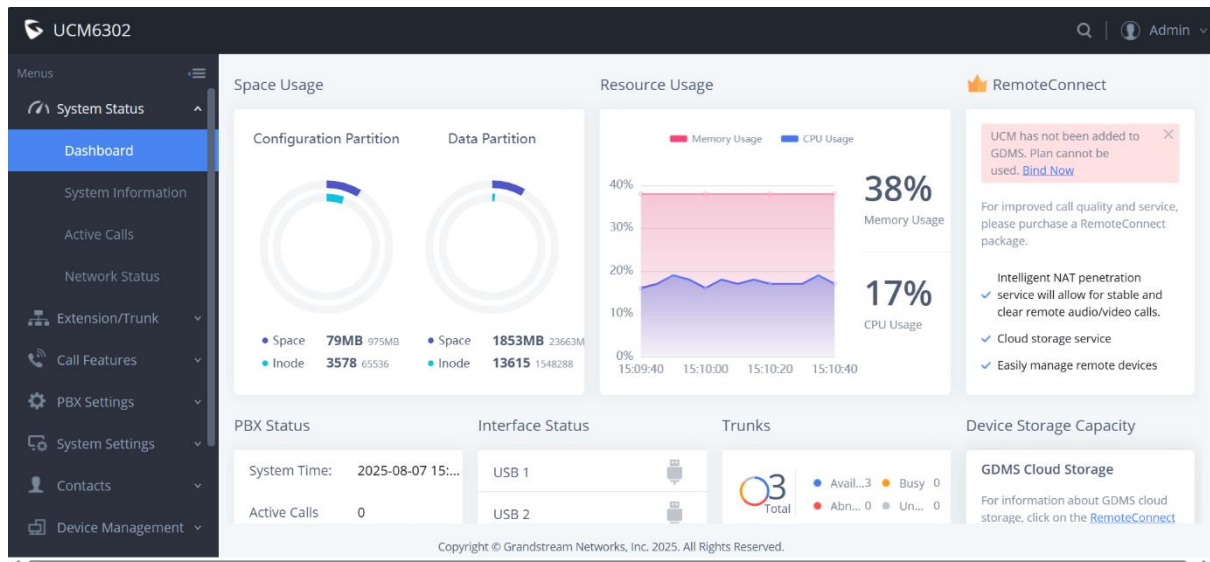


Create a New Extension on Grandstream UCM 6302

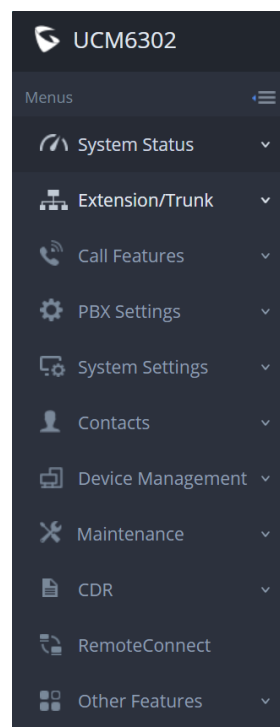
Step 1: Access the UCM Web Interface

- Open browser and enter the IP address: 192.168.1.7
- Log in using the username: **Admin** and its password



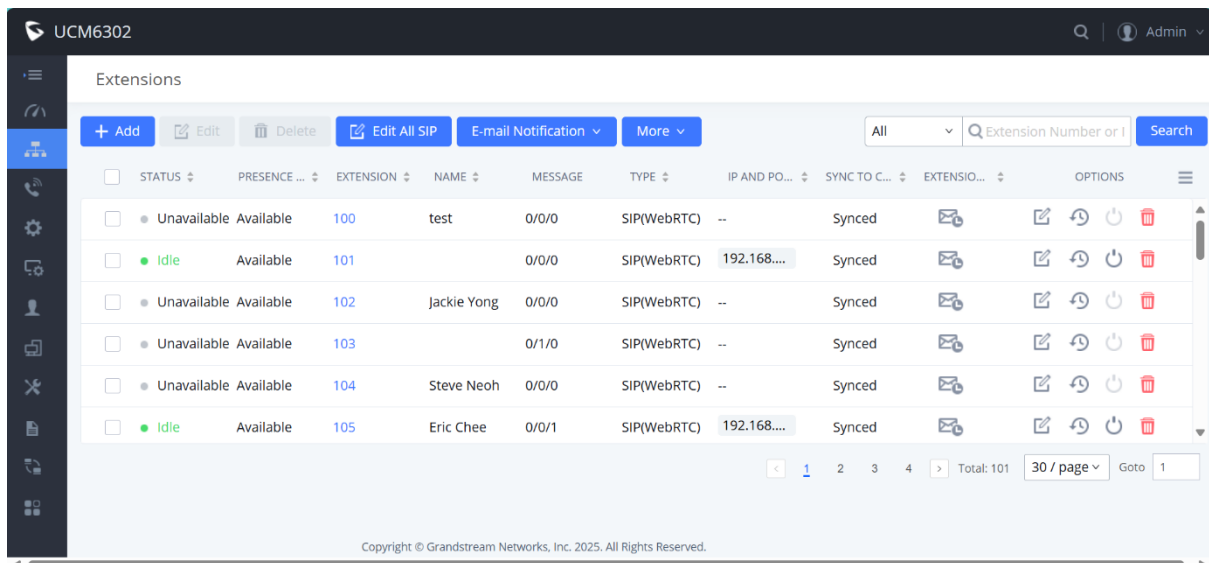
Step 2: Navigate to Extension Settings

- From the dashboard, go to **Extension/Trunk** in the left-hand menu.
- Click on **Extensions**.

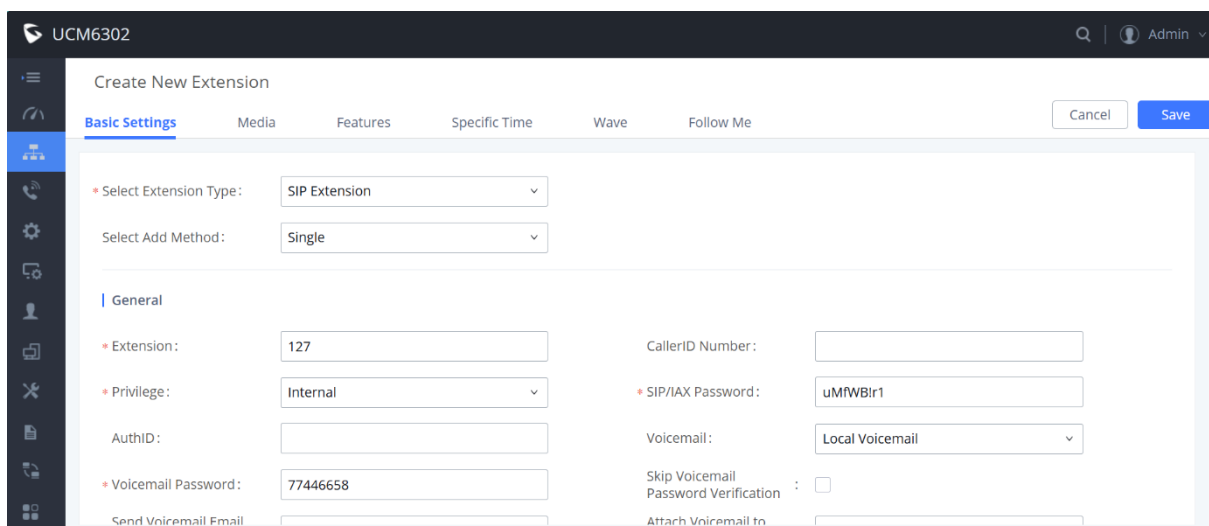


Step 3: Add a New Extension

- Click the “**Add**” button at the top.
- Choose Create **New SIP Extension**.
- Data Fields need to be set:
 - o Extension: e.g. 191
 - o User Email
 - o Username
 - o Privilege: Internal/local/International



STATUS	PRESENCE	EXTENSION	NAME	MESSAGE	TYPE	IP AND PO...	SYNC TO C...	EXTENSIO...	OPTIONS
Unavailable	Available	100	test	0/0/0	SIP(WebRTC)	--	Synced		
Idle	Available	101		0/0/0	SIP(WebRTC)	192.168....	Synced		
Unavailable	Available	102	Jackie Yong	0/0/0	SIP(WebRTC)	--	Synced		
Unavailable	Available	103		0/1/0	SIP(WebRTC)	--	Synced		
Unavailable	Available	104	Steve Neoh	0/0/0	SIP(WebRTC)	--	Synced		
Idle	Available	105	Eric Chee	0/0/1	SIP(WebRTC)	192.168....	Synced		



Create New Extension

Basic Settings | Media | Features | Specific Time | Wave | Follow Me

Select Extension Type: SIP Extension

Select Add Method: Single

General

* Extension: 127

* Privilege: Internal

AuthID:

* Voicemail Password: 77446658

Send Voicemail Email:

CallerID Number:

* SIP/IAAX Password: uMFWB1r1

Voicemail: Local Voicemail

Skip Voicemail Password Verification: ☐

Attach Voicemail to:

Create New Extension

Basic Settings

Media

Features

Specific Time

Wave

Follow Me

Cancel

Save

User Settings

First Name:

Arveend

Last Name:

Phraseart

Email Address:

arveend@ybsinternational.com

* User/Wave Password:

fUm6pBlo0

* Language:

Default

* Concurrent Registrations

3

Mobile Phone Number:

Department:

Job Title:

Contact Privileges

Step 4: Save and Apply

- Click **Save**.
- Then click **Apply Changes** at the top right to activate the extension.

UCM6302

Apply Changes

Admin

Extensions

+ Add

Edit

Delete

Edit All SIP

E-mail Notification

More

All

Q Extension Number or I

Search

	STATUS	PRESENCE	EXTENSION	NAME	MESSAGE	TYPE	IP AND PO...	SYNC TO C...	EXTENSIO...	OPTIONS
<input type="checkbox"/>	Unavailable Available		124		0/0/0	SIP(WebRTC)	--	Synced		
<input type="checkbox"/>	Unavailable Available		125	Yee Seng Li...	0/1/0	SIP(WebRTC)	--	Synced		
<input type="checkbox"/>	Unavailable Available		126	Soh Pey Jin	0/9/0	SIP(WebRTC)	--	Synced		
<input type="checkbox"/>	Unavailable Available		127	Arveend P...	0/0/0	SIP(WebRTC)	--	Synced		
<input type="checkbox"/>	Unavailable Available		128	MK LI	0/0/0	SIP(WebRTC)	--	Synced		
<input type="checkbox"/>	Idle Available		129	Max Cheah	0/0/2	SIP(WebRTC)	192.168....	Synced		

<

1

2

3

4

>

Total: 101

30 / page

Goto

1

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Forward No Answer Calls to External Numbers

Step 1: Log in to the UCM Web Interface

- Log in with your admin credentials.

Step 2: Go to Extension Settings

- Navigate to **Extension/Trunk > Extensions**
- Click **Edit** on the **extension** you want to configure.

Extensions

+ Add

Edit

Delete

Edit All SIP

E-mail Notification

More

All

Q Extension Number or I

Search

<input type="checkbox"/>	STATUS	PRESENCE	EXTENSION	NAME	MESSAGE	TYPE	IP AND PO	SYNC TO C	EXTENSIO	OPTIONS		
<input type="checkbox"/>	Unavailable Available	124		0/0/0	SIP(WebRTC)	--	Synced					
<input type="checkbox"/>	Unavailable Available	125	Yee Seng Li...	0/1/0	SIP(WebRTC)	--	Synced					
<input type="checkbox"/>	Unavailable Available	126	Soh Pey Jin	0/9/0	SIP(WebRTC)	--	Synced					
<input checked="" type="checkbox"/>	Unavailable Available	127	Arveend P...	0/0/0	SIP(WebRTC)	--	Synced					
<input type="checkbox"/>	Unavailable Available	128	MK LI	0/0/0	SIP(WebRTC)	--	Synced					
<input type="checkbox"/>	Idle Available	129	Max Cheah	0/0/2	SIP(WebRTC)	192.168....	Synced					

< 1 2 3 4 >

Total: 101

30 / page

Goto 1

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Edit Extension: 127

Basic Settings

Media

Features

Specific Time

Wave

Follow Me

Cancel

Save

General

* Extension:

127

* Privilege:

Internal

AuthID:

* Voicemail Password:

Send Voicemail Email Notification

Default

Keep Voicemail after Emailing

Default

* Keep-alive Frequency:

60

CallerID Number:

* SIP/IAX Password:

Voicemail:

Local Voicemail

Skip Voicemail Password Verification

Attach Voicemail to Email

Default

Enable Keep-alive:

Disable This Extension:

Step 3: Configure Call Forwarding

- In the extension settings, go to the **features** tab.
- Tab **Available**, **Away** and **Unavailable**.
- Scroll to the **Call Forwarding** section.
- Locate the field **Call Forward No Answer**
- Enter the **custom Number**:
 - o Format: 9xxxxxxxxxxx
 - o E.g. 901142588282
- Change the **CFN Time Condition** from **All Time** to **Office Time**

Edit Extension: 127

Basic Settings Media **Features** Specific Time Wave Follow Me Cancel Save

Call Transfer

Presence Status: Available

Available Away Chat Custom Presence Status Unavailable

Call Forward Always:	None	CFU Time Condition:	All Time
Call Forward No Answer:	None	CFN Time Condition:	All Time
Call Forward Busy:	None	CFB Time Condition:	All Time

Do Not Disturb: ☐ * DND Time Condition: All Time

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Edit Extension: 127

< Basic Settings Media **Features** Specific Time Wave Foll > Cancel Save

Call Transfer

Presence Status: Available

Available Away Chat Custom Presence Status Unavailable

Call Forward Always:	None	CFU Time Condition:	All Time	
Call Forward No Answer:	Custom Number	901126806414	CFN Time Condition:	Office Time
Call Forward Busy:	None	CFB Time Condition:	All Time	

Do Not Disturb: ☐ * DND Time Condition: All Time

Step 4: Adjust Ring Timeout

- Set the **Ring Timeout** (e.g., 15 seconds).
- This determines how long the extension rings before forwarding.

Edit Extension: 127

< Basic Settings Media **Features** Specific Time Wave Foll >

Cancel Save

Other Settings

Ring Timeout (s):

15

* Skip Trunk Auth:

No

Support Hot-desking Mode

:

☐

Use MOH as IVR ringback tone.

:

☐

Call Duration Limit:

:

☐

Outgoing Call Frequency Limit

:

☐

Call Waiting:

☒

Auto Record:

OFF

Dial Trunk Password

:

Enable LDAP:

☒

* Music On Hold:

Default

The Maximum * Number of Call Lines

:

0

Enable Auto-Answer

:

☐

Stop Ringing:

☐

Step 5: Go to Extension/Trunk > Outbound Routes.

- Make sure the outbound route used by the extension allows calls to the external number.
- Check that the **privilege level** of the extension matches the route.

Step 6: Save and Apply

- Click **Save**.
- Click **Apply Changes** at the top right.

Apply Changes Admin

Extensions

	STATUS	PRESEN...	EXTENS...	NAME	MESSAGE	TYPE	IP AND ...	SYNC T...	EXTENS...	OPTIONS	
<input type="checkbox"/>	Unavailable	Available	100	test	0/0/0	SIP(Web...	--	Synced			
<input type="checkbox"/>	Idle	Available	101		0/0/0	SIP(Web...	192.16...	Synced			
<input type="checkbox"/>	Unavailable	Available	102	Jackie Y...	0/0/0	SIP(Web...	--	Synced			
<input type="checkbox"/>	Unavailable	Available	103		0/1/0	SIP(Web...	--	Synced			
<input type="checkbox"/>	Unavailable	Available	104	Steve N...	0/0/0	SIP(Web...	--	Synced			
<input type="checkbox"/>	Idle	Available	105	Eric Chee	0/0/1	SIP(Web...	192.16...	Synced			

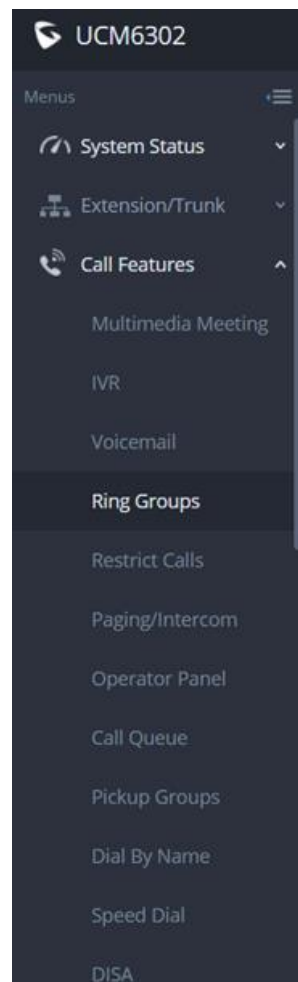
Create New Ring Group and Configurations

Step 1: Log in to the UCM Web Interface

- Log in with your admin credentials.

Step 2: Go to Call Features -> Ring Group

- Navigate to **Call Features (Ring Group)** in the side bar.



Step 3: Click Add to create a new ring group

Ring Group						
+ Add						
EXTENSION	NAME	STRATEGY	MEMBERS			MESSAGE
6400	HR	Ring Simultaneously	114	113	111 117 120	Messages: 0/0/0
6401	Finance	Ring Simultaneously	131	132	133 134 ...	Messages: 0/0/0
6402	IT	Ring Simultaneously	128	129		Messages: 0/0/0
6403	Purchasing	Ring Simultaneously	151	152	153	Messages: 0/0/0
6404	PCBA	Ring Simultaneously	161	162	163 164 ...	Messages: 0/0/0

Total: 510 / pageGoto 1

Step 4: Fill in the following form

- **Ring Group Name, Extension** (By default), **Ring Strategy** (Simultaneously, By order)
- Under **Available Members**, select internal extensions to include in the group.
- Click the arrow to move them to **Selected Members**.

Create New Ring Groups

* Ring Group Name:

MIS

* Extension:

6405

Members:

5/105 items Available

Search

☒ 125 "Yee Seng Lim"

☒ 126 "Soh Pey Jin"

☒ 127 "Arveend Phrasear...

☒ 128 "MK LI"

☒ 129 "Max Cheah"

☐ 130 "Yew Li Fang"

<>↑↓

0 item Selected

Search

None

LDAP Phonebook:

0 item Available

Search

0 item Selected

Search

Step 5: Setting up the Forward Destination If No Answered

- Set how long the group rings before moving to the next step. (**Ring Timeout** for Each Member = 10 seconds)
- Scroll to **Enable Destination** and tick the checkbox.
- In the **Destination** dropdown, select **External Number**.
- Enter the mobile phone number in 901xxxxxxxxx.
- Click **Save**, then **Apply Changes**

Create New Ring Groups

Ring Group Options

Ring Strategy: Ring Simultaneously

Music On Hold: None

Custom Prompt: None [Upload Audio File](#)

* Ring Timeout for Each Member : 10

Auto Record: OFF

Endpoint Call Forwarding Support : ☐

Replace Display Name: ☐

Skip Busy Agent: ☐

Enable Destination: ☒

Default Destination: External Number 901126806414

Voicemail: ☐

Ring Group						
+ Add						
EXTENSION	NAME	STRATEGY	MEMBERS			
6400	HR	Ring Simultaneously	114	113	111	117 120
6401	Finance	Ring Simultaneously	131	132	133	134 ...
6402	IT	Ring Simultaneously	128	129		
6403	Purchasing	Ring Simultaneously	151	152	153	
6404	PCBA	Ring Simultaneously	161	162	163	164 ...