



Grandstream Networks, Inc.

Configuring Permissions Privilege Level Settings on UCM6XXX



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OVERVIEW

This document introduces the concepts of permission and privilege levels along with related settings on the UCM6XXX series IP PBX. The permission and privilege settings are used to control the calls on extensions, IVRs, inbound and outbound routes so that the UCM6XXX can securely handle the calls as desired.

The following levels are the four levels of permission/privilege settings on the UCM6XXX:

- **Internal:** The lowest level. This is the default level.
- **Local.**
- **National.**
- **International:** The highest level.

Those options apply to extension setting (Permission), IVR setting (Permission), inbound route setting (Privilege Level) and outbound route setting (Privilege Level).

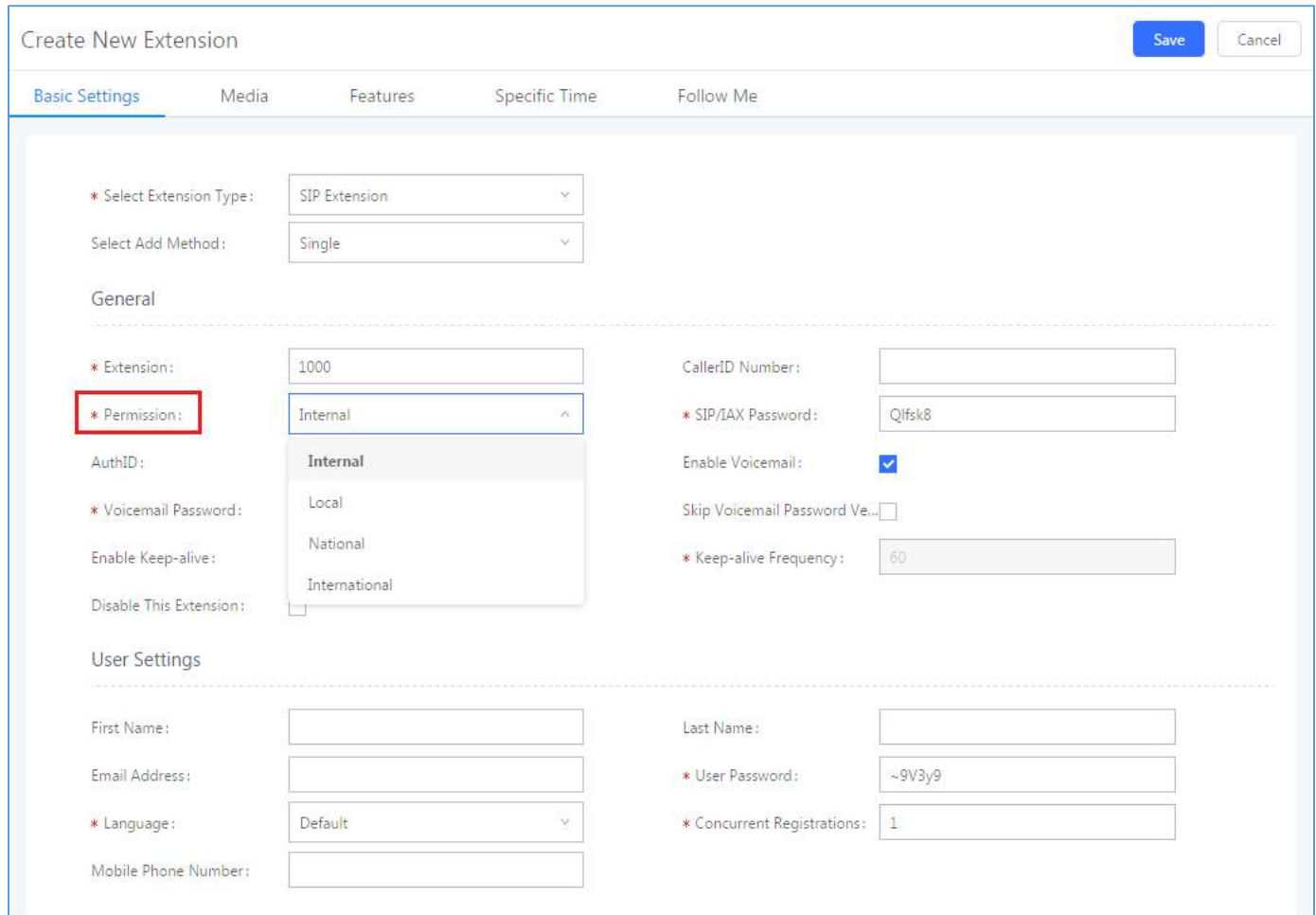
Please note that these levels are for classification purpose only and don't reflect any permission on real call service type (as local, long-distance calls ...) which you need to check with your service provider.

Note: UCM6XXX series include UCM6100 series (UCM6102, UCM6104, UCM6108 and UCM6116), UCM6200 series (UCM6202, UCM6204 and UCM6208) and UCM6510.



CONFIGURING EXTENSION PERMISSION

On the UCM6XXX web GUI, create an extension under **Extension/Trunk→Extensions**. Users shall see "Permission" option with four levels in the drop down list.



The screenshot shows the 'Create New Extension' web interface. The 'Basic Settings' tab is selected. The 'Permission' dropdown menu is open, showing the following options: Internal, Local, National, and International. The 'Internal' option is currently selected. Other visible fields include:

- * Select Extension Type: SIP Extension
- Select Add Method: Single
- * Extension: 1000
- * SIP/IAX Password: Qlfsk8
- Enable Voicemail: ☒
- Skip Voicemail Password Verification: ☐
- * Keep-alive Frequency: 60
- * User Password: ~9V3y9
- * Concurrent Registrations: 1

Figure 1: Create an extension on UCM6XXX

This "**Permission**" option restricts whether this extension could be used to make desired outgoing calls. The extension needs to be assigned with higher level (or equal level) permission compared to the outbound rule's privilege in order to make outbound calls with that rule.

CONFIGURING OUTBOUND ROUTE PRIVILEGE

When creating a new outbound rule under **Extension/Trunk→Outbound Routes**, users shall see "Privilege Level" option with four levels in the drop-down list.

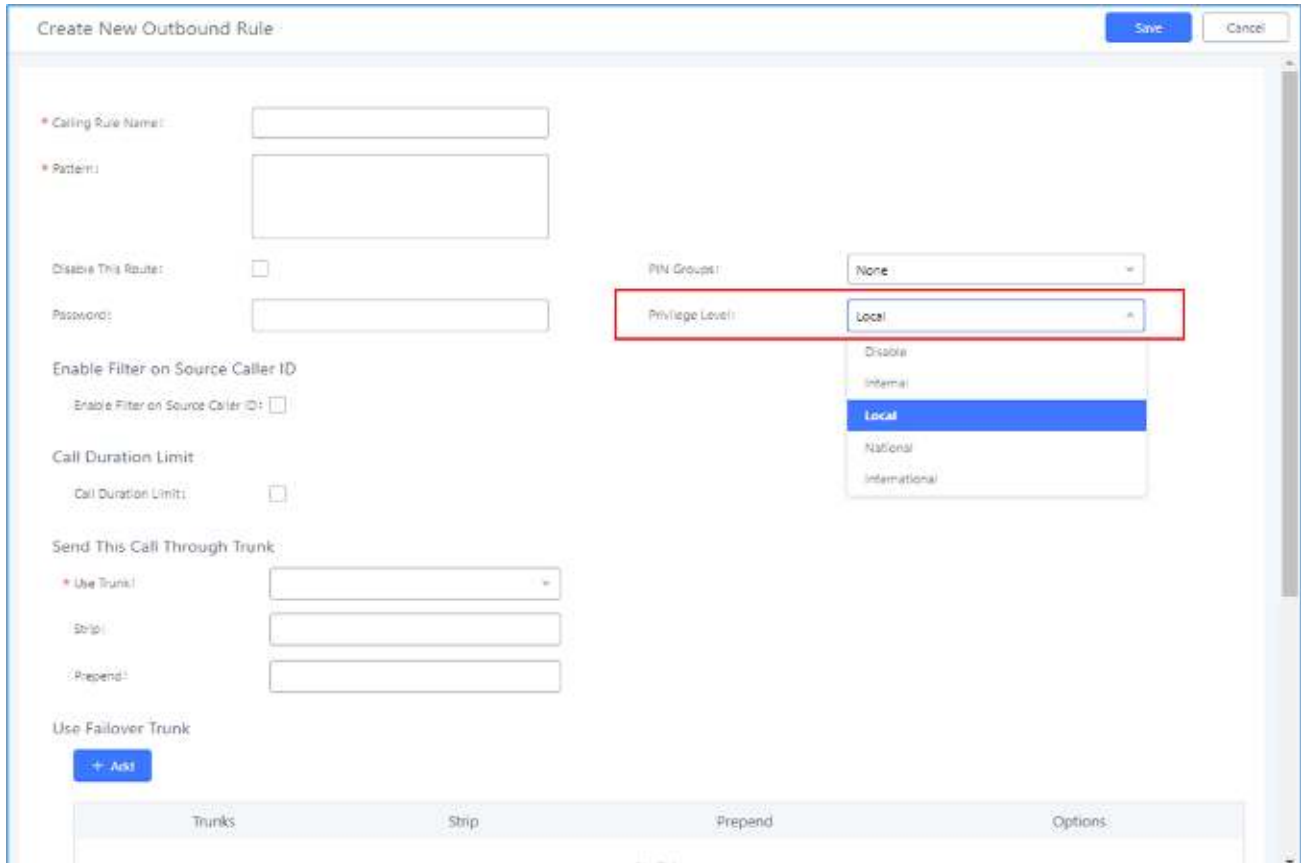


Figure 2: Create an Outbound Route on UCM6XXX

When making an outbound call via this route from an UCM6XXX extension, the UCM6XXX will compare the extension's permission level with the outbound route's privilege level. If the extension's permission level is higher than (or equal to) the outbound route's privilege level, the call will be allowed to go through.

Please see more descriptions below:

- **Disable:** It can only be used by matched Source Caller ID.
- **Internal:** The lowest level required. All users can use this rule.
- **Local:** Users with Local, National, or International level are allowed to use this rule.
- **National:** Users with National or International level are allowed to use this rule.
- **International:** The highest level required. Only users with international level can use this rule.



CONFIGURING INBOUND ROUTE PRIVILEGE

When creating a new inbound rule under **Extension/Trunk→Inbound Routes**, users shall see "Privilege Level" option with four levels in the drop-down list.

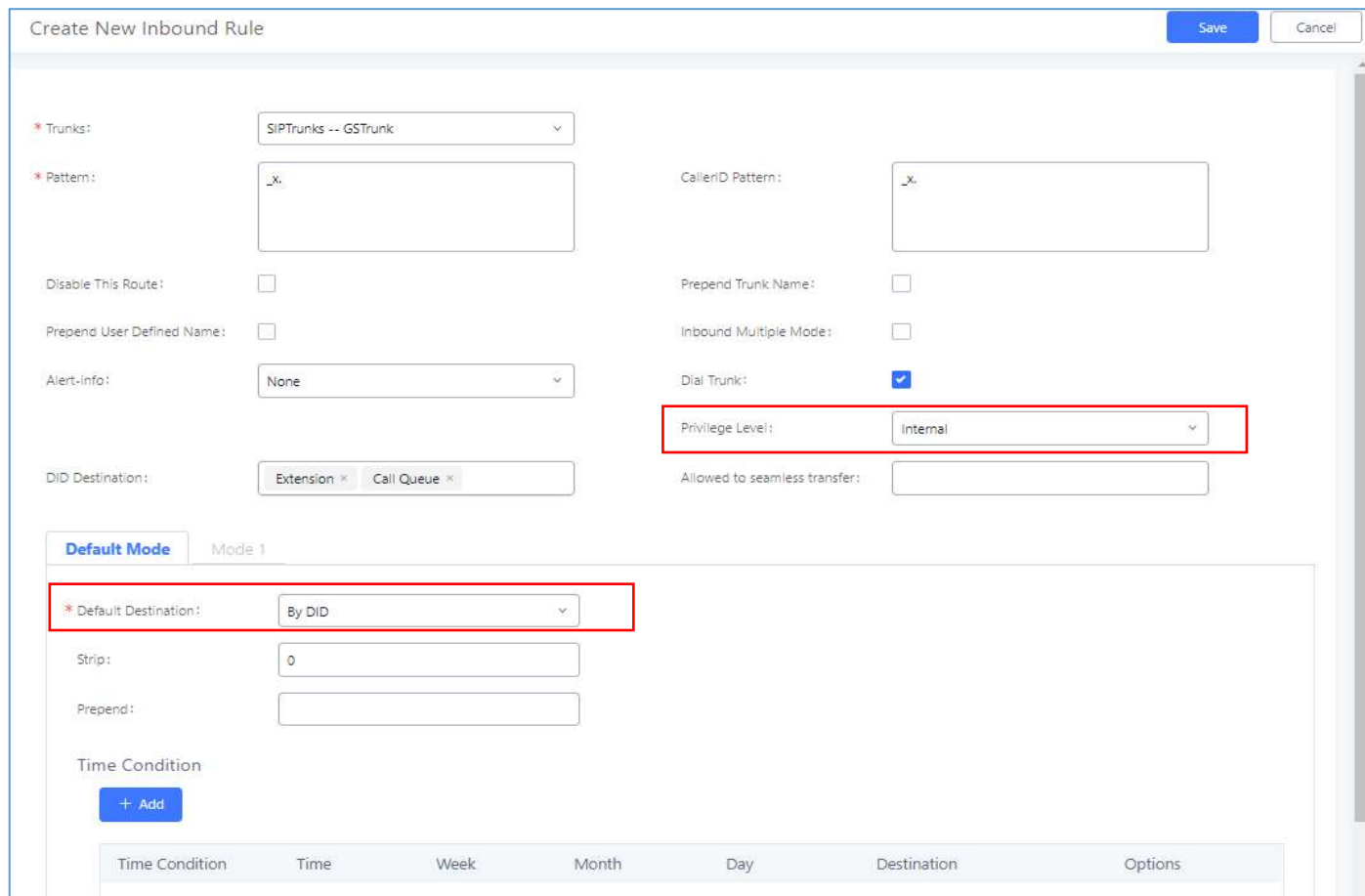


Figure 3: Create an Inbound Route on UCM6XXX

This "**Privilege Level**" option applies to the inbound rule only when "Default Destination" is set to "By DID" and "Dial Trunk" option is enabled. (IVR is handled in a different way, the other options in the "Default Destination" can be considered as internal extension on the UCM6XXX).

When there is an inbound call from the trunk to the UCM6XXX via this inbound route, the UCM6XXX will compare the inbound route's privilege level with the matching outbound route's privilege level (i.e. the DID pattern in this inbound route matches one of the outbound route). If the inbound route's privilege level is higher than (or equal to) the matching outbound route's privilege level, the call will be allowed to go through.



CONFIGURING IVR PERMISSION

When creating an IVR under **Call Features**→**IVR**, users shall see "Dial Trunk" and "Permission" options. By default, the "Dial Trunk" option is disabled. Also, the "Permission" level is set to "Internal" (lowest level) and not configurable.

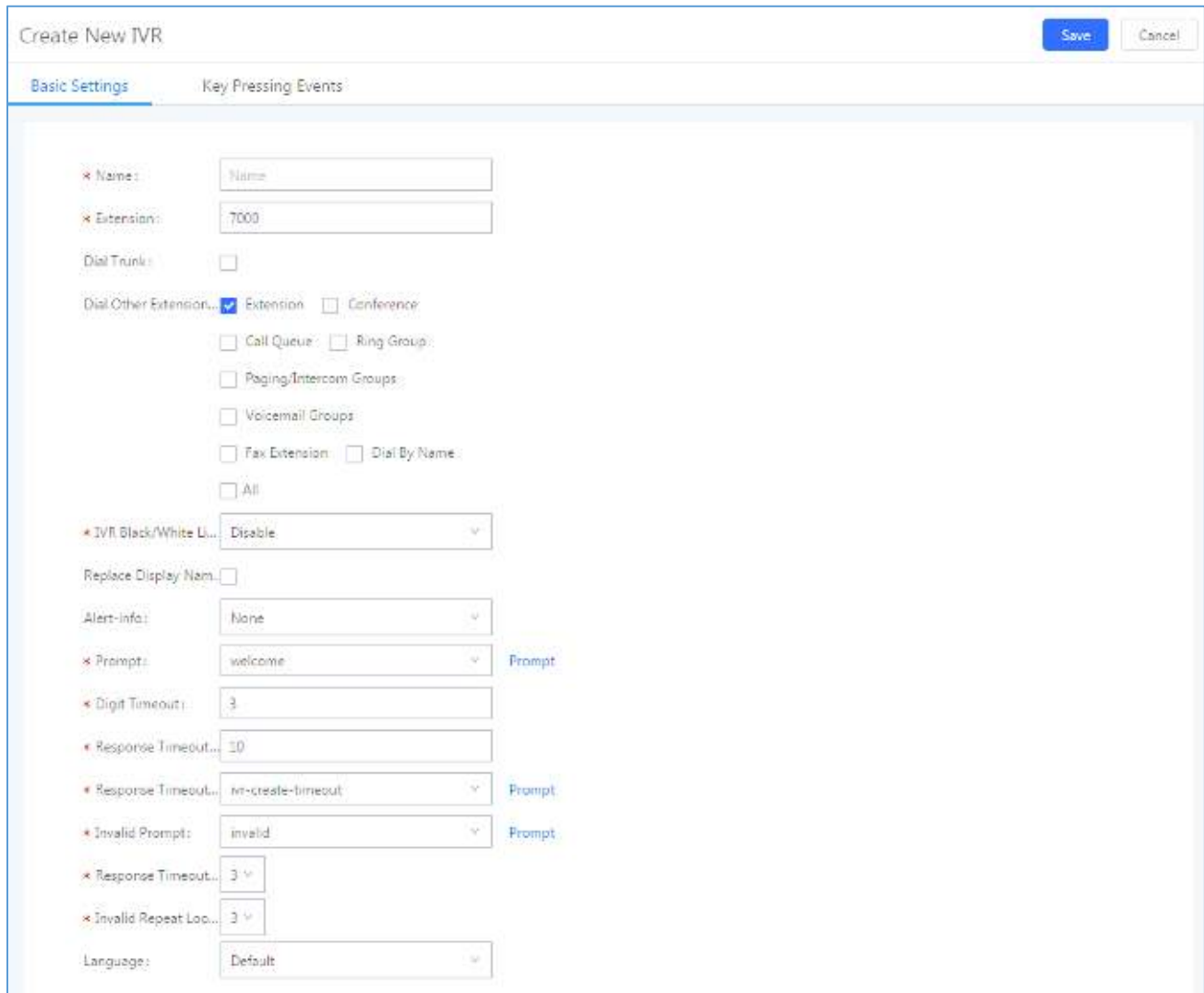


Figure 4: Create an IVR on UCM6XXX - Default Setting

If "**Dial Trunk**" is enabled, users can specify the IVR permission level. Therefore, the calls coming into IVR can dial outbound via trunk. In this case, the UCM6XXX will compare 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.

The figure below shows the related settings to use IVR for making outbound calls and set its permission level.

Create New IVR

SaveCancel

Basic Settings

Key Pressing Events

Name:

Extensions:

7000

Dial Trunk:

☒

Permissions:

Internal

Dial Other Extensions...

Internal

Local

National

International

☐ Fax Extension

☐ Dial By Name

☐ All

IVR Black/White L...

Disable

Replace Display Nam...

☐

Alert-Info:

None

Prompt:

welcome

Prompt

Digit Timeout:

3

Response Timeout...

10

Response Timeout...

ivr-create-timeout

Prompt

Invalid Prompt:

Invalid

Prompt

Response Timeout...

3

Invalid Repeat Loc...

3

Language:

Default

Figure 5: Create an IVR on UCM6XXX - Dial Trunk Enabled

