



Grandstream Networks, Inc.

UCM6xxx Series IP PBX

Wakeup Service Guide



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INTRODUCTION

Wakeup service can be used to schedule a reminder or wake up call to any valid destination. There are several commercial organizations that provide this service for a fee. Others such as hotels and convention centers, provide a free wake up service using an automated system.

The UCM6XXX offers Wakeup calls as both part of the PMS system for hotel management and as a standalone module. This guide will explain how to configure the standalone module. As for configuring this service for PMS, please refer to link below for our PMS guides.
<http://www.grandstream.com/support/resources/?title=UCM6200%20series>

Note: UCM6XXX series include UCM620x series, UCM630x series, UCM630xA series and UCM6510.

WAKEUP SERVICE CONFIGURATION

Wakeup service can be enabled using one of the following methods:

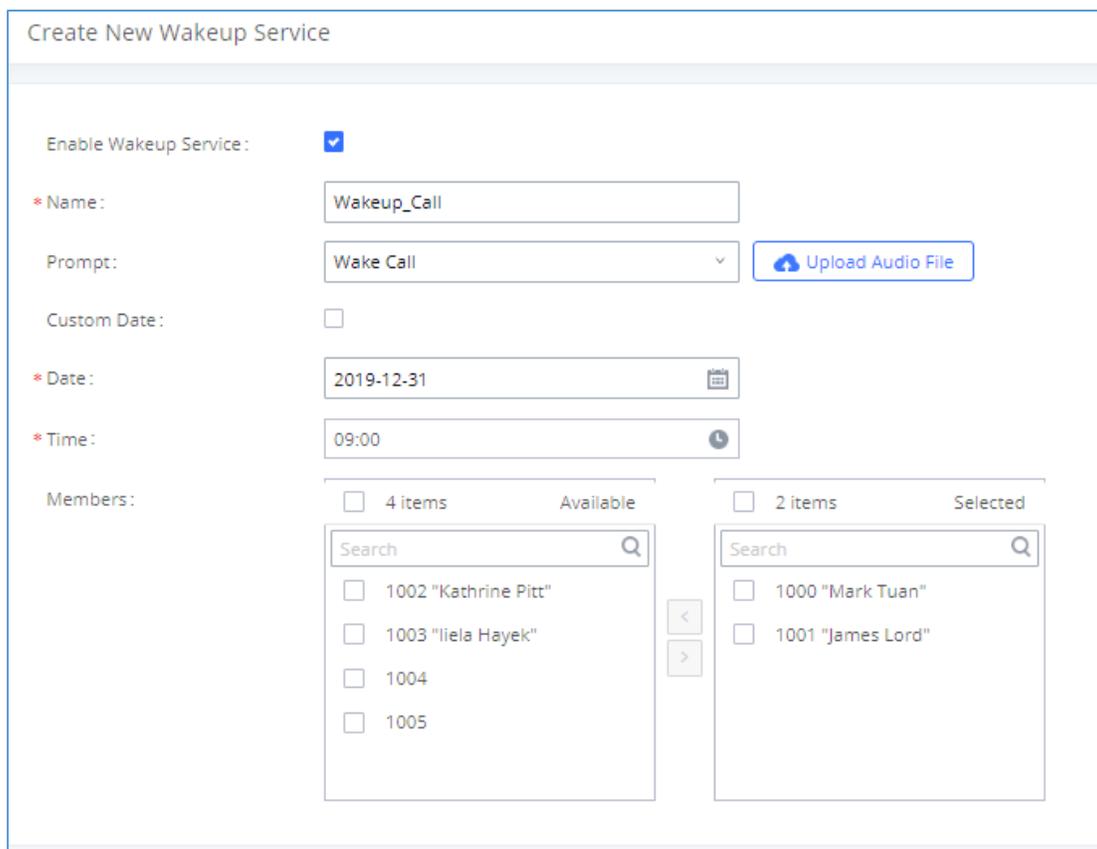
- Admin Portal.
- User Portal.
- Feature Code.



Configuring Wakeup Service via Admin Portal

Using the admin portal allows users to add, delete, and edit wakeup services for any extension on the UCM. A wakeup service can include multiple extensions. To configure the wakeup service:

1. Log in to the UCM web UI as administrator.
2. Navigate to **Value-added Features**→**Wakeup Service**.
3. Click on  to create a new wakeup service. The following window will pop up.



The screenshot shows the 'Create New Wakeup Service' configuration window. It includes the following fields and options:

- Enable Wakeup Service:**
- * Name:** Text input field containing 'Wakeup_Call'.
- Prompt:** Dropdown menu showing 'Wake Call' and an 'Upload Audio File' button.
- Custom Date:**
- * Date:** Date picker showing '2019-12-31'.
- * Time:** Time picker showing '09:00'.
- Members:** Two selection panes. The 'Available' pane shows 4 items: '1002 "Kathrine Pitt"', '1003 "Iiela Hayek"', '1004', and '1005'. The 'Selected' pane shows 2 items: '1000 "Mark Tuan"' and '1001 "James Lord"'. Navigation arrows are present between the panes.

Figure 1: Create New Wakeup Service

4. Fill out the required fields and select the members to add to the wakeup group.

Enable Wakeup Service	Enable Wakeup service.																										
Name	Enter a name to identify the wakeup service.																										
Prompt	Select the prompt to play for the wakeup service. Note: By default, UCM uses “Wake Call” prompt. Users can customize the prompt to fit their preferences. For more details, please refer to [WAKEUP CALL PROMPT CUSTOMIZATION] .																										
Custom Date	If enabled users can select multiple days of the week to schedule wakeup calls for.																										
Date	Select the day(s) to send out the wakeup call.																										
Time	Select the time to play the wakeup call.																										
Members	<p>Select the extensions to include in the wakeup service. The following table shows the max number of extensions allowed per wakeup service for each UCM model:</p> <table border="1"> <thead> <tr> <th>UCM Model</th> <th>Max members</th> </tr> </thead> <tbody> <tr> <td>UCM6202</td> <td>50</td> </tr> <tr> <td>UCM6204 / UCM6108 / UCM6116</td> <td>50</td> </tr> <tr> <td>UCM6208</td> <td>100</td> </tr> <tr> <td>UCM6510</td> <td>100</td> </tr> <tr> <td>UCM6301</td> <td>50</td> </tr> <tr> <td>UCM6302</td> <td>100</td> </tr> <tr> <td>UCM6304</td> <td>150</td> </tr> <tr> <td>UCM6308</td> <td>200</td> </tr> <tr> <td>UCM6300A</td> <td>50</td> </tr> <tr> <td>UCM6302A</td> <td>100</td> </tr> <tr> <td>UCM6304A</td> <td>150</td> </tr> <tr> <td>UCM6308A</td> <td>200</td> </tr> </tbody> </table>	UCM Model	Max members	UCM6202	50	UCM6204 / UCM6108 / UCM6116	50	UCM6208	100	UCM6510	100	UCM6301	50	UCM6302	100	UCM6304	150	UCM6308	200	UCM6300A	50	UCM6302A	100	UCM6304A	150	UCM6308A	200
UCM Model	Max members																										
UCM6202	50																										
UCM6204 / UCM6108 / UCM6116	50																										
UCM6208	100																										
UCM6510	100																										
UCM6301	50																										
UCM6302	100																										
UCM6304	150																										
UCM6308	200																										
UCM6300A	50																										
UCM6302A	100																										
UCM6304A	150																										
UCM6308A	200																										



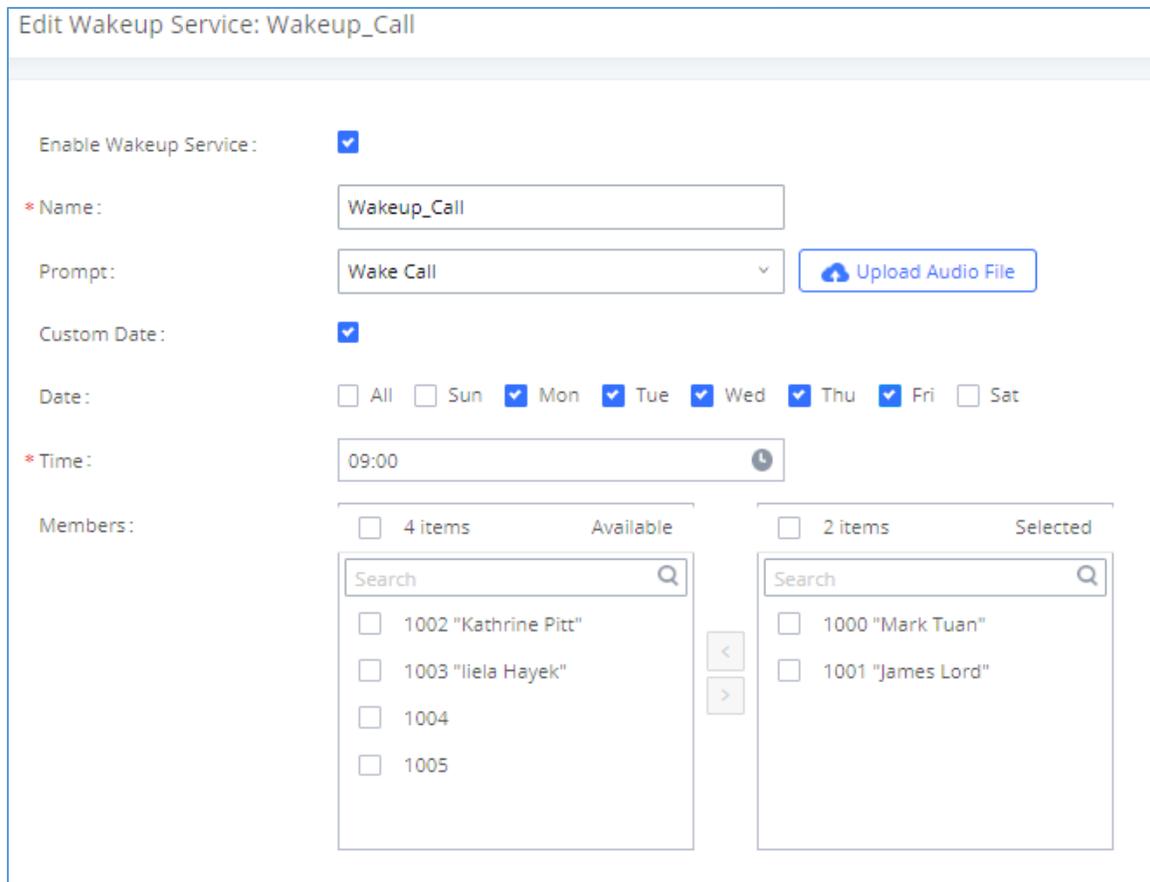
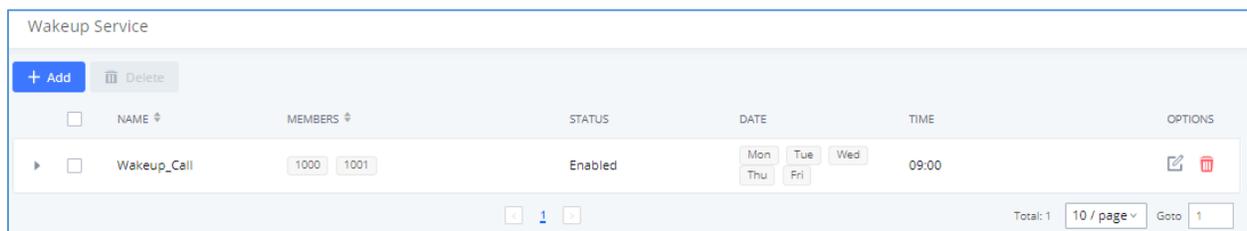


Figure 2: Create New Wakeup Service – Custom Date

5. Click **Save** and **Apply Changes** to finalize the changes.

The created wakeup service will be shown on the list as displayed in below figure.



NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS
Wakeup_Call	1000 1001	Enabled	Mon Tue Wed Thu Fri	09:00	[Action] [Delete]

Figure 3: List of created Wakeup service

Click on **+** sign for more info about this wakeup call. For more details about "Action Status", "Answer Status" and "Execution Date", please refer to [\[WAKEUP CALL STATUS\]](#).

Wakeup Service						
+ Add Delete						
<input type="checkbox"/>	NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS
<input type="checkbox"/>	Wakeup_Call	1000 1001	Enabled	Mon Tue Wed Thu Fri	09:00	
EXTENSION		ACTION STATUS		ANSWER STATUS		EXECUTION DATE
1000		Programmed		No action		
1001		Programmed		No action		

Total: 1 / page Goto

Figure 4: Wakeup call status



The UCM will send a wakeup call to every extension in the member list at the scheduled date and time.

Configuring Wakeup Service via User Portal

A user can configure a wakeup service call for his own extension without needing to contact a system administrator, with the exception of modifying the wakeup prompt used. To configure the wakeup service:

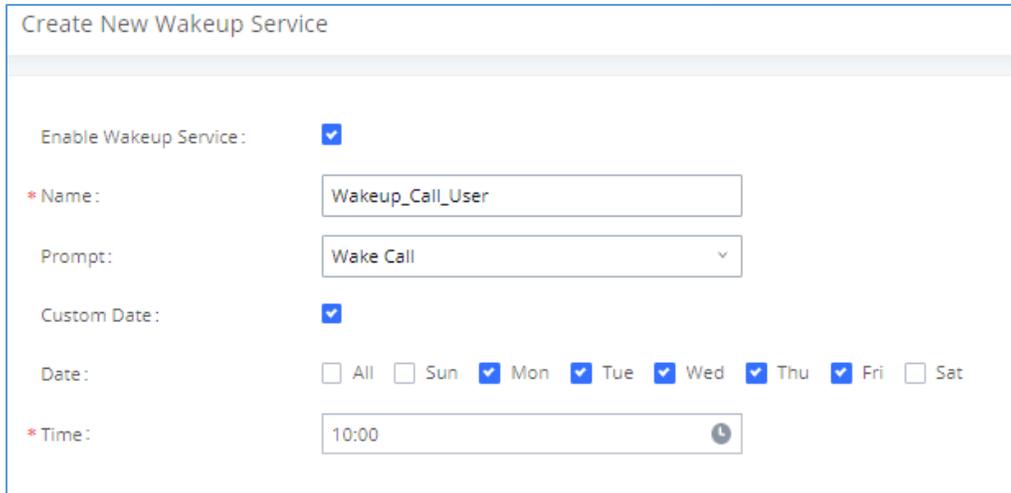
1. Log in to the user portal on the UCM6XXX. (Refer to [User Portal Guide](#) for more details).
2. To enter the Wakeup Page, either click on the Wakeup Service Start button on the Dashboard page or navigate to **Value-added Features**→**Wakeup Service**.



Figure 5: Start Wakeup Service

3. Click on  to create a new wakeup service.
4. Configure Name, Prompt, Date/Custom Date and Time for this wakeup call.





Create New Wakeup Service

Enable Wakeup Service:

* Name:

Prompt:

Custom Date:

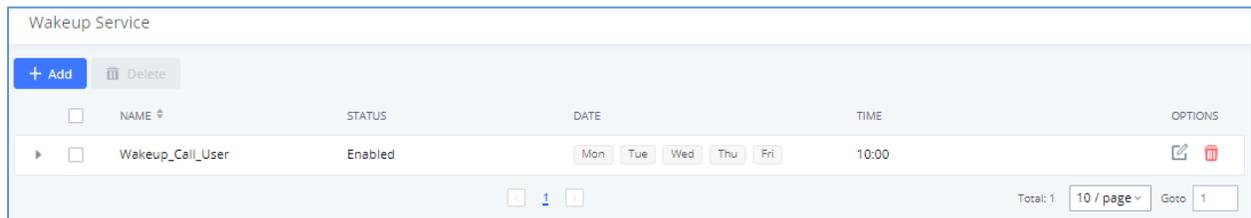
Date: All Sun Mon Tue Wed Thu Fri Sat

* Time:

Figure 6: Create New Wakeup Service – User Portal

5. Click **Save** and **Apply Changes** to finalize the changes.

The created wakeup service will be shown on the list as displayed in below figure.



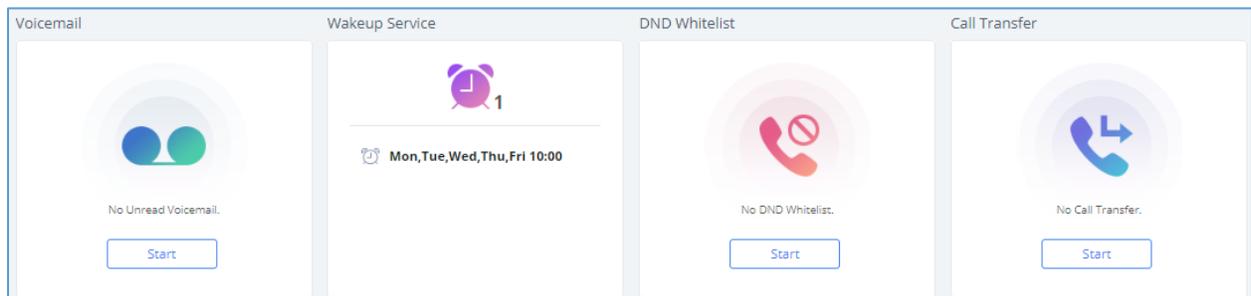
NAME	STATUS	DATE	TIME	OPTIONS
▶ <input type="checkbox"/> Wakeup_Call_User	Enabled	<input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri	10:00	<input type="checkbox"/> <input type="checkbox"/>

Total: 1 | 10 / page | Goto 1

Figure 7: Created Wakeup Calls – User Portal

Click on > sign for more info about this wakeup call. For more details about “Action Status”, “Answer Status” and “Execution Date”, please refer to [\[WAKEUP CALL STATUS\]](#).

The User Portal dashboard will also show configured wakeup calls.



The dashboard shows four cards: Voicemail (No Unread Voicemail), Wakeup Service (1 alarm icon, Mon, Tue, Wed, Thu, Fri 10:00), DND Whitelist (No DND Whitelist), and Call Transfer (No Call Transfer). Each card has a 'Start' button.

Figure 8: User Portal / Dashboard - Wakeup Service



The UCM will send a wakeup call to the extension at the scheduled date and time.

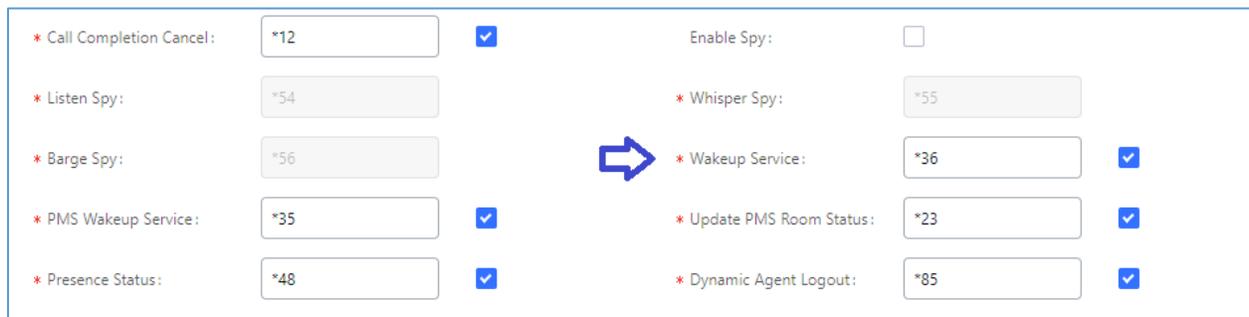
Configuring Wakeup Service via Feature Code

UCM allows users to configure wakeup service directly from their phones using a feature code. To do this, the Wakeup Service feature code needs to be enabled. Users can then dial the configured feature code (*36 by default) and follow the steps provided.

Note: Wakeup calls created using feature codes cannot be configured to repeat.

To configure the Wakeup service feature code:

1. Log into the UCM admin portal.
2. Navigate to **Call Features**→**Feature Codes** and enable "**Wakeup Service**".



* Call Completion Cancel:	*12	<input checked="" type="checkbox"/>	Enable Spy:	<input type="checkbox"/>
* Listen Spy:	*54	<input type="checkbox"/>	* Whisper Spy:	*55
* Barge Spy:	*56	<input type="checkbox"/>	* Wakeup Service:	*36 <input checked="" type="checkbox"/>
* PMS Wakeup Service:	*35	<input checked="" type="checkbox"/>	* Update PMS Room Status:	*23 <input checked="" type="checkbox"/>
* Presence Status:	*48	<input checked="" type="checkbox"/>	* Dynamic Agent Logout:	*85 <input checked="" type="checkbox"/>

Figure 9: Create New Wakeup Service – Feature Code

3. Click **Save** and **Apply Changes** to finalize the changes.

Note: Wakeup Service feature code on the UCM6XXX is enabled by default.

To configure a Wakeup call:

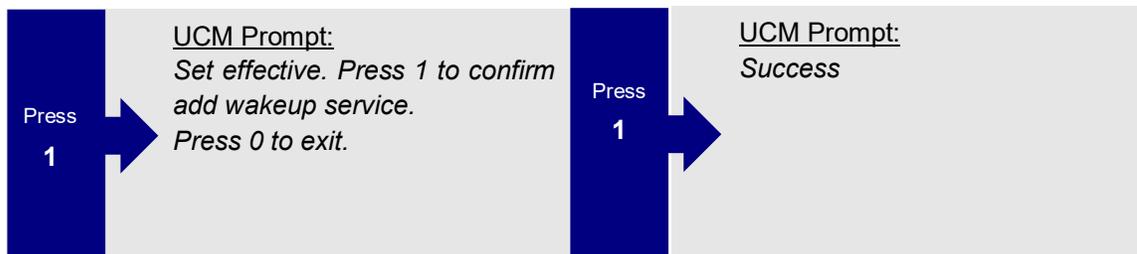
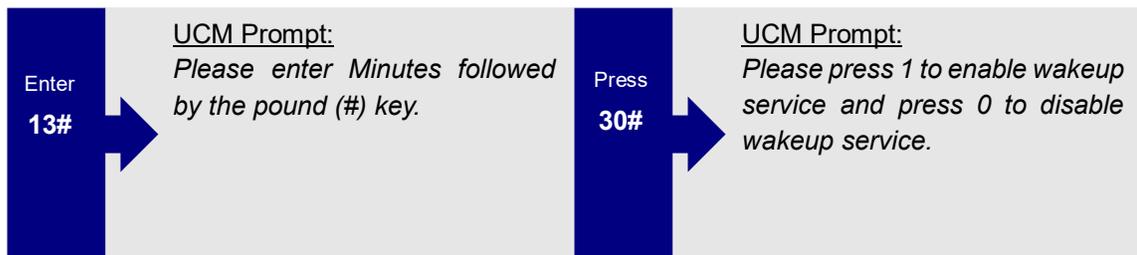
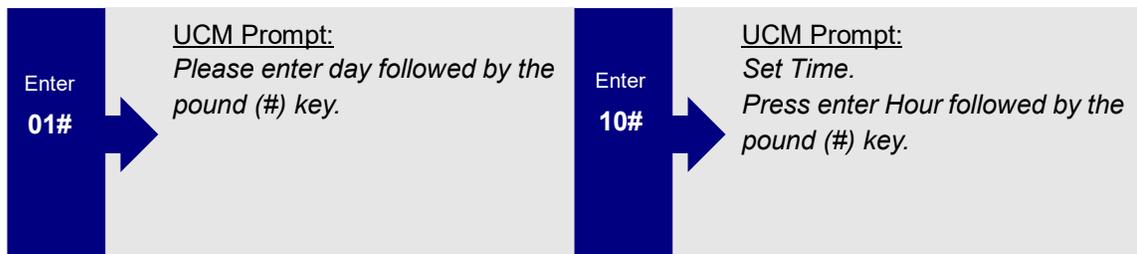
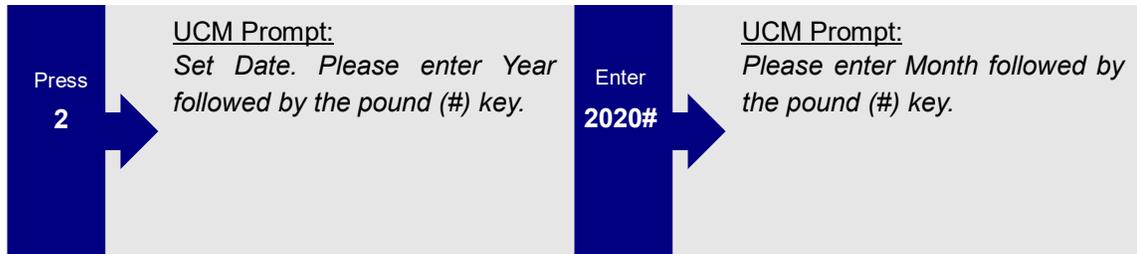
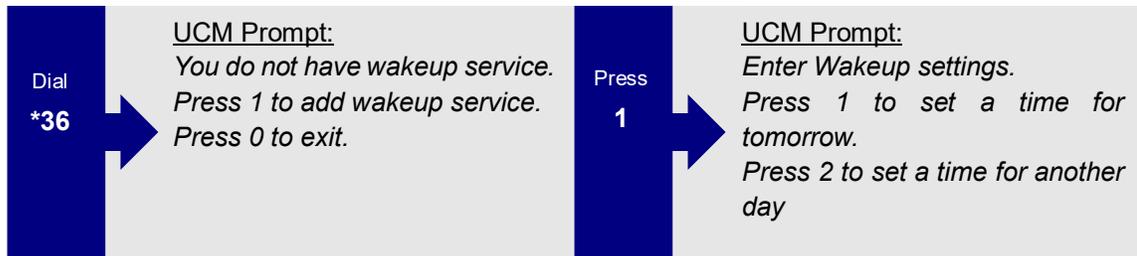
1. Dial the Wakeup Service feature code previously configured in the last section (*36 by default) to add, update, activate, or deactivate a wakeup service.
2. Follow the menu voice prompt to configure your wakeup call.



The UCM will send a wakeup call to the extension at the scheduled date and time.

Example:

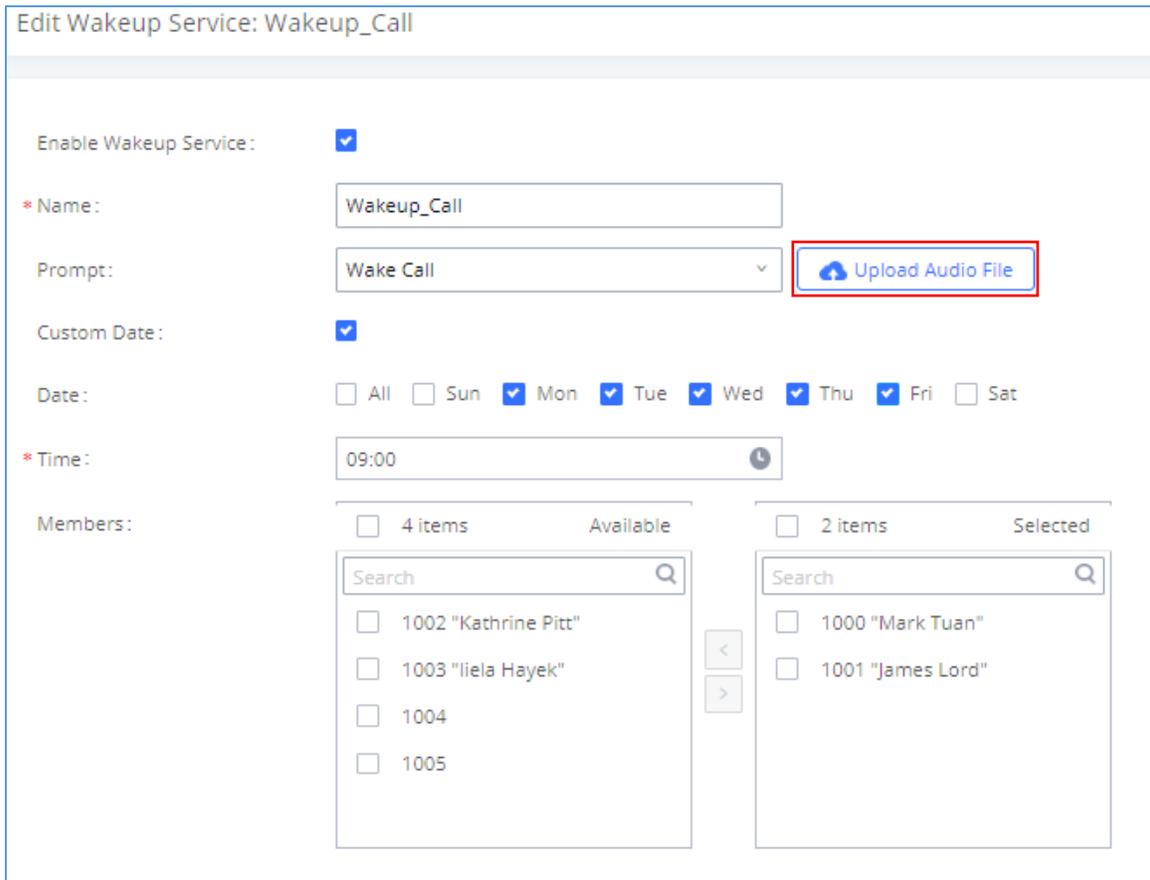
In this example; extension 1000 wants to set a wakeup call on 01/10 at 13:30. Below steps can be followed to achieve this:



WAKEUP CALL PROMPT CUSTOMIZATION

To customize the audio played for the wakeup call service:

1. Access the UCM admin portal and navigate to **Value-added Features**→**Wakeup Service**.
2. Edit the desired wakeup service and click on the **Upload Audio File** link.



Edit Wakeup Service: Wakeup_Call

Enable Wakeup Service:

* Name:

Prompt: Upload Audio File

Custom Date:

Date: All Sun Mon Tue Wed Thu Fri Sat

* Time:

Members:

Available	Selected
<input type="checkbox"/> 4 items <input type="checkbox"/> 1002 "Kathrine Pitt" <input type="checkbox"/> 1003 "Iiela Hayek" <input type="checkbox"/> 1004 <input type="checkbox"/> 1005	<input type="checkbox"/> 2 items <input type="checkbox"/> 1000 "Mark Tuan" <input type="checkbox"/> 1001 "James Lord"

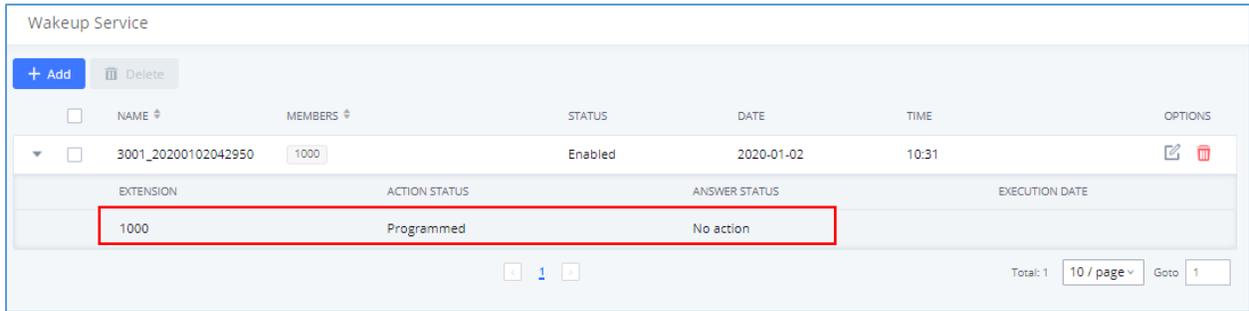
Figure 10: Edit Call Wakeup Prompt Message

3. A pop-up window should appear prompting for a file then select the desired audio file. The new file should now be in the list of available prompts.

For more information about the voice prompt customization, please refer [UCM Voice Prompt Guide](#).

WAKEUP CALL STATUS

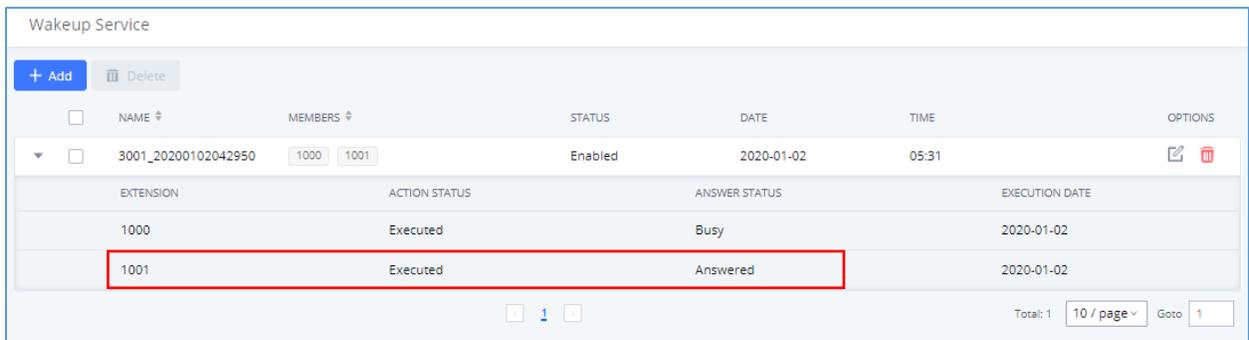
After configuring a Wakeup Service with any of the three methods, the UCM web portal will show its status on the Wakeup Service page. **Programmed** means the call is set to ring for the configured time. **Executed** means the call has already been sent out.



NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS
3001_20200102042950	1000	Enabled	2020-01-02	10:31	
EXTENSION	ACTION STATUS	ANSWER STATUS	EXECUTION DATE		
1000	Programmed	No action			

Figure 11: Programmed Wakeup Call

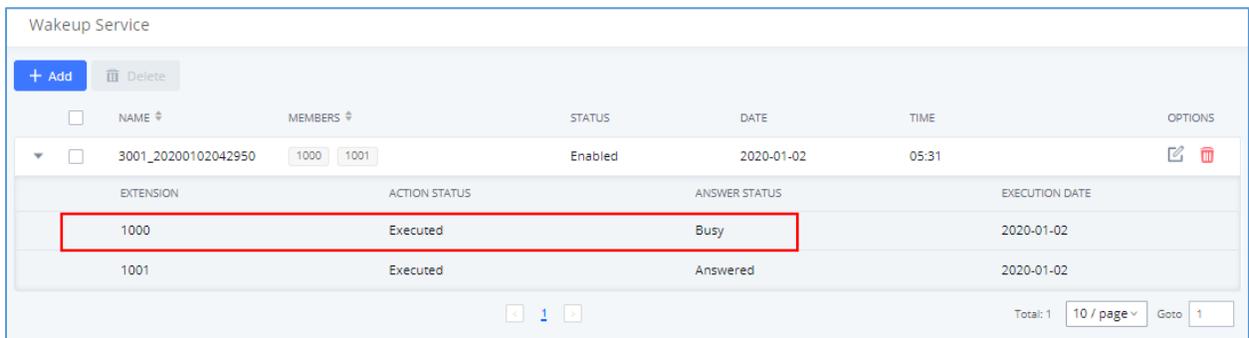
Once it is time, the UCM will send a call out to all the extensions included in the Wakeup Service at once. Once the call is answered by an extension, the “Answer Status” for that extension will change to **Answered**.



NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS
3001_20200102042950	1000, 1001	Enabled	2020-01-02	05:31	
EXTENSION	ACTION STATUS	ANSWER STATUS	EXECUTION DATE		
1000	Executed	Busy	2020-01-02		
1001	Executed	Answered	2020-01-02		

Figure 12: Executed Wakeup Call - Answered

If an extension rejects the call, “Answer Status” for that extension will change to **Busy**.



NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS
3001_20200102042950	1000, 1001	Enabled	2020-01-02	05:31	
EXTENSION	ACTION STATUS	ANSWER STATUS	EXECUTION DATE		
1000	Executed	Busy	2020-01-02		
1001	Executed	Answered	2020-01-02		

Figure 13: Executed Wakeup Call - Busy

If an extension does not answer the call, the “Answer Status” for that extension will change to **No Answer**. If that extension is not available or not registered, the status will be changed to **Error** instead.

Wakeup Service							
<input type="button" value="+ Add"/> <input type="button" value="Delete"/>							
<input type="checkbox"/>	NAME	MEMBERS	STATUS	DATE	TIME	OPTIONS	
<input type="checkbox"/>	3001_20200102042950	1001 1004	Enabled	2020-01-02	05:39	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
EXTENSION	ACTION STATUS		ANSWER STATUS		EXECUTION DATE		
1001	Executed		No Answer		2020-01-02		
1004	Executed		Error		2020-01-02		
<input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="Next"/>						Total: 1 10 / page Goto: <input type="text" value="1"/>	

Figure 14: Executed Wakeup Call - No Answer / Error

