

# UCM Series IP PBX Firmware Release Notes

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# FIRMWARE VERSION 1.0.19.9

## PRODUCT NAME

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

## DATE

12/16/2022

## FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301\_ucm6302fw.bin  
MD5: 6ad2b70ce78f41765bd573971116ab5d
- UCM6304/6308 firmware file name: ucm6304\_ucm6308fw.bin  
MD5: a0cc3723b84f7c067fcf50fa9f2f992a
- UCM6300A/6302A firmware file name: ucm6300A\_ucm6302Afw.bin  
MD5: 202666990333c156e92d6562ee768615
- UCM6304A firmware file name: ucm6304Afw.bin  
MD5: f8ddd6234f9c84d0e56c2a8e0ffd3a28
- UCM6304/6308 firmware file name: ucm6308Afw.bin  
MD5: 0213e94d4ad56355016841a3a9b6704e

## IMPORTANT UPGRADING NOTE

- **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](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](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](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](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](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](http://firmware.grandstream.com/Release_UCM6300A_6302A_1.0.9.10.zip)
  - **UCM6304A:** [http://firmware.grandstream.com/Release\\_UCM6304A\\_1.0.9.10.zip](http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip)
  - **UCM6308A:** [http://firmware.grandstream.com/Release\\_UCM6308A\\_1.0.9.10.zip](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 1.0.17.11

### ENHANCEMENTS

- **[System]** Optimized various system processes
- **[Other Features]** Added Onsite Meetings feature [ONSITE MEETING ROOMS]
- **[Call Prompt Tones]** Added ability to customize extension call waiting tone [CALL WAITING PROMPT TONE CUSTOMIZATION]
- **[Email Settings]** {VM\_DATE} date value format has been changed to MM/dd/yyyy hh:mm:ss from DDD yyyy MMM hh:mm:ss.
- **[Email Settings]** Added Device Name \${DEVICE\_NAME} variable to Alert Events and Emergency Calls email templates
- **[Emergency Calls]** Added Geolocation header support [EMERGENCY CALL GEOLOCATION HEADER]
- **[Extensions]** Added P-Called-Party-ID header option to the *Add/Edit Extension* → *Features* page
- **[Extensions]** Added *Allow Operator Panel Monitoring* extension option to toggle whether the Operator Panel can monitor the extension.
- **[Extensions]** Added *Basic* extension export option [BASIC EXTENSION EXPORT]
- **[Extensions]** *Allow Call-barging Extension List* option changed to *Call Monitoring Whitelist*
- **[Extensions/VoIP Trunks]** Added *Silence Suppression* option to *Extensions/VoIP Trunks* page [SILENCE SUPPRESSION]
- **[File Manager]** If a storage device is full, the UCM will mark it as unavailable and automatically change file storage path to the next available location based on the *Storage Path Priority*. Previously, UCM would change the file storage path to its own local storage if external storage was full.
- **[HTTPS API]** Added new commands related to call queue and Wave [NEW HTTPS COMMANDS FOR CALL QUEUE AND WAVE]
- **[HTTPS API]** Added support for multiple API (new) users
- **[HTTP Server]** Added the *Default Certificate Auto Renewal* option. If enabled, the default browser certificate will be automatically renewed after 398 days (the max certificate validity period of Chrome, Firefox, and Safari browsers). User-defined certificates are not affected.
- **[IM Settings]** Added ability to sync local IM data to Cloud IM [SYNCING LOCAL CHAT DATA TO CLOUD IM]
- **[IVR]** Added ability create custom IVR key presses [CUSTOM IVR KEY PRESSES]

- **[Maintenance]** Added *Chat Data from Endpoint* option to the Maintenance→System Cleanup/Reset→Cleaner page. If enabled, this option will clean out chat data from Wave clients at the same time as the UCM's server-side automatic/manual cleaning of chat data.
- **[Meetings]** Added support for meeting room passwords. However, meetings cannot be scheduled for rooms with meeting password enabled.
- **[Meetings]** Meeting kick warning interval has been changed from 30 mins to 20 mins. Note: This kick warning will only play when there is only 1 person in a meeting room, and if they do not opt to stay in the meeting room after the warning, they will be removed from the meeting room after 5 minutes.
- **[NAS]** ARP will now be used instead of ping to check NAS connectivity.
- **[Operation Log]** Upgrade logs will now contain firmware version information.
- **[Queue]** Queue chairmen can now log out dynamic agents
- **[Paging/Intercom]** Added video paging support [VIDEO PAGING]
- **[PMS]** Added option to automatically reset user/Wave password upon check-in/check-out
- **[PMS]** Added option to clear Wave chat history automatically upon check-in or check-out.
- **[PMS]** Added Local PMS functionality [LOCAL PMS]
- **[PMS]** Check-out will no longer reset the "Skip Voicemail Password Verification" extension setting
- **[PMS]** Added ability to assign two extensions to a room
- **[PMS]** Added option to clear scheduled wakeup calls on both check-in and check-out.
- **[PMS]** Added the ability to change the default call privilege of a room. A room's privilege will be reset to this value after a guest checks out of it.
- **[Recording]** Added support for stereo audio recording [STEREO CHANNEL RECORDING]
- **[Routing]** Added option to route calls based on a caller's Diversion header value [CID PATTERN MODE]
- **[Routing]** Added ability to control whether to use failover trunks based on the call response codes
- **[SIP Settings]** Added support for H.264 with multiple payload types in SDP
- **[SIP Settings]** When receiving an INVITE with no SDP, following INVITEs with SDP will offer H.264 1080p resolution by default.
- **[SIP Settings]** In the scenario where an inbound external call is forwarded from an extension to an external number, the Contact header will now use the CID of the forwarding extension instead of the caller's CID.
- **[System Settings]** Removed *External Device Usage Threshold* option. If a connected NAS has only 1GB remaining available storage space, it will be considered unavailable and trigger the external disk usage alert.
- **[User Management]** Added *User Endpoint Access History* page [USER ENDPOINT ACCESS HISTORY]
- **[User Management]** Added User Portal/Wave privilege control [USER PORTAL/WAVE PRIVILEGE CONTROL]
- **[VoIP Trunks]** Added ability to determine whether to use failover trunks based on call response code [FAILOVER TRUNK TOGGLES]
- **[VoIP Trunks]** *Dial Trunk* option has been renamed to *Dial External Number* and moved to the *Dial Other Extensions* section
- **[Wave]** The Wave Welcome email will now use the port number configured in System Settings->HTTP

Server->Wave Settings->Port if the Wave Settings->External Host value is not a RemoteConnect address or does not contain a port number.

- **[Web]** Added links to relevant online documentation to various pages of the UCM webUI.
- **[Zero Config]** Added Phonebook VMPK mode to GRP261x template
- **[Zero Config]** Added Firmware tab for improved firmware management [ZERO CONFIG FIRMWARE PAGE]
- **[Zero Config]** Added ability delete downloaded base model templates in the Model Update page
- **[Zero Config]** Added ability to search for templates via the device model name [ZERO CONFIG TEMPLATE SEARCH]
- **[Zero Config]** Added ability to select either LAN1 or LAN2 to scan for devices on when using dual network method

## BUG FIXES

- **[System]**
  - Fixed several system stability issues.
- **[Active Calls]**
  - Fixed several display issues.
  - Fixed an issue with monitoring calls if the caller number exceeds 7 digits
- **[AMI]**
  - Fixed an issue with the MixMonitor command not working correctly
- **[Analog Trunks]**
  - Fixed an issue with ring timeout not taking effect
- **[Announcement]**
  - Fixed an issue with blank pages after deleting all announcements on one page
- **[Basic Calls]**
  - Fixed an issue with changing video resolution in an N-way conference call
- **[Backup/Restore]**
  - Fixed an issue with restoring recordings with file names that contain special characters
  - Fixed an issue with department names not being restored properly
- **[CDR]**
  - Fixed several display issues
  - Fixed an issue where the CDR CSV file had time in ascending order
  - Fixed an issue with anonymous calls not being displayed properly
  - Fixed an issue with no CDR being generated for a call that times out in IVR and is routed to another extension
- **[Call Flip]**
  - Fixed an issue with not ending calls correctly after flipped calls have reached the call duration limit
- **[Contacts]**
  - Fixed an issue where Wave does not display extension contacts.
  - Fixed an issue with not applying contact viewing privileges correctly to departments

- **[CRM]**
  - Fixed several issues with call records not being reported to Vtiger CRM server
- **[Dashboard]**
  - Fixed an issue with WebRTC trunk status not being displayed correctly
- **[DISA]**
  - Fixed an issue where DISA calls to extensions would ignore call forwarding settings
- **[Emergency Calling]**
  - Fixed an issue with calling through register trunks under certain cases
- **[Extensions]**
  - Fixed an issue with abnormal status after an emergency call
  - Fixed an issue with FXS and IAX extensions not being able to set call forwarding to single digit numbers
- **[Feature Codes]**
  - When using the \*26 feature code, users will now have three attempts to enter a valid option to change user call privilege
- **[File Management]**
  - Fixed several issues not displaying and using the correct storage location after an existing storage location becomes full or unavailable.
  - Fixed an issue with not displaying the external storage directory
- **[HA]**
  - Fixed an issue with incorrect HA status
  - Fixed an issue with meeting invitation emails containing inconsistent internal IP addresses
  - Fixed an issue where both UCMs are rebooted after a force switch
  - Fixed an issue with outbound calls failing under certain cases
  - Fixed an issue with Cloud IM after disabling HA under certain cases
  - Fixed an issue with syncing meeting status
  - Fixed an issue with logging out of Wave after an HA switch
- **[IM Settings]**
  - Fixed an issue where adding an extension would cause abnormal system errors after the IM plan has expired
- **[IVR]**
  - Fixed an issue where a call would not return to the IVR menu if "Voicemail Remote Access" was enabled
- **[LDAP]**
  - Fixed an issue with LDAP sync failing after deleting an extension
  - Fixed an issue with the initial addition of an LDAP phonebook
- **[Login Settings]**
  - Fixed an issue with a "failed to update data" error when changing password.
- **[Meetings]**
  - Fixed an issue with not being able to filter out old meeting history entries with certain meeting times

- Fixed an issue with not sending Google Calendar meeting cancelation emails
  - Fixed an issue with meeting room number not being displayed in Google Calendar emails
  - Fixed an issue with abnormal video recordings in certain cases
  - Fixed an issue with call flipping in a full capacity meeting
  - Fixed an issue with not being able to record screen shares when establishing the call via webRTC trunk and starting an N-way conference
- **[MoH]**
  - Fixed an issue with being unable play custom MoH under certain cases
- **[NAS]**
  - Fixed an issue with not being able to connect to an SMB2 server
- **[Network Settings]**
  - Fixed an issue with saving changes even when the PPPoE username contains supported characters
- **[Operation Log]**
  - [UCM6300A series only] Fixed an issue with incorrect log entry when creating meeting rooms.
- **[Operator Panel]**
  - Fixed an issue with incorrect extension status
  - Fixed an issue with retrieving parked calls
  - Fixed an issue with hanging up calls when the operator panel is accessed via the Wave interface
- **[Paging/Intercom]**
  - Fixed an issue with being unable to save a paging/intercom group after selecting a custom prompt
  - Fixed an issue with a "no permission" error appearing when scheduling paging/intercom.
- **[Pickup]**
  - Fixed an issue with abnormal audio when picking up a call from a ring group member
- **[Queue]**
  - Fixed an issue with downloaded statistics being inconsistent with the UCM webUI statistics
  - Fixed an issue with failover calls failing if the queue has "Replace Display Name" configured
  - Fixed several display issues with the queue switchboard
  - Fixed an issue with failing to save settings on the queue page once
  - Fixed an issue with queue chairmen not being able to see queue call recordings on their user portal
- **[QueueMetrics]**
  - Fixed an issue where no pause reason is provided when paused via QueueMetrics
- **[Recordings]**
  - Fixed several issues with the display of recordings
  - Fixed an issue with no permission prompt being played in some cases
  - Fixed an issue with the recording prompt being low quality when G.722 codec is used
- **[RemoteConnect]**
  - Fixed an issue with displaying the weak username/password warning when remotely accessing via GDMS

- Fixed an issue with calls receiving 500 internal server error response if dual network method is used, and LAN2 is selected as the default interface
- **[SIP Settings]**
  - Fixed an issue with Ring Simultaneously calls not containing the correct remote party ID
- **[Signaling Troubleshooting]**
  - Fixed an issue with key dial-up FXO captures containing abnormal caller/callee information
- **[STIR/SHAKEN]**
  - Fixed an issue with outbound calls failing after updating the certificate files.
- **[System Events]**
  - Fixed an issue with abnormal NAS alerts in certain cases
- **[Voicemail Group]**
  - Fixed an issue where viewing voicemail group voicemail in the User Portal and listening to them would show and prompt the voicemail group extension instead of the original caller's number
- **[VoIP Trunks]**
  - Fixed an issue with receiving inbound calls from a China Mobile SIP trunk
- **[Wave]**
  - Fixed an issue with abnormal user profile picture after restoring it to default
  - Fixed an issue with trunk groups not sending out calls if "Allow outgoing calls if registration fails" is enabled, and the Line Selection Strategy is set to "Round Robin"
  - Fixed an issue with duplicate chat history in meeting groups
  - Fixed an issue with calls being shown as missed even if the call was answered with another endpoint
  - Fixed an issue with the Meeting Assistant not sending meeting start notifications
  - Fixed an issue where audio calls to call queues become video calls
- **[Wave Web]**
  - Fixed an issue with logging out of Wave Web after viewing meeting details.
- **[Web]**
  - Fixed several display issues.
  - Fixed an issue with abnormal captcha display after upgrading
  - Fixed an issue with abnormal webUI display after inserting an SD card
  - Fixed an issue where registered DP series devices would show their internal IP addresses instead of WAN addresses
  - Fixed an issue with deleting username prompts
  - Fixed an issue with the Apply Changes button not appearing under certain cases
  - Fixed an issue with being unable to apply changes
- **[Zero Config]**
  - Fixed an issue with not updating extension lists provided to endpoints.
  - Fixed an issue with not being able to select accounts on the DP750 device page

## NEW LIMITATIONS

- **[Zero Config]** Increased custom p-value character limit to 4096.



- **[Zero Config]** Firmware upload size limit has been increased from 300MB to 1GB.

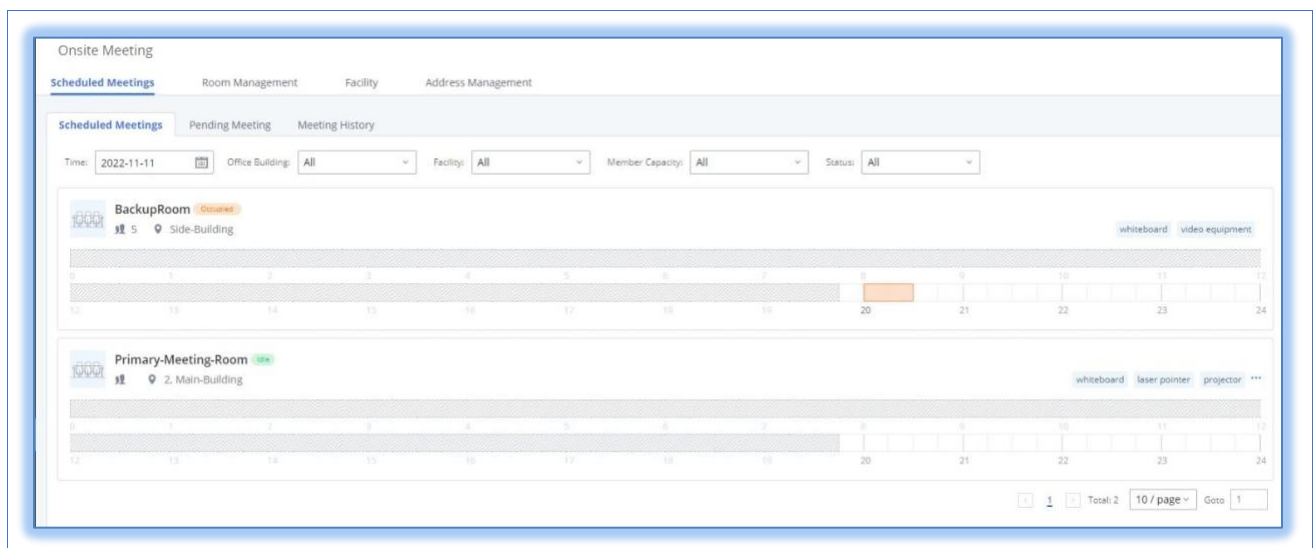
## NEW FEATURES OVERVIEW

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

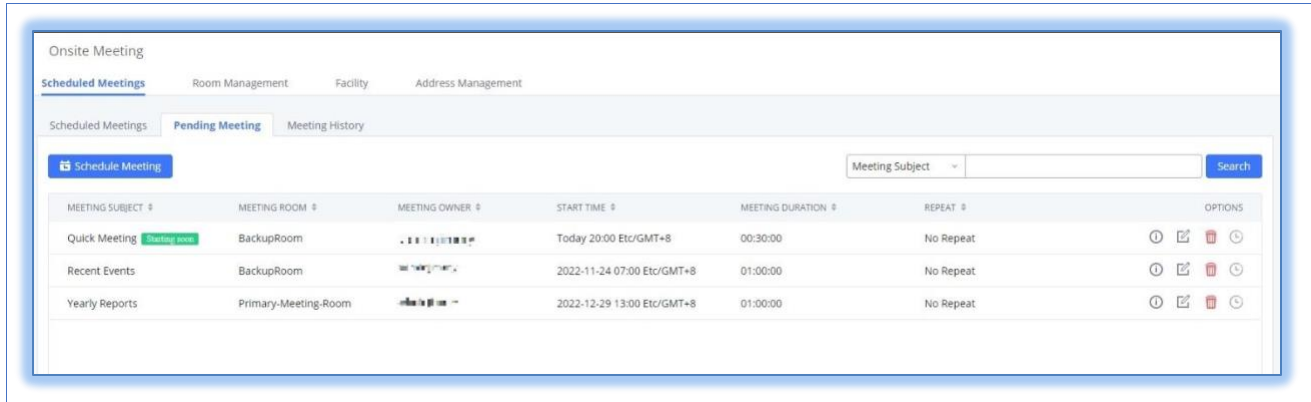
### ONSITE MEETING ROOMS

For workplaces that require employees to return to physical offices for work, Grandstream UCM offers the Onsite Meetings feature, a new way to stay organized and keep up-to-date with in-person meetings. This feature allows administrators to create and manage onsite meeting rooms, specify meeting room locations, schedule meetings, and add conferencing equipment.

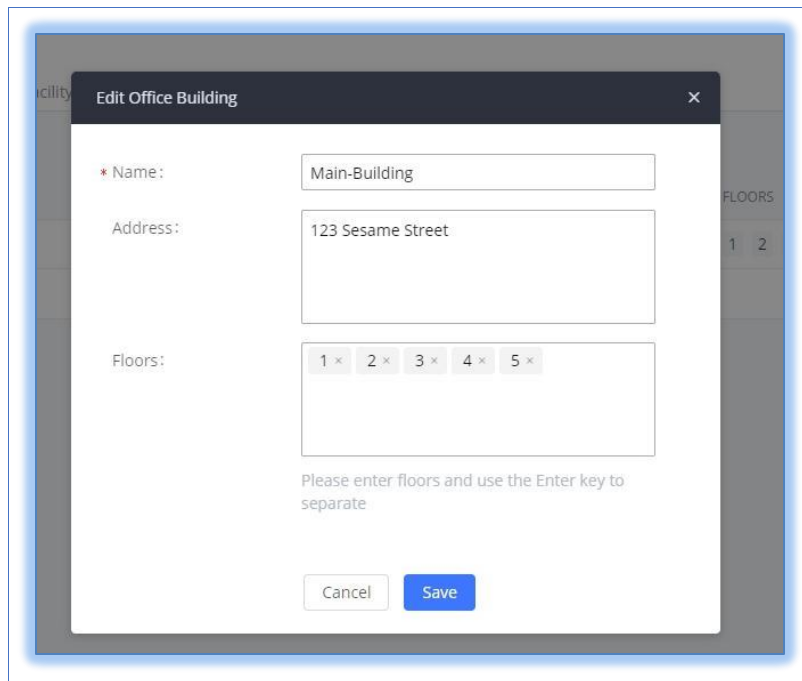
The new feature can be found under the *Other Features* → *Onsite Meeting* page. The first page that appears is the **Scheduled Meetings** page and tab page, which provide an overview of all created meeting rooms. It provides information about the rooms' meeting schedules for the day, their locations, their member capacity, and their equipment.



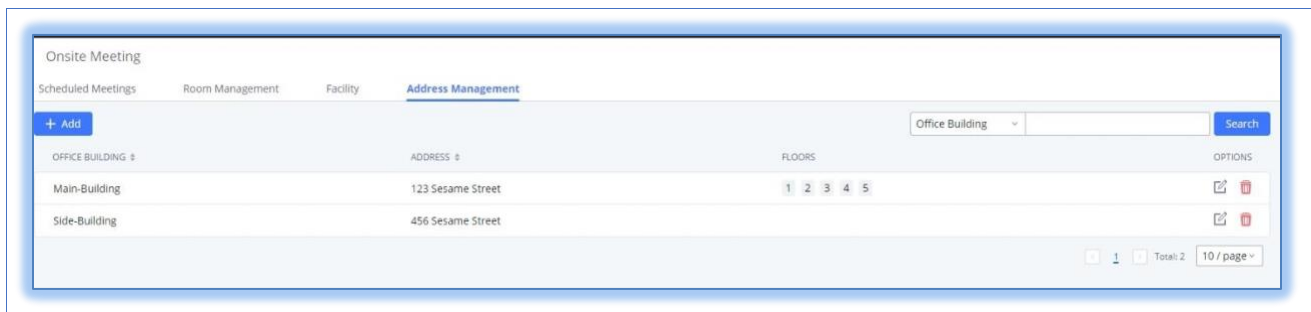
The **Pending Meeting** tab and **Meeting History** tab show detailed information about upcoming meetings and previous meetings respectively. From the **Pending Meeting** tab, users can delete upcoming meetings and extend the duration of ongoing meetings. **The Meeting History** tab will display the last 6 months of onsite meetings.



To get started on using onsite meeting rooms, users will first need to go to the **Address Management** tab to establish the meeting room building.



Once completed, the meeting room location details will be displayed as such:



Next, users will then need to create the rooms by going to the **Room Management** tab.

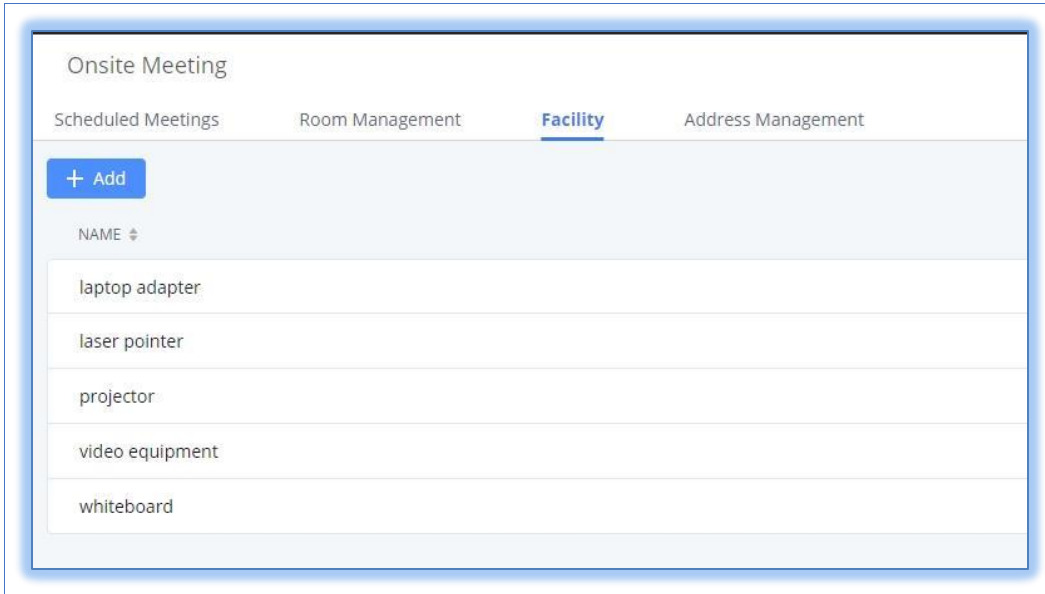
The 'Add Meeting Room' dialog box contains the following fields and values:

- Name: BackupRoom
- Office Building: Side-Building
- Member Capacity: 5
- Facility: whiteboard, video equipment
- Meeting Photo: (empty)
- Azimuth Map: (empty)
- Remark: For emergency use only

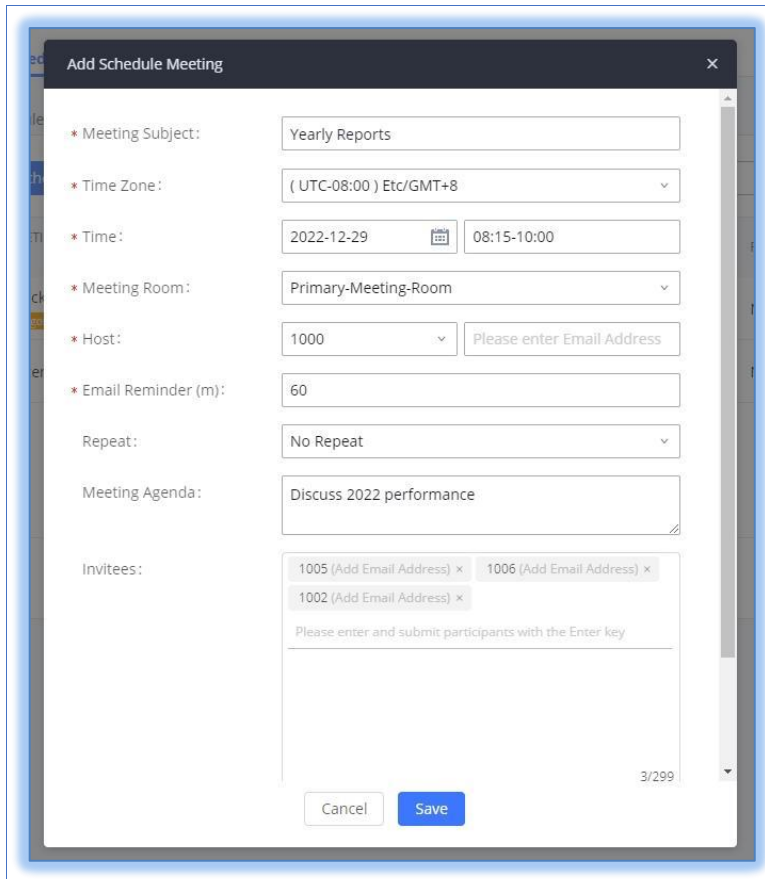
From here, users can enter details about the meeting room such as the room capacity and where it is located. Users can even add images of the meeting room, which will be displayed in the *Scheduled Meetings* tab. Once completed, rooms will be displayed as such:

STATUS	NAME	OFFICE BUILDING	FLOORS	MEMBER CAPACITY	OPTIONS
Occupied	BackupRoom	Side-Building		5	[Icons]
Idle	Primary-Meeting-Room	Main-Building	2		[Icons]

Optional: Users can also add equipment to the meeting rooms as a note of what resources are available in them.



With meeting room setup completed, users can now schedule meetings for these rooms through the *Scheduled Meetings* → *Pending Meeting* page.



A meeting can be scheduled to be up to 12 hours. Once the meeting has been scheduled, the *Pending Meetings* page will display the newly scheduled meeting as such:

The screenshot shows the 'Onsite Meeting' interface with a 'Pending Meeting' tab selected. A table lists the following meetings:

MEETING SUBJECT #	MEETING ROOM #	MEETING OWNER #	START TIME #	MEETING DURATION #	REPEAT #	OPTIONS
Quick Meeting <span style="color: green;">Starting soon</span>	BackupRoom	[User Icon]	Today 20:00 Etc/GMT+8	00:30:00	No Repeat	[Refresh] [Edit] [Delete] [Refresh]
Recent Events	BackupRoom	[User Icon]	2022-11-24 07:00 Etc/GMT+8	01:00:00	No Repeat	[Refresh] [Edit] [Delete] [Refresh]
Yearly Reports	Primary-Meeting-Room	[User Icon]	2022-12-29 13:00 Etc/GMT+8	01:00:00	No Repeat	[Refresh] [Edit] [Delete] [Refresh]

As the time of a scheduled meeting approaches, invited participants will receive meeting reminder emails based on what was configured for the *Email Reminder (m)* option when scheduling the meeting. The template for this email can be viewed and edited under the *System Settings* → *Email Settings* → *Email Templates* page.

The email reminder template features the Grandstream logo and the following content:

**The meeting below will start in 5 minutes**

**Emergency Meeting**

Time: 2022-11-11 21:15 -- 2022-11-11 21:45  
 Time Zone: Etc/GMT+8 (GMT-08:00)  
 Host: 1000  
 Room: BackupRoom  
 Address: ,Side-Building,

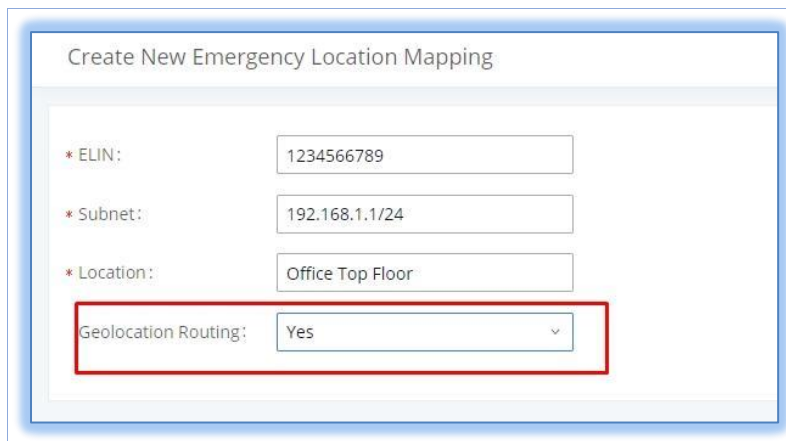
Company Info | Contact Us  
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## CALL WAITING PROMPT TONE CUSTOMIZATION

The **Call Waiting** option to the *PBX Settings* → *Call Prompt Tones* → *General Call Prompt Tones* page. This will affect the audio cue heard by callers when calling an extension that has *Call Waiting* enabled and is in an ongoing call. As with the other prompts on this page, users can upload custom prompts to the *Voice Prompt* page and select them to be used as call prompts.

## EMERGENCY CALL GEOLOCATION HEADER

The **Geolocation Routing** option has been added to the *Call Features* → *Emergency Calls* → *Location Mapping* → *Add/Edit Emergency Location Mapping* page. If set to *Yes*, the *Geolocation* header will be added to the emergency call's SIP INVITE message, and the value configured for the **Location** option will be used as *Geolocation* header's value.



Create New Emergency Location Mapping

\* ELIN: 1234566789

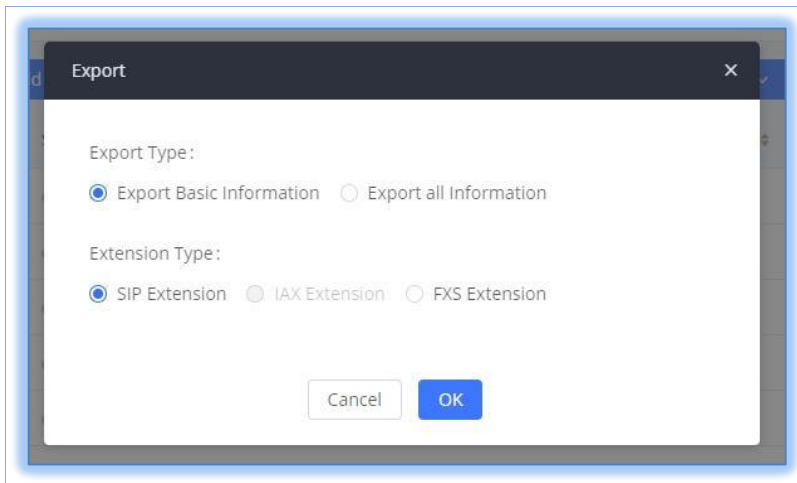
\* Subnet: 192.168.1.1/24

\* Location: Office Top Floor

Geolocation Routing: Yes

## BASIC EXTENSION EXPORT

When exporting extensions, users can now choose to export either only a few basic extension settings or all extensions settings except for *Specific Time* and *Follow Me* settings, which was the original export behavior.



Export

Export Type:

Export Basic Information  Export all Information

Extension Type:

SIP Extension  IAX Extension  FXS Extension

Cancel OK

**Export Basic Information** includes:

- Extension
- CallerID Number
- Privilege
- SIP/IAX Password
- AuthID
- Voicemail
- Voicemail Password
- Sync Contact
- First Name
- Last Name
- Email Address
- User/Wave Password

If importing extensions with no values for settings, the following will occur:

- If importing new extensions, or if **Replace** is selected as the duplicate import option, the default values for those settings will be used.
- If **Update** is selected as the duplicate import option, no changes will be made to the existing settings.

## SILENCE SUPPRESSION

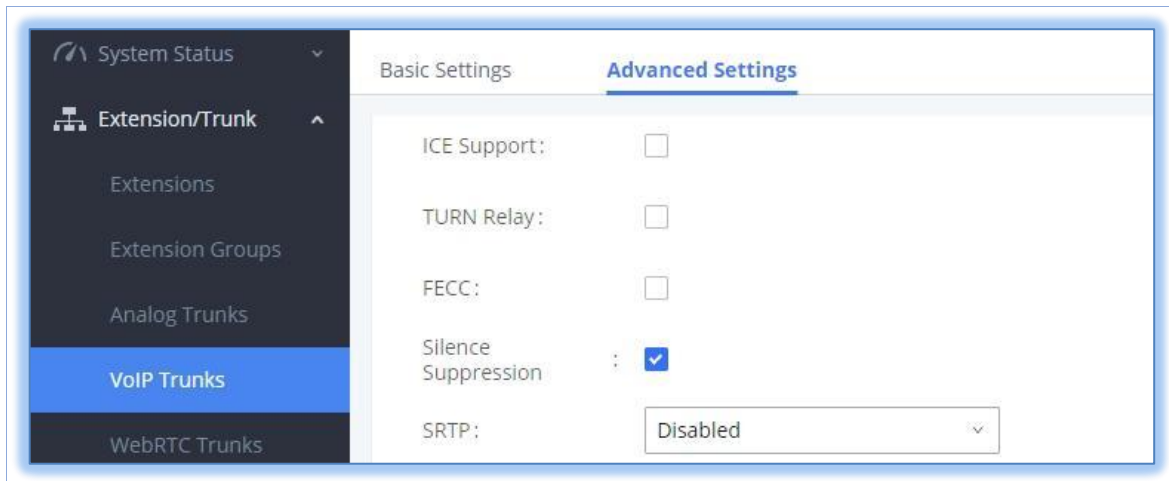
The ability to toggle silence suppression for extensions and trunks has been added. If enabled, the UCM will send CN packets for silence suppression after a successful CN negotiation in the SIP SDP. If the client endpoint's OPUS codec supports the reception of DTX packets, the UCM will send DTX packets instead. The option can be found under:

- *Extension/Trunk* → *Extensions* → *Add/Edit Extension* → *Media*

The screenshot shows the 'Edit Extension: 1000' configuration page with the 'Media' tab selected. The 'SIP Settings' section is visible, containing various configuration options. The 'Silence Suppression' checkbox is checked and highlighted with a red box.

Setting	Value
NAT	<input checked="" type="checkbox"/>
* DTMF Mode	RFC4733
* Alert-info	None
Fax to Email	Yes
Jitter Buffer	NetEQ
Video FEC	<input checked="" type="checkbox"/>
Audio FEC	<input checked="" type="checkbox"/>
* Enable Direct Media	No
* TEL URI	Disabled
* Fax Mode	None
Enable T.38 UDPTL	<input type="checkbox"/>
Packet Loss Retransmission	NACK+RTX(SSRC-GROUP)
FECC	<input type="checkbox"/>
Silence Suppression	<input checked="" type="checkbox"/>

- *Extension/Trunk → VoIP Trunks → Advanced Settings*



### NEW HTTPS COMMANDS FOR CALL QUEUE AND WAVE

The following HTTPS API commands have been added:

- **cleanTerminalChatInformation** - Clears the chat history of the user's Wave clients. Note: As of firmware 1.0.19.3, the command is misspelled as cleanTerminalChatInformation. This has been mentioned to developers.
- **getSIPAccountQR** - Retrieves the specified user's login QR code
- **getCallQueuesMemberMessage** – Retrieves detailed information about a specified queue
- **getQueueCalling** – Retrieves information about a specified queue's ongoing calls

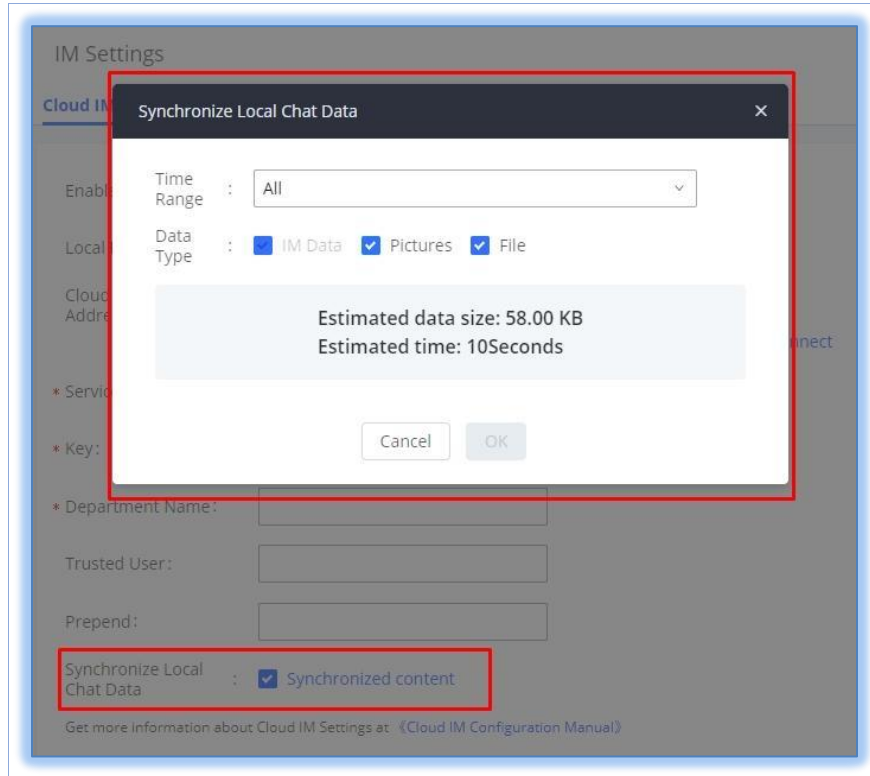
For more detailed information about these new commands, please see the official [UCM6300 HTTPS API Guide](#).

### SYNCING LOCAL CHAT DATA TO CLOUD IM

The **Sync Local Chat Data** option has been added to the *System Settings → IM Settings → Cloud IM* page and allows users to sync the UCM's local chat data to a Cloud IM server.

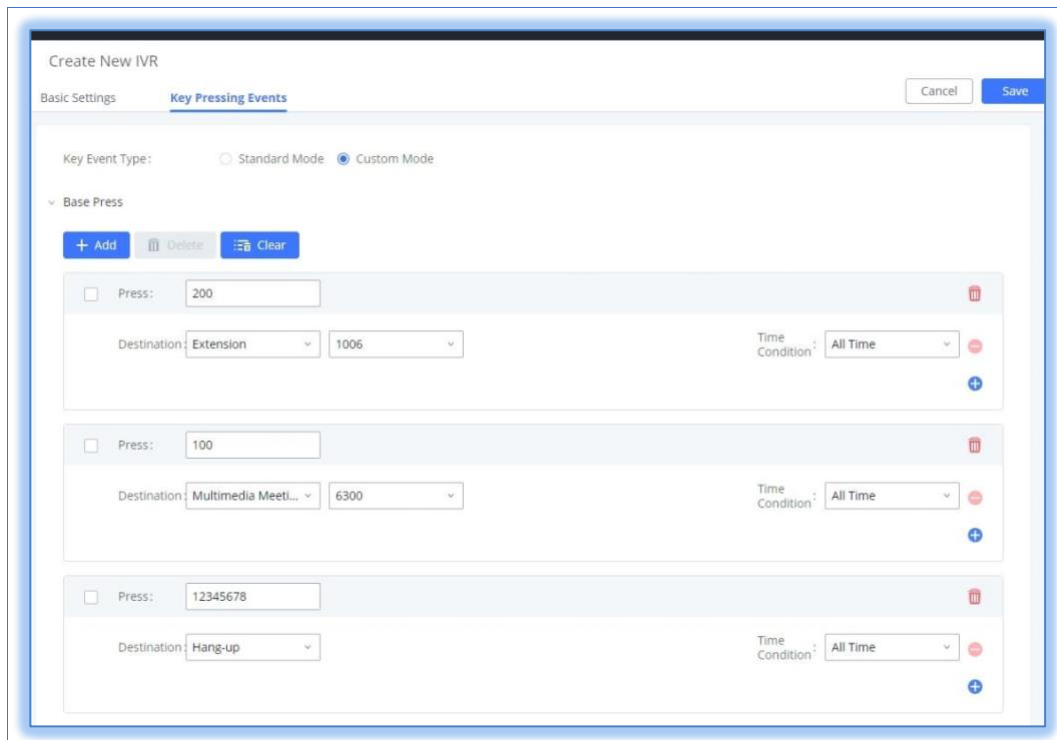
This syncing can only be done during the initial connection to a Cloud IM server. If the UCM is already connected to a Cloud IM server, or the Cloud IM server has already been synced to by other UCMs, local chat data will not be able to be synced.





### CUSTOM IVR KEY PRESSES

Users can now create custom IVR key press events, vastly increasing the options a business can provide to its customers and improving customer relations and accessibility.



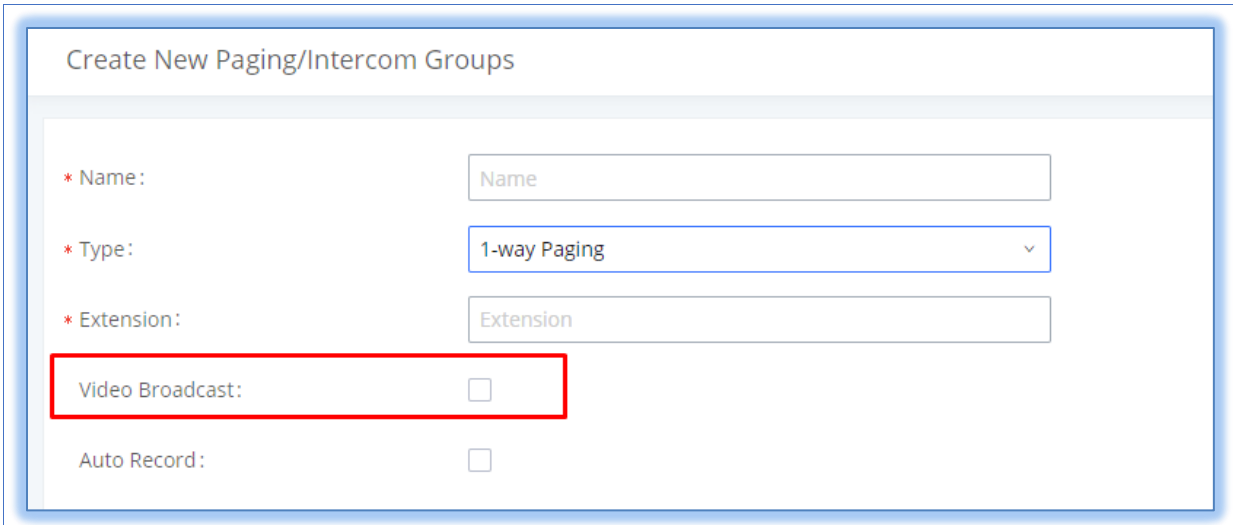
This new feature supports the following:

- Up to 100 custom key press events
- Each key combination can contain up to 8 characters (numbers and star (\*) only)
- Supports Time Conditions
- Different custom keys can have the same Destination and Time Condition

Note: IVR option **Dial Other Extensions** will be disabled if using custom IVR keys.

## VIDEO PAGING

The UCM6300 series (excluding the A models) now offers the ability to send a video to a paging group. This option is only available for the *1-way Paging* and *Announcement Paging* types. If the paging group members' endpoints support video, they will be able to view the video.



The screenshot shows a web interface titled "Create New Paging/Intercom Groups". It contains several form fields:

- \* Name: [Text input field with placeholder "Name"]
- \* Type: [Dropdown menu with "1-way Paging" selected]
- \* Extension: [Text input field with placeholder "Extension"]
- Video Broadcast:  (This checkbox is highlighted with a red border in the original image)
- Auto Record:

Video upload requirements:

- H.264 video encoding
- .mkv or .tar/.tgz/tar.gz format
- MKV files must be 30 MB file or less
- Compressed files (.tar/.tgz/tar.gz) must be 50 MB or less.
- File name can only contain alphanumeric characters, hyphens (-) and period (.)

If Auto Record is enabled, recorded video pages will be saved in MKV file format. Saved recordings can be found in the *CDR* → *Recordings* → *Video Recordings* page.

### Paging: Announcement Play Count

The option *Play Count* has been added and will be configured if *Announcement Paging* is select as the paging type. This controls how many times the selected paging prompt will be played the paging group members.

### Paging: Custom Prompt option name changed

The **Custom Prompt** option name has been changed to **Announcement File**

### LOCAL PMS

**Local PMS** has been added as a PMS option. This allows the UCM to act as a PMS system. When using this, users can manually check guests in and out from the *Other Features* → *PMS* → *Room Status* page.

**Check In** [X]

Once a customer has checked in, please maintain customer information through the PMS system. Please do not change names, languages, or calling privileges by editing.

Room Number: 1000

\* Room Status: Available

First Name: Bob

Last Name: Smith

Guest Account:

Guest Category Code:

Guest Credit Money:

\* Arrival Date: 2022-12-31 16:00

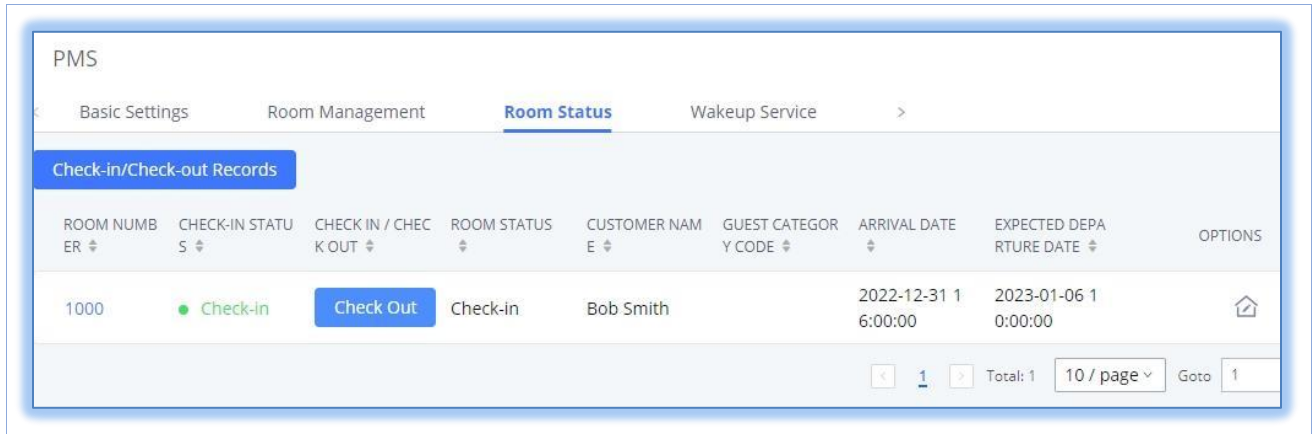
\* Expected Departure Date: 2023-01-06 10:00

Language: Default

\* Call Privileges: Internal

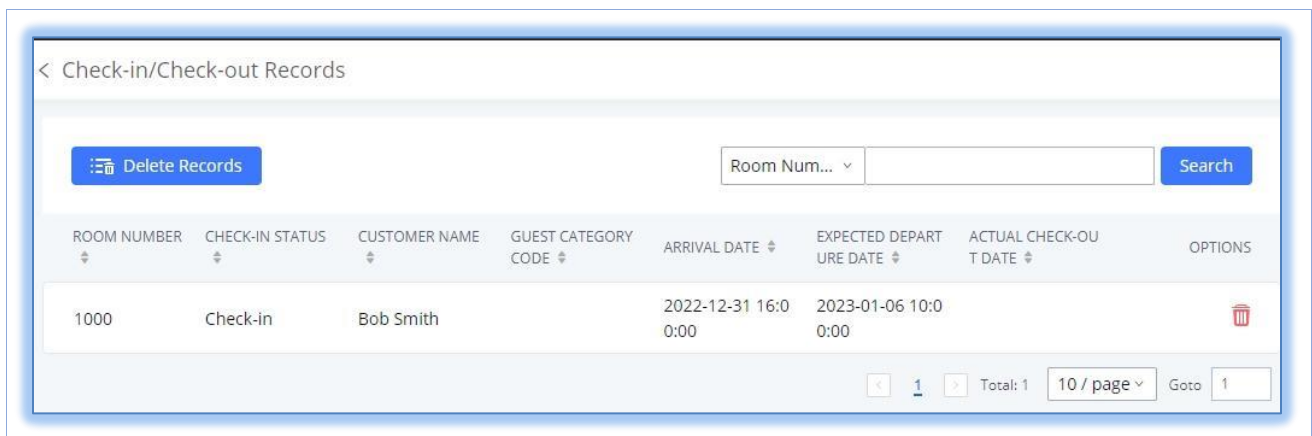
Cancel OK

Once checked in, the *Room Status* page will display it as such:



Note: The **Call Privilege** configured during a guest's check-in will be reset to the room's default call privilege upon guest check-out.

In addition to checking in and out guests, users can also view the **Check-in/Check-out History** page to view past check-in activity.



### STEREO CHANNEL RECORDING

Added **Stereo Recording** and **Calling Channel** options to the *PBX Settings* > *General Settings* page. Enabling **Stereo Recording** will split caller and callee audio into separate channels for call recordings. Users can configure which channel the caller's audio will be in. The callee's audio will be in the other channel.

**General Settings**

**General Preference**

Global Outbound CID Number :

Global Outbound CID Name :

\* Ring Timeout (s):

Call Duration Limit:

Record Prompt:

**Stereo Recording:**

**Calling Channel:**

International Call Prefix :

### CID PATTERN MODE

The *CID Pattern Mode* option has been added to the Extension/Trunk→Inbound Routes pages. Users can now select to use an incoming call's Diversion header value as the CID to match with the configured *CallerID Pattern* instead of the caller's From header, which was the previous default behavior.

**Create New Inbound Rule** Cancel

\* Trunks:

\* Pattern:

Disable This Route:

Seamless Transfer Whitelist :

Inbound Route Name :

CallerID Pattern:

CID Pattern Mode:

Alert-info:

Ringback Tone:

None  
**None**  
 DiversionID  
 CallerID

CID Pattern Mode has 3 options:

- None: CID is not obtained from any source. Only applicable if CallerID Pattern is not configured.

- DiversionID: CID is obtained from the Diversion header. Only applicable to SIP trunks
- CallerID</b>: If the call is from a SIP trunk, the CID is obtained from the From header. Otherwise, the CID will be obtained from other related signaling. This was the default behavior in previous firmware if CallerID Pattern was configured.

### USER ENDPOINT ACCESS HISTORY

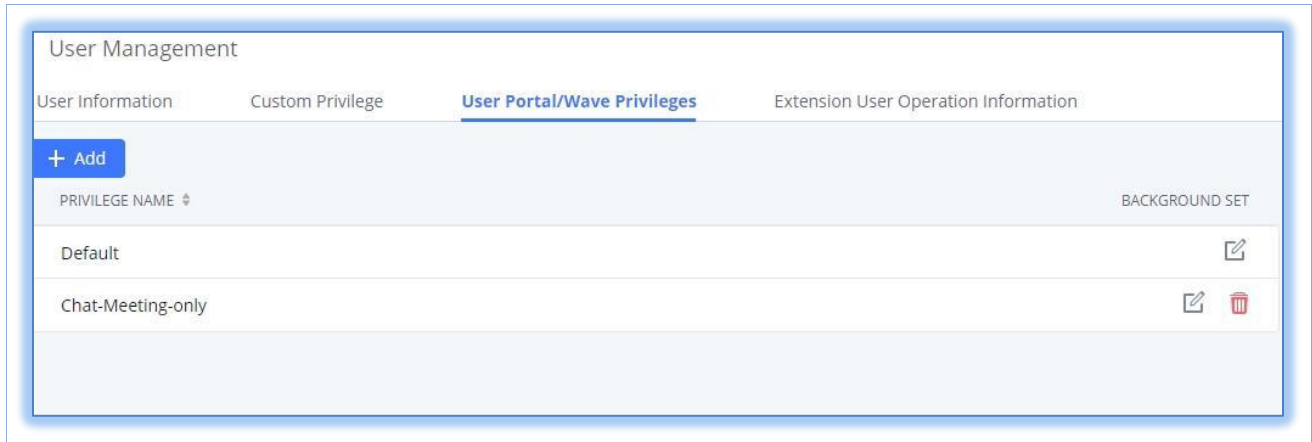
The Extension Endpoint Access History tab has been added to the *Maintenance* → *User Management* page. From here, users can view the access history of all extensions, specifically the times of access, the IP addresses from which the extensions were accessed, and whether they were accessed from the User Portal, Wave Web/Desktop, or Wave Mobile. This page does not support showing extension access from SIP endpoints.

User Management					
User Information	Custom Privilege	User Portal/Wave Privileges	<u>User Endpoint Access History</u>		
EXTENSIONS ↕	NAME ↕	EXTENSION TYPE ↕	TERMINAL TYPE	LAST OPERATION TIME	IP ADDRESS
1000	Bob Smith	SIP(WebRTC)	Wave Web/Desktop User portal	2022-11-23 13:54:01 2022-11-07 22:36:59	192.168.1.100:1122 192.168.1.100:1122
1001	Bob Smith	SIP(WebRTC)			
1002		SIP(WebRTC)	Android/iOS	2022-11-16 23:14:45	192.168.1.100:1122
1003		SIP(WebRTC)			
1004		SIP(WebRTC)			
1005		SIP(WebRTC)			
1006		FXS1			

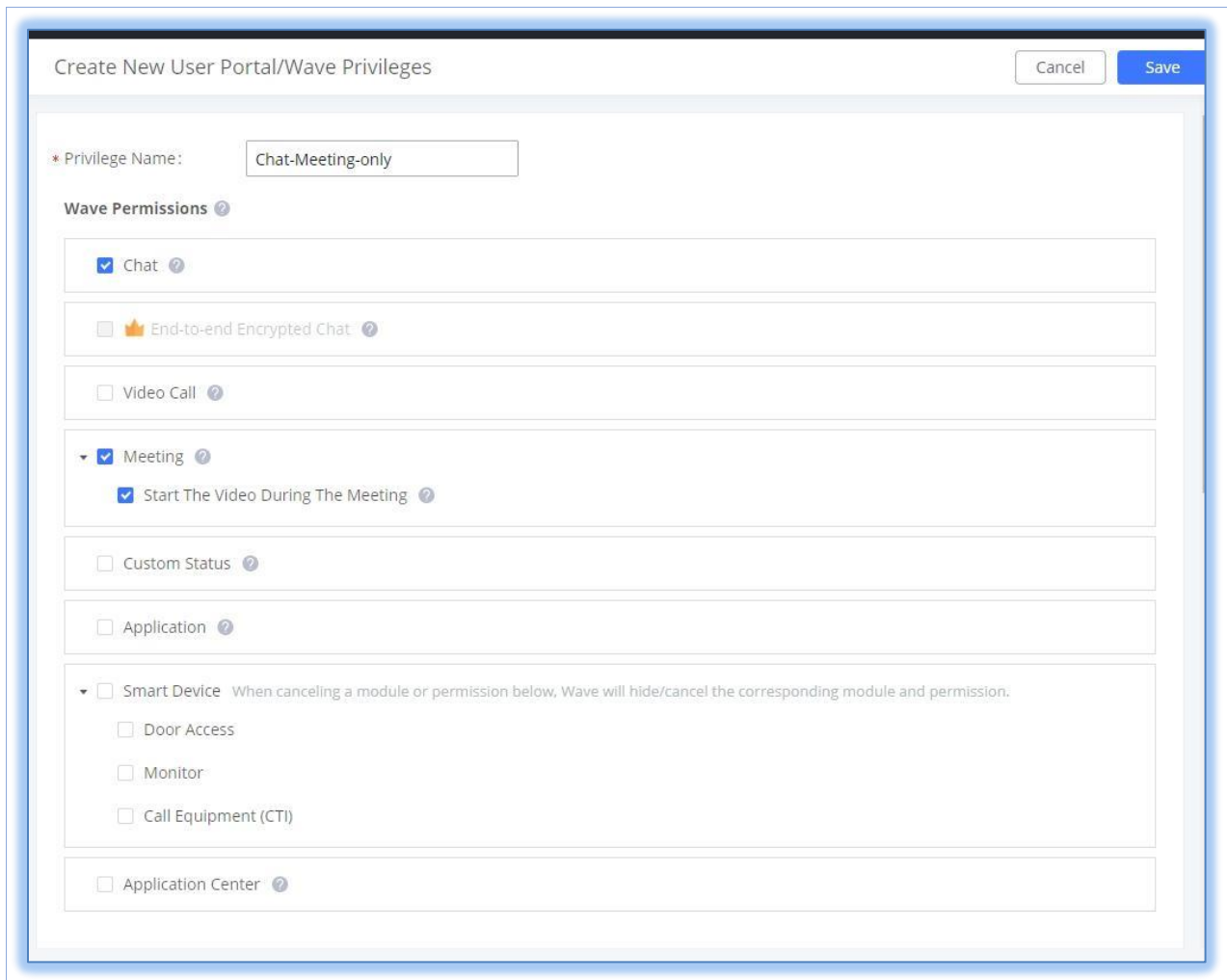
Total: 7    10 / page    Goto

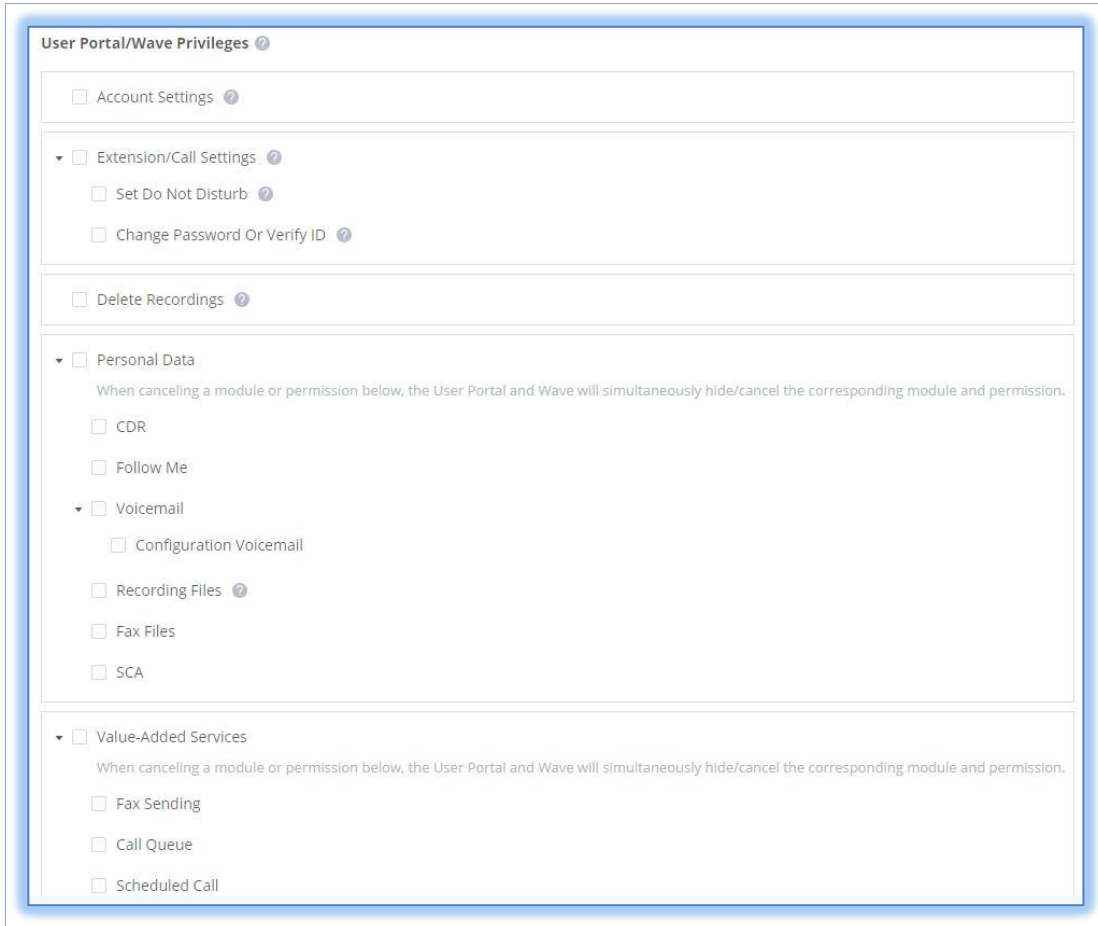
### USER PORTAL/WAVE PRIVILEGE CONTROL

Users can now create and customize privileges related to an extension’s User Portal and Wave. The **User Portal/Wave Privileges** tab has been added to the *Maintenance* → *User Management* page.



From here, users can click on the **Add** button to create and customize a privilege.





Note: The **Voicemail Configuration** privilege controls whether a user can view and modify the following options from their User Portal:

- Voicemail (Disable, Local, and Informatel Remote Voicemail)
- Voicemail Password
- Skip Voicemail Password Verification

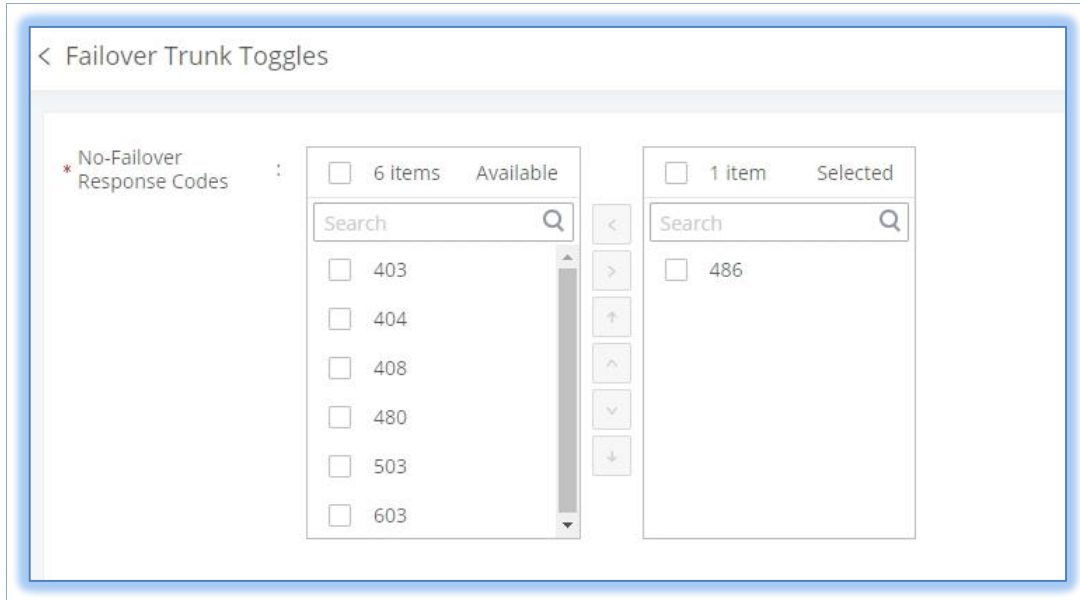
### FAILOVER TRUNK TOGGLES

A **Failover Trunk Toggles** global option has been added to the *Extension/Trunk* → *Outbound Routes* page.





This option controls whether failover trunks will be used if receiving specific responses to outgoing calls.

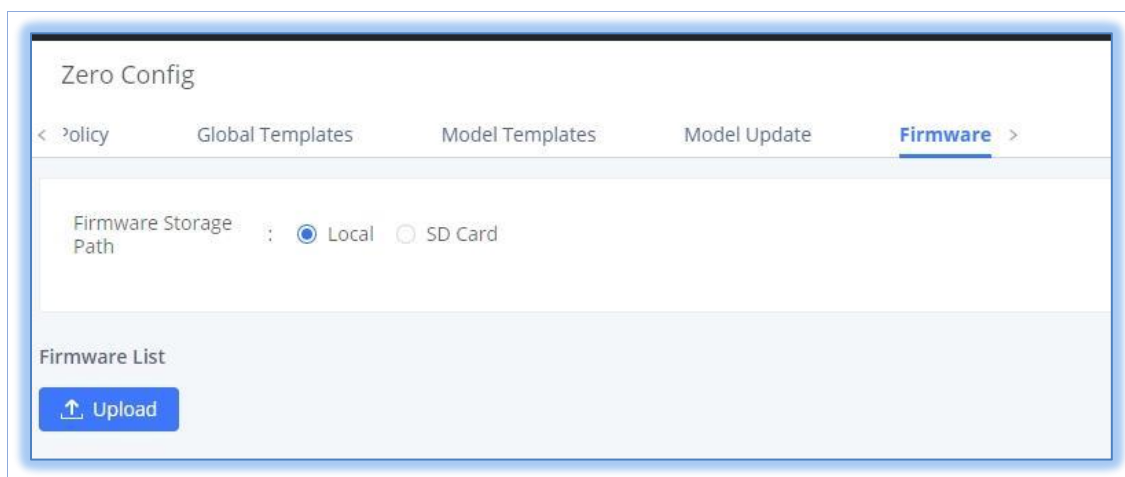


If a call receives the selected response codes, the UCM will not redirect it to the call route's failover trunk.

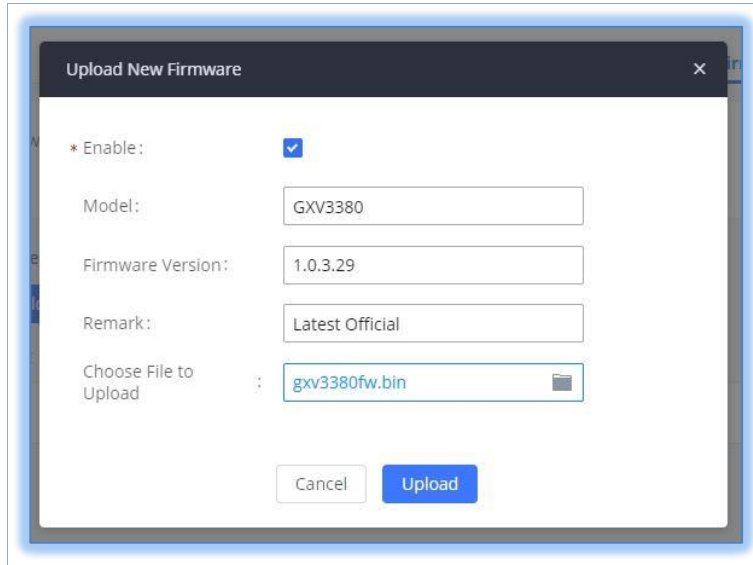
Note: Due to the addition of this option, the **Enable 486 to Failover Trunks** option under *PBX Settings* → *General Settings* page has been removed.

### ZERO CONFIG FIRMWARE PAGE

The **Firmware** tab has been added to the *Other Features* → *Zero Config* page. Here, users can upload to and manage firmware for endpoints. Additionally, firmware upload size limit has been increased from 300MB to 1GB.



If external storage is available, they will appear as selectable options for firmware storage paths. Clicking on the *Upload* button will show the following screen:



- **Enable:** toggles whether the UCM will provision this firmware to endpoints if they are using the UCM as the firmware server. If not enabled, the UCM will reject requests from endpoints for this firmware.
- **Model:** The device model for which this firmware is intended for. Only for self-reference and has no effect on provisioning.
- **Firmware:** The firmware version of the file being uploaded. Only for self-reference and has no effect on provisioning.
- **Remark:** Comment about the uploaded firmware. Only for self-reference and has no effect on provisioning.
- **Choose File to upload:** Select the firmware file to upload from the user's PC. The file name must match the firmware file name requested by the endpoint.

### ZERO CONFIG TEMPLATE SEARCH

With Grandstream's ever-growing list of products, it has become increasingly difficult and tedious to download and/or find the templates of specific models. To remedy this, a Filter button has been added to Model columns to allow users to search up the desired models. Users can click on the Search button to find the model based on their search term or click on the All button to view the full list of device models.

VENDOR	MODEL	VERSION (REMOTE/LOCAL)	SIZE
Grandstream	GXV3240	GXV	27K
Grandstream	GXV3275	2.2/2.1	28K
Grandstream	GXV3350	1.2/-	36K
Grandstream	GXV3370	1.7/-	55K
Grandstream	GXV3380	1.4/1.4	71K
Grandstream	GXV3450	1.0/-	94K