

Cisco Phone Installation Guide

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REVISION HISTORY..... 1

OVERVIEW..... 2

INSTALLATION PREREQUISITES 3

 Notes and Recommendations: 3

INSTALLATION 4

ADDITIONAL PROCEDURES 7

 How To Reset Phone Download Credentials 7

 How To Factory Default a Phone 7

 How to Reboot a Phone..... 8

APPENDIX A – PRE-INSTALLED ROOT CERTIFICATES 9

REVISION HISTORY

The following represents the revision history of this publication:

REVISION	DATE COMPLETED	POINT OF CONTACT	AFFECTED SECTIONS
4	4/2019	Clearspan Technical Publications	All
3	10/2018		2
2	9/2018		3
1	9/2018		All

OVERVIEW

This document provides the steps to install Cisco Phones that have been provisioned for the Clearspan System.

The supported Cisco phones include models: Cisco 6851, Cisco 7811, Cisco 7821, Cisco 7841 and Cisco 7861, Cisco 8811, Cisco 8821, Cisco 8841, Cisco 8845, Cisco 8851, Cisco 8861 and Cisco 8865.

INSTALLATION PREREQUISITES

Before phones can be installed, the appropriate users and devices need to be provisioned. OpEasy can be used to easily create the users and devices from appropriate Templates and User Profiles.

NOTES AND RECOMMENDATIONS:

- Max Calls Per Line cannot be set to 1 (Min 2 – Max 10). We recommend provisioning ONE button for all appearances (not separate buttons as with Clearspan phones), which allows lamps to behave as expected.
- If a phone is set for 2 appearances per line and 2 calls are active, Transfer will not be available. If needed, setting Max Calls Per Line to 3 will provide a line for Transfer






Note: Cisco will Attempt Overflow to SCA Lines, so if the phone doesn't have an available line, it will attempt to use an SCA line, however for transfer, this will fail due to BroadWorks rules (not the owner of the line).




- Ensure you leave unused Lines to "Unassigned" if BLFs are needed (BLFs are automatically assigned to unused lines).

INSTALLATION

The following table lists the Cisco Phone Installation Steps and the expected results:

	ACTION	EXPECTED RESULTS
Create Users and Devices		
1	Create a User and Assign the User a Cisco Phone. An Auto Install ID is needed.	
2	Start with a Factory Defaulted Phone.	
Determine the IP Address of the Phone		
3	Plug the phone in.  Note: Only use a PoE for the Cisco 6851 Phone or a Cisco IP Phone 6800 Power Adapter.	Set Password page is displayed.
4	Press Skip.	The phone displays the date and time.
5	Press the Settings button  (may have to be pressed twice).	The Information and Setting Menu is displayed
6	Scroll to Status with the Navigation & Select button  , and press the Select key.	The Status Menu is displayed.
7	Scroll to Network Status and press the Select key.	The Network Status page is displayed The IP Address is displayed.
Check if ROOT Certificate is required: (See Appendix A to check if the required platform certificate is installed. If the platform certificate is not installed, then perform steps 8 to 14).		
8	Log into the Phone's Advance Web UI: http://<IPAddress>/admin/advanced	The Cisco <phone type> 3PCC Configuration Utility page is displayed. The Info/Status tab is displayed.
9	Click the Voice tab.	The Voice/System tab is displayed.
10	Click the Voice/Provisioning tab.	The Voice/Provisioning tab is displayed showing the Configuration Profile.
11	Enter the Profile Rule Example: https://tb20xsp.cslab.mitel.com/dms/clearspan/\$PSN.xml	The following message will appear: Phone is updating. Unit may reset. You will be redirected to configuration page in 30 seconds.

	Click Submit All Changes button. Click Submit All Changes button	The Phone should reboot and display the Setup button. Refer to <i>How to Reboot a Phone</i> if the Phone does not Reboot.
If DHCP Server Address Available (if the site DHCP server returns the FQDN for the Clearspan System, follow steps 12 to 14, otherwise go to step 15)		
12	Wait for over 1 minute.	The Setup button should display.
13	If the Setup button does not display, Restart the Phone.	The Phone will reboot.
14	Wait for over 1 minute.	The Setup button displays on the Phone.
If DHCP Server Address is not Available		
15	Log into the Phone's Advance Web UI: <code>http://<IPAddress>/admin/advanced</code>	The Cisco <phone type> 3PCC Configuration Utility page is displayed. The Info/Status tab is displayed.
16	Click the Voice tab.	The Voice/System tab is displayed.
17	Click the Provisioning tab.	The Voice/Provisioning tab is displayed. The Configuration Profile section is displayed.
18	Enter the Profile Rule [Example: <code>https://tb20xsp.cslab.mitel.com/dms/clearspan/\$PSN.xml</code>] Click Submit All Changes button.	A message will appear: Phone is updating. Unit may reset. You will be redirected to configuration page in 30 seconds. If you are not redirected automatically, you can click here to return to the configuration page.
19	Wait for over 1 minute.	The Phone should reboot and display the Setup button.
If the Phone did not Reboot		
20	If the Phone did not reboot. Press the Back button.	The Status Menu is displayed
21	Press the Back button.	The Information and Setting Menu.

22	Scroll to Device Administration with the Navigation & Select button  , and press the Select key.	The Administration Menu is displayed.
23	Scroll to Restart and press the Select key.	The Phone will display: Do you want to reboot the system?
24	Click OK (you may have to click OK more than once).	The Phone will restart.
25	Wait for over 1 minute.	The Setup button should display.
Phone Setup		
26	Press the Setup button.	Enter Device ID page is displayed.
27	Enter the AutoInstall ID entered in OpEasy. Press the Submit button.	Confirm User <User First Last Name>
28	High light OK, if needed. Click the Select button.	Restart Required Installation ready ...
29	Press the Settings button  .	The Information and Setting Menu is displayed
30	Scroll to Device Administration with the Navigation button  , and press the Select key.	The Administration Menu is displayed.
31	Scroll to Restart and press the Select key	The Phone will display: Do you want to reboot the system?
32	Click OK (you may have to click OK more than once).	The Phone will restart.
33	Wait for over 2 minutes.	After restarting the Phone will again display the Setup button. Do Not Touch the Phone The Phone will reboot twice. The Phone will display the correct configuration. The Line lamps are green, and the screen info is correct.
34	If the Line lamps are red and the screen displays the correct configuration information, restart the phone again.	The Line lamps are green, and the screen info is correct.

ADDITIONAL PROCEDURES

The following section lists the additional procedures for resetting phone download credentials, factory default of a phone, and rebooting a phone.

HOW TO RESET PHONE DOWNLOAD CREDENTIALS

If a phone ever loses its password and cannot download the MAC.xml file, the password can be regenerated as follows:

1. Login to OpEasy and navigate to Provisioning>Phone Management. **Phone Management** page is displayed.
2. Select the Enterprise, Group and appropriate Device Level.
3. Search for the specific device to reset, and click the row (or click the **Edit** button). **Device Modify** screen is displayed.
4. Click the **Custom Tags** button at the top of the page
5. Select the tag %UPDATE_PWD% and click the **Edit** button
6. Change the tag value from '0' to '1' and press **OK**. Press **OK** again on the main page to apply the change, as displayed in the following figure. The change is saved.

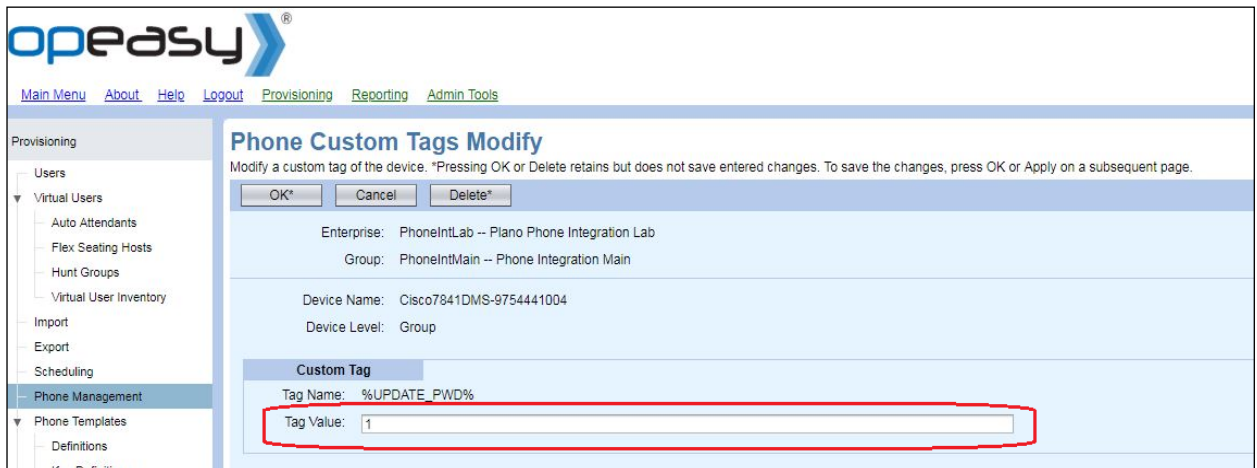




Figure: Phone Customs Tag Modify Screen



7. Restart the phone (which will now be provided new credentials for downloading the MAC.xml file. The phone reboots and downloads the new MAC.xml (and then activates after 1 minute).

HOW TO FACTORY DEFAULT A PHONE

1. Press the Application button , the button may have to be pressed twice. The Information and Setting Menu is displayed.
2. Scroll to **Device administration** with the Navigation & Select button , and press the **Select** key. The **Administration Menu** is displayed.

3. Scroll to **Factory reset** and press the **Select** key. The phone displays: “Do you want to perform a factory reset for the system?”.
4. Click **OK**. The phone will restart. The **Set Password** page is displayed
5. Press **Skip**. The Phone displays the date and time.

HOW TO REBOOT A PHONE

1. Press the Settings button . The **Information and Setting** Menu is displayed. The button may have to be pressed twice.
2. Scroll to **Device administration** with the **Navigation & Select** button , and press the **Select** key. The **Administration Menu** is displayed.
3. Scroll to **Restart** and press the **Select** key. The Phone will display: Do you want to reboot the system?
4. Click **OK**.

APPENDIX A – PRE-INSTALLED ROOT CERTIFICATES

The following certificates are preinstalled on Cisco phones:

- Cisco Small Business CA Certificate
- CyberTrust CA Certificate
- Verisign CA certificate
- Sipura Root CA Certificate
- Linksys Root CA Certificate



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