



Grandstream Networks, Inc.

UCM6xxx Series – DISA/Callback Guide



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INTRODUCTION

UCM6XXX series offer DISA (Direct Inward System Access) and Callback features allowing users to get access to the system resources, including analog and VoIP trunks, and initiate calls using them, with no need of Internet connection. Therefore, the user will not be charged on phone services for long distance or international calls.

In situations where user is not connected to the system, locally or remotely over Internet, but still needs to use the system resources; the UCM6XXX DISA/Callback features can be used to allow him to reach the system by calling into it, from his own cellphone or landline, and initiate calls to system extensions or using analog/VoIP trunks enjoying the benefits of using VoIP systems.

This guide will offer step by step instructions to configure DISA or Callback on the UCM6XXX to help users to be able to call from the outside, using a cell phone, pay phone, regular PSTN, etc. and use the UCM6XXX resources such as Analog or SIP Trunks.



DISA

DISA is commonly known as Direct Inward System Access. It's a feature offered by the UCM6XXX that gives the user the ability to call from the outside using his cell phone, landline... and dial out via the SIP trunk or PSTN trunk connected to the UCM6XXX as it is an internal extension.



In many scenarios where the user needs to access UCM6XXX resources to perform calls for instance to other extensions or external calls via Trunks but doesn't have access to his extension. In such cases if DISA is configured on the UCM6XXX, he can call to the UCM6XXX from any PSTN number, Mobile, or payphone, and act as an internal extension in a secured way using password.

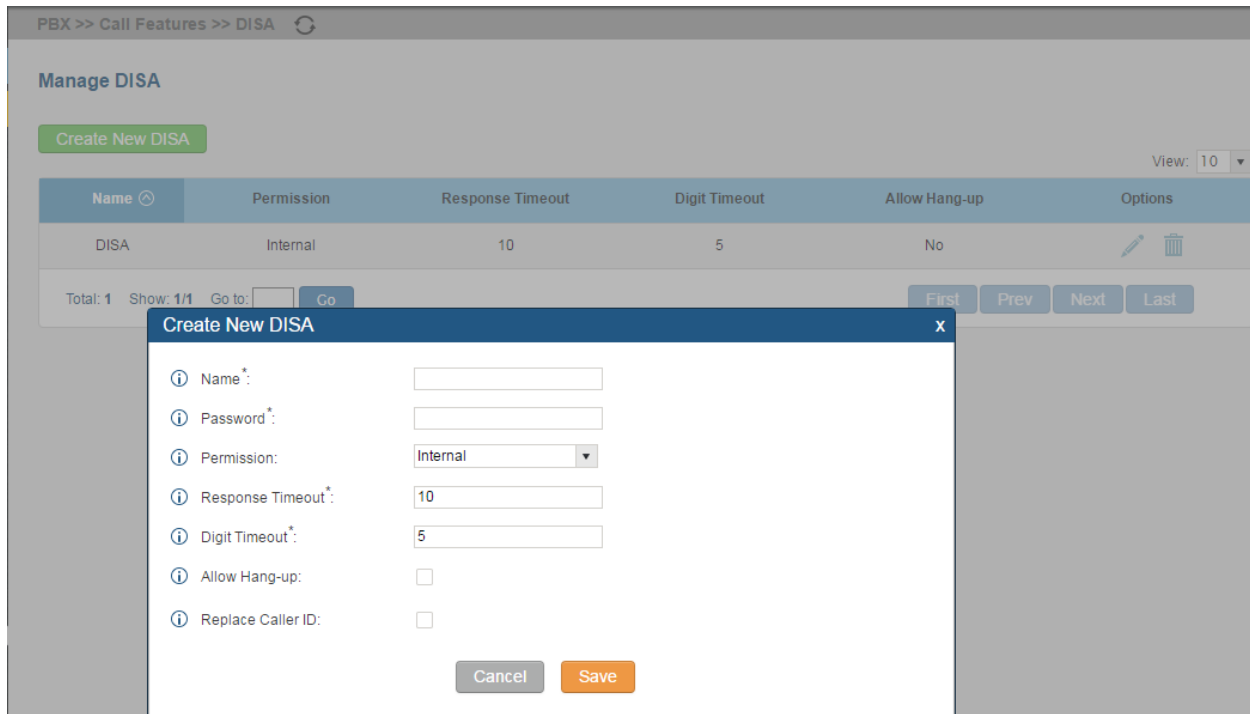
After successful DISA configuration, when users call into UCM6XXX and reach DISA, they will be required to enter a password. After entering the correct password, a second dial tone will be heard for the users to dial out.

Create a New DISA



Please follow below steps to configure DISA on the UCM6XXX:

Login to the UCM6XXX web GUI and navigate to **Call Features->DISA**.

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



The screenshot shows the 'Manage DISA' interface in the UCM6XXX web GUI. A 'Create New DISA' modal form is open, displaying the following fields and options:

Name	Permission	Response Timeout	Digit Timeout	Allow Hang-up	Options
DISA	Internal	10	5	No	 

The modal form 'Create New DISA' contains the following fields:

- Name*:
- Password*:
- Permission:
- Response Timeout*:
- Digit Timeout*:
- Allow Hang-up:
- Replace Caller ID:

Buttons:

Figure 1: Create/Edit DISA



DISA Settings

The following table describes the necessary options to configure a new DISA.

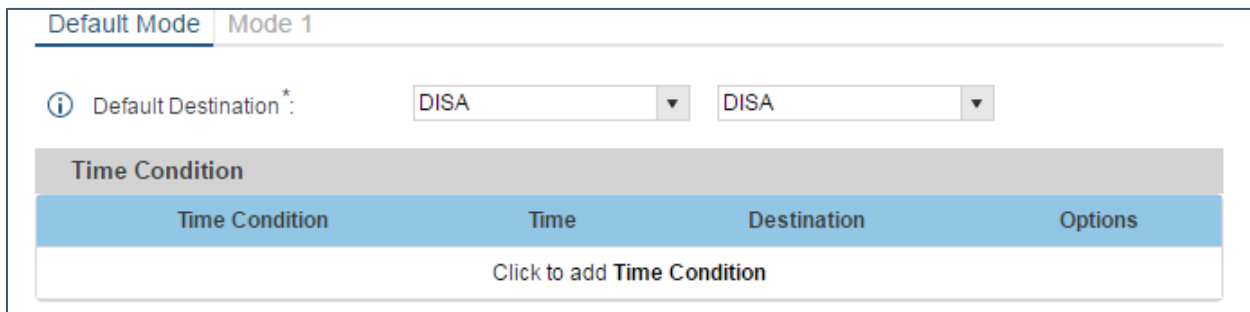
Table 1: DISA Settings

Name	Configure DISA name to identify the DISA.
Password	Configure the password (digit only) required for the user to enter before using DISA to dial out. 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 UCM6XXX will compare 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 UCM6XXX 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 Hang-up	If enabled, during an active call, users can enter the UCM6XXX hang-up 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".
Replace Caller ID	If enabled, the UCM will replace the caller display name with DISA name.

Using DISA in Inbound Route

Once successfully created, users can configure the inbound route destination as "DISA" or "IVR" (DISA can be set as IVR key event).

User can set the destination under the inbound routes of a trunk to DISA directly, by navigating under **PBX->Basic/Call Routes->Inbound Routes**



The screenshot shows the configuration page for an Inbound Route. At the top, there are tabs for 'Default Mode' and 'Mode 1'. Below the tabs, there is a section for 'Default Destination *' with two dropdown menus, both set to 'DISA'. Below this is a 'Time Condition' section with a table header containing 'Time Condition', 'Time', 'Destination', and 'Options'. A button labeled 'Click to add Time Condition' is located below the table.

Figure 2: Setting DISA as default destination

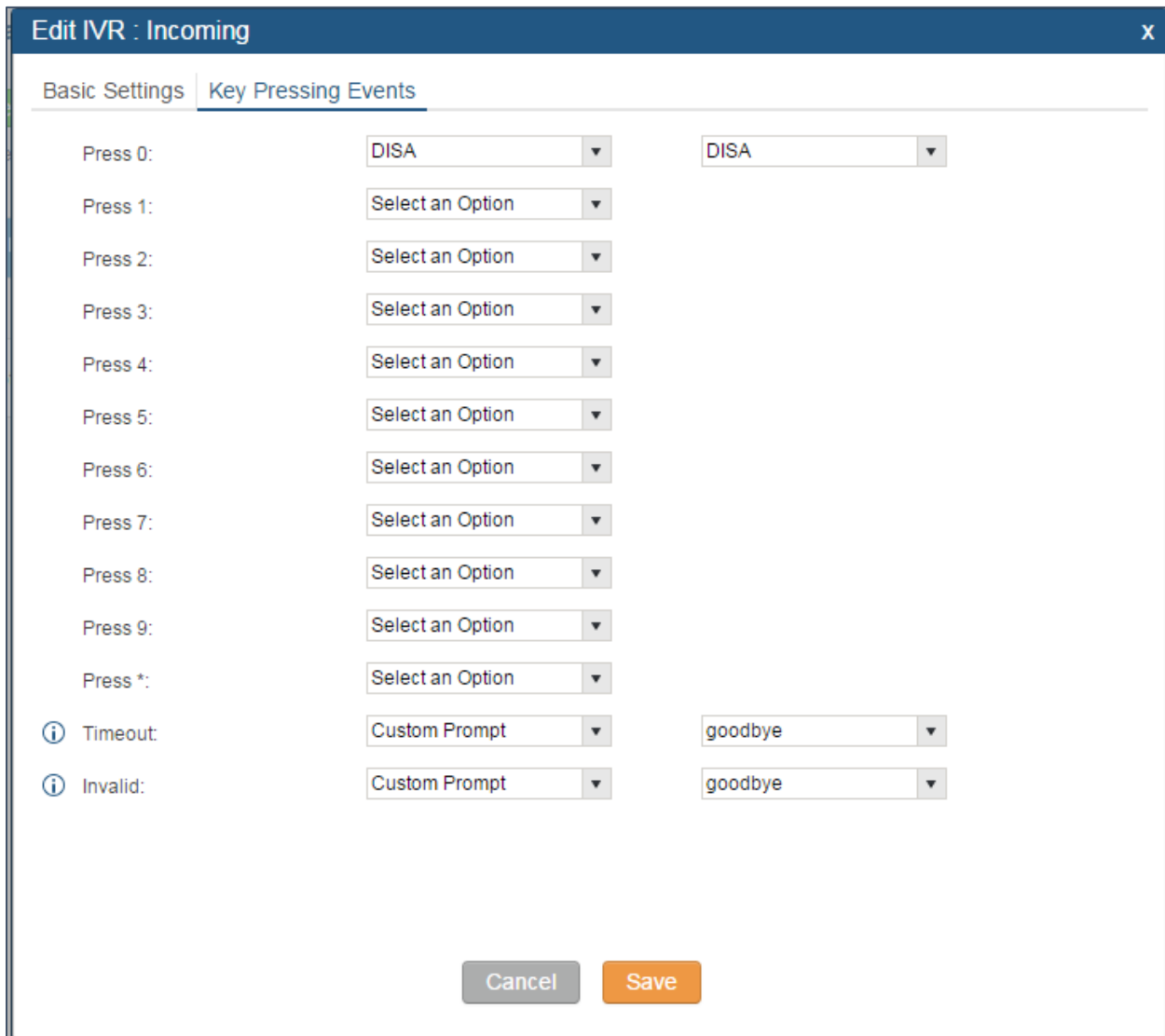


Using DISA as IVR Key Pressing Event

Users could also set inbound route to IVR if a pressing key event is configured as DISA.

To configure DISA as IVR Key Pressing Event, follow below instructions:

1. Navigate to UCM6XXX **Web GUI->PBX->Call Features->IVR**.
2. Edit an existing IVR or create a new one to use in inbound routes.
3. Under **Key Pressing Events** tab, choose DISA from drop-down list next to the desired key.

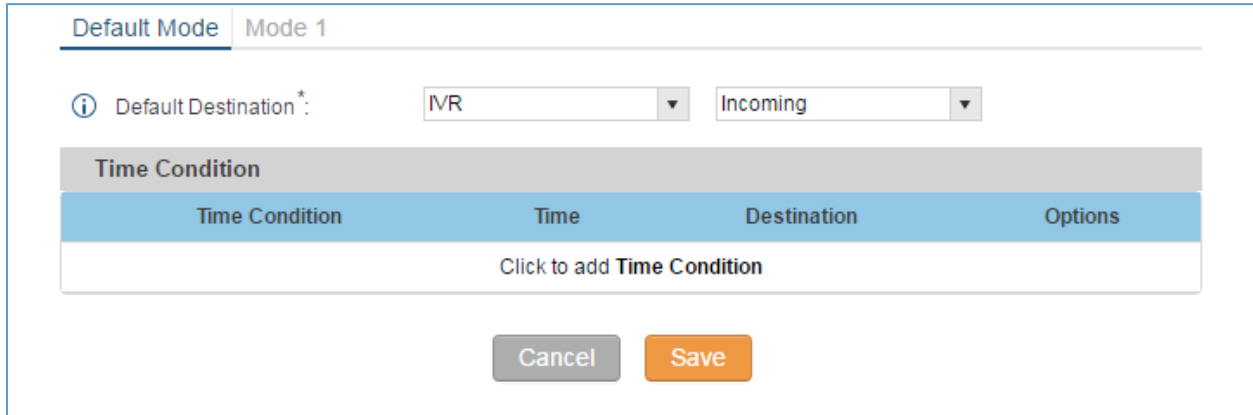


Key	Event	Event
Press 0:	DISA	DISA
Press 1:	Select an Option	
Press 2:	Select an Option	
Press 3:	Select an Option	
Press 4:	Select an Option	
Press 5:	Select an Option	
Press 6:	Select an Option	
Press 7:	Select an Option	
Press 8:	Select an Option	
Press 9:	Select an Option	
Press *:	Select an Option	
Timeout:	Custom Prompt	goodbye
Invalid:	Custom Prompt	goodbye

Figure 3: Set DISA as Pressing Key Event



Once set, navigate to **PBX->Basic/Call Routes->Inbound Routes** and set IVR as default destination as show in following figure.



The screenshot shows a configuration window for 'Default Mode' with a sub-tab 'Mode 1'. At the top, there is an information icon and the label 'Default Destination *'. Below this, there are two dropdown menus: the first is set to 'IVR' and the second is set to 'Incoming'. Below the dropdowns is a section titled 'Time Condition' which contains a table with the following structure:

Time Condition	Time	Destination	Options
Click to add Time Condition			

At the bottom of the configuration window, there are two buttons: 'Cancel' and 'Save'.

Figure 4: Setting IVR as default destination



CALLBACK

Callback is mainly designed for users who often use their mobile phones to make long distance or international calls which may have high service charges. The callback feature provides an economic solution for reducing call costs.





Figure 5: Callback flow

In this way, the calls are placed and connected through trunks on the UCM6XXX instead of to the mobile phone or landline directly. Therefore, the user will not be charged on phone services for long distance or international calls.

Configure Callback

To configure callback on the UCM6XXX go to **web GUI->PBX->Call Features->Callback**.

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



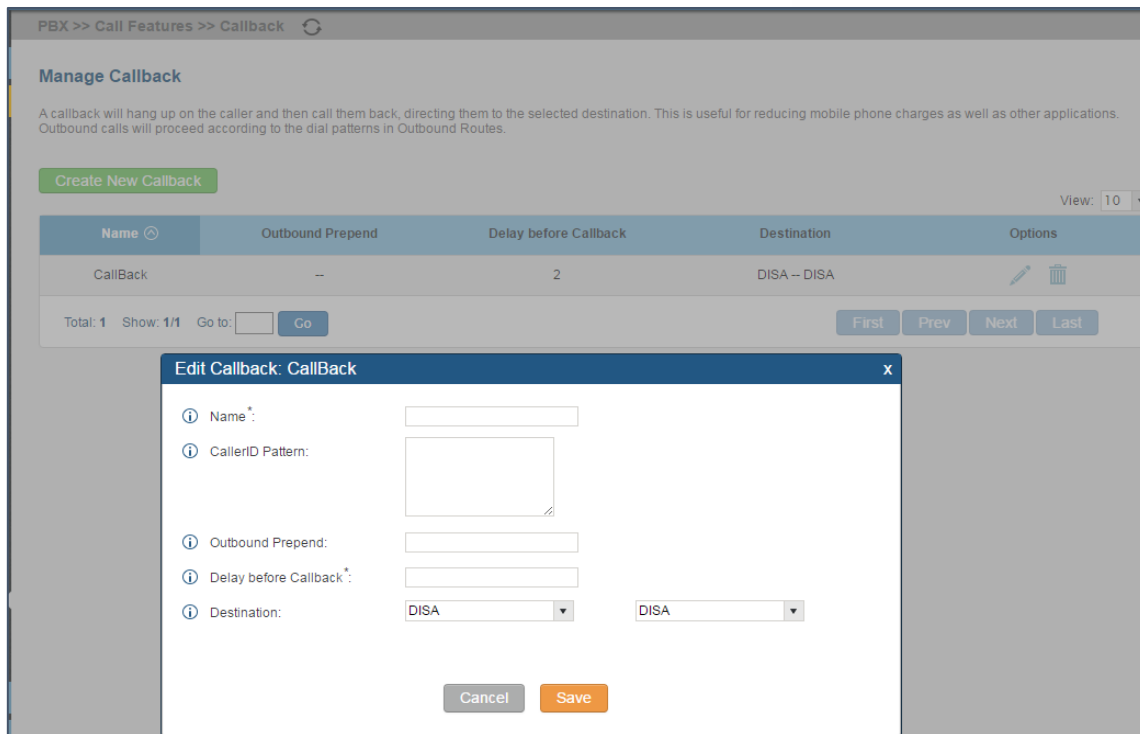


Figure 6: Create/Edit Callback

Callback Settings

The following tables describes the necessary options for configuring a Callback.

Table 2: Callback Settings

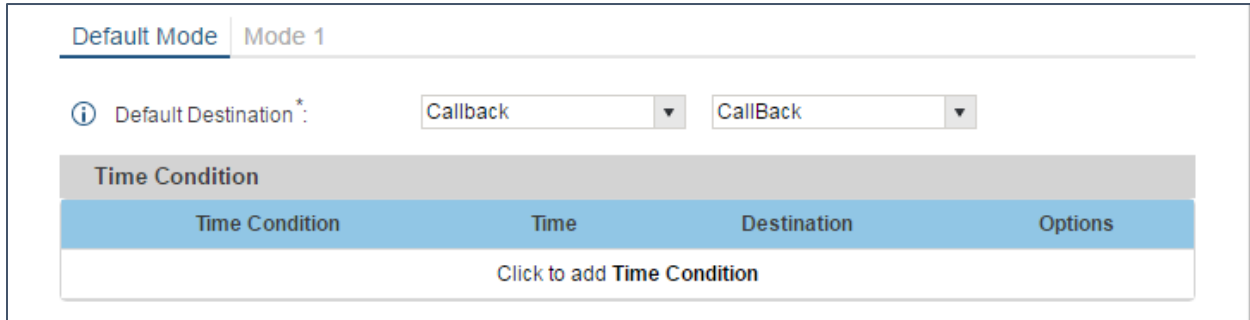
Name	Configure a name to identify the Callback.
CallerID Pattern	Configure the pattern of the callers allowed to use this callback. The caller who places the inbound call needs to have the callerID match this pattern so that the caller can get callback after hanging up the call. Note: If leaving as blank, all numbers are allowed to use this callback.
Outbound Prepend	Configure the prepend digits to be added at before dialing the outside number. The number with prepended digits will be used to match the outbound route. '-' is the connection character which will be ignored.
Delay Before Callback	Configure the number of seconds to be delayed before calling back the user.
Destination	Configure the destination which the callback will direct the caller to. Two destinations are available: <ul style="list-style-type: none"> • IVR • DISA The caller can then enter the desired number to dial out via UCM6XXX trunk.



Using Callback in Inbound Route

Once successfully created, users can configure the inbound route destination as "Callback" or "IVR" if a key event is configured as "Callback" on the IVR.

User can set the destination under the inbound routes of a trunk to Callback directly, by navigating under **PBX->Basic/Call Routes->Inbound Routes**.



The screenshot shows a configuration page for an inbound route. At the top, there are two tabs: 'Default Mode' and 'Mode 1'. Below the tabs, there is a section for 'Default Destination' with an information icon and two dropdown menus, both set to 'Callback'. Below this is a 'Time Condition' section with a table header and a 'Click to add Time Condition' button.

Time Condition			
Time Condition	Time	Destination	Options
Click to add Time Condition			

Figure 7: Setting Callback as default destination

Using Callback as IVR Key Pressing Event

Users could also set Inbound route to IVR if a pressing key event is configured as Call Back.

To configure Callback as IVR Key Pressing Event.

1. Navigate to UCM6XXX **Web GUI->PBX->Call Features->IVR**.
2. Edit an existing IVR or Create a new one to use in inbound routes.
3. Under **Key Pressing Events** tab, choose **Callback** from drop-down list next to the desired key



Edit IVR : Incoming
✕

Basic Settings

Key Pressing Events

Press 0:	Select an Option ▼	
Press 1:	Callback ▼	CallBack ▼
Press 2:	Select an Option ▼	
Press 3:	Select an Option ▼	
Press 4:	Select an Option ▼	
Press 5:	Select an Option ▼	
Press 6:	Select an Option ▼	
Press 7:	Select an Option ▼	
Press 8:	Select an Option ▼	
Press 9:	Select an Option ▼	
Press *:	Select an Option ▼	
ⓘ Timeout:	Custom Prompt ▼	goodbye ▼
ⓘ Invalid:	Custom Prompt ▼	goodbye ▼

Cancel
Save

Figure 8: Set Callback as Pressing Key Event

Once set, navigate to **PBX->Basic/Call Routes->Inbound Routes** and set IVR as default destination as show in following figure.

Default Mode

Mode 1

ⓘ Default Destination*:

IVR ▼

Incoming ▼

Time Condition			
Time Condition	Time	Destination	Options
Click to add Time Condition			

Cancel
Save

Figure 9: Setting IVR as default destination

