



Configuration manual

Auto-provisioning

Type: Yealink





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This configuration manual is limited to the settings required to connect to the gnTel platform. For general manuals with detailed features we would like to refer to the manufacturers manual.

The screen shots used in this manual have been obtained using the gnTel platform in combination with a Auto-provisioning device.

1 Auto provisioning

Using the Provisioning Interface of gnTel, it is possible to automatically configure Auto-provisioning devices. During auto provisioning, the device fetches the phone account and other settings to register on the gnTel platform.

Auto provisioning makes it easier to configure multiple devices at once at a customer.

2 Configuration settings

During auto provisioning, the following settings are set to the device:

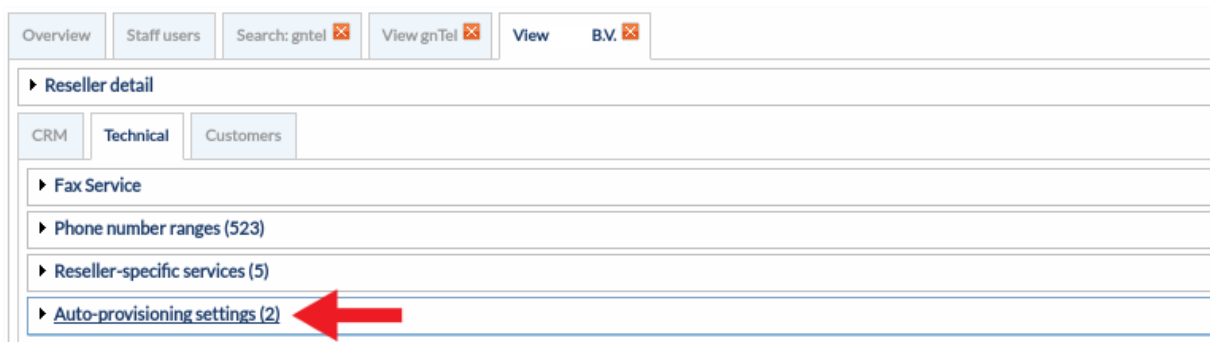
- Admin username/password
- User password
- Phone account settings
- SIP/STUN URL's
- Type Codec
- NTP-server URL
- Time notation
- Internal ringer text (for the purpose of internal ring tone)
- Internal ringer file (for the purpose of internal ring tone)
- Firmware version

3 Preconditions auto provisioning

To use auto provisioning, a few conditions have to be met prior to use:

1. The public IP address (not local!) of the device should be added to the phone account settings in the Provisioning Interface.
2. If the web interface of the device should be active, an admin password should be present at the partner settings in the Provisioning Interface.

Is it necessary to enable the partner auto provisioning settings within the Provisioning Interface. These settings can be found at the partner settings under the tab Technical → Auto-provisioning settings, as shown in the screenshot below.



3.1 Auto provisioning settings

At the tab Auto provisioning settings below the Reseller details, the following settings need to be filled in:

- **An admin password is obligatory!** This is used by the devices to log in to the web-interface. Beware of the fact that if an admin password is not set, the web-interface of the devices will be blocked. We recommend setting a password which is not too easy to guess, has a minimum of 8 characters but does not contain punctuation marks since that it not possible.
- An admin username: it is possible and highly recommended to adjust the admin username to something else. The default username 'Admin' will expire if it is changed
- A user password: used for logging in to the web interface as a user instead of an admin. If left blank, the same password as for the admin account will be used.

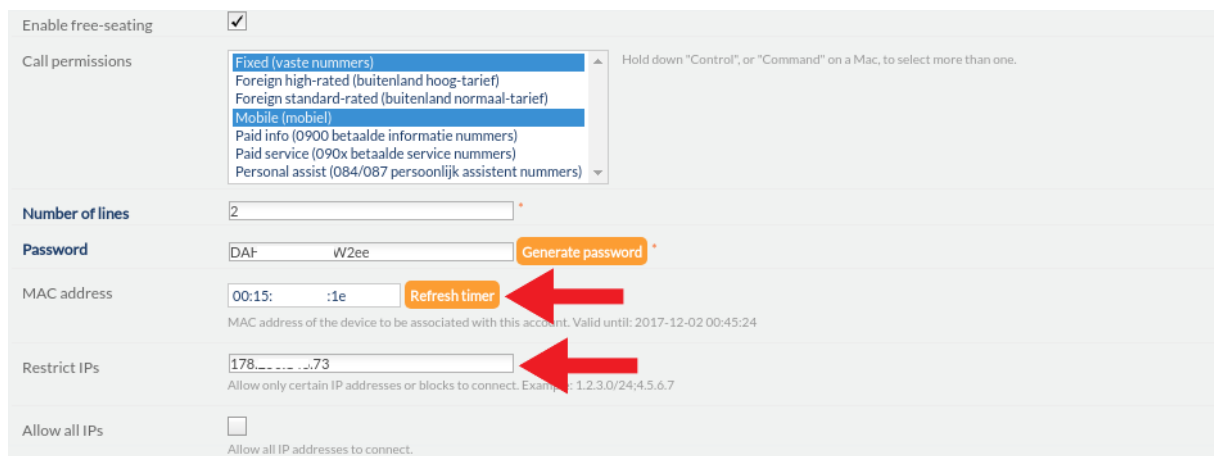
▼ Auto-provisioning settings (2)		
Name	Setting	Options
Default admin password	██████████	> Edit
Default user password	██████████	> Edit

For Whitelabel partners it is also possible to use your own URL. To use your own URL, it is necessary to link this URL to the gnTel URL in the DNS records of the domain in question. The following URLs can be set up prior to use:

- SIP server address, if left blank it points to voip.gntel.nl
- STUN server address, if left blank it points to stun.gntel.nl
- NTP server address, if left blank it points to ntp.gntel.nl

3.2 Linking the MAC address

To make sure the account is linked to the correct device, a link has to be made between the device and the Provisioning Interface. This link is made using the MAC address of the device and adding it in the Provisioning Interface. Go to the phone account you want to use in the Provisioning Interface and click 'Edit'. At the bottom of the screen, the fields as shown below are visible.



The screenshot shows a configuration form with the following fields and actions:

- Enable free-seating:**
- Call permissions:** A dropdown menu with options: Fixed (vaste nummers), Foreign high-rated (buitenland hoog-tarief), Foreign standard-rated (buitenland normaal-tarief), Mobile (mobiel), Paid info (0900 betaalde informatie nummers), Paid service (090x betaalde service nummers), Personal assist (084/087 persoonlijk assistent nummers). A note says: "Hold down 'Control', or 'Command' on a Mac, to select more than one."
- Number of lines:** Input field with value "2".
- Password:** Input field with value "DAI- W2ee" and a "Generate password" button.
- MAC address:** Input field with value "00:15: :1e" and a "Refresh timer" button. A note below says: "MAC address of the device to be associated with this account. Valid until: 2017-12-02 00:45:24". A red arrow points to this field.
- Restrict IPs:** Input field with value "178.....73" and a note: "Allow only certain IP addresses or blocks to connect. Example: 1.2.3.0/24;4.5.6.7". A red arrow points to this field.
- Allow all IPs:** with a note: "Allow all IP addresses to connect."

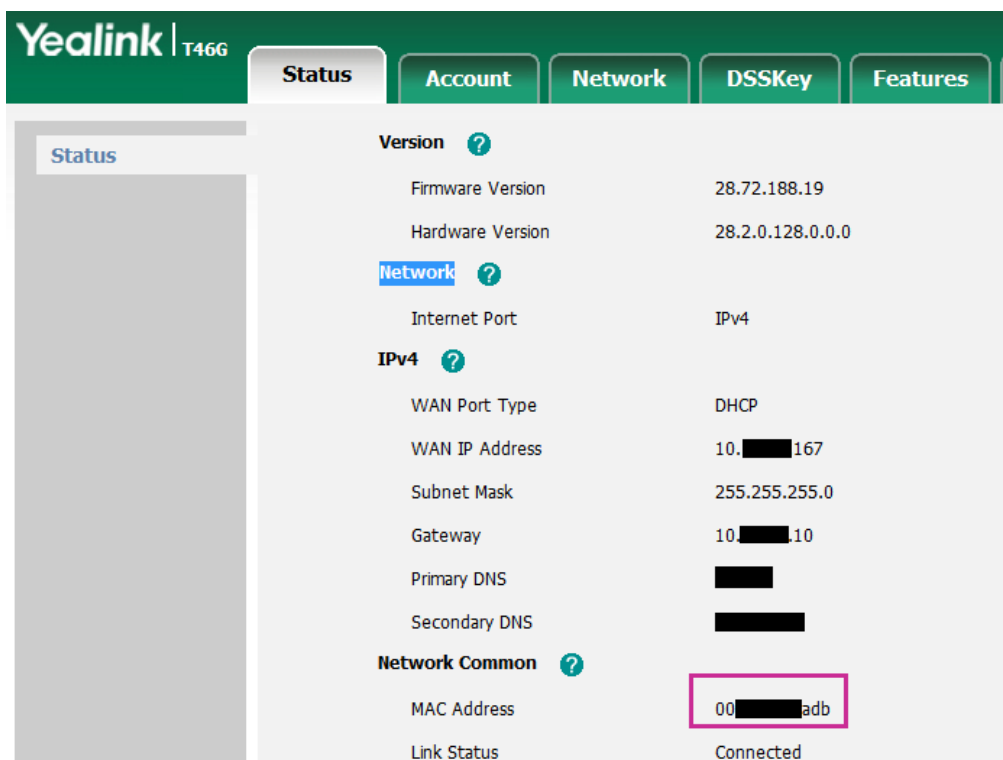
Next to the field 'MAC address', the MAC address of the device should be filled in.

Next to the MAC address field is the button 'Refresh timer' with a text bellow ending with 'Valid until....'

Beware: account settings will only be send to the device if the time here has not expired. If the device is not receiving the account settings, make sure the timer is still valid and when in doubt click 'Refresh timer'.

The MAC address of a Yealink device can be found at multiple locations:

- On the box the device was delivered in.
- On a sticker underneath the device.
- By pressing the 'OK' button on the device.
- Via the web-interface on the homepage.



4 Auto provisioning the device

If the MAC address and the public IP address of the device have been correctly added to the Provisioning Interface, the device is ready to auto provision. A new device will do this automatically when connected to the internet. If the device had a phone account set up previously, it is possible to keep the current settings if the device has not used auto provisioning at another provider. If this is not the case, the device has to be reset in order to use auto provisioning.

4.1 Auto provisioning by resetting the device

On the device, press the 'OK' button for 10 seconds until the warning: 'Reset to factory setting?' is displayed. Release the 'OK' button and press it again to reset the device.

Beware: Some firmware versions request which 'IP mode' should be used. You can ignore this message and click 'Next'.

5 FAQ

- **What happens if I remove a MAC address from a phone account?**
The device will no longer receive updates from our auto provisioning server. The settings on the device however will not be erased. To remove the settings, it is recommended to perform a factory reset to return the device to the default settings. To reset the device follow the steps from section [Auto provisioning by resetting the device](#).
- **Will changes in the phone account automatically be changed on the device?**
No, this will not happen automatically. To change account settings, press the 'Refresh timer' at the phone account settings in the Provisioning Interface and restart the device within the 'Valid until...' window.
- **Can I use auto provisioning to set multiple accounts in one device?**
No, only one account can be auto provisioned per device.
- **Can I set up BLF buttons using auto Provisioning?**
Yes, this is possible. The device needs to perform auto provisioning before this is enabled. Afterwards, one can visit the customer portal (mijn.gntel.nl) and go to 'Manage' → 'Device Configuration'. By clicking on the BLF buttons in the image, the settings can be changed per button.
- **Is it possible to set up a phone book using auto provisioning?**
Yes, using Yealink Connect it is possible to link a phone book to the device. For more information you can visit the Yealink connect guide on our website:
https://gntel.de/support/handleidingen/yealink_connect.html
- **My device will not perform auto provisioning?**
It is possible the IP address of the device is different from the one in the Provisioning Interface. Verify this address and click on 'Refresh timer' to enable auto provisioning once more.
- **When will the device automatically obtain updates?**
The first time the device is connected, auto provisioning will take place right away. Afterwards, the default settings are set so the device will fetch the settings every Saturday night.
- **What happens to the settings already on the device?**
Only the settings which the auto provisioning server sends to the device will be over written. All other settings will remain the same.
- **Which ports should be enabled on the firewall?**
Auto provisioning traffic runs via http and https. In most cases, it is therefore not needed to adjust port settings to use auto provisioning.