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## From Bicom Systems Wiki

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## How to use Cisco 7962 with PBXware

This "How to" is written as general guide on how to use Cisco 7962 with PBXware using SIP 7.1 Cisco 7962 firmware. It covers the most common tasks that are required to have your Cisco 7962 working efficiently.



# Registering Cisco 7962

## Requirements

### 1. Cisco 7962 firmware.

- Make sure that the device is loaded with SIP 7.1 firmware.

### 2. DHCP server.

- Fully configured and operational DHCP server.

## Manual Configuration

### UAD Settings

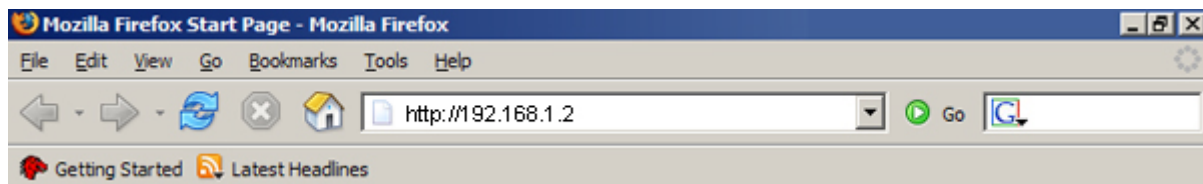
#### STEP ONE: PBXware IP address.

1. Find out the IP address of PBXware server.

#### STEP TWO: Login to PBXware.

1. Open a new browser window and enter the IP address to access the PBXware administration interface login screen.

**Example:** <http://192.168.1.2>



### **an example with IP address**

2. Hit "Enter" on your keyboard.

3. Login to PBXware with your e-mail address and password.



» Site Manager

*You are currently using SSL.*

Please enter your details below:

**E-mail:**

**Password/PIN:**

» Login



**STEP THREE:** UAD status.

1. Make sure the UAD is enabled. To check the UAD status navigate to "Settings:UAD", and click on the "edit" icon corresponding to "Cisco 7962".

PBXware Site Settings SM Settings Help Logout

Select a server: 127.0.0.1

- Extensions
- Trunks
- DIDs
- Conferences
- IVR
- Queues
- Voicemail
- Monitor
- Reports
- Settings
  - Servers
  - TBD
  - Protocols
  - Providers
  - Default Trunks
  - Networks
  - UAD**
  - Destinations
  - Access Codes
  - File System
  - Music On Hold
  - MiniLCR
  - Sounds
  - Conf Files
  - About

**UAD**  
Cisco 7960

**Edit icon**

**Add User Agent**

**SIP**

User Agent	Tools
AASTRA 480i	[Edit] [Delete]
Cisco ATA186	[Edit] [Delete]
Grandstream BT102	[Edit] [Delete]
Grandstream BT101	[Edit] [Delete]
Cisco 7940	[Edit] [Delete]
<b>Cisco 7960</b>	[Edit] [Delete]
Generic SIP	[Edit] [Delete]
Grandstream BT-100	[Edit] [Delete]
Grandstream GXP-2000	[Edit] [Delete]
Sipura SPA 1000	[Edit] [Delete]
Sipura SPA 2000	[Edit] [Delete]
Sipura SPA 841	[Edit] [Delete]
Snom 190	[Edit] [Delete]
Snom 320	[Edit] [Delete]
Grandstream HT286	[Edit] [Delete]
Grandstream HT486	[Edit] [Delete]
UTStarcom iAN-02EX	[Edit] [Delete]
Sipura SPA2000	[Edit] [Delete]
X-Lite	[Edit] [Delete]

**IAX**

User Agent	Tools
Asterisk	[Edit] [Delete]
Generic IAX	[Edit] [Delete]
Firefly	[Edit] [Delete]
PBXware	[Edit] [Delete]

**ZAPTEL**

**Bicom SYSTEMS**

2. Make sure "Status" is set to "active", "Auto provisioning" is set to "No" and "DHCP" is set to "Yes".

» Device > Cisco 7960

Protocol: sip

General

DTMF Mode: rfc2833

Status: active

Network Related

NAT:  Yes  No  Never  
 Route  N/A

Channels

Incoming Limit: 1

Outgoing Limit: 1

Codecs

Disallow: all

Allow:  G.711 µlaw  G.711 alaw  
 G.723.1  G.726  
 G.729  GSM  
 iLBC  Speex  
 LPC10  H.261 Video  
 H.263 Video  H.263+ Video

Auto Provisioning

Auto provisioning:  Yes  No  N/A

DHCP:  Yes  No  N/A

Save Go back

User Agent Auto Provisioning Template:

3. Click on the "Save" button to save changes.

## Creating Extension

**STEP ONE:** Add Extension.

1. Navigate to "Extensions". Click on "Add Extension".

PBXware Site Settings SM Settings Help Logout

Select a server: 192.168.1.2

Extensions

Trunks

DIDs

Conferences

Add Extension Search

Name	Extension	User Agent	Status	Protocol
<< left		Page 1 of 2		next >>

2. The standard options window will be shown below.

» Extensions: Add

Advanced Options

UAD: Please select..

Location: Please select..

Go back Next >

Creating Extension/Extensions Add

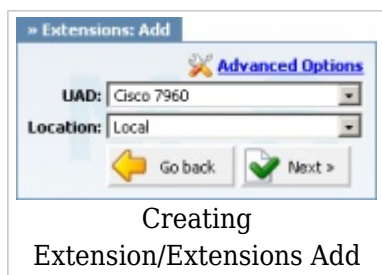
3. Select Cisco 7962 from "UAD" select box.

4. Select Location: "Local" or "Remote".

**Note:**

-"Local" is for all extensions registered on LAN.

-"Remote" is for all extensions registered from remote networks, WAN, Internet etc.



5. Click on the "Next" button.

**STEP TWO:** Extension values.

1. Enter values into the required field text boxes.

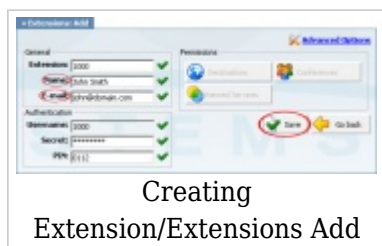
**REQUIRED FIELDS:**

**Name:**

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

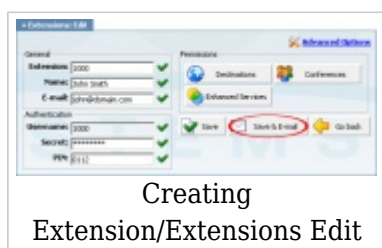
**E-mail:**

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



**an example with details filled in**

2. Click on the "Save" button.



**an example with details filled in**

3. Click on the "Save & E-mail" button. Account details will be sent to the e-mail address associated with this extension.

## OPTIONAL FIELDS:

### Extension:

An auto-generated extension number based on the next available sequential number. An extension value can be changed. **Example:** 1000.

### Username:

Username is auto generated/populated and cannot be changed since it allows the system to use this value for other important operations.

### Secret:

A secret value associated with the UAD is auto-generated in order to allow the UAD to successfully register with the system. The secret value can be changed.

### PIN:

An auto-generated PIN will allow access to voicemail and online self care.

## Registering Phone

**STEP ONE:** Electricity and Ethernet.

**Note:** Phone electricity can be supplied by power adaptor or power over ethernet injector.

**A)** Power adapter.

1. Plug the power adapter into a power jack then connect it to the electricity network.
2. Connect the ethernet port to a hub, router or switch as to access LAN.



**B)** Power over ethernet.

1. Connect the ethernet port to a "POE Passive Power over Ethernet injector".
2. Connect "POE Passive Power over Ethernet injector" to a hub, router or switch as to access LAN.



After successfully connecting the Cisco 7962 to the electricity and data networks, it is time to register it to PBXware.

**STEP TWO:** Cisco 7962 settings configuration.



### Unlock configuration:

1. Press the "settings" button.
2. Use the "navigation" button and navigate down to "Unlock Config".
3. Press the "Select" button.
4. Enter password (Default factory password is "cisco").
5. Press the "Accept" button to unlock configuration.

### SIP Configuration

1. Use the "navigation" button and navigate up to "SIP Configuration".
2. Press the "Select" button.
3. Press the "Select" button to enter into "Line 1 Settings".
4. Enter the details into:

### REQUIRED FIELDS:

#### Name

Cisco 7962 extension number. **Example:** 1000.

#### Authentication Name

Usually the same number as "Name".

#### Authentication Password

The Secret of the extension as received in the e-mail associated with this extension. **Example:**



3dX3r5

### **Proxy Address**

IP address of PBXware server. **Example:** 192.168.1.2

### **OPTIONAL FIELDS**

#### **Shortname**

**Example:** John Smith, Reception, Entrance Main, Agent One etc.

#### **Display Name**

**Example:** John Smith, Reception, Entrance Main, Agent One etc.

#### **Proxy Port**

By default 5060

5. Press the accept button and reboot Cisco 7962.

- Conclusion: If everything is done as above described you should have successfully registered your Cisco 7962 to PBXware. Dial **\*123** to verify registration.

- For further information, please contact the manufacturer or check their web site [www.cisco.com](http://www.cisco.com).

## **Auto Provisioning Configuration**

### **'UAD Settings**

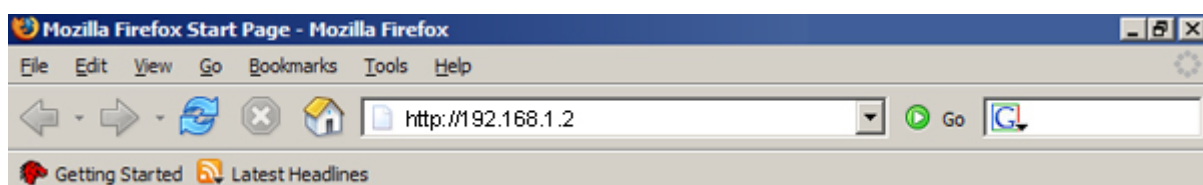
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**Example:** <http://192.168.1.2>



## an example with IP address

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» Site Manager

You are currently using SSL.

Please enter your details below:

E-mail:

Password/PIN:

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### STEP THREE: UAD status.

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  - Networks
  - UAD**
  - Destinations
  - Access Codes
  - File System
  - Music On Hold
  - MiniLCR
  - Sounds
  - Conf Files
  - About

**UAD**  
Cisco 7960







































**Edit icon**

**Bicom**  
SYSTEMS

[Add User Agent](#)









### SIP

**User Agent**

AASTRA 480i		
Cisco ATA186		
Grandstream BT102		
Grandstream BT101		
Cisco 7940		
<b>Cisco 7960</b>		
Generic SIP		
Grandstream BT-100		
Grandstream GXP-2000		
Sipura SPA 1000		
Sipura SPA 2000		
Sipura SPA 841		
Snom 190		
Snom 320		
Grandstream HT286		
Grandstream HT486		
UTStarcom iAN-02EX		
Sipura SPA2000		
X-Lite		

### IAX

**User Agent**

Asterisk		
Generic IAX		
Firefly		
PBXware		

### ZAPTEL

2. Make sure "Status" is set to "active", "Auto provisioning" is set to "Yes" and "DHCP" is set to "Yes".

» Device > Cisco 7960

Protocol: sip

General

DTMF Mode: rfc2833

Status: active

Network Related

NAT:  Yes  No  Never  
 Route  N/A

Channels

Incoming Limit: 1

Outgoing Limit: 1

Codecs

Disallow: all

Allow:  G.711 µlaw  G.711 alaw  
 G.723.1  G.726  
 G.729  GSM  
 iLBC  Speex  
 LPC10  H.261 Video  
 H.263 Video  H.263+ Video

Auto Provisioning

Auto provisioning:  Yes  No  N/A

DHCP:  Yes  No  N/A

Save Go back

User Agent Auto Provisioning Template:

3. Click on the "Save" button to save changes.

## Creating Extension

**STEP ONE:** Add Extension.

1. Navigate to "Extensions". Click on "Add Extension".

PBXware Site Settings SM Settings Help Logout

Select a server: 192.168.1.2

Extensions

Trunks

DIDs

Conferences

Add Extension Search

Name	Extension	User Agent	Status	Protocol
<< left		Page 1 of 2		next >>

2. The standard options window will be shown below.

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Advanced Options

UAD: Please select..

Location: Please select..

Go back Next >

Creating Extension/Extensions Add

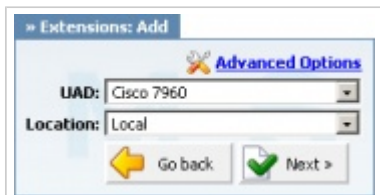
3. Select Cisco 7962 from "UAD" select box.

4. Select Location: "Local" or "Remote".

### Note:

-"Local" is for all extensions registered on LAN.

-"Remote" is for all extensions registered from remote networks, WAN, Internet etc.



Creating Extension/Extensions Add

5. Click on "Next" button.

**STEP TWO:** Extension values.

1. Enter values into 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@domain.com.

**Auto provisioning:**

Set to "Yes".

**MAC Address:**

Cisco 7962 MAC address. **Example:** 001646f5f797



Creating Extension/Extensions Add

**an example with details filled in**

2. Click on the "Save" button.



Creating Extension

**an example with details filled in**

3. Click on the "Save & E-mail" button. Account details will be sent to the e-mail address associated with this extension. **OPTIONAL FIELDS:**

**Extension:**

An auto-generated extension number based on the next available sequential number. An extension value can be changed. **Example:** 1000.

**Username:**

Username is auto generated/populated and cannot be changed since it allows the system to use this value for other important operations.

**Secret:**

A secret value associated with the UAD is auto-generated in order to allow the UAD to successfully register with the system. The secret value can be changed.

**PIN:**

An auto-generated PIN will allow access

## Registering Phone

**STEP ONE:** Electricity and Ethernet.

**Note:** Phone electricity can be supplied by power adaptor or power over ethernet injector.

**A)** Power adaptor.

1. Plug the power adaptor into a power jack then connect it to the electricity network.
2. Connect the ethernet port to a hub, router or switch as to access LAN.



**B)** Power over ethernet.

1. Connect the ethernet port to a "POE Passive Power over Ethernet injector".
2. Connect "POE Passive Power over Ethernet injector" to a hub, router or switch as to access LAN.



"TFTP Server" must be set with TFTP server value.

**STEP TWO:** Cisco 7962 TFTP configuration.



### Unlock configuration:

1. Press the "settings" button.
2. Use the "navigation" button and navigate down to "Unlock Config".
3. Press the "Select" button.
4. Enter password (Default factory password is "cisco").
5. Press the "Accept" button to unlock configuration.

### SIP Configuration

1. Use the "navigation" button and navigate up to "Network Configuration".
2. Press the "Select" button.
3. Navigate down to "TFTP server".
4. Press the "Select" button to edit TFTP value.
5. Enter details into TFTP value field.
6. Press accept button and reboot Cisco 7962.

- Conclusion: If everything is done as above described you should have successfully registered Cisco 7962 to PBXware. Dial **\*123** to verify registration.

- For further information, please contact the manufacturer or check their web site [www.cisco.com](http://www.cisco.com).

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