Configure Grandstream phones with RingCentral
Configuring Grandstream phones

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Overview

Grandstream's series of phones are designed for small business and feature compelling business features and good voice quality.

Although RingCentral recommends and only provides full support for RingCentral-provided IP phones, we recognize that some customers may wish to use other devices. This document is provided to enable customers using Grandstream series phones to easily configure their devices to work with RingCentral.

There are a number of handsets in the lineup. The GXP2010 was specifically used to develop these recommendations, but the configuration of other Grandstream series desktop phones is similar.

Getting ready to setup your Grandstream phones

1. Connect your devices:
   a. Make sure your bandwidth and network configuration supports the number of lines you plan to use. Visit our QoS page for more information.
   b. Follow the manufacturer's instructions to:
      i. Attach the power supply to the phone (or use PoE to provide power if applicable)
      ii. Hook up the phone to a high-speed Internet connection with an Ethernet cable.
      iii. Connect the handset.

2. Set up your RingCentral account:
   a. If you don’t have a RingCentral account, set up your account 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 No Device when prompted to choose a phone.
3. Record configuration information from RingCentral:
   a. After purchasing your lines, log in as an administrator and go to **My Settings > DigitalLines**. You will see a list of the lines you purchased.
   b. Locate each line you wish to use for your phone. Make sure the E911 column displays the word **Edit**. Otherwise, click **Failed** and provide the e911 data.
   c. Click **Setup Instructions** for each line you wish to provision on your ATA. Copy each of the five fields shown in Figure 3c.
Configuring the Grandstream phone

With the phone connected to your network, you’ll need to access the configuration page of the phone. The phone will obtain an address using DHCP automatically on most networks. To look up the IP address of the phone, select the Menu key, scroll down to and select Config, the select Network, then scroll down to and select IP. Your IP address will be displayed.

Open a web browser and type the IP address of the VoIP phone you just obtained into the address field, e.g. http://192.168.2.100. Login to the phone with your password. The default setting is ‘admin’ for password. If you wish you can change the password immediately after logging in using the Advanced Settings menu, typing the password in the Admin Password field, and clicking Update at the bottom of the screen.
To configure the phone, click on the **Account 1** tab at the top. On that screen set:

- **Account Name** – any short name you would like to use for the account
- **SIP Server** – the value from the **SIP Domain** field, without the :5060 part, from your RingCentral account configuration viewed earlier
- **Outbound Proxy** – the value from the **Outbound Proxy** field, without the :5090 part, from your RingCentral account configuration viewed earlier
- **SIP User ID** – the value from the **Username** field, from your RingCentral account configuration viewed earlier
- **Authenticate ID** - the value from the **Authorization ID** field, from your RingCentral account configuration viewed earlier
- **Authenticate Password** – the value from the **Password** field, from your RingCentral account configuration viewed earlier
- **Name** – the name you would like displayed on the phone next to the line

Further down on that same screen, set the **Voice Mail UserID** field to *86

- **Voice Mail UserID**: *86 (UserID for voice mail system)
- **Send DTMF**: □ in audio  □ via RTP (RFC2833)  □ via SIP INFO

Click the box to enable **Send DTMF via RTP**

Select **Update** at the bottom of the screen.

On the following screen click to Reboot the phone.

There are many other settings you can also customize on the phone such as extended function keys, address book, etc, but these are not directly supported by RingCentral.

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

To contact RingCentral, please visit www.ringcentral.com or call 1-800-574-5290.