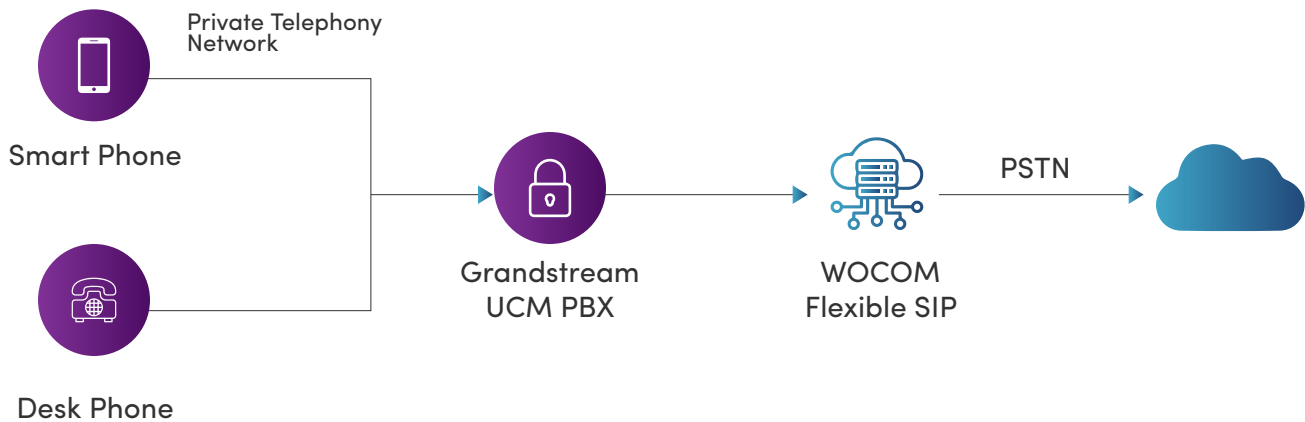




Grandstream UCM Flexible Sip Trunk Configuration Guide

WOCOM Flexible SIP trunks have undergone testing and are fully operational with the Grandstream UCM Series IP PBX. This guide will walk you through the fundamental configuration of a WOCOM SIP Trunk on the Grandstream UCM IP PBX, including the setup of basic inbound and outbound routing.

WOCOM Flexible Sip Trunk Network

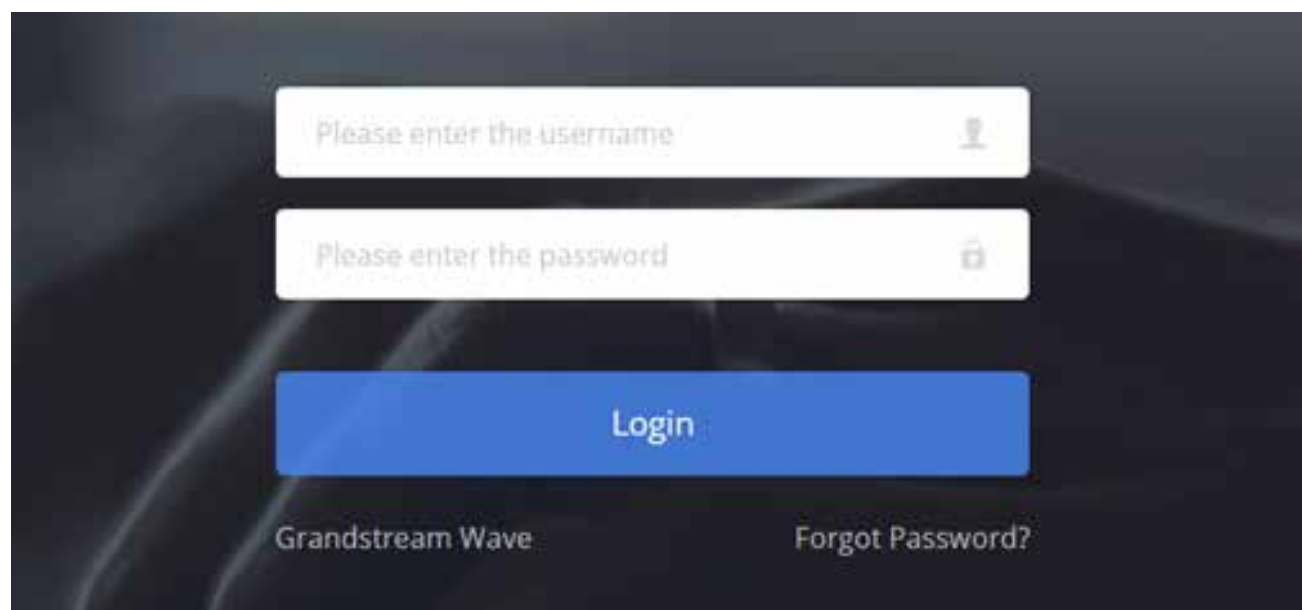


Prior to starting, please ensure that you have the following information:

WOCOM SIP trunk information	Value
Provider Address	voip1.wocomja.com – may vary based on location
Username	Your WOCOM assigned phone number
Authenticate ID	Your WOCOM assigned phone number
Password	Your WOCOM account secret /password

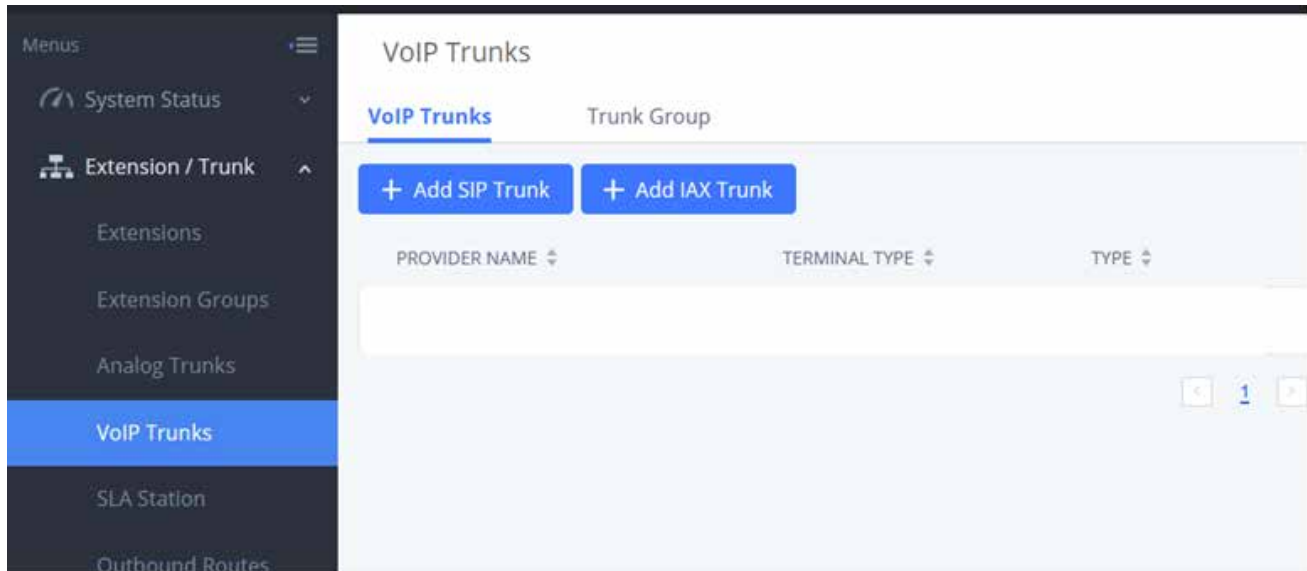
Step1: Accessing the UCMxxxx Portal

1. Open your preferred web browser.
2. Enter the IP address of your Grandstream UCM PBX in the address bar.
3. Log in with your credentials.



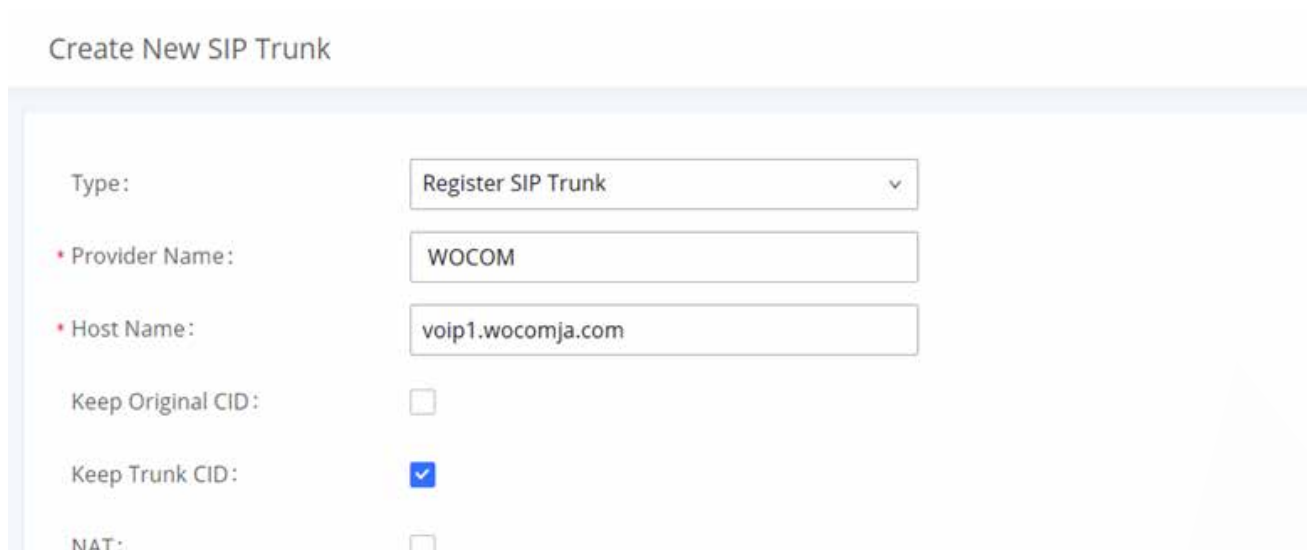
Step 2: Navigating to VoIP Trunks

Select "VoIP Trunks" from the dropdown menu.



Step 3: Adding a SIP Trunk

1. Click on the "Add SIP Trunk" button.
2. Type: Choose "Register SIP trunk."
3. Provider Name: Enter "WOCOM" as the name of your SIP trunk provider.
4. Host Name: voip1.wocomja.com – may vary based on location

A screenshot of a web form titled "Create New SIP Trunk". The form contains the following fields and options:

- Type: A dropdown menu with "Register SIP Trunk" selected.
- Provider Name: A text input field containing "WOCOM".
- Host Name: A text input field containing "voip1.wocomja.com".
- Keep Original CID: A checkbox that is unchecked.
- Keep Trunk CID: A checkbox that is checked.
- NAT: A checkbox that is unchecked.

**Step 4: Enter Account Credentials

1. In the "Registration and Authentication" section, provide the necessary details:

- Username: Your SIP trunk username.
- Password: Your SIP trunk password.
- Select save and apply changes

CallerID Name:	<input type="text"/>
* Username:	<input type="text" value="8760000000"/>
* Password:	<input type="password" value="....."/>
AuthID:	<input type="text"/>

Step 5: Configuring Outbound Routes

An outbound route in the Grandstream UCM PBX system defines how outgoing calls are handled, specifying destination numbers, dialing rules, and trunk selection. It enables efficient call routing based on destination types and optimizes external connections for cost and quality. Outbound routes may also include call manipulation, failover mechanisms, and security measures for effective management of outbound calling.

1. After completing the basic settings, go to "Outbound Routes."

The screenshot displays the 'Outbound Routes' configuration page in the Grandstream UCM PBX web interface. On the left, a dark sidebar menu contains various system settings, with 'Outbound Routes' highlighted in blue. The main content area features a title 'Outbound Routes' and a green informational banner stating: 'An outgoing calling rule associates an extension pattern with a trunk used to dial the pattern. This allows different patterns to be dialed through a low-cost SIP trunk. A failover trunk can be set up to be used when the primary trunk fails.' Below the banner are four blue action buttons: '+ Add', 'Scheduled Sync', 'Outbound Blacklist', and 'PIN Groups'. Underneath these buttons is a table with three columns: 'SEQUENCE', 'OUTBOUND RULE NAME', and 'PATTERN'. The table is currently empty. At the bottom right of the table area, there are navigation controls including a page number '1' and arrows for navigation.

2. Create a new outbound route, specifying the necessary details for routing outbound calls through the SIP trunk.
3. Enter the list of "Patterns" provided to allow calls to Jamaica, USA, Canada and countries requiring 011 such as UK and Europe.

Advanced patterns can be configured by reaching out to our technical team for further assistance

Create New Outbound Rule

General

• Calling Rule Name:

• Pattern:

Main Trunk

• Trunk:

Strip:

Prepend:

Failover Trunk

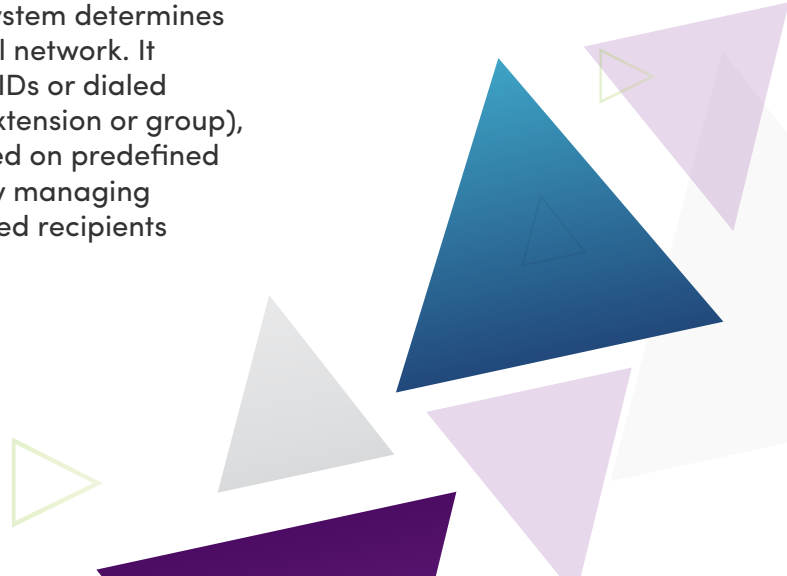
[+ Add](#)

Feel free to duplicate the provided outbound routes and insert them into the designated pattern field according to the specified order.

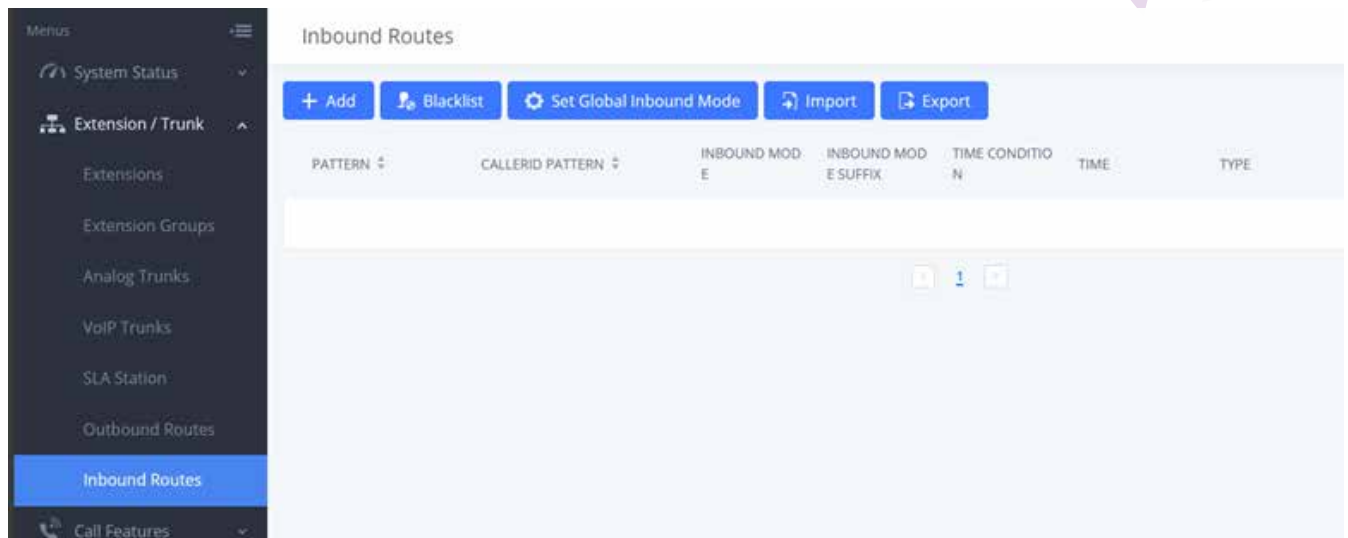
```
_876X.  
_658X.  
_1x.  
_011x.
```

Step 6: Configuring Inbound Routes

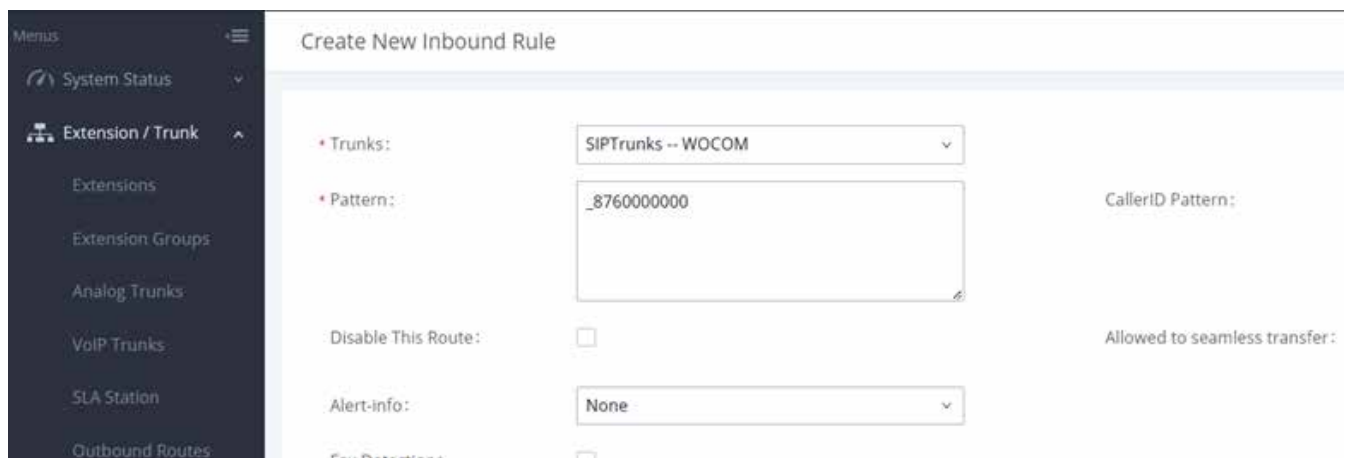
An inbound route in the Grandstream UCM PBX system determines how incoming calls are directed within the internal network. It involves configuring rules to match specific caller IDs or dialed numbers, selecting the appropriate destination (extension or group), and may include call manipulation or routing based on predefined criteria. Inbound routes are essential for efficiently managing incoming calls and ensuring they reach the intended recipients within the organization.



1. Navigate to "Inbound Routes."
2. Create a new inbound route, by selecting Add.



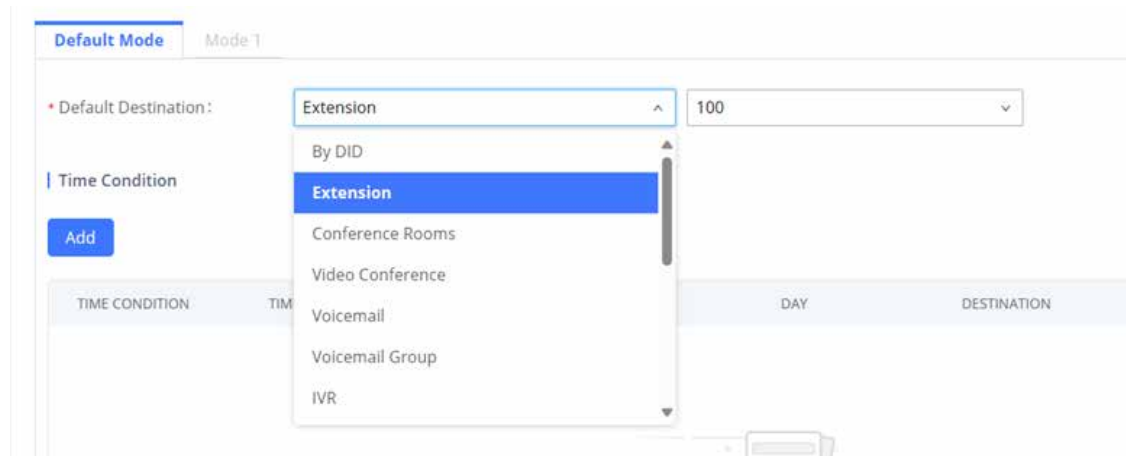
3. Select Sip Trunks-WOCOM from the drop-down menu
4. Pattern: Enter your assigned WOCOM telephone number including _ at the beginning.



The number `_8760000000` precisely corresponds to the DID or phone number designated by WOCOM Limited, while `_!x.` encompasses any DIDs or phone numbers assigned. Note that `8760000000` used in this examples needs to be replaced with the actual phone number.

```
_8760000000  
_!x.
```

5. Default Destination: Select from the dropdown the destination for incoming calls.



In Grandstream UCM (Unified Communication Manager) PBX systems, a "destination" in the context of an inbound route refers to the endpoint or recipient within the internal network to which an incoming call should be directed. It specifies where the call should be routed after it enters the PBX system. Destinations are configured as part of the inbound route settings and typically include:

- 1. Extension:** The call is directed to a specific internal extension within the PBX system. Extensions are associated with individual phones or users.
- 2. Ring Group:** The call is directed to a predefined group of extensions that ring simultaneously or sequentially, allowing multiple users to answer the call.
- 3. Queue:** The call is sent to a call queue, which can be configured to distribute calls evenly among a group of agents or users.
- 4. IVR (Interactive Voice Response):** The call is routed to an Interactive Voice Response system where the caller interacts with a menu system to choose the desired destination.
- 5. Conference Room:** The call is directed to a conference room, allowing multiple participants to join a conference call.

The choice of destination depends on the organization's call handling requirements. For example, calls may be directed to specific individuals (extensions), groups, or automated systems based on the caller's input or predefined rules. Configuring inbound routes with appropriate destinations ensures that incoming calls are efficiently handled within the organization's communication infrastructure.



Step 9: Applying Changes

1. Click "Save" to apply the changes.
2. Click on "Apply Changes" to ensure that the configured SIP trunk settings take effect.

Step 10: Testing the SIP Trunk

1. Ensure that extensions and phones are registered with your UCM.
2. Place test calls to verify the functionality of the newly created Flexible SIP trunk.

Congratulations! You have successfully configured WOCOM Flexible SIP trunk on your Grandstream UCM PBX. For any additional assistance, refer to the Grandstream UCM documentation or contact WOCOM Technical Support Department.

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Part of Virtual Enterprise

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