



How to configure Grandstream desk phones with your Zoho Voice account

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Zoho Voice now enables you to connect your Zoho Voice account with any Grandstream IP-enabled hardphone which are one of the prominent workstations in major call centers. This enables you to easily make and receive Zoho Voice calls using Grandstream Session Initiation Protocol (SIP) phone device.

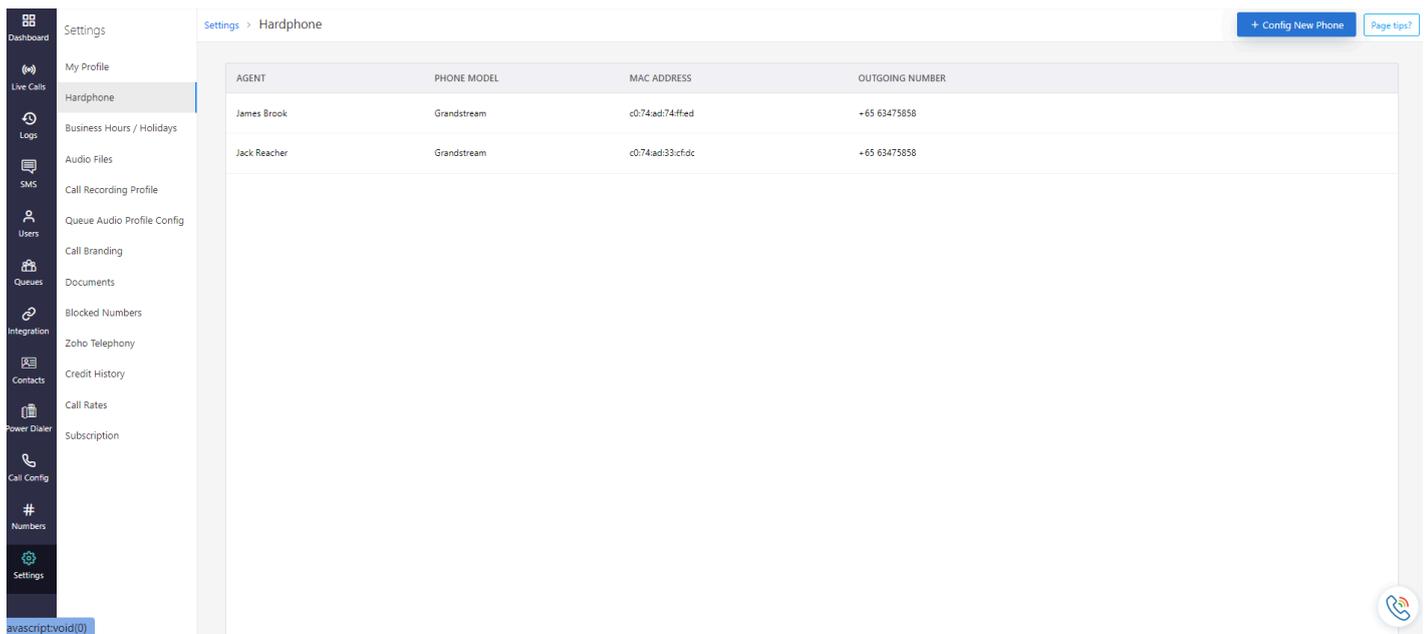
 Zoho Voice now supports all SIP phone models under the Grandstream brand.

Configuring Grandstream SIP phones

Follow the steps below to connect a Grandstream SIP phone with your agent's Zoho Voice account.

1. In your Zoho Voice account

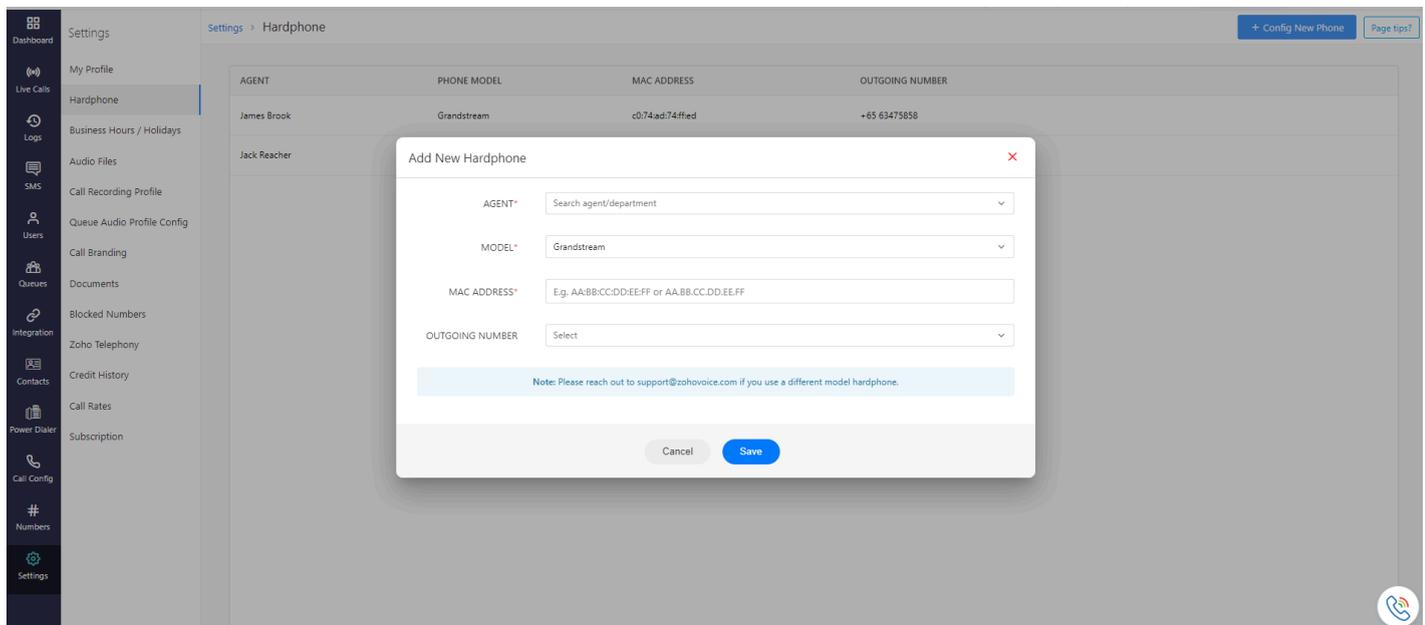
1. Go to **Settings** > **Hardphone** and click **Config New Phone**.



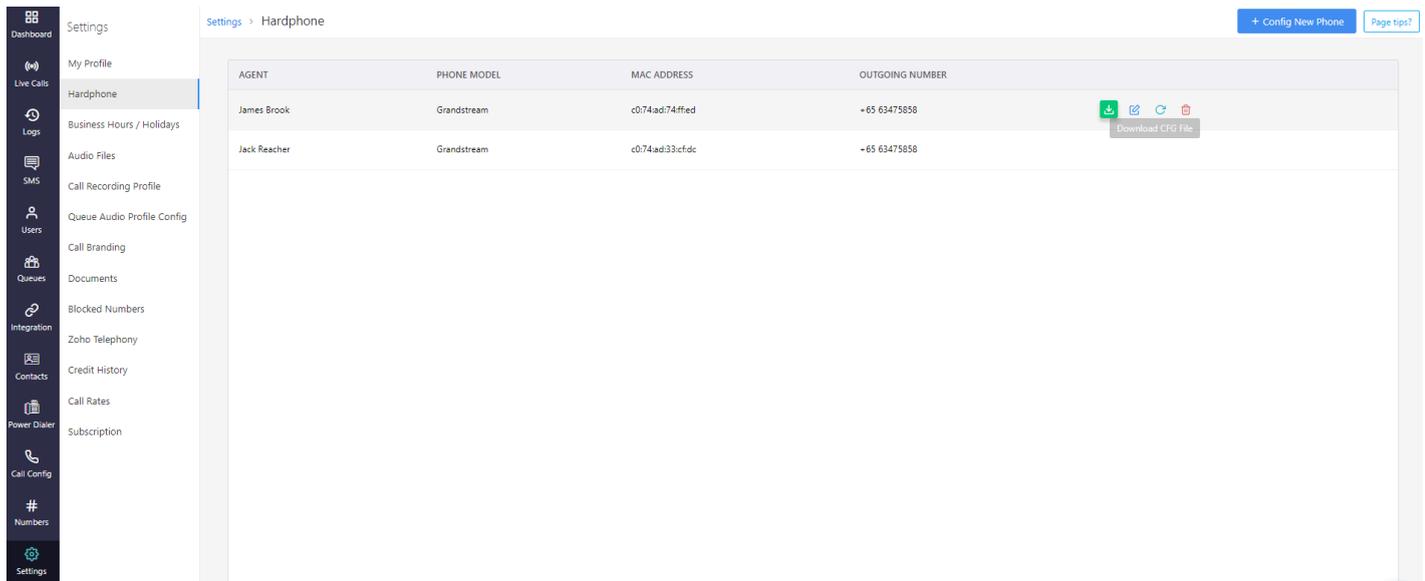
2. Select the agent to whom you want to configure the hardphone.

3. Enter the MAC address of your hardphone device. You can find it at the back of your device. If not, please check with your admin.

4. Select the phone number which you need to display for outgoing calls made using the desk phone.



5. Once you click **Save**, Zoho Voice generates a config file(.cfg). Download it.



2. In your Grandstream deskphone

For successful configuration, you need to log in to the Grandstream device web User Interface. In order to access the web User Interface, you need to know the IP address of your IP phone.

1. To obtain the IP address, press the **Settings** button and select the **Status Check** option.
2. You can find your IP address there.
3. Once you have obtained the IP open your browser, Enter the IP address (e.g., <https://192.168.0.10> or 192.168.0.10) in the address bar of the web browser on your PC.
4. This will take you to your device's web UI.

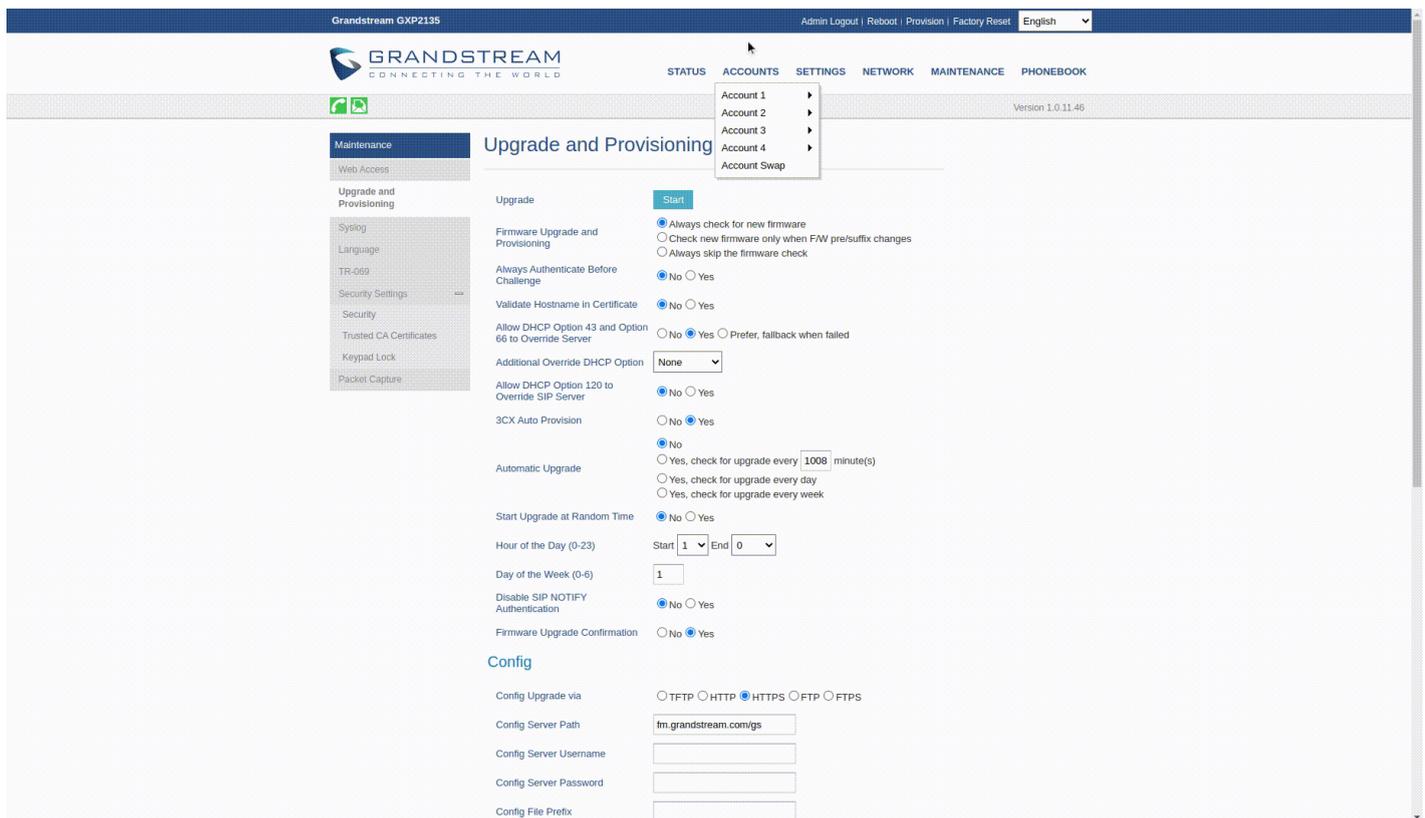
3. In your device's web UI



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1. Enter the **username** and **password** of your device and click **Login**.
2. Go to the **Maintenance** menu at the top menu bar. Select **Upgrade and Provisioning**. The *Upgrade and Provisioning* page appears.
3. Go to the **Config** section in the *Upgrade and Provisioning* page.
4. Under the Config section find the field **Upload Device Configuration**. Here's where you'll upload the config (.cfg) file you downloaded from Zoho Voice. [Refer 1. In your Zoho Voice account](#)

5. Click **Upload** button to browse and upload the config (.cfg) file. Click **Save and Apply** at the bottom.



6. Now, go to **Accounts**-> **Account 1** at the top menu bar.

7. Go to the **SIP Authentication Password** field.

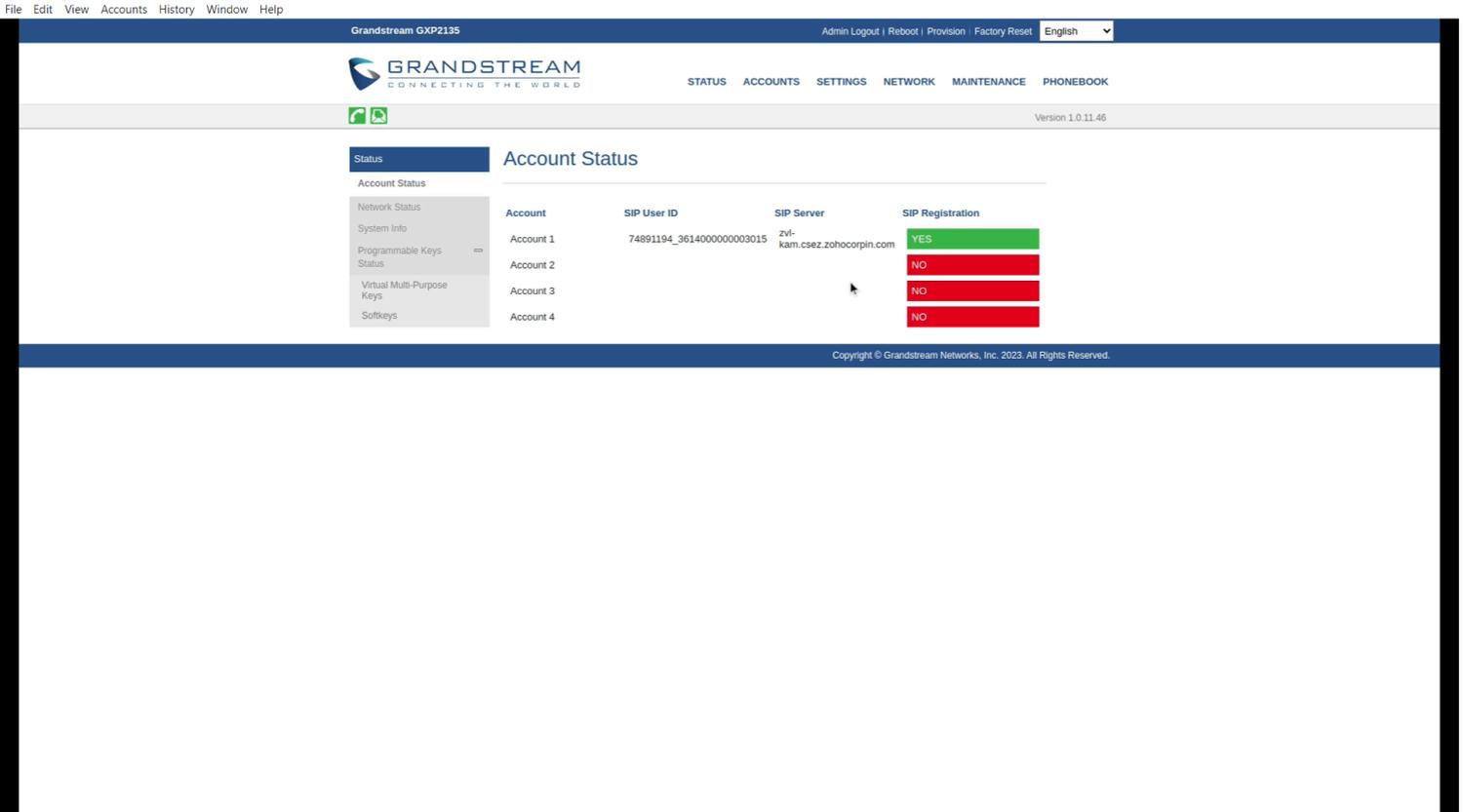
8. Copy and paste the **SIP Authentication Password** sent by Zoho Voice via email.

i The SIP authentication password is required for the phone to authenticate with the Zoho Voice's SIP server before the account can be registered.

9. Click the **Save & Apply** button at the bottom.

10. Now, to check the status of registration of your Grandstream deskphone, select the **Status**-> **Account Status** menu at the top menu bar. The **Account Status** page appears.

11. For a successful registration, the **SIP Registration** status of the **Account 1** will be listed in green as **Yes** as shown below.



Once you've completed the above steps, your Grandstream deskphone is fully configured to handle all Zoho Voice calls that are assigned to a particular agent.

i In the event of an unsuccessful registration, please make sure to factory reset your device and then retry the registration steps mentioned above.

Troubleshooting your Grandstream deskphone registration and call handling

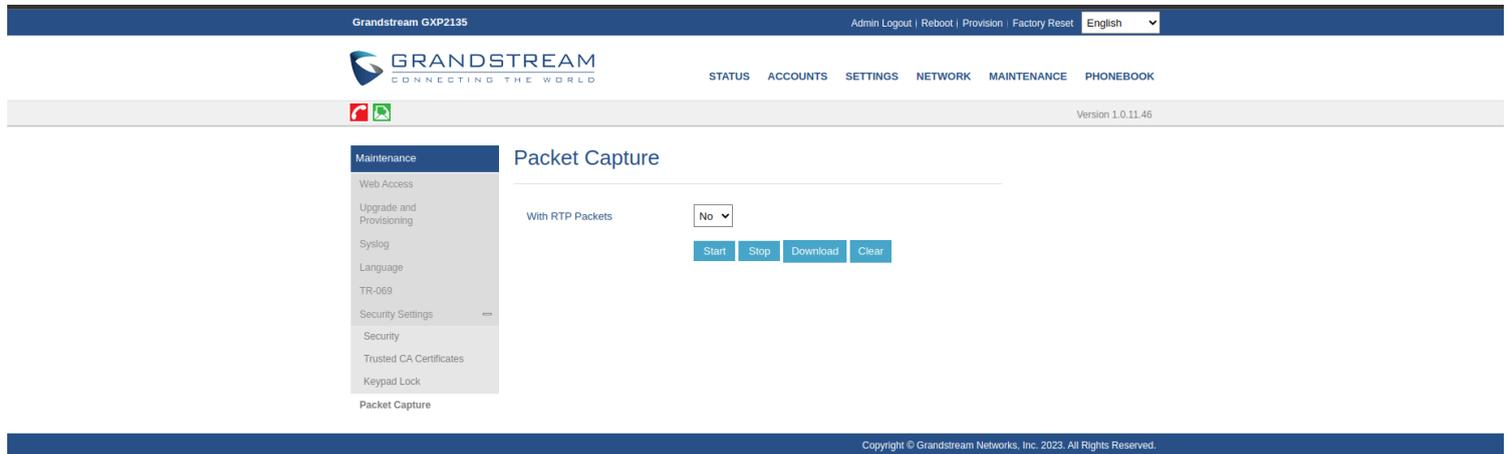
To quickly troubleshoot the issues that arise while performing certain procedures or activities, make sure you reproduce the whole sequence of steps involved in a specific process using your Grandstream deskphones while activating Grandstream's **Packet Capture** functionality.

d Packet Capture is a special network troubleshooting functionality offered by Grandstream that enables you to easily capture, read, and effectively troubleshoot those SIP packet captures.

This can be especially useful while:

1. Registering your Grandstream deskphones with Zoho Voice's SIP servers or while
2. Handling inbound and outbound calls via your Grandstream deskphones

Here's how you can capture SIP packets from your Grandstream devices.



1. Select the **Maintenance** menu and choose the **Packet Capture** option from the top menu bar. The *Packet Capture* page appears.
2. First, click on the **Start** button at the left end to start the network packet capture
3. Immediately, reproduce the whole sequence of steps involved in the process you intend to troubleshoot . The process can be the registration process, making an outbound call via your Grandstream device, receiving an inbound call and more.

 For analyzing and troubleshooting the issues that arise while handling calls, you can send the audio packets involved during a call by enabling the **With RTP Packets** option by selecting the **Yes** option, else keep the default option **No**.

4. Once you're done reproducing the whole sequence, Click the **Stop** button. The SIP packets involved in a specific process are captured now.
5. Just click the **Download** button now. This will automatically download the **Captures.tar** file.
6. Send the downloaded file to the Zoho Voice support team for analysing.

Grandstream desk phone user guide

Making a call

1. On your Grandstream device, take the handset off-hook or press **Speaker** button or an available **LINE** key (LINE key that activates speakerphone).
2. The line will have a dial tone and the corresponding line's LED will turn green.
3. If required, select another **LINE** key (alternative SIP account).
4. Enter the phone number.
5. Press the **SEND** button or press the **DIAL** soft key.

Setting up the Dial plan/ Digit map

- ① Dial plans or Digit maps are predefined rules that determine the sequence of characters required to dial an outbound call.

When a dialed number on the device matches a predefined dial plan, the device will transmit the dialed numbers for the outbound call. If no match is found, the call will not proceed.

To configure or modify the dial plan of your Grandstream device, you will have to access the web configuration interface of your desk phone.

On the web interface, select **Account->Call Settings** and modify the Dial Plan.

[Learn more on the rules of the dial plan here.](#)

For example:

{ x+ | \+x+ | x+ | xx*x+ } - is the default dial plan on Grandstream devices.

To prefix the country code 1 before all the dialed out numbers:

Modify the dial plan as: {<=1>xxxxxxxxxxx|x+|x+|xx*x+}

Activating Speed Dial

1. On your desk phone, long press any one soft key.
2. Set **Mode** for the soft key as **Speed Dial**
3. Key in a suitable display name you want to display when you press the soft key in **Description field**.
4. Key in any Phone Number, Contact, extension in the **Value** field and select **Save**.

ⓘ User extensions for Zoho Voice are limited to **4-5 digits only**. Please ensure that all your current extensions fall within this range.

Answering Calls

Single Incoming Call

1. Answer call by taking your Grandstream device's handset off hook or by pressing the **SPEAKER** button or by pressing the corresponding account **LINE** button.

Multiple Incoming Calls

To manage multiple incoming calls on your Grandstream desk phone, follow these steps:

1. When there is a call waiting, you will hear a call waiting tone.
2. The next available line will flash red to indicate the incoming call.
3. Answer the incoming call by pressing its corresponding **LINE** button.
4. The current call will be put on hold automatically.
5. To toggle between the calls, just use the **LINE** button.

ⓘ Contacts are displayed from the Zoho Voice Contacts module, only during incoming calls.

Ending a call

End a call on your Grandstream device by pressing the **End Call** soft key or hang up the phone.

Call Hold/Resume

To hold or resume a call on your Grandstream desk phone:

1. **Hold:** Place a call on hold by pressing the **Hold** button.
2. **Resume:** Resume call by pressing the corresponding blinking **LINE**.

Call Transfers

If you are on a call and wish to transfer the call to another party, you can choose one of the following three modes of call transfers in the web user interface of your Grandstream device:

1. Blind Transfer
2. Static Attended Transfer
3. Dynamic Attended Transfer

 The default call transfer mode on your Grandstream device is Blind Transfer.

To change the transfer mode for call transfers, follow the steps below:

1. Log into your Grandstream device's web user interface.
2. Go to **Settings** -> **Call Features**.
3. Look for the **Transfer Mode via VPK/MPK** option.
4. Choose the suitable transfer mode from the drop-down menu.

 **When transferring calls from your Grandstream desk phone, the transfer call recipient cannot record or further transfer the call.**

Blind Transfer:

When **Blind Transfer** mode is chosen on your Grandstream device's web user interface, You can start transferring calls on your desk phone by following the steps below:

1. On your desk phone, press the **Transfer** button.
2. Dial the number and press the **Send** button to complete transfer of an ongoing call.

Static Attended Transfer:

When **Static Attended Transfer** mode is chosen on your Grandstream device's web user interface, You can start transferring calls on your desk phone by following the steps below:

1. On your desk phone, press an idle line key to make a new call and the active **LINE** will be placed on hold automatically.
2. Once the call is established, press the **Transfer** button followed by the **LINE** button of the held line to transfer the call.
3. After the call is transferred, the phone will display an idle screen.

Dynamic Attended Transfer:

When **Dynamic Attended Transfer** mode is chosen on your Grandstream device's web user interface, You can start transferring calls on your desk phone by following the steps below:

1. Establish a call first using your desk phone.
2. Press **Transfer** key to bring up a new line, and the first call will be placed on hold automatically.
3. Dial the number and press **SEND** button to make a second call.
4. Press the **Transfer** key again to make the transfer.

 For Dynamic Attended Transfer, after dialing out the number for the second call, a **Split** soft key will be displayed on your desk phone screen. If the second call is not established yet (still in ringing phase), pressing **Split** will hang up the second call. If the second call is established (answered), pressing **Split** will resume the second call and keep the first call on hold.

3-WAY Conference

Initiate a Conference Call:

If you are already in a conversation and if you intend to bring a third party together in a **3-way conference**.

1. On your desk phone, press the **Conference** button to bring up conference dialing screen.
2. Dial the third party number followed by **SEND** key.
3. When the call is established to the third party, press the **ConfCall** soft key to initiate 3 -way conference.

Cancel a Conference Call:

1. On your desk phone, press **Cancel** soft key on the conference dialing screen to resume the two-way conversation.

Hold The Conference:

1. On your desk phone, press **Hold** button to hold the conference call. This puts all the parties involved on hold.
2. Press **ReConf** soft key to resume the conference call; or select the corresponding blinking **LINE** to speak with an individual party.

End The Conference:

If you are the conference initiator and you intend to end the conference call

1. Hang up or press the soft key for the **EndCall** option on the Grandstream device. The conference will be terminated for all three parties.

Voicemail message

1. On your desk phone, a blinking red **MWI (Message Waiting Indicator)** indicates a message is waiting.
2. Press the **Message** button to retrieve the message. An IVR will prompt you through the process of message retrieval.
3. Press a specific **LINE** to retrieve messages for a specific line account.

Listening to the new Zoho Voice voicemails

To listen to new voicemails received on your Zoho Voice account directly from your Grandstream desk phone:

1. On your desk phone, enter the number 862690 (voicemail portal number)
2. Press the **SEND** button or press the **DIAL** soft key.

- ① Grandstream devices store only the new and unaccessed voicemails. Voicemails accessed through the Zoho Voice web or desktop client or the mobile app will not be available on the Grandstream devices.

Mute/Delete

1. On your desk phone, press the **MUTE** button to mute/ unmute the microphone.
2. The Mute icon indicates whether the microphone is muted.

Volume adjustments

1. Use the volume controls on your desk phone to adjust the ring volume when the phone is idle.
2. Press the volume controls during an active call to adjust the call volume.

- 📄 If you face any issues in configuring your Grandstream desk phone with your Zoho Voice account, please reach out to us at support@zohovoice.com.