



UCM6100 series

Enterprise-grade features for SMBs

The UCM6100 series IP PBX appliance is designed to bring enterprise-grade voice, video, data, and mobility features to small-to-medium businesses (SMBs) in an easy-to-manage fashion. This IP PBX series allows businesses to unify multiple communication technologies, such as comprehensive voice, video calling, video conferencing, video surveillance, data tools and facility access management onto one common network that can be managed and/or accessed remotely. The UCM6100 series sports a 1GHz ARM Cortex A8 processor, 512MB RAM and 4GB flash. The secure and reliable UCM6100 series delivers enterprise-grade features without any licensing fees, costs-per-feature or recurring fees.



500 users
 Supports up to 500 users, 50 SIP trunk accounts, up to 60 concurrent calls



zero CONFIG
 Zero configuration provisioning of Grandstream SIP endpoints



Strongest-possible security protection using SRTP, TLS and HTTPS encryption



Gigabit
 Gigabit network ports with integrated PoE; Integrated NAT router on UCM6102



Supports up to a 5-level IVR (Interactive Voice Response)



REC
 Built-in call recording server; recordings accessed via web user interface



Supports call queue for efficient call volume management



Built-in Call Detail Records (CDR) for tracking phone usage by line, date, etc.



Multi-language auto-attendant to efficiently handle incoming calls



Integrated LDAP and XML phonebooks, flexible dial plan



Supports any SIP video endpoint that uses the H.264, H.263 and H.263+ codecs



Supports voicemail and fax forwarding to email

Interfaces	
Analog Telephone FXS Ports	2 ports (both with lifeline capability in case of power outage)
PSTN Line FXO Ports	2 ports (UCM6102); 4 ports (UCM6104); 8 ports (UCM6108); 16 ports (UCM6116)
T1/E1/J1 Interface	Single or Dual (UCM6102/6104) 10/100/1000Mbps RJ45 Ethernet port(s) with integrated PoE Plus (IEEE 802.3at-2009)
Network Interfaces	Dual Gigabit ports (switched or routed) with PoE; A 3rd Gigabit port for Hot-Standby Clustering
NAT Router	Yes (UCM6102 only)
Peripheral Ports	USD, SD
LED Indicators	Power/Ready, Network, PSTN Line, USB, SD
LCD Display	128x32 graphic LCD with DOWN & OK button
Reset Switch	Yes
Voice/Video Capabilities	
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
Voice and Fax Codecs	G.711 A-law/U-law, G.722, G.723.1 5.3K/6.3K, G.726, G.729A/B, iLBC, GSM; T.38
Video Codecs	H.264, H.263, H263+
QoS	Layer 3 QoS
Signaling & Control	
DTMF Methods	In Audio, RFC2833, and SIP INFO
Provisioning Protocol & Plug-and-Play	TFTP/HTTP/HTTPS, auto-discovery & auto-provisioning of Grandstream IP endpoints via Zero-Config (DHCP Option 66 multicast SIP SUBSCRIBE m/DNS)
Network Protocols	TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP (RFC3261), STUN, SRTP, TLS, LADP
Disconnect Methods	Call Progress Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect, Busy Tone
Security	
Media Encryption	SRTP, TLS, HTTPS, SSH
Physical	
Universal Power Supply	Output: 12VDC, 1.5A; Input: 100 ~ 240VAC, 50 ~ 60Hz
Physical	Unit Weight: 2.165 kg; Package Weight: 3.012 kg
Dimensions	UCM6102/6104: 226mm L x 155mm W x 34.5mm H UCM6108/6116: 440mm L x 185mm W x 44mm H
Environmental	Operating: 32 ~ 104°F / 0 ~ 40°C, 10 ~ 90% (non-condensing); Storage: 14 ~ 140°F / -10 ~ 60°C
Mounting	Wall mount & Desktop (UCM6102/6104); Rack mount & Desktop (UCM6108/6116)
Additional Features	
Multi-Language Support	English/Chinese/Spanish/French/German/Russian/Italian for Web UI; Customizable IVR to support any language
Caller ID	Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227 – BT, NTT Japan
Polarity Reversal/Wink	Yes, with enable/disable option upon call establishment and termination
Call Center	Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/busy level, in-queue announcement
Customizable Auto Attendant	Up to 5 layers of IVR (Interactive Voice Response)
Maximum Call Capacity	Up to 30 (UCM6102), 45 (UCM6104), or 60 (UCM6108/6116), or 66% performance if calls are SRTP encrypted
Conference Bridges	Up to 3 (UCM6102/6104) or 6 (UCM6108/6116) password-protected conference bridges allowing up to 25 (UCM6102/6104) or 32 (UCM6108/6116) simultaneous PSTN or IP participants
Call Features	Call park, call forward, call transfer, DND, ring/hunt group, paging/intercom etc.
Compliance	FCC: Part 15 (CFR 47) Class B, Part 68 CE: EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, TBR21, RoHS A-TICK: AS/NZS CISPR 22 Class B, AS/NZS CISPR 24, AS/NZS 60950, AS/ACIF S002 ITU-T K.21 (Basic Level); UL 60950 (power adapter)