

# RingCentral

Grandstream Networks, Inc.

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Configuration Guide:

GRP260X For RingCentral MVP



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## Revision History

Version	Date	Author	Change
1.0	02/17/2023	Cindy Li	Created document

## GRP260X and RingCentral Software Versions

	Equipment	Software Version
Grandstream (Device Under Test)	GRP260X	1.0.3.70 and any maintenance releases
RingCentral	MVP	

## Overview

This document outlines the configuration best practices for Grandstream GRP260X as a BYOD generic SIP phone on RingCentral MVP platform. tekVizion has validated SIP interoperability of Grandstream GRP260X with RingCentral. Customers are advised to check Grandstream website for GRP260X documentation. Here is the link to [GRP260X Administration Guide](#).

## Features Supported by GRP260X Series

Below are telephony features on Grandstream GRP260X that have been validated on RingCentral MVP.

- Registration and Provision
- Make and Receive Calls
- Inbound and Outbound Call Identification
- Call Hold and Retrieval
- DND
- Call Waiting
- 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 Flip
- Call Return
- Caller ID Block
- Calling Ring Groups
- Directed Call Pickup
- Call Recording
- Auto Receptionist IVR
- Call Park/Retrieve
- Secure Voice (TLS and SRTP)

## Configuration – RingCentral Web Portal

This section describes the configuration needed on RingCentral MVP portal for Granstream GRP260X manual provision. A valid RingCentral administrator account is required to accomplish these tasks.

### Add a RingCentral MVP User

RingCentral MVP users are created in order to log in RingCentral clients on desktop or mobile, it can also be assigned to SIP devices. Please follow the instructions of RingCentral document below to add a new user with extension:

[Add MVP User with Extensions in Admin Portal](#)

### Add a GRP260X Device

Once a user and extension has been added in the system, please follow the instructions below to add your GRP260X phone.

[Add Your GRP260X Device](#)

### Get SIP Settings for Manual Provisioning

[Get SIP Settings for Manual Configuration](#)

1. Go to the [Admin Portal](#) and sign in.
2. Go to **Phone System → Phones & Devices → User Phones**
3. Select **Existing Phone**

If you don't have this under your User Phones list, you can add one by clicking **Add Device**

4. Click **Set Up and Provision**
5. Click **Set up manually using SIP**

Select the **Yes – The device must support Transport Protocol version TLS 1.2** radio button.

**Note:** It is recommended to use TLS 1.2 for enhanced network security.

From Outbound Proxy drop down list, select a proxy according to the location of your device (ex: sip10.ringcentral.com:5096)

### Manual Provisioning

To connect your device with RingCentral services, setup your device following the steps below. Configuration for each device may vary, please check with your device's manufacturer for specific instructions.

#### Step 1: Will you be using secure voice transport on this device?

- Yes - The device must support Transport Protocol version TLS 1.2 [Learn more](#)
- No

#### Step 2: Set TLS on your device's Transport Protocol

#### Step 3: Enable Offer and Answer on the device's SRTP (Secure Real-Time Transport Protocol)

#### Step 4: Configure SIP information

Field	Value
SIP Domain	sip.ringcentral.com:5060
Remote SIP port	5060
Local SIP port	5060
Outbound Proxy	<input type="text" value="sip10.ringcentral.com:5096"/>
Outbound Proxy Port	5096
User Name	phone_number
Password	password
Authorization ID	auth_ID

*Figure 1 : SIP Settings in RingCentral Portal*

**Note on Paging:** Currently GRP260X is not supported by RingCentral to receive paging as a user phone. In order for GRP260X to receive paging, users need to create a paging device on RingCentral admin portal under Phone System → Phones & Devices → Paging Devices. Then use the provided SIP information to register GRP260x.

## Manual Provision GRP260X via Web Interface

This section describes manual configuration steps on Grandstream GRP260X using SIP settings populated on RingCentral portal (shown in Figure 1).

By default, GRP260X has DHCP enabled. If the router that the phone is connected to does not support DHCP, you can configure static IP manually. Please find GRP260X's IP address by navigating on phone's LCD using keypad: **Menu** → **Status** → **Network Status** → **Ethernet**.

## Unlock and Reset GRP260X

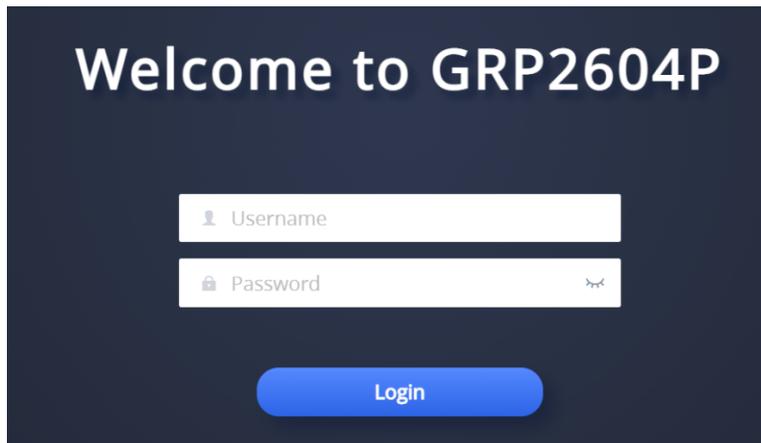
1. Please ensure that your GRP260X device is unlocked: If your phone / device was purchased from a previous service provider, please ensure that it is unlocked before it can be registered / provisioned. If you need help, please contact your previous service provider.
2. Factory reset the phone: By doing a factory reset, any previous settings / configurations that could possibly conflict with the manual provisioning settings will be removed.

## Perform a Factory Reset via LCD

1. Press the round MENU button to bring up the keypad configuration menu.
2. Navigate to Menu option 8 - Factory Reset.
3. Press the round MENU button.
4. A warning window will pop out to make sure a reset is requested and confirmed.
5. Press the “Yes” Softkey to confirm and the phone will reboot, or “No” Softkey to cancel the Reset.

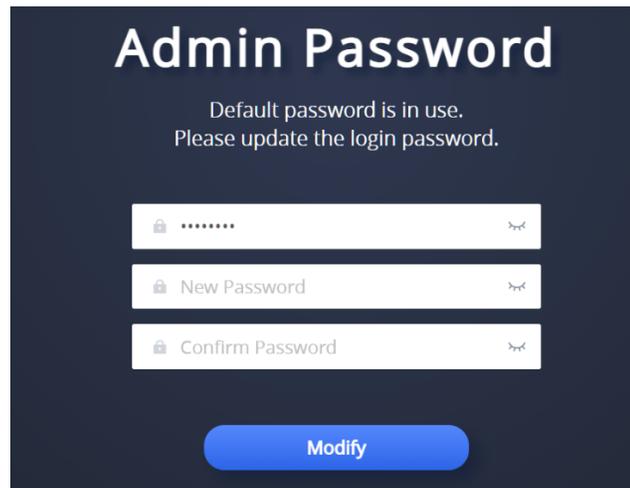
## Log in GRP260X Web UI

Once the GRP260X boots up, enter the phone’s IP address in the browser’s address bar (**https://ip-address**) and input phone’s **username** and **password** displayed in the phone’s LCD screen and click **Login**.



*Figure 2 : Login details*

Phone prompts to update with **New Password**. Enter a **New Password** and **Confirm Password**. Click **Modify**.



**Admin Password**

Default password is in use.  
Please update the login password.

.....

New Password

Confirm Password

Modify

*Figure 3 : Login details - (Cont.)*

- Navigate to **Accounts** → **Accounts** → **Account 1**
- Under Account 1 → **General Settings**, ensure below parameters are set.
  1. Account Active: **Check**
  2. Account Name: Enter Account Name of your choice. Here, **Grandstream Two** is used
  3. SIP Server: **sip.ringcentral.com:5060**
  4. Outbound Proxy: **sip10.ringcentral.com:5096**
  5. SIP User ID: **RingCentral Phone Number**
  6. SIP Authentication ID: **Provide the SIP Authentication ID**
  7. SIP Authentication Password: **Provide the SIP Authentication Password**
  8. NAT Traversal: **No**
  9. Click **Save and Apply**

**Accounts**

Account 1 | Account 2 | Account 3 | Account 4 | Account 5 | Account 6

General Settings | SIP Settings | Codec Settings | Call Settings | Advanced Settings | Dial Plan | Hidden Number Plan

**Account Register**

Account Active

Account Name

SIP Server

Secondary SIP Server

Outbound Proxy

Secondary Outbound Proxy

SIP User ID

SIP Authentication ID

SIP Authentication Password

*Figure 4 : General Settings*

**Network Settings**

DNS Mode

NAT Traversal

*Figure 5 : General Settings (Cont.)*

- Under Account 1 → **SIP Settings**, ensure below parameters are set.
  1. SIP Registration: **Checked**
  2. SIP Transport: **TLS/TCP**
  3. SIP URI Scheme When Using TLS: **sip**
  4. Click **Save and Apply**

SIP Transport ?	TLS/TCP
Enable TCP Keep-alive ?	<input checked="" type="checkbox"/>
SIP Listening Mode ?	Transport Only
Local SIP Port ?	5060
SIP URI Scheme When Using TLS ?	sip

Figure 6 : SIP Settings - (Cont.)

- Under Account 1 → **Codec Settings**, ensure below parameters are set.
  1. SRTP Mode: **Enabled and Forced**
  2. SRTP Key Length: **AES 128&256 bit**
  3. Click **Save and Apply**

RTP Settings	
SRTP Mode ?	Enabled and Forced
SRTP Key Length ?	AES 128&256 bit
Crypto Life Time ?	<input checked="" type="checkbox"/>
RTCP Mode ?	Default

Figure 7 : Codec Settings

- Under Account 1 → **Feature Codes**, ensure below parameters are set.
  1. Enable Local Call Features: **Unchecked**
  2. Click **Save and Apply**

Accounts	
<span>Account 1</span> <span>Account 2</span> <span>Account 3</span> <span>Account 4</span> <span>Account 5</span> <span>Account 6</span>	
<a href="#">General Settings</a> <a href="#">SIP Settings</a> <a href="#">Codec Settings</a> <a href="#">Call Settings</a> <a href="#">Advanced Settings</a> <a href="#">Dial Plan</a> <a href="#">Hidden Number Plan</a> <a href="#">Feature Codes</a>	
Enable Local Call Features ?	<input type="checkbox"/>

Figure 8 : Feature Codes

After the above configuration steps, navigate to **Status** -> **Account Status** to check the account registration status.

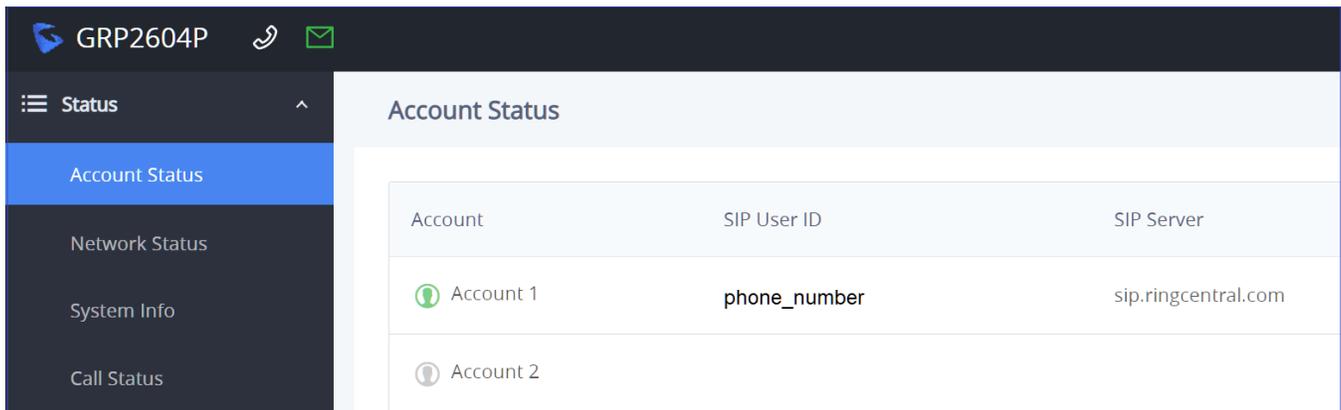


Figure 9 : Account Status

## Firmware Upgrade

This section describes the GRP260X firmware upgrade process. The firmware version passed RingCentral/tekVizion certification is **1.0.3.70**. But any maintenance releases should work with RingCentral MVP. Users are recommended to upgrade to the latest firmware. Grandstream firmware is available for download from the company website at <https://www.grandstream.com/support/firmware>.

From the phone's home page, navigate to: **Maintenance** → **Upgrade and Provisioning**

- Select **Firmware** tab
- Under **Upgrade via Manually Upload**: Upload Firmware File to Update - Click **Upload** to upload the firmware file from the PC
- Selected firmware file will be upgraded to the phone
- From Phone's LCD screen, Select **Yes to Reboot and switch to (1.0.3.70)** (Phone may restart to apply the changes)

GRP2604P

### Upgrade and Provisioning

**Firmware** | Config File | Provision | Advanced Settings

**Upgrade via Manually Upload**

Upload Firmware File to Update

**Upgrade via Network**

Firmware Upgrade via

Firmware Server Path

Firmware Server Username

Firmware Server Password

Firmware File Prefix

Firmware File Postfix

**Upgrade Detection**

Upgrade

Figure 10 : Firmware Upgrade