

Home  
PBXware  
SERVERware  
TELCOware  
SIPmon  
SIPProt  
Desktop & Mobile  
BRM  
UADs  
Appliances  
EOL

## From Bicom Systems Wiki

### Contents

- 1 Introduction
- 2 Requirements
  - 2.1 Identifying phone model
  - 2.2 Phone firmware
  - 2.3 DHCP server
  - 2.4 PBXware version
- 3 Installation
  - 3.1 Power adapter
  - 3.2 Power over Ethernet (PoE)
  - 3.3 Find the phone IP address
  - 3.4 Reset to factory settings
- 4 Registering phone
  - 4.1 Manual configuration
  - 4.2 Auto provisioning

## Introduction



This User Guide is written as general guide on how to set up the Grandstream phone model GXP-2160 to work with PBXware 3.1.

## Requirements

### Identifying phone model

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

At the front of each Grandstream phone there are exact model information that you should check. Although different phone models can have exactly the same requirements and installation procedure, phone models can also have significantly different requirements and installation procedure, so that ignorance of your own model may result in the inability to successfully set up your phone.

### Phone firmware

- 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 web administration interface login screen. Example: **http://192.168.1.22**.
- Login to phone web administration interface with your username and password. Please note, factory default login details are username: **admin** and password: **admin**.
- Click on **System Info** link in the left hand navigation menu. Firmware version is shown under the **Software Version**.

### DHCP server

Fully configured and operational DHCP server.

### PBXware version

In order to find out the PBXware version, please login to PBXware and navigate to Settings: About. On the top of **About** page is a code similar to this one "PBXware Edition: Business,

Release: 3.1 (041373f), Running: 1.4.24-gc-75ee203", where "Release" denotes the exact version of your PBXware.

# Installation

This chapter 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)

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 IP address

Find out your Grandstream phone IP Address.

- Press the **Arrow up** on the navigation button.

The IP address will be displayed on the top of 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 **Home** button.
- Go to **System** and press the **Select** button.
- Go to **Operations** and press the **Select** button.
- Confirm your action by pressing the **Yes** button.

## Registering phone

This chapter describes how to register the phone using manual configuration or auto provisioning.

The following topics are covered:

- Manual configuration
- Auto provisioning

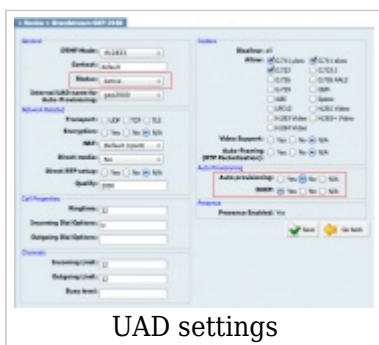
## Manual configuration

This chapter describes how to set UAD settings, create PBXware extension and register the phone.

The following topics are covered:

- UAD settings
- Creating extension
- Registering phone

## UAD Settings



UAD settings

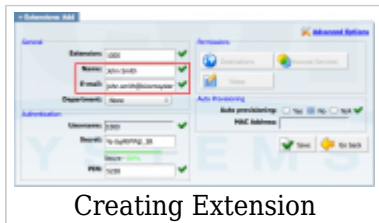
Login to PBXware web administration interface.

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

UAD settings

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

## Creating extension



Add extension.

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

## Registering phone

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

The following topics are covered:

- Hostname or IP Address
- DNS SRV

### **Registering your device**

A) 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:

- 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 user name is: **admin** and the password is: **admin**.
- After you log in, under **VIEWES** you should select **Simple Setup**.
- Then use the toggling show/hide button to reveal the content of the **SIP Server** group.
- Enter your PBXware IP address into **Address** field.
- Enter **5060** into **Port** field.
- After this has been completed you should then use the toggling show/hide button to reveal the content of the **IP Line Identification**
- Enter extension into the **Address** field.
- Enter extension into the **Authentication User ID** field.
- Enter extension secret into the **Authentication Password** field.
- Press **Save** button to preserve changes. Your phone should register after couple of seconds, if not, please reboot your phone.

B) Line configuration on device

- Press the **Home** button on your phone.
- Go to **Phone** and press the **Select** button.
- Press **Select** on **SIP**.
- press **Select** on **Account 1**.
- enter PBXware IP address e.g. **192.168.8.185** in **SIP proxy** and then press the **Save** button.

- Go to **SIP user ID** and enter PBXware extension number. Example: **1003** and press the **Save** button.
- Go to **SIP Password** and enter PBXware extension secret e.g. **%3DfChBz59**, then press the **Save** button.
- Then go back to the main menu.
- If everything is done as above described, you should have successfully registered your phone to PBXware. Dial **\*123** to verify registration.

## DNS SRV



This chapter describes how to use a **DNS SRV** record which specifies the location of the 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 check this yourself.
- 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**.
- Login to PBXware with your e-mail address and password.
- Navigate to **Settings: Servers**. Click on the server corresponding **edit** button.
- In **Auto Provisioning group**, make sure **Use DNS SRV when possible:** is set to **Yes**. If it is set to **No** or **N/A**, set to **Yes** and click on the **Save** button. **NOTE:** *You must re-save all your extensions configured for Auto Provisioning.*
- Make sure DNS server is configured to automatically route registration request to a PBXware which is actually under another domain name, example: **abc.bicomsystems.com**.
- Go to **Authentication** and press the **Select** button.
- Press **Edit** button to edit **User ID** enter PBXware extension number. Example: **1003**. Then press the **Ok** button.
- Go to **Password** and press the **Edit** button, enter secret of the extension as received in the e-mail associated with this extension. Example: **%3DfChBz59**. Then press the **Ok** button.
- Press the **Back** button twice, then press the **Select** button to **Save Configuration**.
- Auto provisioning process will start during phone reboot process, phone will pickup appropriate configuration file from PBXware. If everything is done as above described, you should have successfully registered your phone to PBXware. Dial **\*123** to verify registration.

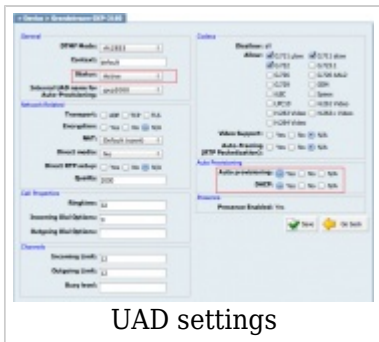
# Auto provisioning

This chapter describes how to set UAD settings, create 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

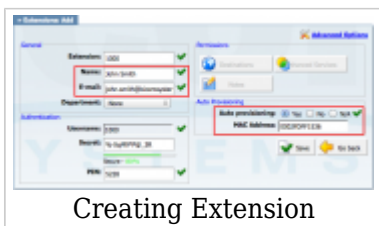
Login to PBXware web administration interface

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

UAD settings

- Navigate to **Settings:UAD**.
- Make sure Grandstream UAD is enabled. To check the UAD status click on the **edit** icon corresponding to your Grandstream phone.
- Make sure **Status** is set to **Active**, **Auto provisioning** is set to **Yes**, and **DHCP** is set to **Yes**.
- Click on the **Save** button to save changes.

## Creating Extension



Creating Extension

Add Extension

- Navigate to **Extensions**. Click on **Add Extension**.



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

## **Registering phone**

This chapter describes how to register Grandstream phone 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 your DHCP router is configured to use **option 66** to automatically instruct phones

with the URL for auto provisioning. For more information refer to your router documentation or contact your network administrator.

Phone first boot or user initiated reboot

- Auto provisioning process will start during phone first boot or after reboot process has been initiated by user. DHCP server will instruct the phone where from to pickup appropriate configuration file. If everything is done as above described, 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 IP address, e.g. **http://192.168.1.22**.
- Enter **username** and **password** and press **Confirm** button. **NOTE:** Factory default login details are username: **admin** and password: **admin**.
- Click on **Maintenance** at the top navigation menu.
- Click on **Upgrade and Provisioning** link in the left hand navigation menu.
- Scroll down to **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 the **HTTP**.

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

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

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

Example for IP Address using HTTP: **192.168.1.10/prov**

Example for IP Address USING HTTPS: **192.168.1.10/prov**

- Enter **Auto Provisioning** username and password into **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 for Hostname: **voip.bicomsystems.com**

Example for IP Address: **192.168.1.10**

- Click on **Save and Apply** button.
- Click on **Provision** button on the top navigation menu.
- You'll have to wait couple of seconds for the configuration to be updated. **NOTE:** Do not power off your phone.
- Auto provisioning process will start during phone reboot process, phone will pickup appropriate configuration file from PBXware. If everything is done as above described, you should have successfully registered your phone to PBXware. Dial **\*123** to verify registration.

## DNS SRV



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 check this yourself.
- 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**.

- Login to PBXware with your e-mail address and password.
- Navigate to **Settings: Servers**. Click on the server corresponding **edit** button.
- In **Auto Provisioning group**, make sure **Use DNS SRV when possible:** is set to **Yes**. If it is set to **No** or **N/A**, set to **Yes** and click on the **Save** button.

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

- Follow instruction given for registering the phone using TFTP or HTTP & HTTPS.

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