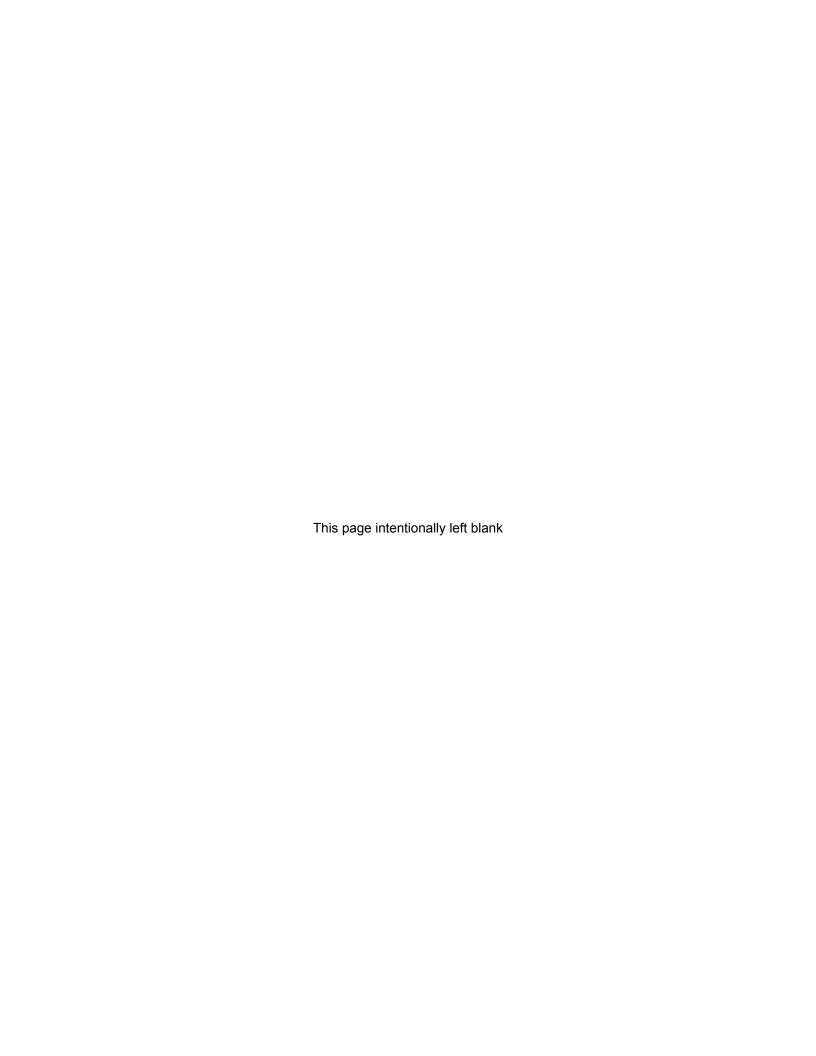


# Grandstream Networks, Inc.

## UCM6100 Series IP PBX

## **User Manual**







## **UCM6100 Series IP PBX User Manual**

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## **GNU GPL INFORMATION**

UCM6100 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from: http://www.grandstream.com/support/faq/gnu\_gpl



## **CHANGE LOG**

This section documents significant changes from previous versions of the UCM6100 user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

### FIRMWARE VERSION 1.0.7.11

- Added office time and holiday setting. [OFFICE TIME] [HOLIDAY]
- Added new architecture for auto provisioning via Zero Config. [PROVISIONING]
- Added Alert-info configuration for distinctive ringing on inbound route. [Table 42: Inbound Rule Configuration Parameters]
- Added SLA support to monitor FXO trunk. [SLA STATION]
- Added Follow Me support. [FOLLOW ME]
- Added One-Key Dial support. [ONE-KEY DIAL]
- Added FXO Dial Delay option for analog trunk. [Table 36: Analog Trunk Configuration Parameters]
- Added Music On Hold selection per extension. [EXTENSIONS]
- Added Call Forward Time Condition per extension. [EXTENSIONS]
- Added custom prompt support for ring group announcement. [Table 49: Ring Group Parameters]
- Added custom prompt support for paging/intercom group announcement. [Table 50: Paging/Intercom Group Configuration Parameters]
- Added options to delete voicemail and Fax files via cleaner. [CLEANER]
- Added DTMF configuration per trunk. [VOIP TRUNKS]
- Added call queue Music On Hold customization. [Table 51: Call Queue Configuration Parameters]
- Added call queue destination support. [Table 51: Call Queue Configuration Parameters]
- Added batch add blacklist file support. [BLACKLIST CONFIGURATIONS]

### FIRMWARE VERSION 1.0.6.11

 Added service check options under web UI->Maintenance->Troubleshooting->Service Check page to regularly check Asterisk service.

### FIRMWARE VERSION 1.0.6.10

Added static routes function. [STATIC ROUTES]



- Added option to provision end devices' date format, time format and time zone in zero config.
- Added option to disable extension/trunk.
- Added TEL URL support for extension/trunk.
- Added option to dial trunk password per extensions.
- Added export extension and import extension function. [EXPORT EXTENSIONS] [IMPORT EXTENSIONS]
- Added option "Need Registration" for SIP register trunk.
- Added option "The Maximum Number of Call Line" for trunk.
- Added Dial By Name. [DIAL BY NAME]
- Added voicemail password and Email address for voicemail group extension.
- Added auto record support for ring group and call queue.
- Added VFax file display, download and delete interface in web UI.
- Changed web page name from "Hardware Config" to "Ports Config".
- Added payload configuration for audio/video codecs. [INTERNAL OPTIONS/PAYLOAD]
- Added activity calls status on web UI status page. [ACTIVITY CALLS]
- Added CDR API support. [CDR API CONFIGURATION FILES]
- Added more alert events support such as Register SIP Failed, Register SIP Trunk Failed, Restore Config, User Login Success, User Login Failed, SIP Internal Call Failure and etc. [ALERT EVENTS LIST]

### FIRMWARE VERSION 1.0.5.19

- Added built-in data migration tool to support upgrading from 1.0.4.7 to 1.0.5.19 without factory reset.
- Added "Direct Dial Voicemail Prefix" feature code back. [Table 57: UCM6100 Feature Codes]
- Changed valid range for option "Current Disconnect Threshold". [Table 36: Analog Trunk Configuration Parameters]

### FIRMWARE VERSION 1.0.5.14

- New backend data structure and web UI performance improvement. 1.0.5.14 is not compatible
  with previous firmware versions. Once upgraded to 1.0.5.14, the device needs to be FULLY
  RESET and RE-CONFIGURED MANUALLY.
- Added traditional Chinese language for web UI. [WEB GUI LANGUAGES]
- Updated LDAP configuration example. [LDAP SERVER]
- Added "Enable Filter Source Caller ID" and "Custom Dynamic Route" options for outbound route settings. [Table 41: Outbound Route Configuration Parameters]
- Added more language support for voice prompt. [LANGUAGE SETTINGS FOR VOICE PROMPT]
- Added "Ring Group Destination" for ring group configuration. [Table 49: Ring Group Parameters]



- Added "Extension Groups" section in web UI. [EXTENSION GROUPS]
- Added "Pickup Groups" section in web UI. [PICKUP GROUPS]
- Added BLF function description. [BLF AND EVENT LIST]
- Updated default extension range. [Table 58: Internal Options/General]
- Added sample descriptions for downloaded CDR file. [DOWNLOADED CDR FILE]

### FIRMWARE VERSION 1.0.4.7

- Asterisk updated to version 1.8.23.1.
- Added DID routing support for incoming calls. [Table 38: SIP Trunk Configuration Parameters]
- Added DOD routing support. [Direct Outward Dialing (DOD)]
- Added GXP one-button Voicemail access. [Table 31: SIP Extension Configuration Parameters]
- Added option "Skip voicemail password verification" on extension edit page. [Table 31: SIP Extension Configuration Parameters]
- Added Hot-Desking Support. [Table 31: SIP Extension Configuration Parameters]
- Added one-button on-demand call recording for GXP
- Add new option to enable or disable "FXS TISS Override" on Hardware Config page. [Table 61: Internal Options/Ports Config]
- Added more modes for FXS Two-Wire Impedance Synthesis
- Added LDAP Sync manual trigger function and synced date displaying. [VOIP TRUNKS]
- Improved LDAP Sync function, added retrying, file verifying and progress displaying function
- Added option "Pick Extension Period" on auto-provision settings page of Zero Config
- Added multiple extension assignment support on device edit page of Zero Config
- Added "Reset All Extensions" button at the Zero Config page to recycle all assigned extensions.
   [AUTO PROVISIONING]
- Added system crash alarm, core dump detection and allow users to download core dump file.
   [Figure 112: System Events->Alert Events Lists: System Crash]
- Add "Keep Trunk CID" option for VoIP trunks, and keep the priorities: DOD -> Extension CallerID
   -> Trunk CallerID -> Global CallerID. [Table 38: SIP Trunk Configuration Parameters]

### FIRMWARE VERSION 1.0.3.13

- Added Fail2Ban support for SIP authentication. [FAIL2BAN]
- Added voice prompt "Language" selection and "Auto Record" option for extension. [Table 31: SIP Extension Configuration Parameters] [Table 34: Batch Add SIP Extension Parameters]
- Added "Auto Record" option for trunk.
- Added "Digit Timeout" option and voice prompt "Language" selection for IVR. [Table 45: IVR Configuration Parameters]
- Added "Direct Dial Voicemail Prefix" feature code to directly dial or transfer to extension's



- voicemail. [Table 57: UCM6100 Feature Codes]
- Added "Enforce Strong Passwords" option. [Table 58: Internal Options/General]
- Added FXS MWI Mode. [Table 61: Internal Options/Ports Config]
- Added system events with alert and Email notification support. [SYSTEM EVENTS]
- Added new web page for recording files. [RECORDING FILES]

### FIRMWARE VERSION 1.0.2.21

- Added weight information. [Table 1: Technical Specifications]
- Added NTP server support. [NTP SERVER]
- Added Czech language for web GUI display. [WEB GUI LANGUAGES]
- Added VLAN support. "Layer 2 QoS 802.1Q/VLAN tag" and "Layer 2 QoS 802.1p priority value" options for network port settings are added. [NETWORK SETTINGS]
- Updated LDAP client configurations information.
- Added sample Email settings. [EMAIL SETTINGS]
- Added manual time settings. [TIME SETTINGS]
- Added "Enable Pick Extension" and "Extension Segment" options for auto provisioning settings.
- Changed one of the discovery method from "SIP MESSAGE (OPTIONS)" to "SIP MESSAGE (NOTIFY)" in zero-config feature.
- Added pickup group feature. [Table 57: UCM6100 Feature Codes]
- Added PSTN detection instructions for "Auto Detect" and "Semi-auto Detect". [PSTN DETECTION]
- Added "Auth ID" option for SIP register trunk configuration. [Table 38: SIP Trunk Configuration Parameters]
- Added LDAP sync options for peer SIP trunk. [Table 38: SIP Trunk Configuration Parameters]
- Changed the default setting of outbound route "Privilege Level" from "Internal" to "International" to avoid potential misconfiguration and security risk.
- Added DISA and Fax to IVR key press event options. [Table 45: IVR Configuration Parameters]
- Added "Min Message Time" option in voicemail settings. [Table 46: Voicemail Settings]
- Added Fax setting samples. [FAX/T.38]
- Added DISA support for inbound route and IVR.
- Added Event List support to monitor local extensions and remote extensions. [BLF AND EVENT LIST]
- Added feature code \*0 for "Disconnect". [Table 57: UCM6100 Feature Codes]
- Added feature code \*8 for "Pickup Extension" in pickup group feature. [Table 57: UCM6100 Feature Codes]
- Added "Record Prompt" and "Custom Name of Pickup Group" options in internal options. [Table 58: Internal Options/General]
- Added warning information for "Allow Guest Call" option to avoid potential security risk caused by misconfiguration. [Table 64: IAX Settings/General]



• Changed reset mode to two mode "User Data" and "All". [RESET AND REBOOT]

## **FIRMWARE VERSION 1.0.1.22**

• This is the initial version.



## **WELCOME**

Thank you for purchasing Grandstream UCM6100 series IP PBX appliance. The UCM6100 series IP PBX is an innovative IP PBX appliance designed for small to medium business. Powered by an advanced hardware platform with robust system resources, the UCM6100 offers a highly versatile state-of-the-art Unified Communication (UC) solution for converged voice, video, data, fax and video surveillance application needs. Incorporating industry-leading features and performance, the UCM6100 offers quick setup, deployment with ease and unrivaled reliability all at an unprecedented price point.





## **⚠** Caution:

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this User Manual, could void your manufacturer warranty.



## **Marning:**

Please do not use a different power adaptor with the UCM6100 as it may cause damage to the products and void the manufacturer warranty.

This document is subject to change without notice. The latest electronic version of this user manual is available for download here:

http://www.grandstream.com/support

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## **PRODUCT OVERVIEW**

### **FEATURE HIGHTLIGHTS**

- 1GHz ARM Cortex A8 application processor, large memory (512MB DDR RAM, 4GB NAND Flash), and dedicated high performance multi-core DSP array for advanced voice processing.
- Integrated 2/4/8/16 PSTN trunk FXO ports, 2 analog telephone FXS ports with lifeline capability in case of power outage, and up to 50 SIP trunk options.
- Gigabit network port(s) with integrated PoE, USB, SD; integrated NAT router with advanced QoS support (UCM6102 only).
- Supports a wide range of popular voice codes (including G.711 A-law/U-law, G.722, G.723.1, G.726, G.729A/B, iLBC, GSM), video codec (including H.264, H.263, H.263+), and Fax (T.38).
- Hardware DSP based 128ms-tail-length carrier-grade line echo cancellation (LEC).
- Supports up to 500 SIP endpoint registration, up to 60 concurrent calls and up to 32 conference attendees.
- Flexible dial plan, call routing, site peering, call recording.
- Automated detection and provisioning of IP phones, video phones, ATA and other endpoints for easy deployment.
- Hardware encryption accelerator to ensure strongest security protection using SRTP, TLS, and HTTPS.



Figure 1: UCM6102/UCM6104/UCM6108/UCM6116

UCM6108

UCM6116



## **TECHNICAL SPECIFICATIONS**

**Table 1: Technical Specifications** 

Interfaces			
Analog Telephone FXS Ports	2 ports (both with lifetime capability in case of power outage)		
PSTN Line FXO Ports	<ul> <li>UCM6102: 2 ports</li> <li>UCM6104: 4 ports</li> <li>UCM6108: 8 ports</li> <li>UCM6116: 16 ports</li> </ul>		
Network Interfaces	<ul> <li>UCM6102/6104: Dual 10M/100M/1000M RJ45 Ethernet ports with integrated PoE Plug (IEEE 802.3at-2009)</li> <li>UCM6108/6116: Single 10M/100M/1000M RJ45 Ethernet port with integrated PoE Plug (IEEE 802.3at-2009)</li> </ul>		
NAT Router	Yes, UCM6102 only		
Peripheral Ports	USB, SD/SDHC (VFAT)		
LED Indicators	Power/Ready, Network, PSTN Line, USB, SD		
LCD Display	128x32 graphic LCD with DOWN and OK button		
Reset Switch	Yes		
Voice/Video Capabilities	Voice/Video Capabilities		
Voice-over-Packet Capabilities	LEC with NLP Packetized Voice Protocol Unit, 128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection and auto-switch to G.711		
Voice and Fax Codecs	G.711 A-law/U-law, G.722, G.723.1 5.3K/6.3K, G.726, G.729A/B, iLBC, GSM; T.38		
Video Codecs	H.264, H.263, H.263+		
QoS	Layer 3 QoS		
Signaling and Control			
DTMF Methods	In Audio, RFC2833, and SIP INFO		
Provisioning Protocol and Plug-and-Play	TFTP/HTTPS, auto-discovery and auto-provisioning of Grandstream IP endpoints via ZeroConfig (DHCP Option 66/multicast SIP SUBSCRIBE/mDNS)		
Network Protocols	TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP (RFC3261), STUN, SRTP, TLS		
Disconnect Methods	Call Progress Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect, Busy Tone		



Security				
Media	SRTP, TLS, HTTPS, SSH			
Physical				
Universal Power Supply	<ul><li>Output: 12VDC, 1.5A</li><li>Input: 100-240VAC, 50-60Hz</li></ul>			
Environmental	<ul> <li>Operating: 32 - 104°F / 0 - 40°C, 10-90% (non-condensing)</li> <li>Storage: 14 - 140°F / -10 - 60°C</li> </ul>			
Dimensions	<ul> <li>UCM6102/6104: 226mm (L) x 155mm (W) x 34.5mm (H)</li> <li>UCM6108/6116: 440mm (L) x 185mm (W) x 44mm (H)</li> </ul>			
Weight	<ul> <li>UCM6102: Unit weight 0.51kg, Package weight 0.94kg</li> <li>UCM6104: Unit weight 0.51kg, Package weight 0.94kg</li> <li>UCM6108: Unit weight 2.23kg, Package weight 3.09kg</li> <li>UCM6116: Unit weight 2.27kg, Package weight 3.14kg</li> </ul>			
Mounting	<ul><li>UCM6102/6104: Wall mount and Desktop</li><li>UCM6108/6116: Rack mount and Desktop</li></ul>			
Additional Features	Additional Features			
Multi-language Support	Yes, English/Chinese/Spanish/French/German/Russian/Italian for Web GUI; Customizable IVR to support any language			
Caller ID	Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227 - BT, NTT Japan			
Polarity Reversal/ Wink	Yes, with enable/disable option upon call establishment and termination			
Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability busy level, in-queue announcement			
<b>Customizable Auto Attendant</b>	Up to 5 layers of IVR (Interactive Voice Response)			
Concurrent Calls	<ul> <li>UCM6102: Up to 30 simultaneous calls</li> <li>UCM6104: Up to 45 simultaneous calls</li> <li>UCM6108/6116: Up to 60 simultaneous calls</li> </ul>			
Conference Bridges	<ul> <li>UCM6102/6104: Up to 3 password-protected conference bridges allowing up to 25 simultaneous PSTN or IP participants</li> <li>UCM6108/6116: Up to 6 password-protected conference bridges allowing up to 32 simultaneous PSTN or IP participants</li> </ul>			
Call Features	Call park, call forward, call transfer, DND, ring/hunt group, paging/intercom and etc			
Compliance	<ul> <li>FCC: Part 15 (CFR 47) Class B, Part 68</li> <li>CE: EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, TBR21, RoHS</li> <li>A-TICK: AS/NZS CISPR 22 Class B, AS/NZS CISPR 24, AS/NZS</li> </ul>			



## 60950, AS/ACIF S002 adITU-T K.21 (Basic Level)

UL 60950 (power adapter)



## **INSTALLATION**

Before deploying and configuring the UCM6100 series, the device needs to be properly powered up and connected to network. This section describes detailed information on installation, connection and warranty policy of the UCM6100 series.

## **EQUIPMENT PACKAGING**

Table 2: UCM6102/UCM6104 Equipment Packaging

Main Case	Yes (1)
Power Adaptor	Yes (1)
<b>Ethernet Cable</b>	Yes (1)
Quick Installation Guide	Yes (1)

Table 3: UCM6108/UCM6116 Equipment Packaging

Main Case	Yes (1)
Power Adaptor	Yes (1)
<b>Ethernet Cable</b>	Yes (1)
Quick Installation Guide	Yes (1)
Wall Mount	Yes (2)
Screws	Yes (6)

**CONNECT YOUR UCM6100** 

**CONNECT THE UCM6102** 



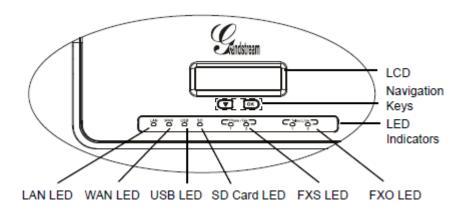


Figure 2: UCM6102 Front View

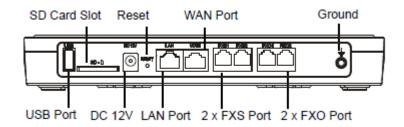


Figure 3: UCM6102 Back View

To set up the UCM6102, follow the steps below:

- 1. Connect one end of an RJ-45 Ethernet cable into the WAN port of the UCM6102.
- 2. Connect the other end of the Ethernet cable into the uplink port of an Ethernet switch/hub.
- 3. Connect the 12V DC power adapter into the 12V DC power jack on the back of the UCM6102. Insert the main plug of the power adapter into a surge-protected power outlet.
- 4. Wait for the UCM6102 to boot up. The LCD in the front will show the device hardware information when the boot process is done.
- 5. Once the UCM6102 is successfully connected to network, the LED indicator for WAN in the front will be in solid green and the LCD shows up the IP address.
- 6. (Optional) Connect PSTN lines from the wall jack to the FXO ports; connect analog lines (phone and Fax) to the FXS ports.



#### **CONNECT THE UCM6104**

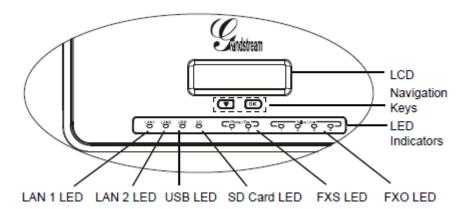


Figure 4: UCM6104 Front View

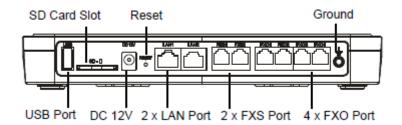


Figure 5: UCM6104 Back View

To set up the UCM6104, follow the steps below:

- 1. Connect one end of an RJ-45 Ethernet cable into the LAN 1 port of the UCM6104.
- 2. Connect the other end of the Ethernet cable into the uplink port of an Ethernet switch/hub.
- 3. Connect the 12V DC power adapter into the 12V DC power jack on the back of the UCM6104. Insert the main plug of the power adapter into a surge-protected power outlet.
- 4. Wait for the UCM6104 to boot up. The LCD in the front will show the device hardware information when the boot process is done.
- 5. Once the UCM6104 is successfully connected to network, the LED indicator for LAN 1 in the front will be in solid green and the LCD shows up the IP address.
- 6. (Optional) Connect PSTN lines from the wall jack to the FXO ports; connect analog lines (phone and Fax) to the FXS ports.



#### **CONNECT THE UCM6108**

To set up the UCM6108, follow the steps below:

- 1. Connect one end of an RJ-45 Ethernet cable into the LAN port of the UCM6108.
- 2. Connect the other end of the Ethernet cable into the uplink port of an Ethernet switch/hub.
- 3. Connect the 12V DC power adapter into the 12V DC power jack on the back of the UCM6108. Insert the main plug of the power adapter into a surge-protected power outlet.
- 4. Wait for the UCM6108 to boot up. The LCD in the front will show the device hardware information when the boot process is done.
- 5. Once the UCM6108 is successfully connected to network, the LED indicator for NETWORK in the front will be in solid green and the LCD shows up the IP address.
- 6. (Optional) Connect PSTN lines from the wall jack to the FXO ports; connect analog lines (phone and Fax) to the FXS ports.

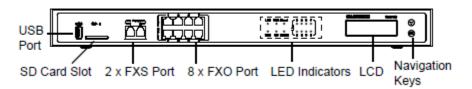


Figure 6: UCM6108 Front View

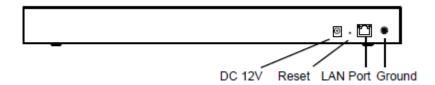


Figure 7: UCM6108 Back View



#### **CONNECT THE UCM6116**

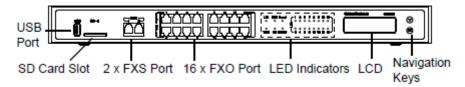


Figure 8: UCM6116 Front View

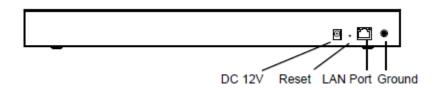


Figure 9: UCM6116 Back View

To set up the UCM6116, follow the steps below:

- 1. Connect one end of an RJ-45 Ethernet cable into the LAN port of the UCM6116.
- 2. Connect the other end of the Ethernet cable into the uplink port of an Ethernet switch/hub.
- 3. Connect the 12V DC power adapter into the 12V DC power jack on the back of the UCM6116. Insert the main plug of the power adapter into a surge-protected power outlet.
- 4. Wait for the UCM6116 to boot up. The LCD in the front will show the device hardware information when the boot process is done.
- 5. Once the UCM6116 is successfully connected to network, the LED indicator for NETWORK in the front will be in solid green and the LCD shows up the IP address.
- 6. (Optional) Connect PSTN lines from the wall jack to the FXO ports; connect analog lines (phone and Fax) to the FXS ports.

#### SAFETY COMPLIANCES

The UCM6100 series IP PBX complies with FCC/CE and various safety standards. The UCM6100 power adapter is compliant with the UL standard. Use the universal power adapter provided with the UCM6100 package only. The manufacturer's warranty does not cover damages to the device caused by unsupported power adapters.



### **WARRANTY**

If the UCM6100 series IP PBX was purchased from a reseller, please contact the company where the device was purchased for replacement, repair or refund. If the device was purchased directly from Grandstream, contact our Technical Support Team for a RMA (Return Materials Authorization) number before the product is returned. Grandstream reserves the right to remedy warranty policy without prior notification.



## **⚠** Warning:

Use the power adapter provided with the UCM6100 series IP PBX. Do not use a different power adapter as this may damage the device. This type of damage is not covered under warranty.



## **GETTING STARTED**

The UCM6100 series provides LCD interface, LED indication and web GUI configuration interface.

- The LCD displays hardware, software and network information. Users could also navigate in the LCD menu for device information and basic network configuration.
- The LED indication at the front of the device provides interface connection and activity status.
- The web GUI gives users access to all the configurations and options for UCM6100 series setup.

This section provides step-by-step instructions on how to use the LCD menu, LED indicators and Web GUI of the UCM6100 series. Once the basic settings are done, users could start making calls from UCM6100 extension registered on a SIP phone as described at the end of this section.

## **USE THE LCD MENU**

### Default LCD Display

By default, when the device is powered up, the LCD will show device model (e.g., UCM6116), hardware version (e.g., V1.5A) and IP address. Press "Down" button and the system time will be displayed as well.

## Menu Access

Press "OK" button to start browsing menu options. Please see menu options in [Table 4: LCD Menu Options].

#### Menu Navigation

Press the "Down" arrow key to browser different menu options. Press the "OK" button to select an entry.

#### Exit

If "Back" option is available in the menu, select it to go back to the previous menu. For "Device Info" "Network Info" and "Web Info" which do not have "Back" option, simply press the "OK" button to go back to the previous menu. Also, the LCD will display default idle screen after staying in menu option for 15 seconds.

### LCD Backlight

The LCD backlight will be on upon key pressing. The backlight will go off after the LCD stays in idle for 30 seconds.



## **Table 4: LCD Menu Options**

View Events	<ul><li> Critical Events</li><li> Other Events</li></ul>
Device Info	<ul> <li>Hardware: Hardware version number</li> <li>Software: Software version number</li> <li>P/N: Part number</li> <li>WAN MAC: WAN side MAC address (UCM6102 only)</li> <li>LAN MAC: LAN side MAC address</li> <li>Uptime: System up time</li> </ul>
Network Info	For UCM6104/UCM6108/UCM6116:  LAN Mode: DHCP, Static IP, or PPPoE  LAN IP: IP address  LAN Subnet Mask  For UCM6102:  WAN Mode: DHCP, Static IP, or PPPoE  WAN IP: IP address  WAN Subnet Mask  LAN IP: IP address  LAN Subnet Mask
Network Menu	<ul> <li>For UCM6104/UCM6108/UCM6116:</li> <li>LAN Mode: Select LAN mode as DHCP, Static IP or PPPoE</li> <li>Static Route Reset: Click to reset the static route setting</li> <li>For UCM6102:</li> <li>WAN Mode: Select WAN mode as DHCP, Static IP or PPPoE</li> <li>Static Route Reset: Click to reset the static route setting</li> </ul>
Factory Menu	<ul> <li>Reboot</li> <li>Factory Reset</li> <li>LCD Test Patterns         Press "OK" to start. Then press "Down" button to test different LCD patterns. When done, press "OK" button to exit.     </li> <li>Fan Mode         Select "Auto" or "On".     </li> <li>LED Test Patterns</li> </ul>



	and the control of th
	Select "All On" "All Off" or "Blinking" and check LED status.
	RTC Test Patterns
	Select "2022-02-22 22:22" or "2011-01-11 11:11" to start the RTC (Real-
	Time Clock) test pattern. Then check the system time from LCD idle
	screen by pressing "DOWN" button, or from web GUI->System Status-
	>General page. Reboot the device manually after the RTC test is done.
	Hardware Testing
	Hardware Testing     Select "Test SVIP" to perform SVIP test on the device. This is mainly for
	-
	Select "Test SVIP" to perform SVIP test on the device. This is mainly for
	Select "Test SVIP" to perform SVIP test on the device. This is mainly for factory testing purpose which verifies the hardware connection inside the
Web Info	Select "Test SVIP" to perform SVIP test on the device. This is mainly for factory testing purpose which verifies the hardware connection inside the device. The diagnostic result will display in the LCD after the test is done.

## **USE THE LED INDICATORS**

The UCM6100 has LED indicators in the front to display connection status. The following table shows the status definitions.

Table 5: UCM6102/UCM6104 LED INDICATORS

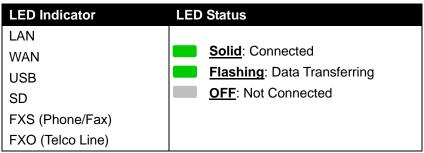


Table 6: UCM6108/UCM6116 LED INDICATORS

LED	LED Status
NETWORK	Solid: Connected OFF: Not Connected
ACT	
USB	Solid: Connected
SD	Flashing: Data Transferring
Phone (FXS)	OFF: Not Connected
Line (FXO)	



#### **USE THE WEB GUI**

## **ACCESS WEB GUI**

The UCM6100 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow users to configure the device through a Web browser such as Microsoft IE, Mozilla Firefox, Google Chrome and etc.

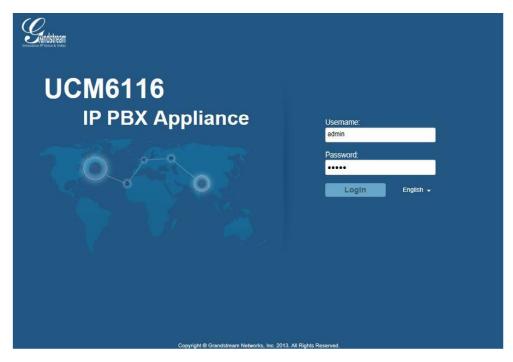


Figure 10: UCM6116 Web GUI Login Page

## To access the Web GUI:

- 1. Connect the computer to the same network as the UCM6100.
- 2. Ensure the device is properly powered up and shows its IP address on the LCD.
- 3. Open a Web browser on the computer and enter the web GUI URL in the following format:

## http(s)://IP-Address:Port

where the IP-Address is the IP address displayed on the UCM6100 LCD.

By default, the protocol is HTTPS and the Port number is 8089.

For example, if the LCD shows 192.168.40.167, please enter the following in your web browser:

## https://192.168.40.167:8089

4. Enter the administrator's login and password to access the Web Configuration Menu. The default administrator's username and password is "admin" and "admin". It is highly recommended to change the default password after login for the first time.



# ⚠ Note:

By default, the UCM6100 has "Redirect From Port 80" enabled. Therefore, if users type in the UCM6100 IP address in the web browser, the web page will be automatically redirected to the page using HTTPS and port 8089. For example, if the LCD shows 192.168.40.167, please enter 192.168.40.167 in your web browser and the web page will be redirected to:

https://192.168.40.167:8089

The option "Redirect From Port 80" can be configured under the UCM6100 web GUI->**Settings**->**HTTP Server**.

#### WEB GUI CONFIGURATIONS

There are four main sections in the Web GUI for users to view the PBX status, configure and manage the PBX.

- Status: Displays PBX status, System Status, System Events and CDR.
- **PBX:** To configure extensions, trunks, call routes, zero config for auto provisioning, call features, internal options, IAX settings and SIP settings.
- Settings: To configure network settings, firewall settings, change password, LDAP Server, HTTP Server, Email Settings, Time Settings and NTP server.
- **Maintenance**: To perform firmware upgrade, backup configurations, cleaner setup, reset/reboot, syslog setup and troubleshooting.

### **WEB GUI LANGUAGES**

Currently the UCM6100 series web GUI supports 11 languages: *English, Simplified Chinese, Traditional Chinese, Spanish, French, Portuguese, Russian, Italian, Polish, German, Czech.* 

Users can select the displayed language in web GUI login page, or at the upper right of the web GUI after logging in.





Figure 11: UCM6100 Web GUI Language

#### **SAVE AND APPLY CHANGES**

Click on "Save" button after configuring the web GUI options in one page. After saving all the changes, make sure click on "Apply Changes" button on the upper right of the web page to submit all the changes. If the change requires reboot to take effect, a prompted message will pop up for you to reboot the device.

# **MAKE YOUR FIRST CALL**

Power up the UCM6100 and your SIP end point phone. Connect both devices to the network. Then follow the steps below to make your first call.

- 1. Log in the UCM6100 web GUI, go to PBX->Basic/Call Routes->Extensions.
- 2. Click on "Create New SIP Extension" to create a new extension. You will need User ID, Password and Voicemail Password information to register and use the extension later.
- 3. Register the extension on your phone with the SIP User ID, SIP server and SIP Password information. The SIP server address is the UCM6100 IP address.
- 4. When your phone is registered with the extension, dial \*97 to access the voicemail box. Enter the Voicemail Password once you hear "Password" voice prompt.
- 5. Once successfully logged in to the voicemail, you will be prompted with the Voice Mail Main menu.
- 6. You are successfully connected to the PBX system now.



# **SYSTEM SETTINGS**

This section explains configurations for system-wide parameters on the UCM6100. Those parameters include Network Settings, Firewall, Change Password, LDAP server, HTTP server, Email settings, Time Settings and NTP Server settings.

## **NETWORK SETTINGS**

After successfully connecting the UCM6100 to the network for the first time, users could login the Web GUI and go to **Settings->Network Settings** to configure the network parameters for the device.

The network setting options are similar for UCM6108 and UCM6116. Additional network functions and settings are available for UCM6102 and UCM6104:

- UCM6102 supports Route/Switch/Dual mode functions.
- UCM6104 supports Switch/Dual mode functions.

In this section, all the available network setting options are listed for each model. Select each tab in web GUI->**Settings**->**Network Settings** page to configure LAN settings, WAN settings (UCM6102 only), 802.1X and Port Forwarding (UCM6102 only).

### **BASIC SETTINGS**

Please refer to the following tables for basic network configuration parameters on UCM6102, UCM6104, and UCM6108/UCM6116 respectively.

## Table 7: UCM6102 Network Settings->Basic Settings

	Select "Route", "Switch" or "Dual" mode on the network interface of UCM61		
	The default setting is "Route".		
	• Route		
	WAN port interface will be used for uplink connection. LAN port interface will		
Method	be used to serve as router.		
	• Switch		
	WAN port interface will be used for uplink connection. LAN port interface will		
	be used as bridge for PC connection.		
	• Dual		



	Both ports can be used for uplink connection. Users will need assign LAN 1 or LAN 2 as the default interface in option "Default Interface" and configure "Gateway IP" for this interface.		
Preferred DNS Server	Enter the preferred DNS server address.		
WAN (when "Method" is set to "Route")			
IP Method	Select DHCP, Static IP, or PPPoE. The default setting is DHCP.		
IP Address	Enter the IP address for static IP settings. The default setting is 192.168.0.160.		
Subnet Mask	Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.		
Gateway IP	Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.		
DNS Server 1	Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.		
DNS Server 2	Enter the DNS server 2 address for static IP settings.		
User Name	Enter the user name to connect via PPPoE.		
Password	Enter the password to connect via PPPoE.		
Layer 2 QoS 802.1Q/VLAN Tag	Assign the VLAN tag of the layer 2 QoS packets for WAN port. The default value is 0.		
Layer 2 QoS 802.1p	Assign the priority value of the layer 2 QoS packets for WAN port. The default		
-	Priority Value value is 0.		
LAN (when Method is s	-		
IP Address	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.		
IP Address Subnet Mask	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.25.0.		
IP Address Subnet Mask DHCP Server Enable	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".		
IP Address Subnet Mask DHCP Server Enable DNS Server 1	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.25.0.		
IP Address Subnet Mask DHCP Server Enable	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".		
IP Address Subnet Mask DHCP Server Enable DNS Server 1	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From Allow IP Address To	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.  Enter the DHCP IP Pool ending address. The default setting is 192.168.2.254.  Enter the IP lease time (in seconds). The default setting is 43200.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From Allow IP Address To Default IP Lease Time	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.  Enter the DHCP IP Pool ending address. The default setting is 192.168.2.254.  Enter the IP lease time (in seconds). The default setting is 43200.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From Allow IP Address To Default IP Lease Time LAN (when Method is s	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.  Enter the DHCP IP Pool ending address. The default setting is 192.168.2.254.  Enter the IP lease time (in seconds). The default setting is 43200.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From Allow IP Address To Default IP Lease Time LAN (when Method is something the server server) IP Method	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.  Enter the DHCP IP Pool ending address. The default setting is 192.168.2.254.  Enter the IP lease time (in seconds). The default setting is 43200.  set to "Switch")  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.		
IP Address Subnet Mask DHCP Server Enable DNS Server 1 DNS Server 2 Allow IP Address From Allow IP Address To Default IP Lease Time LAN (when Method is sometime) IP Address	Enter the IP address assigned to LAN port. The default setting is 192.168.2.1.  Enter the subnet mask. The default setting is 255.255.255.0.  Enable or disable DHCP server capability. The default setting is "Yes".  Enter DNS server address 1. The default setting is 8.8.8.8.  Enter DNS server address 2. The default setting is 208.67.222.222.  Enter the DHCP IP Pool starting address. The default setting is 192.168.2.100.  Enter the DHCP IP Pool ending address. The default setting is 192.168.2.254.  Enter the IP lease time (in seconds). The default setting is 43200.  set to "Switch")  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is		



	Innovative IP Voice & Video		
DNS Server 2	Enter the DNS server 2 address for static IP settings.		
User Name	Enter the user name to connect via PPPoE.		
Password	Enter the password to connect via PPPoE.		
Layer 2 QoS 802.1Q/VLAN Tag	Assign the VLAN tag of the layer 2 QoS packets for LAN port. The default value is 0.		
Layer 2 QoS 802.1p Priority Value	Assign the priority value of the layer 2 QoS packets for LAN port. The default value is 0.		
LAN 1 / LAN 2 (when M	- lethod is set to "Dual")		
Default Interface	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 (mapped to UCM6102 WAN port) or LAN 2 (mapped to UCM6102 LAN port) and then configure network settings for LAN 1/LAN 2. The default interface is LAN 2.		
IP Method	Select DHCP, Static IP, or PPPoE. The default setting is DHCP.		
IP Address	Enter the IP address for static IP settings. The default setting is 192.168.0.160.		
Subnet Mask	Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.		
Gateway IP	Enter the gateway IP address for static IP settings when the port is assigned as default interface. The default setting is 0.0.0.0.		
DNS Server 1	Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.		
DNS Server 2	Enter the DNS server 2 address for static IP settings.		
User Name	Enter the user name to connect via PPPoE.		
Password	Enter the password to connect via PPPoE.		
Layer 2 QoS 802.1Q/VLAN Tag	Assign the VLAN tag of the layer 2 QoS packets for LAN port. The default value is 0.		
Layer 2 QoS 802.1p Priority Value	Assign the priority value of the layer 2 QoS packets for LAN port. The default value is 0.		

# Table 8: UCM6104 Network Settings->Basic Settings

	Select "Switch" or "Dual" mode on the network interface of UCM6104. The		
	default setting is "Switch".		
	• Switch		
Method	LAN 1 port interface will be used for uplink connection. LAN 2 port interface		
	will be used as bridge for PC connection.		
	• Dual		
	Both ports can be used for uplink connection. Users will need assign the		



	default interface in option "Default Interface". Users will need assign LAN 1 or LAN 2 as the default interface in option "Default Interface" and configure "Gateway IP" for this interface.			
Preferred DNS Server	Enter the preferred DNS server address.			
LAN (when Method is	set to "Switch")			
IP Method	Select DHCP, Static IP, or PPPoE. The default setting is DHCP.			
IP Address	Enter the IP address for static IP settings. The default setting is 192.168.0.160.			
Subnet Mask	Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.			
Gateway IP	Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.			
DNS Server 1	Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.			
DNS Server 2	Enter the DNS server 2 address for static IP settings.			
User Name	Enter the user name to connect via PPPoE.			
Password	Enter the password to connect via PPPoE.			
Layer 2 QoS	Assign the VLAN tag of the layer 2 QoS packets for LAN port. The default value			
802.1Q/VLAN Tag	is 0.			
Layer 2 QoS 802.1p	Assign the priority value of the layer 2 QoS packets for LAN port. The default			
	value is 0.			
Priority Value				
	lethod is set to "Dual")			
LAN 1 / LAN 2 (when M	Method is set to "Dual")  If "Dual" is selected as "Method", users will need assign the default interface to			
LAN 1 / LAN 2 (when Manager Default Interface	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.			
LAN 1 / LAN 2 (when Mean Mean Mean Mean Mean Mean Mean Me	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.			
LAN 1 / LAN 2 (when Mean Mean Mean Mean Mean Mean Mean Me	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is			
LAN 1 / LAN 2 (when Mean Mean Mean Mean Mean Mean Mean Me	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.			
LAN 1 / LAN 2 (when Mean Mean Interface  IP Method IP Address  Subnet Mask  Gateway IP	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.  Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 1 address for static IP settings. The default setting is			
LAN 1 / LAN 2 (when Mean Mean Interface  IP Method IP Address  Subnet Mask  Gateway IP  DNS Server 1	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.  Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.			
LAN 1 / LAN 2 (when Mean Mean Interface)  IP Method IP Address  Subnet Mask  Gateway IP  DNS Server 1  DNS Server 2	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.  Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 2 address for static IP settings.			
LAN 1 / LAN 2 (when Machine Default Interface  IP Method IP Address  Subnet Mask  Gateway IP  DNS Server 1  DNS Server 2  User Name	If "Dual" is selected as "Method", users will need assign the default interface to be LAN 1 or LAN 2. The default interface is LAN 2.  Select DHCP, Static IP, or PPPoE. The default setting is DHCP.  Enter the IP address for static IP settings. The default setting is 192.168.0.160.  Enter the subnet mask address for static IP settings. The default setting is 255.255.0.0.  Enter the gateway IP address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 1 address for static IP settings. The default setting is 0.0.0.0.  Enter the DNS server 2 address for static IP settings.  Enter the user name to connect via PPPoE.			



Table 9: UCM6108/UCM6116 Network Settings->Basic Settings

Preferred DNS Server	Enter the preferred DNS server address.	
IP Method	Select DHCP, Static IP, or PPPoE. The default setting is DHCP.	
IP Address	Enter the IP address for static IP settings.	
Subnet Mask	Enter the subnet mask address for static IP settings.	
Gateway IP	Enter the gateway IP address for static IP settings.	
DNS Server 1	Enter the DNS server 1 address for static IP settings.	
DNS Server 2	Enter the DNS server 2 address for static IP settings.	
User Name	Enter the user name to connect via PPPoE.	
Password	Enter the password to connect via PPPoE.	
Layer 2 QoS	Assign the VLAN tag of the layer 2 QoS packets for LAN port. The default value	
802.1Q/VLAN Tag	is 0.	
Layer 2 QoS 802.1p	Assign the priority value of the layer 2 QoS packets for LAN port. The default	
Priority Value	value is 0.	

# 802.1X

The UCM6100 provides users 802.1X settings for LAN port and WAN port (WAN port: UCM6102 only).

Table 10: UCM6100 Network Settings->802.1X

802.1X Mode	Select 802.1X mode. The default setting is "Disable". The supported 802.1X mode are:  • EAP-MD5  • EAP-TLS  • EAP-PEAPv0/MSCHAPv2		
Identity	Enter 802.1X mode identity information.		
MD5 Password	Enter 802.1X mode MD5 password information.		
802.1X Certificate	Select 802.1X certificate from local PC and then upload.		
802.1X Client Certificate	Select 802.1X client certificate from local PC and then upload.		

# **STATIC ROUTES**

The UCM6100 provides users static routing capability that allows the device to use manually configured routes, rather than information only from dynamic routing or gateway configured in the UCM6100 web



GUI->Network Settings->Basic Settings to forward traffic. It can be used to define a route when no other routes are available or necessary, or used in complementary with existing routing on the UCM6100 as a failover backup, and etc.

- Click on Create New Static Route to create a new static route. The configuration parameters are listed in the table below.
- Once added, users can select 

  to edit the static route.
- Select to delete the static route.

Table 11: UCM6100 Network Settings->Static Routes

Destination	Configure the destination IP address or the destination IP subnet for the UCM6100 to reach using the static route.  Example: IP address - 192.168.66.4 IP subnet - 192.168.66.0		
Netmask	Configure the subnet mask for the above destination address. If left blank, the default value is 255.255.255.  Example: 255.255.255.0		
Gateway	Configure the gateway address so that the UCM6100 can reach the destination via this gateway. Gateway address is optional.  Example: 192.168.40.5		
Interface	Specify the network interface on the UCM6100 to reach the destination using the static route.  For UCM6102, LAN interface is eth0; WAN interface is eth1.  For UCM6104, LAN1 interface is eth0; WAN interface is eth1.  For UCM6108/UCM6116, only LAN interface is available.		

Static routes configuration can be reset from LCD menu->Network Menu.



## PORT FORWORDING (UCM6102 ONLY)

The UCM6102 network interface supports router functions which provides users the ability to do port forwarding. If the UCM6102 LAN mode is set to "Route" under web GUI->**Settings**->**Network Settings**->**Basic Settings** page, port forwarding is available for configuration.

The port forwarding configuration is under web GUI->Settings->Network Settings->Port Forwarding page. Please see related settings in the table below.

Table 12: UCM6102 Network Settings->Port Forwarding

WAN Port	Specify the WAN port number. Up to 8 ports can be configured.	
LAN IP	Specify the LAN IP address.	
LAN Port	Specify the LAN port number.	
Protocol Type	Select protocol type "UDP Only", "TCP Only" or "TCP/UDP" for the forwarding in the selected port. The default setting is "UDP Only".	

# **FIREWALL**

The UCM6100 provides users firewall configurations to prevent certain malicious attack to the UCM6100 system. Users could configure to allow, restrict or reject specific traffic through the device for security and bandwidth purpose. The UCM6100 also provides Fail2ban feature for authentication errors in SIP REGISTER, INVITE and SUBSCRIBE. To configure firewall settings in UCM6100, go to Web GUI->Settings->Firewall page.

### **STATIC DEFENSE**

Under Web GUI->Settings->Firewall->Static Defense page, users will see the following information:

- Current service information with port, process and type.
- Typical firewall settings.
- Custom firewall settings.

The following table shows a sample current service status running on the UCM6100.

Table 13: UCM6100 Firewall->Static Defense->Current Service

Port	Process	Туре	Protocol or Service
7777	Asterisk	tcp/IPv4	SIP



389	Slapd	tcp/IPv4	LDAP
22	Dropbear	tcp/IPv4	SSH
80	Lighthttpd	tcp/IPv4	HTTP
8089	Lighthttpd	tcp/IPv4	HTTPS
69	Opentftpd	udp/IPv4	TFTP
9090	Asterisk	udp/IPv4	SIP
6060	zero_config	udp/IPv4	UCM6100 zero_config service
5060	Asterisk	udp/IPv4	SIP
4569	Asterisk	udp/IPv4	SIP
5353	zero_config	udp/IPv4	UCM6100 zero_config service
37435	Syslogd	udp/IPv4	Syslog

For typical firewall settings, users could configure the following options on the UCM6100.

**Table 14: Typical Firewall Settings** 

Ping Defense Enable	If enabled, ICMP response will not be allowed for Ping request. The default setting is disabled. To enable or disable it, click on the check box for the LAN or WAN (UCM6102 only) interface.
SYN-Flood Defense Enable	Enable to prevent SYN Flood denial-of-service attack to the device. The default setting is disabled. To enable or disable it, click on the check box for the LAN or WAN (UCM6102 only) interface.
Ping-of-Death Defense Enable	Enable to prevent Ping-of-Death attack to the device. The default setting is disabled. To enable or disable it, click on the check box for the LAN or WAN (UCM6102 only) interface.

Under "Custom Firewall Settings", users could create new rules to accept, reject or drop certain traffic going through the UCM6100. To create new rule, click on "Create New Rule" button and a new window will pop up for users to specify rule options.

Right next to "Create New Rule" button, there is a checkbox for option "Reject Rules". If it's checked, all the rules will be rejected except the firewall rules listed below. In the firewall rules, only when there is a rule that meets all the following requirements, the option "Reject Rules" will be allowed to check:

- Action: "Accept"
- Type "In"
- Destination port is set to the system login port (e.g., by default 8089)
- Protocol is not UDP





Figure 12: Create New Firewall Rule

**Table 15: Firewall Rule Settings** 

Rule Name	Specify the Firewall rule name to identify the firewall rule.
Action	Select the action for the Firewall to perform.  • ACCEPT  • REJECT  • DROP
Туре	<ul> <li>Select the traffic type.</li> <li>IN If selected, users will need specify the network interface "LAN" or "WAN" (for UCM6102 only) for the incoming traffic. </li> <li>OUT</li> </ul>
Service	<ul> <li>Select the service type.</li> <li>FTP</li> <li>SSH</li> <li>Telnet</li> <li>TFTP</li> <li>HTTP</li> <li>LDAP</li> <li>Custom  If "Custom" is selected, users will need specify Source (IP and port), Destination (IP and port) and Protocol (TCP, UDP or Both) for the service. Please note if the source or the destination field is left blank, it will be used as "Anywhere".</li> </ul>



Save the change and click on "Apply" button. Then submit the configuration by clicking on "Apply Changes" on the upper right of the web page. The new rule will be listed at the bottom of the page with sequence number, rule name, action, protocol, type, source, destination and operation. More operations below:

- Click on 

  to edit the rule
- Click on to delete the rule

#### **DYNAMIC DEFENSE**

Dynamic defense is supported on the UCM6102 only. It can blacklist hosts dynamically when the LAN mode is set to "Route" under web GUI->Settings->Network Settings->Basic Settings page. If enabled, the traffic coming into the UCM6102 can be monitored, which helps prevent massive connection attempts or brute force attacks to the device. The blacklist can be created and updated by the UCM6102 firewall, which will then be displayed in the web page. Please refer to the following table for dynamic defense options on the UCM6102.

Table 16: UCM6102 Firewall Dynamic Defense

Dynamic Defense Enable	Enable dynamic defense. The default setting is disabled.
Periodical Time Interval	Configure the dynamic defense periodic time interval (in minutes). If the number of TCP connections from a host exceeds the connection threshold within this period, this host will be added into Blacklist. The valid value is between 1 and 59 when dynamic defense is turned on. The default setting is 59.
Blacklist Update Interval	Configure the blacklist update time interval (in seconds). The default setting is 120.
Connection Threshold	Configure the connection threshold. Once the number of connections from the same host reaches the threshold, it will be added into the blacklist. The default setting is 100.
Dynamic Defense Whitelist	Configure the dynamic defense whitelist.  For example, 192.168.1.3 192.168.1.4



### **FAIL2BAN**

Fail2Ban feature on the UCM6100 provides intrusion detection and prevention for authentication errors in SIP REGISTER, INVITE and SUBSCRIBE. Once the entry is detected within "Max Retry Duration", the UCM6100 will take action to forbid the host for certain period as defined in "Banned Duration". This feature helps prevent SIP brute force attacks to the PBX system.

Table 17: Fail2Ban Settings

Global Settings	
Enable Fail2Ban	Enable Fail2Ban. The default setting is disabled. Please make sure both "Enable Fail2Ban" and "Asterisk Service" are turned on in order to use Fail2Ban for SIP authentication on the UCM6100.
Banned Duration	Configure the duration (in seconds) for the detected host to be banned. The default setting is 300. If set to -1, the host will be always banned.
Max Retry Duration	Within this duration (in seconds), if a host exceeds the max times of retry as defined in "MaxRetry", the host will be banned. The default setting is 5.
MaxRetry	Configure the number of authentication failures during "Max Retry Duration" before the host is banned. The default setting is 10.
Fail2Ban Whitelist	Configure IP address, CIDR mask or DNS host in the whiltelist. Fail2Ban will not ban the host with matching address in this list. Up to 5 addresses can be added into the list.
Local Settings	
Asterisk Service	Enable Asterisk service for Fail2Ban. The default setting is disabled. Please make sure both "Enable Fail2Ban" and "Asterisk Service" are turned on in order to use Fail2Ban for SIP authentication on the UCM6100.
Protocol	Configure the listening port number for the service. Currently only 5060 (for UDP) is supported.
MaxRetry	Configure the number of authentication failures during "Max Retry Duration" before the host is banned. The default setting is 10. Please make sure this option is properly configured as it will override the "MaxRetry" value under "Global Settings".

# **CHANGE PASSWORD**

After login the Web GUI for the first time, it is highly recommended for users to change the default password "admin" to a more complicated password for security purpose. Follow the steps below to change the Web GUI access password.



- 1. Go to Web GUI->Settings->Change Password page.
- 2. Enter the old password first.
- 3. Enter the new password and retype the new password to confirm. The new password has to be at least 4 characters. The maximum length of the password is 16 characters.
- 4. Click on "Save" and the user will be automatically logged out.
- 5. Once the web page comes back to the login page again, enter the username "admin" and the new password to login.

## LDAP SERVER

The UCM6100 has an embedded LDAP server for users to manage corporate phonebook in a centralized manner.

- By default, the LDAP server has generated the first phonebook with PBX DN "ou=pbx,dc=com" based on the UCM6100 user extensions already.
- Users could add new phonebook with a different **Phonebook DN** for other external contacts. For example, "ou=people,dc=pbx,dc=com".
- All the phonebooks in the UCM6100 LDAP server have the same Base DN "dc=pbx,dc=com".

If users have the Grandstream phone provisioned by the UCM6100, the LDAP directory has been set up on the phone and can be used right away for users to access all phonebooks.

Additionally, users could manually configure the LDAP client settings to manipulate the built-in LDAP server on the UCM6100. If the UCM6100 has multiple LDAP phonebooks created, in the LDAP client configuration, users could use "dc=pbx,dc=com" as Base DN to have access to all phonebooks on the UCM6100 LDAP server, or use a specific phonebook DN, for example "ou=people,dc=pbx,dc=com", to access to phonebook with Phonebook DN "ou=people,dc=pbx,dc=com" only.

To access LDAP Server settings, go to Web GUI->Settings->LDAP Server.

### LDAP SERVER CONFIGURATIONS

The following figure shows the default LDAP server configurations on the UCM6100.



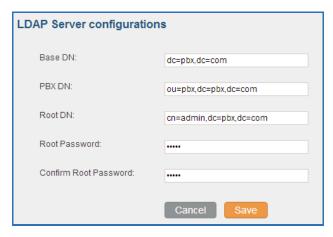


Figure 13: LDAP Server Configurations

The UCM6100 LDAP server supports anonymous access (read-only) by default. Therefore the LDAP client doesn't have to configure username and password to access the phonebook directory. The "Root DN" and "Root Password" here are for LDAP management and configuration where users will need provide for authentication purpose before modifying the LDAP information.

The default phonebook list in this LDAP server can be viewed and edited by clicking on for the first phonebook under LDAP Phonebook.



Figure 14: Default LDAP Phonebook DN



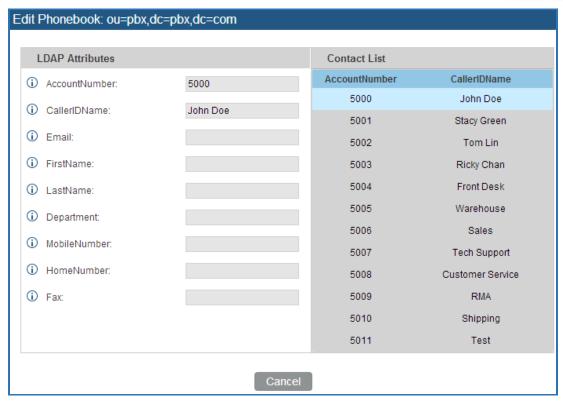


Figure 15: Default LDAP Phonebook Attributes

## LDAP PHONEBOOK

Users could use the default phonebook, edit the default phonebook as well as add new phonebook on the LDAP server. The first phonebook with default phonebook dn "ou=pbx,dc=pbx,dc=com" displayed on the LDAP server page is for extensions in this PBX. Users cannot add or delete contacts directly. The contacts information will need to be modified via Web GUI->PBX->Basic/Call Routes->Extensions first. The default LDAP phonebook will then be updated automatically.

A new sibling phonebook of the default PBX phonebook can be added by clicking on "Add" under "LDAP Phonebook" section.

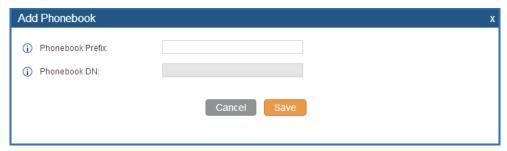


Figure 16: Add LDAP Phonebook



Configure the "Phonebook Prefix" first. The "Phonebook DN" will be automatically filled in. For example, if configuring "Phonebook Prefix" as "people", the "Phonebook DN" will be filled with "ou=people,dc=pbx,dc=com".

Once added, users can select / to edit the phonebook attributes and contact list (see figure below), or select it to delete the phonebook.

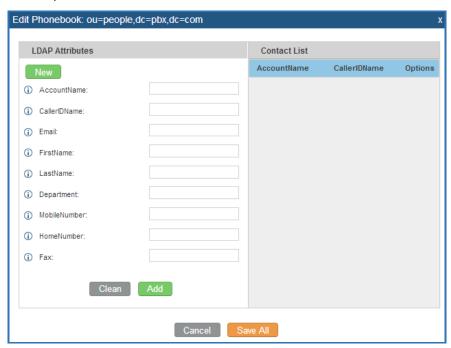


Figure 17: Edit LDAP Phonebook

### LDAP CLIENT CONFIGURATIONS

The configuration on LDAP client is similar when you use other LDAP servers. Here we provide an example on how to configure the LDAP client on the SIP end points to use the default PBX phonebook.

Assuming the server base dn is "dc=pbx,dc=com", configure the LDAP clients as follows (case insensitive):

Base DN: dc=pbx,dc=com

Login DN: Please leave this field empty Password: Please leave this field empty Anonymous: Please enable this option

Filter: (|(CallerIDName=%)(AccountNumber=%))

Port: 389

Firmware Version 1.0.7.11



To configure Grandstream IP phones as the LDAP client, please refer to the following example:

Server Address: The IP address or domain name of the UCM6100

Base DN: dc=pbx,dc=com

User Name: Please leave this field empty Password: Please leave this field empty

LDAP Name Attribute: CallerIDName Email Department FirstName LastName LDAP Number Attribute: AccountNumber MobileNumber HomeNumber Fax

LDAP Number Filter: (AccountNumber=%)
LDAP Name Filter: (CallerIDName=%)

LDAP Display Name: AccountNumber CallerIDName LDAP Version: If existed, please select LDAP Version 3

Port: 389

The following figure shows the configuration information on a Grandstream GXP2200 to successfully use the LDAP server as configured in *Figure 13: LDAP Server Configurations*.



Figure 18: GXP2200 LDAP Phonebook Configuration



## **HTTP SERVER**

The UCM6100 embedded web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow the users to configure the PBX through a Web browser such as Microsoft IE, Mozilla Firefox and Google Chrome. By default, the PBX can be accessed via HTTPS using Port 8089 (e.g., https://192.168.40.50:8089). Users could also change the access protocol and port as preferred under Web GUI->Settings->HTTP Server.

**Table 18: HTTP Server Settings** 

Redirect From Port 80	Enable or disable redirect from port 80. On the PBX, the default access protocol is HTTPS and the default port number is 8089. When this option is enabled, the access using HTTP with Port 80 will be redirected to HTTPS with Port 8089. The default setting is "Enable".
Protocol Type	Select HTTP or HTTPS. The default setting is "HTTPS". This is also the protocol used for zero config when the end point device downloads the config file from the UCM6100.
Port	Specify port number to access the HTTP server. The default port number is 8089.

Once the change is saved, the web page will be redirected to the login page using the new URL. Enter the username and password to login again.

# **EMAIL SETTINGS**

The Email application on the UCM6100 can be used to send out alert event Emails, Fax (Fax-To-Email), Voicemail (Voicemail-To-Email) and etc. The configuration parameters can be accessed via Web GUI->Settings->Email Settings.

Table 19: Email Settings

TLS Enable	Enable or disable TLS during transferring/submitting your Email to other SMTP server. The default setting is "Yes".
	Select Email type.
	MTA: Mail Transfer Agent. The Email will be sent from the configured domain. When MTA is selected, there is no need to set up SMTP
Туре	<ul> <li>server for it or no user login is required. However, the Emails sent from MTA might be considered as spam by the target SMTP server.</li> <li>Client: Submit Emails to the SMTP server. A SMTP server is required and users need login with correct credentials.</li> </ul>



Domain	Specify the domain name to be used in the Email when using type "MTA".
Server	Specify the SMTP server when using type "Client".
Username	Username is required when using type "Client". Normally it's the Email address.
Password	Password to login for the above Username (Email address) is required when using type "Client".
Display Name	Specify the display name in the FROM header in the Email.
Sender	Specify the sender's Email address.  For example, pbx@example.mycompany.com.

The following figure shows a sample Email settings on the UCM6100, assuming the Email is using *smtp.gmail.com* as the SMTP server.

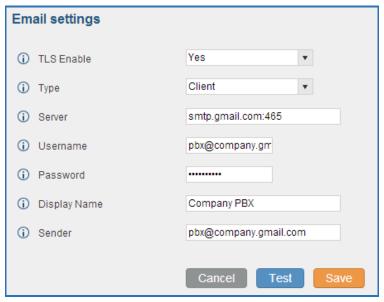


Figure 19: UCM6100 Email Settings

Once the configuration is finished, click on "Test". In the prompt, fill in a valid Email address to send a test Email to verify the Email settings on the UCM6100.

# **TIME SETTINGS**

# **AUTO TIME UPDATING**



The current system time on the UCM6100 is displayed on the upper right of the web page. It can also be found under Web GUI->Status->System Status->General.

To configure the UCM6100 to update time automatically, go to Web GUI->**Settings**->**Time Auto Updating**.

# **⚠** Note:

The configurations under Web GUI->Settings->Time Settings->Time Auto Updating page require reboot to take effect. Please consider configuring auto time updating related changes when setting up the UCM6100 for the first time to avoid service interrupt after installation and deployment in production.

# **Table 20: Time Auto Updating**

Remote NTP Server	Specify the URL or IP address of the NTP server for the UCM6100 to synchronize the date and time. The default NTP server is ntp.ipvideotalk.com.
Enable DHCP Option 2	If set to "Yes", the UCM6100 is allowed to get provisioned for Time Zone from DHCP Option 2 in the local server automatically. The default setting is "Yes".
Enable DHCP Option 42	If set to "Yes", the UCM6100 is allowed to get provisioned for NTP Server from DHCP Option 42 in the local server automatically. This will override the manually configured NTP Server. The default setting is "Yes".
Time Zone	Select the proper time zone option so the UCM6100 can display correct time accordingly.  If "Self-Defined Tome Zone" is selected, please specify the time zone parameters in "Self-Defined Time Zone" field as described in below option.
Self-Defined Time Zone	If "Self-Defined Time Zone" is selected in "Time Zone" option, users will need define their own time zone following the format below.  The syntax is: std offset dst [offset], start [/time], end [/time]  Default is set to: MTZ+6MDT+5,M4.1.0,M11.1.0



This indicates a time zone with 6 hours offset and 1 hour ahead for DST, which is U.S central time. If it is positive (+), the local time zone is west of the Prime Meridian (A.K.A: International or Greenwich Meridian); If it is negative (-), the local time zone is east.

## M4.1.0,M11.1.0

The 1st number indicates Month: 1,2,3.., 12 (for Jan, Feb, .., Dec). The 2nd number indicates the nth iteration of the weekday: (1st Sunday, 3rd Tuesday...). Normally 1, 2, 3, 4 are used. If 5 is used, it means the last iteration of the weekday.

The 3rd number indicates weekday: 0,1,2,..,6 ( for Sun, Mon, Tues, ... ,Sat).

Therefore, this example is the DST which starts from the First Sunday of April to the 1st Sunday of November.

#### **SET TIME MANUALLY**

To manually set the time on the UCM6100, go to Web GUI->**Settings**->**Time Settings**->**Set Time Manually**. The format is YYYY-MM-DD HH:MI:SS.



Figure 20: Set Time Manually

# ⚠ Note:

Manually setup time will take effect immediately after saving and applying change in the web UI. If users would like to reboot the UCM6100 and keep the manually setup time setting, please make sure "Remote NTP Server", "Enable DHCP Option 2" and "Enable DHCP Option 42" options under Web GUI->Settings->Time Settings->Time Auto Updating page are unchecked or set to empty. Otherwise, time auto updating settings in this page will take effect after reboot.



### **OFFICE TIME**

On the UCM6100, the system administrator can define "office time", which can be used to configure time condition for extension call forwarding schedule and inbound rule schedule. To configure office time, go to Web GUI->Settings->Time Settings->Office Time. Click on "Create New Office Time" to create an office time.

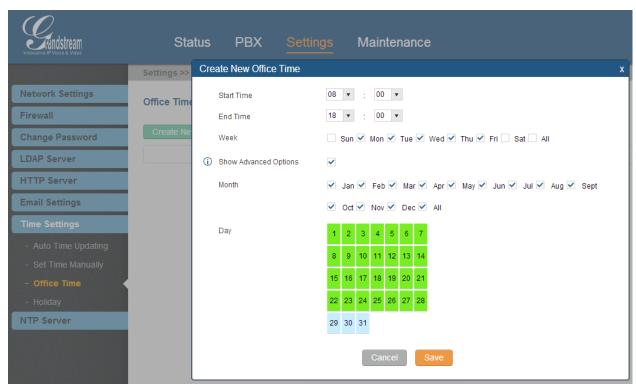


Figure 21: Create New Office Time

Table 21: Create New Office Time

Start Time	Configure the start time for office hour.
End Time	Configure the end time for office hour
Week	Select the work days in one week.
Show Advanced Options	Check this options to show advanced options. Once selected, please specify "Month" and "Day" below.
Month	Select the months for office time.
Day	Select the work days in one month.



Select "Start Time", "End Time" and the day for the "Week" for the office time. The system administrator can also define month and day of the month as advanced options. Once done, click on "Save" and then "Apply Change" for the office time to take effect. The office time will be listed in the web page as the figure shows below.



Figure 22: Settings->Time Settings->Office Time

- Click on 

  to edit the office time.
- Click on to delete the office time.
- Click on "Delete Selected Office Times" to delete multiple selected office times at once.

# **HOLIDAY**

On the UCM6100, the system administrator can define "holiday", which can be used to configure time condition for extension call forwarding schedule and inbound rule schedule. To configure holiday, go to Web GUI->Settings->Time Settings->Holiday. Click on "Create New Holiday" to create holiday time.



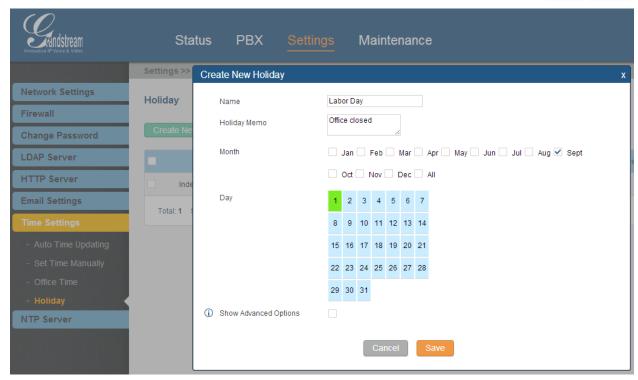


Figure 23: Create New Holiday

Table 22: Create New Holiday

Name	Specify the holiday name to identify this holiday.
Holiday Memo	Create a note for the holiday.
Month	Select the month for the holiday.
Day	Select the day for the holiday.
Show Advanced Options	Check this option to show advanced options. If selected, please specify the days as holiday in one week below.
Week	Select the days as holiday in one week.

Enter holiday "Name" and "Holiday Memo" for the new holiday. Then select "Month" and "Day". The system administrator can also define days in one week as advanced options. Once done, click on "Save" and then "Apply Change" for the holiday to take effect. The holiday will be listed in the web page as the figure shows below.



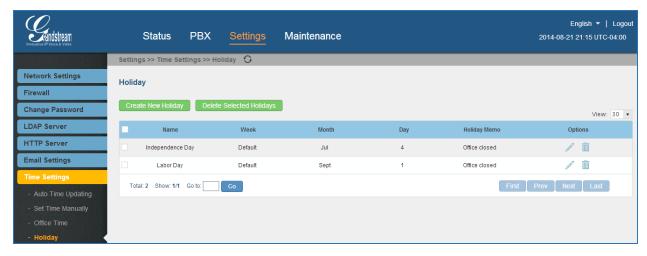


Figure 24: Settings->Time Settings->Holiday

- Click on 

  to edit the holiday.
- Click on to delete the holiday.
- Click on "Delete Selected Holidays" to delete multiple selected holidays at once.

# **⚠** Note:

For more details on how to use office time and holiday, please refer to the link below: <a href="http://www.grandstream.com/products/ucm\_series/ucm61xx/documents/how\_to\_use\_office\_time\_and\_holiday\_ucm6100.pdf">http://www.grandstream.com/products/ucm\_series/ucm61xx/documents/how\_to\_use\_office\_time\_and\_holiday\_ucm6100.pdf</a>

# **NTP SERVER**

The UCM6100 can be used as a NTP server for the NTP clients to synchronize their time with. To configure the UCM6100 as the NTP server, set "Enable NTP server" to "Yes" under web GUI->Settings->Time Settings->NTP Server. On the client side, point the NTP server address to the UCM6100 IP address or host name to use the UCM6100 as the NTP server.



# **PROVISIONING**

## **OVERVIEW**

Grandstream SIP Devices can be configured via Web interface as well as via configuration file through TFTP/HTTPS download. All Grandstream SIP devices support a proprietary binary format configuration file and XML format configuration file. The UCM6100 provides a Plug and Play mechanism to auto-provision the Grandstream SIP devices in a zero configuration manner by generating XML config file and having the phone to download it within LAN area. This allows users to finish the installation with ease and start using the SIP devices in a managed way.

To provision a phone, three steps are involved, i.e., discovery, configuration and provisioning. This section explains how Zero Config works on the UCM6100. The settings for this feature can be accessed via Web GUI->PBX->Zero Config.

## CONFIGURATION ARCHITECTURE FOR END POINT DEVICE

Started from firmware version 1.0.7.10, the end point device configuration in zero config is divided into the following three layers with priority from the lowest to the highest:

## Global

This is the lowest layer. Users can configure the most basic options that could apply to all Grandstream SIP devices during provisioning via Zero config.

## Model

In this layer, users can define model-specific options for the configuration template.

## Device

This is the highest layer. Users can configure device-specific options for the configuration for individual device here.

Each layer also has its own structure in different levels. Please see figure below. The details for each layer are explained in sections **[GLOBAL CONFIGURATION]**, **[MODEL CONFIGURATION]** and **[DEVICE CONFIGURATION]**.



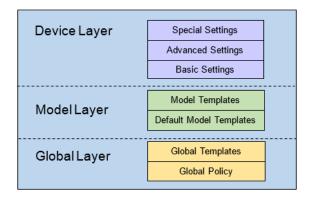


Figure 25: Zero Config Configuration Architecture for End Point Device

The configuration options in model layer and device layer have all the option in global layers already, i.e., the options in global layer is a subset of the options in model layer and device layer. If an option is set in all three layers with different values, the highest layer value will override the value in lower layer. For example, if the user selects English for Language setting in Global Policy and Spanish for Language setting in Default Model Template, the language setting on the device to be provisioned will use Spanish as model layer has higher priority than global layer. To sum up, configurations in higher layer will always override the configurations for the same options/fields in the lower layer when presented at the same time.

After understanding the zero config configuration architecture, users could configure the available options for end point devices to be provisioned by the UCM6100 by going through the three layers. This configuration architecture allows users to set up and manage the Grandstream end point devices in the same LAN area in a centralized way.

### **AUTO PROVISIONING SETTINGS**

By default, the Zero Config feature is enabled on the UCM6100 for auto provisioning. Three methods of auto provisioning are used.



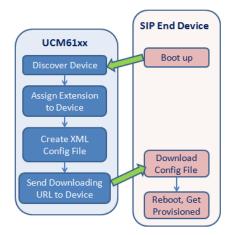


Figure 26: UCM6100 Zero Config

### SIP SUBSCRIBE

When the phone boots up, it sends out SUBSCRIBE to a multicast IP address in the LAN. The UCM6100 discovers it and then sends a NOTIFY with the XML config file URL in the message body. The phone will then use the path to download the config file generated in the UCM6100 and take the new configuration.

### DHCP OPTION 66

This method should be used on the UCM6102 because only the UCM6102 has WAN and LAN port with LAN port supporting the router function. When the phone restarts (by default DHCP Option 66 is turned on), it will send out a DHCP DISCOVER request. The UCM6102 receives it and returns DHCP OFFER with the config server path URL in Option 66, for example, https://192.168.2.1:8089/zccgi/. The phone will then use the path to download the config file generated in the UCM6100.

## mDNS

When the phone boots up, it sends out mDNS query to get the TFTP server address. The UCM6100 will respond with its own address. The phone will then send TFTP request to download the XML config file from the UCM6100.

To start the auto provisioning process, under Web GUI->PBX->Zero Config->Auto Provision Settings, fill in the auto provision information.



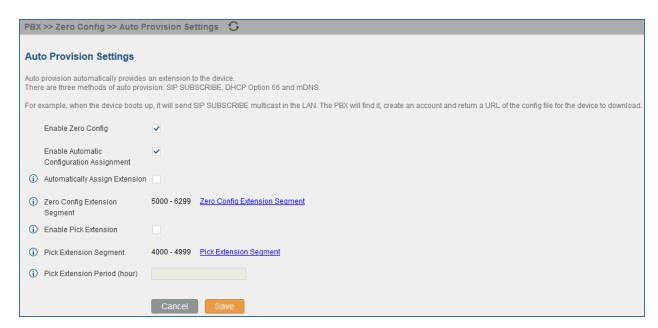


Figure 27: Auto Provision Settings

**Table 23: Auto Provision Settings** 

Enable Zero Config	Enable or disable the zero config feature on the PBX. The default setting is enabled.
Enable Automatic Configuration Assignment	By default, this is disabled. If disabled, when SIP device boots up, the UCM6100 will not send the SIP device the URL to download the config file and therefore the SIP device will not be automatically provisioned by the UCM6100.  Note:  When disabled, SIP devices can still be provisioned by manually sending NOTIFY from the UCM6100 which will include the XML config file URL
	for the SIP device to download.
Automatically Assign Extension	If enabled, when the device is discovered, the PBX will automatically assign an extension within the range defined in "Zero Config Extension Segment" to the device. The default setting is disabled.
Zero Config Extension Segment	Click on the link "Zero Config Extension Segment" to specify the extension range to be assigned if "Automatically Assign Extension" is enabled. The default range is 5000-6299. Zero Config Extension Segment range can be defined in web UI->PBX->Internal Options->General page->Extension Preference section: "Auto Provision Extensions".
Enable Pick Extension	If enabled, the extension list will be sent out to the device after receiving



	the device's request. This feature is for the GXP series phones that support selecting extension to be provisioned via phone's LCD. The default setting is disabled.
Pick Extension Segment	Click on the link "Pick Extension Segment" to specify the extension list to be sent to the device. The default range is 4000 to 4999. Pick Extension Segment range can be defined in web UI->PBX->Internal Options->General page->Extension Preference section: "Pick Extensions".
Pick Extension Period (hour):	Specify the number of minutes to allow the phones being provisioned to pick extensions.

Please make sure an extension is manually assigned to the phone or "Automatically Assign Extension" is enabled during provisioning. After the configuration on the UCM6100 web GUI, click on "Save" and "Apply Changes". Once the phone boots up and picks up the config file from the UCM6100, it will take the configuration right away.

## **DISCOVERY**

Users could manually discover the device by specifying the IP address or scanning the entire LAN network. Three methods are supported to scan the devices.

- PING
- ARP
- SIP Message (NOTIFY)

Click on "Auto Discover", fill in the "Scan Method" and "Scan IP". The IP address segment will be automatically filled in based on the network mask detected on the UCM6100. If users need scan the entire network segment, enter 255 (for example, 192.168.40.255) instead of a specific IP address. Then click on "Save" to start discovering the devices within the same network. To successfully discover the devices, "Zero Config" needs to be enabled on the UCM6100 web GUI->PBX->Zero Config->Auto Provisioning Settings.





Figure 28: Auto Discover

The following figure shows a list of discovered phones. The MAC address, IP Address, Extension (if assigned), Version, Vendor, Model, Connection Status, Create Config, Options (Edit/Delete/Update) are displayed in the list.



Figure 29: Discovered Devices

# **GLOBAL CONFIGURATION**

## **GLOBAL POLICY**

Global configuration will apply to all the connected Grandstream SIP end point devices in the same LAN with the UCM6100 no matter what the Grandstream device model it is. It is divided into two levels:

- Web UI->PBX->Zero Config->Global Policy
- Web UI->PBX->Zero Config->Global Templates.
- Global Templates configuration has higher priority to Global Policy configuration.

Global Policy can be accessed in web GUI->PBX->Zero Config->Global Policy page. On the top of the configuration table, users can select category in the "Options" dropdown list to quickly navigate to the category. The categories are:



- Localization: configure display language, data and time.
- Contact List: configure LDAP and XML phonebook download.
- Maintenance: configure upgrading, web access, Telnet/SSH access and syslog.
- Network Settings: configure IP address, QoS and STUN settings.
- Customization: customize LCD screen wallpaper for the supported models.

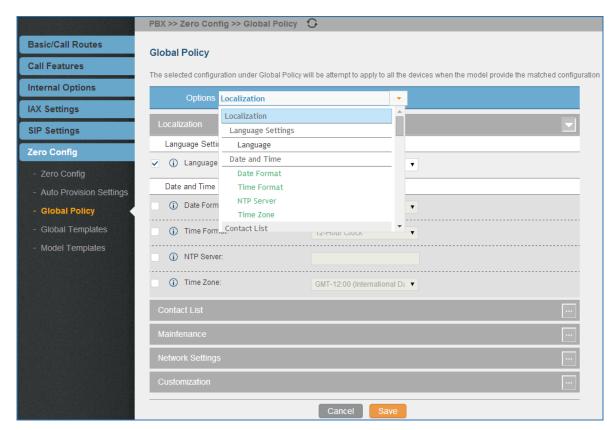


Figure 30: Discovered Devices

Select the checkbox on the left of the parameter you would like to configure to active the dropdown list for this parameter.

The following tables list the Global Policy configuration parameters for the SIP end device.

Table 24: Global Policy Parameters: Localization

Language settings	
Language	Select the LCD display language on the SIP end device.
Date and Time	
Date Format	Configure the date display format on the SIP end device's LCD.
Time Format	Configure the time display in 12-hour or 24-hour format on the SIP end device's LCD.



NTP Server	Configure the URL or IP address of the NTP server. The SIP end device may obtain the date and time from the server.
Time Zone	Configure the time zone used on the SIP end device.

Table 25: Global Policy Parameters: Contact List

LDAD Dhanahaala	
LDAP Phonebook	
Source	<ul> <li>Select "Manual" or "PBX" as the LDAP configuration source.</li> <li>If "Manual" is selected, the LDAP configuration below will be applied to the SIP end device.</li> <li>If "PBX" is selected, the LDAP configuration built-in from UCM6510 web UI-&gt;Settings-&gt;LDAP Server will be applied.</li> </ul>
Address	Configure the IP address or DNS name of the LDAP server.
Port	Configure the LDAP server port. The default value is 389.
Base DN	This is the location in the directory where the search is requested to begin. Example:  dc=grandstream, dc=com  ou=Boston, dc=grandstream, dc=com
User Name	Configure the bind "Username" for querying LDAP servers. The field can be left blank if the LDAP server allows anonymous binds.
Password	Configure the bind "Password" for querying LDAP servers. The field can be left blank if the LDAP server allows anonymous binds.
Number Filter	Configure the filter used for number lookups. Please refer to user manual for more details.
Name Filter	Configure the filter used for name lookups. Please refer to user manual for more details.
Version	Select the protocol version for the phone to send the bind requests. The default value is 3.
Name Attribute	Specify the "name" attributes of each record which are returned in the LDAP search result. Example:  • gn  • cn sn description
Number Attribute	Specify the "number" attributes of each record which are returned in the LDAP search result. Example:  telephoneNumber  telephoneNumber Mobile
Display Name	Configure the entry information to be shown on phone's LCD. Up to 3 fields can be displayed. Example:  • %cn %sn %telephoneNumber



Max Hits	Specify the maximum number of results to be returned by the LDAP server. Valid range is 1 to 3000. The default value is 50.
Search Timeout	Specify the interval (in seconds) for the server to process the request and client waits for server to return. Valid range is 0 to 180. The default value is 30.
Sort Results	Specify whether the searching result is sorted or not. The default setting is No.
Incoming Calls	Configure to enable LDAP number searching when receiving calls. The default setting is No.
Outgoing Calls	Configure to enable LDAP number searching when making calls. The default setting is No.
Lookup Display Name	Configures the display name when LDAP looks up the name for incoming call or outgoing call. It must be a subset of the LDAP Name Attributes.
XML Phonebook	
Phonebook XML Server	<ul> <li>Disable Disable phonebook XML downloading.</li> <li>Manual Once selected, users need specify downloading protocol HTTP, HTTPS or TFTP and the server path to download the phonebook XML file. The server path could be IP address or URL, with up to 256 characters.</li> <li>Local UCM Server Once selected, click on the Server Path field to upload the phonebook XML file. Please note: after uploading the phonebook XML file to the server, the original file name will be used as the directory name and the file will be renamed as phonebook.xml under that directory.</li> </ul>
Phonebook Download Interval	Configure the phonebook download interval (in Minute). If set to 0, automatic download will be disabled. Valid range is 5 to 720.
Remove manually-edited entries on download	If set to "Yes", when XML phonebook is downloaded, the entries added manually will be automatically removed.

**Table 26: Global Policy Parameters: Maintenance** 

Upgrade and Provision		
Upgrade via	Select upgrade via TFTP, HTTP or HTTPS.	
Server Path	Configure the firmware upgrading server path.	



File Prefix	If configured, only the firmware with the matching encrypted prefix will be downloaded and flashed into the phone.
File Posfix	If configured, only the configuration file with the matching encrypted postfix will be downloaded and flashed into the phone.
Allow DHCP Option 43/66	If DHCP option 43 or 66 is enabled on the LAN side, the TFTP server can be redirected.
Automatic Upgrade	<ul> <li>If enabled, UCM6100 will automatically upgrade if a new firmware is detected. Users can select automatic upgrading by day, by week or by minute.</li> <li>By week     Once selected, specify the day of the week to check HTTP/TFTP server for firmware upgrades or configuration files changes.</li> <li>By day     Once selected, specify the hour of the day to check the HTTP/TFTP server for firmware upgrades or configuration files changes.</li> <li>By minute     Once selected, specify the interval X that the SIP end device will request for new firmware every X minutes.</li> </ul>
Firmware Upgrade Rule	Specify how firmware upgrading and provisioning request to be sent.
Web Access	
Admin Password	Configure the administrator password for admin level login.
End-User Password	Configure the end-user password for the end user level login.
Web Access Mode	Select HTTP or HTTPS as the web access protocol.
Web Server Port	Configure the port for web access. The valid range is 1 to 65535.
Security	
Disable Telnet/SSH	Enable Telnet/SSH access for the SIP end device. If the SIP end device supports Telnet access, this option controls the Telnet access of the device; if the SIP end device supports SSH access, this option controls the SSH access of the device.
Syslog	
Syslog Server	Configure the URL/IP address for the syslog server.
Syslog Level	Select the level of logging for syslog.
Send SIP Log	Configure whether the SIP log will be included in the syslog message.



Table 27: Global Policy Parameters: Network Settings

Basic Settings	
IP Address	<ul> <li>Configure how the SIP end device shall obtain the IP address. DHCP or PPPoE can be selected.</li> <li>DHCP Once selected, users can specify the Host Name (option 12) of the SIP end device as DHCP client, and Vendor Class ID (option 60) used by the client and server to exchange vendor class ID information. </li> <li>PPPoE Once selected, users need specify the Account ID, Password and Service Name for PPPoE.</li> </ul>
Advanced Setting	
Layer 3 QoS	Define the Layer 3 QoS parameter. This value is used for IP Precedence, Diff-Serv or MPLS. Valid range is 0-63.
Layer 2 QoS Tag	Assign the VLAN Tag of the Layer 2 QoS packets. Valid range is 0 -4095.
Layer 2 QoS Priority Value	Assign the priority value of the Layer 2 QoS packets. Valid range is 0-7.
STUN Server	Configure the IP address or Domain name of the STUN server. Only non-symmetric NAT routers work with STUN.
Keep Alive Interval	Specify how often the phone will send a blank UDP packet to the SIP server in order to keep the "ping hole" on the NAT router to open. Valid range is 10-160.

Table 28: Global Policy Parameters: Customization

Wallpaper	
Screen Resolution 1024 x 600	<ul> <li>Check this option if the SIP end device shall use 1024 x 600 resolution for the LCD screen wallpaper.</li> <li>Source     Configure the location where wallpapers are stored.</li> <li>File     If "URL" is selected as source, specify the URL of the wallpaper file.     If "Local UCM Server" is selected as source, click to upload wallpaper file to the UCM6100.</li> </ul>
Screen Resolution 800 x 400	<ul> <li>Check this option if the SIP end device shall use 800 x 400 resolution for the LCD screen wallpaper.</li> <li>Source Configure the location where wallpapers are stored.</li> <li>File</li> </ul>



	If "URL" is selected as source, specify the URL of the wallpaper file.  If "Local UCM Server" is selected as source, click to upload wallpaper file to the UCM6100.
Screen Resolution 480 x 272	<ul> <li>Check this option if the SIP end device shall use 480 x 272 resolution for the LCD screen wallpaper.</li> <li>Source Configure the location where wallpapers are stored.</li> <li>File If "URL" is selected as source, specify the URL of the wallpaper file.</li> <li>If "Local UCM Server" is selected as source, click to upload wallpaper file to the UCM6100.</li> </ul>
Screen Resolution 320 x 240	<ul> <li>Check this option if the SIP end device supports 320 x 240 resolution for the LCD screen wallpaper.</li> <li>Source Configure the location where wallpapers are stored.</li> <li>File If "URL" is selected as source, specify the URL of the wallpaper file.</li> <li>If "Local UCM Server" is selected as source, click to upload wallpaper file to the UCM6100.</li> </ul>

#### **GLOBAL TEMPLATES**

Global Templates can be accessed in web GUI->PBX->Zero Config->Global Templates. Users can create multiple global templates with different sets of configurations and save the templates. Later on, when the user configures the device in Edit Device dialog->Advanced Settings, the user can select to use one of the global template for the device. Please refer to section [MANAGE DEVICES] for more details on using the global templates.

When creating global template, users can select the categories and the parameters under each categories to be used in the template. The global policy and the selected global template will both take effect when generating the config file. However, the selected global template has higher priority to the global policy when it comes to the same setting option/field. If the same option/field has different value configured in the global policy and the selected global template, the value for this option/field in the selected global template will override the value in global policy.

Click on "Create New Template" to add a global template. Users will see the following configurations.



**Table 29: Create New Template** 

Template Name	Create a name to identify this global template.
Description	Provide a description for the global template. This is optional.
Enabled	Check this option to enable the global template.

Click on to edit the global template.

The window for editing global template is shown in the following figure. In the "Options" field, after entering the option name key word, the options containing the key word will be listed. Users could then select the options to be modified and click on "Add Option" to add it into the global template.

The added options will show in the list. Users can then enter or select value for each option to be used in the global template. On the left side of each added option, users can click on to remove this option from the template. On the right side of each option, users can click on to reset the option value to the default value.

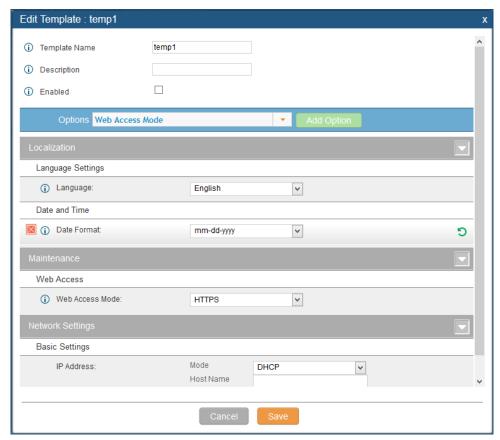


Figure 31: Edit Global Template

Click on "Save" to save this global template.



- The created global templates will show in the web UI->PBX->Zero Config->Global Templates page.
   Users can click on to delete the global template or click on "Delete Selected Templates" to delete multiple selected templates at once.
- Click on "Toggle Selected Template(s)" to toggle the status between enabled/disabled for the selected templates.

#### **MODEL CONFIGURATION**

Model layer configuration allows users to apply model-specific configurations to different devices. Users could create/edit/delete a model template by accessing web GUI, page PBX->Zero Config->Model Templates. If multiple model templates are created and enabled, when the user configures the device in Edit Device dialog->Advanced Settings, the user can select to use one of the model template for the device. Please refer to section [MANAGE DEVICES] for more details on using the model template.

For each created model template, users can assign it as default model template. If assigned as default model template, the values in this model template will be applied to all the devices of this model. There is always only one default model template that can be assigned at one time on the UCM6100.

The selected model template and the default model template will both take effect when generating the config file for the device. However the model template has higher priority to default model template when it comes to the same setting option/field. If the same option/field has different value configured in the default model template and the selected model template, the value for this option/field in the selected model template will override the value in default model template.

• Click on "Create New Template" to add a model template.

**Table 30: Create New Model Template** 

Model	Select a model to apply this template. The supported Grandstream models are listed in the dropdown list for selection.
Template Name	Create a name for the model template.
Description	Enter a description for the model template. This is optional.
Default Model Template	Select to assign this model template as the default model template. The value of the option in default model template will be overridden if other selected model template has a different value for the same option.
Enabled	Check this option to enable the model template.



Click on / to edit the model template.

The editing window for model template is shown in the following figure. In the "Options" field, enter the option name key word, the option that contains the key word will be listed. User could then select the option and click on "Add Option" to add it into the model template.

Once added, the option will be shown in the list below. On the left side of each option, users can click on to remove this option from the model template. On the right side of each option, users can click on to reset the option to the default value.

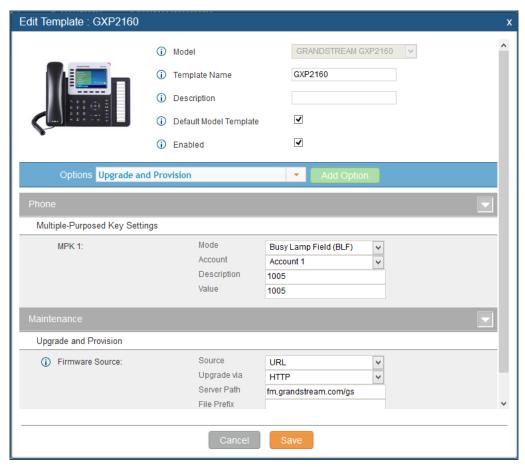


Figure 32: Edit Model Template

- Click on Save when done. The model template will be displayed on web UI->PBX->Zero Config->Model Templates page.
- Click on to delete the model template or click on "Delete Selected Templates" to delete multiple selected templates at once.
- Click on "Toggle Selected Template(s)" to toggle the status between enabled/disabled for the selected model templates.



#### **DEVICE CONFIGURATION**

On web GUI, page **PBX->Zero Config->Zero Config**, users could create new device, delete existing device(s), make special configuration for a single device, or send NOTIFY to existing device(s).

#### **CREATE NEW DEVICE**

Users could also directly create a new device and configure basic settings before the device is discovered by the UCM6100. Once the device is plugged in, it can then be discovered and provisioned by the UCM6100.

Click on "Create New Device" and the following dialog will show. Follow the steps below to create the configurations for the new device.

- 1. Firstly select a model for the device to be created and enter its MAC address, IP address and firmware version (optional) in the corresponding field.
- Basic settings will show a list of settings based on the model selected in step 1. Users could assign extensions to accounts, assign functions to Line Keys and Multiple-Purposed Keys if supported on the selected model.
- 3. Click on "Create New Device" to save the configuration for this device.

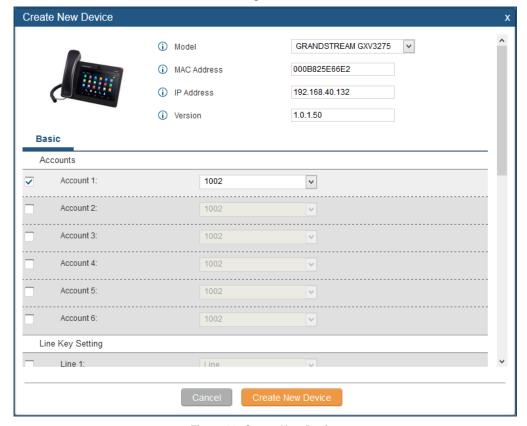


Figure 33: Create New Device



#### **MANAGE DEVICES**

The device manually created or discovered from Auto Discover will be listed in the web UI->PBX->Zero Config->Zero Config page. Users can see the devices with their MAC address, IP address, vendor, model and etc.

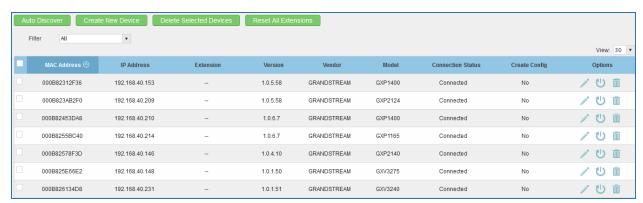


Figure 34: Manage Devices

Click on to edit the device configuration.

A new dialog will be displayed for the users to configure "Basic" settings and "Advanced" settings. "Basic" settings have the same configurations as displayed when manually creating a new device, i.e., account, line key and MPK settings; "Advanced" settings allow users to configure more details in a five-level structure.

A preview of the "Advanced" settings is shown in the following figure. There are five levels configurations as described in (1) (2) (3) (4) (5) below, with priority from the lowest to the highest. The configurations in all levels will take effect for the device. If there are same options existing in different level configurations with different value configured, the higher level configuration will override the lower level configuration.



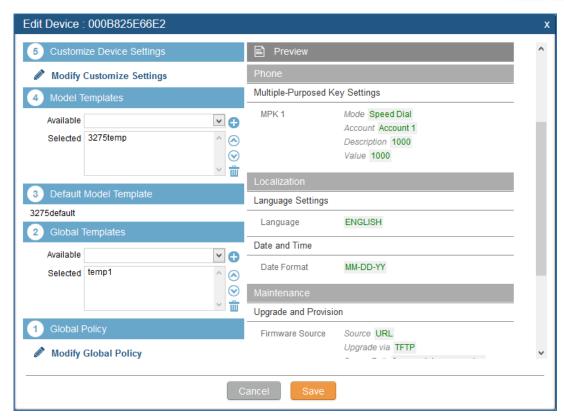


Figure 35: Edit Device

#### (1) Global Policy

This is the lowest level configuration. The global policy configured in web UI->PBX->Zero Config->Global Policy will be applied here. Clicking on "Modify Global Policy" to redirect to page PBX->Zero Config->Global Policy.

#### (2) Global Templates

Select a global template to be used for the device and click on to add. Multiple global templates can be selected and users can arrange the priority by adjusting orders via and .

All the selected global templates will take effect. If the same option exists on multiple selected global templates, the value in the template with higher priority will override the one in the template with lower priority. Click on to remove the global template from the selected list.

## (3) Default Model Template

Default Model Template will be applied to the devices of this model. Default model template can be configured in model template under web UI->PBX->Zero Config->Model Templates page. Please see default model template option in *[Table 30: Create New Model Template]*.



#### (4) Model Templates

Select a model template to be used for the device and click on to add. Multiple global templates can be selected and users can arrange the priority by adjusting orders via and .

All the selected model templates will take effect. If the same option exists on multiple selected model templates, the value in the template with higher priority will override the one in the template with lower priority. Click on to remove the model template from the selected list.

## (5) Customize Device Settings

This is the highest level configuration for the device. Click on "Modify Customize Device Settings" and following dialog will show.

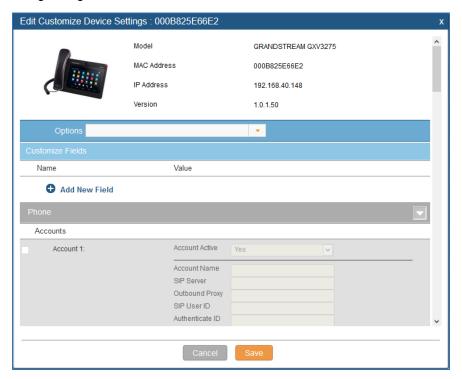


Figure 36: Edit Customize Device Settings

Scroll down in the dialog to view and edit the device-specific options. If the users would like to add more options which are not in the pre-defined list, click on "Add New Field" to add a P value number and the value to the configuration. The following figure shows setting P value "1362" to "en", which means the display language on the LCD is set to English. For P value information of different models, please refer to configuration template here <a href="http://www.grandstream.com/support/tools">http://www.grandstream.com/support/tools</a>.



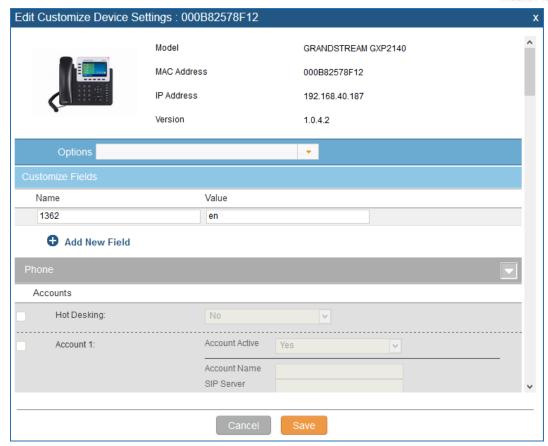


Figure 37: Add P Value in Customize Device Settings

After the above configurations, save the changes and go back to web UI->PBX->Zero Config->Zero Config page. Users could then click on to send NOTIFY to the SIP end point device and trigger the provisioning process. The device will start downloading the generated configuration file from the URL contained in the NOTIFY message.

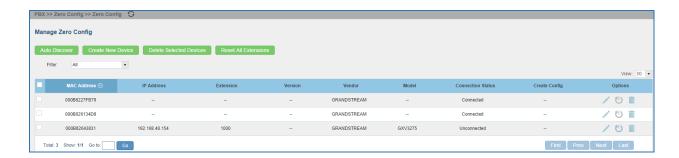


Figure 38: Device List in Zero Config

In this web page, users can also click on "Reset All Extensions" to reset the extensions of all the devices.



#### **SAMPLE APPLICATION**

Assuming in a small business office where there are 8 GXP2140 phones used by customer support and 1 GXV3275 phone used by customer support supervisor. 3 of the 8 customer support members speak Spanish and the rest speak English. We could deploy the following configurations to provisioning the office phones for the customer support team.

- 1. Go to web GUI->PBX->Zero Config->Auto Provision Settings, select "Enable Zero Config".
- 2. Go to web GUI->PBX->Zero Config->Global Policy, configure Date Format, Time Format and Firmware Source as follows.

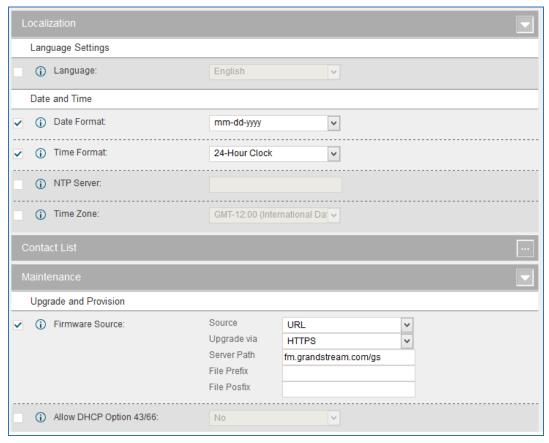


Figure 39: Zero Config Sample - Global Policy

- 3. Go to web GUI->PBX->Zero Config->Model Templates, create a new model template "English Support Template" for GXP2140. Add option "Language" and set it to "English". Then select the option "Default Model Template" to make it the default model template.
- 4. Go to web GUI->PBX->Zero Config->Model Templates, create another model template "Spanish Support Template" for GXP2140. Add option "Language" and set it to "Español".



- After 9 devices are powered up and connected to the LAN network, use "Auto Discover" function or "Create New Device" function to add the devices to the device list on web UI->PBX->Zero Config->Zero Config.
- 6. On web GUI->PBX->Zero Config->Zero Config page, users could identify the devices by their MAC addresses or IP addresses displayed on the list. Click on / to edit the device settings.
- 7. For each of the 5 phones used by English speaking customer support, in "Basic" settings select an available extension for account 1 and click on "Save". Then click on "Advanced" settings tab to bring up the following dialog. Users will see the English support template is applied since this is the default model template. A preview of the device settings will be listed on the right side.

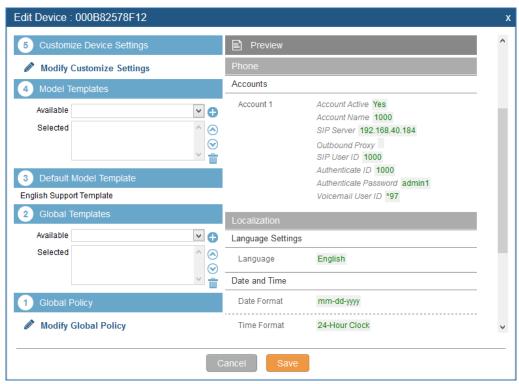


Figure 40: Zero Config Sample - Device Preview 1

8. For the 3 phones used by Spanish support, in "Basic" settings select an available extension for account 1 and click on "Save". Then click on "Advanced" settings tab to bring up the following dialog.



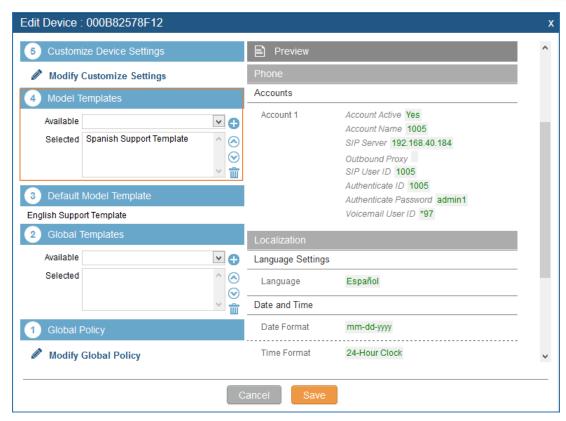


Figure 41: Zero Config Sample - Device Preview 2

Select "Spanish Support Template" in ④ "Model Template". The preview of the device settings is displayed on the right side and we can see the language is set to "Español" since Model Template has the higher priority for the option "Language", which overrides the value configured in default model template.

9. For the GXV3275 used by the customer support supervisor, select an available extension for account 1 on "Basic" settings and click on "Save". Users can see the preview of the device configuration in "Advanced" settings. There is no model template configured for GXV3275.



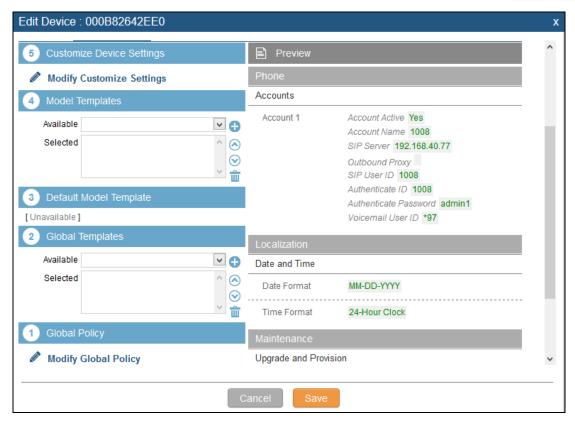


Figure 42: Zero Config Sample - Device Preview 3

- 10. Click on "Apply Changes" to apply saved changes.
- 11. On the web UI->PBX->Zero Config->Zero Config page, click on to send NOTIFY to trigger the device to download config file from UCM6100.

Now all the 9 phones in the network will be provisioned with an unique extension registered on the UCM6100. 3 of the phones will be provisioned to display Spanish on LCD and the other 5 will be provisioned to display English on LCD. The GXV3275 used by the supervisor will be provisioned to use the default language on LCD display since it's not specified in the global policy.



# **EXTENSIONS**

# **CREATE NEW USER**

## **CREATE NEW SIP EXTENSION**

To manually create new SIP user, go to Web GUI->PBX->Basic/Call Routes->Extensions. Click on "Create New User"->"Create New SIP Extension" and a new dialog window will show for users to fill in the extension information. The configuration parameters are as follows.

**Table 31: SIP Extension Configuration Parameters** 

General	
Extension	The extension number associated with the user.
CallerID Number	Configure the CallerID Number that would be applied for outbound calls from this user.  Note:  The ability to manipulate your outbound Caller ID may be limited by your VoIP provider.
Permission	Assign permission level to the user. The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal".  Note:  Users need to have the same level as or higher level than an outbound rule's privilege in order to make outbound calls using this rule.
SIP/IAX Password	Configure the password for the user. A random secure password will be automatically generated. It is recommended to use this password for security purpose.
Enable Voicemail	Enable voicemail for the user. The default setting is "Yes".
Voicemail Password	Configure voicemail password (digits only) for the user to access the voicemail box. A random numeric password is automatically generated. It is recommended to use the random generated password for security purpose.
Call Forward Unconditional	Configure the Call Forward Unconditional target number. If not configured, the Call Forward Unconditional feature is deactivated. The default setting is deactivated.
CFU Time Condition	Select time condition for Call Forward Unconditional. CFU takes effect only during the selected time condition. The available time condition are



	"Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of
	Office Time or Holiday" and "Specific".  Note:
	<ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension</li> </ul>
	configuration dialog. Scroll down the add Time Condition for specific time.
	<ul> <li>Office Time and Holiday could be configured on page Settings- &gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul>
Call Forward No Answer	Configure the Call Forward No Answer target number. If not configured, the Call Forward No Answer feature is deactivated. The default setting is deactivated.
	Select time condition for Call Forward No Answer. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".  Note:
CFN Time Condition	<ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension</li> </ul>
	configuration dialog. Scroll down the add Time Condition for specific time.
	<ul> <li>Office Time and Holiday could be configured on page Settings- &gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul>
Call Forward Busy	Configure the Call Forward Busy target number. If not configured, the Call Forward Busy feature is deactivated. The default setting is deactivated.
	Select time condition for Call Forward Busy. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".  Note:
CFB Time Condition	<ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> </ul>
	<ul> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific time.</li> </ul>
	<ul> <li>Office Time and Holiday could be configured on page Settings- &gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul>
Ring Timeout	Configure the number of seconds to ring the user before the call is



	forwarded to voicemail (voicemail is enabled) or hang up (voicemail is disabled). If not specified, the default ring timeout is 60 seconds on the UCM6100, which can be configured in the global ring timeout setting under web GUI->Internal Options->IVR Prompt: General Preference. The valid range is between 5 seconds and 600 seconds.  Note:  If the end point also has a ring timeout configured, the actual ring timeout used is the shortest time set by either device.
Auto Record	Enable automatic recording for the calls using this extension. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Skip Voicemail Password Verification	When user dials voicemail code, the password verification IVR is skipped. If enabled, this would allow one-button voicemail access. By default this option is disabled.
Support Hot-Desking Mode	If enabled, SIP Password will accept only alphabet characters and digits; AuthID will be changed to the same as Extension.
Disable This Extension	If selected, this extension will be disabled on the UCM6100.  Note:  The disabled extension still exists on the PBX but can't be used on the end device.
Music On Hold	Select which Music On Hold class to suggest to extension when putting it on hold.
User Settings	
First Name	Configure the first name of the user. The first name can contain characters, letters, digits and
Last Name	Configure the last name of the user. The last name can contain characters, letters, digits and
Email Address	Fill in the Email address for the user. Voicemail will be sent to this Email address.
Language	Select the voice prompt language to be used for this extension. The default setting is "Default" which is the selected voice prompt language under web GUI->PBX->Internal Options->Language. The dropdown list shows all the current available voice prompt languages on the UCM6100. To add more languages in the list, please download voice prompt package by selecting "Check Prompt List" under web GUI->PBX->Internal Options->Language.
SIP Settings	



	devices hidden behind NAT (e.g., broadband router). If there is one-way audio issue, usually it's related to NAT configuration or Firewall's support of SIP and RTP ports. The default setting is enabled.
Can Reinvite	By default, the UCM6100 will route the media steams from SIP endpoints through itself. If enabled, the PBX will attempt to negotiate with the endpoints to route the media stream directly. It is not always possible for the UCM6100 to negotiate endpoint-to-endpoint media routing. The default setting is "No".
DTMF Mode	Select DTMF mode for the user to send DTMF. The default setting is "RFC2833". If "Info" is selected, SIP INFO message will be used. If "Inband" is selected, 64-kbit PCMU and PCMA are required. When "Auto" is selected, RFC2833 will be used if offered, otherwise "Inband" will be used.
Insecure	<ul> <li>Port: Allow peers matching by IP address without matching port number.</li> <li>Very: Allow peers matching by IP address without matching port number. Also, authentication of incoming INVITE messages is not required.</li> <li>No: Normal IP-based peers matching and authentication of incoming INVITE.</li> <li>The default setting is "Port".</li> </ul>
Enable Keep-alive	If enabled, empty SDP packet will be sent to the SIP server periodically to keep the NAT port open. The default setting is "Yes".
Keep-alive Frequency	Configure the Keep-alive interval (in seconds) to check if the host is up. The default setting is 60 seconds.
Auth ID	Configure the authentication ID for the user. If not configured, the extension number will be used for authentication.
TEL URI	If the end device/phone has an assigned PSTN telephone number, this field should be set to "User=Phone". Then a "User=Phone" parameter will be attached to the Request-Line and TO header in the SIP request to indicate the E.164 number. If set to "Enable", "Tel:" will be used instead of "SIP:" in the SIP request. The default setting is disabled.
Other Settings	
SRTP	Enable SRTP for the call. The default setting is disabled.
Fax Detection	Enable to detect Fax signal from the user/trunk during the call and send the received Fax to the Email address configured for this extension. If no Email address can be found for the user, send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.



Skip Trunk Auth	Note: If enabled, Fax Pass-through cannot be used.  If enabled, users will not need enter the "PIN Set" required by the
Dial Trunk Password	outbound rule to make outbound calls. The default setting is "No".  Configure personal password when making outbound calls via trunk.
Strategy	<ul> <li>This option controls how the extension can be used on devices within different types of network.</li> <li>Allow All  Device in any network can register this extension.</li> <li>Local Subnet Only  Only the user in specific subnet can register this extension. Up to three subnet addresses can be specified.</li> <li>A Specific IP Address  Only the device on the specific IP address can register this extension.</li> <li>The default setting is "Allow All".</li> </ul>
Codec Preference	Select audio and video codec for the extension. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G,726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263 and H.263p.
Specific Time	
Time Condition	Click on add Time Condition to configure specific time for this extension.

## **CREATE NEW IAX EXTENSION**

To manually create new IAX user, go to Web GUI->PBX->Basic/Call Routes->Extensions. Click on "Create New User"->"Create New IAX Extension" and a new dialog window will show for users to fill in the extension information. The configuration parameters are as follows.

**Table 32: IAX Extension Configuration Parameters** 

General	
Extension	The extension number associated with the user.
	Configure the CallerID Number that would be applied for outbound calls from this user.
CallerID Number	<b>Note:</b> The ability to manipulate your outbound Caller ID may be limited by your VoIP provider.
Permission	Assign permission level to the user. The available permissions are



	"Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal".  Note:  Users need to have the same level as or higher level than an outbound rule's privilege in order to make outbound calls using this rule.
SIP/IAX Password	Configure the password for the user. A random secure password will be automatically generated. It is recommended to use this password for security purpose.
Enable Voicemail	Enable voicemail for the user. The default setting is "Yes".
Voicemail Password	Configure voicemail password (digits only) for the user to access the voicemail box. A random numeric password is automatically generated. It is recommended to use the random generated password for security purpose.
Call Forward Unconditional	Configure the Call Forward Unconditional target number. If not configured, the Call Forward Unconditional feature is deactivated. The default setting is deactivated.
CFU Time Condition	<ul> <li>Select time condition for Call Forward Unconditional. CFU takes effect only during the selected time condition. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note: <ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific time.</li> <li>Office Time and Holiday could be configured on page Settings-&gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul> </li> </ul>
Call Forward No Answer	Configure the Call Forward No Answer target number. If not configured, the Call Forward No Answer feature is deactivated. The default setting is deactivated.
CFN Time Condition	<ul> <li>Select time condition for Call Forward No Answer. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note:</li> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific</li> </ul>



	<ul> <li>Office Time and Holiday could be configured on page Settings-&gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul>
Call Forward Busy	Configure the Call Forward Busy target number. If not configured, the Call Forward Busy feature is deactivated. The default setting is deactivated.
CFB Time Condition	<ul> <li>Select time condition for Call Forward Busy. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note: <ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific time.</li> <li>Office Time and Holiday could be configured on page Settings-</li> </ul> </li> </ul>
Ring Timeout	>Time Settings->Office Time/Holiday page.  Configure the number of seconds to ring the user before the call is forwarded to voicemail (voicemail is enabled) or hang up (voicemail is disabled). If not specified, the default ring timeout is 60 seconds on the UCM6100, which can be configured in the global ring timeout setting under web GUI->Internal Options->IVR Prompt: General Preference. The valid range is between 5 seconds and 600 seconds.  Note:  If the end point also has a ring timeout configured, the actual ring timeout used is the shortest time set by either device.
Auto Record	Enable automatic recording for the calls using this extension. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Skip Voicemail Password Verification	When user dials voicemail code, the password verification IVR is skipped. If enabled, this would allow one-button voicemail access. By default this option is disabled.
Disable This Extension	If selected, this IAX extension will be disabled on the UCM6100.  Note:  The disabled extension still exists on the PBX but can't be used on the end device.
Music On Hold User Settings	Select which Music On Hold class to suggest to extension when putting it on hold.



First Name	Configure the first name of the user. The first name can contain characters, letters, digits and
Last Name	Configure the last name of the user. The last name can contain characters, letters, digits and
Email Address	Fill in the Email address for the user. Voicemail will be sent to this Email address.
Language	Select the voice prompt language to be used for this extension. The default setting is "Default" which is the selected voice prompt language under web GUI->PBX->Internal Options->Language. The dropdown list shows all the current available voice prompt languages on the UCM6100. To add more languages in the list, please download voice prompt package by selecting "Check Prompt List" under web GUI->PBX->Internal Options->Language.
IAX Settings	
Max Number of Calls	Configure the maximum number of calls allowed for each remote IP address.
Require Call Token	Configure to enable/disable requiring call token. If set to "Auto", it might lock out users who depend on backward compatibility when peer authentication credentials are shared between physical endpoints. The default setting is "Yes".
Other Settings	
SRTP	Enable SRTP for the call. The default setting is disabled.
Fax Detection	Enable to detect Fax signal from the user/trunk during the call and send the received Fax to the Email address configured for this extension. If no Email address can be found for the user, send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note:  If enabled, Fax Pass-through cannot be used.
Skip Trunk Auth	If enabled, users will not need enter the "PIN Set" required by the outbound rule to make outbound calls. The default setting is "No".
Dial Trunk Password	Configure personal password when making outbound calls via trunk.
Strategy	<ul> <li>This option controls how the extension can be used on devices within different types of network.</li> <li>Allow All Device in any network can register this extension.</li> <li>Local Subnet Only Only the user in specific subnet can register this extension. Up to</li> </ul>



	three subnet addresses can be specified.  • A Specific IP Address  Only the device on the specific IP address can register this extension.  The default setting is "Allow All".
Codec Preference	Select audio and video codec for the extension. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G,726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263 and H.263p.
Specific Time	
Time Condition	Click on add Time Condition to configure specific time for this extension.

#### **CREATE NEW FXS EXTENSION**

To manually create new FXS user, go to Web GUI->PBX->Basic/Call Routes->Extensions. Click on "Create New User"->"Create New FXS Extension" and a new dialog window will show for users to fill in the extension information. The configuration parameters are as follows.

**Table 33: FXS Extension Configuration Parameters** 

General	
Extension	The extension number associated with the user.
Analog Station	Select the FXS port to be assigned for this extension.
	Configure the CallerID Number that would be applied for outbound calls from this user.
CallerID Number	Note:
	The ability to manipulate your outbound Caller ID may be limited by your VoIP provider.
Permission	Assign permission level to the user. The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal".  Note:  Users need to have the same level as or higher level than an outbound rule's privilege in order to make outbound calls using this rule.
Enable Voicemail	Enable voicemail for the user. The default setting is "Yes".
Voicemail Password	Configure voicemail password (digits only) for the user to access the voicemail box. A random numeric password is automatically generated. It is recommended to use the random generated password for security purpose.



Call Forward Unconditional	Configure the Call Forward Unconditional target number. If not configured, the Call Forward Unconditional feature is deactivated. The default setting is deactivated.
CFU Time Condition	<ul> <li>Select time condition for Call Forward Unconditional. CFU takes effect only during the selected time condition. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note: <ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific time.</li> <li>Office Time and Holiday could be configured on page Settings-&gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul> </li> </ul>
Call Forward No Answer	Configure the Call Forward No Answer target number. If not configured, the Call Forward No Answer feature is deactivated. The default setting is deactivated.
CFN Time Condition	<ul> <li>Select time condition for Call Forward No Answer. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note: <ul> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension configuration dialog. Scroll down the add Time Condition for specific time.</li> <li>Office Time and Holiday could be configured on page Settings-&gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul> </li> </ul>
Call Forward Busy	Configure the Call Forward Busy target number. If not configured, the Call Forward Busy feature is deactivated. The default setting is deactivated.
CFB Time Condition	<ul> <li>Select time condition for Call Forward Busy. The available time condition are "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" and "Specific".</li> <li>Note:</li> <li>"Specific" has higher priority to "Office Times" if there is a conflict in terms of time period.</li> <li>Specific time can be configured on the bottom of the extension</li> </ul>



	<ul> <li>configuration dialog. Scroll down the add Time Condition for specific time.</li> <li>Office Time and Holiday could be configured on page Settings-&gt;Time Settings-&gt;Office Time/Holiday page.</li> </ul>
Ring Timeout	Configure the number of seconds to ring the user before the call is forwarded to voicemail (voicemail is enabled) or hang up (voicemail is disabled). If not specified, the default ring timeout is 60 seconds on the UCM6100, which can be configured in the global ring timeout setting under web GUI->Internal Options->IVR Prompt: General Preference. The valid range is between 5 seconds and 600 seconds.  Note:  If the end point also has a ring timeout configured, the actual ring timeout used is the shortest time set by either device.
Auto Record	Enable automatic recording for the calls using this extension. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Skip Voicemail Password Verification	When user dials voicemail code, the password verification IVR is skipped. If enabled, this would allow one-button voicemail access. By default this option is disabled.
Disable This Extension	If selected, this FXS extension will be disabled on the UCM6100.  Note:  The disabled extension still exists on the PBX but can't be used on the end device.
Music On Hold	Select which Music On Hold class to suggest to extension when putting it on hold.
User Settings	
First Name	Configure the first name of the user. The first name can contain characters, letters, digits and
Last Name	Configure the last name of the user. The last name can contain characters, letters, digits and $\_$ .
Email Address	Fill in the Email address for the user. Voicemail will be sent to this Email address.
Language	Select the voice prompt language to be used for this extension. The default setting is "Default" which is the selected voice prompt language under web GUI->PBX->Internal Options->Language. The dropdown list shows all the current available voice prompt languages on the UCM6100. To add more languages in the list, please download voice prompt package by selecting "Check Prompt List" under web GUI->PBX->Internal Options->Language.



Analog Settings	
Call Waiting	Configure to enable/disable call waiting feature. The default setting is "No".
User # as SEND	If configured, the # key can be used as SNED key after dialing the number on the analog phone. The default setting is "Yes".
RX Gain	Configure the RX gain for the receiving channel of analog FXS port. The valid range is -30dB to +6dB. The default setting is 0.
TX Gain	Configure the TX gain for the transmitting channel of analog FXS port. The valid range is -30dB to +6dB. The default setting is 0.
MIN RX Flash	Configure the minimum period of time (in milliseconds) that the hook-flash must remain unpressed for the PBX to consider the event as a valid flash event. The valid range is 30ms to 1000ms. The default setting is 200ms.
MAX RX Flash	Configure the maximum period of time (in milliseconds) that the hook-flash must remain unpressed for the PBX to consider the event as a valid flash event. The minimum period of time is 256ms and it can't be modified. The default setting is 1250ms.
Enable Polarity Reversal	If enabled, a polarity reversal will be marked as received when an outgoing call is answered by the remote party. For some countries, a polarity reversal is used for signaling the disconnection of a phone line and the call will be considered as hangup on a polarity reversal. The default setting is "Yes".
Echo Cancellation	Specify "ON", "OFF" or a value (the power of 2) from 32 to 1024 as the number of taps of cancellation.  Note:  When configuring the number of taps, the number 256 is not translated into 256ms of echo cancellation. Instead, 256 taps means 256/8 = 32 ms.  The default setting is "ON", which is 128 taps.
3-Way Calling	Configure to enable/disable 3-way calling feature on the user. The default setting is enabled.
Send CallerID After	Configure the number of rings before sending CID. The default setting is 1.
Other Settings	
Fax Detection	Enable to detect Fax signal from the user/trunk during the call and send the received Fax to the Email address configured for this extension. If no Email address can be found for the user, send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.



	Note:  If enabled, Fax Pass-through cannot be used.
Skip Trunk Auth	If enabled, users will not need enter the "PIN Set" required by the outbound rule to make outbound calls. The default setting is "No".
Dial Trunk Password	Configure personal password when making outbound calls via trunk.
Specific Time	
Time Condition	Click on add Time Condition to configure specific time for this extension.

# **BATCH ADD EXTENSIONS**

## **BATCH ADD SIP EXTENSIONS**

Under Web GUI->PBX->Basic/Call Routes->Extensions, click on "Batch Add Extensions"->"Batch Add SIP Extensions".

Table 34: Batch Add SIP Extension Parameters

General	
Start Extension	Configure the starting extension number of the batch of extensions to be added.
Create Number	Specify the number of extensions to be added. The default setting is 5.
Permission	Assign permission level to the user. The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal".  Note:  Users need to have the same level as or higher level than an outbound rule's privilege in order to make outbound calls from this rule.
Enable Voicemail	Enable Voicemail for the user. The default setting is "Yes".
SIP/IAX Password	Configure the SIP/IAX password for the users. Three options are available to create password for the batch of extensions.  • User Random Password.  A random secure password will be automatically generated. It is recommended to use this password for security purpose.  • Use Extension as Password.  • Enter a password to be used on all the extensions in the batch.
Voicemail Password	<ul> <li>Configure Voicemail password (digits only) for the users.</li> <li>User Random Password.</li> <li>A random password in digits will be automatically generated. It is recommended to use this password for security purpose.</li> <li>Use Extension as Password.</li> </ul>



	Enter a password to be used on all the extensions in the batch.
Ring Timeout	Configure the number of seconds to ring the user before the call is forwarded to voicemail (voicemail is enabled) or hang up (voicemail is disabled). If not specified, the default ring timeout is 60 seconds on the UCM6100, which can be configured in the global ring timeout setting under web GUI->Internal Options->IVR Prompt: General Preference. The valid range is between 5 seconds and 600 seconds.  Note:  If the end point also has a ring timeout configured, the actual ring timeout used is the shortest time set by either device.
Auto Record	Enable automatic recording for the calls using this extension. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Skip Voicemail Password Verification	When user dials voicemail code, the password verification IVR is skipped. If enabled, this would allow one-button voicemail access. By default this option is disabled.
SIP Settings	
NAT	Use NAT when the PBX is on a public IP communicating with devices hidden behind NAT (e.g., broadband router). If there is one-way audio issue, usually it's related to NAT configuration or Firewall's support of SIP and RTP ports. The default setting is enabled.
Can Reinvite	By default, the PBX will route the media steams from SIP endpoints through itself. If enabled, the PBX will attempt to negotiate with the endpoints to route the media stream directly. It is not always possible for the PBX to negotiate endpoint-to-endpoint media routing. The default setting is "No".
DTMF Mode	Select DTMF mode for the user to send DTMF. The default setting is "RFC2833". If "Info" is selected, SIP INFO message will be used. If "Inband" is selected, 64-kbit codec PCMU and PCMA are required. When "Auto" is selected, RFC2833 will be used if offered, otherwise "Inband" will be used.
Insecure	<ul> <li>Port: Allow peers matching by IP address without matching port number.</li> <li>Very: Allow peers matching by IP address without matching port number. Also, authentication of incoming INVITE messages is not required.</li> <li>No: Normal IP-based peers matching and authentication of incoming INVITE.</li> <li>The default setting is "Port".</li> </ul>



Enable Keep-alive	If enabled, empty SDP packet will be sent to the SIP server periodically to keep the NAT port open. The default setting is "Yes".
Keep-alive Frequency	Configure the number of seconds for the host to be up for Keep-alive. The default setting is 60 seconds.
TEL URI	If the end device/phone has an assigned PSTN telephone number, this field should be set to "User=Phone". Then a "User=Phone" parameter will be attached to the Request-Line and TO header in the SIP request to indicate the E.164 number. If set to "Enable", "Tel:" will be used instead of "SIP:" in the SIP request. The default setting is disabled.
Other Settings	
SRTP	Enable SRTP for the call. The default setting is "No".
Fax Detection	Enable to detect Fax signal from the user/trunk during the call and send the received Fax to the Email address configured for this extension. If no Email address can be found for the user, send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note:  If enabled, Fax Pass-through cannot be used.
Strategy	<ul> <li>This option controls how the extension can be used on devices within different types of network.</li> <li>Allow All Device in any network can register this extension.</li> <li>Local Subnet Only Only the user in specific subnet can register this extension. Up to three subnet addresses can be specified.</li> <li>A Specific IP Address.</li> <li>Only the device on the specific IP address can register this extension.</li> <li>The default setting is "Allow All".</li> </ul>
Skip Trunk Auth	If enabled, users will not need enter the "PIN Set" required by the outbound rule to make outbound calls. The default setting is "No".
Codec Preference	Select audio and video codec for the extension. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.722, G.729, G.723, ILBC,



## **BATCH ADD IAX EXTENSIONS**

Under Web GUI->PBX->Basic/Call Routes->Extensions, click on "Batch Add Extensions"->"Batch Add IAX Extensions".

**Table 35: Batch Add IAX Extension Parameters** 

	Table 33. Batch Add IAX Extension Farameters
General	
Start Extension	Configure the starting extension number of the batch of extensions to be added.
Create Number	Specify the number of extensions to be added. The default setting is 5.
Permission	Assign permission level to the user. The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal".  Note:  Users need to have the same level as or higher level than an outbound rule's privilege in order to make outbound calls from this rule.
Enable Voicemail	Enable Voicemail for the user. The default setting is "Yes".
SIP/IAX Password	Configure the SIP/IAX password for the users. Three options are available to create password for the batch of extensions.  • User Random Password.  A random secure password will be automatically generated. It is recommended to use this password for security purpose.  • Use Extension as Password.  • Enter a password to be used on all the extensions in the batch.
Voicemail Password	<ul> <li>Configure Voicemail password (digits only) for the users.</li> <li>User Random Password. A random password in digits will be automatically generated. It is recommended to use this password for security purpose.</li> <li>Use Extension as Password.</li> <li>Enter a password to be used on all the extensions in the batch.</li> </ul>
Ring Timeout	Configure the number of seconds to ring the user before the call is forwarded to voicemail (voicemail is enabled) or hang up (voicemail is disabled). If not specified, the default ring timeout is 60 seconds on the UCM6100, which can be configured in the global ring timeout setting under web GUI->Internal Options->IVR Prompt: General Preference. The valid range is between 5 seconds and 600 seconds.  Note:  If the end point also has a ring timeout configured, the actual ring timeout used is the shortest time set by either device.
Auto Record	Enable automatic recording for the calls using this extension. The default



	setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.	
Skip Voicemail Password Verification	When user dials voicemail code, the password verification IVR is skipped. If enabled, this would allow one-button voicemail access. By default this option is disabled.	
IAX Settings		
Max Number of Calls	Configure the maximum number of calls allowed for each remote IP address.	
Require Call Token	Configure to enable/disable requiring call token. If set to "Auto", it might lock out users who depend on backward compatibility when peer authentication credentials are shared between physical endpoints. The default setting is "Yes".	
Other Settings		
SRTP	Enable SRTP for the call. The default setting is "No".	
Fax Detection	Enable to detect Fax signal from the user/trunk during the call and send the received Fax to the Email address configured for this extension. If no Email address can be found for the user, send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note:  If enabled, Fax Pass-through cannot be used.	
Strategy	<ul> <li>This option controls how the extension can be used on devices within different types of network.</li> <li>Allow All Device in any network can register this extension.</li> <li>Local Subnet Only Only the user in specific subnet can register this extension. Up to three subnet addresses can be specified.</li> <li>A Specific IP Address. Only the device on the specific IP address can register this extension.</li> <li>The default setting is "Allow All".</li> </ul>	
Skip Trunk Auth	If enabled, users will not need enter the "PIN Set" required by the outbound rule to make outbound calls. The default setting is "No".	
Codec Preference	Select audio and video codec for the extension. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.722, G.729, G.723, ILBC, ADPCM, LPC10, H.264, H.263 and H.263p.	



#### **EDIT EXTENSION**

All the UCM6100 extensions are listed under Web GUI->PBX->Basic/Call Routes->Extensions, with status, Extension, CallerID Name, Technology (SIP, IAX and FXS), IP and Port. Each extension has a checkbox for users to "Modify Selected Extensions" or "Delete Selected Extensions". Also, options "Edit"

✓, "Reboot" <sup>™</sup> and "Delete" <sup>™</sup> are available per extension.

### Status

Users can see the following icon for each extension to indicate the SIP status.

Green: Free
Blue: Ringing
Yellow: In Use

Grey: Unavailable (the extension is not registered or disabled on the PBX)

# • Edit single extension

Click on to start editing the extension parameters.

### · Reboot the user

Click on to send NOTIFY reboot event to the device which has an UCM6100 extension already registered. To successfully reboot the user, "Zero Config" needs to be enabled on the UCM6100 web GUI->PBX->Zero Config->Auto Provisioning Settings.

## • Delete single extension

Click on to delete the extension. Or select the checkbox of the extension and then click on "Delete Selected Extensions".

## Modify selected extensions

Select the checkbox for the extension(s). Then click on "Modify Selected Extensions" to edit the extensions in a batch.

## • Delete selected extensions

Select the checkbox for the extension(s). Then click on "Delete Selected Extensions" to delete the extension(s).



#### **EXPORT EXTENSIONS**

The extensions configured on the UCM6100 can be exported to csv format file with selected technology "SIP", "IAX" or "FXS". Click on "Export Extensions" button and select technology in the prompt below.



Figure 43: Export Extensions

The exported csv file can be serve as a template for users to fill in desired extension information to be imported to the UCM6100.

#### **IMPORT EXTENSIONS**

The capability to import extensions to the UCM6100 provides users flexibility to batch add extensions with similar or different configuration quickly into the PBX system.

- 1. Export extension csv file from the UCM6100 by clicking on "Export Extensions" button.
- 2. Fill up the extension information you would like in the exported csv template.
- 3. Click on "Import Extensions" button. The following dialog will be prompted.

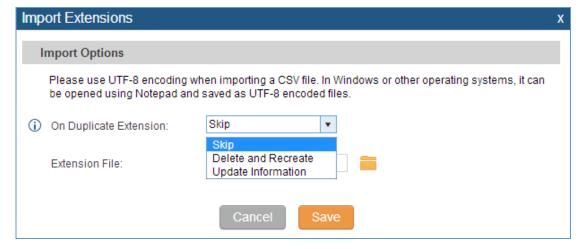


Figure 44: Import Extensions



- 4. Select the option in "On Duplicate Extension" to define how the duplicate extension(s) in the imported csv file should be treated by the PBX.
  - Skip: Duplicate extensions in the csv file will be skipped. The PBX will keep the current extension information as previously configured without change.
  - Delete and Recreate: The current extension previously configured will be deleted and the duplicate extension in the csv file will be loaded to the PBX.
  - Update Information: The current extension previously configured in the PBX will be kept.
     However, if the duplicate extension in the csv file has different configuration for any options, it will override the configuration for those options in the extension.
- 5. Click on to select csv file from local directory in the PC.
- 6. Click on "Save" to import the csv file.
- 7. Click on "Apply Changes" to apply the imported file on the UCM6100.



# **TRUNKS**

# **ANALOG TRUNKS**

Go to Web GUI->PBX->Basic/Call Routes->Analog Trunks to add and edit analog trunks.

- Click on "Create New Analog Trunk" to add a new analog trunk.
- Click on 

  to edit the analog trunk.
- Click on to delete the analog trunk.

# ANALOG TRUNK CONFIGURATION

The analog trunk options are listed in the table below.

**Table 36: Analog Trunk Configuration Parameters** 

Channels	<ul> <li>Select the channel for the analog trunk.</li> <li>UCM6102: 2 channels</li> <li>UCM6104: 4 channels</li> <li>UCM6108: 8 channels</li> <li>UCM6116: 16 channels</li> </ul>
Trunk Name	Specify a unique label to identify the trunk when listed in outbound rules, incoming rules and etc.
SLA Mode	Enable this option to satisfy two primary use cases, which include emulating a simple key system and creating shared extensions on a PBX. Enable SLA Mode will disable polarity reversal.
Barge Allowed	The barge option specifies whether or not other stations are allowed to join a call in progress on this trunk. If enabled, the other stations can press the line button to join the call. The default setting is Yes.
Hold Access	The hold option specifies hold permissions for this trunk. If set to "Open", any station can place this trunk on hold and any other station is allowed to retrieve the call. If set to "Private", only the station that places the call on hold can retrieve the call. The default setting is Yes.
<b>Advanced Options</b>	
Enable Polarity Reversal	If enabled, a polarity reversal will be marked as received when an outgoing call is answered by the remote party. For some countries, a



	polarity reversal is used for signaling the disconnection of a phone line
	and the call will be considered as "hangup" on a polarity reversal. The default setting is "No".
Polarity on Answer Delay	When FXO port answers the call, FXS may send a Polarity Reversal. If this interval is shorter than the value of "Polarity on Answer Delay", the Polarity Reversal will be ignored. Otherwise, the FXO will onhook to disconnect the call. The default setting is 600ms.
Current Disconnect Threshold (ms)	This is the periodic time (in ms) that the UCM6100 will use to check on a voltage drop in the line. The default setting is 200. The valid range is 50 to 3000.
Ring Timeout	Configure the ring timeout (in ms). Trunk (FXO) devices must have a timeout to determine if there was a hangup before the line is answered. This value can be used to configure how long it takes before the UCM6100 considers a non-ringing line with hangup activity. The default setting is 8000.
RX Gain	Configure the RX gain for the receiving channel of analog FXO port. The valid range is from -13.5 (dB) to + 12.0 (dB). The default setting is 0.
TX Gain	Configure the TX gain for the transmitting channel of analog FXO port. The valid range is from -13.5 (dB) to + 12.0 (dB). The default setting is 0.
Use CallerID	Configure to enable CallerID detection. The default setting is "Yes".
Fax Detection	Enable to detect Fax signal from the trunk during the call and send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note: If enabled, Fax Pass-through cannot be used.
Caller ID Scheme	Select the Caller ID scheme for this trunk. The default setting is "Bellcore/Telcordia".
FXO Dial Delay(ms)	Configure the time interval between off-hook and first dialed digit for outbound calls.
Auto Record	Enable automatic recording for the calls using this trunk. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Disable This Trunk	If selected, the trunk will be disabled.
Maximum Number of Call Lines	Configure the maximum number of current calls over the trunk at the same time. The default setting is 0, which mean no limit.
Tone Settings	
Busy Detection	Busy Detection is used to detect far end hangup or for detecting busy signal. The default setting is "Yes".



Busy Tone Count	If "Busy Detection" is enabled, users can specify the number of busy tones to be played before hanging up. The default setting is 2. Better results might be achieved if set to 4, 6 or even 8. Please note that the higher the number is, the more time is needed to hangup the channel. However, this might lower the probability to get random hangup.
Congestion Detection	Congestion detection is used to detect far end congestion signal. The default setting is "Yes".
Congestion Count	If "Congestion Detection" is enabled, users can specify the number of congestion tones to wait for. The default setting is 2.
Tone Country	Select the country for tone settings. If "Custom" is selected, users could manually configure the values for Busy Tone and Congestion Tone. The default setting is "United States of America (USA)".
Busy Tone	Syntax:  f1=val[@level][,f2=val[@level]],c=on1/off1[-on2/off2[-on3/off3]]; Frequencies are in Hz and cadence on and off are in ms. Frequencies Range: [0, 4000) Busy Level Range: (-300, 0) Cadence Range: [0, 16383]. Select Tone Country "Custom" to manually configure Busy Tone value.  Default value: f1=480@-50,f2=620@-50,c=500/500
Congestion Tone	Syntax:  f1=val[@level][,f2=val[@level]],c=on1/off1[-on2/off2[-on3/off3]]; Frequencies are in Hz and cadence on and off are in ms. Frequencies Range: [0, 4000) Busy Level Range: (-300, 0) Cadence Range: [0, 16383]. Select Tone Country "Custom" to manually configure Busy Tone value.  Default value: f1=480@-50,f2=620@-50,c=250/250
PSTN Detection	Click on "Detect" to detect the busy tone, Polarity Reversal and Current Disconnect by PSTN. Before the detecting, please make sure there are more than one channel configured and working properly. If the detection has busy tone, the "Tone Country" option will be set as "Custom".

# **PSTN DETECTION**

The UCM6100 provides PSTN detection function to help users detect the busy tone, Polarity Reversal and Current Disconnect by making a call from the PSTN line to another destination. The detecting call will



be answered and up for about 1 minute. Once done, the detecting result will show and can be used for the UCM6100 settings.

- 1. Go to UCM6100 web GUI->PBX->Basic/Call Routes->Analog Trunks page.
- 2. Click to edit the analog trunk created for the FXO port.
- 3. In the dialog window to edit the analog trunk, go to "Tone Settings" section and there are two methods to set the busy tone.
  - Tone Country. The default setting is "United States of America (USA)".
  - PSTN Detection.

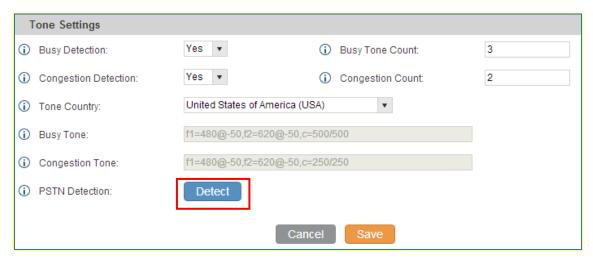


Figure 45: UCM6100 FXO Tone Settings

4. Click on "Detect" to start PSTN detection.

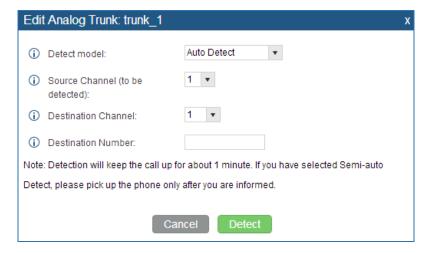


Figure 46: UCM6100 PSTN Detection

• If there are two FXO ports connected to PSTN lines, use the following settings for auto-detection.



**Detect Model**: Auto Detect.

**Source Channel**: The source channel to be detected.

Destination Channel: The channel to help detecting. For example, the second FXO port.

Destination Number: The number to be dialed for detecting. This number must be the actual

PSTN number for the FXO port used as the destination channel.

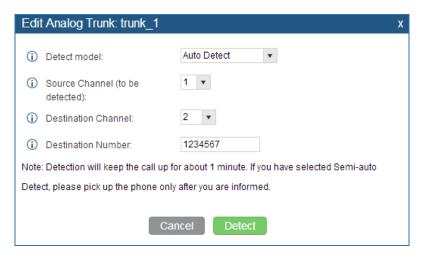


Figure 47: UCM6100 PSTN Detection: Auto Detect

 If there is only one FXO port connected to PSTN line, use the following settings for autodetection.



Figure 48: UCM6100 PSTN Detection: Semi-Auto Detect

Detect Model: Semi-auto Detect.

Source Channel: The source channel to be detected.

**Destination Number**: The number to be dialed for detecting. This number could be a cell phone number or other PSTN number that can be reached from the source channel PSTN number.



- 5. Click "Detect" to start detecting. The source channel will initiate a call to the destination number. For "Auto Detect", the call will be automatically answered. For "Semi-auto Detect", the UCM6100 web GUI will display prompt to notify the user to answer or hang up the call to finish the detecting process.
- 6. Once done, the detected result will show. Users could save the detecting result as the current UCM6100 settings.

**Table 37: PSTN Detection for Analog Trunk** 

Detect Model	<ul> <li>Select "Auto Detect" or "Semi-auto Detect" for PSTN detection.</li> <li>Auto Detect         Please make sure two or more channels are connected to the UCM6100 and in idle status before starting the detection. During the detection, one channel will be used as caller (Source Channel) and another channel will be used as callee (Destination Channel). The UCM6100 will control the call to be established and hang up between caller and callee to finish the detection.</li> <li>Semi-auto Detect         Semi-auto Detect         Semi-auto detection requires answering or hanging up the call manually. Please make sure one channel is connected to the UCM6100 and in idle status before starting the detection. During the detection, source channel will be used as caller and send the call to the configured Destination Number. Users will then need follow the prompts in web GUI to help finish the detection.</li> </ul>
Source Channel	Select the channel to be detected.
Destination Channel	Select the channel to help detect when "Auto Detect" is used.
Destination Number	Configure the number to be called to help the detection.

# ⚠ Note:

- The PSTN detection process will keep the call up for about 1 minute.
- If "Semi-auto Detect' is used, please pick up the call only after informed from the web GUI prompt.
- Once the detection is successful, the detected parameters "Busy Tone", "Polarity Reversal" and "Current Disconnect by PSTN" will be filled into the corresponding fields in the analog trunk configuration.



### **VOIP TRUNKS**

VoIP trunks can be configured in UCM6100 under Web GUI->PBX->Basic/Call Routes->VoIP Trunks. Once created, the VoIP trunks will be listed with Provider Name, Type, Hostname/IP, Username and Options to edit/detect the trunk.

- Click on "Create New SIP Trunk" or "Create New IAX Trunk" to add a new VoIP trunk.
- Click on to configure detailed parameters for the VoIP trunk.
- Click on to configure Direct Outward Dialing (DOD) for the SIP Trunk.
- Click on to start LDAP Sync.
- Click on to delete the VoIP trunk.

The VoIP trunk options are listed in the table below.

**Table 38: SIP Trunk Configuration Parameters** 

Create New SIP Trunk	
Туре	Select the VoIP trunk type.  Peer SIP Trunk  Register SIP Trunk
Provider Name	Configure a unique label to identify this trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider's server of the trunk.
Keep Trunk CID	If enabled, the trunk CID will not be overridden by extension's CID when the extension has CID configured. The default setting is "No".
Disable This Trunk	If selected, the trunk will be disabled.
TEL URI	If the trunk has an assigned PSTN telephone number, this field should be set to "User=Phone". Then a "User=Phone" parameter will be attached to the Request-Line and TO header in the SIP request to indicate the E.164 number. If set to "Enable", "Tel:" will be used instead of "SIP:" in the SIP request. The default setting is disabled.
Need Registration	Select whether the trunk needs to register on the external server or not when "Register SIP Trunk" type is selected. The default setting is No.
Username	Enter the username to register to the trunk from the provider when "Register SIP Trunk" type is selected.
Password	Enter the password to register to the trunk from the provider when "Register SIP Trunk" is selected.



Auth ID	Enter the Authentication ID for "Register SIP Trunk" type.
Outbound Proxy	Enter the IP address or URL of the outbound proxy for "Register SIP Trunk" type.
Auto Record	Enable automatic recording for the calls using this trunk (for SIP trunk only). The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
Peer SIP Trunk Configuration	Parameters Parameters
Provider Name	Configure the provider name for the VoIP trunk. This is a unique label to identify the trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider server of the trunk.
Transport	<ul> <li>Configure the SIP transport protocol to be used in this trunk. The default setting is "All - UDP Primary".</li> <li>UDP Only</li> <li>TCP Only</li> <li>TLS Only</li> <li>All - UDP Primary: UDP is the primary transport protocol when all the other SIP transport methods are available too.</li> <li>All - TCP Primary: TCP is the primary transport protocol when all the other SIP transport methods are available too.</li> <li>All - TLS Primary: TLS is the primary transport protocol when all the other SIP transport methods are available too.</li> </ul>
Keep Trunk CID	If enabled, the trunk CID will not be overridden by extension's CID when the extension has CID configured. The default setting is "No".
Disable This Trunk	If selected, the trunk will be disabled.
TEL URI	If the trunk has an assigned PSTN telephone number, this field should be set to "User=Phone". Then a "User=Phone" parameter will be attached to the Request-Line and TO header in the SIP request to indicate the E.164 number. If set to "Enable", "Tel:" will be used instead of "SIP:" in the SIP request. The default setting is disabled.
Caller ID	Configure the Caller ID. This is the number that the trunk will try to use when making outbound calls. For some providers, it might not be possible to set the CallerID with this option and this option will be ignored.  When making outgoing calls, the following rules are used to determine which CallerID will be used if they exist:  The CallerID configured for the extension will be looked up first.  If no CallerID configured for the extension, the CallerID configured for the trunk will be used.



	• If the above two are missing, the "Global Outbound CID" defined in Web GUI->PBX->Internal Options->General will be used.
CallerID Name	Configure the name of the caller to be displayed when the extension has no CallerID Name configured.
Codec Preference	Select audio and video codec for the VoIP trunk. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263, H.263p.
Auto Record	Enable automatic recording for the calls using this trunk. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
DID Mode	Configure where to get the destination ID of an incoming SIP call, from SIP Request-line or To-header. The default is set to "Request-line".
DTMF Mode	<ul> <li>Configure the default DTMF mode when sending DTMF on this trunk.</li> <li>Default: The global setting of DTMF mode will be used. The global setting for DTMF Mode setting is under web UI-&gt;PBX-&gt;SIP Settings-&gt;ToS.</li> <li>RFC2833: Send DTMF using RFC2833.</li> <li>Info: Send DTMF using SIP INFO message.</li> <li>Inband: Send DTMF using inband audio. This requires 64 bit codec, i.e., PCMU and PCMA.</li> <li>Auto: Send DTMF using RFC2833 if offered. Otherwise, inband will be used.</li> </ul>
Enable Qualify	If enabled, the UCM6100 will regularly send SIP OPTIONS to the device to check if the device is still online. The default setting is "No".
Qualify Timeout	When "Enable Qualify" option is set to "Yes", configure the timeout (in ms) for the Qualify SIP message. If no response is received within the timeout, the device is considered offline. The default setting is 1000ms.
Qualify Frequency	When "Enable Qualify" option is set to "Yes", configure the interval (in seconds) of the SIP OPTIONS message sent to the device to check if the device is still online. The default setting is 60 seconds.
Maximum Number of Call Lines	Configure the maximum number of current calls over this trunk at the same time. The default setting is 0, which means no limit.
Fax Detection	Enable to detect Fax signal from the trunk during the call and send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.
	Note:  If enabled, Fax Pass-through cannot be used.



Sync LDAP Enable	If enabled, the local UCM6100 will automatically provide and update the local LDAP contacts to the remote UCM6100 SIP peer trunk. In order to ensure successful synchronization, the remote UCM6100 peer also needs to enable this option on the SIP peer trunk. The default setting is "No".
Sync LDAP Password	This is the password used for LDAP contact file encryption and decryption during the LDAP sync process. The password must be the same on both UCM6100 peers o ensure successful synchronization.
Sync LDAP Port	Configure the TCP port used LDAP sync feature between two peer UCM6100.
LDAP Outbound Rule	Specify an outbound rule for LDAP sync feature. The UCM6100 will automatically modify the remote contacts by adding prefix parsed from this rule.
LDAP Dialed Prefix	Specify the prefix for LDAP sync feature. The UCM6100 will automatically modify the remote contacts by adding this prefix.
Register SIP Trunk Configurat	ion Parameters
Provider Name	Configure the provider name for the VoIP trunk. This is a unique label to identify the trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider server of the trunk.
Transport	<ul> <li>Configure the SIP transport protocol to be used in this trunk. The default setting is "All - UDP Primary".</li> <li>UDP Only</li> <li>TCP Only</li> <li>TLS Only</li> <li>All - UDP Primary: UDP is the primary transport protocol when all the other SIP transport methods are available too.</li> <li>All - TCP Primary: TCP is the primary transport protocol when all the other SIP transport methods are available too.</li> <li>All - TLS Primary: TLS is the primary transport protocol when all the other SIP transport methods are available too.</li> </ul>
Keep Trunk CID	When enabled, it can avoid overridden by extension's CID if the extension has CID configured. The default setting is enabled.
Disable This Trunk	If selected, the trunk will be disabled.
TEL URI	If the trunk has an assigned PSTN telephone number, this field should be set to "User=Phone". Then a "User=Phone" parameter will be attached to the Request-Line and TO header in the SIP request to indicate the E.164 number. If set to "Enable", "Tel:" will be used instead of "SIP:" in the SIP request. The default setting is disabled.



Need Registration	Configure whether to register the trunk to the external server or not. The default setting is Yes.
Username	Enter the username to register to the trunk from the provider.
Password	Enter the password to register to the trunk from the provider.
Auth ID	This is the authentication ID for the UCM6100 to register to the trunk if required by the provider. If not specified, the CallerID name will be sued for authentication.
Codec Preference	Select audio and video codec for the VoIP trunk. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263, H.263p.
From Domain	Configure the actual domain name where the extension comes from. This can be used to override the From Header. For example, "trunk.UCM6100.provider.com" is the From Domain in From Header: sip:1234567@trunk.UCM6100.provider.com.
From User	Configure the actual user name of the extension. This can be used to override the From Header. There are cases where there is a single ID for registration (single trunk) with multiple DIDs.  For example, "1234567" is the From User in From Header: sip:1234567@trunk.UCM6100.provider.com.
Outbound Proxy Support	Select to enable outbound proxy in this trunk. The default setting is "No".
Outbound Proxy	When outbound proxy support is enabled, enter the IP address or URL of the outbound proxy.
Auto Record	Enable automatic recording for the calls using this trunk. The default setting is disabled. The recording files can be accessed under web GUI->CDR->Recording Files.
DID Mode	Configure where to get the destination ID of an incoming SIP call, from SIP Request-line or To-header. The default is set to "Request-line".
DTMF Mode	<ul> <li>Configure the default DTMF mode when sending DTMF on this trunk.</li> <li>Default: The global setting of DTMF mode will be used. The global setting for DTMF Mode setting is under web UI-&gt;PBX-&gt;SIP Settings-&gt;ToS.</li> <li>RFC2833: Send DTMF using RFC2833.</li> <li>Info: Send DTMF using SIP INFO message.</li> <li>Inband: Send DTMF using inband audio. This requires 64 bit codec, i.e., PCMU and PCMA.</li> <li>Auto: Send DTMF using RFC2833 if offered. Otherwise, inband will be used.</li> </ul>
Enable Qualify	If enabled, the UCM6100 will regularly send SIP OPTIONS to the device



	to check if the device is still online. The default setting is "No".
Qualify Timeout	When "Enable Qualify" option is set to "Yes", configure the timeout (in ms) for the Qualify SIP message. If no response is received within the timeout, the device is considered offline. The default setting is 1000ms.
Qualify Frequency	When "Enable Qualify" option is set to "Yes", configure the interval (in seconds) of the SIP OPTIONS message sent to the device to check if the device is still online. The default setting is 60 seconds.
Maximum Number of Call Lines	The maximum number of concurrent calls using the trunk. The default settings 0, which means no limite.
Fax Detection	Enable to detect Fax signal from the trunk during the call and send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note: If enabled, Fax Pass-through cannot be used.
SRTP	Enable SRTP for the VoIP trunk. The default setting is "No".

**Table 39: IAX Trunk Configuration Parameters** 

Create New IAX Trunk	
Туре	Select the VoIP trunk type.  • Peer IAX Trunk  • Register IAX Trunk
Provider Name	Configure a unique label to identify this trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider's server of the trunk. $ \\$
Keep Trunk CID	If enabled, the trunk CID will not be overridden by extension's CID when the extension has CID configured. The default setting is "No".
Username	Enter the username to register to the trunk from the provider when "Register IAX Trunk" type is selected.
Password	Enter the password to register to the trunk from the provider when "Register IAX Trunk" type is selected.
Disable This Trunk	If selected, the trunk will be disabled.
Peer IAX Trunk Configuration Parameters	
Provider Name	Configure the provider name for the VoIP trunk. This is a unique label to identify the trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider server of the trunk.



Keep Trunk CID	If enabled, the trunk CID will not be overridden by extension's CID when the extension has CID configured. The default setting is "No".
Disable This Trunk	If selected, the trunk will be disabled.
	Configure the Caller ID. This is the number that the trunk will try to use when making outbound calls. For some providers, it might not be possible to set the CallerID with this option and this option will be ignored.  When making outgoing calls, the following rules are used to determine
Caller ID	<ul> <li>which CallerID will be used if they exist:</li> <li>The CallerID configured for the extension will be looked up first.</li> <li>If no CallerID configured for the extension, the CallerID configured for the trunk will be used.</li> </ul>
	• If the above two are missing, the "Global Outbound CID" defined in Web GUI->PBX->Internal Options->General will be used.
CallerID Name	Configure the name of the caller to be displayed when the extension has no CallerID Name configured.
Codec Preference	Select audio and video codec for the VoIP trunk. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263, H.263p.
Enable Qualify	If enabled, the UCM6100 will regularly send SIP OPTIONS to the device to check if the device is still online. The default setting is "No".
Qualify Timeout	When "Enable Qualify" option is set to "Yes", configure the timeout (in ms) for the Qualify SIP message. If no response is received within the timeout, the device is considered offline. The default setting is 1000ms.
Qualify Frequency	When "Enable Qualify" option is set to "Yes", configure the interval (in seconds) of the SIP OPTIONS message sent to the device to check if the device is still online. The default setting is 60 seconds.
Maximum Number of Call Lines	The maximum number of concurrent calls using the trunk. The default settings 0, which means no limit.
Fax Detection	Enable to detect Fax signal from the trunk during the call and send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note: If enabled, Fax Pass-through cannot be used.
Register IAX Trunk Configurat	<u> </u>
	Configure the provider name for the VoIP trunk. This is a unique label to
Provider Name	identify the trunk when listed in outbound rules, inbound rules and etc.
Host Name	Configure the IP address or URL for the VoIP provider server of the



	trunk.
Keep Trunk CID	When enabled, it can avoid overridden by extension's CID if the extension has CID configured. The default setting is enabled.
Disable This Trunk	If selected, the trunk will be disabled.
Caller ID	Configure the Caller ID. This is the number that the trunk will try to use when making outbound calls. For some providers, it might not be possible to set the CallerID with this option and this option will be ignored.  When making outgoing calls, the following rules are used to determine which CallerID will be used if they exist:  The CallerID configured for the extension will be looked up first.  If no CallerID configured for the extension, the CallerID configured for the trunk will be used.  If the above two are missing, the "Global Outbound CID" defined in Web GUI->PBX->Internal Options->General will be used.
CallerID Name	Configure the name of the caller to be displayed when the extension has no CallerID Name configured.
Username	Enter the username to register to the trunk from the provider.
Password	Enter the password to register to the trunk from the provider.
Codec Preference	Select audio and video codec for the VoIP trunk. The available codecs are: PCMU, PCMA, GSM, AAL2-G.726-32, G.726, G.722, G.729, G.723, ILBC, ADPCM, H.264, H.263, H.263p.
Enable Qualify	If enabled, the UCM6100 will regularly send SIP OPTIONS to the device to check if the device is still online. The default setting is "No".
Qualify Timeout	When "Enable Qualify" option is set to "Yes", configure the timeout (in ms) for the Qualify SIP message. If no response is received within the timeout, the device is considered offline. The default setting is 1000ms.
Qualify Frequency	When "Enable Qualify" option is set to "Yes", configure the interval (in seconds) of the SIP OPTIONS message sent to the device to check if the device is still online. The default setting is 60 seconds.
Maximum Number of Call Lines	The maximum number of concurrent calls using the trunk. The default settings 0, which means no limited.
Fax Detection	Enable to detect Fax signal from the trunk during the call and send the received Fax to the default Email address in Fax setting page under web GUI->PBX->Internal Options->Fax/T.38.  Note: If enabled, Fax Pass-through cannot be used.



### **Direct Outward Dialing (DOD)**

The UCM6100 provides Direct Outward Dialing (DOD) which is a service of a local phone company (or local exchange carrier) that allows subscribers within a company's PBX system to connect to outside lines directly.

### **Example of how DOD is used:**

Company ABC has a SIP trunk. This SIP trunk has 4 DIDs associated to it. The main number of the office is routed to an auto attendant. The other three numbers are direct lines to specific users of the company. At the moment when a user makes an outbound call their caller ID shows up as the main office number. This poses a problem as the CEO would like their calls to come from their direct line. This can be accomplished by configuring DOD for the CEO's extension.

### Steps on how to configure DOD on the UCM6100:

- 1. To setup DOD go to UCM6100 web GUI->PBX->Basic/Call Routes->VolP Trunks page.
- Click to access the DOD options for the selected SIP Trunk.
- 3. Click "Create a new DOD" to begin your DOD setup
- 4. For "DOD Number" enter one of the numbers (DIDs) from your SIP trunk provider. In the example above Company ABC received 4 DIDs from their provider. ABC will enter in the number for the CEO's direct line.
- 5. Select an extension from the "Available Extensions" list. Users have the option of selecting more than one extension. In this case, Company ABC would select the CEO's extension. After making the selection, click on the Sutton to move the extension(s) to the "Selected Extensions" list.

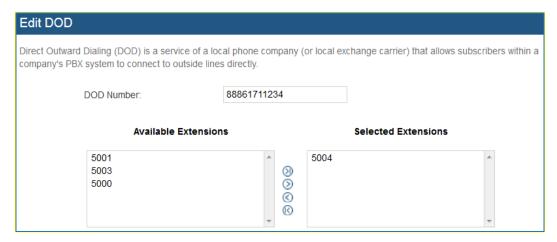


Figure 49: DOD extension selection

6. Click "Save" at the bottom.



Once completed, the user will return to the EDIT DOD page that shows all the extensions that are associated to a particular DOD.

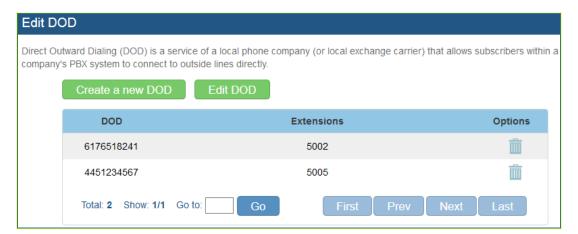


Figure 50: Edit DOD



# **SLA STATION**

Starting from 1.0.7.10, the UCM6100 supports SLA that allows mapping the key with LED on a multi-line phone to different external lines. When there is an incoming call and the phone starts to ring, the LED on the key will flash in red and the call can be picked up by pressing this key. This allows users to know if the line is occupied or not. The SLA function on the UCM6100 is similar to BLF but SLA is used to monitor external line i.e., analog trunk on the UCM6100. Users could configure the phone with BLF mode on the MPK to monitor the analog trunk status or press the line key pick up call from the analog trunk on the UCM6100.

# **CREATE/EDIT SLA STATION**

SLA Station can be configured on web GUI->PBX->Basic/Call Routes->SLA Station.

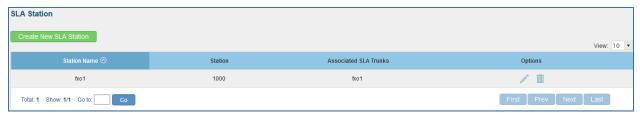


Figure 51: SLA Station

- Click on "Create New SLA Station" to add a SLA Station.
- Click on to edit the SLA Station. The following table shows the SLA Station configuration parameters.
- Click on to delete the SLA Station.

**Table 40: SLA Station Configuration Parameters** 

Station Name	Configure a name to identify the SLA Station.
Station	Specify a SIP extension as a station that will be using SLA.
Available SLA Trunks	Existing Analog Trunks with SLA Mode enabled will be listed here.
Selected SLA Trunks	Select a trunk for this SLA from the Available SLA Trunks list. Click on $\bigcirc$ $\bigcirc$ $\bigcirc$ to arrange the order. If there are multiple trunks selected, when there are calls on those trunks at the same time, pressing the LINE key on the phone will pick up the call on the first trunk here.

**SLA Station Options** 



Ring Timeout	Configure the time (in seconds) to ring the station before the call is considered unanswered. No timeout is set by default. If set to 0, there will be no timeout.
Ring Delay	Configure the time (in seconds) for delay before ringing the station when a call first coming in on the shared line. No delay is set by default. If set to 0, there will be no delay.
Hold Access	This option defines the competence of the hold action for one particular trunk. If set to "open", any station could hold a call on that trunk or resume one held session; if set to "private", only the station that places the trunk call on hold could resume the session. The default setting is "open".

# **SAMPLE CONFIGURATION**

 On the UCM6100, go to web UI->Basic/Call Routes->Analog Trunks page. Create analog trunk or edit the existing analog trunk. Make sure "SLA Mode" is enabled for the analog trunk. Once enabled, this analog trunk will be only available for the SLA stations created under web UI->Basic/Call Routes->SLA Station page.



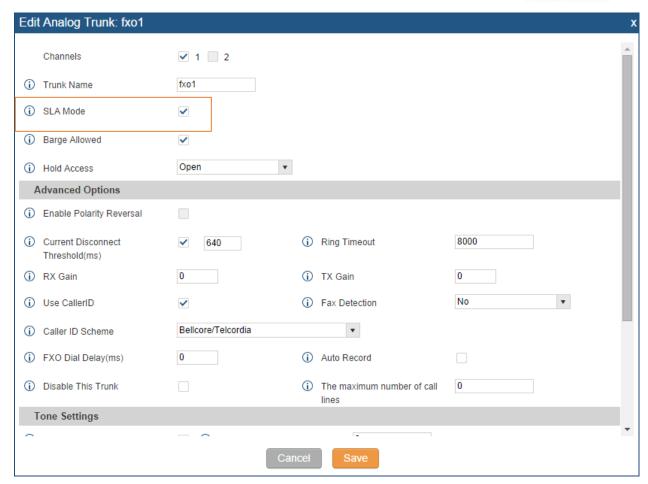


Figure 52: Enable SLA Mode for Analog Trunk

Click on "Save". The analog trunk will be listed with trunk mode "SLA".



Figure 53: Analog Trunk with SLA Mode Enabled

On the UCM6100, go to web UI->Basic/Call Routes->SLA Station page, click on "Create New SLA Station". Please refer to section [CREATE/EDIT SLA STATION] for the configuration parameters. Users can create one or more SLA stations to monitor the analog trunk. The following figure shows two stations, 1002 and 1005, are configured to be associated with SLA trunk "fxo1".

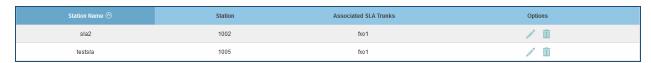


Figure 54: SLA Example - SLA Station



- 3. On the SIP phone 1, configure to register UCM6100 extension 1002. Configure the MPK as BLF mode and the value must be set to "extension\_trunkname", which is 1002\_fxo1 in this case.
- 4. On the SIP phone 2, configure to register UCM6100 extension 1005. Configure the MPK as BLF mode and value must be set to "extension trunkname", which is 1005 fxo1 in this case.

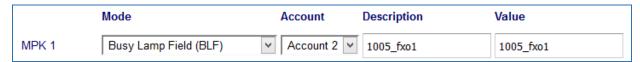


Figure 55: SLA Example - MPK Configuration

Now the SLA station is ready to use. The following functions can be achieved by this configuration.

- Making an outbound call from the station/extension, using LINE key
   When the extension is in idle state, pressing the line key for this extension on the phone to off hook.
   Then dial the station's extension number, for example, dial 1002 on phone 1 (or dial 1005 on phone 2), to hear the dial tone. Then the users could dial external number for the outbound call.
- Making an outbound call from the station/extension, using BLF key
   When the extension is in idle state, pressing the MPK and users could dial external numbers directly.
- Answering call using LINE key
   When the station is ringing, pressing the LINE key to answer the incoming call.
- Barging-in active call using BLF key
   When there is an active call between an SLA station and an external number using the SLA trunk, other SLA stations monitoring the same trunk could join the call by pressing the BLF key if "Barge Allowed" is enabled for the analog trunk.
- Hold/Unhold using BLF key
  If the external line is previously put on hold by an SLA station, another station that monitors the same
  SLA trunk could unhold the call by pressing the BLF key if "Hold Access" is set to "open" on the
  analog trunk and the SLA station.



# **CALL ROUTES**

### **OUTBOUND ROUTES**

In the UCM6100, an outgoing calling rule pairs an extension pattern with a trunk used to dial the pattern. This allows different patterns to be dialed through different trunks (e.g., "Local" 7-digit dials through a FXO while "Long distance" 10-digit dials through a low-cost SIP trunk). Users can also set up a failover trunk to be used when the primary trunk fails.

Go to Web GUI->PBX->Basic/Call Routes->Outbound Routes to add and edit outbound rules.

- Click on "Create New Outbound Rule" to add a new outbound route.
- Click on / to edit the outbound route.
- Click on to delete the outbound route.
- On the UCM6100, the outbound route priority is based on "Best matching pattern". For example, the UCM6100 has outbound route A with pattern 1xxx and outbound route B with pattern 10xx configured. When dialing 1000 for outbound call, outbound route B will always be used first. This is because pattern 10xx is a better match than pattern 1xxx. Only when there are multiple outbound routes with the same pattern configured, users can click on  $\bigcirc$  to move the outbound route up/down to arrange the priority among those outbound routes.

**Table 41: Outbound Route Configuration Parameters** 

Calling Rule Name	Configure the name of the calling rule (e.g., local, long_distance, and etc). Letters, digits, _ and - are allowed.
Pattern	<ul> <li>All patterns are prefixed with the "_".</li> <li>Special characters:     X: Any Digit from 0-9.     Z: Any Digit from 1-9.     N: Any Digit from 2-9.     ".": Wildcard. Match one or more characters.     "!": Wildcard. Match zero or more characters immediately.     Example: [12345-9] - Any digit from 1 to 9.</li> </ul>
Password	Configure the password for users to use this rule when making outbound calls.
Call Duration Limit	Enable to configure the maximum duration for the call using this



	111111111111111111111111111111111111111
	outbound route.
Maximum Call Duration	Configure the maximum duration of the call (in seconds). The default setting is 0, which means no limite.
Warning Time	Configure the warning time for the call using this outbound route. If set to x seconds, the warning tone will be played to the caller when x seconds are left to end the call.
Warning Repeat Interval	Configure the warning repeat interval for the call using this outbound route. If set to $x$ seconds, the warning tone will be played every $x$ seconds after the first warning.
Privilege Level	<ul> <li>Select privilege level for the outbound rule.</li> <li>Internal: The lowest level required. All users can use this rule.</li> <li>Local: Users with Local, National, or International level are allowed to use this rule.</li> <li>National: Users with National or International level are allowed to use this rule.</li> <li>International: The highest level required. Only users with international level can use this rule.</li> <li>The default setting is "Disable". Please be aware of the potential security risks when using "Internal" level, which means all users can use this outbound rule to dial out from the trunk.</li> </ul>
Enable Filter on Source Caller ID	<ul> <li>When enabled, users could specify extensions allowed to use this outbound route. "Privilege Level" is automatically disabled if using "Enable Filter on Source Caller ID".</li> <li>The following two methods can be used at the same time to define the extensions as the source caller ID.</li> <li>Select available extensions/extension groups from the left to the right. This allows users to specify arbitrary single extensions available in the PBX.</li> <li>Custom Dynamic Route: define the pattern for the source caller ID. This allows users to define extension range instead of selecting them one by one.</li> <li>All patterns are prefixed with the "_".</li> <li>Special characters: <ul> <li>X: Any Digit from 0-9.</li> <li>Z: Any Digit from 2-9.</li> <li>".": Wildcard. Match one or more characters immediately.</li> <li>Example: [12345-9] - Any digit from 1 to 9.</li> </ul> </li> </ul>



Send This Call Through Trunk			
Use Trunk	Select the trunk for this outbound rule.		
Strip	Allows the user to specify the number of digits that will be stripped from the beginning of the dialed string before the call is placed via the selected trunk.  Example:  The users will dial 9 as the first digit of a long distance calls. However, 9 should not be sent out via analog lines and the PSTN line. In this case, 1 digit should be stripped before the call is placed.		
Prepend	Specify the digits to be prepended before the call is placed via the trunk. Those digits will be prepended after the dialing number is stripped.		
Use Failover Trunk	Use Failover Trunk		
Failover Trunk	Failover trunks can be used to make sure that a call goes through an alternate route, when the primary trunk is busy or down. If "Use Failover Trunk" is enabled and "Failover trunk" is defined, the calls that cannot be placed via the regular trunk may have a secondary trunk to go through. Example:  The user's primary trunk is a VoIP trunk and the user would like to use the PSTN when the VoIP trunk is not available. The PSTN trunk can be configured as the failover trunk of the VoIP trunk.		
Strip	Allows the user to specify the number of digits that will be stripped from the beginning of the dialed string before the call is placed via the selected trunk.  Example:  The users will dial 9 as the first digit of a long distance calls. However, 9 should not be sent out via analog lines and the PSTN line. In this case, 1 digit should be stripped before the call is placed.		
Prepend	Specify the digits to be prepended before the call is placed via the trunk. Those digits will be prepended after the dialing number is stripped.		

# **INBOUND ROUTES**

Inbound routes can be configured via Web GUI->PBX->Basic/Call Routes->Inbound Routes.

- Click on "Create New Inbound Rule" to add a new inbound route.
- Click on "Blacklist" to configure blacklist for all inbound routes.
- Click on / to edit the inbound route.



• Click on into delete the inbound route.

# INBOUND RULE CONFIGURATIONS

**Table 42: Inbound Rule Configuration Parameters** 

Trunks	Select the trunk to configure the inbound rule.
DID Pattern	<ul> <li>All patterns are prefixed with the "_".</li> <li>Special characters:     X: Any Digit from 0-9.     Z: Any Digit from 1-9.     N: Any Digit from 2-9.     ".": Wildcard. Match one or more characters.     "!": Wildcard. Match zero or more characters immediately.     Example: [12345-9] - Any digit from 1 to 9.</li> <li>The pattern can be composed of two parts, divided by a '/' character.     The first part is used to specify the dialed number the second part is used to specify the caller ID and it is optional, if set it means only the extension with the specific caller ID is allowed to call in or call out.     For example, patter '_2XXX/1234' means the only extension with the caller ID '1234' is allowed to use this rule.</li> </ul>
Privilege Level	Configure the privilege level for this inbound route.
Default Destination	<ul> <li>Select the default destination for the inbound call.</li> <li>Extension</li> <li>Voicemail</li> <li>Conference Room</li> <li>Queue</li> <li>Ring Group</li> <li>Paging/Intercom</li> <li>Voicemail Group</li> <li>Fax</li> <li>DISA</li> <li>IVR</li> <li>Dial By Name</li> <li>External Number</li> <li>By DID</li> <li>When "By DID" is used, the UCM6100 will look for the destination based on the number dialed, which could be local extensions, conference, call queue, ring group, paging/intercom group, IVR, voicemail groups and Fax extension as configured in "DID"</li> </ul>



	destination". If the dialed number matches the DID pattern, the call will be allowed to go through.
Strip	Configure the number of digits to be stripped from the beginning of the DID. This option shows up only when "By DID" is selected.
Prepend Trunk Name	This option shows up only when "By DID" is selected. If enabled, the trunk name will be prepended to the display name.
Dial Trunk	This option shows up only when "By DID" is selected. If enabled, the external users dialing in to the trunk via this inbound route can dial outbound call using the UCM6100's trunk.
DID Destination	This option shows up only when "By DID" is selected. This controls the destination that can be reached by the external caller via the inbound route. The DID destination are:  • Extension • Conference • Call Queue • Ring Group • Paging/Intercom Groups • IVR • Voicemail Groups • Fax Extension • Dial By Name
Alert-Info	When present in an INVITE request, the Alert-Info header field specifies an alternative ring tone to the UAS.
Time Condition	
Time Conditions	Select the time condition for the inbound rule.
Destination	Select the destination for the inbound call during the specified time condition.

# **BLACKLIST CONFIGURATIONS**

In the UCM6100, Blacklist is supported for all inbound routes. Users could enable the Blacklist feature and manage the Blacklist by clicking on "Blacklist".

- Select the checkbox for "Blacklist Enable" to turn on Blacklist feature for all inbound routes. Blacklist is disabled by default.
- Enter a number in "Add Blacklist Number" field and then click ⊕ to add to the list.



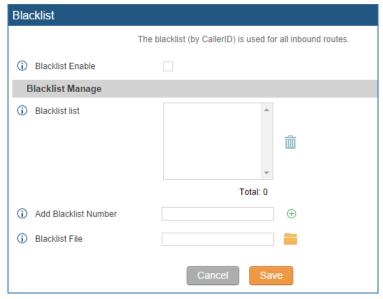


Figure 56: Blacklist Configuration Parameters

• To add blacklist number in batch, click on to upload blacklist file in csv format. The supported csv format is as below.

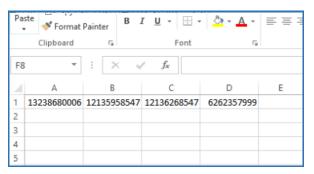


Figure 57: Blacklist csv File

# **⚠** Note:

Users could also add a number to the Blacklist or remove a number from the Blacklist by dialing the feature code for "Blacklist Add' (default: \*40) and "Blacklist Remove" (default: \*41) from an extension. The feature code can be configured under Web GUI->PBX->Internal Options->Feature Codes.



# **CONFERENCE BRIDGE**

The UCM6100 supports conference bridge allowing multiple bridges used at the same time:

- UCM6102/6104 supports up to 3 conference bridges allowing up to 25 simultaneous PSTN or IP participants.
- UCM6108/6116 supports up to 6 conference bridges allowing up to 32 simultaneous PSTN or IP participants.

The conference bridge configurations can be accessed under Web GUI->PBX->Call Features->Conference. In this page, users could create, edit, view, invite, manage the participants and delete conference bridges. The conference bridge status and conference call recordings (if recording is enabled) will be displayed in this web page as well.

#### **CONFERENCE BRIDGE CONFIGURATIONS**

- Click on "Create New Conference Room" to add a new conference bridge.
- Click on 

  to edit the conference bridge.
- Click on to delete the conference bridge.

**Table 43: Conference Bridge Configuration Parameters** 

Extension	Configure the conference number for the users to dial into the conference.
	When configured, the users who would like to join the conference call must enter this password before accessing the conference bridge.
Password	Note:
	<ul> <li>If "Public Mode" is enabled, the password is not required to join the conference bridge thus this field is invalid.</li> <li>The password has to be at least 4 characters.</li> </ul>
	Configure the password to join the conference bridge as administrator. Conference administrator can manage the conference call via IVR (if
Admin Password	"Enable Caller Menu" is enabled) as well as invite other parties to join the
	conference by dialing "0" (permission required from the invited party) or
	"1" (permission not required from the invited party) during the conference



	call.
	<ul> <li>Note:</li> <li>If "Public Mode" is enabled, the password is not required to join the conference bridge thus this field is invalid.</li> <li>The password has to be at least 4 characters.</li> </ul>
Enable Caller Menu	If enabled, conference participant could press the * key to access the conference bridge menu. The default setting is "No".
Record Conference	If enabled, the calls in this conference bridge will be recorded automatically in a .wav format file. All the recording files will be displayed and can be downloaded in the conference web page. The default setting is "No".
Quiet Made	If enabled, if there are users joining or leaving the conference, voice prompt or notification tone won't be played. The default setting is "No".
Quiet Mode	<b>Note:</b> "Quiet Mode" and "Announce Callers" cannot be enabled at the same time.
	If enabled, the participants will not hear each other until the conference administrator joins the conference. The default setting is "No".
Wait For Admin	<b>Note:</b> If "Quiet Mode" is enabled, the voice prompt for "Wait For Admin" will not be announced.
Enable User Invite	If enabled, users could press 0 to invite other users (with the users' permission) or press 1 to invite other users (without the user's permission) to join the conference. The default setting is "No".
	Note:  Conference administrator can always invite other users without enabling this option.
Announce Callers	If enabled, the caller will be announced to all conference participants when there the caller joins the conference. The default setting is "No".
	Note: "Quiet Mode" and "Announce Callers" cannot be enabled at the same time.
Public Mode	If enabled, no authentication will be required when joining the conference call. The default setting is "Yes".



Play Hold Music	If enabled, the UCM6100 will play Hold music when there is only one user in the conference. The default setting is "No".
Music On Hold	Select the music on hold class to be played in conference call. Music On Hold class can be set up under web UI->PBX->Internal Options->Music On Hold.
Skip Authentication When Inviting User via Trunk from Web GUI	If enabled, the invitation from Web GUI for a conference bridge with password will skip the authentication for the invited users. The default setting is "No".

### JOIN A CONFERENCE CALL

Users could dial the conference bridge extension to join the conference. If password is required, enter the password to join the conference as a normal user, or enter the admin password to join the conference as administrator.

# INVITE OTHER PARTIES TO JOIN CONFERENCE

When using the UCM6100 conference bridge, there are two ways to invite other parties to join the conference.

Invite from Web GUI.

For each conference bridge in UCM6100 Web GUI->PBX->Call Features->Conference, there is an icon for option "Invite a participant". Click on it and enter the number of the party you would like to invite. Then click on "Add". A call will be sent to this number to join it into the conference.

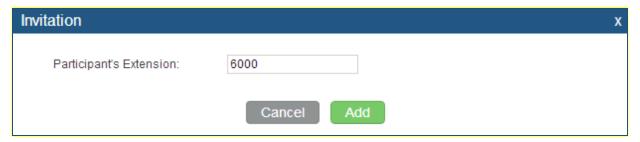


Figure 58: Conference Invitation From Web GUI

Invite by dialing 0 or 1 during conference call.



A conference participant can invite other parties to the conference by dialing from the phone during the conference call. Please make sure option "Enable User Invite" is turned on for the conference bridge first. Enter 0 or 1 during the conference call. Follow the voice prompt to input the number of the party you would like to invite. A call will be sent to this number to join it into the conference.

**0:** If 0 is entered to invite other party, once the invited party picks up the invitation call, a permission will be asked to "accept" or "reject" the invitation before joining the conference.

1: If 1 is entered to invite other party, no permission will be required from the invited party.

# ⚠ Note:

Conference administrator can always invite other parties from the phone during the call by entering 0 or 1. To join a conference bridge as administrator, enter the admin password when joining the conference. A conference bridge can have multiple administrators.

### **DURING THE CONFERENCE**

During the conference call, users can manage the conference from web GUI or IVR.

Manage the conference call from Web GUI.

Log in UCM6100 web GUI during the conference call, the participants in each conference bridge will be listed.

- 1. Click on lost to kick a participant from the conference.
- 2. Click on to mute the participant.
- 3. Click on to lock this conference bridge so that other users cannot join it anymore.
- 4. Click on do invite other users into the conference bridge.
- Manage the conference call from IVR.

If "Enable Caller Menu" is enabled, conference participant can input \* to enter the IVR menu for the conference. Please see options listed in the table below.



**Table 44: Conference Caller IVR Menu** 

Conferen	ce Administrator IVR Menu	
1	Mute/unmute yourself.	
2	Lock/unlock the conference bridge.	
3	Kick the last joined user from the conference.	
4	Decrease the volume of the conference call.	
5	Decrease your volume.	
6	Increase the volume of the conference call.	
7	Increase your volume.	
8	<ul> <li>More options.</li> <li>1: List all users currently in the conference call.</li> <li>2: Kick all non-Administrator participants from the conference call.</li> <li>3: Mute/Unmute all non-Administrator participants from the conference call.</li> <li>4: Record the conference call.</li> <li>8: Exit the caller menu and return to the conference.</li> </ul>	
	Conference User IVR Menu	
1	Mute/unmute yourself.	
4	Decrease the volume of the conference call.	
5	Decrease your volume.	
6	Increase the volume of the conference call.	
7	Increase your volume.	
8	Exit the caller menu and return to the conference.	



When there is participant in the conference, the conference bridge configuration cannot be modified.

### **RECORD CONFERENCE**

The UCM6100 allows users to record the conference call and retrieve the recording from web GUI->PBX->Call Features->Conference.



To record the conference call, when the conference bridge is in idle, enable "Record Conference" from the conference bridge configuration dialog. Save the setting and apply the change. When the conference call starts, the call will be automatically recorded in .wav format.

The recording files will be listed as below once available. Users could click on to download the recording or click on to delete the recording. Users could also delete all recording files by clicking on "Delate All Recording Files", or delete multiple recording files at once by clicking on "Delete Selected Recording Files" after selecting the recording files.



Figure 59: Conference Recording



# **IVR**

# **CONFIGURE IVR**

IVR configurations can be accessed under the UCM6100 Web GUI->PBX->Call Features->IVR. Users could create, edit, view and delete an IVR.

- Click on "Create New IVR" to add a new IVR.
- Click on to edit the IVR configuration.
- Click on to delete the IVR.

**Table 45: IVR Configuration Parameters** 

Name	Configure the name of the IVR. Letters, digits, _ and - are allowed.
Extension	Enter the extension number for users to access the IVR.
Dial Other Extensions	If enabled, all callers to the IVR can dial other extensions. The default setting is "No".
Dial Trunk	If enabled, all callers to the IVR is allowed to use trunk. The permission must be configured for the users to use the trunk first. The default setting is "No".
Permission	Assign permission level for outbound calls if "Dial Trunk" is enabled. The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level. The default setting is "Internal". If the user tries to dial outbound calls after dialing into the IVR, the UCM6100 will compared the IVR's permission level with the outbound route's privilege level. If the IVR's permission level is higher than (or equal to) the outbound route's privilege level, the call will be allowed to go through.
Welcome Prompt	Select an audio file to play as the welcome prompt for the IVR. Click on "Prompt" to add additional audio file under web GUI->Internal Options->IVR Prompt.
Digit Timeout	Configure the timeout between digit entries. After the user enters a digit, the user needs to enter the next digit within the timeout. If no digit is detected within the timeout, the UCM6100 will consider the entries complete. The default timeout is 3 seconds.
Response Timeout	After playing the prompts in the IVR, the UCM6100 will wait for the DTMF entry within the timeout (in seconds). If no DTMF entry is detected within



	the timeout, a timeout prompt will be played. The default setting is 10 seconds.
Response Timeout Prompt	Select the prompt message to be played when timeout occurs.
Invalid Prompt	Select the prompt message to be played when an invalid extension is pressed.
Response Timeout Repeat Loops	Configure the number of times to repeat the prompt if no DTMF input is detected. When the loop ends, it will go to the timeout destination if configured, or hang up. The default setting is 3.
Invalid Repeat Loops	Configure the number of times to repeat the prompt if the DTMF input is invalid. When the loop ends, it will go to the invalid destination if configured, or hang up. The default setting is 3.
Language	Select the voice prompt language to be used for this IVR. The default setting is "Default" which is the selected voice prompt language under web GUI->PBX->Internal Options->Language. The dropdown list shows all the current available voice prompt languages on the UCM6100. To add more languages in the list, please download voice prompt package by selecting "Check Prompt List" under web GUI->PBX->Internal Options->Language.
Key Press Event	Select the event for each key pressing for 0-9, *, Timeout and Invalid. The event options are:  Extension  Voicemail  Conference Rooms  Voicemail Group  IVR  Ring Group  Queues  Page Group  Fax  Custom Prompt  Hangup  DISA  Dial By Name  External Number



### **CREATE CUSTOM PROMPT**

To record new IVR prompt or upload IVR prompt to be used in IVR, click on "Prompt" next to the "Welcome Prompt" option and the users will be redirected to Custom Prompt page. Or users could go to Web GUI->PBX->Internal Options->Custom Prompt page directly.

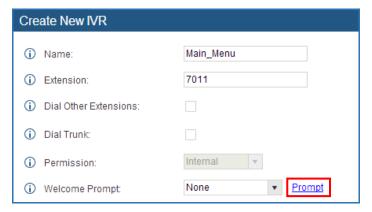


Figure 60: Click on Prompt to Create IVR Prompt

Once the IVR prompt file is successfully added to the UCM6100, it will be added into the prompt list options for users to select in different IVR scenarios.

### RECORD NEW CUSTOM PROMPT

In the UCM6100 Web GUI->PBX->Internal Options->Custom Prompt page, click on "Record New Custom Prompt" and follow the steps below to record new IVR prompt.

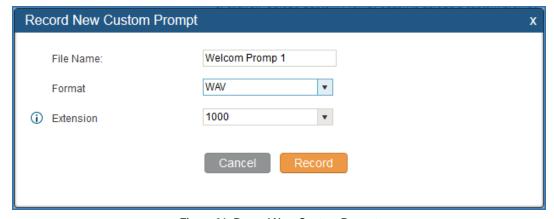


Figure 61: Record New Custom Prompt

- Specify the IVR file name.
- Select the format (GSM or WAV) for the IVR prompt file to be recorded.



- Select the extension to receive the call from the UCM6100 to record the IVR prompt.
- Click the "Record" button. A request will be sent to the UCM6100. The UCM6100 will then call the
  extension for recording the IVR prompt from the phone.
- Pick up the call from the extension and start the recording following the voice prompt.
- The recorded file will be listed in the IVR Prompt web page. Users could select to re-record, play or delete the recording.

### **UPLOAD CUSTOM PROMPT**

If the user has a pre-recorded IVR prompt file, click on "Upload Custom Prompt" in Web GUI->PBX->Internal Options->Custom Prompt page to upload the file to the UCM6100. The following are required for the IVR prompt file to be successfully uploaded and used by the UCM6100:

- PCM encoded.
- 16 bits.
- 8000Hz mono.
- In .mp3 or .wav format; or raw/ulaw/alaw/gsm file with .ulaw or .alaw suffix.
- File size under 5M.

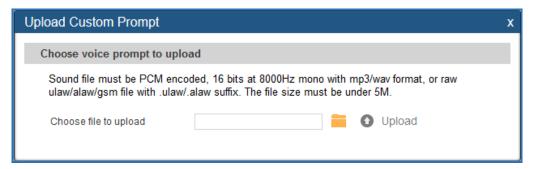


Figure 62: Upload Custom Prompt

Click on to select audio file from local PC and click on to start uploading. Once uploaded, the file will appear in the Custom Prompt web page.



# LANGUAGE SETTINGS FOR VOICE PROMPT

The UCM6100 supports multiple languages in web GUI as well as system voice prompt. Currently, there are 16 languages supported in system voice prompt: *English (United States), Arabic, Chinese, Dutch, English (United Kingdom), French, German, Greek, Hebrew, Italian, Polish, Portuguese, Russian, Spanish, Swedish and Turkish.* 

English (United States) and Chinese voice prompts are built in with the UCM6100 already. The other languages provided by Grandstream can be downloaded and installed from the UCM6100 web GUI directly. Additionally, users could customize their own voice prompts, package them and upload to the UCM6100.

Language settings for voice prompt can be accessed under Web GUI->PBX->Internal Options->Language.

### DOWNLOAD AND INSTALL VOICE PROMPT PACKAGE

To download and install voice prompt package in different languages from UCM6100 web GUI, click on "Check Prompt List" button.

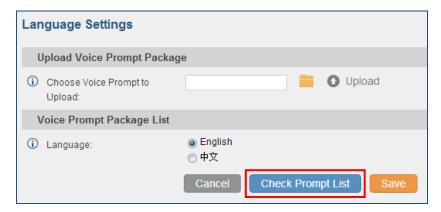


Figure 63: Language Settings for Voice Prompt

A new dialog window of voice prompt package list will be displayed. Users can see the version number (latest version available V.S. current installed version), package size and options to upgrade or download the language.



Voice Prompt Package List	Version (Remote / Local)	Size	Options
British English	1.0/-	3.7M	<b>±</b>
Deutsch	1.1/-	3.5M	<u>*</u>
English	1.0/1.0	5.1M	<b>①</b>
Español	1.1/-	3.7M	<b>±</b>
Ελληνικά	1.0/-	3.6M	<b>±</b>
Français	1.0/-	3.5M	<u>*</u>
Italiano	1.0/-	3.4M	<b>±</b>
Nederlands	1.0/-	3.0M	<b>±</b>
Polski	1.0/-	4.2M	<u>*</u>
Português	1.1/-	3.7M	<u>*</u>
Ру́сский	1.1/-	3.2M	<b>±</b>
Svenska	1.0/-	3.9M	<b>±</b>
Türkçe	1.0/-	3.1M	<b>±</b>
עברית	1.0/-	3.4M	<u>*</u>
العربية	1.1/-	4.3M	<u>*</u>

Figure 64: Voice Prompt Package List

Click on  $\stackrel{1}{\checkmark}$  to download the language to the UCM6100. The installation will be automatically started once the downloading is finished.

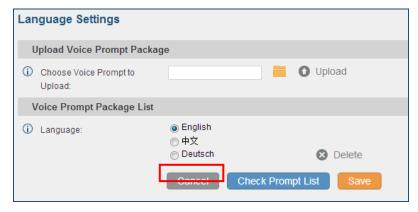


Figure 65: New Voice Prompt Language Added

A new language option will be displayed after successfully installed. Users then could select it to apply in the UCM6100 system voice prompt or delete it from the UCM6100.



# **VOICEMAIL**

### **CONFIGURE VOICEMAIL**

If the voicemail is enabled for UCM6100 extensions, the configurations of the voicemail can be globally set up and managed under Web GUI->PBX->Call Features->Voicemail.

**Table 46: Voicemail Settings** 

Max Greeting	Configure the maximum number of seconds for the voicemail greeting. The default setting is 60 seconds.
Dial '0' For Operator	If enabled, the caller can press 0 to exit the voicemail application and connect to the configured operator's extension. The operator extension can be configured under web GUI->PBX->Internal Options->General.
Max Messages Per Folder	Configure the maximum number of messages per folder in users' voicemail. The valid range 10 to 1000. The default setting is 50.
Max Message Time	Select the maximum duration of the voicemail message. The message will not be recorded if the duration exceeds the max message time. The default setting is 15 minutes. The available options are:  1 minute 2 minutes 5 minutes 15 minutes Unlimited
Min Effective Message Time	Configure the minimum duration (in seconds) of a voicemail message.  Messages will be automatically deleted if the duration is shorter than the Min Message Time. The default setting is 3 seconds. The available options are:  No minimum  1 second  2 seconds  3 seconds  5 seconds  Kote:  Silence and noise duration are not counted in message time.
Announce Message Caller-ID	If enabled, the caller ID of the user who has left the message will be



	announced at the beginning of the voicemail message. The default setting is "No".
Announce Message Duration	If enabled, the message duration will be announced at the beginning of the voicemail message. The default setting is "No".
Play Envelope	If enabled, a brief introduction (received time, received from, and etc) of each message will be played when accessed from the voicemail application. The default setting is "Yes".
Allow User Review	If enabled, users can review the message following the IVR before sending the message out. The default setting is "No".

#### **VOICEMAIL EMAIL SETTINGS**

The UCM6100 can be configured to send the voicemail as attachment to Email. Click on "Voicemail Email Settings" button to configure the Email attributes and content.

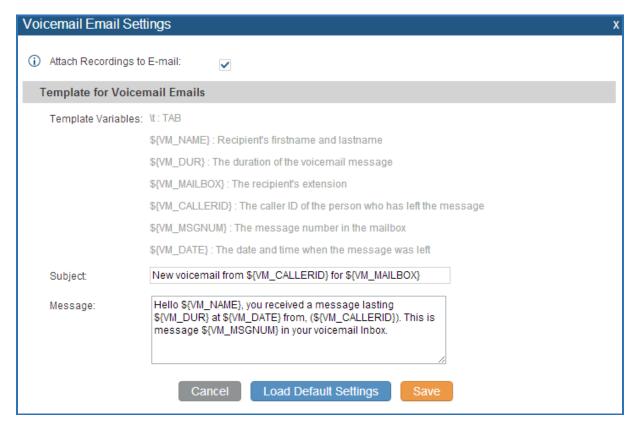


Figure 66: Voicemail Email Settings



**Table 47: Voicemail Email Settings** 

Attach Recordings to E-Mail	If enabled, voicemails will be sent to user's Email address. The default setting is "Yes".
Template For Voicemail Emails	<ul> <li>Fill in the "Subject:" and "Message:" content, to be used in the Email when sending to the user.</li> <li>The template variables are: <ul> <li>\t: TAB</li> <li>\\${VM_NAME}: Recipient's first name and last name</li> <li>\\${VM_DUR}: The duration of the voicemail message</li> <li>\\${VM_MAILBOX}: The recipient's extension</li> <li>\\${VM_CALLERID}: The caller ID of the person who has left the message</li> <li>\\${VM_MSGNUM}: The number of messages in the mailbox</li> <li>\\${VM_DATE}: The date and time when the message is left</li> </ul> </li> </ul>

Click on "Load Default Settings" button to view the default template as an example.

#### **CONFIGURE VOICEMAIL GROUP**

The UCM6100 supports voicemail group and all the extensions added in the group will receive the voicemail to the group extension. The voicemail group can be configured under Web GUI->PBX->Call Features->Voicemail Group. Click on "Create New Voicemail Group" to configure the group.

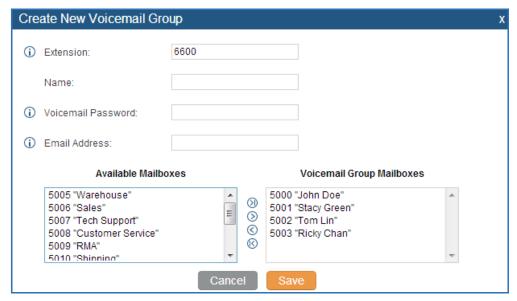


Figure 67: Voicemail Group



## **Table 48: Voicemail Group Settings**

Extension	Enter the Voicemail Group Extension. The voicemail messages left to this extension will be forwarded to all the voicemail group members.
Name	Configure the Name to identify the voicemail group. Letters, digits, _ and - are allowed.
Voicemail Password	Configure the voicemail password for the users to check voicemail messages.
Email Address	Configure the Email address for the voicemail group extension.
Voicemail Group Mailboxes	Select available mailboxes from the left list and add them to the right list. The extensions need to have voicemail enabled to be listed in available mailboxes list.



# **RING GROUP**

The UCM6100 supports ring group feature with different ring strategies applied to the ring group members. This section describes the ring group configuration on the UCM6100.

#### **CONFIGURE RING GROUP**

Ring group settings can be accessed via Web GUI->PBX->Call Features->Ring Group.



Figure 68: Ring Group

- Click on "Create New Ring Group" to add ring group.
- Click on to edit the ring group. The following table shows the ring group configuration parameters.
- Click on to delete the ring group.

**Table 49: Ring Group Parameters** 

Ring Group Name	Configure ring group name to identify the ring group. Letters, digits, $\underline{\ }$ and – are allowed.
Extension	Configure the ring group extension.
Ring Group Members	Select available users from the left side to the ring group member list on the right side. Click on $\bigcirc \bigcirc \bigcirc \bigcirc \bigcirc$ to arrange the order.
Ring Strategy	<ul> <li>Select the ring strategy. The default setting is "Ring in order".</li> <li>Ring simultaneously. Ring all the members at the same time when there is incoming call to the ring group extension. If any of the member answers the call, it will stop ringing.</li> <li>Ring in order. Ring the members with the order configured in ring group list. If the first member doesn't answer the call, it will stop ringing the first member and start ringing the second member.</li> </ul>
Permission	Configure the permission level for Ring Group. This permission will take effect when an incoming call is going to be directed to an external number configured as "Default Destination". The available permissions are "Internal", "Local", "National" and "International" from the lowest level



	to the highest level.
Custom Prompt	This option is to set a custom prompt for a ring group to announce to caller. Click on 'Prompt', it will direct to the page <b>PBX-&gt;Internal Options-&gt;Custom Prompt</b> , where users could record new prompt or upload prompt files.
Ring Timeout on Each Member	Configure the number of seconds to ring each member. If set to 0, it will keep ringing. The default setting is 30 seconds.  Note:  The actual ring timeout might be overridden by users if the phone has ring timeout settings as well.
Auto Record	If enabled, calls on this ring group will be automatically recorded. The default setting is No. The recording files can be accessed from web GUI->CDR->Recording Files.
Enable Destination	If enabled, users could select extension, voicemail, ring group, IVR, call queue, voicemail group as the destination if the call to the ring group has no answer. Secret and Email address are required if voicemail is selected as the destination.
Secret	Configure the password to access the ring group extension's voicemail.  Note:  The password has to be at least 4 characters.
Email Address	Configure the Email address of the ring group extension's voicemail. If "Attach Recordings to E-mail" is enabled from Web GUI->PBX->Voicemail->Voicemail Email Settings, the voicemail can be sent to the ring group's Email address as attachment.

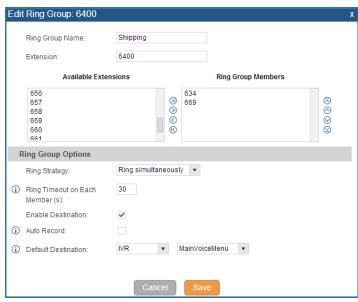


Figure 69: Ring Group Configuration



## PAGING AND INTERCOM GROUP

The UCM6100 paging and intercom can be used via feature code to a single extension or a paging/intercom group. This sections describes the configuration of paging/intercom group under Web GUI->PBX->Call Features->Paging/Intercom.

## **CONFIGURE PAGING/INTERCOM GROUP**

• Click on "Create New Paging/Intercom Group" to add paging/intercom group.

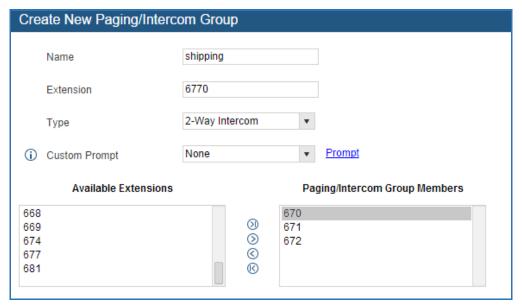


Figure 70: Paging/Intercom Group

**Table 50: Paging/Intercom Group Configuration Parameters** 

Name	Configure paging/intercom group name.
Extension	Configure the paging/intercom group extension.
Туре	Select "2-way Intercom" or "1-way Page".
Custom Prompt	This option is to set a custom prompt for a paging/intercom group to announce to caller. Click on 'Prompt', it will direct to the page <b>PBX-&gt;Internal Options-&gt;Custom Prompt</b> , where users could record new prompt or upload prompt files.
Page/Intercom Group Members	Select available users from the left side to the paging/intercom group member list on the right.



- Click on / to edit the paging/intercom group.
- Click on to delete the paging/intercom group.
- Click on "Paging/Intercom Group Settings" to edit Alert-Info Header. This header will be included in the SIP INVITE message sent to the callee in paging/intercom call.



Figure 71: Page/Intercom Group Settings

The UCM6100 has pre-configured paging/intercom feature code. By default, the Paging Prefix is \*81 and the Intercom Prefix is \*80. To edit page/intercom feature code, click on "Feature Codes" in the "Paging/Intercom Group Settings" dialog. Or users could go to Web GUI->PBX->Internal Options->Feature Codes directly.



# **CALL QUEUE**

The UCM6100 supports call queue by using static agents or dynamic agents. This sections describes the configuration of call queue under Web GUI->PBX->Call Features->Call Queue.

## **CONFIGURE CALL QUEUE**

Call queue settings can be accessed via Web GUI->PBX->Call Features->Call Queue.

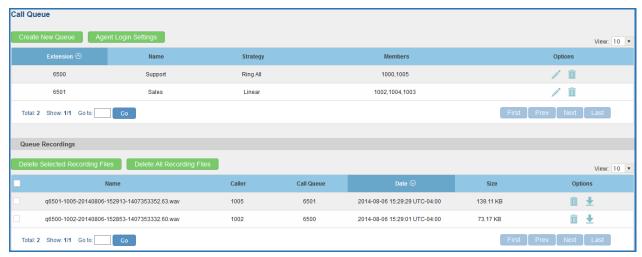


Figure 72: Call Queue

- Click on "Create New Queue" to add call queue.
- Click on to edit the call queue. The call queue configuration parameters are listed in the table below.

**Table 51: Call Queue Configuration Parameters** 

Extension	Configure the call queue extension.
Name	Configure the call queue name to identify the call queue.
	Select the strategy for the call queue.
	Ring All
	Ring all available Agents simultaneously until one answers.
Strategy	• Linear
	Ring agents in the specified order.
	Least Recent
	Ring the agent who has been called the least recently.



	<ul> <li>Fewest Calls         Ring the agent with the fewest completed calls.</li> <li>Random         Ring a random agent.</li> <li>Round Robin         Ring the agents in Round Robin scheduling with memory.</li> </ul> The default setting is "Ring All".
Music On Hold	Note:  Music On Hold class for the call queue.  Note:  Music On Hold classes can be managed from Web GUI-> PBX->Internal Options->Music On Hold.
Leave When Empty	<ul> <li>Configure whether the callers will be disconnected from the queue or not if the queue has no agent anymore. The default setting is "Strict".</li> <li>Yes <ul> <li>Callers will be disconnected from the queue if all agents are paused or invalid.</li> </ul> </li> <li>No <ul> <li>Never disconnect the callers from the queue when the queue is empty.</li> </ul> </li> <li>Strict <ul> <li>Callers will be disconnected from the queue if all agents are paused, invalid or unavailable.</li> </ul> </li> </ul>
Dial in Empty Queue	<ul> <li>Configure whether the callers can dial into a call queue if the queue has no agent. The default setting is "No".</li> <li>Yes <ul> <li>Callers can always dial into a call queue.</li> </ul> </li> <li>No <ul> <li>Callers cannot dial into a queue if all agents are paused or invalid.</li> </ul> </li> <li>Strict <ul> <li>Callers cannot dial into a queue if the agents are paused, invalid or unavailable.</li> </ul> </li> </ul>
Permission	Configure the permission level for Call Queue. This permission will take effect when an incoming call is going to be directed to an external number configured as "Default Destination". The available permissions are "Internal", "Local", "National" and "International" from the lowest level to the highest level.
Dynamic Login Password	If enabled, the configured PIN number is required for dynamic agent to



	log in. The default setting is disabled.
Ring Time Out	Configure the number of seconds an agent will ring before the call goes to the next agent. The default setting is 15 seconds.
Wrapup Time	Configure the number of seconds before a new call can ring the queue after the last call on the agent is completed. If set to 0, there will be no delay between calls to the queue. The default setting is 15 seconds.
Max Queue Length	Configure the maximum number of calls to be queued at once. This number does not include calls that have been connected with agents. It only includes calls not connected yet. The default setting is 0, which means unlimited. When the maximum value is reached, the caller will be treated with busy tone followed by the next calling rule after attempting to enter the queue.
Report Hold Time	If enabled, the UCM6100 will report (to the agent) the duration of time of the call before the caller is connected to the agent. The default setting is "No".
Wait Time	If enabled, users will be disconnected after the configured number of seconds. The default setting is "No".  Note:  It is recommended to configure "Wait Time" longer than the "Wrapup Time".
Auto Record	If enabled, the calls on the call queue will be automatically recorded. The recording files can be accessed in Queue Recordings under web GUI->PBX->Call Features->Call Queue.
Enable Destination	If enabled, the incoming call for the call queue will be routed to the destination configured in the next field if none of the agents answers the call after ringing for a time of "Ring Timeout".
Default Destination	Configure the call destination for the call to be routed to if no agent in this call queue answers the call.
Agents	Select the available users to be the static agents in the call queue. Choose from the available users on the left to the static agents list on the right. Click on $\bigcirc \bigcirc \bigcirc \bigcirc \bigcirc$ to arrange the order.

- Click on to delete the call queue.
- Click on "Agent Login Settings" to configure Agent Login Extension Postfix and Agent Logout Extension Postfix. Once configured, users could log in the call queue as dynamic agent.



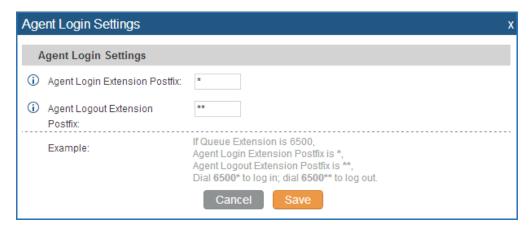


Figure 73: Agent Login Settings

For example, if the call queue extension is 6500, Agent Login Extension Postfix is \* and Agent Logout Extension Postfix is \*\*, users could dial 6500\* to login to the call queue as dynamic agent and dial 6500\*\* to logout from the call queue. Dynamic agent doesn't need to be listed as static agent and can log in/log out at any time.

- Call queue feature code "Agent Pause" and "Agent Unpause" can be configured under Web GUI>PBX->Internal Options->Feature Codes. The default feature code is \*83 for "Agent Pause" and
  \*84 for "Agent Unpause".
- Queue recordings are shown on the Call Queue page. Click on to download the recording file in .wav format; click on to delete the recording file. To delete multiple recording files by one click, select several recording files to be deleted and click on "Delete Selected Recording Files" or click on "Delete All Recording Files" to delete all recording files.



## **EXTENSION GROUPS**

The UCM6100 extension group feature allows users to assign and categorize extensions in different groups to better manage the configurations on the UCM6100. For example, when configuring "Enable Filter on Source Caller ID", users could select a group instead of each person's extension to assign. This feature simplifies the configuration process and helps manage and categorize the extensions for business environment.

#### **CONFIGURE EXTENSION GROUPS**

Extension group can be configured via Web GUI->PBX->Call Features->Extension Groups.

- Click on "Create New Extension Group" to create a new extension group.
- Click on to edit the extension group.
   Select extensions from the list on the left side to the right side.

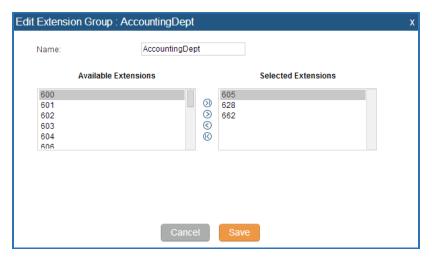


Figure 74: Edit Extension Group

Click on to delete the extension group.



#### **USE EXTENSION GROUPS**

Here is an example where the extension group can be used. Go to Web GUI->PBX->Basic/Call Routes->Outbound Routes and select "Enable Filter on Source Caller ID". Both single extensions and extension groups will show up for users to select.

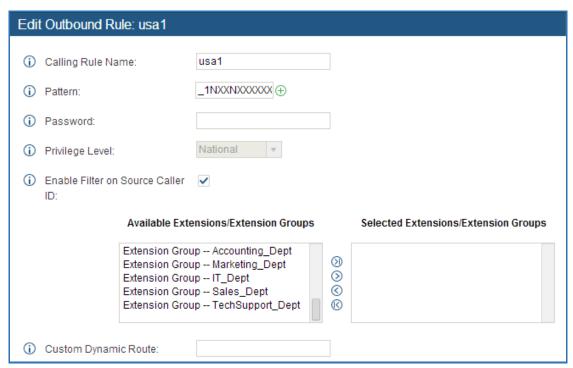


Figure 75: Select Extension Group in Outbound Route



# **PICKUP GROUPS**

The UCM6100 supports pickup group feature which allows users to pick up incoming calls for other extensions if they are in the same pickup group, by dialing "Pickup Extension" feature code (by default \*8).

#### **CONFIGURE PICKUP GROUPS**

Pickup groups can be configured via Web GUI->PBX->Call Features->Pickup Groups.

- Click on "Create New Pickup Group" to create a new pickup group.
- Click on to edit the pickup group.

Select extensions from the list on the left side to the right side.



Figure 76: Edit Pickup Group

Click on to delete the pickup group.

#### **CONFIGURE PICKUP FEATURE CODE**

When picking up the call for the pickup group member, the user only needs to dial the pickup feature code. It's not necessary to add the extension number after the pickup feature code. The pickup feature code is configurable under Web GUI->PBX->Internal Options->Feature Codes.



The default pickup feature code is \*8.

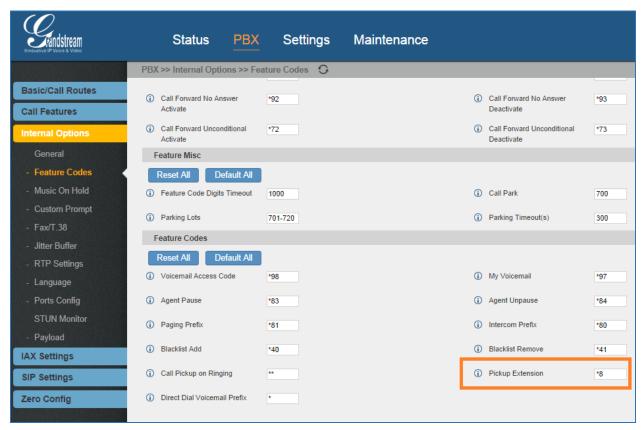


Figure 77: Edit Pickup Feature Code



## **MUSIC ON HOLD**

Music On Hold settings can be accessed via Web GUI->PBX->Internal Options->Music On Hold. In this page, users could configure music on hold class and upload music files. The "default" Music On Hold class already has 5 audio files defined for users to use.

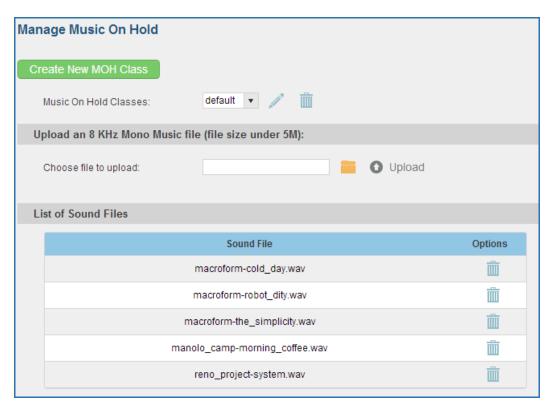


Figure 78: Music On Hold Default Class

- Click on "Create New MOH Class" to add a new Music On Hold class.
- Click on to configure the MOH class sort method to be "Alpha" or "Random" for the sound files.
- Click on next to the selected Music On Hold class to delete this Music On Hold class.
- Click on to select music file from local PC and click on to start uploading. The music file uploaded has to be 8 KHz Mono format with size smaller than 5M.
- Click on in next to the sound file to delete it from the selected Music On Hold Class.



# **⚠** Note:

Once the MOH file is deleted, there are two ways to recover the music files.

- Users could download the MOH file from this link:
   http://downloads.asterisk.org/pub/telephony/sounds/releases/asterisk-moh-opsound-wav-2.03.tar.gz

   After downloading and unzip the pack, users could then upload the music files to UCM.
- Factory reset could also recover the MOH file on the UCM.



# **FAX/T.38**

The UCM6100 supports T.30/T.38 Fax and Fax Pass-through. It can convert the received Fax to PDF format and send it to the configured Email address. Fax/T.38 settings can be accessed via Web GUI->PBX->Internal Options->FAX/T.38. The list of received Fax files will be displayed in the same web page for users to view, retrieve and delete.

# **CONFIGURE FAX/T.38**

- Click on "Create New Fax Extension". In the popped up window, fill the extension, name and Email address to send the received Fax to.
- Click on "Fax Settings" to configure the Fax parameters.

#### Table 52: FAX/T.38 Settings

Enable Error Correction Mode	Configure to enable Error Correction Mode (ECM) for the Fax. The default setting is "Yes".
Maximum Transfer Rate	Configure the maximum transfer rate during the Fax rate negotiation. The possible values are 2400, 4800, 7200, 9600, 12000 and 14400. The default setting is 14400.
Minimum Transfer Rate	Configure the minimum transfer rate during the Fax rate negotiation. The possible values are 2400, 4800, 7200, 9600, 12000 and 14000. The default setting is 2400.
Default Email Address	Configure the Email address to send the received Fax to if user's Email address cannot be found.  Note:  The extension's Email address or the Fax's default Email address needs to be configured in order to receive Fax from Email. If neither of them is configured, Fax will be not be received from Email.
Template Variables	Fill in the "Subject:" and "Message:" content, to be used in the Email when sending the Fax to the users.  The template variables are:  • \${CALLERIDNUM} : Caller ID Number  • \${CALLERIDNAME} : Caller ID Name  • \${RECEIVEEXTEN} : The extension to receive the Fax  • \${FAXPAGES} : Number of pages in the Fax  • \${VM_DATE} : The date and time when the Fax is received



- Click on / to edit the Fax extension.
- Click on to delete the Fax extension.

#### SAMPLE CONFIGURATION TO RECEIVE FAX FROM PSTN LINE

The following instructions describes how to use the UCM6100 to receive Fax from PSTN line on the Fax machine connected to the UCM6100 FXS port.

- 1. Connect Fax machine to the UCM6100 FXS port.
- 2. Connect PSTN line to the UCM6100 FXO port.
- 3. Go to web GUI->PBX->Analog Trunks page.
- 4. Create or edit the analog trunk for Fax as below.

Fax Detection: Make sure "Fax Detection" option is set to "No".

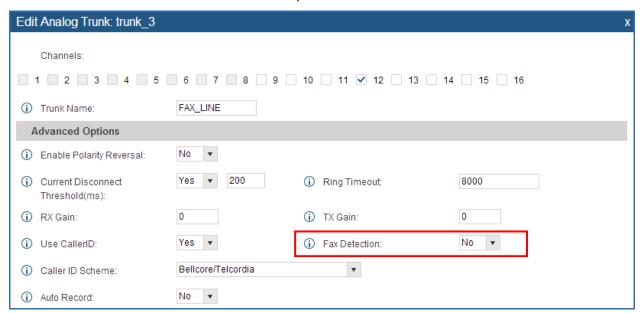


Figure 79: Configure Analog Trunk without Fax Detection

- 5. Go to UCM6100 web GUI->PBX->Basic/Call Routes->Extensions page.
- 6. Create or edit the extension for FXS port.
  - Analog Station: Select FXS port to be assigned to the extension. By default, it's set to "None".
  - Once selected, analog related settings for this extension will show up in "Analog Settings" section.



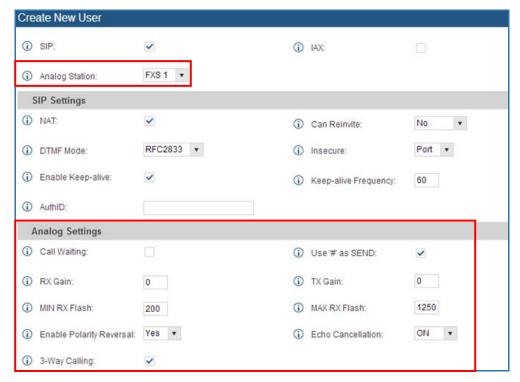


Figure 80: Configure Extension for Fax Machine

- 7. Go to web GUI->PBX->Basic/Call Routes->Inbound Routes page.
- 8. Create an inbound route to use the Fax analog trunk. Select the created extension for Fax machine in step 4 as the default destination.

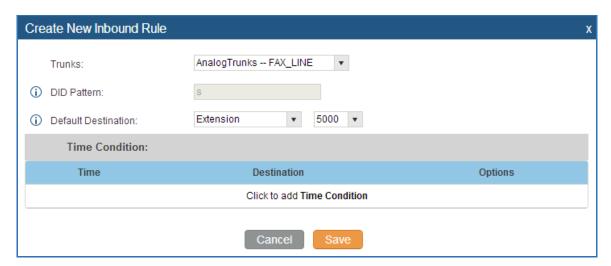


Figure 81: Configure Inbound Rule for Fax

Now the Fax configuration is done. When there is an incoming Fax calling to the PSTN number for the FXO port, it will send the Fax to the Fax machine.



#### SAMPLE CONFIGURATION FOR FAX-TO-EMAIL

The following instructions describes a sample configuration on how to use Fax-to-Email feature on the UCM6100.

- 1. Connect PSTN line to the UCM6100 FXO port.
- 2. Go to UCM6100 web GUI->Internal Options->Fax/T.38 page. Create a new Fax extension.



Figure 82: Create Fax Extension

- 3. Go to UCM6100 web GUI->Basic/Call Routes->Analog Trunks page. Create a new analog trunk. Please make sure "Fax Detection" is set to "No".
- 4. Go to UCM6100 web GUI->Basic/Call Routes->Inbound Routes page. Create a new inbound route and set the default destination to the Fax extension.

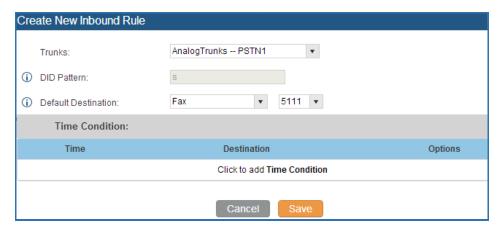


Figure 83: Inbound Route to Fax Extension

Once successfully configured, the incoming Fax from external Fax machine to the PSTN line number will be converted to PDF file and sent to the Email address Faxtest@ucm6100mycompany.com as attachment.



## **FOLLOW ME**

Follow Me is a feature on the UCM6100 that allows users to direct calls to other phone numbers and have them ring all at once or one after the other. Calls can be directed to users' home phone, office phone, mobile and etc. The calls will get to the user no matter where they are.

#### To configure follow me:

Click on "Create New Follow Me" and then select an extension to be configured with Follow Me.



Figure 84: Create Follow Me

Click on "Next" to continue editing Follow Me configuration.

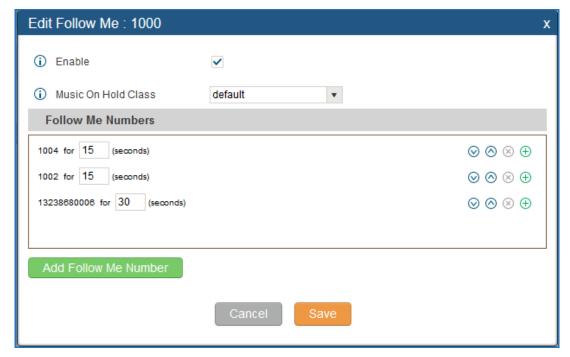


Figure 85: Edit Follow Me

• Click on "Add Follow Me Number" to add local extensions or external numbers to be called after ringing the extension selected in the first step.



Once created, it will be displayed on the follow me web page list. Click on / to edit the Follow Me configuration. Click on to delete the Follow Me.

The following table shows the Follow Me configuration parameters.

Table 53: Follow Me Settings

Enable	Configure to enable or disable Follow Me for this user.
Music On Hold Class	Configure the Music On Hold class that the caller would hear while tracking the user.
Follow Me Numbers	The added numbers are listed here. Click on $\bigcirc \bigcirc$ to arrange the order. Click on $\bigcirc$ to delete the number. Click on $\bigcirc$ to add new numbers.
New Follow Me Number	Add a new Follow Me number which could be a 'Local Extension' or 'External Number'. The selected dial plan should have permissions to dial the defined external number.
Dialing Order	Select the order in which the Follow Me destinations will be dialed to reach the user: ring all at once or ring one after the other.

• Click on "Follow Me Options" to enable or disable the options listed in the following table.

**Table 54: Follow Me Options** 

Playback Incoming Status	If enabled, the PBX will playback the incoming status message before
Message	starting the Follow Me steps.
Record the Caller's Name	If enabled, the PBX will record the caller's name from the phone so it can be announced to the callee in each step.
Playback Unreachable Status Message	If enabled, the PBX will playback the unreachable status message to the caller if the callee cannot be reached.



## **ONE-KEY DIAL**

The UCM6100 supports One-Key Dial that allows users to call a certain destination by pressing one digit 0 to 9 on the keypad. This creates a system-wide speed dial access for all the extensions on the UCM6100.

To enable One-Key Dial, on the UCM6100 web GUI, go to page PBX->Call Features->One-Key Dial.

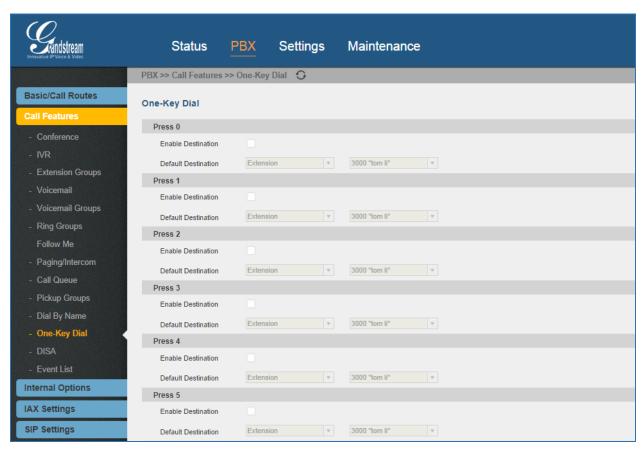


Figure 86: Configure One-Key Dial

User should first decide a digit used for One-Key Dial and check the option "Enable Destination" for the digit. Then select a dial destination from "Default Destination". The supported destinations include extension, voicemail, conference room, voicemail group, IVR, ring group, call queue, page group, fax, DISA, Dial by Name and external number.



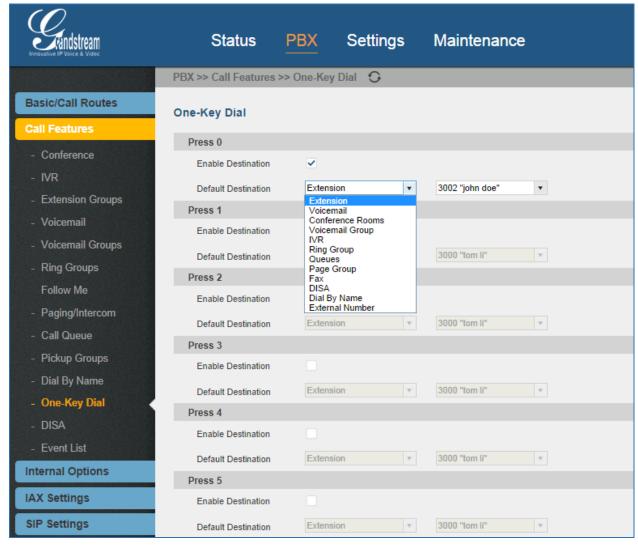


Figure 87: One-Key Dial Destinations



# **DISA**

The UCM6100 supports DISA to be used in IVR or inbound route. Before using it, create new DISA under web GUI->Call Features->DISA.

- Click on "Create New IVR" to add a new DISA.
- Click on to edit the DISA configuration.
- Click on into delete the DISA.

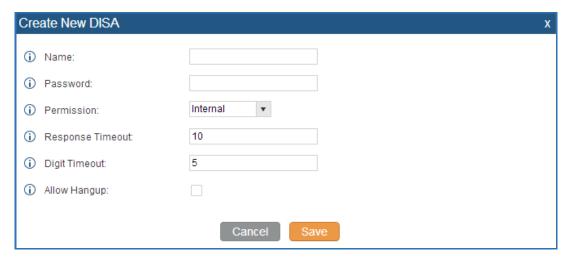


Figure 88: Create New DISA

Table 55: DISA Settings

Name	Configure DISA name to identify the DISA.
	Configure the password (digit only) required for the user to enter before using DISA to dial out.
Password	
	Note:
	The password has to be at least 4 digits.
Permission	Configure the permission level for DISA. The available permissions are
	"Internal", "Local", "National" and "International" from the lowest level to
	the highest level. The default setting is "Internal". If the user tries to dial
	outbound calls after dialing into the DISA, the UCM6100 will compared
	the DISA's permission level with the outbound route's privilege level. If
	the DISA's permission level is higher than (or equal to) the outbound



	route's privilege level, the call will be allowed to go through.
Response Timeout	Configure the maximum amount of time the UCM6100 will wait before hanging up if the user dials an incomplete or invalid number. The default setting is 10 seconds.
Digit Timeout	Configure the maximum amount of time permitted between digits when the user is typing the extension. The default setting is 5 seconds.
Allow Hangup	If enabled, during an active call, users can enter the UCM6100 hangup feature code (by default it's *0) to disconnect the call or hang up directly. A new dial tone will be heard shortly for the user to make a new call. The default setting is "No".

Once successfully created, users can configure the inbound route destination as "DISA" or IVR key event as "DISA". When dialing into DISA, users will be prompted with password first. After entering the correct password, a second dial tone will be heard for the users to dial out.



## **BLF AND EVENT LIST**

#### **BLF**

The UCM6100 supports BLF monitoring for extensions, ring group, call queue, conference room and parking lot. For example, on the user's phone, configure the parking lot number 701 as the BLF monitored number. When there is a parked call on 701, the LED for this BLF key will light up in red, meaning a call is parked against this parking lot. Pressing this BLF key can pick up the call from this parking lot.

# **⚠** Note:

On the Grandstream GXP series phones, the MPK supports "Call Park" mode, which can be used to park the call by configuring the MPK number as call park feature code (e.g., 700). MPK "Call Park" mode can also be used to monitor and pickup parked call if the MPK number is configured as parking lot (e.g., 701).

#### **EVENT LIST**

Besides BLF, users can also configure the phones to monitor event list. In this way, both local extensions on the same UCM6100 and remote extensions on the VOIP trunk can be monitored. The event list settings is under web GUI->Call Features->Event List.

- Click on "Create New Event List" to add a new event list.
- Click on 

  to edit the event list configuration.
- Click on to delete the event list.

**Table 56: Event List Settings** 

URI	Configure the name of this event list (for example, office_event_list). Please note the URI name cannot be the same as the extension name on the UCM6100. The valid characters are letters, digits, _ and
Local Extensions	Select the available extensions/Extension Groups listed on the local UCM6100 to be monitored in the event list.
Remote Extensions	If LDAP sync is enabled between the UCM6100 and the peer UCM6100, the remote extensions will be listed under "Available Extensions". If not, manually enter the remote extensions under "Special Extensions" field.
Special Extensions	Manually enter the remote extensions in the peer/register trunk to be monitored in the event list.  Valid format: 5000,5001,9000



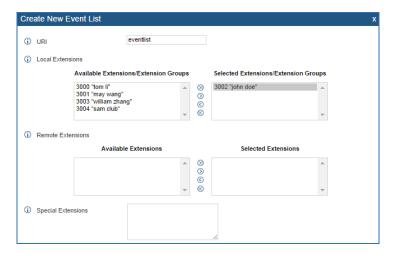


Figure 89: Create New Event List

Remote extension monitoring works on the UCM6100 via event list BLF, among Peer SIP trunks or Register SIP trunks (register to each other). Therefore, please properly configure SIP trunks on the UCM6100 first before using remote BLF feature. Please note the SIP end points need support event list BLF in order to monitor remote extensions.

When an event list is created on the UCM6100 and remote extensions are added to the list, the UCM6100 will send out SIP SUBSCIRBE to the remote UCM6100 to obtain the remote extension status. When the SIP end points registers and subscribes to the local UCM6100 event list, it can obtain the remote extension status from this event list. Once successfully configured, the event list page will show the status of total extension and subscribers for each event list. Users can also select the event URI to check the monitored extension's status and the subscribers' details.

# **⚠** Note:

- To configure LDAP sync, please go to UCM6100 web GUI->PBX->Basic/Call Routes->VoIP Trunk.
  You will see "Sync LDAP Enable" option. Once enabled, please configure password information for
  the remote peer UCM6100 to connect to the local UCM6100. Additional information such as port
  number, LDAP outbound rule, LDAP Dialed Prefix will also be required. Both the local UCM6100 and
  remote UCM6100 need enable LDAP sync option with the same password for successful connection
  and synchronization.
- Currently LDAP sync feature only works between two UCM6100s.
- (Theoretically) Remote BLF monitoring will work when the remote PBX being monitored is non-UCM6100 PBX. However, it might not work the other way around depending on whether the non-UCM6100 PBX supports event list BLF or remote monitoring feature.



### **DIAL BY NAME**

Dial By Name is a feature on the PBX that allows caller to search a person by first or last name via his/her phone's keypad. The administrator can define the Dial By Name directory including the desired extensions in the directory and the searching type by "first name" or "last name". After dialing in, the PBX IVR/Auto Attendant will guide the caller to spell the digits to find the person in the Dial By Name directory. This feature allows customers/clients to use the guided automatic system to get in touch with the enterprise employees without having to know the extension number, which brings convenience and improves business image for the enterprise.

#### **DIAL BY NAME CONFIGURATION**

The administrators can create the dial by name group under web GUI->PBX->Call Features->Dial By Name.

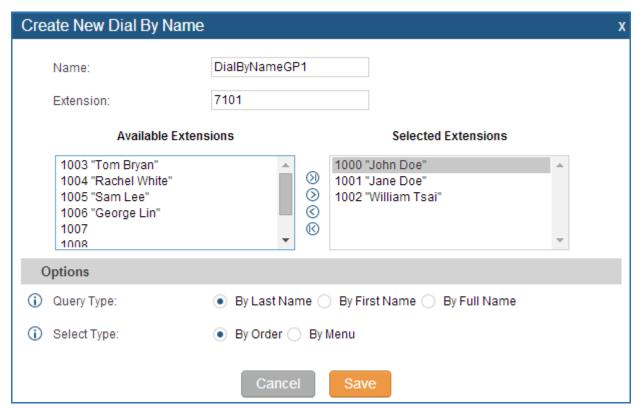


Figure 90: Create Dial By Name Group



#### 1. Group Name

Enter the Group Name. This is to identify the Dial By Name group. The Dial By Name group can be used as the destination for inbound route and key pressing event for IVR. The group name defined here will show up in the destination list when configuring IVR and inbound route.

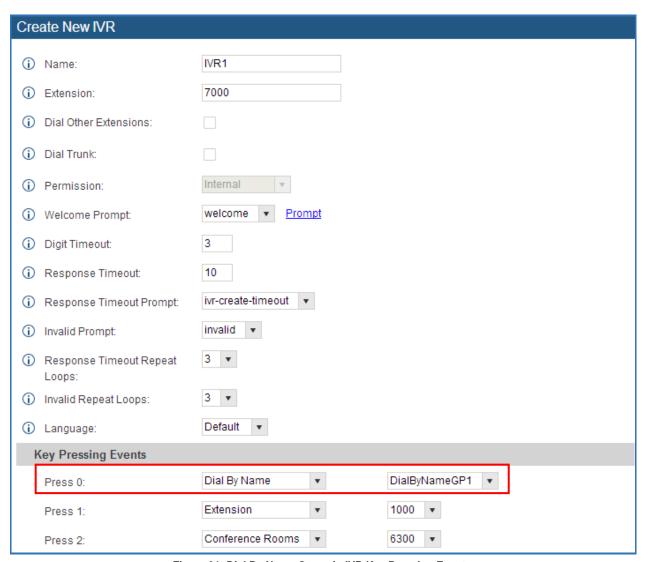


Figure 91: Dial By Name Group In IVR Key Pressing Events



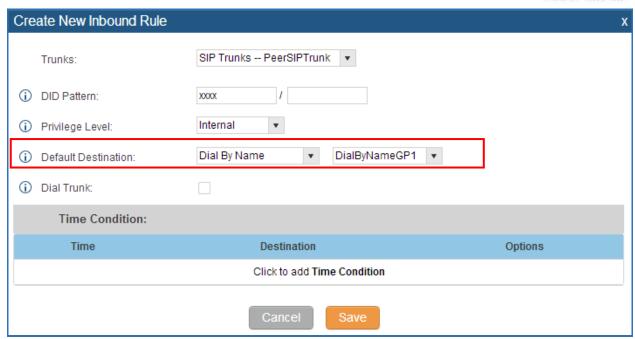


Figure 92: Dial By Name Group In Inbound Rule

#### 2. Extension

Configure the direct dial extension for the Dial By Name group.

#### 3. Available Extensions/Selected Extensions

Select available extensions from the left side to the right side as the directory for the Dial By Name group. Only the selected extensions here can be reached by the Dial By Name IVR when dialing into this group. The extensions here must have a valid first name and last name configured under web GUI->PBX->Basic/Call Routes->Extensions in order to be searchable in Dial By Name directory through IVR. By specifying the extensions here, the administrators can make sure unscreened calls will not reach the company employee if he/she doesn't want to receive them directly.



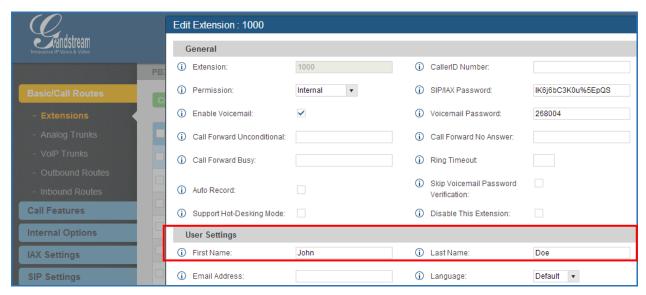


Figure 93: Configure Extension First Name and Last Name

#### 4. Query Type

Specify the query type. This defines how the caller will need to enter to search the directory.

By First Name: enter the first 3 digits of the first name to search the directory.

By Last Name: enter the first 3 digits of the last name to search the directory.

By Full Name: enter the first 3 digits of the first name or last name to search the directory.

#### 5. Select Type

Specify the select type on the searching result. The IVR will confirm the name/number for the party the caller would like to reach before dialing out

By Order: After the caller enters the digits, the IVR will announce the first matching party's name and number. The caller can confirm and dial out if it's the destination party, or press \* to listen to the next matching result if it's not the desired party to call.

By Menu: After the caller enters the digits, the IVR will announce 8 matching results. The caller can press number 1 to 8 to select and call, or press 9 for results in next page.



# **CALL FEATURES**

The UCM6100 supports call recording, transfer, call forward, call park and other call features via feature code. This section lists all the feature codes in the UCM6100 and describes how to use the call features.

## **FEATURE CODES**

Table 57: UCM6100 Feature Codes

14510 011 00110101 041410 00400		
Feature Maps		
Blind Transfer	<ul> <li>Default code: #1.</li> <li>Enter the code during active call. After hearing "Transfer", you will hear dial tone. Enter the number to transfer to. Then the user will be disconnected and transfer is completed.</li> <li>Options Disable Allow Caller: Enable the feature code on caller side only. Allow Both: Enable the feature code on both caller and callee. </li> </ul>	
Attended Transfer	<ul> <li>Default code: *2.</li> <li>Enter the code during active call. After hearing "Transfer", you will hear the dial tone. Enter the number to transfer to and the user will be connected to this number. Hang up the call to complete the attended transfer.</li> <li>Options         Disable             Allow Caller: Enable the feature code on caller side only.             Allow Both: Enable the feature code on both caller and callee.         </li> </ul>	
Disconnect	<ul> <li>Default code: *0.</li> <li>Enter the code during active call. It will disconnect the call.</li> <li>Options         Disable         Allow Caller: Enable the feature code on caller side only.         Allow Both: Enable the feature code on both caller and callee.     </li> </ul>	



Call Park	<ul> <li>Default code: #72.</li> <li>Enter the code during active call to park the call.</li> <li>Options         Disable         Allow Caller: Enable the feature code on caller side only.         Allow Both: Enable the feature code on both caller and callee.     </li> </ul>
Audio Mix Record	<ul> <li>Default code: *3.</li> <li>Enter the code followed by # or SEND to start recording the audio call and the UCM6100 will mix the streams natively on the fly as the call is in progress.</li> <li>Options         Disable         Allow Caller: Enable the feature code on caller side only.         Allow Both: Enable the feature code on both caller and callee.     </li> </ul>
DND/Call Forward	
Do Not Disturb (DND) Activate	Default code: *77.
Do Not Disturb (DND) Deactivate	Default code: *78.
Call Forward Busy Activate	<ul> <li>Default Code: *90.</li> <li>Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.</li> </ul>
Call Forward Busy Deactivate	Default Code: *91.
Call Forward No Answer Activate	<ul> <li>Default Code: *92.</li> <li>Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.</li> </ul>
Call Forward No Answer Deactivate	Default Code: *93.
Call Forward Unconditional Activate	<ul> <li>Default Code: *72.</li> <li>Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.</li> </ul>
Call Forward Unconditional Deactivate	Default Code: *73.
Feature Misc	



Feature Code Digits Timeout	<ul> <li>Default Setting: 1000.</li> <li>Configure the maximum interval (in milliseconds) between the digits input to activate the feature code.</li> </ul>
Call Park	<ul> <li>Default Extension: 700.</li> <li>During an active call, initiate blind transfer and then enter this code to park the call.</li> </ul>
Parked Lots	<ul> <li>Default Extension: 701-720.</li> <li>These are the extensions where the calls will be parked, i.e., parking lots that the parked calls can be retrieved.</li> </ul>
Parking Timeout (s)	<ul> <li>Default setting: 300.</li> <li>This is the timeout allowed for a call to be parked. After the timeout, if the call is not picked up, the extension who parks the call will be called back.</li> </ul>
Feature Codes	
Voicemail Access Code	<ul> <li>Default Code: *98.</li> <li>Enter *98 and follow the voice prompt. Or dial *98 followed by the extension and # to access the entered extension's voicemail box.</li> </ul>
My Voicemail	<ul> <li>Default Code: *97.</li> <li>Press *97 to access the voicemail box.</li> </ul>
Agent Pause	<ul><li>Default Code: *83.</li><li>Pause the agent in all call queues.</li></ul>
Agent Unpause	<ul><li>Default Code: *84.</li><li>Unpause the agent in all call queues.</li></ul>
Paging Prefix	<ul> <li>Default Code: *81.</li> <li>To page an extension, enter the code followed by the extension number.</li> </ul>
Intercom Prefix	<ul> <li>Default Code: *80.</li> <li>To intercom an extension, enter the code followed by the extension number.</li> </ul>
Blacklist Add	<ul> <li>Default Code: *40.</li> <li>To add a number to blacklist for inbound route, dial *40 and follow the voice prompt to enter the number.</li> </ul>



Blacklist Remove	<ul> <li>Default Code: *41.</li> <li>To remove a number from current blacklist for inbound route, dial *41 and follow the voice prompt to remove the number.</li> </ul>
Call Pickup on Ringing	<ul> <li>Default Code: **.</li> <li>To pick up a call for any extension xxxx, enter the code followed by the extension number xxxx.</li> </ul>
Pickup Extension	<ul> <li>Default Code: *8.</li> <li>This code is for the pickup group which can be assigned for each extension on the extension configuration page.</li> <li>If there is an incoming call to an extension, the other extensions within the same pickup group can dial *8 directly to pick up the call.</li> </ul>
Direct Dial Voicemail Prefix	<ul> <li>Default Code: *</li> <li>This code is for the user to directly dial or transfer to an extension's voicemail.</li> <li>For example, directly dial *5000 will have to call go into the extension 5000's voicemail. If the user would like to transfer the call to the extension 5000's voicemail, enter *5000 as the transfer target number.</li> </ul>

### **CALL RECORDING**

The UCM6100 allows users to record audio during the call. If "Auto Record" is turned on for an extension, ring group, call queue or trunk, the call will be automatically recorded when there is established call with it. Otherwise, please follow the instructions below to manually record the call.

- 1. Make sure the feature code for "Audio Mix Record" is configured and enabled.
- 2. After establishing the call, enter the "Audio Mix Record" feature code (by default it's \*3) followed by # or SEND to start recording.
- 3. To stop the recording, enter the "Audio Mix Record" feature code (by default it's \*3) followed by # or SEND again. Or the recording will be stopped once the call hangs up.





Figure 94: Download Recording File from CDR Page

The above recorded call's recording files are also listed under the UCM6100 web GUI->CDR->Recording Files.

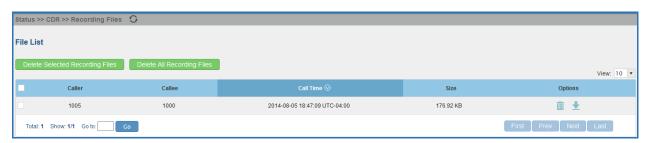


Figure 95: Download Recording File from Recording Files Page

### **CALL PARK**

The UCM6100 provides call park and call pickup features via feature code.

### **PARK A CALL**

There are two feature codes that can be used to park the call.

Feature Maps->Call Park (Default code #72)
 During an active call, press #72 and the call will be parked. Parking lot number (default range 701 to 720) will be announced after parking the call.



Feature Misc->Call Park (Default code 700)
 During an active call, initiate blind transfer (default code #1) and then dial 700 to park the call. Parking lot number (default range 701 to 720) will be announced after parking the call.

#### RETRIEVE THE PARKED CALL

To retrieve the parked call, simply dial the parking lot number and the call will be established. If a parked call is not retrieved after the timeout, the original extension who parks the call will be called back.



# **INTERNAL OPTIONS**

This section describes internal options that haven't been mentioned in previous sections yet. The settings in this section can be applied globally to the UCM6100, including general configurations, jitter buffer, RTP settings, ports config and STUN monitor. The options can be accessed via Web GUI->PBX->Internal Options.

# **INTERNAL OPTIONS/GENERAL**

Table 58: Internal Options/General

General Preferences	
Global OutBound CID	Configure the global CallerID used for all outbound calls when no other CallerID is defined with higher priority. If no CallerID is defined for extension or trunk, the global outbound CID will be used as CallerID.
Global OutBound CID Name	Configure the global CallerID Name used for all outbound calls. If configured, all outbound calls will have the CallerID Name set to this name. If not, the extension's CallerID Name will be used.
Operator Extension	Specify the operator extension, which will be dialed when users presses 0 to exit voicemail application. The operator extension can also be used in IVR option.
Ring Timeout	Configure the number of seconds to ring an extension before the call goes to the user's voicemail box. The default setting is 60.  Note: This is the global value used for each extension if "Ring Timeout" field is left empty on the extension configuration page.
Record Prompt	If enabled, users will hear voice prompt before recording is started or stopped. For example, before recording, the UCM6100 will play voice prompt "The call will be recorded". The default setting is "No".
<b>Extension Preferences</b>	
Enforce Strong Passwords	If enabled, strong password will be enforced for the password created on the UCM6100. The default setting is enabled.  Strong Password Rules:  1. Password for voicemail, voicemail group, outbound route, DISA, call queue and conference requires non-repetitive and non-sequential



	digits, with a minimum length of 4 digits. Repetitive digits pattern (such as 0000, 1111, 1234, 2345, and etc), or common digits pattern (such as 111222, 321321 and etc) are not allowed to be configured as password.  2. Password for extension registration, web GUI admin login, LDAP and LDAP sync requires alphanumeric characters containing at least two categories of the following, with a minimum length of 4 characters.  • Numeric digits  • Lowercase alphabet characters  • Uppercase alphabet characters
	Special characters
Enable Random Password	If enabled, random password will be generated when the extension is created. The default setting is "Yes". It is recommended to enable it for security purpose.
	If set to "Yes", users could disable the extension range preconfigured/configured on the UCM6100. The default setting is "No".
Disable Extension Range	
Disable Extension Hange	Note:
	It is recommended to keep the system assignment to avoid inappropriate usage and unnecessary issues.
	The default extension range assignment is:
	User Extensions: 1000-6299
	User Extensions is referring to the extensions created under web UI->PBX->Basic/Call Routes->Extensions page.
	Pick Extensions: 4000-4999
	This refers to the extensions that can be manually picked from end
	device when being provisioned by the UCM6100. There are two
Extension Ranges	related options in zero config page->Auto Provision Settings, "Pick
	Extension Segment" and "Enable Pick Extension". If "Enable Pick
	Extension" under zero config settings is selected, the extension list
	defined in "Pick Extension Segment" will be sent out to the device
	after receiving the device's request. This "Pick Extension Segment"
	should be a subset of the "Pick Extensions" range here. This feature
	is for the GXP series phones that support selecting extension to be provisioned via phone's LCD.
	Auto Desidoine Futoreirone F000 0000
	Auto Provision Extensions: 5000-6299  This part of the provision Confirm Total Co
	This sets the range for "Zero Config Extension Segment" which is the



extensions can be assigned on the UCM6100 to provision the end device.
<ul> <li>Conference Extensions: 6300-6399</li> <li>Ring Group Extensions: 6400-6499</li> <li>Queue Extensions: 6500-6599</li> <li>Voicemail Group Extensions: 6600-6699</li> <li>IVR Extensions: 7000-7100</li> <li>Fax Extensions: 7200-8200</li> </ul>

# INTERNAL OPTIONS/JITTER BUFFER

Table 59: Internal Options/Jitter Buffer

SIP Jitter Buffer	
Enable Jitter Buffer	Select to enable jitter buffer on the sending side of the SIP channel. The default setting is "No".
Jitter Buffer Size	Configure the time (in ms) to buffer. This is the jitter buffer size used in "Fixed" jitter buffer, or used as the initial time for "adaptive" jitter buffer. The default setting is 100.
Max Jitter Buffer	Configure the maximum time (in ms) to buffer for "Adaptive" jitter buffer implementation, or used as the jitter buffer size for "Fixed" jitter buffer implementation. The default setting is 200.
Implementation	<ul> <li>Configure the jitter buffer implementation on the sending side of a SIP channel. The default setting is "Fixed".</li> <li>Fixed  The size is always equal to the value of "Max Jitter Buffer".</li> <li>Adaptive  The size is adjusted automatically and the maximum value equals to the value of "Max Jitter Buffer".</li> </ul>

# **INTERNAL OPTIONS/RTP SETTINGS**

## Table 60: Internal Options/RTP Settings

DTD O	0 () () DTD () () () TI () () () () () ()
RTP Start	Configure the RTP port starting number. The default setting is 10000.
Terr Otale	compare the term port diarting number. The delicant cetting is reces.



RTP End	Configure the RTP port ending address. The default setting is 20000.
Strict RTP	Configure to enable or disable strict RTP protection. If enabled, RTP packets that do not come from the source of the RTP stream will be dropped. The default setting is "Disable".
RTP Checksums	Configure to enable or disable RTP Checksums on RTP traffic. The default setting is "Disable".

## **INTERNAL OPTIONS/PORTS CONFIG**

The analog hardware (FXS port and FXO port) on the UCM6100 will be listed in this page. Click on to edit signaling preference for FXS port or configure ACIM settings for FXO port.

Select "Loop Start" or "Kewl Start" for each FXS port. And then click on "Update" to save the change.



Figure 96: FXS Ports Signaling Preference

For FXO port, users could manually enter the ACIM settings by selecting the value from dropdown list for each port. Or users could click on "Detect" for the UCM6100 to automatically detect the ACIM value. The detecting value will be automatically filled into the settings.



Figure 97: FXO Ports ACIM Settings

Table 61: Internal Options/Ports Config

Tone Region	Select country to set the default tones for dial tone, busy tone, ring tone and etc to be sent from the FXS port. The default setting is "United States of America (USA)".
Advanced Settings	



FXO Opermode	Select country to set the On Hook Speed, Ringer Impedance, Ringer Threshold, Current Limiting, TIP/RING voltage adjustment, Minimum Operational Loop Current, and AC Impedance as predefined for your country's analog line characteristics. The default setting is "United States of America (USA)".
FXS Opermode	Select country to set the On Hook Speed, Ringer Impedance, Ringer Threshold, Current Limiting, TIP/RING voltage adjustment, Minimum Operational Loop Current, and AC Impedance as predefined for your country's analog line characteristics. The default setting is "United States of America (USA)".
FXS TISS Override	Configure to enable or disable override Two-Wire Impedance Synthesis (TISS). The default setting is No.   If enabled, users can select the impedance value for Two-Wire Impedance Synthesis (TISS) override. The default setting is $600\Omega$ .
PCMA Override	Select the codec to be used for analog lines. North American users should choose PCMU. All other countries, unless already known, should be assumed to be PCMA. The default setting is PCMU.  Note:  This option requires system reboot to take effect.
Boost Ringer	Configure whether normal ringing voltage (40V) or maximum ringing voltage (89V) for analog phones attached to the FXS port is required. The default setting is "Normal".
Fast Ringer	Configure to increase the ringing speed to 25HZ. This option can be used with "Low Power" option. The default setting is "Normal".
Low Power	Configure the peak voltage up to 50V during "Fast Ringer" operation. This option is used with "Fast Ringer". The default setting is "Normal".
Ring Detect	If set to "Full Wave", false ring detection will be prevented for lines where Caller ID is sent before the first ring and proceeded by a polarity reversal, as in UK. The default setting is "Standard".
FXS MWI Mode	Configure the type of Message Waiting Indicator on FXS lines. The default setting is "FSK".  FSK: Frequency Shift Key Indicator  NEON: Light Neon Bulb Indicator.



# **INTERNAL OPTIONS/STUN MONITOR**

## Table 62: Internal Options/STUN Monitor

STUN Server	Configures the IP address or URL of the STUN server to query. If not specified, STUN is disabled. The default setting is stun.ipvideotalk.com.  Valid format: [(hostname   IP-address) [':' port]
	The default port number is 3478 if not specified.
STUN Refresh	Configure the number of seconds between STUN Refreshes. The default setting is 30 seconds.

# **INTERNAL OPTIONS/PAYLOAD**

The UCM6100 payload type for audio codecs and video codes can be configured here.

### Table 63: Internal Options/Payload

AAL2-G.726	Configure payload type for ADPCM (G.726, 32kbps, AAL2 codeword packing). The default setting is 112.
DTMF	Configured payload type for DTMF. The default setting is 101.
G.721 Compatible	Configure to enable/disable G.721 compatible. The default setting is Yes.
G.726	Configure the payload type for G.726 if "G.721 Compatible" is disabled. The default setting is 111.
ILBC	Configure the payload type for ILBC. The default setting is 97.
H.264	Configure the payload type for H.264. The default setting is 99.
H.263P	Configure the payload type for H.263+. The default setting is 100 103.



# **IAX SETTINGS**

The UCM6100 IAX global settings can be accessed via Web GUI->PBX->IAX Settings.

# IAX SETTINGS/GENERAL

Table 64: IAX Settings/General

Bind Port	Configure the port number that the IAX2 will be allowed to listen to. The default setting is 4569.
Bind Address	Configure the address that the IAX2 will be forced to bind to. The default setting is 0.0.0.0, which means all addresses.
IAX1 Compatibility	Select to configure IAX1 compatibility. The default setting is "No".
No Checksums	If selected, UDP checksums will be disabled and no checksums will be calculated/checked on systems supporting this features. The default setting is "No".
Delay Reject	If enabled, the IAX2 will delay the rejection of calls to avoid DOS. The default setting is "No".
ADSI	Select to enable ADSI phone compatibility. The default setting is "No".
Music On Hold Interpret	Specify which Music On Hold class this channel would like to listen to when being put on hold. This music class is only effective if this channel has no music class configured and the bridged channel putting the call on hold has no "Music On Hold Suggest" setting.
Music On Hold Suggest	Specify which Music On Hold class to suggest to the bridged channel when putting the call on hold.
Bandwidth	Configure the bandwidth for IAX settings. The default setting is "Low".

# IAX SETTINGS/REGISTRATION

Table 65: IAX Settings/Registration

IAX Registration Options	
Min Reg Expire	Configure the minimum period (in seconds) of registration. The default setting is 60.
Max Reg Expire	Configure the maximum period (in seconds) of registration. The default setting is 3600.
IAX Thread Count	Configure the number of IAX helper threads. The default setting is 10.
IAX Max Thread Count	Configure the maximum number of IAX threads allowed. The default



setting is 100.
If set to "yes", the connection will be terminated if ACK for the NEW message is not received within 2000ms. Users could also specify number (in milliseconds) in addition to "yes" and "no". The default setting is "yes".
If enabled, authentication traffic in debugging will not show. The default setting is "No".
<ul> <li>Configure codec negotiation priority. The default setting is "Reqonly".</li> <li>Caller Consider the callers preferred order ahead of the host's.</li> <li>Host Consider the host's preferred order ahead of the caller's.</li> <li>Disabled Disable the consideration of codec preference all together.</li> <li>Reqonly This is almost the same as "Disabled", except when the requested format is not available. The call will only be accepted if the requested format is available.</li> </ul>
Configure ToS bit for preferred IP routing.
Configure the frequency of trunk frames (in milliseconds). The default setting is 20.
If enabled, time stamps will be attached to trunk frames. The default setting is "No".

# IAX SETTINGS/STATIC DEFENSE

## Table 66: IAX Settings/Static Defense

Call Token Optional	Enter a single IP address (e.g., 11.11.11.11) or a range of IP addresses (11.11.11.11/22.22.22.22) for which call token validation is not required.
Max Call Numbers	Configure the maximum number of calls allowed for a single IP address.
Max Unvalidated Call Numbers	Configure the maximum number of unvalidated calls for all IP addresses.
Call Number Limits	Configure to limit the number of calls for a give IP address of IP range.
IP or IP Range	Enter the IP address (11.11.11.11) or a range of IP addresses (11.11.11.11/22.22.22.22) to be considered for call number limits.



# **SIP SETTINGS**

The UCM6100 SIP global settings can be accessed via Web GUI->PBX->SIP Settings.

# **SIP SETTINGS/GENERAL**

## Table 67: SIP Settings/General

Realm For Digest Authentication	Configure the host name or domain name for the UCM6100. Realms MUST be globally unique according to RFC3261. The default setting is Grandstream.
Bind UDP Port	Configure the UDP port used for SIP. The default setting is 5060.
Bind IP Address	Configure the IP address to bind to. The default setting is 0.0.0.0, which means binding to all addresses.
Allow Guest Calls	If enabled, the UCM6100 allows unauthorized INVITE coming into the PBX and the call can be made. The default setting is "No".  Warning: Please be aware of the potential security risk when enabling "Allow
	Guest Calls" as this will allow any user with the UCM6100 address to dial into the UCM6100.
Overlap Dialing	Select to enable overlap dialing support. The default setting is "No".
Allow Transfer	If set to "No", all transfers initiated by the endpoint in the UCM6100 will be disabled (unless enabled in peers or users). The default setting is "Yes".
Enable DNS SRV Lookups on Outbound Calls	Select to enables DNS SRV lookups on outbound calls from the UCM6100. The default setting is "Yes".
MWI From	When sending MWI NOTIFY requests, this value will be used in the "From:" header as the "name" field. If no "From User" is configured, the "user" field of the URI in the "From:" header will be filled with this value.
SIP Domain Support	
Domain	Configure the domain for the UCM6100. Incoming INVITE and REFER messages can be matched against a list of "allowed" domains, each of which can direct the call to a specific context if desired. By default, all domains are accepted and sent to the default context or the context associated with the user/peer placing the call. Register to non-local domains will be automatically denied if a domain list is configured. Up to 10 domains can be added.



From Domain	Configure the domain in the "From:" header of the SIP message. It may be required by some providers for authentication.
Auto Domain	If enabled, the UCM6100 will add local host name and local IP to domain list. The default setting is "No".
Allow External Domains	If enabled, requests for external domains that are not served by the UCM6100 will be allowed. The default setting is "Yes".

# **SIP SETTINGS/MISC**

Table 68: SIP Settings/Misc

Outbound SIP Registrations	
Register Timeout	Configure the register retry timeout (in seconds). The default setting is 20.
Register Attempts	Configure the number of registration attempts before the UCM6100 gives up. The default setting is 0, which means the UCM6100 will keep trying until the server side accepts the registration request.
Video	
Max Bit Rate (kb/s)	Configure the maximum bit rate (in kb/s) for video calls. The default setting is 384.
Support SIP Video	Select to enable video support in SIP calls. The default setting is "Yes".
Generate Manager Events	If enabled, the UCM6100 will generate manager events when SIP UA performs events (e.g. Hold). The default setting is "No".
Reject Non-Matching INVITE	If enabled, when rejecting an incoming INVITE or REGISTER request, the UCM6100 will always reject with "401 Unauthorized" instead of notifying the requester whether there is a matching user or peer for the request. This reduces the ability of an attacker to scan for valid SIP usernames. The default setting is "No".

# **SIP SETTINGS/SESSION TIMER**

Table 69: SIP Settings/Session Timer

Session Timers	Select the session timer mode. The default setting is "Accept".
	The options are:
	Originate
	Always request and run session timer.
	• Accept
	Run session timer only when requested by other UA.



	Refuse     Do not run session timer.
Session Expire	Configure the maximum session refresh interval (in seconds). The default setting is 1800.
Min SE	Configure the minimum session refresh interval (in seconds). The default setting is 90.
Session Refresher	Select the session refresher to be UAC or UAS. The default setting is UAC.

# **SIP SETTINGS/TCP and TLS**

Table 70: SIP Settings/TCP and TLS

TCP Enable	Configure to allow incoming TCP connections with the UCM6100. The default setting is "No".
TCP Bind Address	Configure the IP address for TCP server to bind to. 0.0.0.0 means binding to all interfaces. The port number is optional. If not specified, 5060 will be used.
TLS Enable	Configure to allow incoming TLS connections with the UCM6100. The default setting is "No".
	Configure the IP address for TLS server to bind to. 0.0.0.0 means binding to all interfaces. The port number is optional. If not specified, 5061 will be used.  Note:
TLS Bind Address	The IP address must match the common name (hostname) in the certificate. Please do not bind a TLS socket to multiple IP addresses. For details on how to construct a certificate for SIP, please refer to the following document: <a href="http://tools.ietf.org/html/draft-ietf-sip-domain-certs">http://tools.ietf.org/html/draft-ietf-sip-domain-certs</a>
TLS Client Protocol	Select the TLS protocol for outbound client connections. The default setting is TLSv1.
TLS Do Not Verify	If enabled, the TLS server's certificate won't be verified when acting as a client. The default setting is "Yes".
TLS Self-Signed CA	This is the CA certificate if the TLS server being connected to requires self-signed certificate, including server's public key. This file will be renames as "TLS.ca" automatically.



	Note: The size of the uploaded ca file must be under 2MB.
TLS Cert	This is the Certificate file (*.pem format only) used for TLS connections. It contains private key for client and signed certificate for the server. This file will be renamed as "TLS.pem" automatically.  Note: The size of the uploaded certificate file must be under 2MB.
TLS CA Cert	This file must be named with the CA subject name hash value. It contains CA's (Certificate Authority) public key, which is used to verify the accessed servers.  Note: The size of the uploaded CA certificate file must be under 2MB.
TLS CA List	Display a list of files under the CA Cert directory.

# **SIP SETTINGS/NAT**

## Table 71: SIP Settings/NAT

External IP Address	Configure a static address and port (optional) that will be used in outbound SIP messages if the UCM6100 is behind NAT. If it's a hostname, it will only be looked up once.
External Host	Specify an external host name, which is similar to External Address except the host name will be looked up periodically based on the "External Refresh" interval.
External Refresh	Configure the refresh interval for the external host (if used) The default setting is 10.
External TCP Port	Configure the externally mapped TCP port when the UCM6100 is behind a static NAT or PAT.
External TLS Port	Configures the externally mapped TLS port when UCM6100 is behind a static NAT or PAT.
Local Network Address	Specify a list of network addresses that are considered inside of the NAT network. Multiple entries are allowed. If not configured, the external IP address will not be set correctly.
	A sample configuration could be as follows: 192.168.0.0/16



# **SIP SETTINGS/TOS**

Table 72: SIP Settings/ToS

	•
ToS For SIP	Configure the Type of Service for SIP packets. The default setting is None.
ToS For RTP Audio	Configure the Type of Service for RTP audio packets. The default setting is None.
ToS For RTP Video	Configure the Type of Service for RTP video packets. The default setting is None.
Default Incoming/Outgoing Registration Time	Configure the default duration (in seconds) of incoming/outgoing registration. The default setting is 120.
Max Registration/Subscription Time	Configure the maximum duration (in seconds) of incoming registration and subscription allowed by the UCM6100. The default setting is 3600.
Min Registration/Subscription Time	Configure the minimum duration (in seconds) of incoming registration and subscription allowed by the UCM6100. The default setting is 60.
Music On Hold Interpret	Configure the Music On Hold class for the channel when being put on hold. This is used when the Music On Hold class is not set on the channel and the peer channel placing the call on hold doesn't have "Music On Hold Suggest".
Music On Hold Suggest	Configure the Music On Hold class to suggest to the peer channel when placing the peer on hold.
Enable Relaxed DTMF	Select to enable relaxed DTMF handling. The default setting is "No".
DTMF Mode	Select DTMF mode to send DTMF. The default setting is RFC2833. If "Info" is selected, SIP INFO message will be used. If "Inband" is selected, 64-kbit codec PCMU and PCMA are required. When "Auto" is selected, "RFC2833" will be used if offered, otherwise "Inband" will be used. The default setting is "RFC2833".
RTP Timeout	During an active call, if there is no RTP activity within the timeout (in seconds), the call will be terminated. The default setting is no timeout.  Note: This setting doesn't apply to calls on hold.
RTP Hold Timeout	When the call is on hold, if there is no RTP activity within the timeout (in seconds), the call will be terminated. This value of RTP Hold Timeout should be larger than RTP Timeout. The default setting is no timeout.
Trust Remote Party ID	Configure whether the Remote-Party-ID should be trusted. The default setting is "No".
Send Remote Party ID	Configure whether the Remote-Party-ID should be sent or not. The default setting is "No".



Generate In-Band Ringing	<ul> <li>Configure whether the UCM6100 should generate inband ringing or not. The default setting is "Never".</li> <li>Yes: The UCM6100 will send 180 Ringing followed by 183 Session Progress and in-band audio.</li> <li>No: The UCM6100 will send 180 Ringing if 183 Session Progress has not been sent yet. If audio path is established already with 183 then send in-band ringing.</li> <li>Never: Whenever ringing occurs, the UCM6100 will send 180 Ringing as long as 2000K has not been set yet. Inband ringing will not be generated even the end point device is not working properly.</li> </ul>				
Server User Agent	Configure the user agent string for the UCM6100.				
Send Compact SIP Headers	If enabled, compact SIP headers will be sent. The default setting is "No".				
Add "user=phone" to URI	If enabled, "user=phone" will be added to URI that contains a valid phone number. The default setting is "No".				



## STATUS AND REPORTING

#### **PBX STATUS**

The UCM6100 monitors the status for Trunks, Extensions, Queues, Conference Rooms, Interfaces and Parking lot. It presents administrators the real time status in different sections under web GUI->**Status**->**PBX Status**.

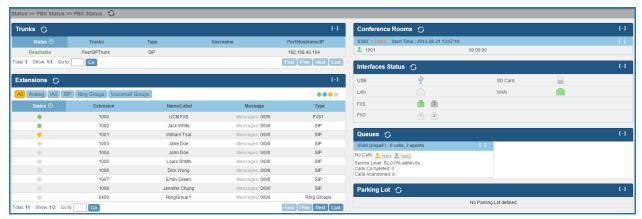


Figure 98: Status->PBX Status

### **TRUNKS**

Users could see all the configured trunk status in this section.

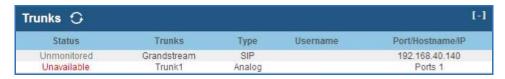
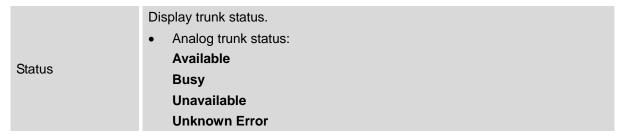


Figure 99: Trunk Status

**Table 73: Trunk Status** 





	<ul> <li>SIP Peer trunk status:         Unreachable: The hostname cannot be reached.         Unmonitored: QUALIFY feature is not turned on to be monitored.         Reachable: The hostname can be reached.     </li> <li>SIP Register trunk status:</li> <li>Registered</li> <li>Unrecognized Trunk</li> </ul>
Trunks	Display trunk name
Туре	Display trunk Type:  • Analog  • SIP  • IAX
Username	Display username for this trunk.
Port/Hostname/IP	Display Port for analog trunk, or Hostname/IP for VoIP (SIP/IAX) trunk.

Other operations are also available in trunk status section:

- Click on "Trunks", the web page will redirect to trunk configuration page which can also be accessed via web GUI->PBX->Basic/Call Routes->Analog Trunks.
- Click on to refresh the trunk status.
- Click on [+] to expand the status detail table.
- Click on [ ] to hide the status detail table.

#### **EXTENSIONS**

Users could see all the configured extension status in this section.



Figure 100: Extension Status



**Table 74: Extension Status** 

Status	Display extension number (including feature code). The color indicator has the following definitions.  Green: Free Blue: Ringing Yellow: In Use Grey: Unavailable						
Extension	Display the extension number.						
Name/Label	Display name (callerID name) or label for the extension.						
Display message status for the extension.  Example: 2/4/1  Description: There are 2 urgent messages, 4 messages in total a message that has been already read.							
Туре	Displays extension type.  SIP User  IAX User  Analog User  Features						

Other operations are also available in extension status section:

- Click on "Extensions", the web page will redirect to extension configuration page which can also be accessed via web GUI->PBX->Basic/Call Routes->Extensions.
- Click on to refresh the extension status.
- Click on one of the tabs All Analog Features IAX SIP to display the corresponding extensions accordingly.
- Click on [+] to expand the status detail table.
- Click on [ ] to hide the status detail table.

### **QUEUES**

Users could see all the configured call queue status in this section. The following figure shows the call queue 6500 being in used.

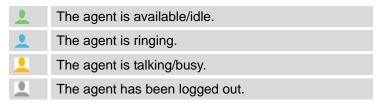




Figure 101: Queue Status

The current call status (caller ID, duration), agent status, service level, calls summary (completed/abandoned) are shown for the call queue. The agent status is defined as below.

Table 75: Agent Status



On the UCM6100, **Service Level** is defined as the percentage of high-quality calls over all calls in the call queue, where high-quality call means calls answered within 10 seconds.

Other operations are also available in queue status section:

- Click on "Queues", the web page will redirect to call queue configuration page which can also be accessed via web GUI->PBX->Call Features->Call Queue.
- Click on to refresh the call queue status.
- Click on [+] to expand the call queue detail.
- Click on [ ] to hide the call queue detail.

#### **CONFERENCE ROOMS**

Users could see all the conference room status in this section. It shows all the configured conference rooms, current users, call duration for each user and conference call.



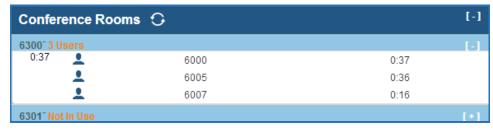


Figure 102: Conference Room Status

Other operations are also available in conference room status section:

- Click on "Conference Rooms", the web page will redirect to conference room configuration page which can also be accessed via web GUI->PBX->Call Features->Conference.
- Click on to refresh the conference room status.
- Click on [+] to expand the conference room details.
- Click on [ ] to hide the conference room details.

#### **INTERFACES STATUS**

This section displays interface/port connection status on the UCM6100. The following example shows the interface status for UCM6116 with USB, SD card, LAN port and FXS1 connected.

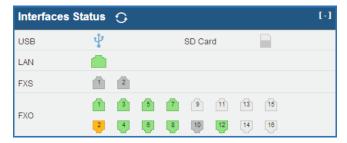
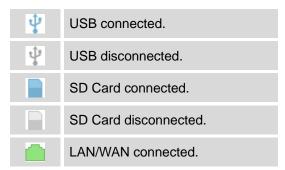


Figure 103: UCM6116 Interfaces Status

**Table 76: Interface Status Indicators** 





LAN/WAN not configured.
LAN/WAN disconnected.
FXS/FXO connected.
FXS/FXO waiting.
FXS/FXO busy.
FXS/FXO not configured.
FXS/FXO disconnected.

Other operations are also available in interface status section:

- Click on "Interfaces Status", the web page will redirect to ports configuration page which can also be accessed via web GUI->PBX->Internal Options->Ports Config.
- Click on to refresh the interface status.
- Click on [+] to expand the interface details.
- Click on [ ] to hide the interface details.

### **PARKING LOT**

The UCM6100 supports call park using feature code. When there is call being parked, this section will display the parking lot status.

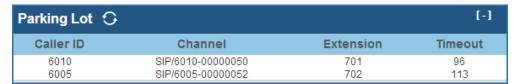


Figure 104: Parking Lot Status

**Table 77: Parking Lot Status** 

Display the caller ID who parks the call.
Display channel for the call park.
Display the parking lot number where the call is parked/retrieved.
Display timeout (in seconds) for the parked call. The status page will dynamically update this timer from 120 seconds (default) to 0. When the timer reaches 0, the caller who parks the call will be called back.



Other operations are also available in parking lot status section:

- Click on "Parking Lot", the web page will redirect to feature codes page which can also be accessed via web GUI->PBX->Internal Options->Feature Codes.
- Click on to refresh the parking lot status.
- Click on [+] to expand the parking lot details.
- Click on [ ] to hide the parking details.

### **ACTIVITY CALLS**

The UCM6100 can monitor the status of active calls in real time. The active calls status can be viewed under web GUI->**Status->Active Calls**.

The following figure shows extension 1002 is calling 1001. 1001 is ringing.

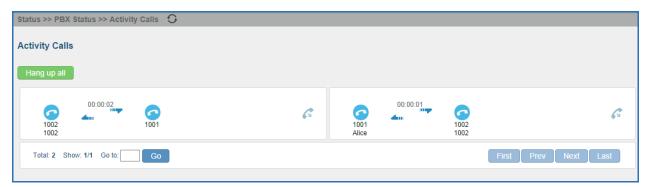


Figure 105: Status->PBX Status->Activity Calls: Calling

The following figure shows the call between 1001 and 1002 is established.

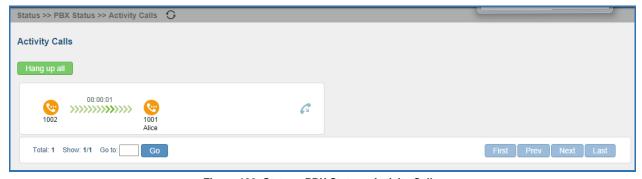


Figure 106: Status->PBX Status->Activity Calls



- Click on to refresh the active call status.
- Click on Hang up all to hang up all calls.
- Click on 6 to hang up single call.

### **SYSTEM STATUS**

The UCM6100 system status can be accessed via Web GUI->**Status**->**System Status**, which displays the following system information.

- General
- Network
- Storage Usage
- Resource Usage

### **GENERAL**

Under Web GUI->**Status->System Status->General**, users could check the hardware and software information for the UCM6100. Please see details in the following table.

Table 78: System Status->General

Status ->System Sta	atus -> General
Model	Product model.
Part Number	Product part number.
System Time	Current system time. The current system time is also available on the upper right of each web page.
Up Time	System up time since the last reboot.
Boot	Boot version.
Core	Core version.
Base	Base version.
Program	Program version. This is the main software release version.
Recovery	Recovery version.



#### **NETWORK**

Under Web GUI->**Status->System Status->Network**, users could check the network information for the UCM6100. Please see details in the following table.

Table 79: System Status->Network

Status -> System St	Status -> System Status -> Network						
MAC Address	Global unique ID of device, in HEX format. The MAC address can be found on the label coming with original box and on the label located on the bottom of the device.						
IP Address	IP address.						
Gateway	Default gateway address.						
Subnet Mask	Subnet mask address.						
DNS Server	DNS Server address.						

### **STORAGE USAGE**

Users could access the storage usage information from Web GUI->Status->System Status->Storage Usage. It shows the available and used space for the following partitions.

- Configuration partition
  - This partition contains PBX system configuration files and service configuration files.
- Data partition
  - Voicemail, recording files, IVR file, music on hold files and etc.
- USB disk
  - USB disk will display if connected.
- SD Card
  - SD Card will display if connected.



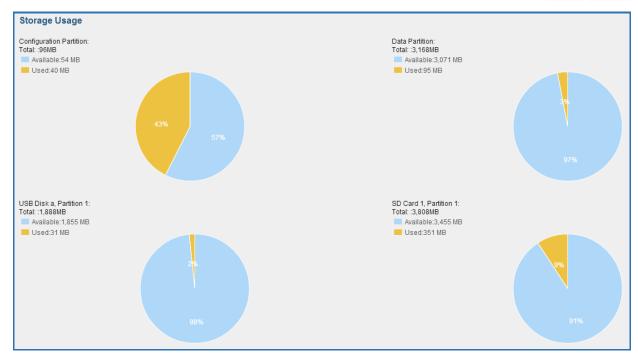


Figure 107: System Status->Storage Usage

#### **RESOURCE USAGE**

When configuring and managing the UCM6100, users could access resource usage information to estimate the current usage and allocate the resources accordingly. Under Web GUI->Status->System Status->Resource Usage, the current CPU usage and Memory usage are shown in the pie chart.

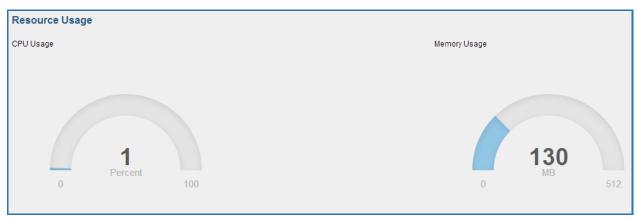


Figure 108: System Status->Resource Usage



### **SYSTEM EVENTS**

The UCM6100 can monitor important system events, log the alerts and send Email notifications to the system administrator.

#### **ALERT EVENTS LIST**

The system alert events list can be found under Web GUI->Status->System Events->Alert Events List. The following event are currently supported on the UCM6100 which will have alert and/or Email generated if occurred:

Disk Usage
Modify Admin Password
Memory Usage
System Reboot
System Update
System Crash
Register SIP Failed
Register SIP Trunk Failed
Restore Config
User Login Success
User Login Failed
SIP Internal Call Failure
SIP Outgoing Call through Trunk Failure

Click on / to configure the parameters for each event. See examples below.

### 1. Disk Usage.

Fail2ban Blocking SIP Lost Registration SIP Peer Trunk Status

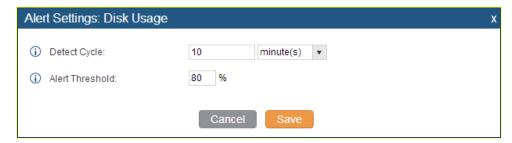


Figure 109: System Events->Alert Events Lists: Disk Usage



- Detect Cycle: The UCM6100 will perform the internal disk usage detection based on this cycle.
   Users can enter the number and then select second(s)/minute(s)/hour(s)/day(s) to configure the cycle.
- Alert Threshold: If the detected value exceeds the threshold (in percentage), the UCM6100 system will send the alert.

## 2. Memory Usage

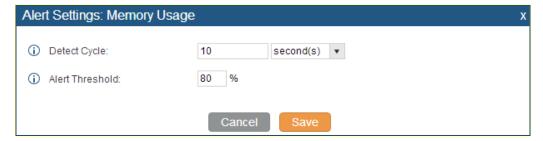


Figure 110: System Events->Alert Events Lists: Memory Usage

- Detect Cycle: The UCM6100 will perform the memory usage detection based on this cycle.
   Users can enter the number and then select second(s)/minute(s)/hour(s)/day(s) to configure the cycle.
- Alert Threshold: If the detected value exceeds the threshold (in percentage), the UCM6100 system will send the alert.

#### 3. System Reboot

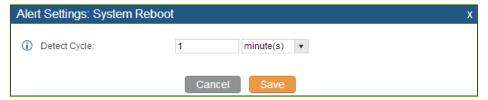


Figure 111: System Events->Alert Events Lists: System Reboot

- **Detect Cycle**: The UCM6100 will check the system reboot based on this cycle. Users can enter the number and then select second(s)/minute(s)/hour(s)/day(s) to configure the cycle.
- 4. System Crash

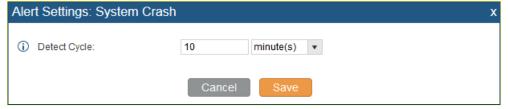


Figure 112: System Events->Alert Events Lists: System Crash



• **Detect Cycle**: The UCM will detect the event at each cycle based on the specified time. Users can enter the number and then select second(s)/minute(s)/hour(s)/day(s) to configure the cycle.

Click on the switch of to turn on/off the alert and Email notification for the event. Users could also select the checkbox for each event and then click on button "Alert On", "Alert Off", "Email Notification On", "Email Notification Off" to control the alert and Email notification configuration.

#### **ALERT LOG**

Under Web GUI->Status->System Events->Alert Log, system messages are listed when the alert is triggered for the configured system events. The following picture shows disk usage alert log. We can tell the detect cycle for the disk usage is 10 minutes and the disk usage is restored to normal after the administrator cleans up the disk storage below the threshold.

2013-10-09 21:32:00	Disk Usage	Generate Alert	Disk usage exceeds the threshold
2013-10-09 21:42:00	Disk Usage	Generate Alert	Disk usage exceeds the threshold
2013-10-09 21:52:00	Disk Usage	Generate Alert	Disk usage exceeds the threshold
2013-10-09 22:02:00	Disk Usage	Restore to normal	Disk usage has been restored to normal

Figure 113: System Events->Alert Log

### **ALERT CONTACT**

Users could add administrator's Email address under Web GUI->Status->System Events->Alert Contact to send the alert notification to. Up to 10 Email addresses can be added.

## **CDR**

A Call Detail Record (CDR) is a data record produced by telephone exchange activities or other telecommunications equipment documenting the details of a phone call that passed through the PBX. The CDR is composed of the following data fields on the UCM6100.

Start Time. Format: 2013-03-27 16:47:03.
Call From. Format: "John Doe" < 6012>.

• Call To. Format: 6005.

Answered By. Format: 6005.Call Time. Format: 0:00:10.



- **Talk Time**. Format: 0:00:10
- Status. Format: NO ANSWER, BUSY, ANSWERED, or FAILED.
- Options. Voice record playing/downloading/deleting.

Users could filter the call report by specifying the date range and criteria, depending on how the users would like to include the logs to the report. Then click on "View Report" button to display the generated report.

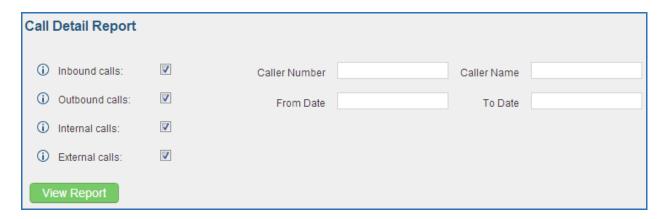


Figure 114: CDR Filter

#### Table 80: CDR Filter Criteria

Inbound calls	Inbound calls are calls originated from a non-internal source (like a VoIP trunk) and sent to an internal extension.
Outbound calls	Outbound calls are calls sent to a non-internal source (like a VoIP trunk) from an internal extension.
Internal calls	Internal calls are calls from one internal extension to another extension, which are not sent over a trunk.
External calls	External calls are calls sent from one trunk to another trunk, which are not sent to any internal extension.
Caller Number	Enter the caller number to be filtered in the CDR report.
Caller Name	Enter the caller name to be filtered in the CDR report.
From Date	Specify "From" date and time to be filtered for the CDR report. Click on the field and the calendar will show for users to select the exact date and time.
To Date	Specify "To" date and time to be filtered for the CDR report. Click on the field and the calendar will show for users to select the exact date and time.



The call report will display as the following figure shows.

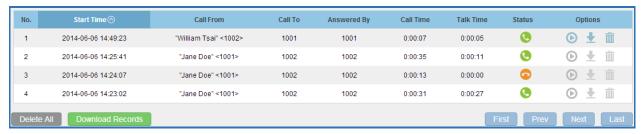


Figure 115: Call Report

Users could perform the following operations on the call report.

### Sort

Click on the header of the column to sort by this category. For example, clicking on "Start Time" will sort the report according to start time. Clicking on "Start Time" again will reverse the order.

### Download Records

On the bottom of the page, click on "Download Records" button to export the report in .csv format.

#### Delete All

On the bottom of the page, click on "Delete All" button to remove all the call report information.

## Play/Download/Delete Recording File (per entry)

If the entry has audio recording file for the call, the three icons on the most right column will be activated for users to select. In the following picture, the second entry has audio recording file for the call.

Click on to play the recording file; click on to download the recording file in .wav format; click on to delete the recording file (the call record entry will not be deleted).

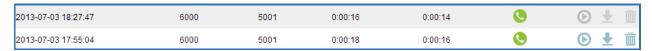


Figure 116: Call Report Entry with Audio Recording File

#### **DOWNLOADED CDR FILE**

The downloaded CDR (.csv file) has different format from the web UI CDR. Here are some descriptions.

### Call From, Call To



"Call From": the caller ID.
"Call To": the callee ID.

If "Call From" shows empty, "Call To" shows "s" (see highlight part in the picture below) and the "Source Channel" contains "DAHDI", this means the call is from FXO/PSTN line. For FXO/PSTN line, we only know there is an incoming request when there is incoming call but we don't know the number being called. So we are using "s" to match it where "s" means "start".

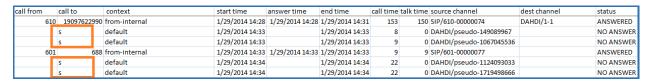


Figure 117: Downloaded CDR File Sample - Call To Shows "s"

#### Context

There are different context values that might show up in the downloaded CDR file. The actual value can vary case by case. Here are some sample values and their descriptions.

from-internal: internal extension makes outbound calls.

**ext-did-XXXXX:** inbound calls. It starts with "ext-did", and "XXXXX" content varies case by case, which also relate to the order when the trunk is created.

ext-local: internal calls between local extensions.

#### Source Channel, Dest Channel

#### Sample 1:

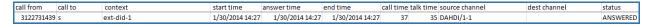


Figure 118: Downloaded CDR File Sample - Source Channel and Dest Channel 1

DAHDI means it is an analog call, FXO or FXS.

For UCM6102, DAHDI/(1-2) are FXO ports, and DAHDI(3-4) are FXS ports.

For UCM6104, DAHDI/(1-4) are FXO ports, and DAHDI(5-6) are FXS ports.

For UCM6108, DAHDI/(1-8) are FXO ports, and DAHDI(9-10) are FXS ports.

For UCM6116, DAHDI/(1-16) are FXO ports, and DAHDI/(17-18) are FXS ports.

### Sample 2:

call from	call to	context	start time	answer time	end time	call time	talk time	source channel	dest channel	status
609	619	from-internal	1/30/2014 14:31	1/30/2014 14:32	1/30/2014 14:32	9	3	SIP/609-00000150	SIP/619-00000151	ANSWERED



Figure 119: Downloaded CDR File Sample - Source Channel and Dest Channel 2

"SIP" means it's a SIP call. There are three possible format:

- (a) **SIP/NUM-XXXXXX**, where NUM is the local SIP extension number. The last XXXXX is a random string and can be ignored.
- (c) **SIP/trunk\_X/NUM,** where trunk\_X is the internal trunk name, and NUM is the number to dial out through the trunk.
- (c) **SIP/trunk\_X-XXXXXX**, where trunk\_X is the internal trunk name and it is an inbound call from this trunk. The last XXXXX is a random string and can be ignored.

#### Sample 3:

call from	call to	context	start time	answer time	end time	call time	talk time source channel	dest channel	status
	S	default	1/30/2014 14:30		1/30/2014 14:37	386	0 DAHDI/pseudo-1665832080		NO ANSWER
	S	default	1/30/2014 14:30		1/30/2014 14:37	390	0 DAHDI/pseudo-1946772436		NO ANSWER

Figure 120: Downloaded CDR File Sample - Source Channel and Dest Channel 3

This is a very special channel name. If it shows up, most likely it means a conference call.

There are some other possible values, but these values are almost the application name which are used by the dialplan.

#### IAX2/NUM-XXXXXXX: it means this is an IAX call.

**Local/@from-internal-XXXXX**: it is used internally to do some special feature procedure. We can simply ignore it.

**Hangup**: the call is hung up from the dialplan. This indicates there are some errors or it has run into abnormal cases.

Playback: play some prompts to you, such as 183 response or run into an IVR.

ReadExten: collect numbers from user. It may occur when you input PIN codes or run into DISA

#### **STATISTICS**

CDR Statistics is an additional feature on the UCM6100 which provides users a visual overview of the call report across the time frame. Users can filter with different criteria to generate the statistics chart.

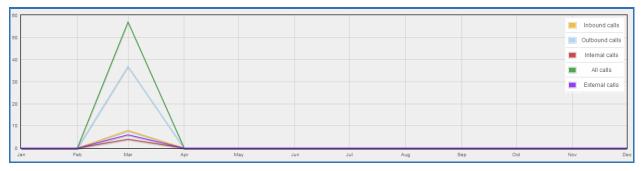




Figure 121: CDR Statistics
Table 81: CDR Statistics Filter Criteria

Trunk Type	Select one of the following trunk type.  All SIP Calls PSTN Calls
Call Type	Select one or more in the following checkboxes.  Inbound calls  Outbound calls  Internal calls  External calls  All calls
Time Range	<ul> <li>By month (of the selected year).</li> <li>By week (of the selected year).</li> <li>By day (of the specified month for the year).</li> <li>By hour (of the specified date).</li> <li>By range. For example, 2013-01 To 2013-03.</li> </ul>

#### **RECORDING FILES**

This page lists all the recording files recorded by "Auto Record" per extension/ring group/call queue/trunk, or via feature code "Audio Mix Record". If external storage device is plugged in, for example, SD card or USB drive, the files are stored on the external storage. Otherwise, internal storage will be used on the UCM6100.

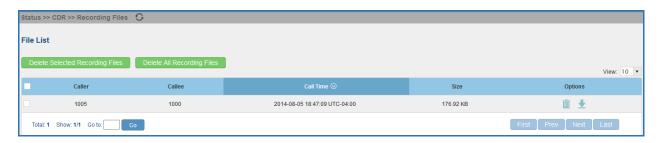


Figure 122: CDR->Recording Files

- Click on "Delete Selected Recording Files" to delete the recording files.
- Click on "Delete All Recording Files" to delete all recording files.
- Click on to download the recording file in .wav format.



- Click on to delete the recording file.
- To sort the recording file, click on the title "Caller", "Callee" or "Call Time" for the corresponding column. Click on the title again can switch the sorting mode between ascending order or descending order.

#### **CDR API CONFIGURATION FILES**

The UCM6100 supports third party billing interface API for external billing software to access CDR on the PBX. The API uses HTTPS to request the CDR data matching given parameters as configured on the third party application. Before accessing the API, the administrators need enable API and configure the access/authentication information on the UCM6100 first.

**Table 82: CDR API Configuration Files** 

Enable	Enable/Disable CDR API. The default setting is disabled.
TLS Bind Address	Configure the IP address for TLS server to bind to. "0.0.0.0" means binding to all interfaces. The port number is optional and the default port number is 8443. The IP address must match the common name (host name) in the certificate so that the TLS socket won't bind to multiple IP addresses. The default setting is 0.0.0.0:8443.
TLS Private Key	Upload TLS private key. The size of the key file must be under 2MB. This file will be renamed as 'private.pem' automatically.
TLS Cert	Upload TLS cert. The size of the certificate must be under 2MB. This is the certificate file (*.pem format only) for TLS connection. This file will be renamed as "certificate.pem" automatically. It contains private key for the client and signed certificate for the server.
TLS Authentication Name	Configure the user name for TLS authentication. If not configured, authentication will be skipped.
TLS Authentication Password	Configure the password for TLS authentication. This is optional.
Permitted	Specify a list of IP addresses permitted by CDR API. This creates an AIP-specific access control list. Multiple entries are allowed. For example, "192.168.40.3/255.255.255.255" denies access from all IP addresses except 192.168.40.3.

The format of the HTTPS request for the CDR API is as below.

https://[UCM IP]:[Port]/cdrapi?[option1]=[value]&[option2]=[value]&...

By default, the port number for the API is 8443.



The options included in the request URI control the record matching and output format. For CDR matching parameters, all non-empty parameters must have a match to return a record. Parameters can appear in the URI in any order. Multiple values given for caller or callee will be concatenated. The following table shows the parameter list used in the CDR API.

**Table 83: CDR API URI Parameters** 

Field	Value	Details
format	csv, xml, json	Define the format for output of matching CDR rows.  Default is csv (comma separated values).
numRecords	Number: 0-1000	Number of records to return. Default is 1000, which is also the maximum allowed value.
offset	Number	Number of matching records to skip. This will be combined with numRecords to receive all matches over multiple responses. Default is 0.
caller	Comma separated extensions, ranges of extensions, or regular expressions.	Filters based on src (caller) or dst (callee) value, matching any extension contained in the parameter input string.
callee	Example:  caller=5300,5302-5304,_4@  -OR-  caller=5300&caller=5302- 5304&caller=_4@  (Matches extensions 5300, 5302, 5303, 5304, and any extension containing 4 as the second digit/character).	Patterns containing one or more wildcards ('@' or '_') will match as a regular expression, and treat '-' as a literal hyphen rather than a range signifier. The '@' wildcard matches any number of characters (including zero), while '_' matches any single character.  Otherwise, patterns containing a single hyphen will be matching a range of numerical extensions, with non-numerical characters ignored, while patterns containing multiple hyphens will be ignored. (The pattern "0-0" will match all non-numerical and empty strings).
startTime	Date and/or time of day in any of the following formats:	Filters based on the start (call start time) value. Calls which start within this period (inclusive of boundaries)



	YYYY-MM-DDTHH:MM	will match, regardless of the call answer or end time. An
	YYYY-MM-DDTHH:MM:SS	empty value for either field will be interpreted as range with no minimum or maximum respectively.
	YYYY-MM-DDTHH:MM:SS.SSS	Strings without a date have a default value of 2000-01-
	(literal 'T' character separator in	01. Strings without a time of day have a default value of
	above three formats)	of 00:00 UTC, while strings with a time of day specified
endTime	HH:MM	may also optionally specify a time zone offset - replace
		'+' in time zone offset with '%2B' (see
	HH:MM:SS	http://www.w3.org/TR/NOTE-datetime).
	HH:MM:SS.SSS	
	now	
	DDDDDDDDD	
minDur	Number (duration in seconds)	Filters based on the billsec value, the duration between
maxDur	ramsor (duration in seconds)	call answer and call end.

# **Example Queries:**

The following illustrates the format of queries to accomplish certain requests. In most cases, multiple different queries will accomplish the same goal, and these examples are not intended to be exhaustive, but rather to bring attention to particular features of the CDR API connector.

Query 1: Request all records of calls placed on extension 5300 which last between 8 and 60 seconds (inclusive), with results in CSV format.

https://192.168.254.200:8088/cdrapi?format=CSV&caller=5300&minDur=8&maxDur=60

-OR-

https://192.168.254.200:8088/cdrapi?caller=5300&minDur=8&maxDur=60



Query 2: Request all records of calls placed on extension 5300 or in the range 6300-6399 to extensions starting with 5, with results in XML format.

https://192.168.254.200:8088/cdrapi?format=XML&caller=5300,6300-6399&callee=5@

-OR-

https://192.168.254.200:8088/cdrapi?cdrapi?format=XML&caller=5300&caller=6300-6399&callee=5@

Query 3: Request all records of calls placed on extensions containing substring "53" prior to January 23, 2013 00:00:00 UTC to extensions 5300-5309, with results in CSV format.

https://192.168.254.200:8088/cdrapi?caller=@53@&callee=5300-5309&endTime=2013-01-23

-OR-

https://192.168.254.200:8088/cdrapi?caller=@53@&callee=530\_&endTime=2013-01-23T00:00:00

Query 4: Request all records of calls placed by an Anonymous caller during July 2013 Central Standard Time to extensions starting with 2 or 34 or ending with 5, with results in CSV format.

https://192.168.254.200:8088/cdrapi?caller=Anonymous&callee=2@,34@,@5&startTime=2013-07-01T00:00:00-06:00&endTime=2013-07-31T23:59:59-06:00

Query 5: Request all records during July 2013 Central Standard Time, 200 at a time, with results in CSV format.

https://192.168.254.200:8088/cdrapi?startTime=2013-07-01T00:00:00-06:00&endTime=2013-07-31T23:59:59-06:00&numRecords=200&offset=0

-THEN-

https://192.168.254.200:8088/cdrapi?sstartTime=2013-07-01T00:00:00-06:00&endTime=2013-07-31T23:59:59-06:00&numRecords=200&offset=200

-THEN-

https://192.168.254.200:8088/cdrapi?startTime=2013-07-01T00:00:00-06:00&endTime=2013-07-31T23:59:59-06:00&numRecords=200&offset=400



# ⚠ Note:

- Disallowed characters in the caller, callee, startTime, or endTime strings, and non-digit characters
  in the values of numRecords, offset, minDur, or maxDur, will result in no records returned the
  appropriate container/header for the output format will be the only output. If the format parameter
  is in error, the CSV header will be used. Error messages will appear in the Asterisk log (along with
  errors stemming from failed database connections, etc.).
- Other errors which return no records include:
  - Multiple hyphens in an extension range (e.g. caller=5300-5301-,6300)
  - Empty parameter value (e.g. caller=)
  - Extension values starting with comma, or with consecutive commas (e.g. caller=5300,,5303)
  - Unknown parameters (e.g. caler=5300) or URI ending with '&'
  - Except for caller and callee, multiple instances of the same parameter within the URI (e.g. minDur=5&minDur=10)

#### **Example Output:**

The following are examples of each of the output formats for the same data set.

## CSV:

Acctld,accountcode,src,dst,dcontext,clid,channel,dstchannel,lastapp,lastdata,start,answer,end,duration, billsec,disposition,amaflags,uniqueid,userfield,channel\_ext,dstchannel\_ext,service 62,,5300,5301,from-internal,"pn01" <5300>,SIP/5300-00000000,SIP/5301-00000001,Dial,SIP/5301,60,,2013-12-03 11:46:40,2013-12-03 11:46:43,2013-12-03 11:46:49,9,6,ANSWERED,DOCUMENTATION,1386092800.0,EXT,5300,5301,s 63,,5300,5301,from-internal,"pn01" <5300>,SIP/5300-00000000,SIP/5301-00000001,Dial,SIP/5301,60,,2013-12-03 14:01:41,2013-12-03 14:01:43,2013-12-03 14:01:46,5,3,ANSWERED,DOCUMENTATION,1386100901.0,EXT,5300,5301,s 64,,5300,5301,from-internal,"pn01" <5300>,SIP/5300-00000002,SIP/5301-00000003,Dial,SIP/5301,60,,2013-12-03 14:02:23,2013-12-03 14:02:27,2013-12-03 14:02:31,8,4,ANSWERED,DOCUMENTATION,1386100943.2,EXT,5300,5301,s



#### XML:

```
<root>
<cdr><AcctId>62</AcctId><accountcode></accountcode><src>5300</src><dst>5301</dst><dcontext>
from-internal</dcontext><clid>&guot;pn01&guot; &lt:5300&gt;</clid><channel>SIP/5300-
00000000</channel><dstchannel>SIP/5301-
00000001</dstchannel><lastapp>Dial</lastapp>clastdata>SIP/5301,60,</lastdata><start>2013-12-03
11:46:40</start><answer>2013-12-03 11:46:43</answer><end>2013-12-03
11:46:49</end><duration>9</duration><duration><duration><a
maflags>DOCUMENTATION</amaflags><uniqueid>1386092800.0</uniqueid><userfield>EXT</userfie
ld><channel_ext>5300</channel_ext><dstchannel_ext>5301</dstchannel_ext><service></
cdr>
<cdr><Acctld>63</Acctld><accountcode></accountcode><src>5300</src><dst>5301</dst><dcontext>
from-internal</dcontext><clid>&quot;pn01&quot; &lt;5300&gt;</clid><channel>SIP/5300-
0000000</channel><dstchannel>SIP/5301-
00000001</dstchannel><lastapp>Dial</lastapp><lastdata>SIP/5301,60,</lastdata><start>2013-12-03
14:01:41</start><answer>2013-12-03 14:01:43</answer><end>2013-12-03
14:01:46</end><duration>5</duration><billsec>3</billsec><disposition>ANSWERED</disposition><a
maflags>DOCUMENTATION</amaflags><uniqueid>1386100901.0</uniqueid><userfield>EXT</userfie
ld><channel ext>5300</channel ext><dstchannel ext>5301</dstchannel ext><service></
<cdr><AcctId>64</AcctId><accountcode></accountcode><src>5300</src><dst>5301</dst><dcontext>
from-internal</dcontext><clid>&quot;pn01&quot; &lt;5300&qt;</clid><channel>SIP/5300-
00000002</channel><dstchannel>SIP/5301-
00000003</dstchannel><lastapp>Dial</lastapp><lastdata>SIP/5301.60,</lastdata><start>2013-12-03
14:02:23</start><answer>2013-12-03 14:02:27</answer><end>2013-12-03
14:02:31</end><duration>8</duration><edisposition>ANSWERED</disposition><a
maflags>DOCUMENTATION</amaflags><uniqueid>1386100943.2</uniqueid><userfield>EXT</userfie
ld><channel ext>5300</channel ext><dstchannel ext>5301</dstchannel ext><service></
cdr>
</root>
```

#### JSON:



# **UPGRADING AND MAINTENANCE**

# **UPGRADING**

The UCM6100 can be upgraded to a new firmware version remotely or locally. This section describes how to upgrade your UCM6100 via network or local upload.

#### **UPGRADING VIA NETWORK**

The UCM6100 can be upgraded via TFTP/HTTPS by configuring the URL/IP Address for the TFTP/HTTP/HTTPS server and selecting a download method. Configure a valid URL for TFTP, HTTP or HTTPS; the server name can be FQDN or IP address.

# **Examples of valid URLs:**

firmware.grandstream.com

The upgrading configuration can be accessed via Web GUI->Maintenance->Upgrade.



Figure 123: Network Upgrade

**Table 84: Network Upgrade Configuration** 

Upgrade Via	Allow users to choose the firmware upgrade method: TFTP, HTTP or HTTPS.
Firmware Server Path	Define the server path for the firmware server.
Firmware File Prefix	If configured, only the firmware with the matching encrypted prefix will be downloaded and flashed into the UCM6100.
Firmware File Suffix	If configured, only the firmware with the matching encrypted postfix will



	be downloaded and flashed into the UCM6100.
HTTP/HTTPS User Name	The user name for the HTTP/HTTPS server.
HTTP/HTTPS Password	The password for the HTTP/HTTPS server.

Please follow the steps below to upgrade the firmware remotely.

- Enter the firmware server path under **Web GUI->Maintenance->Upgrade**.
- Click on "Save". Then reboot the device to start the upgrading process.
- Please be patient during the upgrading process. Once done, a reboot message will be displayed in the LCD.
- Manually reboot the UCM6100 when it's appropriate to avoid immediate service interruption. After it boots up, log in the web GUI to check the firmware version.

#### **UPGRADING VIA LOCAL UPLOAD**

If there is no HTTP/TFTP server, users could also upload the firmware to the UCM6100 directly via Web GUI. Please follow the steps below to upload firmware locally.

- Download the latest UCM6100 firmware file from the following link and save it in your PC.
   http://www.grandstream.com/support/firmware
- Log in the Web GUI as administrator in the PC.
- Go to Web GUI->Maintenance->Upgrade, upload the firmware file by clicking on and select the firmware file from your PC. The default firmware file name is ucm6100fw.bin



Figure 124: Local Upgrade

Click on to start upgrading.



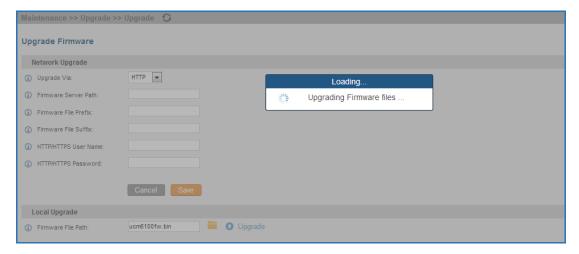


Figure 125: Upgrading Firmware Files

Wait until the upgrading process is successful and a window will be popped up in the Web GUI.

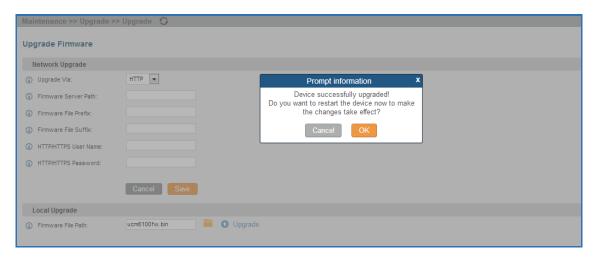


Figure 126: Reboot UCM6100

• Click on "OK" to reboot the UCM6100 and check the firmware version after it boots up.



Please do not interrupt or power cycle the UCM6100 during upgrading process.



#### **NO LOCAL FIRMWARE SERVERS**

For users that would like to use remote upgrading without a local TFTP server, Grandstream offers a NAT-friendly HTTP server. This enables users to download the latest software upgrades for their devices via this server. Please refer to the webpage:

http://www.grandstream.com/support/firmware.

Alternatively, users can download a free TFTP or HTTP server and conduct a local firmware upgrade. A free windows version TFTP server is available for download from :

http://www.solarwinds.com/products/freetools/free\_tftp\_server.aspx http://tftpd32.jounin.net

Instructions for local firmware upgrade via TFTP:

- 1. Unzip the firmware files and put all of them in the root directory of the TFTP server;
- 2. Connect the PC running the TFTP server and the UCM6100 to the same LAN segment;
- 3. Launch the TFTP server and go to the File menu->Configure->Security to change the TFTP server's default setting from "Receive Only" to "Transmit Only" for the firmware upgrade;
- 4. Start the TFTP server and configure the TFTP server in the UCM6100 web configuration interface;
- 5. Configure the Firmware Server Path to the IP address of the PC;
- 6. Update the changes and reboot the UCM6100.

End users can also choose to download a free HTTP server from <a href="http://httpd.apache.org/">http://httpd.apache.org/</a> or use Microsoft IIS web server.

#### **BACKUP**

The UCM6100 configuration can be backed up locally or via network. The backup file will be used to restore the configuration on UCM6100 when necessary.

## **LOCAL BACKUP**

Users could backup the UCM6100 configurations for restore purpose under Web GUI->**Maintenance**->**Backup**->**Local Backup**. Before creating new backup file, select the backup option first.

- If the Config-File is selected only, the backup file will be saved in the flash of the UCM6100.
- If Voice-File, Voicemail-File, Voice-Records, CDR or VFAX is selected, external storage devices (USB Flash drive or SD Card) will be required because the backup file might be too large.



Click on "Create New Backup" button to start backup. Once the backup is done, the list of the backups will be displayed with date and time in the web page. Users can download , restore, or delete it from the UCM6100 internal storage or the external device.

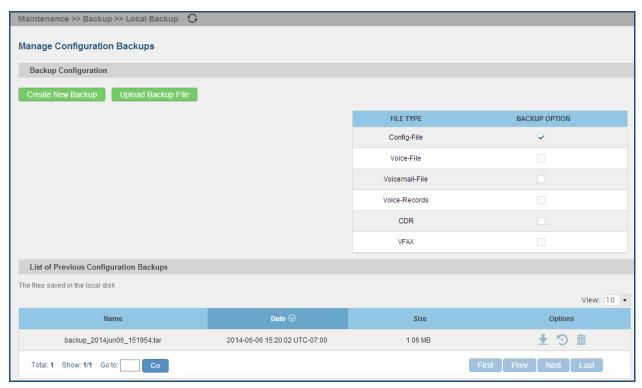


Figure 127: Local Backup

## **DATA SYNC**

Besides local backup, users could backup the voice records/voice mails/CDR/FAX in a daily basis to a remote server via SFTP protocol automatically under Web GUI->**Maintenance**->**Backup**->**Data Sync**.



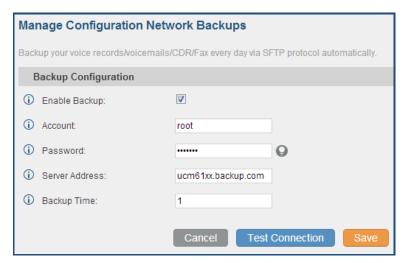


Figure 128: Data Sync

Table 85: Data Sync Configuration

Enable Backup	Enable the auto backup function. The default setting is "No".
Account	Enter the Account name on the SFTP backup server.
Password	Enter the Password associate with the Account on the SFTP backup server.
Server Address	Enter the SFTP server address.
Backup Time	Enter 0-23 to specify the backup hour of the day.

Before saving the configuration, users could click on "Test Connection". The UCM6100 will then try connecting the server to make sure the server is up and accessible for the UCM6100.

Save the changes and all the backup logs will be listed on the web page.

## RESTORE CONFIGURATION FROM BACKUP FILE

To restore the configuration on the UCM6100 from a backup file, users could go to Web GUI->Maintenance->Backup->Local Backup.

- A list of previous configuration backups is displayed on the web page. Users could click on of the desired backup file and it will be restored to the UCM6100.
- If users have other backup files on PC to restore on the UCM6100, click on "Upload Backup File" first and select it from local PC to upload on the UCM6100. Once the uploading is done, this backup file

will be displayed in the list of previous configuration backups for restore purpose. Click on restore from the backup file.



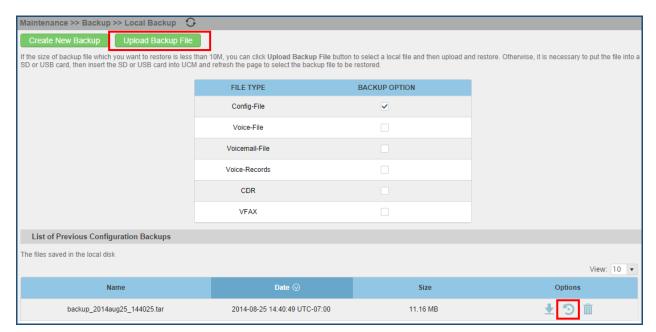


Figure 129: Restore UCM6100 from Backup File



- The uploaded backup file must be a tar file with no special characters like \*,!,#,@,&,\$,%,^,(,),/,\,space in the file name.
- The uploaded back file size must be under 10MB.

# **CLEANER**

Users could configure to clean the Call Detail Report/Voice Records/Voice Mails/FAX automatically under Web GUI->Maintenance->Cleaner.



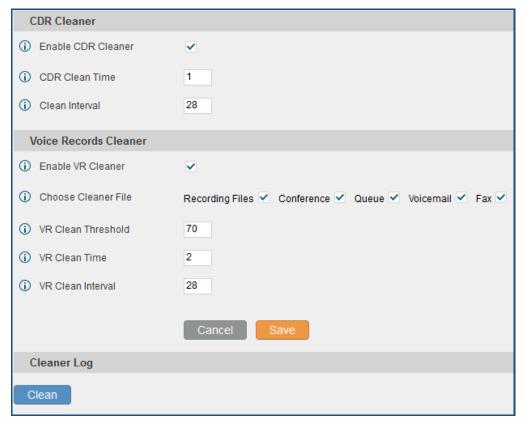


Figure 130: Cleaner

**Table 86: Cleaner Configuration** 

Enable CDR Cleaner	Enable the CDR Cleaner function.
CDR Clean Time	Enter 0-23 to specify the hour of the day to clean up CDR.
Clean Interval	Enter 1-30 to specify the day of the month to clean up CDR.
Enable VR Cleaner	Enter the Voice Records Cleaner function.
Choose Cleaner File	Select the files for system automatic clean.
	Recording Files
	• Conference
	• Queue
	Voicemail
	• Fax
VR Clean Threshold	Specify the Voice Records threshold from 0 to 99 by using local storage
	status in percentage.
VR Clean Time	Enter 0-23 to specify the hour of the day to clean up Voice Records.
Clean Interval	Enter 1-30 to specify the day of the month to clean up Voice Records.

All the cleaner logs will be listed on the bottom of the page.



#### RESET AND REBOOT

Users could perform reset and reboot under Web GUI->Maintenance->Reset and Reboot.

To factory reset the device, select the mode type first. There are two different types for reset.

- User Data: All the data including voicemail, recordings, IVR Prompt, Music on Hold, CDR and backup files will be cleared.
- All: All the configurations and data will be reset to factory default.

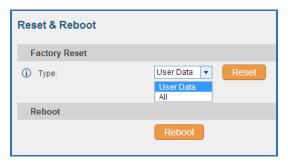


Figure 131: Reset and Reboot

# **SYSLOG**

On the UCM6100, users could dump the syslog information to a remote server under Web GUI->Maintenance->Syslog. Enter the syslog server hostname or IP address and select the module/level for the syslog information.

The default syslog level for all modules is "error", which is recommended in your UCM6100 settings because it can be helpful to locate the issues when errors happen.

Some typical modules for UCM6100 functions are as follows and users can turn on "notic" and "verb" levels besides "error" level.

pbx: This module is related to general PBX functions.

chan sip: This module is related to SIP calls.

chan\_dahdi: This module is related to analog calls (FXO/FXS).

app\_meetme: This module is related to conference bridge.



Syslog is usually for debugging and troubleshooting purpose. Turning on all levels for all syslog modules is not recommended for daily usage. Too many syslog print might cause traffic and affect system performance.



## **TROUBLESHOOTING**

On the UCM6100, users could capture traces, ping remote host and traceroute remote host for troubleshooting purpose under Web GUI->**Maintenance**->**Troubleshooting**.

#### ETHERNET CAPTURE

The captured trace can be downloaded for analysis. Also the instructions or result will be displayed in the web GUI output result.



Figure 132: Ethernet Capture

The output result is in .pcap format. Therefore, users could specify the capture filter as used in general network traffic capture tool (host, src, dst, net, protocol, port, port range) before starting capturing the trace.

## **IP PING**

Enter the target host in host name or IP address. Then press "Start" button. The output result will dynamically display in the window below.

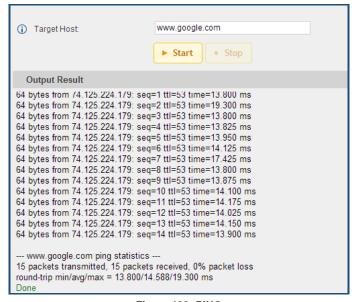


Figure 133: PING



#### **TRACEROUTE**

Enter the target host in host name or IP address. Then press "Start" button. The output result will dynamically display in the window below.



Figure 134: Traceroute

#### ANALOG RECORD TRACE

Analog record trace can be used to troubleshoot analog trunk issue, for example, the UCM6100 user has caller ID issue for incoming call from Analog trunk. Users can access analog record trance under web GUI->Maintenance->Troubleshooting ->Analog Record Trace.

Here is the step to capture trace:

- 1. Select FXO or FXS for "Record Ports". If the issue happens on FXO 1, select FXO port 1 to record the trace.
- 2. Select "Record Direction".
- 3. Select "Record File Mode" to separate the record per direction or mix.
- 4. Click on "Start".
- 5. Make a call via the analog port that has the issue.
- 6. Once done, click on "Stop".
- 7. Click on "Download" to download the analog record trace.



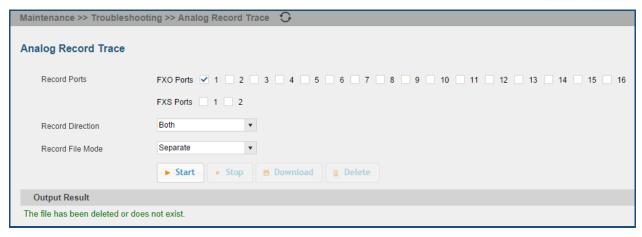


Figure 135: Troubleshooting Analog Trunks

After capturing the trace, users can download it for basic analysis. Or you can contact Grandstream Technical support in the following link for further assistance if the issue is not resolved. <a href="http://www.grandstream.com/index.php/support">http://www.grandstream.com/index.php/support</a>

#### **SERVICE CHECK**

Enable Service Check to periodically check Asterisk service. Check Cycle is configurable in seconds and the default setting is 60 sec. Check Times is the maximum number of failed checks before restart the Asterisk service. The default setting is 3. If there is no response from Asterisk service after 3 attempts (default) to check, current status will be stored and Asterisk service will be restarted.



Figure 136: Service Check



# EXPERIENCING THE UCM6100 SERIES IP PBX

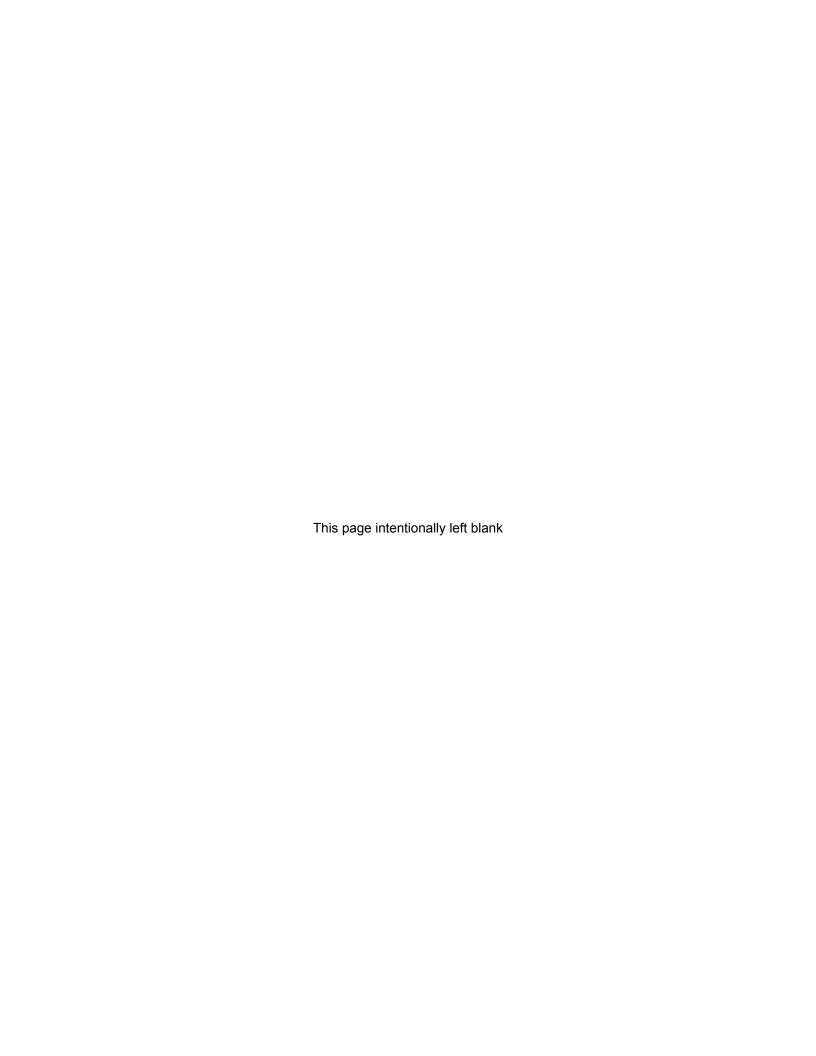
Please visit our website: <a href="http://www.grandstream.com">http://www.grandstream.com</a> to receive the most up- to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our <u>product related documentation</u>, <u>FAQs</u> and <u>User and Developer Forum</u> for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or submit a trouble ticket online to receive in-depth support.

Thank you again for purchasing Grandstream UCM6100 series IP PBX appliance, it will be sure to bring convenience and color to both your business and personal life.

\* Asterisk is a Registered Trademark of Digium, Inc.



# **FCC Caution:**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### Regulatory Information

# U.S. FCC Part 68 Statement

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. The unit bears a label on the back which contains among other information a product identifier in the format US: GNIIS00BUCM6104/US: GNIIS00BUCM6116. If requested, this number must be provided to the telephone company.

This equipment uses the following standard jack types for network connection: RJ11C.

This equipment contains an FCC compliant modular jack. It is designed to be connected to the telephone network or premises wiring using compatible modular plugs and cabling which comply with the requirements of FCC Part 68 rules.

The Ringer Equivalence Number, or REN, is used to determine the number of devices which may be connected to the telephone line. An excessive REN may cause the equipment to not ring in response to an incoming call. In most areas, the sum of the RENs of all equipment on a line should not exceed five

(5.0).

In the unlikely event that this equipment causes harm to the telephone network, the telephone company can temporarily disconnect your service. The telephone company will try to warn you in advance of any such disconnection, but if advance notice isn't practical, it may disconnect the service first and notify you as soon as possible afterwards. In the event such a disconnection is deemed necessary, you will be advised of your right to file a complaint with the FCC.

From time to time, the telephone company may make changes in its facilities, equipment, or operations which could affect the operation of this equipment. If this occurs, the telephone company is required to provide you with advance notice so you can make the modifications necessary to obtain uninterrupted service.

There are no user serviceable components within this equipment. See Warranty flyer for repair or warranty information.

It shall be unlawful for any person within the United States to use a computer or other electronic device to send any message via a telephone facsimile unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or of such business, other entity, or individual. The telephone number provided may not be a 900 number or any other number for which charges exceed local or long distance transmission charges. Telephone facsimile machines manufactured on and after December 20, 1992, must clearly mark such identifying information on each transmitted message. Facsimile modem boards manufactured on and after December 13, 1995, must comply with the requirements of this section.

This equipment cannot be used on public coin phone service provided by the telephone company.

Connection to Party Line Service is subject to state tariffs. Contact your state public utility commission, public service commission, or corporation commission for more information.