



# 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)



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 using the H.264, H.263 and H.263+



Supports voicemail and fax forwarding to email

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