



Grandstream Networks, Inc.

UCM6xxx Series – Announcement Center Guide



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INTRODUCTION

UCM6xxx series introduced “Announcement Center” feature allowing to initiate calls and play a pre-configured voice prompt to extensions within same group.

When the code and the group number are dialed together in the combination of **code + group** number, the specified voice message is sent to all group members and only extensions in the group will hear the voice message.

Announcement center feature can be used in different scenarios such as in hospitals (Code Blue), companies, supermarkets...

This guide will help to understand announcement center settings, steps needed to configure this feature, how to create and upload custom prompt to be used within the announcement center feature, and gives an example illustrating the utility of this option.

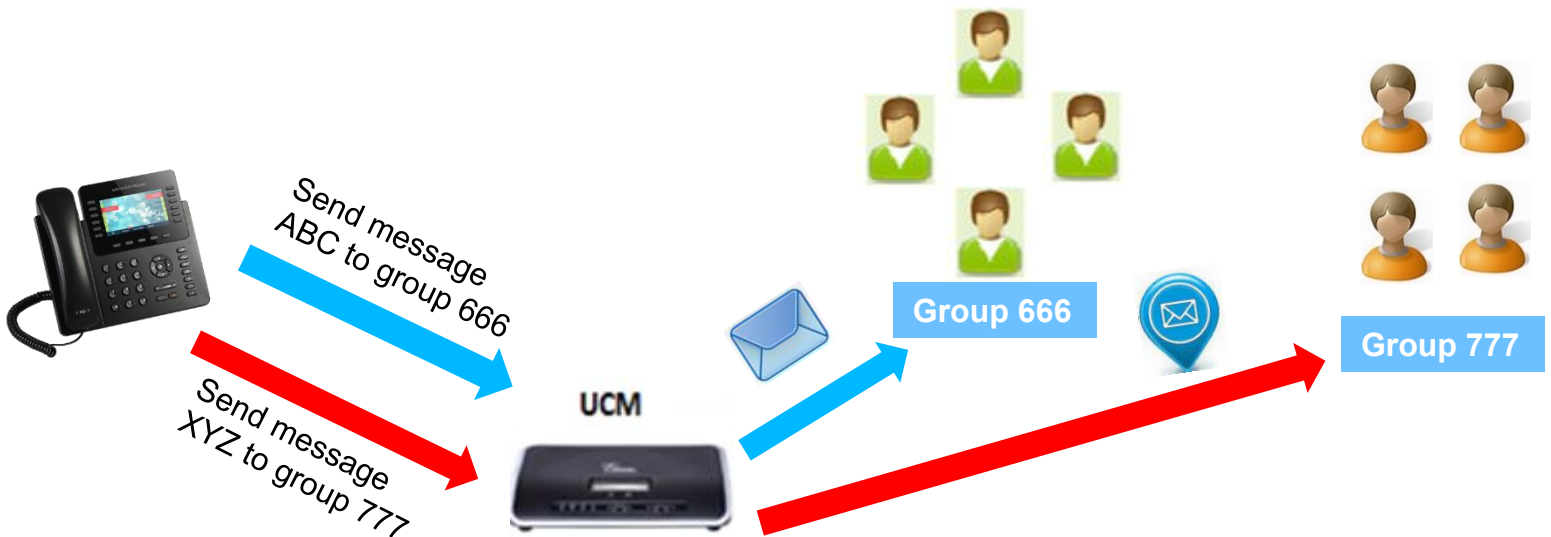


Figure 1: Announcement Center Flow



ANNOUNCEMENTS CENTER SETTINGS

The announcement center settings are available on the UCM6xxx Web GUI under PBX > **Value-added Features** > **Announcement center** as displayed on the figure below:

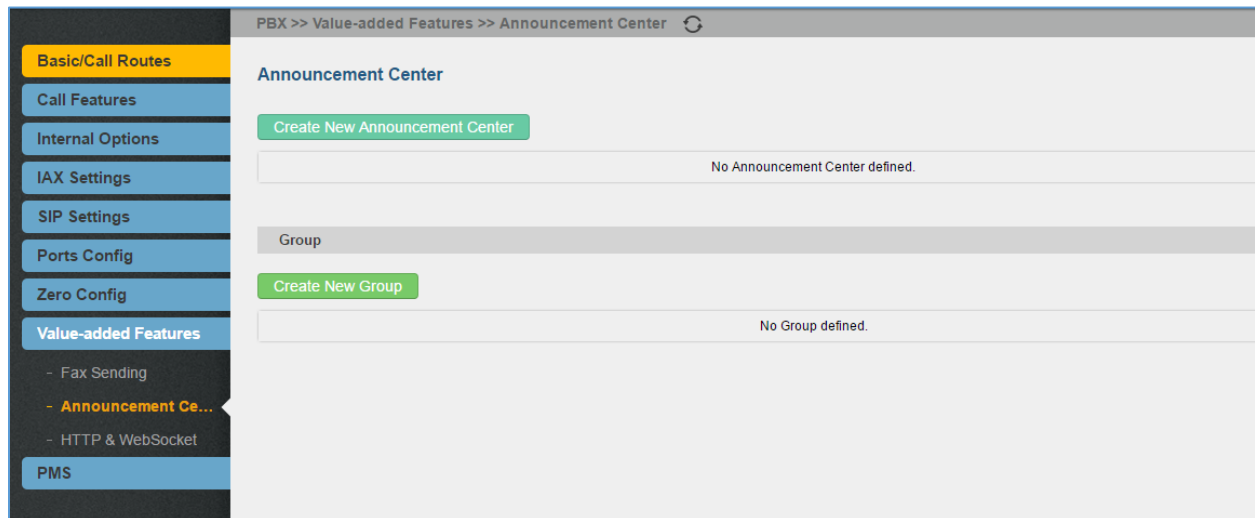


Figure 2: Announcement Center Settings

The following tables describes needed options to configure a new announcement center and a new group.

Announcements Center Settings

Table 1: Announcement Center settings

Name	Configures a name for the newly created Announcements Center to identify this announcement center.
Code	Configures a code number for the custom prompt. This code will be used in combination with the group number. For example, if the code is 55, and group number is 666. The user can dial 55666 to send prompt 55 to all members in group 666. Note: The combination number must not conflict with any number in the system such as extension number or conference number.
Custom Prompt	This option is to set a custom prompt as an announcement to notify group members. The file can be uploaded from page 'Custom Prompt'. Click 'Prompt' to add additional record.
Ring Timeout	Configures the ring timeout for the group members. The default value is 30 seconds.



Group Settings

Table 2: Group Settings

Name	Configure a name for the newly created group to identify the group
Number	<p>Configure the group number. The group number is used in combination with the code. For example, if group number is 666, and code is 55. The user can dial 55666 to send prompt 55 to all members in group 666.</p> <p>Note: The combination number must not conflict with any number in the system such as extension number or conference number</p>



CONFIGURING ANNOUNCEMENT CENTER

Please refer to following steps in order to configure the announcement center on the UCM6xxx series:

Creating New Group:

1. Access the web GUI of your UCM and navigate to PBX > Value-added Features > Announcement Center
2. Click on **Create New Group** to create new group.
3. Specify the name of the newly created group.
4. Configure group number which it will be used with code to send voice message.
5. Select the extensions to be included in the group, who will receive the voice message.

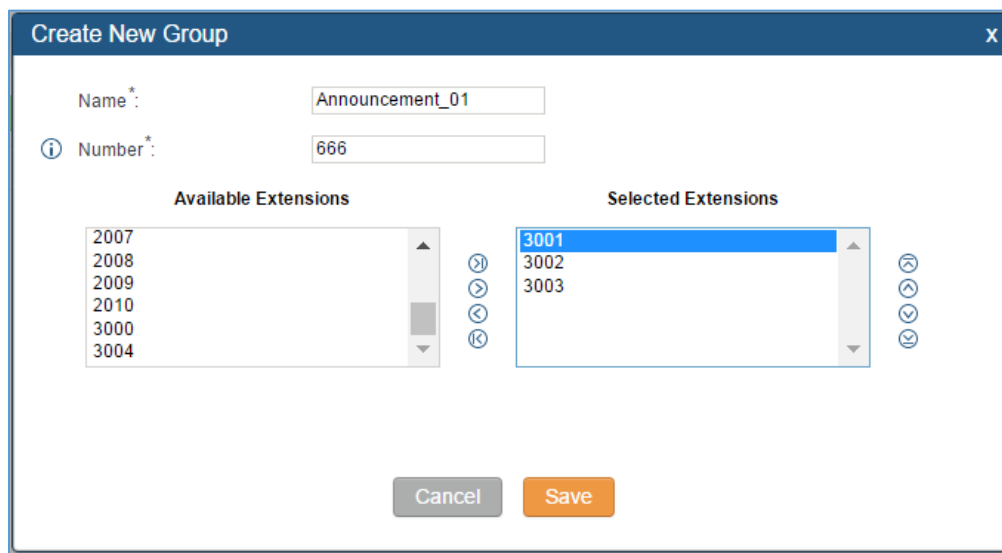


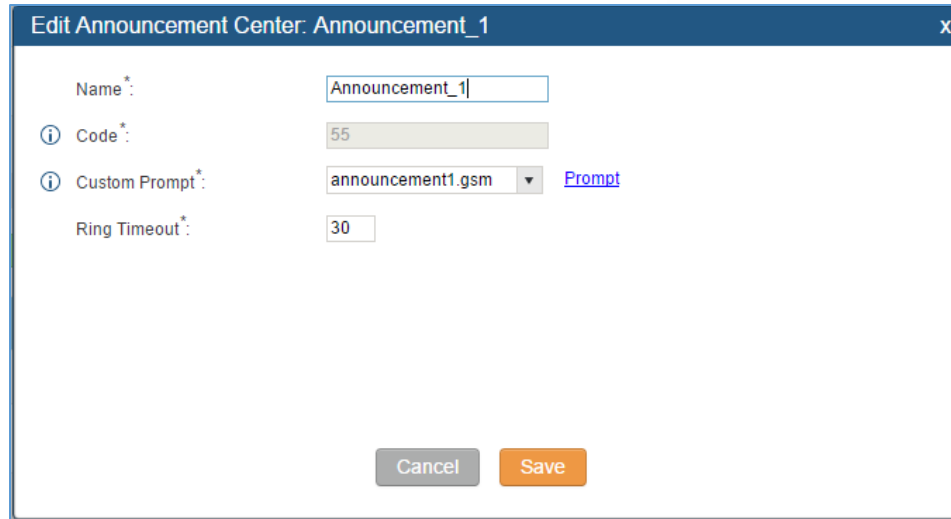
Figure 3: Announcement Center Group Configuration

In the example illustrated on Figure 6, the group “Announcement_01” has number 666. Extension 3001, 3002 and 3003 are in this group.

Creating New Announcements Center

1. Access the web GUI of your UCM and navigate to PBX > Value-added Features > Announcement Center
2. Click on **Create New Announcements Center** to create a new announcement center.
3. Specify the name to the newly created announcement center.
4. Configures the code which will be used with group number to send the voice message to.
5. Select the message that will be used by the code from the custom prompt drop down menu. To create a new Prompt, please click “Prompt” link and follow the instructions in that page. (Please refer to: [Create Custom Prompts for Announcements Center](#)).





Edit Announcement Center: Announcement_1

Name *:

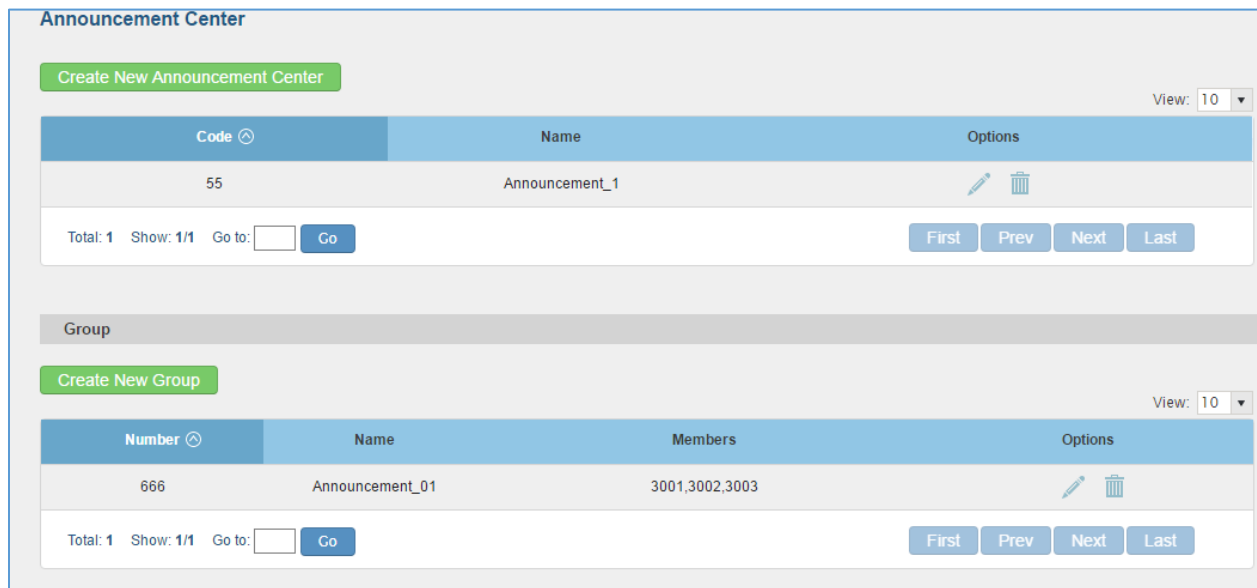
Code *:

Custom Prompt *: [Prompt](#)

Ring Timeout *:

Figure 4: Announcement Center Creation

Code and Group number are used together to direct specified message to the target group. All extensions in the group will receive the message. For example, we can send code 55 to group 666 by dialing 55666 from any extension registered to the UCM6xxx. All the members in group 666 which are extension 3001, 3002 and 3003 will receive this voice message after they pick up the call.



Announcement Center

[Create New Announcement Center](#) View: 10

Code	Name	Options
55	Announcement_1	

Total: 1 Show: 1/1 Go to:

Group

[Create New Group](#) View: 10

Number	Name	Members	Options
666	Announcement_01	3001,3002,3003	

Total: 1 Show: 1/1 Go to:

Figure 5: Announcement Center Created

Note: The combination number must not conflict with any number in the system such as extension number or conference number



ANNOUNCEMENT CENTER EXAMPLE

In a hospital where UCM6xxx is installed, “Announcement Center” feature can be used as “Code Blue” service.

“Code Blue” is mainly used in hospitals to indicate a patient requiring resuscitation or immediate medical attention. Instead of announcing on the speakers that there is an emergency in room XXX and disturb the whole hospital.

Using “Announcement Center” feature on UCM6xxx will allow to dial a code with room number of the patient and hang up, then calls will be initiated (with caller ID as room number) to specified group including doctors, nurses... and once answered, pre-recorded voice messages will be played indicating urgency level and room to go to.

To fulfill these requirements, administrator can create different announcement centers and different groups as follows:

Code	Name	Voice prompt
00	CPR	Immediate attention required - CPR
01	Nurse_requested	Nurse requested
02	Doctor_requested	Doctor requested
03	Consultation	Doctor requested for consultation
04	Emergency	Emergency doctors and nurses requested
...

Group / Room Name	Extension	Members
Room 201	201	2009,3000,3003,3004, 3002
Room 202	202	2009, 3010, 3020
Room 203	203	3002, 3010, 3025
....
Consultation Room 01 (General)	301	2002, 2010
Consultation Room 02 (Cardio)	302	2003, 2011, 2012
...
Emergency Room 01	401	2020, 2021, 2030, 2031, 2032, 2033
Emergency Room 02	402	2040, 2041, 2042, 2043
...

Once configured, users can dial following combinations:

Dial number	Results		
	Caller ID (Room number)	Extensions ringing	Voice prompt played after pickup
00201	201	2009, 3000, 3002	Immediate attention required – CPR
04401	401	2020, 2021, 2030, 2031, 2032, 2033	Emergency doctors and nurses requested
01201	201	2009, 3000, 3002	Nurse requested
03302	302	2003, 2011, 2012	Doctor requested for consultation
...

Note: If an extension member of a group picks up the call, other extensions will continue ringing until each extension picks up.



Configuration Steps

Before configuring the group announcement, administrator needs to record or upload the custom prompts to be played when receiving patient's call.

Please refer to [Create Custom Prompts for Announcements Center](#) for more details.

Creating Announcement Group

1. Access the web **GUI > PBX > Value-added Features > Announcement Center**.
2. Click on **Create New Group** to create new announcement group.
3. Configure the name of the group as **"Room1"** for example.
4. Set the group number to **"201"** for example.
5. Select the extensions to be included in the group. In this example: extensions 2009,3000,3003,3004 and 3002 as displayed on the following figure.

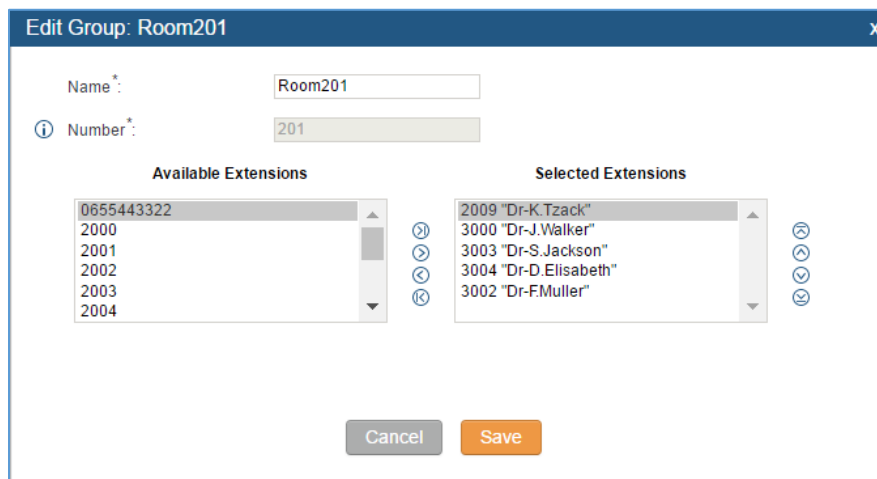


Figure 6: Creating Group Room201

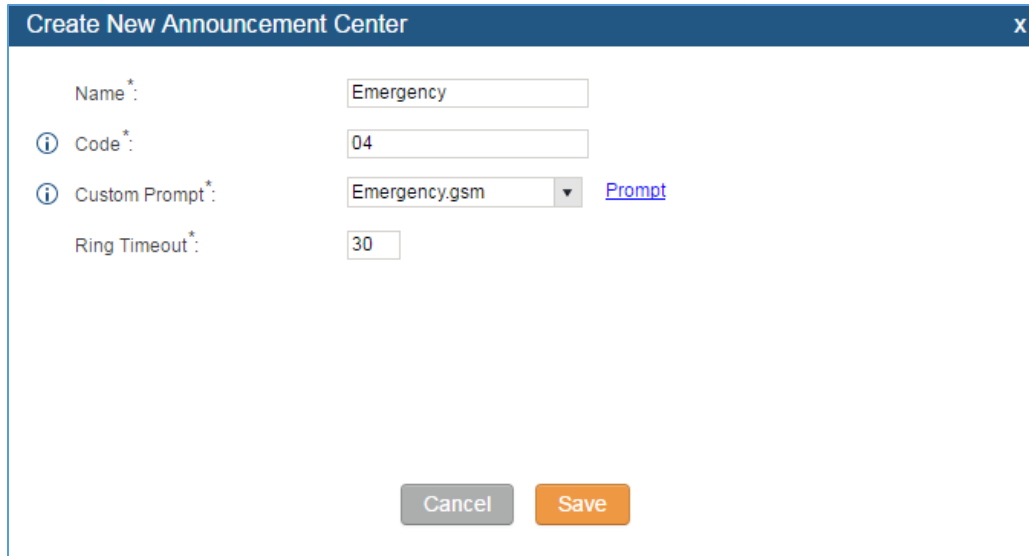
6. Press **Save** button.

Now we have created the announcement group **"Room201"** for room 201, we can create other similar groups for the other hospital's rooms using the same steps.

Creating Announcement Centers

1. Access the web **GUI > PBX > Value-added Features > Announcement Center**.
2. Click on **Create New Announcements Center** to create a new announcement center.
3. Set the name to the newly created announcement center to **"Emergency"**.
4. Configure the code **04** which will be used with group number to send the voice message to.
5. Select the voice prompt to use from the custom prompt drop down menu. In this example, **"Emergency.gsm"** is selected as displayed on the following figure.





Create New Announcement Center X

Name* :

Code* :

Custom Prompt* : [Prompt](#)

Ring Timeout* :

Figure 7: Creating Announcement Center Emergency

6. Press **Save** button.

Now we have created the announcement center “**Emergency**” with code **04**, we can create other similar announcement centers using the same steps.



CREATE CUSTOM PROMPTS FOR ANNOUNCEMENTS CENTER

Prompts on the UCM6xxx can be customized/personalized at customer's convenience by either recoding or uploading new prompts.

Click on "Prompt" option as shown on the following figure to be redirected to "Custom Prompt" page, or go to Web GUI->**PBX->Internal Options->Custom Prompt** page directly.

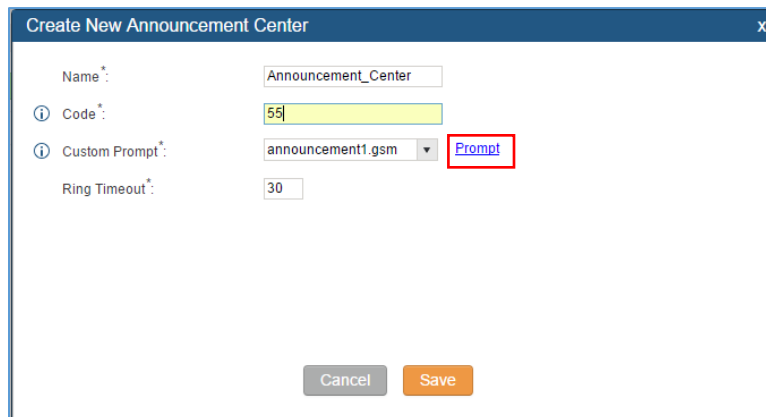


Figure 8: Create Announcement Prompt

Once the prompt file (created/uploaded) is successfully added to the UCM6xxx, it will be shown in the prompt list options to select in different announcements scenarios.

Record New Custom Prompt

In the UCM6xxx web UI->**PBX->Internal Options->Custom Prompt** page, click on "Record New Custom Prompt" and follow the steps below to record new IVR prompt.

1. Specify the custom prompt file name.
2. Select the format (GSM or WAV) for the IVR prompt file to be recorded.
3. Select the "Extension" to receive the call from the UCM6xxx to record the IVR prompt.

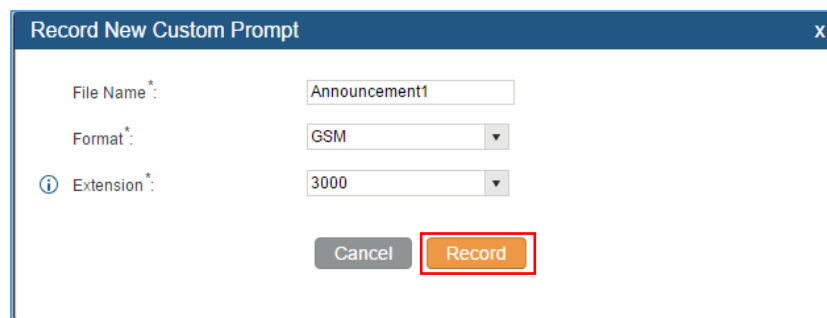


Figure 9: Record New Custom Prompt

4. Click the "Record" button. A call will be initiated to the selected extension.
5. Pick up the call and start the recording following voice prompts.
6. The recorded file will be listed in the IVR Prompt web page (see figure 4). Users could select to re-record, play or delete the recording.



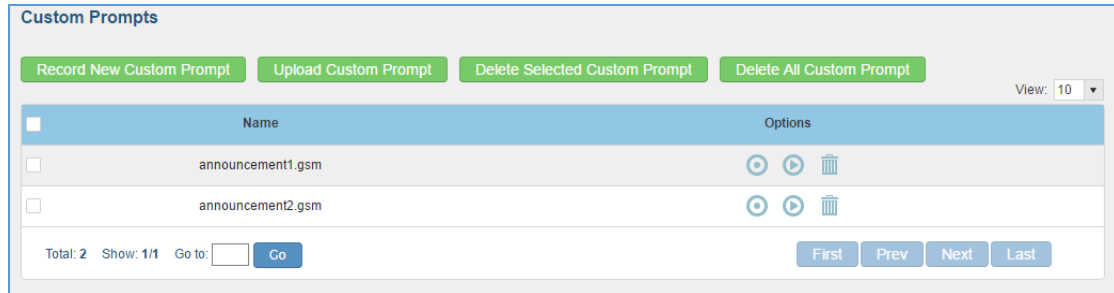


Figure 10: Custom Prompt List

Upload Custom Prompt

If the user has a pre-recorded IVR prompt file, click on “Upload Custom Prompt” in Web GUI under **PBX >Internal Options > Custom Prompt** page to upload the file to the UCM6xxx.

Following are IVR prompt requirements to be accepted by UCM6xxx series:

- PCM encoded.
- 16 bits.
- 8000Hz mono.
- In .mp3 or .wav format; or raw/ulaw/alaw/gsm file with .ulaw or .alaw suffix.
- File size under 5M.

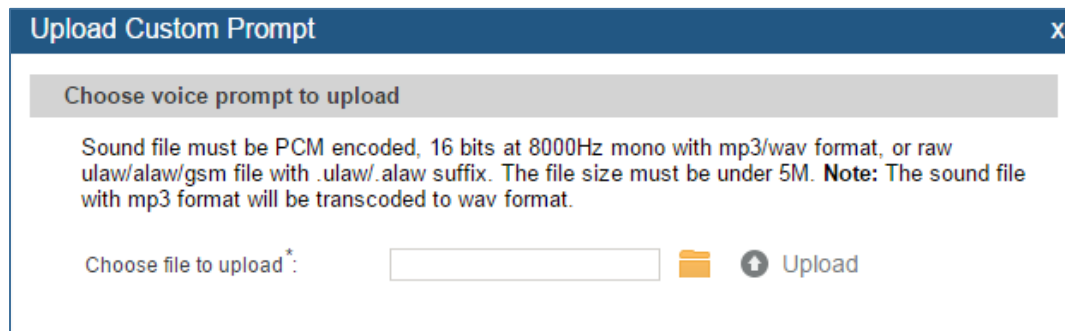




Figure 11: Upload Custom Prompt

Click on  to select audio file from local PC and click on  to start uploading it. Once uploaded, the file will appear in the “Custom Prompt” web page.

