

# VOCUS HOSTED PBX USER PROFILE SET-UP WITH YEALINK DEVICE

## QUICK REFERENCE GUIDE


This document provides step by step instructions on how to provision a new Hosted PBX user profile for a Yealink handset.

It will also demonstrate Vocus Device Management System, also known as DMS, to auto provision the Yealink handsets using MAC address authentication

**Training Video: Refer to Hosted PBX User Profile set-up with Yealink Device**

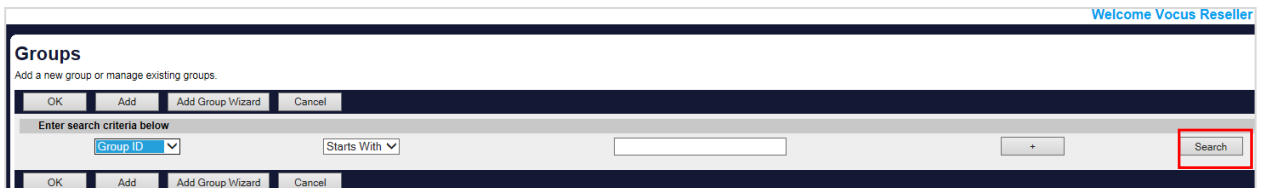
## PROVISION A NEW HOSTED PBX USER PROFILE

To provision a new Hosted PBX User profile, navigate to the Customer Group where you want to provision the user profile



The screenshot shows the 'Service Provider' interface with the 'Profile' menu open. The 'Groups' option is highlighted with a red box. The 'Profile' menu includes options like Basic, Users, Service Instances, Profile, Change Password, Administrators, and Schedules. The 'Advanced' section includes Call Processing Policies, Dial Plan Policy, and Dialable Caller ID.

- › From the **Profile** menu, select **Groups**



The screenshot shows the 'Groups' search interface. The 'Search' button is highlighted with a red box. The interface includes search criteria fields for Group ID and Starts With, and buttons for OK, Add, Add Group Wizard, and Cancel.

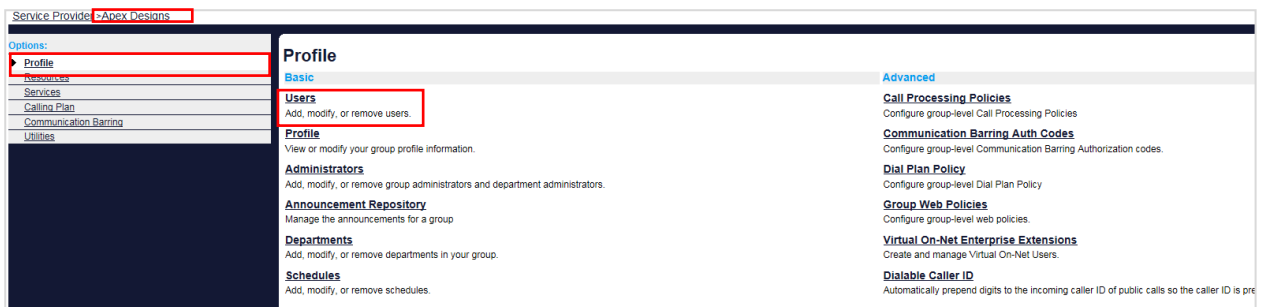
- › Click the **Search** button



The screenshot shows the 'Groups' search results table. The table has columns for Group ID, Group Name, User Limit, and Edit. The 'Apex Designs' group is highlighted with a red box. The table data is as follows:

Group ID	Group Name	User Limit	Edit
Acme Pty Ltd	Acme Pty Ltd	10	Edit
Apex Designs	Apex Designs	25	Edit

- › Click on the customer you wish to provision

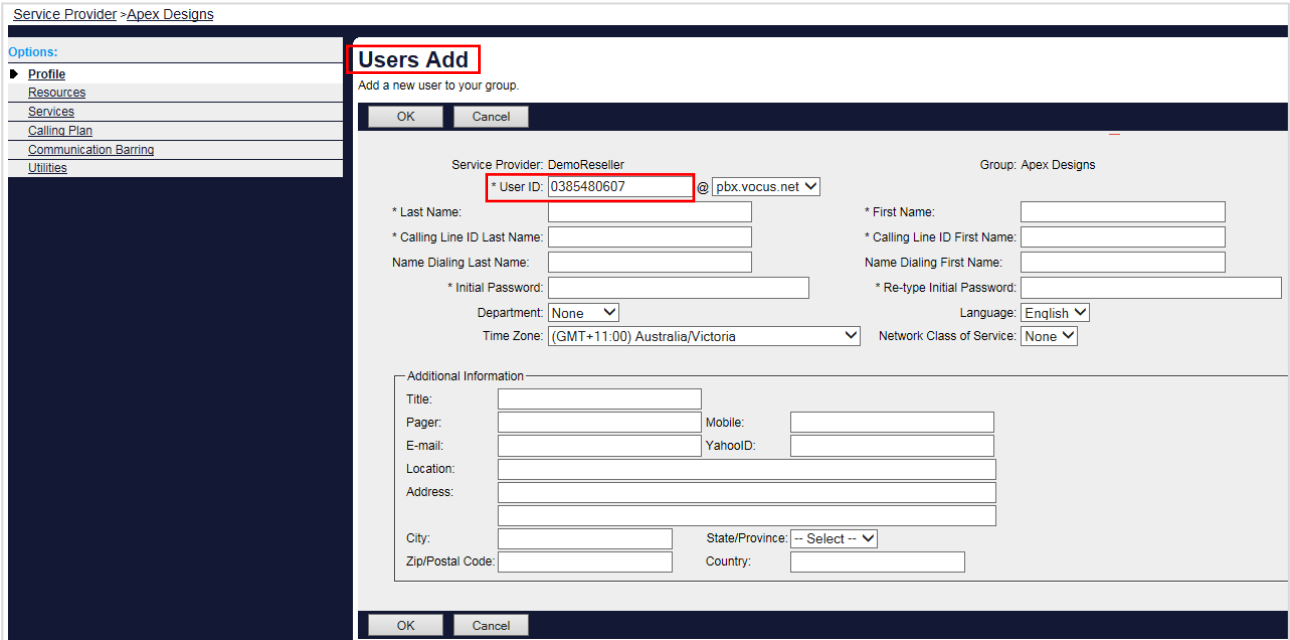


The screenshot shows the 'Service Provider' interface for 'Apex Designs' with the 'Profile' menu open. The 'Users' option is highlighted with a red box. The 'Profile' menu includes options like Basic, Users, Profile, Administrators, Announcement Repository, Departments, and Schedules. The 'Advanced' section includes Call Processing Policies, Communication Barring Auth Codes, Dial Plan Policy, Group Web Policies, Virtual On-Net Enterprise Extensions, and Dialable Caller ID.

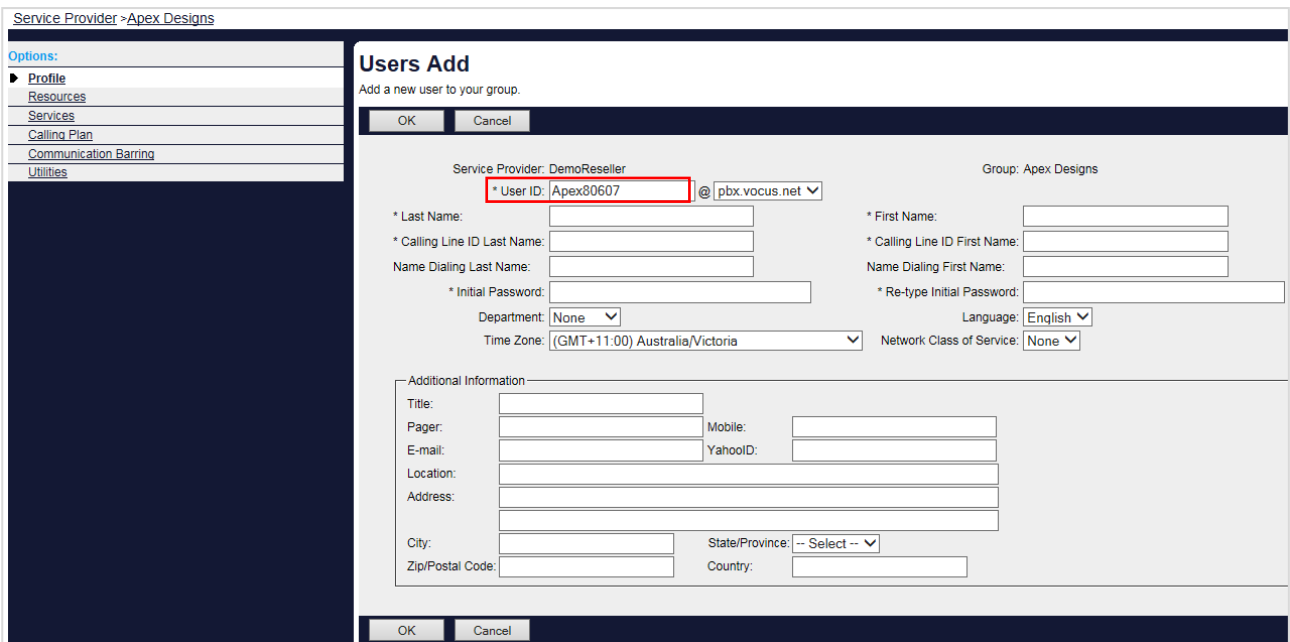
- › From the **Group>Profile** menu, click **Users**



- Click the **Add** button



- You are now in the **Users Add** screen
- For the Broadsoft user ID, Vocus recommends using the full phone number that is to be assigned to the user



- If only an extension number is to be assigned to the user, Vocus recommends using a format similar to the customer name, followed by the extension number

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

### Users Add

Add a new user to your group.

OK Cancel

Service Provider: DemoReseller Group: Apex Designs

\* User ID: 0385480607 @ pbx.vocus.net

\* Last Name: Harrison \* First Name: George

\* Calling Line ID Last Name: Harrison \* Calling Line ID First Name: George

Name Dialing Last Name: Name Dialing First Name:

\* Initial Password: \* Re-type Initial Password:

Department: None Language: English

Time Zone: (GMT+11:00) Australia/Victoria Network Class of Service: None

Additional Information

Title: Pager: Mobile: E-mail: YahooID: Location: Address: City: State/Province: -- Select -- Country: Zip/Postal Code:

OK Cancel

- > Enter the Users First Name and Last Name fields
- > Enter a complex password for the user profile

**Note:** This password works with the Broadsoft user ID and is used to log into Broadsoft applications such as UC-One Communicator, Receptionist Console and Call Centre Agent and Supervisor

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

### Users Add

Add a new user to your group.

OK Cancel

Service Provider: DemoReseller Group: Apex Designs

\* User ID: 0385480607 @ pbx.vocus.net

\* Last Name: Harrison \* First Name: George

\* Calling Line ID Last Name: (GMT+08:00) Australia/Western Australia \* Calling Line ID First Name: George

Name Dialing Last Name: (GMT+09:30) Australia/Northern Territory Name Dialing First Name:

\* Initial Password: \* Re-type Initial Password:

Department: (GMT+10:00) Australia/Queensland Language: English

(GMT+11:00) Australia/New South Wales/ACT Network Class of Service: None

(GMT+11:00) Australia/Tasmania

Time Zone: (GMT+11:00) Australia/Victoria

(GMT+13:00) New Zealand/Auckland/Wellington

(GMT-05:00) (US) Eastern Time

(GMT-05:00) US Indiana

(GMT-06:00) (US) Central Time

(GMT-07:00) (US) Mountain Time

(GMT-07:00) US Arizona

(GMT-08:00) (US) Pacific Time

Additional Information

Title: Pager: Mobile: E-mail: YahooID: Location: Address: City: State/Province: -- Select -- Country: Zip/Postal Code:

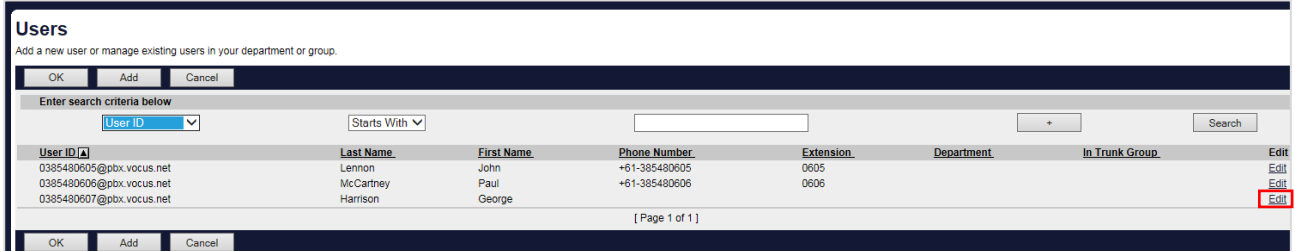
OK Cancel

- > Select the correct **Time Zone** for the user
- > This will ensure time scheduling works correctly and that the correct time displays on your handset
- > Click **OK**

**The user profile has now been created**



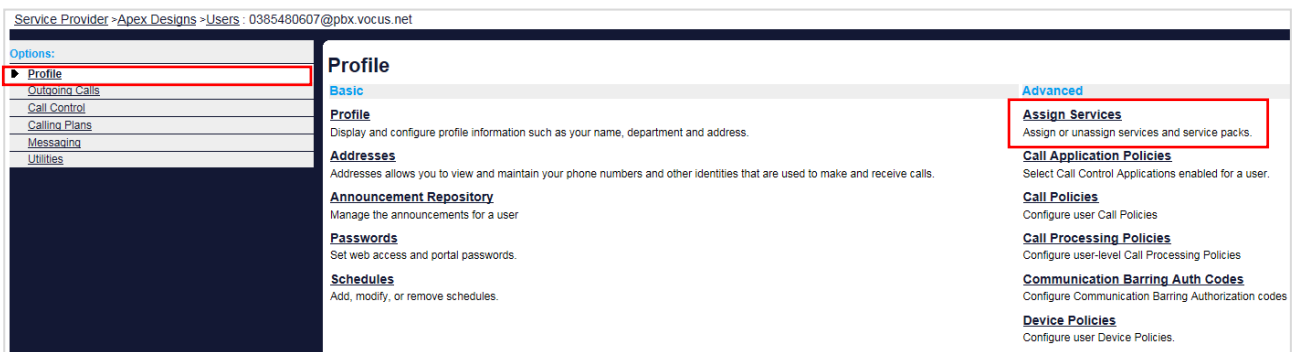
- > Search for the User profile



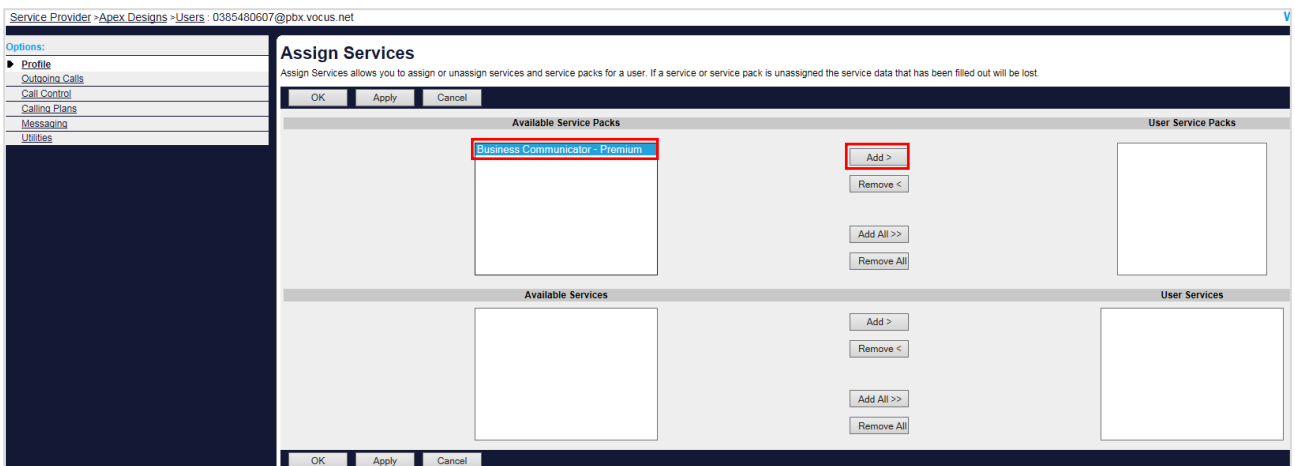
- > Click **Edit** to access the user's profile

## ASSIGN A HOSTED PBX LICENCE TO A USER

You are now ready to assign a Hosted PBX Licence to a user

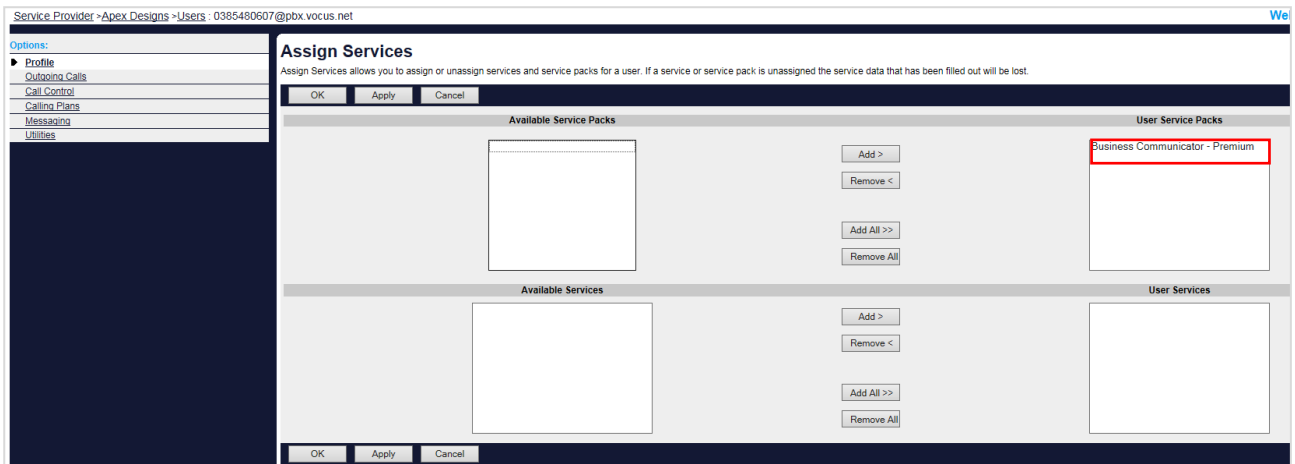


- > From the **Profile** menu, select **Assign Services**

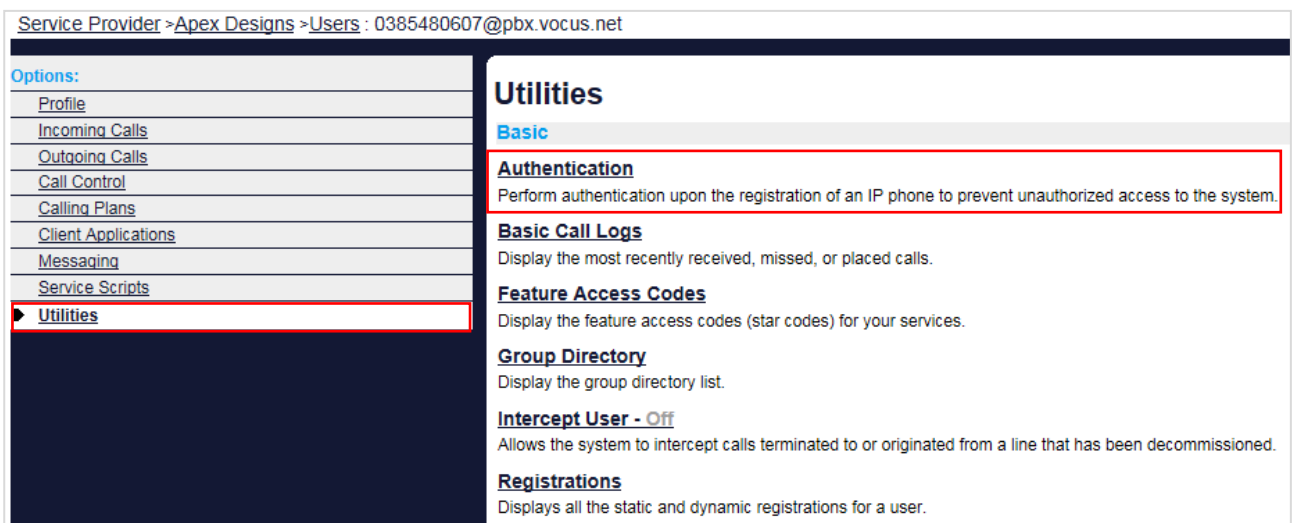


- > Select the Service Pack then click **Add** to assign to the user

**Note: Hosted PBX licenses are referred to as Service Pack with the CommPilot portal**



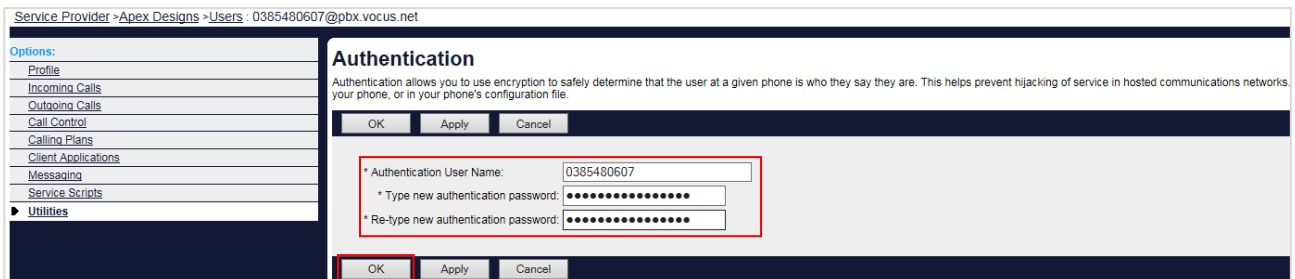
> Click **OK**



**For security purposes always ensure a Hosted PBX license is assigned to a user profile as this will activate the SIP Authentication feature**

**To check the Authentication feature:**

- > Click **Utilities** from the Options menu
- > Then click **Authentication**



**Vocus recommends using the full phone number for the Authentication user name, or if using an extension use the customer name followed by the extension number**

- > Enter a complex **Password**
- > Click **OK**

**Note: This is mandatory and must be a minimum of 16 characters using a random combination of a Uppercase and Lower case letters, numbers and characters**

## CONFIGURE PHONE NUMBER AND YEALINK DEVICE PROFILE

The Device Profile and the phone number need to be configured for the user

Service Provider > Apex Designs > Users > 0385480607@pbx.vocus.net

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

**Addresses**  
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

**Advanced**

**Assign Services**  
Assign or unassign services and service packs.

**Call Application Policies**  
Select Call Control Applications enabled for a user.

**Call Policies**  
Configure user Call Policies

**Call Processing Policies**  
Configure user-level Call Processing Policies

**Communication Barring Auth Codes**  
Configure Communication Barring Authorization codes for a user.

**Device Policies**  
Configure user Device Policies.

**Privacy**  
Set your visibility within the Enterprise or Group

**Office Zone**  
Configure an Office Zone and Primary zone.

- > From the **User > Profile** menu, select **Addresses**

Service Provider > Apex Designs > Users : 0385480607@pbx.vocus.net

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

### Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: None

Extension:

Identity/Device Profile  Trunking  None

Aliases: sip: 0385480607@pbx.vocus.net

sip:  @ pbx.vocus.net

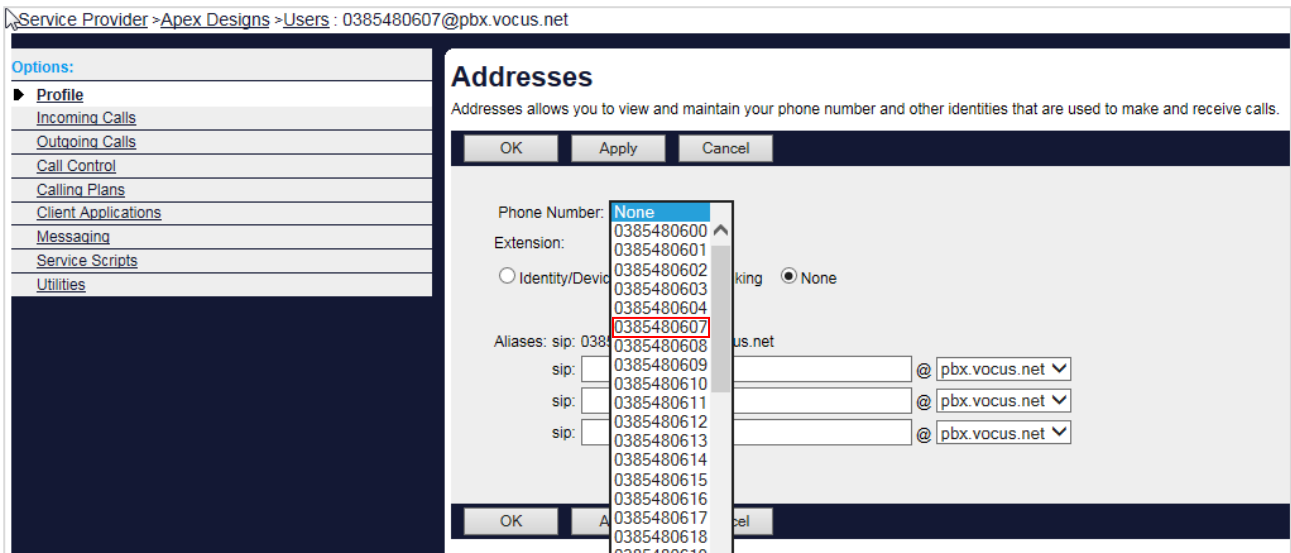
sip:  @ pbx.vocus.net

sip:  @ pbx.vocus.net

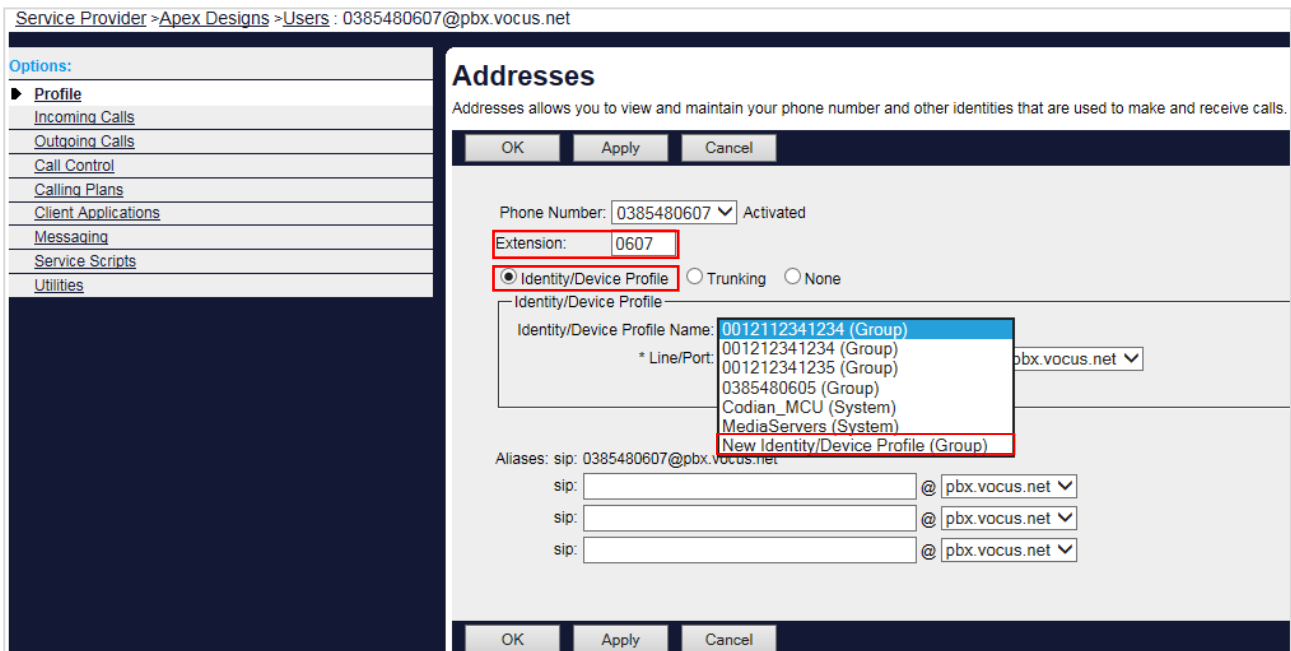
OK Apply Cancel

*This where we establish the phone number*

- > Select the Phone Number dropdown



- › Choose the appropriate phone number



- › Change the extension number if required

*Vocus recommends leaving the extension number to match the last 4 digits of the full number*

- › Select **Identity/Device Profile**
- › From the dropdown, select **New/Identity Device Profile**



Service Provider > Apex Designs > Users : 0385480607@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

### Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0385480607 Activated  
 Extension: 0607

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group) ▾  
 \* New Identity/Device Profile Name: 001212341235  
 Identity/Device Profile Type: Adtran NV6310 ▾

Host Name/IP Address: Polycom\_VVX300  
 Polycom\_VVX310  
 Polycom\_VVX400  
 Polycom\_VVX410  
 Polycom\_VVX500  
 Polycom\_VVX600  
 Reliance VVX500  
 Sagemcom Fast 3184  
 Sipura SPA-2000  
 Trunk Device - Pilot + Diversion + BMT  
 Trunk Device - Pilot+Diversion  
 Yealink CP860  
 Yealink T21P\_E2  
 Yealink T41P  
 Yealink T42G  
 Yealink T46G  
 Yealink T48G  
 Yealink T49G  
 Yealink W52P

MAC Address: \_\_\_\_\_  
 \* Line/Port: \_\_\_\_\_

Aliases: sip: 0385480607@pbx.vocus.net  
 sip: \_\_\_\_\_  
 sip: \_\_\_\_\_  
 sip: \_\_\_\_\_

Port: \_\_\_\_\_

OK Apply Cancel

> Enter the **New Identity Device/Profile Name**

**Note:** *Vocus recommends using the MAC address*

> From the **New Identity Device/Profile type** dropdown list, navigate to and select the Yealink device you wish to auto provision

*In this demonstration we are provisioning a Yealink T46G handset*

Service Provider > Apex Designs > Users : 0385480607@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

### Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 0385480607 Activated  
 Extension: 0607

Identity/Device Profile  Trunking  None

Identity/Device Profile

Identity/Device Profile Name: New Identity/Device Profile (Group) ▾  
 \* New Identity/Device Profile Name: 001212341235  
 Identity/Device Profile Type: Yealink T46G ▾

Host Name/IP Address: \_\_\_\_\_ Port: \_\_\_\_\_

MAC Address: 001212341235  
 \* Line/Port: \_\_\_\_\_ @ pbx.vocus.net ▾

Aliases: sip: 0385480607@pbx.vocus.net  
 sip: \_\_\_\_\_ @ pbx.vocus.net ▾  
 sip: \_\_\_\_\_ @ pbx.vocus.net ▾  
 sip: \_\_\_\_\_ @ pbx.vocus.net ▾

OK Apply Cancel

Always leave the **Host Name/IP Address** and **Port** field blank

> Enter the MAC address into the **MAC Address** field

**Note 1: Ensure the MAC address is entered with uppercase letters and is 12 characters in length. If you don't have access to the MAC address at the time of provisioning, it is OK to leave this field blank.**

**Note 2: You will however need to add the MAC address to this field at a later date for the handset to provision properly**

- > Enter the full 10 digit telephone number in the **Line/Port** field
- > Click **OK**

**Note: In the case where you are only assigning an extension number Vocus recommends using the customer name followed by the extension number**

## PROVISION THE YEALINK HANDSET

This section will demonstrate how to Provision a Yealink Handset

### Yealink SIP-T Series Handsets

#### Option 1 – Purchase from Vocus

- Yealink Handsets purchased from Vocus come with custom firmware and provisioning server URL already configured for [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)

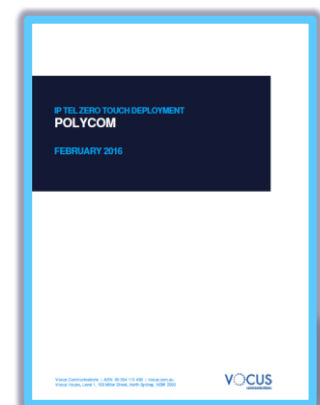
#### Option 2 – Upgrade Handset with Vocus Custom Firmware

- Download from Vocus Yealink Resources: <https://www.vocusiptel.com.au/yealink>

Vocus custom firmware has provisioning server URL already configured for: [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)

#### Option 3 - DHCP Option 43 or 66

- [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)



- > There are 4 different options available for directing your Yealink handset to the Vocus Provisioning server
- > Further information is provided in the Vocus Yealink Provisioning and Maintenance document

### Option 1 – Purchase from Vocus

- Yealink Handsets purchased from Vocus come with custom firmware and provisioning server URL already configured for [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)

**Option 1:** is the preferred method

- > Option 1 is the preferred option; a Yealink handset that is purchased from Vocus comes with custom firmware in which the Vocus provisioning server URL is already configured on the handset
- > All that is required is for the handset to be connected to a network with Internet access for it to start the auto-provisioning process

### Option 2 – Upgrade Handset with Vocus Custom Firmware

- Download from Vocus Yealink Resources: <https://www.vocusiptel.com.au/yealink>
- Vocus custom firmware has provisioning server URL already configured for: [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)



**Option 2:** Option 2 allows you to upgrade your handset with the Vocus custom firmware which is available from the Vocus resources page

- > Once you have the firmware you can then refer to the Yealink Admin guide on how to upgrade the firmware of that handset using the Vocus custom firmware

### Option 3 - DHCP Option 43 or 66

- [https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)

**Option 3:**

- > Configure your DHCP server with Option 43 or 66
- > Your Yealink handset will acquire the Vocus provisioning server URL when it requests for an IP address upon boot up



#### Option 4 – Web Interface on Handset

- Perform Factory Reset of Handset
- Access Web Interface on Yealink Handset
- Enter Admin credentials, go to Settings → Auto Provision
- Enter Provisioning Server URL:

[https://yealink.phoneconfigs.com.au/dms/yealink\\$PN/](https://yealink.phoneconfigs.com.au/dms/yealink$PN/)



#### Option 4:

- > From your computer enter the IP address of the handset into your web browser then follow the above settings. The handset will then require a reboot
- > Perform a Factory Reset on the handset
- > This method requires you to remotely access *the* handset's web interface from a web browser

**Note: Vocus recommends resetting any second-hand handset that may have existing configuration from another provider**

#### Once the Yealink handset is directed to the Vocus Provisioning Server:

- > The handset may re-boot several times
- > A firmware upgrade may take place

**Note 1: Do Not disconnect or power off the handset during this process**

**Note 2: This process may take up to 10 minutes**



**Once the Yealink handset is successfully provisioned, you will see the Phone number or Extension number next to the No.1 line key on the handset**

- > You are now ready to test making and receiving calls

To confirm the handset has been registered successfully in the Broadsoft portal

Service Provider >Apex Designs >Users : 0385480607@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities**

### Utilities

**Basic**

**Authentication**  
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

**Basic Call Logs**  
Display the most recently received, missed, or placed calls.

**Feature Access Codes**  
Display the feature access codes (star codes) for your services.

**Group Directory**  
Display the group directory list.

**Intercept User - Off**  
Allows the system to intercept calls terminated to or originated from a line that has been decommissioned.

**Registrations**  
Displays all the static and dynamic registrations for a user.

> From the User Profile go to **Utilities**, then select **Registrations**

**Registrations**  
Displays all the static and dynamic registrations for a user.

OK

Endpoint Type: Primary  
Line/Port: 0399810371@amcomvoice.ipsystems.com.au  
Identity/Device Profile Name: 0015659A6022 ( Group )

URI: sip:0399810371-ikcq44q5bi123@202.147.128.220:5060;transport=udp  
Expiration: Fri Feb 10 18:41:04 EST 2017  
Public IP:  
Public Port:  
Private IP:  
Private Port:  
User Agent: Yealink SIP-T46G 28.80.193.96  
Lockout Started:  
Lockout Expires:  
Lockout Count: 0

OK

> This page will display the registered device

Service Provider >Apex Designs >Users : 0385480607@pbx.vocus.net

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
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- Service Scripts
- Utilities**

### Registrations

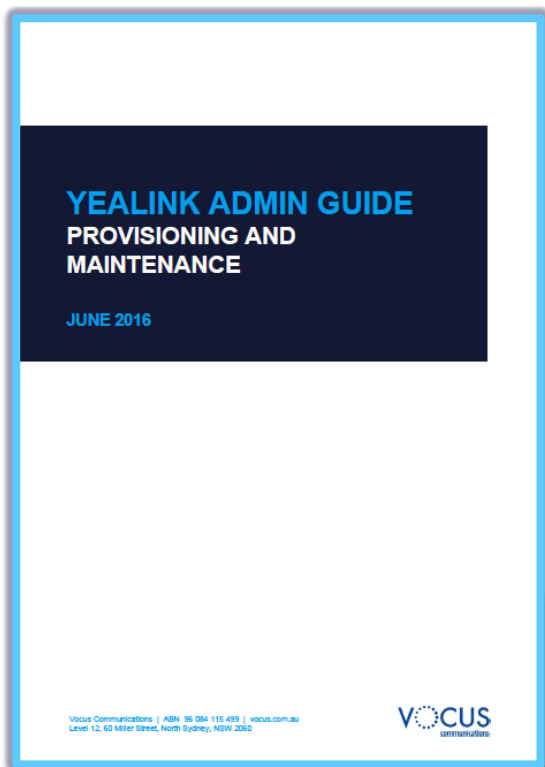
Displays all the static and dynamic registrations for a user.

OK

No Entries Present



OK

> If the handset has not registered successfully, this page will display **No Entries Present**



For more information on provisioning your Yealink handset you can refer to the Yealink Provisioning and Maintenance guide

IP Tel Customer Downloads Sales: 1800 428 428  
Support: 1800 262 663

 Yealink Firmware	 Yealink Guides
T21P_E2	Admin Guide
T48G	DECT Phone System Deployment Guide
T46G	
T46G (New)	
T42G	
W52P	
CP860	

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Access the Vocus/Yealink resource page at: <https://www.vocusiptel.com.au/yealink>

For further information go to [www.vocus.com.au](http://www.vocus.com.au) or contact your Account Manager