

## Grandstream UCM6308A

# Grandstream UCM6308A Audio IP PBX User Manual

Model: UCM6308A

## 1. PRODUCT OVERVIEW

The Grandstream UCM6308A is an advanced Audio IP PBX designed to provide a centralized solution for business communications. It supports up to 2000 users and 200 concurrent calls, integrating voice, video, data, and mobility features into a single, easy-to-manage platform. This model is equipped with 8 FXO ports for connecting to public switched telephone networks (PSTN) and 8 FXS ports for connecting analog phones or fax machines, making it suitable for small to medium-sized enterprises.

The UCM6308A offers robust security protection, high reliability, and comprehensive features for unified communications, including call routing, interactive voice response (IVR), call queues, voicemail, and more, all configurable via a user-friendly web interface.



This image displays the Grandstream UCM6308A Audio IP PBX unit from an angled front perspective, showcasing its rack-mountable design and front panel display.

## 2. PACKAGE CONTENTS

Verify that all items are present in your package. If any item is missing or damaged, contact your vendor immediately.

- 1x Grandstream UCM6308A IP PBX Unit
- 1x Ethernet Cable
- 1x Power Adapter
- 2x Rack-Mount Brackets with Screws (for rack installation)
- 1x Quick Installation Guide (QIG)
- 1x GPL License (printed or digital)

## 3. SAFETY INFORMATION

Please read and follow these safety instructions carefully to prevent damage to the device and ensure user safety.

- Do not expose the device to water or moisture.
- Do not place the device in an environment with extreme temperatures, dust, or direct sunlight.
- Use only the power adapter provided with the device.
- Ensure proper ventilation around the device to prevent overheating.
- Do not attempt to open, disassemble, or modify the device.
- Keep the device away from strong electromagnetic fields.

## 4. SETUP AND INSTALLATION

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### 4.1 Physical Installation

The UCM6308A can be installed on a desktop or mounted in a standard 19-inch equipment rack.

- **Desktop Placement:** Place the unit on a flat, stable surface, ensuring adequate space for ventilation.
- **Rack-Mount Installation:** Attach the provided rack-mount brackets to the sides of the UCM6308A using the included screws. Secure the unit into a standard 19-inch rack using appropriate rack screws (not included).

### 4.2 Connecting the Device

Follow these steps to connect your UCM6308A IP PBX:

1. **Power Connection:** Connect the power adapter to the DC 12V power jack on the rear panel of the UCM6308A and then plug it into a power outlet.
2. **Network Connection:** Connect one end of the Ethernet cable to the LAN port on the UCM6308A and the other end to your network switch or router. The WAN port can be used for external network connectivity if required.
3. **FXO Ports (PSTN Lines):** Connect your analog telephone lines (PSTN) to the 8 green FXO ports on the rear panel.
4. **FXS Ports (Analog Devices):** Connect analog phones, fax machines, or other analog devices to the 8 blue FXS ports on the rear panel.
5. **USB/SD Card:** Insert a USB drive or SD card into the respective slots on the front or rear panel for storage, backup, or other functions as needed.



A direct front view of the Grandstream UCM6308A IP PBX, highlighting the front panel with its LCD screen displaying an IP address (e.g., 192.168.112.133), status indicator LEDs, and USB/SD card slots.



The rear panel of the Grandstream UCM6308A IP PBX, showing the various connectivity ports including power input, reset button, LAN/WAN Ethernet ports, 8 FXO ports (green), and 8 FXS ports (blue) for analog lines and devices.

### 4.3 Initial Access and Configuration

After connecting the device, it will boot up. The LCD screen on the front panel will display the device's IP address (e.g., 192.168.112.133). To access the web configuration interface:

1. Open a web browser on a computer connected to the same local network as the UCM6308A.
2. Enter the IP address displayed on the UCM6308A's LCD screen into the browser's address bar.
3. Log in using the default username and password (refer to the Quick Installation Guide for default credentials, typically 'admin' for both).
4. Follow the setup wizard or navigate through the web interface to configure extensions, trunks, call routes, and other system settings.

## 5. OPERATING THE UCM6308A

The Grandstream UCM6308A operates as the central hub for your business communication system. Once configured, it manages all internal and external calls, voicemail, and other unified communication features.

- **Extensions:** Users will dial internal extension numbers to reach colleagues.
- **External Calls:** The system routes outgoing calls through the configured FXO ports or SIP trunks. Incoming calls are directed to specific extensions, IVRs, or call queues based on your settings.
- **Web Interface:** All advanced operational settings, user management, call feature configuration (e.g., call forwarding, ring groups, IVR menus), and system monitoring are performed through the web-based administration interface.

## 6. MAINTENANCE

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Regular maintenance ensures the optimal performance and longevity of your UCM6308A.

- **Firmware Updates:** Periodically check the Grandstream website for new firmware versions. Updating the firmware can provide new features, security enhancements, and bug fixes. Always back up your configuration before performing a firmware upgrade.
- **Configuration Backup:** Regularly back up your system configuration from the web interface. This allows for quick restoration in case of system issues or hardware replacement.
- **Physical Cleaning:** Keep the device clean and free of dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation openings are not obstructed.
- **System Monitoring:** Utilize the system monitoring tools within the web interface to check system status, resource usage, and call activity.

## 7. TROUBLESHOOTING

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This section addresses common issues you might encounter with the UCM6308A.

- **No Power:**
  - Ensure the power adapter is securely connected to both the UCM6308A and a working power outlet.
  - Verify the power outlet is functional.
- **No Network Connectivity:**
  - Check that the Ethernet cable is properly connected to the LAN port and your network device.
  - Verify network settings (IP address, subnet mask, gateway) in the UCM6308A's web interface.
  - Ensure your network switch/router is operational.
- **No Dial Tone on Analog Phone (FXS):**
  - Confirm the analog phone is correctly plugged into an FXS port.
  - Check the FXS port configuration in the UCM6308A's web interface to ensure it's enabled and assigned to an extension.
- **Cannot Make/Receive External Calls (FXO):**
  - Verify PSTN lines are connected to the FXO ports and are active.
  - Check FXO trunk configuration and outbound/inbound routes in the web interface.
- **Forgot Admin Password:**
  - Refer to the Grandstream documentation for password recovery procedures, which may involve a factory reset (this will erase all configurations).

For more detailed troubleshooting, consult the comprehensive Grandstream UCM6300 series administration guide or contact technical support.

## 8. SPECIFICATIONS

| Feature              | Specification              |
|----------------------|----------------------------|
| Model                | UCM6308A                   |
| FXO Ports            | 8                          |
| FXS Ports            | 8                          |
| User Capacity        | Up to 2000 users           |
| Concurrent Calls     | Up to 200 (G.711)          |
| Product Dimensions   | 9.84 x 11.81 x 3.15 inches |
| Item Weight          | 7.56 pounds                |
| Manufacturer         | GRANDSTREAM                |
| Date First Available | June 17, 2022              |

## 9. WARRANTY AND SUPPORT

The Grandstream UCM6308A is covered by a manufacturer's warranty. The specific terms and duration of the warranty may vary by region and reseller. Please refer to the warranty information provided with your purchase or visit the official Grandstream website for details.

For technical support, product inquiries, or warranty claims, please contact your authorized Grandstream reseller or visit the Grandstream support portal:

- **Grandstream Official Website:** [www.grandstream.com](http://www.grandstream.com)
- **Support Portal:** Refer to the support section on the Grandstream website for FAQs, documentation, and contact information.

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### ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

### Question

Example: How do I reset this device or fix this error?

### Details

Model number, symptoms, what you tried, or the section of the manual you are using.

**Submit question**