



Unified Communications & Collaboration Solution

CloudUCM

CloudUCM is a cloud PBX solution that provides a scalable and secure business communication and collaboration platform with powerful features and integrations that enable teams to be more productive than ever before. This cloud PBX unifies all business communication onto one centralized solution that provides voice and video calling, meetings, chat, data, analytics, mobility, surveillance, facility access, intercoms and more. CloudUCM supports all SIP endpoints and the Wave app for desktop, mobile, and web, allowing teams to communicate and collaborate from anywhere on nearly any device. This scalable solution can be easily expanded at any time without the need for extra equipment, provides enterprise-level security and reliability, and supports powerful third-party integrations and expansions. By providing a state-of-the-art suite of communication and collaboration features, bank-grade security, advanced customization, and a variety of plan options, CloudUCM is the ideal PBX solution for small-to-medium sized businesses, retail, hospitality, and residential deployments.



Comprehensive unified communication and collaboration features



Supports up to 200 users and up to 64 concurrent calls



Built-in audio, video, and web meeting platform; supports desktop, mobile devices, and SIP endpoints



Wave app for mobile, desktop, and web allows communication from anywhere on any device



Compatible with GDMS for cloud setup, provisioning, management, & monitoring



Built-in Free SBC services protect CloudUCM systems from external attacks



Instant messaging/chat, screen sharing, whiteboard, file sharing, recording, meeting assistant, & more



Supports Customer Service platforms WhatsApp, Telegram, & more; built-in live chat for desktop & mobile



Advanced security and encryption technologies, AWS provides 99.99% service guarantee



Full-Band Opus voice codec, H.264, H.263, H.263+, VP8 video codecs, jitter resilience up to 50% packet loss



API and SDK available for third-party integrations and creation of custom functionality



Integrate with CRM, PMS, ERP, Microsoft Teams, Office 365, Google Drive and many other solutions

CloudUCM Plans



Startup	SOHO	Plus	Pro	Business
<ul style="list-style-type: none"> ✓ Up to 10 Extensions ✓ Up to 4 Concurrent audio/video calls ✓ 1 GB Cloud Storage ✓ Wave Softphone App for Desktop, Mobile & Web ✓ Built-in SBC ✓ Comprehensive UC Features ✓ Customer Service Platform Support ✓ 30-day Free Trial 	<ul style="list-style-type: none"> ✓ Up to 20 Extensions ✓ Up to 8 Concurrent Audio/Video calls ✓ 1 GB Cloud Storage ✓ Wave Softphone App for Desktop, Mobile & Web ✓ Built-in SBC ✓ Comprehensive UC Features ✓ Customer Service Platform Support ✓ Recording ✓ API Integration ✓ Third-Party Add-Ons ✓ Custom Domain Name 	<ul style="list-style-type: none"> ✓ Up to 50 Extensions ✓ Up to 16 Concurrent Audio/Video calls ✓ 2 GB Cloud Storage ✓ Wave Softphone App for Desktop, Mobile & Web ✓ Built-in SBC ✓ Comprehensive UC Features ✓ Customer Service Platform Support ✓ Recording ✓ API Integration ✓ Third-Party Add-Ons ✓ Custom Domain Name 	<ul style="list-style-type: none"> ✓ Up to 100 Extensions ✓ Up to 32 Concurrent Audio/Video calls ✓ 4 GB Cloud Storage ✓ Wave Softphone App for Desktop, Mobile & Web ✓ Built-in SBC ✓ Comprehensive UC Features ✓ Customer Service Platform Support ✓ Recording ✓ API Integration ✓ Third-Party Add-Ons ✓ Custom Domain Name ✓ SDK Available 	<ul style="list-style-type: none"> ✓ Up to 200 Extensions ✓ Up to 64 Concurrent Audio/Video calls ✓ 10 GB Cloud Storage ✓ Wave Softphone App for Desktop, Mobile & Web ✓ Built-in SBC ✓ Comprehensive UC Features ✓ Customer Service Platform Support ✓ Recording ✓ API Integration ✓ Third-Party Add-Ons ✓ Custom Domain Name ✓ SDK Available

Contact Your Grandstream Distributor, Installer, or Sales Person for Pricing



Scalable Business Communications

Easily scale your business with CloudUCM by expanding at any time without the need for extra equipment. CloudUCM eliminates the need for PBX hardware and telephone lines while greatly reducing deployment and maintenance costs.



Enterprise-level Security & Reliability

CloudUCM provides state-of-the-art security and reliability to keep your data safe. Features include TLS/SRTP/DTLS-SRTP encryption, 99.99% reliability thanks to AWS, immunity from environmental outages, high-availability support, a built-in SBC, and more.



Work from Anywhere

Empower your workforce to communicate and collaborate from anywhere with CloudUCM. With just an internet connection, teams can easily collaborate from any location using our cutting-edge IP phones and the Wave app for desktop, mobile, and web.



Powerful Integrations and Expansions

Seamlessly Integrate CloudUCM with CRM platforms, Property Management Systems (PMS), ERP systems, customer service platforms, and similar systems to create seamless business continuity. The available API and SDK also allows for custom functionality and integrations.

Supported UC Endpoints and Client Devices	Supports all SIP endpoints Supports Wave app for desktop (Windows 10+, macOS 10+), web (Firefox, Chrome, Safari, Edge, Opera) and mobile (Android & iOS), Google Chrome extension
Call Features	Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax
Built-in SBC	Free; All plans default to built-in SBC services to protect CloudUCM systems from external attacks
Calling with WebRTC Trunk	Supports mobile and desktop web browsers: Chrome, Edge, Safari, Firefox, and Opera Supports mobile applications with built-in WebRTC WebView, including WhatsApp, Facebook, Weixin and more
Collaboration	Audio and Video Meetings/Conferences, Instant Messaging and Group Chats with End-to-End Encryption, File Sharing, Screen Sharing, In-Meeting Chat, Voice Detection, Meeting Recording, Polls, Surveys, Message status, Advance Whiteboard with Multiplayer Annotation, Meeting Assistant, Onsite Meeting Room Scheduling, and more
Customer Service Support	<ul style="list-style-type: none"> Supports integration with third-party customer service platforms, including WhatsApp and Telegram. And built-in live chat Includes a built-in live online web chat platform to provide customer service Provides a web link that can be added to any web page or any browser that supports WebRTC Compatible with computers, mobile browsers, and mobile apps
Customer Relationship Management (CRM)	Supports integration with ACT!, Bitrix24, Freshdesk, Hubspot, Salesforce, Sugar, Vtiger, Zendesk, Zoho, Dynamics 365, and more
Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ work-load, in-queue announcement
Customizable Auto Attendant	Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
Property Management System (PMS)	Supports Integration with Hmobile PMS Systems
Cloud Storage	Included, varies by plan, additional add-ons available
CloudUCM App Store	Supports more than 20+ customized applications, with new apps being regularly added <ul style="list-style-type: none"> CRMs add-ons Google Drive and Office 365 WhatsApp and Telegram Hotdesking (coming soon)
Microsoft Integration	Supports integration with Microsoft Teams (via TeamMate), Outlook, AD Contact, and Office 365
Computer Telephony Integration (CTI)	CTI Mode to Control GXP, GRP, GXV, and GHP Series' IP Phones
Wired and Bluetooth Headset	Supports docking with different types of headphones Supports Microsoft Teams certified Headsets, supports phone call control
High Availability (HA)	Amazon Web Services (AWS) provides 99.99% service guarantee HA between UCM6300 Series IP PBX and CloudUCM (coming soon) HA between multiple CloudUCM systems (coming soon)
Firmware Upgrade and Provision	Supported by Grandstream Device Management System (GDMS), a zero-touch cloud provisioning and management system; GDMS provides a centralized interface to provision, manage, monitor and troubleshoot Grandstream products
IP Cameras, Intercom and Door Access Integration	Supports Grandstream GSC Series IP Cameras and Intercom/Public Address devices, supports GDS Series Door Access Solutions Supports third party devices, including Hikvision, Dahua, and more
API and SDK	Full CGI API available for third-party platform and application integration Wave add-in SDK Wave Android and iOS SDK Wave H5 Embedded for MAC/Windows application
Multi-Language Support	<ul style="list-style-type: none"> Web User Interface: English, Simplified Chinese, Traditional Chinese, Spanish, French, Portuguese, German, Russian, Italian, Polish, Czech, Turkish Customizable IVR/voice prompts: English, Chinese, British English, German, Spanish, Greek, French, Italian, Dutch, Polish, Portuguese, Russian, Swedish, Turkish, Hebrew, Arabic Customizable language pack available to support any other languages
Security	Frequency Restriction, Fail2ban, Ping Defense, Ping Of Death, SYN-Flood, Remote login interception, Multi factor authentication, SMS login authentication
Network Protocols	SIP, TCP/UDP/IP, RTP/RTCP, IAX, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, HTTP/HTTPS, STUN, SRTP, TLS, LDAP, IPv4/6
Internet Protocol Standards	RFC 3261, RFC 3262, RFC 3263, RFC 3264, RFC 3515, RFC 3311, RFC 4028, RFC 2976, RFC 3842, RFC 3892, RFC 3428, RFC 4733, RFC 4566, RFC 2617, RFC 3856, RFC 3711, RFC 4582, RFC 4583, RFC 5245, RFC 5389, RFC 5766, RFC 6347, RFC 6455, RFC 8860, RFC 4734, RFC 3665, RFC 3323, RFC 3550
DTMF Methods	In-band audio, RFC2833, and SIP INFO
Transmission Encryption	SRTP, DTLS-SRTP, TLS, HTTPS
Voice-over-Packet Capabilities	LEC with NLP Packetized Voice Protocol Unit, 128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, NetEQ, FEC 2.0, jitter resilience up to 50% audio packet loss
Voice and Fax Codecs	Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM; T.38
Video Codecs	H.264, H.263, H263+, VP8
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Administration	Call Detail Records, event alert and SMS notifications, event logs, export/import extensions, feature codes, LDAP, feedback system, PBX monitor, resource monitor, system prompt, user permission, web-based control panel, user portal, trunk cluster, voice prompt customization, firewall, Fail2ban, IP blacklist, Syslog, gateway and endpoint provisioning, Wave permissions (deploy & configure Wave Desktop, installations en masse, pre-install Wave Add-ons for extensions, manage Wave feature access permissions), local Backup