

Scope:

The following steps will allow you to configure a Grandstream desk phone manually for use with your Hosted PBX service. This has been tested with firmware 35.73.0.40.

Requirements:

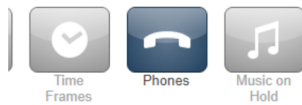
- Access to Avaya web GUI
- Access to Manager Portal

Obtain Your Softphone Information

1. Log into Manager Portal

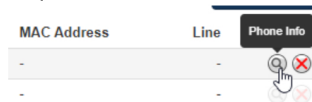
2. Navigate to **Phones**

NOTE: Office Managers can navigate to **Users > select the user > Phones**



3. Select **Phone Info** for the phone you wish to register.

NOTE: You will only see the information if the phone model is set to Manual or Softphone



4. Take note of the listed information.

Phone Info ✕

Phone:

Note: Phone Name cannot be changed

911 Caller ID: Leave blank to use default

Model:

Settings

Domain/Proxy:

Outbound Proxy: sbc.ucaasnetwork.com:5060

Username: 3900a

Password:

5. Click **Cancel** when you are finished

Find IP Address

1. From the phone, press the **Up arrow** key

2. Take note of the **IPv4 address** for the next steps

Configure Phone

1. Using any web browser navigate to the IP address of the phone

2. Log in. The default credentials are **admin / admin**.

If these do not work, contact your current service provider or the vendor the phones were purchased from.

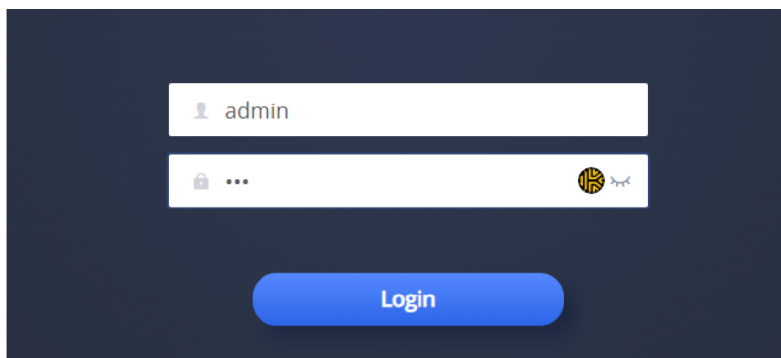
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Welcome to GRP2613



3. Navigate to **Accounts > Account 1 > General Settings**
 NOTE: If account 1 is already in use, select the next available account

4. Complete the following fields using the manager portal information, leaving all others default

- **Account Active:** Yes
- **Account Name:** Username
- **SIP Server:** Domain/Proxy
- **Outbound Proxy:** Outbound Proxy
- **SIP User ID:** Username
- **Authenticate ID:** Username
- **Authenticate Password:** Password
- **Name:** Username
- **Voice Mail Access Number:**5001

5. Click **Save and Apply**

[Account Register](#)

Account Active ☒

Account Name

SIP Server

Secondary SIP Server

Tertiary SIP Server

Outbound Proxy

Secondary Outbound Proxy

SIP User ID

SIP Authentication ID

SIP Authentication Password

Name

Tel URI

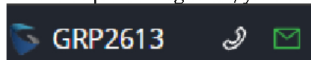
Voicemail Access Number

Monitored Voicemail Access Number

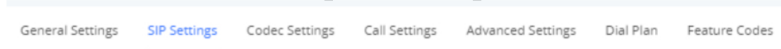
BLF Server

Picture

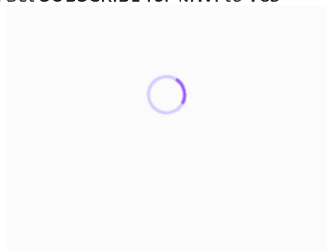
6. Once the phone registers, you will see the phone icon turn green at the top left



7. On the left menu click on **SIP Settings > Basic Settings**



8. Set **SUBSCRIBE** for MWI to Yes



SUBSCRIBE for MWI [?](#)



SUBSCRIBE for Registration [?](#)



manual config

grandstream