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Introduction



This configuration guide is written as a general guide on how to configure the Alcatel-Lucent Enterprise M3 phone model to work with PBXware 5.3.9 and 6.4.

Requirements

Identifying Phone Model

To start and successfully complete the registration of your Alcatel-Lucent Enterprise phone, you need to know which phone model to set up.

On the back of each Alcatel-Lucent Enterprise phone, there is model information that you should check. Although various phone models can have exactly the same requirements and installation procedures, phone models can also have significantly different requirements and installation procedures, so that is why it is important to know the model you own which results in you setting up the device successfully.

Phone Firmware

- Make sure that your phone is loaded with appropriate firmware version, [2.12.04.000.1720](#).
- To find out the firmware version of the Alcatel-Lucent Enterprise phone model, open a new browser window and enter the phone's IP address in order to access the phone's web administration interface login screen. Example: <http://192.168.1.22>.
- Log in to the phone's web administration interface with your username and password. Please note that the factory default login details are as follows: username is **admin** and password is **123456**.

DHCP Server

Fully configured and operational DHCP server.

PBXware Version

PBXware version **5.3.9**

In order to find out the PBXware version:

- Log in to PBXware
- Navigate to **Settings: About**.

On the top of **About** page, you may see a code similar to this one **PBXware Edition: Multi-Tenant Release: 5.3.9.0 (41a4f0e6) Running: 13.23.1-gc-2e09fa3d, Proxy v5.3.9 (231c5f3), API: 5.3, libmemcached version: 1.0.18**, where Release denotes the current version of your PBXware.

Installation

This section describes how to install and connect the phone to the electrical power and data network as well as how to apply factory settings.

The following topics are covered:

- Power Adapter
- Power over Ethernet (PoE)
- Factory Settings

Power Adapter

Connect the Network and Power

- Connect the DC plug on the power adapter to the DC port on the phone and connect the other end of the power adapter into an electrical power outlet.
- Connect the Ethernet cable between the Internet port on the phone and the network port on a router or switch to access LAN.

NOTE: *If you are using Power over Ethernet (PoE), you do not need to connect the AC adapter. Make sure that the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.*

Power over Ethernet (PoE)

Connect the Network (only)

Using a regular Ethernet cable, your phone can be powered from a Power over Ethernet (PoE) compliant router or switch.

- Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power router or switch.

NOTE: *If you are using Power over Ethernet (PoE), you do not need to connect the AC adapter.*

Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.

Find the Phone's IP Address

Find out your Alcatel-Lucent Enterprise phone's IP Address.

- Press the **OK** button.

The IP address will be displayed on the top of display.

Reset to Factory Settings

This step is not required for brand new out-of-the-box phones, however, if the phone has been already used, then it is a must.

- Click **Maintenance** in the left-hand navigation menu.
- Click the **Reboot&Restore** sub-section.
- Click **OK** next to the 'Restore Factory' field to initiate action.
- Wait for some time for a device to reset to factory settings.

NOTE: *Do not unplug or remove power from the phone while it is updating firmware and configuration.*

Registering Phone

This section describes how to identify the Alcatel-Lucent Enterprise phone model, requirements that must be met, and how to register the phone using manual configuration or auto-provisioning.

The following topics are covered:

- Manual Configuration
- Auto Provisioning

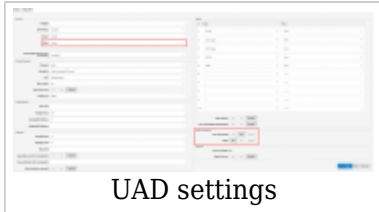
Manual Configuration

This section describes how to set the UAD settings, create a PBXware Extension and register the phone.

The following topics are covered:

- UAD Settings
- Creating an Extension
- Registering a Phone

UAD Settings



UAD settings

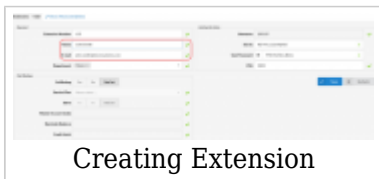
Log in to the PBXware's web administration interface

- Open a new browser window and enter the IP address in order to access the PBXware's web administration login screen. Example: **http://192.168.1.10**.
- Log in to PBXware with the e-mail address and password.

UAD settings

- Navigate to **Settings: UAD**.
- Make sure Alcatel-Lucent Enterprise M3 UAD is enabled. To check the UAD status, click the **Edit** icon corresponding to your Alcatel-Lucent Enterprise phone.
- Make sure **Status** is set to **Active**, **Auto provisioning** is set to **No**, and **DHCP** is set to **Yes**.
- Click the **Save** button to save changes.

Creating an Extension



Creating Extension

Add an Extension

- Navigate to **Extensions**. Click **Add Extension**.
- The standard options window will be shown below.
- Select the Alcatel-Lucent Enterprise phone model from the **UAD** select box.
- Select Location: **Local** or **Remote**.

Local is for all Extensions registered on the LAN and **Remote** is for all Extensions registered from remote networks, WAN, Internet etc.

- Click the **Next step** button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- **Name**

Enter a name for the Extension being created. Example: **John Smith**.

- **E-mail**

Enter the e-mail address associated with this Extension. This e-mail address will receive all system notification messages. Example: **john.smith@bicomsystems.com**

- **Department**

Department to which Extension belongs. Example: **Sales**.

- Click the **Save** button.

Registering a Phone

This section describes how to register the Alcatel-Lucent Enterprise phone using **Hostname or IP Address**.

Hostname or IP Address

Log in to the phone's web administration interface

- Open a new browser window and enter your phone IP address in order to access the phone's web administration interface login screen. Example: http://192.168.1.22
- Log in to the phone's web administration interface with your username and password. Please note that the factory default login details are as follows: username is **admin** and password is **123456**.
- Click **Account** -> **Basic**.
- Enter or set the following details into the respective fields.

REQUIRED FIELDS:

- **Account Active**

Make sure the toggle button is enabled.

- **SIP Label Name**

PBXware Extension user name. Example: **John**

- **Display Name**

Usually the same number as the **Register Name**.

- **User Name**

PBXware Extension number. Example **1003**.

- **Register Name**

PBXware Extension number. Example **1003**.

▪ **Password**

The Secret of the Extension as received in the e-mail associated with this extension.

Example: **_%Z4M3*Ts9y7**. A password is generated automatically for each newly created Extension.

▪ **SIP Server**

Enter the Hostname or IP Address of PBXware.

- Example of a Hostname: **voip.bicomsystems.com**

- Example of an IP Address: **192.168.1.10**

▪ Click the **Confirm** button at the bottom of the page.

▪ If everything is done as described above, you should have successfully registered your phone to PBXware.

Dial *123 to verify the registration.

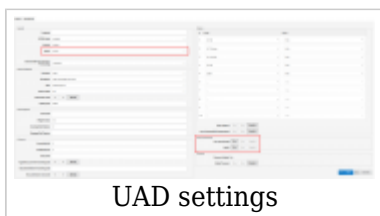
Auto Provisioning

This section describes how to set UAD settings, create a PBXware Extension and register the phone using DHCP or Static IP address.

The following topics are covered:

- UAD Settings
- Creating an Extension
- Registering a Phone

UAD Settings



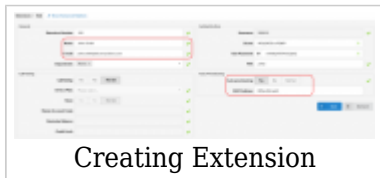
Log in to the PBXware's web administration interface.

- Open a new browser window and enter the IP address in order to access the PBXware's web administration login screen. Example: **http://192.168.1.10**.
- Log in to PBXware with your e-mail address and password.

UAD settings

- Navigate to **Settings: UAD**.
- Make sure Alcatel-Lucent Enterprise M3 UAD is enabled. To check the UAD status, click the **Edit** icon corresponding to your Alcatel-Lucent Enterprise phone.
- Make sure **Status** is set to **Active**, **Auto provisioning** is set to **Yes**, and **DHCP** is set to **Yes**.
- Click **Save** to save changes.

Creating an Extension



Add Extension

- Navigate to **Extensions**. Click **Add Extension**.
- The standard options window will be shown below.
- Select Alcatel-Lucent Enterprise phone model from the **UAD** select box.
- Select Location: **Local** or **Remote**.

Local is for all Extensions registered on the LAN and **Remote** is for all Extensions registered from remote networks, WAN, Internet etc.

- Click the **Next step** button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- **Name**

Enter a name for the Extension being created. Example: **John Smith**.

- **E-mail**

Enter the e-mail address associated with this Extension. This e-mail address will receive all system notification messages. Example: **john.smith@bicomsystems.com**

- **Auto Provisioning**

Set to **Yes**.

- **MAC Address**

Enter the Alcatel-Lucent Enterprise phone's MAC address. Example: **001565FF1536**. The MAC address can be found at the back of the phone.

- Click **Save**.

Registering a Phone

This section describes how to register the Alcatel-Lucent Enterprise phone using **DHCP**, **TFTP**, or **HTTP & HTTPS**.

DHCP

Configure DHCP

- Make sure your DHCP router is configured to use **option 66** to automatically instruct phones with the URL for auto provisioning. For more information, please refer to the router documentation or contact your network administrator.

Phone's first boot or user-initiated reboot

- The auto-provisioning process will start during the phone's first boot or after the reboot process has been initiated by the user. The DHCP server will instruct the phone from where to pick up an appropriate configuration file. If everything is done as described above, you should have successfully registered your phone to PBXware.

Dial ***123** to verify registration.

TFTP or HTTP or HTTPS

- Open a new browser window and enter the phone's IP address, e.g. **http://192.168.1.22**.
- Enter **username** and **password** and press **Confirm**. **NOTE:** The factory default login details are as follows: username is **admin** and password is **123456**.
- Click the **Provision** tab.
- Click **Auto Provision** in the sub-menu.
- Choose what **server type** you intend to use: **HTTP**, **HTTPS**, and **Trivial FTP**. **NOTE:** Our recommendation is to use **HTTP**.

Enter **http://** or **https://** followed by **Hostname** or **IP Address**, then followed by **/prov** in the **DM URL** and **Backup DM URL** fields.

Example of a Hostname using HTTP: **http://abc.bicomsystems.com/prov**

Example of a Hostname using HTTPS: **https://abc.bicomsystems.com/prov**

Example of an IP Address using HTTP: **http://192.168.1.10/prov**

Example of an IP Address using HTTPS: **https://192.168.1.10/prov**

- Enter **Auto Provisioning** username and password into the **Username** and **Password** fields.

If you choose to use **TFTP**, enter **tftp://** followed by **Hostname** or **IP Address**

Example of a Hostname: **tftp://voip.bicomsystems.com**

Example of an IP Address: **tftp://192.168.1.10**

- Click the **Confirm** button at the bottom of the page.
- Click the **Auto Provision Now** button.
- A pop up window will show up, click **OK** to confirm.
- You will have to wait a couple of seconds for the configuration to be updated. **NOTE:** Do not power off your phone.
- The auto-provisioning process will start during the phone's reboot process. The phone will pick up an appropriate configuration file from PBXware. If everything is done as described above,

you should have successfully registered your phone to PBXware.

Dial *123 to verify registration.

Additional Configuration Template

If you want to include some additional UAD configuration for Alcatel-Lucent Enterprise M3, just add fields to **User Agent General Auto Provisioning Template** in **Settings -> UAD -> Alcatel-Lucent Enterprise M3** menu, or add them directly to the Extension in the **UAD Auto Provisioning Template** section.

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