# UCM RemoteConnect
## Overview and Basics

## About UCM RemoteConnect (UCMRC)

UCM RemoteConnect empowers businesses to easily build a secure communications and collaboration solution for all employees - on-site and remote. It is a companion cloud service for the UCM6300 Series that provides always-on, automatic NAT firewall traversal to ensure secure connections from anywhere outside the corporate network. UCMRC offers a zero-touch, out-of-the-box platform to be up-and-running immediately and can be centrally managed from the cloud through the Grandstream Device Management System (GDMS). UCM RemoteConnect allows employees to securely work from anywhere using the Wave app for mobile and desktop as well as any Grandstream endpoint registered to a UCM6300 Series IP PBX. By providing a full ecosystem of remote collaboration tools, services and management for the UCM6300 Series, UCM RemoteConnect is the ideal platform for any organization looking to securely support remote workers, multiple offices and more.

## Solution Positioning

UCM RemoteConnect transforms the UCM Series of IP PBXs into a hybrid communication solution that can be easily and securely reached from outside the corporate network. It empowers businesses utilizing the UCM Series to build a communication and collaboration platform that can be securely reached from anywhere using nearly any device. It is the ideal solution for the modern, dispersed business and provides flexibility for future business growth.

Secure remote communication

Secure IP endpoints integrated with UCM6300

Buil-in tools for IT-friendly secure management

Meetings, calls, conferences, chats & more, from anywhere, with Wave app
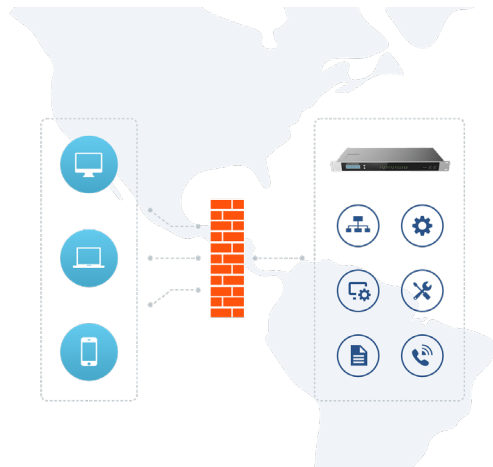
## Competitive Features

- Cloud-based NAT firewall traversal runs on Amazon Web Services (AWS) with 99.9999% reliability
- Pairs with the UCM6300 Series of IP PBXs
- Supports collaboration through the Wave app for desktop, mobile and web as well as any Grandstream endpoint registered to a UCM6300 Series device
- Integrated with GDMS for centralized management
- Cloud storage provides seamless data and file backups as well as well storage security
- CloudIM add-on allows you to sync-together UCM6300 Series in multiple locations
- Built-in advanced system and device monitoring, diagnosis and troubleshooting tools, real-time alerts and reports
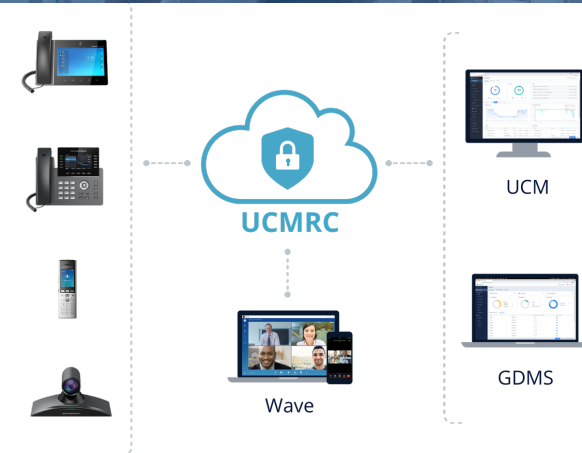
# UCM RemoteConnect
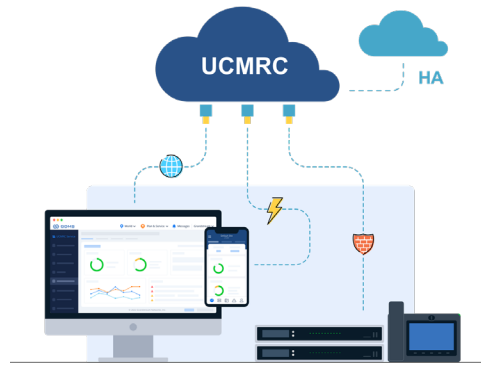
## Securely Collaborate with UCM RemoteConnect

- Centralized, cloud setup & management for the UCM6300 Series
- Automatic NAT traversal ensure secure remote connections
- Active network security protection and monitoring
- Provides a failover mechanism to protect from network outages

## Easy Setup & Remote Management of UCM6300 Ecosystem

- A zero-touch out-of-box platform that allows remote users & devices to reach a UCM6300 from outside your corporate network
- It is up-and-running immediately
- Allows you to manage the UCM6300 Series remotely & centrally

## Easily Build a Solution that Can Be Accessed From Anywhere

Communicate seamlessly by securing connections between the UCM6300 Series, the Wave app and Grandstream SIP endpoints - no matter if users are in the office, working from home or travelling.
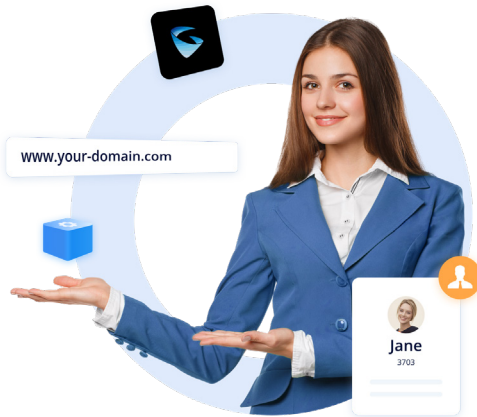
## Powerful Network Security

- UCMRC provides always-on, automatic NAT firewall traversal to ensure secure connections by users outside of your network
- Provides active security protection, monitoring, alarms, troubleshooting and more to ensure your network is always secure

# UCM RemoteConnect

## Wave app - the collaboration hub

- The free Wave app allows teams to communicate and collaborate from anywhere, at anytime, using nearly any device.
- Wave provides easy access to voice and video calls, meetings, chat, file sharing, voicemail and more.

## CloudIM: One Network for All Locations

- The Cloud IM add-on allows you to sync-together UCM6300 Series devices in any location, enabling businesses to build one network that can be utilized across all locations and accessed remotely.

## Customize for Any Business

UCM RemoteConnect allows you to customize your account for your specific business, including custom domain names, logos, contacts and much more.

## Get More from the UCM with Cloud Storage
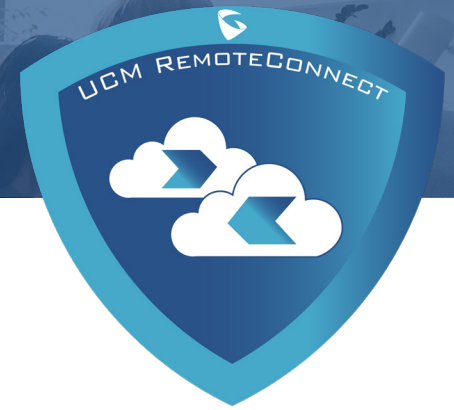
- Cloud storage, available with the Cloud IM add-on, allows you expand the local storage of any UCM6300 Series
- Provides critical backup of data and files
- Allows the UCM series to maximize core services & functionality

# UCM RemoteConnect Plans

| | Basic | Plus | Pro | Business | Enterprise |
|---|---|---|---|---|---|
| List Price | FREE | $195/year | $299/year | $469/year | $829/year |
| Wave app included | ✓ | ✓ | ✓ | ✓ | ✓ |
| Automated NAT Firewall Traversal | ✓ | ✓ | ✓ | ✓ | ✓ |
| Registered Remote Users/Devices | 10 | 50 | 100 | 200 | 400 |
| Concurrent Voice/Video Calls/Meetings | 2 | 8 | 16 | 32 | 64 |
| Maximum Time Per Remote Call/Meeting | 20 mins | Unlimited | Unlimited | Unlimited | Unlimited |
| Max Daily Allotment for Remote Calls/Meetings | 2 Hours | Unlimited | Unlimited | Unlimited | Unlimited |
| Remote Admin of UCM6300 & GS Endpoints | Limited | Comprehensive | Comprehensive | Advanced | Advanced |
| Cloud Storage | No | 1GB | 2GB | 5GB | 10GB |
| System/Device Security & Status Monitoring | No | ✓ | ✓ | ✓ | ✓ |
| Other Features *(see next slides)* | No | Comprehensive | Comprehensive | Advanced | Advanced |
| Cloud IM Service | No | No | Add-On | Add-On | Included |
| Free Trial | Unlimited | First 3 Months | No | No | No |
| Purchase Method | Free | Sold Exclusively Through Authorized Channel Partners | | | |

# UCMRC Features & Add-Ons

## Additional Features

| | Basic | Plus | Pro | Business | Enterprise |
|---|---|---|---|---|---|
| | FREE | $195/year | $299/year | $469/year | $829/year |
| Remote Access to UCM Admin | ✓ | ✓ | ✓ | ✓ | ✓ |
| Access UCM Model info on UCMRC | ✓ | ✓ | ✓ | ✓ | ✓ |
| Access Endpoint Info and Manage Endpoints | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mobile App to remotely manage Endpoint Devices | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mobile App to remotely manage UCM | | ✓ | ✓ | ✓ | ✓ |
| Auto-Sync SIP accounts on UCM server to GDMS | | ✓ | ✓ | ✓ | ✓ |
| Enhanced security, real-time monitoring & alerts | | ✓ | ✓ | ✓ | ✓ |
| Regular Email Reports of Stats and Device Status | | ✓ | ✓ | ✓ | ✓ |
| User Defined Alerts by Email | | ✓ | ✓ | ✓ | ✓ |
| Call Quality Statistics Analysis/Reports | | | | ✓ | ✓ |
| Record UCM Alerts and Send SMS Alerts *(North America Only)* | | | | ✓ | ✓ |

## Add-Ons

| | | Basic | Plus | Pro | Business | Enterprise |
|---|---|---|---|---|---|---|
| | | FREE | $195/year | $299/year | $469/year | $829/year |
| Admin-Only (1GB cloud storage & Remote Admin feature from Plus/Pro plans) | $49 / year | ✓ | | | | |
| Extra 50GB Cloud Storage | $199 / year | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cloud IM Service | $79 / year | | | ✓ | ✓ | Included |

# UCMRC Deployment Scenarios

## Basic

Small offices, restaurants, cafes

Very few remote users and basic remote admin capability is sufficient

## Basic + Admin Add-On

Retail/food chains and hospitals

Very few remote users but advanced remote admin capability is critical

## Plus

Residential, apartments, dorms

Ideal for door access control solutions with many audio/video intercom stations and mobile apps

## Pro

Small-to-medium business

A modest remote workforce with audio/video/ collaboration needs
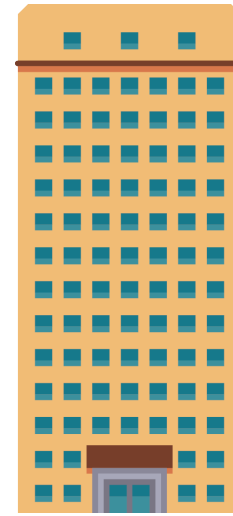
## Business

Medium business

A medium business with a modest remote workforce and audio, video and collaboration needs

## Enterprise

Large Business

A large business with a large remote workforce and audio, video and collaboration needs

# How to Order a UCMRC Plan

## Grandstream Channel Partners

1. Login to your UCM RemoteConnect sales portal account
2. Click "create a new order"
3. Add the MAC address & serial number of your customer's UCM6300 Series which is being associated with the plan
4. Select the plan they are purchasing and any add-ons
5. Click "purchase."

The plan is now activated and the customer can login to their GDMS account to utilize UCMRC.
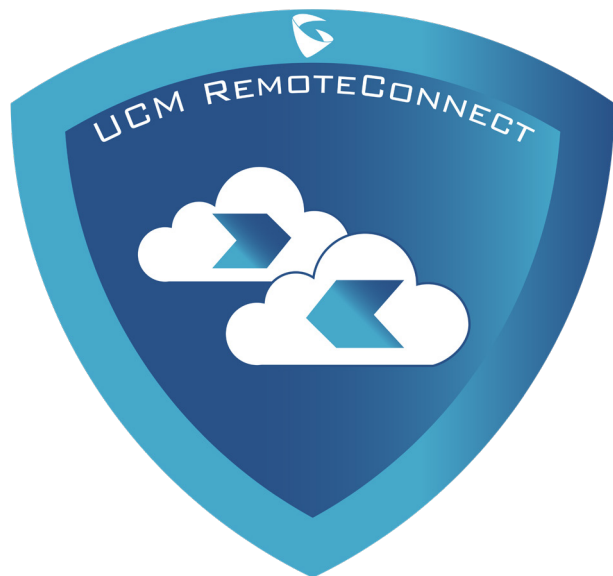
## Resellers - Paid Plans

1. Contact your Grandstream distributor to purchase UCMRC plans

   *Paid UCMRC plans need to be bought from the same distributor that the UCM6300 was purchased from.*

2. The Distributor will Activate the UCMRC plan (using the steps to the left)
3. Login to GDMS to manage all UCMRC functionality

## Resellers - Free Plan & Free Trial

1. Login to GDMS (or create an account) and click on the UCM RemoteConnect tab
2. Enter the serial number and MAC address of the UCM6300 series IP PBX
3. Use UCM RemoteConnect and GDMS to manage all functionality

# UCMRC Competitive Comparison: 3CX

## Plans

| UCM RemoteConnect | Basic | Plus | Pro | Business | Enterprise |
|---|---|---|---|---|---|
| Max Concurrent Remote Voice/Video Calls/Meetings, Screen Sharing, Chats *(No Video or Screen Sharing For UCM630xA)* | 2 | 8 | 16 | 32 | 64 |
| Free Trial/Use Period | Unlimited | 1st 3 Months | N/A | N/A | N/A |
| Annual List Price (All inclusive, no Extra Fees) | FREE | $195 | $299 | $469 | $829 |

| 3CX | Free Trial | Standard | Pro | Enterprise |
|---|---|---|---|---|
| Max Concurrent Remote Voice/Video Calls/Meetings, Screen Sharing, Chats | 16 | 16 | 32 | 64 |
| Free Trial/Use Period | 1 Year Only | N/A | N/A | N/A |
| Annual License Fee Only *Plus $75 fee per support ticket* | FREE | $395 + $75 p/ support ticket | $1,195 + $75 p/ support ticket | $2,955 + $75 p/ support ticket |

## Features

| Features | Basic | Pro | Business | Enterprise | 3CX Standard | 3CX Pro | 3CX Enterprise |
|---|---|---|---|---|---|---|---|
| Telephony Features | √ | √ | √ | √ | √ | √ | √ |
| Administration & Security | √ | √ | √ | √ SMS Push/ Audio Quality Statistics | Limited | √ | √ |
| Unified Communications | √ | √ | √ | √ | Limited | √ | √ |
| Call Center | √ | √ | √ | √ | | √ | √ |
| Remote Access Service | √ Limited | √ Comprehensive | √ Advanced | √ Advanced | | | |
| Instant Messaging | | √ Built-in IM with rich features (support Chat across clusters of multiple UCMs) | | √ Built-in IM & Cloud IM | | √ Built-in IM with limited functions | √ Built-in IM with limited functions |
| Phonebooks | √ | √ | √ | √ | √ | √ | √ |
| CRM Integration | √ | √ | √ | √ | | √ | √ |
| Video Conferencing | | √ Max 80-way conference, 12 concurrent conferences, unlimited meeting time (except Basic Plan); Meeting across multi-UCMs, group chat history sync to meeting; Built-in meeting calendar & meeting assistant; SIP devices & Wave App (Desktop/Web/Android/iOS) supported | | | √ Up to 25 participants, Only Web client supported | √ Up to 100 participants, Only Web client supported | √ Up to 250 participants, Only Web client supported |
| Video Call | √ | √ | √ | √ | √ | √ | √ |
| 3rd Party Plugin Integration | | √ | √ | √ | | | |
| Cloud Storage | | 2GB | 5GB | 10GB | | | |

## Plans

| UCM RemoteConnect | Basic | Plus | Pro | Business | Enterprise |
|---|---|---|---|---|---|
| Max Registered Remote Users (using WebRTC App or SIP Devices) | 10 | 50 | 100 | 200 | 400 |
| Max Concurrent Remote Voice/Video Calls/Meetings, Screen Sharing, Chats (No Video Meeting or Screen Sharing For UCM630xA) | 2 | 8 | 16 | 32 | 64 |
| Free Trial/Use Period | Unlimited | 1st 3 Months | N/A | N/A | N/A |
| Annual List Price (All inclusive, no Extra Fees) | FREE | $195 | $299 | $469 | $829 |

| Yeastar (based on P550) | Basic | Enterprise | Ultimate |
|---|---|---|---|
| Max Registered Remote Users | N/A | 50 | 50 |
| Max Concurrent Remote Voice/Video Calls, Chats | N/A | 25 (voice only) | 25 (voice/video) |
| Web Video Calls, Video Conferencing, Screen Sharing | N/A | N/A | Yes, with limitations |
| Annual List Price | N/A | $399 | $599 |

| Yeastar (based on P560) | Basic | Enterprise | Ultimate |
|---|---|---|---|
| Max Registered Remote Users | N/A | 100 | 100 |
| Max Concurrent Remote Voice/Video Calls, Chats | N/A | 30 (voice only) | 30 (voice/video) |
| Web Video Calls, Video Conferencing, Screen Sharing | N/A | N/A | Yes, with limitations |
| Annual List Price | N/A | $499 | $899 |

| Yeastar (based on P570) | Basic | | Enterprise | Ultimate |
|---|---|---|---|---|
| Max Registered Remote Users | N/A | | 300 | 300 |
| Max Concurrent Remote Voice/Video Calls, Chats | N/A | | 60 (voice only) | 60 (voice/video) |
| Web Video Calls, Video Conferencing, Screen Sharing | N/A | | N/A | Yes, with limitations |
| Annual List Price | N/A | | $799 | $1,499 |

| Yeastar (based on P560 + 1x D30 DSP Module @ $315/pcs) | Basic | Enterprise | Ultimate |
|---|---|---|---|
| Max Registered Remote Users | N/A | 200 | 200 |
| Max Concurrent Remote Voice/Video Calls, Chats | N/A | 60 (voice only) | 60 (voice/video) |
| Web Video Calls, Video Conferencing, Screen Sharing | N/A | N/A | Yes, with limitations |
| Annual List Price | N/A | $499 | $899 |

| Yeastar (based on P570 + 2x D30 DSP Module @ $315/pcs) | Basic | | Enterprise | Ultimate |
|---|---|---|---|---|
| Max Registered Remote Users | N/A | | 500 | 500 |
| Max Concurrent Remote Sessions of Voice, Chats | N/A | | 120 (voice only) | 120 (voice/video) |
| Web Video Calls, Video Conferencing, Screen Sharing | N/A | | N/A | Yes, with limitations |
| Annual List Price | N/A | | $799 | $1,499 |

# UCMRC Competitive Comparison: Yeastar

## Features

| Features | Basic | Pro | Business | Enterprise | | Yeastar Basic | Yeastar Enterprise | Yeastar Ultimate |
|---|---|---|---|---|---|---|---|---|
| Telephony Features | √ | √ | √ | √ | | √ | √ | √ |
| Administration & Security | √ | √ | √ | √<br>SMS Push/ Audio Quality Statistics | | √ | √ | √ |
| Unified Communications | √ | √ | √ | √ | | √ | √ | √ |
| Call Center | √ | √ | √ | √ | | | √ | √ |
| Remote Access Service | √<br>Limited | √<br>Comprehensive | √<br>Advanced | √<br>Advanced | | | √<br>No SIP Phone support | √<br>No support for SIP Phone |
| Instant Messaging | √<br>Built-in IM with rich features<br>(support Chat across clusters of multiple UCMs) | | | √<br>Built-in IM & Cloud IM | | | √<br>Cloud IM only | √<br>Cloud IM only |
| Phonebooks | √ | √ | √ | √ | | | √ | √ |
| CRM Integration | √ | √ | √ | √ | | | √ | √ |
| Video Conferencing | √<br>Max 80-way conference, 12 concurrent conferences, unlimited meeting time (except Basic Plan);<br>Meeting across multi-UCMs, group chat history sync to meeting;<br>Built-in meeting calendar & meeting assistant;<br>SIP devices & Wave App (Desktop/Web/Android/iOS) supported | | | | | | | √<br>Max 5-way conference, 4 conference rooms, 2 hours per meeting;<br>Only Web client supported |
| Web Video Call | √ | √ | √ | √ | | | | √ |
| 3rd Party Plugin Integration | | √ | √ | √ | | | | |
| Cloud Storage | | 2GB | 5GB | 10GB | | | | |

# UCM6300 Ecosystem
## Deployment Example