GRANDSTREAM

CONNECTING THE WORLD

UCM6000 & GXP Phones Bundle Solutions

voip SUPPLY®

everything you need for voip™

- Founded in 2002
- 30+ employees
- Over 125,000 customers worldwide

Office: Amherst, New York
Contact Us: 1-800-398-VoIP

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

NEW VoIP Rental Program
our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

Hardware
featuring over 60 manufacturers that offer over 16,000 products

Experts on Your Side
the most qualified professionals become your extended team!

CloudSpan MarketPlace
a single place to shop various VoIP service providers - finding the perfect match for your client's diverse business needs

Fulfillment
provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim
offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

The Simplest way to sell cloud services & make $

1. Sign VoIP Supply's CloudSpan Reseller Agreement
2. Introductions & training w/CloudSpan vendors
3. Leverage resources for marketing & quoting
4. Cash your commission checks!

Benefits of CloudSpan

- No quotas/commitment levels
- Best in class commissions and spiffs/incentives
- Sell hardware + services
- Programs for single person through SMB to enterprise
- Commissions grow as your business grows,
  higher than if you go direct

Become a VoIP Supply Partner

Call or Email Joe Shanahan at (*716) 531- 4316 jshanahan@voipsupply.com*

- Complete partner program agreements & paperwork
- Create an Onboarding Game Plan with your Account Representative (Training & Equipping your Team)
- Marketing & Sales Collateral - https://www.voipsupply.com/partner-portal-home-page/
- Opportunity Support – Consulting & Solution Design, Proposal/Pricing

AGENDA

1. INTRODUCTION
2. CALL PARK / CALL RECORDING
3. EVENT-LIST BLF / PRESENCE
4. TRANSFER MODES
5. CONFERENCE BRIDGE CEI
6. CALL CENTER AGENT EASY LOGIN
7. ZERO CONFIG
8. QUESTIONS AND ANSWERS

Grandstream's Long History of Open Source

SIP

ANDROID

Android is a Registered Trademark of Google Inc.

Linux™

Asterisk®

Asterisk is a Registered Trademark of Digium

VoIP Phone Product Category

High-End


GXV3275


GXV3240


GXP2130


GXP2135


GXP2140


GXP2160


GXP2170


DP720/750


GXP1760


GXP1780/82


GXP1610


GXP1620/1625


GXP1628


GXP1630

Low-End

UCM6200 series

IP PBX Appliance

- 2/4/8 FXO trunk port models, 2 FXS ports with lifeline capability.
- Up to 100 concurrent calls and up to 32 conference attendees
- Up to 800 SIP endpoints and up to 50 SIP trunk accounts
- Dual Gigabit network ports, integrated PoE, USB and SD ports
- Zero Configuration endpoint provisioning and no licensing fees

UCM6200 series

Enhanced Features

- Up to 100 concurrent calls and up to 32 conference attendees
  - 50 concurrent calls – UCM6202
  - 75 concurrent calls – UCM6202
  - 100 concurrent calls – UCM6208
- Up to 800 SIP endpoints
- Dual-core 1GHz processor, 1GB RAM for enhanced capacity and speed
- Three sizes – UCM6202, 6204 and 6208

UCM6510
IP PBX Appliance

- **E1/T1/J1 Interface**
- **2 PSTN trunk FXO ports, 2 FXS ports** with lifeline capability
- Up to **2000 SIP endpoints** and up to **50 SIP trunk** accounts
- **Dual Gigabit** network ports, integrated **PoE,** USB and SD ports
- Zero Config endpoint provisioning and no licensing fees

Call Management

Call Park

This feature allows you to place a call on hold, so it can be retrieved from another phone in the system.

To use Call Park: if you are on an active call at your phone, you can park the call in 3 ways:

- Press #72 and the call will be parked.
- Initiate a blind transfer then dial 700 to park the call.
- Press the MPK button configured with call park extension lot

You can retrieve the call in another room or someone else on another phone in your system can then dial the call park extension to retrieve the call.

If the call is not retrieved after the timeout, it will ring back the phone that parked it.

Call Management

Call Park

* Parking Lot Extension:	700	* Parking Lot Name:	DefaultLot
* Parking Slots:	701-720	Use parklot as extension:	☑
* Parking Timeout (s):	300	Music On Hold Classes:	Default
Destination When Time Out Call Busy:		Timeout Callback Ringing All:	☐

Feature Codes

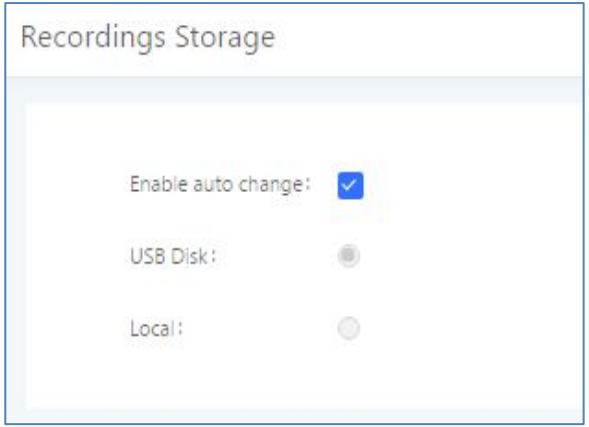
Feature Maps | DND/Call Forward | Feature Codes

Reset All | Default All

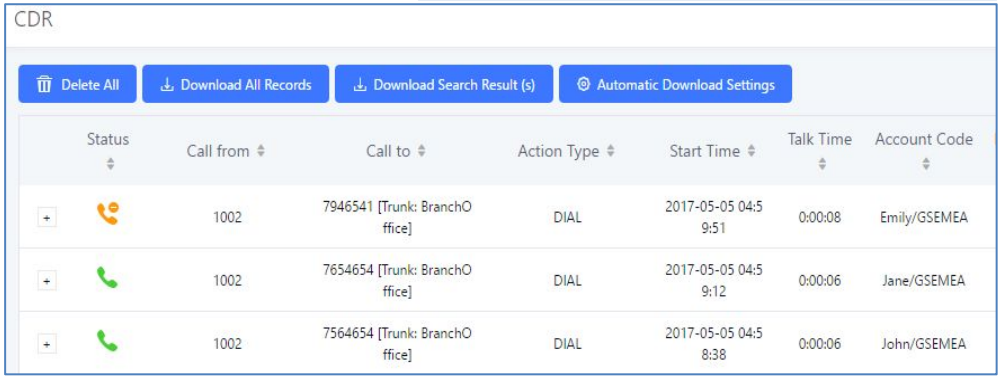
* Blind Transfer:	#1	Disable
* Seamless Transfer:	*44	☑
* Call Park:	#72	Allow Both
* Feature Code Digits Timeout:	1000	

UC Features

Call Recording

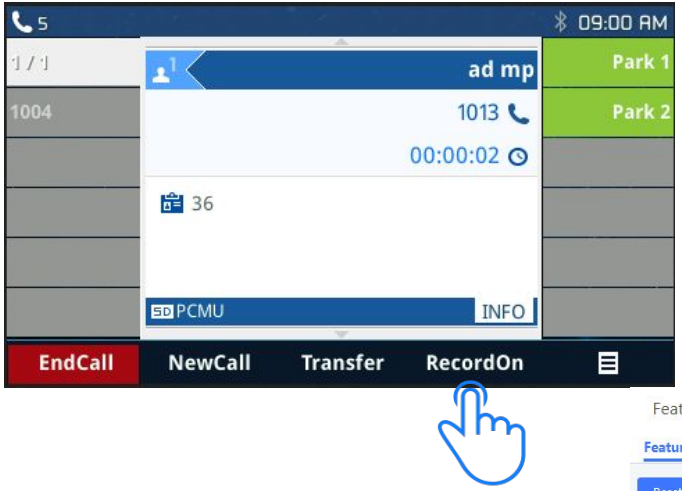


- Recording length can be extended via USB flash drive
- Recording files are wav format and can be played and downloaded from UCM6XXX series web GUI
- Automatic recording can enable for specific extensions, ring groups, call queues, conference rooms, trunks.

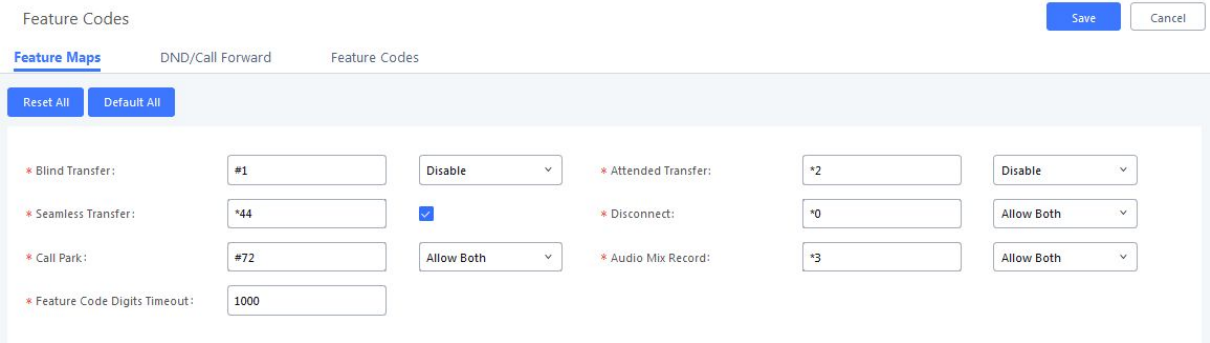


UC Features

Call Recording



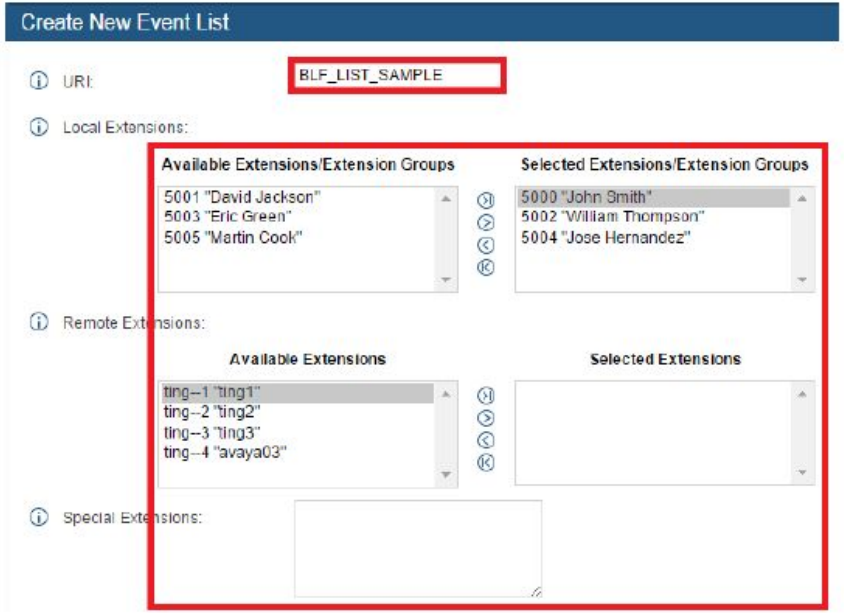

```
Session Initiation Protocol (INVITE)
  Request-Line: INVITE sip:1005@192.168.22.174:5060 SIP/2.0
  Message Header
    Via: SIP/2.0/UDP 192.168.22.119:5060;rport;branch=z9hG4bKPj9068ead4-aaac-46c7-9ca5-5b911b96c175
    From: "1013" <sip:1013@192.168.22.119>;tag=afb4dd78-4e1e-49b8-a481-68f17947331d
    To: <sip:1005@192.168.22.174>
    Contact: "1013" <sip:1013@192.168.22.119:5060>
    Call-ID: 119f55d6-0b21-4a09-b866-6fa72e78ff03
    CSeq: 29345 INVITE
    Allow: OPTIONS, INFO, SUBSCRIBE, NOTIFY, PUBLISH, INVITE, ACK, BYE, CANCEL, UPDATE, PRACK, REFER, MESSAGE, REGISTER
    Supported: 100rel, timer, replaces, norefersub
    Session-Expires: 1800
    Min-SE: 90
    X-UCM-AudioRecord: *3
    X-UCM-CallPark: #72
    Remote-Party-ID: "1013" <sip:1013@192.168.22.119>;privacy=off;screen=no
    Max-Forwards: 70
    User-Agent: Grandstream UCM6510V1.2A 1.0.17.10
    Content-Type: application/sdp
    Content-Length:   388
```



UC Features

Eventlist BLF

- UCM allows up to 20 endpoints to subscribe on the single resource list.
- UCM automatically assigns the BLF extensions into the available MPKs/VMPKs slots when Auto Provision Eventlist BLF is enabled on the phone



UC Features

SIP Presence

- SIP Presence is a feature available to phones with programmable keys such as Multi-Purpose Keys (MPKs) that allows them to monitor the service status of assigned extensions.
- A phone would send a SIP SUBSCRIBE message to the UCM to check for changes in the status of specified extensions, and the UCM would return the status of those extensions in a SIP NOTIFY message back to the phone.

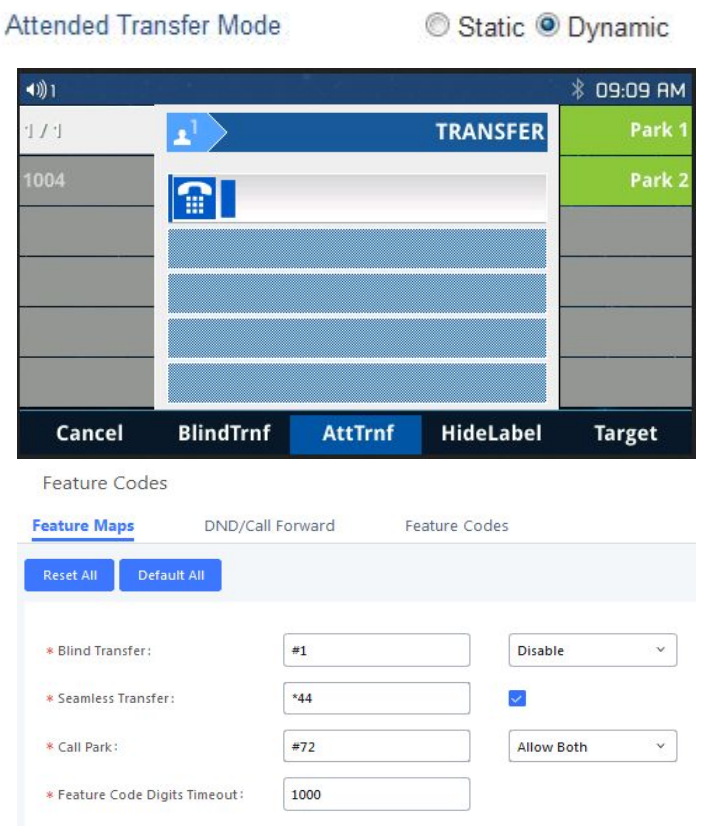
Available	The contact is online and can participate in conversations/phone calls.
Away	The contact is currently away (ex: for lunch break).
Chat	The contact has limited conversation flexibility and can only be reached via chat.
Do Not Disturb	The Contact is on DND (Do Not Disturb) mode.
Custom Presence Status	Please enter the presence status for this mode on the web GUI.
Unavailable	The contact is unreachable for the moment, please try to contact later.

Call Management

Call Transfer

Call Transfer allows a user to transfer calls to another phone. Our UCM supports 3 types of Transfer :

- Blind Transfer : Blind Transfer involves passing a call without notifying the recipient
- Attended Transfer : Blind Transfer involves passing a call by notifying the recipient, first hold initial call then call recipient while first call is waiting, then connect the 2 calls.
- Seamless Transfer : Seamless Transfer allows user to perform blind transfer using UCM feature code without having music on hold presented during transfer process.



UC Features

Conference

Conference Bridge feature allows to have several people participating in call. Different Conference Bridges can be defined on UCM6XXX and have following main features:

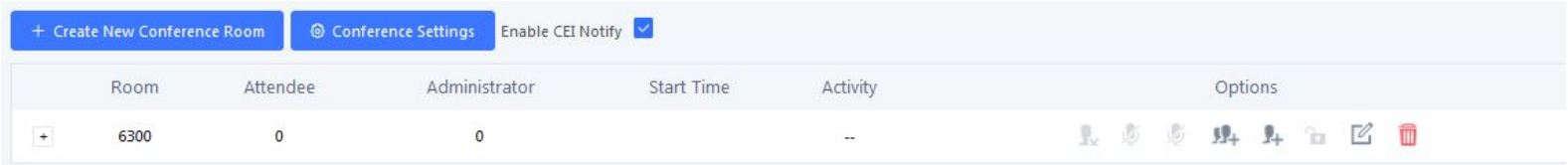
- Public or Private
- Recording Option
- Bridging of Multiple Parties
- Caller Menu
- User Invite
- Caller Announcements

	UCM6102/6104/6202/6204	UCM6108/6116/6208	UCM6510
Max. Number of Conference Bridges	3	6	8
Max. Number of Participants	25	32	64

UC Features

Conference

CEI allows users to monitor the conference call activity from the LCD screen of the GXP phone



UC Features

Call Center

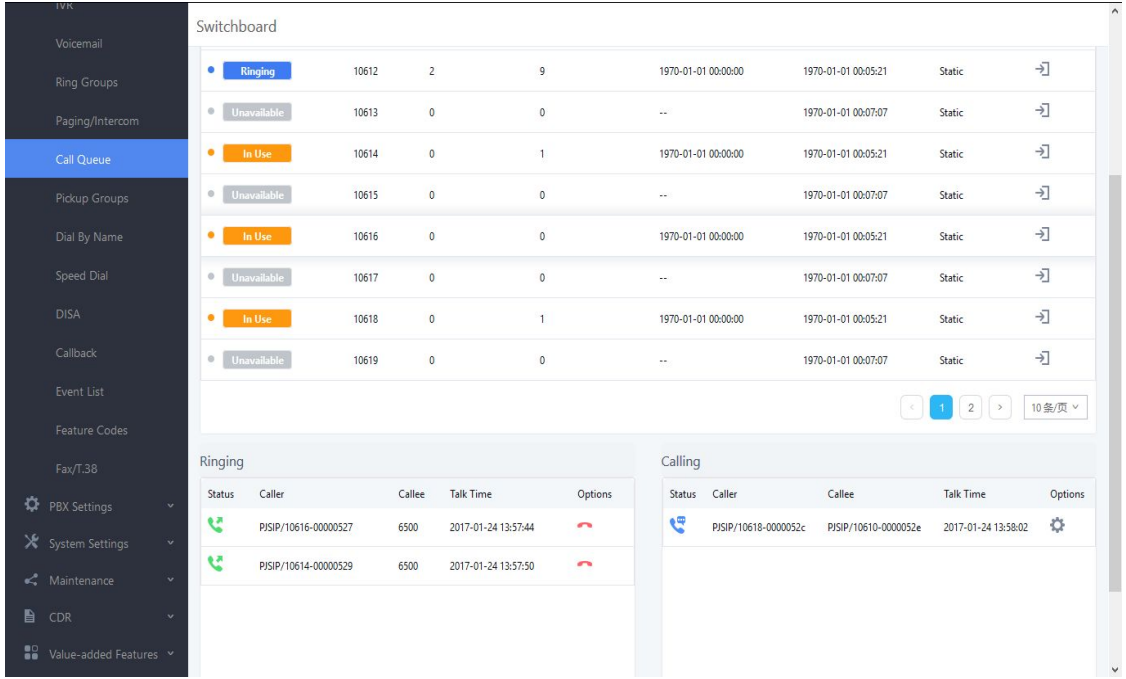
UCM supports lightweight call center features including virtual queue, switchboard and position announcement, allowing the callers to know their position on the call queue and giving them the option to either stay on the line waiting for their turn or activate a callback which will be initiated by the UCM one an agent is free.

- Virtual Queue.
- Call Queue position announcement
- Call Queue Statistics
- Switchboard for all agents

UC Features

Call Center –Web Based Call Center

- A new Web based Call Center solution, it provides every user a bird-view into the phone system
- Extensive call control and visibility features
- Checking the extension status in real-time
- Adjust the agents in queue and monitor/transfer/hang up the call on web



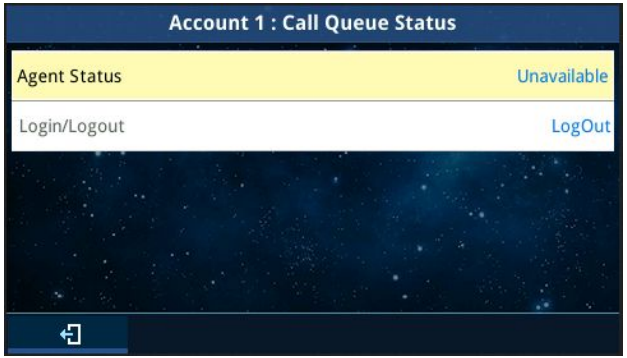
UC Features

Call Center – Call Queues Agents

- Call queue Agents are members defined to answer the queue calls. Agents can be either static or dynamic.
- Agent Easy Login

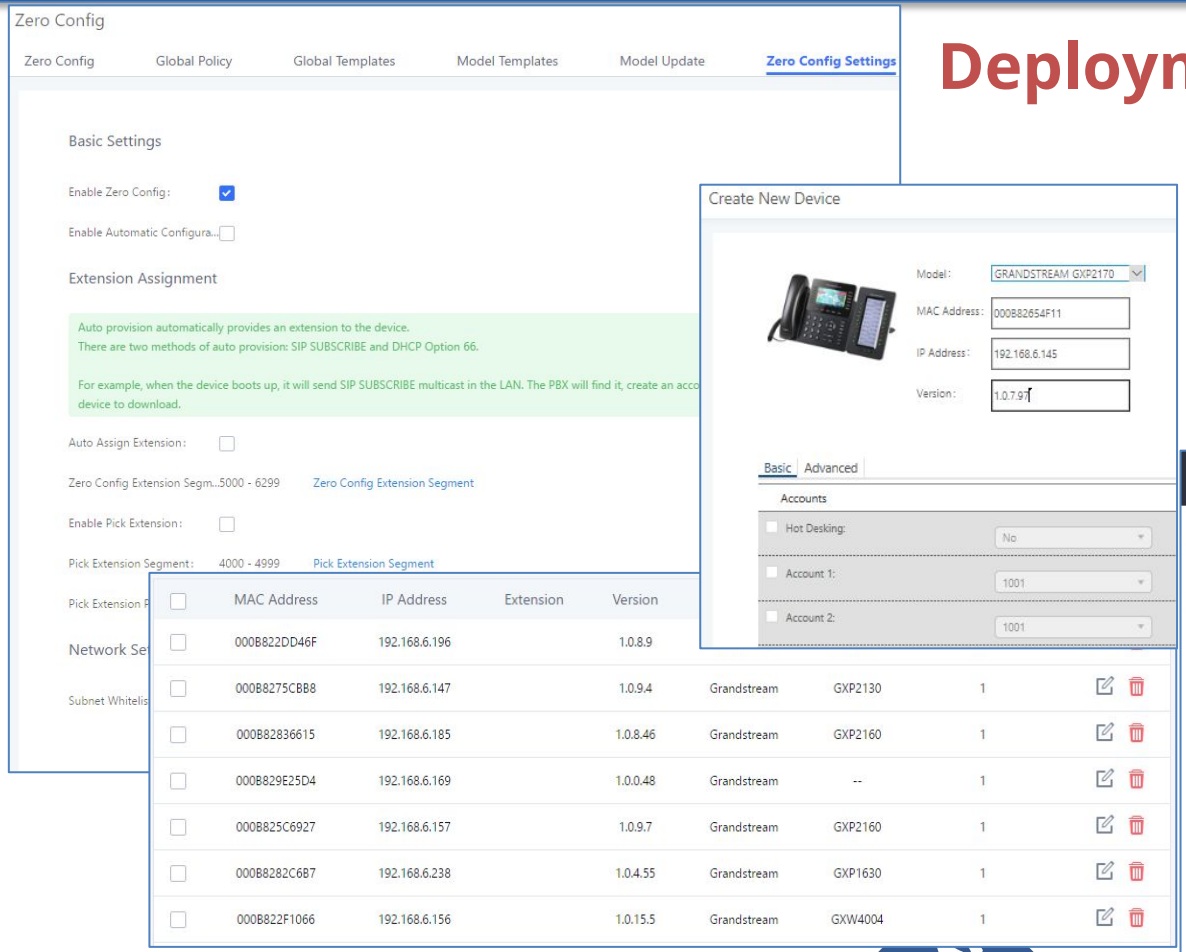
Enable Agent Login:

UCM Model	Max Agents in Call Queue
UCM6102 and UCM6202	18
UCM6104 and UCM6204	27
UCM6108 and UCM6116	36
UCM6208	60
UCM6510	120



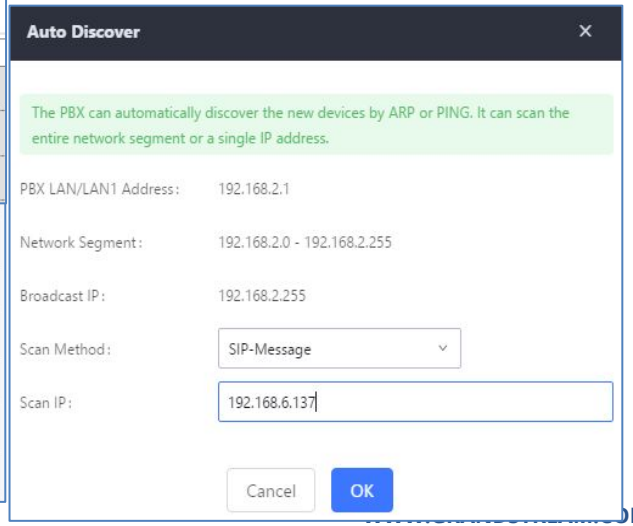
Special Feature UCM Call Center

Deployment using Zero Config



Setup Made EASY!

- Plug & Play
- Auto Discovery
- Automatic Assignment
- Minimal Manual

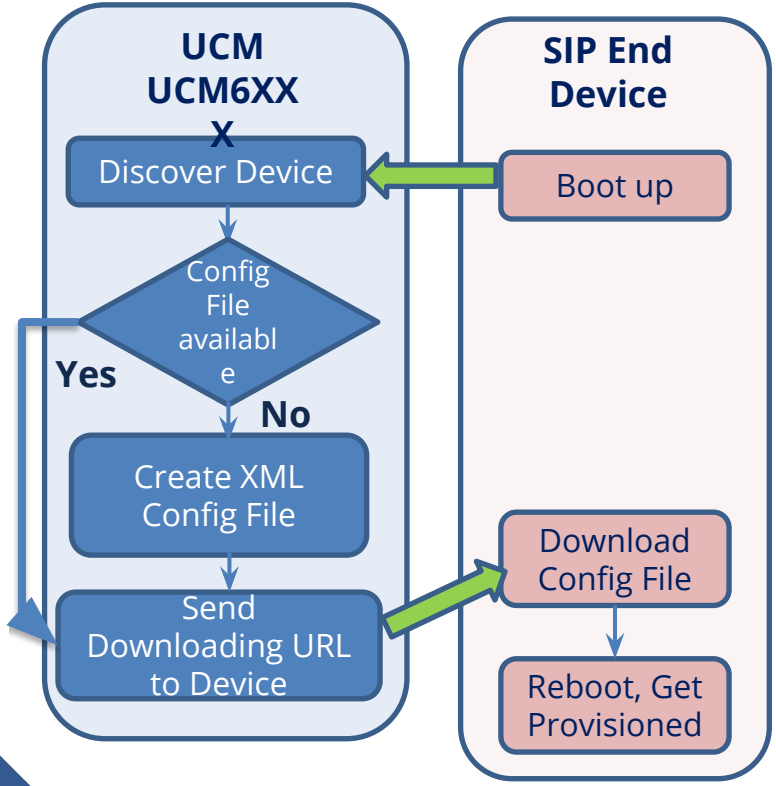


Installation & Deployment

Zero Config – Mechanism

Three methods for the “interaction” between SIP End Device and the UCM:

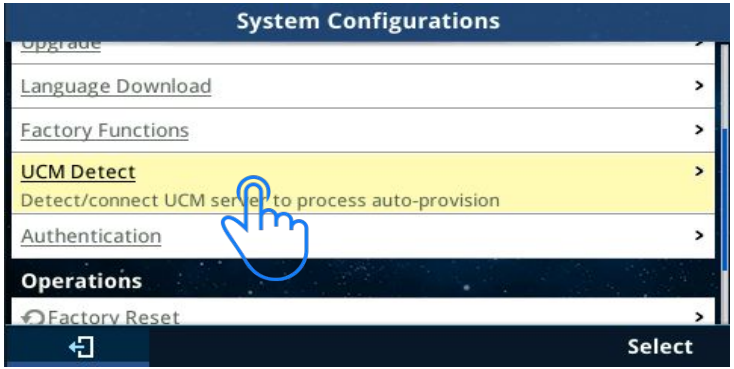
- **SIP SUBSCRIBE**
- **Option 66** (route mode only)

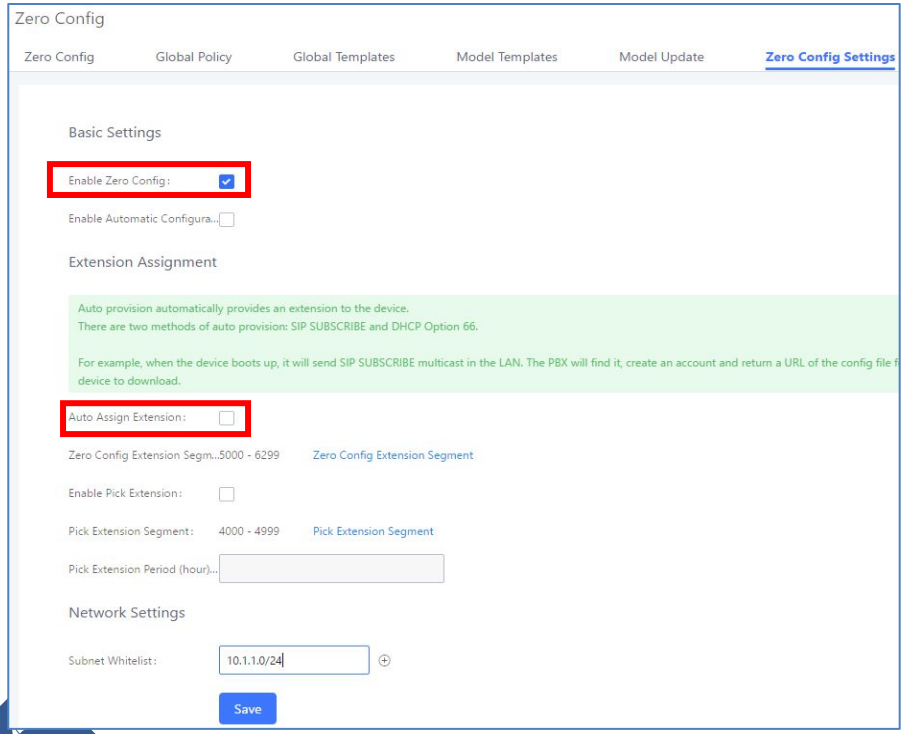


Installation & Deployment

Zero Config – Auto provisioning settings

- Automatic Configuration and extensions' assignment
- Configurable Extensions segment
- Pick Extension feature
- Flexible network segments whitelist





Installation & Deployment

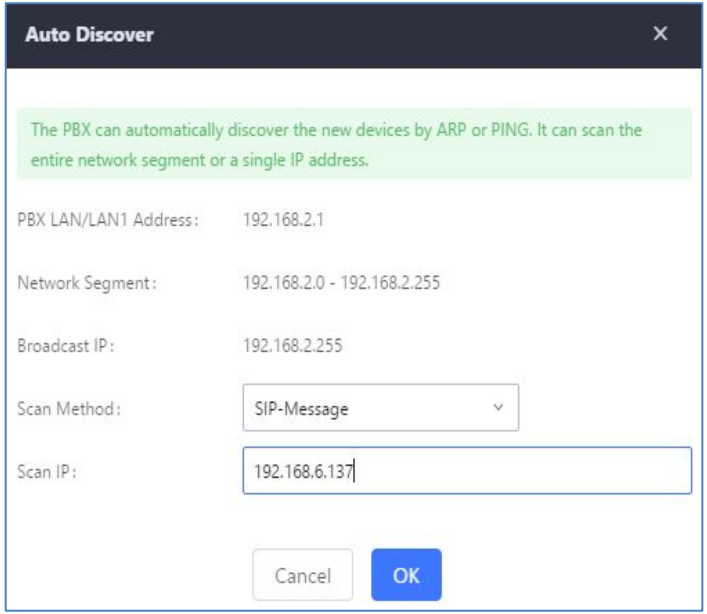
Zero Config – Discovery

Discovery methods:

- ✓ PING
- ✓ ARP
- ✓ SIP MESSAGE (NOTIFY)

The discovered devices will be displayed in the list.

MAC Address	IP Address	Extension	Version	Vendor	Model	Create Config	Options
000B822DD46F	192.168.6.196		1.0.8.9	Grandstream	GXP1405	1	
000B8275CBB8	192.168.6.147		1.0.9.4	Grandstream	GXP2130	1	
000B82836615	192.168.6.185		1.0.8.46	Grandstream	GXP2160	1	
000B829E25D4	192.168.6.169		1.0.0.48	Grandstream	--	1	
000B825C6927	192.168.6.157		1.0.9.7	Grandstream	GXP2160	1	
000B8282C6B7	192.168.6.238		1.0.4.55	Grandstream	GXP1630	1	
000B822F1066	192.168.6.156		1.0.15.5	Grandstream	GXW4004	1	

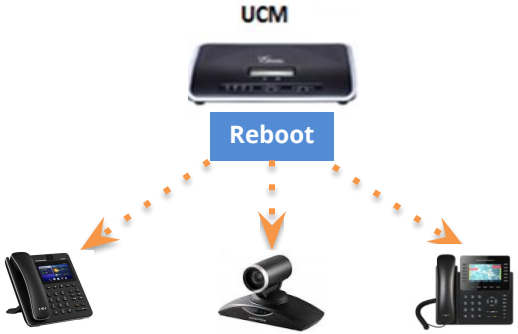


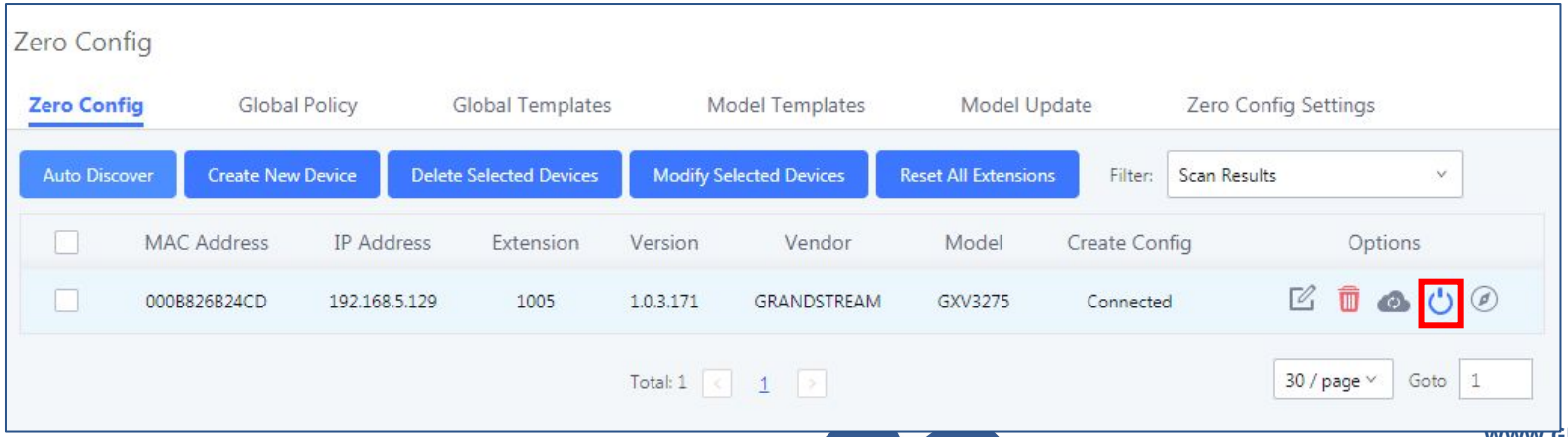
Installation & Deployment

Zero Config – Reboot remote device

The UCM6XXX supports rebooting discovered devices from zero config page.

To use this feature, please navigate to web UI-> Value-added Features -> Zero Config -> Zero Config, and click the reboot button under Options tab.





Installation & Deployment

Zero Config – Configuration

- Global Policy
- Global Template
- Model Configuration
- Device Configuration

Installation & Deployment

Integration with GS-Wave QR code scan

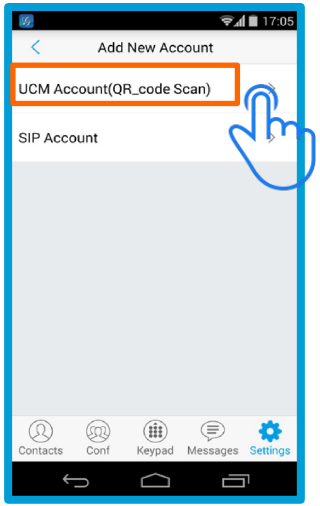
GSWave is a Grandstream softphone application for iPhone and Android devices on Android 4.0 and higher. It can be automatically provisioned by the UCM using QR code scan.

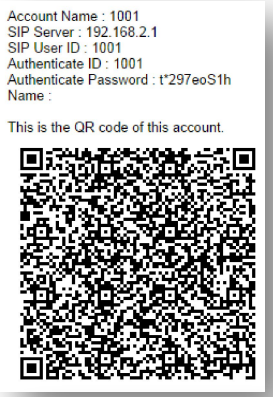
Steps:

1. Go t M web UI->Extension/Trunk->Extensions. Click on

2. The UCM users that have Email address configured in the extensions will receive account registration and LDAP configuration information in Email.

3. On GSWave app, select “UCM Account (QR_code Scan) to scan and get registered immediately.





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Questions?

Please submit your questions using the Q/A feature.

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