

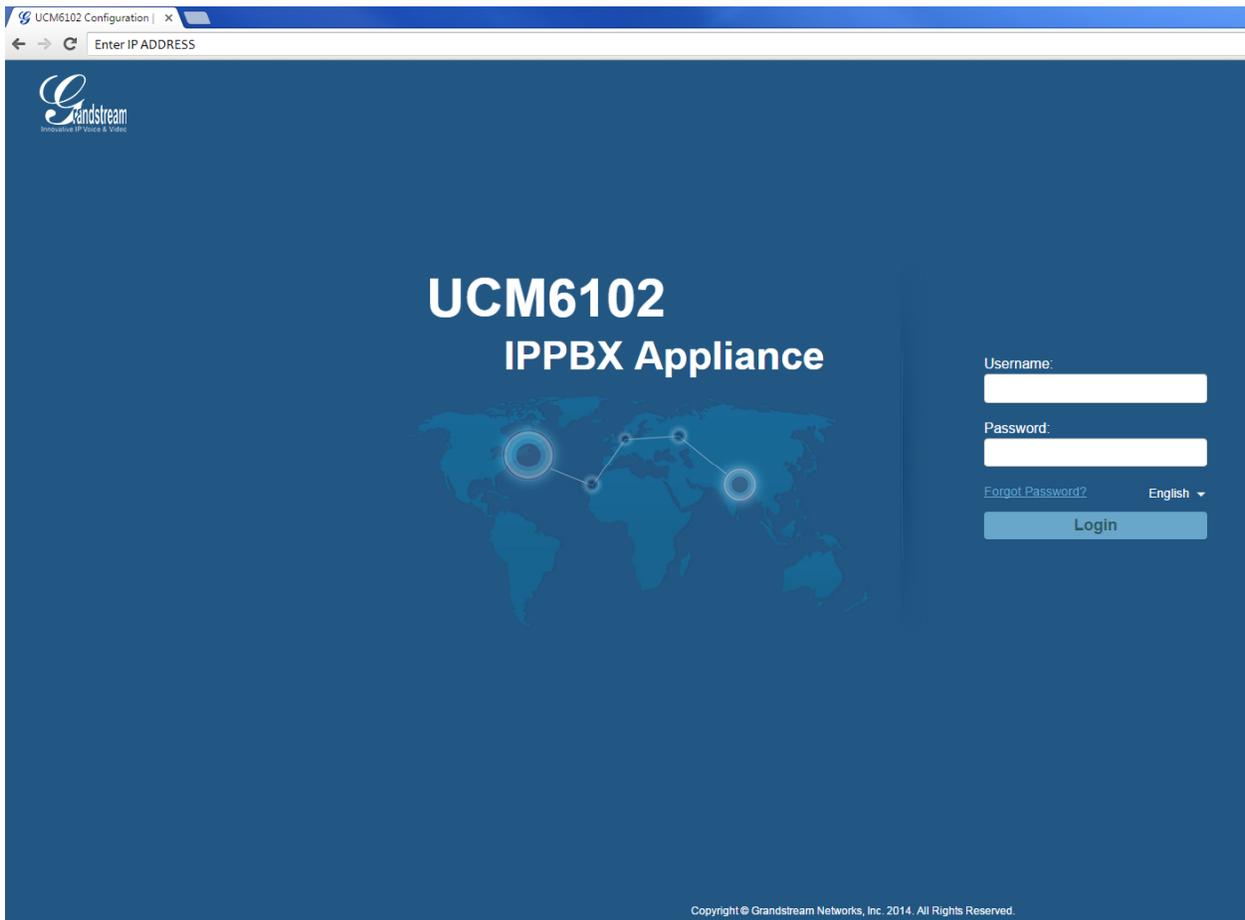
How to setup your Grandstream UCM with QuestBlue Systems

Grandstream UCM6102 PBX



First, locate the IP address of the Grandstream UCM PBX from the LCD

Enter the IP into the web browser

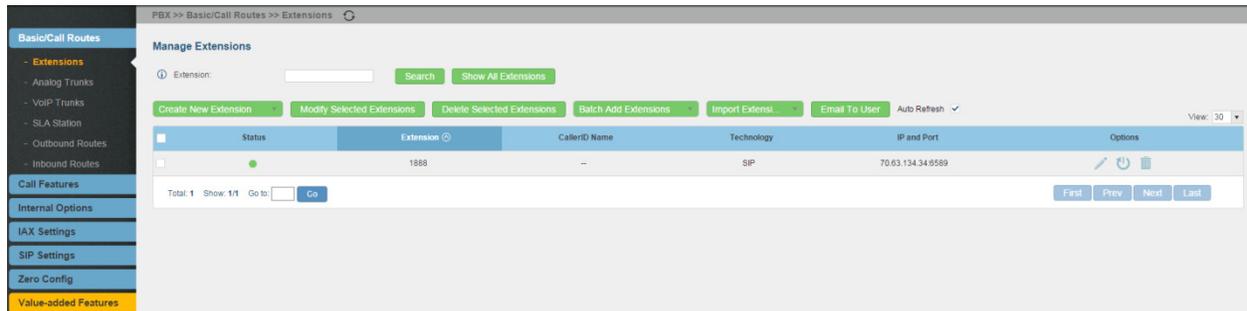


Enter the default username (admin) and password (admin)

*This should be changed after your first time logging into the system for security measures

Programming the call flow of the PBX will be set under the PBX tab at the top

Click on the PBX tab which will open the PBX settings



A Call flow needs to be built backwards; from the endpoints to the beginning of where the call enters the system

All call flows need to be planned accordingly and carefully. The larger the call flow the more detail you must pay attention to. For the customers with complicated, lengthy call flows we advise to sketch it out. This helps with planning and with knowing what to create next in the PBX settings

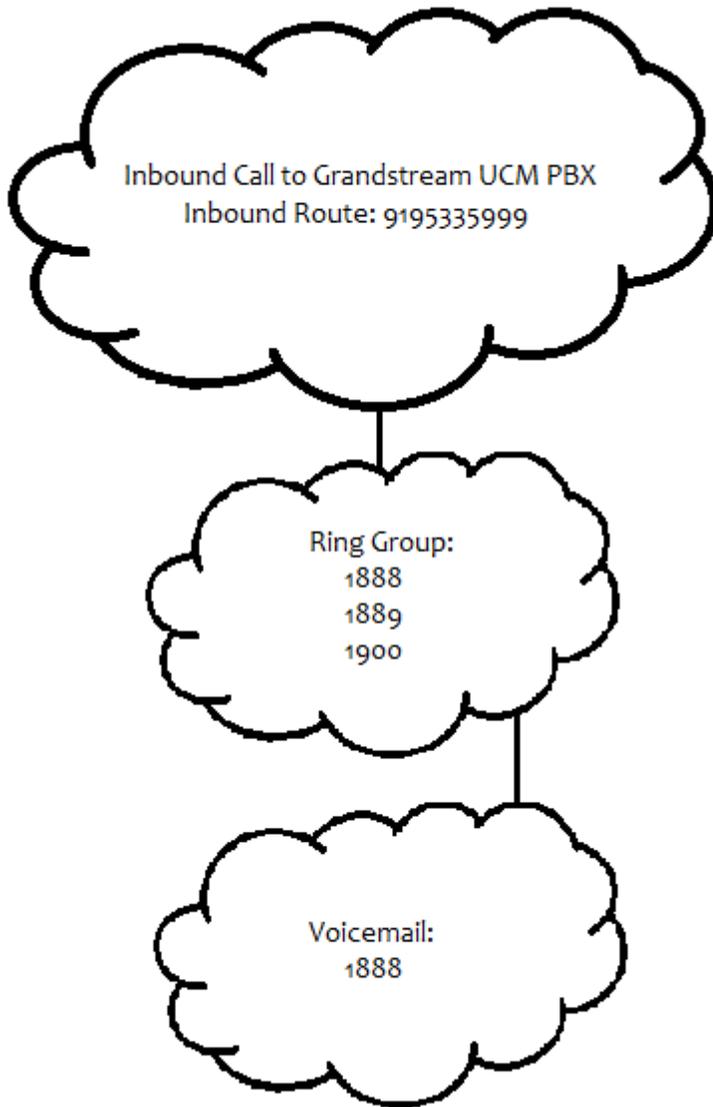
You will see why creating the call flow backwards is necessary

Before setting up your PBX, you must first secure your system

The default username and password is admin / admin. This should be the first change made in the system

Next, set up the firewall under the Setting tab

The call flow the Grandstream UCM PBX will utilize will be as follows



In simple terms, the caller will dial into 9195335999. Three phones will ring; the extensions 1888, 1889, and 1990. If none of those phones ring in the allotted time then the caller will be sent to the voicemail box of 1888

Prior to setting up the call flow within your PBX you must be able to set up the Trunk and the outbound route to route your calls inbound and outbound

How to create a VOIP Trunk

From the drop down menu select Peer SIP Trunk as the Type

Select VoIP Trunk from the grey task bar on the left

Click on Create New SIP Trunk

Under Basic Settings enter QuestBlue as the Provider Name

Host Name: sbc.questblue.com

Transport: All – UDP Primary

Select your NAT settings based on your network environment

If you wish to enable Caller ID at the trunk level then provide a Caller ID and a Caller ID Name

Note, caller ID can be set a trunk level or caller ID can be set at a per basis extension level. If you wish to enable caller ID at the trunk level, which is globally set to the system, then check the Keep Trunk CID

After you click save go back to edit the trunk for Advanced Settings

Within the Advanced Settings enable Qualify

Qualify Timeout: 1000

Qualify Frequency: 60

How to create an Outbound Route

Select Outbound Route from the left task bar under Basic / Call Routes

For National level calls you must create two outbound routes

10 Digit Outbound Route

Click on New Outbound Route

Enter Pattern: nxxnxxxxxx

Select National as the Privilege level

From the drop down menu of Use Trunk select the QuestBlue trunk created

11 Digit Outbound Route

Click on New Outbound Route

Enter Pattern: 1nxxnxxxxxx

Select National as the Privilege level

From the drop down menu of Use Trunk select the QuestBlue trunk created

*After you save this trunk you will notice each trunk adds a '_' to the pattern. This is automatic. Do not manually enter the underscore.

Configure SIP Settings

Edit SIP Session Timer

Select the SIP Settings tab on the left task bar. Click on Session Timer

Change Session Timer to Refuse from the drop down menu

As mentioned, the call flow has to be built backwards. From the image in the previous page the extensions must be built first

How to create a SIP extension

Select the Extensions option under Basic / Call Routes from the left gray task menu

Click on the green drop down menu and select "Create New SIP Extension"

Set the extension number

Permission level will be based on the users permission to make outbound calls

National is the most commonly used permission level as this selection can make USA, Canada, and PR calls

International is set to make calls including and out of the USA, Canada, and PR region.

*Note, you must have International active for your QuestBlue account, and activate International per SIP Trunk

Enable voicemail based on preference

Enter a CallerID Number that will display when the extension calls outbound

Enter the User Settings with a First Name and Last Name. Enter the email address to forward the voicemails left at that extension to the email entered

*Note, depending on your Caller ID at the trunk level the First Name and Last Name will show up on the caller ID when the extension calls outbound

After you save the create extension and select the edit option you will see more options within the extension settings.

Going back to the call flow for this system the voicemail of extension 1888 is the destination if there is no answer when a caller dials the main number: 9195335999

Make sure extension 1888 has voicemail setup and enabled

Now that the extensions are created for the ring group, the next step in building the call flow is to create a ring group

How to create a ring group

Select Ring Groups under the Call Features tab on the left gray task menu

Select the green Create New Ring Group button

Provide the group a name for internal identification

The ring group extension when dialed will ring the phones within this ring group

From the extensions created in the PBX select the ones that will ring from the ring group

*Note, the call flow for this system is going to set all the phones to ring simultaneously. The other option would be for the extensions to ring in the order set in the Ring Group Members box

Set Permission level to National

Enable the destination so that if the phones do not answer the incoming call the call fails over to the destination

*Note, from the call flow the destination is to go to voicemail of 1888. Select voicemail from the drop down menu and 1888 as the voicemail to leave the call at

The final step to creating the call flow is the inbound route. The inbound route is used to tell the PBX where to send the call once the caller dials the number and it enters the system

How to create an Inbound Route

Select the Inbound Route option under Basic / Call Routes from the left gray task menu

Enter the number for your system without 1 before the number

Edit Inbound Rule

 DID Pattern:

<input type="text" value="_9191231234"/>	/	<input type="text"/>
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In this case, set the default destination to the Ring Group we created.
