Unified Communications: SMBs/SMEs

GRANDSTREAM
CONNECTING THE WORLD

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 start down 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 as 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.

Ways the Grandstream UC Benefits SMBs/SMEs

- Connects geographically-dispersed offices and remote workers allowing them to access the same communications system features as the 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 provides 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 and far more productive meetings
- Strengthens customer service by using features like IVR and call routing queues for superior call handling
- And more

Key Differences Effecting Vendor UC Solutions

These costs can increase a UC solution by thousand of dollars depending on the vendor selected:

◄ 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 extra 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.

Implementing UC: An SMB/SME Application Example

SMB/SME Network Diagram

Grandstream Results Achieved

◄ 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

Grandstream for UC Your Partner

◄ Enterprise-grade, on-premise communications solution for unifying voice, data, video and mobility apps

◄ Affordable to install and manage while reaping significant business rewards

◄ Robust features set with no large upfront or recurring fees

◄ Extreme value/Business Benefits/Payback

◄ Sophisticated entrée to mobility

◄ Easy to setup, use and maintain

◄ Open standards ensures network- and enterprise-side product interoperability and offers greater network flexibility

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 IP PBX

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 appliance 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:

◄ **UCM6200 series** - the UCM6200 series is geared specifically towards small to medium businesses as it supports up to 500 users and up to 60 concurrent calls. The UCM6200 series offers 4 different models options (UMC6102, 6104, 6108 and 6116) 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.

What differentiates the Grandstream UCM6200 series IP PBX from other market solutions?

◄ No annual licensing fees, recurring fees or upgrade costs

◄ The UCM6 series includes valuable business transforming communications features, including video conferencing, video calling, Call Detail Records (CDR), IVR, voicemail/fax forwarding to email, voice conferencing and the ability to remain connected to the business anywhere at anytime.

Asterisk is a registered trademark of Digium.

◄ Network setup, customization and ongoing maintenance: The UCM6200 series merges all the voice, video, data and fax services into one, converged and unified IP network. This drastically cuts equipment, labor and service costs. Using the Grandstream's intuitive web interface with mouse-over descriptions of each reach field and best practices for setting up a specific field, all communications features of the UCM series are easily setup and configured with a click of a mouse button.

SIP Endpoint Applications

Refer to Appendix A for more detailed descriptions of each SIP endpoint.

Sample Deployment and Network Setup

Receptions/Lobby

GXP2140 IP Phone

◄ 4-line phone with GXP2200 Extension Module offers one-touch access to 160 frequently dialed numbers.

◄ Monitors employees presence, status and call transferring, etc.

Reception/Lobby

GXV3610_HD_IP

GXV3240 + Ext.

GXP2140

GXP1625
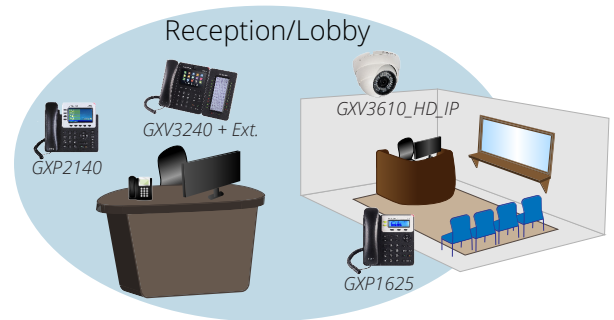
GXV3240 with GXP2200 EXT Module

◄ Makes and receives video calls. Can receive video calls when an alarm is triggered by an office video surveillance camera.

◄ Uses phone to allow visitors access through the IP Door camera at the office entrance.

◄ Up to 4 GXP2200 EXT modules can be added for access to up additional speed-dial/BLF buttons.

GXP1625 IP Multimedia Phone

◄ 2-line phone with LCD screen, HD audio, 2 programmable keys, EHS support for Plantronics headsets, 3-way conferencing and integrated PoE.

◄ Great for lobby visitors.

GXV3610_HD_IP

◄ Indoor, infrared HD IP camera used to monitor the lobby during the day and at night for possible intruders when all of the lights are powered off.

Main Office

GXP1620/1628 IP Phone

◄ The GXP1620 is an easy-to-use IP phone with 2-lines, HD audio on handset/speakerphone and 3-way conferencing to keep workers in-touch and productive.

◄ The GXP1628 is an easy-to-use 2-line Gigabit IP Phone with backlit LCD, HD speakerphone, 8 dual colored speed-dial/BLF keys, and 3 programmable soft keys.

Main Office

GXV3611_IR_HD
DP750/720
GXP1628
GXV3610_HD_IP
GXP1620
GXP2160/2130
GXP2135
GXP2170

GXP2130/2160 IP Phone

◄ These Enterprise IP phones offer advanced features and are ideal for users who handle high call volumes.

◄ The 3-line GXP2130 with 4 programmable soft keys, 8 speed-dial/BLF keys for presence, status and call transferring, ability to pair with mobile devices via Bluetooth support is ideal for gaining work productivity.

◄ Employees with high call volume use the 6-line GXP2160 with 5 soft keys, 24 dual colored speed-dial/BLF keys, integrated Bluetooth and 4.2" color LCD screen for ultimate versatility and productivity.

GXP2135/2170 IP Phone

◄ Both the GXP2135 and GXP2170 are the first Grandstream phones to feature on-screen display BLF keys, with a new sleek modern design that adds an outstanding visual experience.

◄ The GXP2135 features up to 8 lines/line keys and 4 SIP accounts using a 2.8 inch color display LCD and full HD audio and has up to 32 digital, on-screen speed dial/BLF keys.

◄ The GXP2170 is ideal for busy workers, featuring up to 12 line keys/line appearances and 6 SIP accounts using a 4.3 inch color display LCD and full HD audio. It includes up to 48 digital, on-screen speed dial/BLF keys

DP750/720 Cordless IP Phones

◄ For office mobility while making/receiving calls, IP cordless phones are placed on the desk and configured for up to 5 handsets to access any employee business extension.

◄ Can be configured to match ring or hunt groups, allowing a sales team, for example, to have multiple phones to alert them when a call comes into the sales line with the first pickup getting the call.

GXV3610_HD_IP Camera

◄ A fixed dome camera with IR capability and 90-degree angle monitoring helps to monitor facility locations in a variety of day and night lighting conditions.

GXV3611_IR_HD Camera

◄ The 720p resolution GXV3611IR_HD camera is used for exceptional wide angle performance monitoring in the main office.

Remote Worker

GXP IP Phones/GXV3275 IP Multimedia Phone

◄ For a remote worker, any IP phone can be installed by simply pointing it back to the IP address on the UCM6200 series IP PBX Appliance. The UCM series will then auto-configure the phone, allowing the remote worker to be up and running in minutes.

◄ The GXV3275 is a great remote worker phone as it offers free video calls to other GXV IP Video Phones, while also being able to make and receive video calls to any endpoint that supports SIP – including any 3rd party video phone or GVC3200 video conferencing solution.

Remote Worker

GXV3275

GS Wave App

Grandstream Wave Softphone

◄ Extremely useful for remote workers, Grandstream's UCM6200 series IP PBX allows any employee to pair their extension with Grandstream Wave or other softphone application. Remote workers or employees travelling use Wave to access their SIP accounts so they can keep in touch while using WiFi or cellular plans.

Office Entrance
IP Door Camera

◄ Compatible with any SIP Video endpoint, the UCM6200 series integrates with an IP Door Access Camera to create the ideal entrance solution.

◄ A visitor to the door entrance simply buzzes in, the IP Door Camera makes a call to any desired extension on the IP network and then visitor is allowed to enter. Video calls can be made to video phones

◄ Businesses use IP Door Cameras to manage who has access to the office, provide easy entrance into the facility and maintain a secure environment. Employees can also call the IP Door Camera to see what is going on at the door at anytime.

Entrance

IP Door Camera
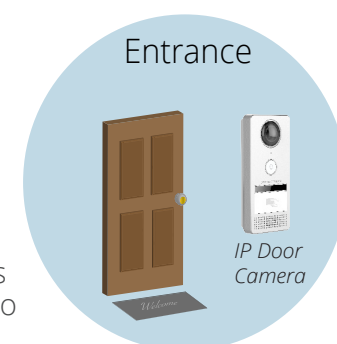
Security Office/Security Guard
GXV IP Video Cameras/VMS/NVR/Encoders & Decoders

◄ The GVR3550 Network Video Recorder is a centralized IP video surveillance recording and monitoring solution that supports up to 24 IP video cameras providing a unified management tool to all security needs.

◄ An existing analog camera can be connected to a GXV3500 IP Video Encoder to convert the video stream to IP so SMBs can essentially turn the analog camera into an IP camera.

◄ GSurf Pro is Grandstream's FREE Video Management Software that monitors and records up to 72 cameras simultaneously. GSurf can be set to run on multiple computers throughout the office or remotely, including in the security office.

Security Office

GSurf Pro

GXV3500 NVR

GXV3275 IP Multimedia Phone

◄ A security officer can use the GXV3275 to make and receive video calls to any of the IP cameras in the facility – offering an additional method for alerting the office to any security concerns that may arise throughout the office.

Loading Dock/Warehouse/Back Entrance

◄ SMBs/SMEs with existing analog cameras and/or analog phones can utilize the GXV350x series of IP Video Encoders/

Decoders and HandyTone (HT) series of Analog Telephone Adapters to preserve their equipment investment while integrating those devices to an IP network.

Warehouse/Loading Dock

Analog Phone

HT702

Analog Camera

GXV3500

GXV3611_IR_HD

◄ An existing analog camera can be connected to a GXV3500 IP Video Encoder to convert the video stream to IP so SMBs/SMEs can essentially turn the analog camera into an IP camera.

◄ Analog phones can be connected to any of Grandstream HT series of ATAs, such as the HT702, to allow analog phones to make and receive VoIP calls.

◄ Inside the building near the warehouse and back entrance, the GXV3611IR_HD with infrared sensors for changing light conditions and built-in speaker and microphone is ideal in this location.
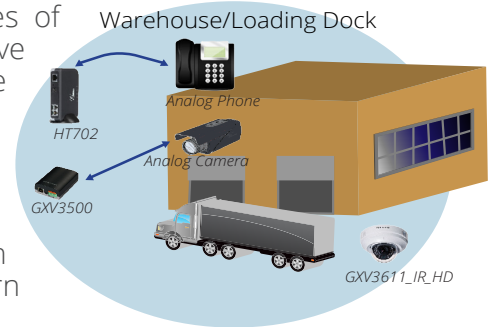
Conference Room
GVC3200 Video Conferencing/ GAC2500 Conference Phone/ IPVideoTalk

Conference Room

IP VideoTalk

GAC2500

GVC3200/3202

◄ To aid in productivity and cut down travel costs, the GVC3200 is an excellent solution to use with the UCM6200 series IP PBX to allow businesses to implement an affordable room-based video conferencing solution. It is compatible with all SIP video devices including other 3rd party platforms.

◄ With 6-lines and 7-way audio conferencing, the GAC2500 brings HD audio quality to meetings conducted in the conference room and compatible with Android applications.

◄ IPVideoTalk is a ground-breaking web conferencing sercice that is fully compatible with the GVC3200 to allow users to connect anywhere around the globe through supported devices like PCs, Mac, mobile devices, IP phones and analog phones.

The UCM series IP PBX offers enterprise-grade UC features for SMBs/ SMEs in a small, easy-to-manage VoIP PBX appliance with no expensive licensing fees or upgrade costs.

Executive Office
GXP3275/Cordless Phones/GSurf VMS

◄ The GXV3275 IP Multimedia Phone gives executives access to one of the most advanced desktop communications tools including multi-platform video conferencing.

◄ It's one of few IP phones in the world that runs the Android platform, allowing users to access the hundreds of thousands of business and productivity apps they already know and rely on from their smartphone or tablet use.

◄ Every executive can benefit from using a DP720 Cordless IP Phone in his office for split second mobility to move around the facility while never missing a call.

◄ To keep a pulse on the business's premises at any point in time and adjust the alert and notification settings of all cameras on the network, GSurf Pro on the executive's computer provides an easy surveillance-monitoring tool.

Executive Office

GSurf Pro

GXV3275

DP720

GXV3500 NVR

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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 net-work 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 SMB/SME IP Product Solutions

IP Multimedia Phones/IP Phones

Grandstream phones, ranging from 6-line executive to 1-line basic IP phones, incorporate auto-discovery and auto-configuration by the UCM6200 series, making setup and configuration fast and effortless.

GXV3275 IP Multimedia Phone with 7" screen
Ideal for executives (surveillance calls), conference room (video calling) and marketing & sales people

A unique desktop IP phone that runs on the Android OS offering users the same look and feel as mobile phones. With Android, the GXV3275 syncs up to hundreds of thousands of applications from the Google Play Store. Robust features include built-in web browser, Bluetooth, integrated PoE, dual Gigabit ports, the easiest voice-conferencing setup on the market, USB and SD card reader, 1,000 person contact book, a 480x272 capacitive touch screen and more. SIP video is supported making it easy to make/receive video calls using a 3rd party web camera. Up to 4 GXP2200 Extension Modules can also be used for easy access to up to 160 contacts/BLF at the touch of a finger.

GXV3240 IP Multimedia Phone w/optional extension module
Ideal for executives/busy phone users

Similar in features to the GXV3275, the GXV3240 combines a 6-line IP video phone with a multi-platform video conferencing solution along with the functionality of an Android tablet. It has a 4.3" touch screen and is a great addition to any IP video surveillance or door access solution. Up to 4 GXP2200 extension modules can be used for easy access to up to 160 contacts/BLF at the touch of a finger.

GXP2160
Ideal for high call volume users

Grandstream's most powerful enterprise IP Phone and ideal high call volume users, the GXP2160 features 6 lines, Gigabit ports and 24 BLF/speed dial keys to easily monitor presence and status of other extensions and transfer calls. With HD audio, a 4.3 inch color screen, 5-way voice conferencing, and built-in Bluetooth support that allows for use of Bluetooth headsets and transferring of phonebook and calls from paired mobile devices, the GXP2160 is perfect for Enterprise & SMB/SME customers.

GXP2140
Ideal for receptionists and busy users

A versatile enterprise IP phone, the GXP2140 supports 4 lines, includes Gigabit ports and is compatible with Grandstream's GXP2200 LCD extension module (GXP2200 EXT) making it ideal for receptionists and users who handle high call volumes. It has HD audio, a 4.3 inch color screen, 5-way voice conferencing, and built-in Bluetooth support that allows for use of Bluetooth headsets and transferring of phonebook and calls from paired mobile devices.

GXP2130
Ideal for all employees

The GXP2130 v2 is a standard enterprise-grade IP phone with up to 3 lines, Gigabit ports and 8 BLF/speed-dial keys to easily monitor presence and status of other extensions and transfer calls. A 2.8" color LCD screen and HD audio allow for a crisp display and high quality calls. The phone also features Bluetooth and Electronic Hook Switch (EHS) support for Plantronics headsets. Ideal for SMBs, enterprises and SOHOs, the GXP2130 v2 is the perfect choice for users looking for a high quality, feature rich IP phone with advanced functionality that is simple to use.

GXP1628
Ideal for all employees

A powerful SMB/SME Gigabit IP Phone, the Linux-based GXP1628 features 2-lines, 8 BLF keys and 3-way conferencing to keep workers in-touch and productive. A 132x48 backlit LCD screen creates a clear display for easy viewing. Other features include dual HD audio, multi-language support, integrated PoE and 3 XML programmable keys.

GXP1620/1625
Ideal for all employees

The GXP1625/1620 is a standard SMB/SME IP phone. This Linux-based, 2-line phone includes 3-way conferencing to keep workers in-touch and productive. A 132x48 backlit LCD screen creates a clear display for easy viewing. Other features include dual-switched 10/100mbps ports, HD audio, multi-language support, integrated PoE (GXP1625 only) and 3 XML programmable soft keys.

GXP2135
Ideal for high-call volume users

The GXP2135 provides a new sleek design with enterprise-grade IP features ideal for busy workers. It supports up to 8 lines and 4 SIP accounts using a 2.8 inch color display LCD and full HD audio. The GXP2135 comes equipped with to 32 digital BLF/speed-dial keys for added productivity. This Enterprise IP Phone supports the fastest possible connection speeds with dual Gigabit network ports, features integrated PoE and includes built-in Bluetooth for syncing with mobile devices and Bluetooth headsets.

GXP2170
Ideal for high-call volume users

One of Grandstream's most powerful IP phone, the GXP2170 supports up to 12 lines and 6 SIP accounts on our new sleek design with a 4.3 inch color display LCD and full HD audio combining enhanced telephone features with outstanding visual design. This enterprise phone is built to handle high-call volumes with features like 48 digital BLF/speed-dial keys to access up to 160 speed dial/BLF contacts and support of up to four of Grandstream's extension module, GXP2200EXT. The GXP2170 also features built-in Bluetooth for syncing capabilities, PoE, 5-way conferencing and more.

DP720/750 Cordless Phone & VoIP Base Station
Ideal for sales, warehouse & other common area worker locations

The DP720 is a DECT cordless VoIP phone that allows users to mobilize their VoIP network throughout any business, warehouse, retail store and residential environment. It is supported by Grandstream's DP750 DECT VoIP base station and delivers a combination of mobility and top-notch telephony performance. Up to five DP720 handsets are supported on each DP750 while each DP720 supports a range of up to 300 meters outdoors and 50 meters indoors from the base station.

Grandstream Wave
Ideal for all users

Grandstream Wave is a FREE softphone application for users to make and receive voice calls through their business or residential SIP accounts on any Android™ device (version 4.0+) from anywhere in the world. It supports integration of up to 6 SIP accounts, 6-way voice conferencing, and allows users to monitor their PBX while utilizing speed dial with up to 24 virtual BLF keys.

IP Video Conferencing/Audio Conferencing

Grandstream is transforming the conference experience by bringining mobility and flexibility to businesses conferencing equipment. Use the GVC video conferencing device with the GAC conference phone through Grandstream's web conferencing service, IPVideoTalk and the combination equals outstanding functionality not found in other business conferencing devices.

GVC3200/3202
Ideal for all businesses

The GVC3200 offers businesses a revolutionary room-based video conferencing system with flexibility and the power of support for multiple popular protocols and platforms out of the box. The SIP-based GVC3200 supports Grandstream's robust IPVideoTalk Pro cloud platform for plug and play video conferencing while also being interoperable with any 3rd party SIP video conferencing platform - thus offering a great option to expand or implement a 3rd party platform. It's based on Android 4.4, supports up to 9-way conferencing, and offers full access to all video conferencing apps in the Google Play Store — such as Skype®, Skype for Business®, Google Hangouts™ and more.

GAC2500
Ideal for all businesses

The GAC2500 is an enterprise-grade IP conference phone running on the Android 4.4 operating system. It supports 6 lines and up to 7-way audio conferencing (including the unique capability of HD audio bridging between a SIP call and a Skype or Google Hangouts call) and features a 4.3" 800 x 480 capacitive touch screen LCD for enhanced ease of use. The device also includes a Gigabit Ethernet port with PoE, integrated Wi-Fi and Bluetooth.

IPVideoTalk
Ideal for business and end users

Grandstream's IPVideoTalk service, a robust video, audio and web conferencing services allows businesses to hold more productive and more efficient meetings that can be joined from nearly anywhere. This paid subscription-based service allows businesses and end-users to turn a video conference hosted on Grandstream's GVC3200 or GVC3202 into a comprehensive, online video conference that can be joined from any other GVC3200/3202, any Web-RTC capable browser and any phone number.

IP Video Surveillance Cameras/VMS/NVR

Using the existing IP network, Grandstream IP video cameras stream, record and deliver audio/video feeds. To install, all that's required is to place the camera in the desired location and connect it to the IP network. To make and receive video calls to/from the camera, users simply have to register any IP camera as an extension on the IP network. This then allows anyone using a videophone to call any camera to see a live feed from the camera. Any Grandstream IP camera can be set to call a videophone or email when an alarm is triggered.

GXV3611IR_HD
Ideal for outside applications

An indoor Infrared (IR), fixed dome IP camera with a HD 2.8mm lens, the GXV3611IR_HD is ideal for wide angle monitoring of nearby subjects. Pair it with the GVR3550 NVR to create a powerful recording and monitoring solution and/or with the GSURF Pro VMS. It features 2-way audio and video streaming to both video and smart phones, contains integrated PoE, IR-CUT for day and night mode, microphone, speaker, SD card slot and a flexible HTTP API for easy integration with other surveillance systems.

GXV3610_HD
Ideal for indoor and/or outside applications

The GXV3610_HD is an indoor/outdoor, fixed dome weatherproof camera that includes IR capability with 90-degree angle monitoring for a variety of day/night lighting conditions. The camera includes 720p High Definition (HD) and a 3.6mm focal lens for wide-angle monitoring of nearby subjects in settings such as banks, hotels, retail, offices, warehouses, and building entrances.

### GVR3550 NVR
Network Video Recorders

The GVR3550 that offers businesses a reliable and easy-to-manage video surveillance recording and monitoring solution for that records video, indexes, searches and stores for up to 24 IP video cameras. The GVR3550 supports 16TB of video storage and up to 4 hard drives (hard drives not included)

GXV3500
3-in1 Encoder/Decoder/Public Service Announcement

The GXV3500 is a very unique device because it's an IP Video Encoder/Decoder as well a built-in public announcement system (PAS). As a video encoder/decoder, the device allows you to connect any existing analog camera to the new IP network while offering more advanced IP video functionality. It features H.264 real-time video compression for analog video as well as IP video decoding with excellent image clarity. The GXV3500 also includes SIP/VoIP for 2-way audio, video streaming to mobile phones and videophones, integrated PoE, a large pre-/post-event recording buffer and advanced security protection. Its integration of comprehensive peripherals including microphone input, alarm control and TV/audio output allows the device to also function as a powerful and flexible voice/video PAS using microphones, IP phones, or IP video phones.
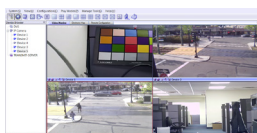
GSurf Pro
Video Management System

GSurf Pro is the FREE Video Management Software (VMS) that comes with any camera purchase and is the central management system for all Grandstream cameras and encoder/decoders. It provides a one-stop control for devices, video recording and alarm events. Use GSurfPro to monitor, search and record up to 36 cameras simultaneously, manage videos locally or remotely via the controlled server with Client/Server architecture. Powerful features and easy to use design makes this a total solution package when combined with Grandstream IP surveillance products and 3rd party sensors. Did we mention it is FREE?

Grandstream Networks
A Complete SIP Business Communications Provider

A supporter of all things IP, Grandstream Networks believes that every business is unique and that 'no size fits all.' From its inception selling ATA's to customers wanting to migrate to IP while using their older, analog telephones, Grandstream has consistently worked to introduce products to help businesses, of all sizes, around the globe implement VoIP solutions that positively impact productivity and the bottom-line. A decade later, Grandstream has expanded its product set from ATAs to also include SIP-based telephones used in a variety of on-premise or hosted environments to IP Multimedia Phones for desktop video calling and Internet applications to IP video surveillance cameras for physical security monitoring. Grandstream helps bring the business value of VoIP to the desktop.