



Partner Marketing Kit



IP PBX Solutions

IP PBX Solutions

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Sales Kit

The sales kit is a guide to everything you need to know about selling the Grandstream IP PBX Solutions. The kit includes: Overview and Basics, Key Differentiators, Comparison Charts, Deployment Scenarios, and Integration with other Grandstream Products.

Translations

[English](#)

[Spanish](#)

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/intercom 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-Rate G.711 voice codec, H.264, H.263, H.263+, VP8 video codecs.
- Multi-tenant options are available with SoftwareUCM and CloudUCM.

UCM Platform Quick Comparison Chart

	UCM6300 Series	UCM6000 Series	CloudUCM	SoftwareUCM
Up to 3000 users and up to 450 concurrent calls	Up to 200 users and up to 64 concurrent calls	Up to 5000 users and up to 1000 concurrent calls	Up to 200 users and up to 64 concurrent calls	Up to 5000 users and up to 1000 concurrent calls
Address NAT traversal with UCMRemoteConnect	Address NAT traversal with UCMRemoteConnect	Yes	Address NAT traversal with UCMRemoteConnect	Address NAT traversal with UCMRemoteConnect
Multi-tenant options	Multi-tenant options	Multi-tenant options	Multi-tenant options	Multi-tenant options

PBX Solutions Differentiators

Market Leading Features

- Advanced Collaboration:** Built-in audio, video, chat, and web meeting platforms; 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 SoftwareUCM solution.

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.

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Presentation



Translations

[English \(PowerPoint\)](#)

[English \(PDF\)](#)

[Spanish \(PowerPoint\)](#)

[Spanish \(PDF\)](#)

[Portuguese \(PowerPoint\)](#)

[Portuguese \(PDF\)](#)

Videos



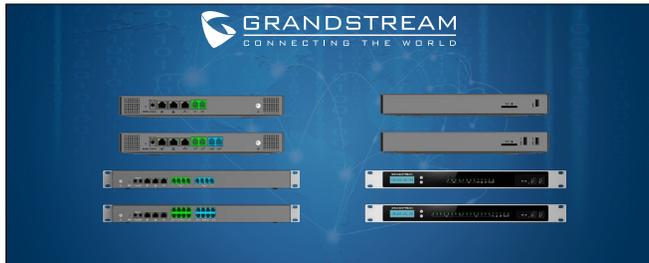
[SoftwareUCM](#)
[SoftwareUCM - Spanish](#)
[SoftwareUCM - Portuguese](#)



[CloudUCM](#)
[CloudUCM - Spanish](#)
[CloudUCM - Portuguese](#)

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UCM6300 Series



GRANDSTREAM
CONNECTING THE WORLD

Unified Communication & Collaboration Solution

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. 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. By offering a high-end unified communications and collaboration solution packed with a suite of mobility, security, meeting and collaboration tools, the UCM6300 series provides a powerful platform for any organization.

Supports up to 3000 users and up to 450 concurrent calls	Zero configuration provisioning of Grandstream SIP endpoints	Built-in 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	Three Gigaset auto-sensing RJ45 network ports with integrated PoE+ and support NAT router	Automated NAT Firewall traversal service facilitates secure remote connections
Enhanced reliability with support for Hot Standby High-Availability	Supports Full-Band Opus voice codec and H.264/H.263/H.263+/VP8 video codec; jitter resilience up to 50% packet loss	Compatible with GDMS for cloud setup, management and monitoring	Based on Asterisk® version 16 open source telephony operating system

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	UCM6301	UCM6302	UCM6304	UCM6308
Analog Telephone FXS Ports	1 RJ11 Port	2 RJ11 Ports	4 RJ11 Ports	8 RJ11 Ports
PSTN Line FXO Ports	1 RJ11 Port	2 RJ11 Ports	4 RJ11 Ports	8 RJ11 Ports
Network Interfaces	Three self-adaptive Gigabit ports (switched, routed or dual mode) with PoE+			
NAT router	Yes (supports server mode and switch mode)			
Peripheral Ports	1*USB 3.0, 1*SD card interface	1*USB 3.0, 1*USB 3.0, 1*SD card interface	2*USB 3.0, 1*SD card interface	
LED indicators	None			
LCD Display	120x40 color LCD with touch screen for Shortcut Keys and Scroll Bar			
Reset Switch	Yes, long press for factory reset and short press for reboot			
Voice-over-Packet Capabilities	LEC with NLP Packetized Voice Protocol (LVP), 128ms-call-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection & announcement to G.711, NAT64, PFC 2.0, jitter resilience up to 50% audio-packet loss			
Voice and Fax Codeset	Opus, G.711 A-law/μ-law, G.723, G.722.1, G.722.1C, G.722.1S, S-MRCP, G.728-20, G.729A/R, ILBC, GSM, T.38			
Voice Codeset	H.264, H.263, H.263+, VP8			
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS			
API	Full API available for third-party platform and application integration			
Telephony Operating System	Based on Asterisk version 16			
DTMF Methods	In-band audio, RFC2833, and SIP INFO			
Provisioning Protocol & Plug-and-Play	Mass provisioning using AES encrypted XML configuration file, auto-discovery & auto-provisioning of Grandstream IP endpoints via ZeroConfig SIP, DHCP Option 66, multicast SIP, SBC/ICE, REB, overlaid between local and remote trunk			
Network Protocols	SIP, TCP, UDP, RTP, RTSP, WS, IAX, KAMP, ARP, DNS, DDNS, DHCP, NTP, RTP, SSH, HTP/HTTIPS, PMP, STUN, SRTP, TLS, LDAP, HDLC, HDLC-ETH, PPP			
Disconnect Methods	Busy/Congestion/Time, Priority, Forward, Hook Flash/Timing, Loop Current Disconnect			
Media Encryption	SRTP, TLS, HTTPS, SSH, 802.1X, 281P			
Universal Power Supply	Input: 100~240VAC; 50/60Hz; Output: DC 12V, 1.5A		2x DC 12V Power Jack Input: 100~240VAC; 50/60Hz; Output: DC 12V, 2A	
Dimensions	235mm(L) x 175mm(W) x 36mm(H)		445mm(L) x 247mm(W) x 46.2mm(H)	
Weight	Unit Weight: 715g Package Weight: 1211g	Unit Weight: 725g Package Weight: 1221g	Unit Weight: 2460g Package Weight: 3262g	Unit Weight: 2520g Package Weight: 3322g
Temperature & Humidity	Operating: 32~115°F / 0~45°C; Humidity: 10~90% (non-condensing) Storage: 14~149°F / 0~65°C; Humidity: 0~90% (non-condensing)			
Mounting	Wall mount & Desktop		Rack mount & Desktop	
Multi-Language Support	Web UI: English, Simplified Chinese, Traditional Chinese, Spanish, French, Portuguese, German, Russian, Italian, Polish, Czech, Turkish Customizable MP3 voice prompts: English, Chinese, British English, German, Spanish, Greek, French, Italian, Dutch, Polish, Portuguese, Russian, Swedish, Turkish, Hebrew, Arabic, Hindi/Urdu Customizable language pack to support any other languages			
Caller ID	Balkorea/Telcordia, ETSY-FSK, ETSY-DTMF, SN 227-8T, NTT			
Polarity Reverse/Wink	Yes, with enable/disable option upon call establishment and termination			
Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skill/availability workload, in-queue announcement			
Customizable Auto Attendant	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages			
Maximum Call Capacity	Users: 500 Concurrent calls (G.711): 75 Max concurrent SRTP calls (G.711): 50	Users: 1000 Concurrent calls (G.711): 150 Max concurrent SRTP calls (G.711): 100	Users: 2000 Concurrent calls (G.711): 300 Max concurrent SRTP calls (G.711): 200	Users: 3000 Concurrent calls (G.711): 450 Max concurrent SRTP calls (G.711): 300
Maximum Attendees of Conference Bridges	Up to 4 simultaneous video conference rooms, up to 75 simultaneous participants in all rooms combined, up to 9 video feeds in all conference rooms	Up to 8 simultaneous video conference rooms, up to 150 simultaneous participants in all rooms combined, up to 9 video feeds in all conference rooms	Up to 15 simultaneous video conference rooms, up to 200 simultaneous participants in all rooms combined, up to 9 video feeds in all conference rooms	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
Wave App	Free, available for desktop (Windows 10+), Mac OS 10+ web (Firefox and Chrome browsers) and mobile (Android & iOS), allows users to join UCM-hosted meetings/conferences, communicate with other users/solutions and make/receive calls using SIP accounts registered to a UCM6300 series IP PBX			
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, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call walkup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, back-to-back/transfer, voice conference, video conference, eventlist, feature codes, busy camp-on call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax			
Firmware Upgrade	Supported by Grandstream Device Management System (GDMS), a zero-touch cloud provisioning and management system, it provides a centralized interface for provision, manage, monitor and troubleshoot Grandstream products			
Internet Protocol Standards	RFC 3261, RFC 3262, RFC 3263, RFC 3264, RFC 3515, RFC 3811, RFC 4028, RFC 4029, RFC 3892, RFC 3842, RFC 3428, RFC 4731, RFC 4566, RFC 2617, RFC 3081, RFC 3111, RFC 4082, RFC 4083, RFC 5245, RFC 5389, RFC 5396, RFC 5447, RFC 6451, RFC 6455, RFC 6860, RFC 4734, RFC 3663, RFC 3323, RFC 3550, RFC 6189			
Compliance	FCC Part 15 (CFR 47) Class B, Part 18 CE EN 55032, EN 55035, EN 61000-3-2, EN 61000-3-3, EN 62368-1, ETSI ES 203 021, TR 021, TR 021 IC ICES 003, CS-03 Part 1 Issue 9 Rohs: RoHS2.0, CE, REACH, EN 62368-1, AISCN 0002, AISCN 9003.1-1.2 Power adapter: UL 60950-1 or UL 62368-1			

Translations

English

French

German

Greek

Italian

Polish

Portuguese

Russian

Spanish

Turkish

Arabic

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Wave Datasheets - [View Webpage to Download](#)



Wave App
Connect Anywhere at Anytime

Wave is a mobile, desktop and web app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series IP PBXs. Ideal for remote workers, Wave offers an easy-to-use platform to remotely join, schedule and hold meetings, calls and conferences from anywhere. It also allows UCM6300 series users to directly call other extensions, landlines, and mobile numbers. Wave is free, available for Android and iOS devices as well as PC/Mac and can be quickly configured by scanning a barcode produced by the UCM6300 series. It pairs with Grandstream's UCM RemoteConnect cloud service, which ensures a fully secure connection between Wave and the UCM6300 series by providing automated NAT Traversal. Thanks to Wave, businesses can provide remote workers with a powerful mobile and desktop tool to meet and collaborate from anywhere, boosting productivity for dispersed organizations and remote workers.



Supports Android & iOS devices; Chrome and Firefox browsers; Windows & Mac



Remotely join meetings, calls and conferences



Compatible with Wi-Fi and 2G/3G/4G/5G networks



Allows UCM6300 series users to call other extensions, landlines & mobile numbers



Schedule and start meetings from the app



Supports PC and mobile built-in cameras & USB webcams



Supports video resolutions up to 1080p HD



Provides HD audio for crystal-clear meetings and calls



Basic chat features including private chat, group chat, audio conferencing and more



Supports use with Bluetooth, USB and other headsets



Download app & scan QR code from UCM6300 series to configure



Compatible with UCM RemoteConnect cloud service for secure remote connections

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	Wave Mobile app	Wave Desktop & Web
Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, DNS (A record, SRV, NAPTR), STUN/TURN/ICE, SIMPLE, LDAP, TLS, SRTP, IPv6	
Network	Wi-Fi, 2G/3G/4G/5G	Network connection provided by PC
Compatibility	Android and iOS devices (Google Play Store & Apple App Store)	Web: Firefox and Chrome browsers (WebRTC) Desktop: Windows 10+ and MacOS 10.13 or later
Video Streaming Resolution	Up to 1080p	
Camera	Supports mobile device's front and rear cameras	Supports built-in webcams, USB webcams (including Grandstream GUV series), etc.
Headset	Supports mobile device's Bluetooth connection, 2.5mm & 3.5mm headsets	Supports USB, Bluetooth, 2.5mm and 3.5mm headsets
Bluetooth	Supports Bluetooth functionality of mobile devices, computers and laptops	
Voice Codes and Capabilities	Opus, G.711 A-law/U-law, G.722, G.726-32, G.729A/B, iLBC, GSM, FEC	Opus, G.711 A-law/U-law, G.722, FEC (Wave Desktop only), NetEQ
DTMF	In-audio, RFC2833, SIP INFO	
High Audio Quality	Full-duplex speaker, AEC, AGC, Noise Reduction, PLC, Adaptive JIB	
Video Codes and Capabilities	H.264	
Video Layout (for Wave desktop and web)	Supports focused and tiled screen layout - Default 4 video screens (1 up to 1080P) and 1 screen sharing (1080P) - Up to 9 video screens (1 up to 1080P) and 1 screen sharing (1080P)	
Meeting/Conference Control	Invite participants with contacts, links or QR code, remove a participant, mute participants, lock meeting	
Meeting/Conference Chat	Basic chat features including private chat, group chat, file attachments, initiate audio conference	
Telephony Features	Hold, audio conference, video conference, transfer, call history, contacts Android version: supports call-waiting and switching between two calls	Hold, call forward, audio conference, video conference, call history, DND, ring simultaneously, time schedule, call wakeup, SCA, BLE, call follow me, call record files, CDR, CRM, schedule meeting, contacts, CTI (beta)
UCM Integration	Feature code synchronization, call recording, transfer, conference room, voicemail	
Mobile Device Integration (for Wave mobile)	Supports background mode, proximity sensor for in-call touch screen and keys lock	
QoS	Layer 3 (ToS, DiffServ, MPLS) QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Supported Languages	English, Simplified Chinese, French, Spanish (Spain and Latin America), Italian, Greek, Arabic, Russian, German, Polish, Portuguese, Vietnamese, Thai, Czech, Turkish, and Hebrew	
Security	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS, E2EE Chat	SIP over TLS, SRTP (128-bit and 256-bit), HTTPS, SSH, 802.1X, E2EE Chat
Login Methods	Account extension number and password; login via QR code; join meeting via QR code	
Firmware Upgrade	Updated through Google Play Store or Apple App Store, Grandstream firmware page	Upgrade from UCM6300 series IP PBX (admin webUI)

Android is a Registered Trademark of Google, Inc.
iOS is a Registered Trademark of Apple, Inc.

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Translations

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UCM RemoteConnect Datasheets - [View Webpage to Sign Up](#)



UCM RemoteConnect Mobilize Your Business

UCM RemoteConnect allows businesses to easily build a secure collaboration solution for remote workers and devices. It offers a companion cloud service for the UCM6300 series that provides always-on, automatic NAT firewall traversal to ensure secure connections by remote users. UCM RemoteConnect 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. This cloud service provides 99.9% reliability by running on Amazon Web Services (AWS) while offering zero-touch configuration and IT-friendly management. UCM RemoteConnect is fully integrated with the Grandstream Device Management System (GDMS), is setup and managed at umrc.gdms.cloud and provides cloud storage, diagnosis tools, reports and alerts. 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.



Remote collaboration that is secure & reliable. Cloud-based NAT firewall traversal service runs on AWS with 99% reliability



Productive meetings, calls and conferences with the included Wave app for desktop, web and mobile



Offers secure connections with remote SIP endpoints registered to a UCM6300 series device



Provides built-in tools for IT-friendly secure management of remote devices



Integrated with GDMS for centralized management of remote devices; also at umrc.gdms.cloud



Built-in advanced system and device monitoring & diagnosis tools to actively ensure secure connections



Provides advanced system and device reports and real-time email alerts



Multiple plans available; offers cloud storage, reports, alerts & more

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Unified Communications & Collaboration	Remote Work at any time any where with UCM RemoteConnect Services, Audio/Video Meeting, Two party call one click to N way conference, Meeting Assist and Calendar, Schedule Meeting, Schedule circular meeting, Instant Meeting and public meeting room, Meeting report after meeting, Custom personal work status and account status, Voice mail and voice messages, Presentation, Share Video/Photos/Files, Rich features of Instant Messaging, Wave Android/iOS Client, Wave MAC/Windows Client, Wave Web(Chrome/Firefox/Edge/Safari) Client, Enterprise Contacts (Multi level permission management), Custom personal avatars, supports LiveChat integration for customer service
Audio/Video Meetings	Support Wave / SIP Endpoint / SIP Trunk / IPC Endpoint join meeting, Virtual background, Share Screen and Application, Share PDF Files, and Multiplayer annotation, Share whiteboard and Multiplayer annotation, Quick invite user/extensions, Chats module has the same function as: Instant Messaging, Synchronize chat records with group chat outside the meeting, Meeting member Avatar, Sound detection, Meeting audio/video record
Instant Messaging	Cross-client synchronization, Share Video/Photos/Files, Send Voice Message, Rich emotions, Reply message with Emotions and counting, Message reference and reply, Message forward, @ all and @ somebody, Show typing status, Remove/Edit the history message, Search chat history, Show Files List which sent in chat, Group Chat, Mute chat session, Chat session can be Pin to top, Synchronize group chat records to meeting, Quick launch meeting in group chat, Automatic input error correction, Support Cloud IM service, Multiple UCM clusters to communicate, Offline message notification
Core PBX Features and Business	Synchronization of call records between terminals, One click to Call Flip between difference endpoint, Callback, Call Forwarding, Call Parking, Call Pickup, Call Routing, Call Waiting, Caller ID, Dial by Name Directory, DND (Direct Inward Dialing), DND (Do Not Disturb), Follow Me, Time Conditions, Attended Transfer, Blind Transfer, BLF Support, Emergency Calls, Speed Dial, SCA, Ring Groups, Pickup Groups, DSA, Event List, Fax/T38, Announcement, Auto Call recording, Music On Hold, Custom SIP, Voice mail, IAX, Operator Panel (switchboard), Queue/Metrics, Call Queue, VoIP Trunks, Analog Trunks, WebRTC Trunks, Standard IPC and GDS integration
Administration	CDR (Call Detail Records), Event Alert and SMS Notification, Event Logs, Exporting/Importing Extension, Feature Code, API, LDAP, Feedback System, PBX Monitor, Resource Monitor, System Prompt, User Permission, Web-based Control Panel, SNMP, Firewall, Fail2ban, IP Blocklist, Network and Signaling Troubleshooting, User Portal, Gateway Provisioning, Phone Provisioning, Zero Config, Remote Management with UCMRC Services, Trunk Cluster, Voiceprompt Customization, MFA login, Multi-location login restrictions, High Availability (Hot Standby), TSPS, OpenVPN, DDNS, Extends Cloud Storages, Backup, Custom FQDN, enterprise name and logo
Rich API and Integration	Wave Plugin SDK for 3rd Application integrate, Support Phone Call control with Team certified headset (coming soon, about middle of May), Application Store to expand business, More and more applications will be released, More than 5 CRM Plugins: Zoho, Salesforce, Vitiger, SugarCRM, ACTICRM, Rich HTTPS API to manage UCM System, AMI API to manage UCM System, IP Camera integration with SIP or RTP, PMS (Property Management System) integration for Hotel System, GDS integration, GYW gateway integration, HT integration, WebRTC Trunk, Microsoft Teams Integration (Using TeamMate), One Click to Dial (Chrome Extension), CTI mode to control GXP/GRP/GQW Phone



Internal Network Devices

UCM6300 Series

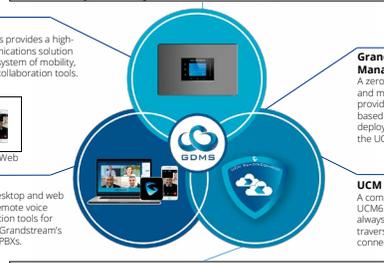
The UCM6300 series provides a high-end unified communications solution packed with an ecosystem of mobility, security, video and collaboration tools.



Mobile, Desktop & Web

Wave App

Wave is a mobile, desktop and web app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series IP PBXs.



Grandstream Device Management System

A zero-touch cloud provisioning and management system that provides a centralized, cloud based management platform to deploy and manage all aspects of the UCM ecosystem.

UCM RemoteConnect

A companion cloud service for the UCM6300 series that provides always-on, automatic NAT firewall traversal to ensure secure and reliable connections by remote users.



Remote Devices

6.2022.01

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Translations

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CloudUCM Datasheets - [View Webpage to Purchase](#)



Unified Communications & Collaboration Solution 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 dashboard 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. This scalable solution can be easily expanded at any time without the need for extra equipment, provides enterprise-level security and reliability, and supports powerful third-party integrations and expansions. 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.

<p>Comprehensive unified communication and collaboration features</p>	<p>Supports up to 200 users and up to 64 concurrent calls</p>	<p>Built-in audio, video, and web meeting platform; supports desktop, mobile devices, and SIP endpoints</p>	<p>Wave app for mobile, desktop, and web allows communication from anywhere on any device</p>
<p>Compatible with GDMs for cloud setup, provisioning, management, & monitoring</p>	<p>Built-in Free SBC services protect CloudUCM systems from external attacks</p>	<p>Instant messaging/chat, screen sharing, whiteboard, file sharing, recording, meeting assistant, & more</p>	<p>Supports Customer Service platforms WhatsApp, Telegram, & more; built-in live chat for desktop & mobile</p>
<p>Advanced security and encryption technologies, AWS provides 99.99% service guarantee</p>	<p>Full-Band Opus voice codec, H.264, H.263, H.263+, VP8 video codecs, jitter resilience up to 50% packet loss</p>	<p>API and SDK available for third-party integrations and creation of custom functionality</p>	<p>Integrate with CRM, PMS, ERP, Microsoft Teams, Office 365, Google Drive and many other solutions</p>

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CloudUCM Plans



Startup	SOHO	Plus	Pro	Business
✓ Up to 10 Extensions	✓ Up to 20 Extensions	✓ Up to 50 Extensions	✓ Up to 100 Extensions	✓ Up to 200 Extensions
✓ Up to 4 Concurrent audio/video calls	✓ Up to 8 Concurrent Audio/Video calls	✓ Up to 16 Concurrent Audio/Video calls	✓ Up to 32 Concurrent Audio/Video calls	✓ Up to 64 Concurrent Audio/Video calls
✓ 1 GB Cloud Storage	✓ 1 GB Cloud Storage	✓ 2 GB Cloud Storage	✓ 4 GB Cloud Storage	✓ 10 GB Cloud Storage
✓ Wave Softphone App for Desktop, Mobile & Web	✓ Wave Softphone App for Desktop, Mobile & Web	✓ Wave Softphone App for Desktop, Mobile & Web	✓ Wave Softphone App for Desktop, Mobile & Web	✓ Wave Softphone App for Desktop, Mobile & Web
✓ Built-in SBC				
✓ Comprehensive UC Features				
✓ Customer Service Platform Support				
✓ 30-day Free Trial	✓ Recording	✓ Recording	✓ Recording	✓ Recording
✓ API Integration				
✓ Third-Party Add-Ons				
	✓ Custom Domain Name			
			✓ SDK Available	✓ SDK Available

Contact Your Grandstream Distributor, Installer, or Sales Person for Pricing

<p>Scalable Business Communications</p> <p>Easily scale your business with CloudUCM by expanding at any time without the need for extra equipment. CloudUCM eliminates the need for PBX hardware and telephone lines while greatly reducing deployment and maintenance costs.</p>	<p>Enterprise-level Security & Reliability</p> <p>CloudUCM provides state-of-the-art security and reliability to keep your data safe. Features include TLS/SRTP/DTLS-SRTP encryption, 99.99% reliability thanks to AWS, immunity from environmental outages, high-availability support, a built-in SBC, and more.</p>	<p>Work from Anywhere</p> <p>Empower your workforce to communicate and collaborate from anywhere with CloudUCM. 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.</p>	<p>Powerful Integrations and Expansions</p> <p>Seamlessly integrate CloudUCM 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 allows for custom functionality and integrations.</p>
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Translations

[English](#)

[French](#)

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CloudUCM Logos

[Color Logo - with text](#)

[Color Logo - no text](#)

[White Logo](#)

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GRANDSTREAM
CONNECTING THE WORLD

SoftwareUCM

Unified Communication & Collaboration Software Solution

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. 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.

 <p>Comprehensive unified communication and collaboration features</p>	 <p>Supports up to 5000 users and up to 1000 concurrent calls</p>	 <p>Built-in audio, video, chat, and web meeting platform; supports desktop, mobile devices, and SIP endpoints</p>	 <p>Wave app for mobile, desktop, and web allows communication from anywhere on any device</p>
 <p>GDMS provides seamless cloud setup, management, monitoring, and provisioning</p>	 <p>Pair with UCM RemoteConnect NAT/firewall traversal service to ensure secure remote connections</p>	 <p>Instant messaging/chat, screen sharing, whiteboard, file sharing, recording, meeting assistant, & more</p>	 <p>Supports Customer Service platforms, WhatsApp, Telegram, etc. Built-in live chat for desktop & mobile</p>
 <p>Zero configuration provisioning of Grandstream SIP endpoints</p>	 <p>Supports Full-Band Opus voice codec, H.265/H.264/H.263/H.263+VP8 video codec, jitter resilience up to 50% packet loss</p>	 <p>API and SDK available for third-party integrations, including CRM and PMS platforms</p>	 <p>Integrate with CRM, PMS, Microsoft Teams, Office 365, Google Drive and more</p>

www.grandstream.com



Enterprise-Grade Communications

SoftwareUCM unifies all business communications onto one centralized platform. This software-based UCM provides businesses and resellers with complete control of their UCM solutions. It is hosted on their local physical machines, virtual machines, or cloud platforms.

Enterprise-Grade Security Protection

SoftwareUCM provides end-to-end data encryption, storage, and backup mechanisms. It is equipped with state-of-the-art anti-malware protection to ensure the security of data while multiple customers are being managed. SoftwareUCM ensures data isolation and security between software instances.

Deployment Flexibility and Multi-Tenant

SoftwareUCM can be deployed on virtual machines, physical machines, or cloud platforms. Thanks to multi-tenant support, resellers can resell and maintain multiple customers through a single installation, allowing resource flexibility to various independent software instances.

Powerful Integrations and Expansions

Easily integrate SoftwareUCM with CRM platforms, Property Management Systems (PMS), LMS systems, customer service platforms, and similar systems to create seamless business continuity. The available API and SDK also allow for custom functionality integrations.

SoftwareUCM Pricing Structure

Base Package	Additional 50 Users	Additional 250 Users
Basic package with annual fee	Upgrade package with annual fee	Upgrade package with annual fee
50 users	Adds 50 users	Adds 250 users
24 concurrent calls	Adds 16 concurrent calls	Adds 64 concurrent calls

*This can be scaled to support up to 1000 users by combining the 3 plans above to achieve the required users and concurrent calls. Utilize the Plan Builder tool at cloud.grandstream.com/softwareucm to build a plan for your needs.

Contact Your Grandstream Distributor, Installer, or Representative for Pricing.

www.grandstream.com

Translations

[English](#)

[French](#)

[German](#)

[Italian](#)

[Polish](#)

[Portuguese](#)

[Russian](#)

[Spanish](#)

IP PBX Solutions

Social Graphics

Use the editable template to customize your own social image by adding your logo, or create your own using the elements provided below. Photoshop files as well as PNGs are provided for each product. For paid social promotion it is recommended to use social images with limited to no text.



Social Image w/ Text

[UCM6300 Series \(PSD\)](#)
[UCM6300 Series \(PNG\)](#)

[UCM6300 Audio Series \(PSD\)](#)
[UCM6300 Audio Series \(PNG\)](#)

[Wave \(PSD\)](#)
[Wave \(PNG\)](#)

[UCM RemoteConnect \(PSD\)](#)
[UCM RemoteConnect \(PNG\)](#)

[CloudUCM \(PSD\)](#)
[CloudUCM \(PNG\)](#)

[SoftwareUCM \(PSD\)](#)
[SoftwareUCM \(PNG\)](#)



Social Image w/o Text

[UCM6300 Series \(PNG\)](#)
[UCM6300 Audio Series \(PNG\)](#)

[Wave \(PNG\)](#)

[UCM RemoteConnect \(PNG\)](#)

[CloudUCM \(PNG\)](#)

[SoftwareUCM \(PNG\)](#)

IP PBX Solutions

Marketing Assets - UCM6300

Product Images

UCM6300 Series Front Side

UCM6301

[UCM6301 Top](#)

[UCM6301 Left](#)

[UCM6301 Right](#)

[UCM6301 Side Back](#)



UCM6301 Top



UCM6301 Left



UCM6301 Right



UCM6301 Side Back

UCM6302

[UCM6302 Top](#)

[UCM6302 Left](#)

[UCM6302 Right](#)

[UCM6302 Side Back](#)



UCM6302 Top



UCM6302 Left



UCM6302 Right



UCM6302 Side Back

UCM6304

[UCM6304 Front](#)

[UCM6304 Left](#)

[UCM6304 Back](#)

[UCM6304 Top](#)



UCM6304 Front



UCM6304 Left



UCM6304 Back



UCM6304 Top

UCM6308

[UCM6308 Front](#)

[UCM6308 Left](#)

[UCM6308 Back](#)

[UCM6308 Top](#)



UCM6308 Front



UCM6308 Left



UCM6308 Back



UCM6308 Top

Feature Icons

[5000 Users](#)

[Zero Config](#)

[Conferencing](#)

[Wave](#)

[API](#)

[Security](#)

[Gigabit](#)

[UCM RemoteConnect](#)

[Reliability](#)

[HD Video / Audio](#)

[GDMS](#)

[Asterisk](#)



5000 Users



Zero Config



Conferencing



Wave



API



Security



1080P



UCM RemoteConnect



Reliability



HD Audio/Video



GDMS



Asterisk

IP PBX Solutions

Marketing Assets - UCM6300 Audio

Product Images

[UCM6300 Audio Series Front](#)

[UCM6300 Audio Series Back](#)

UCM6300A
[UCM6301 Top](#)



UCM6300ATop

UCM6302A
[UCM6302 Top](#)



UCM6302A Top

UCM6304A
[UCM6304 Front](#)



UCM6304A Front

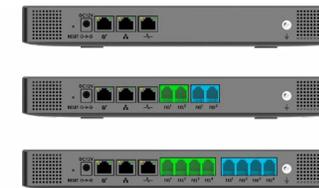
UCM6308A
[UCM6308 Front](#)



UCM6308A Front



UCM6300 Audio Series Front



UCM6300 Audio Series Back

Feature Icons

[1500 Users](#)

[Zero Config](#)

[Conferencing](#)

[Wave](#)

[API](#)

[Security](#)

[Gigabit](#)

[UCM RemoteConnect](#)

[Reliability](#)

[Voice](#)

[GDMS](#)

[Asterisk](#)



5000 Users



Zero COnfig



Conferencing



Wave



API



Security



1080P



UCM RemoteConnect



Reliability



HD Audio



GDMS



Asterisk