

How to set up Cisco 7940/7960 SIP phones to connect to VoipNow

Applies to VoipNow 3 and higher!

This article explains how to set up a Cisco SIP phone terminal (7940/7960 with firmware 7.x or 8.x) that will be used with the VoipNow phone provisioning module. These recommendations also apply if you happen to do this for the very first time.

Phone installation

Assuming that your phone is reset to the default configuration:

1. Plug in the power cord, the network cable and the headset cord.
2. Power up your phone.

For more information on the physical installation, check the phone terminal's user guide provided by the vendor.

Configuration of phone network and provisioning parameters

STEP 1: Press the **Settings** button on the phone pad. The **Settings** menu is displayed on the LCD screen. Use the **up** and **down** arrow keys to navigate through the menu.

STEP 2: Navigate to the **Unlock Config** entry. Press the key corresponding to the **Select** option on the screen (it is the first key on the left, placed right below the LCD screen).

STEP 3: Use the phone keypad to enter the administrator password (the default password is cisco). Press the key corresponding to the **Accept** option on the screen.

STEP 4: Go to the **Network Configuration** entry. Press the key corresponding to the **Select** option on the screen.

The **Network Setup** menu is displayed on the LCD screen.

STEP 5: If a DHCP server is available, skip to step 8.

If no DHCP server is available on the network, then navigate to the **DHCP Enabled** entry and press the key corresponding to the **No** option on the screen. Then press the key corresponding to the **Save** option.

STEP 6: Navigate to the **IP Address** entry and press **Edit**. Enter the IP address assigned to your phone. To obtain this address, ask the network administrator. Press the key corresponding to **Accept** in order to save your settings.

STEP 7: Repeat step 6 for the **Subnet Mask** and **Default Router 1** entries. **Default Router 1** is the gateway.

STEP 8: Navigate to the **TFTP Server** entry and press **Edit**. Use the phone keypad to the IP address where the phone will get its configuration files from. To obtain this address, ask the VoipNow system administrator.

Use the* key to enter. Press the key corresponding to **Accept** to save your settings and return to the **Network Setup** menu.

STEP 9: Press the key corresponding to the **Back** option and return to the **Settings** menu.

STEP 10: Go to the **SIP Configuration** entry and press **Edit** to enter the **SIP Configuration** menu.

STEP 11: Navigate to the **TFTP Directory** and press **Edit**. Enter the substring following the IP of the TFTP server from the link provided by the VoipNow system administrator (if you have not received it, see the [Appendix](#) to learn how to obtain it). For example, if your administrator provided you this link - `http://192.168.9.200/0002/0003/001/SIP0018B9988888.cnf`, enter `0002/0003/0001`.

STEP 12: Press the key corresponding to **Accept** option on the screen to save your settings and return to the **SIP Configuration** menu.

STEP 13: Reboot the phone.

At this point, you should be able to make your first phone call.

Appendix

If your administrator allows you to provide the link for the phone yourself, then you have to follow the next steps:

STEP 1: Log in to the VoipNow web interface with your extension account.

STEP 2: Click the **Provisioning and SIP** icon available in the **Telephony** section.

STEP 3: Customize the required fields taking into consideration the following explanations:

Provisioning

- **Use provisioning** - When enabled, the phone device associated with the extension will get all its setup parameters from the provisioning server. Otherwise, the extension user will have to set the phone parameters manually.
- **Regenerate provisioning location** - When enabled, VoipNow will delete the existing configuration file and will create a new one.

Device Information

- **Friendly name** - Fill in a custom name that will differentiate the provisioned device.
- **Phone brand and model** - From the drop-down list, select your phone terminal brand and model.
- **Firmware** - From the drop-down list, select the firmware version corresponding to your phone terminal.
- **Phone MAC** - Fill in the phone's MAC address. You will find it on the back of the phone device. The MAC address for Cisco phones begins with 00:21:29.
- **Use MAC based provisioning** - When enabled, the provisioning link will be generated based on the device MAC address on the condition that the **Allow MAC based provisioning on HTTP(S)** option is enabled from the **Unified Communications Provisioning templates Global preferences**.

Device Settings

- **Phone admin username** - You can leave this field empty.
- **Phone admin password** - You can leave this field empty.
- **Confirm phone admin password** - You can leave this field empty.
- **Phone update interval** - The number of minutes the phone waits before checking for updates on the provisioning server.
- **Update protocol** - This is the protocol used by the phone to access the configuration file on the provisioning server.

SIP Preferences

- **Allowed codecs** - Select the checkboxes corresponding to the codecs supported by the phone device.
- **Equipment description** - You can leave this field empty.

STEP 4: Click **OK** to save the data. The provisioning link will be displayed at the top of the screen.

Related articles

- [How to configure the time for a Phone Terminal through provisioning](#)
- [Understanding and blocking ghost calls](#)
- [How to monitor VoipNow with Homer](#)
- [How to use Homer capture agents with VoipNow](#)
- [How SIP forking works in VoipNow](#)