

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 <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 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.

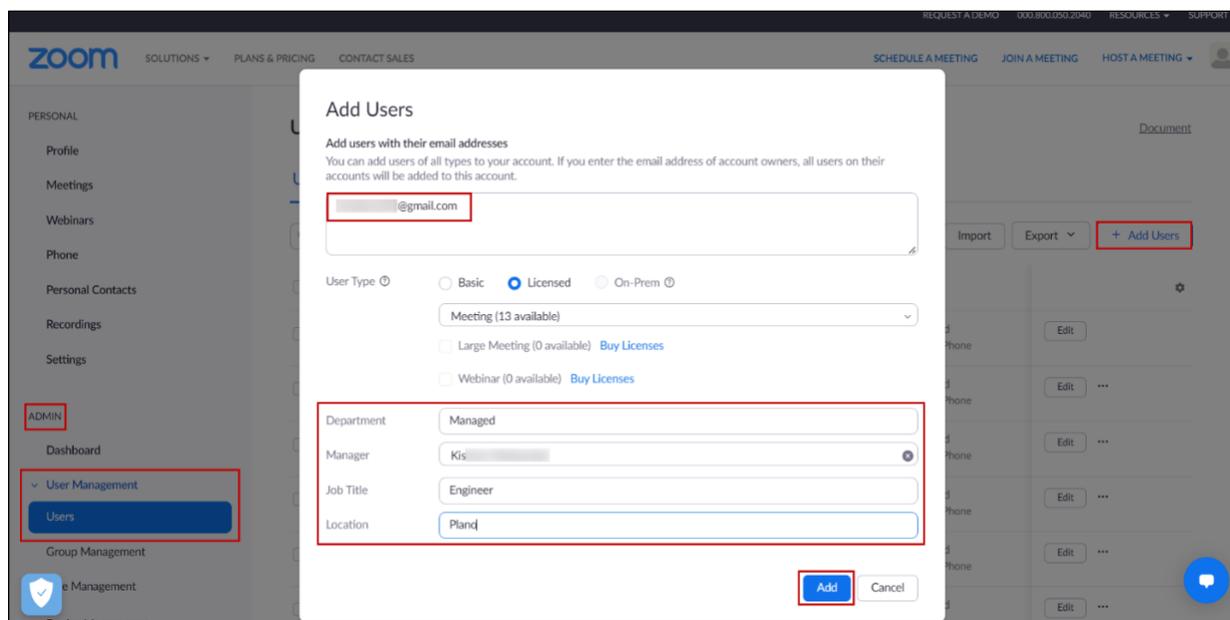


Figure 1 : Add Users

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**.

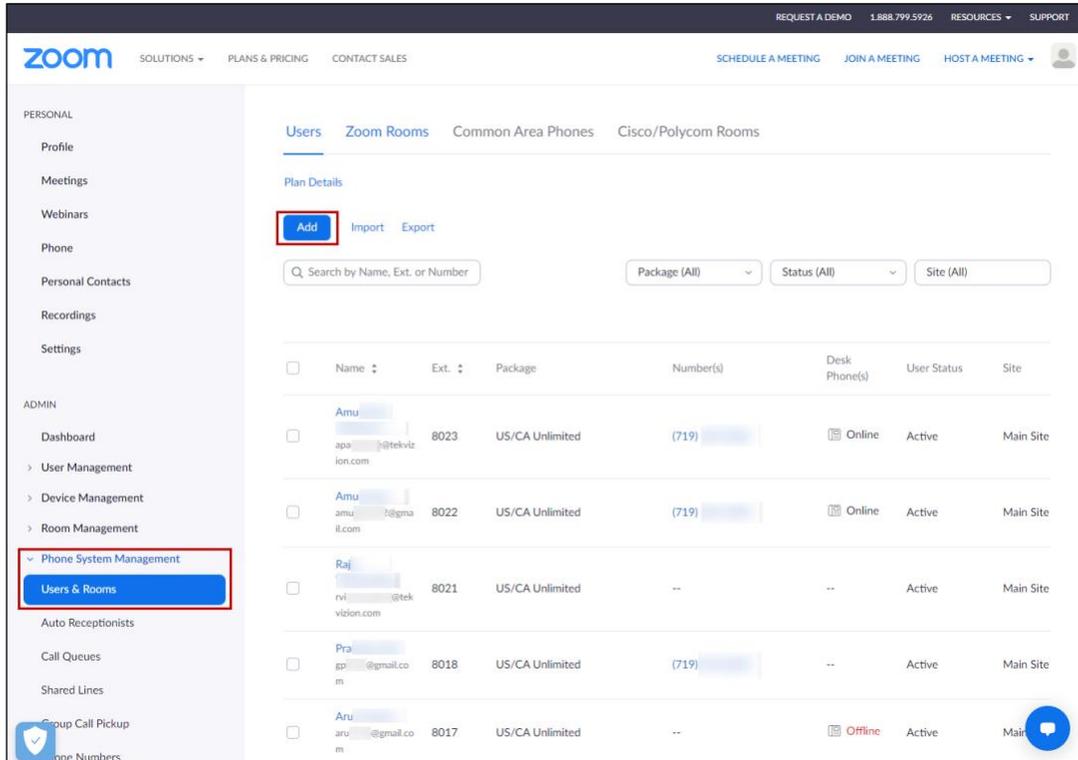


Figure 2 : Add Users and Rooms

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

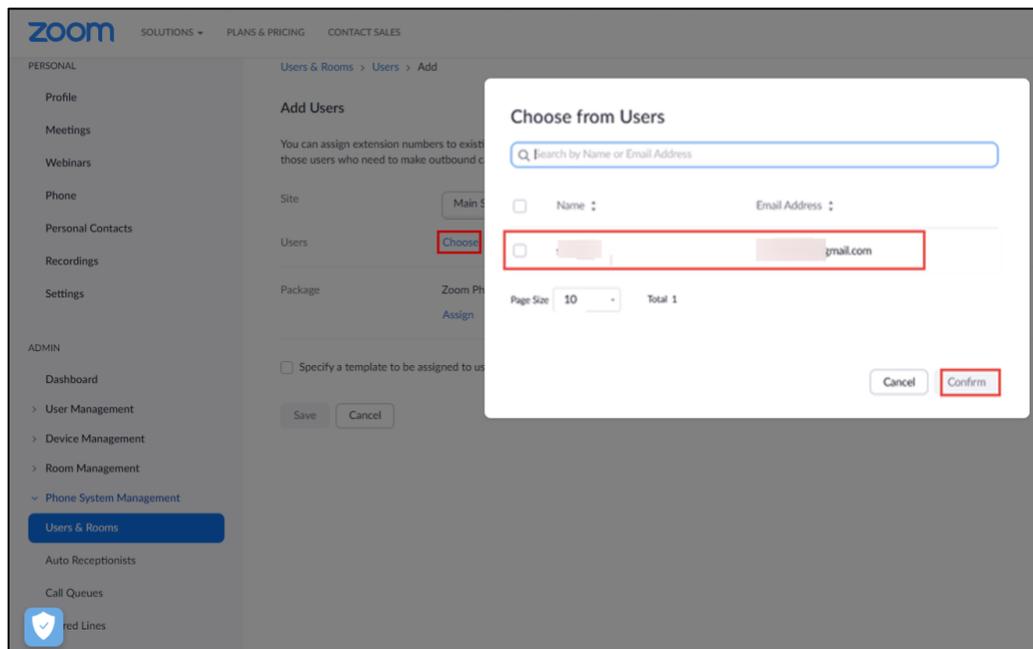


Figure 3 : Choose user

- 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.

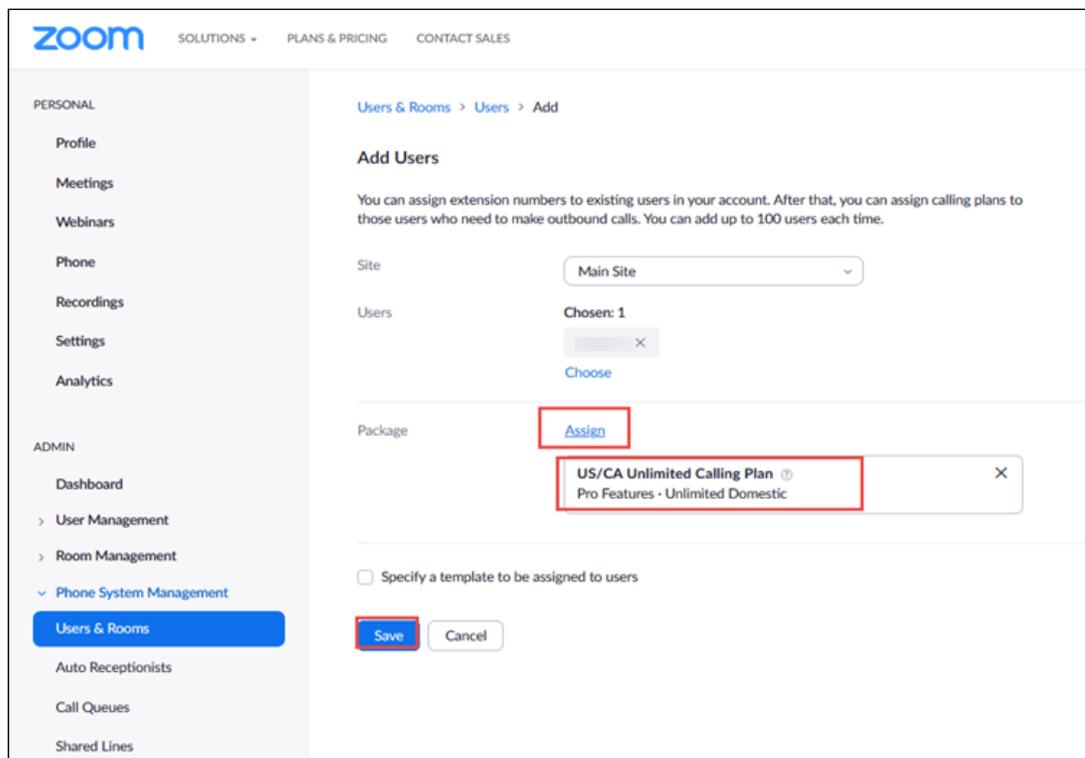


Figure 4 : Assign Calling Plan

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

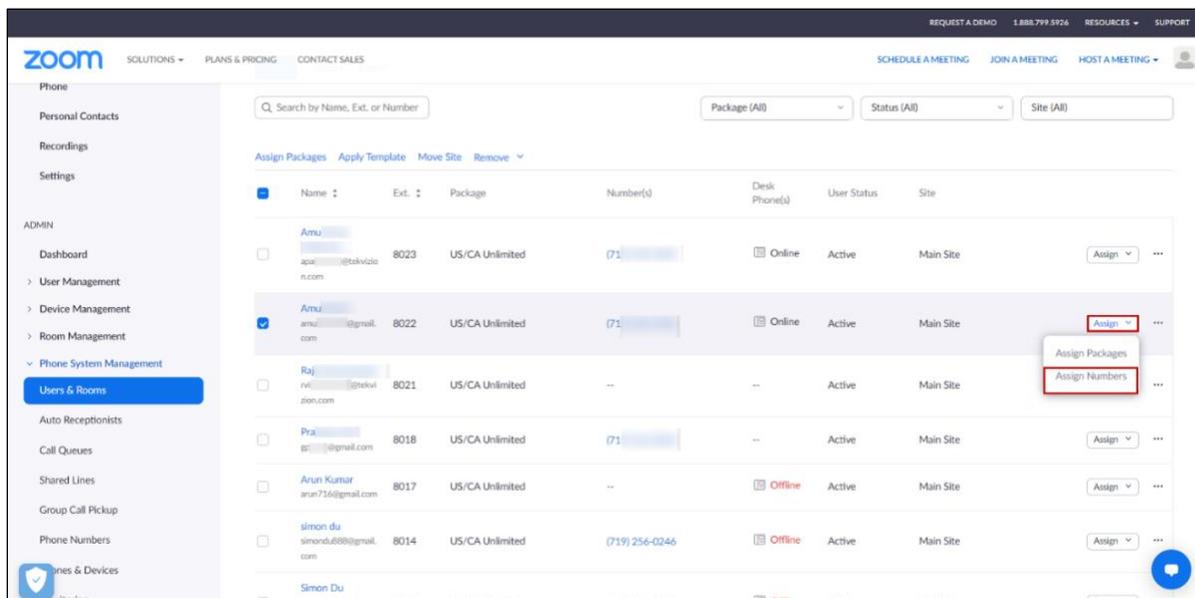


Figure 5 : Assign Number

- Select the desire 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

<input checked="" type="checkbox"/>	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
<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**: **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

Description (Optional)

MAC Address

Device Type

This device type supports up to 1 assignee.

Assigned To [Assign](#)

Figure 7 : Add Desk Phone

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

Provisioning

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](#)

Figure 8 : Assisted Provisioning

- 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

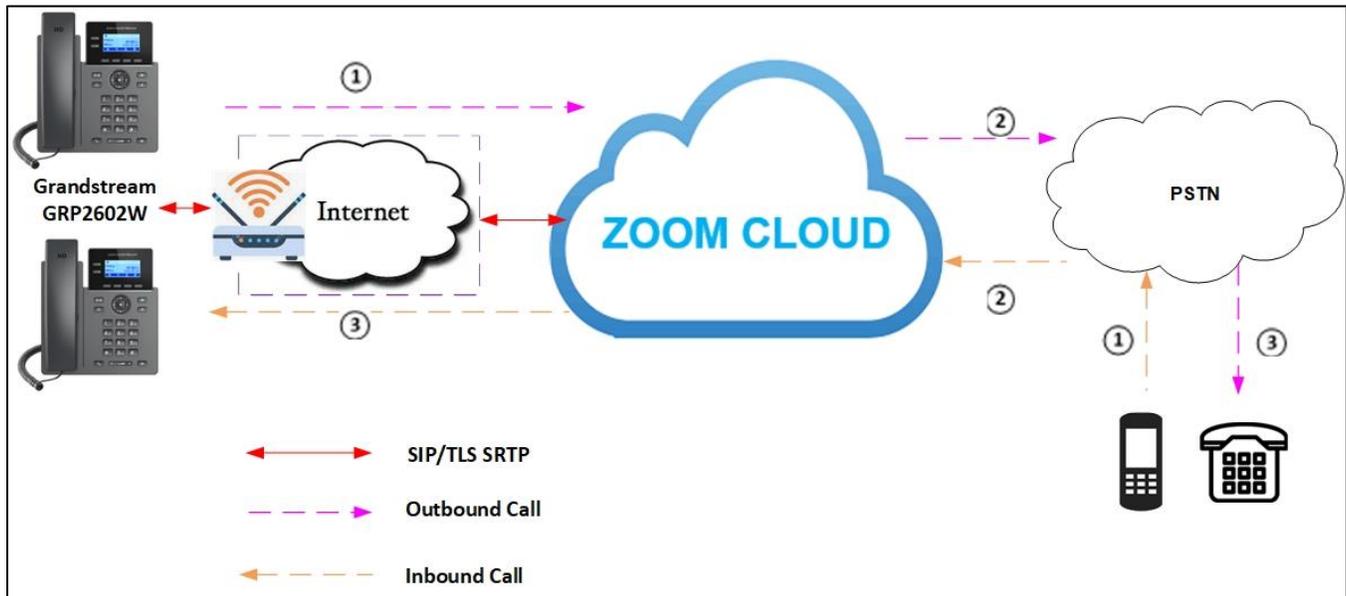


Figure 9 : Network Diagram

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

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).

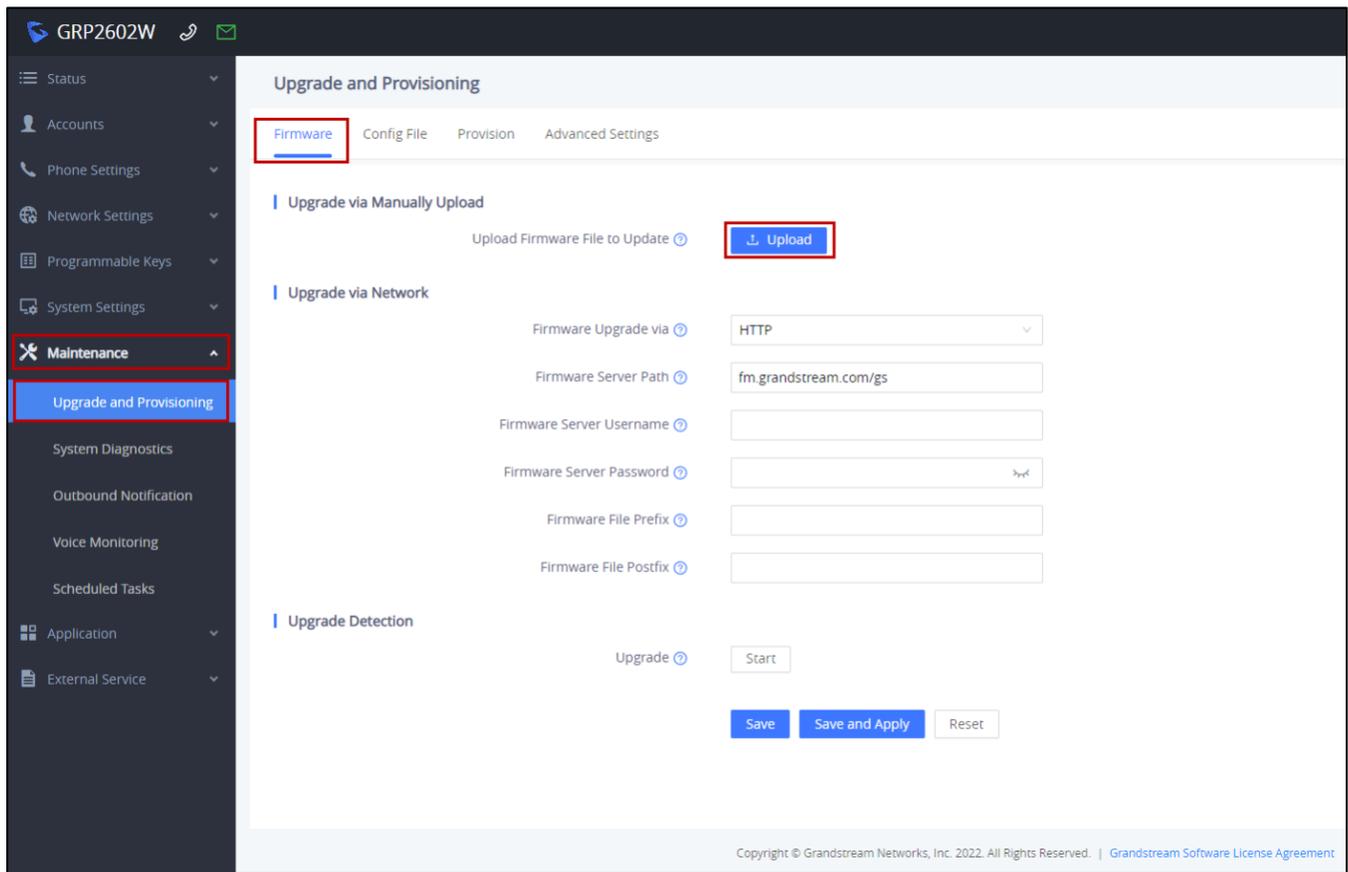


Figure 10 : Firmware Upgrade

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.

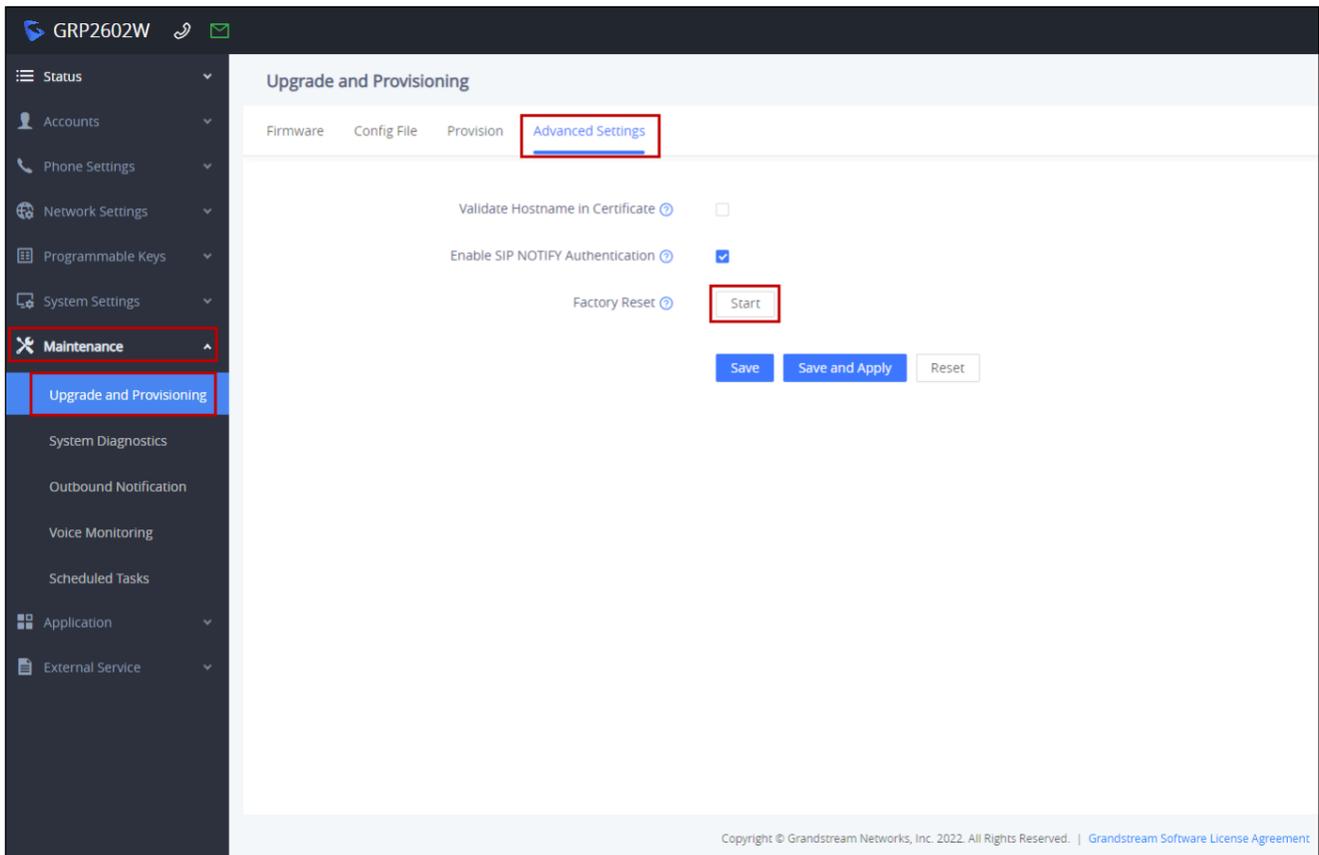


Figure 11 : Factory reset

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

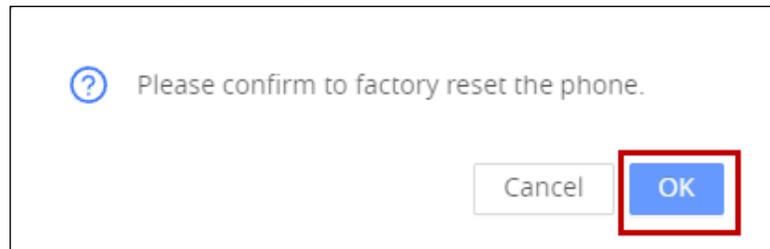


Figure 12 : Factory reset - (Cont.)

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 GRP260X phone's LCD screen and click **Login**.

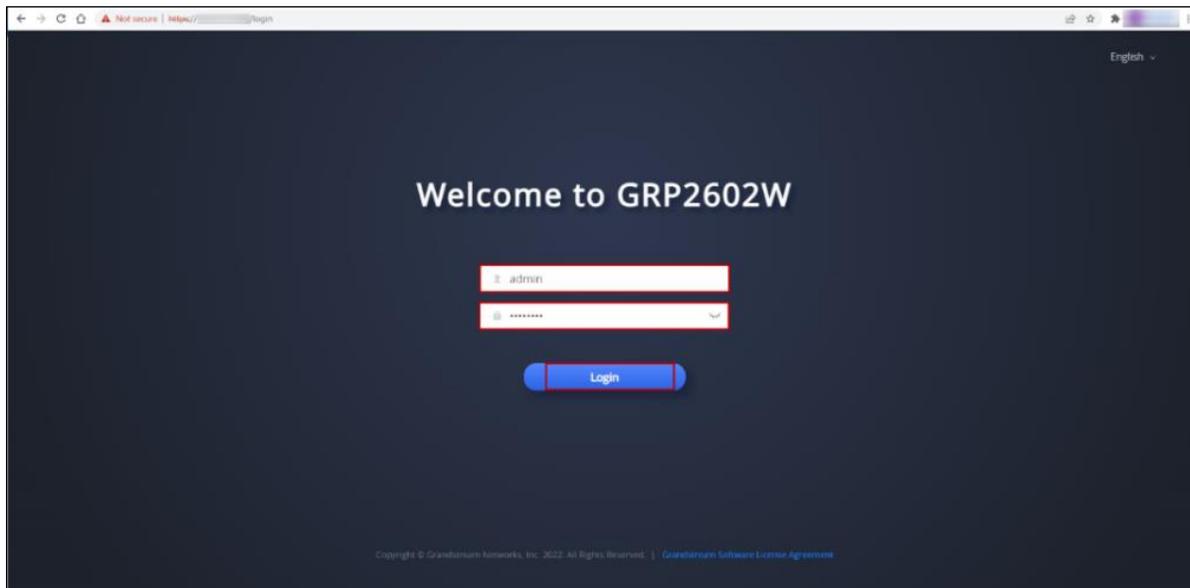


Figure 13 : Login details

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

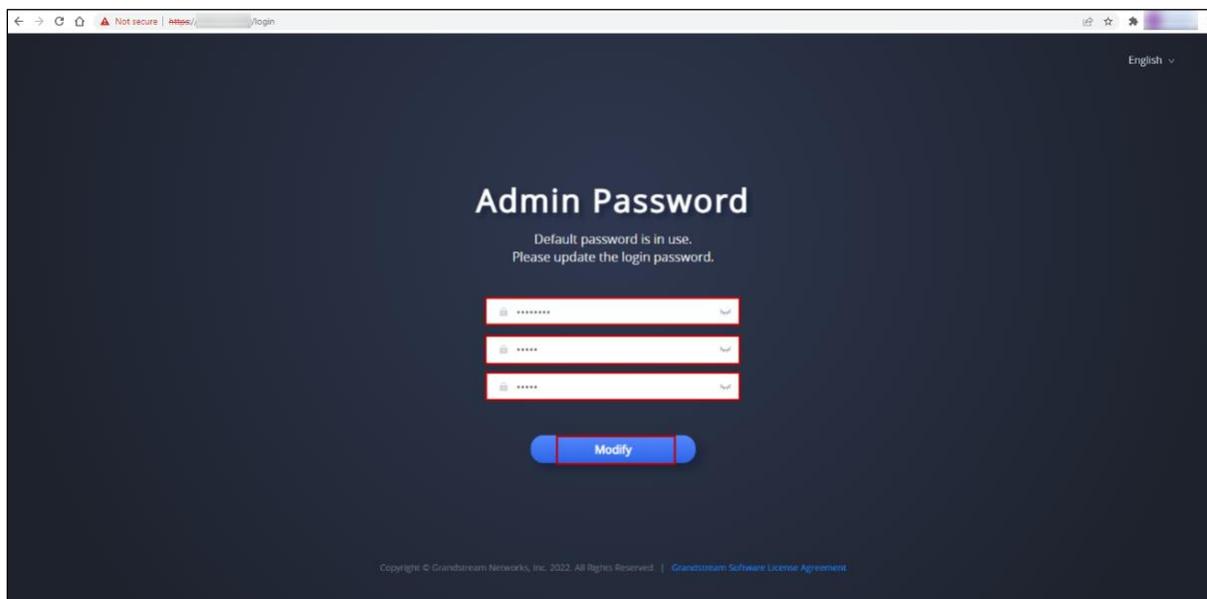


Figure 14 : Login details - (Cont.)

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-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 [?](#)

Config Server Path [?](#)

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.

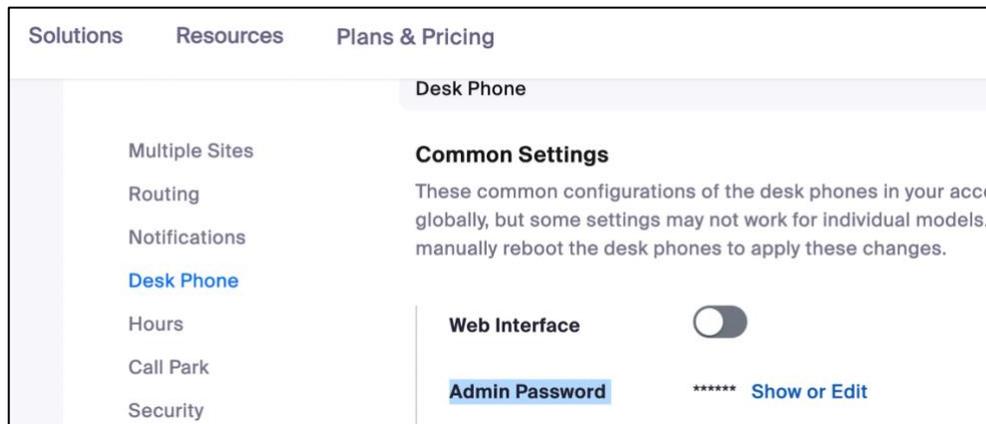


Figure 16 : Admin Password

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

The screenshot displays the 'Account Status' page in a Zoom management interface. The left sidebar contains a navigation menu with 'Status' and 'Account Status' highlighted. The main content area shows a table with the following data:

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

The first row, representing 'Account 1', is highlighted with a red border. The footer of the page contains the text: 'Copyright © Grandstream Networks, Inc. 2022. All Rights Reserved. | Grandstream Software License Agreement'.

Figure 17 : Account Status