

Grandstream Networks, Inc.

3CX Backup Package Conversion Tool – User Guide



Function Overview

Thank you for purchasing the UCM630x series IPPBX. The UCM630x series is a brand-new IP PBX based on the Asterisk* 16 open-source telephone operating system. It uses a convenient management approach to provide a powerful and easily scalable unified communications solution for businesses of all sizes. Supports up to 3,000 users, providing one-stop solutions for enterprise communication needs, integrating voice/video calls, meeting rooms, video surveillance, data tools, data analytics, mobile office, facility access, internal communication, and more.

The UCM630x series IP PBX provides a backup packet conversion tool, supporting mutual conversion between different models of Grandstream IPPBX devices, facilitating device replacement and data migration. Additionally, the tool specifically supports converting 3CX system backup packages into formats available in the UCM630x series.

This manual aims to guide users in completing the backup package conversion from 3CX to UCM630x. The main content includes version requirements, operation steps, key precautions, and configuration mapping explanations to help users quickly complete the configuration and migrate smoothly.

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3CX Backup Archives are Converted Into UCM630X Backup Packages

Version Requirements

- 3CX: V18 or V20 versions.
- UCM630X: Version 1.0.31.7 and above.

Conversion Steps

Create a 3CX backup package

Before converting, you need to export a backup from your 3CX system. Follow these steps carefully:

1. In your 3CX admin interface, navigate to **Backup** and click **Backup Now**.
2. Enter a name for the backup in the Backup name field.
3. Do not check any of the following optional settings, as they are not supported when restoring to UCM630X devices:
 - Include local/temporary recordings
 - Disable Backup Compression
 - Backup Encryption Password
4. Click OK to generate the backup package.

Backup Now

Backup name *

Example Backup054_05092023

1.

☐ Include local/temporary recordings

☐ Disable Backup Compression

Disabling compression will speed up backup & restore. The backup size will increase. Ensure you have enough disk storage space

☐ Backup Encryption Password

2.

OK

Cancel

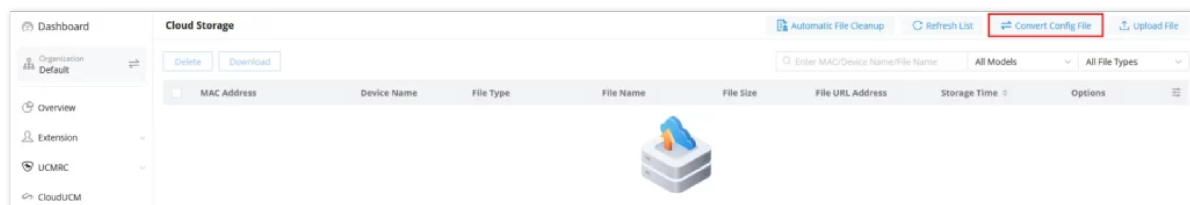
3CX Backup Now dialog

Convert Backup Packages

There are two ways to convert 3CX backup packages to UCM format:

Method 1: GDMS Web Portal

1. Log in to the GDMS portal, navigate to Cloud Storage, and select the **Convert Config File** option.



GDMS Cloud Storage page

2. Upload the 3CX zip backup package by clicking or dragging the file into the upload area.
3. Under **Target Device Model**, select the target UCM630X model from the dropdown.
4. Complete the conversion.

Convert Config File

Supports the conversion of UCM62xx/6510/Third-party Devices backups to UCM63XX and GCC backups. For details, see [Backup Conversion Requirements](#)

Click or drag and drop file here to upload

Supported file type: tar, tgz, zip

Target Device Model

Select

UCM6302

UCM6304

UCM6308

UCM6300A

UCM6302A

UCM6304A

UCM6308A

Convert Config File dialog

Method 2: Windows Configuration Tool

1. Download the Windows Configuration Tool from the [Grandstream Support Tools](#) page.

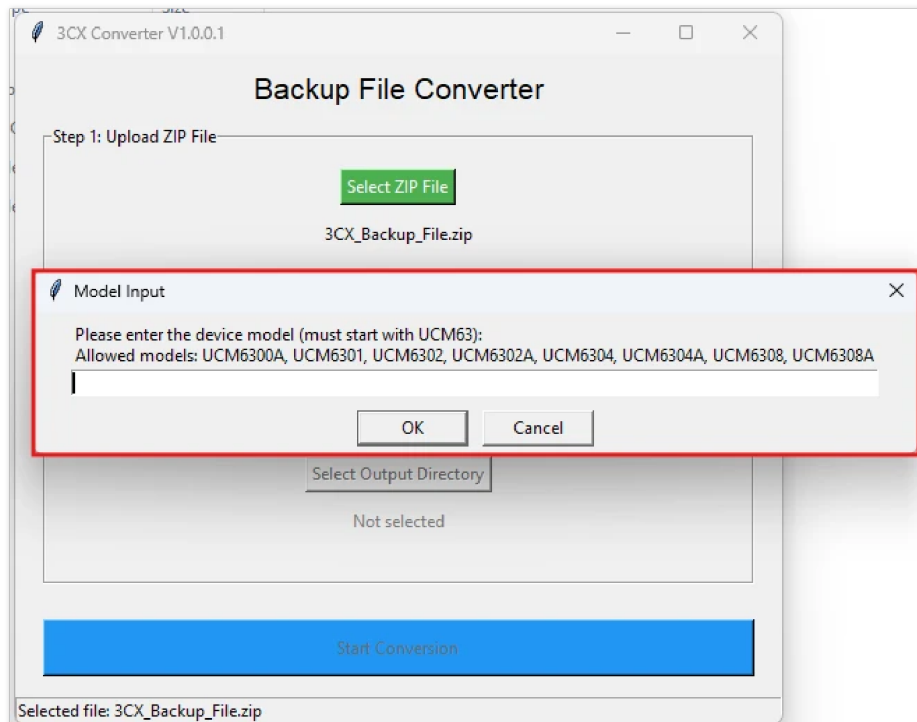
2. Open the Windows Configuration Tool on your PC.

Name	Date modified	Type	Size
▼ Today			
3cxConversionTool.exe	6/24/2026 10:44 AM	Application	13,987 KB
logo.ico	6/24/2026 10:44 AM	ICO File	4 KB
restore_db_3cx	6/24/2026 10:44 AM	File folder	
restore_db_ucm6xxx	6/24/2026 10:44 AM	File folder	

3CX Conversion Tool Executable

3. Upload the 3CX zip backup package using the file upload option.

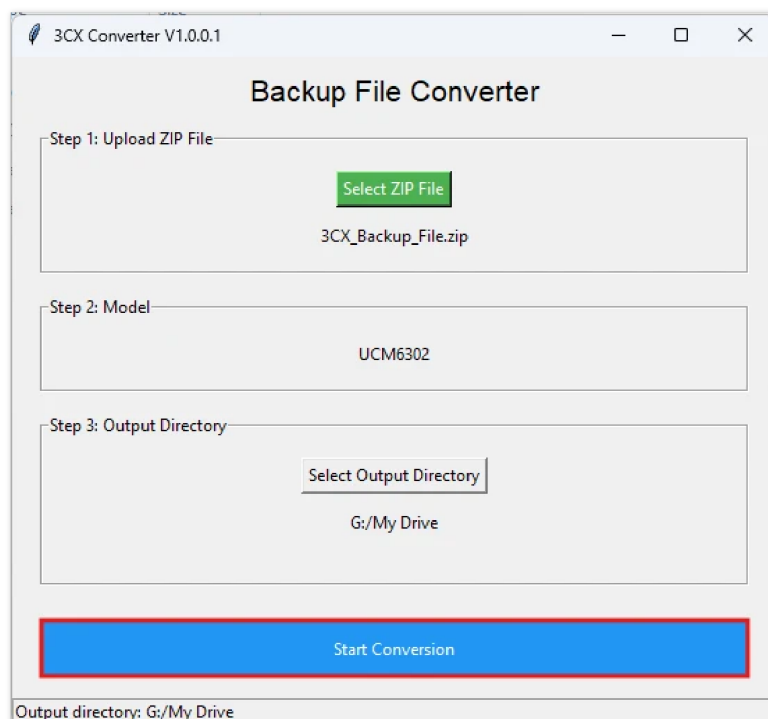
4. Type the name of the target UCM model in the provided field.



Backup File Converter Model Input Dialog

5. Choose the destination folder where the converted file will be saved.

6. Run the conversion and retrieve the output file from the selected folder.



- The converted UCM630X backup package has the super administrator account as "admin" and the super administrator password as "Admin1234!".
- The administrator should change this password when they log into the UCM for the first time.

Mapping Description of the Conversion Configuration Item

Extension

Introducing the mapping settings between UCM630X and the 3CX telephone system for "Users," corresponding to the "Extension/Relay → Extension" page on the UCM630X.

Basic Setup

UCM630X Configuration	3CX Configuration
Extension	Extension Number
CallerID Number	Outbound Caller ID
SIP/IAX Password	Random password
AuthID	Authentication ID
Disable This Extension	Disable Extension
First Name	First Name
Last Name	Last Name
Email Address	Email Address
User/Wave Password	Random password
Mobile Number	Mobile Number
Sync Contact	Hide User

Note

Since the 3CX password may not meet the UCM630X's password strength requirements, after the conversion, a random password is used, and the new password can be obtained via extension email.

Call Strategy

Note

On 3CX, the status is (Available, Offline, Do Not Disturb, Lunch, Business Trip), while on UCM630X it is (Available, Away, Calling, Do Not Disturb, Customizable Online Status, Unavailable). Also, Do Not Disturb cannot be forwarded to the UCM, so only Available and Offline Call Forwarding policies and online status on 3CX are converted; the rest of the online status is converted to Available.

Business

UCM630X Configuration	3CX Configuration
Ring Timeout (s)	Internal Calls – If calls are not answered within the number of configured seconds.
Auto Record	Select if you want recording enabled and choose from the available recording options.
Email Missed Call Log	Send email notification on missed call.

Voicemail

UCM630X Configuration	3CX Configuration
Voicemail	Enable Voicemail
Voicemail Password	PIN Number
Skip Voicemail Password Verification	Disable Voicemail PIN Authentication
Send Voicemail Email Notification	Email Options: No email notification / Send vmail as attachment / Send as attachment and delete from mbox / Send email notification only
Attach Voicemail to Email	Email Options: No email notification / Send vmail as attachment / Send as attachment and delete from mbox / Send email notification only
Keep Voicemail after Emailing	Email Options: No email notification / Send vmail as attachment / Send as attachment and delete from mbox / Send email notification only

Extension Group

Introducing the mapping settings between UCM630X and the 3CX telephone system for "Groups," corresponding to the "Extension/Trunk → Extension Group" page on the UCM630X.

Note

3CX branches have default subgroups that include all extensions. Currently, UCM630X can only manually modify subgroup members and cannot automatically add newly created extensions to specified subgroups.

SIP Trunk

Introducing the mapping settings for "SIP trunks" between UCM630X and 3CX telephone systems, corresponding to the "Extension/Relay → VoIP Relay" page on the UCM630X.

Basic Setup

UCM630X Configuration	3CX Configuration
Type	Type of Authentication
Provider Name	Enter name for Trunk

Host Name	Registrar/Server/Gateway Hostname or IP
Transport	Transport Protocol
Username	Authentication ID (aka SIP User ID)
Password	Authentication Password
AuthID	3 Way Authentication Password
Outbound Proxy Support	Outbound Proxy

Advanced Settings

UCM630X Configuration	3CX Configuration
Codec Preference	Codec priority
Max Concurrent Calls	Number of concurrent calls per trunk
Send Diversion Header	Include diversion header support
SRTP	SRTP Mode

Note

The DID and DOD configured within the 3CX trunk are separately configured on the 'Inbound Routes' and 'Outbound Routes' pages of the UCM630X. The Speex option in the 3CX trunk Codec priority configuration is not supported on the UCM630X.

Inbound Route

Introducing the mapping settings for "Inbound Rules" between UCM630X and 3CX telephone systems, corresponding to the "Extension/Trunk → Inbound Routing" page on the UCM630X.

UCM630X Configuration	3CX Configuration
Inbound Rule Name	Name
Inbound Number Matching Pattern	DID/DDI
Source Caller ID	Caller ID
CID Source	DID Rule: DID/DDI CID Rule: Choose a SIP Trunk for this Inbound Rule.
Default Destination	Destination for calls during office hours.
Time Condition	Destination for calls during office hours. Destination for calls outside of office hours.
Excluding Holidays	Apply these office hours even if it's global holiday.

Note

In 3CX, DID and CID configurations are nested with call service configuration. UCM630X, these are uniformly configured on the inbound routing page, and time rules are converted into time routing conditions. The trunk's default route acts as the default destination, and for other configurations, the office hours route is mapped to the default destination.

Outbound Route

Introduces the mapping settings for “Outbound Routes” between UCM630X and 3CX telephone systems, corresponding to the “Extension/Trunk

UCM630X Configuration	3CX Configuration
Outbound Rule Name	Rule Name
Outbound Number Matching Pattern	Calls to numbers starting with prefix Calls to numbers with a length of
Outbound Route CID	Outbound caller CID
Enable source Caller ID Allowlist Allowlisted Extensions/Extension Groups	Calls from extension(s) Calls from extension group(s)
Trunk	Trunk
Strip	Strip Digits
Prepend	Prepend

Note

After conversion, each outbound route on the 3CX is individually split into an independent configuration.

IVR

Introducing the mapping settings between UCM630X and the 3CX telephone system for “Digital Receptionists”, corresponding to the “Basic Call Features → IVR” page on the UCM630X.

UCM630X Configuration	3CX Configuration
Name	Enter a name
Extension	Extension
Prompt	Prompt
Response Timeout (s)	If no input within seconds
Key Pressing Events	Key 0-9 and the destination If input is invalid then
Dial Other Extensions → Extension	Allow callers to dial extensions
Key Pressing Events → Timeout → Destination	Send call to

Note

Custom key length on the UCM630X is limited to 8 digits; 9-digit custom key configurations from 3CX will be discarded.

Ring Group

Introducing the mapping settings for “ring groups” between UCM630X and 3CX telephone systems, corresponding to the “Basic Call Services → Ring Groups” page on the UCM630X.

Basic Setup

UCM630X Configuration	3CX Configuration
Extension	Virtual Extension Number
Ring Group Name	Name
Ring Strategy	Ring Strategy Ring All/Prioritized Hunt
Ring Timeout for Each Member	Ring Time (Seconds)
Local Members	Group Members
Enable Destination Default Destination	Destination if no answer

Call Queue

Introducing the mapping settings for “Call Queues” between UCM630X and the 3CX telephone system, corresponding to the “Basic Call Services → Call Queue” page on the UCM630X.

Basic Setup

UCM630X Configuration	3CX Configuration
Extension	Extension
Name	Name
Proficiency Routing Strategy	Polling Strategy (see the Reference Strategy Mapping Table in the Notes)
Agent Ring Time (s)	Ring Time (seconds)
Max Queue Length	Maximum callers in queue
Agent Rest Time (s)	Wrap-up Time (seconds)
Music on Hold	Music on Hold
Custom Prompt Enable	Intro Prompt
Custom Prompt	Intro Prompt

Play Full Welcome Prompt	Play full intro prompt before calling agents
Max Wait Time	Maximum Queue Wait Time (seconds)
Destination	Destination if no answer

Advanced Settings

UCM630X Configuration	3CX Configuration
Enable Virtual Queue	Enable Queue Callbacks
Virtual Queue Mode	Configure how customers in the queue can request a callback
Virtual Queue Period (s)	Callback timeout (seconds)
Virtual Queue Outbound Prefix	Outbound Prefix
Enable Position Announcement	Announce Queue position to caller
Announcement Interval (s)	Announcement Interval (seconds)
Enable Wait Time Announcement	Announcement Interval (seconds)
Queue Chairman	Select queue manager extension number
Enable SLA Time (s)	Notify Queue manager via email when SLA time has been breached

Agents

UCM630X Configuration	3CX Configuration
Dynamic Agents	Call Queue Agents

Call Policy Mapping Table

UCM630X Configuration	3CX Configuration
ringall	Ring All Prioritized Hunt Hunt by Threes Random Hunt by Threes Prioritized
random	Hunt Random Start
rrmemory	Round Robin

leastrecent	Longest Waiting
fewestcalls	Fewest Answered Least Talk Time
Below, call strategy mapping and check [Strategy]	
ringall	Skill Based Routing Ring All
random	Skill Based Routing Hunt Random Start
rrmemory	Skill Based Routing Round Robin
fewestcalls	Skill Based Routing Fewest Answered

Note

UCM630X dynamic agent login logs out, go to [Queue General Settings] to reconfigure the suffix.

Contact

Introducing the mapping settings between UCM630X and the 3CX phone system for “Contacts”, corresponding to the “Contacts → Contact Management → External Contact” page on the UCM630X.

UCM630x Configuration	3CX Configuration
Mobile Number	Mobile
First Name	First Name
Last Name	Last Name
Email Address	Email Address
Home Number	Home
Fax	Business Fax
Remark	—

Note

UCM630X the contact configuration options are limited, and 3CX configurations without corresponding options are all stitched together and filled into the Remark.

Time Settings

Introducing the mapping settings for “Office Hours” between UCM630X and the 3CX phone system, corresponding to the “System Settings → Time Settings” page on the UCM630X.

Office Hours

UCM630X Configuration	3CX Configuration
Week	Days of Week
Time	Office Hours

Holidays

UCM630X Configuration	3CX Configuration
Name	Name
Year	Is Every Year
Month / Day / Time	Date

Note

Only 3CX global time, no departmental time.

MOH

Introducing the mapping settings for "Music on Hold" between UCM630X and the 3CX phone system, corresponding to the "PBX Settings → Hold Tone" page on the UCM630X.

MOH files from 3CX's original "Music on Hold" module will be converted and stored on the UCM630X's "PBX Settings → Hold on Sound" page management.

Notification Sound

Introducing the mapping settings for "Intro Prompt" between UCM630X and the 3CX phone system, corresponding to the "PBX Settings → Voice Prompt Tone → Custom Prompt" page on the UCM630X.

The prompt files from the original "Intro Prompt" module in 3CX will be converted and stored on the UCM630X's "PBX Settings → Voice Prompts → Custom Prompt" page for management.