zoomphone

Configuration Guide For Grandstream GRP260X Series

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Revision History

Version	Date	Change
1.0	02/22/2022	Created document for GRP260X Configurations
1.1	02/24/2022	Update based on review comments
1.2	02/25/2022	Update minor comments
1.3	03/14/2022	Added Features supported section
1.4	07/06/2022	Added Assisted Provisioning
1.5	12/30/2022	Added web UI password information after provisioning
1.6	12/30/2022	Deleted manual configuration through phone's web UI
1.7	1/3/2023	Updated Assisted Provisioning

DUT and Zoom Software Versions

	Equipment	Software Version
Grandstream (Device Under Test)	GRP260X	1.0.3.42 and Up
Zoom	Zoom app Desktop	5.9.3 (3169)
	Zoom app Mobile	5.9.2 (4247)

Features Supported by GRP260X series

- Multiple Line Keys
- Multiple Users per Device
- Custom Time Format and Zone
- Sync Time with NTP Server
- Enable or Disable Phone Web Admin Portal
- TLS and SRTP
- Make and Receive Calls
- Inbound and Outbound Call via Opus Codec Negotiation



- Call Hold and Resume
- Long Duration Call
- SIP Session Timer
- Call Waiting
- Busy Lamp Field
- DND
- Call Forward Always
- Call Forward No Answer
- Call Forward Busy
- Blind/Cold Transfer
- Consultative/Warm Transfer
- 3-party Conference
- VoiceMail
- Call History
- Company Directory
- Speed dial
- Call Flip
- Shared Line Call Delegation
- Call Monitoring
- Auto Receptionist IVR
- AES-256
- Call Park/Retrieve



1. Overview

This document outlines the configuration best practices for the Grandstream GRP260X as Zoom generic SIP phone.

2. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Grandstream GRP260X in Zoom Web Portal.

This section is mainly for adding phone devices (GRP260X), assigning Zoom users to the devices.

Prerequisites:

• Zoom Phone account: a valid Zoom Phone subscription is required in order to assign an GRP260X endpoint.

Log in to Zoom Web portal at <u>https://zoom.us/.</u>

The following Zoom SIP Device configurations are included in this section:

- 1. Create Zoom Users
- 2. Add Device

2.1 Create Zoom Users

Zoom Users are created in order to log in to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:

1.	Navigate to	User Management >	Users.	Click + Add	Users to	create new	Zoom users.
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Figure 1 : Add Users



2. A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the zoom account.

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

Figure 2 : Add Users and Rooms

4. Click Choose beside Users and when the pop-up window opens, select the proper user and Confirm.

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Profile	Add Users	
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> User Management	Save Cancel	
> Device Management		
Room Management		
 Phone System Management 		
Users & Rooms		
Auto Receptionists		
Call Queues		
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Figure 3 : Choose user



5. Click **Assign** beside Package and at new window, select proper Calling plan, **US/CA Unlimited Calling Plan** was picked up, click **Save** to complete adding users under phone system Management.

ZOOM SOLUTIONS - PLAY	NS & PRICING CONTACT SALES
PERSONAL Profile Meetings Webinars Phone Recordings Settings Analytics	Users & Rooms > Users > Add Add Users You can assign extension numbers to existing users in your account. After that, you can assign calling plans to those users who need to make outbound calls. You can add up to 100 users each time. Site Main Site Users Chosen: 1 Choose
ADMIN Dashboard > User Management	Package Assign US/CA Unlimited Calling Plan (*) X Pro Features - Unlimited Domestic
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Call Queues Shared Lines	

Figure 4 : Assign Calling Plan

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

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Group Call Pickup		arun716⊜gmail.com							(
Phone Numbers		simon du simondu688@gmail. com	8014	US/CA Unlimited	(719) 256-0246	🖪 Offline	Active	Main Site	Assign Y	
nes & Devices		Simon Du								6

Figure 5 : Assign Number

7. Select the desire DID and click **confirm** to assign the DID to the user.



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				_	Cancel



2.2 Add SIP Devices

- 1. Navigate to ADMIN -> Phone System Management -> Phones & Devices. Click Add.
 - Set Display Name: GRP260X-Extn-8022 is set as an example.
 - Set MAC Address: add the GRP260X-Extn-8022 MAC Address here.
 - Set Device Type: select Grandstream and select grp2602 model.
 - Click Assign under Assigned To and select the newly created user in previous steps.
 - Click Add then Save.



Add Desk Phone								
Display Name	GRP260X-Extn-8022							
Description (Optional)								
MAC Address	C0:74:AD:22:4D:9B							
Device Type	Grandstream		~					
	grp2602		~					
	This device type supports up to 1 assignee.							
Assigned To	Assign							
		Cancel	Save					

Figure 7 : Add Desk Phone

2. At the next page, click on **Actions** then **Provision**.



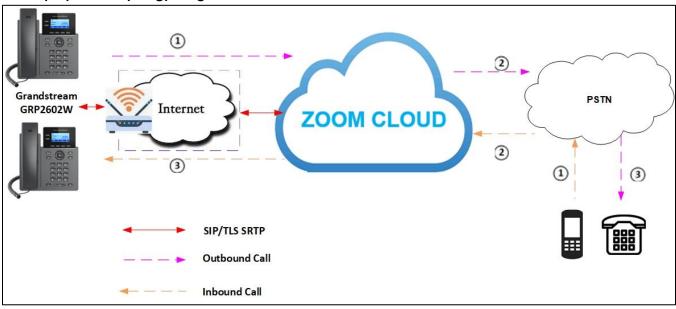
Figure 8 : Assisted Provisioning

3. Before provisioning, please ensure the GRP260X is upgraded to the latest firmware with Zoom support and device certificate type is ECDSA+SHA384. This is described in the next section of this document. Please follow the instructions in the **next section** [Grandstream GRP260X Assisted Provisioning] to provision the device.



3. Grandstream GRP260X Assisted Provisioning

Zoom Assisted Provisioning is done via setting a Configuration Server Path URL on Grandstream GRP260X. This requires manual operations or Grandstream GAPS/GDMS redirection for mass deployment.



3.1 Deployment Topology Diagram

Figure 9 : Network Diagram

This section provides instructions on how to provision Grandstream GRP260X to register to Zoom Phone Services.

Before provisioning, please ensure the following prerequisites can be met.

- Device has obtained IP address and network access. See section [3.2 Network].
- Device is upgraded to the latest firmware with Zoom support. See section [3.3 Firmware Upgrade].
- Device has individual certificate with certificate type ECDSA+SHA384. See section [**3.4 Device Individual Certificate**].

Then please follow the steps in section [3.5 Assisted Provisioning] to provision the device.

3.2 Network

By default, GRP260X has DHCP mode enabled, if the router to which phone is connected does not support DHCP, you can configure static IP manually. You can find the IP address of GRP260X by navigating the physical phone: **Menu -> Status -> Network Status ->Ethernet** or simply press the **UP** arrow button on the idle screen.

3.3 Firmware Upgrade

Phones should be upgraded to Zoom supported firmware. Please check Grandstream web site for latest GRP260X firmware: https://www.grandstream.com/support/firmware.



Grandstream GRP260X firmware upgrade can be done via Grandstream public server, local HTTP/HTTPS/TFTP server, or through manual upload from the phone's web UI. For details, please check Grandstream GRP260X Firmware Upgrade Guide at: <u>https://documentation.grandstream.com/knowledge-base/grp26xx-firmware-upgrade-guide/</u>

To access GRP260X's web UI, please follow the steps below:

- 1. Connect a computer to the same network as the phone.
- 2. Make sure the phone is turned on and shows its IP address. You may check the IP address by pressing the Up-arrow button when the phone is idle.
- 3. Open a Web browser on your computer.
- 4. Enter the phone's IP address in the address bar of the browser.
- 5. Enter the administrator's login and password to access the web Configuration Menu. (Admin password is displayed in the phone's LCD screen after factory reset.)

To perform manual firmware upload, from the phone's web UI, navigate to: **Maintenance** -> **Upgrade and Provisioning**.

- Select **Firmware** tab.
- Under **Upgrade via Manually Upload**: Upload Firmware File to Update Click **Upload** to upload the firmware file from the system.
- Selected firmware file will be upgraded to the system.
- From Phone's LCD screen, Select **Yes** to **Reboot and switch to (the intended firmware version)** (Phone will restart to apply the changes).



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		~	Upgrade and Provisioning	
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System Diag	nostics		Firmware Server Password 🕥	
Outbound N	otification		Firmware File Prefix 🕥	
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Scheduled Ta	asks		Upgrade Detection	
Application		~	Upgrade 🕜 Start	
📄 External Servi		~		
			Save Save and Apply Reset	
			Copyright © Grandstream Networks, Inc. 2022. All Rights Reserved. Gra	ndstream Software License Agreement

Figure 10 : Firmware Upgrade

3.4 Device Individual Certificate

Zoom's enhanced security reqires Grandstream devices to support Individual certificate using ECDSA+SHA 384. Before performing Zoom Assisted Provisioning, users should make sure the Grandstream devices have certificate type ECDSA+SHA 384. Please refer to the <u>Grandstream Certificate Verify Website</u> and the <u>Quick Guide</u> on how to use the website to check device certificate status and upgrade if necessary.

3.5 Assisted Provisioning

Once determined that the Grandstream devices have certificate type ECDSA+SHA 384, please follow the steps below:

- 1. From web UI of the phone, Navigate to Maintenance -> Upgrade and Provisioning.
- 2. Select Advanced Settings tab: Click Start to Factory Reset.



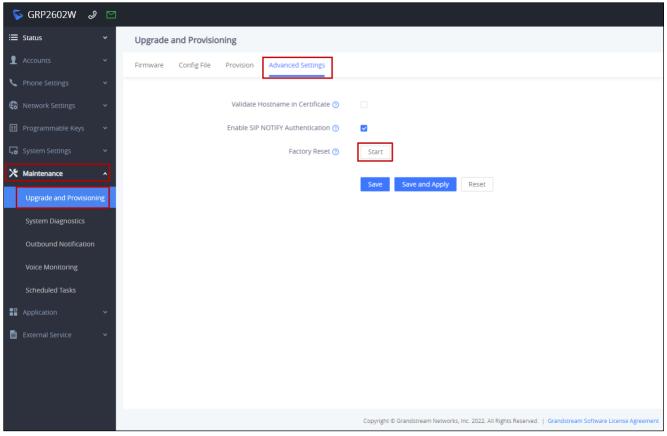


Figure 11 : Factory reset

3. Click on **OK** to confirm to factory reset the phone.

Please confirm to factory reset the phone.				
		Cancel	ОК	
Figure 12 : Factory reset - (Cont.)				

4. Once the phone boots up, enter the phone's IP address in the browser's address bar (https://ip-address), input phone's username (admin) and enter the password displayed on the GRP260X phone's LCD screen and click Login.



	2 2 8 1
	English v
Welcome to GRP2602W	
2. admin 🗸 admin 🗸 admin	
Login	
Copyright & Grandstriven Networks, Inc. 2022. All Rights Reserved. Guintsbarean Saturee Laterne Agreement	

Figure 13 : Login details

5. Phone prompts to update with the **New Password** instead of Default password. Enter the **New Password** and **Confirm Password**. Click **Modify**.

← → C ① ▲ Not secure https:// Jogin	B 🖈 羚 🔡 i
	English v
Admin Descuerd	
Admin Password	
Default password is in use.	
Please update the login password.	
la su de la companya	
Modify	

Figure 14 : Login details - (Cont.)

- 6. From the web UI of the phone, navigate to Maintenance -> Upgrade and Provisioning.
- 7. Select **Config File** tab. Under **Configure via Network:** Set **HTTPS** in Config Upgrade via and enter the **Provisioning URL** displayed in Figure 8 in Config Server Path field.
- 8. Click Save and Apply.



Provisionin	5	
MAC Address	c0-74-ad-22-4d-9b	
Device Type	Grandstream grp2602	
Provisioning URL	https://provgsp.zoom.us/api/v2/pbx/provisioning/Grandstream/grp2602	Copy to Clipboard

Configure via Network		
	Config Upgrade via 🍘	HTTPS
	Config Server Path 🧿	provgsp.zoom.us/api/v2/pbx/provisioning/Granc

Figure 15 : Assisted Provisioning

- 9. The phone will start downloading the configuration file from the Zoom provisioning server and get provisioned.
- After device is provisioned from Zoom, the web UI admin password is changed based on password settings on Zoom web portal -> Phone system management->Company info, click on "Account settings" and look for "Admin Password" under Common settings for Desk Phone.

Solutions	Resources	Plans & Pricing			
		Desk Phone			
M	ultiple Sites	Common Settings			
Routing		These common configu	These common configurations of the desk phones in your acco		
Notifications		globally, but some settings may not work for individual models. manually reboot the desk phones to apply these changes.			
D	esk Phone				
н	ours	Web Interface			
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S	ecurity	Admin Password	****** Show or Edit		

Figure 16 : Admin Password

11. Log into phone's web UI. Navigate to **Status** -> **Account Status** to verify the provision status.



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≔ Status	^	Account Status						
Account Status								
Network Status		Account	SIP User ID	SIP Server	Operation	1		
System Info		Account 1	2581329	7000766863.zoom.us	∠			
Call Status		Account 2			1			
Call Feature Status		① Account 3			1			
L Accounts	~	① Account 4			4			-
C Phone Settings	~							
Retwork Settings	~							
III Programmable Keys	~							
G System Settings	~							
🔀 Maintenance	~							
Application	~							
External Service	~							
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Figure 17 : Account Status

