

Office Deployment Guide



GRANDSTREAM
CONNECTING THE WORLD

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, Grandstream's endpoints fulfill the communication needs for workers such as receptionists, desk and remote workers, office security, conference rooms, and the executive office.

This deployment guide will help outline the unified communication, networking, and security solution for any office space utilizing Grandstream products. It will cover core device groups and their features that cater to an office deployment, along with recommendations for configuring each solution.



Core of the Deployment UCM IP PBX & UCM6300 Ecosystem

The core of any office deployment is the on-premise [UCM IP PBX](#). The IP PBX facilitates communication and network data travel throughout the organization. Grandstream's [UCM6300 Ecosystem](#) is a key piece in creating a versatile communications solution for office workers. 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 UCM6300 Ecosystem is made up of four components: the [UCM6300 IP PBXs](#), the UCM6300 Audio series IP PBXs, UCM RemoteConnect, and the Wave app.

- **UCM6300 IP PBX** - 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, video conferencing phones, and IP phones.
- **UCM6300 Audio Series** - The [UCM6300 audio series](#) supports up to 1500 users and includes built-in instant messaging (IM), voice & web conferencing platform that allows users to communicate and collaborate from desktops, mobile devices, IP phones, and other SIP endpoints.
- **UCM RemoteConnect** - [UCM RemoteConnect](#) allows businesses to easily build a secure collaboration solution for remote workers and devices. It provides a full ecosystem of remote collaboration tools, services and management for the UCM6300 series, UCM RemoteConnect is the ideal platform for any office looking to securely support remote workers.
- **Wave App** - [Wave](#) is a mobile and web app that provides remote voice and video collaboration tools for businesses utilizing Grandstream's UCM6300 series IP PBXs. This platform allows users to easily schedule and hold meetings, as well as join calls and conferences from anywhere, anytime.

In the office setting, the UCM IP PBX and the UCM6300 Ecosystem are powerful and important tools for a successful deployment. With the UCM IP PBX as the central hub, system administrators have the ability to assign extensions to devices and manage their inbound and outbound routes. This allows desktop IP phones, conferencing devices, and facility access endpoints to communicate with each other throughout the organization as well as placing external calls. UCM RemoteConnect is an integral part of the UCM6300 Ecosystem to support remote workers and hybrid workplaces. UCM RemoteConnect can help to streamline management of the IP PBX but can also provide a simple and effective way to connect remote devices (outside of the office space) to the UCM through the NAT firewall traversal feature.

Desktop & Mobile Endpoints IP Phones

Grandstream's wide range of IP and video phones allow complete scalability for any office deployment, big or small. The [GRP2600 series](#) of carrier-grade IP phones has a variety of models to fill the needs of each department. Receptionists and sales teams who handle a larger amount of call volume than other departments in the office would be in need of IP phones that can handle those calls. Whereas smaller departments would need basic IP phones that handle essential functions and smaller call volumes. The GRP series is comprised of two specific lines, professional IP phones and essential IP phones, both containing multiple models.

- **GRP Series Essential IP Phones** - The [Essential IP phone line](#) provides simple, easy-to-use devices with zero-touch provisioning for mass deployment. These devices were designed with hybrid workspaces in mind, fitting the needs of both on-site and remote workers.
- **GRP Series Professional IP Phones** - The [Professional IP phone line](#) provide a reimagined user experience designed for high-volume markets, enterprises, and service providers. Larger offices would benefit from deploying this line of GRP IP phones due to the scalability and customization that these devices provide for any environment.

Grandstream's IP phones support many features to aid in office productivity. Key features of these endpoints include:

- **Noise Cancelling** - Grandstream's noise shield technology enables workers to make phone calls with minimal background interruptions through their line, keeping clear communication.
- **Virtual Multi-Purpose Keys (VPK)** - Grandstream's Carrier-Grade IP Phones support the VPK feature to add more flexibility to their office space. Using this function, workers can assign line keys with multiple functions making this desktop phone completely customizable.
- **Speed Dial** - In addition to VPK features, speed dial mode allows users to set a key for one-touch dialing, making for a quick and



convenient experience. In addition, BLF (busy lamp field) mode allows users to monitor the availability or status of an extension and will change color based on that status.

- **Presence** - Presence is an indicator of the status of the user. Presence allows users to change the status of any extension assigned to them.

Video phones play an important role in office communication both internally and externally. Grandstream's [GXV series of desktop video IP phones](#) allow for conferencing from the office, without the need for a conference room. Users have the functionality of an Android tablet and the convenience of a desktop IP phone rolled into one device, creating a powerful communication and productivity solution.

Workers in and out of the office have mobility with their extensions through the Wave app for both desktop computers and mobile phones that connect through the UCM, but also while utilizing Wi-Fi enabled cordless phones. Grandstream's [WP series](#) allows office workers to stay connected throughout the facility, all through their wireless network. The WP cordless phones enable flexibility in the office environment. Workers are no longer tied to their desks and can be accessed and communicate while on-the-go. Similar to the desktop IP phones, the cordless Wi-Fi phones have many key features that allow office mobility and functionality.

- **GDS Access Control** - When configured, the WP endpoints allow users to view the video feed from their GDS system (*more information in the Facility Access section*) and answer the door from the WP handset, anywhere.
- **Paging** - The paging function allows users in the office to quickly communicate through the handsets, keeping workers connected

in even the largest enterprise.

- **PTT (Push-to-Talk)** - In the PTT feature, users can communicate through a similar technology to a “walkie-talkie.” PTT mode switches a phone from full-duplex mode to half-duplex mode so that only one party can speak at a time.

Wireless Networking Wi-Fi Access Points

In any office deployment, a reliable wireless network is absolutely necessary for a majority of daily tasks in the workplace. Building a scalable network for any size office space will allow for customization based on the company's needs. Grandstream's [Wi-Fi access points](#) can cover large areas with a wireless signal while also supporting hundreds of simultaneous devices. In an office, at any given time, employees rely on Wi-Fi for both their office devices such as desktops, laptops, IP phones with Wi-Fi connectivity, and more, as well as any personal devices such as their cell phone or smart watch.



The GWN series of Wi-Fi access points provide an easy-to-deploy selection of devices that allow secure wireless internet connectivity for every user in an office environment. System administrators have the ability to configure each access point remotely into their network utilizing Grandstream's [GWN.Manager](#) or [GWN.Cloud](#) management

platform, providing complete control and accessibility.

- **GWN.Cloud** - GWN.Cloud is a free, enterprise-grade management platform for Grandstream APs. Offices can deploy secure networks in seconds using the mobile app or web browser to access from anywhere. This solution would be ideal for most SMBs and hybrid workplaces, allowing for remote access and control over the organization's networking solution.
- **GWN.Manager** - GWN.Manager is a free, on-premise management platform that allows administrators to manage and configure a flexible and scalable networking solution while hosted on the organization's private network. This management solution would be ideal for companies with strict privacy policies to ensure peace-of-mind over their network security.
- **Embedded Controller** - Grandstream's GWN series of routers and access points include controller software built-in to the device's web user interface. Network administrators can use the embedded controller for auto-discovery and auto-provisioning for any in-network AP allowing for centralized provisioning and management.

Here is a quick look at the easy 4 step process of setting up Wi-Fi networks with Grandstream's built-in controllers:

1. Log into the GWN router or AP's web user interface (web UI)
2. The Setup Wizard will set up the device as the “master” and configure initial network settings
3. From the master's web UI, go to the “Access Points” screen to view all in-network GWN APs
4. Select the GWN AP you want to add to the network for automatic provisioning



Facility Management Security and Facility Access

Keeping your office facility secure is an important part of any business infrastructure. Grandstream's facility access solutions allow for organizations to build out customized security measures that connect with their full Grandstream solution. The [GDS series of facility access](#) endpoints allow system administrators to control the flow of visitors and employees into a facility. System administrators are able to track and manage access to any physical building. These facility access systems are ideal for both stand alone office facilities, as well as shared office buildings. The GDS system has a built-in RFID chip reader and keypad that allows employees to use both an RFID card or fob or a pre-determined passcode for secure keyed or keyless entry onto the premises. These GDS endpoints allow registered SIP extensions on the network to provide or deny access to the facility when the doorbell function is activated.



The GDS series of facility access devices includes key features beneficial for office deployments.

- **Weatherproof Casing** - The GDS devices are equipped with a weatherproof casing for installation on building exteriors. This casing is also vandal resistant, providing peace-of-mind for office security.
- **Hemispheric camera** - The [GDS3710](#) endpoint includes a built-in hemispheric camera allowing users and system administrators to view 180-degree, wall-to-wall coverage of their video feeds.
- **Microphone and Speaker** - The built-in microphone and speaker allow for a variety of voice options for users as well as creating intercom functionality for office workers to communicate with visitors through their IP phone endpoints from the comfort of their desks.
- **SIP Video Streaming** - The SIP video streaming allows office workers to access the video feed of the GDS device from IP phones and smartphone endpoints.

Grandstream's solutions make any office deployment fully scalable and customizable to connect your employees and improve communication and productivity. From the administration staff to the CEO, Grandstream's unified communications and networking devices allow your full infrastructure needs to be met, all in one place.

