

Grandstream Networks, Inc.

UCM6300/A Series – Email Templates Guide



INTRODUCTION

While UCM's primary role is managing voice and video communications, its configuration as an email client adds a valuable layer of functionality. It improves the user experience by delivering email notifications and updates on important events, such as password resets, missed calls, or emergency alerts. This feature helps users stay informed in real-time, ensuring they don't miss any crucial communications.

The emails sent to users are based on specific templates that incorporate variables recognized by the UCM, enabling personalized and relevant communication. This guide provides an overview of these email templates, detailing their purpose and the variables they contain. This explanation helps users better understand how the UCM customizes messages to address their specific needs.

EMAIL TEMPLATES CONFIGURATION

In order to personalize and configure the emails sent by the UCM, users need to access the web UI and go to **System Settings → Email Settings → Email Template**

Email Settings		
Email Settings	Email Template	Email Footer Hyperlink Email Send Log

Type	Time	Options
Extension	2024-10-30 12:01:00	
Remote Registration	2024-10-30 12:01:00	
Wave Welcome	2024-10-30 12:01:00	
Missed Calls	2024-10-30 12:01:00	
Multimedia Meeting Schedule	2024-10-30 12:01:00	
Scheduled Meeting Report	2024-10-30 12:01:00	
Meeting Report	2024-10-30 12:01:00	
Alert Events	2024-10-30 12:01:00	
Emergency Calls	2024-10-30 12:01:00	
Reset Password	2024-10-30 12:01:00	
Voicemail	2024-10-30 12:01:00	
Call Queue Statistics	2024-10-30 12:01:00	
SLA Alert	2024-10-30 12:01:00	
CDR	2024-10-30 12:01:00	

Email Template Page

Under options, click this icon  to edit a specific template. In this example, we will be editing the "Missed Calls" template.

Email Settings > Edit Email Template: Missed Calls

* SubjectMissed call from \${CALLER}

Message in HTML Format

B I U ABC X² X₂

A [emojis] [bullets] [link icon]

[Paragraph] Sim San 16px [list icons] [undo redo]

Hi \${USER},

Your extension \${CALLEE} received a call from \${CALLERIDNAME} \${CALLERIDNUM} at \${TIME}.

PreviewRestore Default TemplateTemplate Variables

CancelSave

Missed Calls Email Template

To check how the email will appear once received, click on [Preview](#)

In order to restore the default email template, click on [Restore Default Template](#)

EMAIL TEMPLATES DESCRIPTION

To receive emails from the UCM, it must be set as an SMTP client first. In order to do this, please refer to the following guide: [UCM630X Series – Email Settings Guide](#)

Once the UCM has been configured correctly, users can receive notification emails for different scenarios which will be explained individually in this section of the guide.

Extension

This template is used to send users an email with general SIP extension information along with Wave settings. The email also includes a QR code that can be scanned using the Wave app for quick log in.

The following tables describe the extension email template settings:

Email Settings > Edit Email Template: Extension

Subject

Your account of UCM

SIP Transport

UDP

Wave Login QR Code

Public Network Login

Intranet Login

Phone Registration QR Code

Message in HTML Format

Account Information

You can use these settings to register to the UCM server and access Grandstream Wave Web.

General Settings

(Register an account on the phone or device)

Server Address-1

\$(SERVER1_ADDR)

Server Address-2

\$(SERVER2_ADDR)

Public IP Address

\$(PUB_ADDR)

Preview

Restore Default Template

Template Variables

Extension Email Template

Subject	The subject of the email.
SIP Transport	Choose the SIP transport mode of the extension. This will determine the port registration information that will be sent in the extension email. The default setting is UDP. Note: When selecting TCP or TLS, make sure that they are enabled on the PBX Setting→SIP Settings→TCP/TLS page. Otherwise the UDP port will be sent.
Wave Login QR Code	Configures the type of IP address that the login QR code will contain in the Extension email. The options are: ● Public Network Login: The QR code will be be used to register via the UCM’s public address. ● Intranet Login: When this option is selected the QR code can only be used on the UCM’s local network.
Interface	Choose the network interface used for registration when “ Intranet Login ” is selected. If the UCM network method is changed, the QR code for the Extension email will also need to be updated.

Phone Registration QR Code	If enabled, the phone registration QR code will appear in the extension email. When this QR code is scanned, it will attempt to register to the selected addresses in order of priority, starting with the highest. For remote use and/or on a public network, please choose the UCM public address or the UCMRC domain. Note: Addresses are displayed in the order they were checkmarked with the first checked item having the highest priority for registration.
Message in HTML Format	Shows the email message body in HTML format.

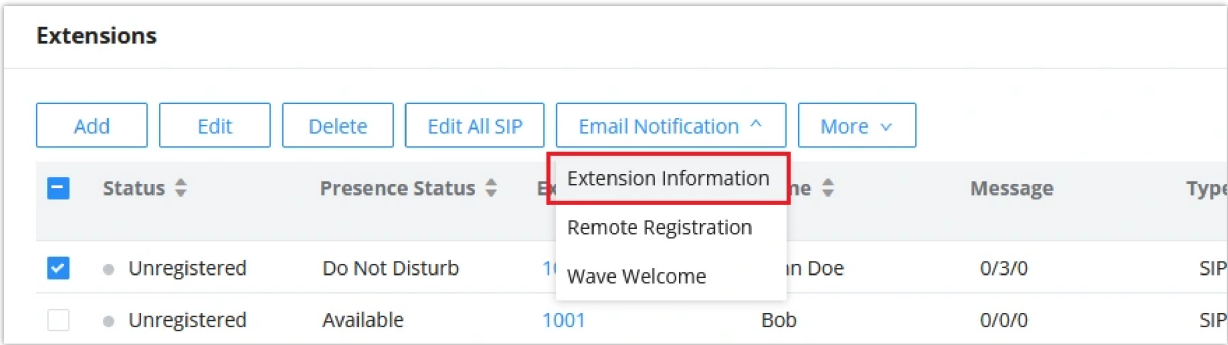
The variables included in the email are:

\${SERVER1_ADDR}	The 1st IP address of the UCM.
\${SERVER2_ADDR}	The 2nd IP address of the UCM.
\${PUB_ADDR}	The public IP address of the UCM.
\${RC_ADDR}	RemoteConnect Server Address.
\${AUTH_ID}	The SIP service subscriber's ID used for authentication.
\${AUTH_PWD}	The SIP service subscriber's password used for authentication.
\${USR_PWD}	The password for the user to log in to the system.
\${SERVER1_QR_IMG}	The location used to show the 1st server address QR code picture.
\${SERVER2_QR_IMG}	The location used to show the 2nd server address QR code picture.
\${SERVER_PUB_ADDR_QR}	The location used to show the server public address QR code picture.
\${LDAP_PATH}	The base DN of the LDAP server.
\${LDAP_SERVER1_ADDR_QR}	The location used to show the 1st LDAP server address QR code picture.
\${LDAP_SERVER2_ADDR_QR}	The location used to show the 2nd LDAP server address QR code picture.
\${LDAP_SERVER_PUB_ADDR_QR}	The location used to show the LDAP server public address QR code picture.
\${FULL_NAME}	Username.
\${EXTEN_TYPE}	Extension Type.
\${USER_ID}	The extension number.
\${SERVER1_GSWAVE_URL}	The 1st login address for Wave.

<code>\${SERVER2_GSWAVE_URL}</code>	The 2nd login address for Wave.
<code>\${PUB_GSWAVE_URL}</code>	The public login address for Wave.
<code>\${TRAN_MOD}</code>	SIP transport mode.
<code>\${TLS_NOTE}</code>	Prompts to be displayed when the SIP transfer method is TLS.
<code>\${STUN_ADDR}</code>	STUN Server Address.
<code>\${LOGIN_SIP_QR}</code>	The server SIP registration QR code image.
<code>\${LOGIN_GSWAVE_QR}</code>	The location used to show the Wave public login address QR code picture.

To send an extension email, please follow the steps below:

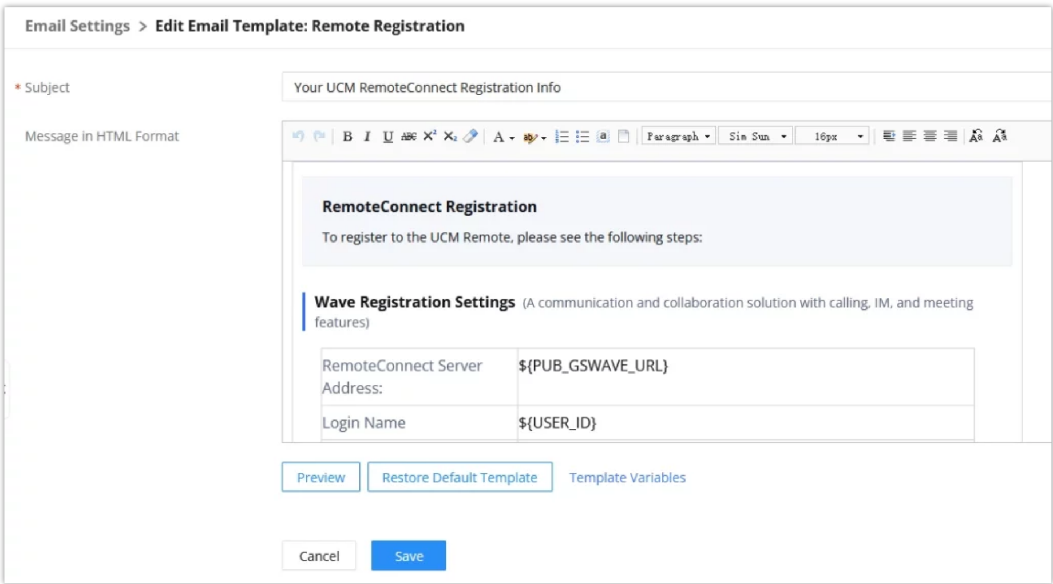
1. Go to **Extension/Trunk**→**Extensions** and select the desired extension(s) by checking the box on the left.
2. From the “**Email Notification**” list, click on Extension Information.



Sending Extension Information Email

Remote Registration

This email contains RemoteConnect registration information with the following variables:



Remote Registration Email Template

<code>\${PUB_GSWAVE_URL}</code>	The public login address for Wave.
---------------------------------	------------------------------------

<code>\${USER_ID}</code>	The extension number.
<code>\${USR_PWD}</code>	The password for the user to log in to the system.
<code>\${PUB_ADDR}</code>	IP Endpoint RemoteConnect Address.
<code>\${FULL_NAME}</code>	Username.
<code>\${AUTH_ID}</code>	The SIP service subscriber's ID used for authentication.
<code>\${AUTH_PWD}</code>	The SIP service subscriber's password used for authentication.
<code>\${STUN_ADDR}</code>	STUN Server Address.
<code>\${SERVER1_ADDR}</code>	The 1st IP address of the UCM.
<code>\${SERVER2_ADDR}</code>	The 2nd IP address of the UCM.
<code>\${EXTEN_TYPE}</code>	Extension Type.

Note:

For more information on UCM RemoteConnect endpoint configuration, please refer to this guide: [UCM RemoteConnect – Endpoint Configuration Guide](#)

To send a remote registration email, please follow the steps below:

1. Go to **Extension/Trunk→Extensions** and select the desired extension(s) by checking the box on the left.
2. From the “**Email Notification**” list, click on Extension Information.

Extensions

Buttons: Add, Edit, Delete, Edit All SIP, Email Notification ^, More v

	Status	Presence Status	Extension Information	Name	Message	Type
☒	● Unregistered	Do Not Disturb	1001 Wave Welcome	John Doe	0/3/0	SIP
☐	● Unregistered	Available	1001	Bob	0/0/0	SIP

Sending Remote Registration Email

Wave Welcome

On this page, users can personalize an email that welcomes users to Wave Client and provides them with their Wave login information.

The email also includes a login QR code that contains either a public IP address or an address that belongs to the UCM's local network. Based on the UCM's network method, users will need to select a network interface in case of intranet login.

The Wave welcome email can contain these variables:

Email Settings > Edit Email Template: Wave Welcome

* Subject: Welcome to Wave

Wave Login QR Code: ☒ Public Network Login ☐ Intranet Login

Message in HTML Format:

Welcome to the Wave Client

Wave offers an easy-to-use platform to remotely join, schedule and hold meetings, calls and conferences from anywhere. Through Wave, you can:

Start face-to-face video calls and meetings anywhere.

Schedule and start meetings from the app.

Chat and share files with your colleagues.

Compatible with UCM RemoteConnect cloud service for secure remote

Preview Restore Default Template Template Variables

Cancel Save

Wave Welcome Email Template

<code>\${SERVER1_GSWAVE_URL}</code>	The 1st login address for Wave.
<code>\${SERVER2_GSWAVE_URL}</code>	The 2nd login address for Wave.
<code>\${PUB_GSWAVE_URL}</code>	The public login address for Wave.
<code>\${USER_ID}</code>	The extension number.
<code>\${USR_PWD}</code>	The password for the user to log in to the system.
<code>\${LOGIN_GSWAVE_QR}</code>	The location used to show the Wave public login address QR code picture.

There are two methods to send the wave welcome email:

The first method is:

1. Go to **Extension/Trunk**→**Extensions** and select the desired extension(s) by checking the box on the left.
2. From the "Wave Welcome" list, click on Extension Information.

Extensions

Add Edit Delete Edit All SIP Email Notification ^ More v

	Status	Presence Status	Extension	Name	Message	Type
☒	Unregistered	Do Not Disturb		Doe	0/3/0	SIP
☐	Unregistered	Available	1001	Bob	0/0/0	SIP

Extension Information
Remote Registration
Wave Welcome

Sending Wave Welcome Email from Extensions Page

The second method:

1. Go to **Extension/Trunk**→**Extensions**→ **Edit**, to edit the desired extension.
2. Access the Wave Client tab and click on **"Send to Extension"** under Wave Welcome Email.

Extensions > Edit Extension: 1000

Basic Settings Media Features Voicemail Custom Time Wave Client Follow Me Advanced Settings

To use Wave in a public network environment and ensure proper media traversal, RemoteConnect services must be deployed, or STUN/TURN servers must be configured. RemoteConnect is recommended.

Normal

Enable Wave ☒

Allow Concurrent Logins from the Same Client Type ☐

If enabled, Wave will allow more than 1 Desktop/Web client and more than 1 Mobile client login at a time. Otherwise, only 1 Desktop/Web login and 1 Mobile login will be allowed. The extension's concurrent registration limit will still apply.

Wave Welcome Email [Email Template](#) [Send to Extension](#)

Wave Permission Settings [Go to Page](#)

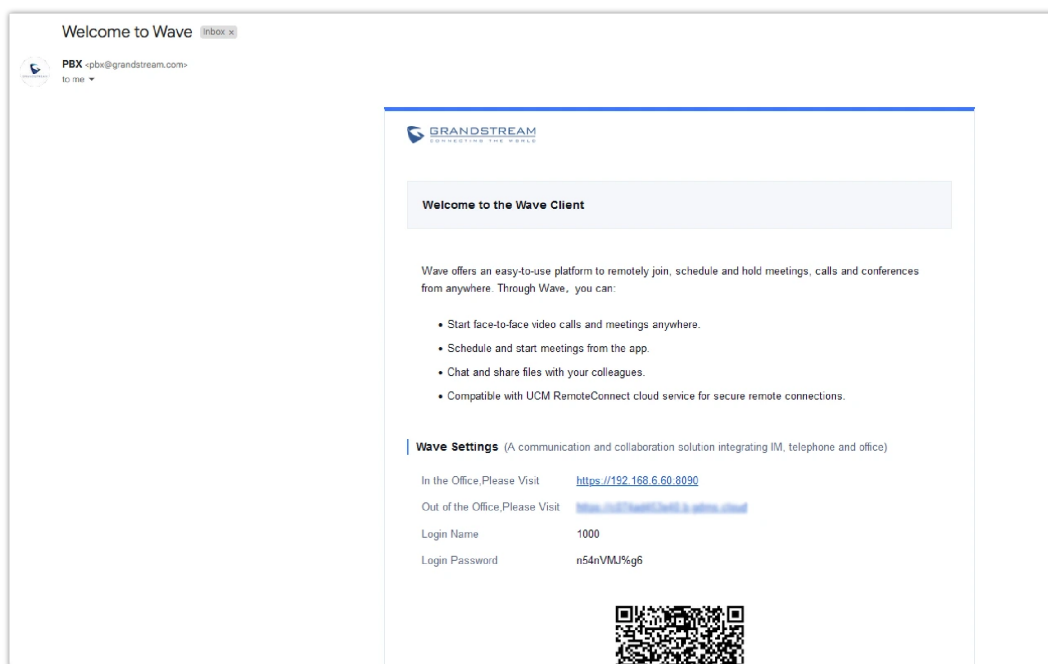
Wave

Wave is a web/desktop/mobile application for UCM that offers point-to-point calling, multi-party conferencing, and instant messaging. [Learn more](#)

Web Client

Sending Wave Welcome Email from Extensions Settings

The welcome email appears in the following manner:



Wave Welcome Email

Missed Calls

Missed calls email allows users to be notified of any missed calls on their extension. The template includes these variables:

Email Settings > Edit Email Template: Missed Calls

* Subject: Missed call from \${CALLER}

Message in HTML Format

Hi \${USER},

Your extension \${CALLEE} received a call from \${CALLERIDNAME} \${CALLERIDNUM} at \${TIME}.

Preview Restore Default Template Template Variables

Cancel Save

Missed Calls Template

\${CALLER}	Caller's extension.
\${CALLEE}	Callee's extension.
\${USER}	Username.
\${CALLERIDNUM}	Caller ID Number.
\${CALLERIDNAME}	Caller ID Name.
\${TIME}	Time of the call.

Multimedia Meeting Schedule

After scheduling a meeting, the host will receive a this email containing the meeting details as well a Wave QR code and links that can be used to join.

The links provided can either be used to join the meeting locally or remotely. Based on the scheduled meeting configuration and the UCM network settings, the email template can include the following variables:

Email Settings > Edit Email Template: Multimedia Meeting Schedule

* Subject: \${CNF_ACTION}:\${CNF_THEME}

Hide In-Office Join Meeting Button: ☐

Message in HTML Format

\${CNFR_SUBJECT}

Time	\${CNF_STARTTIME} -- \${CNF_ENDTIME}
Time Zone	\${TIME_ZONE}
Host	\${MODERATOR}
Host Code	\${MODERATOR_CODE}
Room	\${CNFR_WHERE}
Reason for cancellation	\${CANCEL_REASON}

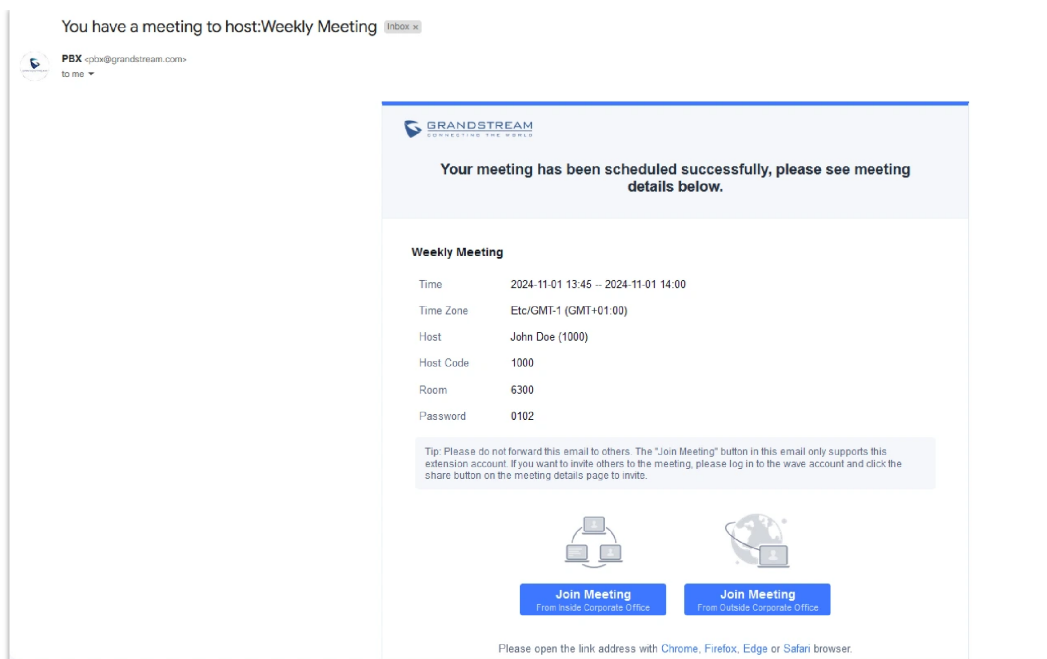
Preview Restore Default Template Template Variables

Cancel Save

Multimedia Meeting Schedule Template

\${CNF_ACTION}	The status of the scheduled meeting.
\${CNF_THEME}	The theme of the meeting. Used in the email subject field by default.
\${CNF_STARTTIME}	The start time of the meeting.
\${CNF_ENDTIME}	The end time of the meeting.
\${CNFR_MSG}	Detailed information of the scheduled meeting.
\${CNFR_SUBJECT}	The topic of the meeting. Used in the email body by default.
\${CNFR_DESCRIPTION}	The description of the meeting.
\${CNFR_PASSWORD}	The password of the meeting.
\${CNFR_WHERE}	The meeting room.
\${TIME_ZONE}	Time zone details.
\${REPEAT}	Repeat meeting cycle.
\${MODERATOR}	Meeting host.
\${MODERATOR_CODE}	Host password.
\${CANCEL_REASON}	Reason for cancelation.
\${PSTN}	Enterprise contact number.
\${LAN1_CNFR_LINK}	LAN1 meeting link.
\${LAN2_CNFR_LINK}	LAN2 meeting link.
\${LAN_CNFR_LINK}	Meeting Link (In Office).
\${WAN_CNFR_LINK}	Meeting Link (Remote Office).
\${JOIN_MEETING_WAN_QR}	QR code meeting link.

Once a meeting is scheduled, the automatically received email will appear as follows:

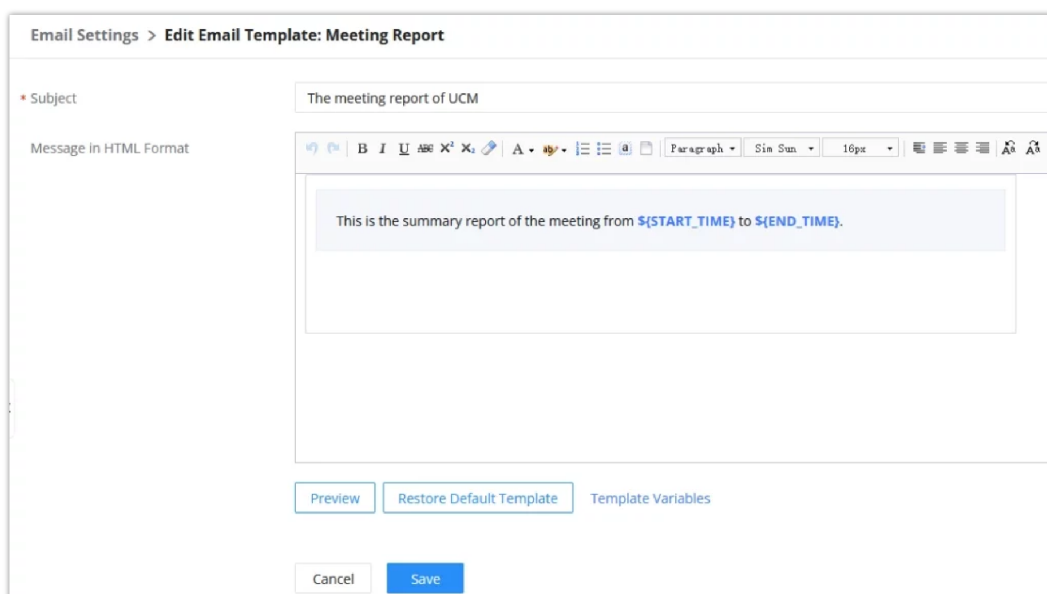


Multimedia Meeting Schedule Email

Scheduled Meeting Report

Once a scheduled meeting has concluded, this email will be automatically generated and sent out to the host as a report. It will summarize the meeting information such as the duration and the number of participants.

The variables of this email template are:

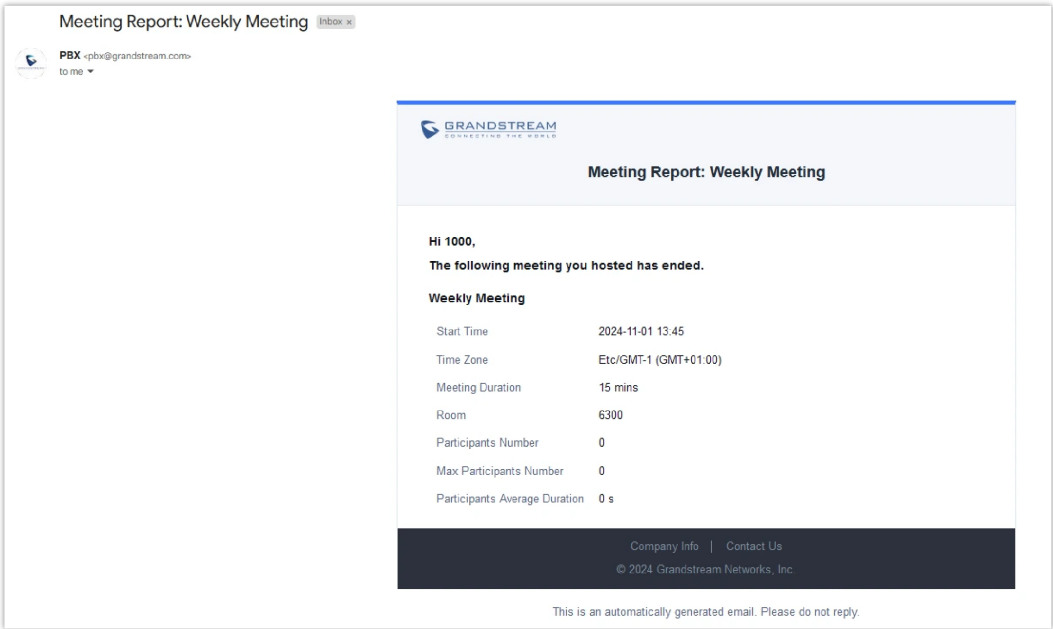


Scheduled Meeting Report Template

<code>\${CNFR_MSG}</code>	The meeting report email introduction.
<code>\${HELLO}</code>	The invitees of the meeting.
<code>\${CNFR_SUBJECT}</code>	The topic of the meeting. Used in the email body by default.
<code>\${CNF_STARTTIME}</code>	The start time of the meeting.
<code>\${CNF_ZONE}</code>	Time Zone.
<code>\${CNFR_DURATION}</code>	The meeting duration.

<code>\${CNFR_WHERE}</code>	The meeting room.
<code>\${CNF_TOTALUSER}</code>	The number of participants.
<code>\${CNF_MAXUSER}</code>	Maximum number of participants.
<code>\${CNF_AVERTIME}</code>	Average participant meeting time

After a scheduled meeting ends, the user will receive an email containing the report, including a PDF version, which is presented as follows:

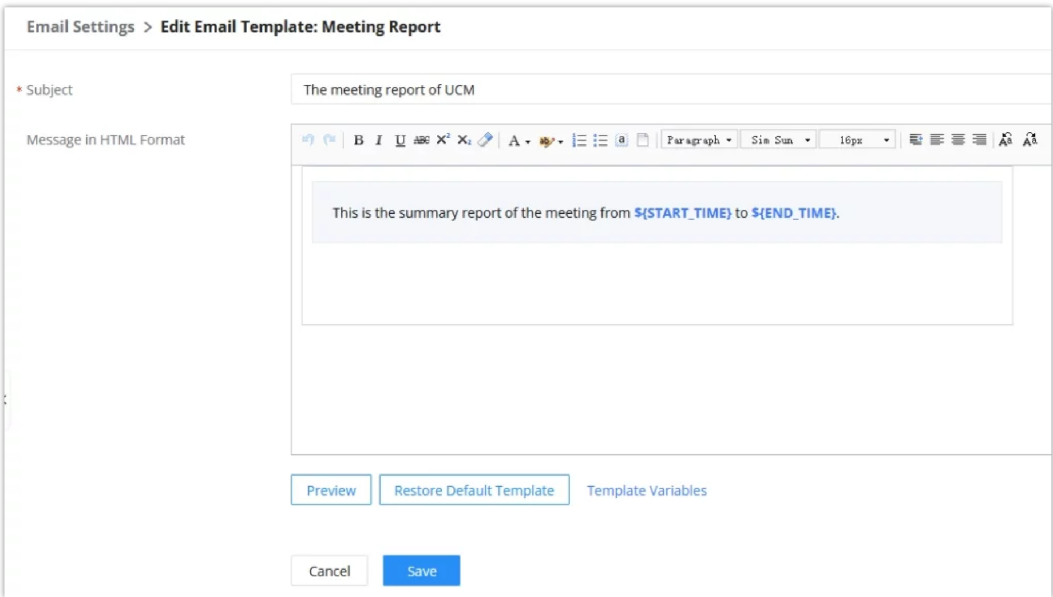


Scheduled Meeting Report Email

Meeting Report

The meeting report email allows users to receive a statistics report to be informed about all UCM meetings on a scheduled period.

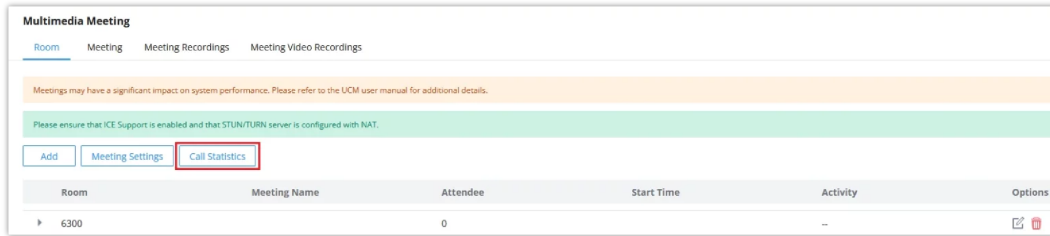
This template is designed to personalize this email. It features two variables, `${START_TIME}` and `${END_TIME}`, which specify the beginning and ending times of the statistics.



Meeting Report Template

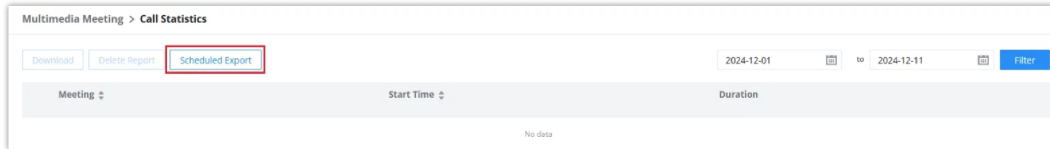
In order to schedule meeting report emails, please follow the steps below:

1. Go to **Basic Call Features**→**Multimedia Meeting**, and click on **Call Statistics**.



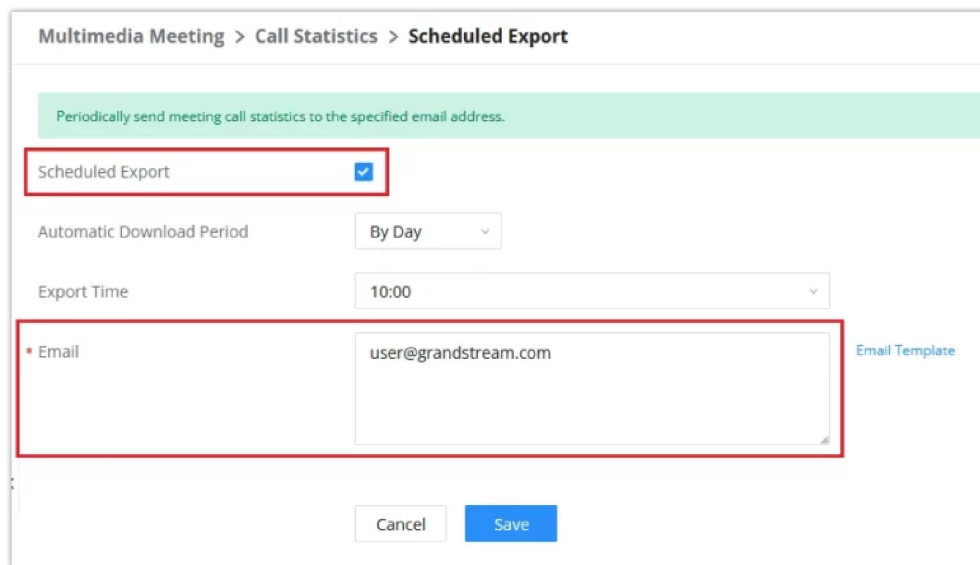
Multimedia Meeting Page

2. On the call statistics page, select **Scheduled Export**.



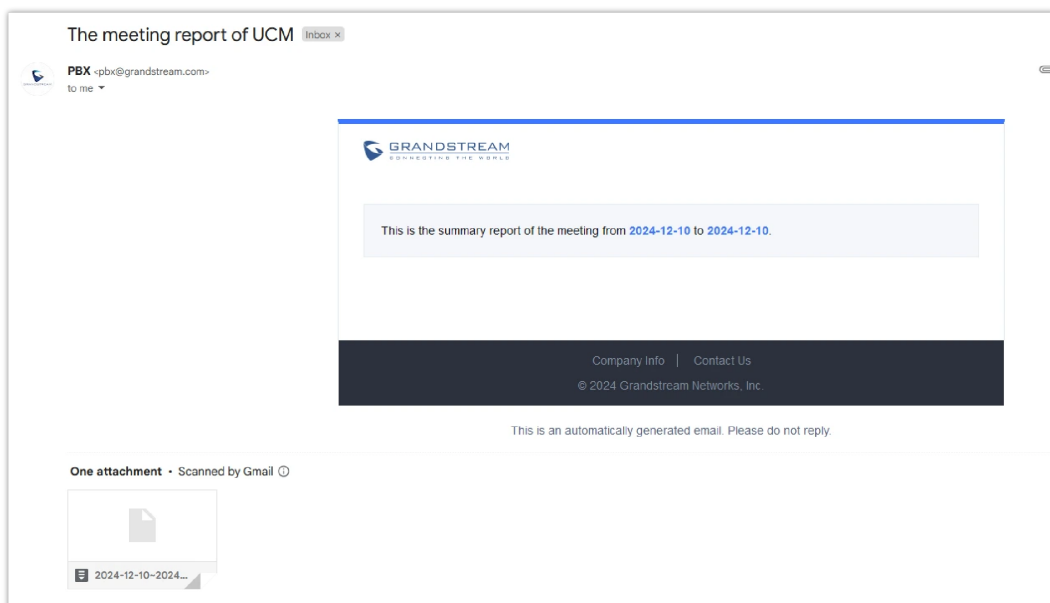
Meeting Call Statistics Page

3. Enable **Scheduled Export** and configure an **email address** to receive the meeting report emails.



Scheduled Export

The selected email address will receive a meeting report, with a compressed file containing a csv file, based on the configured automatic download period and the export time. The image below provides an example of the email:



Alert Events

Alert events are notifications generated by the UCM to inform users of important events, changes, or issues that require attention. They can include warnings about errors, security threats, system updates, etc.

For more information regarding UCM63xx/A alert events, please refer to [this section](#) of the user manual.

The email template for the alert events includes three variables, which can be found in the table below.

Email Settings > Edit Email Template: Alert Events

* Subject

UCM system event

Message in HTML Format

B

I

U

ABC

X²

X₂

A ▾ ab ▾

a

Paragraph ▾Sim Sun ▾

Device Name: \${DEVICE_NAME}

Device Mac address: \${MAC}

TYPE	TIME	CONTENT
\${WARNING_MSG}		

Preview

Restore Default Template

Template Variables

Cancel

Save

Alert Events Template

\${DEVICE_NAME}	Device Name.
\${MAC}	MAC Address of the device.
\${WARNING_MSG}	The alert event warning message.

To receive alert events emails, please follow these instructions:

1. Access the Alert Contact tab under **Maintenance**→**System Events** and enter a Super Admin/Admin Email.

System Events
Alert Log
Alert Events List
Alert Contact

Email Notification
Real-time
Notification Interval
minute(s)
"0" means no notification will be sent.
Super Admin Email
user@grandstream.com
Add Super Admin Email
Admin Email
Add Admin Email
Email Template
Email Template
SMS Notification
Super Admin Phone Number
+1
Add Super Admin Phone Number
Admin Phone Number
+1
Add Admin Phone Number
Cancel
Save

System Events Alert Contact

2. Go to Alert Events List tab and turn on the email notification for the chosen events.

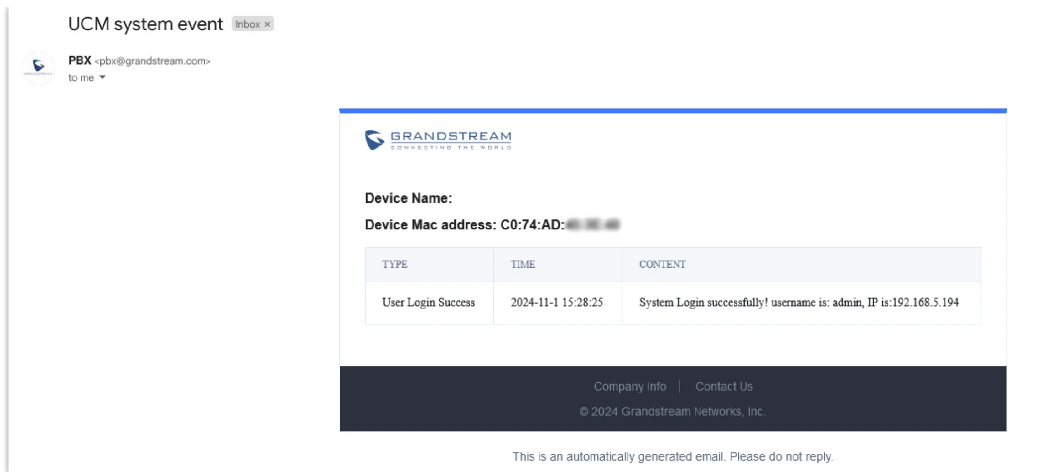
System Events
Alert Log
Alert Events List
Alert Contact

Some alerts will display the following icons when toggled on. ! indicates that the alert is associated with other settings that must be configured; ⓘ indicates that the alert is active for the enabled settings.
When alert events with the GDMS tag are triggered, alert information will be synced to GDMS.
Alert On
Alert Off
Email Notification On
Email Notification Off
HTTP Notification On
HTTP Notification Off
SMS Notification On
SMS Notification Off

Event Name	Alert	Email Notification	SMS Notification
☐ Fail2ban Blocking ⓘ	☐ OFF	☐ OFF	☐ OFF
☐ Flood Attacks ⓘ	☐ OFF	☐ OFF	☐ OFF
☐ Network Traffic Storm ⓘ	☐ OFF	☐ OFF	☐ OFF
☐ User Login Banned ⓘ	☒ ON	☒ ON	☐ OFF
☐ Remote Login ⓘ	☒ ON	☒ ON	☐ OFF
☐ User Login Success	☒ ON	☒ ON	☐ OFF
☐ User Login Failed	☒ ON	☒ ON	☐ OFF
☐ System Crash ⓘ	☒ ON	☒ ON	☐ OFF
☐ Restore Config ⓘ	☐ OFF	☐ OFF	☐ OFF
☐ System Update ⓘ	☐ OFF	☐ OFF	☐ OFF
☐ System Reboot ⓘ	☒ ON	☐ OFF	☐ OFF

Alert Events List

If an event with notification enabled occurs, the designated alert contact will receive an email. Below is an example of an alert email for a successful login:

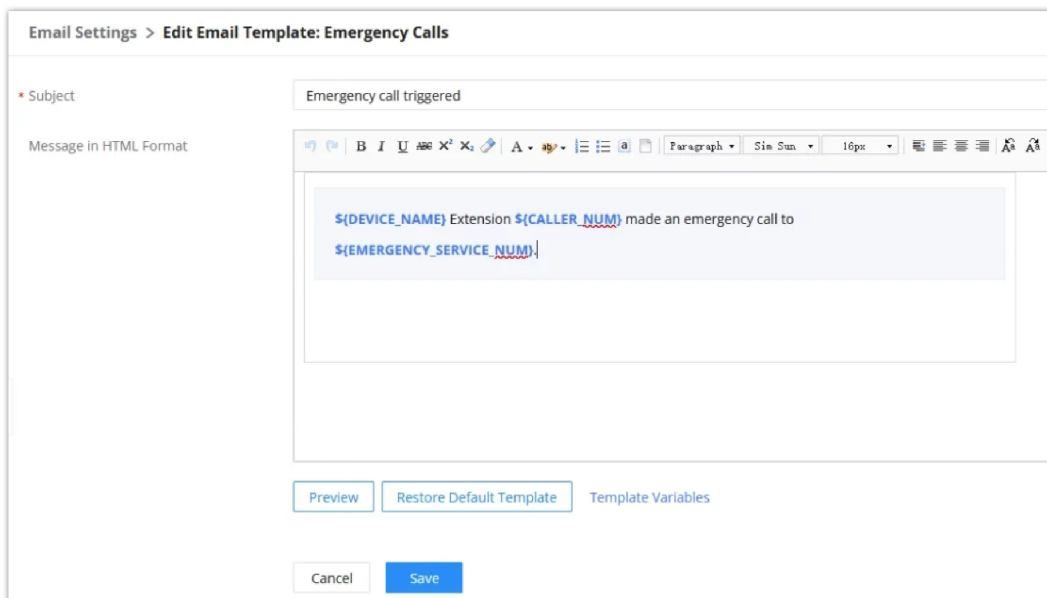


Alert Event Email

Emergency Calls

When an emergency call is triggered, the UCM will send this email based on the configured email address under **Advanced Call Features→Emergency Calls**.

The variables of this template are:



Emergency Call Template

<code>`\${DEVICE_NAME}`</code>	Device Name.
<code>`\${CALLER_NUM}`</code>	Caller Name and Number.
<code>`\${EMERGENCY_SERVICE_NUM}`</code>	Emergency Number.

Please refer to the steps below to configure an email address for emergency calls:

1. Go to **Advanced Call Features→Emergency Calls→Edit/Create an Emergency Call**.
2. Type an email under “Email Address” as shown in the following image.

Emergency Calls > Edit Emergency Calls: Emergency911

Enable Non-Emergency ☐

Custom Prompt: None Upload Audio File

* Use Trunks: SIP Trunks -- grandstream x

* Members Notified

☐ 1 item Available

☐ 1001 "Bob"

☐ 1 item Selected

☐ 1000 "John Doe"

<
>

Strip:

Prepend:

Auto Record: ☐

Email Address: user@grandstream.com Add Email Address +

Cancel Save

In the case of an emergency call, the email will be received as follows:

Emergency call triggered Inbox x

**PBX** <pbx@grandstream.com>
to me ▾

**GRANDSTREAM**
CONNECTING THE WORLD

Extension **Bob(1001)** made an emergency call to **911**.

Company Info | Contact Us

© 2024 Grandstream Networks, Inc.

This is an automatically generated email. Please do not reply.

Emergency Call Email

Reset Password

If a user attempts to reset their password for UCM login, an automatic email will be generated. This email contains a link for password reset, which users can click to follow the instructions and change their password. The template includes these variables:

Email Settings > Edit Email Template: Reset Password

* Subject: User reset password email

Message in HTML Format

Hi **Hi \${USER},**

Please click the button below to reset the **the \${EXTENSION}** account password. (This link is valid for 10 minutes and will become invalid after clicking.)

Reset Now

If the click is invalid, please copy the webpage address below to the browser address bar to open:

[\\${URL}](#)

[Template Variables](#)

Reset Password Template

\${USER}	Username.
\${EXTENSION}	The extension number.
\${URL}	The password reset link.

Once the user clicks “**Forgot Password?**” on the UCM login page, a password reset email will be sent to the email address associated with the extension. Below is an example of the email:



PBX <pbx@grandstream.com>
 to me



GRANDSTREAM
CONNECTING THE WORLD

Hi John Doe,

Please click the button below to reset the **1000** account password. (This link is valid for 10 minutes and will become invalid after clicking.)

Reset Now

If the click is invalid, please copy the webpage address below to the browser address bar to open:

<https://192.168.6.60:8089/resetPassword/95F52CA1943D35D8>

[Company Info](#) | [Contact Us](#)
© 2024 Grandstream Networks, Inc.

This is an automatically generated email. Please do not reply.

Reset Password Email

Voicemail

If a user receives a voicemail, they will also get an email notification informing them about the message. This way, they can easily access and listen to the voicemail from their email, ensuring they don’t miss important communications.

The voicemail email templates contains the following variables:

Email Settings > Edit Email Template: Voicemail

* Subject: New voicemail from \${VM_CALLER} for \${VM_MAILBOX}

Message in HTML Format

Hi \${VM_NAME},
 You received a message lasting \${VM_DUR} at \${VM_DATE} from \${VM_CALLERID}. This is message
 \${VM_MSGNUM} in your voicemail \${VM_FLAG} folder.

[Preview](#)
[Restore Default Template](#)
[Template Variables](#)

[Cancel](#)
[Save](#)

Voicemail Email Template

\${VM_NAME}	Recipient's first and last name.
\${VM_DUR}	The duration of the voicemail message.
\${VM_MAILBOX}	The recipient's extension and name.
\${VM_CALLERID}	The caller ID and name of the party that left the message.
\${VM_CALLER}	The caller ID of the party who has left the message.
\${VM_MSGNUM}	The message number in the mailbox.
\${VM_DATE}	The date and time when the message was left.
\${VM_FLAG}	Type of voicemail. There are two types of voicemail messages: regular and urgent.
\${RINGGROUP_ID}	The name and number of the ring group dialed by the caller. This can be configured to display ring group information.

First, users need to uncheck voicemail email notification under **Basic Call Features**→**Voicemail**→**Voicemail Email Settings**.

Basic Call Features ^

- Multimedia Meeting
- IVR
- Voicemail**
- Ring Groups
- Paging/Intercom
- Call Queue
- Speed Dial
- Event List

Voicemail

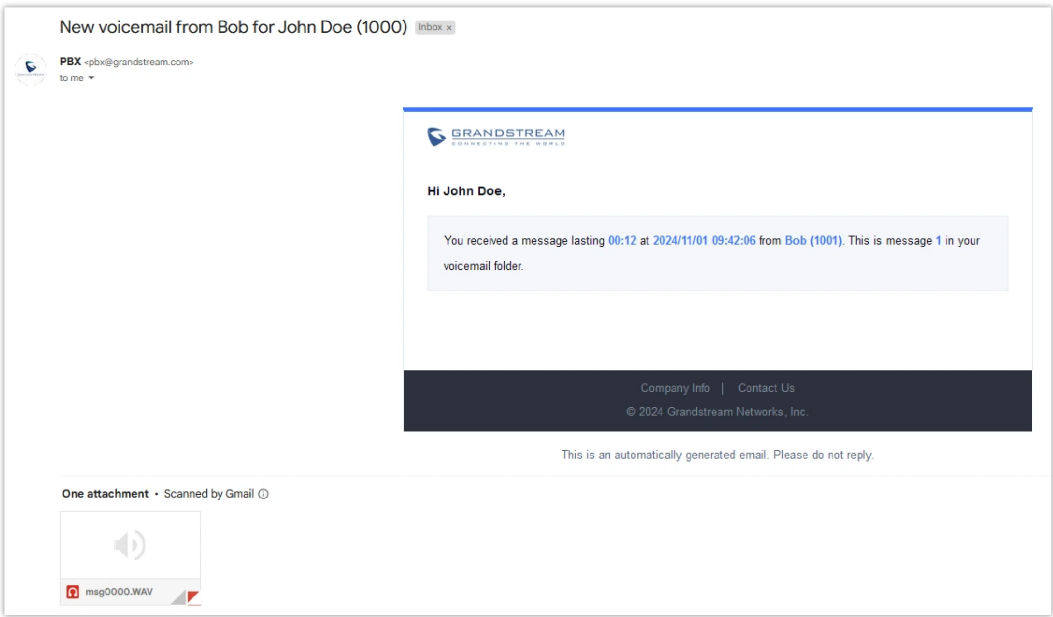
Voicemail Voicemail Email Settings Voicemail Groups

Send Voicemail Email Notification ☒
 Attach Voicemail to Email ☒
 Keep Voicemail after Emailing ☒
 Email Template [Email Template](#)

[Cancel](#)
[Save](#)

Voicemail Email Settings

When an extension receives a voicemail, the associated email address will receive an email, as shown below, which includes the voicemail recording.

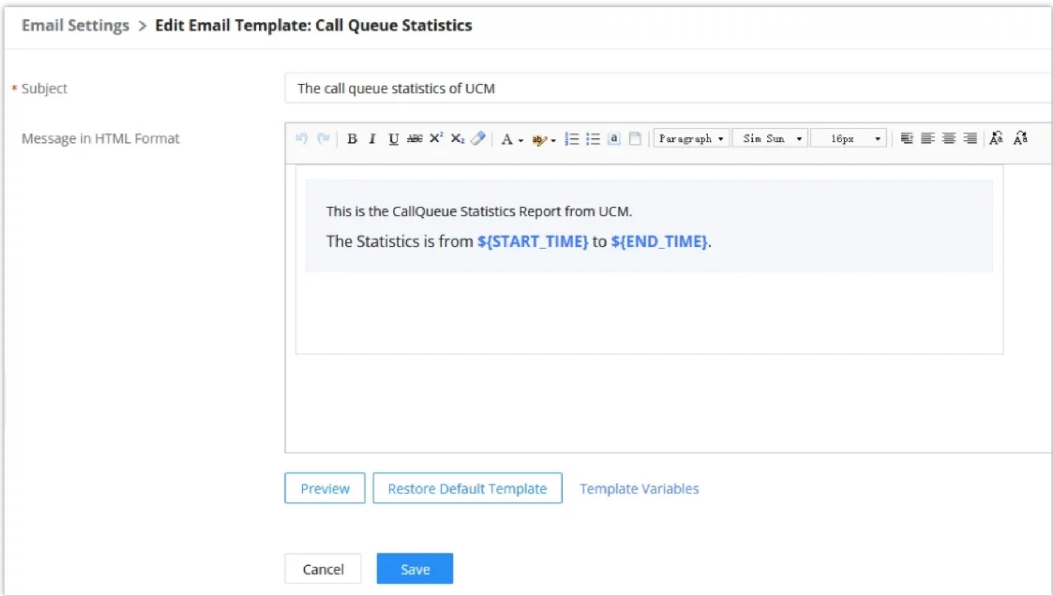


Extension Voicemail Email

Call Queue Statistics

Users can gather detailed call queue statistics and send them automatically by email allowing them to make better changes/decision to manage the call distribution and handling based on time, agent, and queue.

This template is designed to personalize the call queue statistics email sent by the UCM. It features two variables, **\$(START_TIME)** and **\$(END_TIME)**, which specify the beginning and ending times of the statistics.



Call Queue Statistics Email Template

Users can choose an email address to send the Call Queue Statistics by following the instructions below:

1. Click on the "Automatic Download" button under **Basic Call Features→Call Queue→Call Queue Statistics**.

Call Queue

Queue Recordings

Queue Switchboard

Call Queue Statistics

Download

Reset Statistics

Automatic Download

Overview

Agent Details

Login Record

Pause Log

Statistics Report

0

Total Calls

0.00 %

Abandoned Rate

00:00:00

Average Wait Time

Agent Statistics

Queue Statistics

Agent Satisfaction Statistics

Queue Satisfaction Statistics

Agent	Name	Total Calls	Answered
1000	John Doe	0	0
1001	Bob	0	0

Call Queue Statistics Page

2. Turn on Automatic Download by checking the box, select the report type and type an email address in the Email field.

Call Queue > Automatic Download

Automatically send call queue statistics to the configured email address at the specified frequency and time.

Automatic Download

☒

Report Type

☒ All
 ☒ Overview
 ☒ Agent Details
 ☒ Login Record
 ☒ Pause Log

Automatic Download Period

By Day

9

Email

user@grandstream.com

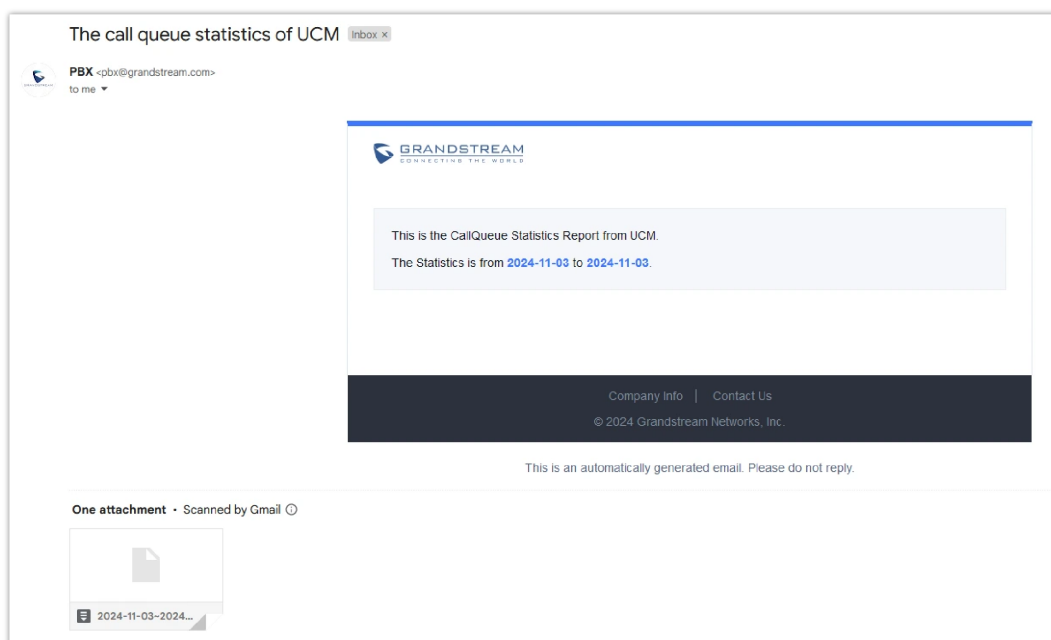
Email Template

Cancel

Save

Call Queue Statistics Automatic Download

The selected email address will receive a call queue statistics report according to the configured automatic download period. The image below provides an example of this email:



Call Queue Statistics Email

SLA Alert

SLA measures the percentage of calls that a queue group answers within a specified time frame. When SLA is enabled for a call queue and the performance falls below the configured threshold, users can set up an email address to receive automated alerts from the UCM.

The variables that can be included in this email are:

Email Settings > Edit Email Template: SLA Alert

* Subject

Call Queue SLA

Message in HTML Format

Call Queue service level is below SLA alert threshold \${LIMIT_LEVEL},

Evaluation Period:	\${TIME}
Queue Name:	\${QUEUE_NAME}
Queue number:	\${QUEUE_NUM}
Total calls:	\${TOTAL_CALLS}
Answer Rate:	\${ANSWER_RATE}
SLA Rate:	\${SLA_RATE}

Preview

Restore Default Template

Template Variables

Cancel

Save

SLA Alert Email Template

\${LIMIT_LEVEL}	SLA Alert Threshold (%)
\${CURRENT_LEVEL}	Current Queue Service Level
\${TIME}	Evaluation Period
\${QUEUE_NAME}	Queue Name
\${QUEUE_NUM}	Queue Extensions
\${TOTAL_CALLS}	Total Calls
\${ANSWER_RATE}	Answered Rate
\${SLA_RATE}	Answer rate of the call queue for a specified period of time
\${VQ_SLA_RATE}	Answer rate of the virtual queue for a specified period of time
\${DEVICE_NAME}	Device Name
\${DEVICE_MAC}	MAC Address

The SLA Alert email is sent to the email address associated with the extension selected in **Basic Call Features→Call Queue→Edit Call Queue→Advanced Settings→Service Level Agreement (SLA).**

Service Level Agreement (SLA)

Enable SLA

20

SLA Time (s)

80

Alert Threshold (%)

120

SLA Alert Interval (m)

1000 "John" (john.doe@grandstream.com)

Alert Email Recipients

SLA Alert Email Notification

Email Template

Please enter and submit members or email addresses with the Enter key.

1/5

SLA Call Queue Settings

If the SLA of the call queue falls below the configured alert threshold, the recipients of the alert email will receive a message like the one below:

Call Queue SLA

Inbox

PBX <pbx@grandstream.com>

to me

GRANDSTREAM

CONNECTING THE WORLD

Call Queue service level is below SLA alert threshold 80,

Evaluation Period:

2024-12-06 16:09:03 ~ 2024-12-06 16:09:03

Queue Name:

Support

Queue number:

6500

Total calls:

1

Answer Rate:

0.00%

SLA Rate:

0.00%

Callback SLA Rate:

0.00%

Device Name:

UCM6302

Device Mac:

C0:74:AD:00:00:00

Company info

Contact Us

© 2024 Grandstream Networks, Inc.

This is an automatically generated email. Please do not reply.

SLA Alert Email

CDR

CDR (Call Detail Record) refers to data records generated by the UCM that provides detailed information about phone calls made or received.

This template is used to personalize the CDR information email sent by the UCM. It includes three variables that are defined below:

Email Settings > Edit Email Template: CDR

* Subject

The CDR of UCM

Message in HTML Format

This is the Call Detail Report from UCM.

There are \${CDR_NUMBERS} items from \${START_TIME} to \${END_TIME} in total.

Preview

Restore Default Template

Template Variables

Cancel

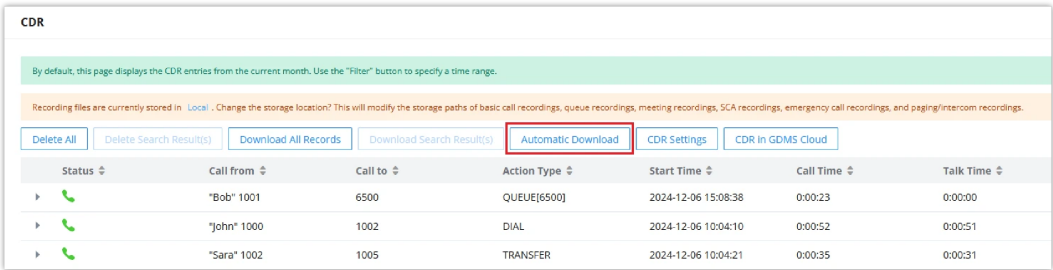
Save

CDR Email Template

\${CDR_NUMBERS}	The amount of CDR (number of entries)
\${START_TIME}	The start time of CDR
\${END_TIME}	The end time of CDR

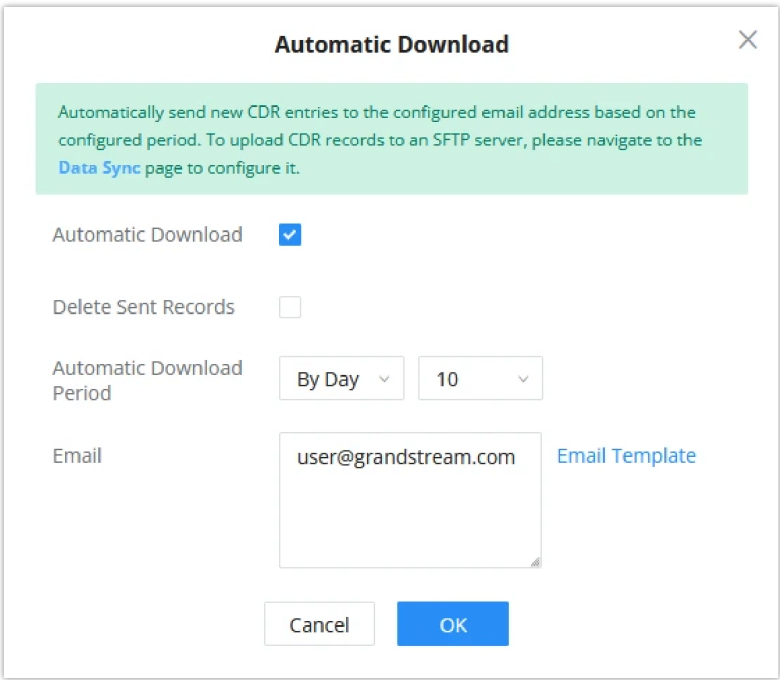
To choose an email address to send the CDR to, please follow these steps:

1. Click on the “Automatic Download” button under **CDR→CDR**.



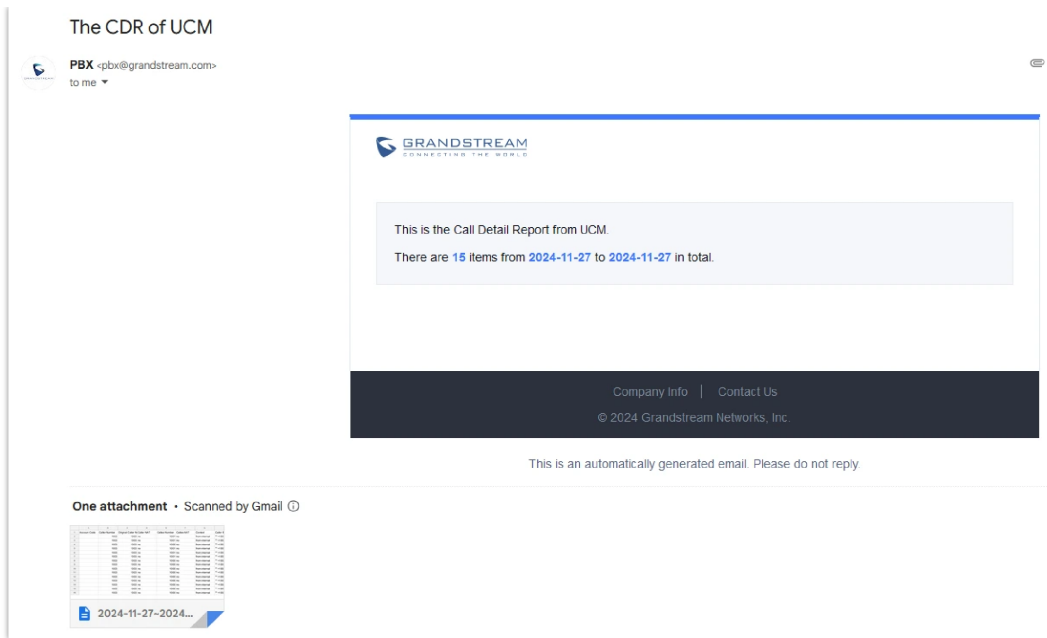
CDR Page

2. Turn on Automatic Download by checking the box, select download period and type an email address in the Email field.



CDR Automatic Download

The selected email address will receive CDR information based on the configured automatic download period as shown below:



CDR Email

Fax

This email template is used to notify users of received fax and the contains the following variables:

Email Settings > Edit Email Template: Fax

* Subject: New fax from \${CALLERIDNUM} \${CALLERIDNAME}

Message in HTML Format

Hi \${RECEIVEEXTEN},

You have received a new fax **\${FILENAME}** (\${FAXPAGES} pages) at **\${FAXDATE}** from **\${CALLERIDNUM} \${CALLERIDNAME}**.

Buttons: Preview, Restore Default Template, Template Variables, Cancel, Save

Fax Email Template

\${CALLERIDNUM}	Caller ID Number
\${CALLERIDNAME}	Caller ID Name
\${RECEIVEEXTEN}	The extension receiving the fax
\${FILENAME}	The name of the generated fax file
\${FAXPAGES}	The number of pages in the fax
\${FAXDATE}	The date and time of when the fax was received

Users can receive Fax emails on the email address associated with their extension, or they can configure an alternate email address in the Fax settings, which will be used if no extension email address is available.

In order to enable Fax emails for a specific extension, please set “**Fax Mode**” to **Fax Detection** and “**Fax to Email**” to **Yes**, under **Extension→Edit Extension→Advanced Settings**.

Extensions > Edit Extension: 1000

Basic SettingsMediaFeaturesVoicemailCustom TimeWave ClientFollow MeAdvanced Settings

SIP Settings

Send PCPID Header

Enable Keep-alive

* TEL URI

Disabled

ACL Policy

Allow All

Enable Auto-Answer

Keep-alive Frequency

60

Fax

* Fax Mode

Fax Detection

Fax to Email

Yes

Cancel

Save

Extension Fax Settings

To set the default email address that will be used if the fax destination does not have an email address configured, go to **Advanced Call Features→Fax/T.38→Fax Settings**.

Fax/T.38

Fax extensions can receive T.38 faxes and send them to specified email addresses.

Note: Alternatively, users can enable the Fax to Email feature if Fax Mode is set to "Fax Detection" in the Extensions and VoIP Trunks settings.

AddDeleteFax Settings

Extension

Name

Email Address

No data

List of Fax Files

DeleteClear

Name

Date

No data

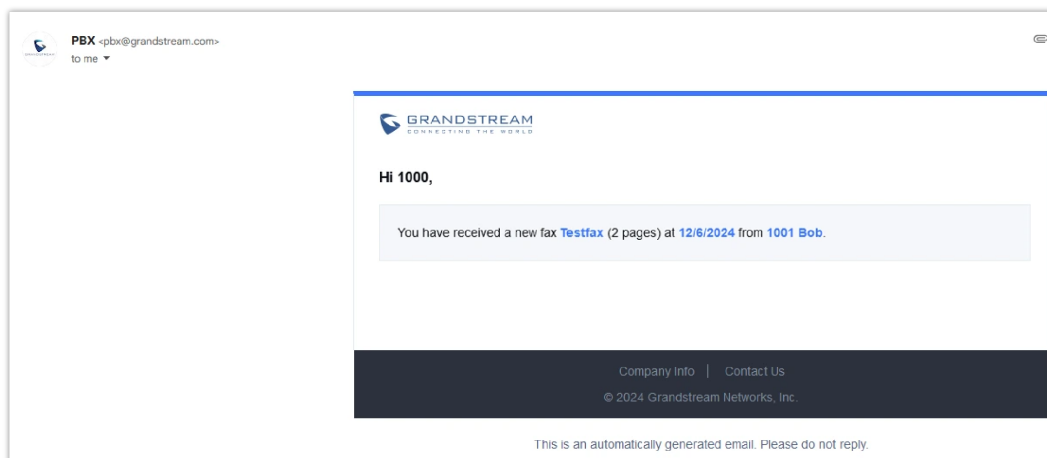
Fax Settings

Fax/T.38 > Fax Settings

- * Enable Error Correction Mode ☒
- * Maximum Transfer Rate
- * Minimum Transfer Rate
- * Max Concurrent Sending Fax
- * Fax Queue Length
- User Information in Fax Header ☐
- Fax Header Information
- Default Email Address** [Email Template](#)
- Send PDF Files Only ☐
- Enable Fax Resend ☐
- Max Resend Attempts
- Fax Resend Frequency

Fax Default Email Address

The image below is an example of the received Fax email:



Fax Email

Fax Sending

The Fax sending email template allows to customize the emails received by users after sending Fax. The variables of this template are:

Email Settings > Edit Email Template: Fax Sending

* Subject Send fax to \${RECEIVER}

Message in HTML Format

Hi \${SENDER},

You have sent a new fax file to \${RECEIVER}.

Grandstream \${UCM6XXX} \${VERSION} Send Fax History Report

DATE	TIME	TYPE	RESULT
\${DATE}	\${TIME}	Send	OK

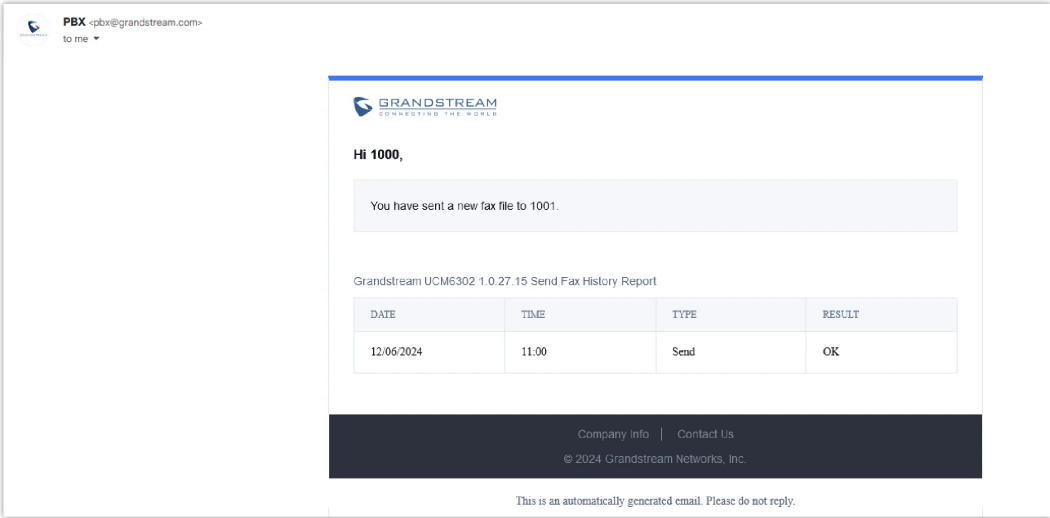
[Preview](#) [Restore Default Template](#) [Template Variables](#)

[Cancel](#) [Save](#)

Fax Sending Email Template

\${SENDER}	Display Name
\${RECEIVER}	Recipient
\${UCM6XXX}	UCM Model
\${VERSION}	Firmware Version
\${DATE}	Date Sent
\${TIME}	Time Sent

The configuration of the Fax Sending email address follows the same steps mentioned in the [Fax section](#). The email received appears as follows:



Fax Sending Email

PMS

The PMS template allows admins to receive the entirety of voicemails received by the room extension after guest checkout. The variables of this template are:

Email Settings > Edit Email Template: PMS

* Subject: New voicemails from room \${ROOM_NAME}

Message in HTML Format

Hi,

You have received voicemails \${FILENAME} at \${PMSDATE} from room \${ROOM_NAME} after guest \${USER_NAME} check out.

Preview Restore Default Template Template Variables

Cancel Save

PMS Email Template

\${FILENAME}	Name of the created PMS voicemail backup
\${PMSDATE}	Date and time of when the PMS voicemail backup was received
\${ROOM_NAME}	Room Number
\${USER_NAME}	The name of guest

To receive these email notifications, users need to enable voicemail backup for local PMS and configure a recipient email address under **Integrations→PMS→Basic Settings**.

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

PMS Module: Local PMS

Wakeup Prompt: Wake Call [Upload Audio File](#)

Room Status Update Prompt: Default Room Status Update Prompt [Upload Audio File](#)

Back Up Voicemail Recordings ☒

Storage Location: ☐ SD Card ☐ USB 1 ☐ USB 2 ☐ NAS ☒ SFTP Server

Email Address: user@grandstream.com

Destination Directory:

Sync Guest Name to Phone: ☐

Automatically Clear Phone Call History: None

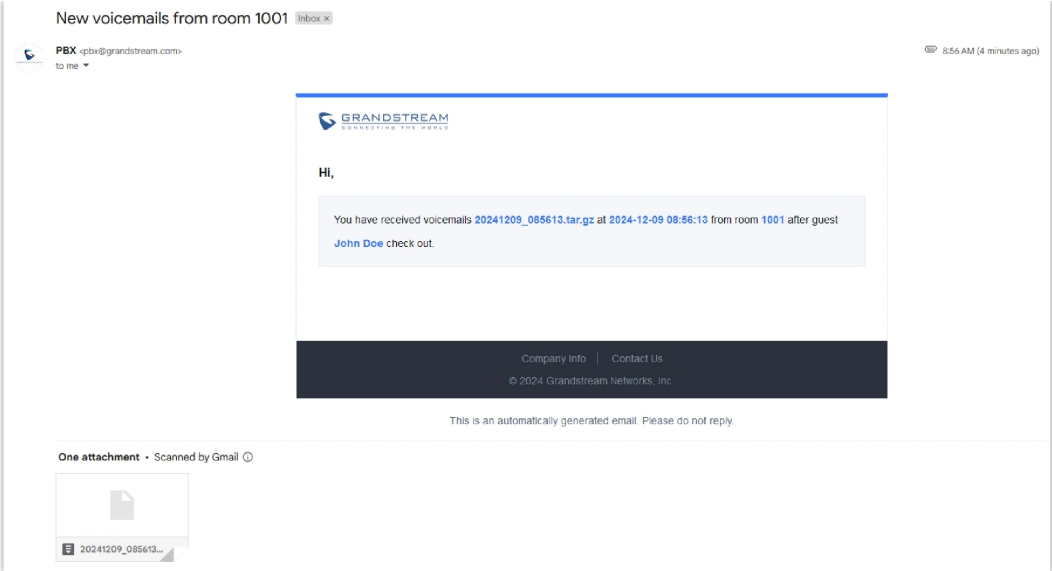
Automatically Clear Wakeup Calls: None

Automatically Clear Wave Chat History: None

Automatically Reset User/Wave Password: ☐

PMS Basic Settings

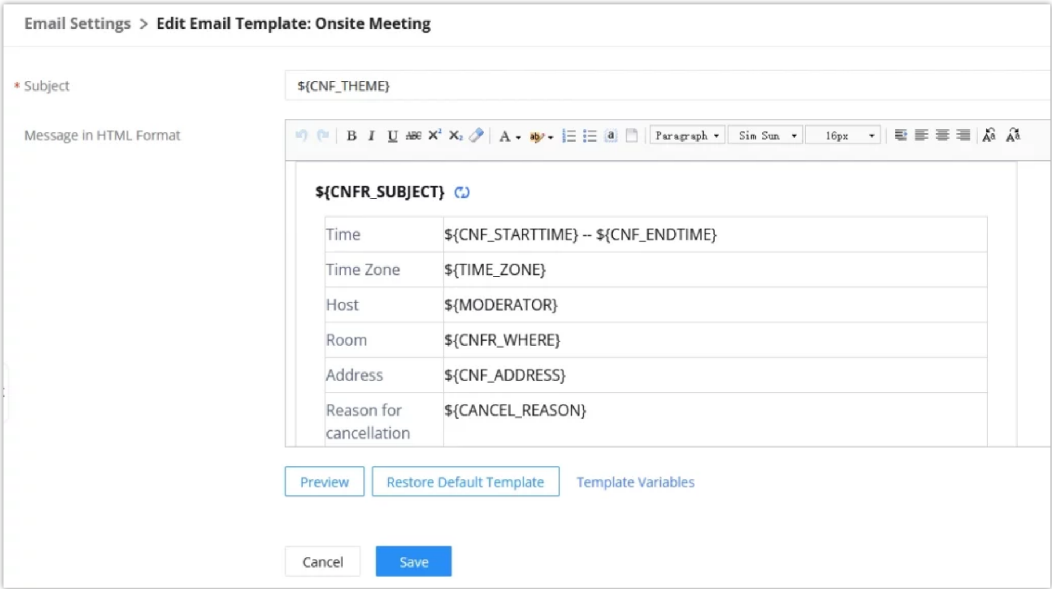
If the settings are properly configured, the chosen recipient chosen will receive this email after every guest checkout:



PMS Email

Onsite Meeting

When an onsite meeting is scheduled, the host and participants receive an automated email with the details of the meeting. This template can be used to personalize that email and it includes the following variables:

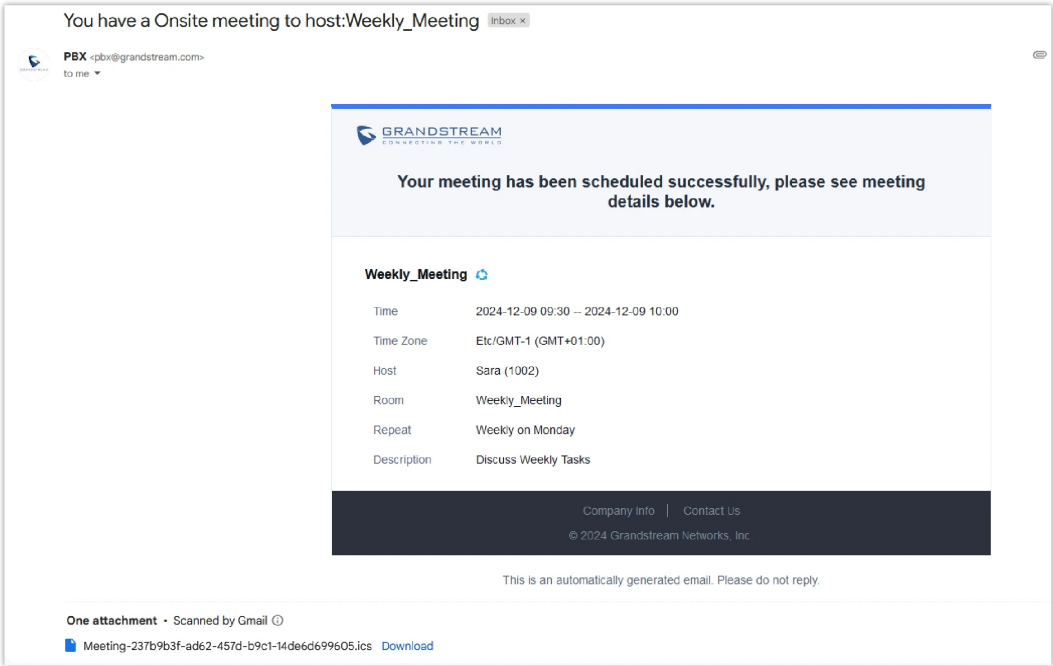


Onsite Meeting Template

<code>\${CNF_THEME}</code>	The theme of the meeting. Used in the email subject field by default.
<code>\${CNF_STARTTIME}</code>	The start time of the meeting
<code>\${CNF_ENDTIME}</code>	The end time of the meeting
<code>\${CNFR_MSG}</code>	Detailed information of the scheduled meeting
<code>\${CNFR_SUBJECT}</code>	The topic of the meeting. Used in the email body by default.
<code>\${CNFR_DESCRIPTION}</code>	The description of the meeting
<code>\${CNFR_WHERE}</code>	The meeting room

<code>\${TIME_ZONE}</code>	Time zone details
<code>\${REPEAT}</code>	Meeting repeat meeting cycle
<code>\${MODERATOR}</code>	Meeting host
<code>\${CNFR_ADDRESS}</code>	Office building
<code>\${CANCEL_REASON}</code>	Reason for cancelation

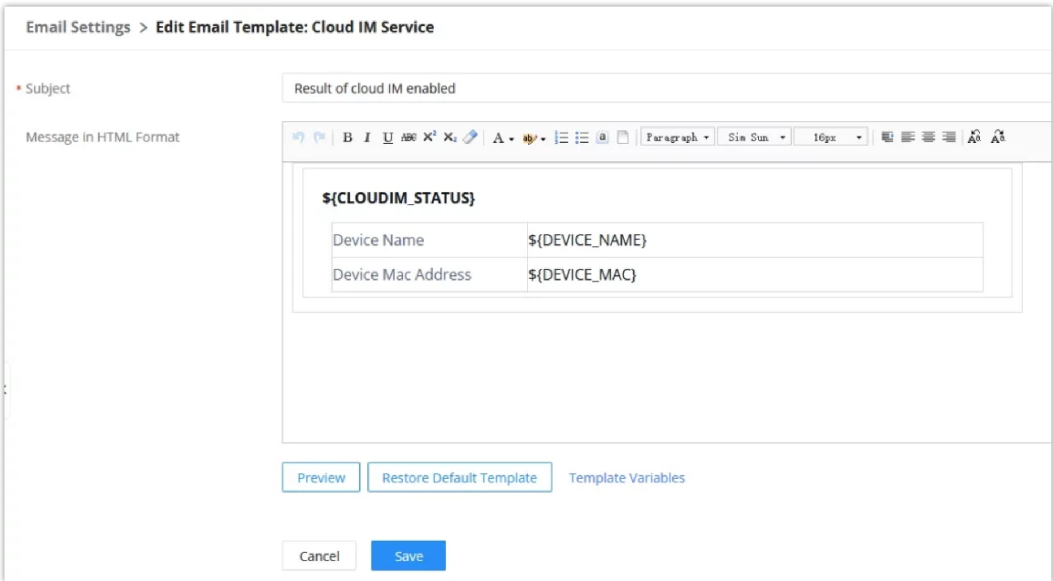
Besides the meeting information, the email also contains a calendar file (.ics) for the scheduled meeting. Below is an example of the email:



Onsite Meeting Email

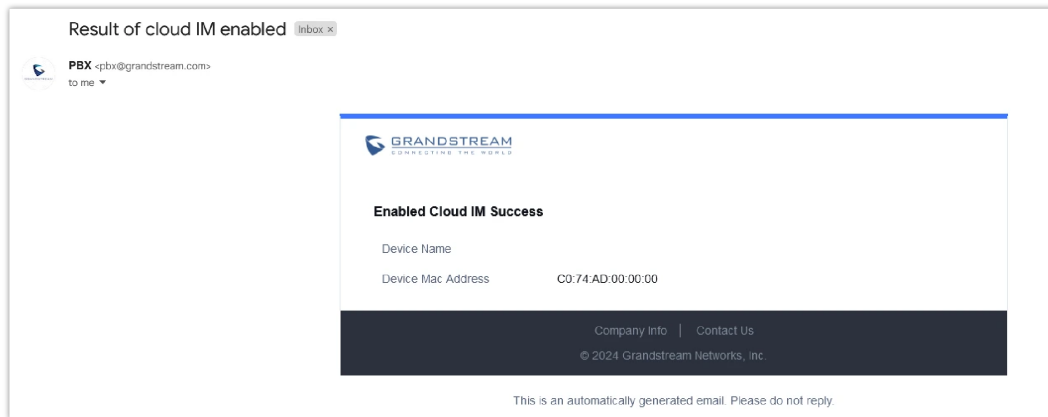
Cloud IM Service

The Cloud IM Service email is used to notify administrators that the service has been enabled for the UCM. The template of this email contains three variables:



\${CLOUDIM_STATUS}	Cloud IM Status
\${DEVICE_NAME}	Device Name
\${DEVICE_MAC}	MAC Address of Current UCM

Once Cloud IM is enabled, the admin receives this email:

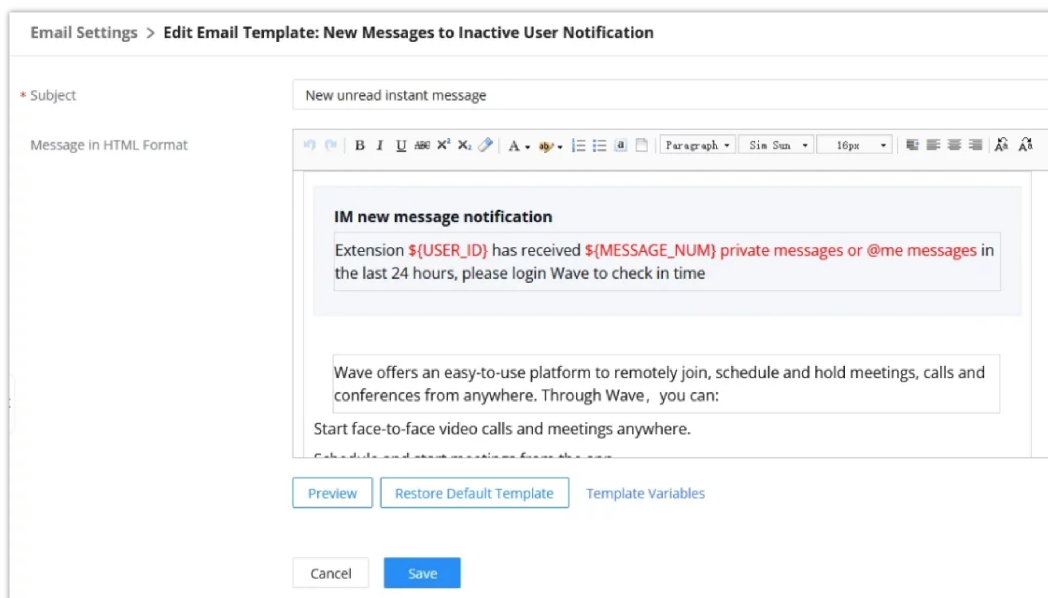


Cloud IM Service Email

New Messages to Inactive User Notification

If an extension under the UCM has not logged into Wave for more than 7 days, and a new message is received, an email notification will be sent to the extension notifying them of the amount of direct messages received in the last 24 hours. This applies to both local IM and Cloud IM.

This template allows for customization of email notifications and includes two key variables: **\${MESSAGE_NUM}**, which represents the number of missed messages, and **\${USER_ID}**, which corresponds to the extension number in question.

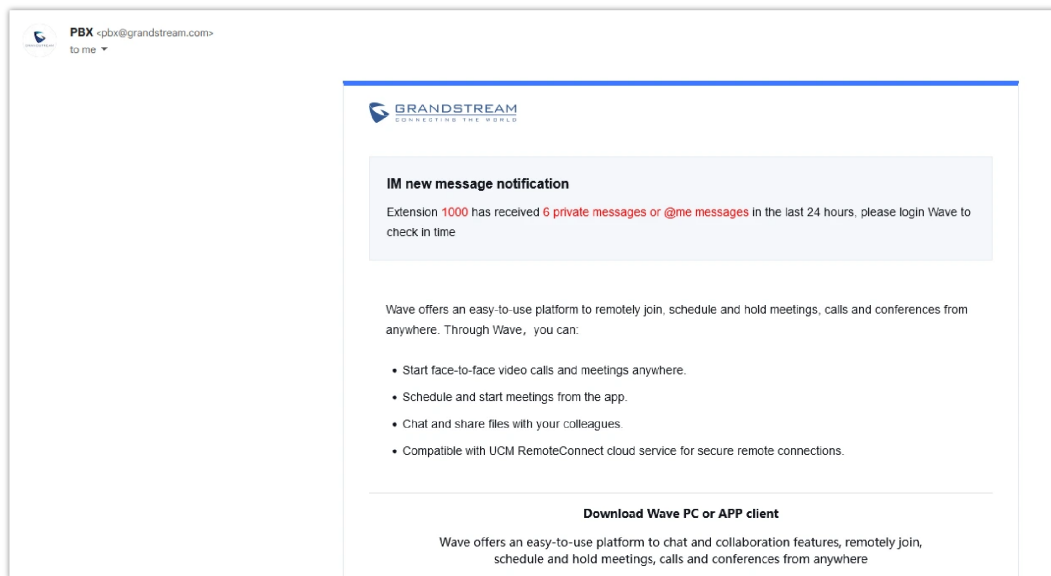


New Messages to Inactive User Notification Template

To enable the New Messages to Inactive User Notification, go to **Messaging→IM Settings**.

IM Settings

If a user extension meets the criteria mentioned above, it is considered inactive and its corresponding email address automatically receives an email as follow:



New Messages to Inactive User Notification Email

Wake-up Call Service Failure

A wake-up call service is a service provided by the UCM's local PMS where a guest can request to be woken up at a specific time. If the wake-up call fails, an automated email will be sent to the administrator that follows this template.

The variables of the Wake-up Call Service Failure are:

Email Settings > Edit Email Template: Wake-up Call Service Failure

* Subject: Wakeup Failed email notify

Message in HTML Format

A total of \${WAKEUP_TOTAL} wakeup service failures.
Statistical Time: \${WAKEUP_STARTTIME} - \${WAKEUP_ENDTIME}

WAKE UP TIME	ROOM	ANSWER STATUS
\${WAKEUP_ITEM}		

[Preview](#) [Restore Default Template](#) [Template Variables](#)

[Cancel](#) [Save](#)

Wake up Call Service Failure Template

\${WAKEUP_TOTAL}	Number of Wake-up Call Service Failure
\${WAKEUP_STARTTIME}	The Start Time of The Wake-up Call Failure Statistics
\${WAKEUP_ENDTIME}	The End Time of the Wake-up Call Failure Statistics
\${WAKEUP_ITEM}	Wake-up Call Failure Message

Users can enable the Wake-up Call Service Failure email under **Integrations→PMS→Wakeup Service**.

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Pending Wake-Up Wake-Up History

[Add](#) [Edit](#) [Delete](#) [Wake-Up Call Failure Notification](#)

☐ Room Number	Action Status	Wake Up Date	Start Time
☐ 1000	Pending	2024-12-09	09:43
☐ 1001	Pending	2024-12-09	09:45

PMS > Wake-Up Call Failure Notification

Voicemail Notification ☐

Email Notification ☒ [Email Template](#)

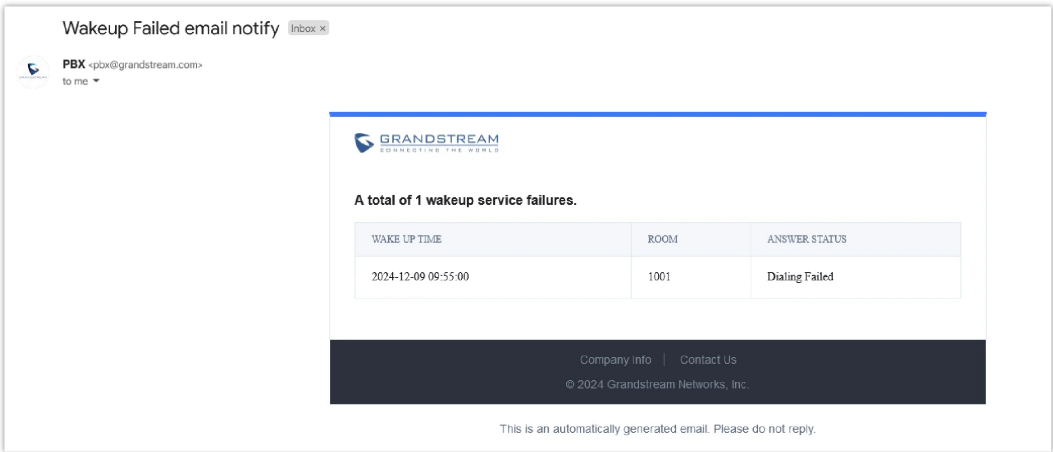
* Receive Email [Add Email Address](#) [+](#)

Delivery Method

[Cancel](#) [Save](#)

Wake up Call Failure Notification Settings

If a scheduled wake-up call fails, the email address configured above will receive the following message:

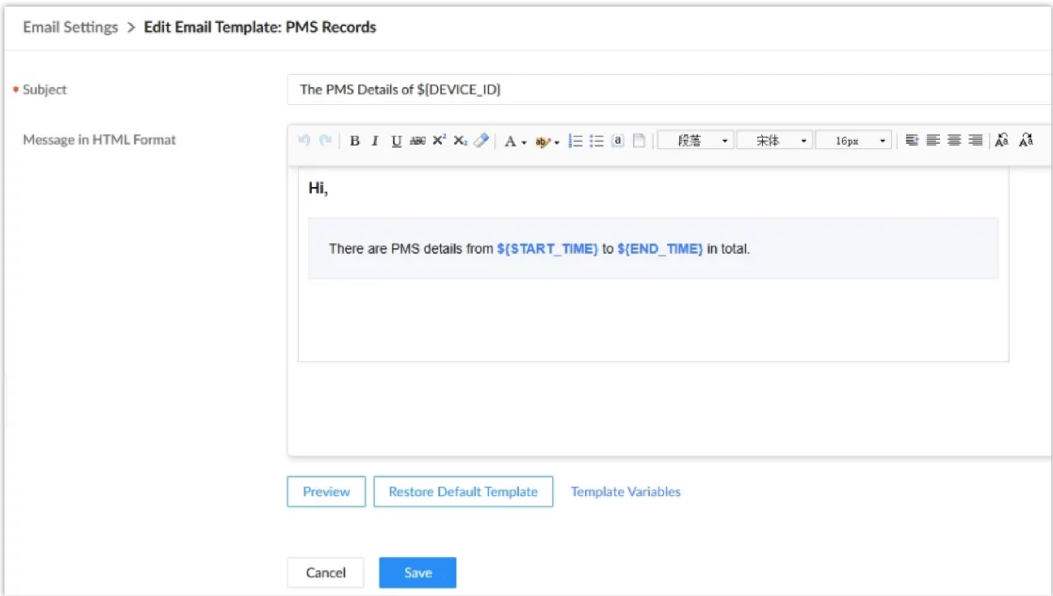


Wake up Call Service Failure Email

PMS Records

The PMS Records email template is used to automatically deliver past PMS data (such as wake-up logs, check-in/check-out history, or CDR PMS entries) to the configured recipient at scheduled intervals.

The export period is defined from the PMS Basic Settings page and may be daily, weekly, or monthly. The variables available for this template are listed below:



PMS Records Email Template

\${DEVICE_ID}	The UCM identifier that generated the PMS export.
\${START_TIME}	Start timestamp of the PMS record export window.
\${END_TIME}	End timestamp of the PMS record export window.

To configure automatic PMS records email delivery:

1. Navigate to **Integrations→PMS→Basic Settings**.
2. Enable **Periodically Email Records**.
3. Under **Type**, select the PMS data you want included.
4. Configure the **Period** and **Time** when the export should run.
5. Enter one or more **Email** addresses to receive the PMS records.

Periodically Email Records ⓘ ☒

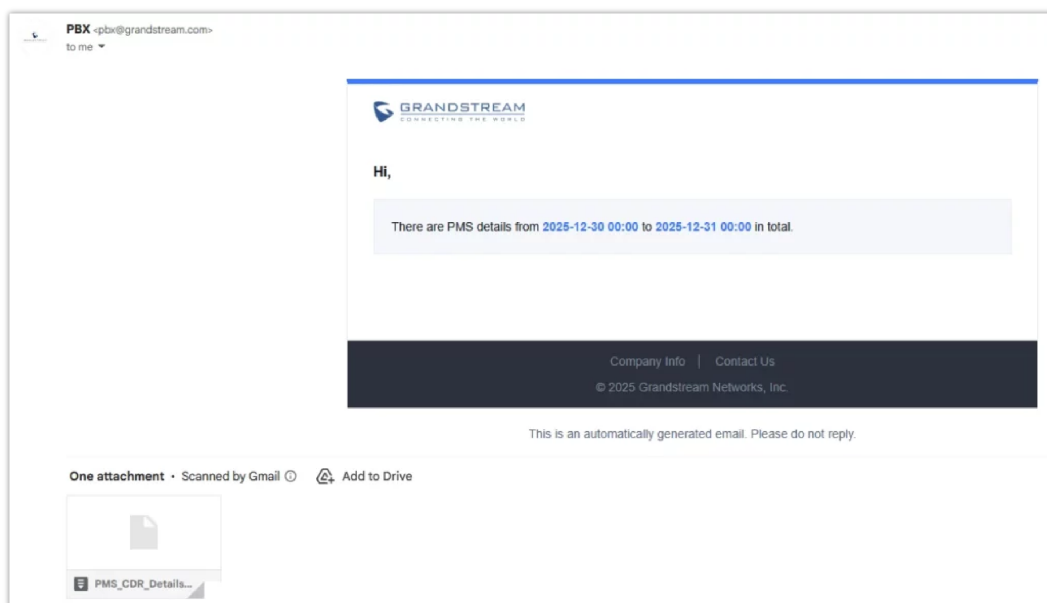
* Type ⓘ ☒ Wakeup Service ☒ Check-in/Check-out History ☐ CDR Records

* Period ⓘ By Day 07:00

* Email ⓘ front.desk@company.com

Add +

Once PMS record delivery is triggered, the configured recipients will receive an email similar to the example shown below.



Wake-up Call Service IVR Notification

The Wake-up Call Service IVR Notification email template is used to notify designated recipients when a guest interacts with the Wake-up Call IVR. Based on the key pressed by the guest (for example, *Normal*, *Need Help*, or *Abnormal*), the UCM sends an email reporting the IVR status for the associated room.

This notification helps hotel staff respond quickly to guest requests or abnormal wake-up situations.

The variables available for this template are listed below:

Email Settings > Edit Email Template: Wake-up Call Service IVR Notification

* Subject Wake-Up IVR Notification

Message in HTML Format

Hi,

The IVR status of the wake-up call service in room \${ROOM} is \${STATUS}.

Preview Restore Default Template Template Variables

Cancel Save

Wake up Call Service IVR Notification Email Template

#{ROOM}	Room number where the wake-up IVR was triggered.
#{STATUS}	Wake-up Call IVR press notification status associated with the pressed key.

To configure IVR notifications for wake-up calls, please refer to the following instructions:

1. Navigate to **Integrations→PMS→Wakeup Service** and create or edit a wake-up entry.
2. Enable **Wake-Up Call IVR**.
3. Select a **Wake-up Call IVR Strategy** (IVR flow).

PMS > Create New Wakeup Service

Room Number

1000 ×

Start Time

2025-12-31

15:13

Repeat ⓘ

No Repeat

Number of Redials ⓘ

3

Redial Interval (minutes) ⓘ

5

Wake-Up Call IVR ⓘ

Wake-up call IVR Strategy ⓘ

Wakeup_Flow

IVR Settings

Wake-up Call IVR Notification

Wake-up Call IVR Press Notification

Email Notification

Cancel

Save

4. Click **Wake-up Call IVR Press Notification** to map each IVR key to a status (Normal, Need Help, Abnormal, Custom, etc.).

PMS > Wake-up Call Notification

Wake-up Call IVR Press Notification

ⓘ If you need to send corresponding e-mail or voice notification to the IVR destination according to the called key, please set the status of the key and the prompt.

Key Settings	Key	Status	Prompt ⓘ
	0	Normal	Normal
	1	Need Help	Need Help
	2	Abnormal	Abnormal
	3	Normal	Normal
	4	Normal	Normal
	5	Custom	None
	6	Custom	None
	7	Custom	None
	8	Custom	None
	9	Custom	None
	*	Custom	None
	Timeout	Abnormal	Abnormal
	Invalid	Abnormal	Abnormal

Upload Audio File

Upload Audio File

Upload Audio File

Upload Audio File

Upload Audio File

Upload Audio File

To configure email delivery when a guest presses a key during the wake-up IVR:

1. Go to **Basic Call Features→IVR**, edit/create the wake-up IVR, and open **Key Pressing Events**.
2. For each key, set **Destination** to **Email (PMS Wake-up Call Notification)**.
3. Enter the recipient email address (for example, front desk or hotel management).

IVR > Edit IVR: Wakeup_Flow

Basic Settings Key Pressing Events

To send different notifications to the specified destinations based on the callee's key presses, after completing the settings here, please go to [Wake-up Call Notification](#) for additional settings: Wake-up Call IVR Key Notification.

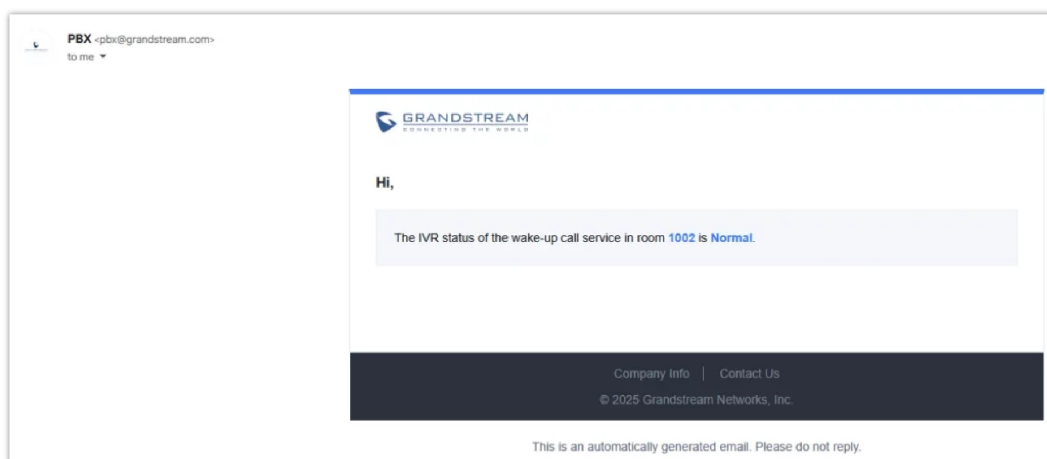
Key Event Type ☒ Standard ☐ Custom

Key Events

Key	0
Destination	Email (PMS Wake-up Call Notification) front.desk@grandstream.com
Key	1
Destination	Voicemail (PMS Wake-up Call Notification) 1000 Jane Don

4. Save and apply the configuration.

When the guest presses a key during the wake-up call, the UCM sends an email using the template, indicating the room number and IVR status.



Reservation Notification

The Reservation Notification email template is used to notify the booking contact when a reservation is created. The email includes the core reservation details such as guest contact information, room type, and expected stay period.

The variables available for this template are listed below:

Email Settings > Edit Email Template: Reservation Notification

Subject Hotel reservation successful: \${CHECKIN_DATA} check-in

Message in HTML Format

Hotel reservation confirmed! Please present valid identification documents (such as ID cards or passports) and check in at the hotel on \${CHECKIN_DATA}.

Customer Name	\${CUSTOMER_NAME}
Mobile Number	\${MOBILE_NUMBER}
Mail	\${MAIL}
Room Type	\${ROOM_TYPE}
Arrival Date	\${CHECKIN_DATA}
Expected Departure Date	\${CHECKOUT_DATA}

Preview Restore Default Template Template Variables

Cancel Save

Reservation Notification Email Template

<code>\${CUSTOMER_NAME}</code>	Booking contact name.
<code>\${MOBILE_NUMBER}</code>	Booking contact mobile phone.
<code>\${MAIL}</code>	Booking contact email address.
<code>\${ROOM_TYPE}</code>	Reserved room type.
<code>\${CHECKIN_DATA}</code>	Estimated check-in time.
<code>\${CHECKOUT_DATA}</code>	Expected check-out time.

To allow the PMS to automatically send reservation emails:

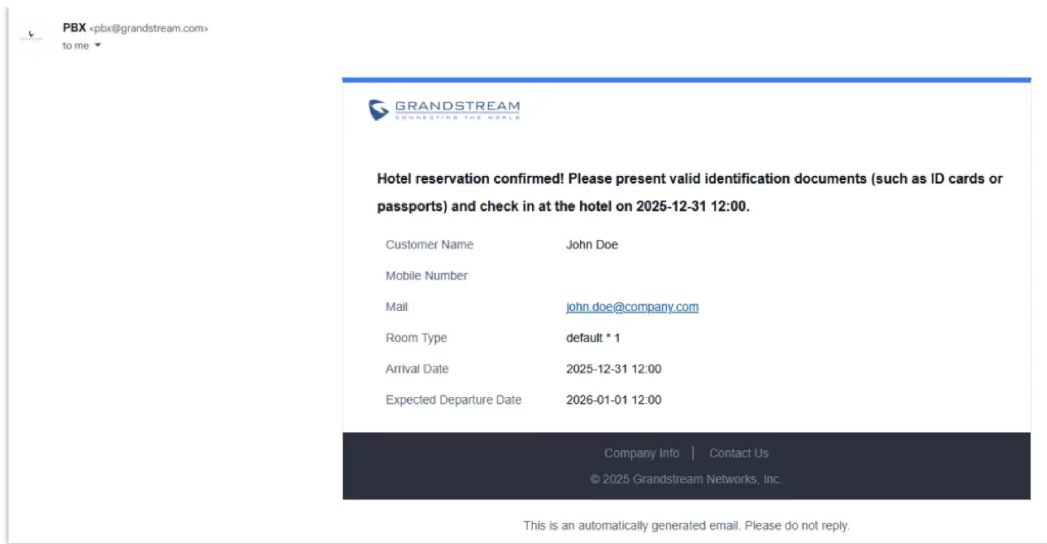
1. Navigate to **Integrations→PMS→Basic Settings**.
2. Enable **Guest Email**.
3. Enable **Reservation Notification**.
4. Ensure the reservation record contains a valid customer email address.

The screenshot shows the PMS Basic Settings interface. The 'Other' section contains the following settings:

- Back Up Voicemail Recordings: ☐
- Sync Guest Name to Phone: ☐
- Review Bill at Check-Out: ☒
- Currency Unit: Dollar: \$
- Periodically Email Records: ☐
- Guest Email: ☒

If enabled, the system will send corresponding notifications to customers. Notifications will not be sent if the customer's email address is not set.
- Reservation Notification: ☒** (highlighted with a red box)
- Billing Notification: ☒

Once a reservation is successfully created, the booking contact will receive an email similar to the example shown below, summarizing the reservation details.



Reservation Cancellation Notification

The Reservation Cancellation Notification email template is used to notify the booking contact when an existing reservation is cancelled. The email summarizes the reservation details and confirms that the booking is no longer active.

Cancellation notifications are sent automatically when reservation records are deleted or cancelled in the PMS, provided that reservation email notifications are enabled.

Email Settings > Edit Email Template: Reservation Cancellation Notification

Subject: Hotel reservation has been cancelled: \${CHECKIN_DATA} check-in

Message in HTML Format

Your hotel reservation has been cancelled.

Customer Name	\${CUSTOMER_NAME}
Mobile Number	\${MOBILE_NUMBER}
Mail	\${MAIL}
Room Type	\${ROOM_TYPE}
Arrival Date	\${CHECKIN_DATA}
Expected Departure Date	\${CHECKOUT_DATA}

Preview Restore Default Template Template Variables

Cancel Save

Reservation Cancellation Notification Email Template

\${CUSTOMER_NAME}	Booking contact name.
\${MOBILE_NUMBER}	Booking contact mobile phone.
\${MAIL}	Booking contact email address.
\${ROOM_TYPE}	Reserved room type.
\${CHECKIN_DATA}	Estimated check-in time.
\${CHECKOUT_DATA}	Expected check-out time.

To enable automatic cancellation notifications:

1. Navigate to **Integrations→PMS→Basic Settings**.

2. Enable **Guest Email**.
3. Enable **Reservation Notification**.
4. Ensure the reservation record contains a valid customer email address.

PMS

Basic Settings Room Management Check-in Management Wakeup Service Mini Bar Housekeeper

Other

Back Up Voicemail Recordings ☐

Sync Guest Name to Phone ☐

Review Bill at Check-Out ☒

Currency Unit Dollar: \$

Periodically Email Records ☐

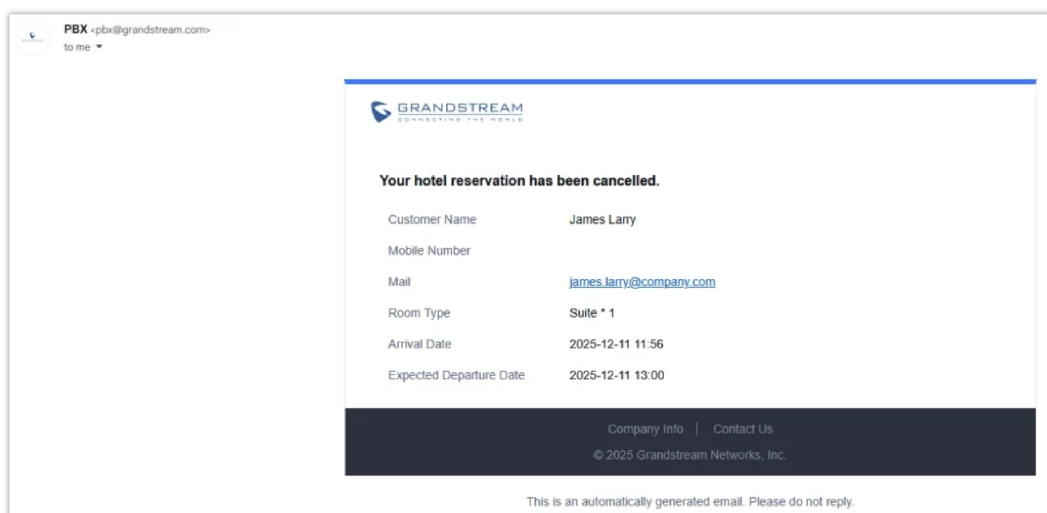
Guest Email ☒

☒ If enabled, the system will send corresponding notifications to customers. Notifications will not be sent if the customer's email address is not set.

Reservation Notification ☒

Billing Notification ☒

Once a reservation is cancelled, the booking contact will receive an email similar to the example shown below, confirming the cancellation and listing the reservation details.



Billing Notification

The Billing Notification email template is used to send guests a summary of their hotel bill during check-out. The email includes the guest's contact information, room type, stay period, and a breakdown of billable charges such as room fees, call charges, minibar costs, and any additional charges applied during the stay.

The variables available for this template are listed below:

Email Settings > Edit Email Template: Billing Notification

• Subject: Hotel bill notification: \${CHECKIN_DATA} - \${CHECKOUT_DATA}

Message in HTML Format

Here is your hotel bill:

Customer Name	\${CUSTOMER_NAME}
Mobile Number	\${MOBILE_NUMBER}
Mail	\${MAIL}
Room Type	\${ROOM_TYPE}
Billing date:	\${CHECKIN_DATA} - \${CHECKOUT_DATA}

[Preview](#)
[Restore Default Template](#)
[Template Variables](#)

[Cancel](#)
[Save](#)

Billing Notification Email Template

\${CUSTOMER_NAME}	Booking contact name.
\${MOBILE_NUMBER}	Booking contact mobile phone.
\${MAIL}	Booking contact email address.
\${ROOM_TYPE}	Room type assigned to the guest.
\${CHECKIN_DATA}	Actual check-in time.
\${CHECKOUT_DATA}	Actual check-out date.
\${ROOM_CHARGES}	Total room fee for the stay.
\${CALL_CHARGES}	Total call charges incurred.
\${MINI_BAR_COST}	Total minibar charges.
\${OTHER_COSTS}	Additional charges applied.
\${TOTAL_COSTS}	Overall total cost for the stay.

To allow the PMS to automatically send billing emails:

1. Navigate to **Integrations→PMS→Basic Settings**.
2. Enable **Guest Email**.
3. Enable **Billing Notification**.
4. Ensure the guest profile or reservation includes a valid email address.

PMS

[Basic Settings](#) [Room Management](#) [Check-in Management](#) [Wakeup Service](#) [Mini Bar](#) [Housekeeper](#)

Other

Back Up Voicemail Recordings ⓘ ☐

Sync Guest Name to Phone ⓘ ☐

Review Bill at Check-Out ⓘ ☒

Currency Unit

Periodically Email Records ⓘ ☐

Guest Email ☒

ⓘ If enabled, the system will send corresponding notifications to customers. Notifications will not be sent if the customer's email address is not set.

Reservation Notification ⓘ ☒

Billing Notification ⓘ ☒

Email Template [Go](#)

During check-out, the guest will receive an email similar to the example shown below, summarizing their stay and all associated charges.

PBX <pbx@grandstream.com>
to me ▾



Here is your hotel bill:

Customer Name John Doe

Mobile Number

Mail john.doe@company.com

Room Type Suite

Billing date: 2025-12-11 11:45 - 2025-12-11 13:52

Room charges	260.00
Call charges	0.00
Mini Bar Costs	0.00
Other Costs	0.00
Total Costs	260.00

Company Info | Contact Us

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This is an automatically generated email. Please do not reply.

Self-Check-in Notice

The Self-Check-In Notice email template is used to guide guests through the online check-in process. The email contains a secure self-check-in link, reservation details, and step-by-step instructions that the guest must complete prior to arrival.

The variables available for this template are listed below:

Email Settings > Edit Email Template: Self-Check-in Notice

Subject: Self-Check-In Instructions

Message in HTML Format

Dear \${BOOKER_LASTNAME}

Thank you for your upcoming stay! To ensure a smooth experience, we've enabled self-check-in for your reservation. Below are all the details you'll need:

Online Check-In

The link will be valid 24 hours when you receive.

- 1 Click the button or visit [\\${PUB_URL}](#)
- 2 Confirm your reservation details and identity.
- 3 After arriving at the hotel, go to the lobby to collect the room card.

Preview Restore Default Template Template Variables

Cancel Save

Self Check in Notice Email Template

\${BOOKER_LASTNAME}	Booking contact last name.
\${BOOKER_NAME}	Booking contact first name.
\${MOBILE_NUMBER}	Booking contact phone number.
\${MAIL}	Booking contact email address.
\${ROOM_TYPE}	Reserved room type.
\${ROOM_NUMBER}	Assigned room number (if pre-assigned).
\${CHECKIN_DATE}	Estimated check-in date and time.
\${CHECKOUT_DATE}	Expected check-out date and time.
\${PRE_PAYMENT}	Paid amount before arrival (if applicable).
\${PUB_URL}	Public self-check-in link.

To automatically send self-check-in emails to guests, please refer to these instructions:

1. Navigate to **Integrations→PMS→Basic Settings**.
2. Under **Self-Service Settings**, enable **Self Check-in via Email**.
3. Configure **Send in Advance (hrs)** to define how long before arrival the email is sent.
4. Ensure a valid email address is configured for the booking contact.

PMS

Basic Settings Room Management Check-in Management Wakeup Service Mini Bar Housekeeper

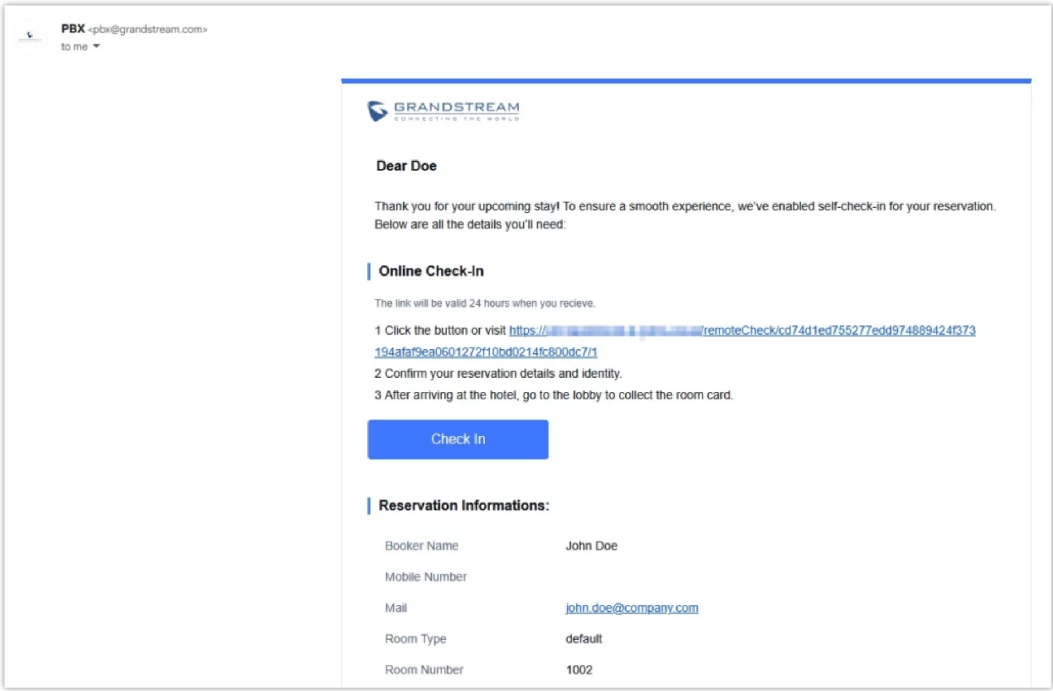
Self-Service Settings

To ensure successful email delivery, please set the email addresses for both the booker and the guest in advance.

Self Check-in via Email ☒ [Check-in Email Template](#)

Send in Advance (hrs) Range 0 - 6

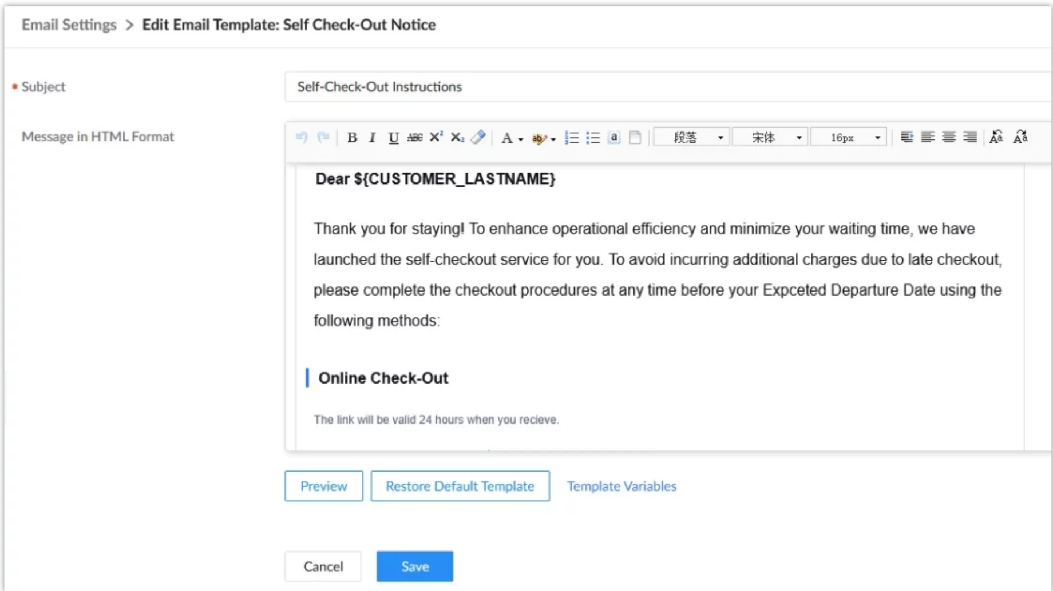
Before the guest’s estimated check-in, the system sends a self-check-in email similar to the example shown below. The guest can click the link to complete identity verification and check-in steps online.



Self Check-Out Notice

The Self-Check-Out Notice email template is used to notify guests before their scheduled departure that self-service check-out is available. The email provides a secure link the guest can use to review payment, confirm departure, and complete check-out without visiting the front desk.

The variables available for this template are listed below:



Self Check Out Notice Email Template

\${CUSTOMER_LASTNAME}	Guest last name.
\${CUSTOMER_NAME}	Guest full name.
\${MOBILE_NUMBER}	Guest contact phone.
\${MAIL}	Guest email address.

<code>\${ROOM_TYPE}</code>	Room type assigned to the guest.
<code>\${ROOM_NUMBER}</code>	Current room number.
<code>\${CHECKIN_DATE}</code>	Check-in time.
<code>\${CHECKOUT_DATE}</code>	Expected check-out time.
<code>\${PRE_PAYMENT}</code>	Amount paid in advance (if applicable).
<code>\${PUB_URL}</code>	Public self-check-out link.

To automatically send self-check-in emails to guests, please refer to these instructions:

1. Navigate to **Integrations→PMS→Basic Settings**.
2. Under **Self-Service Settings**, enable **Self Check-Out via Email**.
3. Configure **Send in Advance (hrs)** to define how long before check-out the email is delivered.
4. Ensure a valid email address exists in the reservation record.

Note:

If "Check-out is allowed when the bill is not settled" is disabled, the guest must settle outstanding charges before they can complete self-check-out.

PMS

- Basic Settings
- Room Management
- Check-in Management
- Wakeup Service
- Mini Bar
- Housekeeper

Self-Service Settings

To ensure successful email delivery, please set the email addresses for both the booker and the guest in advance.

Self Check-in via Email ⓘ
☒
[Check-in Email Template](#)

Send in Advance (hrs) ⓘ

Range 0 - 6

Self Check-out via Email ⓘ
☒
[Check-out Email Template](#)

Send in Advance (hrs) ⓘ

Range 0 - 6

Allow Check-out with Unsettled Bill ☐

Before departure, the system sends a self-check-out email similar to the example shown below. Guests can use the link to complete the process online and finalize their stay.



Dear Alice

Thank you for staying! To enhance operational efficiency and minimize your waiting time, we have launched the self-checkout service for you. To avoid incurring additional charges due to late checkout, please complete the checkout procedures at any time before your Expected Departure Date using the following methods:

Online Check-Out

The link will be valid 24 hours when you receive.

1 Click the button or visit [https://\[redacted\]/remoteCheck/99772a08c8ca91292135537eaad2e5e104e354efb801c4b22320bfe7d43eedd60/0](https://[redacted]/remoteCheck/99772a08c8ca91292135537eaad2e5e104e354efb801c4b22320bfe7d43eedd60/0)

2 Click "Confirm Check-Out" after confirming that the bill is correct.

3 After receiving the "Check-out Successful" notification, the electronic room card will automatically become invalid and there is no need to go to the front desk.

Check Out

Check-in Informations:

Customer Name Alice Jen

Mobile Number

Mail alice.jen@company.com