Grandstream Networks, Inc.

How to Use Office Time and Holiday on UCM6XXX

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OVERVIEW

Starting from firmware version 1.0.7.11, the UCM6XXX supports office time and holiday that can be used to define time condition in the following modules:

- **Extension settings**
  Options "CFU Time Condition", "CFN Time Condition" and "CFB Time Condition" under **Web GUI→System Settings→Time Settings→Office Time**.

- **Inbound route settings**
  Option "Time Condition" under **web GUI→ Extension/trunk → Inbound Routes**.

Before starting to configure office time and holiday, please ensure that the UCM6XXX is upgraded to the latest firmware version. Here is the firmware link: http://www.grandstream.com/support/firmware

Note: UCM6XXX series include UCM6100 series (UCM6102, UCM6104, UCM6108 and UCM6116), UCM6200 series (UCM6202, UCM6204 and UCM6208) and UCM6510.

CONFIGURE OFFICE TIME AND HOLIDAY

Before using the time condition, users need define office time and holiday in the UCM6XXX system. Normally this should reflect the actual company schedule for the users to manipulate the time condition.

Office Time

- To configure office time, go to **Web GUI→System Settings→Time Settings→Office Time**. Click on "Add" to create an office time.
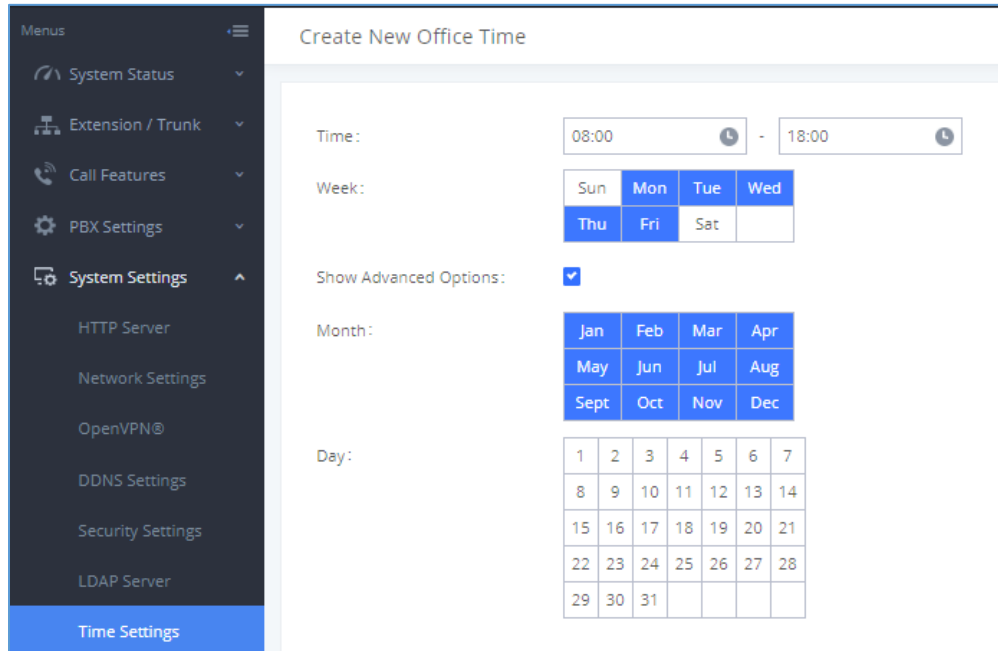

Figure 1: Create New Office Time

- Select "Start Time", "End Time" and the day for the "Week" for the office time. Select "Show Advanced Options" to define month and day of the month. The following table lists the configuration parameters.

Table 1: Create New Office Time Parameters

Start Time	Configure the start time for office hour.
End Time	Configure the end time for office hour
Week	Select the work days in one week.
Show Advanced Options	Check this options to show advanced options. Once selected, please specify "Month" and "Day" below.
Month	Select the months for office time.
Day	Select the work days in one month.

- Once done, click on "Save" and then "Apply Change" for the office time to take effect. The office time will be listed in the web page as the figure shows below.

Figure 2: Office Times List

- Click on ✐ edit the office time.
- Click on 🗑 to delete the office time.
- Click on "Delete Selected Office Times" to delete multiple selected office times at once.

Holiday

- To configure holiday, go to Web GUI→**System Settings**→**Time Settings**→**Holiday**. Click on "Create New Holiday" to create holiday time.
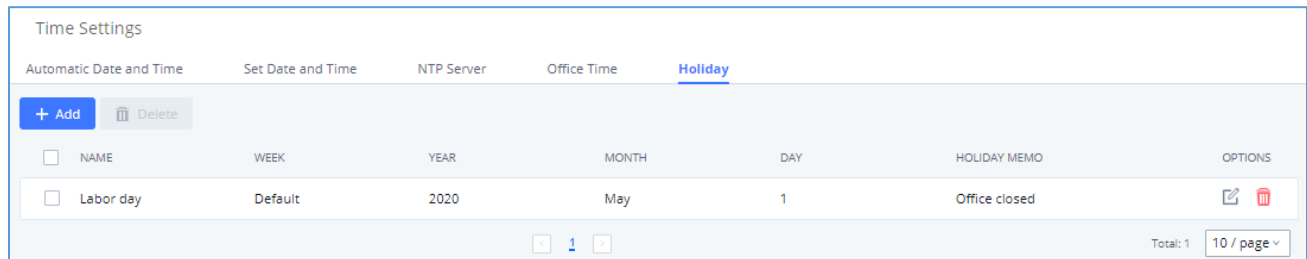

Figure 3: Create New Holiday

- Enter holiday "Name" and "Holiday Memo" for the new holiday. Then select "Month" and "Day". The users can also define days in one week as advanced options. The following table shows the configuration parameters for holiday.

Table 2: Create New Holiday Parameters

Name	Specify the holiday name to identify this holiday.
Holiday Memo	Create a note for the holiday.
Year	Select the Year for the holiday.
Month	Select the month for the holiday.
Day	Select the day for the holiday.
Show Advanced Options	Check this option to show advanced options. If selected, please specify the days as holiday in one week below.
Week	Select the days as holiday in one week.

- Once done, click on "Save" and then "Apply Change" for the holiday to take effect. The holiday will be listed in the web page as the figure shows below.

Figure 4: Holidays List

- Click on ☑ edit the office time.
- Click on 🗑 to delete the office time.
- Click on "Delete Selected Holidays" to delete multiple selected holidays at once.

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TIME CONDITION DEFINITIONS

The time condition used in extension settings or inbound route settings is based on the "Office Time" and "Holiday" defined in the previous section. Assuming the UCM6XXX has the following set up, we will explain each time condition in this section:
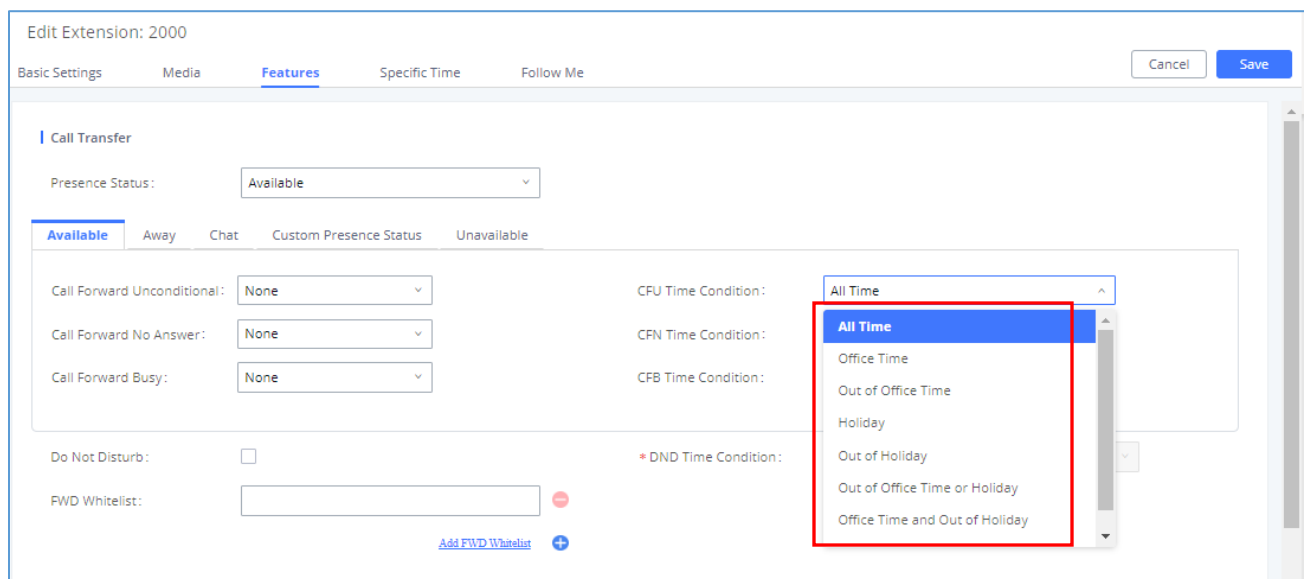
- Office time: 8:00am to 5:00PM, from Monday to Friday.
- Holiday: February 1st.

Time Condition for Extension Call Forwarding

In extension settings dialog under **web GUI → Extension/trunk→ Extensions→ Create New Extension →Features**, users can define time condition for call forwarding:

- **CFU Time Condition**: Call Forward Unconditional Time Condition.
- **CFN Time Condition**: Call Forward No Answer Time Condition.
- **CFB Time Condition**: Call Forward Busy Time Condition.

Figure 5: Extension Call Forward Time Condition

- **All Time**
  Calls will be forwarded at any time without time conditions.

- **Office Time**
  Calls will be forwarded to the target number, only during office time, i.e. 8:00am to 5:00pm from Monday to Friday.

- **Out of Office Time**
  Calls will be forwarded to the target number, only during "Out of Office Time", i.e. 00:00-7:59am and 5:01pm-00:00am for Monday to Friday, and whole day for weekend.

- **Holiday**
  Calls will be forwarded to the target number, only during the defined holiday, i.e. January 1st.

- **Out of Holiday**
  Holiday is set to Jan 1st, so "Out of Holiday" is the rest of the 364 days for the year. Calls will be forwarded to the target number all the time except Jan 1st.

- **Out of Office Time or Holiday**
  This duration refers to "Holiday" plus "Out of Office Time". In our example, this time period would be: **Feb 1st** + **00:00-7:59AM and 5:01PM-12:00PM for Monday to Friday** + **Weekends**
  Calls will be forwarded to the target number during this period.

- **Specific Time**
  If users select specific time for call forwarding, please scroll down all the way to the bottom of the extension settings dialog where you can see section "Specific Time". Click "add" to add time condition there. This specific time will then be used for the extension only, without interfering with the system office time or holiday settings.

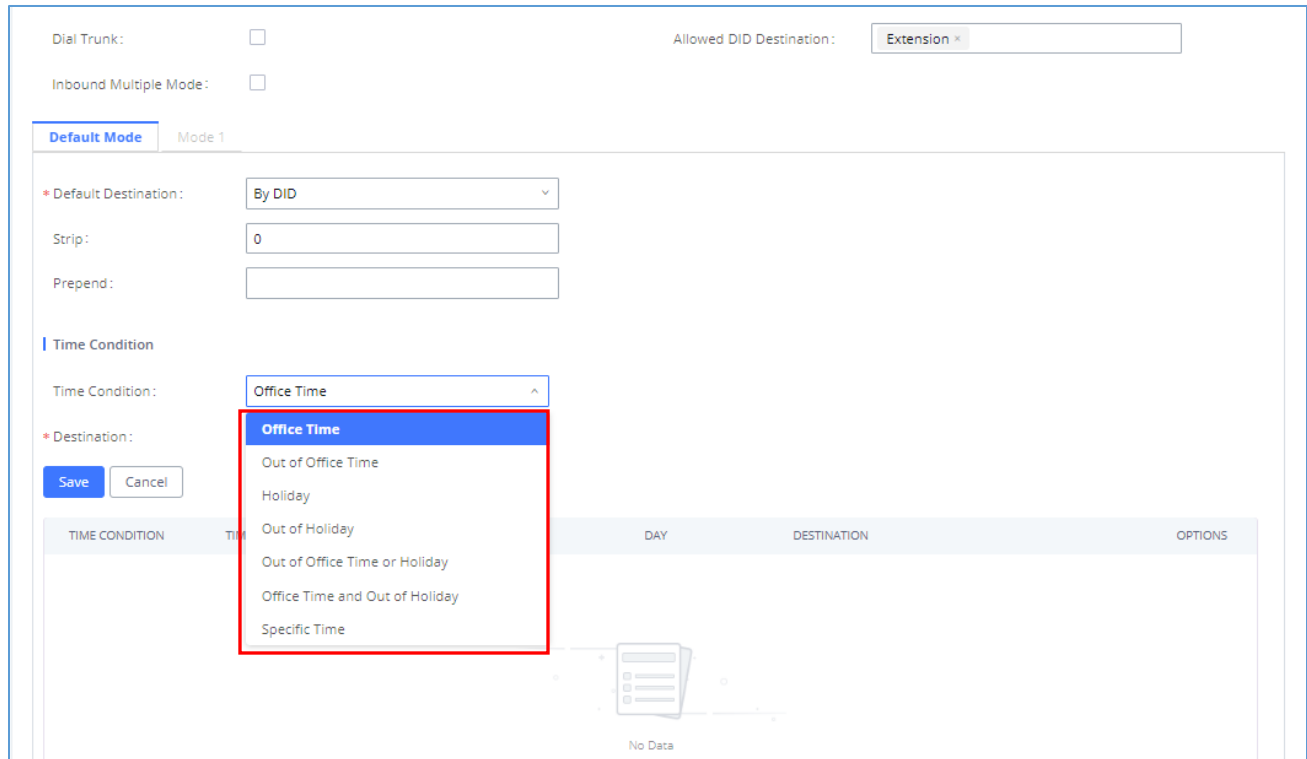**Figure 6: Extension Call Forwarding Specific Time Settings**

Time Condition for Inbound Route

In extension settings dialog under **web GUI→Extension/trunk→Inbound Routes**, users can define time condition for the inbound route. Only during the period defined in time condition, the calls will be routed to the inbound route destination using the trunk.

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Figure 7: Inbound Route Time Condition

- **None**
  This means there is no time restriction on this route. Calls can be routed to the destination anytime using the inbound route.

- **Office Time**
  Calls will be routed to the destination using this inbound route only during office time, i.e. 8:00am to 5:00pm from Monday to Friday.

- **Out of Office Time**
  Calls will be routed to the destination using this inbound route only during "Out of Office Time", i.e. 00:00-7:59am and 5:01pm-00:00am for Monday to Friday, and whole day for weekend.

- **Holiday**
  Calls will be routed to the destination using this inbound route only during the defined holiday, i.e. February 1st.

- **Out of Holiday**
  Holiday is set to Jan 1st, so "Out of Holiday" is the rest of the 364 days for the year. Calls will be routed to the destination using this inbound route all the time except Jan 1st.

- **Out of Office Time or Holiday**
  This duration refers to "Holiday" plus "Out of Office Time". In our example, this time period would be:
  Feb 1st + **00:00-7:59AM and 5:01PM-12:00PM for Monday to Friday** + **Weekends**
  Calls will be routed to the destination using this inbound route during this period.

- **Specific Time**
  If users select specific time in time condition, a new section "Specific Time" will show up on the bottom of the dialog. Click "SAVE" to add the specific Time Condition for this inbound route.

Figure 8: Inbound Route Specific Time

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EXAMPLES

Call Forward Time Conditions

1. Call Forward During Office Time

The users can configure the call forward target number to their cell phone number and configure call forward time condition to "Office Time" if they need to go on travel, or they might be away from the desk phone from time to time in another office building. In this circumstance, the calls can be forwarded to their cell phone number so they can be reached wherever they go during office hour.

2. Call Forward Out of Office Time

The users can configure the call forward target number to their cell phone number and configure call forward time condition to "Out of Office Time" if they need to take important calls after office hour. For example, managers in an international company might still need to take calls from employees located in another time zone after local office hour.

3. Call Forward During Holiday

The users can configure the call forward target number to their cell phone number and configure call forward time condition to "Holiday" if they need to take urgent calls during holiday. For example, the system administrator might still need to be standby during holiday in case of any system abnormal issues.

4. Call Forward Out of Holiday

For example, one of the network security engineer in the system team has to standby all the time except holiday. The PBX manager can set call forward (no answer) target number to the network security engineer's cell phone in case he cannot be reached by the office extension. The call will be forwarded to his cell phone if no answer on the extension during all other days except for holiday.

5. Call Forward Out of Office Time or Holiday

"Holiday + Out of Office Time" here basically refers to non-office-working hours. For example, a car insurance agent is scheduled to take care of customer calls during non-office-working hours, the PBX manager can set the "Call Forward No Answer" target number to this agent's cell phone number, using time condition "Out of Office Time or Holiday". If the agent happens to be out of office, he/she can still answer the call from cell phone.

Inbound Route Time Conditions

For example, an online electronic products reseller has the UCM6XXX system with a trunk dedicated for incoming calls from customers regarding after-sales service. Different agents are scheduled to answer the customers' calls during different time period. The PBX manager could follow the configurations below to manage the PBX call routes:

1. The agents who work during office hour are in a ring group named "OfficeTimeAgents".

2. The other agents who work during holiday and out of office time are in a ring group named "OtherTimeAgents".

3. Create inbound rule "OfficeTimeRule" for the trunk. Select "Office Time" in "Time Condition" and select ring group "OfficeTimeAgents" as the default destination.

4. Create another inbound rule "OtherTimeRule" for the same trunk. Select "Out of Office Time and Holiday" in "Time Condition" and select ring group "OtherTimeAgents" as the default destination.

⚠ **Note:**

- If users select "None", "Office Time", "Out of Office Time", "Holiday", "Out of Holiday", "Out of Office Time or Holiday" as time condition, only one destination can be configured for this inbound route. Users will need configure multiple inbound routes for the same trunk to define different destinations for different time conditions.

- If users select "Specific Time" as time condition, multiple time period and destinations can be configured within one inbound route.

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