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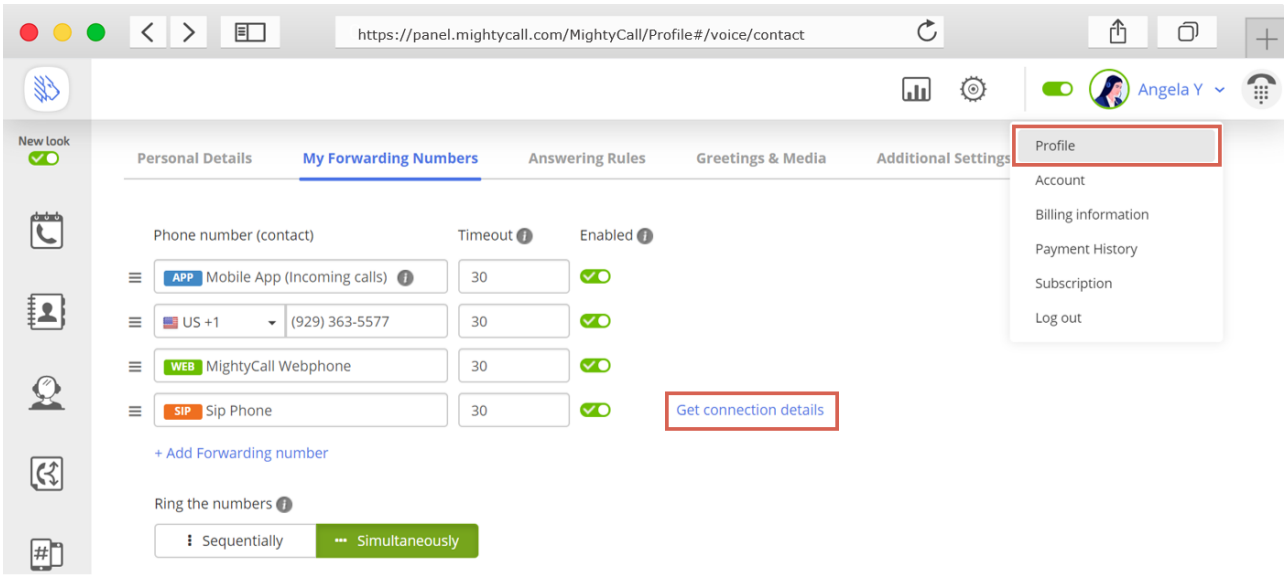
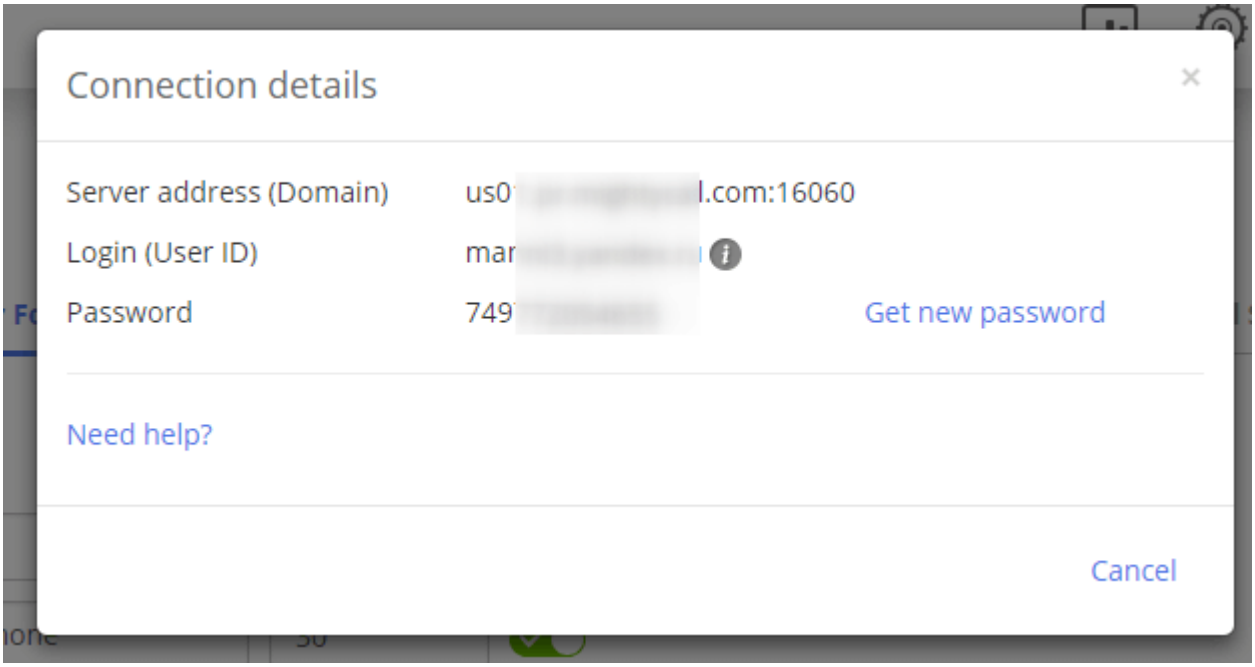
Setting up a Deskphone

Written by Kamila
Updated over a week ago

How do I get my connection details?

1. Before you set up your deskphone, you first must register a new personal contact and get your connection details.
   Go to your account => Profile –=> My Forwarding Numbers to start the process.





1. Click on the Add softphone (SIP account) link.
2. Make sure to save your changes!
3. Then click on the “Get Connection details” link.
4. Here you can view your connection details. You can use these credentials to create your SIP account for a third-party SIP phone (see a list below).

- **Server address (domain)**
- **Login (user ID)**
- **Password**

Cisco SPA303

How to Use a SIP Phone:

1. Connect the AC adapter cord to the SW connector on your phone.
2. Wait until the menu screen appears. Then, press the Menu button.

Static IP connection:

1. Open the Network menu, choose “WAN Connection Type”, and change its value to “Static IP”.
2. Fill the “Non-DHCP IP Address”, “Non-DHCP Subnet Mask”, “Non-DHCP Default Route”, “Non-DHCP DNS 1” and “Non-DHCP DNS 2” fields with credentials that were provided by

your internet provider.

3. Return to the main menu and then reboot your phone.
4. After the reboot is complete, open the Network menu and check the field labeled “Current IP”. Here you should find the IP address from step 1.
5. Enter this IP as the URL in the browser on your computer. Log in as the administrator by clicking on the “Admin login” button.

6. Choose the “Ext 1” tab, then set the value of the “Line Enable” field to YES. Fill in the “SIP Port”, “Proxy”, “User ID”, “Password” fields.
You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.

7. Select “Submit all Changes” and wait while your phone is rebooting.
8. Choose the “Info” tab on the administrator panel and check the field labeled “Registration State” in the “Ext 1 Status” section. There, you should find the status set to “Registered”.

NAT connection:

1. Open the “Network” menu, choose “WAN Connection Type”, and change its value to “DHCP”. Check the field labeled “Current IP”. Here you should see your phone’s IP address.
2. Enter this IP as the URL in the browser on your computer. Log in as the administrator by clicking on the “Admin login” button and following the instructions for a Static IP Connection.

Cisco SPA 112

How You Can Use the Phone Port Adapter:

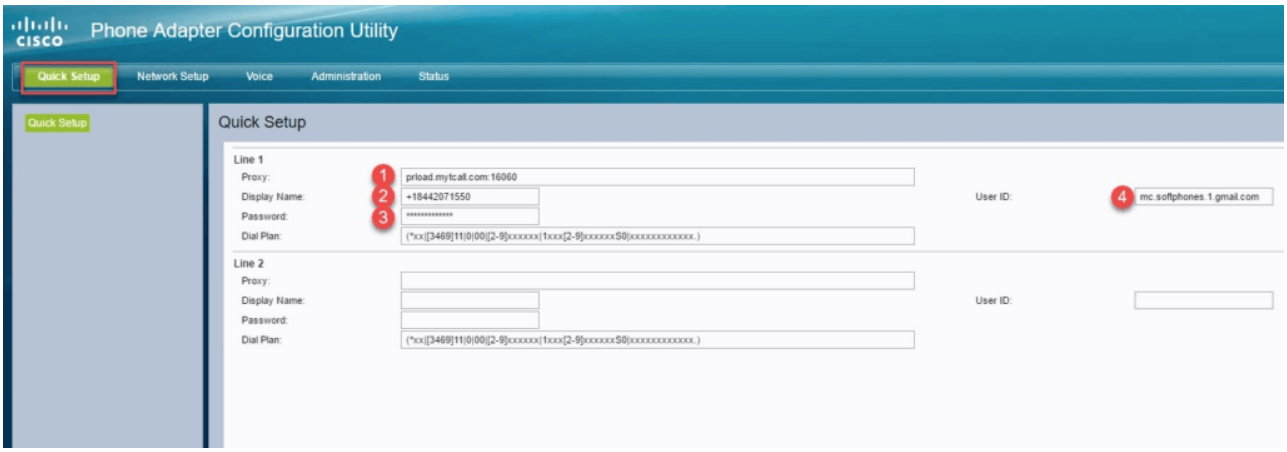
1. Connect the AC adapter cord to the power connector and ethernet cable cord to the INTERNET connector on your phone.
2. Connect your analog phone to the adapter.
3. Dial “****” for voice menu activation.

Static IP connection:

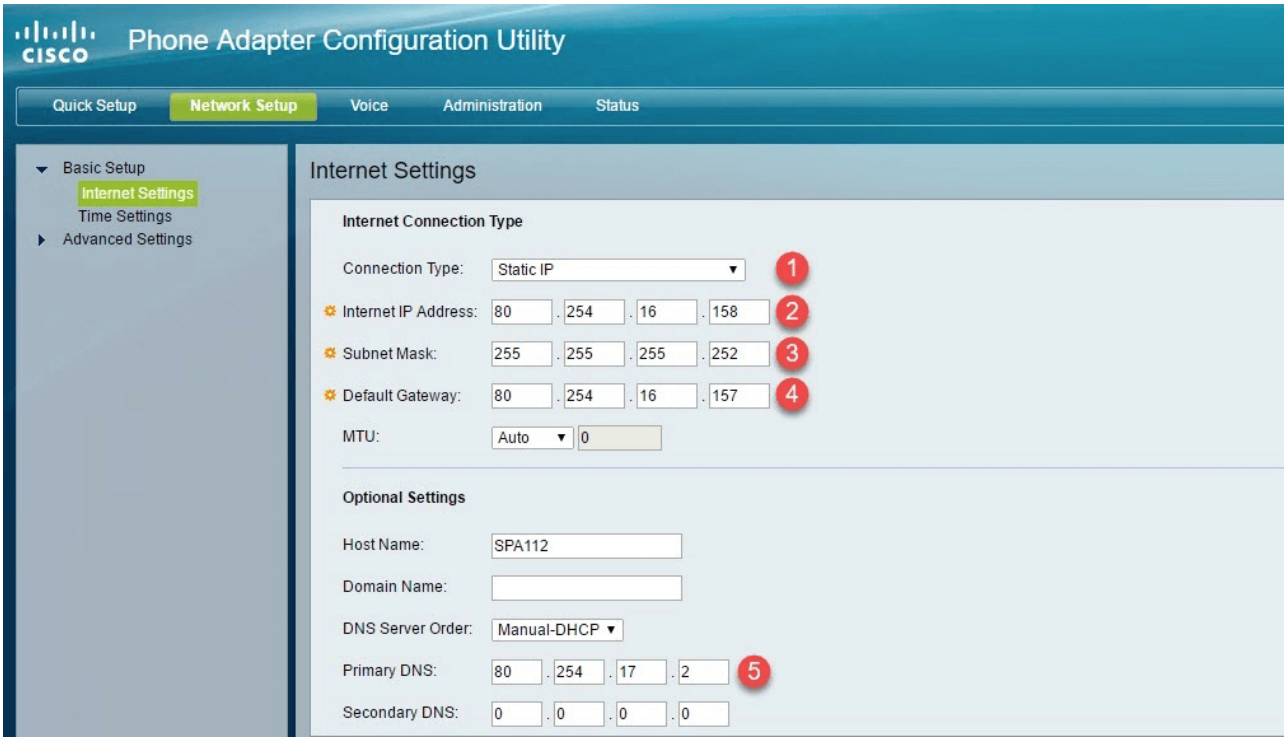
1. Set the following parameters using the voice menu (according to documentation from the adapter):
   - “Enable\Disable DHCP” should be set to “Disabled”
   - “IP Address”
   - “Subnet”
   - “Gateway”
   - “DNS Server”

   These parameters are provided by your ISP.
2. Return to the main menu and choose “Reset” to reboot your adapter.
3. Enter this IP as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
4. Open the “Quick setup” tab and fill in the “Proxy”, “Display Name”, “Password”, “User ID” fields.

   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.



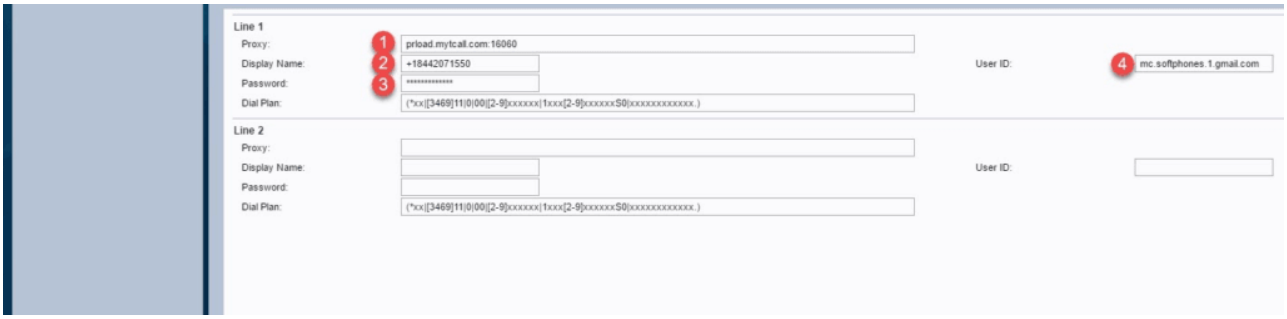
5. Click the “Submit” button and choose the “Network setup” tab. Expand the “Basic Setup” section and select “Internet Settings”.
6. Set the “Static IP” value for the “Connection Type” field.
7. Fill “Internet IP Address”, “Subnet Mask”, “Default Gateway”, “Primary DNS” with values provided by your ISP. Click the “Submit” button.



8. Select the “Status” tab and check that your phone has a “Registered” status.

NAT connection:

1. Find out the IP address received by your phone adapter using the voice menu (according to documentation from the adapter).
2. Enter this IP as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
3. Open the “Quick setup” tab and fill in the “Proxy”, “Display Name”, “Password”, “User ID” fields.
   You can find your credentials here Your Profile > My Forwarding numbers > Get connection details.



4. Click the “Submit” button and choose the “Network setup” tab. Expand the “Basic Setup” section and select “Internet Settings”.
5. Set the “Automatic Configuration - DHCP” value for the “Connection Type” field and click the “Submit” button.
6. Select the “Status” tab and check that your phone has a “Registered” status.

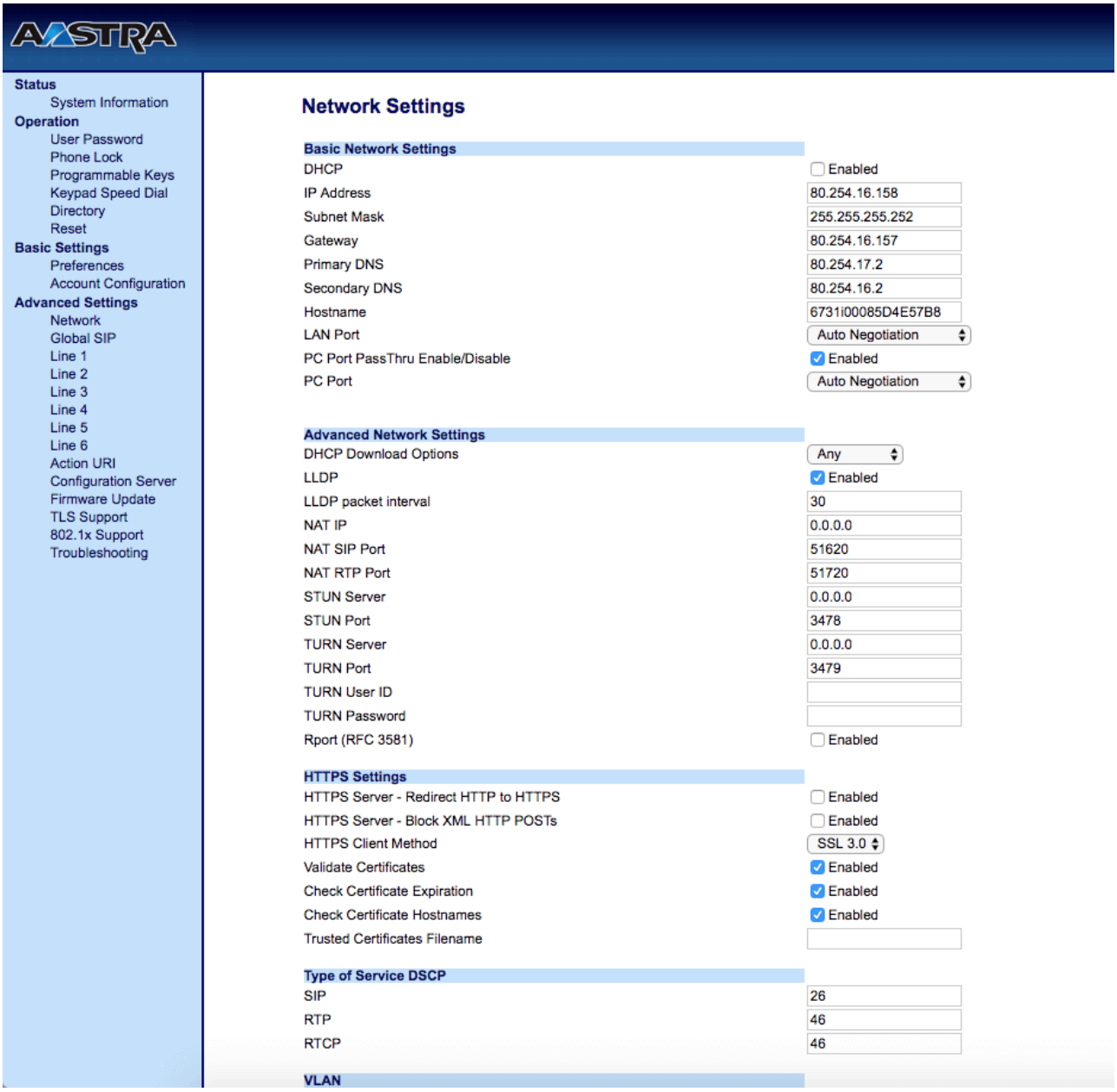
Aastra 6731i

To get started, connect the AC adapter cord to the DC5V connector and the ethernet cable cord to the LAN connector on your phone.

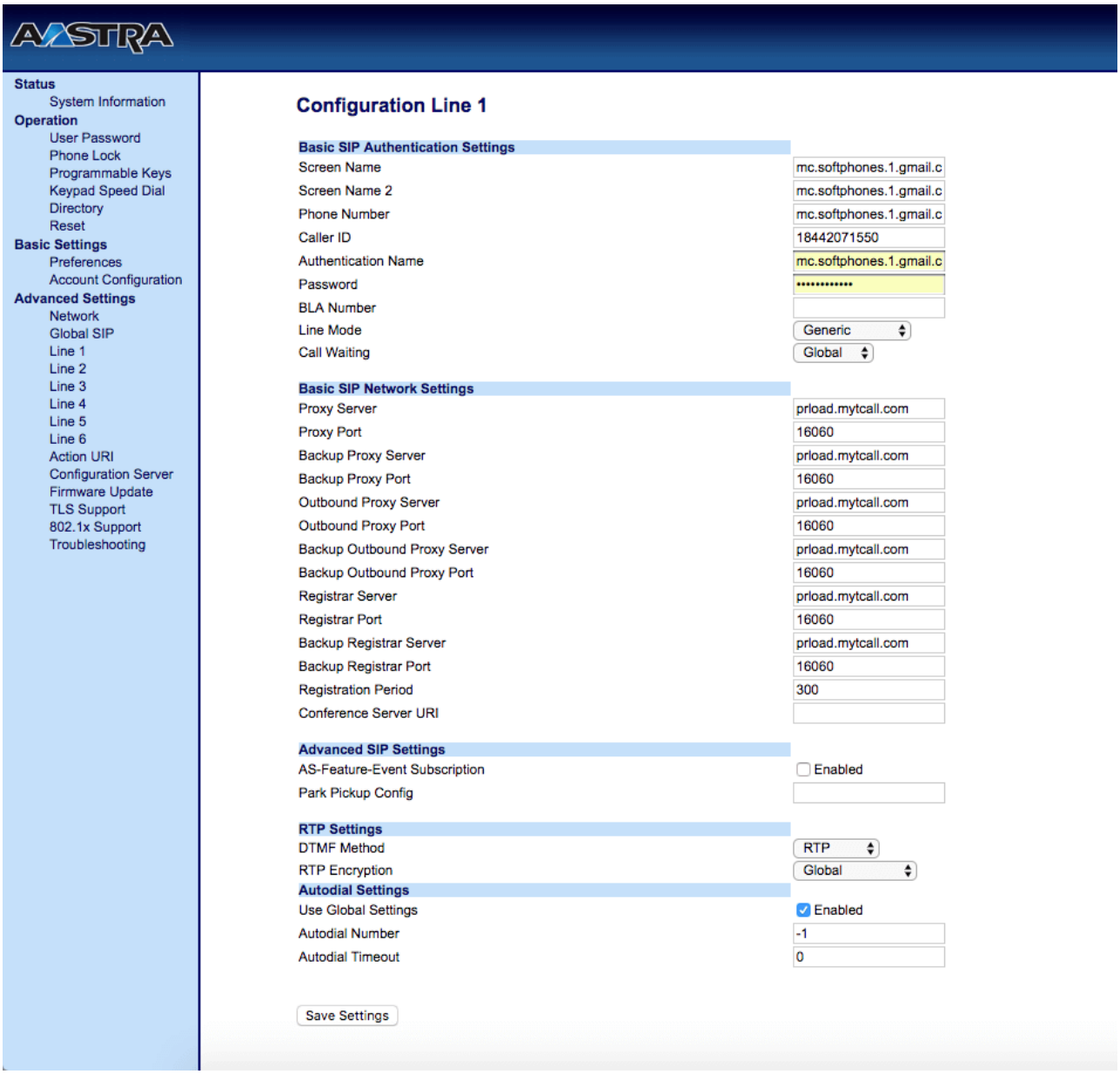
1. Press the “Options” button.

2. Move to the “Admin Menu” section and the enter default password: “22222”.
3. Choose “Network Settings”, then press “Enter”.
4. Select “DHCP Settings”, press “Enter”, and set the value of “Use DHCP?” to “Disabled”.
5. Return to “Network Settings” and select the “IP Address” section. Enter the IP address provided to you by your network provider.

6. Enter this IP as the URL in the browser on your computer. Log in as the administrator with “admin/22222” credentials.
7. Choose the “Advanced Settings” section, then select “Network”.
8. Fill in the “IP Address”, “Subnet Mask”, “Gateway”, “Primary DNS”, and “Secondary DNS” fields with values provided by your ISP.



9. Go to the “Line 1” section.
10. At the “Basic SIP Authentication Settings” section, fill in “Screen Name”, “Screen Name 2”, “Caller ID”, “Authentication Name”, “Password” fields with values provided by your ISP.
Make sure that field “Phone Number” is equal to the “Authentication Name” value.
11. In the “Basic SIP Network Settings” section, fill in all “Server” and “Port” fields.
You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.
Set the value of the “Registration Period“ field to “300” and make sure that the value labeled “Conference Server URI” is empty.



12. Go to the “System Information” section. The “Status” field should contain the “Registered” value.

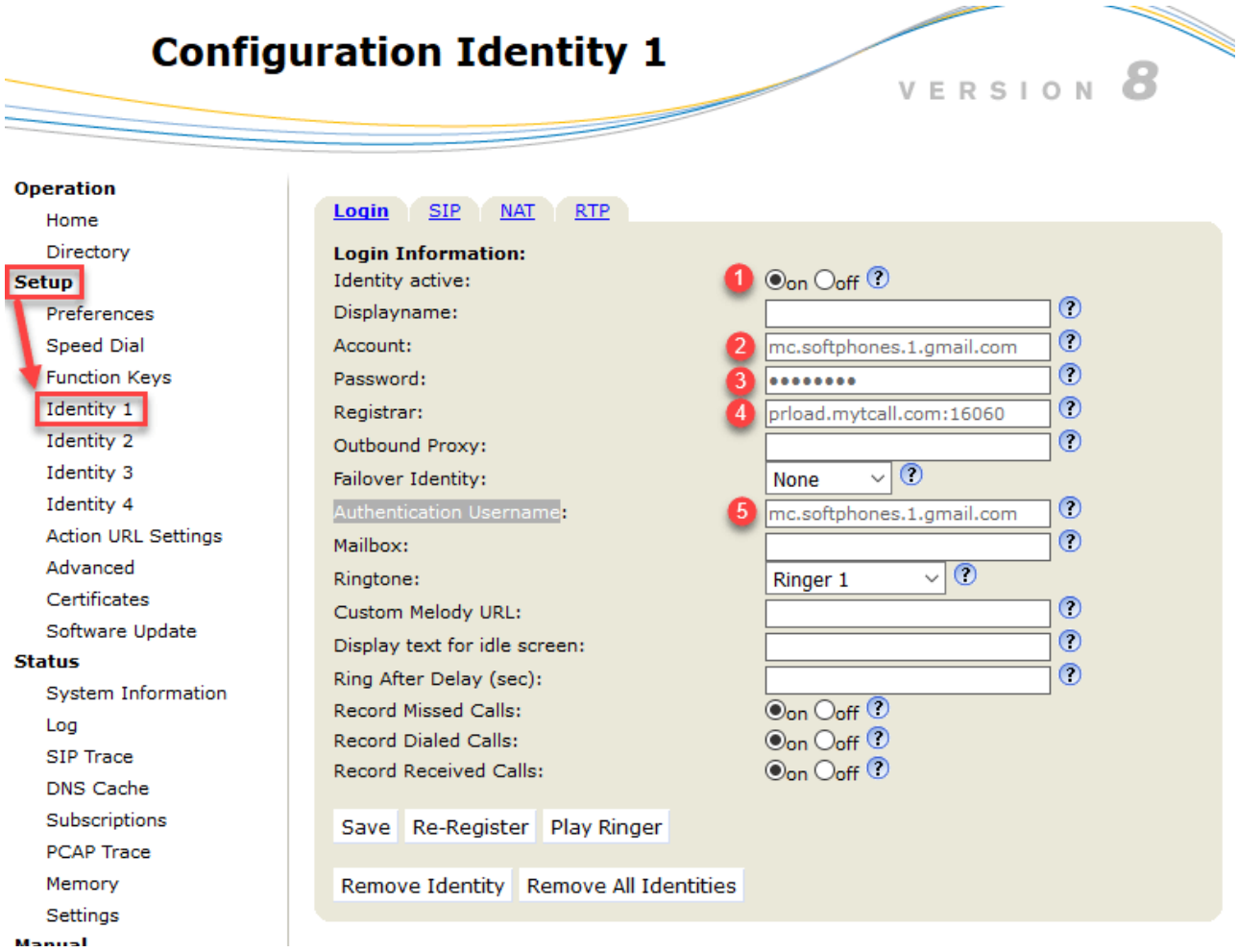
Snom 300

How to configure your phone:

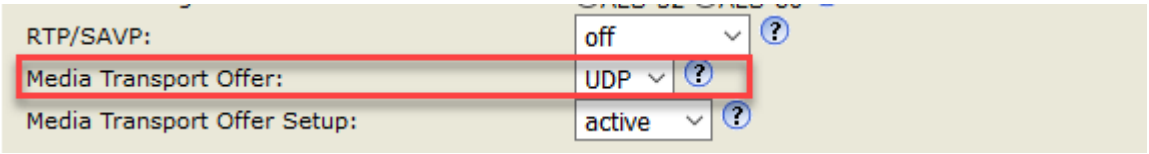
1. Connect the AC adapter cord to the power connector on your phone. Connect the ethernet cable cord to the NET connector on your phone.
2. Wait while your phone is fully loaded, then press the Menu button.

Static IP connection:

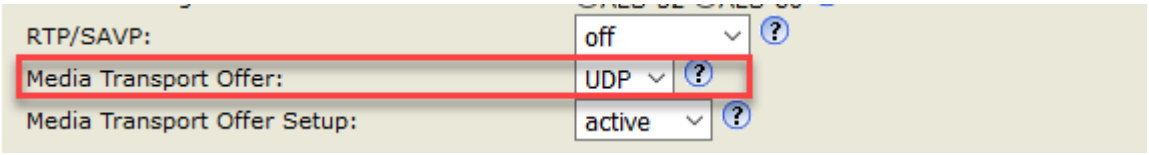
1. Find the section labeled “Configuration”, then select “DHCP”. Press the “X” button on the “Are you using DHCP?” dialogue.
2. Fill in the “IP Adr”, “Netmask”, “IP Gateway”, “DNS Server” fields with credentials provided by your internet provider. Your phone should then be rebooted.
3. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
4. Select the “Setup” menu, choose “Identity 1”, and open “Login”.
5. Fill in the fields labeled “Account”, “Password”, “Register”, and “Authentication Username”. You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details. Set the checkbox “Identity active” and click the “Save” button.



6. Move to the “SIP” tab and set the value of “Subscription Expiry” to “300”.



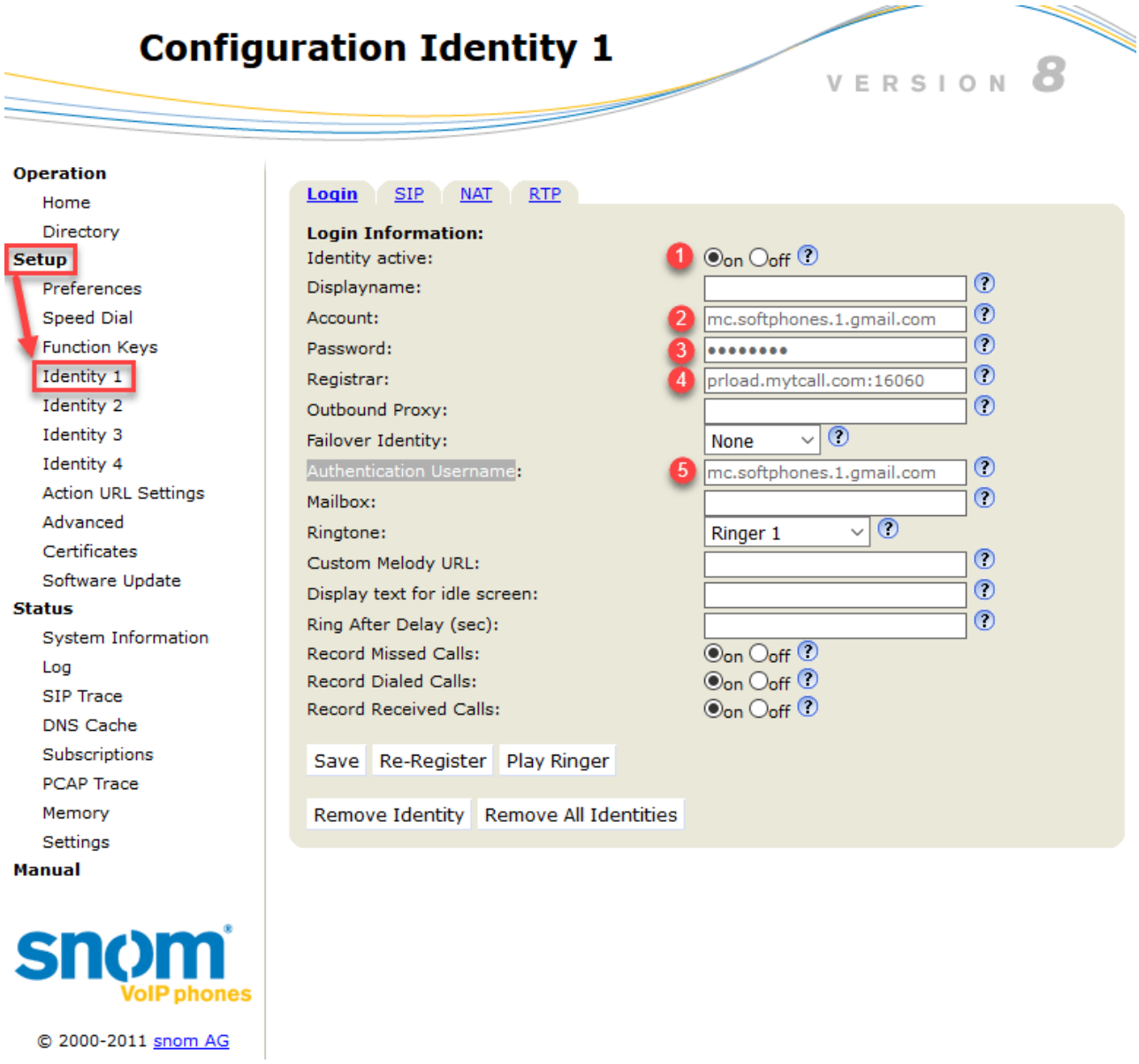
7. Move to the “RTP” tab and set the value of the “Media Transport Offer” field to “UDP”.



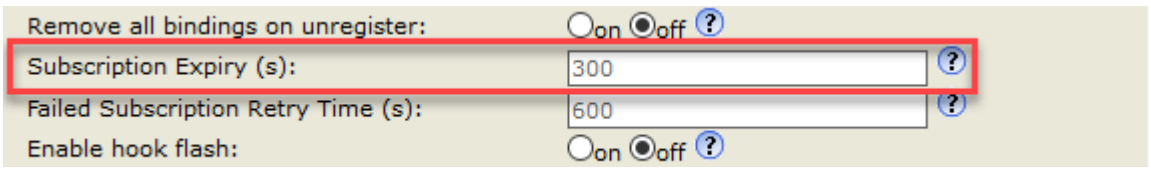
8. Click the “Save” button.
9. Move to the “Status” menu, select “System Information” and choose the “SIP Identity Status” section. Check that the value of “Identity 1 Status” is set to “Registered”.

NAT connection:

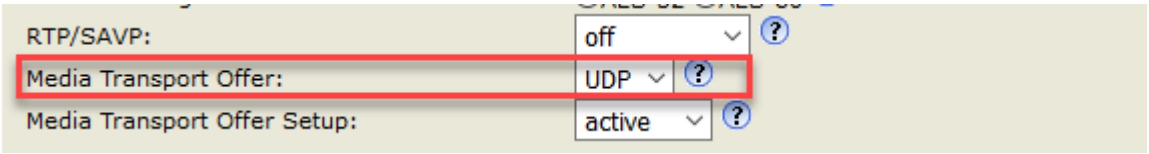
1. Find the section labeled “Information”, then find the “IP Adr” section and choose it. It should contain an IP address provided by your ISP.
2. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
3. Select the “Setup” menu, choose “Identity 1” and open the “Login” tab.
4. Fill in the “Account”, “Password”, “Register”, “Authentication Username” fields.
   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.
   Select the checkbox “Identity active” and click the “Save” button.



5. Go to the “SIP” tab and set the value of “Subscription Expiry” to “300”.



6. Go to the “RTP” tab and set the value of the “Media Transport Offer” field to “UDP”.



7. Click the “Save” button.
8. Go to the “Status” menu, select “System Information” and choose “SIP Identity Status”. Check that the value of “Identity 1 Status” is set to “Registered”.

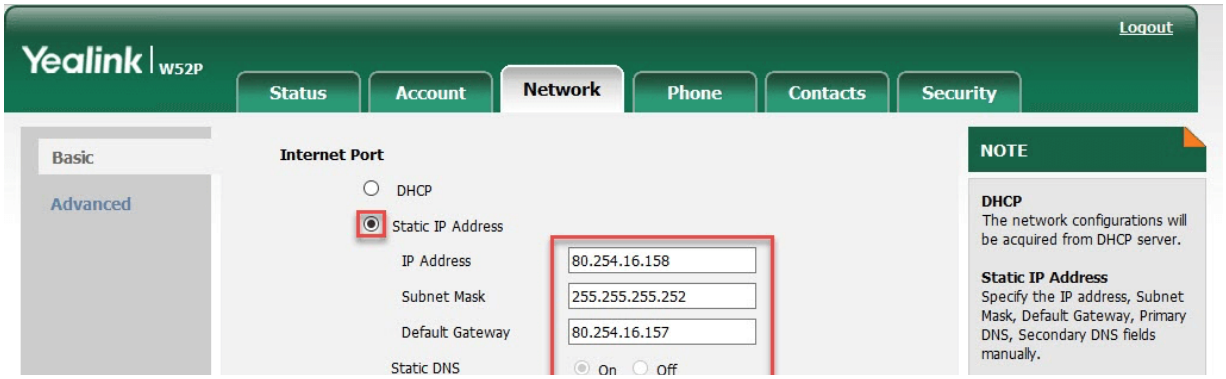
Yealink W52P

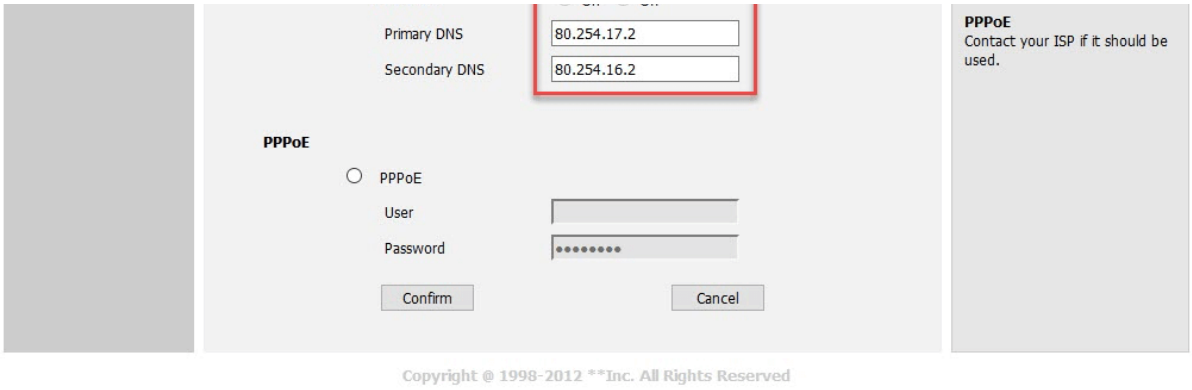
How to use and configure your phone:

Connect the AC adapter cord to the DC5V connector and the ethernet cable cord to the internet connector on your phone base station.

Static IP connection:

1. Press the “OK” button on your SIP phone.
2. Move to the System Settings menu, choose “Network” and enter your PIN with the value “0000”.
3. Set the value of “IP address Type” as Static. Fill “IPv4” with an IP address provided by your network provider.
4. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
5. Choose the Network tab and select the Basic section.

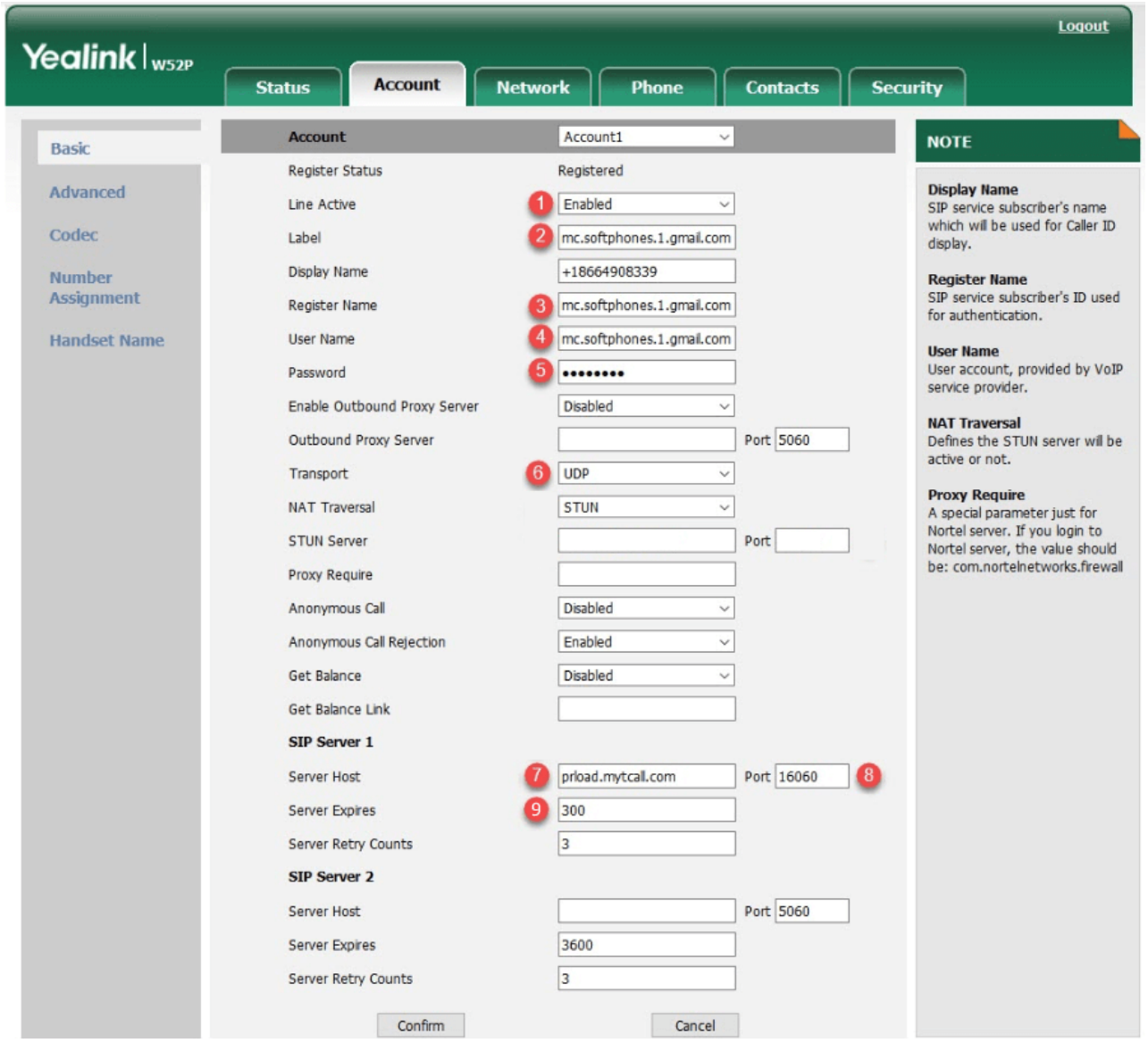




6. Select the checkbox “Static IP Address” and fill the “IP address”, “Subnet Mask”, “Gateway”, “Primary DNS”, “Secondary DNS” fields with values provided by your internet provider.
7. Move to the Account tab and select the Register section. The Register Status field should contain a “Registered” value.

NAT connection:

1. Press the button labeled “OK” on your SIP phone.
2. Move to the “System Settings” menu, choose “Network” and fill the PIN field with a value of “0000”.
3. Set the “IPv4” value as DHCP.
4. Move to the “Status” section and choose “Base”. The field labeled “IP” should contain an IP address received by your phone.
5. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
6. Choose the Account tab, then select the Advanced section.
7. Choose the Register tab. Set the “Line Active” field value to Enabled. Fill in the “Register Name”, “User Name”, “Password” fields. You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.
8. In the “SIP Server 1” field, fill the “Server Host”, “Transport”, “Server Expired” and “Port” fields with credentials provided by your SIP provider.
9. Click the Confirm button to save all changes.



10. Select the Basic section. The Register Status field should contain a “Registered” value.

Yealink SIP-T19P

How to use and configure your phone:

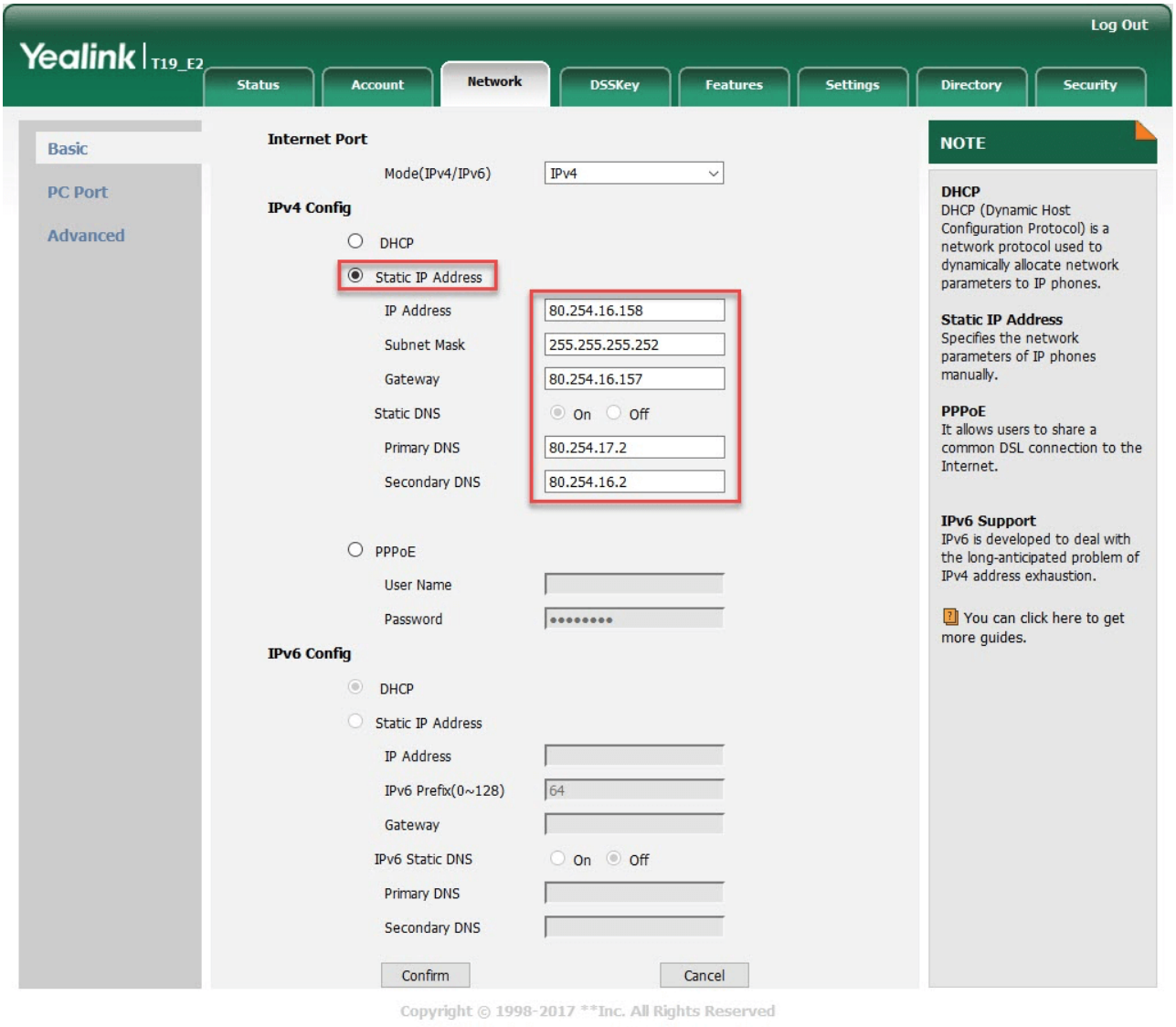
Connect the AC adapter cord to the power connector on your phone. Connect the Ethernet

Connect the AC adapter cord to the power connector on your phone. Connect the Ethernet cable cord to the Internet connector on your phone.

Static IP connection:

1. Press the “Menu” button on the SIP phone.
2. Go to the Settings menu, choose “Advanced Settings”, and fill the “Password” field with “admin”.

3. Choose the Network section and select the “WAN Port”. Fill “IPv4” with the IP address provided by your network provider.
4. Enter this IP address as the URL in the web browser on your computer. Log in as the administrator with “admin/admin” credentials.
5. Choose the Network tab and select the Basic section.



6. Select the checkbox “Static IP Address” and fill in the “IP address”, “Subnet Mask”, “Gateway”,

“Primary DNS”, “Secondary DNS” fields with values provided by your internet provider.
7. Go to the Account tab and then select the Register section. The Register Status field should contain the “Registered” value.

NAT connection:

1. Press the “✓” button on your SIP phone to open the Status menu.
2. Check the “IPv4” field. It should contain IP-address, received by your phone.

3. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
4. Choose the Register tab. Set the “Line Active” field value to Enabled. Fill in the “Register Name”, “User Name”, “Password” fields. You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.
5. In the “SIP Server 1” field fill the following fields:
    - “Server Host” - you can find your credentials here: Your Profile > My Forwarding numbers > Get connection details
    - “Transport” - UDP
    - “Server Expired” - 300
    - “Port” - 16060
6. Click Confirm to save all changes.
7. Move to the “Account” tab and select the Register section. The Register Status field should contain the “Registered” value.

Grandstream HT701

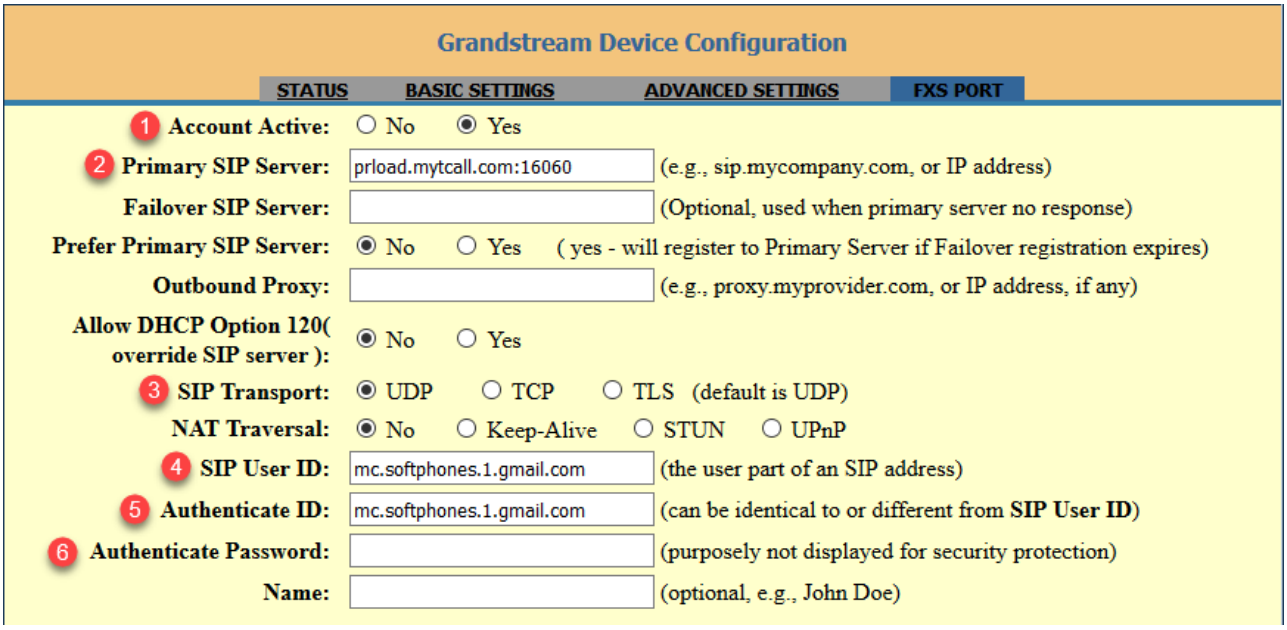
How to use your port adapter:

1. Connect the AC adapter cord to the power connector and the ethernet cable cord to the INTERNET connector on your phone.
2. Connect the analog phone to an adapter.
3. Dial “****” for voice menu activation.

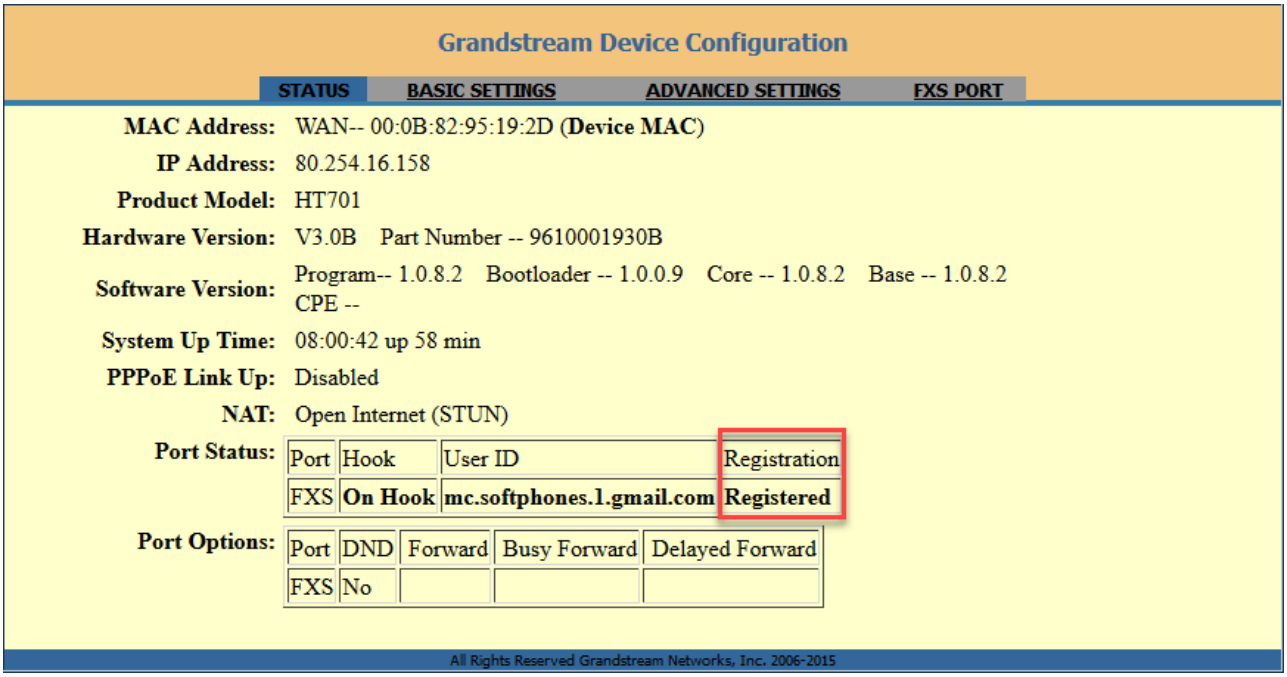
Static IP connection:

1. Set the following parameters using the voice menu (according to documentation from your adapter):
    a. “Enable\Disable DHCP” should be set to “Disabled”
        i. “IP Address”
        ii. “Subnet”
        iii. “Gateway”
        iv. “DNS Server”
    These parameters are provided by your ISP.
2. Return to the main menu and choose “Reset” to reboot your adapter.
3. Enter this IP as the URL in the browser on your computer. Log in as the administrator with

3. Enter this IP as the URL in the browser on your computer. Log in as the administrator with "admin/admin" credentials.
4. Open the "FXS PORT" tab and set the "Account Active" value to "Yes", and set the "Primary SIP Server" and "SIP Transport" values to "UDP".
   Fill in "SIP User ID", "Authenticate ID", "Authenticate Password".
   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.



5. Click the "Apply" button.
6. Open the "STATUS" tab and check if the "Port Status" has a "Registered" value.

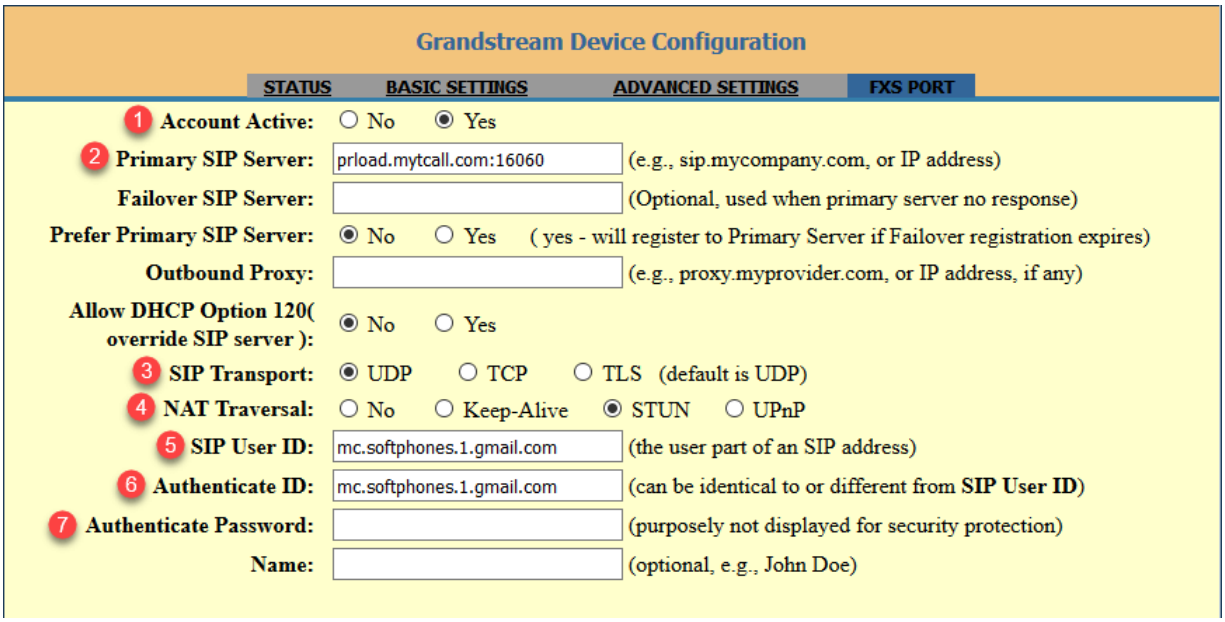


NAT connection

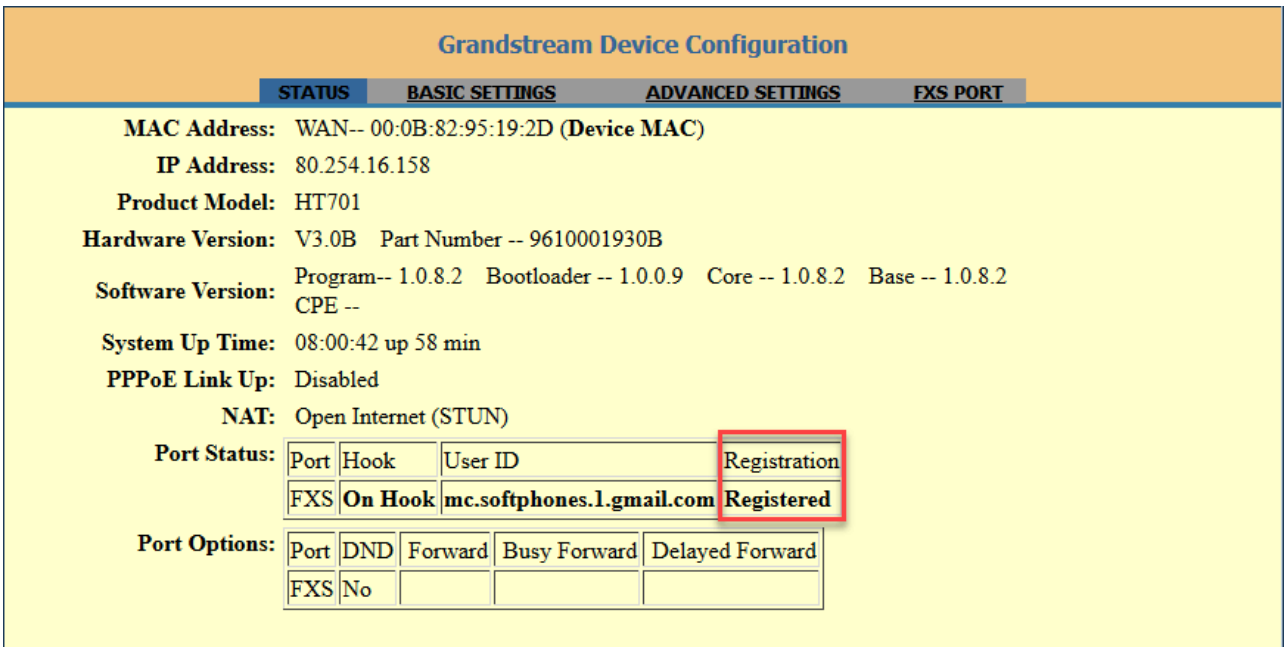
1. Find out the IP address using the Command 02 option in the voice menu.
2. Enter this IP address as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
3. Open the “FXS PORT” tab and set the “Account Active” value to “Yes”, set the “Primary SIP Server” and “SIP Transport” values to “UDP”.

   Fill in the “SIP User ID”, “Authenticate ID”, “Authenticate Password” values.

   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.



4. Open the “STATUS” tab and check if the “Port Status” has a “Registered” value.



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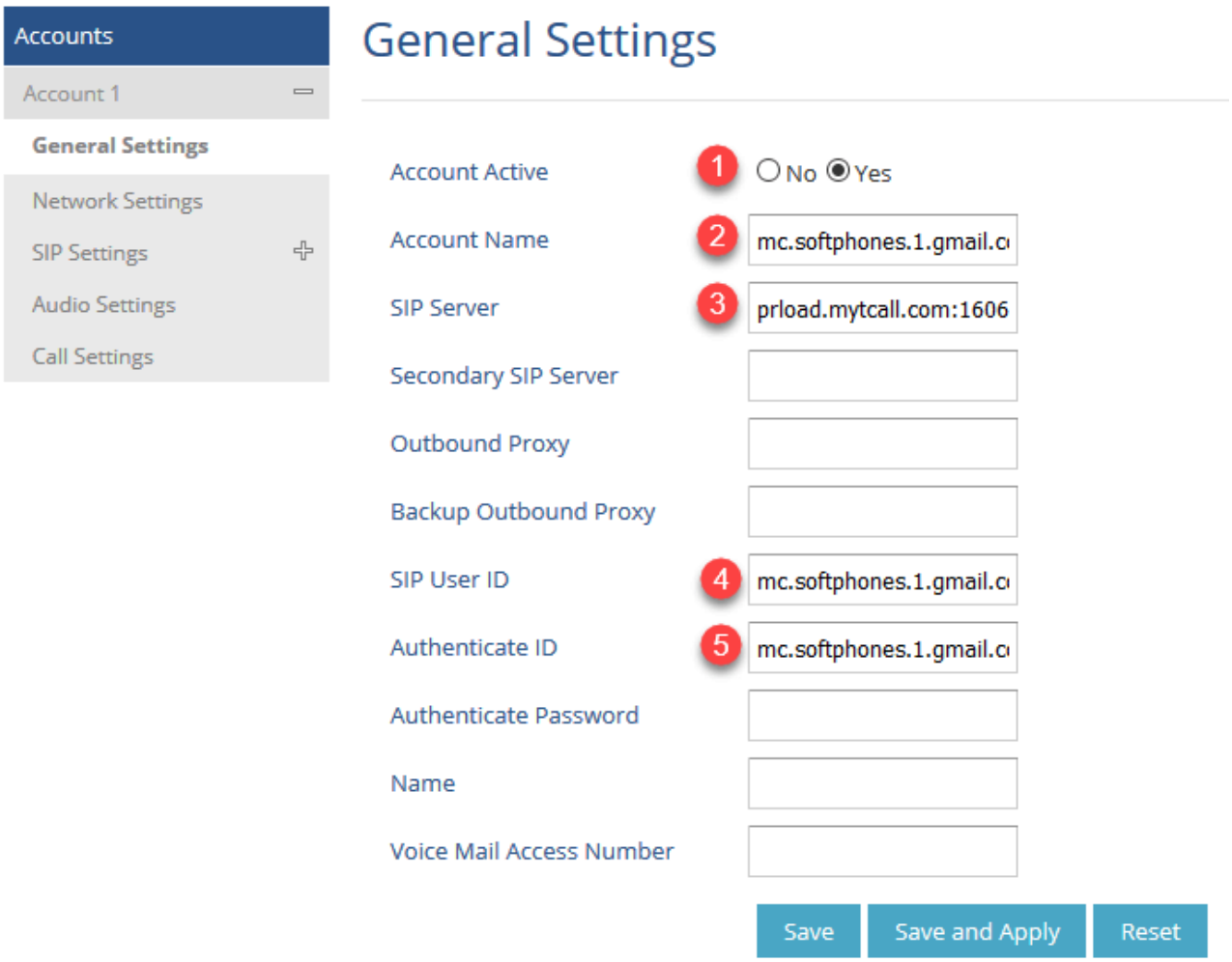
GrandStream GXP1610

How to configure your phone:

1. Connect the AC adapter cord to the power connector and the Ethernet cable cord to the INTERNET connector on your phone.
2. Wait until your phone is fully loaded, and then press the Menu button.

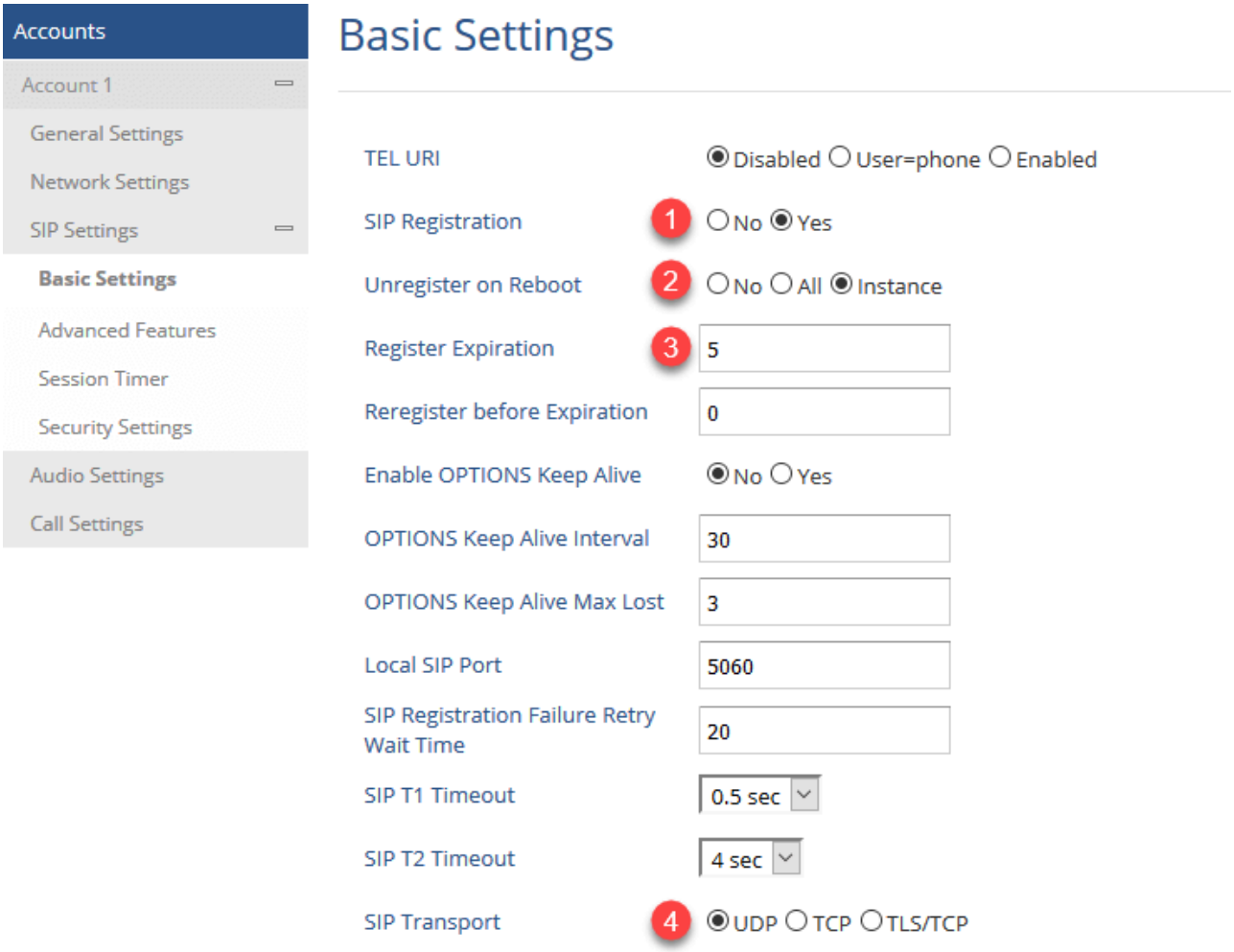
Static IP connection:

1. Open the “Network” section, go to “IP Settings” and choose the “Static IP” value.
2. Return to “WAN” settings and fill the “IP”, “Netmask”, “Gateway”, “DNS Server 1”, “DNS Server 2” fields with values provided by your ISP.
3. Return to the main menu and select the “Reboot” option.
4. Enter this IP as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
5. Go to the “Accounts” tab, then select “Account 1” and choose the “General Settings” section.
6. Set the “YES” value for the “Account Active” field and fill in “Account Name”, “SIP Server”, “SIP User ID”, “Authenticate ID”.
   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.



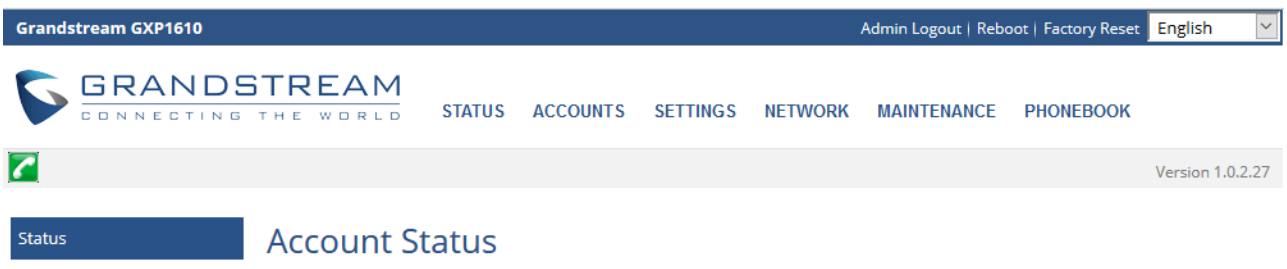
7. Click the “Save” button.
8. Open the “SIP Settings” and select the “Basic Settings” section. Set the “SIP Registration” field

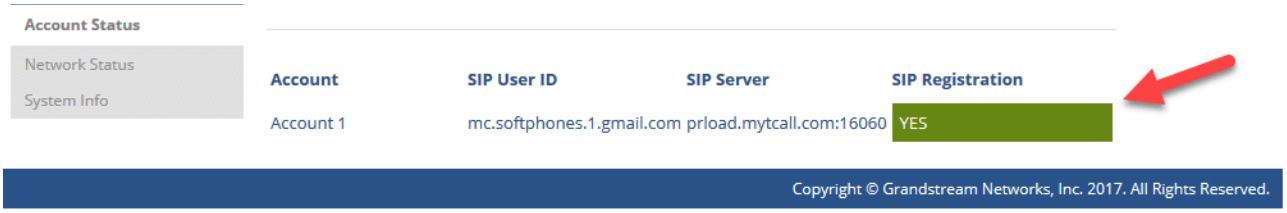
8. Open the "SIP Settings" and select the "Basic Settings" section. Set the "SIP Registration" field to "Yes", set "5" as the value for "Register Expiration", "Instance" for "Unregister on Reboot" and "UDP" for the "SIP Transport" field.



9. Click on the "Save and Apply" button.

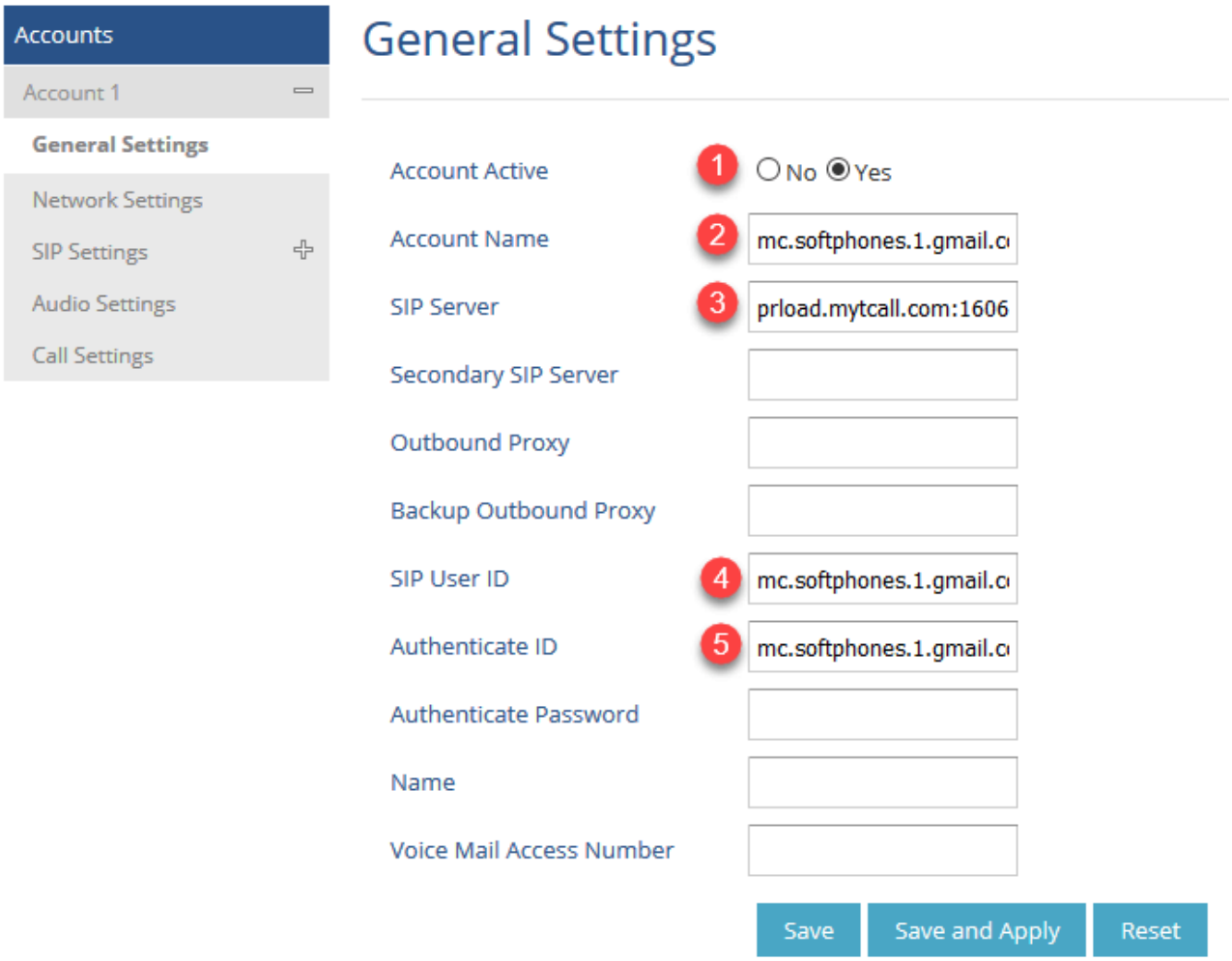
10. Go to the "Status" tab and select "Account Status". There should be a "YES" in front of your SIP account.



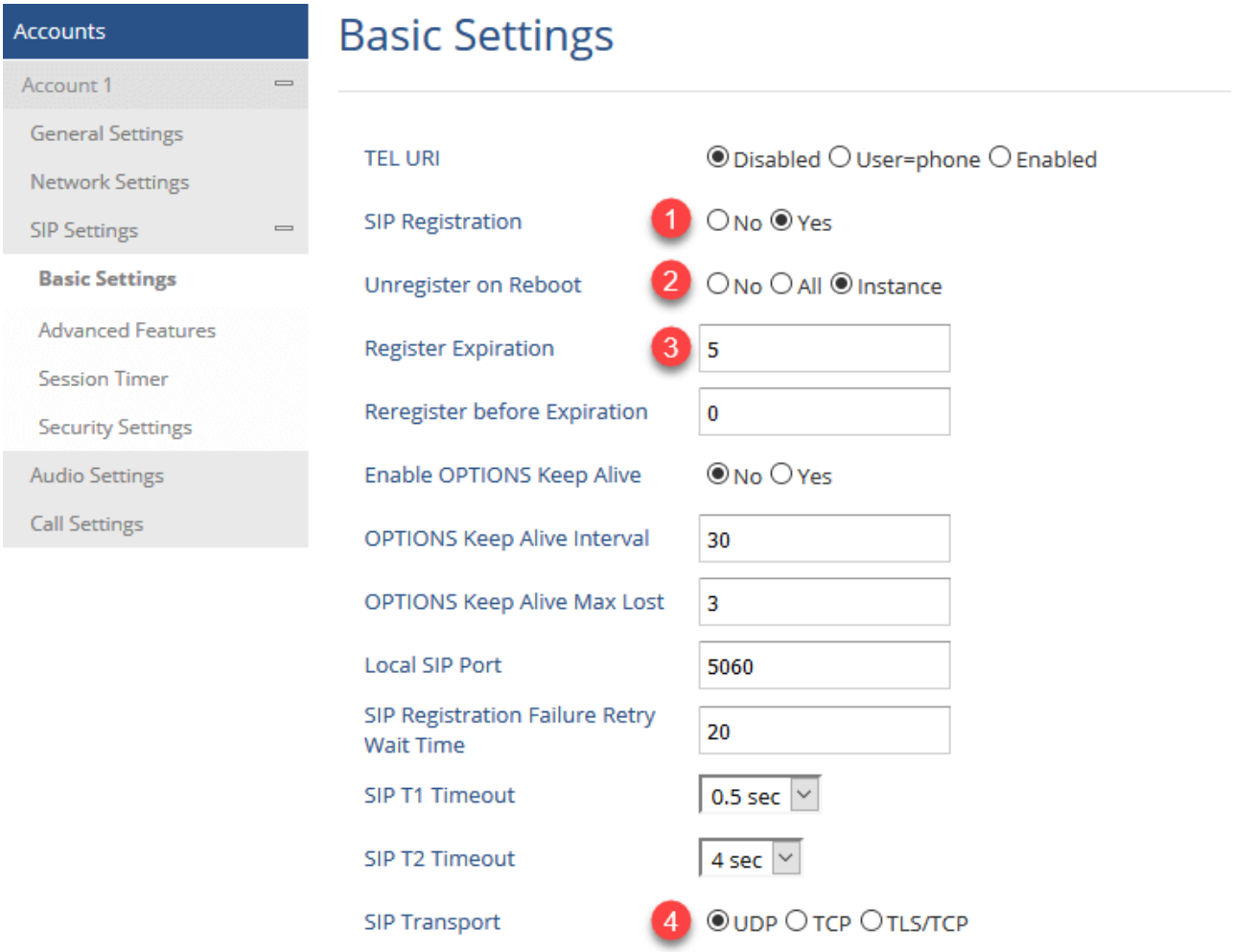


NAT connection

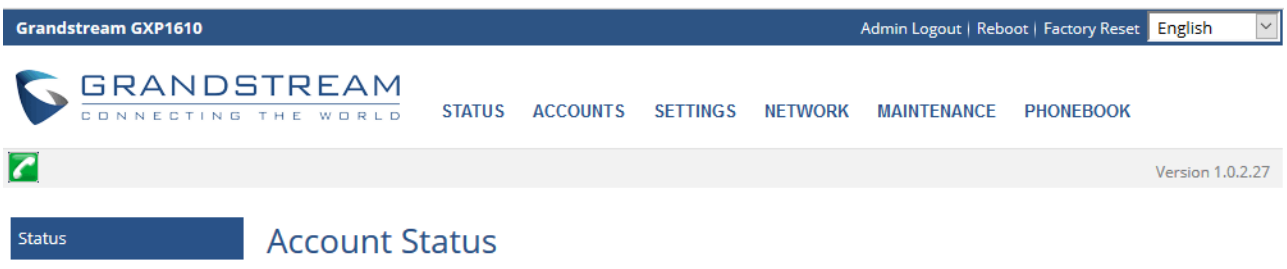
1. Open the “Network Status” section and check for the IP in the IPv4 field.
2. Enter this IP as the URL in the browser on your computer. Log in as the administrator with “admin/admin” credentials.
3. Move to the “Accounts” tab, then select “Account 1” and choose the “General Settings” section.
4. Set a “YES” value in the “Account Active” field, and fill in the “Account Name”, “SIP Server”, “SIP User ID”, “Authenticate ID” fields.
   You can find your credentials here: Your Profile > My Forwarding numbers > Get connection details.

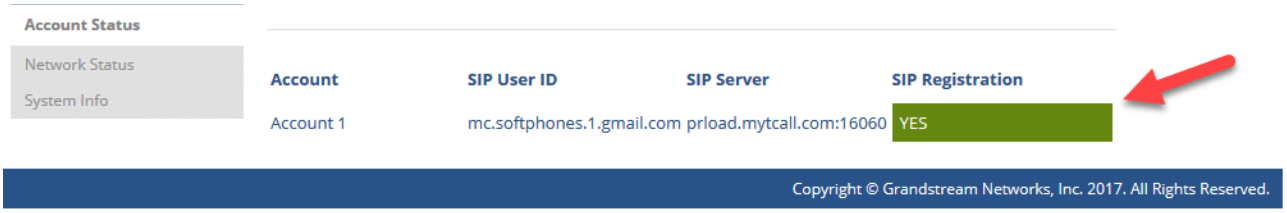


5. Click the “Save” button.
6. Open the “SIP Settings” tab and select “Basic Settings”. Set “Yes” for the “SIP Registration” field, set a “5” value for “Register Expiration”, “Instance” for “Unregister on Reboot” and a “UDP” value for the “SIP Transport” field.



7. Click the “Save and Apply” button.
8. Move to the “Status” tab and select “Account Status”. There should be a “YES” in front of your SIP account.





Using Telephony User Interface (TUI) On Your Deskphone

How to make a direct transfer:

Press **101# to make a direct transfer.
“101” is an extension of a team member in your MightyCall account. You can use any phone number, for example, 18882568312 as well.

How to make a Consultative Transfer:

Press ## sequentially during a conversation and wait for an audio guide to play. The following options are available:
Press 1 — make a call to another person (a second line).
Press 2 — merge all active calls into a conference.
Press 3 — disconnect the second line.
Press 4 — return to the first line (the second line will be put on hold).

For example:

During a conversation press:
101 # [call another person (second line) ... conversation with the second line] ## 1 or hang up — the initial call will be transferred.
101 # [call another person (second line) ... conversation with the second line] ## 2 — a conference call for 3 members.
101 # [call another person (second line) ... conversation with the second line] ## 3 — transfer the initial call to another party.
101 # [call another person (second line) ... conversation with the second line] ## 4 — return to the first line, the second line will be put on hold.

Did this answer your question?