

Grandstream IP PBX Solutions

UCM Series - Overview



Comprehensive Collaboration

Grandstream's IP PBX solutions allow organizations to create a high-performance and scalable anchor for communication and collaboration solutions. Our UCM platforms consist of hardware, software, and cloud options so each unified communications deployment can be customized and shaped to the network it is within. Our UCM offerings centralize the configuration and management of a business's voice and video calls, meetings, chat, facility access, intercoms, and more. These platforms come with a suite of comprehensive features that support a truly customized collaboration solution.

Suite of Advanced Features

- Hardware, software, and cloud platforms allow businesses to deploy and take advantage of a UCM solution no matter the vertical and network structure
- Take advantage of the advanced collaboration features such as extension assignment, call routing, interactive voice response (IVR), virtual multimedia meeting rooms, ring/pickup group customization, paging/intercome setup, call queue management, BLF, and presence settings, and much more
- Utilize supporting UCM platform tools such as Grandstream Device Management System, Wave collaboration software, and UCMRemoteConnect

UCM Platform Specs at a Glance

- UCM6300 Series of IP PBX supports up to 3000 users and 450 concurrent calls
- CloudUCM cloud PBX supports up to 200 users and 64 concurrent calls
- SoftwareUCM can support up to 5000 users and 1000 concurrent calls
- All platforms support audio, video, chat, and web meeting capabilities that desktop, mobile, and SIP devices can join
- Support for Full-Band OPUS voice codec, H.264, H.263, H.263+, VP* video codecs
- Multi-tenant options are available with SoftwareUCM and CloudUCM

UCM Platform Quick Comparison Chart

	UCM6300 Series	UCM6300 Audio Series	CloudUCM	SoftwareUCM
Max Users and Concurrent Calls	Up to 3000 users and up to 450 concurrent calls	Up to 1,500 users and up to 200 concurrent calls	Up to 200 users and up to 64 concurrent calls	Up to 5000 users and up to 1000 concurrent calls
Remote Work Ready	Automated NAT firewall traversal with UCMRemoteConnect add-on	Automated NAT firewall traversal with UCMRemoteConnect add-on	Yes	Automated NAT firewall traversal with UCMRemoteConnect add-on
Integrations	API and SDK available for third-party integrations, including CRM and PMS platforms. Salesforce CRM, Sugar CRM, Vtiger CRM, Hmobile PMS, HSC PMS, Microsoft Teams, and other interoperability supported			
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference (not UCM6300 Audio Series), eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax			

Grandstream IP PBX Solutions

Competitive Differentiators



Scalable Business Communications

Business communication capabilities can be scaled by leveraging various features and capabilities our UCM platforms provide.

- **ZeroConfig:** Grandstream's ZeroConfig feature allows Grandstream IP endpoints that are connected to a UCM platform to automatically provision, expanding a solution
- **Software and Cloud Scaling:** SoftwareUCM and CloudUCM can have their plan limits increased based on the needs of the network
- **UCMRemoteConnect:** Our UCM6300 series and SoftwareUCM can use UCMRemoteConnect to expand the typically on-site solution to remote workers with automated NAT firewall traversal

GDMS

Grandstream's UCM solutions can be configured, managed, and monitored using Grandstream Device Management System, our free cloud-based management platform.



- **Enterprise-level Control:** GDMS provides device and account management. Endpoints can be managed individually or in batches of devices by site, group, and model
- **Manage Multiple Organizations:** CloudUCM is deployed on a per-deployment basis, and SoftwareUCM has a multi-tenant mode to create multi-instance UCM modules

Market-Leading Features

Grandstream is constantly innovating and improving our UCM solutions. This means your UCM IP PBX will consistently receive new features, tools, and performance improvements.

- **Advanced Collaboration:** Built-in audio, video, chat, and web meeting platform; supports desktop, mobile devices, and SIP endpoints
- **Powerful Integrations and Expansions:** Easily integrate Grandstream's UCM with CRM platforms, Property Management Systems (PMS), ERP systems, customer service platforms, and similar systems to create seamless business continuity. The available API and SDK also allow for custom functionality and integrations.
- **Highly Customized Collaboration:** Collaboration solutions can be deeply customized using the UCM's suite of features. This includes extensive call management, extension configuration, IVR call routing, and more.
- **Work from Anywhere:** Empower your workforce to communicate and collaborate from anywhere with any of our UCM solutions. With just an internet connection, teams can easily collaborate from any location using our cutting-edge IP phones and the Wave app for desktop, mobile, and web. Additionally, UCMRemoteConnect enables remote workers to be added to a centralized UCM6300 or Software UCM solution.



Grandstream IP PBX Solutions

Grandstream Product Integration

Grandstream Wave

- Wave is a mobile, desktop, and web app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM platform
- Available for Android and iOS devices as well as PC/Mac, and can be quickly configured by scanning a barcode produced by a UCM platform solution
- Users can remotely join meetings, calls, and conferences, with support for resolutions up to 1080p and HD audio



IP Endpoints

- Grandstream has a wide range of desktop and cordless IP phones; all of these devices work with our UCM ecosystem to create a highly managed and customized communications network
- By using Grandstream's IP endpoints, system integrators can take advantage ZeroConfig, GDMS, and other tools provided by a full Grandstream deployment



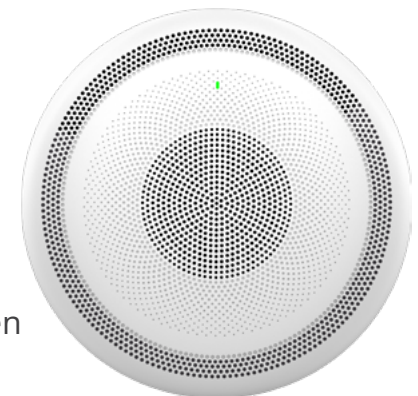
UCMRemoteConnect

- UCMRemoteConnect offers a companion cloud service for the UCM6300 series and SoftwareUCM that provides always-on, automatic NAT firewall traversal to ensure secure connections by remote users
- Provides powerful audio and video collaboration tools to remote users through Grandstream's Wave desktop, web and mobile app, and SIP endpoints integrated with the UCM6300 series or SoftwareUCM
- Offers built-in tools for IT-friendly secure management of remote devices



GSC IP Paging and Intercom

- Grandstream's UCM platforms have paging configurations to create a complete intercom solution, including 2-way, 1-way, private intercoms, and multicast paging
- By using a UCM solution as the anchor for a communications deployment, GSC paging and intercom systems can be deeply customized between various paging groups, extensions, or even dedicated devices



UCM6300 Series Product Breakdown

About the UCM6300 Series

The UCM6300 series allows businesses to build powerful and scalable unified communication and collaboration solutions. This series of IP PBXs provide a platform that unifies all business communication on one centralized network, including voice, video calling, video conferencing, video surveillance, web meetings, data, analytics, mobility, facility access, intercoms and more. The UCM6300 series supports up to 3000 users and includes a built-in web meetings and video conferencing solution that allows employees to connect from the desktop, mobile, GVC series devices and IP phones. It can be paired with the UCM6300 ecosystem to offer a hybrid platform that combines the control of an on-premise IP PBX with the remote access of a cloud solution.

Product Positioning

The UCM6300 ecosystem consists of the Wave app for desktop, web and mobile, which provides a hub for collaborating remotely, and UCM RemoteConnect, a cloud NAT traversal service for ensuring secure remote connections. The UCM6300 series also offers cloud setup and management through GDMS and an API for integration with third-party platforms.

**3000
users**

Support up to 3000 users and up to 450 concurrent calls



Built-in conferencing and meeting platform



API available for third-party integration, including CRM and PMS platforms

Competitive Features

- Supports up to 3000 users and up to 450 concurrent calls
- Zero configuration provisioning of Grandstream SIP endpoints
- Built-in video conferencing & meetings platform; supports desktop, Wave app, and SIP endpoints
- Wave App allows communication with all UCM6300 users & solutions
- API available for third-party integrations, including CRM and PMS platforms
- Advanced security protection with secure boot, unique certificate and random default password to protect calls and accounts
- Automated NAT firewall traversal service facilitates secure remote connections

UCM6300 Series Specs Breakdown

Maximum Call Capacity	Up to 3000 users and up to 450 concurrent calls
IVR	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax
Maximum Attendees of Conference Bridges	Up to 25 simultaneous video conference rooms, up to 300 simultaneous participants in all rooms combined, up to 9 video feeds in all conference rooms
Network Protocols	SIP, TCP/UDP/IP, RTP/RTCP, IAX, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, STUN, SRTP, TLS, LDAP, HDLC, HDLC-ETH, PPP, Frame Relay (pending), IPv6, OpenVPN®
Voice and Video Codecs	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM; T.38 - H.264, H.263, H263+, VP8

UCM6300 Audio Series Product Breakdown

About the UCM6300 Audio Series

The UCM6300 Audio series allows businesses to build powerful and scalable unified communication and collaboration solutions. This series of IP PBXs provide a platform that unifies fundamental business communications needs, including voice, instant messaging (IM), voice meetings, audio web meetings, data, analytics, mobility, facility access, intercoms and more. The UCM6300 Audio Series supports up to 1500 users and includes a built-in instant messaging (IM), voice/web conferencing platform, and the free Wave App that allows users to communicate and collaborate from desktops, mobile devices, IP phones, and other SIP endpoints.

Product Positioning

The UCM6300 ecosystem consists of the Wave app for desktop, web and mobile, which provides a hub for collaborating remotely, and UCM RemoteConnect, a cloud NAT traversal service for ensuring secure remote connections. The UCM6300 audio series also offers cloud setup and management through GDMS and an API for integration with third-party platforms.



Support up to 1500 users and up to 200 concurrent calls



Automated NAT firewall traversal service facilitates secure remote connections



API available for third-party integration, including CRM and PMS platforms

Competitive Features

- Supports up to 1500 users and up to 200 concurrent calls
- Zero configuration provisioning of Grandstream SIP endpoints
- Built-in messaging, audio conferencing, and web meetings platform; supports desktop, Wave app, and SIP endpoints
- Wave App allows communication with all UCM6300 users & solutions
- API available for third-party integrations, including CRM and PMS platforms
- Advanced security protection with secure boot, unique certificate and random default password to protect calls and accounts
- Automated NAT firewall traversal service facilitates secure remote connections

UCM6300 Audio Series Specs Breakdown

Maximum Call Capacity	Up to 1,500 users and up to 200 concurrent calls
IVR	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax
Maximum Attendees of Conference Bridges	Up to 9 meeting rooms and up to 150 parties
Network Protocols	SIP, TCP/UDP/IP, RTP/RTCP, IAX, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, STUN, SRTP, TLS, LDAP, HDLC, HDLC-ETH, PPP, Frame Relay (pending), IPv6, OpenVPN®
Voice Codecs	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM; T.38

CloudUCM

Product Breakdown

About CloudUCM

CloudUCM is a cloud PBX solution that provides a scalable and secure business communication and collaboration platform with powerful features and integrations that enable teams to be more productive than ever before. This cloud PBX unifies all business communication onto one centralized solution that provides voice and video calling, meetings, chat, data, analytics, mobility, surveillance, facility access, intercoms and more. CloudUCM supports all SIP endpoints and the Wave app for desktop, mobile, and web, allowing teams to communicate and collaborate from anywhere on nearly any device.

Product Positioning

By providing a state-of-the-art suite of communication and collaboration features, bank-grade security, advanced customization, and a variety of plan options, CloudUCM is the ideal PBX solution for small-to-medium sized businesses, retail, hospitality, and residential deployments.



Support up to 200 users and up to 64 concurrent calls



Built-in Free SBC services protect CloudUCM systems from external attacks



API available for third-party integration, including CRM and PMS platforms

Competitive Features

- Supports up to 200 users and up to 64 concurrent calls
- Built-in audio, video, and web meeting platform; supports desktop, mobile devices, and SIP endpoints
- Wave App allows communication with all UCM6300 users & solutions
- Built-in Free SBC services protect CloudUCM systems from external attacks
- API available for third-party integrations, including CRM and PMS platforms
- Advanced security and encryption technologies, AWS provides 99.99% service guarantee
- Supports Customer Service platforms WhatsApp, Telegram, & more; built-in live chat for desktop & mobile

CloudUCM Specs Breakdown

Maximum Call Capacity	Capabilities based on CloudUCM plan - Supports up to 200 users and up to 64 concurrent calls
IVR	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax
Built-in SBC	Free; All plans default to built-in SBC services to protect CloudUCM systems from external attacks
Collaboration	Audio and Video Meetings/Conferences, Instant Messaging and Group Chats with End-to-End Encryption, File Sharing, Screen Sharing, In-Meeting Chat, Voice Detection, Meeting Recording, Polls, Surveys, Message status, Advance Whiteboard with Multiplayer Annotation, Meeting Assistant, Onsite Meeting Room Scheduling, and more
Supported UC Endpoints and Client Devices	Supports all SIP endpoints Supports Wave app for desktop (Windows 10+, macOS 10+), web (Firefox, Chrome, Safari, Edge, Opera) and mobile (Android & iOS), Google Chrome extension

SoftwareUCM

Product Breakdown

About SoftwareUCM

SoftwareUCM is a software-based PBX solution that provides a scalable business communication and collaboration platform with powerful features and integrations that enable teams to be more productive than ever before. This software PBX unifies all business communications onto one centralized platform that provides voice and video calling, meetings, chat, data, analytics, mobility, facility access, intercoms, video surveillance, and more. SoftwareUCM supports all SIP endpoints and the Wave app for desktop, mobile, and web, allowing teams to communicate and collaborate from anywhere on nearly any device.

Product Positioning

By providing a state-of-the-art suite of communication and collaboration features, bank-grade security, advanced customization, and a variety of scalable plan options, SoftwareUCM is the ideal PBX solution for enterprises, small-to-medium sized businesses, retail, hospitality, and residential deployments.



Support up to 5000 users and up to 1000 concurrent calls



Automated NAT firewall traversal service facilitates secure remote connections



API available for third-party integration, including CRM and PMS platforms

Competitive Features

- Supports up to 5000 users and up to 1000 concurrent calls
- Zero configuration provisioning of Grandstream SIP endpoints
- Built-in messaging, audio conferencing, and web meetings platform; supports desktop, Wave app, and SIP endpoints
- Wave App allows communication with all UCM6300 users & solutions
- API available for third-party integrations, including CRM and PMS platforms
- Supports Customer Service platforms, WhatsApp, Telegram, etc. Built-in live chat for desktop & mobile
- Automated NAT firewall traversal service facilitates secure remote connections

SoftwareUCM Specs Breakdown

Maximum Call Capacity	Supports up to 5000 users and up to 1000 concurrent calls
IVR	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax, scheduled call, announcement, announcement center, operator panel, time condition routing
Interoperability	Supports Integration with Microsoft Teams (via TeamMate), Outlook, AD Contact, and Office 365 - Supports PMS Integration with Hmobile, Mitel, HSC, IDS, PMS API, local PMS - Supports CRM integration with SugarCRM, Vtiger, Zoho, Salesforce, ACT!, ODOO, and more
Collaboration	Audio and Video Meetings/Conferences, Instant Messaging and Group Chats with End-to-End Encryption, File Sharing, Screen Sharing, In-Meeting Chat, Voice Detection, Meeting Recording, Polls, Surveys, Message status, Advance Whiteboard with Multiplayer Annotation, Meeting Assistant, Onsite Meeting Room Scheduling, and more
Supported UC Endpoints and Client Devices	Supports all SIP endpoints Supports Wave app for desktop (Windows 10+, macOS 10+), web (Firefox, Chrome, Safari, Edge, Opera) and mobile (Android & iOS), Google Chrome extension