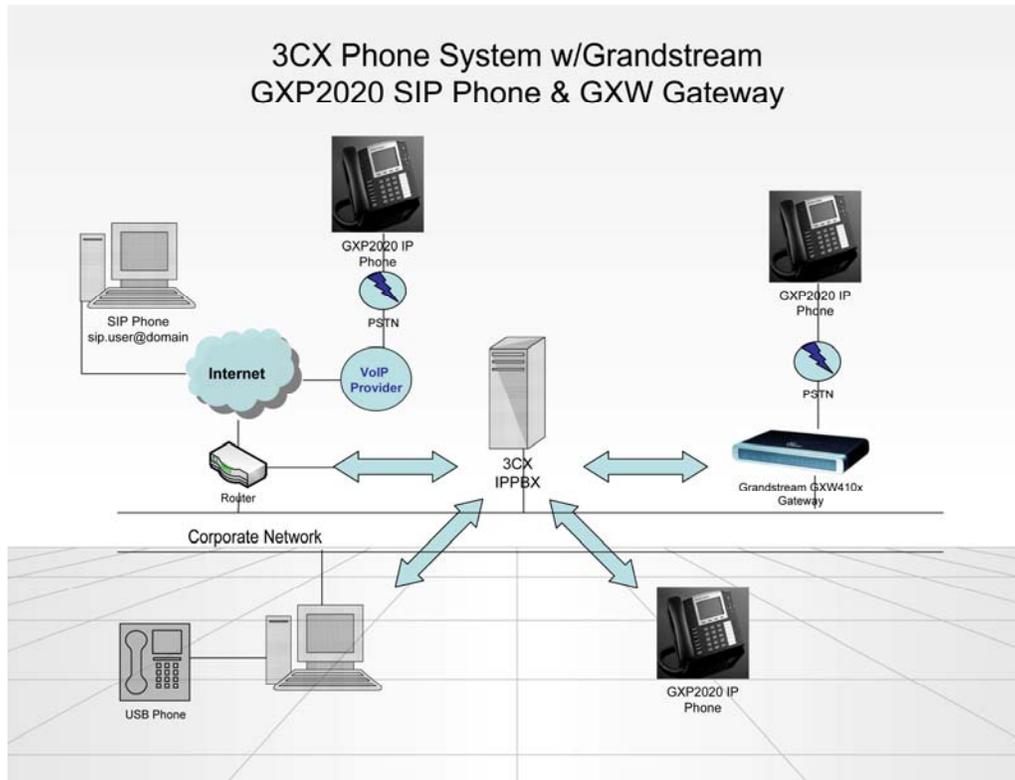
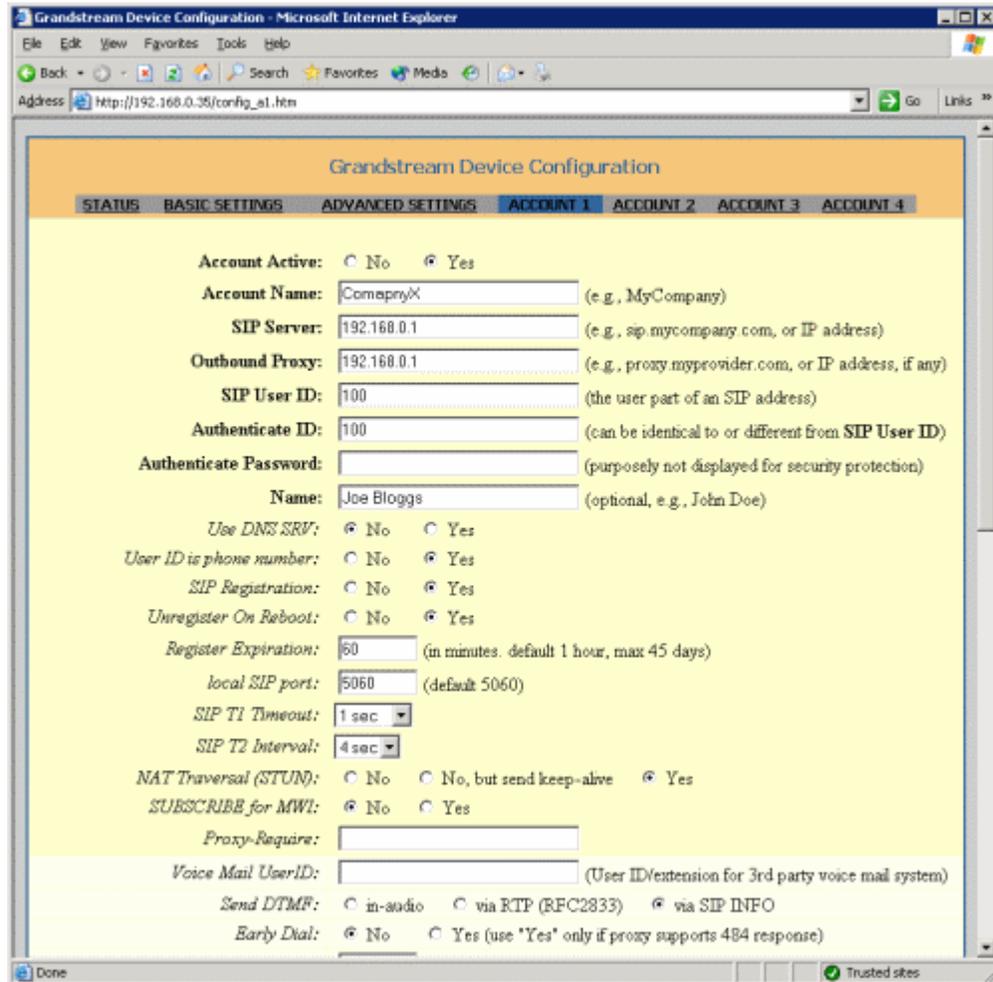


CONFIGURING GRANDSTREAM IP PHONES AND GATEWAYS WITH THE 3CX PHONE SYSTEM



CONFIGURING GRANDSTREAM GXP SERIES WITH THE 3CX PHONE SYSTEM

1. Ensure that you have created the extension that you wish to use with the phone in 3CX Phone System first. Take note of the ID field and the password that you have entered for the extension.
2. Connect the GrandStream GXP-2000 phone to the network and mains power supply. The phone will boot up, and providing you have DHCP installed on your network, will obtain an IP and display it at the bottom of the phone's LCD screen.
3. Now point your browser to the web interface of the phone: 'http://' where is the IP address shown on the phone.
4. Enter the password of the phone and click login to access the phone's configuration. For this particular phone, the default password is "admin".



The screenshot shows the 'Grandstream Device Configuration' web interface in Microsoft Internet Explorer. The browser address bar shows 'http://192.168.0.35/config_01.htm'. The page has a navigation menu with tabs for 'STATUS', 'BASIC SETTINGS', 'ADVANCED SETTINGS', 'ACCOUNT 1', 'ACCOUNT 2', 'ACCOUNT 3', and 'ACCOUNT 4'. The 'ACCOUNT 1' tab is selected. The configuration page is titled 'Grandstream Device Configuration' and contains the following fields and options:

- Account Active:** No Yes
- Account Name:** (e.g., MyCompany)
- SIP Server:** (e.g., sip.mycompany.com, or IP address)
- Outbound Proxy:** (e.g., proxy.myprovider.com, or IP address, if any)
- SIP User ID:** (the user part of an SIP address)
- Authenticate ID:** (can be identical to or different from SIP User ID)
- Authenticate Password:** (purposely not displayed for security protection)
- Name:** (optional, e.g., John Doe)
- Use DNS SRV:** No Yes
- User ID is phone number:** No Yes
- SIP Registration:** No Yes
- Unregister On Reboot:** No Yes
- Register Expiration:** (in minutes, default 1 hour, max 45 days)
- local SIP port:** (default 5060)
- SIP T1 Timeout:**
- SIP T2 Interval:**
- NAT Traversal (STUN):** No No, but send keep-alive Yes
- SUBSCRIBE for MWI:** No Yes
- Proxy-Require:**
- Voice Mail UserID:** (User ID/extension for 3rd party voice mail system)
- Send DTMF:** in-audio via RTP (RFC2833) via SIP INFO
- Early Dial:** No Yes (use 'Yes' only if proxy supports 484 response)

GXP-2000 Account Configuration Page

5. Click on 'Account 1' from the available links at the top of the page.
6. Now configure the account for the phone. First of all make sure that 'Account Active' is set to YES. Enter an account name for the phone in the 'Account Name' box. This setting is not used by 3CX Phone System. It is only used when making calls to other phones directly.
7. In the SIP server field, enter the IP or server name of the 3CX Phone System server.
8. Repeat the same setting for the Outbound Proxy option
9. Enter the extension number you want to associate with this phone in the 'SIP User ID' setting.
10. Now enter an 'Authenticate ID' & 'Authenticate Password' in the appropriate fields.
These fields must match the ID & password configured in the 'ID' &

'Password' fields in the Authentication section of the 'Add Extension' page in the 3CX Management Console.

11. Scroll to the bottom of the page and press 'Update' to save these settings.
12. Click 'Reboot' to reset your GrandStream phone and put your changes into effect.
13. When the phone boots, it should register with 3CX Phone System.
14. Now switch to the 3CX Phone System Management console, and click on Phone System > 'Line Status' (This is the default page). The extension should be listed, and the status should show 'Registered (idle)'.

ENTERING THE IP ADDRESS MANUALLY IF YOU DO NOT HAVE A DHCP SERVER

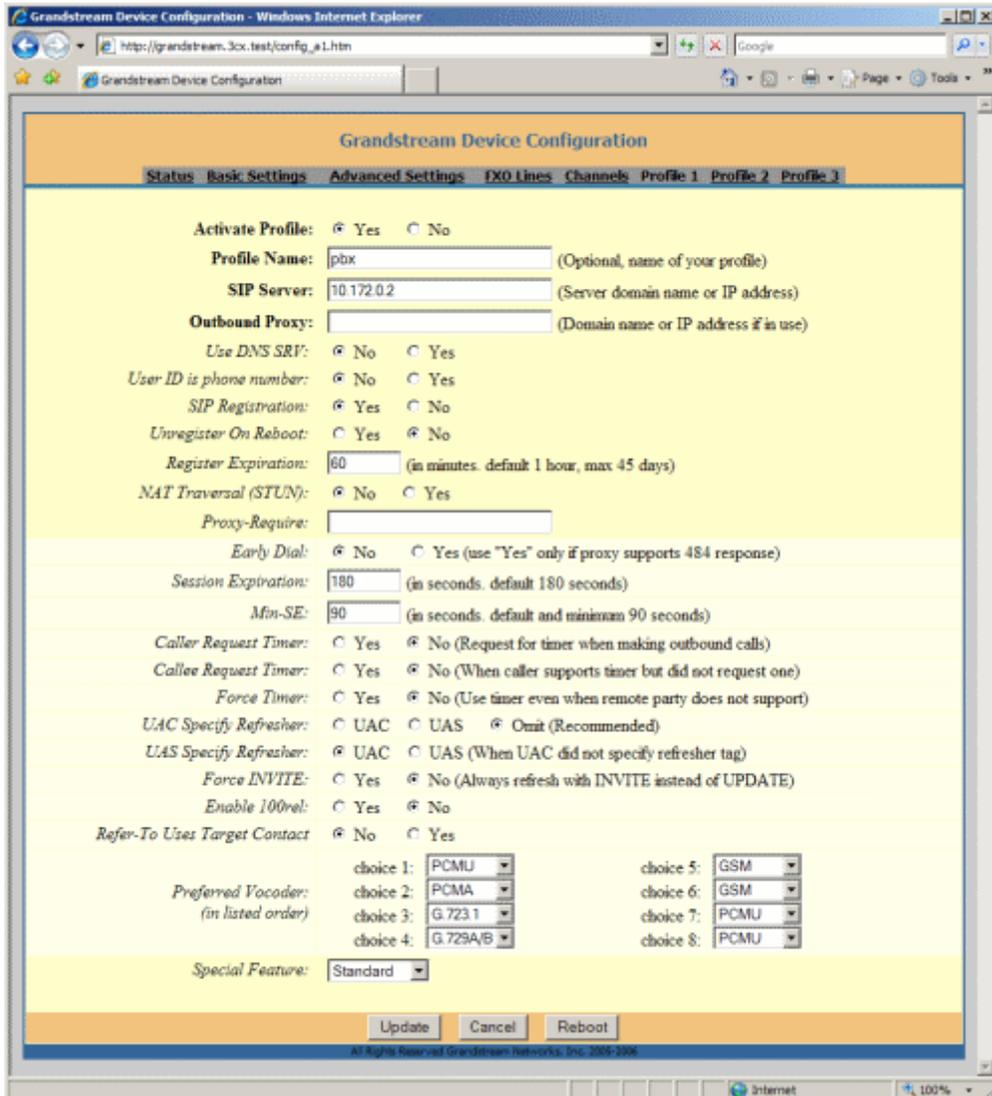
If you don't have a DHCP server, you will need to assign an IP address to the phone before you can access it. To do this:

1. Press the round 'menu' button in the top right corner once to activate the menu. You will see the words '[1] Do Not Disturb -Off' on the phone's LCD screen.
2. Press the down arrow (in the same group of buttons) ONCE to navigate to '[2] DHCP/PPOE mode'. If instead you see '[2] Static IP Mode', skip to #6.
3. Press the round menu button twice to disable DHCP mode. On the phone's screen you should now see '[2] Static IP Mode'.
4. Press the down arrow once to get to the '[3] IP address menu'. Press the round menu button once and key in your desired IP address on the phone's numeric keypad, allowing 3 digits for each octet and leaving out the dots in between. For e.g. 192.168.1.15 would be keyed in as 192168001015. When ready press the round menu button to save this IP address in the phone's configuration.
5. Press the down arrow to go to the Subnet Mask configuration. Press the round menu button once and type in your subnet mask using the same concept as when entering the IP address in #6 (e.g. 255.255.255.0 should be keyed in as 255255255000). Once ready press the round menu button to save the subnet mask.
6. Press the down arrow multiple times until you get to '--RESET--' on the LCD screen and then press the round menu button to reboot the phone and activate the new settings.

CONFIGURING GRANDSTREAM GXW-4104 GATEWAY FOR 3CX PHONE SYSTEM

Follow these steps to set up a GrandStream GXW-4104 gateway for 3CX Phone System:

1. Ensure that you have created the PSTN lines in 3CX Phone System first. Take note of the Authentication ID field and the Authentication password that you have entered for each line connected to the VOIP Gateway.
2. Connect the GrandStream GXW-4104 gateway to the network and mains power supply. The device will boot up, using its factory-configured default IP address 192.168.0.160.
3. Now point your browser to the gateway's configuration site: <http://192.168.0.160>.
4. Enter the password of the device and click 'OK' to access the gateway's configuration. The default password is "admin".



The screenshot shows the 'Grandstream Device Configuration' web interface in Internet Explorer. The browser address bar shows 'http://grandstream.3cx.test/config_1.htm'. The page title is 'Grandstream Device Configuration'. The interface has a yellow background and a navigation bar with tabs: Status, Basic Settings, Advanced Settings, FXO Lines, Channels, Profile 1, Profile 2, and Profile 3. The 'Profile 1' tab is selected.

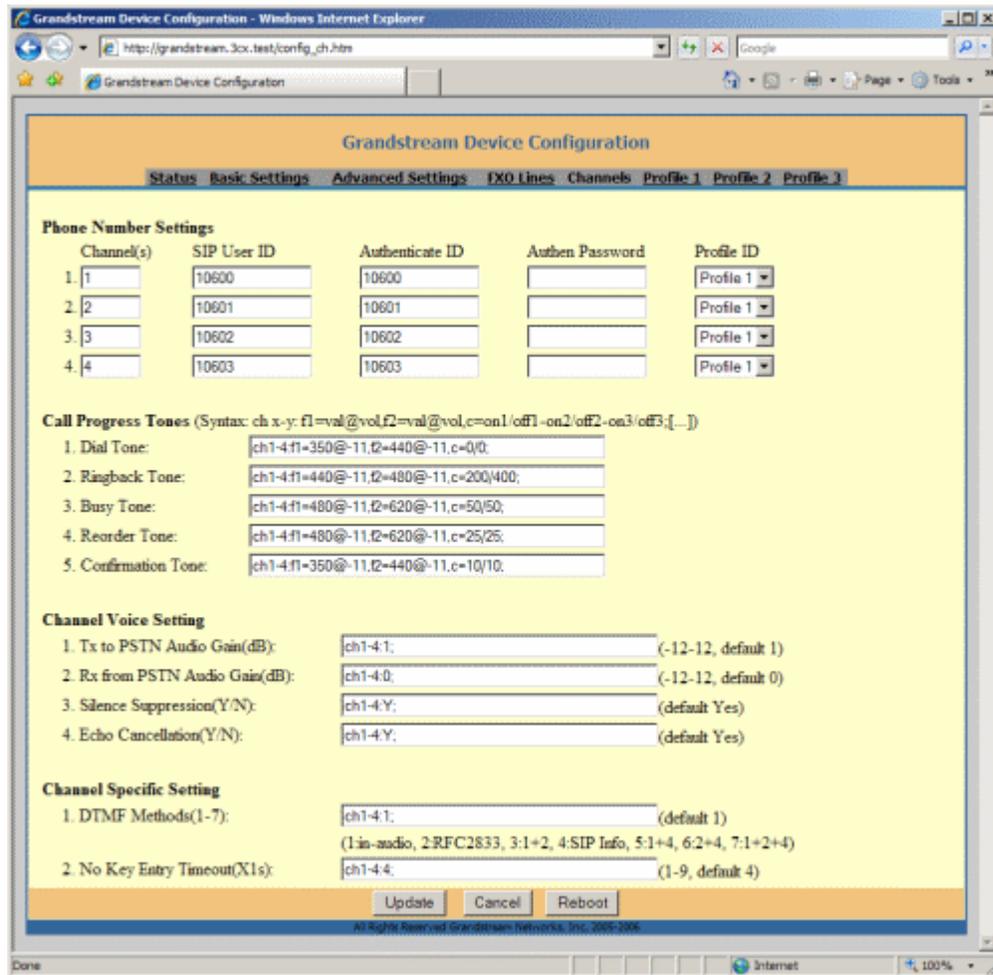
The configuration form includes the following fields and options:

- Activate Profile:** Yes No
- Profile Name:** (Optional, name of your profile)
- SIP Server:** (Server domain name or IP address)
- Outbound Proxy:** (Domain name or IP address if in use)
- Use DNS SRV:** No Yes
- User ID is phone number:** No Yes
- SIP Registration:** Yes No
- Unregister On Reboot:** Yes No
- Register Expiration:** (in minutes, default 1 hour, max 45 days)
- NAT Traversal (STUN):** No Yes
- Proxy-Require:**
- Early Dial:** No Yes (use "Yes" only if proxy supports 484 response)
- Session Expiration:** (in seconds, default 180 seconds)
- Min-SE:** (in seconds, default and minimum 90 seconds)
- Caller Request Timer:** Yes No (Request for timer when making outbound calls)
- Callee Request Timer:** Yes No (When caller supports timer but did not request one)
- Force Timer:** Yes No (Use timer even when remote party does not support)
- UAC Specify Refresher:** UAC UAS Omit (Recommended)
- UAS Specify Refresher:** UAC UAS (When UAC did not specify refresher tag)
- Force INVITE:** Yes No (Always refresh with INVITE instead of UPDATE)
- Enable 100rel:** Yes No
- Refer-To Uses Target Contact:** No Yes
- Preferred Vocoder (in listed order):**
 - choice 1:
 - choice 2:
 - choice 3:
 - choice 4:
 - choice 5:
 - choice 6:
 - choice 7:
 - choice 8:
- Special Feature:**

At the bottom of the form are three buttons: 'Update', 'Cancel', and 'Reboot'. The footer of the page reads 'All Rights Reserved Grandstream Networks, Inc. 2005-2006'.

Profile 1 Settings

5. Once the page loads click on the "Profile 1" tab at the top of the page:
 - a. Set the "SIP Server" field to the IP Address or FQDN of the server on which 3CX Phone System is installed.
 - b. Set the "SIP Registration" field to "yes".
 - c. Click the "Update" button at the bottom of the page.



The screenshot shows the Grandstream Device Configuration web interface in Internet Explorer. The "Profile 1" tab is selected. The "Phone Number Settings" table is populated with 4 channels. Below it, "Call Progress Tones" and "Channel Voice Setting" sections are visible, along with "Update", "Cancel", and "Reboot" buttons.

Channel(s)	SIP User ID	Authenticate ID	Authen Password	Profile ID
1	10600	10600		Profile 1
2	10601	10601		Profile 1
3	10602	10602		Profile 1
4	10603	10603		Profile 1

Call Progress Tones (Syntax: ch x-y: f1=val@vol,f2=val@vol,c=on1/off1-on2/off2-cn3/off3;[...])

- Dial Tone: ch1-4:f1=350@-11,f2=440@-11,c=0/0;
- Ringback Tone: ch1-4:f1=440@-11,f2=480@-11,c=200/400;
- Busy Tone: ch1-4:f1=480@-11,f2=620@-11,c=50/50;
- Reorder Tone: ch1-4:f1=480@-11,f2=620@-11,c=25/25;
- Confirmation Tone: ch1-4:f1=350@-11,f2=440@-11,c=10/10;

Channel Voice Setting

- Tx to PSTN Audio Gain(dB): ch1-4:1; (-12-12, default 1)
- Rx from PSTN Audio Gain(dB): ch1-4:0; (-12-12, default 0)
- Silence Suppression(Y/N): ch1-4:Y; (default Yes)
- Echo Cancellation(Y/N): ch1-4:Y; (default Yes)

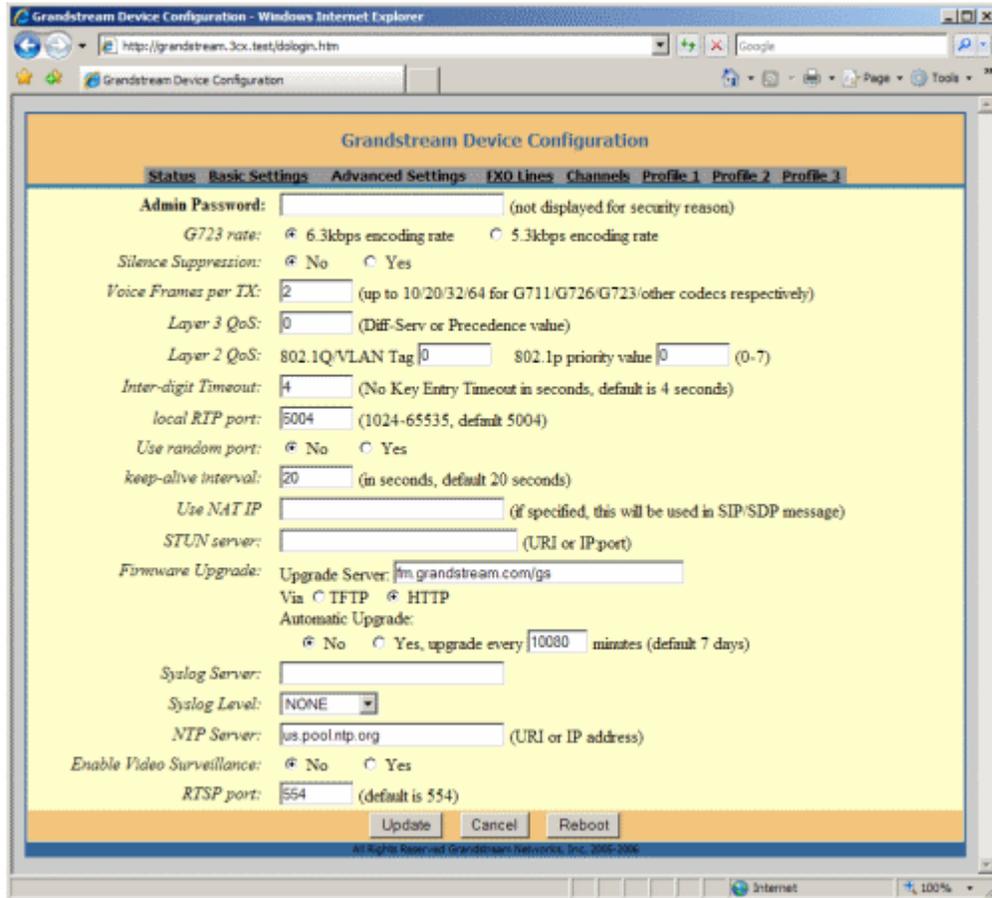
Channel Specific Setting

- DTMF Methods(1-7): ch1-4:1; (default 1)
(1:in-audio, 2:RFC2833, 3:1+2, 4:SIP Info, 5:1+4, 6:2+4, 7:1+2+4)
- No Key Entry Timeout(X1s): ch1-4:4; (1-9, default 4)

Channel Settings

6. Click on the "Channels" tab at the top of the page. In the "Phone Number Settings" table, the rows represent the 4 PSTN lines connected to the gateway. Configure each line as follows:
 - a. The "Channel(s)" field should contain the order number for the line. Normally 1 for the first enabled line, 2 for the second enabled line, and so on.
 - b. The "SIP User ID" field should match the Internal Line Number field of the line created for this PSTN line in the 3CX Phone System Management Console.
 - c. In the "Authenticate ID" and "Authentication Password" fields enter the ID and Password that you entered for the line in the 3CX Phone System Management Console. **These fields must match the ID and password set for that line in the 3CX Phone System Management Console.**

- d. Click the "Update" button at the bottom of the page.



FXO Lines Settings

7. Click on the "FXO Lines" tab at the top of the page. Configure this page as follows:
 - a. Set the "Stage Method" field to "ch1-4:1;"
 - b. Set the "Off hook Auto Dial(VoIP)" field to "ch1-4:yyyy;" where yyyy is the SIP User ID for the first line defined in the "Channels" page.
 - c. Click the "Update" button at the bottom of the page.
8. Click on the "Reboot" button to restart the device.
9. After the gateway has restarted, switch to the 3CX Phone System Management Console, and click on Phone System -> 'Line Status' (This is the default page). In the section 'External Lines', the PSTN lines connected to the VoIP Gateway should be listed with a green status light.

SPECIAL NOTES REGARDING THE GRANDSTREAM GXW-4104

This device may appear to hang up calls which are not answered within 30 seconds. This behaviour is due to the device considering that the call is NOT ESTABLISHED until some extension answers.

To enable complex call forwarding which may require over 30 seconds before call pickup, a workaround will be necessary.

1. Create a Digital Receptionist, attaching a short audio prompt (we suggest you use a silent 1-second WAV file).
2. Set Timeout to 1 second.
3. Set your intended forwarding using the "Action after timeout" and "Extension Number" fields.
4. Leave all key actions to "0 No Action"
5. Go to the bottom of the page and click OK.

Additional information can be found here: <http://www.3cx.com/support/grandstream-gxw.html>