

How to Get Started

Implementing a unified communication solution from scratch can be a challenge, specifically in SMBs where different components and environments can require multiple custom solutions. With a little guidance, you can deploy the right solution in no time. We've developed a few key factors that can significantly help users narrow down a solution that works for their specific deployment and needs.



Assessing your Business Needs

One of the first steps in setting up a UC solution is figuring out what your business lacks and creating a checklist of needs. A typical checklist consists of the following questions:

✓ What's my budget?

Believe it or not, some businesses have no idea what they want to spend on a VoIP network. This is an important factor to figure out early on the decision-making process because it can help integrators deploy a realistic solution that aligns with your budget.

✓ Will I need to upgrade current endpoints to VoIP or should I create a mixed deployment with PSTN and VoIP?

This is important to narrow down early on as it will dictate the way the network is built, the devices used to run the network, and ideal service provider options.



✓ What communication technologies do I need to support?

One of the best aspects of SIP platforms is that in addition to voice, they can also support video, data and mobility features. This will allow businesses to build VoIP networks that also support video conferencing, video security, facility access, CRM integration, and more.

✓ How many people need to access my network and where are they located?

This will help narrow down the total amount of users in your network, endpoints needed as well as overall cost. It will also help you determine where your network (the main IP PBX) should be located and if you need one or multiple IP PBXs.

Feature Checklist

Once you've figured out the core needs of your deployment, you can concentrate on customizing a solution based on features. This will give you a clear idea of what endpoints or applications are the most important for your network. Below is a list of features to guide you towards a custom solution.

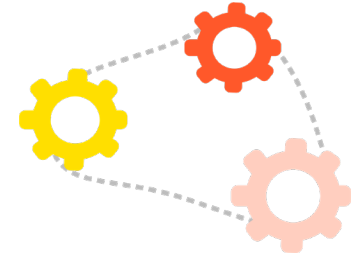
Telephony Features

- ✓ Audio only endpoints like our GXP series or DP series
- ✓ Audio and video like our GXV IP video phones
- ✓ Audio conferencing like our GAC2500 (also available in all of our GXP phones)
- ✓ Audio and video conferencing (available in our GXV phones)
- ✓ Video conferencing, like our GVC series



Mobility Features

- ✓ Bluetooth to pair headphones, contacts, call transferring, etc.
- ✓ Mobile integration apps like our Grandstream Wave app to integrate SIP accounts directly to users' smartphones
- ✓ Cordless endpoints like our WP series and DECT phones to enable free roaming and cordless calling
- ✓ Features like fax/voicemail-to-email forwarding, faxing from the desktop, remote calling, remote access to data tools (CDR, call recordings, etc.) and more



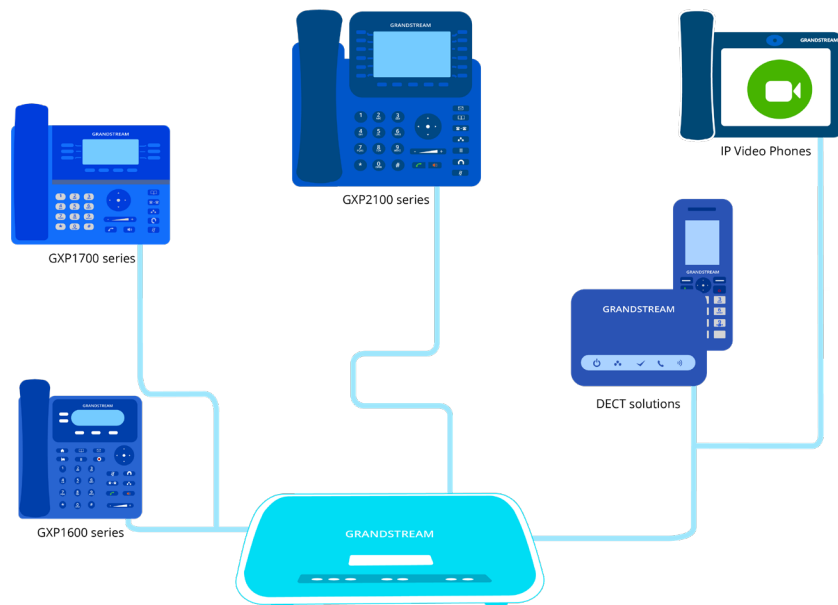
Integration Features

- ✓ Endpoints that offer computer telephony integration (CTI) like our Grandstream Affinity which enables click-to-dial and call management functions directly from
- ✓ CRM integration to streamline and optimize data. Our IP PBX integrates with popular third-party CRMs like Salesforce and SugarCRM to enhance communication practices.

Deployment Examples

Most Popular Deployment: IP PBX and Endpoints

This scenario consists of setting up a central IP PBX that unifies and manages all endpoints under one network. Whether it be all voice IP phones, IP video phones, or even DECT solutions. Our UCM series of IP PBX can manage and streamline all business communications to enhance the way you work.



WiFi Deployment: WiFi Phones and Networking Solutions

Increasing migration from traditional to smart offices has created a demand for WiFi enabled endpoints. Grandstream can help you create a smart office with endpoints that support WiFi like the GXP1760W or WP820, adding mobility to any environment. For offices that require networking devices, we offer a variety of APs as well as a router with VPN options.



Deployment Examples

Cost-Effective Deployment: Analog to VoIP

You don't have to spend much to reap the benefits of VoIP—the best cost-effective option to deploy a VoIP network is implementing ATA's to convert analog endpoints to VoIP. To get started, get an ATA like any of our HT series adapters, a modem to connect the ATA to the Internet, a few ethernet cables to connect the ATA to your analog phones and you are done. As an option, you can add an IP PBX to unify all endpoints connected to your ATA and start streamlining all your communication under one hub.



Featured-Packed Deployment: IP PBX, Endpoints and Integration Apps

Certain environments require features that can keep up with its demanding work culture. For these deployments, we recommend adding extra features to existing or new Grandstream endpoints. Our products can work with one another as well as integrate with other applications to enhance your communication experience. For example, adding our custom CTI application, Grandstream Affinity to GXP phones, incorporating third-party applications through our UCM like CRM and PMS and even mobilizing your workforce by integrating your SIP accounts directly to employees' smartphone through our mobile app, GS Wave.

