

CLOUD VOICE
YEALINK SIP-CP860
IP PHONE CONFIGURATION
GUIDE

VERSION 2.0

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Introduction

This document shows an administrator how to configure supported IP Phones to enable them to retrieve configuration files from Cloud Voice. All IP Phones used on Cloud Voice need to be on the authorised equipment list and must meet the firmware criteria. Any phone not listed will not work with the service. Please refer to the Service Description.

IP Phones purchased from virgin Media Business do not require any configuration of the phone itself, as this activity is automated by us.

Overview

This Guide will provide you with the information needed to provision and configure the Cloud Voice service when you use your own devices. It will also provide you with troubleshooting to diagnose potential configuration issues.

Audience

This document is intended for IT Managers or Administrators and their CPE fulfilment teams as it contains elements of provisioning, installation and configuration.

Supported Devices

The following **Yealink** conference device types are supported and available in the 'Use Own Device' section of the Cloud Voice ordering portal:

- Yealink CP860

The available Device Customisations are as follows:

- G711 – Prioritizes the G711 standard voice codec
- G729 – Enforces the G729 low bandwidth codec
- HD – Prioritizes the G722 HD voice codec
- DC – Do not use unless advised to as this is used for direct VPN connections

If you want to change the Codec preferences or add HD voice, please refer to the Business Portal Company Administrator Guide, available on the Virgin Media Business help and support pages.

Network, Firewall and Security Considerations

Please see the Cloud Voice Firewall, Security and Network Considerations Guide for information on the protocols, ports, QOS recommendations etc. relating to these devices.

Requirements specific to the Yealink series are as follows:

Protocol	Destination	Destination Port
HTTPS	https://dm.yourwhc.co.uk/dms/phone	TCP 80/443
	193.113.11.10	
	193.113.10.10	

Cloud Voice recommends that the Device is placed behind a router/firewall for security reasons. This is particularly important in situations where the Device is issued on a public IP address making it easily accessible from the Internet. In these cases we recommend that the Device's position is hardened to reflect this public accessibility as per standard industry practices.

Provisioning and Configuration

All provisioning activity takes place by Virgin Media Business unless explicitly stated. All configuration activity takes place on the Configuration Portal (Business Portal) unless explicitly stated.

Overview

The supported handsets use HTTPS to retrieve software and configuration files. The manual provisioning process requires the use of a PC or laptop connected to the same network.

Device Configuration – Web Interface

This process assumes that DHCP is in use on the network and requires the use of the web interface to enter the Provisioning Server Address. DHCP Option 66 can also be used to set the Provisioning Server Address: <https://dm.yourwhc.co.uk/dms/phone>.

We also recommend that a valid NTP server is set, such as europe.pool.ntp.org. Please note that a DHCP served Provisioning Server Address will not be committed to the flash memory.

1. Follow the Yealink documentation and connect the phone to network and power
2. Once the handset has powered up press the OK button on the handset to display its IP address. Open a web browser using a desktop on the same network and enter the IP address displayed on the phone into the search bar

3. The Web User Interface will prompt for a Username and Password. Enter the default

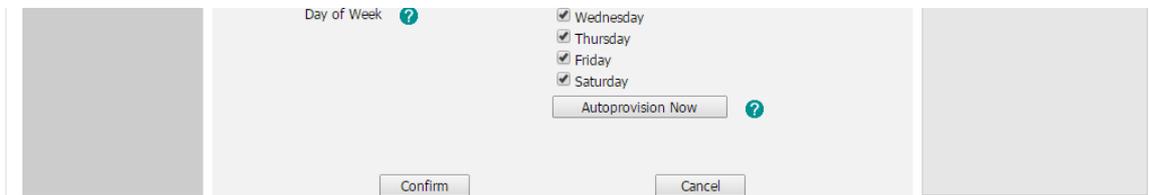
- a. Username: **admin**
- b. Password: **admin**
- c. Click the **Confirm** button

4. Click the **Settings** tab on the top menu and then click the **Auto Provision** link on the left menu

5. Enter <https://dm.yourwhc.co.uk/dms/phone> in the Server URL box



6. Click the **Confirm** button and then click the **Auto Provision Now** button

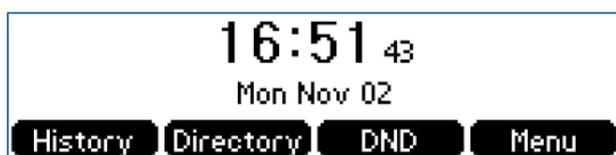


The handset will request its own software and configuration files. The device may power cycle whilst installing software and processing its configuration. If successful, the line provisioned will register for service.

Please note that on successful retrieval of the configuration, the Web Configuration Utility will no longer be available.

Manual Configuration Using Handset Menu

1. Follow the Yealink documentation and connect the phone to network and power
2. On the home screen press the **Menu** soft key button



3. Use the soft keys or dial pad to navigate to the **Advanced Settings** or **Settings > Advanced** menu



4. Use the dial pad to enter the password **admin** and then press the **OK** soft key



5. Select option **Auto Provision**



6. Using the dial pad enter the URL <https://dm.yourwhc.co.uk/dms/phone> and then press the **Save** soft key



7. Confirm that you want to provision now by pressing the **OK** soft key



8. The handset will request its own software and configuration files. The device may power cycle whilst installing software and processing its configuration. If successful, the line provisioned will register for service

Please note that on successful retrieval of the configuration, the Web Configuration Utility will no longer be available.

Trouble Shooting

Device Fails to Register

- Check that the Provisioning URL is set to <https://dm.yourwhc.co.uk/dms/phone> and ensure the device can access 193.113.11.10 and 193.113.11.10 over HTTP (TCP port 80) and HTTPS (TCP port 443)
- Check that the network meets the requirements in the Cloud Voice Firewall, Security and Network Considerations section of the Product Handbook
- Check that the device has power and network connectivity
- If all of the above fails, please reset the phones configuration as per the steps identified below

Inbound or Outbound Calls Fail

- Check that the device is registered as above
- Check that the correct telephone number and/or extension are provisioned for the User
- For inbound calls check that you do not have an unwanted divert in place or Do Not Disturb configured in the Business Portal

Factory Reset Instructions

In the event that you need to reset the entire device back to its original factory specification, please contact our helpdesk and they can talk you through the factory reset procedure.