

# 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.





# Communication & Security System Management

## *UCM series of IP PBXs*

The UCM series of IP PBXs is the anchor to any hospitality solution. It offers a powerful UC platform 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 UCM6510 supports up to 2000 endpoints and 200 concurrent calls, while the UCM6200 series supports 500 or 800 endpoints and 50, 75 or 100 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 UCM6510 is ideal for hotels as it offers system redundancy to ensure a hotel's platform never goes down. Integrate 2 UCM6510s with our HA100 High-Availability Controller, and if the main device goes down for, the HA100 will automatically switch all communications to the secondary UCM6510.



### 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. Our UCM 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



**ORACLE®**  
**HOSPITALITY**



*Guest Rooms*



*Front Desk*



*Concierge*



*Room Cleaning*



*Mini Bar*



*Room Service*



*Reservations*



*Wake Up*

Many hotels use proper 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 UCM 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. Also, calls made from guest rooms or room service orders can be automatically added to that guests' 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 intergrate 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 & Directors



##### 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



##### GXP1600 series Basic IP Phones

These compact, streamlined, easy-to-use and cost-effective devices are perfect for guest rooms and have been deployed by hotels all over the world.

#### 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.





## W-Fi Networks & Management

Travelers now expect fast and secure Wi-Fi access at any hotel, and our GWN series of Wi-Fi APs along with our GWN.Cloud management platform 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 2 free management options. GWN.Cloud offers a centralized cloud management platform that has a mobile app and no restrictions on the number of devices or networks - ideal for larger or multi-site deployments. Additionally, the embedded controllers in the WebUI of every GWN AP allows them to manage up to 50 other 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 (Coming Soon) 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, lap tops 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.





## 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.



### Guest Rooms

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.

