Grandstream Networks, Inc.

GXV3450/3470/3480 Zoom Phone Appliance

User Guide

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OVERVIEW

The Grandstream GXV3450, GXV3470, and GXV3480 are certified as Zoom Phone Appliances. Beginning with firmware version 1.0.1.31, the GXV3450/3470/3480 series comes with the Zoom app pre-installed, offering users added convenience. These devices can also be easily provisioned from the Zoom web portal. For more information on certified Zoom Phone Appliances, please visit the Zoom website at the following link:

https://support.zoom.us/hc/en-us/articles/4402412141453-Certified-Zoom-Phone-Appliances

Beyond provisioning, users can manually toggle between Zoom Mode and Generic Mode through the GXV34xx web UI. This flexibility enables customization to suit individual preferences, whether users want it to function as a standard SIP device or integrate seamlessly with the Zoom app for calls and meetings.

This document provides a guide on provisioning and configuring the Grandstream GXV3450, GXV3470, and GXV3480 as Zoom Phone Appliances. It is intended for use by both Zoom administrators and users.

ZOOM WEB PORTAL PREPARATION

This section offers a step-by-step guide on how to add the Grandstream GXV3450, GXV3470, and GXV3480 to the Zoom web portal, using the GXV3480 as an illustrative example.

Prerequisites

1. **Zoom Phone Account**: A valid subscription to a Zoom Phone plan is necessary before assigning an account to the GXV34xx endpoints.
2. **Admin and User Access:** Both administrators and users need access to the Zoom web portal, available at https://zoom.us.

Create Zoom Users

The Zoom administrator should first create a Zoom User account. Once this account is created, it can then be assigned to a GXV34xx phone. The following steps outline the process for creating a user:

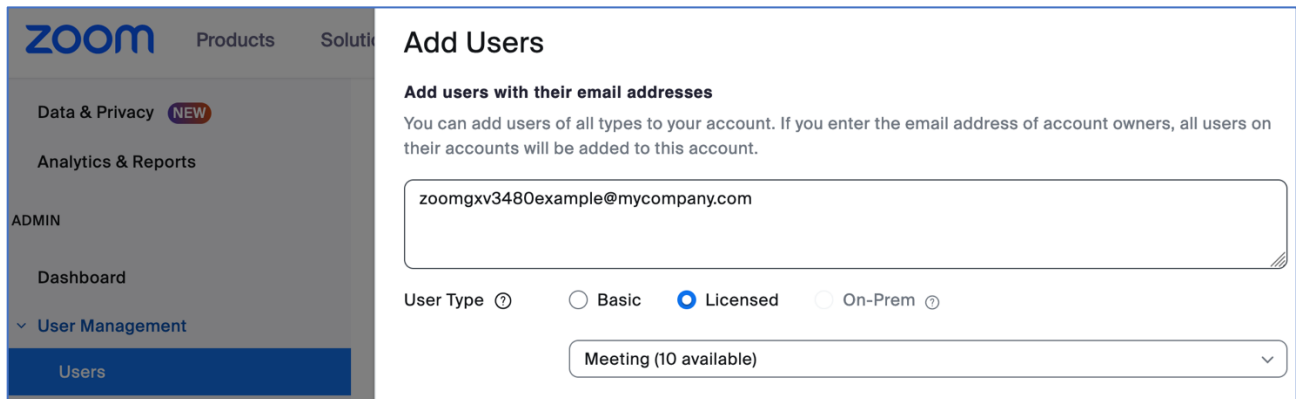1. Navigate to **User Management → Users**. Click **+ Add Users** to create new Zoom users.

Figure 1: Add Zoom Users

2. A Zoom activation email is sent to the email address used in creating the user. Follow the instructions in the email to activate the Zoom account.

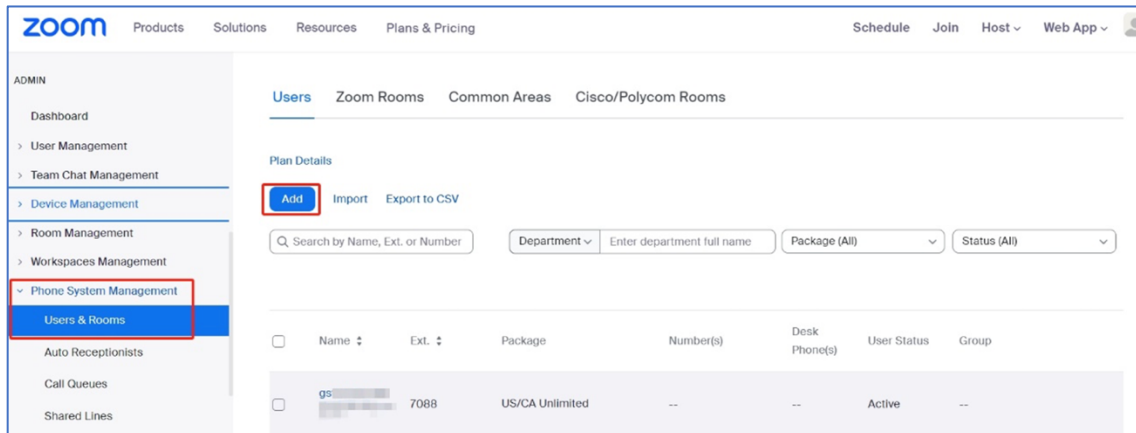3. Navigate to **Phone System Management → Users & Rooms**. Click Add.

Figure 2: Add Users and Rooms

4. Click Choose for option "Users". When the pop-up window opens, select the desired user, and click on **Confirm**.
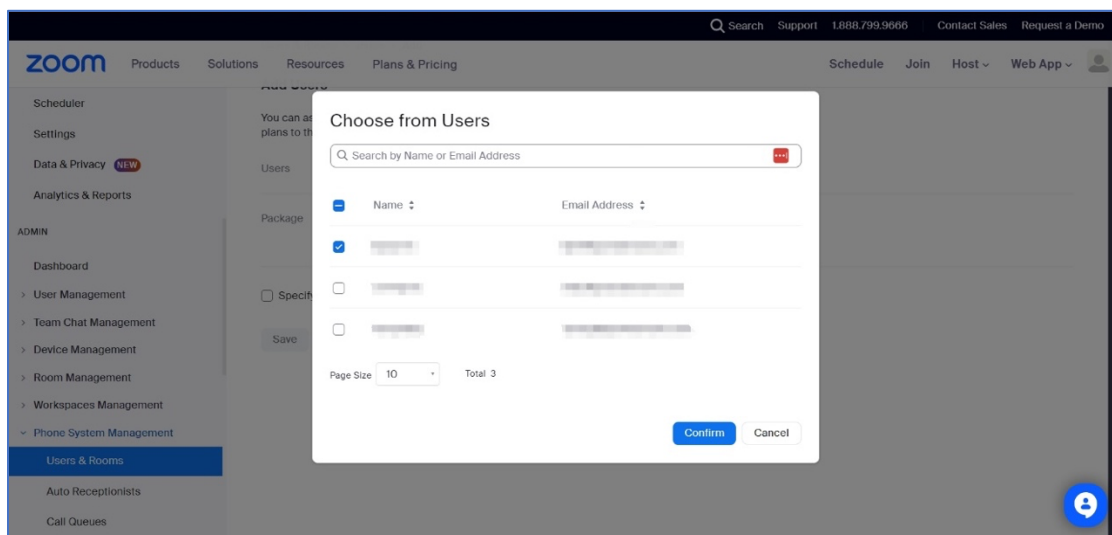

Figure 3: Choose User

5. Click **Assign** for option "Package". On the new window, select the Calling plan, for example **US/CA Unlimited Calling Plan**. Click **Save** to complete adding users under Phone System Management.
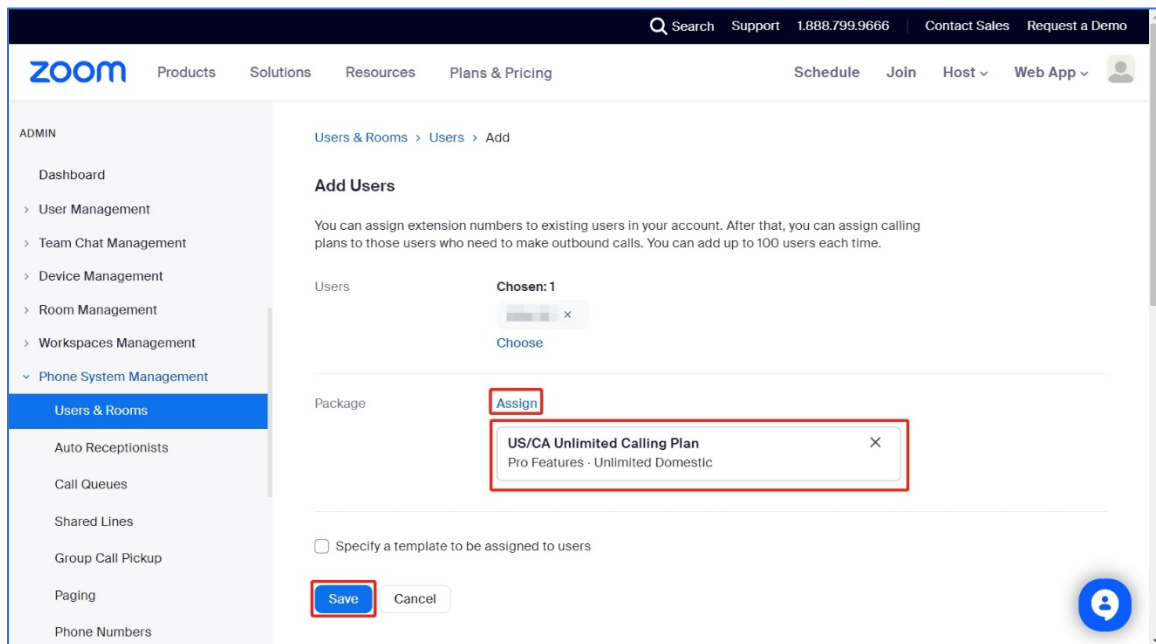
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Figure 4: Assign Calling Plan to User

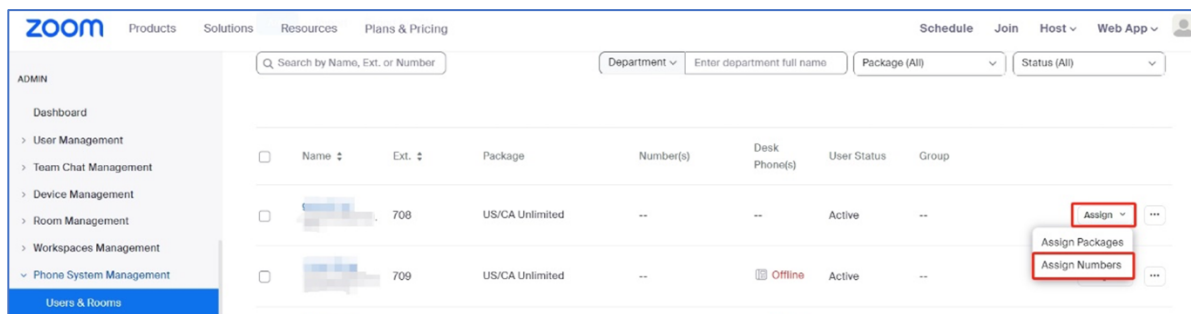6. Select the newly added user, click **Assign** and select **Assign Numbers.**

Figure 5: Assign Number to User

7. Select the desired DID and click **Confirm** to assign the DID to the user.

Figure 6: Select DID Number for User

Add Zoom Phone Appliance

1. The Zoom admin signs into the Zoom Web Portal.
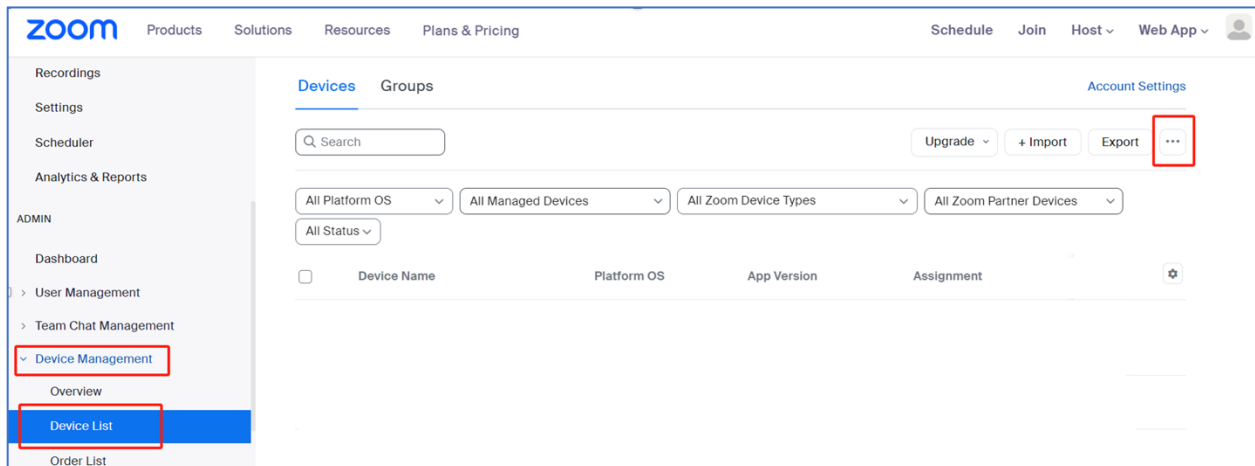2. In the navigation menu, click **Device Management → Device List**.

Figure 7: Add a GXV34xx Phone

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3. Click the "More" button **(...)** on the top-right corner, then click **Add Zoom Phone Appliance**.

4. Enter the following information:
   - **Display Name**: Enter a display name to identify the phone.
   - **MAC Address**: Enter the 12-digit MAC address of the Grandstream GXV34xx device.
   - **Device Type**: Select the vendor as Grandstream and model (GXV3450/3470/3480) using the drop-down menu.
   - **Assign to**: Enter the username or email of the newly created user in previous steps.
   - Click **Save**.

Figure 8: Fill in GXV34xx Information

5. After the admin assigns a Zoom Phone Appliance to a user, the device assignment status is "Waiting for confirmation".

Figure 9: Waiting for User Confirmation

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6. The admin needs to make sure the confirmation operation is within **Device Management → Device List → Edit → Device Operation Time** for Zoom Phone Appliances. Otherwise, the user may encounter an error.

Figure 10: Update Operation Time

Confirm Zoom Phone Appliance Assignment

1. The Zoom user (not Zoom admin) will receive an email and needs to sign in and confirm the assignment through **PERSONAL → Personal Devices**. Click "**Confirm**". If this assignment is not confirmed, the Zoom account sign-in will fail.
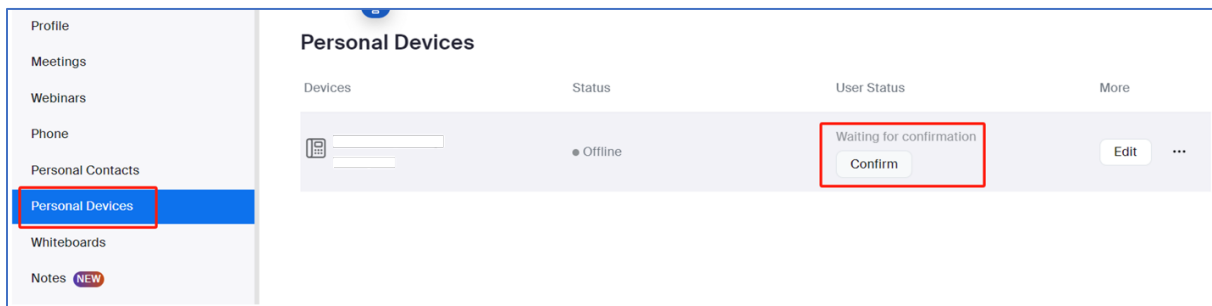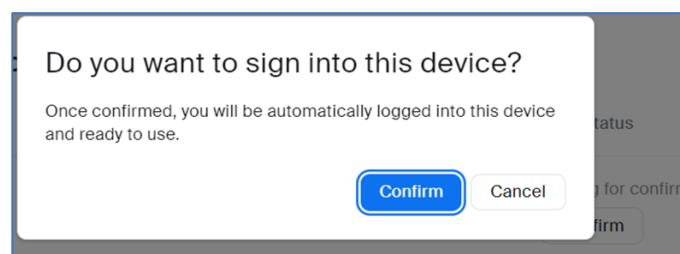

Figure 11: User Confirm Assignment

Figure 12: User Confirm Assignment - (Cont.)

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ZOOM ACCOUNT PROVISION

This section outlines the steps for provisioning the Grandstream GXV34xx to register with the Zoom Phone Appliance. For brand new, out-of-the-box phones, zero-touch provisioning will occur automatically. For phones that have been previously used, it is recommended to perform a factory reset before adding the device MAC address to Zoom for provisioning.

Provision Prerequisites

Before proceeding with provisioning, please ensure that the following prerequisites are met.

1. Ensure that the GXV34xx device has obtained an IP address and has network access.

By default, the GXV34xx is set to DHCP mode. If the router the phone is connected to does not support DHCP, you will need to configure a static IP manually. To find the GXV34xx's IP address, navigate through the phone's LCD while in Generic Mode: **Settings App → Status → Network Status**.

2. Ensure that the GXV34xx device has been upgraded to the latest firmware (version 1.0.1.31 or higher), which includes support for Zoom Mode.

Phones must be upgraded to firmware that supports Zoom. For the latest GXV34xx firmware updates, please visit the Grandstream website: https://www.grandstream.com/support/firmware

For detailed firmware upgrade instructions, please refer to the steps outlined in the admin guide: https://documentation.grandstream.com/knowledge-base/gxv34x0-admin-guide/#upgrading-and-provisioning.

3. Ensure that the GXV34xx device is equipped with an individual certificate, specifically of the ECDSA+SHA384 certificate type.

Zoom's enhanced security protocols require that Grandstream devices support Individual Certificates using the ECDSA+SHA384 encryption standard. Prior to initiating Zoom provisioning, it is essential to verify that the Grandstream devices are equipped with certificates of ECDSA+SHA384. Please refer to the Grandstream Certificate Verify Website and the Quick Guide on how to use the website to check device certificate status and upgrade if necessary.

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Provision to Zoom Phone Appliance

After confirming that the Grandstream devices are equipped with the ECDSA+SHA384 certificate type, please proceed with the following steps:

1. From web UI of the phone, Navigate to **Maintenance → Upgrade.**
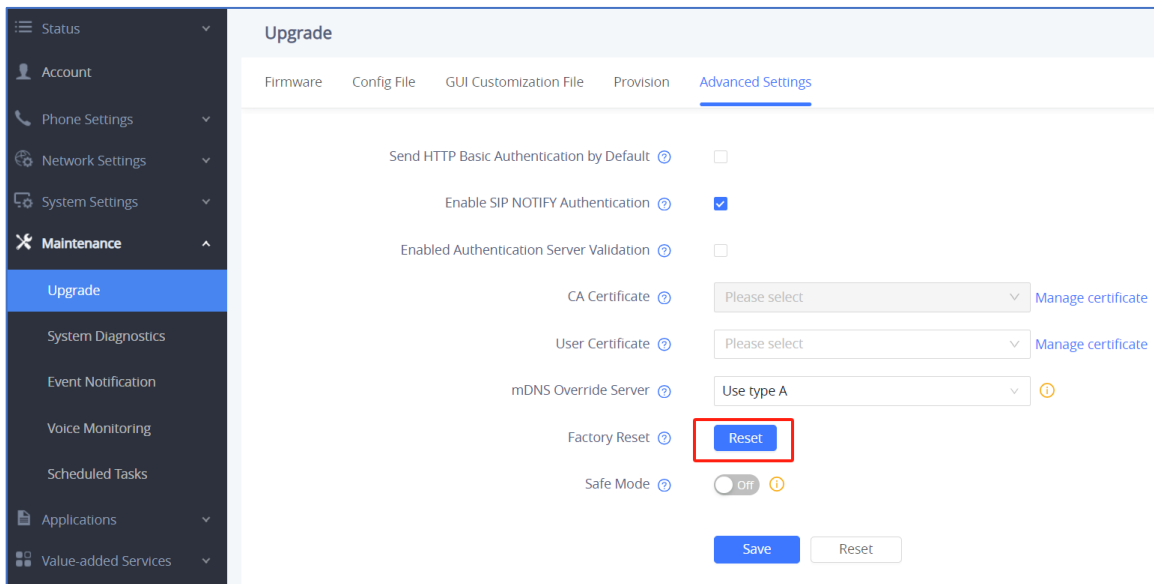2. Select **Advanced Settings** tab: Click **Reset** to Factory Reset.

Figure 13: Factory Reset

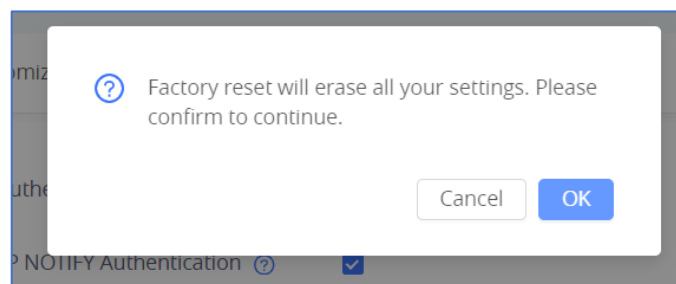3. Click OK to confirm and initiate factory reset.

Figure 14: Factory Reset - (Cont.)

4. The device will automatically download and apply the configuration from Zoom's provisioning server. Firmware will be upgraded automatically if Zoom provisions device to upgrade to a different firmware from the device itself and it can take several minutes for the device to finish downgrading the firmware file and display the upgrade prompt.

The provisioning and upgrading process may take several minutes and involve multiple reboots. Please wait until the update is complete and the reboots have finished before proceeding.

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After provisioning, the device will switch to Zoom mode and display the sign-in interface.
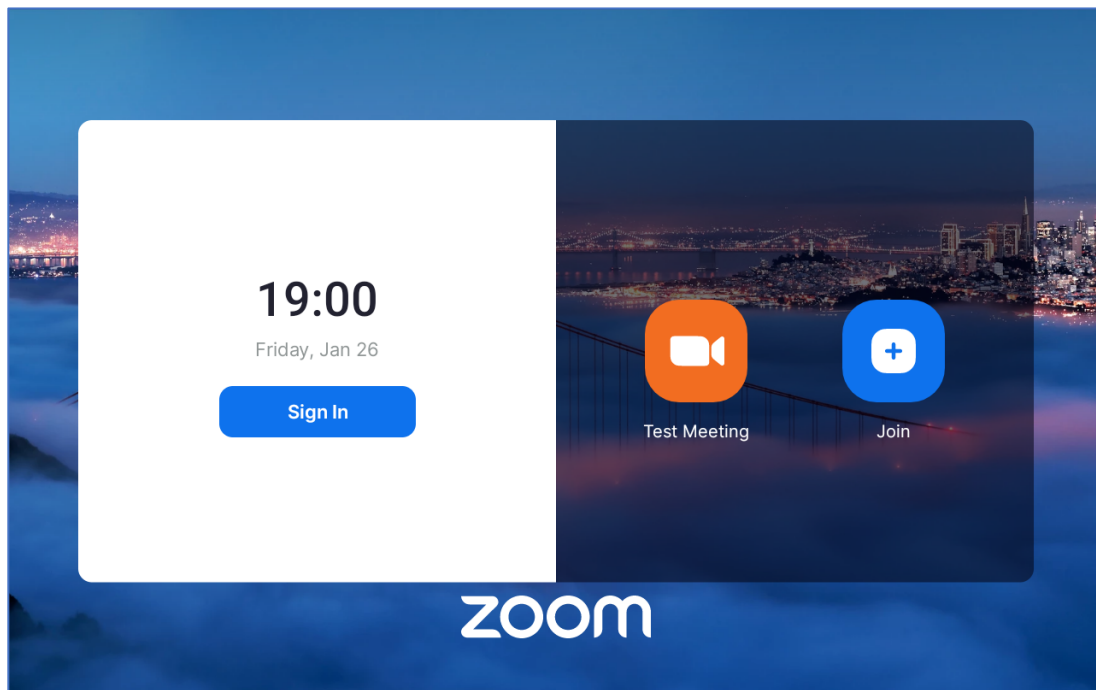

Figure 15: Login Interface

For the initial provisioning, the device will prompt the user to set a PIN to unlock the screen lock.
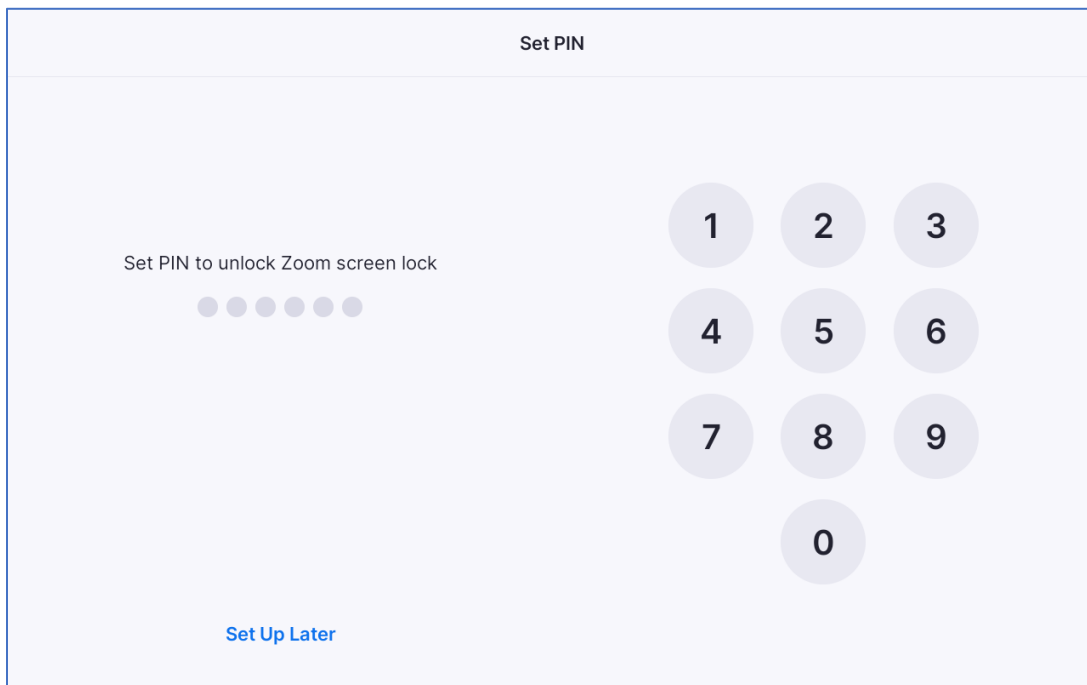

Figure 16: Screen Lock PIN

ZOOM PHONE APPLIANCE SETTINGS

When in Zoom Mode, users can access both Zoom app settings and System Settings, similar to what is available in Generic Mode, through the GXV34xx LCD. However, please note that the range of options available in the System Settings is limited when in Zoom Mode.

System Settings from Device

If the device has signed in the Zoom account, tap **More → Settings → General,** scroll down to **System Settings** to access the device settings.
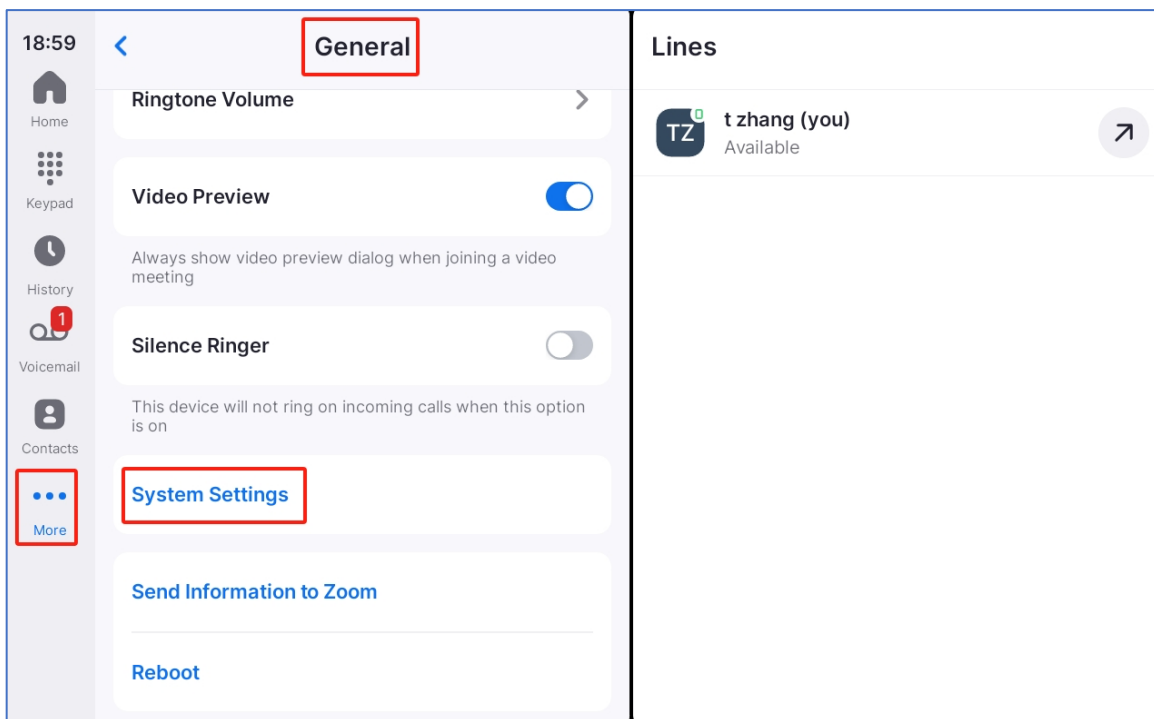

Figure 17: System Settings when Signed-in

If the user has not yet signed in, tap on the background area of the LCD. The settings button will appear at the bottom right corner.
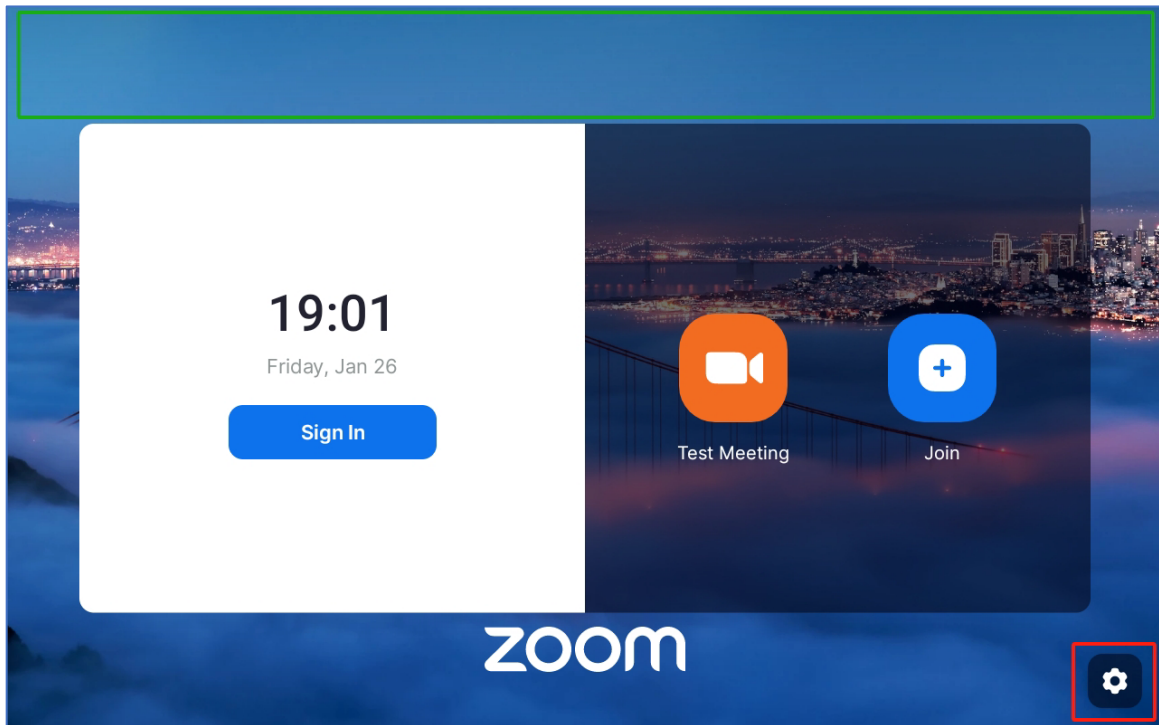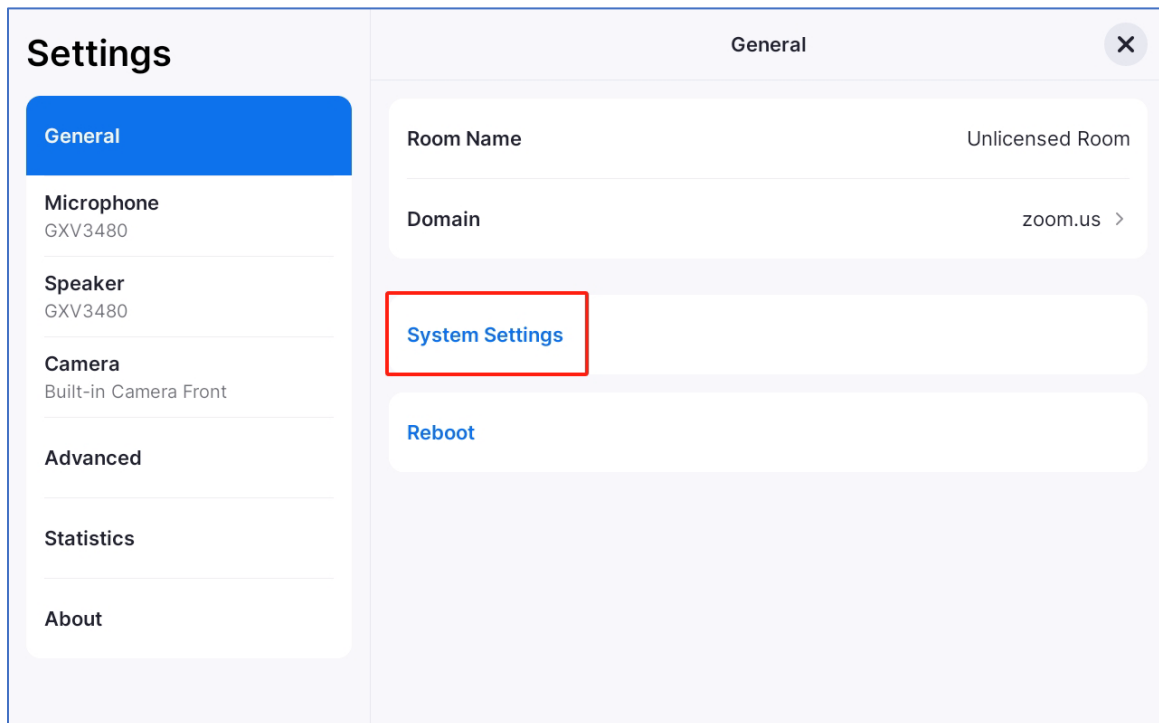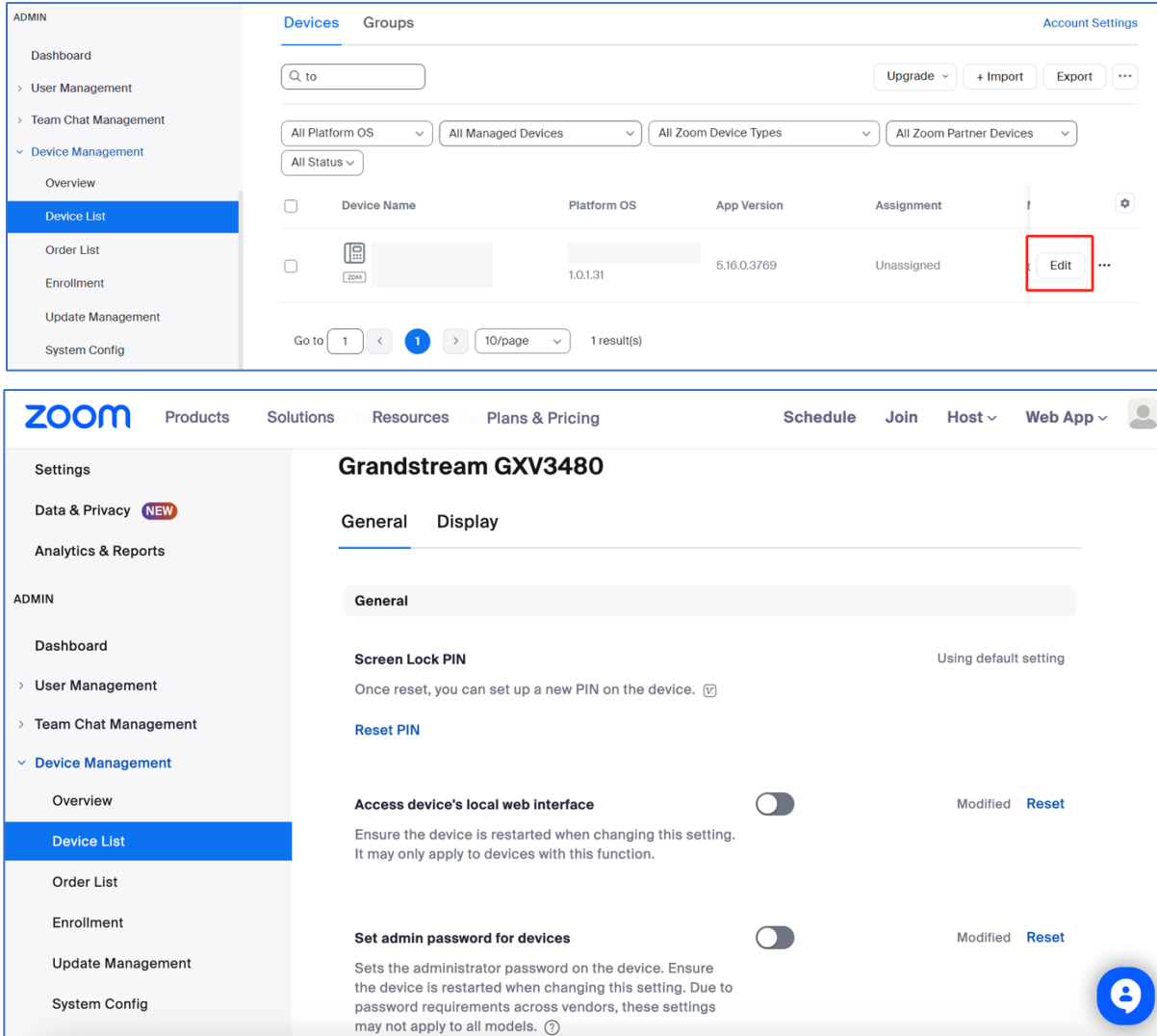
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Figure 18: System Settings when Sign-out

Figure 19: System Settings when Sign-out (Cont.)

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Synchronize System Settings by Admin

The admin can modify the system settings and apply these changes to the device. To do this, navigate to the Zoom Web Portal, then go to **Device Management → Device List**. Click on **Edit** next to the added device. From this section, the admin can update settings such as access to the web UI, the admin password for the web UI, and more. By default, the webUI access is disabled after GXV34xx is provisioned from Zoom.

Figure 20: Synchronize System Settings

In-Meeting Views

Users have the option to adjust the video scaling for a meeting using the **Scale to Fit** feature. When this feature is enabled, the video will expand to fill the entire screen. This setting is accessible in several scenarios.

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1. After signing in, the user can access the **Scale to Fit** option by tapping the following sequence on the LCD: **More → Settings → Advanced → Scale to Fit**, as shown below:
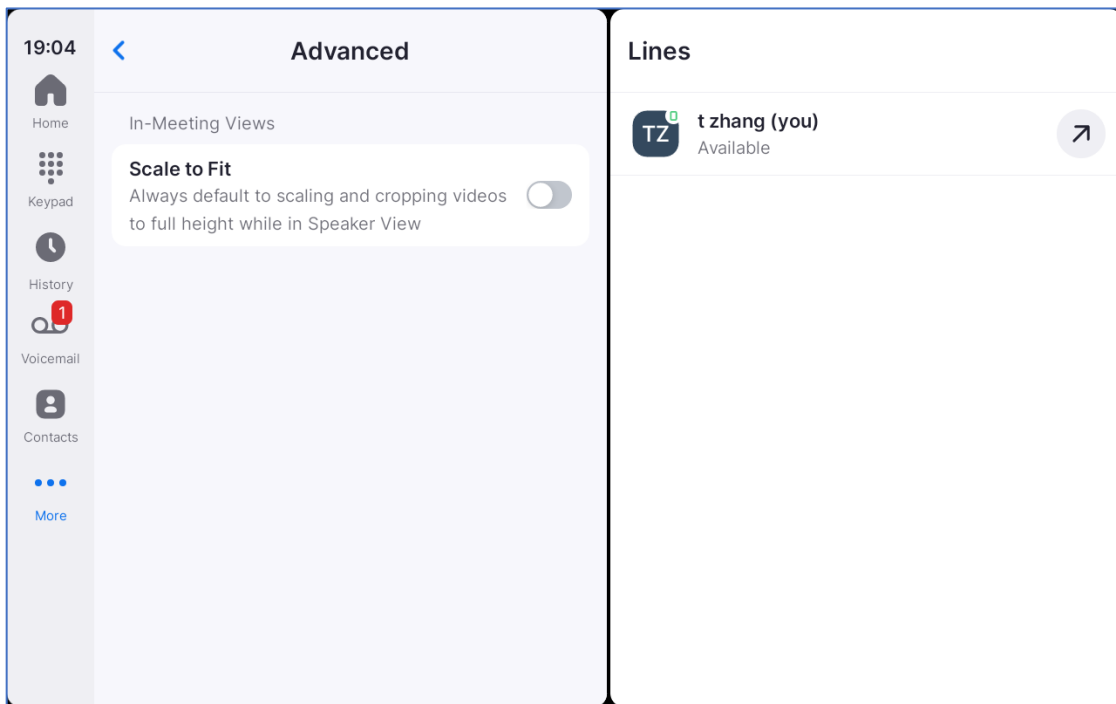

Figure 21: Scale to Fit

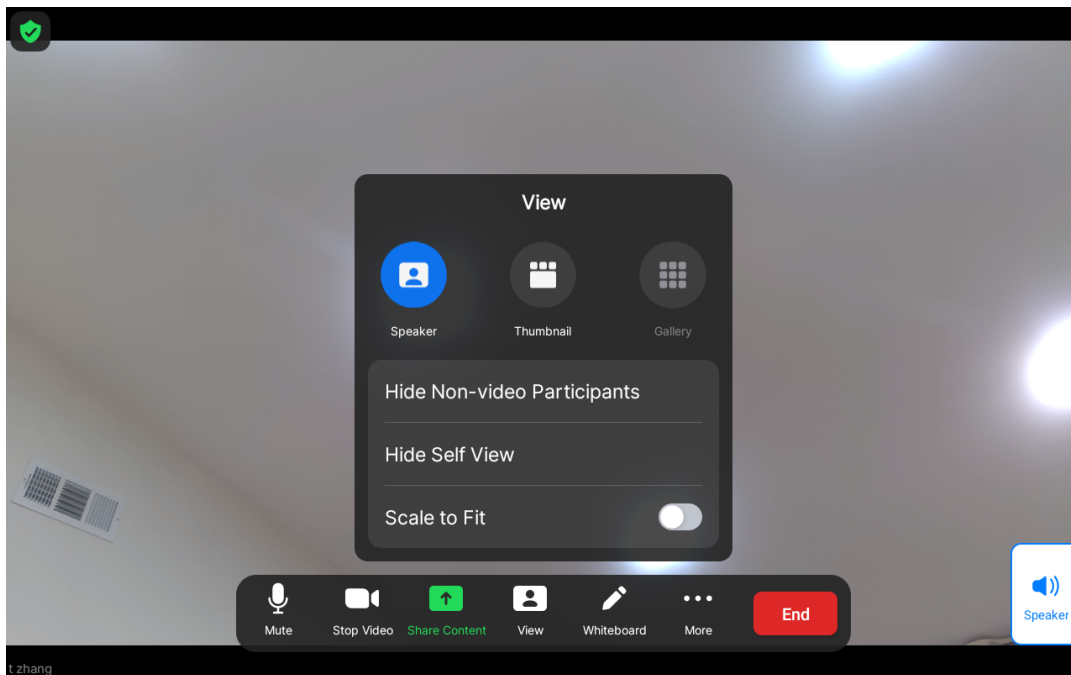2. During a meeting, the user can tap on **View**, then scroll to locate the **Scale to Fit** option.

Figure 22: Scale to Fit during Meeting

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