

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 <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 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.

	PLANS & PRICING CONTACT SALE	S	SCHEDULE A MEETING	JOIN A MEETING	HOST A MEETING 🗸	6
PERSONAL Profile Meetings Webinars Phone	You can add use accounts will be	5 heir email addresses rs of all types to your account. If you enter the email address of account owners, all users on th added to this account. gmail.com	ieir "A	rt Export Y	Document + Add Users	
Personal Contacts Recordings Settings	User Type 🛇	Basic Licensed On-Prem ③ Meeting (13 available) Large Meeting (0 available) Buy Licenses Webinar (0 available) Buy Licenses	v d Phone	Edit	٥	
ADMIN Dashboard	Department Manager	Managed Kis	d Ahone d Phone	Edit		
 User Management Users Group Management 	Job Title	Engineer Pland	d Phone	Edit		
e Management		Add	Cancel	Edit		P



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

SOLUTIONS - PL	LANS & PRICING	CONTACT SALES			SCHEDULE A	MEETING JOIN A ME	ETING HOST A	MEETING -
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Profile	Users	Zoom Room	is Con	nmon Area Phones	Cisco/Polycom Rooms			
Meetings	Plan D	etails						
Webinars								
Phone	Add	Import Exp	ort					
Personal Contacts	Q Se	arch by Name, Ext. o	or Number		Package (All) v	Status (All)	- Site (All)	
Recordings								
Settings		Name :	Ext. 🗘	Package	Number(s)	Desk Phone(s)	User Status	Site
DMIN						Thurley.		
Dashboard		Amu	8023	US/CA Unlimited	(719)	I Online	Active	Main Site
User Management		apa @tekviz ion.com						
Device Management		Amu						
Room Management		amu ?@gma il.com	8022	US/CA Unlimited	(719)	🕒 Online	Active	Main Site
Phone System Management		Raj						
Users & Rooms		rvi @tek	8021	US/CA Unlimited			Active	Main Site
Auto Receptionists		vizion.com						
Call Queues		Pra gp @gmail.co	8018	US/CA Unlimited	(719)	-	Active	Main Site
Shared Lines		m						
Call Pickup		Aru aru @gmail.co	8017	US/CA Unlimited		G Offline	Active	Main

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.**

	& PRICING CONTACT SALES		
PERSONAL	Users & Rooms > Users > Add		
Profile Meetings	Add Users	Choose from Users	
Webinars	You can assign extension numbers to existi those users who need to make outbound c	Q Bearch by Name or Email Address	
Phone	Site Main 9	Name :	Email Address
Personal Contacts	Users Choose		zmail.com
Recordings			
Settings	Package Zoom Ph Assign	Page Size 10 - Total 1	
ADMIN			
Dashboard	Specify a template to be assigned to us		Cancel
> User Management	Save Cancel		
> Device Management			
> Room Management			
 Phone System Management 			
Users & Rooms			
Auto Receptionists			
Call Queues			
red Lines			

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.

	S & PRICING CONTACT SALE	S
PERSONAL	Users & Rooms → User	s > Add
Profile	Add Users	
Meetings	You can assign extensio	n numbers to existing users in your account. After that, you can assign calling plans to
Webinars		o make outbound calls. You can add up to 100 users each time.
Phone	Site	Main Site ~
Recordings	Users	Chosen: 1
Settings		×
Analytics		Choose
ADMIN	Package	Assign
Dashboard		US/CA Unlimited Calling Plan
> User Management		
> Room Management		
 Phone System Management 	Specify a template t	o be assigned to users
Users & Rooms	Save Cancel	
Auto Receptionists		
Call Queues		
Shared Lines		
	Figure 4 :	Assign Calling Plan

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

ZOOM SOLUTIONS - PL	ANS & PRICING	CONTACT SALES					SCHE	DULE A MEETING JO	IN A MEETING HOST A MEETIN	G 🕶
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Recordings	Assign	Packages Apply Terr	iplate Mo	ve Site Remove Y						
Settings		Name ‡	Ext. 🕻	Package	Number(s)	Desk Phone(s)	User Status	Site		
DMIN		Amu								
Dashboard		apa etekvizio	8023	US/CA Unlimited	(71	🔝 Online	Active	Main Site	Assign 👻	
User Management		n.com								
Device Management		Amu							· · · · · · · · · · · · · · · · · · ·	
Room Management		amu i@gmail. com	8022	US/CA Unlimited	(71	Online	Active	Main Site	Assign ~	•••
Phone System Management		Raj							Assign Packages	
Users & Rooms		rvi @tekvi zion.com	8021	US/CA Unlimited		22	Active	Main Site	Assign Numbers	
Auto Receptionists										
Call Queues		Pra © @gmail.com	8018	US/CA Unlimited	(71		Active	Main Site	Assign ~	***
Shared Lines		Arun Kumar	8017	US/CA Unlimited		II Offline	Active	Main Site	Assign ~	
Group Call Pickup		arun716@gmail.com	0017	OSI CA Onininted		us churc	PACING	Phane and	Moditi	
Phone Numbers		simon du simondu688@gmail. com	8014	US/CA Unlimited	(719) 256-0246	Contine	Active	Main Site	Assign *	
nes & Devices		Simon Du								C
monitoring		A shistoosith shists a	9009	LIS/CA Unlimited	(710) 254,0244	IP Office	Action	Main Site	Accion ×	

Figure 5 : Assign Number

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



Country/Region				
United States	~			
Q. Search		Site (All)	Number Type (All)	Get Numbers
- Number	Area	Number Type	Capability	Site
(719)	Canon City, Colorado, United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
	United States	Toll Number	Incoming & Outgoing	Main Site
Page 1 of 2 < >	Page Size 10 •	Total 12		
			_	Cancel

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	GRP2615-02
Description (Optional)	
MAC Address	c0-74-ad-12-34-56
Device Type	Grandstream v
	grp2615 ~
	This device type supports up to 1 assignee.
Assigned to	Assign
	Save Cancel

Figure 7 : Add Desk Phone

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

Provisionir	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				

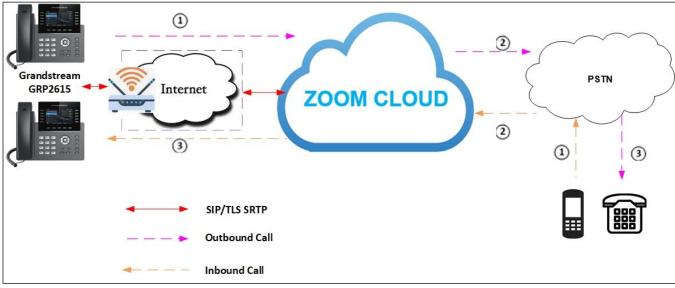
Figure 8 :Assisted Provisioning

3. 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: <u>https://documentation.grandstream.com/knowledge-base/grp26xx-firmware-upgrade-guide/</u>

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.

≣		~	Upgrade and Provisioning
1	Accounts	~	Firmware Config File Provision Advanced Settings
5	Phone Settings	~	
€		~	Upgrade via Manually Upload Upload Firmware File to Update ⑦
=	Programmable Keys	~	
G		~	Upgrade via Network Firmware Upgrade via ⑦ HTTP V
⊁	Maintenance	~	
	Upgrade and Provisioning		Firmware Server Path ⑦ fm.grandstream.com/gs
	opgrade and Provisioning	5	Firmware Server Username ⊘
	System Diagnostics		Firmware Server Password 🕥
	Outbound Notification		
	Voice Monitoring		Firmware File Prefix 🍘
	Application	÷	Firmware File Postfix ⊘
Ð	External Service	~	Save Save and Apply Reset

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.

		Upgrade	and Provisi	oning				
	· •	Firmware	Config File	Provision	Advanced Settings			
Phone Settings	×							
	·*			Validate H	ostname in Certificate 🍘			
Programmable Keys				Enable SIP	NOTIFY Authentication ⑦			
	÷				Factory Reset ⊘	Start		
Maintenance	^					Save	Save and Apply	Reset
Upgrade and Provision	ing							
	Accounts Phone Settings Network Settings Programmable Keys System Settings Maintenance	Accounts × Phone Settings × Network Settings × Programmable Keys × System Settings ×	Accounts × Firmware Phone Settings × Network Settings × System Settings × Maintenance	Accounts	Accounts	Accounts Firmware Config File Provision Advanced Settings Firmware Config File Provision Advanced Settings Validate Hostname in Certificate ③ Programmable Keys Factory Reset ③ Maintenance	Accounts Firmware Config File Provision Advanced Settings Firmware Config File Provision Advanced Settings Validate Hostname in Certificate ③ Frogrammable Keys System Settings Maintenance Save	Accounts Firmware Config File Provision Advanced Settings Firmware Config File Provision Advanced Settings Validate Hostname in Certificate ③ Frogrammable Keys Frogrammable Keys Frogrammable Keys System Settings Kaintenance Save Save and Apply

Figure 11 : Factory Reset

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

Upgrade	and Provisi	oning				
Firmware	Config File	Provis 🧿 Pl	? Please confirm to factory reset t		the phone.	
		Valic		Cancel	ОК	
		Enable SIP NOTIFY	Authentication 🧿			
			Factory Reset 🧿	Start		
				Save	Save and Apply	Reset

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.



	Welcome	to GRP2	615	
	1 admin		1	
		Login		
Copyright @ Grand	dstream Networks, Inc. 2023. All Rights Reserved	I. Grandstream Open Source Lic	censes Grandstream CA Bundle Manifest	

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**.

	Admin Pa Default passwo Please update the l	rd is in use.		
	ê •••••	Synt		
	÷ ••••••	Syst		
	Modif	y		
Copyright © Grandstream Nets	vorks, Inc. 2023. All Rights Reserved. Gran	ndstream Open Source Licenses Gran	idstream CA Bundle Manifest	

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.



	Provisioni	ng			
	MAC Address	c0-74-ad-12-34-56			
	Device Type	Grandstream grp2615			
	Provisioning URL	https://provgsp.zoom.us/api/v2/pbx/provisi /grp2615	oning/Grandstream	Copy to Clipboard	
Configure via	Network				

Figure 15 : Assisted Provisioning

provgsp.zoom.us/api/v2/pbx/provisioning/Grand

Config Server Path (?)

- 9. The phone will start downloading the configuration file from the Zoom provisioning server and get provisioned.
- 10. 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	
Ro	outing	These common configu	rations of the desk phones in your acco
No	otifications		ngs may not work for individual models. sk phones to apply these changes.
De	esk Phone		VID 2008 PH 2008
Но	ours	Web Interface	
Ca	all Park		
Se	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.

≡ Status ^	Account Status			
Account Status				
	Account	SIP User ID	SIP Server	Operation
	Account 1	2581329	7000766863.zoom.us	2
	Account 2			∠
	Account 3			∠
	③ Account 4			4
Phone Settings v				

Figure 17 : Account Status

