

CloudUCM Release Notes

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FIRMWARE VERSION 1.0.29.7

PRODUCT NAME

CloudUCM

DATE

10/17/2025

IMPORTANT NOTES

Supported Wave Clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- **[System]** Ported over updates introduced in UCM6300 1.0.29.x firmware. Please see the [UCM6300 Series 1.0.29.19 Release Notes](#) for details.
- **[CDR]** Added batch downloading support for recording files.
- **[Email Settings]** Added support for Microsoft Outlook for SMTP servers.
- **[IM Settings]** Improved support for connecting to CloudIM/UCM IM servers.
- **[PBX Settings]** Added support for Amazon S3 cloud storage as a backup location. This new feature can be found under the new *PBX Settings → Storage Device Management* page.
- **[Security Settings]** Fail2ban blocklist entries can now be manually added.
- **[Web]** Additional tooltips have been added for improved user experience.
- **[System Event]** Add Max Concurrent Call Limit System Event.

NEW LIMITATIONS

- **[VoIP Trunks]** *Send Anonymous* option has been removed from the trunk settings.
- **[Web]** Removed several pages that were not applicable to the CloudUCM.
- **[System]** Ringing calls will no longer count towards the active concurrent call limit.

FIRMWARE VERSION 1.0.27.26

PRODUCT NAME

CloudUCM

DATE

08/13/2025

IMPORTANT NOTES

Supported Wave Clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- **[System]** Supported CloudIM services.
- **[System]** Enhance system stability.
- **[API]** Allowed users to download a single decrypted recording file via the API.
- **[Eventlist]** Improve Eventlist message sending process.
- **[Alert]** Improve the alert messages for lost extension registration.

BUG FIXES

- **[System]** Fixed an issue with SBC address should not be added to the Fail2ban blacklist.
- **[Wave]** Fixed an issue with scanning QR code failed while using the Wave application to scan the QR code in the welcome email.
- **[Meeting]** Fixed an issue with descriptions missing in the scheduled meeting email and no invitation prompt issue.

FIRMWARE VERSION 1.0.27.22

PRODUCT NAME

CloudUCM

DATE

03/04/2025

IMPORTANT NOTES

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

BUG FIXES

- **[System]** Fixed several stability issues.
- **[Calling]** Fixed an issue with incorrect CID being sent when parking an outbound call or processing an attended transfer.
- **[VoIP Trunks]** Fixed an issue with applying trunk settings after changing the Trunk Mode setting.
- **[Wave]** Fixed an issue with the Personal Chat Link not redirecting users to the proper web page.
- **[Web]** Fixed an issue with the Dashboard displaying Automatic Cleaning being disabled after a reboot.

FIRMWARE VERSION 1.0.27.19

PRODUCT NAME

CloudUCM

DATE

02/07/2025

IMPORTANT NOTES

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- **[Parking]** Users can now change the default parking lot extension (700) to a different extension number.
- **[VoIP Trunks]** Register trunks can now select between DID Access trunk mode (newly added DID mapping method in 1.0.27.18) or Port Access trunk mode (pre-1.0.27.18 random port mapping).

BUG FIXES

- **[VoIP Trunks]** Fixed an issue where it would prompt duplicate DID error in certain cases.

FIRMWARE VERSION 1.0.27.18

PRODUCT NAME

CloudUCM

DATE

01/18/2025

IMPORTANT NOTES

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- **[System]** Improved overall system stability.
- **[Security]** Improved system security.
- **[VoIP Trunks]** Added *DID* Access mode option to peer and register trunks, allowing for calls to be verified via specified DID mapping rather than random port mapping. [DID ACCESS TRUNK MODE]

BUG FIXES

- **[Email Settings]** Fixed an issue with error prompts appearing when sending Extension Information and Wave Welcome emails.
- **[Maintenance]** Fixed an issue with deleting Wave chat history.
- **[Maintenance]** Fixed an issue with being unable to restore recordings from a backup file that only has recording files.
- **[Web]** Fixed an issue with the Save button not appearing properly on Chromebooks and Android tablets.

NEW FEATURES OVERVIEW

DID ACCESS TRUNK MODE

For scenarios where a service provider's INVITE does not include a domain in the TO header (which is required for verifying the call), or if the service provider only accepts SIP messages with source port 5060, users can now specify and map a DID for peer and register trunks instead. This will allow inbound calls to be verified without a domain in the SIP TO header and will also allow outbound SIP traffic to be sent from port 5060.

GRANDSTREAM NETWORKS

FIRMWARE VERSION 1.0.27.15

PRODUCT NAME

CloudUCM

DATE

11/16/2024

IMPORTANT NOTES

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- **[System]** Added ZRTP support. *ZRTP Encryption Mode* option has been added to the *Edit Extension* → *Media* page and the *Edit VoIP Trunk* → *Advanced Settings* page.
- **[Security]** Added data/file encryption functionality [DATA/FILE ENCRYPTION]
- **[CRM]** Added ODOO CRM integration support. Please see official Grandstream documentation for details on setup and usage.
- **[DOD]** Added option to skip, replace, or update duplicate DODs when importing, similar to the extension import process.
- **[Email Settings]** Added registration QR code for WP856 devices and related settings to the *Extension Information* email template. [EXTENSION QR CODE FOR WP856]
- **[Email Settings]** Added *Wake-Up Call Service Failure* email template.
- **[Email Settings]** Users will no longer need to save/apply changes when testing email settings. The settings displayed on the page will be used for testing.
- **[Feature Codes]** Added ability to set call forwarding for all calls, internal calls only, or external calls only. [ADVANCED CALL FORWARD FEATURE CODES]
- **[GDMS]** Added support for GDMS configuration template provisioning. [CLOUDUCM CONFIGURATION TEMPLATE MANAGEMENT]
- **[LDAP]** Added a search feature to the *LDAP Server* → *LDAP Phonebook* page to search for existing LDAP contacts via account number, CID name, and email address.
- **[Maintenance]** Added *Task Management* page where users can schedule certain tasks. [TASK MANAGEMENT & SCHEDULING]
- **[Meetings]** Added support for repeating meetings every X days or weeks.
- **[Meetings]** Added ability to toggle whether to send reminder emails for both virtual and onsite meetings.
- **[Paging]** Added *Enable* toggle to all paging/intercom groups.
- **[PMS]** Improved PMS Wake-Up feature. [IMPROVED PMS WAKEUP]
- **[Queue]** Added ability to upload and play periodic announcements to callers waiting in queue. *Custom Announcement* section has been added to the *Basic Call Features* → *Call Queue* → *Edit Call Queue* → *Advanced Settings* page.
- **[Queue]** Added *Enable Virtual Queue Custom Announcement*, which, if enabled, will play the uploaded custom announcement after the other virtual queue announcements.
- **[Queue]** Added the ability to schedule agent call counter resets. *Reset Agent Call Counter* settings have been added to the *Edit Call Queue* page.

- **[Queue]** *Transfer Out Calls* call count has been added to the Queue Switchboard data to show the number of queue calls that were transferred out of the queue.
- **[Queue]** *Transfer Out Calls* and *Transfer Out Rate* data is now included in call queue statistics.
- **[Queue]** Added *Call Memory* feature to the *Edit Call Queue → Advanced Settings* page. If enabled, the system will remember the last agent that a caller has talked to for the specified amount of days and prioritize that agent for calls from the same caller.
- **[Queue]** Added ability to customize the agent pause reasons and the pause reason audio prompts to the *Call Queue → Global Queue Settings* page.
- **[Recordings]** Added the *Merge Same Call Recordings* option to the *PBX Settings → General Settings* page, which allows separate call audio recordings from the same call to automatically be merged into one file. This is for scenarios where recording is started, stopped, and resumed within the call several times. If a call party changes, a separate recording will still be created.
- **[Routing]** Added the ability to perform CID name lookup via 3rd party MySQL databases. [CID NAME LOOKUP VIA MYSQL DATABASES]
- **[Routing]** Added support for Don't Call Me database integration. [DON'T CALL ME DATABASE INTEGRATION]
- **[System Events]** UCM reboot event alerts and logs will now contain the reboot reason and the name of the user who initiated the reboot (if applicable).
- **[Time Condition Routing]** Added Time Condition Routing feature for ring groups and call queues. [TIME CONDITION ROUTING]
- **[Time Settings]** Added Custom Time Groups. [TIME GROUPS]
- **[User Management]** *Password Visibility Toggle* option has been added to the *Maintenance → User Management → Custom Privilege → Edit Admin Privilege* page. A visibility toggle can be enabled for the *NAS Password* and *Email Account Password* fields for the Admin user. Note: Super Admin already has the visibility toggle for these options.
- **[User Management]** Added Wave_Admin default privilege, which has the ability to configure the Live Chat chatbot and reply flow and integration with external systems for 3rd party notifications to Wave. Please see the [Wave Administrator Guide](#) for more details.
- **[User Management]** Added new User Portal/Wave privilege *Download Chat Logs*, which, if enabled, will allow the user to download their own chat history, including messages from Wave, WhatsApp, Telegram, and LiveChat.
- **[User Management]** Added new User Portal/Wave privilege *Remote Logout*, which, if enabled, will allow users to remotely log out of their own Wave sessions on other devices.
- **[Wave]** Added support for displaying Voicemail Group names when viewing VM group messages from Wave.
- **[Wave]** Added option to allow simultaneous Wave logins from Wave Desktop/Web and Wave Mobile. [SIMULTANEOUS WAVE LOGINS]
- **[Web]** Added icons next to feature codes to indicate whether they can be nested by other feature codes to reduce confusion and avoid code conflict.

BUG FIXES

- **[LDAP]** Fixed an issue where Admin users could not edit LDAP settings.

NEW LIMITATIONS

- **[Queue]** Agent limit is now linked with the extension limit of the CloudUCM's service plan+addons up to 100 agents:
 - Startup: 10
 - SOHO: 20

- Plus: 50
- Pro: 100
- Business: 100

Previously, the agent limit for all CloudUCM plans was 50. Note: If extension limit is expanded with add-on plans, the queue agent limit will be increased by the same amount up to a max total of 100 agents. Agent limits for Pro and Business plans cannot be increased.

KNOWN ISSUES

- Due to Microsoft's end of support for Basic Authentication for Outlook, CloudUCM will not be able to sign in and authenticate with Outlook servers for email services. This will be addressed as soon as possible in a future update.
- [Recordings] The ability to batch download recording files has been temporarily removed.

NEW FEATURES OVERVIEW

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

DATA/FILE ENCRYPTION

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

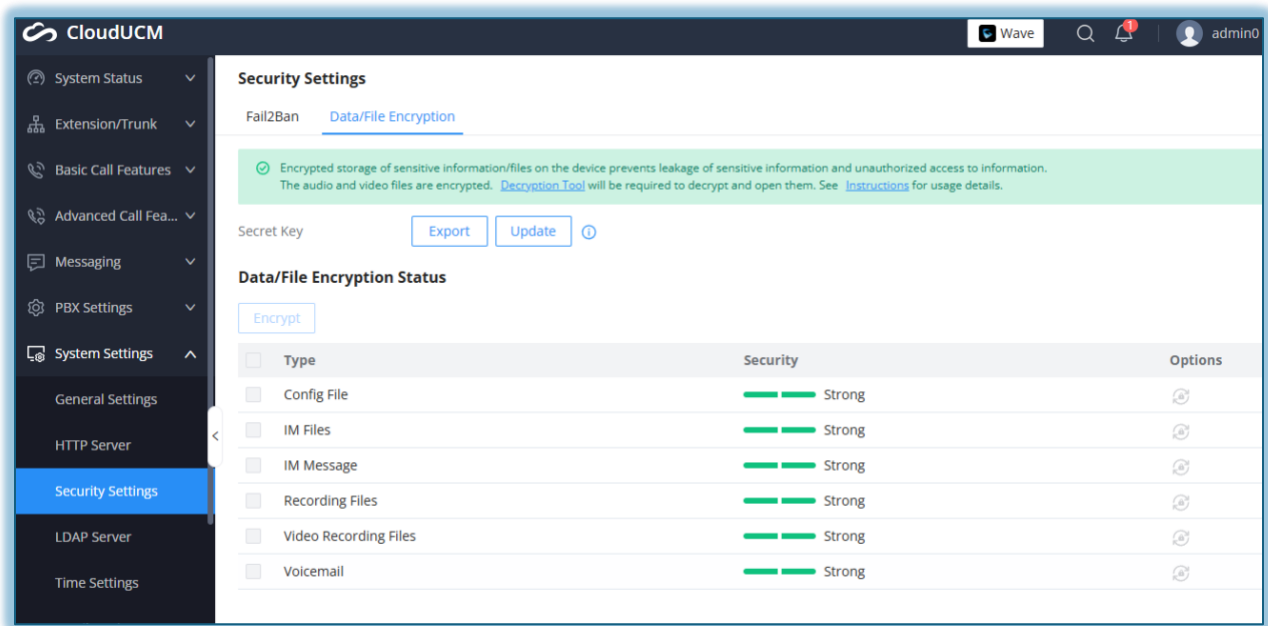


Figure 2 - Data Encryption

From this page, users can see the encrypted data types, export and update the secret key used for off-system encrypted file access, and encrypt prior data. If encrypted, audio and video files will require the Grandstream CDR tool (found in the [Grandstream Tools](#) page), a key file, and its password to open and play outside the CloudUCM system. Playback through the CloudUCM will not require this key and password.

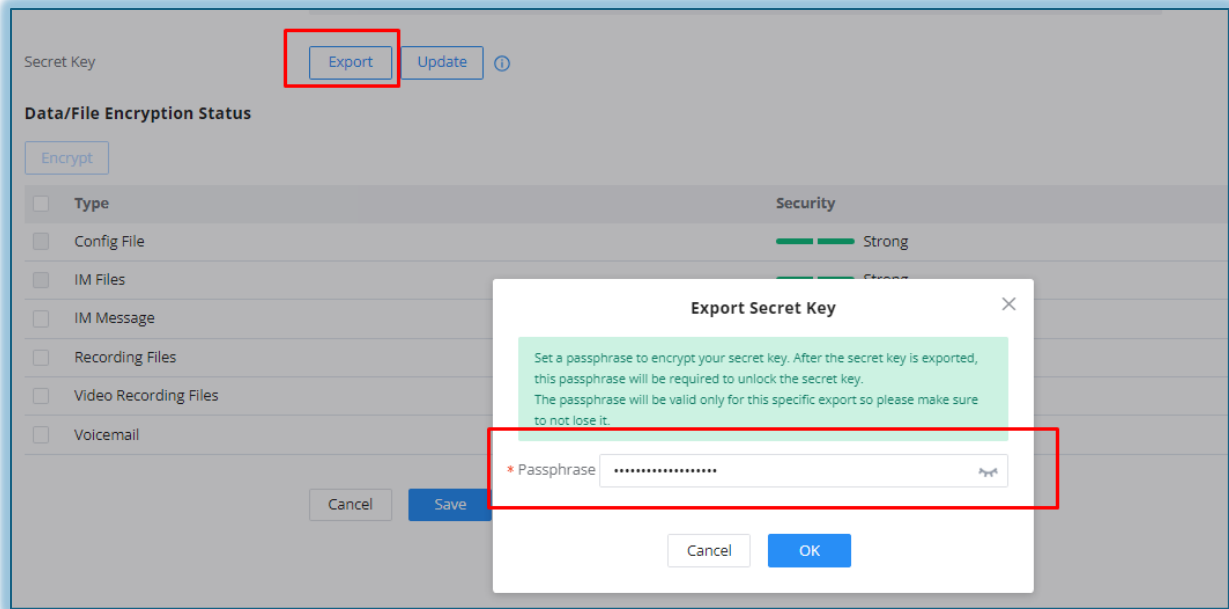


Figure 3 - Secret Key & Passphrase

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

EXTENSION QR CODE FOR WP856

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

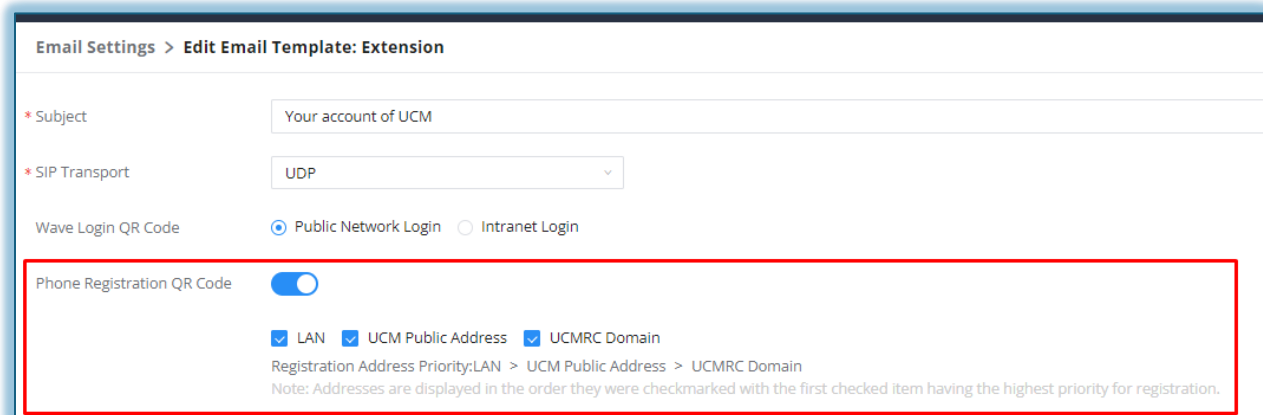


Figure 4 - WP856 QR Code Registration

ADVANCED CALL FORWARD FEATURE CODES

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

forward feature codes.

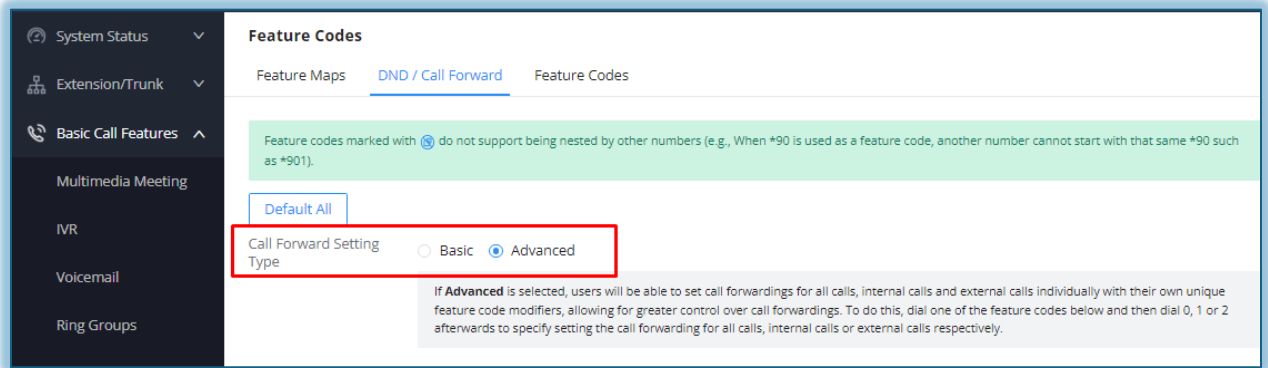


Figure 5 - Advanced Call Forwarding

The feature code modifiers are as follows:

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

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

CLOUDUCM CONFIGURATION TEMPLATE MANAGEMENT

GDMS can now provision CloudUCM via model/group configuration templates and individual device templates. CloudUCM version must be 1.0.27.15 or higher. Supports creation of model configuration templates and group configuration templates. Users can schedule tasks for batch pushing configurations to CloudUCMs.

- Under the CloudUCM device list, the **More (...)** option list now contains the **Set Parameters** and **Enable/Disable Push Configuration** options. Users can create individual device templates through this.

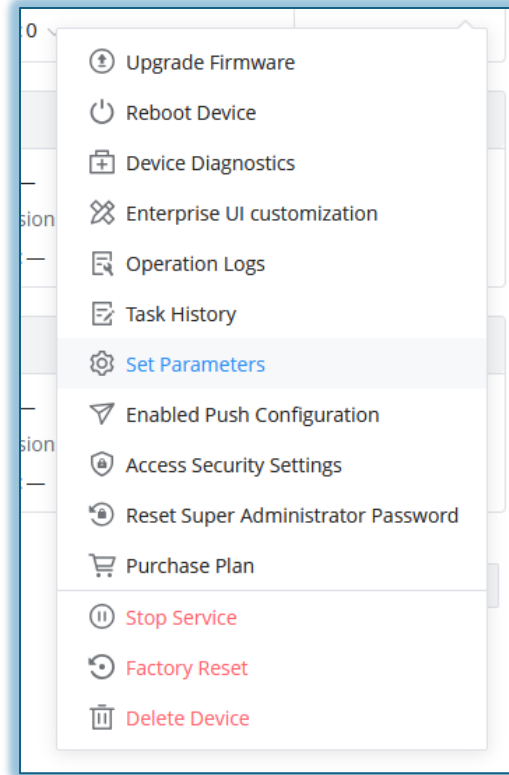


Figure 6 - CloudUCM Options

- Under the **Model Templates** page, users can now select **CloudUCM** when creating templates.

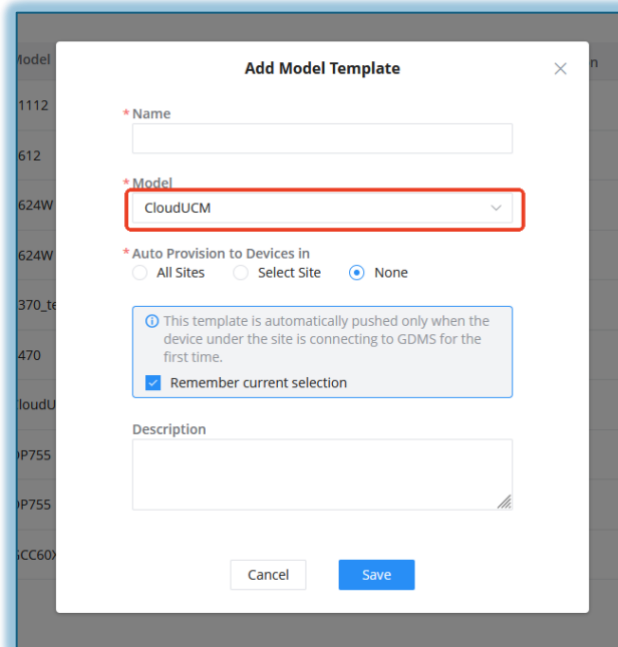


Figure 7 - Adding CloudUCM Model Template

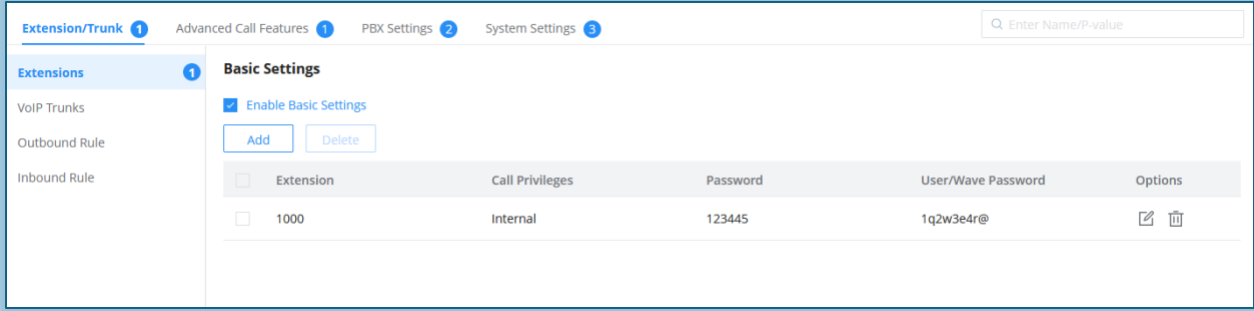


Figure 8 - CloudUCM Configuration Template

- Like other device templates on GDMS, only the checked parameters will be pushed to CloudUCM and overwrite the corresponding local settings. A configuration will be invalid if it does not have the relevant required fields checked and configured. For example, if users do not check and configure a SIP password when adding an extension, the extension will not be created on the CloudUCM.
- If there is a CloudUCM model configuration template created in the **Device Template→By Model** page, its settings will automatically be pushed to newly added CloudUCMs in the selected site if the **Push Configuration** option is checked when adding them.

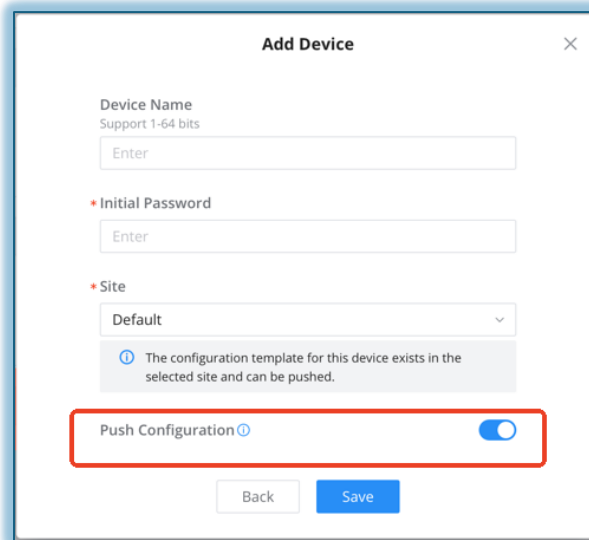


Figure 9 - Add CloudUCM

- Model templates and Group templates can also be manually pushed to CloudUCM devices.
- CloudUCM configuration templates cannot be exported as XML.
- Users can disable configuration pushes to CloudUCM by clicking on the **More (...)** button and selecting the **Disable Push Configuration** option. Users can see the push configuration status in the CloudUCM device list.



Push configuration is disabled for the device.



The device is currently being provisioned with the GDMS configuration template.



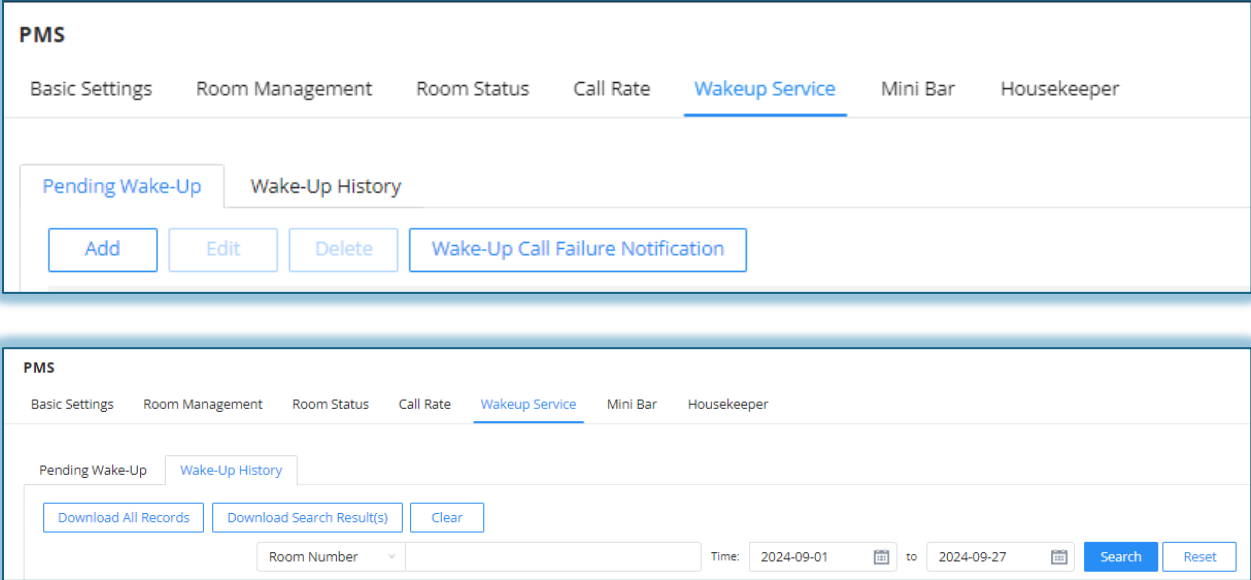
The last push configuration failed. Clicking on it will reattempt the configuration push.

IMPROVED PMS WAKEUP

The PMS Wakeup feature has been greatly revamped and improved.

Updated Page

Scheduled wake-ups and wake-up history information are now separated into their own tabs, allowing users to better keep track of upcoming wakeup calls to guests.



PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Pending Wake-Up Wake-Up History

Add Edit Delete Wake-Up Call Failure Notification

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Pending Wake-Up Wake-Up History

Download All Records Download Search Result(s) Clear

Room Number Time: 2024-09-01 to 2024-09-27 Search Reset

Figure 10 - PMS Wakeup Pending & History Tabs

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

New Wakeup Call Options

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

PMS > Create New Wakeup Service

* Room Number

1000 ×

* Start Time

2024-10-01 

08:00 

Repeat

Daily 

* Number of Redials

3

* Redial Interval (minutes)

5

Cancel

Save

Figure 11 - Wakeup Call Redial Options

Alert for Wake-Up Call Failures

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

PMS > Wake-Up Call Failure Notification

Voicemail Notification ☒

Voicemail Destination

Voicemail

1006

Email Notification ☒

Email Template

* Receive Email

receptionist@hotel.com

+

Add Email Address

Delivery Method

Real-time

Periodic

Real-time

Cancel

Save

Figure 12 - Wakeup Call Notifications

TASK MANAGEMENT & SCHEDULING

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

System Status

Extension/Trunk

Basic Call Features

Advanced Call Fea...

Messaging

PBX Settings

System Settings

Contacts

Device Managem...

Maintenance

User Management

Task Management

Task List Task Schedule

Pending Task

Task History

Add

Name

Time

Start Time

to

End Time

Search

Name	Type	Start Time	Repeat	Options
multicast_test	Scheduled Paging/Intercom	2024-09-26 21:10	No Repeat 21:10	
Schedule Cleaning	Scheduled Cleaner (IM Data)	2024-09-27 14:00	Every Day 14:00	
Schedule Backup	Scheduled Backup	2024-10-26 00:00	Per 30 Days 00:00	

Total: 3

10 / page

Figure 13 - Schedule Tasks

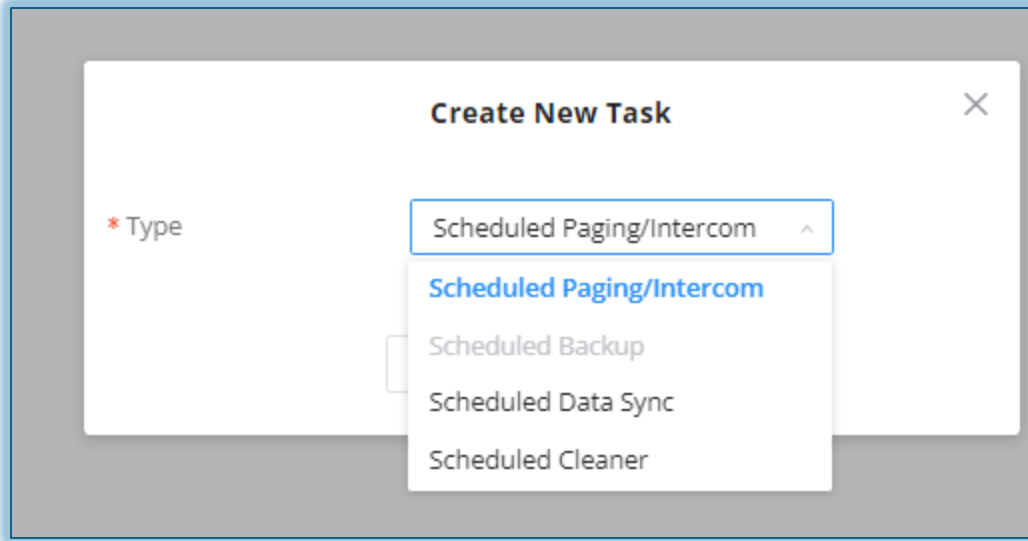


Figure 14 - Create New Task

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

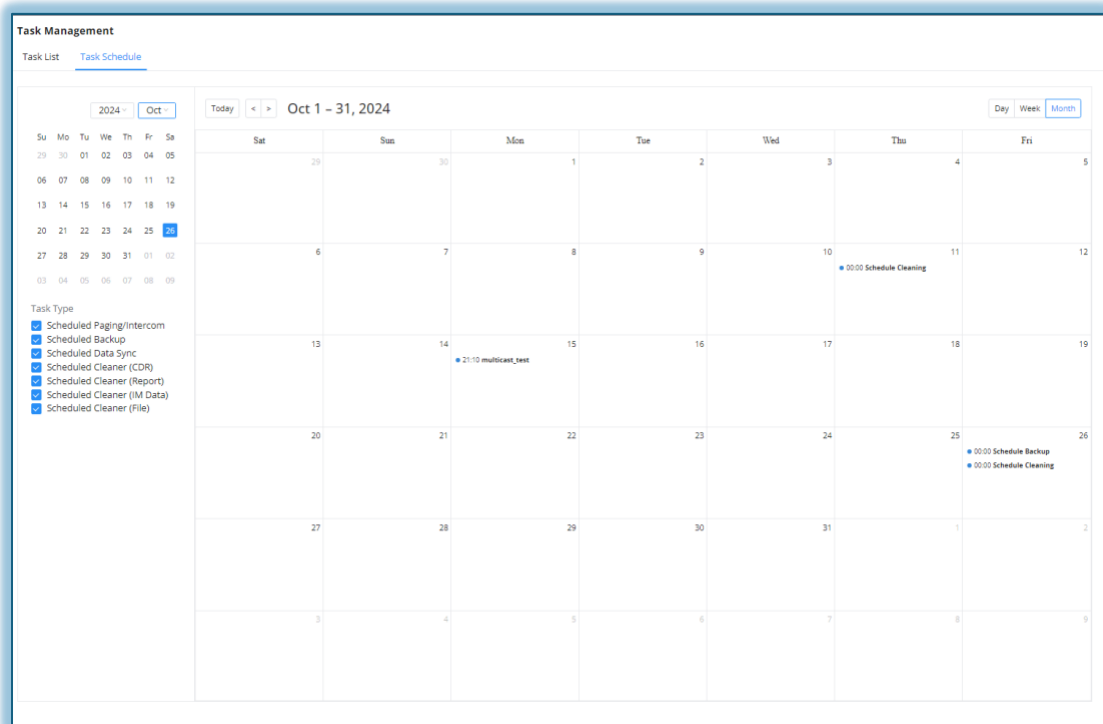


Figure 15 - Scheduled Task Calendar

CID NAME LOOKUP VIA MYSQL DATABASES

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

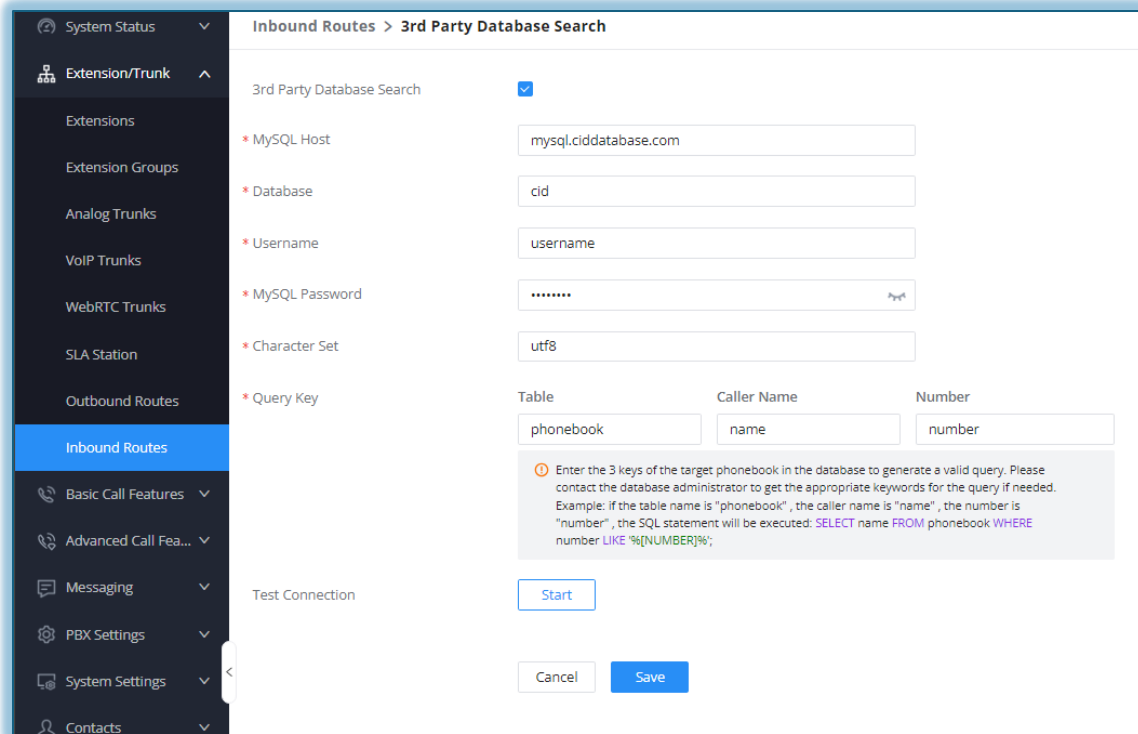
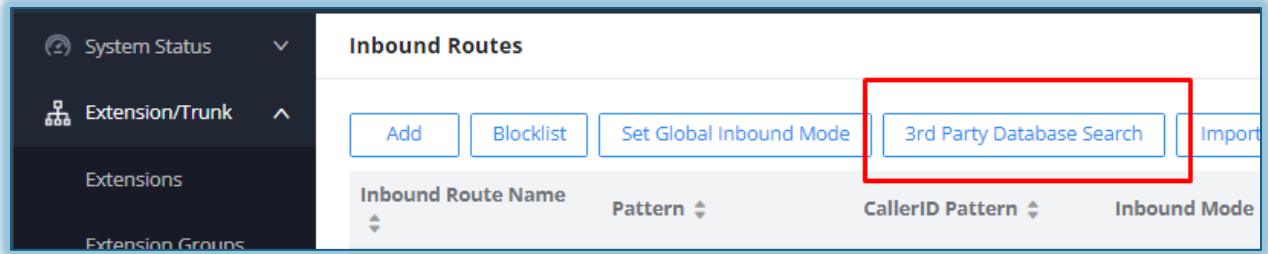


Figure 16 - MySQL Database Configuration

DON'T CALL ME DATABASE INTEGRATION

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

System Status

Extension/Trunk

Extensions

Extension Groups

Analog Trunks

VoIP Trunks

WebRTC Trunks

SLA Station

Outbound Routes

Inbound Routes

Basic Call Features

Outbound Routes

An outgoing calling rule associates an extension pattern with a trunk used to dial the pattern. This allows different patterns to be dialed through different trunk. A failover trunk can be set up to be used when the primary trunk fails. Note: This panel only manages individual outgoing calling rules.

Add
Scheduled Sync
Outbound Blocklist
PIN Groups
Failover Trunk Toggles
Import
Export

Sequence	Name	Pattern
1	toLAUCM	_666
2	to620x	_2100
3	to6308A	_2000
4	trunk_out	_X
5	• _VoxFax	_1-626-764-0030
6	Metaswitch	_760297xxxx _7xxx

System Status

Extension/Trunk

Extensions

Extension Groups

Analog Trunks

VoIP Trunks

WebRTC Trunks

SLA Station

Outbound Routes

Inbound Routes

Outbound Routes > Outbound Blocklist

Blocklist Manage Don't Call Me Blocklist Integration

Don't Call Me Blocklist Integration ☒

* Authorization Token

* Query Timeout (s)

Query Timeout Handling

Test Connection

Figure 17 - Don't Call Me Configuration

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

TIME CONDITION ROUTING

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

System Status

Extension/Trunk

Basic Call Features

Advanced Call Fea...

Pickup Groups

Dial By Name

DISA

Callback

Scheduled Call

Fax Sending

Fax/T.38

Announcement Center

Announcement

Time Condition Routing > Create New Time Condition Routing

* Name

Special_Hours_Routing

* Time

Time Group Temporary_Office_...

Create new time groups in

Time Settings -> Custom

Time Groups.

Time Match

* Default Destination

External Number

123-456-7890

Time Mismatch

* Default Destination

IVR

testIVR

Cancel

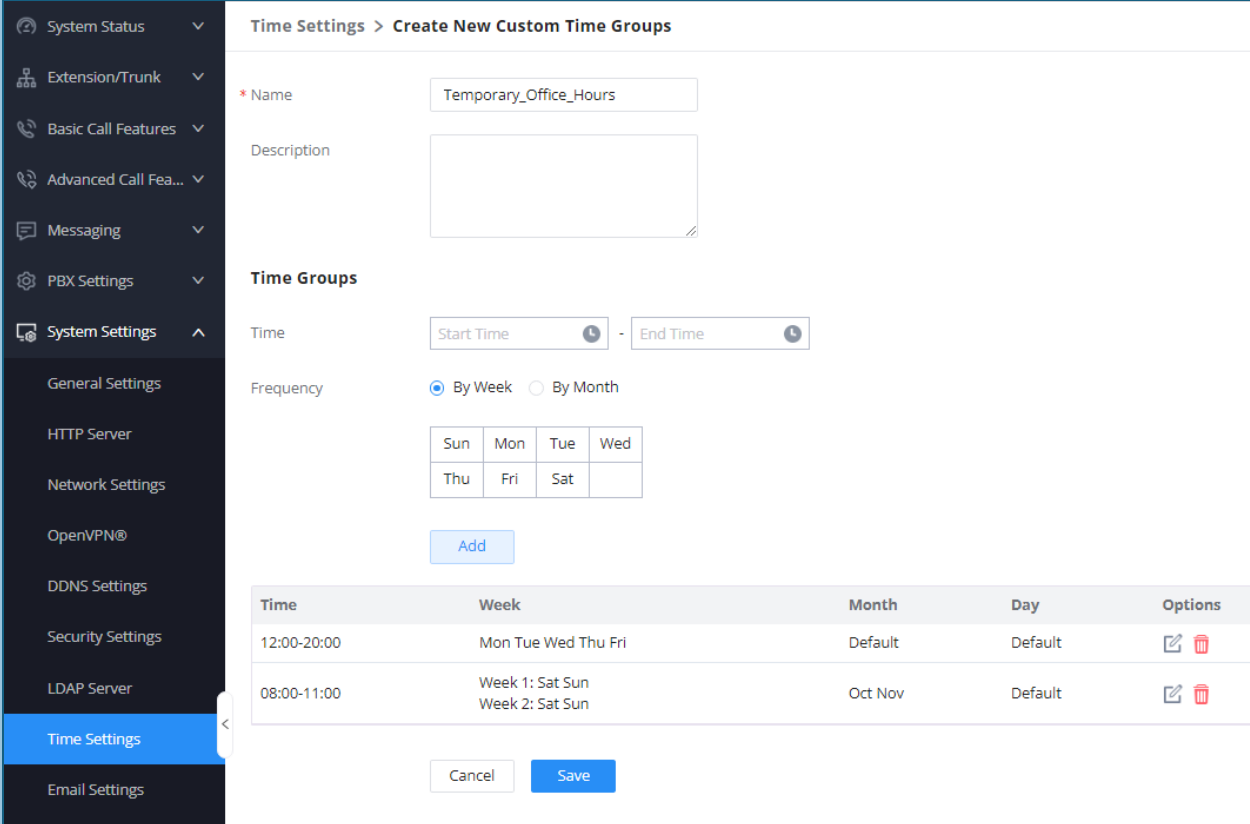
Save

Figure 18 - Time Condition Routing

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

TIME GROUPS

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



Time Settings > Create New Custom Time Groups

* Name: Temporary_Office_Hours

Description:

Time Groups

Time: Start Time - End Time

Frequency: ☒ By Week ☐ By Month

Sun	Mon	Tue	Wed
Thu	Fri	Sat	

Add

Time	Week	Month	Day	Options
12:00-20:00	Mon Tue Wed Thu Fri	Default	Default	
08:00-11:00	Week 1: Sat Sun Week 2: Sat Sun	Oct Nov	Default	

Cancel Save

Figure 19 - Creating Custom Time Groups

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

Time	Week	Month	Day	Options
12:00-20:00	Mon Tue Wed Thu Fri	Default	Default	
08:00-11:00	Week 1: Sat Sun Week 2: Sat Sun	Oct Nov	Default	

Figure 20 - Example Time Group

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

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

SIMULTANEOUS WAVE LOGINS

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

Extensions > Edit Extension: 1000

Basic Settings Media Features Voicemail Custom Time Wave Client Follow Me Advanced Settings

To use Wave in a public network environment and ensure proper media traversal, RemoteConnect services must be deployed, or STUN/TURN servers must be configured. Get more information at [UCMRC User Guide](#)

Normal

Enable Wave ☒

Allow Concurrent Logins from the Same Client Type ☒

If enabled, Wave will allow more than 1 Desktop/Web client and more than 1 Mobile client login at a time. Otherwise, only 1 Desktop/Web login and 1 Mobile login will be allowed. The extension's concurrent registration limit will still apply.

Wave Welcome Email [Email Template](#) [Send to Extension](#)

Wave Permission Settings [Go to Page](#)

Figure 21 - Concurrent Login Option

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

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

FIRMWARE VERSION 1.0.25.25

PRODUCT NAME

CloudUCM

DATE

10/16/2024

IMPORTANT NOTE

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

BUG FIXES

- Fixed system CPU sometimes becomes abnormal after retransmitting SIP ACK message.

FIRMWARE VERSION 1.0.25.24

PRODUCT NAME

CloudUCM

DATE

08/12/2024

IMPORTANT NOTE

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

BUG FIXES

- Fixed an issue with the CloudUCM user receives the prompt indicating the plan is about to expire after purchasing a plan which will take effect in the future.
- Fixed an issue with CloudUCM plan information displays incorrectly.
- Fixed an issue with CloudUCM's certificate no longer exists after upgrading the CloudUCM device.
- Fixed an issue with the CloudUCM user receives the prompt indicating the plan is about to expire after renewing a plan that has not taken effect yet.
- Fixed an issue with the CloudUCM reports insufficient storage space while there is enough remaining storage space in the current plan.
- Fixed an issue with the CloudUCM does not clear fax files with automatic cleaning feature enabled.
- Fixed an issue with the external number participant cannot see the whiteboard or document.
- Fixed an issue with the call is automatically hung up by CloudUCM after the Wave client is transferred and held.
- Fixed an issue with CloudUCM trunk host name becomes blank after using it for a specific period.
- Fixed an issue with CloudUCM's trunk random port was restored after restoring the CloudUCM with another backup file.
- Fixed an issue with options missing on the CloudUCM Login Settings page.
- Fixed an issue with CloudUCM randomly generates a core dump file.
- Improved the notification message contents after upgrading a CloudUCM plan or renewing a plan.
- Fixed an issue with the CloudUCM notification message for plan expiration displays RemoteConnect plan information.
- Fixed an issue with CloudUCM displays the notification message in another CloudUCM device after restoring the backup file from that CloudUCM device.
- Fixed CloudUCM crash issue under certain specific condition.
- Fixed an issue with storage space occupancy is too much to cause users cannot back up the CloudUCM.

FIRMWARE VERSION 1.0.25.20

PRODUCT NAME

CloudUCM

DATE

06/14/2024

IMPORTANT NOTE

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

BUG FIXES

- Fixed an issue with CloudUCM SBC should handle some specific headers from other trunk providers correctly.
- Fixed an issue with CloudUCM SBC cannot process the port correctly in the specific header.
- Fixed an issue with CloudUCM cannot send DTMF via RFC2833 under specific scenario.

FIRMWARE VERSION 1.0.25.18

PRODUCT NAME

CloudUCM

DATE

05/25/2024

IMPORTANT NOTE

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions. Wave clients can be downloaded [HERE](#).

ENHANCEMENT

- Supported UDP SIP trunk over IP addresses with random ports.
- Added "Account SIP Trunk" method. [ACCOUNT SIP TRUNK]
- Supported to download capture traces for analysis. [CAPTURE TRACE]
- Supported "TLS Key" in the Regular Debugging module. [TLS KEY]
- Fixed some known bugs.

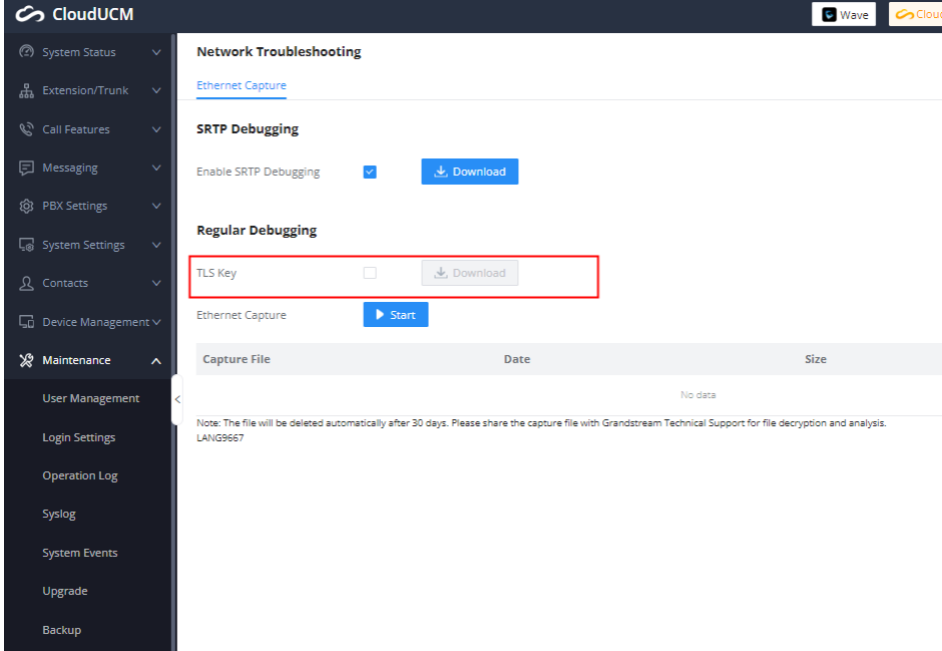
NEW FEATURES OVERVIEW

ACCOUNT SIP TRUNK

"SIP Account Trunk" and static address interconnection method are supported as the screenshot shows below.

TLS KEY

"TLS Key" configuration is under Network Troubleshooting module -> Ethernet Capture, which is used to decrypt TLS/SSL encrypted packets. "Download" button is available for the "TLS Key". After the "TLS Key" is enabled, the TLS key can be downloaded separately. The TLS key can be carried when downloading/sharing captured files, and the captured files list can be downloaded.



CloudUCM Wave Cloud

Network Troubleshooting

[Ethernet Capture](#)

SRTP Debugging

Enable SRTP Debugging ☒ [Download](#)

Regular Debugging

TLS Key ☐ [Download](#)

Ethernet Capture [Start](#)

Capture File	Date	Size
No data		

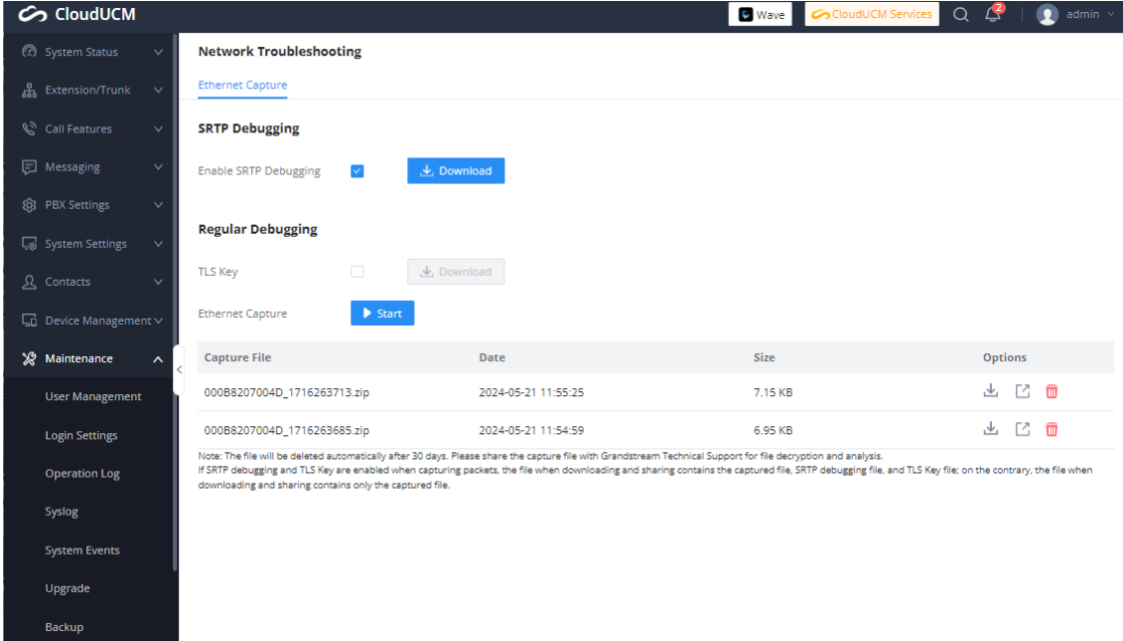
Note: The file will be deleted automatically after 30 days. Please share the capture file with Grandstream Technical Support for file decryption and analysis.
LANG9667

Maintenance

- User Management
- Login Settings
- Operation Log
- Syslog
- System Events
- Upgrade
- Backup

CAPTURE TRACE

Users can capture and download the trace file for analysis now.



CloudUCM Wave CloudUCM Services admin

Network Troubleshooting

[Ethernet Capture](#)

SRTP Debugging

Enable SRTP Debugging ☒ [Download](#)

Regular Debugging

TLS Key ☐ [Download](#)

Ethernet Capture [Start](#)

Capture File	Date	Size	Options
000B8207004D_1716263713.zip	2024-05-21 11:55:25	7.15 KB	Download Share Delete
000B8207004D_1716263685.zip	2024-05-21 11:54:59	6.95 KB	Download Share Delete

Note: The file will be deleted automatically after 30 days. Please share the capture file with Grandstream Technical Support for file decryption and analysis.
If SRTP debugging and TLS Key are enabled when capturing packets, the file when downloading and sharing contains the captured file, SRTP debugging file, and TLS Key file; on the contrary, the file when downloading and sharing contains only the captured file.

Maintenance

- User Management
- Login Settings
- Operation Log
- Syslog
- System Events
- Upgrade
- Backup

FIRMWARE VERSION 1.0.25.13

PRODUCT NAME

CloudUCM

DATE

04/08/2024

IMPORTANT NOTE

Supported Wave clients: Wave Web 1.0.25.6 or later versions, Wave Desktop 1.25.6 or later versions, Wave Android 1.0.25.10 or later versions, Wave iOS 1.25.9 or later versions

Download link: <https://fw.gdms.cloud/wave/download/>

ENHANCEMENT

- This is the initial version.