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Introduction



This User Guide is written as a general guide on how to set up the Grandstream phone model GXP-2615 to work with PBXware 5.3.6.

Requirements

Identifying Phone Model

To start and successfully complete registration of your Grandstream phone you need to know which phone model to set up.

On the back of each Grandstream 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 an appropriate firmware version, **1.0.1.23**.
- To find out the firmware version of your Grandstream phone model, 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 given at the back of the phone.

- Click the **System Info** link in the left part of the navigation menu. The firmware version is shown under the **Software Version-Prog**.

DHCP Server

Fully configured and operational DHCP server.

PBXware Version

PBXware version **5.3.6**

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: Business, Release: 5.3.6 (041373f), Running: 1.4.24-gc-75ee203** 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 don't need to connect the AC adapter. Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.*

Power over Ethernet (PoE)

Connect the Network (only)

By 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 don't 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 Grandstream phone IP Address.

- Press the **Middle** navigation key.
- Go to **Status->Network Status** and the IP address will be displayed on the display.

Reset to Factory Settings

Reset to factory settings

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

- Press the **Middle** navigation key.
- Go to **System** and navigate to **Factory Reset** and press the **Select** button.
- Confirm your action by pressing the **Yes** button.

Registering Phone

This section describes how to register the phone using Manual configuration or Auto provisioning.

The following topics are covered:

- Manual Configuration
- Auto Provisioning

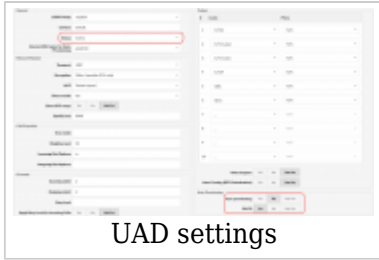
Manual Configuration

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

The following topics are covered:

- UAD settings
- Creating Extension
- Registering 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 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 that the Grandstream UAD is enabled. To check the UAD status, click the **Edit** icon corresponding to your Grandstream phone.
- Make sure that **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 Extension



Creating Extension

Add the Extension

- Navigate to **Extensions**. Click the **Add Extension** button.
- The standard options window will be shown below.
- Select the Grandstream 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**

- Click the **Save** button.

Registering Phone

This section describes how to register Grandstream phones using **Hostname or IP Address**, or **DNS SRV**.

The following topics are covered:

- Hostname or IP Address

Registering Your Device

Line configuration from devices web interface

To access the web interface of your Grandstream phone, first you must know it's IP address on your network.

To find the IP address of your device, please do the following:

- Press the **Home** button.
- Go to **Status** and press the **Select** button.
- Go to **Network status** and press the **Select** button.
- IP address is displayed under **IPv4**: e.g. **192.168.8.198**

NOTE: Depending on your Grandstream device and its firmware, web interface settings may vary.

- Once you have entered the IP address, a log in menu will pop up. The username is **admin** and **password** is shown at the back of the phone.
- After you log in, under **Accounts** tab, you should select **Account 1** -> **General Settings**.
- Enter your Extension name into the **Account Name** field.
- Enter your server address into the **SIP Server** field.
- Enter Extension **Username** into the **Authenticate ID** field.
- Enter Extension **Secret** into the **Authenticate Password** field.
- Press the **Save and Apply** button to preserve changes. Your phone should register after a couple of seconds. If not, please reboot your phone.
- If everything is done as described above, you should have successfully registered your phone

to PBXware.

Dial *123 to verify registration.

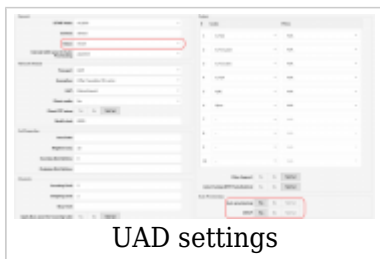
Auto Provisioning

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

The following topics are covered:

- UAD Settings
- Creating Extension
- Registering Phone

UAD Settings



UAD settings

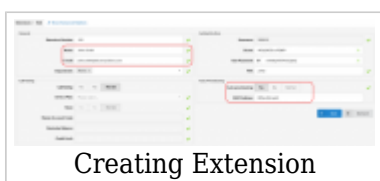
Log in to the PBXware's web administration interface.

- Open a new browser window and enter the IP address in order to access the PBXware 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 that the Grandstream UAD is enabled. To check the UAD status, click the **Edit** icon corresponding to your Grandstream phone.
- Make sure that **Status** is set to **Active**, **Auto provisioning** is set to **Yes**, and **DHCP** is set to **Yes**.
- Click the **Save** button to save changes.

Creating Extension



Creating Extension

Add the Extension

- Navigate to **Extensions**. Click the **Add Extension** button.

- The standard options window will be shown below.
- Select the Grandstream 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 Grandstream phone's MAC address. Example: **0004F2FF1536**. The MAC address can be found at the back of the phone.

Registering Phone

This section describes how to register Grandstream phones using **DHCP**, **TFTP**, **HTTP & HTTPS** or **DNS SRV**.

The following topics are covered:

- DHCP
- TFTP or HTTP & HTTPS
- DNS SRV

DHCP

Configure DHCP

- Make sure that 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 your 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 & HTTPS

- Open a new browser window and enter your phone's IP address, e.g. **http://192.168.1.22**.
- Enter **username** and **password** and press the **Confirm** button. **NOTE:** The factory default login details are as follows: username is **admin** and **password** is given at the back of the phone.
- Click **Maintenance** at the top navigation menu.
- Click the **Upgrade and Provisioning** link in the left hand navigation menu.
- Scroll down to the **Config** section.
- Choose what **server type** you intend to use in the **Config Upgrade via** field: **HTTP, HTTPS,** and **Trivial FTP**. **NOTE:** Our recommendation is to use **HTTP**.

If the **Server Type** is **HTTP** or **HTTPS**, enter **Hostname** or **IP Address** followed by **/prov**.

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

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

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

Example of an IP Address USING HTTPS: **192.168.1.10/prov**

- Enter **Auto Provisioning** username and password into the **Config HTTP/HTTPS User Name** and **Config HTTP/HTTPS Password** fields.

If you choose to use **server type TFTP** , enter **Hostname** or **IP Address**

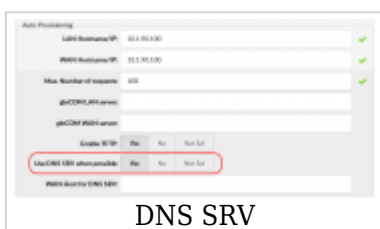
Example of a Hostname: **voip.bicomsystems.com**

Example of an IP Address: **192.168.1.10**

- Click the **Save and Apply** button.
- Click **Maintenance** at the top navigation menu.
- Click the **Upgrade and Provisioning** link.
- Scroll down to the **Config** section.
- 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.

DNS SRV



DNS SRV

This section describes how to use a **DNS SRV** record which specifies the location of PBXware.

NOTE: *Your DNS Server needs to be configured correctly for this to work. Bicom Systems can provide service to set up this for you.*

Check if the DNS SRV is enabled in your PBXware

- Contact your PBXware administrator to find out if the **DNS SRV** is enabled in your PBXware, or if you have access to the PBXware. You can also check this on your own.
- Open a new browser window and enter the IP address in order to access the PBXware web administration login screen. Example: **http://192.168.1.10**.
- Log in to PBXware with your e-mail address and password.
- Navigate to **Settings: Servers**. Click the server corresponding with the **Edit** button.
- In **Auto Provisioning group**, make sure that **Use DNS SRV when possible:** is set to **Yes**. If it is set to **No** or **N/A**, set to **Yes** and click the **Save** button.

NOTE: *You must re-save all your Extensions configured for Auto Provisioning.*

- Make sure that DNS server is configured to automatically route registration request to PBXware which is actually under another domain name. Example: **abc.bicomsystems.com**.
- Go to **Authentication** and press the **Select** button.
- Press the **Edit** button to edit **User ID** and enter the PBXware Extension number. Example: **1003**.
- Press the **OK** button.
- Go to **Password** and press the **Edit** button, enter the Secret of the Extension as received in the e-mail associated with this Extension. Example: **%3DfChBz59**.
- Press the **OK** button.
- Press the **Back** button twice, then press the **Select** button to **Save Configuration**.
- 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.

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