

UCM series IP PBX Buyer's Guide



GRANDSTREAM

CONNECTING THE WORLD



Build Powerful Communications Solutions with the UCM series

Communication is the lifeblood of an organization. Historically, high-end, customizable communication platforms were off limits to every business other than enterprises with deep pockets and large IT teams. However, modern VoIP communication platforms allow businesses of any size to gain access to state-of-the-art communication features - and Grandstream is leading that effort. Even better, the modern IP PBX is able to unify all of a business's communication platforms and technologies on to one common, SIP network.

Since its launch in June of 2013, the UCM series of IP PBXs has become one of the most popular and award-winning on-premise IP PBXs in the world. It offers a state-of-the-art, easy-to-install, easy-to-manage, affordable SIP Unified Communications system with no licensing fees. The UCM series targets organizations looking to build a fully customizable, enterprise-grade unified communications network without the enterprise-level costs or on-going fees. The UCM series offers a variety of advantages when compared to hosted/cloud platforms, most notably complete ownership and control with no on-going fees. For telecom and IT resellers as well as businesses 'do it yourselfers' who have decided to install an on-site IP PBX to build a unified communications network, this buyer's guide will share information on the features and applications available on Grandstream's award-winning, versatile UCM series of IP PBXs.

The Power and Simplicity of Unified Communications

The UCM series streamlines operations by unifying all communication methods on to one single network or device that can also be shared across multiple physical locations. This not only makes installing and managing business networks easier, but it saves money and actually increases communication options by allowing each type of technology to work together to expand functionality.



- ✓ **Enhanced, user-friendly collaboration**
Integrate all communication platforms to expand functionality.
- ✓ **All communication networks under one roof**
Streamline set-up and on-going management with one common network
- ✓ **Support future expansion**
Easily add new technologies, integrate third party services, and add users at any time.
- ✓ **Compete on a global scale**
The UCM's high-end features give off the impression of being a large enterprise.
- ✓ **Save money**
VoIP plans reduce any phone bill, while the UCM consolidates and streamlines networks.



Grandstream's UCM series of IP PBXs

A powerful yet easy to manage voice, video, data, and mobility communications platform has never been more achievable than when anchored with Grandstream's UCM series of IP PBXs. Our UCMs range from small and medium business deployments to small and medium enterprise solutions. They offer open source compliancy with all SIP-based products and services, meaning the UCM series can work with a range of SIP endpoints (IP phones, video cameras, etc.), popular service providers, SIP trunk providers, third-party apps and other SIP hardware.

UCM series Model Options

The UCM series currently offers two main solutions: the UCM6200 series, which is ideal for small to medium businesses who need to support 500-800 users, and the UCM6510 which is ideal for larger companies who need to support up to 2000 users or integrate E1, T1, or J1 networks. Both solutions offer virtually the same features, functionalities, and interfaces with different capacities for supported users and concurrent calls. All UCM models come fully equipped with robust hardware and software out-of-the-box and are ready for immediate use.

				
Model	UCM6202	UCM6204	UCM6208	UCM6510
SIP Trunks	50	50	50	50
Users	500	500	800	2000
Concurrent Calls	30	45	100	200
Conference Bridges	3	3	6	8
Conference Attendees	25	25	32	64
FXO/FXS Ports	2 FXS/2 FXO	2 FXS/4 FXO	2 FXS/8 FXO	2 FXS/2 FXO
E1/T1/J1 Interface	No	No	No	Yes - 1 RJ45 Port
Network Interface	Two 10/100/1000 Ports with PoE+	Two 10/100/1000 Ports with PoE+	Two 10/100/1000 Ports with PoE+	Two 10/100/1000 Ports with PoE+
QoS	Layer 3, Layer 2	Layer 3, Layer 2	Layer 3, Layer 2	Layer 3, Layer 2
NAT Router	Yes	Yes	Yes	Yes
Clustering Port	No	No	No	Yes
Redundancy	Redundancy with Second UCM	Redundancy with Second UCM	Redundancy with Second UCM	Redundant Power Supply HA100 High Availability Option
RAM/Flash Memory	1 GB RAM, 8 GB Flash	1 GB RAM, 8 GB Flash	1 GB RAM, 8 GB Flash	1 GB RAM, 32 GB Flash
Processor	Dual Core 1GHz ARM Cortex A9/400Mhz VINETIC A8	Dual Core 1GHz ARM Cortex A9/400Mhz VINETIC A8	Dual Core 1GHz ARM Cortex A9/400Mhz VINETIC A8	Quad Core 1GHz ARM Cortex A9/400Mhz VINETIC A8
Licensing Fees	None	None	None	None
Zero Config	Yes	Yes	Yes	Yes



Exploring Unified Communications Functionality

This section will highlight the many voice, video, data and mobility features built-in to the UCM series and how businesses can customize these features to unify communications for improved presence, company image and customer support.



Voice Features

To help improve communications, productivity and customer service, the UCM series IP PBX includes a suite of voice features that can be customized for any organization. Auto attendant, IVR, call-queue and conference rooms are popular ones. The UCM offers customized call routing based on a variety of factors, including time, caller location, and more. The UCM also supports up to 50 SIP trunk lines and integration of PSTN lines.



UCM6510



UCM6200 series



Auto Attendant



Call Forward



Call Queue



Call Recording



Call Transfer



Caller ID



Conference Bridges



Intercom



HD Audio



IVR

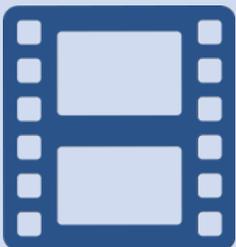


Phonebooks



Voicemail to email

Video Features



Video applications are experiencing widespread adoption within businesses of all sizes. Once cost-restricted to larger enterprises that purchased expensive, large-scale teleconferencing systems for videoconferencing and employed a separate network for video surveillance monitoring, businesses can easily implement SIP-based endpoints to add these applications on a UCM-anchored network. With full support for SIP video, the UCM series will support any endpoint or third party service that utilizes SIP video.



Video Conferencing

Integrate any SIP video conferencing endpoint as an extension. You can also integrate SIP conferencing platforms with the UCM.



Video Calling

The easiest way to add video is to deploy IP video phones, like our GXV series. The UCM supports video calling between these and other SIP video-enabled devices.



Video Door Systems

Integrate IP Video Door Systems with the UCM series to create a voice/video intercom and use endpoints to control facility access



Video Surveillance

Add IP cameras as extensions to allow them to alert other endpoints when security events occur, and to you to monitor cameras with IP phones



Data Features



One of the main advantages of an IP PBX is the ability to access data tools that can measure and track your voice network and business activity. The UCM series provides businesses with many popular data capabilities highlighted by integration with CRM platforms and a built-in call detail records (CDR) engine. The UCM can also be integrated with third party software and apps through computer-telephony integration (CTI).



CRM Integration



Fax-to-email



Integrated Phonebooks



Call Detail Records (CDR)



Voicemail to email



System Backup



PMS Integration

Mobility Features



The UCM series offers mobility features that help businesses achieve mobile access to business tools and information. It offers a variety of options that allow users to communicate and collaborate from anywhere in the world. The UCM series also allows businesses to support multiple offices and/or remote employees with one centralized network simply by connecting remote devices to it through the internet.



Grandstream Wave for Android & iOS



Web-based management & remote access



Voicemail to email



Fax to email



Integrate with APs for WiFi Voice



Alerts from security & door systems



Multiple office peering & remote workers



Vertical Industry Solutions Through Integration



Sales Teams CRM Integration

The UCM series can be integrated with popular customer relationship management (CRM) platforms to allow your telephony and CRM platforms to share and access information.



Call Centers Advanced Call Center Suite

A full suite of advanced call routing and call measuring features are offered by the UCM, including a call queue suite with a virtual queue, position announcements, switchboard, and call queue statistics.



Hospitality Property Management

The UCM series is compatible with a variety of leading PMS, allowing endpoints to access the PMS platform for everything from billing to room service requests.

The Flexibility of the UCM series

In addition to serving the traditional functions of an IP PBX or unified communications manager, the UCM series can be utilized in a variety of other ways when building communication or security platforms.

Facility Access Solutions



The UCM series provides a platform to combine all facility access devices with other endpoints to allow those endpoints to control, allow and restrict access to any facility.

Video Conferencing Solutions



Use the UCM series to build a centralized platform to combine many SIP conferencing devices and allow for easy extension dialing to access the devices and link separate office locations.

Video Surveillance Solutions



The UCM series offers a platform to link all IP cameras and security devices together to allow them to proactively communicate with each other through a SIP connection.

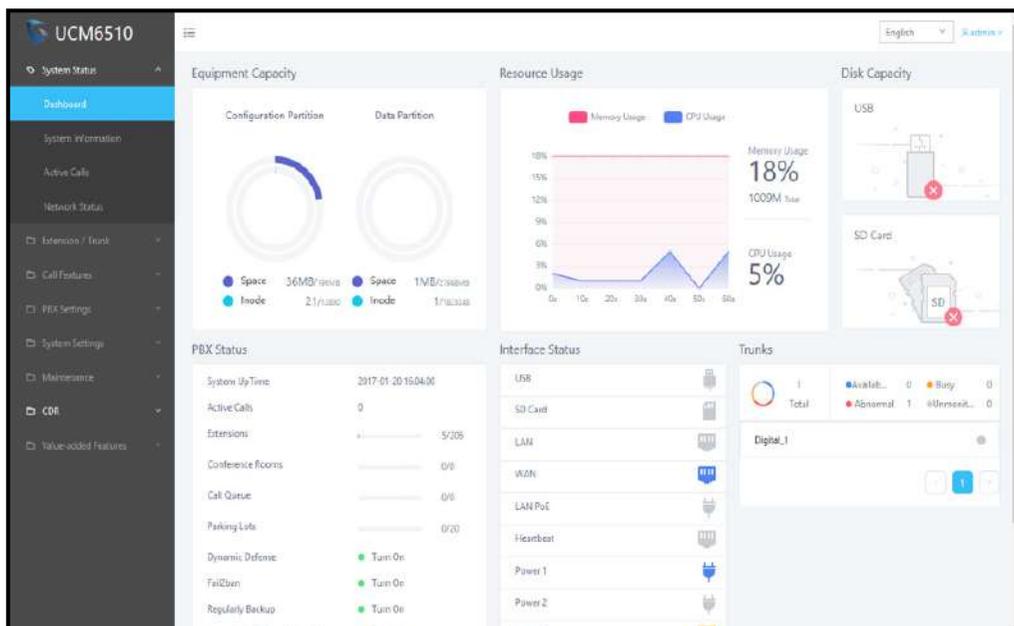
Failover Solution



The UCM series is an ideal local failover solution for hosted and on-premise solutions. Add a UCM as a backup for internal communications or pair it with a SIP or PSTN Trunk to offer a failover for external communications.



Installation and Management



zero CONFIG

The UCM series web interface offers an easy-to-use portal to build your UC solution and manage it in real time, and even provides built-in tool tips to offer suggestions..

The UCM offers a Zero Config process which allows Grandstream's endpoints to auto-detected and auto-configured by the UCM series.

High Availability



The HA100 is ideal for any business that requires an always-on, redundant voice system by providing an automatic failover solution when paired with two UCM6510 IP PBXs. The HA100 constantly monitors the operational status of both UCM6510s and automatically switches all system control to the hot-standby secondary UCM6510 in the event that the primary device fails. It can complete the entire system switch between 10 and 50 seconds depending on the number of registered SIP endpoints.



Sample UCM series Deployment



About COMPANY

INSERT ABOUT COMPANY TEXT HERE

About Grandstream



Grandstream Networks, Inc. has been connecting the world since 2002 with SIP Unified Communications solutions that allow businesses to be more productive than ever before. Their award-winning solutions serve the small and medium business and enterprises markets and have been recognized throughout the world for their quality, reliability and innovation.