# 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

UCM6xxx Series
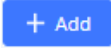Wakeup Service Guide

# WAKEUP SERVICE CONFIGURATION

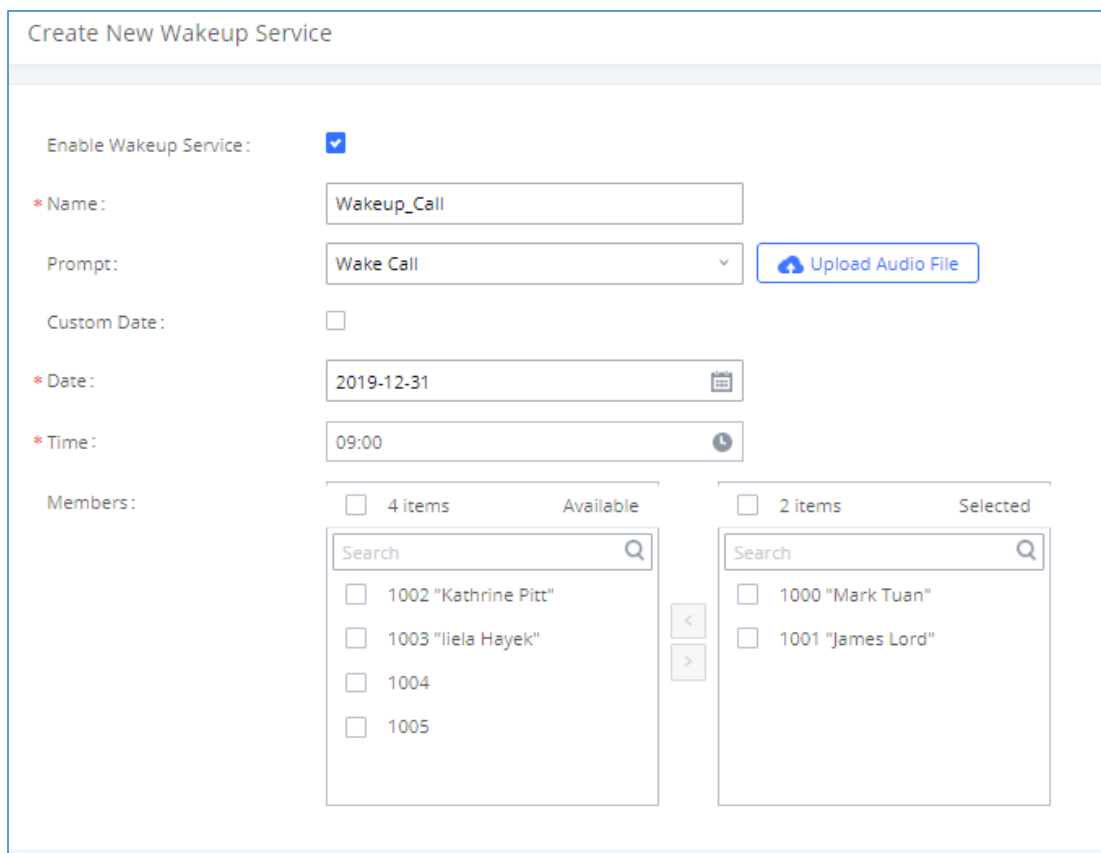Wakeup service can be enabled using one of the following methods:
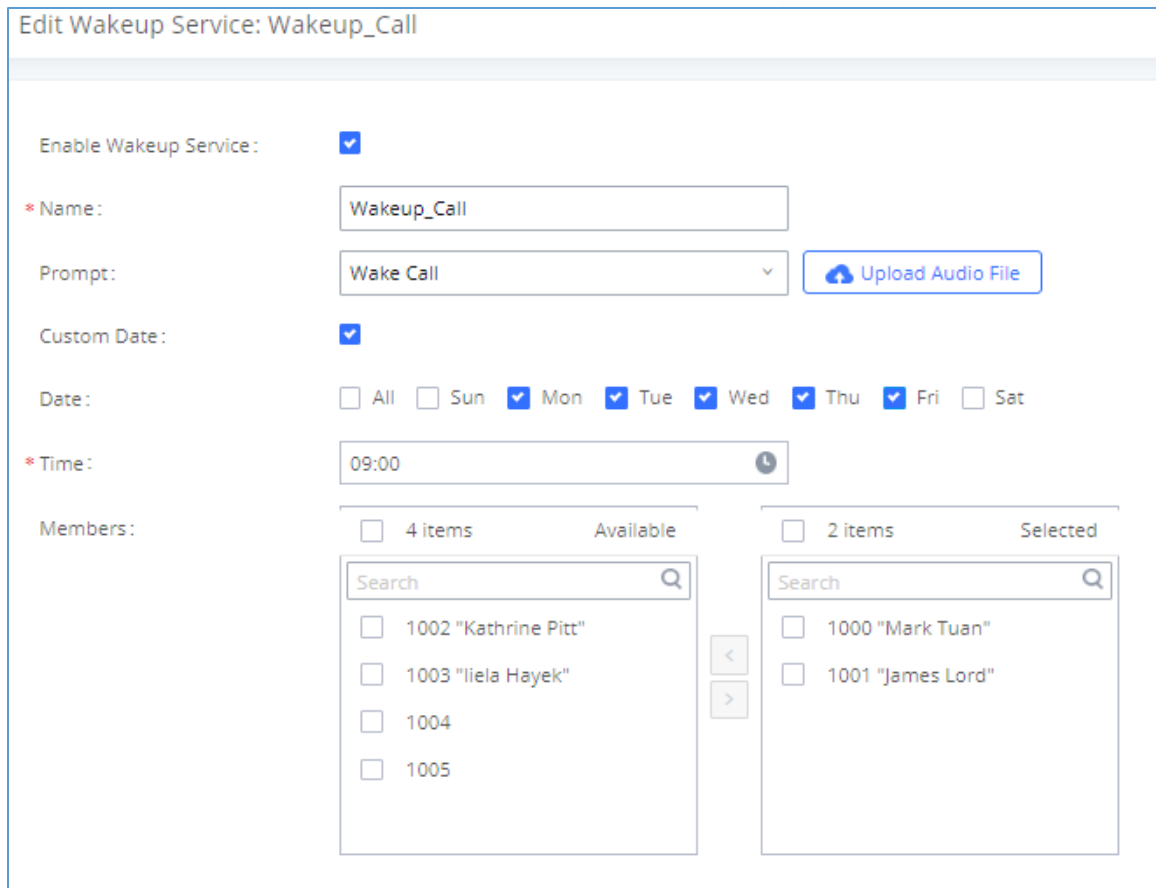
- Admin Portal.

- 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 **+ Add** to create a new wakeup service. The following window will pop up.



**Figure 1: Create New Wakeup Service**

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

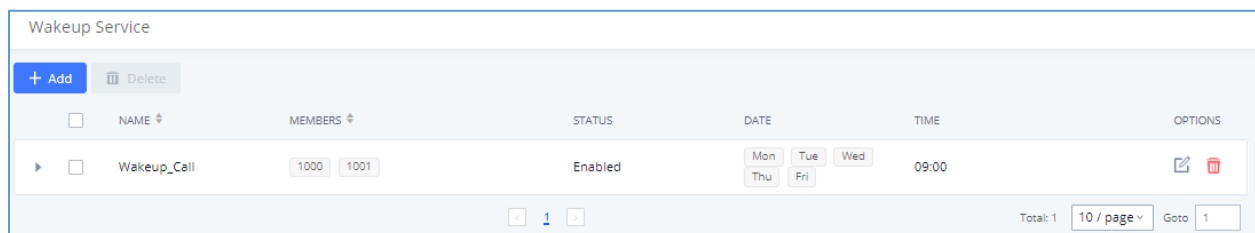| | |
|---|---|
| **Enable Wakeup Service** | Enable Wakeup service. |
| **Name** | Enter a name to identify the wakeup service. |
| **Prompt** | Select the prompt to play for the wakeup service.<br>**Note:** By default, UCM uses "Wake Call" prompt. Users can customize the prompt to fit their preferences. 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** | 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:<br><br>| UCM Model | Max members |<br>|---|---|<br>| UCM6102 | 30 |<br>| UCM6202 | 50 |<br>| UCM6104 | 30 |<br>| UCM6204 / UCM6108 / UCM6116 | 50 |<br>| UCM6208 | 100 |<br>| UCM6510 | 100 | |

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

5. Click Save and Apply Changes to finalize the changes.

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



**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].

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**Figure 4: Wakeup call status**

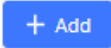The UCM will send a wakeup call to every extension in the member list at the scheduled date and time.

## 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**.
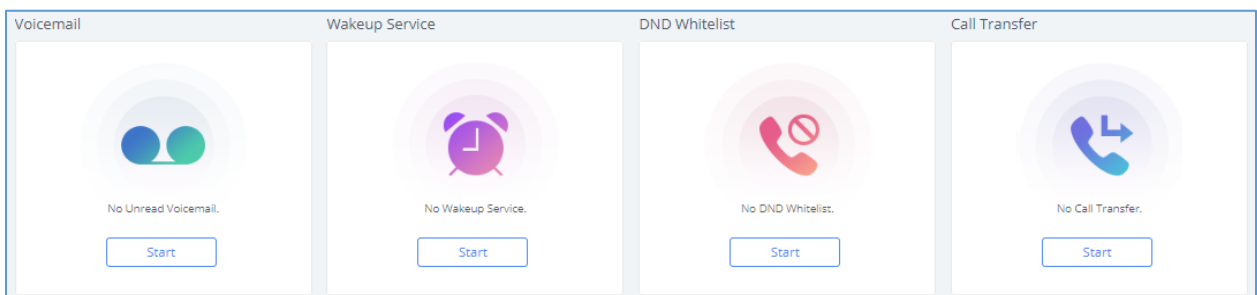


**Figure 5: Start Wakeup Service**

3. Click on +Add to create a new wakeup service.

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

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Figure 6: Create New Wakeup Service – User Portal

5. Click **Save** and **Apply Changes** to finalize the changes.

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



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.



Figure 8: User Portal / Dashboard - Wakeup Service

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

P a g e | 8
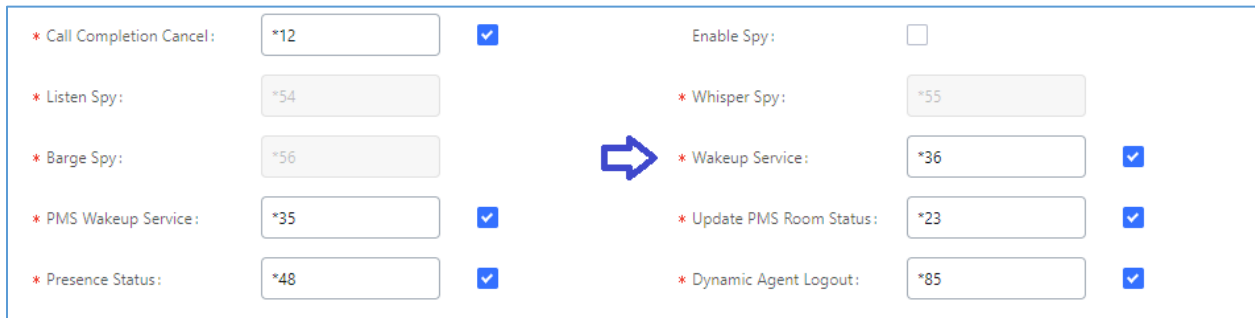
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## Configuring Wakeup Service via Feature Code

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**".

**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:

| Dial **\*36** | UCM Prompt:<br>*You do not have wakeup service.*<br>*Press 1 to add wakeup service.*<br>*Press 0 to exit.* | Press **1** | UCM Prompt:<br>*Enter Wakeup settings.*<br>*Press 1 to set a time for tomorrow.*<br>*Press 2 to set a time for another day* |
|---|---|---|---|
| Press **2** | UCM Prompt:<br>*Set Date. Please enter Year followed by the pound (#) key.* | Enter **2020#** | UCM Prompt:<br>*Please enter Month followed by the pound (#) key.* |
| Enter **01#** | UCM Prompt:<br>*Please enter day followed by the pound (#) key.* | Enter **10#** | UCM Prompt:<br>*Set Time.*<br>*Press enter Hour followed by the pound (#) key.* |
| Enter **13#** | UCM Prompt:<br>*Please enter Minutes followed by the pound (#) key.* | Press **30#** | UCM Prompt:<br>*Please press 1 to enable wakeup service and press 0 to disable wakeup service.* |
| Press **1** | UCM Prompt:<br>*Set effective. Press 1 to confirm add wakeup service.*<br>*Press 0 to exit.* | Press **1** | UCM Prompt:<br>*Success* |
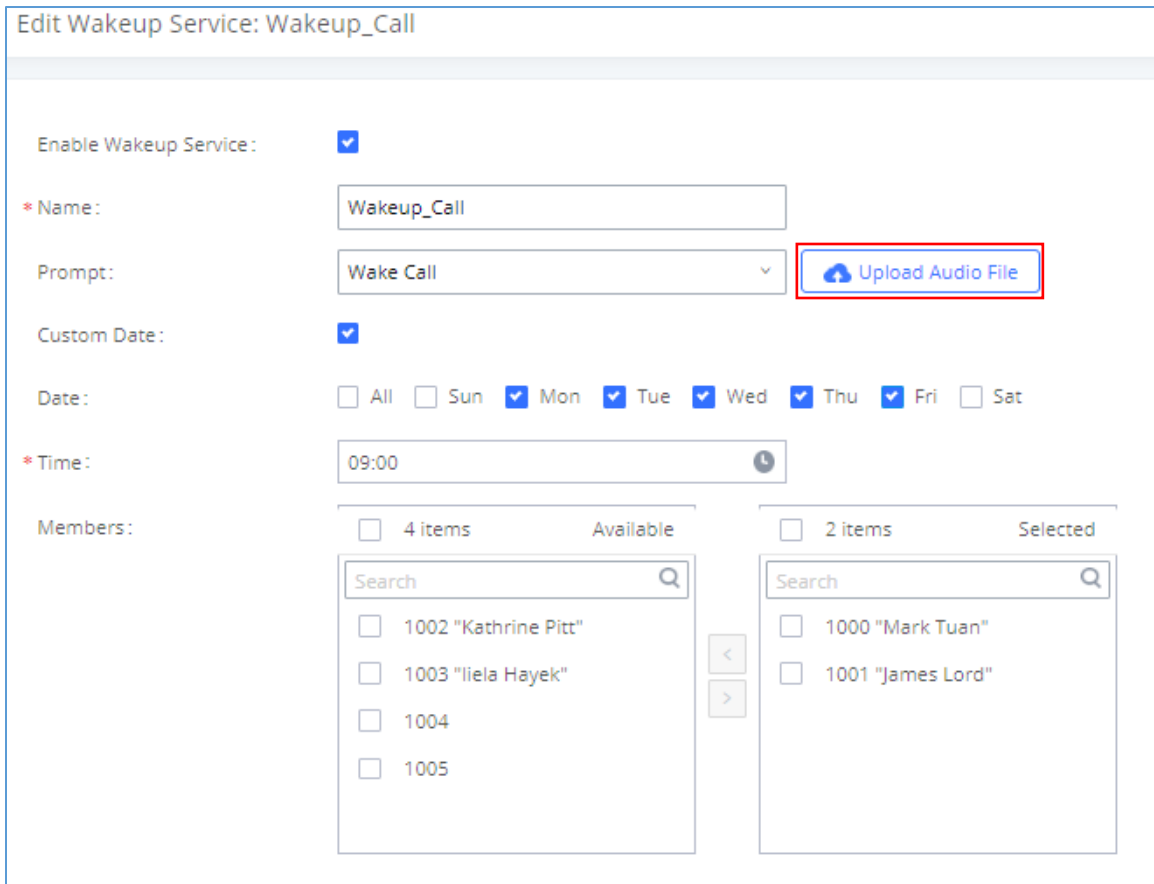
# WAKEUP CALL PROMPT CUSTOMIZATION

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.
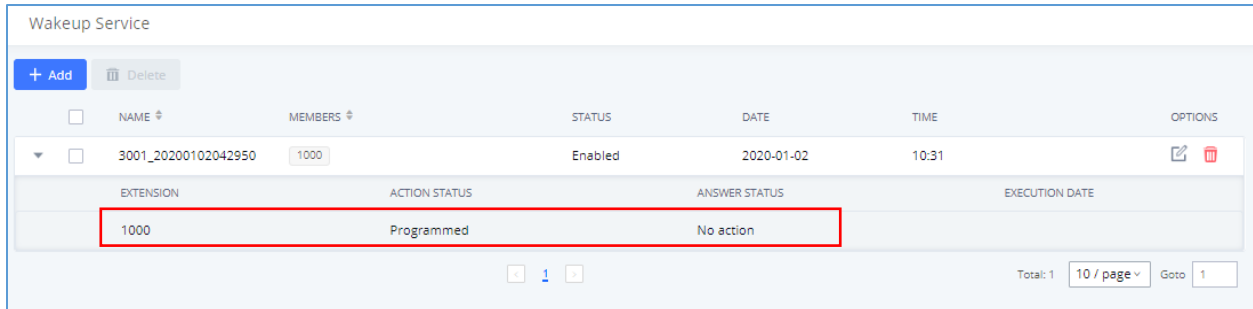


**Figure 10: Edit Call Wakeup Prompt Message**

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.
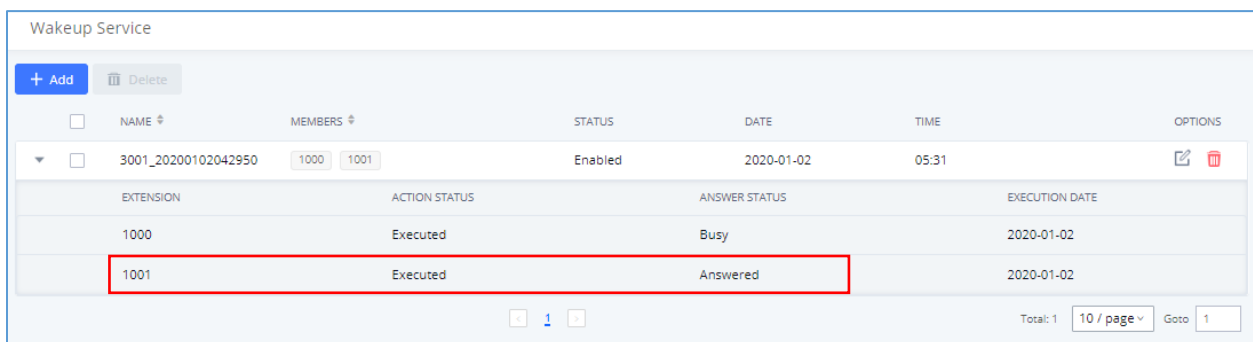
# WAKEUP CALL STATUS

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.



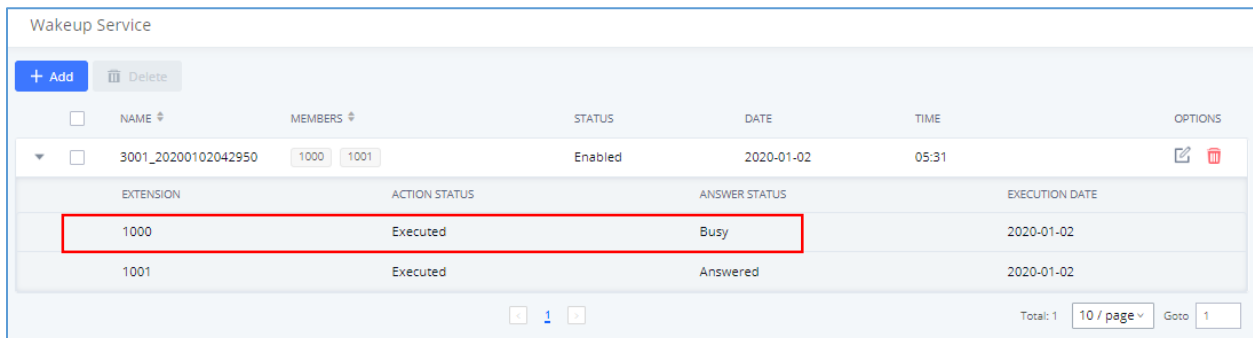**Figure 11: Programmed Wakeup Call**

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**.



**Figure 12: Executed Wakeup Call - Answered**

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



**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.

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

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