



Grandstream Networks, Inc.

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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 a number of 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>

## WAKEUP SERVICE CONFIGURATION


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

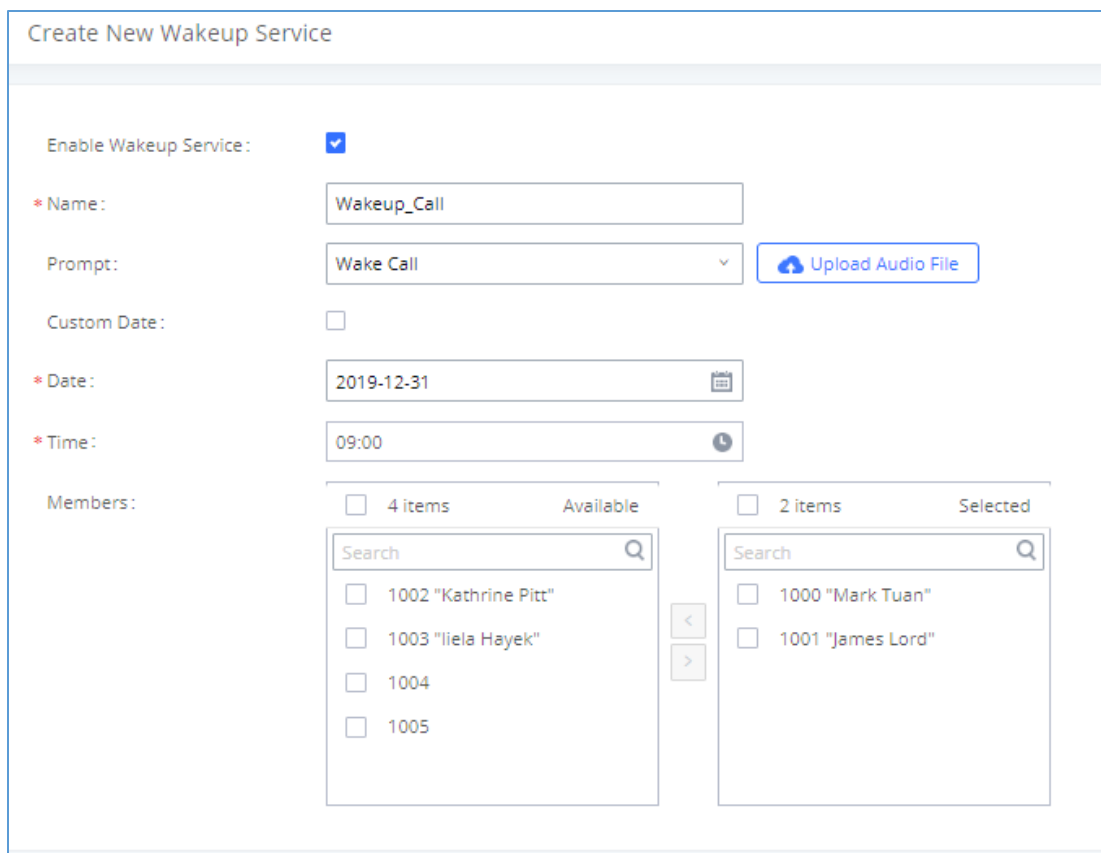
- Admin Portal.
- User Portal.
- Feature Code.



### 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 columns of member selection. The left column is labeled '4 items Available' and contains a search bar and four members: '1002 "Kathrine Pitt"', '1003 "Iiela Hayek"', '1004', and '1005'. The right column is labeled '2 items Selected' and contains a search bar and two members: '1000 "Mark Tuan"' and '1001 "James Lord"'. Navigation arrows are between the columns.

**Figure 1: Create New Wakeup Service**

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

<b>Enable Wakeup Service</b>	Enable Wakeup service.														
<b>Name</b>	Enter a name to identify the wakeup service.														
<b>Prompt</b>	Select the prompt to play for the wakeup service. <b>Note:</b> By default, UCM uses “Wake Call” prompt. Users can customize the prompt to fit their preferences. For more details, please refer to <a href="#">[WAKEUP CALL PROMPT CUSTOMIZATION]</a> .														
<b>Custom Date</b>	If enabled users can select multiple days of the week to schedule wakeup calls for.														
<b>Date</b>	Select the day(s) to send out the wakeup call.														
<b>Time</b>	Select the time to play the wakeup call.														
<b>Members</b>	<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>UCM6102</td> <td>30</td> </tr> <tr> <td>UCM6202</td> <td>50</td> </tr> <tr> <td>UCM6104</td> <td>30</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> </tbody> </table>	UCM Model	Max members	UCM6102	30	UCM6202	50	UCM6104	30	UCM6204 / UCM6108 / UCM6116	50	UCM6208	100	UCM6510	100
UCM Model	Max members														
UCM6102	30														
UCM6202	50														
UCM6104	30														
UCM6204 / UCM6108 / UCM6116	50														
UCM6208	100														
UCM6510	100														



Edit Wakeup Service: Wakeup\_Call

Enable Wakeup Service:

\* Name:

Prompt:

Custom Date:

Date:  All  Sun  Mon  Tue  Wed  Thu  Fri  Sat

\* Time:

Members:

4 items Available

Search

- 1002 "Kathrine Pitt"
- 1003 "Iiela Hayek"
- 1004
- 1005

2 items Selected

Search

- 1000 "Mark Tuan"
- 1001 "James Lord"

**Figure 2: Create New Wakeup Service – Custom Date**

- Click  and  to finalize the changes.

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

Wakeup Service						
NAME #	MEMBERS #	STATUS	DATE	TIME	OPERATION	
<input checked="" type="checkbox"/> Wakeup_Call	1000, 1001	Enabled	Mon Tue Wed Thu Fri	09:00	<input type="button" value="Info"/> <input type="button" value="Delete"/>	

Total: 1 | 10 / page | Goto: 1

**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						
NAME #	MEMBERS #	STATUS	DATE	TIME	OPTIONS	
Wakeup_Call	1000 1001	Enabled	Mon Tue	Wed Fri	(9:00)	
EXTENSION	ACTION STATUS		ANSWER STATUS		EXECUTION DATE	
1000	Programmed		No action			
1001	Programmed		No action			

**Figure 4: Wakeup call status**

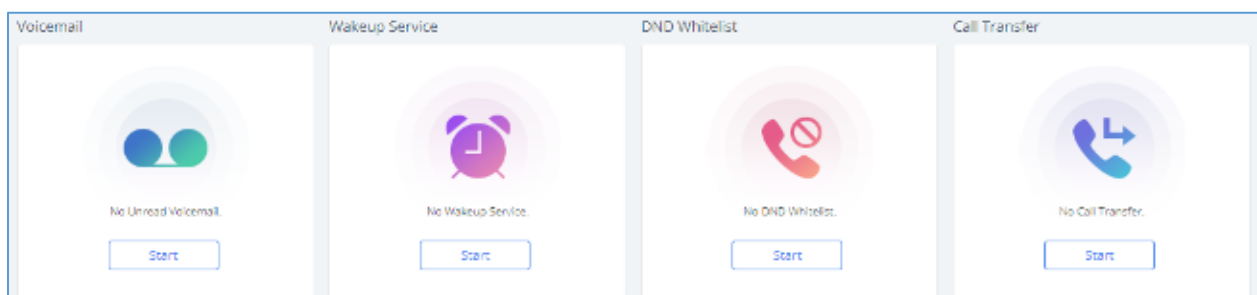


The UCM will send a wakeup call to every extension in the member list at the scheduled date and time.

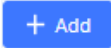
## Configuring Wakeup Service via User Portal

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**

- 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
Wakeup_Call_User	Enabled	Mon Tue Wed Thu Fri	10:00	

**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.

**VoiceMail**

No Unread VoiceMail

**Start**

**Wakeup Service**

1

Mon, Tue, Wed, Thu, Fri 10:00

**DND Whitelist**

No DND Whitelist

**Start**

**Call Transfer**

No Call Transfer

**Start**

**Figure 8: User Portal / Dashboard - Wakeup Service**



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



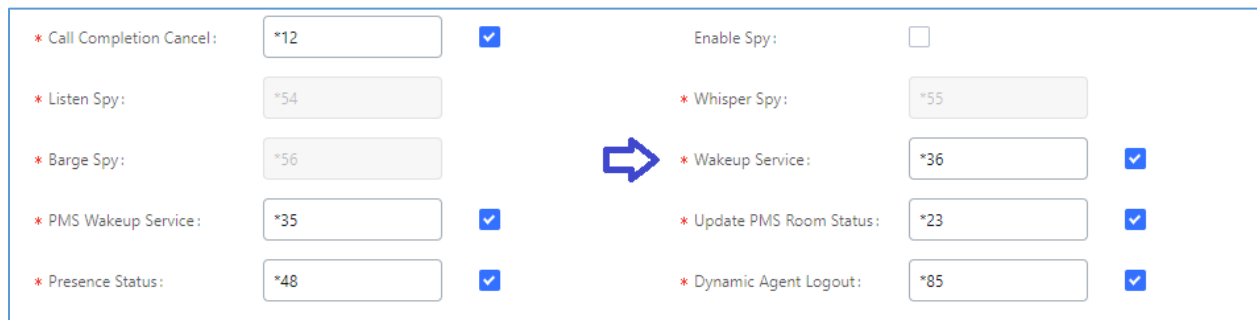
## Configuring Wakeup Service via Feature Code

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		* Whisper Spy:	*55	
* Barge Spy:	*56		* 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:

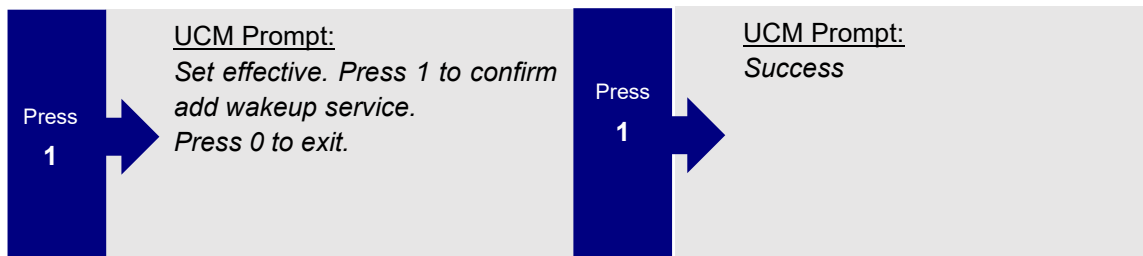
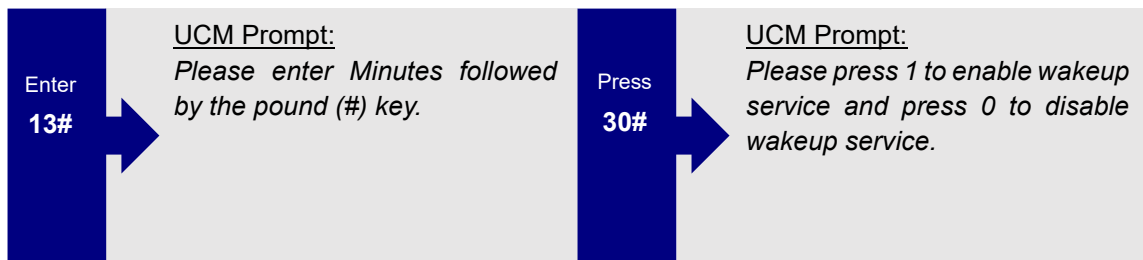
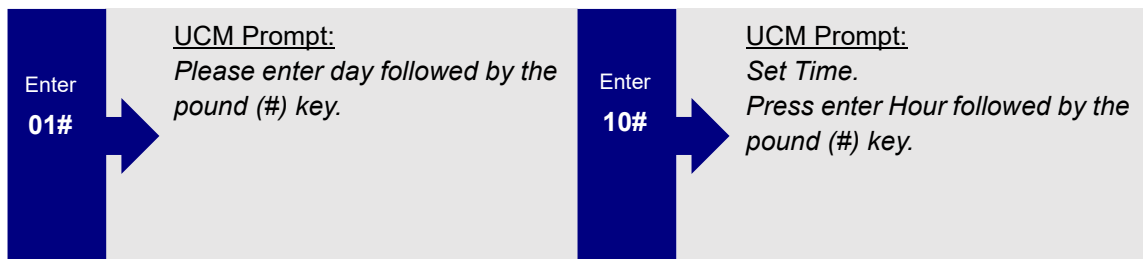
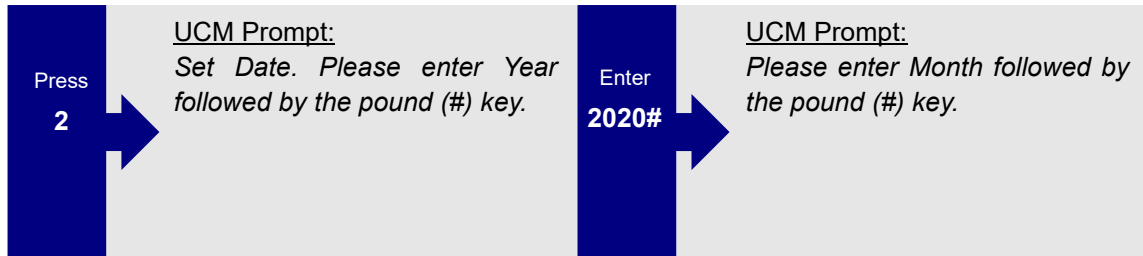
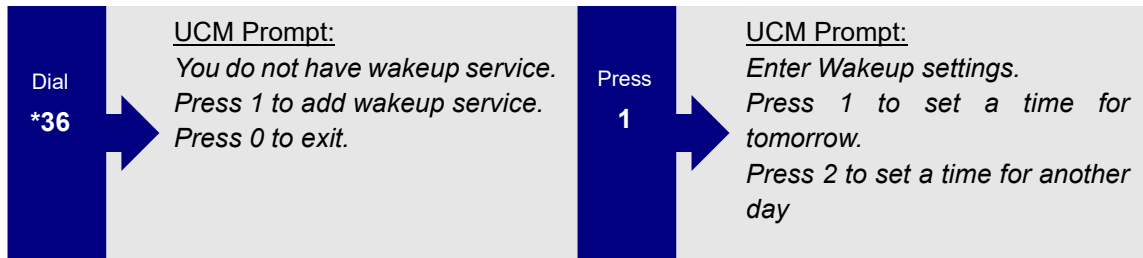
1. Dial the Wakeup Service feature code previously configured in the last section (\*36 by default) to add, update, activate, or deactivate a wakeup service.
2. Follow the menu voice prompt to configure your wakeup call.



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

### Example:

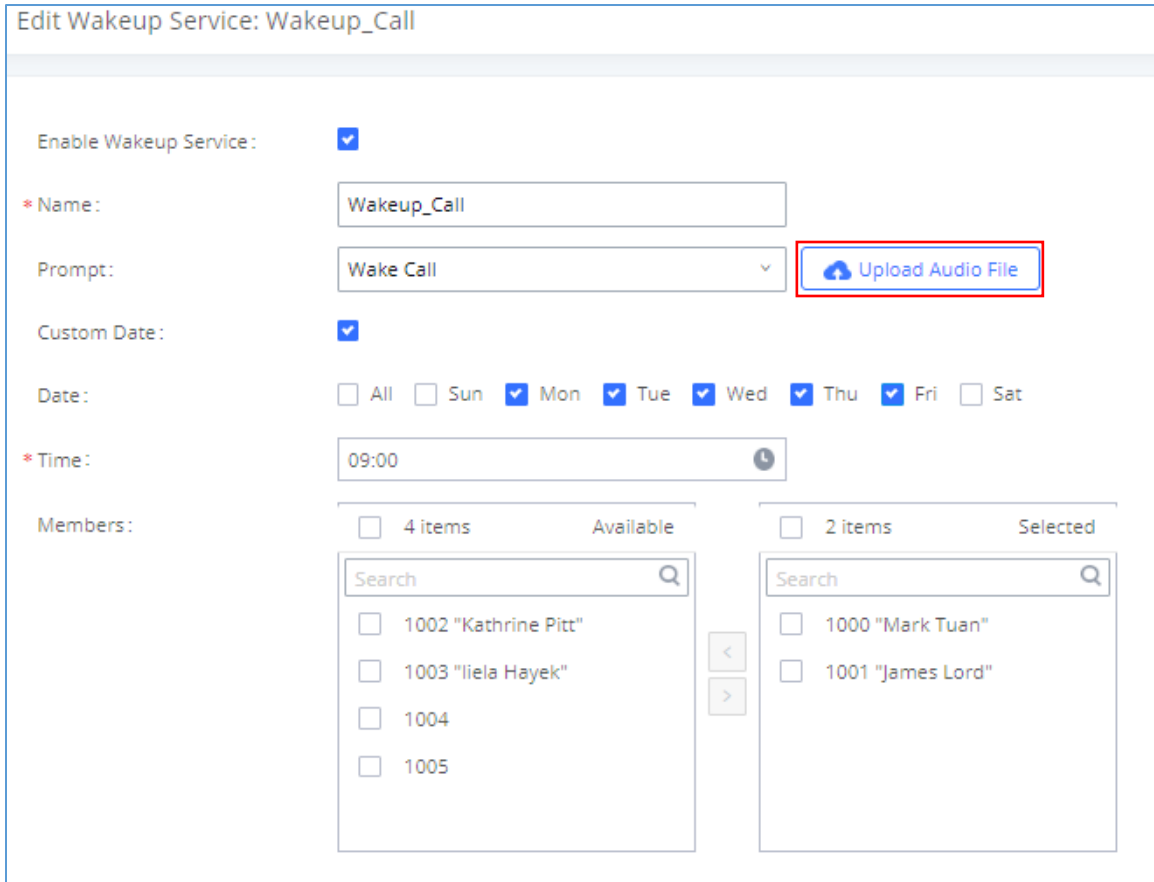
In this example; extension 1000 wants to set a wakeup call on 01/10/2020 at 13:30. Below steps can be followed to achieve this:



## 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.



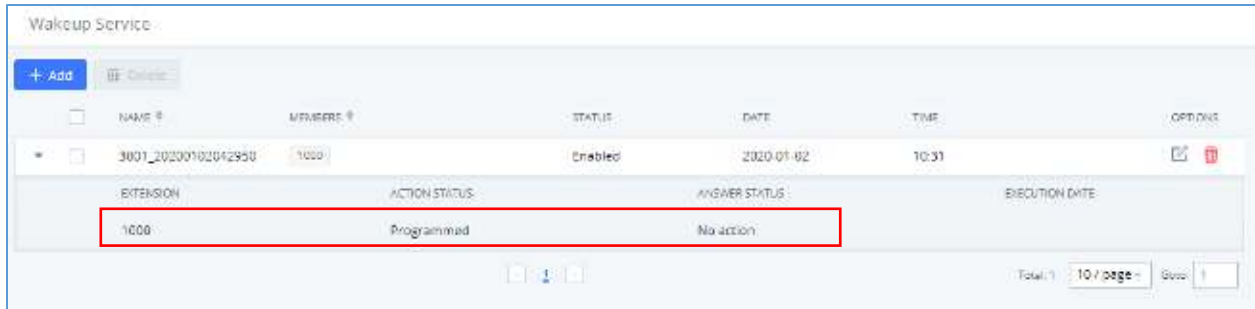
**Figure 10: Edit Call Wakeup Prompt Message**



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

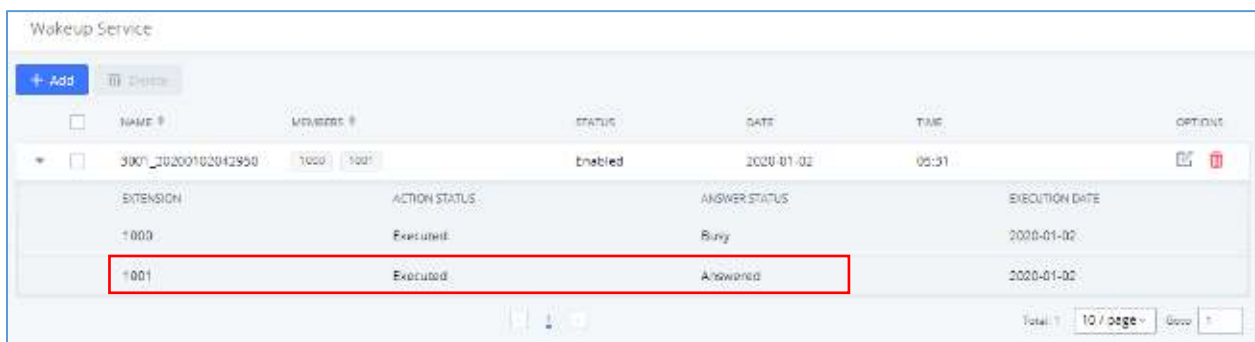
After configuring a Wakeup Service with any of the three methods, the UCM web portal will show its status on the Wakeup Service page. **Programmed** means the call is set to ring for the configured time. **Executed** means the call has already been sent out.





NAME #	NUMBER #	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**

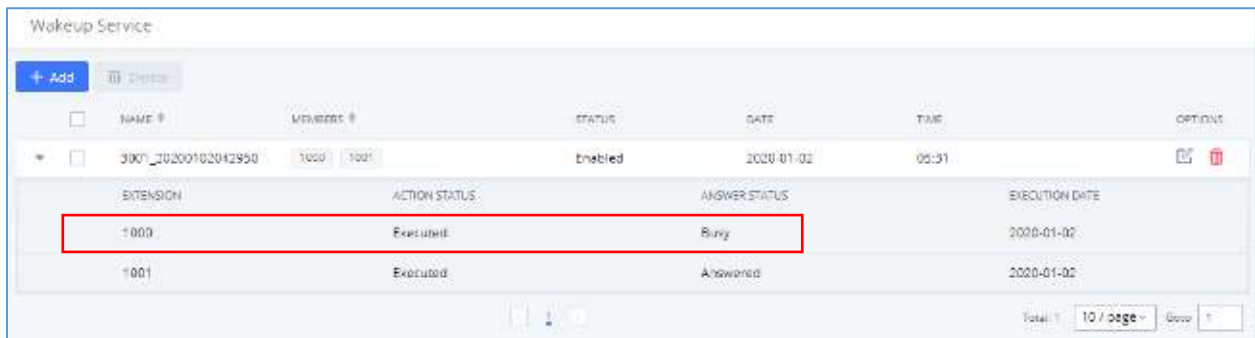
Once it is time, the UCM will send a call out to all the extensions included in the Wakeup Service at once. Once the call is answered by an extension, the “Answer Status” for that extension will change to **Answered**.





NAME #	NUMBER #	STATUS	DATE	TIME	OPTIONS
3001_20200102042950	1000 1001	Enabled	2020-01-02	09:31	 
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 #	NUMBER #	STATUS	DATE	TIME	OPTIONS
3001_20200102042950	1000 1001	Enabled	2020-01-02	09:31	 
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 registered, the status will be changed to **Error** instead.

Wakeup Service

[+ Add](#) [Print](#)

<input type="checkbox"/>	NAME #	MEMBERS #	STATUS	DATE	TIME	OPTIONS
<input type="checkbox"/>	3001_20200102042550	1001 1004	Enabled	2020-01-02	05:59	<a href="#">Edit</a> <a href="#">Delete</a>
	EXTENSION	ACTION STATUS	ANSWER STATUS	EXECUTION DATE		
	1001	Executed	No Answer	2020-01-02		
	1004	Executed	Error	2020-01-02		

Total: 1 / page: 10 Goto:

**Figure 14: Executed Wakeup Call - No Answer / Error**

