UCM Series IP PBX Firmware Release Notes

Table of Content

FIRMWARE VERSION 1.0.19.29

PRODUCT NAME

UCM6202, UCM6204, UCM6208, and UCM6510

DATE

12/13/2019

FIRMWARE FILE INFORMATION

- UCM6202/6204/6208 firmware file name: ucm6200fw.bin

  MD5: e98cff43c852ef107c16f4ca7d1cb291

- UCM6510 firmware file name: ucm6500fw.bin

  MD5: 349eed2d10fdd8f78d5b279f18f85647

IMPORTANT UPGRADING NOTE

- **Please upgrade to 1.0.19.29 immediately for latest security improvement.**
- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.19.x, if you downgrade to 1.0.18.x and issues are encountered after downgrading, factory reset the UCM and restore the backup.**
- **For UCM6xxx on 1.0.18.x, please upgrade to 1.0.19.x directly.**
- **For UCM6xxx on firmware earlier than 1.0.19.x, please upgrade to 1.0.18.13 first, then upgrade to 1.0.19.x. To upgrade to 1.0.18.x, please check 1.0.18.x 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:**
  - **UCM62xx:** http://firmware.grandstream.com/Release_UCM62xx_1.0.19.29.zip
  - **UCM6510:** http://firmware.grandstream.com/Release_UCM6510_1.0.19.29.zip

PREVIOUS FIRMWARE VERSIONS

Previous firmware versions are for devices that need transition firmware to upgrade to the latest firmware. Please always use the latest official firmware on your UCM devices for security improvement.

FW Version	UCM6100 Series	UCM6200 Series	UCM6510

1.0.18.17	⬇ 📄		
1.0.18.13	⬇ 📄	⬇ 📄	⬇ 📄
1.0.17.16	⬇ 📄	⬇ 📄	⬇ 📄
1.0.16.20	⬇ 📄	⬇ 📄	⬇ 📄
1.0.15.16	⬇ 📄	⬇ 📄	⬇ 📄
1.0.14.24	⬇	⬇	⬇
1.0.13.14	⬇	⬇	⬇
1.0.12.19	⬇	⬇	⬇
1.0.11.27	⬇		⬇
1.0.10.44	⬇		⬇
1.0.9.97	⬇		
1.0.2.97			⬇

CHANGES SINCE FIRMWARE VERSION 1.0.19.27

ENHANCEMENTS

- **[Extensions]** Updated extension DND response.
- **[Feature Codes]** Added feature codes for remote management of extension call forwarding. [CALL FORWARDING REMOTE MANAGEMENT]
- **[Wakeup]** The wakeup service prompt now has an option to set a wakeup for the next day.

BUG FIXES

- **[Security]** Fixed a security vulnerability that allowed unauthorized outbound calls to be made.

NEW FEATURES OVERVIEW

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

CALL FORWARDING REMOTE MANAGEMENT

Users can now remotely change the call forwarding settings of another extension via feature codes. Additionally, a whitelist can be configured to restrict this ability to specific users.

Remote Call Forwarding Feature Codes

FIRMWARE VERSION 1.0.19.27

PRODUCT NAME

UCM6202, UCM6204, UCM6208, and UCM6510

DATE

06/04/2019

FIRMWARE FILE INFORMATION

- UCM6202/6204/6208 firmware file name: ucm6200fw.bin

  MD5: 4380bcee2a0efcba627fb6ae489ec5c2

- UCM6510 firmware file name: ucm6500fw.bin

  MD5: 987b10cf7e6dbef1b5de1dd9d9cfe569

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PREVIOUS FIRMWARE VERSIONS

FW Version	UCM6100 Series	UCM6200 Series	UCM6510
1.0.18.16	⭳ 📄		

1.0.18.13	⬇ 📄	⬇ 📄	⬇ 📄
1.0.17.16	⬇ 📄	⬇ 📄	⬇ 📄
1.0.16.20	⬇ 📄	⬇ 📄	⬇ 📄
1.0.15.16	⬇ 📄	⬇ 📄	⬇ 📄
1.0.14.24	⬇	⬇	⬇
1.0.13.14	⬇	⬇	⬇
1.0.12.19	⬇	⬇	⬇
1.0.11.27	⬇		⬇
1.0.10.44	⬇		⬇
1.0.9.97	⬇		
1.0.2.97			⬇

CHANGES SINCE FIRMWARE VERSION 1.0.19.21

MAJOR ENHANCEMENTS

- **[Email-to-Fax]** Added new option *Email-to-Fax Subject Format* to allow email subjects to consist of only the fax number. [EMAIL-TO-FAX NEW SUBJECT OPTION]
- **[Emergency Calls]** Added new options *Auto Record* to automatically record emergency calls and *Send Recording File* to send these recordings to a configured email address. [EMERGENCY CALL RECORDINGS]
- **[Emergency Calls]** Added *Emergency Recordings* page to display recordings of emergency calls. [EMERGENCY CALL RECORDINGS]
- **[Grandstream Wave Web]** Increased concurrent registration limit to 300 for UCM62xx and 500 for UCM6510.
- **[Paging]** Added a toggle checkbox to enable/disable Announcement Paging.
- **[Queue]** Queue position will now be announced to the caller upon entering the queue.
- **[Queue]** Added new option *Enable Holdtime Announcement* to announce estimated wait times to caller. [QUEUE HOLD TIME ANNOUNCEMENT]

OTHER ENHANCEMENTS

- **[Interface Settings]** Added *Global Impedance* option to *Interface Settings→Analog Hardware→Edit FXO Port→ACIM Settings*. This setting satisfies minimum requirements for all national standards for return loss values.

- **[Routing]** Added a new option "Block the Backward Collect Call" to automatically block collect calls/reverse charge calls.
- **[System]** Added support for GS Wave Mobile's battery usage optimizations when the app is registered to UCM extensions.
- **[Time Settings]** Added Chile time zone.
- **[VoIP Trunks]** Added *IPVT Mode* option to *VoIP Peer Trunk→Advanced Settings* page to allow SDP passthrough to Grandstream IPVideoTalk. This will allow calls between the UCM and IPVideoTalk.

BUG FIXES

- **[Conference]** Fixed an issue with choppy conference audio when there are 25 or more participants.

- **[Email Settings]** Fixed an issue with sending emails when using Microsoft Exchange Server.

- **[GS Wave Web]** Fixed a number of issues with video not displaying during video calls.

- **[Recording]** Fixed an issue with queue recordings not being found in the CDR page.

- **[Recording]** Fixed an issue where transferred calls from queue agents are not recorded.

- **[System]** Fixed an issue where having extensions that looped back to one another via forwarding destinations would cause high system resource usage and crashes.

CHANGES SINCE BETA FIRMWARE VERSION 1.0.19.20

BUG FIXES

- **[Basic Calls]** Fixed an issue with outbound calls where the RPID of trunks is displayed instead of the dialed number.

- **[User Management]** Fixed an issue with being unable to see created users with names containing certain characters when in the super admin portal.

- **[UCM6510 only][HA]** Fixed an issue with devices being unable to register to the UCM after a failover.

CHANGES SINCE FIRMWARE VERSION 1.0.18.13

MAJOR ENHANCEMENTS

- **[System]** Optimized system performance for UCM6202 and UCM6204 models, which now support up to 50 and 75 concurrent calls respectively.
- **[System]** Added TLS 1.2 support.

[CRM] Added ACT! CRM support. [EMAIL-TO-FAX NEW SUBJECT OPTION

Users can now enter only the fax number in the email subject field when using the email-to-fax feature. Previously, users had to precede the fax number with "SendFaxMail to". To enable this, users must navigate to *System Settings→Email Settings→Email Settings*, click on the *Email-to-Fax Subject Format* dropdown list, and select "XXX".

EMERGENCY CALL RECORDINGS

Emergency calls can now be automatically recorded by toggling on the new *Auto Record* option in *Call Features→Emergency Calls*.

Recordings can be viewed in the new *Emergency Recordings* tab on the same page. Additionally, users can have these recordings be sent to the configured email address(es).

QUEUE HOLD TIME ANNOUNCEMENT

The UCM can now announce the estimated queue wait time to callers if the estimated wait time is longer than 1 minute. To toggle this announcement on/off, navigate to *Call Features→Call Queue→Edit Call Queue→Advanced Settings* and check the *Enable Holdtime Announcement* option. To change the frequency of the announcement, edit the *Position Announcement* field to the desired value.

- ACT! 365 CRM]
- **[Email Settings]** Added Email-to-Fax Blacklist/Whitelist**.** [EMAIL-TO-FAX BLACKLIST/WHITELIST
- **[Emergency Calls]** Added digit prepending and stripping support.
- **[Grandstream Wave Web]**
    - o Added chat functionality.
    - o Added email reminders for scheduled conferences. The amount of time prior to conferences to send out reminders can be configured when scheduling a conference.
    - o Users can now use their user portal passwords to log into GS Wave Web in addition to SIP registration password.
    - o Added search functionality to the *Recent Calls* page.
- **[LDAP]** Added LDAPS protocol support.
- **[OpenVPN]** Users can now upload an OpenVPN configuration file to the UCM to quickly configure OpenVPN connections. File types *.conf* and *.ovpn* are supported. [OPENVPN CONFIGURATION FILE]
- **[Paging]** Added *Announcement Paging* type. [ANNOUNCEMENT PAGING]

- **[PMS]** Added *PMS API* as a PMS options. [PMS API]
- **[Queue]** Added ability to clear agent call counters. [RESETTING AGENT CALL COUNT]
- **[Routing]**
    - Added *Set CallerID Info* option. [MANIPULATING CALLER ID FOR INBOUND CALLS]
    - Added ability to monitor and change the inbound mode of individual inbound routes and toggle/monitor them via BLF. [INBOUND MODES FOR INDIVIDUAL ROUTES]
- **[Security]** Fixed several critical security vulnerabilities.
- **[Voicemail Group]** Added voicemail group MWI notifications and voicemail group mailbox feature code. [DIRECT MWI NOTIFICATIONS FOR VOICEMAIL GROUP M]
- **[Web]** Added search functionality to the web portal to quickly find settings. [WEB PORTAL SEARCH BAR]
- **[ZeroConfig]**
    - Added HT818 model template.
    - Added the ability to associate differently named OEM models with their original GS models for provisioning purposes**. [**PROVISIONING OEM MODELS IN ZERO CONFIG**]**

OTHER ENHANCEMENTS

- **[API Configuration]**
    - Added toggles to enable/disable CDR, REC, and PMS APIs.
- **[Backup/Restore]**
    - Data Sync's default port number if unspecified in the server address field changed from 80 to 22.
- **[CC Callback]**
    - Callbacks to unavailable forwarding destinations will not be able to create additional callbacks.
- **[CDR]**
    - Added Presence Status as an Action Type filter.
- **[Conference]**
    - Users will be unable to invite remote extensions if *Skip Authentication* is enabled.
    - Added NetEQ support to improve audio quality.
- **[Email Settings]**
    - Changed date and time format of emails originating from the UCM from [DDD MMM dd hh:mm:ss YYYY] to [DDD MMM YYYY hh:mm:ss TZD].
    - Maximum password length changed from 60 to 260.
    - Added ability to delete all filtered emails.
- **[Grandstream Wave Web]**
    - Added a network status indicator.
    - RTX codec will be negotiated only if there is video encoding.
    - When creating a video conference room, it must follow extension range rules (if enabled).
    - Added timezone information to scheduled conference emails.

- o Added ability to add LDAP contacts and search results as participants when scheduling a conference.
- o The username prompt when joining a conference via link will no longer allow special characters ':;,()!$%^&*<>_+).
- o An error message will now appear when exceeding the number of maximum allowed WebRTC logins of 100.
- **[LDAP]**
  - o LDAP Server Root Password field now supports the following special characters: |"#$%/()=?'°¡¿,.-;:_{}[]'+¨`\`^<>
- **[Network Settings]**
  - o Clicking on the same sort arrow twice will not toggle the sort order
  - o PPPoE password cannot exceed 32 characters.
- **[Parking]**
  - o Ring All Callback on Timeout will not be available if *Forward to Destination on Timeout* is enabled.
- **[PMS]**
  - o Calls to services such as minibar and wakeup will now automatically terminate after entering invalid inputs 3 times.
  - o Check-ins will fail if guests have restricted characters in their names.
- **[Queue]**
  - o Custom Alert-info field now supports spaces and hyphens.
- **[SCA]**
  - o Call Duration Limit will no longer apply to calls to SCA extensions
- **[Routing]**
  - o Ring Simultaneously will now be affected by Time Conditions.
- **[Setup Wizard]**
  - o Removed provider drop-down list in the trunk/routes setup page due to performance issues when booting up the UCM
- **[System Events]**
  - o Notification Template field is now restricted to 1024 characters.
- **[User Management]**
  - o Added Zero Config to custom privileges.
- **[Voicemail]**
  - o Added ability to select a ring group as an operator.
  - o Destinations set to user voicemail will change accordingly when extension voicemail settings are modified.
- **[VoIP Trunks]**
  - o Added *Ephone Schweiz GmbH* to VoIP provider list.
  - o Calls redirected to failover trunks will be recorded if the main trunk that was unavailable had auto-record enabled.

- o Improved responsiveness of connection status updates when heartbeat detection is enabled.
- **[Web]**
  - o Users will no longer need to click "Apply Changes" when modifying login blacklist/whitelist entries, static routes, and the user management page.
  - o Login and extension email address character limit changed from 52 to 128.
  - o Added a 64 character limit to the conference room number field
- **[ZeroConfig]**
  - o Removed "None" option from GXP21xx VMPK configuration fields to be consistent with the actual GXP21xx UI.
  - o Added *Update* button to the *Edit Device* page.

BUG FIXES

- **[Active Calls]**
  - o Fixed several active call display issues.
  - o Fixed an issue where transferred calls do not update correct after transfer.
- **[AMI]**
  - o Fixed an issue with being unable to save a permitted IP address with subnet mask 255.255.255.255.
- **[Backup/Restore]**
  - o Fixed an issue with prompt tones after restoring a backup file.
- **[Basic Calls]**
  - o Fixed an issue with calling out when the outbound route has a password configured and when the calling extension has *Skip Trunk Auth* enabled.
- **[BLF]**
  - o Fixed several issues that occur when "0" is used in BLF subscription numbers.
- **[Conference]**
  - o Fixed an issue with being unable to enter a new conference room with the same extension as a deleted conference room that had a scheduled conference.
  - o Fixed an issue with voice prompts not playing in certain conditions.
  - o Fixed several CEI subscription issues.
- **[CDR]**
  - o Fixed an issue with being unable to display filtered results.
  - o Fixed an issue with being unable to download filtered records when using more than 21 filters.
  - o Fixed an issue where if special characters < > were in the beginning of the CID name, the CID name would not be included in the CID display.
  - o Foxed an issue with being unable delete all filtered CDR.
- **[CRM]**
  - o Fixed an where automatically created contacts would have not have name information.
- **[Dial By Name]**

- o Fixed an issue where LDAP contacts would have their names mentioned twice.
- **[Extension]**
  - o Fixed an issue with presence statuses persisting even after deleting and recreating an extension.
  - o Fixed an issue where the generated QR codes to configure Grandstream Wave Mobile ignored external host domain and port settings.
  - o Fixed an issue where emailed account QR codes do not contain updated SIP port information.
  - o Fixed an issue where Ring Simultaneously numbers were not affected routing time conditions.
- **[Fax]**
  - o Fixed an issue with abnormal fax status when resending fax.
  - o Fixed an issue where clicking on the Apply Changes button while sending a fax would cause it to fail.
  - o Fixed an issue where an ongoing fax sending would show as "Failed".
- **[Follow Me]**
  - o Fixed an issue with follow me numbers not following the extension's ring timeout settings.
- **[Grandstream Wave Web]**
  - o Fixed an issue with displaying the wrong conference start time when joining a weekly meeting via email link.
  - o Fixed an issue with abnormal audio when using GSM codec.
  - o Fixed an issue where time zone information did not show in email notifications.
  - o Fixed an issue where using opus codec would result in one-way audio.
  - o Fixed an issue with video not showing correctly in environments with packet loss.
  - o Fixed an issue with *Remember Password* not working correctly.
  - o Fixed an issue where restarting the UCM will log all users out.
  - o Fixed an issue with GVC not hearing host audio when RTX is enabled.
  - o Fixed an issue where users would not be able to log in if their extensions have *Media->Strategy* field configured as "Local Subnet Only".
  - o Fixed an issue with inviting an external number if the outbound route has a password configured.
  - o Fixed several screen sharing issues.
  - o Fixed an issue where the host was unable to mute a talking participant.
  - o Fixed several issues with anonymous invited users.
  - o Fixed several compatibility issues with Firefox.
  - o Fixed several issues that occur when the UCM is behind a NAT.
  - o Fixed several issues with toggling webcam and screensharing at the same time.
  - o Fixed an issue with being able to schedule conferences with conflicting times.
  - o Fixed an issue with being unable to enable webcam if two or more participants simultaneously try to enable their webcams.
  - o Fixed an issue with kicking external participants if they are using UCM's global CID.

o Fixed an issue that prevented camera and mic from working if connected after logging into Grandstream Wave Web.

- **[Parking]**
    o Fixed an issue with *Ring All Callback on Timeout* not working correctly for softphone endpoints.
- **[PMS]**
    o Fixed an issue with batch adding rooms when the starting room extension does not come immediately after existing room extensions.
- **[Queue]**
    o Fixed an issue with being unable to hang up parked calls.
    o Fixed an issue with the abandoned call statistic when a call to the queue is cancelled.
    o Fixed an issue with virtual queues not working correctly with queue statistics.
- **[Recording]**
    o Fixed an issue with generating recordings with empty file names.
    o Fixed an issue with duplicate recordings when both a main trunk and failover trunk have auto-record enabled.
- **[Ring Groups]**
    o Fixed a where an extension's *Call Duration Limit* did not apply to Ring Group calls.
    o Fixed an issue with ring group members being unable to seamless transfer.
    o Fixed an issue where a ring group extension on a GXV3275 device would not be able to open a door via GDS3710.
- **[Routing]**
    o Fixed an issue with importing PIN groups containing weak passwords.
    o Fixed an issue with importing inbound routes with more than one pattern.
    o Fixed an issue with skipping trunk authentication with time conditions.
    o Fixed an issue with displaying the previous page's blacklist entries when all entries on the last page are deleted.
- **[SCA]**
    o Fixed an issue with bridge-held calls when using certain prompt tones.
    o Fixed an issue where timed-out calls to SCA extensions would give the busy message instead of the unavailable message.
    o Fixed several crashing issues.
    o Fixed an issue with Barge Spy functionality when a caller is an FXS extension.
    o Fixed an issue with holding and unholding calls with barged-in participants.
    o Fixed an issue with one-way audio during calls with SCA extensions.
    o Fixed an issue with the max call duration warning not playing when an SCA extensions is involved.
- **[Setup Wizard]**
    o Fixed an issue with user extensions not showing properly when configuring inbound route default destinations.

- o   Fixed an issue with password retrieval when passwords contain certain characters.
- o   Fixed an issue where trunks created in the setup wizard are not shown on the Dashboard page.

- **[SIP Settings]**
  - o   Fixed an issue with being unable to set UDP/TCP/TLS ports back to 5060.
- **[Trunk Groups]**
  - o   Fixed an issue with DISA calls going through trunk groups not generating recordings even when auto record is enabled.
- **[User Management]**
  - o   Fixed an issue with banned users getting unbanned after modifying certain settings.
- **[User Portal]**
  - o   Fixed several active call display issues.
  - o   Fixed an issue where AuthID could be modified when extension hot-desking is enabled.
  - o   Fixed an issue where users could not download coredump files from the user portal.
- **[Voicemail]**
  - o   Fixed an issue with message count not updating correctly.
  - o   Fixed an issue with being unable to remotely access voicemail if SCA for the dialed extension was enabled.
  - o   Fixed an issue where voicemail would be deleted even when voicemail-to-email fails.
  - o   Fixed an issue with displaying names with apostrophes (') in voicemail emails.
- **[Wakeup]**
  - o   Fixed an issue where deleting an extension associated with a wakeup call will cause the configured date to display abnormally.
- **[Web]**
  - o   Fixed an issue with deleting a paging/intercom group would cause the paging/intercom page to change the sorting of items from ascending order to descending order.
  - o   Fixed an issue with using apostrophes in passwords.
  - o   Fixed an issue where French could not be set as the web portal display language.
  - o   Fixed an issue with being unable to delete 100 and 150 devices in the Zero Config page.
- **[ZeroConfig]**
  - o   Fixed an issue with copying Grandstream Wave Mobile templates to another device.
  - o   Fixed an issue where the firmware upgrading method was not provisioned correctly.
  - o   Fixed an issue with displaying an error message when uploading a model template based on a lower version of ZeroConfig.
  - o   Fixed an issue with being unable to provision P values in configured global templates.
  - o   Fixed an issue with Argentina Time Zone being incorrect.
- **[UCM6510] [HA]**
  - o   Fixed several issues with Grandstream Wave Web settings not syncing correctly.
  - o   Fixed an issue with joining video conferences after an HA failover.

KNOWN ISSUES

- [Basic Call] Callback will not occur after attempting attended transfer via feature code.

- [CDR] CDR filtering may not work properly after approximately 30 months of uncleared CDR.

- [Fail2Ban] A logged-in user's IP address can be randomly banned while browsing through CDR and ZeroConfig pages.

- [Grandstream Wave Web]

    o Abnormal behavior when receiving a call while in a conference.

    o Several video issues (e.g. black screen, no video, etc.).

        ▪ Initiating a video call to a conference room with 4 video participants will result in a black screen on the caller's device.

        ▪ After joining a conference via GS Wave Web with several camera devices connected to the PC, switching the webcam on/off will result in a black screen.

        ▪ When video calling a GXV3275, GS Wave Web will see not see its video feed if GXV3275 answers the video call with preview.

        ▪ Call participants cannot enable video while in an audio call.

        ▪ GS Wave Web videos are negotiated as 360p resolution in Chrome.

    o After a member enables presentation and does not share before timeout, attempting to share again will result in failure.

    o When using OPUS, holding a call will end it.

    o Several browser compatibility issues.

        ▪ [Firefox] NACK not working properly in video conferences.

        ▪ [Firefox] Changing webcam during a conference call will not work properly.

        ▪ [Firefox] Holding and unholding a call will end it.

        ▪ [Firefox] Toggling webcam on and off repeatedly during a screenshare will turn the video feed for it black.

        ▪ [Chrome] Abnormal call behavior when accepting calls with H263 video codec.
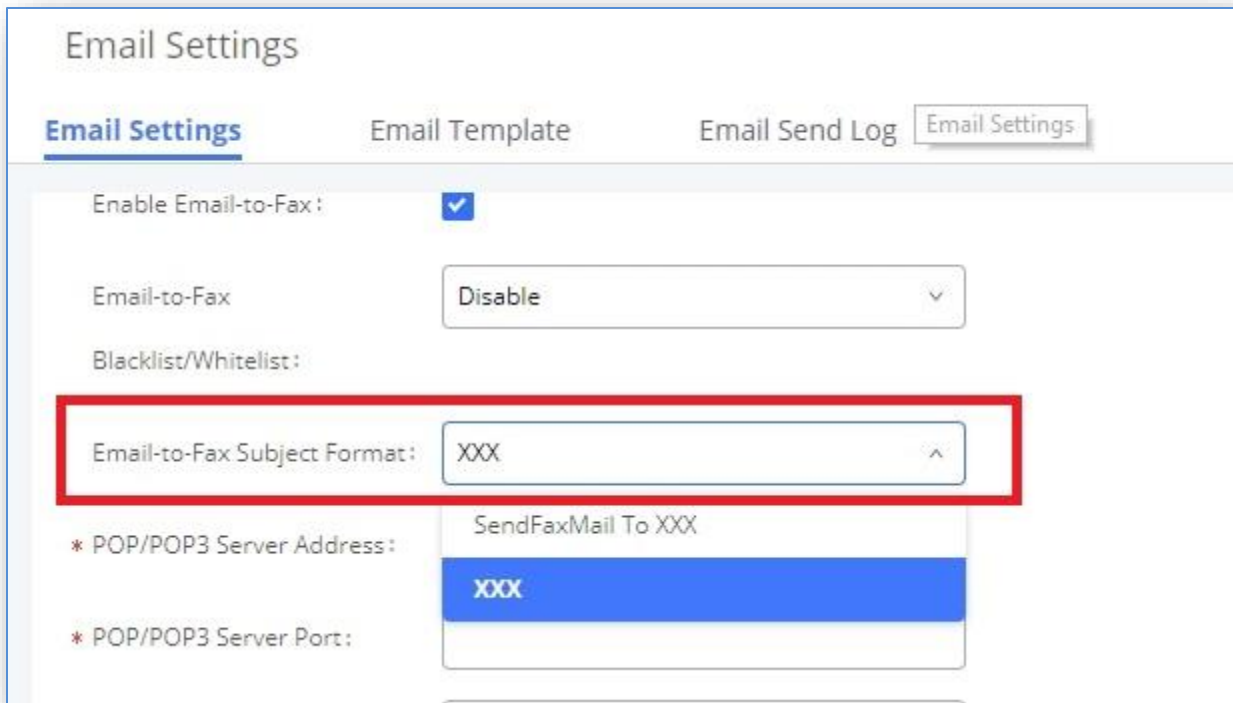
- Turning off screen share on Firefox will cause issues with enabling it again in Chrome.

- Calls may fail if *SIP Settings→Send Compct SIP Headers* is enabled, and if the extension CID name has certain Unicode characters.

- Anonymous users who join after a meeting has started cannot be muted.

- [HA] Wakeup Service will be enabled after a failover even if it was originally disabled.

- [LDAP] LDAP Sync will not work properly if there is a space in the *Provider Name* field of the trunk.

- [Maintenance] During scheduled clean times, files on the NAS will be deleted despite NAS storage threshold not being reached yet.

- [Paging] No error occurs when creating paging group extensions that conflict with emergency numbers.

- [Paging] When a caller who has "Auto Record" enabled makes a call to a multicast paging extension and makes a blind transfer to another callee, that callee will hear the recording prompt after hangup. A recording will be generated for that callee.

- [Paging] If the caller dials a paging group and attempts to make an attended transfer, the UCM will no longer respond to the caller.

- [Trunk Group] Failing to register to one extension can cause calls to other registered extensions to fail.

- [Trunk Group] Trunk Groups with CID names containing two hyphens (-) will automatically be deleted.

- [Voicemail] There is a call hangup delay after leaving a voicemail to an extension that's part of a voicemail group with several members.

- [Web] Regular admins are unable to modify the HTTP Server after *HTTP Server→Enable IP Address Whitelist* is toggled on.

NEW FEATURES OVERVIEW

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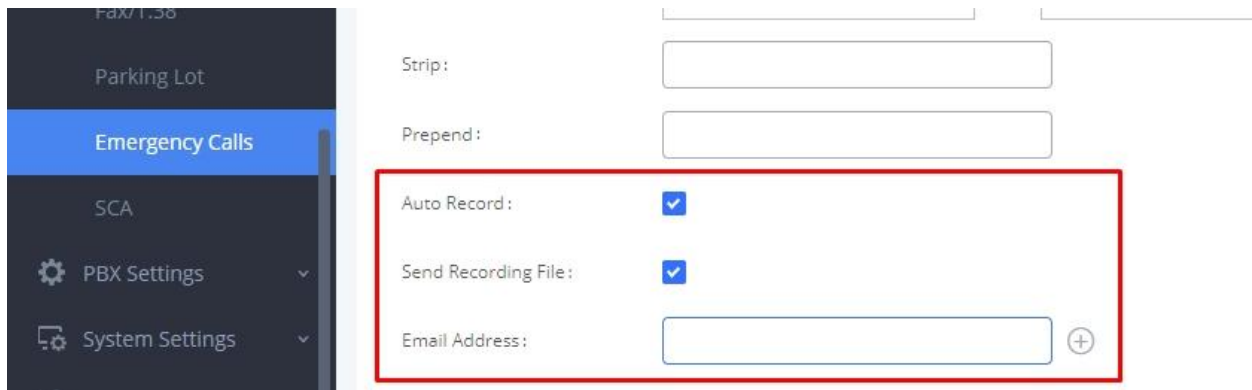
EMAIL-TO-FAX NEW SUBJECT OPTION

Users can now enter only the fax number in the email subject field when using the email-to-fax feature. Previously, users had to precede the fax number with "SendFaxMail to". To enable this, users must navigate to *System Settings→Email Settings→Email Settings*, click on the *Email-to-Fax Subject Format* dropdown list, and select "XXX".

EMERGENCY CALL RECORDINGS

Emergency calls can now be automatically recorded by toggling on the new *Auto Record* option in *Call Features→Emergency Calls*.

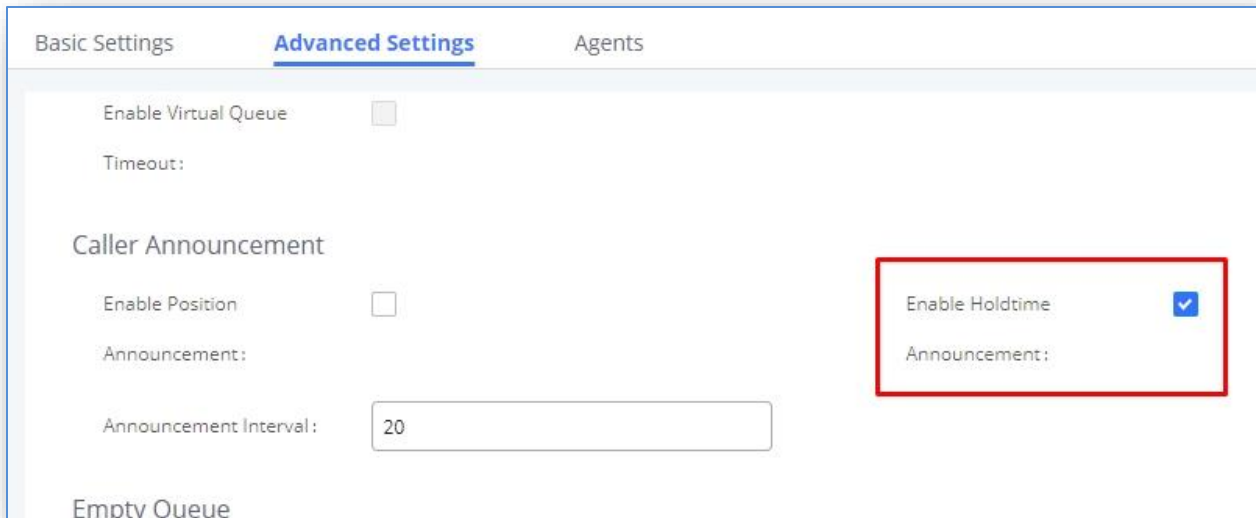Recordings can be viewed in the new *Emergency Recordings* tab on the same page. Additionally, users can have these recordings be sent to the configured email address(es).

QUEUE HOLD TIME ANNOUNCEMENT

The UCM can now announce the estimated queue wait time to callers if the estimated wait time is longer than 1 minute. To toggle this announcement on/off, navigate to *Call Features→Call Queue→Edit Call Queue→Advanced*

Settings and check the *Enable Holdtime Announcement* option. To change the frequency of the announcement, edit the *Position Announcement* field to the desired value.

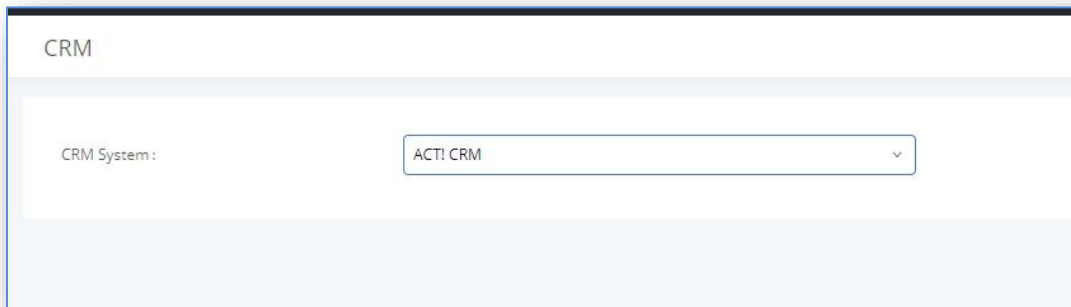## ACT! 365 CRM INTEGRATION

ACT! 365 CRM is now supported on UCM. To configure it:

Navigate to *Value-Added Features->CRM* and select the "ACT! CRM" option.

Log into the UCM as a regular user and navigate to *Value-Added Features->CRM User Settings*.

CRM User Settings

Enable CRM: ☐

Username:

Password:

Login Status:

Enable CRM and enter the username and password, which will be the ACT! CRM account's **API Key** and **Developer Key** respectively.

To acquire the developer key:

1. Enter https://actcloud.3scale.net/ into your browser address field.

2. Create an account.

3. Click on the **Give me my developer key now!** tab.

sw!ftpage

Give me my developer key now!   API Docs   Forum

Hello Act! Cloud Swiftie Developer

We are really happy to see you here! This is your **API Developer Portal**.

Come here to signup, get your keys, analytics, etc.

To acquire the API key:

1. Log into your ACT! 365 account at https://app.act365.com

2. Navigate to **Profile➔Apps&Integrations** and look at the API Key field. If no key is found, click on the *Regenerate API Key* button to create one. This is the API key that will be used.

ACT! CRM should now be configured.

EMAIL-TO-FAX BLACKLIST/WHITELIST

UCM's email-to-fax feature now supports whitelisting/blacklisting functionality.

This feature will prevent faxing from unauthorized email addresses. The internal list includes only contacts with local extensions on the UCM while the external list is for non-local contacts. In the *External Blacklist/Whitelist*, separate entries with semicolon(;).

OPENVPN CONFIGURATION FILE

Users can now upload *.ovpn* and *.conf* files to the UCM to automatically configure OpenVPN settings.

ANNOUNCEMENT PAGING

Announcement paging has been added as a new paging type. With announcement paging, users can set an audio file to play at a specified date or to have it repeat on certain days of the week. Both unicast and multicast are supported.

Note: An option to toggle announcement paging on/off will be added in the next firmware release.

PMS API

A new API has been added as a new PMS option.
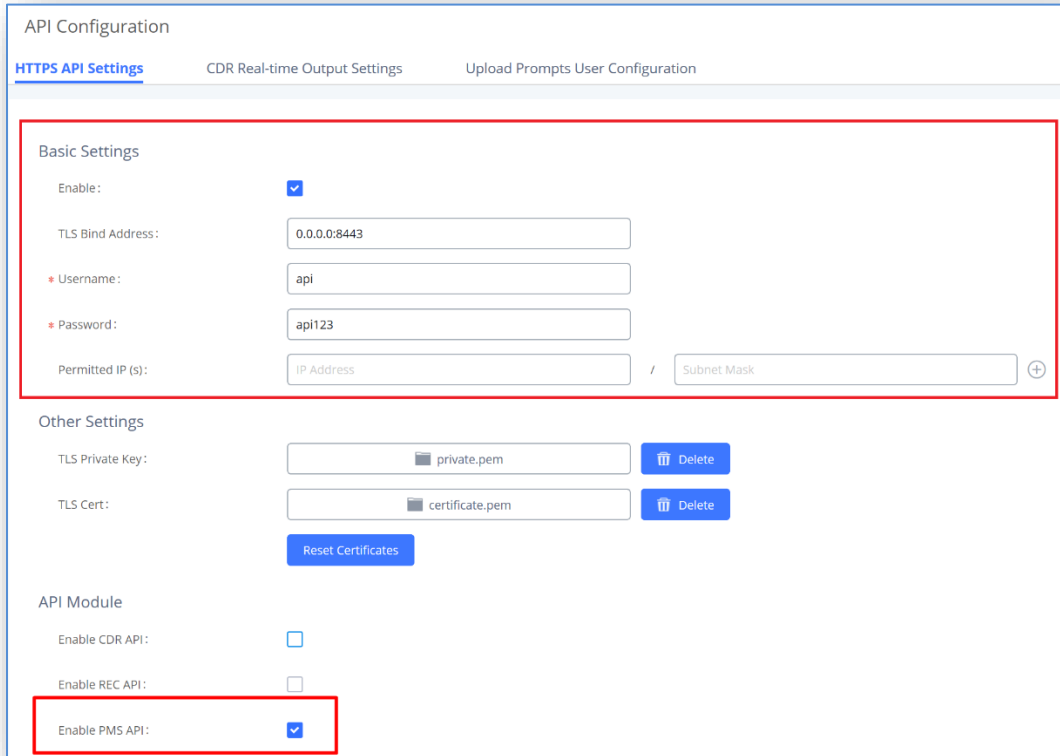
This API allows users to use their own middleware to work with PMS systems instead of currently supported integrations. Additionally, this API allows access to read and modify certain UCM parameters that currently supported PMS integration cannot. To use this, users must first enable and configure the HTTPS API settings:

Permitted IP(s) must be configured. Otherwise, the API will be inaccessible. For more details on available commands, please refer to the CDR API documentation on our website.

RESETTING AGENT CALL COUNT

Users can now clear the agent call count for a queue. This option is available only when using the "Fewest Calls" and "Least Recent" ringing strategy for the queue. Additionally, users can reset the call counter on a regular basis (daily, weekly, and monthly).

MANIPULATING CALLER ID FOR INBOUND CALLS

Users can now manipulate the callerID number and names for inbound calls by editing a syntax.

CallerID Number Syntax Explanation:

- **${CALLERID(num)}**: Default value which indicates the number of an incoming caller (CID). The CID will not be modified.
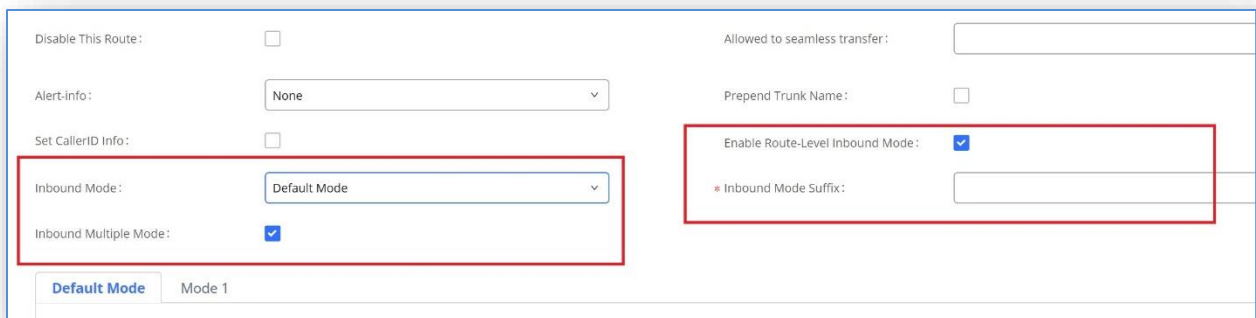
- **${CALLERID(num):n}**: Skips the first n characters of a CID number, where n is a number.

- **${CALLERID(num):-n}**: Takes the last n characters of a CID number, where n is a number.

- **${CALLERID(num):s:n}**: Takes n characters of a CID number starting from s+1, where n is a number and s is a character position (e.g. ${CALLERID(num):2:7} takes 7 characters after the second character of a CID number).

- **n${CALLERID(num)}**: Prepends n to a CID number, where n is a number.

CallerID Name Syntax Explanation:

- **${CALLERID(name)}:** Default value. Indicates the name of an incoming caller.

- **A${CALLERID(name)}B**: Prepend a character 'A' and append a character 'B' to ${CALLERID(name)}.

- Inputting text without any syntax will set a fixed name for CID Name.

INBOUND MODES FOR INDIVIDUAL ROUTES

In addition to the ability to toggle the global inbound mode of the UCM introduced in 1.0.18.12, users can now monitor and toggle the inbound mode of individual inbound routes.
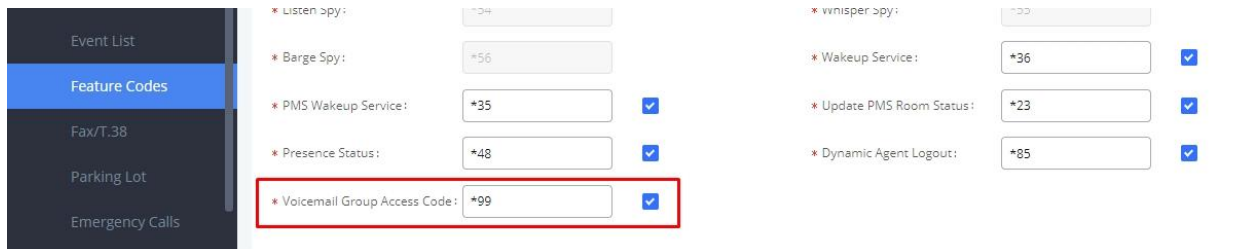

Global inbound mode must be enabled before users can configure route-level inbound mode. Additionally, Mode 1 must be configured. Users can monitor and toggle a route's inbound mode by using the *Inbound Mode Suffix* value either by itself or by using it in combination with the global inbound mode.

Note: Toggling the global inbound mode will not affect routes that have *Route-level Inbound Mode* enabled. If all routes have the option enabled, toggling the global inbound mode via BLF will trigger a voice prompt indicating that none of the routes will be affected by the global inbound mode change.

DIRECT MWI NOTIFICATIONS FOR VOICEMAIL GROUP MESSAGES

Users can now receive MWI notifications for new messages to voicemail groups (VMGs). Additionally, a new feature code has been added for quick access to VMG mailbox messages (*99 by default). This will allow a user

to access messages from all the voicemail groups that he is in. This can be seen as a voicemail folder containing copies of all VMG messages in a user's personal voicemail box. As such, updates to messages in this folder will not affect messages in the actual VMG mailbox. Currently, these messages can also be accessed from a user's personal VM mailbox (accessed by *97 by default). Any updates made from the personal VM mailbox will affect this VMG message folder too.

After dialing the feature code, the user will be asked to enter a password, which will be the user's personal extension voicemail password. The user will then be greeted by voicemail system prompts. Pressing 1 will play the new messages from all the voicemail groups the user is in.

For example:

1. A message is left in the VMG 6000

2. A copy of the message will be sent to all members of the VMG. These members will receive an MWI notification. The original message will be kept in the VMG mailbox.

3. Extension A, who is a member of VMG 6000, dials *99 and enters in his extension's personal voicemail password. He presses 1 to listen to his new voicemail group message and deletes it afterwards. His MWI notification light will disappear.

4. The message that was deleted will be removed only from A's mailbox. The same message in the VMG mailbox and other extensions' mailboxes will not be affected. MWI notification lights will remain active for these other extensions.

Users can still access the mailbox of individual voicemail groups by dialing *98 + voicemail group extension and entering that voicemail group's password.

Note: The option to sync MWI notifications and message status for read/deleted messages will be implemented at a later time.

WEB PORTAL SEARCH BAR

Users can now search for options in the web portal with the search bar on the top right of the page.
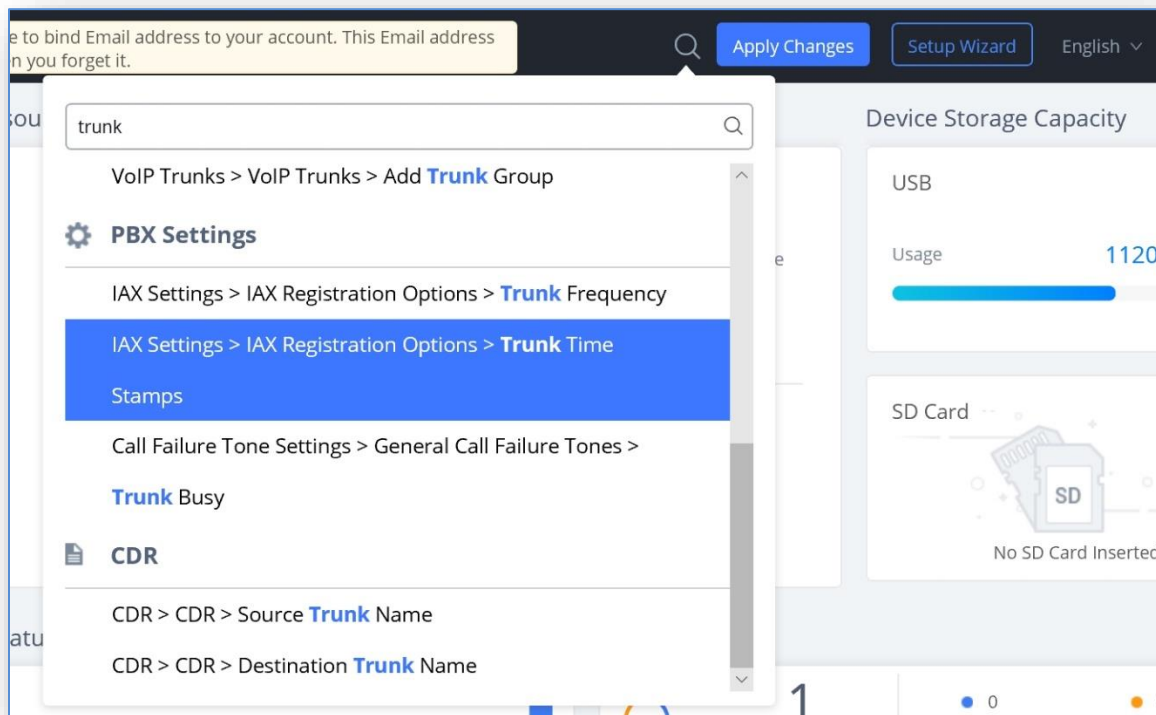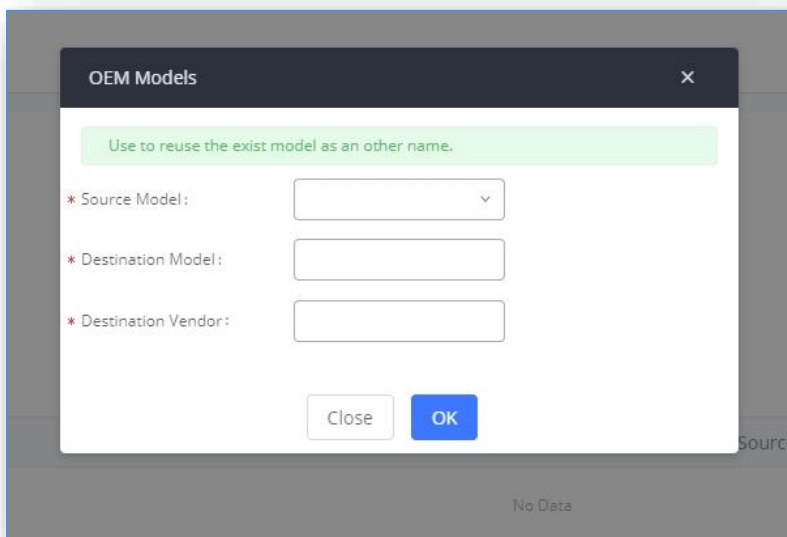

PROVISIONING OEM MODELS IN ZERO CONFIG

Users can now associate OEM device models with their original Grandstream-branded models, allowing these OEM devices to be provisioned appropriately. To use this feature:

Navigate to *Value-Added Features->Zero Config->Model Update*.
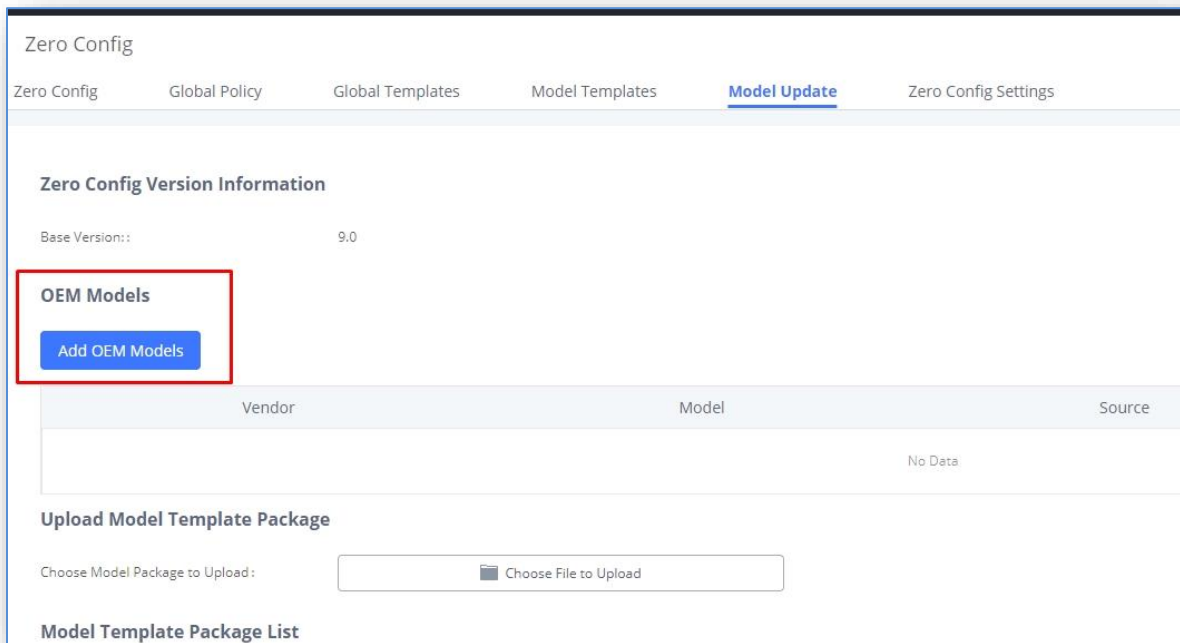
Click on the *Add OEM Models* button.

In the *Source Model* field, select the Grandstream device that the OEM model is based off of from the dropdown list. For the *Destination Model* and *Destination Vendor* field, enter the custom OEM model name and vendor name. The newly addded OEM model should now be selectable as an option in *Model* fields.