UCM Series IP PBX Firmware Release Notes

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FIRMWARE VERSION 1.0.13.9

PRODUCT NAME

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

DATE

02/24/2022

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin

  MD5: e24d54a3ba06623a128195f9d183ecb5

- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin

  MD5: fb626f4e94a6dd03c71153a77533b07d

- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin

  MD5: 1620ee7c85705aa732f60d25c733484d

- UCM6304A firmware file name: ucm6304Afw.bin

  MD5: a61fb38069da2b4e3d87a1dd4286f773

- UCM6304/6308 firmware file name: ucm6308Afw.bin

  MD5: 1fb7714bd85cf74546b2fae9ee38fbba

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
    - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.2.17.zip
- **If the device is on a firmware version lower than 1.0.7.x, please upgrade to 1.0.9.x first before upgrading to 1.0.13.x.**
    - **UCM6301/2:** http://firmware.grandstream.com/Release_UCM6301_6302_1.0.9.10.zip
    - **UCM6304/8:** http://firmware.grandstream.com/Release_UCM6304_6308_1.0.9.10.zip

- o **UCM6300A/6302A:** http://firmware.grandstream.com/Release_UCM6300A_6302A_1.0.9.10.zip
- o **UCM6304A:** http://firmware.grandstream.com/Release_UCM6304A_1.0.9.10.zip
- o **UCM6308A:** http://firmware.grandstream.com/Release_UCM6308A_1.0.9.10.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
- **It is recommended to upgrade UCM to latest firmware for improved product lifespan and security.**

CHANGES SINCE FIRMWARE VERSION 1.0.13.8

BUG FIXES

- **[Wave]**
  - o Fixed an issue with delayed call and audio establishment time when ICE is involved.

FIRMWARE VERSION 1.0.13.8

PRODUCT NAME

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

DATE

01/27/2022

FIRMWARE FILE INFORMATION

- UCM6301/6302 firmware file name: ucm6301_ucm6302fw.bin

  MD5: a9ef2cf0d5085400343de2dc2334cdd3

- UCM6304/6308 firmware file name: ucm6304_ucm6308fw.bin

  MD5: bf849227bc56567831a4fb9cf6b1b620

- UCM6300A/6302A firmware file name: ucm6300A_ucm6302Afw.bin

  MD5: f23731f2bf224f8744fd79c7f46dfcfd

- UCM6304A firmware file name: ucm6304Afw.bin

  MD5: d64f1d519cbc6e87c28971713837bfa9

- UCM6304/6308 firmware file name: ucm6308Afw.bin

  MD5: ae06fc145cc24d68294ecfccf60eebcc

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
  - **UCM6304/8:** 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
- **It is recommended to upgrade UCM to latest firmware for improved product lifespan and security.**

CHANGES SINCE FIRMWARE VERSION 1.0.13.7

BUG FIXES

- **[Basic Call]**
    - Fixed an issue where the UCM will automatically end a call after receiving a re-INVITE.
- **[Call Flip]**
    - Fixed an issue with not being able to see screen sharing after a call flip.
    - Fixed an issue with displaying the call flip tip if the meeting subject contains the & character.
- **[GDMS]**
    - Fixed an issue with occasionally not syncing SIP server and SIP extensions correctly with EU GDMS servers.
- **[Meetings]**
    - Fixed an issue with crashing when joining meeting rooms with video recording enabled and large numbers of video participants.
    - Fixed an issue with being unable to schedule a meeting when creating two daily meetings at different times.
- **[Paging]**
    - Fixed an issue where frequent one-way paging causes endpoints to respond with 488 error.
- **[Recording]**
    - Fixed an issue with no recording file appearing on Wave even if the extension has enabled recording.
- **[Ring Group]**
    - Fixed an issue with Ring Group members' Ring Simultaneously time conditions not working correctly.

CHANGES SINCE FIRMWARE VERSION 1.0.11.10

ENHANCEMENTS

- **[Contacts]** Renamed new *Address Book* feature to *Contacts*.
- **[Contacts]** Added the ability to configure contact viewing privileges. [CONTACT VIEWING PRIVILEGES]
- **[Contacts]** Added ability to sync contacts from Cloud IM and LDAP phonebook to Wave and IP phones. [CONTACT SYNCING]
- **[Email Settings]** The *Multimedia Meeting Schedule* template now contains a link to download Wave.
- **[FXS] [IAX]** Removed Stop Ringing option since it was unrelated to IAX/FXS functionality.
- **[Feature Codes]** Added feature codes to remotely enable and disable DND for extensions. [CONFIGURING DND REMOTELY]
- **[Feature Code]** A call flip will now generate a NOTIFY message.
- **[File Manager]** Renamed *File Storage Manager* to *File Manager*.
- **[File Manager]** When Auto Change is disabled, and when external storage is configured, that external storage will be automatically selected for use.
- **[IM Settings]** Added a Local Proxy field option to the Cloud IM page. [CLOUD IM LOCAL PROXY]
- **[Meetings]** Fuzzy search is now supported when searching meetings.
- **[Meetings]** Added support for recording video meetings.
- **[Meetings]** Added option to automatically record meetings in either audio (.wav) or video (.mkv) format. [AUTO RECORD FOR MEETINGS]
- **[Meetings]** Added ability to search for upcoming meetings and meeting history in the *Meeting Schedule* page.
- **[Meetings]** Removed the contact group name column from the post-meeting statistics report.
- **[Routing]** Added ability to configure DODs for outbound routes.
- **[SIP Settings]** UCM will now send 480 response instead of 603 to calls from peer trunks to extensions that are unregistered or are not answering.
- **[System Events]** Added an alert for when the UCM is logged into from a remote IP address.
- **[VoIP Trunks]** Concurrent Call Threshold value will now be retained even after disabling the option.
- **[VoIP Trunks]** Added the *TURN Relay* option. [VOIP TRUNK TURN RELAY]
- **[Wave]** Wave users will now be logged out after configuring a Cloud IM plan.
- **[Wave]** Added support for meeting sign-in list.
- **[Wave]** Added support for recording calls/meetings.

BUG FIXES

- **[Active Calls]**
  - Fixed several display issues.
- **[Basic Call]**
  - Fixed an issue where transferred calls to an extension with disabled voicemail would not bring up the correct voice prompt.
  - Fixed an issue with a loud noise after the call recording prompt under certain cases.

- o Fixed response for call flow of some features should not be 404.
- **[Callback]**
  - o Fixed UCM cannot play prompt when the other party does not send RTP
- **[Call Queue]**
  - o Fixed agent satisfaction statistics is incorrect in some situations
- **[CDR]**
  - o Fixed several display issues.
  - o Fixed an issue with deleting recordings on external storage.
- **[Contacts]**
  - o Fixed an issue with not syncing department names properly after restoring a backup.
  - o Fixed an issue with searching for external contacts.
  - o Fixed an issue with importing external contacts with no departments.
  - o Fixed an issue with abnormal Contacts syncing with Wave after upgrading from firmware 1.0.9.10 to 1.0.11.10.
  - o Fixed an issue with department contact count not updating properly after deleting external contacts.
  - o Fixed an issue with the Contacts page not updating properly after batch changing users' departments.
- **[Device Management]**
  - o Fixed a display issue that occurs after changing the departments of selected users.
- **[Extension]**
  - o Fixed an issue with unresponsive extension search bar.
  - o Fixed an issue with not displaying the IAX address.
  - o Fixed an issue with the incorrect number of extensions being imported or synced to GDMS.
- **[Feature Codes]**
  - o Fixed an issue where if an extension with multiple endpoints does a call flip, and the call is parked, the parked call would not return to the original endpoint that parked the call.
  - o Fixed an issue with call flip not working under certain cases.
- **[FXS/FXO]**
  - o Fixed an issue with reminder tones not playing immediately after a failed outbound call.
- **[GDMS]**
  - o Fixed UCM reporting data is incorrect after it switches IP
- **[HA]**
  - o Fixed an issue with resuming IPv6 calls after call hold.
  - o Fixed an issue with being unable to log into the active UCM under certain cases.
  - o Fixed an issue with abnormal CDR and CID display after call flip is completed, and an HA failover is done afterwards.
  - o Fixed an issue with changing presence status after an HA failover.
  - o Fixed an issue with abnormal extension behavior after attempting to create an extension when the linked IM server time does not match the UCM system time.
  - o Fixed an issue where both UCMs would become the Active UCM under certain cases.

- o Fixed an issue with backing up when under load.
- o Fixed an issue with multicast paging to devices on the UCM LAN.
- o Fixed the meeting room cannot be selected for meeting recording diagnosis after HA failover.
- o Fixed the reason for device being standalone would not update in some specific scenario.
- o Fixed it would not display GDMS package abnormal information when deleting secondary UCM's GDMS package.
- o Fixed HA backup status of active UCM shows no backup after ha_server process is ended
- o Fixed standby UCM will not switch from cloud IM to local IM when cloud IM connection fails

- **[HTTPS API]**
  - o Fixed several issues with the updatePaginggroup command.
  - o Fixed an issue with the updateIVR command.
  - o Fixed an issue with the updateInboundRoute command.
  - o Fixed an issue with the updateSIPAccount command.

- **[HTTP Server]**
  - o Fixed an issue with being unable to complete certificate requests.

- **[IAX]**
  - o Fixed an issue with attended transfers from IAX extensions.

- **[IM Settings]**
  - o Fixed an issue with not disabling Cloud IM properly.

- **[IVR]**
  - o Fixed an issue with abnormal behavior when a call to IVR times out and forwarded to an outbound route that requires password.

- **[Jitter Buffer]**
  - o Fixed an issue where jitter buffer would not take effect in certain cases.
  - o Fixed an issue where audio would be lost when using jitter buffer.

- **[LDAP]**
  - o Fixed server address would be empty after restoring backup in certain specific scenario.

- **[Maintenance]**
  - o Fixed an issue with deleting local syslog if the syslog is blank.
  - o Fixed an issue with not properly deleting recordings after changing the system time.

- **[Meetings]**
  - o Fixed an issue with the Meeting Assistant sending two notifications to invited members after the initial invitation fails.
  - o Fixed an issue with joining meetings via IVR.
  - o Fixed an issue with poor audio quality when multiple meeting rooms are in use.
  - o Fixed an issue where invited participants for an upcoming meeting could not enter a meeting waiting room due to being locked and in use.
  - o Fixed an issue where participants in the waiting room for an upcoming meeting do not automatically enter the meeting room at start time under certain cases.
  - o Fixed an issue where the meeting details would not display the host if the meeting was created from an N-way call.

- o Fixed an issue with duplicate participants in the meeting details list after a participant invites another party.
  - o Fixed an issue where if the number of an invited participant is in the meeting description, the participant will not receive the invitation call.
  - o Fixed an issue with not displaying Meeting Host after a meeting created via Wave.
  - o Fixed an issue with no meeting history after an invited participant leaves the meeting.
  - o Fixed error when searching for pending and historical meetings at the same time.
  - o Fixed sometimes adding meeting room will prompt "failed to update data".
- **[Operation Log]**
  - o Fixed an issue with generating a log entry for editing the System Information Remark field.
- **[Operator Panel]**
  - o Fixed several display issues.
  - o Fixed an issue abnormal behavior after transferring to a nonexistent number.
- **[Paging/Intercom]**
  - o Fixed an issue with scheduled page ignoring the Include Holidays option.
  - o Fixed an issue where pages to unregistered extensions would reach the voicemail instead of skipping them.
  - o Fixed an issue with the maximum call duration setting not working properly with delayed paging.
  - o Fixed an issue with abnormal behavior with the paging extension after ending a paging call from the UCM management portal.
- **[Pickup Groups]**
  - o Fixed an issue with abnormal import result logs.
- **[PMS]**
  - o Fixed an issue with guest name not appearing in room check-out email notifications.
- **[Queue]**
  - o Fixed an issue with incorrect agent satisfaction statistics when calls are hung up via feature code.
- **[RemoteConnect]**
  - o Fixed an issue with abnormal SIP server information on GDMS after disabling HA.
- **[Recording]**
  - o Fixed an issue where the beginning of call recordings will be missing up to 4 seconds of audio.
  - o Fixed an issue with poor audio quality when there is a large number of concurrent calls with auto record enabled.
- **[Ring Group]**
  - o Fixed an issue with the incorrect voice prompt played after a ring group call times out.
  - o Fixed an issue where the Replace Display Name value would not be be used when a local ring group member transfers to an external number.
- **[Routing]**
  - o Fixed an issue with removing blacklist entries via feature code.
- **[Setup Wizard]**
  - o Fixed an iissue with entering certain special characters to the SIP Trunk AuthID field.
- **[SIP Settings]**

- o   Fixed an issue where a 603 response would be sent if calling a ring group with only one LDAP member and when the outbound route is disabled.
- **[System]**
  - o   Fixed performance issues related to large meeting history.
  - o   Fixed some specific crash issues.
- **[System Events]**
  - o   Fixed an issue with Alert Threshold values not being displayed properly.
  - o   Fixed an issue with reboot system events showing UTC time instead of the system time.
  - o   Fixed it should not generate User Login Failed alert log when captcha verification failed.
  - o   Fixed the email notification of system update will not carry the failure reason
- **[User Portal]**
  - o   Fixed an issue where FXS extensions cannot log into the User Portal.
- **[Voicemail]**
  - o   Fixed an issue with batch marking unread voicemail as read.
  - o   Fixed an issue with deleting voicemail.
- **[Voice Prompt]**
  - o   Fixed an issue with the No Answer voice prompt playing properly after a call from IVR is forwarded to an extension.
  - o   [Voicemail] Fixed an issue with voicemail still being retained after emailing even when the Keep Voicemail after Emailing option is set to No.
- **[Wave]**
  - o   Fixed an issue with abnormal unread message display.
  - o   Fixed an issue when opening/closing video feed when establishing a call with an IP camera.
  - o   Fixed an issue with meeting history showing invited participants that did not join the meeting.
  - o   Fixed an issue with displaying voicemail that have been transferred to an extension multiple times.
  - o   Fixed an issue where the UI would be abnormal after reconnecting to a held call.
  - o   Fixed an issue with "data retrieval failed" error when an apostrophe is entered into the search box.
  - o   Fixed call disconnection issue when using Firefox on Windows 7.
  - o   Fixed an issue where Wave would be logged out after changing settings from the corresponding User Portal.
  - o   Fixed no prompt issue when joining a locked meeting via link.
  - o   Fixed wrong voice prompts played after invited into an instant meeting from Wave.
  - o   Fixed users will receive system emails with Chinese (postmaster) after the meeting invitation is approved from the Google ICS file.
- **[Web]**
  - o   Fixed an issue with abnormal web page behavior after changing system language.
  - o   Fixed an issue with a broken upload button after uploading voice prompt files.
  - o   Fixed an issue with prompting to bind email address even after the user has configured an email address.

- o [Web] Fixed several issues with the side bar.
- **[Zero Config]**
    - o Fixed an issue with provisioning Swedish language.
    - o Fixed an issue where existing ZeroConfig templates would be deleted after updating the template version.

NEW LIMITATIONS

- **[CDR]** The Automatic Download->Email field now supports up to 10 email addresses.
- **[Contacts]** Quotation marks (") will no longer be allowed in Remarks field of external contacts.
- **[FXS/FXO]** FXS extension hotline number character limit is now 32 characters.
- **[Meeting]** If meeting recording is enabled, the max concurrent meeting is 1 for UCM6301, 2 for UCM6302, 3 for UCM6304 and UCM6308.
- **[Pickup Groups] [UCM6308 only]** Increased max limit of pickup groups to 300.
- **[Voice Prompt]** Voice prompt files names can no longer contain special characters ^ [& # ( ) / ` ; % . * ? , | $ >]+ '
- **[Web]** When resetting password, the password max character limit is now 30 characters.

NEW FEATURES OVERVIEW

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

CONTACT VIEWING PRIVILEGES

Users can now configure and assign the contact viewing privileges of specific extensions and whole departments.
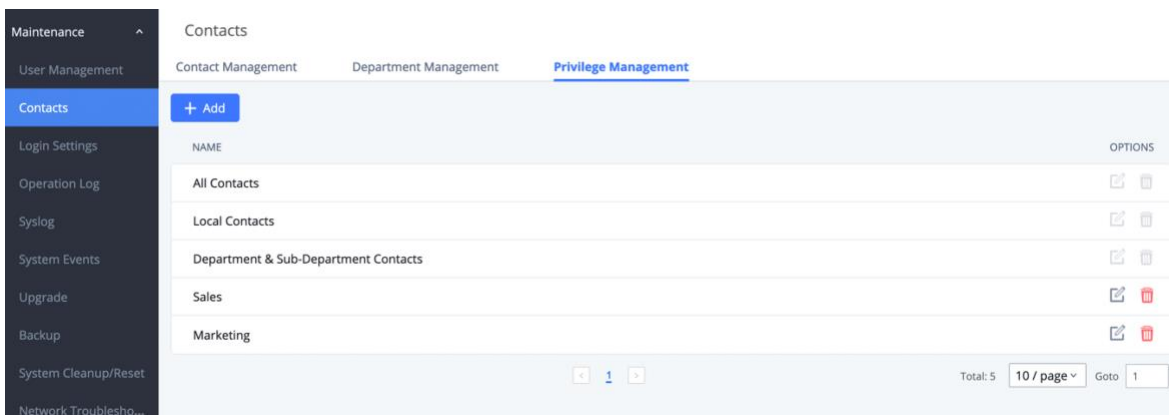
Figure 1 - Contact Privilege Management

All Contacts and *Department & Sub-Department Contacts* are the default privileges available. If *Cloud IM* is enabled and configured, the privilege *Local Contacts* will also be available. From the *Privilege Management* page, users can create custom privileges that can view specified extensions and departments.

Figure 2 - Edit Contact Privilege Management

Once the desired privileges have been configured, users can assign these custom privileges to individual contacts or whole departments.

Figure 3 - Edit User Contact Privileges
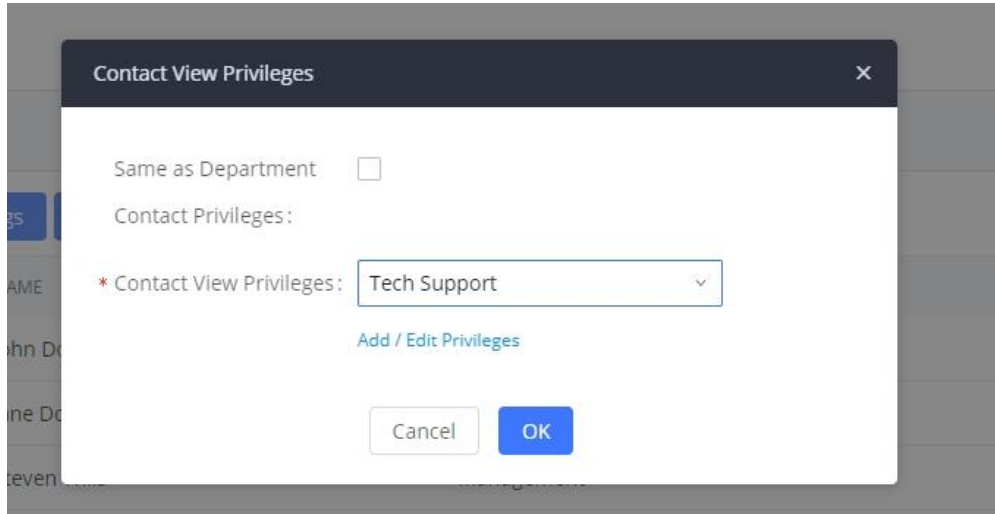
Figure 4 - Batch Edit User Contact Privileges
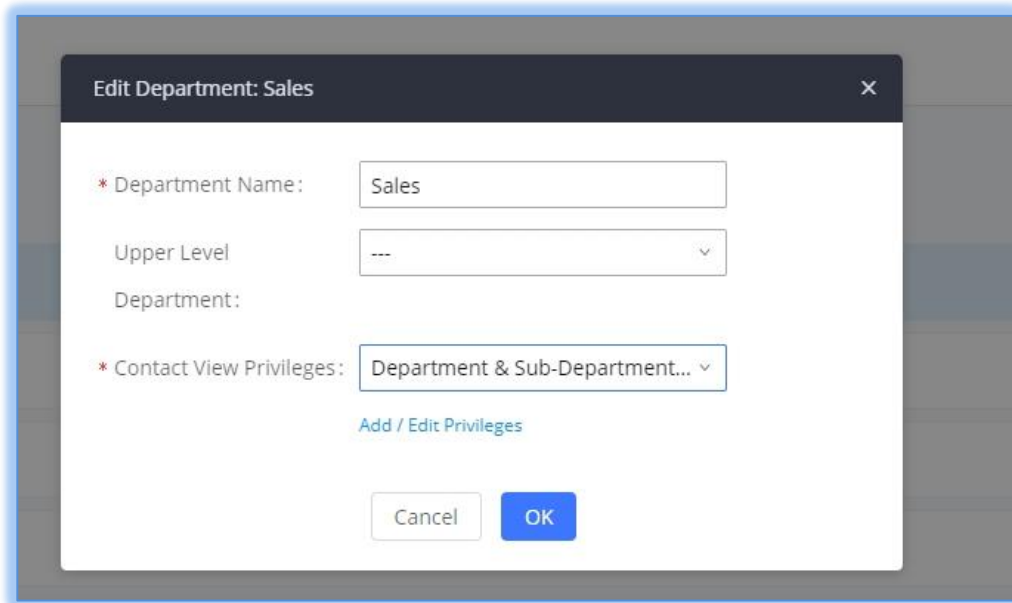
Figure 5 - Edit Department Contact Privileges

Notes:

- Up to 100 entries can be added to custom privileges.
- Up to 20 custom privileges can be created.
- When creating or editing custom privileges, if a department is selected, its sub-department will also be included by default. Contacts under selected departments cannot be selected again.
- Contacts for a UCM can only be managed by that UCM.

CONTACT SYNCING

With the **Contacts** feature introduced in 1.0.11.10, additional functionality has been added to improve user experience on endpoints and trunks registered to the UCM:

- If Cloud IM is enabled and configured, contacts from remote UCMs will be viewable from endpoints registered to the local UCM.

- Contact data from remote UCMs can be synced via either Cloud IM or trunk LDAP sync.

- If Cloud IM is not enabled, only contacts from the local UCM and its phonebooks (see point below) will be viewable by registered endpoints.

- To allow Wave to view LDAP phonebook contacts, navigate to *System Settings→LDAP Server→LDAP Phonebook→LDAP Settings* and enable the following option:
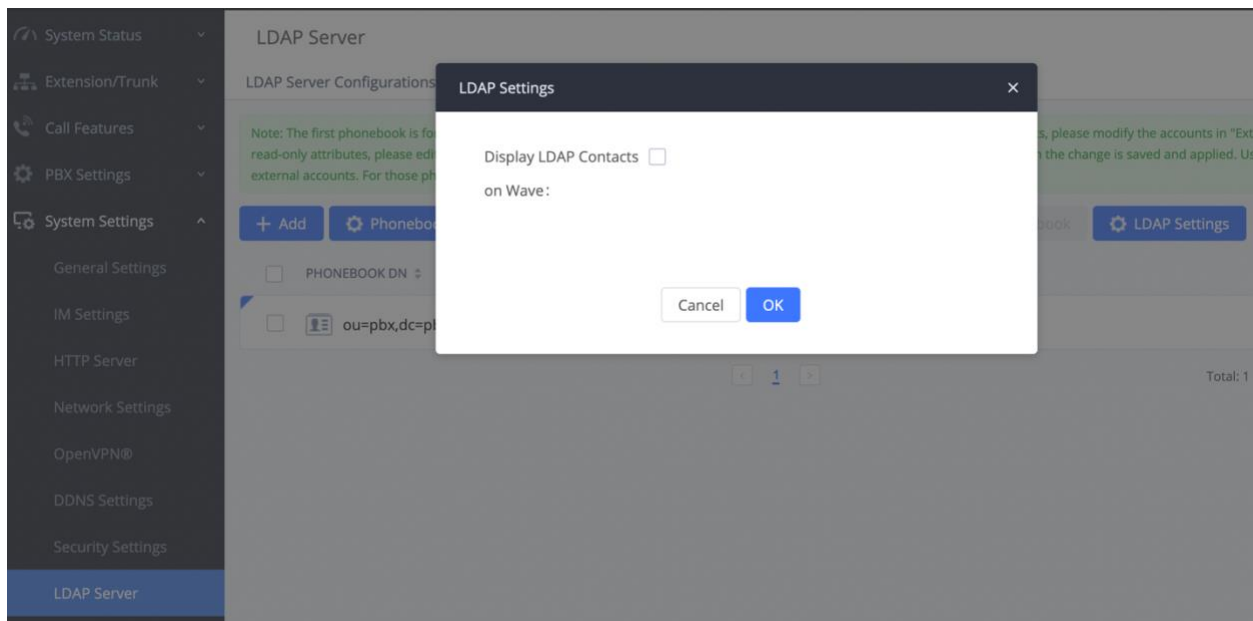
Figure 6 - Display LDAP Contacts on Wave

Note: Duplicate contacts from Cloud IM and LDAP phonebooks will be hidden.

CONFIGURING DND REMOTELY

Similar to how users can enter feature codes to configure call forwarding settings for different extensions, users can now also enter feature codes to configure DND status for other extensions.

This setting is under UCM webUI->Call Features->Feature Codes->DND/Call Forward->section "Remote DND/Call Forward Settings". Once the checkbox "Enabled" is selected, then the following options will show.

Figure 7 - Remote DND Feature Codes

*68 and ***681** are the default feature codes to enable and disable DND respectively. A whitelist can be configured to restrict the users who are able to do this.

CLOUD IM LOCAL PROXY

The *Local Proxy* option has been added to the *Cloud IM* settings page to allow the UCM to circumvent potential site authentication issues and use a local proxy to forward messages. For example, if the Cloud IM server is another UCM, and that UCM is using its default self-signed certificates, the local UCM and Wave may not be able to access the Cloud IM server.
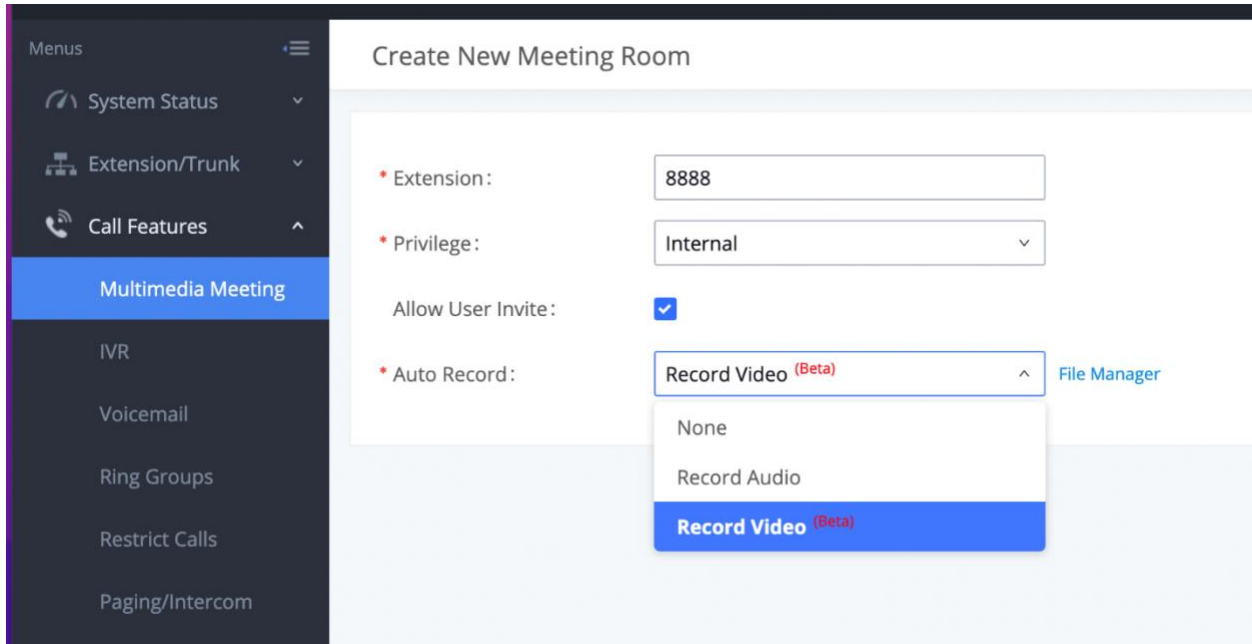
Figure 8 - Cloud IM Local Proxy

Note: This option is generally not needed if using the Cloud IM service provided by GDMS.
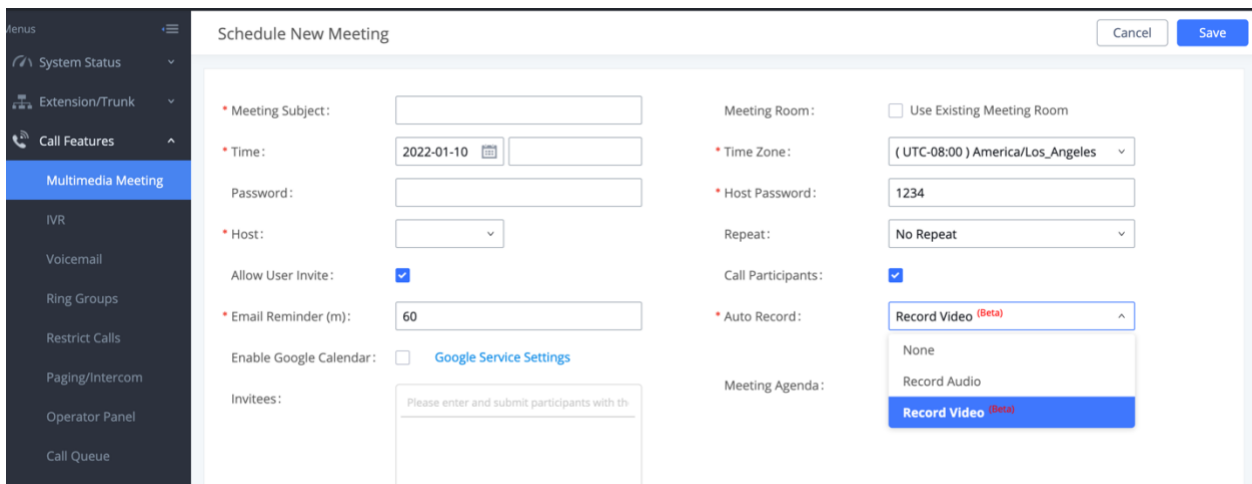
AUTO RECORD FOR MEETINGS (BETA)

Users can now configure meeting rooms to automatically record the meeting in either audio (.wav) or video (.mkv) format. Video recording of meetings requires external storage. The option is found in both the **Create/Edit Meeting** page and the **Schedule Meeting** page.

Figure 9 - Auto Record - Meeting Room

Figure 10 - Auto Record - Scheduled Meeting

The Auto Record configuration of scheduled meetings will take priority over the meeting room's Auto Record configuration.
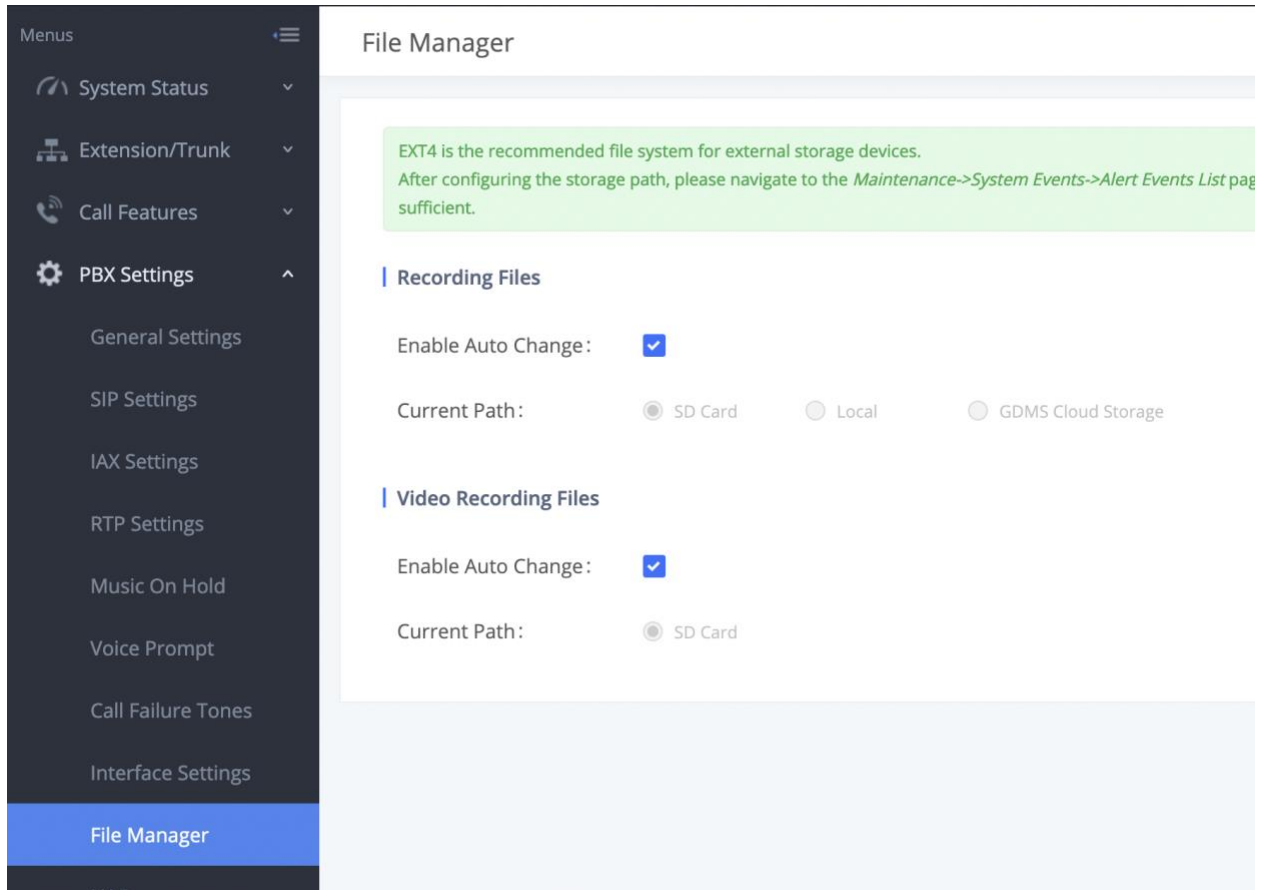
Figure 11 - File Manager

The storage location of recordings can be configured in the *File Manager* page. If *Auto Change* is enabled, and multiple external storage options are available, the priority of storage is NAS->USB disk->SD card. It is recommended to enable either the *Disk Usage* or *External Disk Usage* system alerts to avoid unexpected interruptions in recording.

VOIP TRUNK TURN RELAY

The option *TURN RELAY* has been added to the *Edit VoIP Trunks→ Advanced Settings* page. If enabled, the UCM will use the configured TURN server for media NAT traversal when using the trunk.
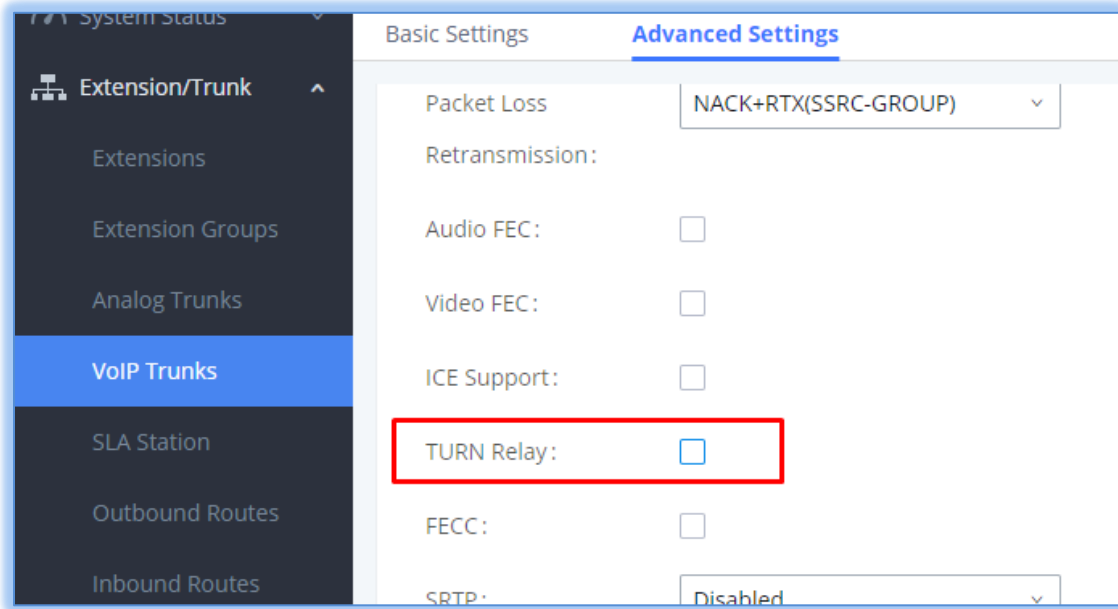
Figure 12 - VoIP Trunks TURN Relay

After enabling the option, a window will appear reminding users that to properly use this feature and to avoid audio/video issues, *RemoteConnect* or *PBX Setings→RTP Settings→TURN Server* must be configured, and the SDP connection address must match the public IP address of the calling endpoint.
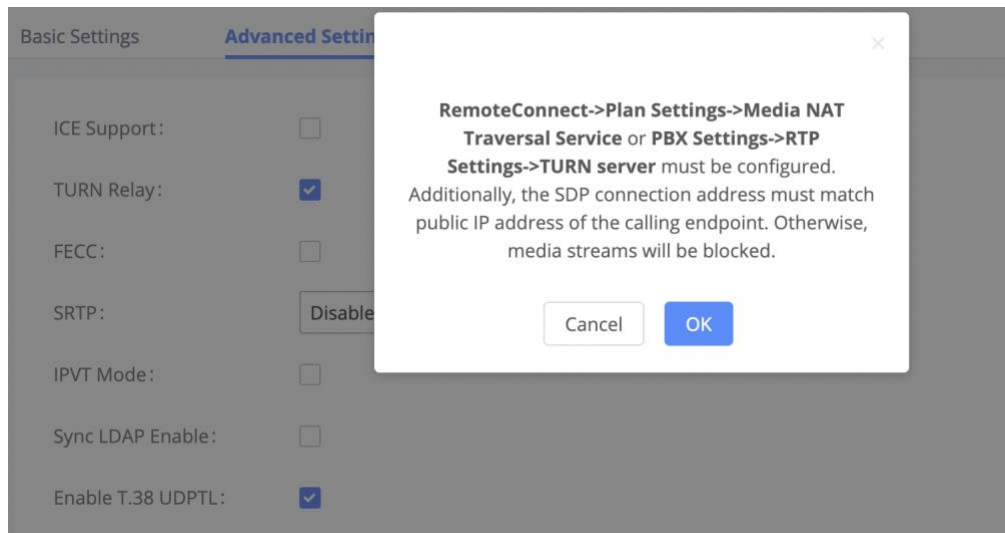

Figure 13 - TURN Relay Pop-up

TURN Relay can be used when the trunk or service provider does not support ICE. As such, it is recommended to disable *ICE Support*. While both can be enabled at the same time, the *TURN Relay* configuration will take priority and be used over ICE.