



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 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:

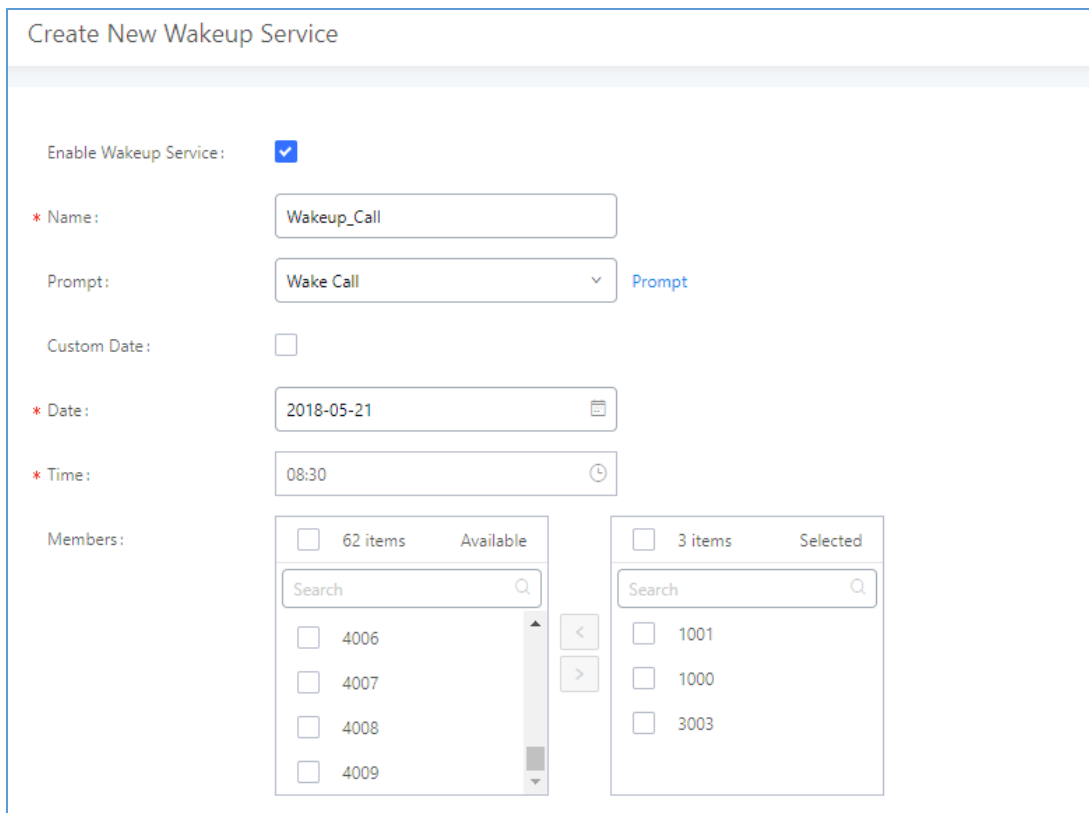
- Admin Portal.
- User Portal.
- Feature Code.



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 **+ Create New Wakeup Service** to create a new wakeup service. The following window will pop up.



The screenshot shows the 'Create New Wakeup Service' form with the following fields and options:

- Enable Wakeup Service:**
- Name:**
- Prompt:** Prompt
- Custom Date:**
- Date:**
- Time:**
- Members:**
 - Available (62 items):**
 4006
 4007
 4008
 4009
 - Selected (3 items):**
 1001
 1000
 3003

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>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> </tbody> </table>	UCM Model	Max members	UCM6102	30	UCM6202	50	UCM6104	30	UCM6204 / UCM6108 / UCM6116	50	UCM6208	100
UCM Model	Max members												
UCM6102	30												
UCM6202	50												
UCM6104	30												
UCM6204 / UCM6108 / UCM6116	50												
UCM6208	100												



Create New Wakeup Service

Enable Wakeup Service:

* Name:

Prompt: Prompt

Custom Date:

Date: Sun Mon Tue
 Wed Thu Fri Sat
 All

* Time:

Members:

61 items Available

Search

- 4005
- 4006
- 4008
- 4009

4 items Selected

Search

- 1001
- 1000
- 3003
- 4007

Figure 2: Create New Wakeup Service – Custom Date

- Click Save and Apply Changes to finalize the changes.



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

Wakeup Service															
+ Create New Wakeup Service Delete Selected Wakeup Service															
<input type="checkbox"/>	Name ↕	Members ↕				Status	Date					Time	Options		
<input type="checkbox"/>	Wakeup_call_User_Port al	1000	1001	1002	1003	Enabled	Sun	Mon	Tue	Wed	Thu	Fri	Sat	08:30	+ 🗑️
Total: 1 < 1 >															
10 / page ▼ Goto <input type="text" value="1"/>															

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

+ Create New Wakeup Service Delete Selected Wakeup Service

<input type="checkbox"/>	Name	Members	Status	Date	Time	Options
<input type="checkbox"/>	Wakeup_call_User_Portal	1000 1001 1002 1003 10+	Enabled	Sun Mon Tue Wed Thu Fri Sat	08:30	 

Extension	Action Status	Answer Status	Execution Date
1000	Programmed	No action	
1001	Programmed	No action	
1002	Programmed	No action	
1003	Programmed	No action	
1004	Programmed	No action	



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**.

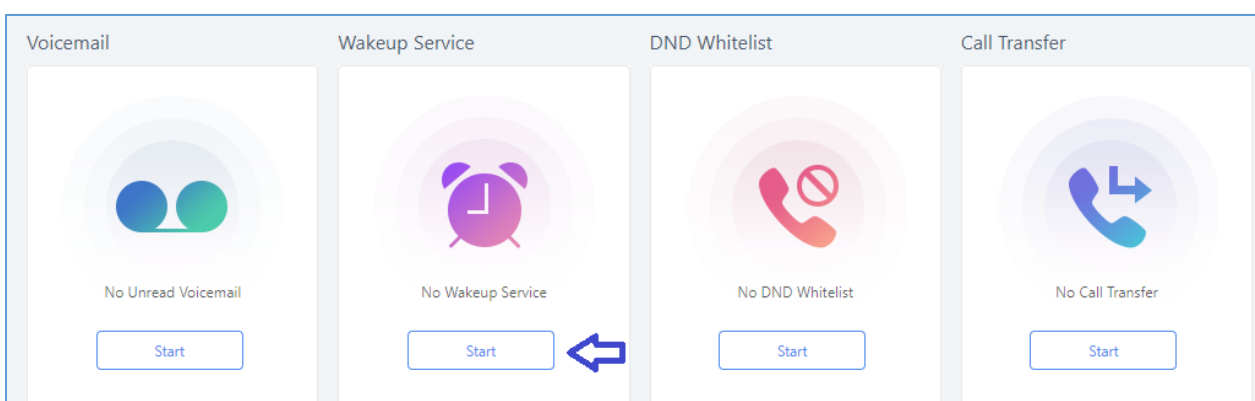
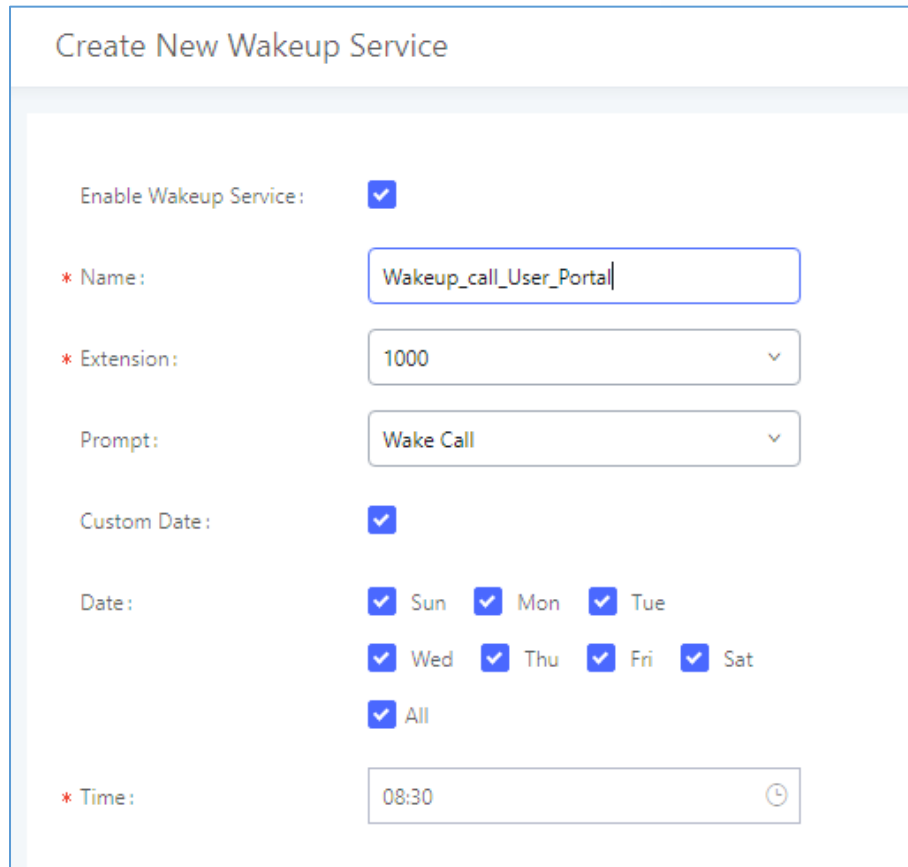


Figure 3: Start Wakeup Service

3. Click on **+ Create New Wakeup Service** to create a new wakeup service.

- Configure Name, Prompt, Date/Custom Date and Time for this wakeup call.



Create New Wakeup Service

Enable Wakeup Service:

* Name:

* Extension:

Prompt:

Custom Date:

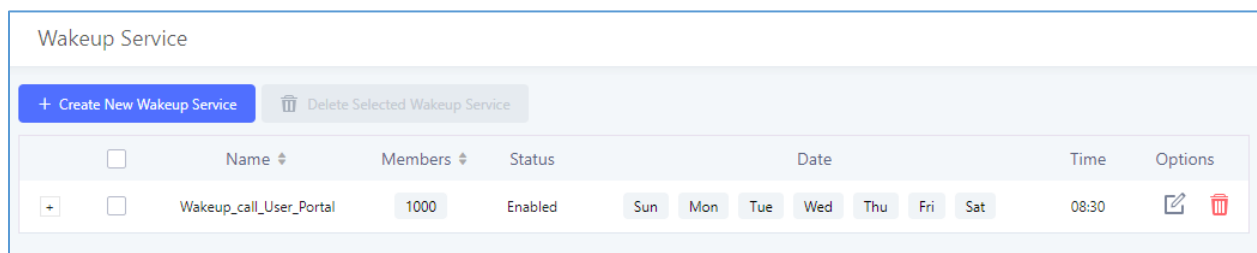
Date: Sun Mon Tue
 Wed Thu Fri Sat
 All

* Time:

Figure 4: 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.



Wakeup Service												
+ Create New Wakeup Service Delete Selected Wakeup Service												
	Name	Members	Status	Date						Time	Options	
<input type="checkbox"/>	Wakeup_call_User_Portal	1000	Enabled	<input checked="" type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon	<input checked="" type="checkbox"/> Tue	<input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Thu	<input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Sat	08:30	<input type="checkbox"/> <input type="checkbox"/>

Figure 5: 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.

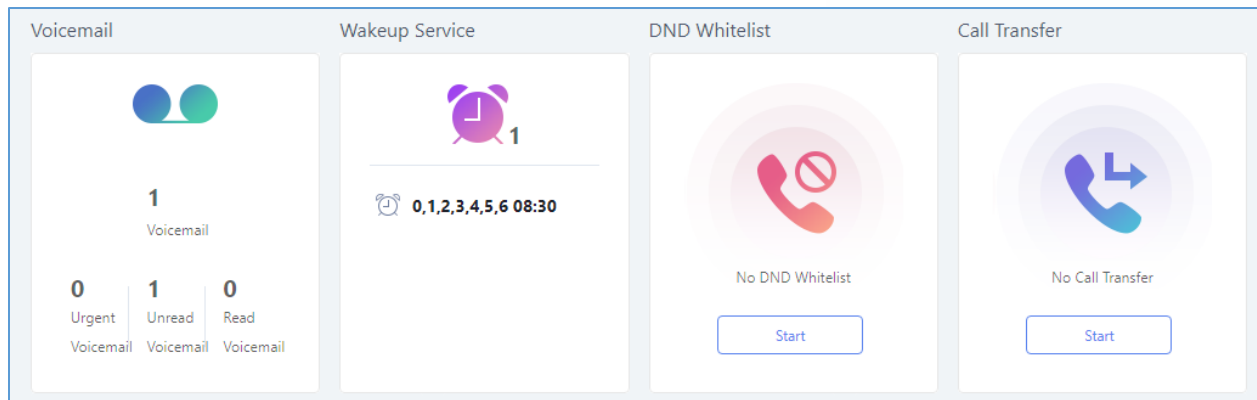


Figure 6: User Portal / Dashboard - Wakeup Service



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

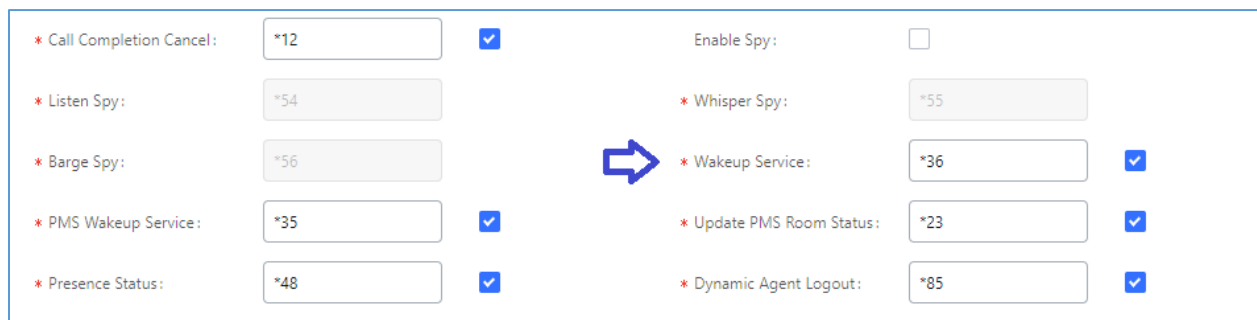
Configuring Wakeup Service via Feature Code

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"**.



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:

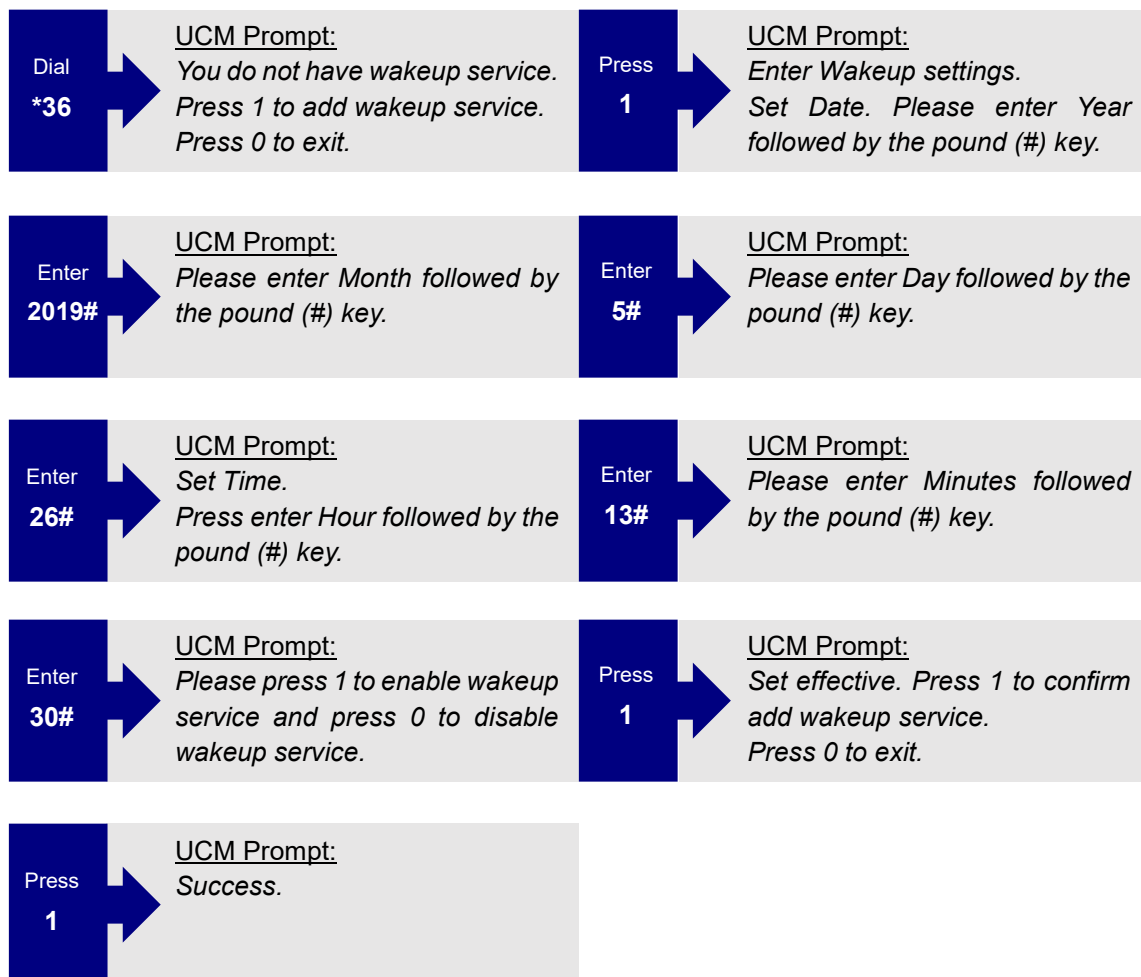
1. Dial the Wakeup Service feature code previously configured in the last section (***36** by default) to add, update, activate, or deactivate a wakeup service.
2. Follow the menu voice prompt to set Year, Month, Day, Hour and Minute of your wakeup call.



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 5/26/2019 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 **Prompt** link.

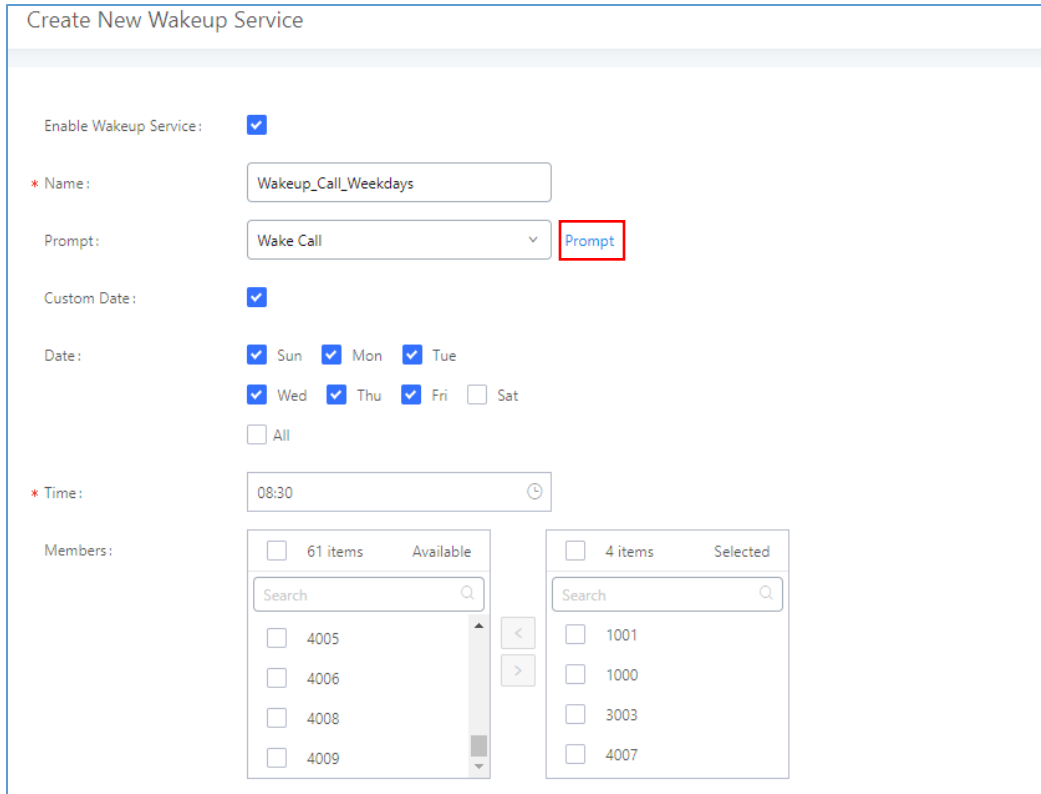


Figure 7: Edit Call Wakeup Prompt Message

3. A pop-up window should appear prompting for a file. Click on "Choose File to Upload" and select the desired audio file. The new file should now be in the list of available prompts.

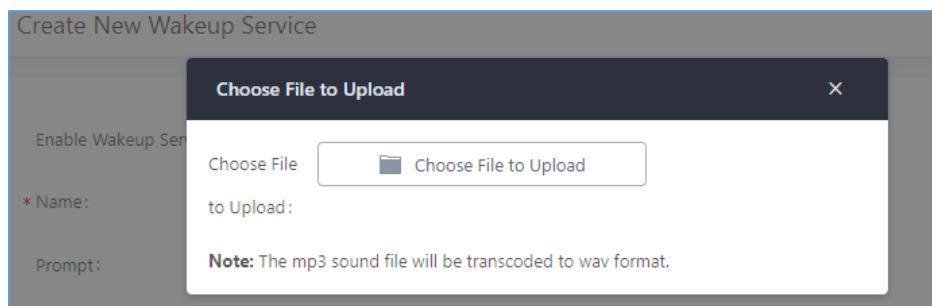


Figure 8: Select the Prompt Message

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.

Wakeup Service						
<input type="checkbox"/> + Create New Wakeup Service <input type="checkbox"/> Delete Selected Wakeup Service						
<input type="checkbox"/>	Name ↕	Members ↕	Status	Date	Time	Options
<input type="checkbox"/>	3001_20180523042950	3001	Enabled	2018-07-01	08:08	
Extension	Action Status	Answer Status	Execution Date			
3001	Programmed	No action				

Figure 9: 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**.

Wakeup Service						
<input type="checkbox"/> + Create New Wakeup Service <input type="checkbox"/> Delete Selected Wakeup Service						
<input type="checkbox"/>	Name ↕	Members ↕	Status	Date	Time	Options
<input type="checkbox"/>	3001_20180523042950	3001	Enabled	Sun Wed Thu Fri Sat	04:34	
Extension	Action Status	Answer Status	Execution Date			
3001	Executed	Answered	2018-05-23			

Figure 10: Executed Wakeup Call - Answered

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

<input type="checkbox"/>	Name ↕	Members ↕	Status	Date	Time	Options
<input type="checkbox"/>	3001_20180523042950	3001 3003	Enabled	Sun Wed Thu Fri Sat	04:36	
Extension	Action Status	Answer Status	Execution Date			
3001	Executed	Busy	2018-05-23			
3003	Executed	Answered	2018-05-23			

Figure 11: 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.



<input type="checkbox"/>	Name ↕	Members ↕	Status	Date	Time	Options												
<input type="checkbox"/>	3001_20180523042950	3001 3002	Enabled	Sun Wed Thu Fri Sat	04:37	 												
<table border="1"> <thead> <tr> <th>Extension</th> <th>Action Status</th> <th>Answer Status</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>3001</td> <td>Executed</td> <td>No Answer</td> <td>2018-05-23</td> </tr> <tr> <td>3002</td> <td>Executed</td> <td>Error</td> <td>2018-05-23</td> </tr> </tbody> </table>							Extension	Action Status	Answer Status	Execution Date	3001	Executed	No Answer	2018-05-23	3002	Executed	Error	2018-05-23
Extension	Action Status	Answer Status	Execution Date															
3001	Executed	No Answer	2018-05-23															
3002	Executed	Error	2018-05-23															

Figure 12: Executed Wakeup Call - No Answer / Error

