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## Grandstream UCM6302

# Grandstream UCM6302 IP PBX User Manual

Model: UCM6302 | Brand: Grandstream

## 1. INTRODUCTION

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This user manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of the Grandstream UCM6302 IP PBX. The UCM6302 is designed to provide a centralized solution for business communication needs, integrating voice, video, data, and mobility features.

Please read this manual thoroughly before attempting to install or operate the device to ensure proper usage and to prevent damage.

## 2. SAFETY INFORMATION

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Observe the following safety precautions to avoid injury and damage to the device:

- Use only the power adapter supplied with the device.
- Do not expose the device to water or moisture.
- Do not open the device casing. Refer all servicing to qualified personnel.
- Ensure proper ventilation around the device to prevent overheating.
- Install the device in a stable location, away from direct sunlight and heat sources.
- Disconnect power before cleaning or moving the device.

## 3. PRODUCT OVERVIEW

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The Grandstream UCM6302 is a powerful IP PBX appliance designed to bring enterprise-grade unified communications and security solutions to small and medium businesses. It features 2 FXO ports for PSTN lines and 2 FXS ports for analog phones, along with multiple Gigabit network ports.

### 3.1 Front Panel



Figure 3.1: Front view of the Grandstream UCM6302 IP PBX. This image shows the top surface of the device, featuring a central display screen that provides status information such as model, WAN IP, LAN IP, system time, and uptime. Below the screen are touch-sensitive navigation buttons. To the right, there are two USB ports and an SD card slot.

### 3.2 Rear Panel and Ports

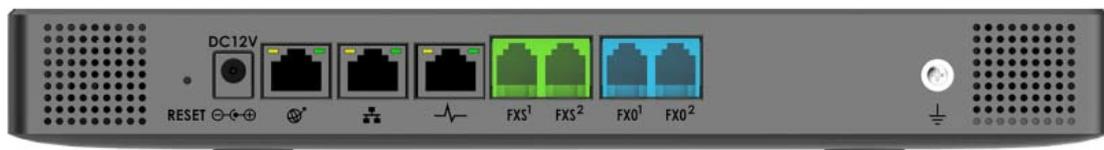


Figure 3.2: Rear view of the Grandstream UCM6302 IP PBX. This image displays the back of the unit, showing from left to right: a DC12V power input, multiple Ethernet ports (including LAN and WAN), two green FXS ports for analog phones, two blue FXO ports for PSTN lines, and a grounding screw. A reset button is also visible near the power input.

### 3.3 Key Features

- Integrated 2 FXO ports and 2 FXS ports.
- Supports up to 1000 users and 150 concurrent calls.
- Built-in Gigabit network ports with integrated PoE.
- Advanced security protection with SRTP, TLS, and HTTPS.
- Desktop or wall-mount installation options.
- LCD display for system status.

## 4. SETUP AND INSTALLATION

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Follow these steps to properly set up your UCM6302 IP PBX:

1. **Power Connection:** Connect the provided 12V DC power adapter to the DC12V port on the rear panel of the UCM6302 and plug it into a power outlet.
2. **Network Connection:**
  - Connect the WAN port of the UCM6302 to your internet router or modem using an Ethernet cable.
  - Connect the LAN port of the UCM6302 to your local network switch or directly to a PC for initial configuration.
3. **FXO Port Connection (PSTN Lines):** Connect your analog telephone lines (PSTN) to the blue FXO ports on the rear panel.
4. **FXS Port Connection (Analog Phones):** Connect analog phones or fax machines to the green FXS ports on the rear panel.
5. **Grounding:** For optimal protection, connect a grounding wire to the grounding screw on the rear panel and to a suitable ground source.
6. **Initial Boot-up:** Allow the device to boot up. The LCD screen on the front panel will display system status and IP addresses once ready.
7. **Accessing Web UI:** Open a web browser on a computer connected to the same LAN as the UCM6302. Enter the LAN IP address displayed on the LCD screen (e.g., 192.168.X.X) to access the web configuration interface. The default username and password are admin.

## 5. OPERATING INSTRUCTIONS

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Once the UCM6302 is set up, you can configure and manage your communication system via its web user interface (Web UI).

- **System Configuration:** Use the Web UI to configure network settings, time settings, and system preferences.
- **Extension Management:** Create and manage SIP extensions for IP phones and analog extensions for FXS ports.
- **Trunk Configuration:** Set up SIP trunks or configure FXO ports for outgoing and incoming calls via PSTN lines.
- **Call Features:** Configure advanced call features such as IVR (Interactive Voice Response), call queues, ring groups, call forwarding, and voicemail.
- **Security Settings:** Implement firewall rules, manage user permissions, and configure VPN settings for secure remote access.
- **Firmware Upgrade:** Regularly check for and apply firmware updates through the Web UI to ensure optimal performance and security.

Refer to the comprehensive online documentation or Grandstream's official support portal for detailed guides on specific configurations.

## 6. MAINTENANCE

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Proper maintenance ensures the longevity and reliable operation of your UCM6302 IP PBX:

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid or aerosol cleaners.
- **Firmware Updates:** Regularly check for and install the latest firmware versions from the Grandstream website. Firmware updates often include bug fixes, security enhancements, and new features.
- **Backup Configuration:** Periodically back up your system configuration via the Web UI. This allows for quick restoration in case of system issues or replacement.
- **Environmental Conditions:** Ensure the device is operated within its specified temperature and humidity ranges. Avoid placing it in dusty environments.

## 7. TROUBLESHOOTING

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This section addresses common issues you might encounter with your UCM6302 IP PBX.

Problem	Possible Cause	Solution
Device does not power on.	No power, faulty power adapter, or power outlet issue.	Check power cable connection. Ensure power adapter is working. Try a different power outlet.
Cannot access Web UI.	Incorrect IP address, network connectivity issue, or firewall blocking access.	Verify the UCM6302's LAN IP address from the LCD screen. Ensure your PC is on the same network segment. Check network cables. Temporarily disable PC firewall.
No dial tone on analog phone connected to FXS port.	Incorrect FXS port configuration, faulty cable, or phone issue.	Verify FXS port configuration in Web UI. Check phone cable. Test with a different analog phone.
Cannot make or receive external calls via FXO.	FXO port not configured, PSTN line issue, or outbound/inbound route misconfiguration.	Ensure FXO ports are enabled and configured. Check PSTN line status. Verify outbound and inbound routes in the Web UI.

## 8. SPECIFICATIONS

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Feature	Detail
Model	UCM6302
Product Dimensions	19.69 x 19.69 x 11.02 inches
Item Weight	1.32 pounds (600 Grams)
FXO Ports	2
FXS Ports	2
Power Source	Power over Ethernet (PoE) or 12V DC adapter
Material	Plastic
Color	Black
Manufacturer	Grandstream

## 9. WARRANTY AND SUPPORT

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Grandstream products typically come with a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Grandstream website.

For technical support, firmware downloads, and additional documentation, please visit the Grandstream support portal or contact your authorized reseller. Keep your product's serial number handy when seeking support.

**Grandstream Official Website:** [www.grandstream.com](http://www.grandstream.com)

