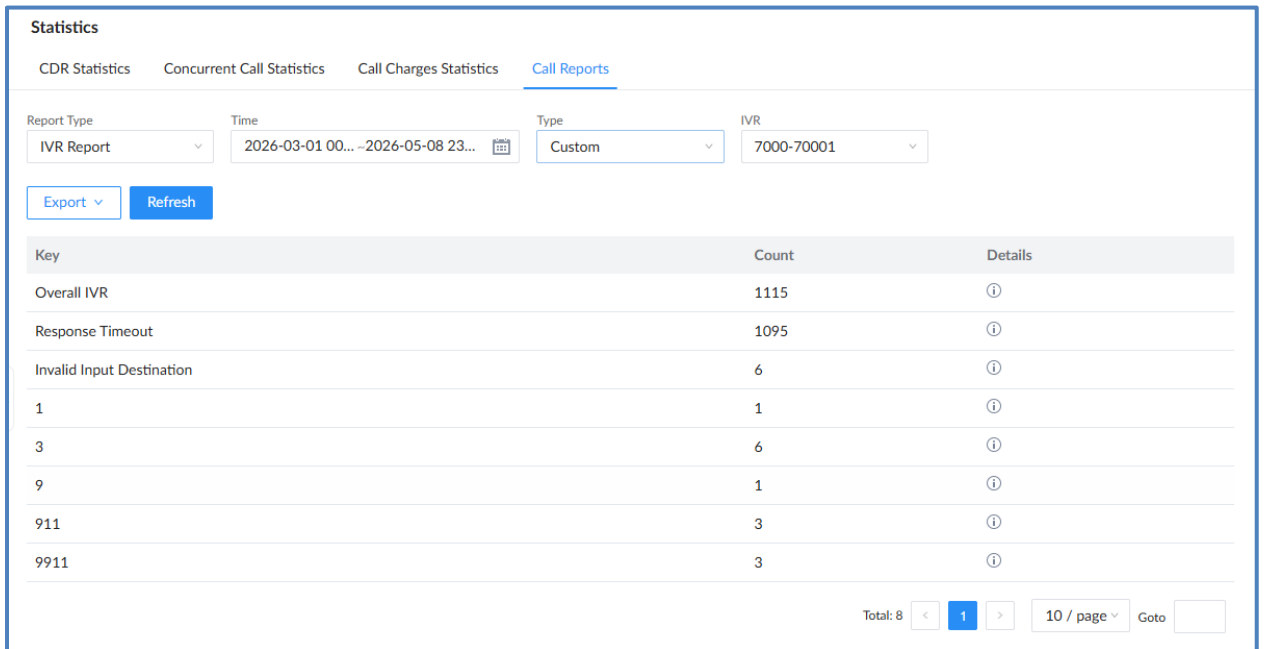


Figure 19 - IVR Custom Key Press Event Statistics

- Users can export two types of IVR reports: Basic and Detailed
 - **Basic List**– Lists all IVRs and the trigger counts of their key press events.
 - **Detailed List** – In addition to the information in the Basic report, the Detailed report will also include the caller information, what key press events were triggered, the time of the

events, and how long the callers were in the IVRs.

#	A	B	C	D	E	F	G	H	I	J
1	IVR	Press 0	Press 1	Press 2	Press 3	Press 4	Press 5	Press 6	Press 7	Press 8
2	7000	0	0	1	0	0	0	0	1	
3		ID	Time	Caller Num	Key	Destination	Operation	Duration		
4		177261311	03/04/2026	1002	2	Pressed 2	0:00:05			
5		177261313	03/04/2026	1002	8	Pressed 8	0:00:00			
6		177261317	03/04/2026	1002	7	Pressed 7	0:00:00			
7		177261341	03/04/2026	1002		Response Timeout	0:00:10			
8		177261341	03/04/2026	1002		Invalid Input Destir	0:00:00			
9		177261341	03/04/2026	1002		Invalid Input Destir	0:00:00			
10		177261341	03/04/2026	1002		Invalid Input Destir	0:00:00			
11		177391642	03/19/2026	1033		Response Timeout	0:00:10			
12		177391645	03/19/2026	1033		Invalid Input Destir	0:00:00			
13										

Figure 20 - IVR Detailed List Export

- **Ring Group Statistics** – Shows call statistics for the specified ring groups, including how many calls were received, how many were answered, and the calculated answer rate.

FIRMWARE VERSION 1.0.33.7 (BETA ONLY)

PRODUCT NAME

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

BTLRVER=1.0.33.7; COREVER=1.0.33.7; BASEVER=1.0.33.7; RCVRVER=1.0.33.7;
PROGVER=1.0.33.7; LANGVER=1.0.33.7; WAVEVER=1.0.33.8

DATE

Published: 3/11/2026

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin
MD5: 2771ffbd33bbb7fd88c0ec21bae6c929
- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin
MD5: c54446900d313d96ffd21e3269b2e51d
- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin
MD5: e1faf06dd1f8394457940324c1032796
- UCM6304A firmware file name: ucm6304Afw.bin
MD5: 6c986cd853288bfef1506da7d276421e
- UCM6304/6308 firmware file name: ucm6308Afw.bin
MD5: 3a0939a0cdf72284d4d9d34747936f00

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.**
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 - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip
- **If the device is on firmware version 1.0.7.x or lower, please upgrade to 1.0.9.x first before upgrading to the latest firmware.**
 - **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
 - **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
 - **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 1.0.31.7

ENHANCEMENTS

- [Security]

- Added Geo-IP Access Control option *Strict Defend Mode*, which drops traffics from blocked countries entirely instead of the original behavior of rejecting at the application/service layer and sending explicit responses.
- **[CRM]**
 - Added support for Bitrix24 CRM integration. Please refer to the official [Bitrix24 CRM Configuration Guide](#) for detailed instructions on setup and usage.
- **[HA]**
 - Added support for HA switchover when network abnormalities are detected. [HA NETWORK ABNORMALITY SWITCHOVER]
- **[HTTP Server]**
 - Added *Automatically Update the External Host Address for Wave* option to the RemoteConnect—>Plan Settings page, allowing users to choose whether the *HTTP Server—>Wave—>External Host* field is automatically updated when a RemoteConnect plan is active.
- **[Integrations]**
 - Added Google Workspace Single Sign-On (SSO) support and integration for syncing user information between Google Workspace and UCM. Please refer to the official [Google Workspace Integration Guide](#) for details.
 - Added support for configuring user sync scope for Microsoft Entra ID and Google Workspace. Users can use the new *User Range* field to narrow down the users to sync with UCM.
 - Moved all user platform integrations to the new *Integration of Collaboration Platforms* page for centralized management of existing user management platform integrations. As of 1.0.33.7, Microsoft Entra ID (formerly Azure AD), Windows Active Directory, and Google Workspace are supported and have. [INTEGRATION OF COLLABORATION PLATFORMS]
- **[PMS]**
 - Local PMS wake-up service prompt will now dynamically use the language configured during room check-in.
 - Local PMS check-in and check-out actions will take effect immediately without requiring “Apply Changes”.
 - Added support for automatic room allocation for bookings.
- **[Time/Date Settings]**
 - Added support for configuring holidays by date and week.
- **[User Management]**
 - Added Wave permission *Wave App Screenshot and Screen Recording*.
- **[Zero Config]**
 - Added Zero Config support for Yealink IP phones. The following models are supported:
 - AX series
 - T4 series
 - T5 series
 - T7 series
 - T8 series

BUG FIXES

- **[System]**
 - Fixed several system stability issues, which were causing call drops and choppy audio
 - Fixed an issue with system data partition continuously filling up.

- **[Calling]**
 - Fixed an issue with malformed SIP UPDATE messages causing call transfer failure.
 - Fixed an issue with one-way audio after consecutive attended transfers.
- **[Call Flip]**
 - Fixed an issue where the call flip INVITEs offered BFCP, which may cause call drops with certain providers. The behavior has been modified so that if the trunk does not support video codecs, BFCP will not be offered.
- **[LDAP]**
 - Fixed an issue with the UCM responding to LDAP requests with empty data.
- **[Maintenance]**
 - Fixed an issue with being unable to download packet captures saved to external storage drives.
- **[Queue]**
 - Fixed an issue with the queue switchboard not refreshing automatically.
- **[Zero Config]**
 - Fixed an issue with provisioning loops on Grandstream WP810/822/825 models.

NEW LIMITATIONS

- **[Extensions]** Job Title field now supports blanks.
- **[Maintenance]** Backup upload file size limit has increased from 30MB to 100MB.
- **[Queue]** Up to 5 failover destination hops between call queues is now supported.

NEW FEATURES OVERVIEW

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

HA NETWORK ABNORMALITY SWITCHOVER

The **Network Detection Node** field has been added to the HA configuration page. This node (configured with an IP address) will be continuously monitored by the active UCM. HA switchover will occur if both of the following conditions are met:

1. Active UCM's connection to this node is lost.
2. Standby UCM can still connect to this node.

Note: Both Active and Standby UCMs must have the same IP address configured in the Network Detection Node field.

INTEGRATION OF COLLABORATION PLATFORMS

Microsoft Entra ID (Formerly Azure AD), Windows AD, and Google Workspace are now all under the new **Integration of Collaboration Platforms** page under the **Integrations** section, providing a centralized location for 3rd party user platform integration configuration.

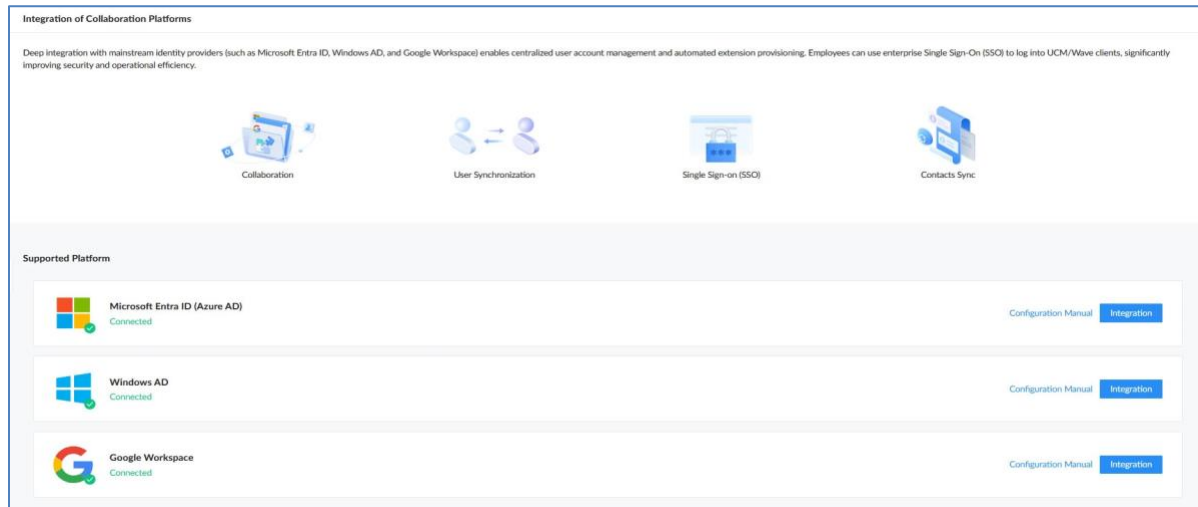


Figure 21 - Integration of Collaboration Platforms