UCM Series IP PBX Firmware Release Notes

Table of Content

FIRMWARE VERSION 1.0.16.20

PRODUCT NAME

UCM6102, 6104, 6108, 6116, 6202, 6204, 6208, and 6510

DATE

03/05/2018

FIRMWARE FILE INFORMATION

- UCM61xx firmware file name: ucm6100fw.bin

  MD5: b8a63bbcffce15bad8aca5a4f0cafdce

- UCM62xx firmware file name: ucm6200fw.bin

  MD5: 5c29518fda4d711cd55270f52a5015c1

- UCM6510 firmware file name: ucm6500fw.bin

  MD5: 50c6e105d21096a9474c251185104668

IMPORTANT UPGRADING NOTE

- **Backup your data including configuration before firmware upgrade is recommended.**
- **For UCM6xxx on 1.0.15.x or 1.0.16.x, please upgrade to 1.0.16.20 directly.**
- **For UCM6xxx on firmware earlier than 1.0.15.x, please upgrade to 1.0.15.16 first, then upgrade to 1.0.16.20. To upgrade to 1.0.15.16, please check 1.0.15.16 release note "Important Upgrading Note" section and follow the instructions.**
- **It is recommended to upgrade UCM to latest firmware for product lifespan and security improvements.**
- **Firmware download links below:**
  - **UCM61xx:** http://firmware.grandstream.com/Release_UCM61xx_1.0.16.20.zip
  - **UCM62xx:** http://firmware.grandstream.com/Release_UCM62xx_1.0.16.20.zip
  - **UCM6510:** http://firmware.grandstream.com/Release_UCM6510_1.0.16.20.zip

CHANGES SINCE FIRMWARE VERSION 1.0.16.18

ENHANCEMENTS

- **Major Enhancements**

o [Voicemail] Added a *Voicemail Remote Access* option to toggle the new voicemail prompt. [VOICEMAIL REMOTE ACCESS PROMPT TOGGLE]

o [Voicemail] Remote access voicemail access voice prompt changed to "Press 1 to leave a message. Press 2 to enter voicemail system".

BUG FIXES

- **[Paging/Intercom]**
   o Fixed an issue with irregular paging failures.
- **[Voicemail]**
   o Fixed an issue with updating endpoint voicemail count when using a remote voicemail system.
- **[Wakeup Service]**
   o Restored call forwarding of wakeup calls.
- **[ZeroConfig]**
   o Fixed an issue with certain extensions missing from dropdown lists when editing a device.
   o Fixed potential memory leak issue when phones request for configuration via ZeroConfig to UCM.

NEW FEATURES OVERVIEW

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

VOICEMAIL REMOTE ACCESS PROMPT TOGGLE

Voicemail Remote Access option has been added to *Call Features->Voicemail* page. This toggles the new voicemail prompt, which is now disabled by default.

After enabling it, the following warning message should appear:
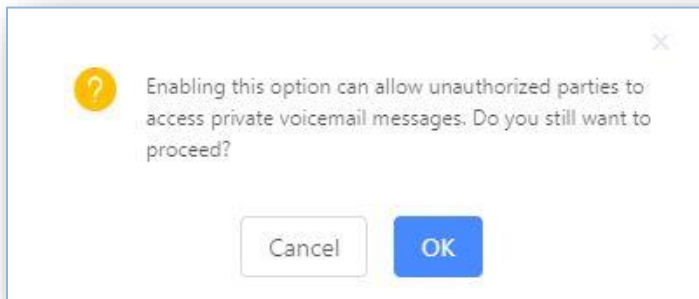
After clicking "OK", the new voicemail prompt will be used. The prompt is "Press 1 to leave a message. Press 2 to enter voicemail system".

FIRMWARE VERSION 1.0.16.18

PRODUCT NAME

UCM6102, 6104, 6108, 6116, 6202, 6204, 6208, and 6510

DATE

02/27/2018

IMPORTANT UPGRADING NOTE

- **Backup your data including configuration before firmware upgrade is recommended.**
- **For UCM6xxx on 1.0.15.x, please upgrade to 1.0.16.18 directly.**
- **For UCM6xxx on firmware earlier than 1.0.15.x, please upgrade to 1.0.15.16 first, then upgrade to 1.0.16.18. To upgrade to 1.0.15.16, please check 1.0.15.16 release note "Important Upgrading Note" section and follow the instructions.**
- **It is recommended to upgrade UCM to latest firmware for product lifespan and security improvements.**
- **Firmware download links below:**
  - **UCM61xx:** http://firmware.grandstream.com/Release_UCM61xx_1.0.16.18.zip
  - **UCM62xx:** http://firmware.grandstream.com/Release_UCM62xx_1.0.16.18.zip
  - **UCM6510:** http://firmware.grandstream.com/Release_UCM6510_1.0.16.18.zip

KNOWN ISSUES

- If the extension to be called by wake up function is unavailable, call forwarding configuration on this extension doesn't work when the call forwarding destination is paging group.
- When local voicemail is enabled and the extension is registered on an end device, if it's switched to enable remote voicemail in UCM extension configuration, the user needs to re-register the extension or reboot the end device in order to obtain the correct number of voicemails.

CHANGES SINCE FIRMWARE VERSION 1.0.15.16

ENHANCEMENTS

- **Major Enhancements**
  - [Analog Trunk] Added *Direct Callback* option for intelligent callback routing [TRUNK INTELLIGENT ROUTING]
  - [Call Queue] Added *Autofill* option to toggle between serial and parallel queue behavior [CALL QUEUE AUTOFILL TOGGLE]
  - [CRM] Added vTiger and ZoHo support [VTIGER AND ZOHO CRM SUPPORT]
  - [Digital Trunks] Optimized E1/T1 outbound call channel selection performance

o [Digital Trunk] Added *Direct Callback* option for intelligent callback routing [TRUNK INTELLIGENT ROUTING]

o [Emergency Calls] Added *Emergency Calls* feature [EMERGENCY CALLS]

o [Fail2Ban] Domains can now be added to the whitelist

o [LDAP] Added XML file type support for importing phonebooks. [LDAP PHONEBOOK XML SUPPORT]

o [LDAP] Added ability to customize the LDAP name and number attributes in the *Phonebook Download Configurations* page [LDAP NAME/NUMBER ATTRIBUTES CUSTOMIZATION]

o [Paging/Intercom] Added a *Paging/Intercom Whitelist* field to restrict which extensions are able to use the paging/intercom feature [PAGING/INTERCOM WHITELIST]

o [Paging/Intercom] Lowered paging group member limits to ensure audio quality and performance.

[Parking Lot] Added ability to divide a parking lot extension into multiple lots [NEW PAGING/INTERCOM GROUP MEMBER LIMITS

Paging/Intercom groups now have a lowered member limit to ensure a degree of audio quality and functional performance. The following table shows the new member limits for each model.

MODEL	MEMBER LIMIT
6102	25
6104	25
6108	32
6116	32
6202	25
6204	25
6208	32
6510	64

o PARKING LOT DIVISION]

o [PMS] Added HSC support [PMS: HSC MODULE]

o [Speed Dial] Added support for 4-digit speed dial numbers

o [User Management] New custom privileges have been added: Status, System Events, CDR, CDR API, Wakeup Service, Extensions, IVR, Voicemail, Ring Groups, Paging/Intercom, Call Queue, Pickup Groups, Speed Dial, DISA, Event List, Callback, Feature Codes, Fax/T.38, Parking Lot, Backup, Dial By Name, and Emergency Calls

o [Voicemail] New voicemail prompt added to allow remote voicemail access [REMOTE VOICEMAIL ACCESS]

o [VoIP Trunks] Added *Direct Callback* option for intelligent callback routing [TRUNK INTELLIGENT ROUTING]

o [WebUI] Optimizations have been made to the web portal to allow faster access to the UCM

o [ZeroConfig] General performance optimizations and UI adjustments to improve page loading speeds

o [ZeroConfig] Added ability to batch add devices by importing a CSV file [ZERO CONFIG – IMPORT DEVICES]

- o [ZeroConfig] Added a Copy Device Configuration option that allows users to copy the configuration of one device to another device [ZERO CONFIG – COPY DEVICE CONFIGURATION]
- **Other Enhancements**
  - o General system stability improvements
  - o [Backup/Restore] Restoring backups will no longer require a restart
  - o [Backup/Restore] List of backups is now sorted by date in descending order by default
  - o [Call Queue] Statistics can now be exported to a .CSV file
  - o [Call Queue] If an agent has concurrent registrations, changing the login status with one phone will also update the login status of other phones
  - o [Call Queue] Switchboard performance optimization and stability improvements
  - o [Callback] The *Name* field now requires at least two characters
  - o [CDR] Added a CDR API command for deleting CDR entries: *Delete=yes*
  - o [CDR] Added new option to *Automatic Download Settings* page: *Delete Sent Records*
  - o [CDR] Changing presence status will now create CDR entries
  - o [CDR] When *Recordings Storage->Enable Auto Change* is enabled, plugging in an external storage device while in the *CDR->Recording Files* page will cause a pop-up message prompting the user to update the page to show the files located in the external storage
  - o [Conference] A user will now be prompted to press a key to stay in or leave an empty conference room 60 seconds after entering
  - o [Conference] Improved search functionality for scheduled conferences. Entering only start time or only end time will give results with those starting/ending times
  - o [Conference] Added sort functionality to the *Conference Recordings* page
  - o [Conference] If *General Settings->Enable Strong Password* is enabled, a conference password cannot be the same as the conference room number
  - o [Conference] Changed the message a participant hears when he is kicked out to a more suitable message
  - o [Conference] When public mode is disabled, administrator password will be required
  - o [DDNS] *Username* and *Password* fields now have a 16 character limit
  - o [Dial by Name] Default local phonebook will no longer be selectable for Dial by Name
  - o [DISA] Selecting an incomplete DISA as a destination in any page will automatically redirect the user to the selected DISA to complete the configuration for it
  - o [Email Settings] *Sender* field now supports dashes and underscores
  - o [Extensions] Reduced extension export time
  - o [Extensions] SIP passwords will now be randomized by default when batch adding extensions
  - o [Extensions] *Follow Me->Confirm when Answering* is now enabled by default
  - o [Extensions] On the *Media* page, the *Fax to Email* setting is now independent of the *Fax Mode* setting
  - o [Extensions] After modifying an extension, the user will now be redirected to the extension list page that the user was last on instead of being redirected to the first page of the list
  - o [Extensions] If "Local Subnet Only" option is selected for the *Strategy* field, the *Local Subnet* field will automatically be populated with the UCM's subnet value

o [Extension Group] Users can now change the ringing priority of extension group members. Other features such as call queue will also use this member priority order when ringing the extension group

o [Fax] A confirmation email will now be sent to the default email address after using the *Fax Sending* feature

o [Fax] *Send* button has been restored

o [Firewall] The UCM's IP address can no longer be used for Static Defense rules

o [Inbound Routes] If *Default Destination* is set to "By DID", the *DID Destination* field will automatically include "Extension"

o [IVR] Added an upper limit of 500 extensions for IVR's Blacklist/Whitelist

o [LDAP] *Phonebook Download Configurations->Password* field is now blank by default

o [LDAP] LDAP sync port's default value changed from 1 to blank

o [Operation Log] Remarks with only whitespace can now be modified

o [PMS] Call transfer settings will no longer apply to wakeup calls

o [PMS] For Mitel, UCM will now verify the validity of created wake-up times. Invalid times will result in an error message

o [PMS] If the UCM does not support a PMS-configured language, the extension's default language will be used

o [PMS] Rooms are no longer able to set DND while the room status is *Cleaning* or *Repairing*

o [PMS] Clients with special characters in their names will not be able to check in

o [PMS] If *Skip Maid and Password Authentication* is enabled, the minibar welcome message will play when a user enters the minibar

o [SIP Settings] Local network addresses in the *NAT* page can now be edited

o [Time Settings] Added an "All" checkbox for selecting every week or month

o [Time Settings] If only time is configured when saving office time and holiday settings, all days and months will be selected by default

o [Web UI] *Inbound Routes / Outbound Routes->Pattern* field box size can now be vertically adjusted

o [Web UI] Reduced page loading times when changing UCM language

o [User Portal] A confirmation prompt will now pop up when deleting voicemail announcements

o [User Portal] Missed calls and scheduled conferences are now sorted in descending order

o [Voicemail] Added custom voice prompt support for Voicemail Groups

o [Voicemail] Voicemail passwords now require at least 4 characters

o [Voice Prompt] Users can now review custom voice prompts after recording

o [VoIP Trunks] Added *Passthrough PAI Header* option to *Advanced Settings*

o [VoIP Trunks] Added *DOD As From Name* option added to *Advanced Settings* for register trunks

o [VoIP Trunks] *Provider Name* options are now sorted alphabetically

o [Wakeup Service] If a wakeup service's ringtone file has been removed, the service will now use the default wakeup ringtone

o [UCM6510] [HA] Enabling HA will automatically enable HA fault warning alert logs

o [UCM6510] [HA] Added a message to indicate a successful configuration sync after changes have been made in the HA page

- o [UCM6510] [HA] General performance optimizations
- o [UCM6510] [System Events] Added "HA Failure warning" filter option for *Alert Log* events

BUG FIXES

- **[Active Calls]**
  - o Fixed several issues with monitoring extensions
  - o The *Name* field now requires at least 2 characters
- **[AMI]**
  - o Fixed an issue where pausing a queue agent via AMI would still show the agent as "Idle" in the Queue Switchboard
  - o Fixed an issue where the UCM does not restart after uploading TLS certificates or private keys
- **[Basic Call]**
  - o Fixed abnormal behavior with DISA and Follow Me calls
  - o Fixed an issue where calls established via attended transfer did not count towards the total call capacity of the UCM
  - o Fixed an issue where eternal calls get dropped after getting transferred
  - o Fixed an issue with transfers conflicting with outbound routes
- **[Call Completion]**
  - o Fixed an issue where if an extension has two concurrent registrations, and one of the phones creates a call completion request via *11, the UCM may not ring the correct phone
- **[Call Queue]**
  - o Fixed an issue where disabled static agents would not appear in the Switchboard
  - o Fixed an issue where the statistics page would default back to displaying 10 entries after filtering
  - o Fixed an issue where FXS extensions attempting to log in as queue agents via feature code would enter the queue instead
  - o Fixed an issue where IAX static agents would still appear in Switchboard even after being unassigned
  - o Fixed an issue with queue agents not ringing after changing system time
  - o Fixed an issue where clicking "Apply Changes" would clear Switchboard information
  - o Fixed an issue with the "Call Distribution by Agent" statistic when the agent extension has concurrent registrations
  - o Fixed an issue with CallerID display when call-barging via Switchboard
- **[Callback]**
  - o Fixed an issue where callbacks did not count towards the call capacity
- **[CDR]**
  - o Fixed abnormal CDR that appears after dialing into a conference room
  - o Fixed an issue where CDR showed the wrong number of files in the *Recording File Options* column
  - o Fixed an issue with callee name display with calls made through SLA Station
  - o Fixed an issue where CDR shows a call that was dropped due to failed authorized as a successful call
- **[Conference]**

- Fixed an issue with inviting conference participants under certain conditions
- Fixed several issues with Google service authorization
- Fixed saving issues when scheduling a conference
- Fixed an issue where the "Saving" message would not disappear after saving *Schedule Options* page where the Conference Administrator is not one of the selected extensions
- Fixed abnormal behavior that occurs when a remote extension invites a local extension
- Fixed an issue where if IAX extensions are invited, the CID of other invited members will become e/0 or e/1
- Fixed an issue where the conference member limit could be exceeded under certain conditions
- Fixed an issue where conference recording files could not be deleted
- Fixed an issue where the UCM would not record scheduled conferences with bridge conference rooms
- Fixed an issue where if *Dial into Empty Queue* is set to "No", the call would not be routed to the failover destination as intended
- Fixed an issue where invited external numbers would have abnormal CIDs
- Fixed an issue where users were able to create conference room extensions outside of the assigned extension range
- Fixed an issue where the *Wait for Admin* option did not work as intended
- Fixed an issue where users would hear two recording prompts if both *General Settings->Record Prompt* and *Conference->Edit Conference->Record Conference* are enabled
- Fixed an issue with conference scheduling failure when disabling *Public Mode* and then re-enabling it
- Fixed an issue where ongoing conferences could be deleted

- **[CRM]**
  - Fixed an issue where calls to remote Ring Simultaneously numbers do not generate appropriate CDR

- **[Digital Trunks]**
  - Fixed an issue where the page would not update properly when creating new DODs

- **[DISA]**
  - Fixed abnormal behavior that occurs when dialing into a queue via DISA
  - Fixed abnormal behavior with blind transfers

- **[Email Settings]**
  - Fixed an issue where the *Restore Default Template* would not reset the *Subject* field to default values
  - Fixed an issue where *Restore Default Template* would apply changes even if *Cancel* was selected afterwards

- **[Extensions]**
  - Fixed an issue where users were able to change presence status and save settings even when invalid changes were made on the page
  - Fixed import issues when .CSV files included opus, vp8, and H.265 settings
  - Fixed an issue with page jumping after exporting extensions

- o Fixed an issue where ticking the *Enable Keep-Alive* option, unticking it, and attempting to save will result in a warning message about the *Keep-Alive Frequency* value
- o Fixed an issue where grayed-out options would still have selectable checkboxes
- o Fixed an issue where newly created Follow Me numbers would not appear after deleting previous numbers
- o Fixed an issue where saving multiple times would cause some changes to be reverted

- **[Fail2Ban]**
  - o Fixed an issue where the *Banned Duration* field would display 2147483647 if any input exceeded that value
  - o Fixed an issue where inputting "0" for the *Banned Duration* field and applying changes would making the page display "600" for *Banned Duration*. However, the "0" value is still active**.**

- **[Faxing]**
  - o Fixed an issue where fax files would be received only in TIFF format and not in PDF format.

- **[Feature Codes]**
  - o Fixed an issue where seamless transfers would ignore time conditions when IAX trunks are involved
  - o Fixed a delay issue when a parked call times out and is forwarded to voicemail
  - o Fixed crash issue when using call park

- **[General Settings]**
  - o Fixed abnormal behavior that occurs when modifying the IVR and fax extension range values

- **[HTTP Server]**
  - o Fixed an issue where users were able to set *Port* to "80" even when the *Redirect from Port 80* option was disabled
  - o Fixed an issue where *Enable IP Address Whitelist->Subnet Mask* did not have a character limit

- **[IAX Settings]**
  - o Fixed an issue with duplicate fields

- **[Inbound/Outbound Routes]**
  - o Fixed an issue with mode failover when the default destination of *Default Mode* is deleted
  - o Fixed abnormal behavior that occurs when there are no holidays configured and the *Excluding Holidays* option is enabled
  - o Fixed an issue where the blacklist would show "No Data" after deleting a certain amount of blacklist entries

- **[IVR]**
  - o Fixed an issue with the *Timeout* key pressing event where the IVR dials extension 7000 even if it does not exist
  - o Fixed various issues with users being unable to save and apply changes after enabling or disabling IVR Blacklist/Whitelist
  - o Fixed an issue where IVR Whitelists were not working as intended

- **[LDAP]**
  - o Fixed an issue where default LDAP entries could not be edited

- o Fixed an issue where synchronized extensions would be incorrectly prefixed if no outbound routes were selected
- **[Network Settings]**
  - o Fixed an issue where the settings of a *Method* option conflicted with another *Method* option, causing the user to be unable to save
- **[Network Troubleshooting]**
  - o Fixed an issue where traces could not be captured properly when *Network Settings->>Method* was set to "Dual"
- **[Paging/Intercom]**
  - o Fixed an issue that causes paging to not work properly under certain circumstances
- **[PMS]**
  - o Fixed an issue where check-out time could be set earlier than the check-in time
  - o Fixed an issue where Mitel call events would not include the room number information
  - o Fixed an issue with PMS-related CDR
  - o Fixed abnormal behavior that occurs when using the *35 feature code
  - o Fixed an issue with DND and presence status syncing
  - o Fixed an issue where the minibar code was able to overlap with parking lot extension numbers
- **[Ring Groups]**
  - o Fixed an issue where users able to exceed the maximum number of allowed ring group extensions
- **[Security Settings]**
  - o Only users with Super Admin privileges can have SSH access
  - o Fixed abnormal behavior with Dynamic Defense
- **[Setup Wizard]**
  - o Fixed an issue with invalid analog trunk names during trunk setup
  - o Fixed an issue where after deleting an analog trunk, the ports selected for that trunk would not be selectable again
- **[SIP Settings]**
  - o Fixed an issue where TCP/TLS changes would not apply properly if rebooting from a certain page
- **[System Cleanup]**
  - o Fixed abnormal behavior with scheduled queue log cleaning
  - o Fixed an issue where the Cleaner Log would not show the correct language
  - o Fixed an issue where the cleaner would not delete backup files
  - o Fixed an issue where voicemail count would not update properly after cleaning voicemail
- **[System Events]**
  - o Fixed an issue with adding more than one email address in *Alert Contact* page
- **[User Portal]**
  - o Fixed an issue where the *Call Queue* page would not update properly
  - o Fixed an issue with minimum character limits not working properly
  - o Fixed an issue where the seamless transfer search box did not work properly
  - o Fixed an issue with overlapping text when configured numbers are too long

- Fixed an issue where the *User Information* page would not display updated information after disabling certain settings
- Fixed an issue where transfer features would appear on the page after DND is enabled

- **[VoIP Trunks]**
  - Fixed an issue where using a domain in the *Host Name* field would cause a system crash
  - Fixed abnormal behavior that occurs when creating invalid DOD numbers
  - Fixed an issue with register trunks where outbound calls would show the Trunk CID and name for the callee number
  - Fixed an issue with Fax Intelligent Routing not working properly

- **[Voicemail]**
  - Fixed an issue where old voicemails would not be deleted despite exceeding the voicemail limit
  - Fixed an issue with saving Voicemail Group settings under certain conditions

- **[WebRTC]**
  - Fixed an issue where changing from ws to wss does not keep prior registration information
  - Fixed an issue with being unable to save IPv6 addresses

- **[WebUI]**
  - Fixed several page updating issues after applying changes
  - Fixed several browser-related issues
  - Fixed an issue with voicemail count not updating properly
  - Fixed an issue with administrator-level users having unintended privileges
  - Fixed an issue where an extension's *Local Subnet* field becomes empty after changing the *Permission* field
  - Fixed an issue with text being hidden after enabling custom options in *Interface Settings*
  - Fixed an issue where saving changes, cancelling a reboot prompt, and saving again will not bring up the reboot prompt again
  - General UI adjustments and improvements
  - Modified several tips

- **[Zero Config]**
  - Fixed an issue where assigning DP750 devices accounts do not work properly
  - Fixed an issue with filter results when the search bar is empty
  - Fixed an issue with saving the page if the *NTP Update Interval* value was between 1000 and 1339
  - Fixed an issue with modifying some Zero Config settings when *Global Policy->Phone Settings->NAT Traversal* is enabled
  - Fixed an issue with page redirection

- **[UCM6510] [HA]**
  - Fixed abnormal web portal behavior that sometimes occurs after failover
  - Fixed an issue where the *Cancel* button did not work properly
  - Fixed an issue where the Operation Log would not sync correctly under certain circumstances

- **[UCM6510] [Interface Settings]**
  - Fixed several UI issues when editing MFC/R2 interfaces
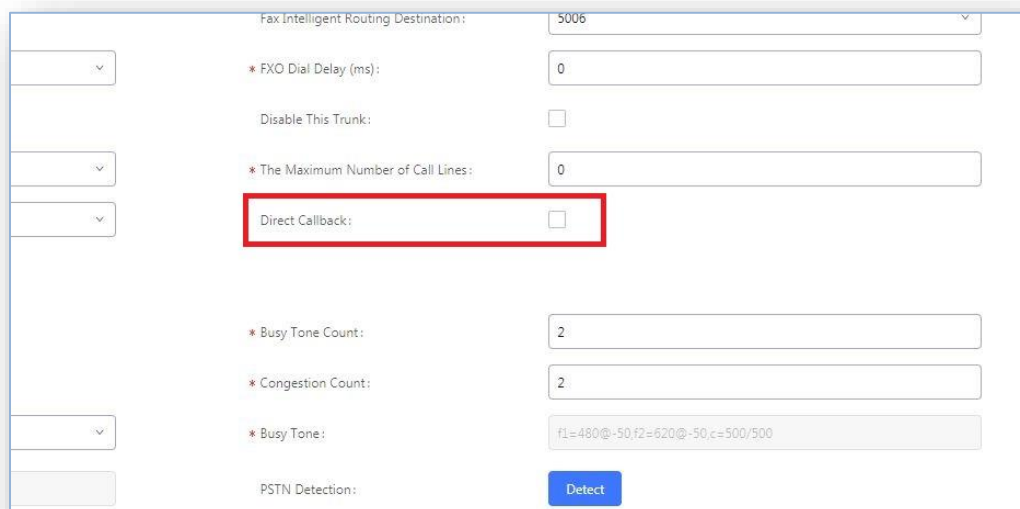
- o Fixed an issue where the value in *E1->Data Channel* field would not reflect the actual value that was saved and applied
- o Fixed an issue with *Allow Collect Calls* being shown as disabled despite being enabled
- o Fixed an issue where *Custom Options* would still persist even after modifying *Span Type* or *Signaling*

NEW FEATURES OVERVIEW

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

TRUNK INTELLIGENT ROUTING

A *Direct Callback* option has been added to all *Edit Trunk* pages with the exception of Data Trunks. With this option enabled, if an external number misses a call originating from the UCM, the external number can return the call and get directly routed to the extension that initiated it. This allows callees to quickly and conveniently return missed calls without having to go through the IVR.

CALL QUEUE AUTOFILL TOGGLE

An *Autofill* option has been added to *Call Queue->Advanced Settings*. This will allow users to toggle the behavior of the call queue and how it handles waiting callers.

Enabling *Autofill* will make the call queue use parallel behavior. This is the default behavior of the *Call Queue* feature.
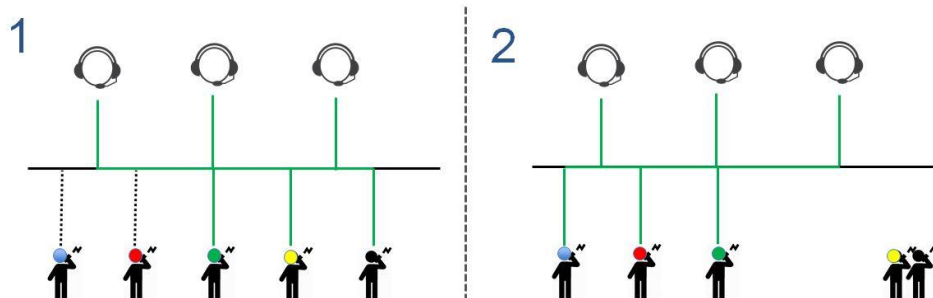
With parallel behavior, the next caller in line will try to get connected with any available agent (depending on the configured *Ring Strategy*) as seen in Steps 1 and 2 in the image above. Typically, this behavior will connect callers to agents more quickly than serial behavior.

Disabling *Autofill* will make the call queue use the legacy serial behavior that is found in UCM firmware 1.0.13.14 and older.
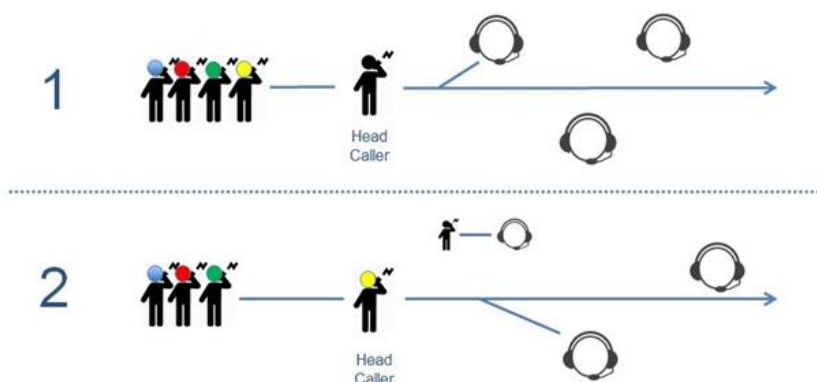
This behavior will make callers wait in queue until the head caller is connected to an agent even if there is more than one agent available to take calls as shown in Step 1 in the image above. In Step 2, the next waiting caller in line then becomes the head caller and waits to get connected with the next available agent. All other agents and callers are waiting while this process happens.

VTIGER AND ZOHO CRM SUPPORT

Users can now link ZoHo and vTiger CRM accounts to UCM extensions.

Once the VTiger CRM has been selected, users need to log into a UCM extension's user portal and fill out the *Username* and *Password* fields in the *CRM User Settings* page.. In regards to Vtiger CRM, the password is the Access Key value that is found in the CRM administrator preferences. If all required fields are correct, the *Login Status* will show "Logged In".

Once ZoHo CRM is selected, users will need to log into the UCM user portal and fill out the *Security Token* field. If all required fields are correct, the *Login Status* will show "Logged In".

EMERGENCY CALLS

The Emergency Calls feature allows users to categorize specific numbers and assign them different levels of urgency. Additionally, users can specify the trunk to use for each individual emergency number.

If extensions are selected in the *Members Notified* field, those extensions will receive a notification on their devices that the configured emergency number was dialed. This allows the UCM to alert specific people of urgent situation.

In the event where all lines on a configured trunk are busy, an emergency call will terminate an existing call and take over a line to get through. This behavior is active by default and can be disabled by enabling the *Disable Hunt on Busy* option.

LDAP PHONEBOOK XML SUPPORT

Users can now import .XML phonebooks.
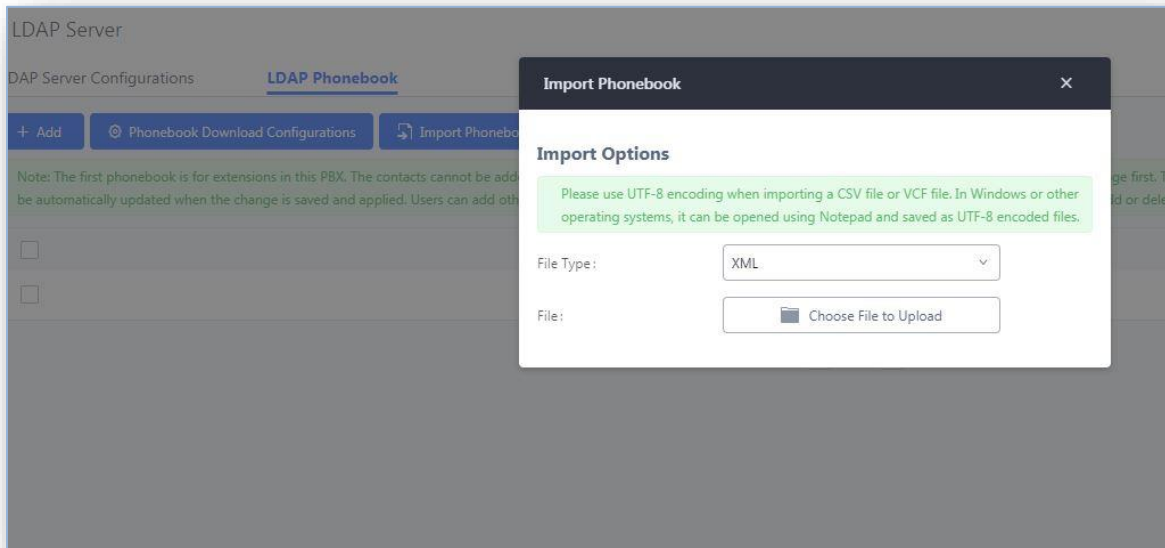
LDAP NAME/NUMBER ATTRIBUTES CUSTOMIZATION

Users can now modify the *LDAP Number Attributes* and *LDAP Name Attributes* fields in the *Phonebook Download Configurations* page for a more customizable user experience.

PAGING/INTERCOM WHITELIST

A whitelist can now be created for users allowed to making paging or intercom calls, giving tighter control over who can make announcements and pages. Those unselected will not be able to use the paging/intercom calls, but will still receive them.

NEW PAGING/INTERCOM GROUP MEMBER LIMITS

Paging/Intercom groups now have a lowered member limit to ensure a degree of audio quality and functional performance. The following table shows the new member limits for each model.

MODEL	MEMBER LIMIT
6102	25
6104	25
6108	32
6116	32
6202	25
6204	25
6208	32
6510	64

PARKING LOT DIVISION

A parking lot extension range can now be further divided into separate parking lot groups. In the *Parking Lot* page, users can create lots of their own. This allows different groups within an organization to have their own parking lots instead of sharing one large parking lot with others. While creating a new parking lot, users can assign it a range that they think is appropriate for the group that will use the parking lot.
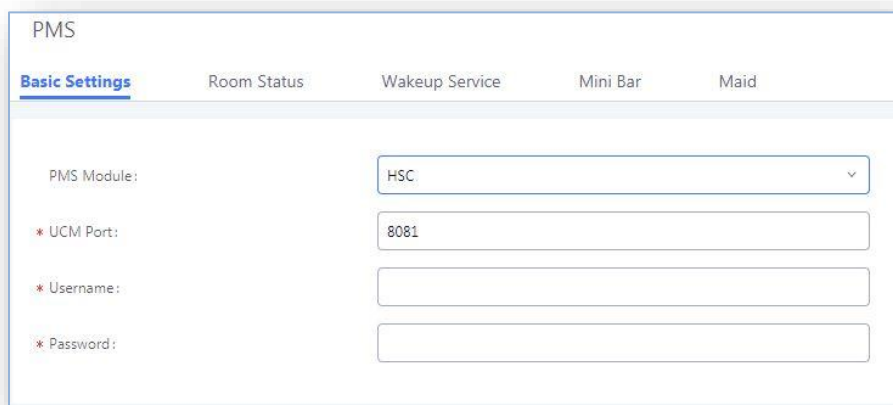
PMS: HSC MODULE

Users can now link the UCM to a Hospitality Service Center (HSC) account.

The following HSC settings are available and modify specific fields and behavior for each extension:

- **Display Name** – This is the name assigned to an entry and will modify the *First Name* and *Last Name* fields of an extension.
- **Change Permission** – This changes the permission level of an entry. There are 4 permission levels: Internal, Local, National, and International. Internal is the lowest permission level while International is the highest. Changing this modifies the *Permission* field of an extension.
- **DND (Do Not Disturb**) – This toggles an entry's DND status between on and off. Changing this modifies the *Presence Status* and toggles the *Do Not Disturb* setting of an extension.
- **Change CFU (Call Forwarding Unconditional)** – This toggles an entry's unconditional call forwarding setting and modifies the *Call Forward Unconditional* field of an extension.
- **MWI (Message Waiting Indicator)** – This changes whether or not the UCM will send a notification to the endpoint to indicate an unread message or missed call for that extension.
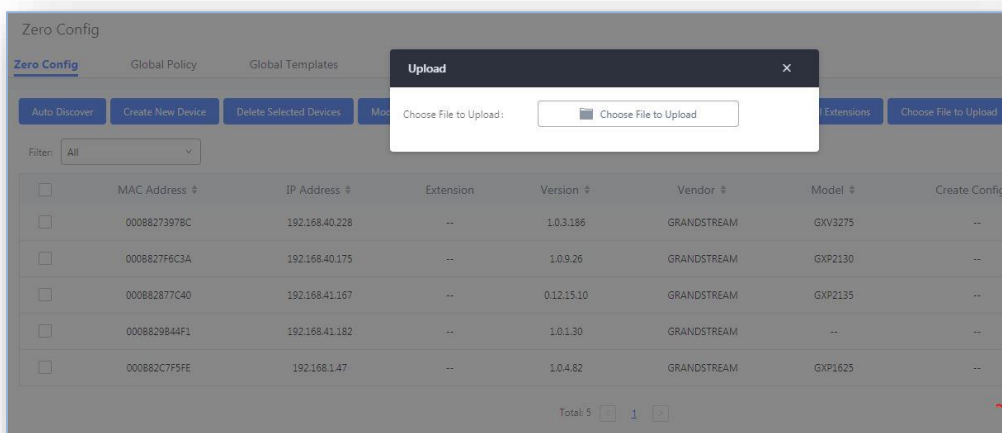
REMOTE VOICEMAIL ACCESS

A new voicemail prompt will play upon ring timeout when dialing an extension via DID and will allow users to remotely access their voicemail. The new prompt will ask callers to press 1 to access the voicemail management system or 2 to leave a message.

NOTE: Firmware 1.0.16.18 currently does not have an option to disable the new voicemail prompt. The option to disable it is planned for the next release. Two known available workarounds are (1) Configuring call forwarding settings to 'Voicemail" for specific extensions and (2) Disabling the *98 feature code.

ZERO CONFIG – IMPORT DEVICES

Users can now upload a .CSV file to batch add devices to Zero Config.

The file contents must be formatted as such to upload successfully:

ZERO CONFIG – COPY DEVICE CONFIGURATION

Users can now copy the Zero Config configuration of a device to another device as long as they are the same model. *Source* is the device to copy settings from. *Destination* is the device that will receive the configuration.