

# UCM Series IP PBX Firmware Release Notes

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# FIRMWARE VERSION 1.0.11.10

## PRODUCT NAME

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

## DATE

12/1/2021

## FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301\_ucm6302fw.bin  
MD5: 753320206c2319f8f81fa3672d376f35
- UCM6304/6308 firmware file name: ucm6304\_ucm6308fw.bin  
MD5: 1bbef8e06314f65b4fe18d55c3d235cd
- UCM6300A/6302A firmware file name: ucm6300A\_ucm6302Afw.bin  
MD5: 1fc966e852b9239077db406c54ab058b
- UCM6304A firmware file name: ucm6304Afw.bin  
MD5: 4be898a4a94163a268b541064ee29112
- UCM6304/6308 firmware file name: ucm6308Afw.bin  
MD5: 67e0758e5cdd1afe9832fbdb45ef65c0

## IMPORTANT UPGRADING NOTE

- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.2.18 or higher, you will no longer be able to downgrade to 1.0.2.17 or lower.**
- **If the device is on a firmware version lower than 1.0.2.15, please upgrade to 1.0.2.15/16/17 first and then to the latest version.**
  - **UCM6301/2:** [http://firmware.grandstream.com/Release\\_UCM6301\\_6302\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6301_6302_1.0.2.17.zip)
  - **UCM6304/8:** [http://firmware.grandstream.com/Release\\_UCM6304\\_6308\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip)
- **For UCM6304A on firmware version lower than 1.0.9.10, please upgrade to 1.0.9.10 first before upgrading to 1.0.11.10. UCM6304A firmware 1.0.9.10 can be downloaded here:**  
[https://firmware.grandstream.com/Release\\_UCM6304A\\_1.0.9.10.zip](https://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip)

- **It is recommended to upgrade UCM to latest firmware for product lifespan and security improvements.**

## **CHANGES SINCE FIRMWARE VERSION 1.0.11.9**

### **BUG FIXES**

- **[Security]**
  - Fixed a security vulnerability with the OpenVPN feature.
- **[System]**
  - Fixed an issue with performance when large numbers of concurrent calls are made.
- **[Meeting]**
  - Fixed an issue with audio quality when there are multiple ongoing meetings.
- **[Pickup Groups]**
  - Fixed an issue with importing CSV files in certain cases.
- **[Web]**
  - Fixed an issue with being unable to apply changes when there is a large number of voicemail.

# FIRMWARE VERSION 1.0.11.9

## PRODUCT NAME

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

## DATE

11/4/2021

## FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301\_ucm6302fw.bin  
MD5: e93aa03809ef6a0c51b27e626784248e
- UCM6304/6308 firmware file name: ucm6304\_ucm6308fw.bin  
MD5: 6d0ecc74ea9e3d052347b4dea506515b
- UCM6300A/6302A firmware file name: ucm6300A\_ucm6302Afw.bin  
MD5: 11ccaf515c7633526f4c36fb66b88ad9
- UCM6304A firmware file name: ucm6304Afw.bin  
MD5: dbdc05d9e73689e64c57cc4578b6ab77
- UCM6304/6308 firmware file name: ucm6308Afw.bin  
MD5: 3422d8da1e4c044ed844e01a28f97453

## IMPORTANT UPGRADING NOTE

- **ALWAYS create a backup of your configuration and data before a firmware upgrade.**
- **After upgrading to 1.0.2.18 or higher, you will no longer be able to downgrade to 1.0.2.17 or lower.**
- **If the device is on a firmware version lower than 1.0.2.15, please upgrade to 1.0.2.15/16/17 first and then to the latest version.**
  - **UCM6301/2:** [http://firmware.grandstream.com/Release\\_UCM6301\\_6302\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6301_6302_1.0.2.17.zip)
  - **UCM6304/8:** [http://firmware.grandstream.com/Release\\_UCM6304\\_6308\\_1.0.2.17.zip](http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip)
- **It is recommended to upgrade UCM to latest firmware for product lifespan and security improvements.**

## CHANGES SINCE FIRMWARE VERSION 1.0.9.10

### ENHANCEMENTS

- **[Address Book]** Added Address Book feature.
- **[CDR]** Call history will be pushed to the remote IM server if UCM deletes the local CDR.
- **[Email Settings]** Added ability to customize the footer of email templates.
- **[Email Settings]** Improved the extension email template.
- **[Email Settings]** Updated the email template headers.
- **[Extension]** Added an option to configure whether to play the Follow Me prompt or not.
- **[Extension]** Removed *Department* field from the extension settings due to the addition of the Address Book feature.
- **[Extension]** The value of the Keep-alive Frequency field will be retained even after disabling and re-enabling Keep-alive.
- **[Extension]** Added *Stop Ringing* option. This option is only applicable if the extension has multiple registered endpoints. Upon receiving a regular call or meeting invite call, if one endpoint rejects the call, the other endpoints will stop ringing.
- **[Extension]** Added *Email Missed Call Log* option. If enabled, the UCM will send a log of missed calls to the extension's email address.
- **[Fail2ban]** Added the ability to filter blacklisted entries by ban types and IP address.
- **[Fail2ban]** Added a Description/Comment field to the Fail2ban Whitelist section.
- **[Feature Codes]** Added Call Flip feature code. [CALL FLIP]
- **[HA]** HA Primary/Secondary status initial roles are now reported to GDMS.
- **[HA]** Added an option to toggle IPv6 support.
- **[HA]** Some unconfigurable HA options will now be hidden for the standby UCM.
- **[IVR]** Added IVR time conditions for key pressing events.
- **[IoT Device Management]** Added IoT Device Management section and IP Camera Devices page.
- **[LDAP]** Accessing LDAP phonebook.xml data directly without webUI will now require the LDAP server username and password.
- **[Meetings]** Combined the audio and video meeting features into *Multimedia Meetings*. [MULTIMEDIA MEETINGS]
- **[A-series only] [Meetings]** Added Google Calendar settings to the Meetings feature.
- **[NAS]** Added *Security Mode* option to configure the protocol used for communicating with the NAS server.
- **[Operator Panel]** Added Operator Panel feature. [OPERATOR PANEL]
- **[Queue]** Added ability to customize the key presses for virtual queue callback options. [VIRTUAL QUEUE CALLBACK KEY CUSTOMIZATION]
- **[RemoteConnect]** Added Passwordless Remote Access option. [PASSWORDLESS REMOTE ACCESS]
- **[RemoteConnect]** Endpoint type statistics will now be reported to GDMS.
- **[RemoteConnect]** Extension email address will now be synced to GDMS.
- **[Ring Group]** The Ring Group list can now be sorted by Ring Strategy.

- **[SCA]** The CANCEL SIP message sent to other SCA extensions after it is picked up will now contain the reason for cancel.
- **[SIP Settings]** Added *Ignore 180 Response* option to the *SIP Settings* → *Misc* page. If enabled, 180 ringing will be ignored if the UCM receives a 183 response.
- **[Security]** Updated jquery version to 3.6.0
- **[System Events]** Added *Cloud IM abnormal* alert.
- **[User Management]** Added new custom privileges for Queue Statistics and Queue Recordings.
- **[User Management]** Added Multi-Factor Authentication feature for improved account security [MULTI-FACTOR AUTHENTICATION]
- **[User Management]** Consumer users are no longer displayed in the *User Management* page.
- **[User Portal]** Added an *Email Address* field to the User Portal->Basic Information->Account Settings->Change Password page for password recovery purposes.
- **[User Portal]** Personal Config and Change Password pages are now both under the Account Settings page.
- **[Voicemail]** Added GSM to WAV playback.
- **[Wave]** Improved notification system of the Meeting Assistant.
- **[Wave]** Added ability to access voicemail in Wave.
- **[Wave]** Users will now receive push notifications when receiving new voicemail.
- **[Wave]** Call history will now be synced across all endpoints.
- **[Wave]** Meeting participants from peered UCMs will now have their CID name displayed instead of just CID number in the Participant List.
- **[Web]** Improved CPU usage graph display
- **[Web]** Added the trunk name to the top of the *Edit DOD* page.
- **[Web]** After creating an MoH playlist, the user will now be redirected to the created playlist's page.
- **[Web]** Added a *Remark* page to the *System Status* → *System Information* page.

## BUG FIXES

- **[Active Calls]**
  - Fixed several display issues.
- **[Announcement Center]**
  - Fixed an issue with saving after editing the Announcement Center code.
- **[Basic Calls]**
  - Fixed an issue with blind transfer to ring group under certain circumstances.
  - Fixed several issues related to simultaneous ringing.
  - Fixed an issue with abnormal call status after unholding.
- **[Call Failure Tone Settings]**
  - Fixed an issue with the wrong prompt tone playing when an IAX trunk is unreachable.
- **[CDR]**
  - Fixed several CDR display issues.
  - Fixed an issue with deleting CDR before the appointed automatic download time.
- **[Dashboard]**

- Fixed an issue with displaying long trunk names.
- **[Extensions]**
  - Fixed an issue with Follow Me sending out an INVITE to the local extension if it's configured to ring along with the Follow Me external number and is not under the Time Condition for Skip Trunk Auth.
- **[Extension Group]**
  - Fixed an issue with adding new members to extension groups after deleting all members of the group.
- **[Feature Codes]**
  - Fixed an issue when picking up calls with certain characters in the CID name via the pickup in-call feature code.
  - Fixed several issues with seamless transferring.
- **[FXO/FXS]**
  - Fixed an issue where if an FXS extension receives a new call while already in an existing call, the existing call will be muted.
  - Fixed an issue where if the FXS extension hears the recording prompt from a peer trunk, the ringback tone will be abnormal.
  - Fixed an issue with incomplete voice prompt playing during callbacks.
- **[HA]**
  - Fixed an issue with registered remote endpoints not dialing out properly after a failover.
  - Fixed several issues with IAX functionality after failover.
  - Fixed several issues with HA peer binding issues.
  - Fixed an issue where banned login IP addresses would still be displayed in the standby UCM.
  - FXS/IAX extension wakeup status is displayed incorrectly on the standby UCM.
  - Fixed an issue with PMS where two voicemail recording emails being sent after checking out.
  - Fixed several display issues on the standby UCM.
  - Fixed an issue with displaying abnormal CID to the caller after an HA failover if an SCA extension is involved.
  - Fixed an issue where ring group calls cannot be resumed after an HA failover.
  - Fixed an issue where the UCM would not be able to bind to another UCM for HA functionality under certain cases.
  - Fixed an issue with abnormal HA backup status.
  - Fixed an issue with sync logs.
  - Fixed an issue with excess prompt files being played when resuming calls and using feature codes on analog trunks.
  - Improved ability to recover calls after a failover.
  - Fixed an issue where Wave is automatically logged out after the standby UCM is upgraded, and the active UCM manually triggers a failover.
  - Fixed an issue with the concurrent call statistics on the standby UCM.
  - Fixed an issue with scheduled full backups failing.
  - Fixed an issue with updating Wave status after a failover.

- Fixed an issue with not being able to hang up an SLA trunk call with an external number after a failover.
  - Fixed an issue with IAX trunk calls failing after failover.
- **[HTTP Server]**
  - Fixed an issue with an error prompt appearing after trying to reset certificate.
- **[HTTPS API]**
  - Fixed an issue with the listBridgedChannels and listUnBridgedChannels commands.
  - Fixed an issue with responses to an invalid value used in the addOutboundRoute command.
  - Fixed an issue with configuring the Packet Loss Retransmission field via API commands.
  - Fixed an issue with responding incorrectly to cdrapi commands.
  - Fixed an issue with the updateSLATrunk command.
  - Fixed several issues with the updateInboundRoute command.
  - Fixed several issues with the addSIPTrunkGroup command.
- **[Cloud IM]**
  - Fixed an issue with an Unknown Error prompt after enabling IM server mode, uploading certs, and then disabling IM server mode.
- **[LDAP]**
  - Fixed an issue where the phonebook name in the exported CSV file would be lowercase.
- **[Maintenance]**
  - Fixed an issue with the Operation Log where the page can't be saved after deleting a log's remarks.
- **[Meetings]**
  - Fixed an issue with being unable to download post-meeting reports in certain circumstances.
  - Fixed an issue with custom privilege users not being able to download post-meeting reports.
  - Fixed an issue with a "waiting for video call response" after joining a meeting via audio only.
  - Fixed an issue with error prompts appearing after attempting to view a meeting deleted via Wave.
  - Fixed an issue with displaying screen shares after an external number joins the meeting and opens video.
  - Fixed an issue with black screen after joining a meeting via IVR.
  - Fixed an issue where the meeting participant list would be empty in the meeting history details and post-meeting report.
  - Fixed an issue with being unable to adjust meeting volume when calling into the meeting via FXS extension and using \* to access the meeting voice menu.
- **[Paging/Intercom]**
  - Fixed an issue where if there are two pages scheduled for the same time, only one of them will be sent out.
  - Fixed an issue where IAX extensions cannot send multicast pages.
- **[Parking]**
  - Fixed an issue with callback after parking timeout.
- **[Pickup Group]**
  - Fixed an issue with not being able to add a single extension group to a pickup group.



- **[PMS]**
  - Fixed an issue with displaying the status of wakeup calls to an unregistered extension with voicemail enabled.
- **[Queue]**
  - Fixed an issue where static agent easy logins would not be displayed in the login history.
- **[QueueMetrics]**
  - Updated the Let's Encrypt certificate for QueueMetrics communication.
- **[Recording]**
  - Fixed an issue where if an attended transfer fails and returns to the original call, it would not be recorded.
  - Fixed an issue with external USB devices disconnecting after enabling auto record.
- **[Restrict Calls]**
  - Added support for Chinese characters in the Call Restrict name field.
- **[Ring Group]**
  - Fixed an issue with the Specific Trunk time conditions not working for Ring Group LDAP members.
  - Fixed an issue with transferring to external numbers when the transfer settings are configured on the endpoint.
- **[Routing]**
  - Fixed an issue where only 50 outbound routes could be synced to an external location instead of 500.
  - Fixed an issue with simultaneous ringing when using a specific trunk to make outgoing calls outside of a time condition.
  - Fixed several issues with routing calls to extensions with simultaneous ringing.
  - Fixed an issue with displaying fax destinations with email addresses.
- **[Setup Wizard]**
  - Fixed an issue with the New Password page.
- **[SIP Settings]**
  - Fixed an issue where the SIP TLS certificate is reset to default after upgrading.
- **[SIP Trunks]**
  - Fixed an issue with requesting video calls in certain cases.
  - Fixed an issue with being unable to enter hyphen (-) into the AuthID field.
- **[SLA]**
  - Fixed an issue where if an extension is associated with two SLA trunks, and the priority SLA trunk cancels a call, the call to the other SLA trunk will be disconnected upon answering.
  - Fixed an issue where FXO would not release a call after the SLA workstation answers.
- **[User Management]**
  - Fixed an issue with abnormal loading times after adding a custom privilege and saving.
- **[Voicemail]**
  - Fixed an issue with playing appended voicemail messages after changing voicemail file format.
- **[Voice Prompts]**

- Fixed several voice prompt issues.
- **[Wave]**
  - Fixed an issue with the interface when transitioning from N-way conference to meeting.
  - Fixed an issue with opening and reopening video and screenshare.
  - Fixed an issue where the meeting history of the previous month could not be displayed.
  - Fixed an issue with logging out of an endpoint right after logging into it when there's an existing login session on a different endpoint.
  - Fixed an issue where Wave users would be forcibly logged out after configuring Cloud IM via GDMS.
- **[Web]**
  - Fixed an issue where the number of active RemoteConnect sessions is displayed incorrectly on the Dashboard.
  - Fixed an issue where an error prompt would appear if Wave is logged into via the same browser as the UCM management portal.
  - Fixed an issue with the web page where its horizontal scrollbar would disappear.
  - Fixed an issue with inconsistent page format for certain system languages.
  - Fixed an issue with displaying the Recordings page when displaying recordings stored on external storage.
  - Fixed an issue with sorting on several pages.
  - Fixed an issue where an error prompt would appear if `/**/` is in the Pattern field.
  - Fixed several error messages and tooltips.
  - Fixed an issue where the user would be logged out after modifying time settings and clicking on the Cancel button instead of logging out.
  - Fixed an issue with abnormal page navigation.
  - Fixed an issue where the verification captcha would be displayed abnormally.
  - Fixed an issue with disabling Cloud IM.
  - Fixed an issue with opening the Cloud IM page.
  - Fixed an issue with abnormal Heartbeat status after connecting heartbeat ports.
- **[Zero Config]**
  - Fixed an issue with Auto Discover on LAN when VLAN is configured.
  - Fixed an issue with provisioning the UCM WAN IP address instead of LAN IP address to LAN devices.

## NEW LIMITATIONS

- **[Callback]** Added a 256-character limit to the pattern field.
- **[Email Settings]** The *Display Name* field will no longer support special characters " , ; =
- **[IVR]** Added an 18-character limit for individual numbers in the External Blacklist/Whitelist field.
- **[Login Settings]** Added a 30-character limit to the *Login Settings* → *Password* field.

- [UCM6308 only] [Ring Groups] Increased max limit of ring groups from 100 to 300.

## NEW FEATURES OVERVIEW

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

### ADDRESS BOOK

Firmware 1.0.11.9 introduces the Address Book, a new way of organizing the information of extensions within the UCM and contacts outside of the UCM. Extensions that do not have the **Sync Contact** option toggled on will not be added to the Address Book. Wave will use the information in this page to populate its contact list.

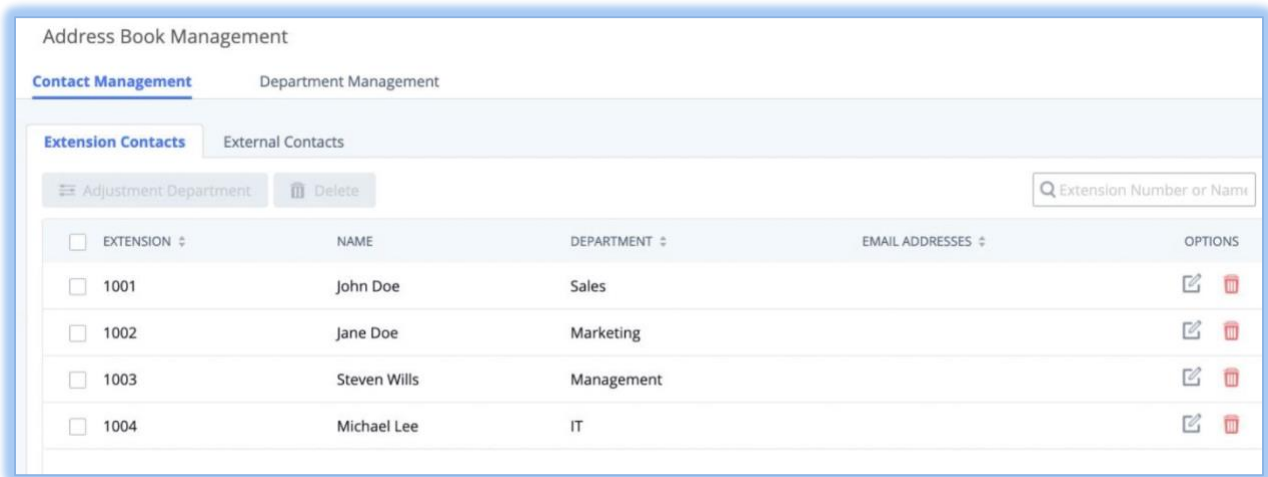


Figure 1 - Address Book

Extension contacts cannot be modified, but users can add and edit external contacts.

The screenshot shows the 'Edit Extension Contacts: 1001' form. It contains the following fields:

- \* Extension: 1001
- First Name: John
- Last Name: Doe
- Department: Sales (dropdown menu)
- Department Title: (empty text field)
- Email Address: (empty text field)
- Mobile Phone Number: (empty text field)
- Home Number: (empty text field)
- Fax: (empty text field)

Figure 2 - Address Book Edit Contacts

Users can create Departments/Sub-Departments and add contacts to them.

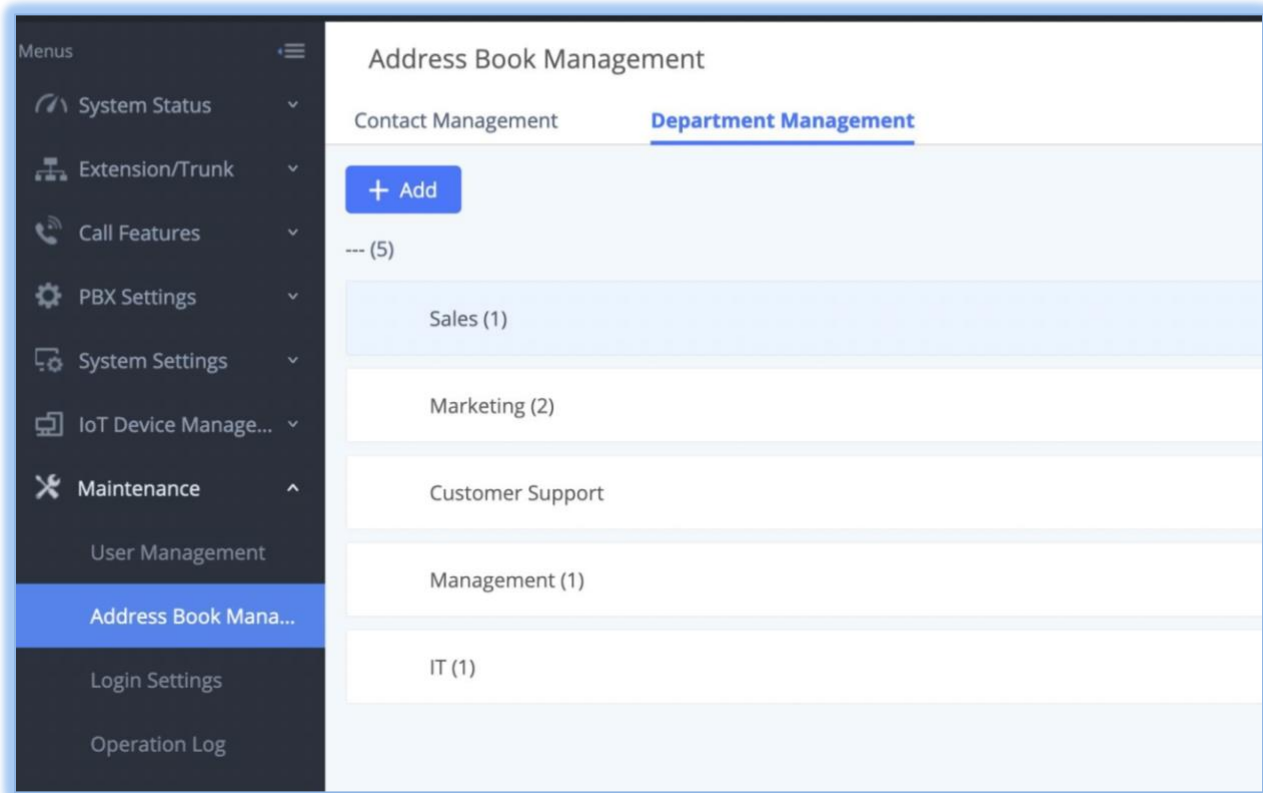


Figure 3 - Address Book Department

### CALL FLIP

The Call Flip feature allows a user with multiple endpoints to conveniently resume ongoing calls. To do so, users must use one of their available endpoints to dial the Call Flip feature code (\*46 by default).

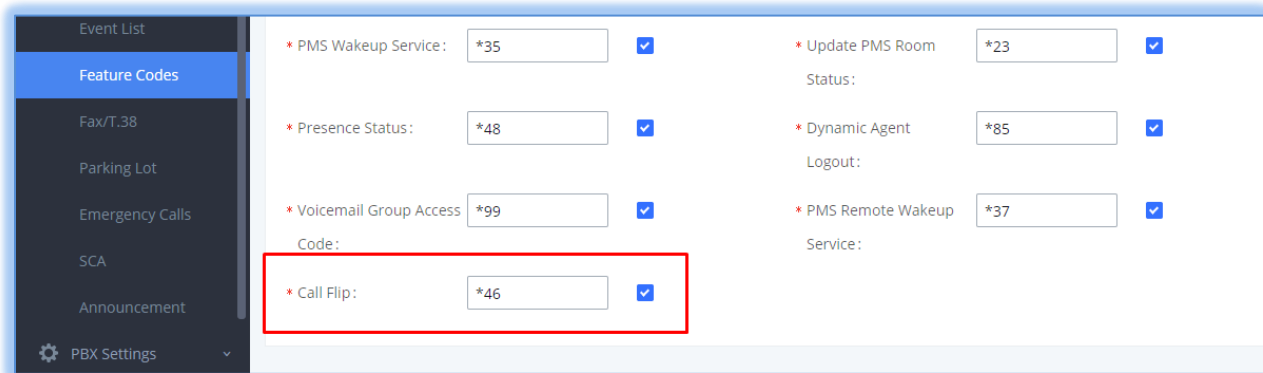


Figure 4 - Call Flip

## IOT DEVICE MANAGEMENT

The IOT Device Management feature allows the UCM to become a control hub for various IP device types. Currently, only IP camera (IPC) devices are supported.

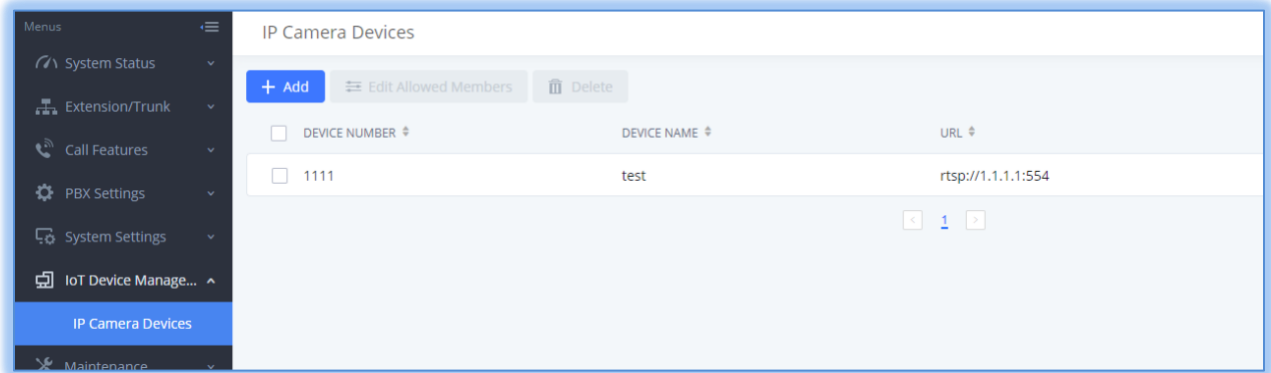
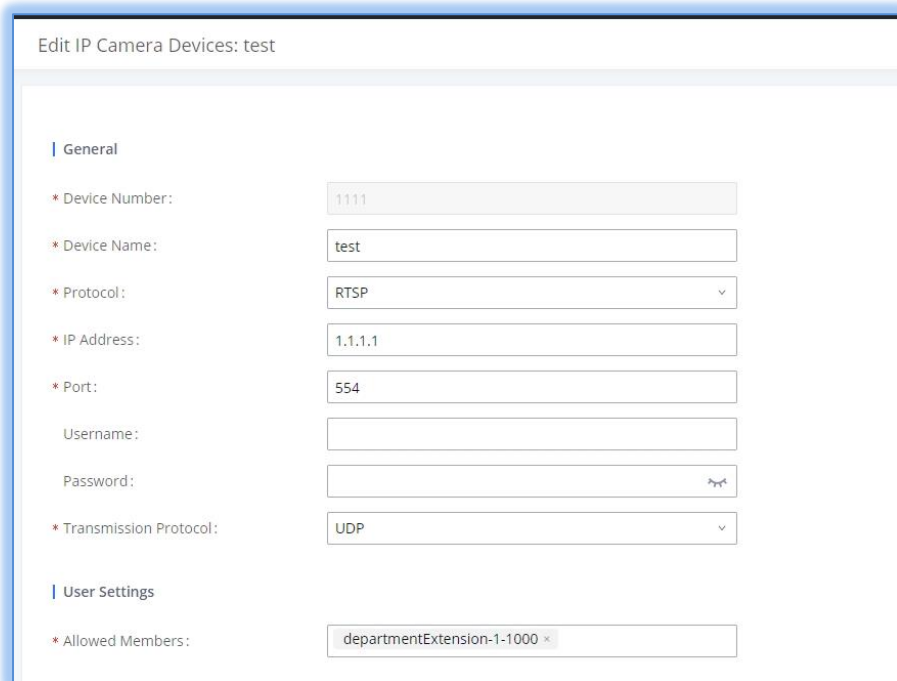


Figure 5 - IoT Device Management: IP Camera Devices

From here, users can add or edit existing IPCs and configure the extensions and departments that can directly call and access them.



The screenshot shows the 'Edit IP Camera Devices: test' configuration form. It is divided into two sections: 'General' and 'User Settings'. The 'General' section includes fields for Device Number (1111), Device Name (test), Protocol (RTSP), IP Address (1.1.1.1), Port (554), Username, Password, and Transmission Protocol (UDP). The 'User Settings' section includes a field for Allowed Members (departmentExtension-1-1000).

Figure 6 - Edit IPC

Once complete, the allowed extensions and departments will be able to access the IPC camera from their Wave Web/Desktop interface.

## MULTIMEDIA MEETINGS

Starting from 1.0.11.9, audio meetings and video meetings have been combined into general multimedia meetings. This change does not apply to UCM63xx A models.

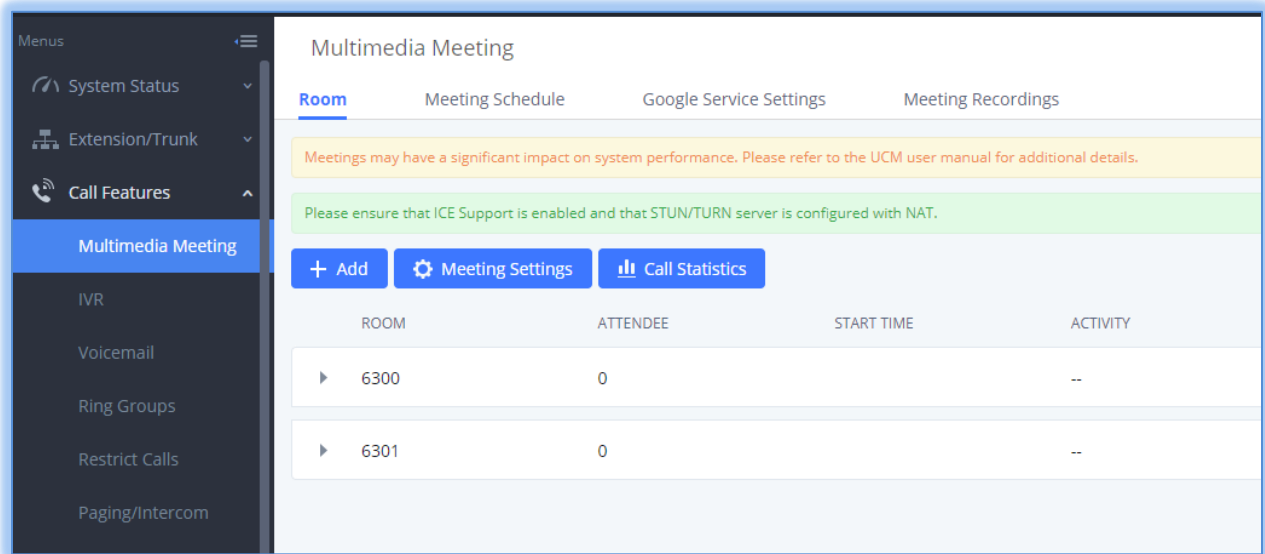


Figure 7 - Multimedia Meeting

The current limitations of multimedia meetings are as follows:

| Model | Max Meeting Rooms | Max Meeting Participants |
|-------|-------------------|--------------------------|
| 6301  | 4                 | 75                       |
| 6302  | 8                 | 150                      |
| 6304  | 15                | 200                      |
| 6308  | 25                | 300                      |

## OPERATOR PANEL

Firmware 1.0.11.9 introduces the **Operator Panel** feature, which allows specified extensions to monitor and manage the status of other extensions and call groups.

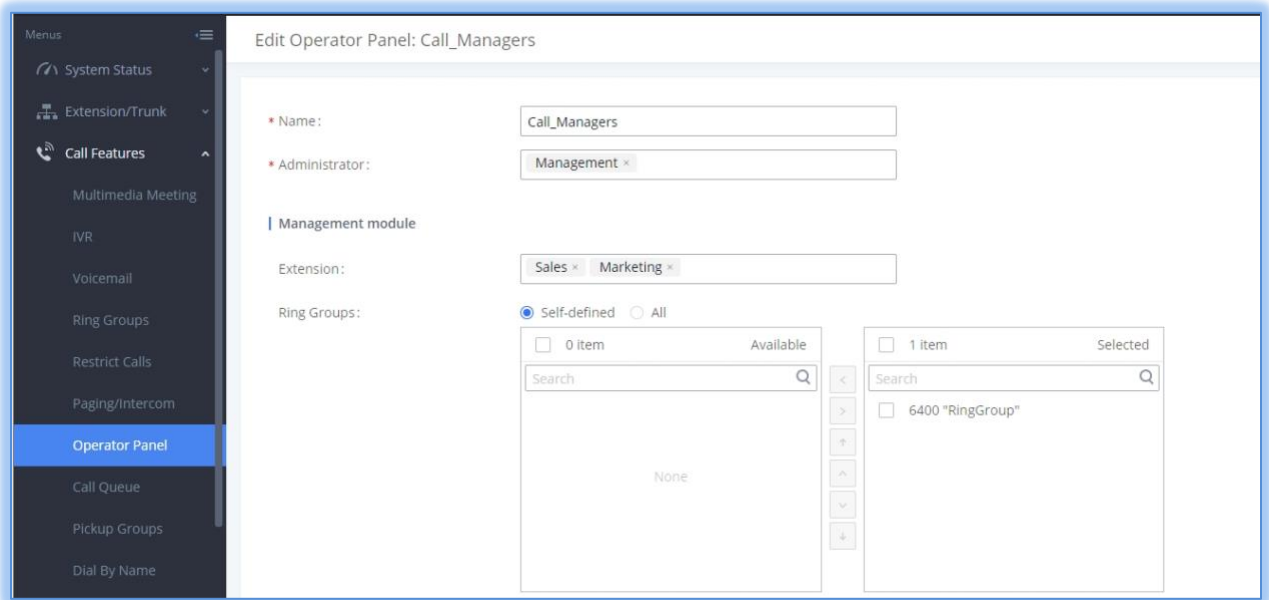


Figure 8 - Operator Panel Edit

Users must first select the extension or department to be the administrator of the operator panel. They must then select the extensions, departments, ring groups, voicemail groups, call queues, and/or parking lots for the administrators to monitor and manage.

Once configured, administrators will see a new option in the Wave Web/Desktop page:

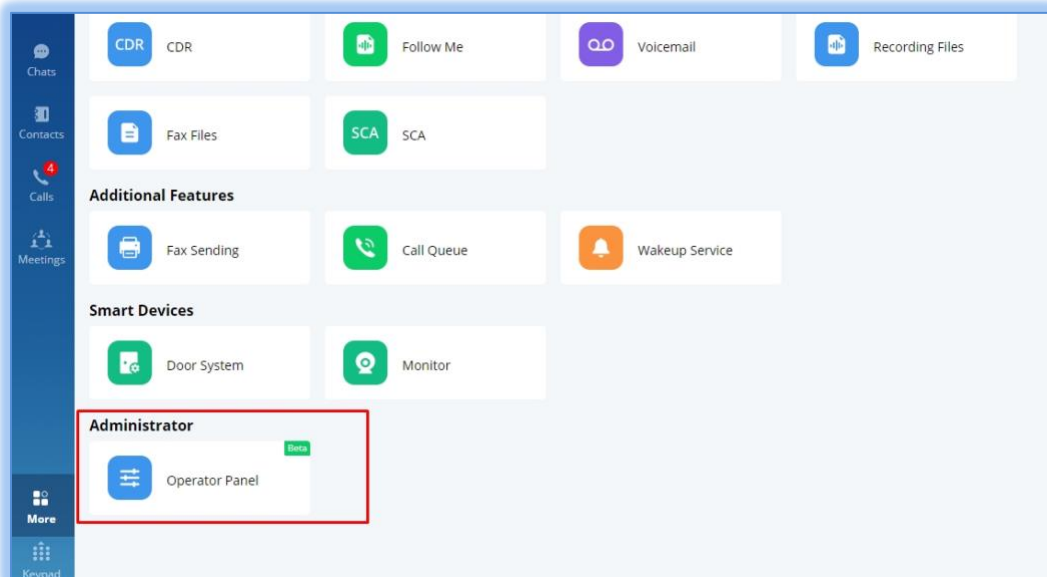


Figure 9 - Wave Operator Panel Option

From there, the administrator can see the status and call activity of the extensions and groups they are

assigned to.

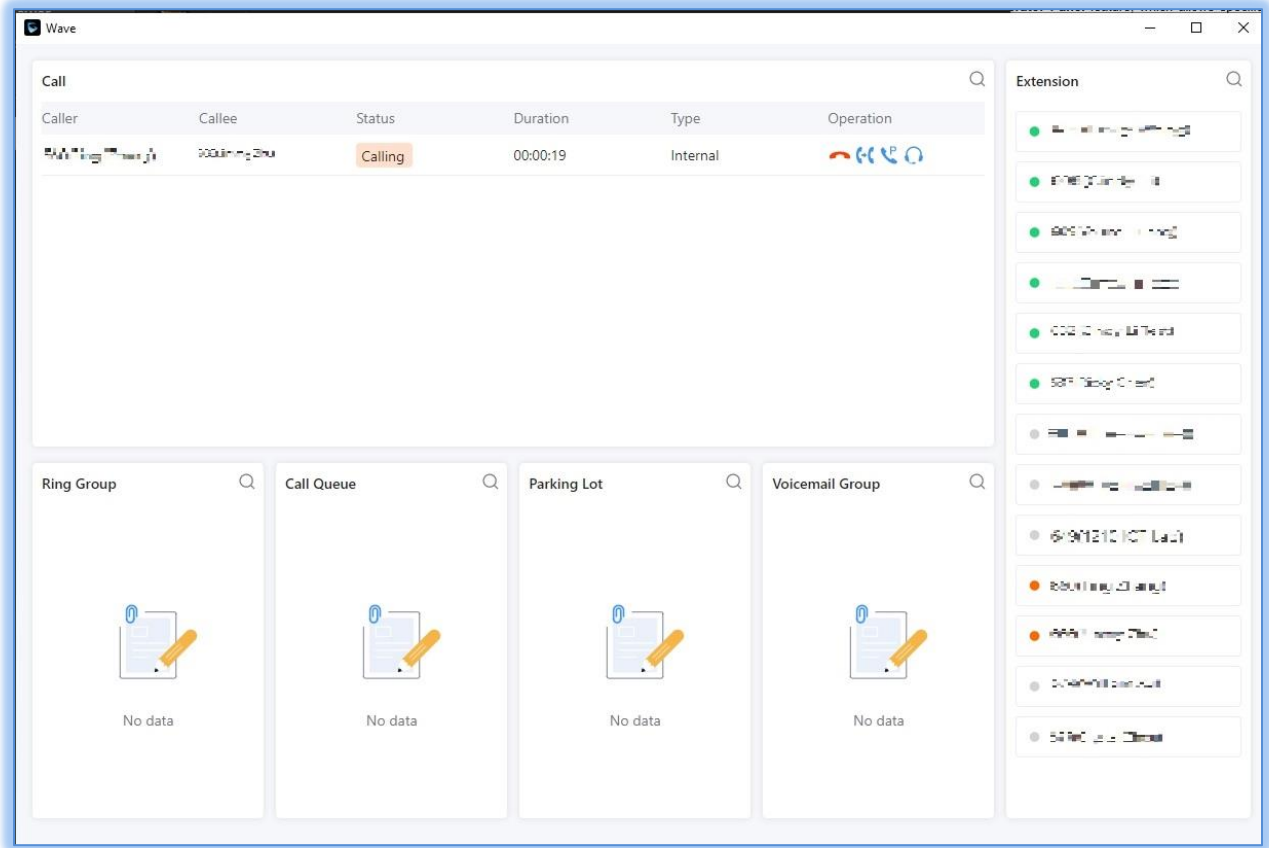


Figure 10 - Wave Operator Panel

The available call management options are available:

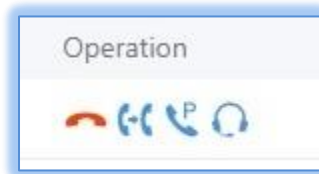


Figure 11 - Operator Panel Call Options

Administrators can hang up, transfer, park, and monitor calls with the displayed options.

### VIRTUAL QUEUE CALLBACK KEY CUSTOMIZATION

Users can now customize the keys used for the different virtual queue callback options. The new settings can be found under **Call Features**→**Call Queue**→**Global Queue Settings**→**Virtual Queue Callback Key Settings**.



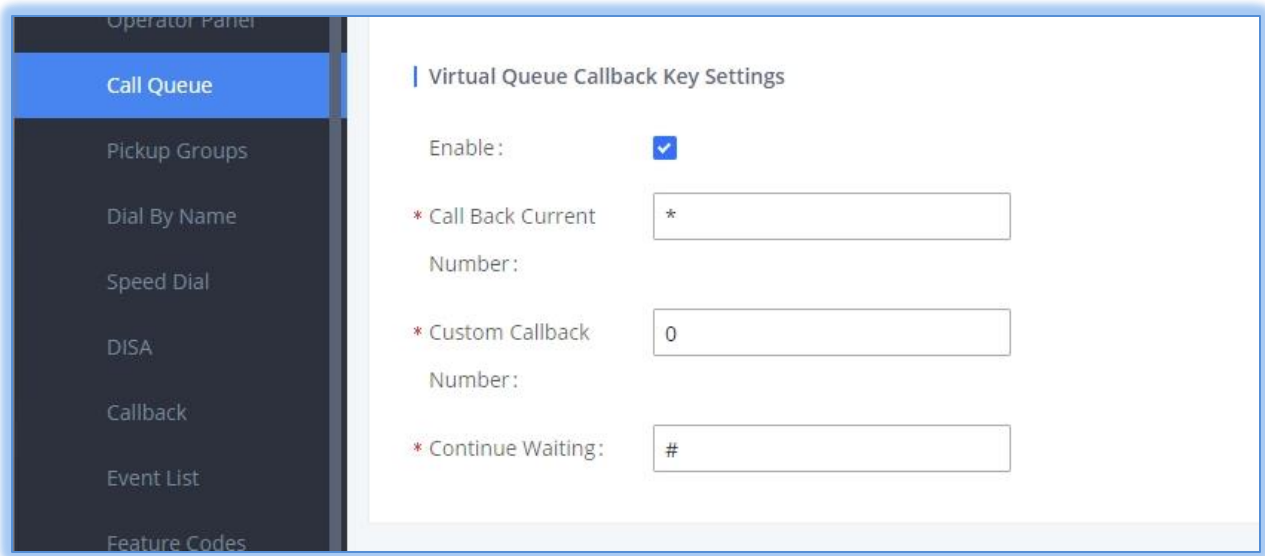


Figure 12 - Virtual Queue Callback Keys

### PASSWORDLESS REMOTE ACCESS

Users can now configure the UCM to not require password for login if accessing from GDMS. The option can be found under **Value-added Features**→**UCM RemoteConnect**→**Plan Settings**.

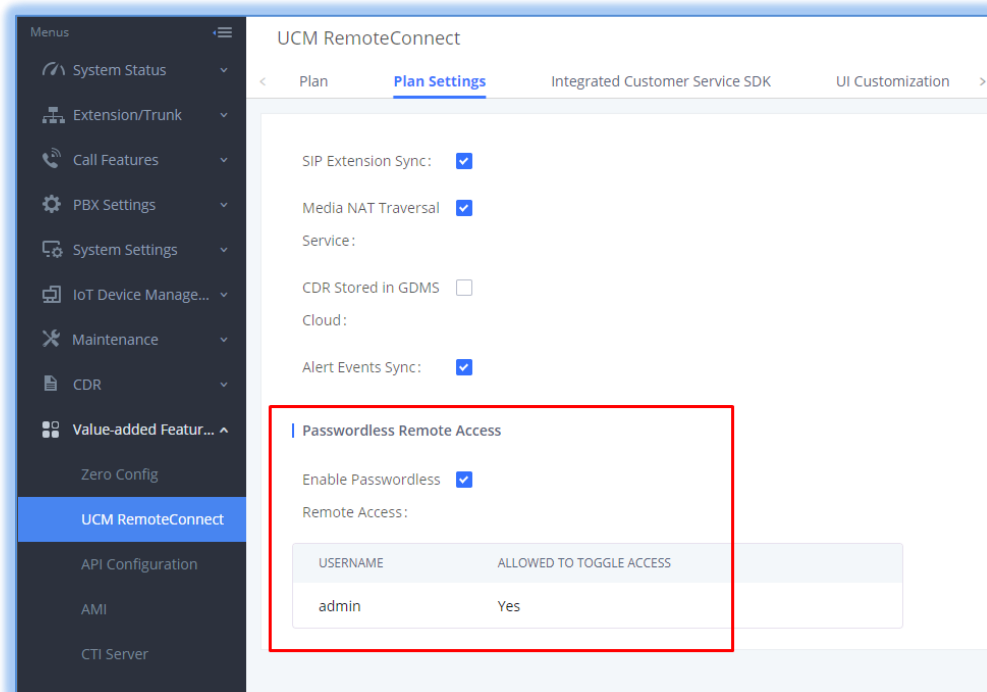


Figure 13 - Passwordless Remote Access

## **MULTI-FACTOR AUTHENTICATION**

Admins can now configure multi-factor authentication (MFA) for their accounts for improved security. Both virtual MFA and hardware MFA are supported. Once MFA is enabled for an account, that account will need to enter a six-digit code in addition to the login credentials when logging in. For more details about how to configure and use MFA, please refer to the [MFA User Guide](#) on the Grandstream website.