

Configuration Guide For Grandstream WP810/822/825 series

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Revision History

| Version | Date | Change |
|---------|------------|---|
| 1.0 | 07/08/2022 | Created document for WP810 Configurations |

DUT and Zoom Software Versions

| | Equipment | Software Version |
|---------------------------------|------------------|------------------|
| Grandstream (Device Under Test) | WP810 | 1.0.11.16 |
| 7 | Zoom app Desktop | 5.11.1 (6602) |
| Zoom | Zoom app Mobile | 5.11.1 (6880) |

Features Supported by WP810/822/825 series

- Multiple Line Keys
- Multiple Users per Device
- Custom Time Format and Zone
- Sync time with NTP server
- Enable or disable phone web admin portal
- TLS and SRTP
- Make and Receive Calls
- Inbound and Outbound Call via Opus codec negotiation
- Call Hold and Resume
- Long Duration call
- SIP Session Timer
- Call Waiting
- DND
- Call Forward Always
- Call Forward No Answer
- Call Forward Busy
- Blind/Cold Transfer
- Consultative/Warm Transfer
- 3-party Conference
- VoiceMail
- Call History
- Company Directory
- Speed dial
- Call Monitoring
- Auto Receptionist IVR



- AES-256
- Call Park/Retrieve



1. Overview

This document outlines the configuration best practices for the Grandstream WP810/822/825 as Zoom generic SIP phone.

2. Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Grandstream WP810 in Zoom Web Portal.

This section is mainly for adding phone devices (WP810) and assign Zoom users to the devices.

Prerequisites:

- Zoom Phone account: a valid Zoom Phone subscription is required in order to assign an WP810 endpoint.
- Zoom approval for provisioning of WP810 as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process.

Login to Zoom Web portal at <u>https://zoom.us/.</u>

The following Zoom SIP Device configurations are included in this section:

- 1. Create Zoom Users
- 2. Add Device

2.1 Create Zoom Users

Zoom Users are created in order to login to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:

1. Under Admin, Navigate to User Management -> Users. Click + Add Users to create new Zoom users as shown below.



| | | | REQ | UEST A DEMO | 000.800.050.2040 | RESOURCES - | SUPPORT |
|-----------------------------------|--|--|-------------|-------------|------------------|----------------|---------|
| ZOOM SOLUTIONS - PLANS & PRICING | CONTACT SALES | s | CHEDULE A M | IEETING | JOIN A MEETING | HOST A MEETING | - |
| PERSONAL L Profile Meetings | Add Users Add users with the You can add users of accounts will be ad | of all types to your account. If you enter the email address of account owners, all users on the | ir | | | Document | t |
| Webinars Phone | @gn | hail.com | le | Import | Export Y | + Add Users |] |
| Personal Contacts | User Type | OBasic OLicensed On-Prem ℗ | | | | ٥ | |
| Recordings Settings | | Meeting (13 available) Large Meeting (0 available) Buy Licenses Webinar (0 available) Buy Licenses | ~ | d Phone | Edit | | |
| ADMIN | Department | Managed | | Phone | | | |
| Dashboard | Manager | Kis | 0 | d Phone | Edit | | |
| Users | Job Title | Engineer | | d Phone | Edit | | |
| Group Management | Location | Pland | | d Phone | Edit | | |
| e Management | | Add | Cancel | đ | Edit | | |

Figure 1 : Add Users

- 2. A Zoom activation email is sent to the email address while creating the user, follow the instruction to active the zoom account.
- 3. Navigate to Phone System Management -> Users & Rooms. Click Add.

| | | | | | | | | | REQUEST A DEMO 1 | 888.799.0125 | SUPPORT |
|--|-----------|------------------------|------------------------|------------------------|-----------|------------------|--------------|-----------|------------------|--------------|---------|
| ZOOM SOLUTIONS - PLANS | & PRICING | CONTACT SALES | RESOURCES ~ | | | | SCHEE | OULE JOIN | HOST - WHITE | BOARD NEW | |
| Profile | Users | Zoom Room | is Common | Area Phones Cisco/Poly | com Rooms | | | | | | |
| Meetings | Plan De | tails | | | | | | | | | |
| Webinars | Add | Import Exp | ort | | | | | | | | |
| Phone | | arch by Name, Ext. o | - Number | | Package | (610) | Status (All) | | Site (All) | | |
| Personal Contacts | CC Se | arch by Name, Ext. o | or Number | | Раскаде | ≥ (All) ~ | Status (All) | ~ | Site (All) | | |
| Whiteboards NEW | | | | | | | | | | | |
| Recordings | 0 | Name 🗘 | Ext. ‡ | Package | Number(s) | Desk Phone(s) | User Status | Site | Group | | |
| Settings | | Am | | | | Phone(a) | | | | | |
| Analytics & Reports | | apar @tekviz | 8029 | US/CA Unlimited | (719) | 🗄 Online | Active | Main Site | | | |
| ADMIN | | | | | | | | | | | |
| Dashboard | | Am am @gma iLcom | 8028 | US/CA Unlimited | (719) | 🗄 Online | Active | Main Site | | | |
| > User Management | | | | | | | | | | | |
| > Zoom Chat Management | 0 | Abh abl @g | 8027 | US/CA Unlimited | | Offline | Active | Main Site | | | |
| > Device Management > Room Management | 0 | abl @g mail.com | | | | 📳 Offline | | | | | |
| Phone System Management | | Abh | | | | | | | | | |
| Users & Rooms | | asa @tekvizion. com | 8026 | US/CA Unlimited | | | Active | Main Site | | | |
| Auto Receptionists | | Sim | | | | | | | | | |
| Queues | | du@tekvizion.co m | 8008 | US/CA Unlimited | | Offline | Active | Main Site | | | 0 |

Figure 2 : Add Users and Rooms



4. Click **Choose** beside Users and when the pop-up window opens, select the proper user and **Confirm.**

| | NS & PRICING CONTACT SALES | |
|--|---|--|
| PERSONAL | Users & Rooms > Users > Add | |
| Profile Meetings Webinars | Add Users You can assign extension numbers to exist those users who need to make outbound c | Choose from Users Q. Fearch by Name or Email Address |
| Phone Personal Contacts Recordings | Site Main S Users Choose | Name : Email Address : |
| Settings | Package Zoom Ph Assign | Page Size 10 - Total 1 |
| Dashboard | Specify a template to be assigned to us | Cancel |
| Device Management Room Management | | |
| Phone System Management Users & Rooms | | |
| Auto Receptionists Call Queues | | |

Figure 3 : Choose user

5. Click **Assign** beside Package and at new window, select proper Calling plan, **US/CA Unlimited Calling Plan** was picked up, click **Save** to complete adding users under phone system Management.

| ZOOM SOLUTIONS - PLA | NS & PRICING CONTACT SALES |
|---|---|
| PERSONAL | Users & Rooms > Users > Add |
| Profile | Add Users |
| Meetings | You can assign extension numbers to existing users in your account. After that, you can assign calling plans to |
| Webinars | those users who need to make outbound calls. You can add up to 100 users each time. |
| Phone | Site Main Site ~ |
| Recordings | Users Chosen: 1 |
| Settings | × |
| Analytics | Choose |
| ADMIN | Package Assign |
| Dashboard | US/CA Unlimited Calling Plan ① × Pro Features - Unlimited Domestic |
| > User Management | |
| > Room Management | |
| Phone System Management | Specify a template to be assigned to users |
| Users & Rooms | Save |
| Auto Receptionists | |
| Call Queues | |
| Shared Lines | |

Figure 4 : Assign Calling Plan



- zoom SOLUTIONS - PLANS & PRICING CONTACT SALES RESOURCES -SCHEDULE JOIN HOST - WHITEBOARD . Users Zoom Rooms Common Area Phones Cisco/Polycom Rooms Profile Meetings Plan Details Webinars Add Import Export Phone V Status (All) Site (All) Q. Search by Name, Ext. or Number Package (All) Personal Co Whiteboards NEW Recordings Ext. ‡ \Box Name 🛟 Package Number(s) User Status Site Group Settings Analytics & Reports \Box 8029 US/CA Unli (719) 🕒 Online Active Main Site Assign ~ ··· ADMIN Dashboard 🕒 Online \Box 8028 US/CA Unlimited (719) Active Main Site Assign ×. > User Management Zoom Chat Management Offline \Box Active Main Site 8027 US/CA Unlimited > Device Management Offline Room Management Phone System Manageme US/CA Unlimited \Box Active Main Site 8026 Assign Auto Receptionists 8008 Offline \Box US/CA Unlimited Active Main Site Assign Call Queues ¢ ed Lines Dar Offline \Box dar l@gma 8025 US/CA Unlimited Active Main Site Assign
- 6. Select the newly added user, click Assign and select Assign Numbers.

Figure 5 : Assign Number

7. Select the desired DID and click **confirm** to assign the DID to the user.



| d States ~ | | | | |
|-----------------|---|---|---|---|
| urch | _ | | | |
| | | Site (All) | Number Type (All) 🗸 | Get Numbers |
| Number | Area | Number Type | Capability | Site |
| (719) | Canon City, Colorado, United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| | United States | Toll Number | Incoming & Outgoing | Main Site |
| 1 of 2 < > Page | size 10 • | Total 12 | | |
| | | (719) Colorado, United States United States United States | (719) Colorado, United States Toll Number United States Toll Number | (719) Colorado, United States Toll Number Incoming & Outgoing United States Toll Number Incoming & Outgoing |

Figure 6 : Select DID Number

2.2 Add SIP Devices

- 1. Navigate to ADMIN -> Phone System Management -> Phones & Devices. Click Add.
 - Set **Display Name**: **WP810-2** is set as an example.
 - Set MAC Address: add the WP810-2 MAC Address here.
 - Set **Device Type**: select **Other** as the phone type is not certified yet.
 - Click Assign under Assigned To and select the newly created user in previous steps.
 - Click Save.



| ZOOM SOLUTIONS - PLANS & PR | ICING CONT | ACT SALES RESOURCES | | | SCHEDU | JLE A MEETING JOI | N A MEETING | HOST A MEETING + |
|---|-------------|-----------------------------|-------------------------|----------------------|-------------------|-------------------|-------------|------------------|
| Phone | Add Ex | port 🛞 | | | | | | Resync Devices |
| Personal Contacts | Q. Search I | Add Desk Pho | one | | | - Status (A | 10 ~ 1 | Site (All) |
| Recordings | | | | | | | | |
| Settings | | Display Name | WP810-2 | | | | | |
| Analytics & Reports | Disp Nan | Description (Optional) | | | | mware Version | Site | IP Addre 🌣 |
| ADMIN | | | | | 10 | | Main Site | 192.168.19.: |
| Dashboard | | MAC Address | c0-74-ad-65-6e-2c | | | | | |
| > User Management | • | Device Type | | | | | Main Site | 192.168.19.: |
| > Device Management | _ | Device Type | Other | | ~ | | | |
| Room Management | o ®` | | | | | | Main Site | 172.17.13.3! |
| Phone System Management | | | This device type suppor | ts up to 1 assignee. | | | | |
| Users & Rooms | • | Assigned To | Amul priya | Assign | | | Main Site | 192.168.1.6 |
| Auto Receptionists | _ | | Ext. 8028 × | | | | | |
| Call Queues | 0 0: | | | | | .83.3.10 | Main Site | 192.168.1.3: |
| Shared Lines | | | | | Cancel Save | | | |
| Group Call Pickup | | | | | | | Main Site | 172.17.17.1(|
| Phone Numbers | | | | | Online | | | |
| Phones & Devices | | 0ther | c0-74-ad-65-d2-dc | Am Ext. 8022 | Provision | | Main Site | 172.17.17.1(|
| Monitoring | | nftel800- Ext 8011 Other | c8-1f-ea-c9-ad-8b | pra Ext. 8011 | Offline Provision | | Main Site | 99.8.59.243 |
| mpany Info | OFR MA | -0-1000 | | Suresh kumar | Offline | | | |

Figure 7 : Add Desk Phone

2. Select the Display Name of the newly created Desk Phone to navigate to its profile and click the **Provision** button. The SIP Account detail is displayed which will be used in the WP810-1 provisioning (section Provisioning through Phone's Web Interface).



| No description | | |
|---------------------|---------------------------|--|
| Profile | | |
| Site | Main Site (Main Site) | |
| Assigned To | Amul priya Ext. 8028 × | |
| IP Address | 172.16.31.209 | |
| Device Type | Other | |
| Firmware Version | | |
| MAC Address | c0-74-ad-65-6e-2c | |
| Provision Template | Unsupported (2) | |
| Status | Online | |
| Actions V Rem | ove | |
| Provision Resync | | |
| | | |

Figure 8 : Provisioning

3. Download the Certificates and import to the device, so that device will be considered in the trust list. **Note:** By default, WP810 natively supports DigiCert CA. So, uploading certificates manually is not required.



| Provisionin | g |
|---|--|
| MAC Address | c0-74-ad-65-6e-2c |
| Device Type | Other |
| | enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer turer's instructions for these processes. |
| You'll need following | information for manual provisioning. |
| SIP Account 1: | |
| 1. SIP Domain: 70 | 000766863.zoom.us |
| 2. Outbound Prox | xy: us01sip0h.sc.zoom.us:5091 |
| 3. User Name: 32 | 23 |
| 4. Authorization I | D: 343 |
| 5. Password: A1 | Wg |
| | • |
| Please download <mark>Di</mark> are not in the trust l | giCert Global Root CA, DigiCert Global Root G2, DigiCert Global Root G3 and import to your IP phone if they ist of the device. |
| provisioned in th | te that Zoom support team will not be able to troubleshoot or configure IP phones that are nis manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary our desk phone model. |
| | |
| | Close |

Figure 9 : Provisioning (Cont.,)

3. Grandstream WP810 Provisioning

This section provides instructions on how to configure Grandstream WP810 to register to Zoom Phone Services.



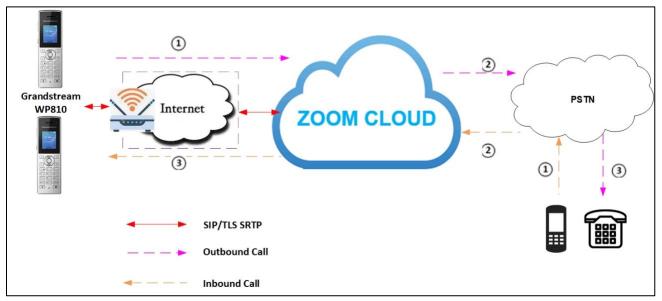


Figure 10 : Network Diagram

3.2 Network

By default, WP810 has DHCP mode enabled, if the router to which phone is connected does not support DHCP, you can configure static IP manually. You can find the IP address of WP810 by pressing the UP-arrow button from WP810.

3.3 Firmware Upgrade

This section ensures the phone is upgraded with the required firmware. The firmware used for this test is **1.0.11.16** From the phone's home page, Navigate to: **Maintenance -> Upgrade and Provisioning**.

| Grandstream WP810 | | | | | | Ļ | Admin Logout | Reboot | English | ~ |
|---|---|-------------|------------------------|------------|----------|------------------|--|--------|---------|----|
| | TATUS AC | COUNTS | SETTING | 38 NETWORK | MAINTENA | ANCE | DIRECTO | DRY | | |
| ~ 💫 | | | | | | | Web Acces | | 1 1 | -1 |
| Status | Account S | Status | | | | | Upgrade and Provisioning Syslog TR-069 | | | |
| Account Status Network Status System Info | Account | SIP User ID | | Server | | SIP Registration | Security Se Packet Cap Tools | - | | |
| | Account 1 3223 Account 2 | | 634 7000766863.zoom.us | | | YES | | | | |
| | Copyright © Grandstream Networks, Inc. 2022. All Rights Reserved. | | | | | | | | | |

Figure 11 : Firmware Upgrade

- Click Start for Upgrade.
- Select and upload the firmware file from the system and then click **Start**.



• WP810 phone displays Upgrade Available. Enter **Yes** to continue (Phone may have to restart to get applied with the changes).

| Grandstream WP810 | | | | | A | dmin Logout Reboot | English | |
|---|--|--|--|-------------|---------|----------------------|------------------|--|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTOR | |
| | | | | | | V | ersion 1.0.11.16 | |
| Maintenance | Upgrade and Provi | sioning | | | | | | |
| Web Access Upgrade and Provisioning | Upgrade Firmware | Start | | | | | | |
| Syslog TR-069 | Firmware Upgrade and Provisioning | ● Always Check for New Firmware ○ Check New Firmware Only When F/W pre/suffix Changes ○ Always Skip the Firmware Check | | | | | | |
| Security Settings - | Always Authenticate Before Challenge | ●No ○ Yes | | | | | | |
| Security Trusted CA Certificates | Validate Hostname in Certificate | ●No ○ Yes | | | | | | |
| Packet Capture | Allow DHCP Option 43 and Option 66 to Override Server | O No 🖲 Yes (| ⊖ Prefer, fallback | when failed | | | | |
| Tools | Additional Override DHCP Option | Option 150 V |] | | | | | |
| | Allow DHCP Option 120 to Override SIP Server | ● No ○ Yes | | | | | | |
| | Automatic Upgrade | OYes, check f | for upgrade even for upgrade even for upgrade even | y day | e(s) | | | |

Figure 12 : Firmware Upgrade (Cont.)

3.4 Provisioning

WP810 can be provisioned in two ways:

- 1. Provisioning through a HTTP Server
- 2. Provisioning through Web Interface

3.4.1 Provisioning through a HTTP server

1. In a HTTP Server, upload the below file in order for the phone to download the necessary configuration files and get provisioned. They are,

```
<?xml version="1.0" encoding="UTF-8" ?>
<!-- Zoom IOT Provisioning Template - 2 Accounts-->
<gs_provision version="1">
```

<config version="1">

<!-- Upgrading and Provisioning Settings -->

<!-- Firmware Upgrade Protocol. 0 - TFTP, 1 - HTTP, 2 - HTTPS --> <P6767>1</P6767> <!-- Config Upgrade Protocol. 0 - TFTP, 1 - HTTP, 2 - HTTPS --> <P212>1</P212> <!-- Firmware Server Path -->



```
<P192>http://172.XX.XX.XXX:90/Folder Path</P192>
       <!-- Config Server Path -->
       <P237>http://172. XX.XX.XXX:90/Folder Path</P237>
       <!-- Syslog Server -->
       <P207>172. XX.XX.XXX </P207>
       <!-- Syslog Level. 0 - NONE, 1 - DEBUG, 2 - INFO, 3 - WARNING, 4 - ERROR. Default is 0 -->
       <P208>1</P208>
       <!-- Send SIP Log. 0 - No, 1 - Yes. Default is 0 -->
       <P1387>1</P1387>
       <!-- Use Random Port. 0 - No, 1 - Yes. Default is 1 -->
       <P78>0</P78>
       <!-- Account Settings -->
       <!-- Account 1 -->
<!-- Account Active (In Use). 0 - No, 1 - Yes -->
<P271>1</P271>
<!-- Account Name. -->
<P270>6E2C</P270>
<!-- SIP User ID -->
<P35>32238XXXXXXXXXXX634</P35>
<!-- Authenticate ID -->
<P36>3436XXXX223</P36>
<!-- Authenticate password -->
<P34>A1XXXXg</P34>
<!-- Display Name (John Doe) -->
<P3>8028</P3>
<!-- SIP Server -->
<P47>7000766863.zoom.us</P47>
<!-- Outbound Proxy -->
<P48>us01sip0h.sc.zoom.us:5091</P48>
<!-- DNS Mode. 0 - A Record, 1 - SRV, 2 - NAPTR/SRV. -->
<P103>1</P103>
    <!-- DNS SRV Failover Mode. 0 - Default, 1 - Saved one until DNS TTL, 2 - Saved one until no
    response, 3 - Failback follows failback expiration timer. -->
    <P26040>2</P26040>
<!-- SIP Registration. 0 - No, 1 - Yes -->
<P31>1</P31>
<!-- Register Expiration (in minutes. default 1 hour, max 45 days) -->
<P32>60</P32>
    <!-- SIP Transport. 0 - UDP, 1 - TCP, 2 - TLS/TCP. Default is 0-->
   <P130>2</P130>
   <!-- SRTP Mode. 0 - Disabled, 1 - Enabled but not forced, 2 - Enabled and forced, 3 - Optional. Default
   is 0 -->
   <P183>2</P183>
    <!-- SRTP Key Length. 0 - AES 128&256 bit, 1 - AES 128 bit, 2 - AES 256 bit. Default is 0 -->
<P2383>0</P2383>
```



```
<!-- Enable Session Timer. 0 - No, 1 - Yes. Default is 0 -->
<P2395>1</P2395>
<!-- Caller ID Display. 0 - Auto, 1 - Disabled, 2 - From Header. Default is 2 -->
<P2324>0</P2324>
<!-- NAT Traversal. 0 - No, 1 - STUN, 2 - keep alive, 3 - UPnP, 4 - Auto, 5 - VPN. Default is 4 -->
<P52>0</P52>
<!-- Enable Local Call Features. 0 - No, 1 - Yes -->
<P191>1</P191>
<!-- Special Feature. 137 - Zoom -->
<P198>137</P198>
```

</config> </gs_provision>

| Grandstream WP810 | | | | | | P | Admin Logout Reboot | English 🗸 |
|-------------------|-----------|-------------|--------|--------------|--------|----------------------|--------------------------------------|------------------|
| | | | STATUS | ACCOUNTS | SETTIN | NGS NETWORK | MAINTENANCE | DIRECTORY |
| | | | | | | | Web Access | lalania. |
| Status | Account | Status | | | | | Upgrade and Prov Syslog TR-069 | Isioning |
| Account Status | | | | | | | Security Settings | • |
| Network Status | Account | SIP User ID | | SIP Server | | SIP Registration | Packet Capture | |
| System Info | Account 1 | 3223 | 634 | 7000766863.z | oom.us | YES | 10013 | |
| | Account 2 | | | | | UNKNOWN | | |
| | | | | | Соруг | ight © Grandstream N | etworks, Inc. 2022. All | Rights Reserved. |
| | | | | | | | | |

2. From Web UI of phone, Navigate to Maintenance -> Tools.

- Figure 13 : Factory reset
- 3. Click Start to Factory Reset.



| Grandstream WP810 | | | | | A | dmin Logout Reboot | English 🗸 |
|-----------------------------|---------------|--------|----------|-------------|----------------|---------------------------|------------------|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| | | | | | | V | ersion 1.0.11.16 |
| Maintenance Web Access | Tools | | | | | | |
| Upgrade and Provisioning | Provision | Start | | | | | |
| Syslog | Factory Reset | Start | | | | | |
| TR-069 | Ping | Start | | | | | |
| Security Settings = | Traceroute | Start | | | | | |
| Trusted CA Certificates | | | | | | | |
| Packet Capture | | | | | | | |
| Tools | | | | | | | |
| | | | | Copyright © | Grandstream Ne | etworks, Inc. 2022. All I | Rights Reserved. |

Figure 14 : Factory reset - (Cont.)

4. Give **OK** to confirm to factory reset the phone.



5. Once the Phone reboots, enter the phone's IP address in the browser's address bar (https://ip-address) and enter. Input phone's username and password. The default administrator username is "admin", and the random password can be found on the sticker at the back of the unit.



| Grandstream Executive | P Phone × + | | | | \vee | - | × |
|--|-----------------------|-------------|-------|-----|--------|---|----|
| \leftarrow \rightarrow C \triangle | Not secure https:// | | | ₽ ☆ | * 🗆 | | (; |
| | | | | | | | * |
| _ | _ | | _ | _ | _ | | |
| 5 | GRAND | STREAM | | WP | 810 | | |
| | | G THE WORLD | | | 010 | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Username | admin | | | | | |
| | Password | ••••• | Login | | | | |
| | Language | English 🗸 | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | - | | |

Figure 16 : Login details

6. Once Logged in, Update with the New Password instead of Default password. Navigate to **Maintenance** -> Web Access to change the Password.

| Grandstream WP810 | | | | | | A | dmin Logout Reboot | English 🗸 |
|-------------------------------|----------------------|-------------|--------|------------|-----------|-------------------------|--|------------------|
| GRANDS | | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE Web Access | DIRECTORY |
| Status Account Status | Account S | status | | | | | Upgrade and Provi Syslog TR-069 | sioning |
| Network Status System Info | Account Account 1 | SIP User ID | | SIP Server | | Registration | Security Settings Packet Capture Tools | • |
| | Account 2 | | | | _ | IKNOWN Grandstream N | etworks, Inc. 2022. All F | Rights Reserved. |
| | | | | | oopyngnte | Granasticallin | 2022. All 1 | agnis rescived. |

Figure 17 : Login details - (Cont.)

7. Under the Admin Password, Enter the Current Password (i.e., found on the sticker at the back of the unit), Type in your new admin password in New Password field. Type in again same entered password



in **Confirm Password** field. Click **Save.** On saving, a notification appears saying that Password changed successfully.

| Grandstream WP810 | | | | | A | dmin Logout Reboot | English 🗸 |
|---------------------------------|------------------|--------|----------|-------------|----------------|--------------------------|------------------|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| C | | | | | | V | ersion 1.0.11.16 |
| Maintenance Web Access | Web Access | | | | | | |
| Upgrade and Provisioning | User Password | | | | | | |
| Syslog | New Password | | | | | | |
| TR-069 | Confirm Password | | | | | | |
| Security Settings = Security | Admin Password | | | | | | |
| Trusted CA Certificates | Current Password | | | | |] | |
| Packet Capture | New Password | | | | | | |
| Tools | Confirm Password | ••••• | | | | | |
| | - | Save | | | | | |
| | | | | Copyright © | Grandstream Ne | tworks, Inc. 2022. All I | Rights Reserved. |

Figure 18 : Login details - (Cont.)

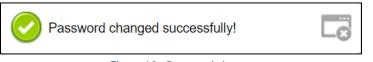


Figure 19 : Password change

8. From the Web UI of phone, Navigate to Maintenance -> Upgrade and Provisioning.

| Grandstream WP810 | | | | | | A | dmin Logout Re | poot English | * |
|---|-----------|-------------|--------|------------|-------------|---------------|---|-------------------|--------|
| GRANDS | | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANO Web Access | E DIRECT | ORY |
| ſ | | | | | | | Upgrade and F | Provisioning | -1 |
| Status | Account S | Status | | | | | Syslog TR-069 | , constanting | |
| Account Status Network Status System Info | Account | SIP User ID | | SIP Server | _ | Registration | Security Settin Packet Captur Tools | • | • |
| -, | Account 1 | | | | NC |) | | | _ |
| | Account 2 | | | | UN | IKNOWN | | | |
| | | | | | Copyright © | Grandstream N | etworks, Inc. 2022 | . All Rights Rese | erved. |

Figure 20 : Provisioning through a HTTP server

9. Scroll down and under **Config** section. Check **HTTP** in Config Upgrade via and enter (http://ipaddress:90/Folder Path) in Config Server Path.



10. Click Save and Apply.

| Grandstream WP810 | | Admin Logout Reboot English 🗸 |
|-------------------------------------|--|--|
| | STREAM | STATUS ACCOUNTS SETTINGS NETWORK MAINTENANCE DIRECTORY |
| C | | Version 1.0.11.16 |
| Maintenance | Upgrade and Provi | sioning |
| Web Access | · | |
| Upgrade and Provisioning | Upgrade Firmware | Start |
| Syslog TR-069 | Firmware Upgrade and Provisioning | Always Check for New Firmware Check New Firmware Only When F/W pre/suffix Changes Always Skip the Firmware Check |
| Security Settings | Always Authenticate Before Challenge | ● No ○ Yes |
| Security Trusted CA Certificates | Validate Hostname in Certificate | ● No ○ Yes |
| Packet Capture | Allow DHCP Option 43 and Option 66 to Override Server | ○ No |
| Tools | Additional Override DHCP Option | Option 150 🗸 |
| | Allow DHCP Option 120 to Override SIP Server | ● No ○ Yes |
| | Automatic Upgrade | No Yes, check for upgrade every 1008 minute(s) Yes, check for upgrade every day |
| | Randomized Automatic Upgrade | ○ Yes, check for upgrade every week ● No ○ Yes |
| | Hour of the Day(0-23) | Start 1 V End 0 V |
| | Day of the Week (0-6) | 1 |
| | Disable SIP NOTIFY Authentication | ● No ○ Yes |

Figure 21 : Provisioning through a HTTP server - (Cont.)



| Config | |
|--|---|
| Config Upgrade via | OTFTP OHTTPS OFTP OFTPS |
| Config Server Path | 172. :90/amul |
| Config Server Username | |
| Config Server Password | |
| Config File Prefix | |
| Config File Postfix | |
| XML Config File Password | |
| Authenticate Conf File | ● No ○ Yes |
| Download Device Configuration | Download |
| Download Device Configuration (XML) | Download |
| Download and Process All Available Config Files | ● No ○ Yes |
| Download User Configuration | Download |
| Upload Device Configuration | Upload |
| Export Backup Package | Download |
| Restore from Backup Package | Upload |
| Firmware | |
| Firmware Upgrade via | ○ TFTP ● HTTP ○ HTTPS ○ FTP ○ FTPS |
| Firmware Server Path | fm.grandstream.com/gs |
| Firmware Server Username | |
| Firmware Server Password | |
| Firmware File Prefix | |
| Firmware File Postfix | |
| | Save Save and Apply Reset |
| | Copyright @ Grandstream Networks, Inc. 2022. All Rights R |

Figure 22 : Provisioning through a HTTP server - (Cont.)

- 11. After the phone restarts, the phone will start downloading the necessary configuration files from the HTTP server and get provisioned.
- 12. Navigate to **Status -> Account Status** to verify the provision status.



| Grandstream WP810 | | | | | | A | dmin Logout Ret | poot English | ~ |
|-------------------------------|-----------|-------------|--------|--------------|-------------|----------------|---------------------|-------------------|------|
| | TREAM | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANC | E DIRECTO | RY |
| | | | | | | | | Version 1.0.11. | .16 |
| Status | Account S | Status | | | | | | | |
| Account Status Network Status | Account | SIP User ID | | SIP Server | SIF | Registration | | | |
| System Info | Account 1 | 32238 | 634 | 7000766863.z | oom.us | ΈS | | | |
| | Account 2 | | | | L | INKNOWN | | | |
| | | | | | Copyright @ | Grandstream Ne | etworks, Inc. 2022. | All Rights Reserv | ved. |

Figure 23 : Provisioning through a HTTP server - (Cont.)

3.4.2 Provisioning through Phone's Web Interface

This section explains how the device can be registered in Zoom portal using SIP Account details that is populated in Zoom portal (explained earlier in 2. Add SIP Devices -> Provisioning).

- WP810 configuration is done via web interface, enter the phone's IP address in the browser's address bar (https://ip-address) and enter. Input phone's username and password and click Login.
- Navigate to Accounts -> Account 1.
- Under Account 1 -> General Settings. Ensure the below parameters are set.
 - 1. Account Active: Set to "Yes".
 - 2. Account Name: Enter Account Name of your choice. Here, **6E2C** is used.
 - 3. SIP Server: 7000766863.zoom.us (Provided by Zoom).
 - 4. Outbound Proxy: us01sip0h.sc.zoom.us:5091 (Provided by Zoom).
 - 5. SIP User ID: Provide the SIP User ID (from Zoom provisioning).
 - 6. Authenticate ID: Provide the Authenticate ID (from Zoom provisioning).
 - 7. Authenticate Password: Provide the Authenticate Password (from Zoom provisioning).
 - 8. Name: Enter the Name of your choice. Here, **8028** is used.
 - 9. Click Save and Apply.



| Grandstream WP810 | | | | Adı | min Logout Reboot | English 🗸 |
|------------------------------------|--------------------------|---------------------------|----------|---------|---------------------|------------------|
| | | STATUS ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| 5 | | | | | V | ersion 1.0.11.16 |
| Accounts | General Settings | | | | | |
| General Settings | Account Active | O No 🖲 Yes | | | | |
| SIP Settings * | Account Name | 6E2C | | | | |
| Audio Settings | SIP Server | 7000766863.zoom.us | | | | |
| Call Settings | Secondary SIP Server | | | | • | |
| Intercom Settings Feature Codes | Outbound Proxy | us01sip0h.sc.zoom.us:5091 | | | | |
| Account 2 👘 | Backup Outbound Proxy | | | | | |
| Account Swap | SIP User ID | 32 | | | | |
| | Authenticate ID | 343 | | | | |
| | Authenticate Password | •••• | | | | |
| | Name | 8028 | | | | |
| | Voice Mail Access Number | | | | - | |
| | Account Display | ● User Name 〇 User ID | | | | |
| | | Save Save and Apply | Reset | | | |

Figure 24 : General Settings

- Under Account 1 -> Network Settings. Ensure the below parameters are set.
 - 1. DNS Mode: SRV
 - 2. DNS SRV Failover Mode: Saved one until no response
 - 3. NAT Traversal: No
 - 4. Click Save and Apply



| Grandstream WP810 | | | | | Ac | lmin Logout Reboot | English 🗸 |
|------------------------------------|-------------------------------------|----------------|-----------------|-------------|----------------|--------------------------|------------------|
| GRANDS | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| ſ | | | | | | Ve | ersion 1.0.11.16 |
| Accounts Account 1 = | Network Settings | | | | | | |
| General Settings | DNS Mode | SRV | ~ | | | | |
| Network Settings | DNS SRV Fail-over Mode | Saved one unti | I no response 🗸 | | | | |
| SIP Settings 🚭 | Register Before DNS SRV Failover | ● No ○ Yes | | | | 1 | |
| Call Settings | Primary IP | | | | | | |
| Intercom Settings Feature Codes | Backup IP 1 | | | | | | |
| Account 2 🖶 | Backup IP 2 | | | | | | |
| Account Swap | NAT Traversal | No 🗸 | | | | | |
| | Proxy-Require | | | | | • | |
| | | Save Sav | e and Apply | Reset | | | |
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- Under Account 1 -> SIP Settings -> Basic Settings. Ensure the below parameters are set.
 - 1. SIP Registration: Set to "Yes"
 - 2. Register Expiration: 60
 - 3. SIP Transport: Set to "TLS/TCP"
 - 4. Caller ID Display: Set to "Auto"
 - 5. Click Save and Apply



| Grandstream WP810 | | | | | A | dmin Logout Reboot | English 🗸 |
|---|--|--------------------------------|--------------------------|----------------|---------|----------------------|------------------|
| | TREAM | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | |
| | THE WORLD | | | | | | |
| <u> </u> | | | | | | V | ersion 1.0.11.16 |
| Accounts | Basic Settings | | | | | | |
| Account 1 📼 | | | | | | | |
| General Settings Network Settings | TEL URI | \odot Disabled \bigcirc | User=phone 〇 |) Enabled | , | | |
| SIP Settings 😐 | SIP Registration | 🔿 No 🖲 Yes | | | | | |
| Basic Settings | Unregister on Reboot | | Instance | | _ | | |
| Custom SIP Headers Advanced Features | Register Expiration | 60 | | | | | |
| Session Timer | Subscribe Expiration | 60 | | | | | |
| Security Settings | Reregister before Expiration | 0 | | | | | |
| Audio Settings | Enable OPTIONS Keep Alive | ● No ○ Yes | | | | | |
| Call Settings Intercom Settings | OPTIONS Keep Alive Interval | 30 | | | | | |
| Feature Codes | OPTIONS Keep Alive Max Lost | 3 | | | | | |
| Account 2 | Enable TCP Keep Alive | O No 🔍 Yes | | | | | |
| Account Swap | Local SIP Port | 5060 | | | | | |
| | SIP Registration Failure Retry Wait Time | 20 | | | | | |
| | SIP T1 Timeout | 0.5 sec 🗸 | | | | | |
| | SIP T2 Timeout | 4 sec ~ | | | | | |
| | SIP Transport | | P TLS/TCP | | | 1 | |
| | SIP Listening Mode | Transport Or Dual (BLF E | | Dual (Secured) | | • | |
| | SIP URI Scheme When Using TLS | ⊖ sip | | | | | |
| | Use Actual Ephemeral Port in Contact with TCP/TLS | ● No ○ Yes | | | | | |
| | Outbound Proxy Mode | lacksquare in route $igodot$ n | ot in route \bigcirc a | lways send to | | | |
| | Support SIP Instance ID | 🔿 No 🖲 Yes | | | | | |
| | SUBSCRIBE for MWI | ● No ○ Yes | | | | | |
| | SUBSCRIBE for Registration | ● No ○ Yes | | | | | |
| | Enable 100rel | ● No ○ Yes | | | | | |
| | Callee ID Display | ● Auto ○ Disa | abled \bigcirc To Hea | ader | | | |
| | Caller ID Display | ● Auto ○ Disa | abled O From H | leader | | | |
| | Add Auth Header On Initial REGISTER | ● No ○ Yes | | | | | |
| | Allow SIP Reset | ● No ○ Yes | | | | | |
| | Ignore Alert-Info header | ● No ○ Yes | | | | | |
| | | | e and Apply | Reset | | | |
| | | e 26 : SIP-B | | | | | |

Figure 26 : SIP-Basic Settings



- Under Account 1 -> SIP Settings -> Session Timer. Ensure the below parameters are set.
 - 1. Enable Session Timer: Set to "Yes".
 - 2. Click Save and Apply.

| Grandstream WP810 | | | | | Ac | dmin Logout Reboot | English 🗸 |
|---|-----------------------|---------------------------|-----------------|----------|---------|----------------------|------------------|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| 5 | | | | | | Ve | ersion 1.0.11.16 |
| Accounts | Session Timer | | | | | | |
| General Settings Network Settings | Enable Session Timer | 🔿 No 🖲 Yes | | | | | |
| SIP Settings 📃 | Session Expiration | 180 | | | | | |
| Basic Settings | Min-SE | 90 | | | | | |
| Custom SIP Headers Advanced Features | Caller Request Timer | ● No ○ Yes | | | | | |
| Session Timer | Callee Request Timer | ● No ○ Yes | | | | | |
| Security Settings | Force Timer | \odot No \bigcirc Yes | | | | | |
| Audio Settings Call Settings | UAC Specify Refresher | ● UAC ○ UAS | S ○ Omit (Recon | nmended) | | | |
| Intercom Settings | UAS Specify Refresher | O UAC ○ UAS | 5 | | | | |
| Feature Codes | Force INVITE | O No ○ Yes | | | | | |
| Account 2 📫 Account Swap | | Save Save | e and Apply | Reset | | | |

Figure 27 : SIP-Session Timer

- Under Account 1 -> Audio Settings. Ensure the below parameters are set.
 - 1. SRTP Mode: Enabled and forced
 - 2. SRTP Key Length: AES 128&256 bit
 - 3. Click Save and Apply



| Grandstream WP810 | | | | | A | dmin Logout Reboot | English 💊 |
|------------------------------------|---|----------------|----------------|-----------------|---------|----------------------|------------------|
| | STREAM | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| ٢ | | | | | | V | ersion 1.0.11.16 |
| Accounts | Audio Settings | | | | | | |
| General Settings | Preferred Vocoder - choice 1 | PCMU | ~ | | | | |
| Network Settings | Preferred Vocoder - choice 2 | PCMA | ~ | | | | |
| Audio Settings | Preferred Vocoder - choice 3 | G.729A/B | ~ | | | | |
| Call Settings | Preferred Vocoder - choice 4 | G.722(wide bar | nd) 🗸 | | | | |
| Intercom Settings Feature Codes | Preferred Vocoder - choice 5 | ilbc | ~ | | | | |
| Account 2 | Preferred Vocoder - choice 6 | G.726-32 | ~ | | | | |
| Account Swap | Preferred Vocoder - choice 7 | OPUS | ~ | | | | |
| | Use First Matching Vocoder in 2000K SDP | ● No ○ Yes | | | | | |
| | Codec Negotiation Priority | 🔾 Caller 🔍 Cal | llee | | | | |
| | Disable Multiple m line in SDP | ● No ○ Yes | | | | | |
| | SRTP Mode | Enabled and Fo | orced 🗸 | | | 1 | |
| | SRTP Key Length | AES 128&256 | bit 🗸 | | | | |
| | Crypto Life Time | 🔿 No 💿 Yes | | | | - | |
| | Symmetric RTP | No ○ Yes | | | | | |
| | Silence Suppression | O No ○ Yes | | | | | |
| | Jitter Buffer Type | Adaptive 🗸 | | | | | |
| | Jitter Buffer Length | 300ms 🗸 | | | | | |
| | Voice Frames per TX | 2 | | | | | |
| | G.726-32 Packing Mode | | | | | | |
| | iLBC Frame Size | 🔿 20ms 💿 30n | ns | | | | |
| | iLBC Payload Type | 97 | | | | | |
| | OPUS Payload Type | 123 | | | | | |
| | DTMF Payload Type | 101 | | | | | |
| | Send DTMF | | ia RTP (RFC283 | 3) 🗌 via SIP IN | NFO | | |
| | | _ | | 254 | | | |
| | | Save Save | e and Apply | Reset | | | |

Figure 28: Audio Settings

- Under Account 1 -> SIP Settings -> Advanced Features. Ensure the below parameters are set.
 - 1. Special Feature: Zoom
 - 2. Click Save and Apply



| Grandstream WP810 | | | | | Ac | lmin Logout Reboot | English 🗸 |
|---|---|-------------------|--------------------|----------|---------|----------------------|------------------|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| ſ | | | | | | V | ersion 1.0.11.16 |
| Accounts | Advanced Feature | s | | | | | |
| Account 1 = General Settings Network Settings SIP Settings Basic Settings Custom SIP Headers Advanced Features Session Timer Security Settings Audio Settings Call Settings Intercom Settings Feature Codes | PUBLISH for Presence Omit charset=UTF-8 in MESSAGE Feature Key Synchronization Special Feature | Disabled Zoom | Enabled Enabled | Reset | | | |
| Account 2 🕁 | | | | | | | |

Figure 29: SIP-Advanced Features

- Under Account 1 -> Feature Codes. Ensure the below parameters are set.
 - 1. Enable Local Call Features: Set to "Yes"
 - 2. Click Save and Apply

| Grandstream WP810 | | | | | Ad | dmin Logout Reboot | English 🗸 |
|--------------------------------------|----------------------------|------------|-------------|-------------|----------------|--------------------------|------------------|
| | | STATUS | ACCOUNTS | SETTINGS | NETWORK | MAINTENANCE | DIRECTORY |
| 6 | | | | | | Ve | ersion 1.0.11.16 |
| Accounts Account 1 = | Feature Codes | | | | | | |
| General Settings Network Settings | Enable Local Call Features | 🔿 No 🖲 Yes | | | | | |
| SIP Settings | | Save Save | e and Apply | Reset | | | |
| Audio Settings | | | | | | | |
| Call Settings | | | | | | | |
| Intercom Settings | | | | | | | |
| Feature Codes | | | | | | | |
| Account 2 🖶 | | | | | | | |
| Account Swap | | | | | | | |
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Figure 30: Feature Codes



• Navigate to Settings -> General Settings. Under General Settings header: Use Random Port is set to "No" (By Default this would be set to Yes).

| Grandstream WP810 | | | | | Ad | Imin Logout Reboot | English 🗸 |
|---|--|-------------|-------------|----------|--------------------|--------------------------|------------------|
| | TREAM | STATUS | ACCOUNTS | SETTING | S NETWORK | MAINTENANCE | DIRECTORY |
| C | | | | | | V | ersion 1.0.11.16 |
| Settings | General Settings | | | | | | |
| General Settings Call Features Multicast Paging Preferences | Local RTP Port Local RTP Port Range | 5004 200 | | | | | |
| Date and Time | Use Random Port | ● No ○ Yes | | | | | |
| Language Ringtone Voice Monitoring | Keep-Alive Interval Use NAT IP | 20 | | | | | |
| 5 | STUN server Delay Registration | 0 | | | | | |
| | Test Password Strength | ● No ○ Yes | | | | | |
| | Allow Dial Through Popups | ● No ○ Yes | | | | | |
| | | Save Sav | e and Apply | Reset | | | |
| | | | | Copyrigh | t © Grandstream Ne | tworks, Inc. 2022. All I | Rights Reserved. |

Figure 31: Settings-General Settings

