

RingCentral Office™



Configure cordless IP phones with RingCentral

Configuring cordless IP phones

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Cordless phone overview

Although RingCentral doesn't offer a cordless phone solution, you can choose from two cordless phone options:

- **Use a standard analog cordless phone with a RingCentral Analog Telephone Adapter (ATA).**
RingCentral offers preconfigured ATAs—simply plug in a cordless phone and you're ready to go. You can review a list of well-reviewed analog cordless phones [here](#). Cordless phones plugged into the same ATA will share the same line or lines.
- **Buy a third-party IP cordless phone.** IP cordless phones support (SIP) and interface with RingCentral, eliminating the need to purchase an ATA. You can give cordless phones to each user, though cordless IP phones generally cost more than cordless analog phones. You'll need to purchase a base station that supports the number of handsets you need.

RingCentral approves and recommends cordless IP phones from SNOM and Polycom. Aastra and Panasonic, among others, also manufacture SIP devices, but these have not been tested for use with RingCentral.

Use the following instructions to retrieve information from your RingCentral account and set up your phones. All cordless IP phones follow this basic configuration. You can also find specific steps in this document for configuring the SNOM and Polycom phones. (Note: SNOM units tend to be easier to configure, and more competitively-priced.)

Set up your cordless IP phone

1. Connect your devices:
 - a. Make sure your bandwidth and network configuration supports the number of lines you plan to use. Visit our [Quality of Service \(QoS\) page](#) for more information.
 - b. Follow the manufacturer's instructions to:
 - i. Attach the power supply to the base station (or use Power over Ethernet (PoE) to provide power, if applicable).
 - ii. Connect the base station to a high-speed Internet connection with an Ethernet cable.
 - iii. Place charging stations where needed. Plug in the AC adapter and charge the phones.
 - iv. Pair the handsets with the base station (supported models are described below).
2. Set up your RingCentral account:
 - a. If you don't already have a RingCentral account, sign up [here](#). Add the number of lines and select **No Device** as your phone.
 - b. If you already have an account, use your existing lines or add new lines from the RingCentral [service site](#) using **Add DigitalLines** as shown in figure 2b. Select **Use Existing Device** when prompted to choose a phone.

Figure 2b. Adding DigitalLines:

Test 8 Port ATA
Main: (888) 251-4092 - Ext 101
Fax: (888) 308-3728

DND OFF GET HELP LOGOUT

Overview Messages Call Log Contacts Company Settings My Settings Download FaxOut RingOut

ACCOUNT

- Account Summary
- Personal Information
- Billing Information
- Calling Rates
- Tell a Friend

CALL SETTINGS

- Answering Rules
- Forwarding Numbers
- Greetings
- Music On Hold
- Blocked/Allowed Numbers
- RingOut Options
- RingMe Options
- DigitalLines**
- Caller ID Setup

MESSAGE SETTINGS

- Notification Settings
- Web Settings
- Voicemail Settings
- Fax Settings

DigitalLines

Your RingCentral DigitalLines and their associated phone devices are listed below. If a device does not yet have a number, you can add one below.

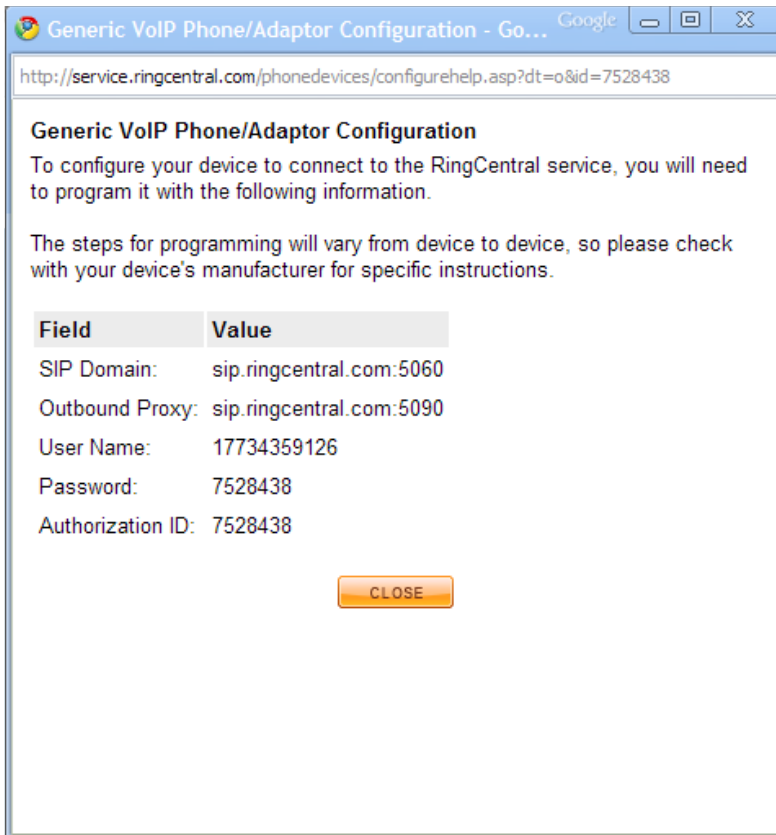
Phone Number	Device Name	E911	Extension	Details
(773) 435-9126	Existing device Setup Instructions	Edit	101 - Test 8 Port AT...	View
(773) 886-1056	Existing device Not Configured Setup Instructions Provision this device	Edit	102 - User2 User2	View
(773) 886-1176	Existing device Setup Instructions	Edit	103 - User3 User3	View
(773) 904-0007	Existing device Not Configured Setup Instructions Provision this device	Failed	108 - User8 User8	View
(773) 886-1387	Existing device Not Configured Setup Instructions Provision this device	Failed	105 - User5 User5	View
(773) 904-0004	Existing device Not Configured Setup Instructions Provision this device	Failed	106 - User6 User6	View
(773) 904-0006	Existing device Not Configured Setup Instructions Provision this device	Failed	107 - User7 User7	View
(773) 886-1364	Existing device Not Configured Setup Instructions Provision this device	Failed	104 - User4 User4	View

[Add RingCentral DigitalLine](#) [Caller ID Setup](#)

3. Record configuration information from RingCentral:

- After purchasing your lines, log in as an administrator and go to **My Settings > DigitalLines**. You'll find a list of the lines you purchased.
- Locate each line you wish to use with your cordless phone. Make sure the E911 column displays the word **Edit**. Otherwise, click **Failed** and provide the e911 data.
- Click **Setup Instructions** for each line you'll be provisioning on your cordless phone. Copy each of the five fields shown in Figure 3c.

Figure 3c. Copy these five fields:



The screenshot shows a web browser window with the title "Generic VoIP Phone/Adaptor Configuration - Go...". The address bar contains the URL "http://service.ringcentral.com/phonedevice/configurehelp.asp?dt=o&id=7528438". The main content area has the heading "Generic VoIP Phone/Adaptor Configuration" and the text: "To configure your device to connect to the RingCentral service, you will need to program it with the following information." Below this, it says: "The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions." A table follows with the following data:

Field	Value
SIP Domain:	sip.ringcentral.com:5060
Outbound Proxy:	sip.ringcentral.com:5090
User Name:	17734359126
Password:	7528438
Authorization ID:	7528438

At the bottom of the table is a yellow "CLOSE" button.

Configure the Snom M3/M9 Cordless System.

SNOM offers two handset models, the M3 and the M9. Both cordless handsets provide key business features in an attractive package. Learn more about these devices [here](#).

The M3 supports up to eight handsets, and up to three simultaneous calls with a single base. Use repeaters to increase your coverage area. Power the charger and base station with a standard power adapter. Purchase a starter pack, including a base station with one handset for about \$200, and additional handsets for about \$120.



Access the configuration page.

Connect the base station to your network to access the base station configuration page. The base station will obtain an address using Dynamic Host Configuration Protocol (DHCP) on most networks automatically. For the M3, look up the phone's IP address by pressing the volume up key on the handset. For the M9, look it up by pressing →, then ↑ on the navigation key, then **OK**.

Open a web browser and enter the IP address you just obtained into the address field, for example, <http://192.168.2.100>, and provide your login information. Use the default login settings (username: admin, password: 'admin' on M3, 'password' on M9) if you haven't configured them yet.

You can change the password assigned to the base station by clicking **Advanced**. Scroll down to the section **HTTP** and change the username and password. Click **Save Changes** at the bottom of the page.

Configure SIP settings.

Click **Identity 1** on the left to configure the first phone.

1. **Display Name** – Choose a name for this handset.
2. **Account** – Enter the **User Name** value from your RingCentral account.
3. **Password** – Enter the **Password** value from your RingCentral account.
4. **Account Name** – Enter any alphanumeric name.
5. **Registrar** – Enter the **SIP Domain** value from your RingCentral account, omitting **:5060**.
6. **Outbound Proxy** – Enter the **Outbound Proxy** value from your RingCentral account, omitting **:5090**.
7. Select **Save**. After a short delay, you should be able to use your handset.
8. Repeat steps 1-7 for additional handsets for identities 2-8.
9. For M9, change **Identity Active** to **On**.
10. For M9, set **Authentication Name** to the value from **Authorization ID**.

The screenshot shows the 'Configuration Identity 1' page for a snom m3 phone. The left sidebar contains navigation options: Operation (Home, Directory), Setup (Identity 1-8, Advanced, Telephony Settings), Status (Log, SIP Trace, Settings), and Manual (snom VoIP phones logo). The main content area is titled 'Configuration Identity 1' and contains the following fields:

- Server is local: No
- Display Name: John
- Account: 15555551212
- Password: *****
- Account Name: RingCentral1
- Account Mailbox Name: [empty]
- Account Mailbox Number: [empty]
- Registrar: sip.ringcentral.com
- Outbound Proxy: sip.ringcentral.com
- Authentication Username: 7479048
- Server Port: 5060
- Outbound Proxy Port: 5090
- Re-registration time: 600
- Registrar Config: Add domain
- DTMF Signalling: RFC 2833
- Codec Priority: PCMU, PCMA, iLBC (20ms), G729AB (selected)
- Buttons: Up, Down, Reset, Remove
- Enable Silence Suppression: No
- Calling Line Identification Restriction: [empty]
- CLIR: Disable
- CLIR prefix code: [empty]

M9 Extra Instructions: Assign handset to identify

Press →, then ↑, then **OK**, then ↑↑ to access the handset page. Write down the handset ID. Repeat for each handset.

To assign each line to one or more handsets, in the web UI click on the identity you want to assign, then on **Handsets** at the top. Select the handset you want to assign to this line and click **save**.

[Account](#) [SIP](#) [Audio](#) [Handsets](#) [Behavior](#) [Addressbook](#) [RSS Feeds](#) [LDAP](#) [Speed Dial](#) [Action URLs](#)

Handsets Settings for Identity 1

Please note that intercom calls are only signaled to the first (default) Handset.

Handset ID (IPUI):

Handset ID (IPUI):

M9 Extra Instructions: Set SID and Audio Options

For each Identity, click **Audio** in the top bar and set field **DTMF Payload Type** to **101**. Click **save**.

[Account](#) [SIP](#) [Audio](#) [Handsets](#) [Behavior](#) [Addressbook](#) [RSS Feeds](#) [LDAP](#) [Speed Dial](#) [Action URLs](#)

Audio settings for line 1

Codec-Preference:

1:

2:

3:

4:

5:

6:

7:

DTMF Payload Type:

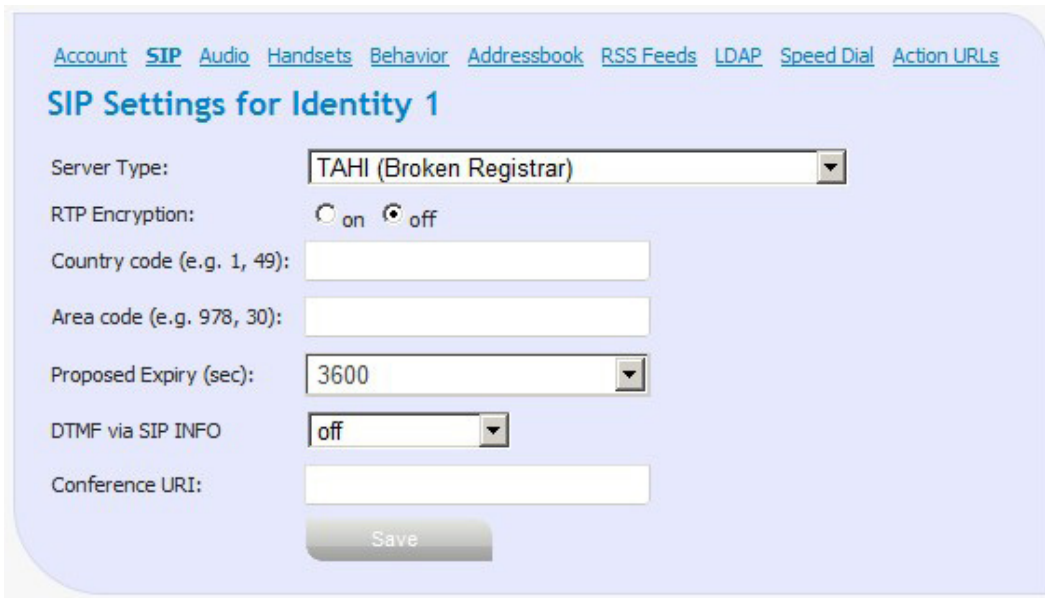
DTMF Payload Type:

Packet length:

Offer length: on off

Length:

For each Identity, click **SIP** in the top bar and set field **Server Type** to **TAHI (Broken Registrar)**. Click **save**.



The screenshot shows a web interface for configuring SIP settings for Identity 1. At the top, there are navigation links: Account, SIP, Audio, Handsets, Behavior, Addressbook, RSS Feeds, LDAP, Speed Dial, and Action URLs. Below these is the title "SIP Settings for Identity 1". The settings are as follows:

- Server Type: TAHI (Broken Registrar) (dropdown menu)
- RTP Encryption: on off
- Country code (e.g. 1, 49): [text input field]
- Area code (e.g. 978, 30): [text input field]
- Proposed Expiry (sec): 3600 (dropdown menu)
- DTMF via SIP INFO: off (dropdown menu)
- Conference URI: [text input field]

A "Save" button is located at the bottom of the form.

Configuring the Polycom Kirk Cordless System.

The Polycom Kirk lineup offers several handset and base station options. The least expensive base station, the Server 300, supports up to 12 handsets and accommodates most businesses. You can purchase the 300 base station for around \$300, and extend the coverage area with repeaters.



Power over Ethernet (PoE) provides electricity to the base station, so you'll need a PoE-enabled switch. Or purchase a PoE injector cable to power the device; just run a quick online search for "poe injector cable."

The Server 300 supports several handsets. Each handset uses a similar configuration, priced from \$100:

- The KIRK 2010 features a contemporary design with basic features and a black-and-white display.
- The KIRK 4020 provides a cost-effective handset solution with mid-range features.
- The KIRK 5020 advanced handset features a color display; the 5040 adds Bluetooth headset support.
- The KIRK 4040 is built for dusty and wet environments.



KIRK 5040



KIRK 4040



KIRK 2010

Access the configuration page.

Connect the base station to your network to access the configuration page of the server. The base station will obtain an address automatically on most networks using DHCP.

Find your base station's IP address.

The device will broadcast its address if your network is configured for UPnP.

Otherwise, log into your router configuration page (you can usually reach this page by entering 192.168.0.1 or 192.168.1.1 in your web browser; refer to your router's documentation for more information) and load the DHCP client list. You can generally find this list in a "Status" section of your router configuration page. Locate the Polycom Kirk device and take note of its address.

If this option doesn't work, try using your computer's ARP program to discover the device.

Look at the back of the base station and take note of the MAC address. Open a command prompt application on your computer and type ARP -a. Look through the resulting list and find the address that matches your base station. Find the IP address listed in that row.

If you do not have DHCP enabled, the base station will be at 192.168.0.1.

Configure the base station.

Open a web browser and go to the address you discovered above. The default username will be admin and password kws300.

You can change the username and password by selecting the **Configuration**, then clicking **Security**.

Since it can be difficult locating the base station IP address, you may want to switch to a static IP address. You can find this option under **Configuration > General**.

Configure SIP settings.

Click the **Configuration** tab, then **SIP**. Take the settings from your RingCentral account and apply them to the following fields:

1. Set the **General > Transport** field to **UDP only**.
2. Enter the **SIP Domain** value from your line settings excluding **:5060** into the **General > Default domain** field.
3. Enter the **Outbound Proxy** value from your line settings excluding **:5090** into **General > Proxy** field.
4. Click **Save**.

The screenshot shows the web interface for the Polycom KIRK Wireless Server 300. The top navigation bar includes tabs for Status, Configuration, Users, Administration, and Firmware. Under the Configuration tab, there are sub-tabs for General, Wireless Server, Security, SIP, and Import/Export. The SIP Configuration page is displayed, showing the following settings:

SIP Configuration	
General	
Local port * **	5060
Transport * **	UDP only
Default domain * **	sip.ringcentral.com
Proxy **	sip:sip.ringcentral.com
Registration expire(sec) *	3600
Max forwards *	70
SIP type of service (TOS/Diffserv) * **	96
Authentication	
Default user *	someone
Default password	
DTMF signalling	
Send as RTP (rfc2833)	<input checked="" type="checkbox"/>
Send as SIP INFO	<input type="checkbox"/>

Register the handsets.

Configure your handsets by registering the handset with the base station and configuring SIP and user settings for that device.

1. Click the **Users** tab, then click on **New**.
2. For the **IPEI** value, remove the battery cover and battery from the handset you wish to configure and find the **SN:** number. Enter this number into the **IPEI** field on the web page, but omit the last digit.
3. Enter the phone number of the user's extension in the **Standby text** field.
4. Enter your RingCentral number in the **Username / Extension** field.
5. Enter the name of the user in the **Displayname** field.
6. Enter the Authorization ID value from your RingCentral account in the **Authentication user** field.
7. Enter your RingCentral password into the **Authentication password** field.
8. Click **Save**.

9. Repeat steps 1-8 to register additional handsets. Each handset requires user specific RingCentral account information.

DECT	
IPEI *	<input type="text" value="00077 0565559"/>
Access code	<input type="text"/>
Standby text	<input type="text" value="650-555-1212"/>
SIP	
Username / Extension *	<input type="text" value="16505551212"/>
Domain	<input type="text"/>
Displayname	<input type="text" value="John Doe"/>
Authentication user	<input type="text" value="7448392"/>
Authentication password	<input type="password" value="....."/>
Disabled	<input type="checkbox"/>
MSF	
Local number	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	
*) Required field	

10. Complete your configuration by rebooting your base station. Select **Administration > Reboot**.

Note: RingCentral officially supports phones and ATAs sold by RingCentral. Other devices, such as those described above, also work with RingCentral services as outlined in this document. Other 3rd party devices supporting standard SIP protocol should work with RingCentral, using configuration procedures similar to those detailed in this document. RingCentral does not test, validate, or provide technical support for devices not specifically mentioned in this document.

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