

zoomphone

Configuration Guide For Grandstream GRP261x/262x/263x/26x0 Series

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Revision History

Version	Date	Change
1.0	03/29/2022	Created document for GRP2615 configurations
1.1	1/25/2023	Added assisted provisioning

DUT and Zoom Software Versions

	Equipment	Software Version
Grandstream (Device Under Test)	GRP2615	1.0.7.19
Zoom	Zoom app Desktop	5.10.0 (4306)
	Zoom app Mobile	5.9.6 (4756)

Features Supported by GRP261x 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 GRP261x as Zoom generic SIP phone.

2. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Grandstream GRP261x/262x/263x/26x0 using GRP2615 as an example in Zoom Web Portal.

This section is mainly for adding phone devices (GRP2615) and assign Zoom users to the devices.

Prerequisites:

- Zoom Phone account: a valid Zoom Phone subscription is required in order to assign a GRP2615 endpoint.

Login to Zoom Web portal at <https://zoom.us/>.

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 login 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.

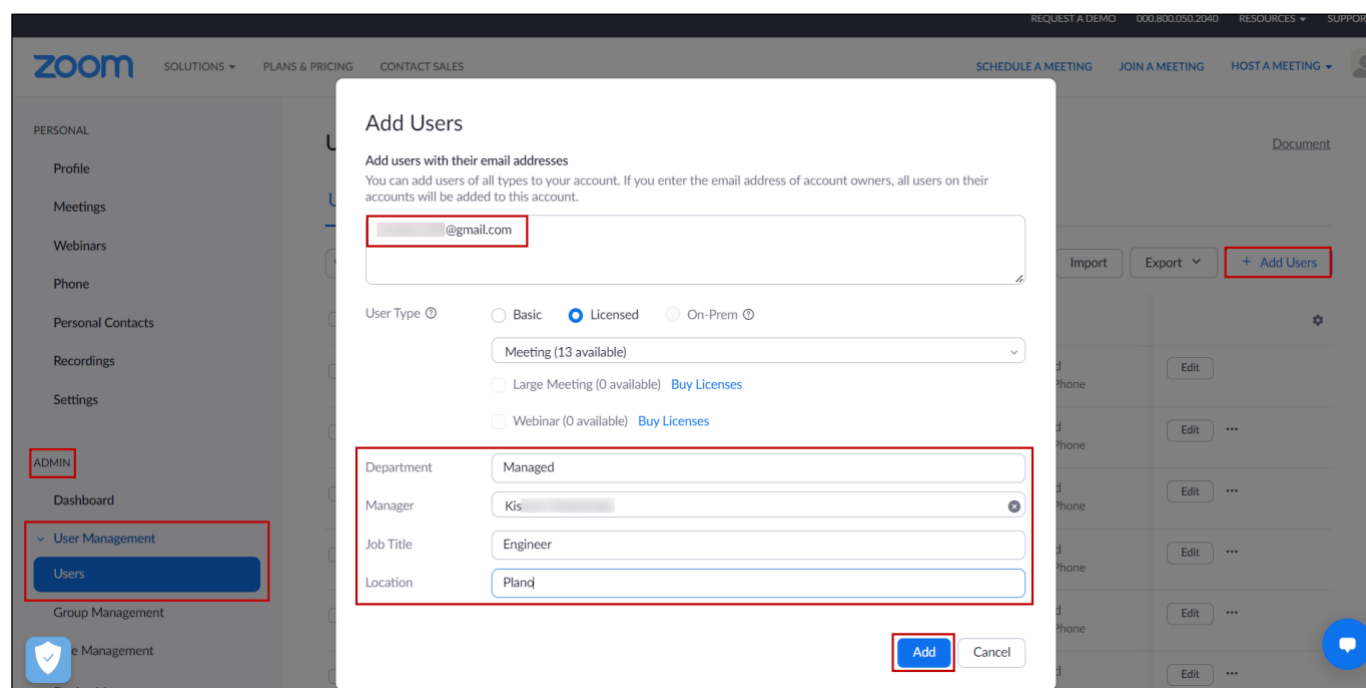


Figure 1 : Add Users

2. A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the zoom account.
3. Navigate to **Phone System Management > Users & Rooms**. Click **Add**.

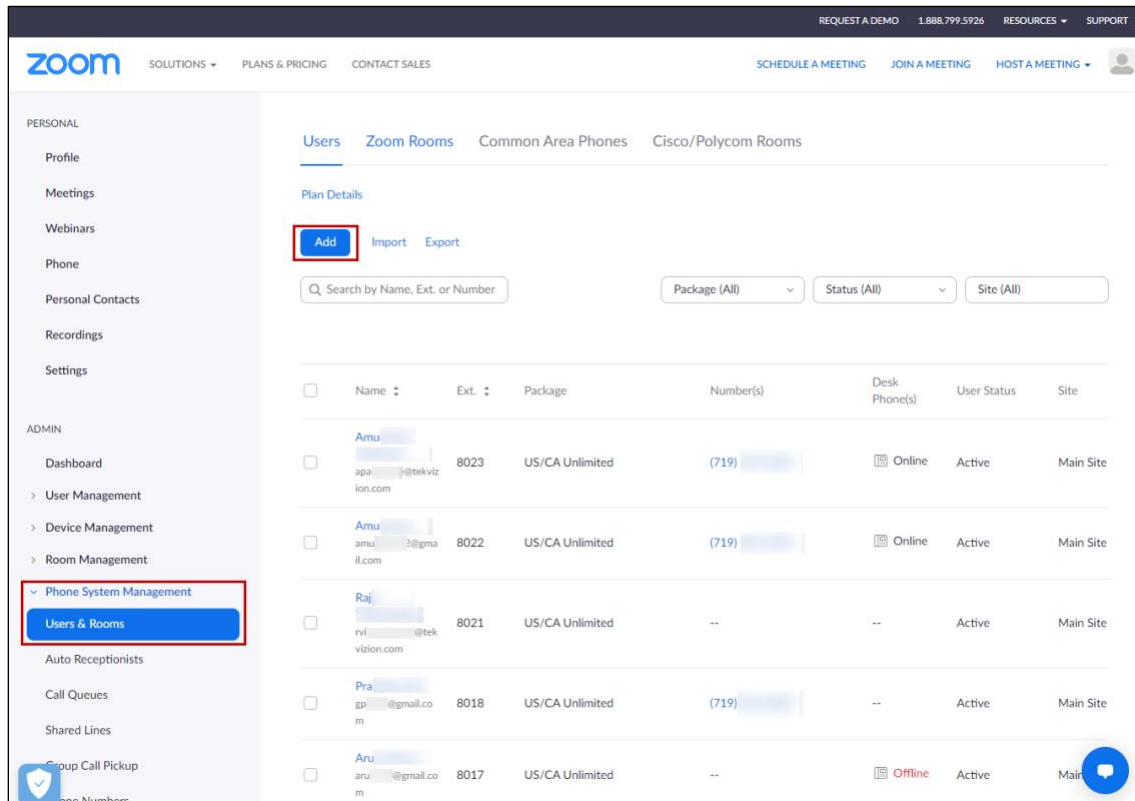


Figure 2 : Add Users and Rooms

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

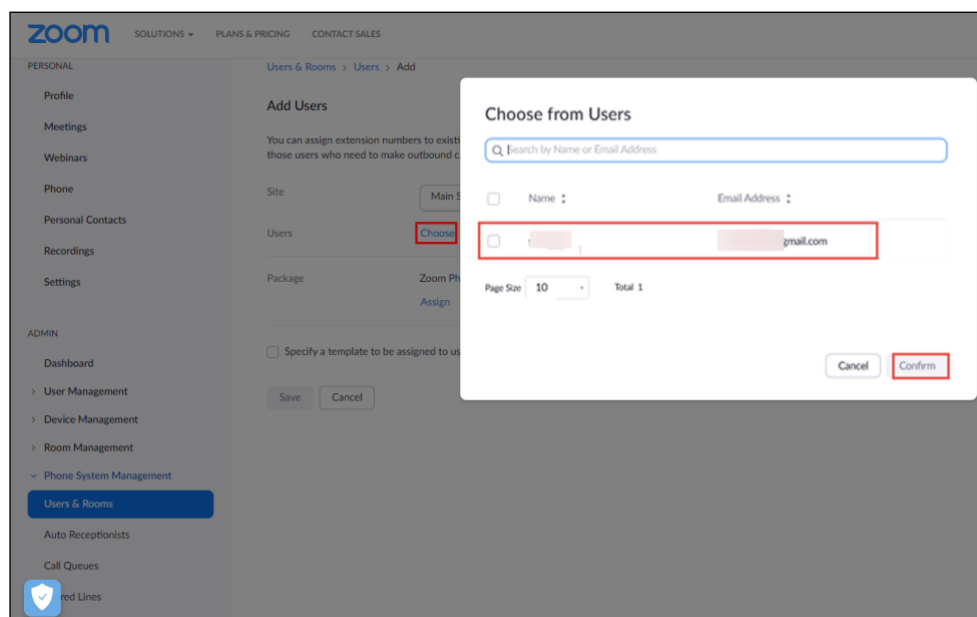


Figure 3 : Choose user

- 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.

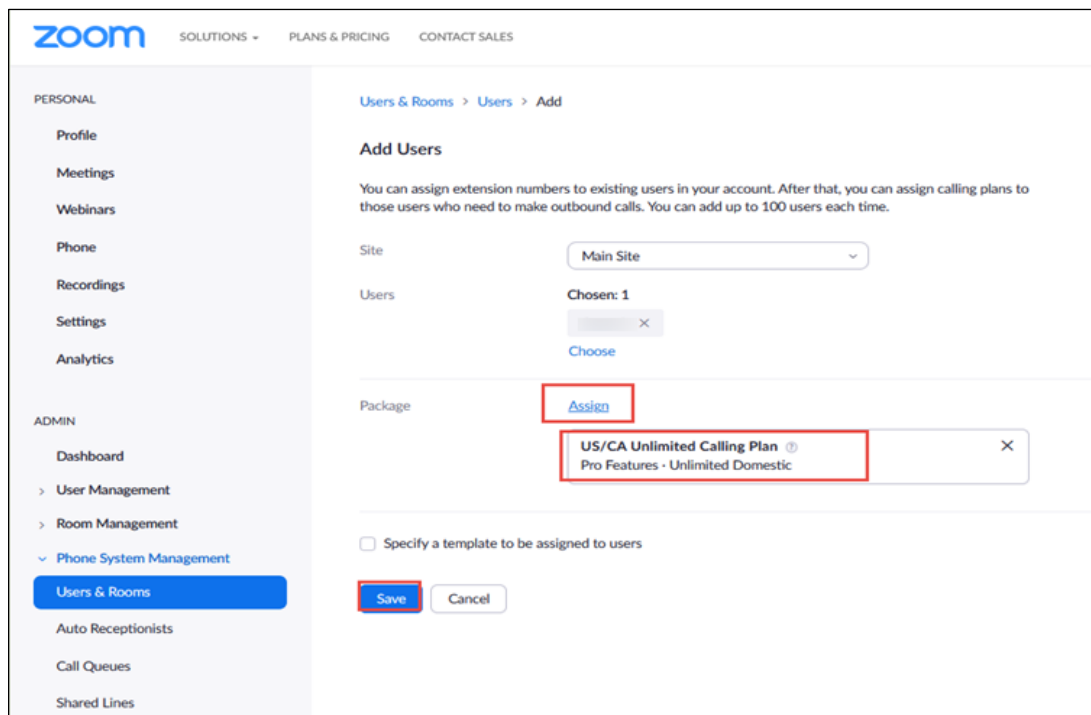


Figure 4 : Assign Calling Plan

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

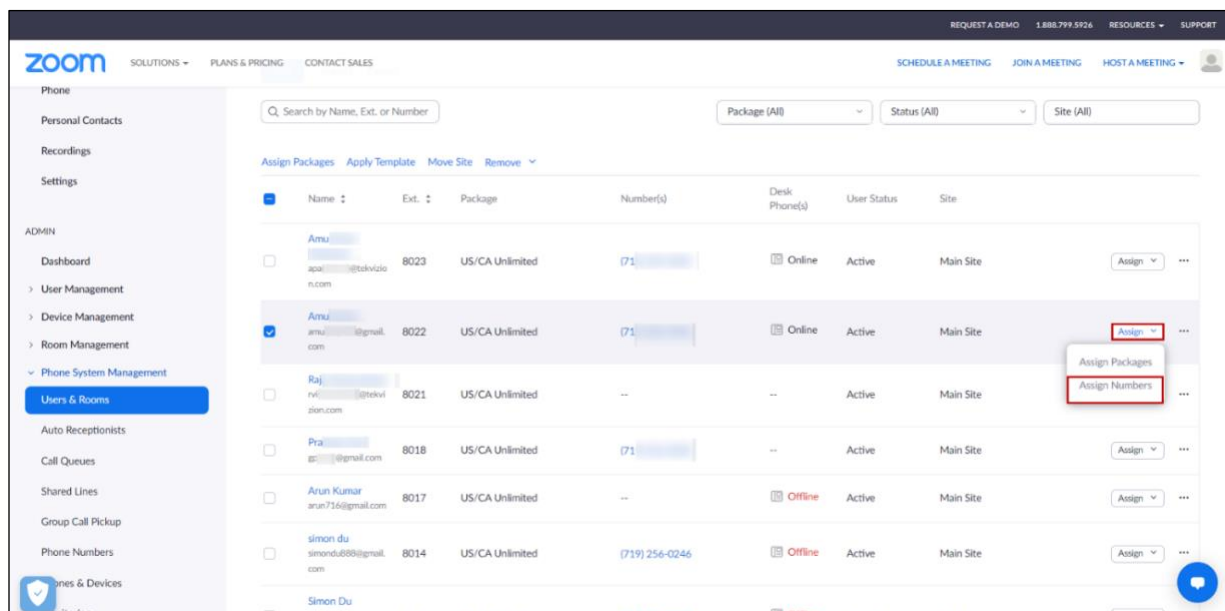


Figure 5 : Assign Number

- Select the desired DID and click **confirm** to assign the DID to the user.

Assign Numbers

Country/Region
United States

Q Search Site (All) Number Type (All) Get Numbers

Number	Area	Number Type	Capability	Site
<input checked="" type="checkbox"/> (719) [redacted]	Canon City, Colorado, United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site
<input type="checkbox"/> [redacted]	United States	Toll Number	Incoming & Outgoing	Main Site

Page 1 of 2 Page Size 10 Total 12

Cancel Confirm

Figure 6 : Select DID Number

2.2 Add SIP Devices

1. Navigate to **ADMIN -> Phone System Management -> Phones & Devices**. Click **Add**.
 - Set **Display Name**: GRP2615-02 is set as an example.
 - Set **MAC Address**: add the GRP2615-02 MAC Address here.
 - Set **Device Type**: select **Grandstream** and select grp2615 model.
 - Click **Assign** under **Assigned To** and select the newly created user in previous steps.
 - Click **Add** then **Save**.

Add Device

Display Name

Description (Optional)

MAC Address

Device Type

This device type supports up to 1 assignee.

Assigned to [Assign](#)

[Save](#) [Cancel](#)

Figure 7 : Add Desk Phone

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

Provisioning

MAC Address	c0-74-ad-12-34-56
Device Type	Grandstream grp2615
Provisioning URL	https://provgsp.zoom.us/api/v2/pbx/provisioning/Grandstream/grp2615

[Copy to Clipboard](#)

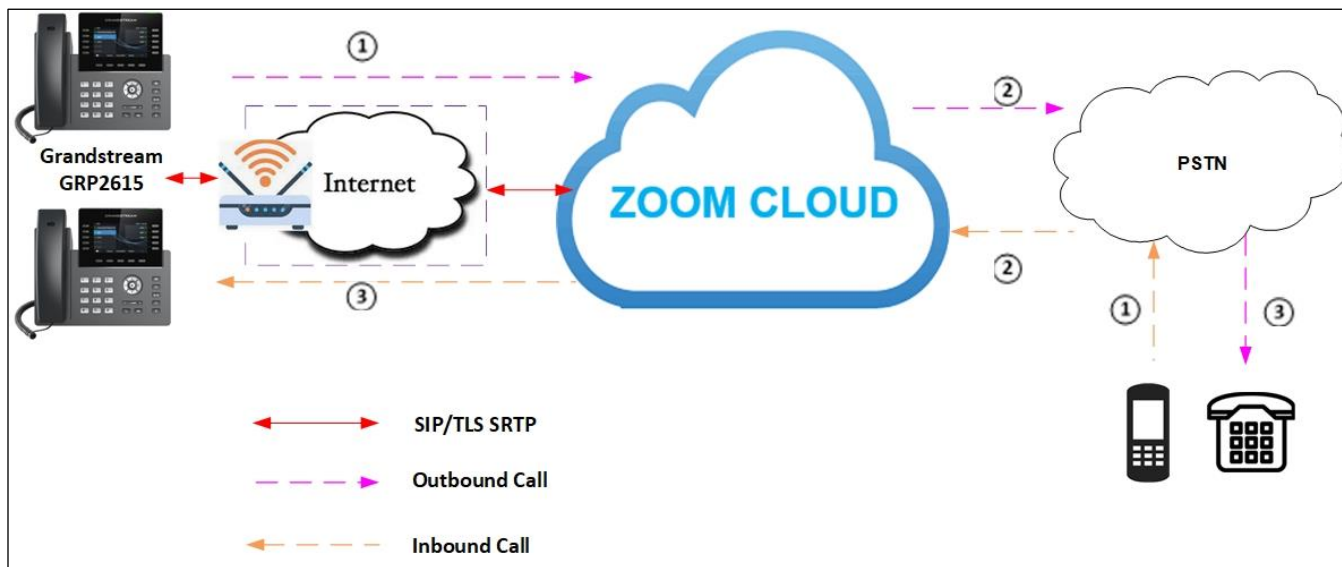
Figure 8 :Assisted Provisioning

- Before provisioning, please ensure the GRP2615yt 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 GRP2615 Provisioning] to provision the device.

3. Grandstream GRP2615 Provisioning

Zoom Assisted Provisioning is done via setting a Configuration Server Path URL on Grandstream GRP261x/262x/263x/26x0. This requires manual operations or Grandstream GAPS/GDMS redirection for mass deployment.

3.1 Deployment Topology Diagram



This section provides instructions on how to provision Grandstream GRP2615 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, GRP2615 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 GRP2615 by navigating the physical phone: **Menu -> Status -> Network Status**.

3.3 Firmware Upgrade

Phones should be upgraded to Zoom supported firmware. Please check Grandstream web site for latest GRP261x/262x/263x/26x0 firmware: <https://www.grandstream.com/support/firmware>.

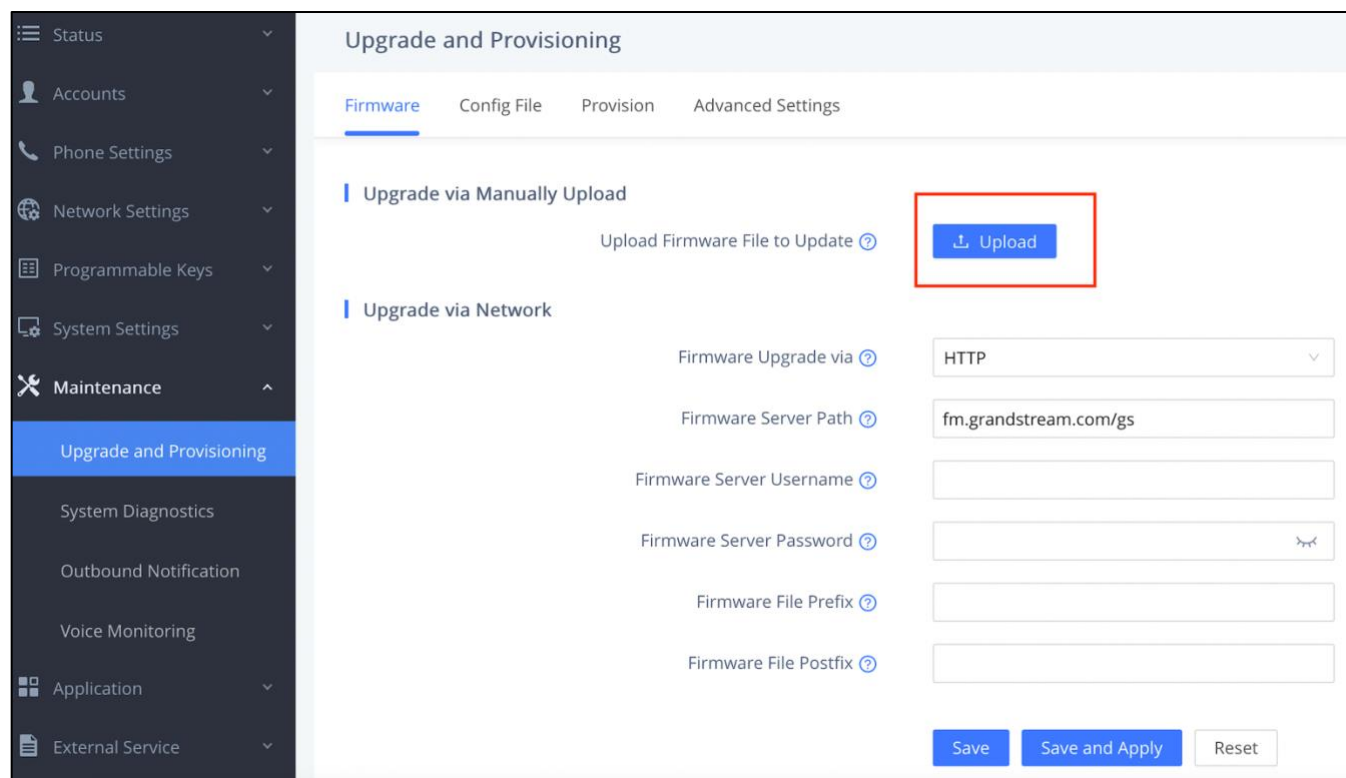
Grandstream GRP2615 firmware upgrade can be done via Grandstream public server, local HTTP/HTTPS/TFTP server, or through manual upload from the phone's web UI. For details, please check Grandstream GRP26XX Firmware Upgrade Guide at: <https://documentation.grandstream.com/knowledge-base/grp26xx-firmware-upgrade-guide/>

To access GRP2615'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 and holding the Up-arrow button for about 2 seconds 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 printed on the label located on the back of the GRP device).

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. Phone will restart to get applied with the changes.



The screenshot displays the 'Upgrade and Provisioning' section of the Grandstream GRP2615 web UI. On the left is a dark sidebar menu with options: Status, Accounts, Phone Settings, Network Settings, Programmable Keys, System Settings, Maintenance (expanded), Upgrade and Provisioning (selected), System Diagnostics, Outbound Notification, Voice Monitoring, Application, and External Service. The main content area has a light blue header 'Upgrade and Provisioning' and sub-tabs: Firmware (selected), Config File, Provision, and Advanced Settings. Under the 'Firmware' tab, there are two sections: 'Upgrade via Manually Upload' and 'Upgrade via Network'. In the 'Upgrade via Manually Upload' section, the text 'Upload Firmware File to Update' is followed by a blue 'Upload' button with a file icon, which is highlighted by a red rectangular box. The 'Upgrade via Network' section contains several form fields: 'Firmware Upgrade via' (a dropdown menu set to 'HTTP'), 'Firmware Server Path' (a text field containing 'fm.grandstream.com/gs'), 'Firmware Server Username' (an empty text field), 'Firmware Server Password' (a password field with a toggle icon), 'Firmware File Prefix' (an empty text field), and 'Firmware File Postfix' (an empty text field). At the bottom right of the form are three buttons: 'Save', 'Save and Apply', and 'Reset'.

Figure 10 : Firmware Upgrade

3.4 Device Individual Certificate

Zoom's enhanced security requires 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 [Grandstream Certificate Verify Website](#) and the [Quick Guide](#) 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.

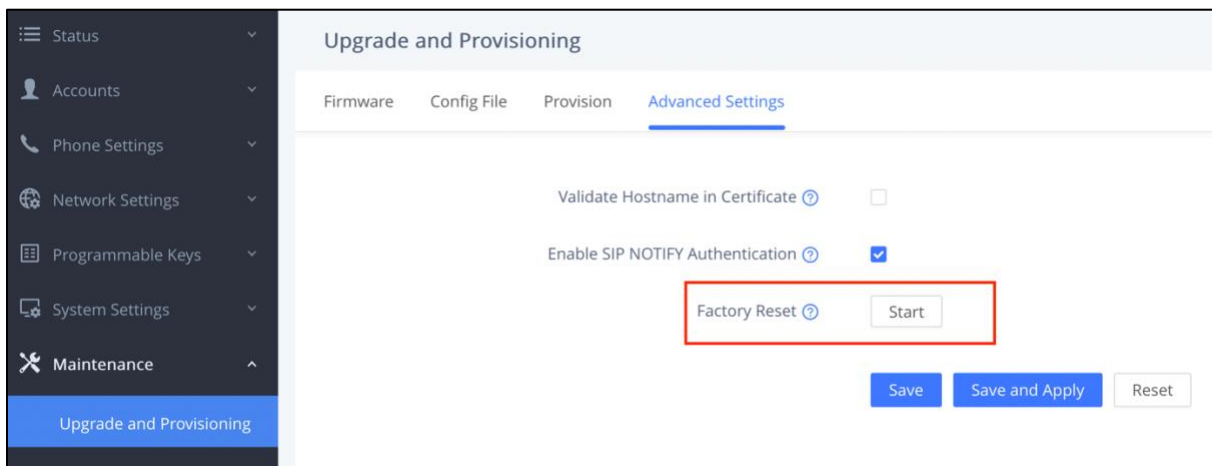


Figure 11 : Factory Reset

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

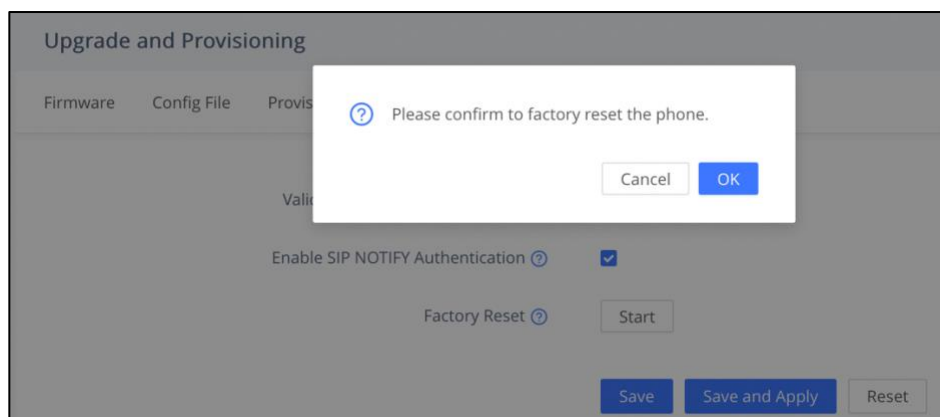


Figure 12 : Factory Reset – (Cont.)

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 label located on the back of the device. Then click on **Login**.

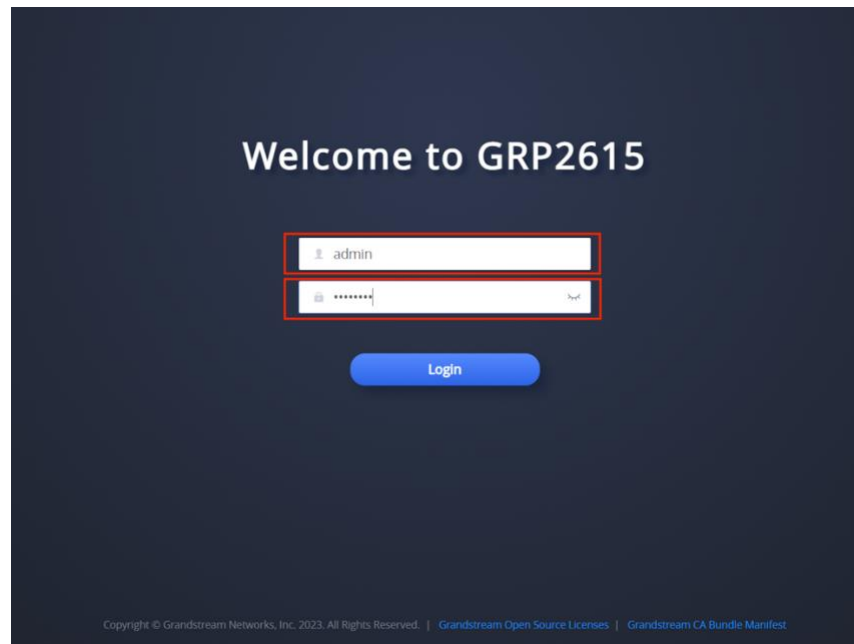


Figure 13 : Login Details

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

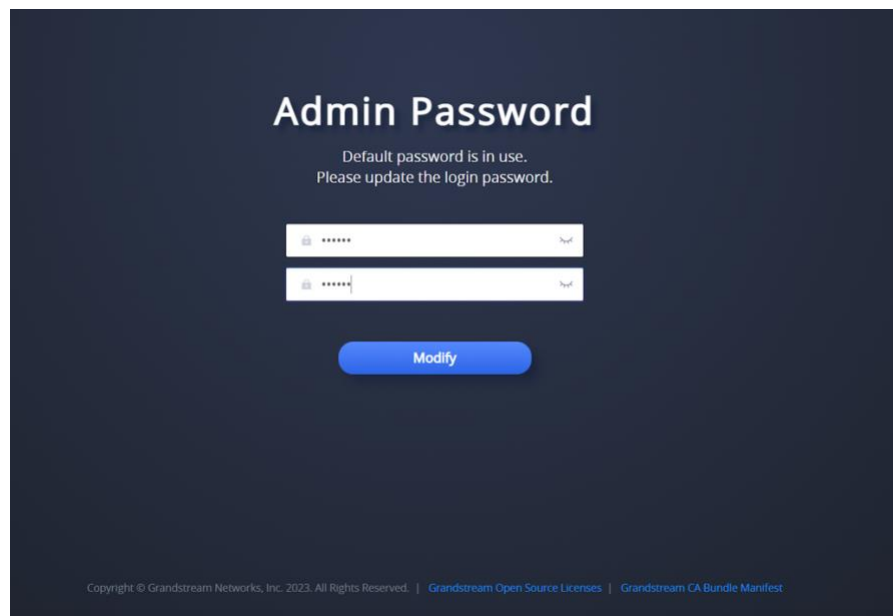


Figure 14 : Login Details – (Cont.)

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**.

Provisioning

MAC Address

c0-74-ad-12-34-56

Device Type

Grandstream grp2615

Provisioning URL

<https://provgsp.zoom.us/api/v2/pbx/provisioning/Grandstream/grp2615>
[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

- 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

Multiple Sites

Routing

Notifications

Desk Phone

Hours

Call Park

Security

Desk Phone

Common Settings

These common configurations of the desk phones in your account are applied globally, but some settings may not work for individual models. To apply these changes, manually reboot the desk phones to apply these changes.

Web Interface

☐

Admin Password

***** [Show or Edit](#)

Figure 16 : Admin Password

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

Status

Account Status

Network Status

System Info

Call Status

Call Feature Status

Accounts

Phone Settings

Account Status









Account	SIP User ID	SIP Server	Operation
 Account 1	2581329	7000766863.zoom.us	
 Account 2			
 Account 3			
 Account 4			

Figure 17 : Account Status