UCM RemoteConnect

Mobilize Your Business

UCM RemoteConnect allows businesses to easily build a secure collaboration solution for remote workers and devices. It offers a companion cloud service for the UCM6300 series that provides always-on, automatic NAT firewall traversal to ensure secure connections by remote users. UCM RemoteConnect provides powerful audio and video collaboration tools to remote users through Grandstream's Wave desktop, web and mobile app, and SIP endpoints integrated with the UCM6300 series. This cloud service provides 99.9% reliability by running on Amazon Web Services (AWS) while offering zero-touch configuration and IT-friendly management. UCM RemoteConnect is fully integrated with the Grandstream Device Management System (GDMS), is setup and managed at ucmrc.gdms.cloud and provides cloud storage, diagnosis tools, reports and alerts. By providing a full ecosystem of remote collaboration tools, services and management for the UCM6300 series, UCM RemoteConnect is the ideal platform for any organization looking to securely support remote workers.

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

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

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

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

Integrated with GDMS for centralized management of remote devices; also at ucmremoteconnect.com

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

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

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

Unified Communications & Collaboration	Remote Work at any time any where with UCM RemoteConnect Services, Audio/Video Meeting, Two party call one click to N way conference, Meeting Assist and Calendar, Schedule Meeting, Schedule Circular meeting, Instant Meeting and public meeting room, Meeting report after meeting., Custom personal work status and account status, Voice mail and voice messages, Presentation, Share Video/Photos/Files, Rich features of Instant Messaging, Wave Android/iOS Client, Wave MAC/Windows Client, Wave Web(Chrome/Firefox/Edge/Safari) Client, Enterprise Contacts (Multi level permission management), Custom personal avatars, supports LiveChat integration for customer service
Audio/Video Meetings	Support Wave / SIP Endpoint / SIP Trunk / IPC Endpoint Join meeting , Virtual background, Share Screen and Application, Share PDF files and Multiplayer annotation, Share whiteboard and Multiplayer annotation, Quick invite users/extensions, Chats module has the same function as Instant Messaging, Synchronize chat records with group chat outside the meeting, Meeting member Avatar, Sound detection, Meeting audio/video record
Instant Messaging	Cross-client synchronization, Share Video/Photos/Files, Send Voice Message, Rich emoticons, Reply message with Emoticons and counting, Message reference and reply, Message forward, \@ all and \@ somebody, Show typing status, Remove/Edit the history message, Search chat history, Show Files List which sent in chat, Group Chat, Mute chat session, Chat session can be Pin to top , Synchronize group chat records to meeting, Quick launch meeting in group chat, Automatic input error correction, Support Cloud IM service, Multiple UCM clusters to communicate, Offline message notification
Core PBX Features and Business	Synchronization of call records between terminals, One click to Call Flip between difference endpoint, Callback, Call Forwarding, Call Parking, Call Pickup, Call Routing, Call Waiting, Caller ID, Dial by Name Directory, DID (Direct Inward Dialing), DND (Do Not Disturb), Follow Me, Time Conditions, Attended Transfer, Blind Transfer, BLF Support, Emergency Calls, Speed Dial, SCA, Ring Groups, Pickup Groups, DISA, Event List, Fax/T.38, Announcement, Auto Call recording , Music On Hold, Custom IVR , Voice mail, IAX, Operator Panel (Switchboard), QueueMetrics, Call Queue, VoIP Trunks, Analog Trunks, WebRTC Trunks, Standard IPC and GDS integration
Administration	CDR (Call Detail Records), Event Alert and SMS Notification, Event Logs, Exporting/Importing Extension, Feature Code, API, LDAP, Feedback System, PBX Monitor, Resource Monitor, System Prompt, User Permission, Web-based Control Panel, SNMP, Firewall, Fail2ban, IP Blocklist, Network and Signaling Troubleshooting, User Portal, Gateway Provisioning, Phone Provisioning, Zero Config, Remote Management with UCMRC Services, Trunk Cluster, Voiceprompt Customization, MFA login, Multi-location login restrictions, High Availability (Hot Standby), TR069, OpenVPN, DDNS, Extends Cloud Storages, Backup, Custom FQDN, enterprise name and logo
Rich API and Integration	Wave Plugin SDK for 3rd Application Integrate, Support Phone Call control with Team certified headset (coming soon, about middle of May), Application Store to expand business, More and more applications will be released , More than 5 CRM Plugins: Zoho, Saleforce, Vitiger, SugarCRM, ACT!CRM, Rich HTTPS API to manage UCM System, AMI API to manage UCM System, IP Camera integration with SIP or RTSP, PMS (Property Management System) Integration for Hotel System, GDS integration, GXW gateway integration, HT integration, WebRTC Trunk, Microsoft Teams Integration (Using TeamMate), One Click to Dial (Chrome Extension), CTI mode to control GXP/GRP/GXV Phone

Internal Network Devices

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

Mobile, Desktop & Web

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

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

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

Remote Devices

6.2022.01