

Building Hospitality Solutions



If you are looking to build a communications, management and security solution for any hotel, Grandstream offers every endpoint and management system you need. Our wide range of products are able to work together to keep any hotel operating at maximum efficiency. This guide will show you how to build hospitality solutions with Grandstream products.





Complete Communication and Collaboration Platform

UCM6300 Ecosystem

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. This platform is the anchor to any hospitality solution. It offers a powerful UC solution with thousands of voice, video, data and mobility features and no licensing fees to bring all endpoints together, integrate property management systems and create truly integrated hospitality networks. The UCM6300 series supports up to 3000 user endpoints and 450 concurrent calls (depending on the model).

Voice



- Multi-level IVRs
- Auto Attendants
- Call Center Suite
- Customizable Routing

Video



- Supports SIP Video
- Video Calling/Conferencing
- Door Cameras
- IP Cameras

Data



- PMS Integration
- Call Detail Records
- Call Recording
- Billing Integration

Mobility



- Free mobile softphone
- Cordless Wi-Fi IP Phones
- DECT solutions
- Mobile forwarding



System Redundancy

The UCM6300 series is ideal for hotels as it offers system redundancy to ensure a hotel's platform never goes down. Integrate 2 UCM's with our HA100 High-Availability Controller, and if the main device goes down for, the HA100 will automatically switch all communications to the secondary UCM6300 series device.



Call Center Suite

Hotels often handle hundreds of incoming callers at a time, whether it be customers making or checking on reservations, calls to the front desk, concierge, room service, and more. The UCM6300 series offers a call center suite to allow hotels to maximize call handling and customer service. Learn more in our [call-center guide](#).



Billing - CDR API

The UCM series includes a call detail records (CDR) suite, which can be integrated with third party billing software and/or property management systems for customer billing. Our CDR API can be utilized to directly integrate the UCM's CDR suite with most billing or management platforms. [Check out our CDR Guide](#) to learn more.

Property Management System (PMS) Integration



Guest Rooms



Front Desk



Concierge



Room Cleaning



Mini Bar



Room Service



Reservations



Wake Up

Many hotels use property management system (PMS) software platforms to manage and control most operations. These software-based platforms allow hotels to streamline hotel management, including check-in, check-out, billing, phone usage, mini bar service, and more. The UCM6300 series can be fully integrated with a PMS, allowing any hotel to integrate their communications and management platforms. This enables the two platforms to share information while allowing operations done through endpoints to feed back into the PMS. For example, cleaning staff can use the phones in each room to tell the management platform that items from the mini bar were used, which automatically adds those items to the guests' bill. Additionally, calls made from guest rooms or room service orders can be automatically added to that guest's bill.

PMS API

The UCM series supports direct API integration with PMS platforms. To learn how to integrate the UCM series with other PMS platforms, check out our [PMS API Guide](#).

PMS' Certified with the UCM series

Mitel - [view the integration guide](#)
 HSC - [view the integration guide](#)
 ZOHO - [view the integration guide](#)
 HMobile - [view the integration guide](#)

Integrating Analog Devices & Networks

Analog Trunks



With support for analog trunks, hotels can build an internal VoIP system and maintain analog service contracts. This also allows hotels to use analog trunks as a failover option. [Learn more here](#).

Analog Devices & Digital Trunks



Hotels can integrate analog devices with VoIP networks by using our GXW4200 series Gateways. The GXW4500 series allows integration of digital PSTN and ISDN trunks with VoIP networks.



Room and Staff Phones

With over 30 IP phones in our portfolio, including desktop, video, and cordless options, Grandstream offers the ideal model for every hotel need.

Front Desk & Staff Phones

Front Desk & Admin Office



GXP2100 series & GRP2600 Series

Large color screens, up to 6 SIP accounts, Bluetooth/EHS/RJ9 headset options, digital BLF keys, EXT module support for GXP2140, GXP2170 & GRP2615

Maintenance & Mobile Staff



WP820

This Cordless Wi-Fi IP Phone allows staff to roam and make/receive SIP calls through the hotel's Wi-Fi network.

Security Teams & Management



GXV series

These powerful Android IP Video Phones allow staff to make and receive video calls with IP cameras and door access cameras - while also enabling them to allow or restrict door access.

Room Phones

Standard Room Phones



GRP Series of Essential IP Phones

These compact, streamlined, easy-to-use and cost-effective devices are perfect for guest rooms and provides simple, easy-to-use devices with zero touch provisioning for mass deployment and easy management.

High-End Room Phones



GXV series Android IP Video Phones

High-end and boutique hotels have deployed our GXV series to offer a powerful multimedia and management hub. Hotels can also create custom apps for them (see below).

Custom Apps with Grandstream SDK + Android API



You can create custom Android apps to run on our GXV series by using Android's API combined with our GXV series software development kit (SDK). This is popularly used to create hotel apps that allow guests to check-in, check-out, order room service, view local attractions, book spa services, make dinner reservations, request items, check their bill, and more. Check out our [GXV series SDK](#) to learn more.

Wi-Fi Networks & Management

Travelers now expect fast and secure Wi-Fi access at any hotel, and our GWN series of Wi-Fi APs combined with our network management platforms is the ideal solution. The GWN series includes a variety of indoor, outdoor and long-range options, support for captive portals, free and flexible management options and more.



Captive Portals

With captive portals, hotels can build landing pages that authenticate users, require all Wi-Fi users to enter a password, and/or provide user information. Check out the [Captive Portal section](#) of our GWN series User Manual to learn how to set them up. Also, take a look at our guides on captive portal authentication with [RADIUS](#), [Twitter](#), [Facebook](#) and [Vouchers](#).

Management Options

Hotels can choose from 3 free management options. GWN.Cloud and GWN Manager are enterprise-grade, management platforms for Grandstream access points. Thanks to streamlined monitoring and maintenance, managing your network or several networks across multiple locations has never been easier. Secure Wi-Fi networks can be rapidly deployed using our GWN.Cloud mobile app or web browser interface. The GWN Manager is an on-premise version that provides a software controller to easily keep an eye on the network's performance with real-time monitoring. Alerts, statistics and reports can all be viewed using a web browser, mobile application, or with the software. Additionally, the embedded controller can manage up to 50 local GWN APs.



QoS

GWN series APs include built-in QoS to allow hotels to prioritize the traffic flowing through their APs. For example, if Wi-Fi IP phones are being used, QoS can prioritize this critical voice traffic.



Featured Product - GWN7602



The GWN7602 is perfect for hotel guest rooms. This small, compact Wi-Fi AP offers a 100 meter range and also includes 3 ethernet ports to provide other in-room devices, such as IP phones, laptops and TVs, with internet.



Facility Access Control

The GDS series of Facility Access devices allow hotels to easily track, manage, restrict, allow and record access to any room or area. Combining the GDS series with Grandstream IP Phones allows facility access to be controlled and monitored on any endpoint on the network, while GDS Manager offers free management software.



Restrict access to staff entrances, delivery areas, pools, gyms and more.



Weatherproof casings allow the GDS series to operate outdoors in any weather condition.



Built-in speaker and mics allow hotels to create an intercom connection with every GDS device.



The GDS3710 offers an HD, 180-degree camera to provide extra video security and video intercom functionality.

Free GDS Manager Software



GDS Manager is free software that offers a centralized interface to track, manage and record all facility access activity - and to manage multiple GDS's from one location. It allows hotels to setup and deploy RFID cards & fobs, view live streams and recordings, manage multiple GDS devices - and it even offers an attendance tracking interface.

Control Door Access with Grandstream Endpoints



All Grandstream IP Phones can open doors connected to any GDS series device, right out-of-the-box. Also, as all devices are registered to the network as SIP extensions, any IP voice or video phone can call the GDS, and the GDS can be programmed to call any endpoint when triggered, creating an intercom connection.

Building Security

The GSC series of weatherproof HD IP cameras allow hotels to easily setup, deploy, and manage these cameras to offer a proactive security system to keep any hotel or resort secured and protected. The GSC3600 series of security cameras feature full HD resolution and include weatherproof casing for indoor and outdoor placements.

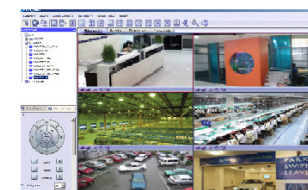
Easy Deployment - The GSC3610 and GSC3615 are compatible with VoIP platforms and IP PBXs and can easily be added to any SIP network.

Monitoring & Recording - Smart infrared technology for white balance and exposure to record and monitor activity at night in outdoor or dark enclosed spaces.

Proactive Real-Time Alerts - GSC cameras support alert notifications via outbound voice or video call & email screenshot so that hotel staff can take any needed action quickly and efficiently.

Integrate with VoIP Endpoints - Make and receive SIP calls to communicate with other endpoints.

Flexible Management - Managed with GSURF Pro, Grandstream's free video management software, along with other ONVIF-compliant video management systems.



GSurf Pro

Grandstream's GSurf Pro v2 is a free video management software that turns any computer or laptop into a video surveillance monitoring and recording solution. GSurf Pro v2 supports up to 72 Grandstream cameras and is a great option for any hotel staff that provides an easy-to-use centralized recording and monitoring security platform.

Series Features

- Supports motion detection and includes smart infrared technology for white balance and exposure to monitor activity at night or in dark enclosed spaces.
- Live video and audio streaming with other SIP endpoints, and provides alert notifications through voice or video calls that be configured to include email screenshots so that front desk attendants are aware of activity at any time of the day or night.
- This series allows users to schedule alarms and perform alarm actions.
- White listing feature allows for a GSC camera to be associated with a specific phone number that gives limited control to select trusted users/phone numbers.





Intercom & Public Address

Our GSC series of Intercom Speakers/Mics (GSC3510) and Public Address Speakers (GSC3505) allow hotels to seamlessly create intercom and paging solutions to make announcements, page staff and guests, stream music in common areas, and much more.



Amenities

Add an intercom or public address device to make important announcements to guests in the gym or the pool while also being able to stream music.

Common Areas - Hallways, Lobby, etc.

Deploy the GSC3505 to provide a public address speaker in public areas that can also stream music.

Staff Areas

Deploy a GSC3570 Control Stations to quickly communicate with staff when something is needed.

Guest Rooms

Guest rooms often require a public address or intercom speaker for emergency announcements.

Make a Page or Announcement from any IP Phone

Any GSC series device is added to your network as a SIP extension. This enables any IP phone to call any GSC series to make an announcement or have an intercom conversation. This also enables hotels to pinpoint specific intercom/public address devices, rather than just sending announcements to entire networks of them, for more flexibility. Devices can be blacklisted or whitelisted to enable or prevent this access.

Multi-Cast Paging

[Multi-cast paging](#) allows the GSC series to listen for paging calls from multiple IP addresses, with each address given a priority level. If a paging call comes in from a device with a higher priority, the new device will be given priority. This is especially important in hotel solutions where multiple people usually have access to send out announcements.

A Centralized Station to Manage Intercom, Public Address & Facility Access

The GSC3570 offers hotels a dedicated control station to manage facility access control, intercom, paging, security camera management and additional facility communications. It features a 7-inch touch screen, HD audio, dual-band Wi-Fi support and can be mounted on a wall or placed on a desktop.

