

Grandstream Solutions eBook



*Creating an Affordable Network Using
Grandstream IP-Based Solutions*

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What is Unified Communications?

Unified Communications is the ability to integrate a collection of real-time and non-real-time systems, products, services and devices to optimize business processes. Businesses that adopt a UC solution that integrates voice, data, video and mobility applications look to gain significant benefits including increased productivity/ efficiency, reduced costs (capital and operating), better decision making, greater flexibility, improved workplace collaboration, improved professional appearance/customer service and increased revenue by enabling users to communicate anytime, anywhere.

Introduction

A huge factor for business success and growth, for any size company, is enabling employees to be as productive and responsive as possible. Previously, only large enterprises possessed the vast purchasing power required to adopt new technology for improved communications and workplace efficiency. Smaller businesses used to only dream of having deep financial pockets to afford such business significant solutions. Those days are gone. The evolution of technology, based on adoption of open industry standards vs. proprietary protocols, along with increased marketplace competition has given SMBs/SMEs access to all kinds of enterprise-grade communications technologies.

This unified communications guide provides SMBs/SMEs seeking to upgrade or create an IP-based network with useful information on how to begin the path of unifying voice, data, video and mobility applications for reduced costs and increased business effectiveness. Specifically, this guide summarizes the benefits of unified communications (UC), shares an example of how an SMB can move to an IP-based solution and how Grandstream can be your partner in building an integrated communications network for improved productivity, reduced costs and better customer service. Small businesses no longer have to shy away from, or sacrifice enterprise capabilities based on cost or complexity issues.

Unified Communications (UC)

Today, there is an extensive and exciting array of communications products and applications (email, video conferencing, mobility, voice, surveillance) available to help businesses achieve heightened sales success and business growth. UC advancements have enhanced the way SMBs/SMEs handle their operations with respect to how employees go about their day-to-day activities and how the company interacts, services and builds its brand with the outside world. A key boost that UC offers SMBs/SMEs is the perception that the SMB/SME is a much larger organization. This increased perception helps SMBs to be more competitive in the marketplace to gain new customers and achieve business success.

Grandstream UC Benefits

- Connects geographically-dispersed offices and remote workers allowing them to access the same communications system features as then headquarters via desktop, mobile phone, video phone, video conference system, etc.
- Reduces long distance calling costs and cellular charges; cuts travel costs
- Low upfront system costs and no long-term equipment and service costs provide excellent Return on Investment (ROI)
- Simple, user-friendly technology
- Offers perception that SMB is actually a bigger business that it is
- Adds mobile support for remote workers and road warriors; Employees able to access and share information internally and externally to be more productive and competitive; Ability to access work phone lines and voicemail via mobile phones or to receive voicemail via email
- Telepresence and video conferencing technologies help to unite and manage off-site employees
- Strengthens customer service by using features like IVR and call routing queues for superior call handling, and more

Key Grandstream Differences

A UC solution can cost thousands of dollars depending on the vendor, see how Grandstream saves you money:

- ◀ Initial upfront equipment costs: Research what features are included in the base product costs; Grandstream includes all features up-front.
- ◀ Ongoing or recurring fees: Using certain features on a yearly basis affects SMBs/ SMEs operating budget. Grandstream includes all features at no additional cost.
- ◀ Add-on licensing fees: Avoid these 'turn on' fees down the road by choosing a Grandstream solution that already includes critical features SMBs need to be competitive.
- ◀ Future software upgrade fees: Inquire about upgrades in the future and their cost. Grandstream software and firmware updates are always free.
- ◀ Grandstream's UCM6300 Ecosystem provides a powerful platform for secure remote collaboration.



Results and Impacts Achieved through Grandstream

- ◀ New enterprise-grade UC features catered to their business operations for added cohesion and collaboration
- ◀ Reduced telecom and long distance costs between office locations and remote workers; saves on cell phone bills by routing domestic and international calls made on a smartphone through VoIP; provide VoIP phones to remote workers
- ◀ Affordable 'get started' costs including all hardware and software (excluding SIP Phones)
- ◀ No annual licensing fees, recurring fees or software/firmware upgrade costs
- ◀ Web interface simplifies set-up, customization, remote management and maintenance
- ◀ Expanded voice communication options with custom voice features like IVR, call queue, call recording, call routing and conferencing features
- ◀ Unite geographically-dispersed locations on one centrally-located IP PBX; extension dialing across network; mobile and remote workers also included.
- ◀ Future expansion support
- ◀ Introduces telepresence-based video conferencing for improved workplace collaboration and real-time video communications; Adds real-time video surveillance of facilities and IP door phones using a variety of video codecs
- ◀ Advanced data support through fax, fax/voicemail forwarding to email, call detail records, company phonebook integration and system backup
- ◀ Immersive Wi-Fi environment that can easily scale to hundreds of access points per deployment, all managed and configured from the cloud backup
- ◀ Wi-Fi voice and video solution that allows a business to stay mobile and productive; enhances the current flexible office layout
- ◀ Improved experience for users calling into a solution with an integrated call center functionality, features include: ring groups, call statistics, virtual queue support, position announcement, CTI support, and more.

Product Pages



[UCM6300 Series](#)



[UCM6200 Series](#)



[UCM6510](#)



[HA100](#)

Implementing UC with Grandstream

With a full range of IP endpoints and networking products designed specifically for SMBs/SMEs, Grandstream partners with customers to create enterprise-grade communication solutions for every business. These solutions offer feature-rich functionality at an affordable price that delivers recognizable business.

What can cripple an SMB/SME and affect their plan to migrate toward UC are future budget considerations involving ongoing licensing fees and the network set-up, maintenance and administration. Grandstream products never require licensing fees and are specifically designed so that SMBs/SMEs internal staff or their reseller/system integrator can self-administer and manage the network versus having to hire an outside IT firm. Grandstream adheres to open-source SIP standards for product development ensuring network- and enterprise-side product and service interoperability. Ease of integration through open standards allows businesses to confidently add newer technology sooner rather than later.

UCM series of IP PBX's

The backbone of a Grandstream UC network is the UCM series IP PBX appliance. The UCM series is an open source, licensing-free IP PBX that delivers secure and reliable voice, video, data and mobility apps. Powered by an advanced hardware platform based on Asterisk®, the UCM series helps businesses to easily and affordably use VoIP to increase productivity, provide better customer service, unify communications on a single platform and save money on communications costs.

Listening to customers around the globe, Grandstream realizes that a large number of SMBs/SMEs want to adopt UC to be more competitive. The common thread or barrier to entry heard most frequently is the SMBs/SMEs ability to attain the features needed at a price they can afford— a problem that Grandstream has solved.

The UCM series offers various model options in order to offer a solution ideal for every type of business:

◀ **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.

◀ **UCM6200 Series** - the UCM6200 series is geared specifically towards small to medium businesses as it supports up to 800 users and up to 10 concurrent calls. The UCM6200 series offers 4 different models options (UMC6202, 6204, 6208) that differ mainly on the amount of included FXO ports and concurrent calls.

◀ **UCM6510** - this model is ideal for medium sized businesses and larger businesses as it supports up to 2000 users and up to 200 concurrent calls. Businesses who need support for E1/T1/J1 networks should choose the UCM6510.

◀ **HA100** - this model 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 device will monitor the operational status of both UCM6510s and automatically switch all system control to the secondary UCM6510 if the device fails for any reason.

Contact Grandstream

Whether you have sales questions, need product support, or are simply looking to get more information on a Grandstream related topic, we are here to help.

Contact Us [Here](#)

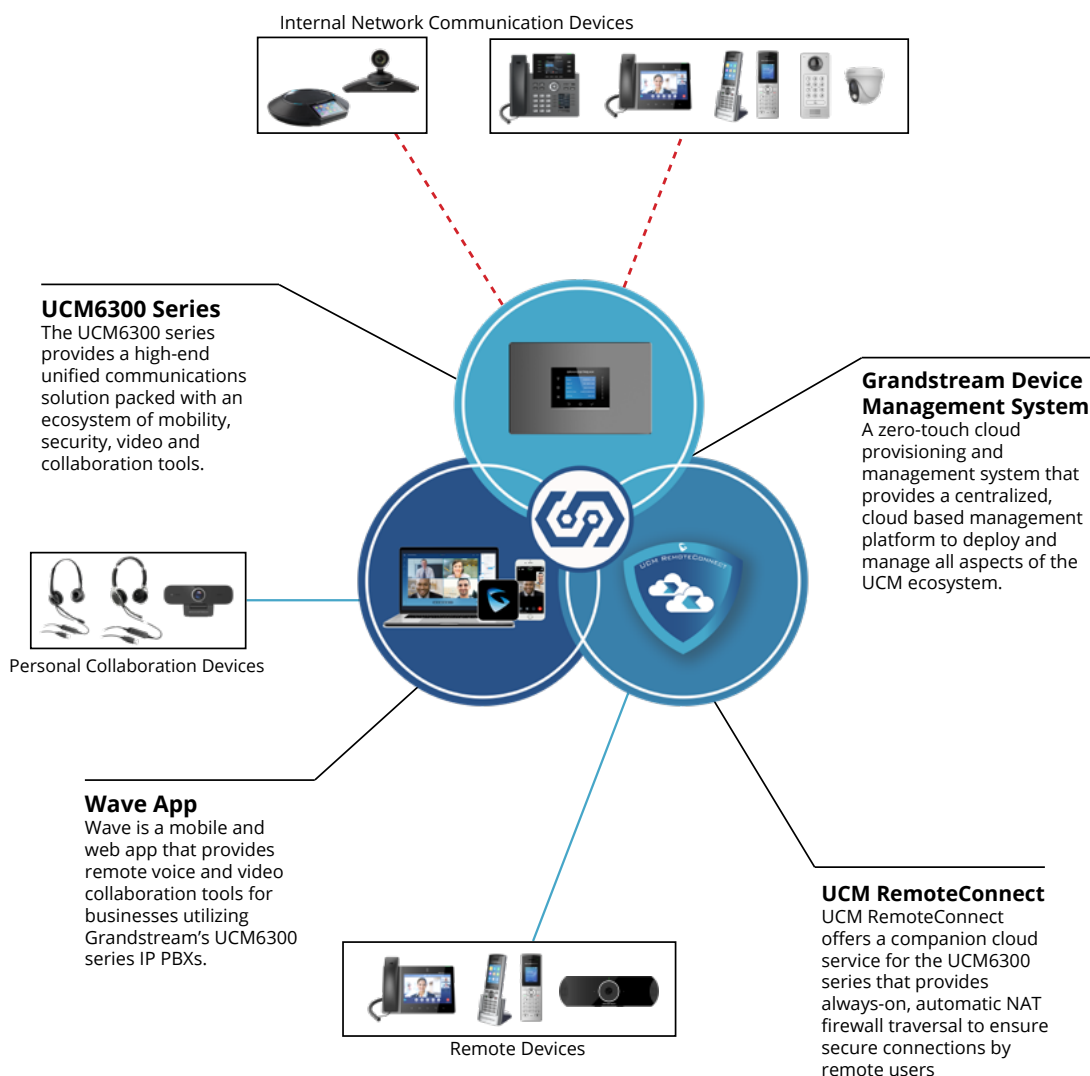
*Asterisk is a registered trademark of Digium.

What differentiates the Grandstream UCM6300 Ecosystem from other market solutions?

> The UCM6300 Ecosystem pairs together the customization and control of an on premise IP PBX with the remote-access of a cloud solution to provide an easy-to-manage hybrid communication platform for businesses of all sizes. The ecosystem consists of the UCM6300 series IP PBX, WebRTC, Wave app and UCM RemoteConnect cloud service.

> UCM RemoteConnect allows organizations to build a secure, easy-to-manage communications and 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.

> The Wave app provides a mobile, desktop, and web app for the UCM6300 series, allowing remote workers to easily communicate and collaborate from anywhere. It is compatible with Grandstream's UCM RemoteConnect cloud service, which ensures a fully secure connection between Wave and the UCM6300 series by providing automatic, always-on NAT firewall traversal.



View the full details of the UCM6300 Ecosystem
[HERE](#)

Vertical Deployment Scenarios



Data: Secure the office's network of communication tools using Grandstream's UCM series or HA100 of IP PBX's. Feel confident knowing that your companies data is kept safe.



Voice: Grandstream's series of IP phones range from a more affordable option to high end, and can handle the call volume of different office departments such as a receptionist or desk worker.



Mobility: Grandstream provides a variety of solutions that allow workers to be mobile within an office and outside the office. Wi-Fi APs as well as Wi-Fi and DECT cordless IP phones are ideal for office mobility, while Wi-Fi phones and the Wave app are ideal for remote workers.



Video: Enhance the office's conference rooms using Grandstream's full HD video solutions. Whether its an internal or customer facing meeting, build trust and commitment by being face to face.

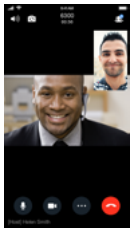
Offices

Office layouts, management styles, working hours, and other factors are constantly changing. Grandstream solutions are used to empower office workers to collaborate efficiently and excel individually. No matter the office setting, whether it's big or small, our endpoints fulfill the communication needs for workers such as: receptionists, desk and remote workers, office security, conference rooms, and the executive office.

Office Endpoint Application



[WP Series](#)



[Wave App](#)



[GWN Series](#)



[GSC Series](#)



[GUV Series](#)

[Mobility](#)

WP Series: Ideal for workers who are on-the-go such as a sales person, these phones can be used to roam between Wi-Fi access points. The WP820 model comes equipped with Bluetooth for pairing with headsets so workers can be completely hands free.

Grandstream Wave: Enable users to move freely and continue to receive calls from any business SIP account. The Grandstream Wave is a free softphone application that allows users to connect to their SIP accounts from anywhere in the world. Utilize on any Android™ or iOS device to increase mobility and stay connected to essential communications. This app would be ideal for users on the road while traveling or just working remotely.

GWN Series APs: Grandstream's Wi-Fi access points are the ideal series for small to medium businesses. There are a variety of models that can support anywhere from 80 to 450+ concurrent client devices with a range of 100 to 175 meters, allowing organizations to customize their networks for their appropriate parameters.

GSC Series: The GSC series allows offices to build powerful SIP intercom and paging solutions that expand communication and add security. Workers are able to navigate through their office while still being connected to important announcements.

GUV Series: The GUV series of personal collaboration devices allows workers in offices to collaborate more productively. The GUV3050 bluetooth headset is the perfect solution to move freely around the office while still being connected to your desktop.





[GVC3220](#)



[IPVT10](#)



[IPVideoTalk](#)

Video

GVC Series: To aid in productivity and cut down travel costs, the GVC Series of Video Conferencing Devices is an excellent solution that allows businesses to implement an affordable room-based video conferencing solution. Based on the Android operating system, this conferencing solution offers the ability to hold conferences or meetings with Grandstream's IPVideoTalk allowing a conference or meeting to be held with anyone on nearly any device.

GUV Series: The GUV series of personal collaboration devices allows workers in offices to collaborate more productively. The GUV3100 personal USB webcam is the perfect solution to improving your video conferencing with this easy camera. Just plug-and-play, no setup required.

IPVT10: IPVT10 is an on-premise server designed to support the needs of modern enterprises. It offers a state-of-the-art collaboration platform complete with rich video and audio features to provide a centralized, scalable solution to manage an entire businesses conferencing needs.

IPVideoTalk Meetings: IPVideoTalk is a web meeting and collaboration platform that allows users to connect around the globe through supported devices like PCs, Mac, and iOS and Android devices with the free IPVideoTalk app.



Communications Platform & Data



[UCM6300](#)



[HA100](#)

UCM6300 Series: 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.

HA100: In the case of an outage, the HA100 provides a failover solution to save office communication when paired with two UCM6510's. This device will monitor the operational status of the UCM's and switch all system control if one fails, including all connected telecom lines, network links, auxiliary devices, and all of the SIP endpoints previously registered on the primary device.



[GRP2600 Series
Essential IP Phones](#)



[GRP2600 Series Mid-
Range IP Phones](#)



[GXP2100 series](#)

Voice

GRP2600 Essential Series: The four IP phones in the Essential series are designed to offer simple-to-use, affordable desktop IP Phones with a sleek design and next-generation features. Built for the needs of on-site and remote workers and designed for easy deployment by enterprises, service providers and other high-volume markets, these essential IP phones offer an easy-to-use and easy-to-deploy voice endpoint.

GRP2600 Mid-Range Series: The GRP2600 series of mid-range carrier-grade IP phones designed for mass deployment. This series of next-generation IP phones features a sleek new design, a reimagined user experience, unified firmware and powerful feature options. Designed for enterprises, service providers and other high-volume markets, the GRP series offers a powerful, easy-to-use and easy-to-deploy voice platform with next-gen features for high-end users.

GXP2100 series: Grandstream's High-End IP phones are designed for users such as receptionists, who are often on the phone and need access to advanced features, line support and usability options. The call capacity of this line ranges from 3 to 12 lines depending on the individual business needs. Pair the GXP2140 or GXP2170 with the GXP2200EXT (extension model) to expand the amount of extension keys. Connect 4 extension models at once for a total of 160 contacts.



Case Studies



Discover how Grant Thornton used Grandstream solutions to build a centralized and scalable communication platform to be shared by 14 offices throughout India.

[HERE](#)



Learn how Ricoh, one of the largest electronics manufacturers in the world chose Grandstream to build a solution that can continue to grow as the company expands offices.

[HERE](#)



See how Prestige Executive Suites, a serviced office provider worked with a local system integrator to build a total Grandstream communication solution to integrate office communication across different locations.

[HERE](#)



eMentalist is a hiring agency who worked with a consultant who chose Grandstream to create a flexible, Android-based, mobile-friendly video solution for their recruitment firm to connect easily with clients.

[HERE](#)



Voice: From the front desk to guest rooms, employees and guests need an easy to use phone to communicate. Grandstream's range of phone series can cover each area based on individual needs.



Data: The UCM series allows hotels to integrate their property management system (PMS) with their communication solution. Because of this, hotels can manage all communications, as well as tasks like reservations and billing, all on the same solution.



Video: Whether a hotel needs facility access security or to cater to a conferencing space, Grandstream's video solutions meet these needs.



Mobility: Housekeeping and maintenance staff need a reliable mode of communication as they move throughout a hotel's property. Grandstream's Wi-Fi and DECT phone series are an ideal solution.

Hospitality

Hotels rely heavily upon their communications between reservations, front desk, housekeeping, maintenance, management, and hotel guests. Connecting these users and meeting their unique communication needs is easier than ever with Grandstream.

Whether you want to continue using existing technology or upgrade to a solution that you can rely on, Grandstream can help wherever it's needed. See which devices work best for each department below and see how other hotels have implemented Grandstream solutions to improve their operations.

Hospitality Endpoint Application



[WP Series](#)

Mobility

WP Series: These powerful and cordless Wi-Fi phones come equipped with dual-band Wi-Fi support, 7.5 hours of rechargeable talk time, and 150-hour standby. Employees can roam free while staying connected for a full shift. The push-to-talk feature can be used for quick communication with the front desk staff, housekeeping and groundskeeping.



[GWN Series](#)

GWN Series APs: Grandstream's powerful Wi-Fi access points offer high performance networking, tremendous Wi-Fi coverage range, and can support a large number of guests. Place these access points throughout the hotel so each guest may always be connected. Hotels can also benefit from Grandstream's outdoor Wi-Fi access point that is designed to cover a long outdoor range. With waterproof casing and heat resistant technology, guests and staff can move outside while still being connected to Wi-Fi.



[GSC Series](#)

GSC Series Intercom/Speakers: In a hospitality environment such as a hotel, restaurant, casino, etc., You will want to ensure that it is equipped with a clear and concise intercom system to provide an enhanced communication system for both staff and guests. By eliminating expensive wiring costs, important communication can be delivered faster and more reliable thanks to the integrated dual band 802.11 a/c/g/n Wi-Fi. This type of speaker can be used for both emergency and non-emergency announcements, background music, and more. Additionally, this system can pair with Grandstream's desktop and cordless IP phones as well as the GDS series of Facility Access products that users can create





[GXV Series](#)

[Video](#)

GXV Series: These desktop video phones can integrate with Grandstream's security cameras and facility access systems allowing the front desk staff to monitor the hotel grounds. They could also be used to communicate with corporate staff if they may not always be on the hotel property.



[GVC3220](#)

GVC Series: For hotels that hold large conferences, the GVC3200 is a reliable and affordable video conferencing solution. This system has built-in MCU and bridges multiple platforms such as Skype, Google Hangouts and many others including Grandstream's IP VideoTalk so the user can easily set up the device to match their needs. Additionally, users will elevate their experience with its 1080p Full-HD video, up to 9-way video conferences, 3 monitor outputs, screen-sharing capabilities, Wi-Fi and more.



[Communications Platform & Data](#)



[GXW4500](#)

GXW4500 Series: Hotels can utilize this Digital VoIP Gateway to create a seamless hybrid VoIP and Analog solution, like in this example deployment. The hotel uses the GXW4500 to support both VoIP and analog technology, while creating a hot-line option for emergency calls.



[UCM6300 Series](#)

UCM6300 Series: These IP PBXs are ideal for medium to large sized hotels as they can support up to 3000 users and up to 450 concurrent calls. 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 web and mobile, which provides a hub for collaborating remotely, and UCM RemoteConnect, a cloud NAT traversal service for ensuring secure remote connections.



[UCM6200 series](#)

UCM6200 Series: For a small or boutique style hotel, the UCM6200 series would be a more affordable option. This line ranges from 500 SIP accounts and 50 concurrent calls to 800 SIP accounts and 100 calls to fit the individual needs of the hotel. Features include built-in call queue management, IVR, call detail records, auto attendant, and more to easily track and manage incoming guest inquiries.



[GRP2600 Series](#)

Voice

GRP2600 Series Essential IP Phones: These basic IP phones are a reliable solution to deploy in each guest room. With programmable soft keys, each can be set up to reach a specific department such as reservations, concierge, housekeeping, or the front desk.



[GXP2100 Series](#)

GXP2100 Series: The GXP2100 series are high-end IP phones that can be used by the front desk staff who handle high-call volume. Enjoy efficiency by utilizing 12 line keys, 4.3 inch color display LCD and 48 digital, on-screen speed dial/BLF keys. Additionally, this device supports up to four GXP2200EXT modules (see below).

GXP2200: This extension model is the ideal choice for providing call control between each guest room. By connecting four at one time with the GXP2170 high end IP phone, this solution can support up to 160 extensions.



Case Studies



Learn how the Swiss Spirit Hotel built an integrated communications and hotel management solution using Grandstream

[HERE](#)



International hotel brand, AccorHotels relies on Grandstream to move toward a modern, unified, digital communication solution.

[HERE](#)



Data: Grandstream's data solutions provide a centralized solution for the communication needs of an education system.



Voice: From the front desk to guest rooms, employees and guests need an easy-to-use phone to communicate. Grandstream's range of phone series can cover each area based on individual needs.



Mobility: Grandstream's mobility solutions include cordless phones and Wi-Fi access points that can be used and placed at small education institutions to large college campuses.



Video: Students at college or K-12 schools can use a video solution to hold virtual field trips or broadcast a lesson in large lecture halls. Schools can utilize a Grandstream video (and/or voice) facility access and surveillance solution to control access and monitor security using IP phones.

Education

Grandstream provides a complete communication solution to help teachers and educators, administrators, students, and parents from any educational institution to communicate effectively. Technology not only plays a large role in the communications and security of a school, but it's also changing the way we teach. The importance of embracing and integrating new communication technology is key. See how Grandstream devices can help any school or university improve their communication.

Education Endpoint Application



[WP Series](#)

[Mobility](#)

WP Series: The Wi-Fi cordless phone is ideal for a user who is on the go and needs to remain available for communications. A principal, aid, or admin on a big campus would be an ideal user for this device. The WP Cordless phones can be used to roam seamlessly between Wi-Fi access points.



[GWN Series](#)

GWN7600 Series: Grandstream's Wi-Fi access points are a perfect solution for campus dorms or classroom buildings where there is high user density. This product covers a range of up to 165 meters and can support 450+ concurrent devices. For large education campuses, Grandstream's outdoor Wi-Fi access points are a great solution that cover a long range. Students and faculty can benefit from being able to research or study outside in a common area. With waterproof casing and heat resistant technology, this device can stand up to the elements of weather.



[GSC Series](#)

GSC Series Intercoms/Speakers: Deploying a GSC SIP speaker and intercom throughout any large public space in a school system will allow for quick and reliable mass announcements. This type of solution could be deployed into hallways, cafeterias, and libraries, that to be utilized for period changes, emergencies, general announcements and more. Additionally, this speaker is equipped with an HD acoustic chamber which can help to eliminate echoes that often occur in school hallways and large classrooms. Traditional intercom systems can become expensive due to the wiring of individual systems in each classroom, which makes this solution more affordable and reliable due to the integrated dual band Wi-Fi.



[GUV Series](#)

GUV Series: The GUV Series of Personal Collaboration devices for education allow for students and educators to learn and teach from anywhere. The headsets and webcams provide a full immersive experience for classrooms, both physical and virtual.





[GVC3220](#)



[Video](#)

GVC3200 Series: The GVCs are a versatile video conferencing solution that can be used across a range of education scenarios. Many parents are busy with work and can't always take time off to come into school for meetings. This conferencing solution paired with IPVideoTalk gives everyone the chance to be involved. They can be paired with most video and web conferencing services to create a multi-point conferencing solution that can be joined from any web browser.

IPVideoTalk Meetings: IPVideoTalk is a web meeting and collaboration service that allows users to connect around the globe through supported devices like PCs, Mac, mobile devices, IP phones and analog phones. This allows parents to communicate with educators without having to come to the institution. This could also be used by teachers to communicate within their district and hold city wide meetings.



[UCM6300 Series](#)

[Communications Platform & Data](#)

UCM6300 Series: Providing a centralized solution for the communication needs of an education system the UCM6300 series is an ideal anchor for the network. When utilizing the UCM6300 Ecosystem as a whole, you can unify multiple technologies such as voice, video calling, and video conferencing onto one common network.





[GXP1700 Series](#)

Voice

GXP1600 Series: Grandstream's basic IP Phone would be a great addition to any classroom for staff use. With a clear user interface and essential features and functionality, this is an ideal device for the classroom. Rather than requiring a staff member to bring a cell phone into class, this basic IP phone would allow a teacher to communicate across the school or in case of emergencies.



[GRP2600 Series](#)

GXP1700 Series: For medium sized k-12 schools, the GXP1700 would fulfill the needs for any front office personnel. This series range includes 6-8 lines, 24-32 programmable keys, and digitally programmable BLF keys. The mid to high range call support can handle the amount of incoming calls from parents and staff.



[GDS Series](#)

GRP2600 Series: For administration offices on large campuses such as a prep school or college, these combined with the GBX20 extension model would hold up to the heavy volume of incoming calls.

GDS Series: These facility access systems would be ideal for dormitories, classrooms, and gym facility entry. Ensuring students' safety is a priority that should not be taken lightly. This system has a built-in RFID chip reader and keypad for secured keyless or key entry.



Case Studies

VOICECONNEX

See how Grandstream solutions allowed 12 school districts in Missouri build easy-to-use, redundant and distributed communication networks.

[HERE](#)

RED DE COLEGIOS • SEMPER ALTIUS •

Semper Altius, an international network of more than 100 schools in 18 countries implemented Grandstream to build a powerful, centralized and scalable solution.

[HERE](#)



Voice: Most logistical facilities have a need for office space, whether its an admin or executive office. Grandstream's line of IP Phones can cover the businesses voice needs.



Data: Unify and secure the facilities communication network using Grandstream's UCM series of IP PBX's.



Video: Security is important for any warehouse or production facility where workers come and go throughout the day and night. Grandstream's video facility access is an ideal solution to protect the business.



Mobility: Workers in the logistics industry don't have physical offices as they are always on the move. Grandstream's mobility solutions enable the flow of communication to continue no matter where you are.

Logistics

A logistic environment typically consists of the integration of materials handling, production, packaging, inventory, transportation, and warehousing. Often on the go, this industry needs an easy way to communicate without standard wiring. Grandstream offers an array of solutions to fit the needs of roaming workers such as truck drivers, forklift operators, inventory managers, production line workers etc.

Logistics Endpoint Application



[WP Series](#)



[DECT Series](#)



[GWN Series](#)

Mobility

WP Series : In larger warehouse facilities where Wi-Fi is reliable, the Grandstream Wi-Fi phone is a fitting solution. With roaming capabilities and the Push-To-Talk function which acts like a walkie talkie, workers such as a forklift driver can communicate in a safe manner. Truck drivers could take their Wi-Fi phone on the road and stop at any rest area or facility with Wi-Fi and continue to communicate with their team.

DECT Series: In smaller warehouses, Grandstream's DECT series of handsets and base station is a reliable solution for a cordless environment. When paired with the DP752 base station, the high-end model (DP730) can reach a range of up to 400 meters with 40+ hours of talk time.

GWN Series: This Wi-Fi access point is designed to cover a range of up to 175 meters which would be ideal for large areas such as a warehouse and its offices. Additionally, this device can pair with up to 50 access points without requiring separate controller hardware/software and without any point of failure. Long range Wi-Fi access points are designed to provide extended coverage support of up to 300 meters. With waterproof casing and heat resistant technology, it's ideal for outdoor areas such as a loading dock.



[Wave App](#)

Grandstream Wave: Enable users to move freely and continue to receive calls from any business SIP account. The Grandstream Wave is a free softphone application that allows users to connect to their SIP accounts from anywhere in the world. Utilize on any Android™ or iOS device to increase mobility and stay connected to essential communications. This app would be ideal for users such as corporate who are visiting job site or drivers who may be on the road.



[GSC Series](#)

GSC Series SIP Intercoms & Speakers: In a logistics environment, being able to communicate hands-free is key. In large facilities it can be hard to deliver mass announcements relating to closing periods, incoming deliveries or emergencies, this device enables employees to continue their work without being hindered by a communication device such as a desktop phone. Grandstream's 1-way public address SIP speaker is equipped with an acoustic chamber to eliminate echoes throughout any environment and will provide a reliable source of instant communication to all workers.



[GVC3220](#)



[IPVideoTalk](#)



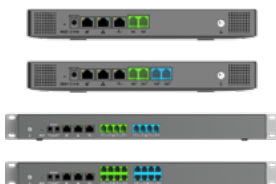
[GDS Series](#)

[Video](#)

GVC3200 Series: For the executive office or huddle room, the GVC series is made up of video conferencing endpoints that are easy to use. These devices allow users to utilize other Android conferencing or communication applications, along with Grandstream's IPVideoTalk. This device would be great to use to communicate between different warehouses or the corporate office.

IPVideoTalk Meetings: IPVideoTalk is a web meeting and collaboration service that allows users to connect around the globe through supported devices like PCs, Mac, mobile devices, IP phones and analog phones. This is a great platform that can be used by the main warehouse or factory and used to communicate with drivers on the road (using the Grandstream Wave) or the corporate office.

GDS Series Facility Access Devices: This powerful IP Video Door System offers a 180-degree video viewing angle for wall-to-wall coverage, has a built-in RFID chip reader for secure keyless entry, includes a built-in microphone and speaker to support intercom functionality and offers alarm-in and alarm-out support for integration with existing security devices.



[UCM6300 Series](#)

[Communication Platform & Data](#)

UCM6300: This IP PBX and the UCM6300 Ecosystem allows businesses to unify multiple communication technologies, such as voice, video calling, video conferencing, video surveillance, data tools, mobility options and facility access management onto one common network.



[GDS Series](#)

Voice

GDS Series: The GDS3705 is an audio-only facility access system. This product shares all the features of the GDS3710 aside from the video feed. Combine the two access systems to create a secure solution. Use the video feed for outdoor areas and highly secure areas and use the audio-only for indoor spaces.



[GRP2600 Series Mid-Range IP Phones](#)

GRP2600 Series: In most logistical industries, there is also the need for office space whether it's in an admin or executive office. The GRP2600 Series of Carrier Grade IP Phones has the perfect endpoint for your office space deployment, handling 2 to 10 lines.





Data: Grandstream's data solutions can be used to protect and secure the networks communication technology and can also handle the volume of calls at large hospitals.



Voice: With the wide spread of hospitals and medical practices, the need to communicate between departments is important. Grandstream's line of IP phones can fit each departments needs.



Video: With Grandstream's wide-range of video collaboration solutions, any medical organization can create a powerful, flexible and easy-to-use platform for telehealth consultations.



Mobility: Whether it's a private practice or a large hospital, employees are always on the move and there are always many devices streaming at once. Grandstream's mobile solutions can be deployed to fit the needs of any medical institution, regardless of if staff is in the office or remote.

Hospitals

Hospitals, private practices, dental offices etc. all have a very important job in keeping us all healthy. Doctors, nurses, fellow employees and interns, must be equipped with the tools they need to communicate effectively for the sake of their patients' health. A healthcare facility's communication network must operate as efficiently as possible, Grandstream solutions are a reliable choice.

Hospital Endpoint Application



[WP Series](#)



[DECT Series](#)



[GWN Series](#)



[GSC Series](#)

[Mobility](#)

WP Series Wi-Fi Cordless Phones: The WP series is a great cordless handset for large hospitals that require nurses, doctors, and employees to roam between rooms, departments, and floors. Grandstream's Wi-Fi phone delivers high-productivity features along with the ability to allow a user to roam wherever there is a Wi-Fi connection. Key features that are useful for this environment is Bluetooth for syncing headsets along with accelerometer and a configurable button for push-to-talk and panic functions.

DECT series: For a medical office, such as a private practice or dental office, Grandstream's DECT series is an ideal fit. The DP722 handset and DP752 base station covers a range of 350 meters which is more than enough range for a specialist to be able to roam throughout the entire office and be available. Additionally, call volume will most likely be lower than a large hospital, so a DECT solution would be more affordable and the right choice.

GWN Series APs: There is a constant flow of communication throughout hospitals. Between staff and patients, there will be a high volume of user devices, such as: a smartphone, tablet, laptop, etc. The GWN7600 Wi-Fi access point can handle up to 450 devices and connecting a network of up to 30 access points will provide enough Wi-Fi coverage to handle the density of users.

GSC3500 SIP Intercom/Speakers: This SIP speaker / microphone would be most useful for individual patient hospital rooms, or at a nursing facility for a reliable two-way communication system. Both patients and staff can use this solution to narrow response time and increase safety, especially when mobility may be an issue. In this scenario utilizing the devices' two-pin peripheral port can hook up to an emergency button that patients can hit to auto-dial nursing stations. Additionally, this could be paired with Grandstream's GDS series of Facility Access Systems to communicate with incoming guests, patients, and employees outside of normal facility hours.





[GXV Series](#)

[Video](#)

GXV3300 Series: The GXV3370 is an IP video desktop phone supported by Android™ with a 7" touch screen and advanced megapixel camera for HD video conferencing. This device would work great for surgeons who want to consult with patients or doctors from other hospitals. With the support of Android™, this phone offers instant access to thousands of apps including Skype and Google Hangouts for an easy conferencing solution.



[GVC3220](#)

GVC3200: Due to space constraints in operating rooms, operations are often recorded or live streamed for educational purposes. Doctors can talk through surgeries or answer questions for viewers, particularly if a surgeon has a special technique or procedure. The ability to consult back and forth virtually makes for a more intimate view of what is happening. Grandstream's GVC3200 is a perfect device to carry out this task. It offers an elevated experience with its 1080p Full-HD video, PTZ camera with 12x zoom, 3 monitor outputs, screen-sharing capabilities, Wi-Fi and more.

[Communication Platform & Data](#)



[UCM6510](#)

UCM6510: In a large hospital, the UCM6510 offers several high-level features that allow for improved network performance. Advanced call handling and network data features include supporting up to 2000 SIP endpoint registrations and up to 200 concurrent calls. This device has comprehensive security protection using SRTP, TLS and HTTPS with a hardware encryption accelerator.





[GXP1700 Series](#)

Voice

GXP1610/15: The GXP1610 is a basic IP Phone with a clear user interface, essential features, and functionality. This phone would be ideal for a patient exam room where there are minimal calls being made. Features include 1 SIP account, 2 line keys, 3-way conferencing, and 3 XML programmable context-sensitive soft keys.



[GXP2100 Series](#)

GXP1700 series: For a small to medium sized medical practice, the reception desk could benefit from Grandstream's GXP1700 series mid-range IP Phone. The phones feature digital BLF keys, adding a premium feature into an affordable mid-range phone. This device can easily handle the amount of incoming calls from patients and insurance companies.

GXP2170 w/ Extension Model: In a large hospital, each department needs the tools to communicate with a large range of contacts. This device combined with the GXP2200 extension model would hold up to the high volume of calls hospitals receive throughout the day. Enjoy efficiency by utilizing the GXP2170's 12 line keys, 4.3 inch color display LCD and 48 digital and on-screen speed dial/BLF keys. Provide users with the fastest possible connection speeds thanks to the device's dual Gigabit, PoE network ports.

Case Studies



NOTRE DAME UNIVERSITY HOSPITAL

Notre Dame University Hospital in Lebanon was able to build a fast, powerful, customizable, redundant network that has drastically improved the hospitals' performance, response time and effectiveness.

[HERE](#)



The Red Cross is vital to the safety, health and protection of its citizens and visitors.

In order to maximize their ability to protect and save life, The Tonga Red Cross built a powerful new voice solution with Grandstream.

[HERE](#)

Appendix A

Key Grandstream UC Features

The UCM6200 series IP PBX has a wide range of features and functions to help businesses communicate more effectively, save costs and streamline business processes. Among the most popular capabilities includes:

Interactive Voice Response (IVR) - A built-in, multi-level IVR that lets incoming callers interact with a company's host system via a telephone keypad or by speech recognition, after which they can service their own inquiries by following the IVR dialogue. IVR systems respond with prerecorded or dynamically generated audio to further direct users on how to proceed. IVR applications are used to control almost any function where the interface can be broken down into a series of simple interactions.

Auto Attendant - Allows callers to be automatically transferred to an extension without the intervention of an operator/receptionist. The auto attendant offers a simple menu system ("for sales, press 1, for service, press 2, 0 for a live operator" etc.).

Call Queue - During peak business hours, businesses may experience a high call volume and not be able to immediately answer every forwarded call. Rather than missing important calls, the built-in call queue keeps a caller on the line listening to hold music while continuing to reach a list of call forwarding numbers.

Call Routing - Getting a placed call from one endpoint to another through the network is call routing. Decisions can be made for many reasons including least cost (toll bypass), least congestion, time of day, day of week, etc.

Call Detail Records (CDR) - Call detail reporting itemizes all incoming and outgoing calls and provides phone usage records broken down by line, date, time and more.

Call Recording - Comprehensive call recording allows calls to be recorded and saved onto the UCM6200 series flash memory for training, tracking, quality control or legal purposes.

BLF - Busy Lamp Field (BLF) is a light on an IP phone that identifies whether another extension connected to the same PBX is busy or not. From a BLF field, it can be known whether the line or user is currently making a call. A call can be placed directly from the BLF field making it easy to keep in touch with other employees using a single click.

Voice Conferencing - Easily create a conference call from one IP phone to make keeping in touch easier and more efficient than ever before.

Voice Conferencing (Bridges) - Features up to five 32-user conference bridges, which can be accessed by dialing an extension or calling a direct number. Conducting large meetings with up to 32 people is made easy.

Codec Transcoding - The IP PBX transcodes any voice call in case the codec made to initiate the call is not supported by the call recipient, or visa versa. This ensures that all calls go through with the highest degree of clarity.

Voice Encryption - Safe and secure encryption is built-in. TLS encrypts calls so that no one can listen in to your calls. SRTP encrypts account information so it can never be hacked.

Video Conferencing Solutions - Full support for any SIP video device allows users to utilize the existing video conferencing solution already in place, or implement any new video conferencing solution directly onto the IP network using the UCM6200 series. Keep in touch with customers, employees, and perspective clients through face-to-face, more productive meetings.

Fax - Integrate the fax line so making and receiving faxes is as cheap and easy as ever. Faxes can also be forwarded to email.

Phonebook File - Easily create a company (LDAP) phonebook from an Excel document simply by saving it to the UCM6200 series. All IP phones on the network will instantly pickup and access the phonebook without any further manual work needed. Other IP PBX market solutions do not support LDAP phonebooks and require users to manually point each phone to the phonebook server.

Fax/Voicemail to Email - Faxes and voicemail can be forwarded directly to email so employees can access anytime, anyplace.

System Backup - Never lose configuration files or settings with automatic backup of system settings to an external SFTP server, a USB drive or an SD card. This is especially useful when looking to mirror configurations on other UCM6200 series IP PBXs.

Remote Configuration - The UCM6200 series web user interface can be accessed remotely over the Internet (password protected). Businesses, resellers and integrators can configure phones, add extensions, and setup any of the UCM6200 series long list of customizable features from anywhere, anytime.

Multi-Language Support - The web user interface is available in up to 7 different languages, allowing the device to be easily deployed and utilized all over the world.

Remote Configuration - The UCM6200 series web user interface can be accessed remotely over the Internet (password protected). Businesses, resellers and integrators can configure phones, add extensions, and setup any of the UCM6200 series long list of customizable features from anywhere, anytime.

Auto-Discovery - Add any Grandstream IP phone or IP surveillance camera to the network with auto-discovery of Grandstream IP endpoints that occurs immediately when the endpoint is plugged into the network. The UCM6200 series automatically discovers the device and auto-configures it.

Zero-Configuration - With zero-configuration of Grandstream endpoints, once the device is plugged into the network, auto-discovery automatically finds the device. Zero-configuration automatically configures the device so it is fully usable within seconds.

NAT Router - A built-in NAT router allows it to serve as an internal router in addition to an IP PBX (UCM6102 only).

SIP Trunking- A Voice over Internet Protocol (VoIP) and streaming media service based on the Session Initiation Protocol (SIP) by which Internet telephony service providers (ITSPs) deliver telephone services and unified communications to customers equipped with SIP-based private branch exchange (IP PBX) and Unified Communications facilities. Most Unified Communications software applications provide voice, video, and other streaming media applications. (Source Wikipedia)

Appendix B

Grandstream Product Pages: Find product information and resources such as datasheets, firmware, guides, user manuals, and marketing material.

IP Telephony

- [High End IP Phones](#)
- [Basic IP Phones](#)
- [Mid-Range IP Phones](#)
- [Softphone App](#)
- [Extension Modules](#)
- [Wi-Fi Cordless](#)
- [DECT Cordless](#)
- [IP Video Phone for Android™](#)

Business Conferencing

- [Full HD Conferencing](#)
- [Audio Conferencing](#)

Networking Solutions

- [Gigabit Routers](#)
- [Cloud Management](#)
- [Wi-Fi Access Points](#)

Gateways and ATA's

- [VoIP Gateways](#)
- [Analog Telephone Adapters](#)

IP PBX's

- [UCM Series](#)

Physical Security

- [Facility Access Systems](#)
- [Intercoms & Paging](#)

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Additional Resources:

[Grandstream Academy](#): Central portal for official Grandstream Certification Trainings.

[Learning Center](#): Find educational resources on our products

[Webinars](#): Learn more about our products and partnership programs.

[Helpdesk](#): Submit and manage tickets.

[YouTube](#): See past recordings of webinars.

[Facebook](#): Visit our Facebook page to stay up to date on Grandstream news and happenings.

[Grandstream Blog](#): Read our blog for a range of information and topics from new products to deployment scenarios.