

zoomphone

# Configuration Guide For Ascom i63

## Table of Contents

Table of Contents	2
Revision History	3
Ascom i63 and Zoom Software Versions	3
1 Overview	4
2 Configuration Steps - Zoom Web Portal	4
<b>1 Create Zoom Users</b>	5
<b>2 Add SIP Devices</b>	9
3 Configuration Steps - Ascom i63	11
<b>1 Deployment Topology Diagram</b>	11
<b>2 Network</b>	11
<b>3 Configure Ascom i63</b>	12
3.1 Manage Certificates	12
3.2 Network	15
3.3 Device Setting	16
3.4 VoIP Settings	17
4 Limitations observed in device	19
1. Features Supported	19
2. Features Not Supported	19
3. Features Test Failed	19

## Revision History

Version	Date	Author	Change
1.0	12/27/2021	Simon Du	Config Guide created
1.1	01/20/2022	Simon Du	Update based on Ascom comments
1.2	05/16/2022	Simon Du	Add Features Support section
1.3	5/18/2022	Simon Du	Remove Header and Footnote

## Ascom i63 and Zoom Software Versions

	Equipment	Software Version
Ascom	Ascom i63	3.0.0
	Ascom WinPDM	3.15.2
Zoom	Zoom app Desktop	5.8.7 (2058)
	Zoom app Mobile	5.8.6 (1819)

## 1 Overview

This document outlines the configuration best practices for the Ascom i63 as Zoom generic SIP phone.

## 2 Configuration Steps - Zoom Web Portal

This section provides instructions on how to configure Ascom i63 in Zoom Web Portal

This section is mainly for adding phone devices (Ascom i63) and assign Zoom users to the devices

### Prerequisites:

- Zoom Phone account: a valid Zoom Phone subscription is required in order to assign an Ascom i63 endpoint.
- Zoom approval for provisioning of Ascom i63s as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process

Login to Zoom Web portal at <https://zoom.us/>

The following Zoom SIP Device configurations are included in this section

1. Create Zoom Users
2. Add Device

# 1 Create Zoom Users

Zoom Users are created in order to login to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:

1. Navigate to **User Management > Users**. Click **+ Add Users** to create new Zoom users.

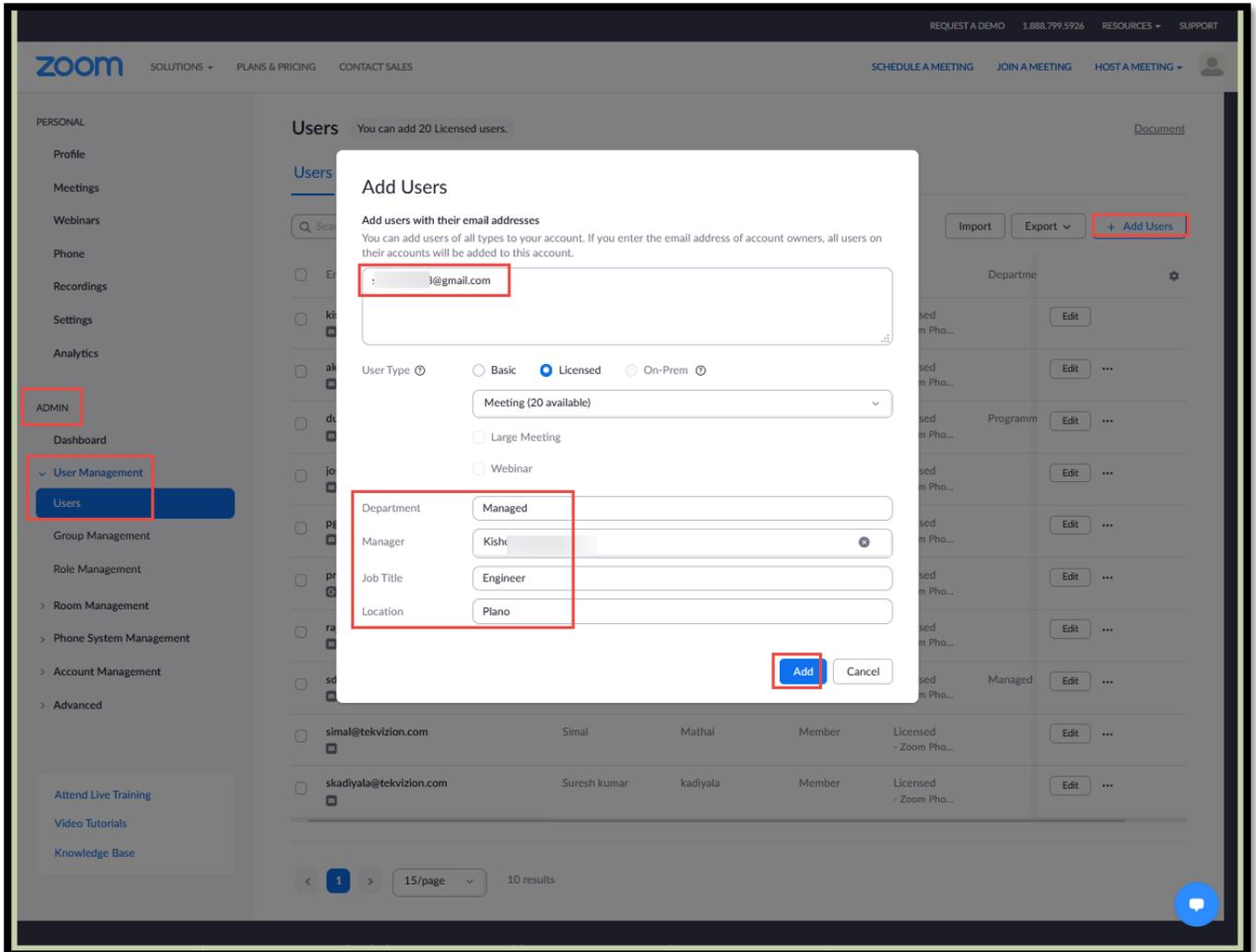


Figure 1 : Add Users

2. A Zoom activation email is sent to the email address used in creating the user, follow the instruction to activate the zoom account
3. Navigate to **Phone System Management > Users & Rooms**. Click **Add**

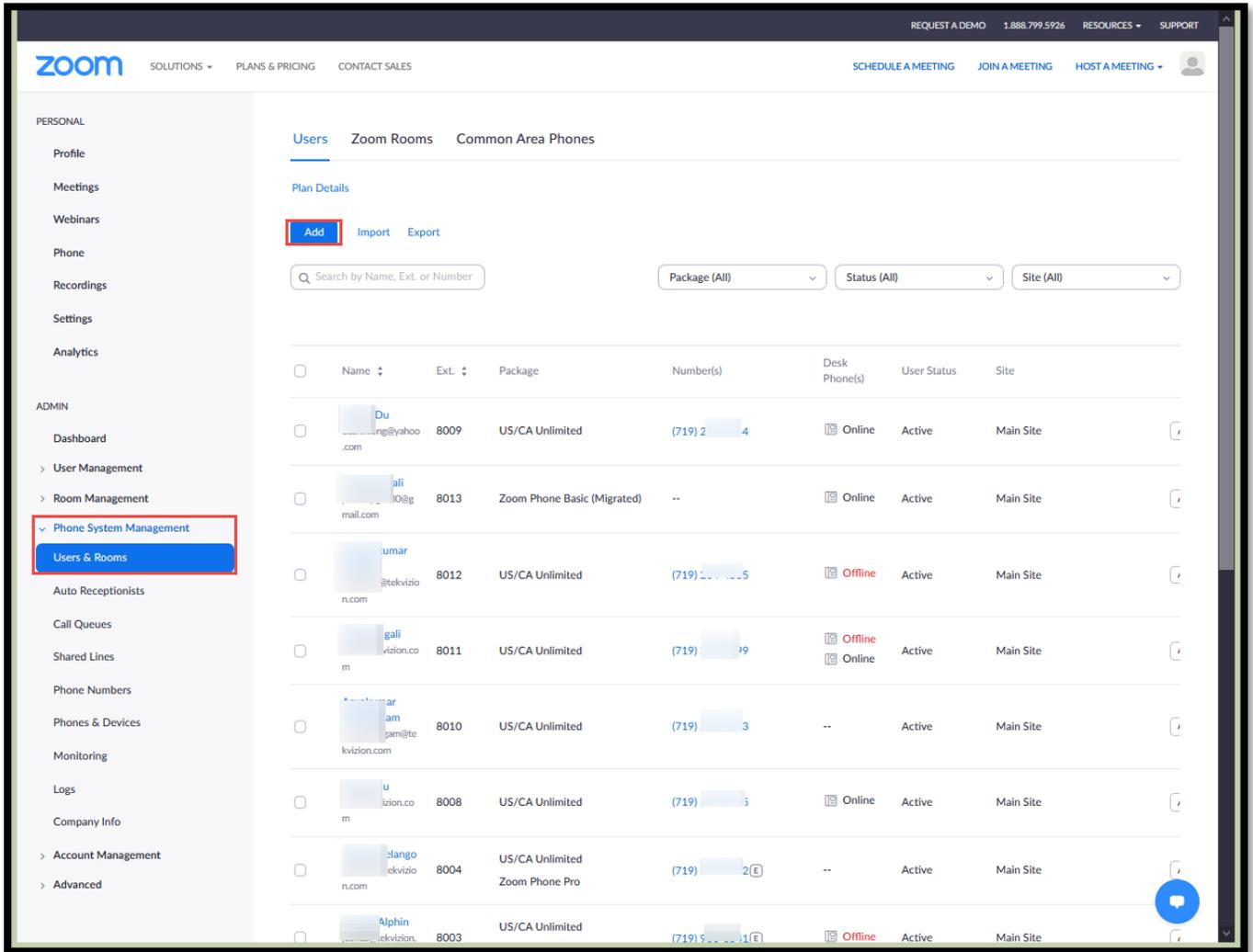


Figure 2 : Add Users and Rooms

- From pop-up window, select the proper user and **Confirm**

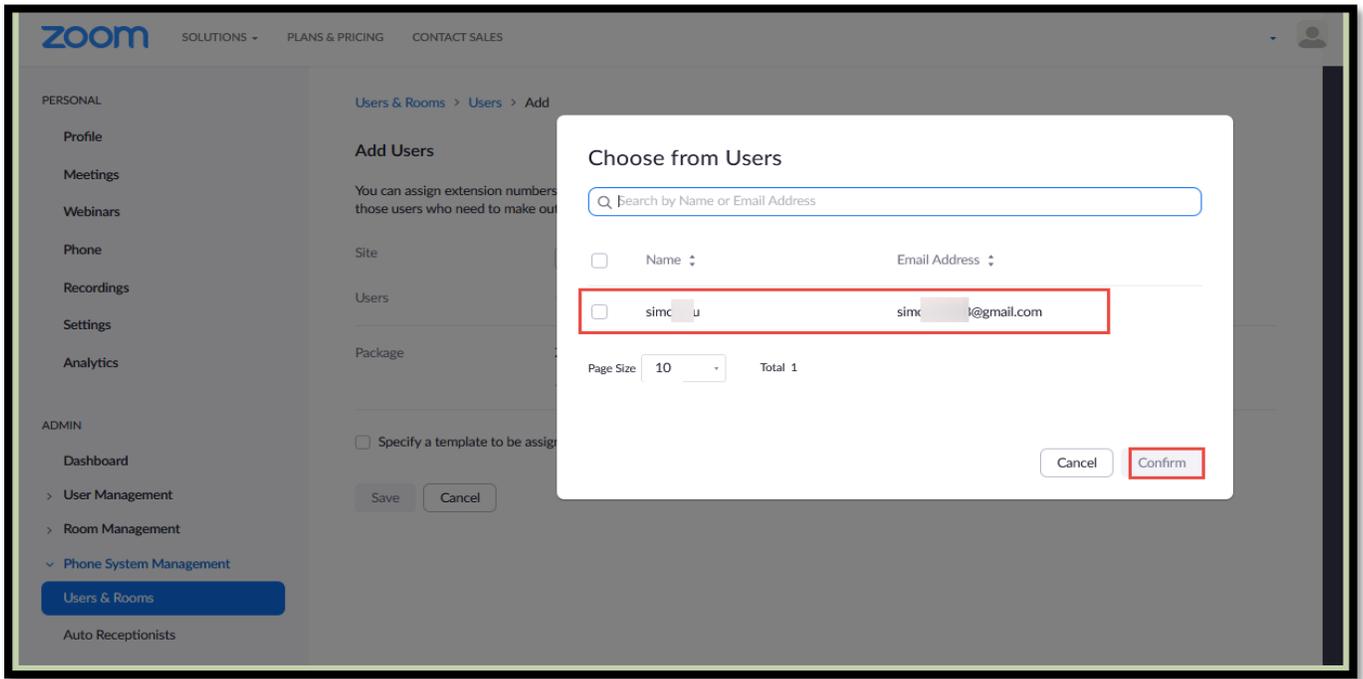


Figure 3 : Choose user

- Click **Assign** beside **Package** and at new window, select proper Calling plan, **US/CA Unlimited Calling Plan** was picked up, click **Save** to complete adding users under phone system Management

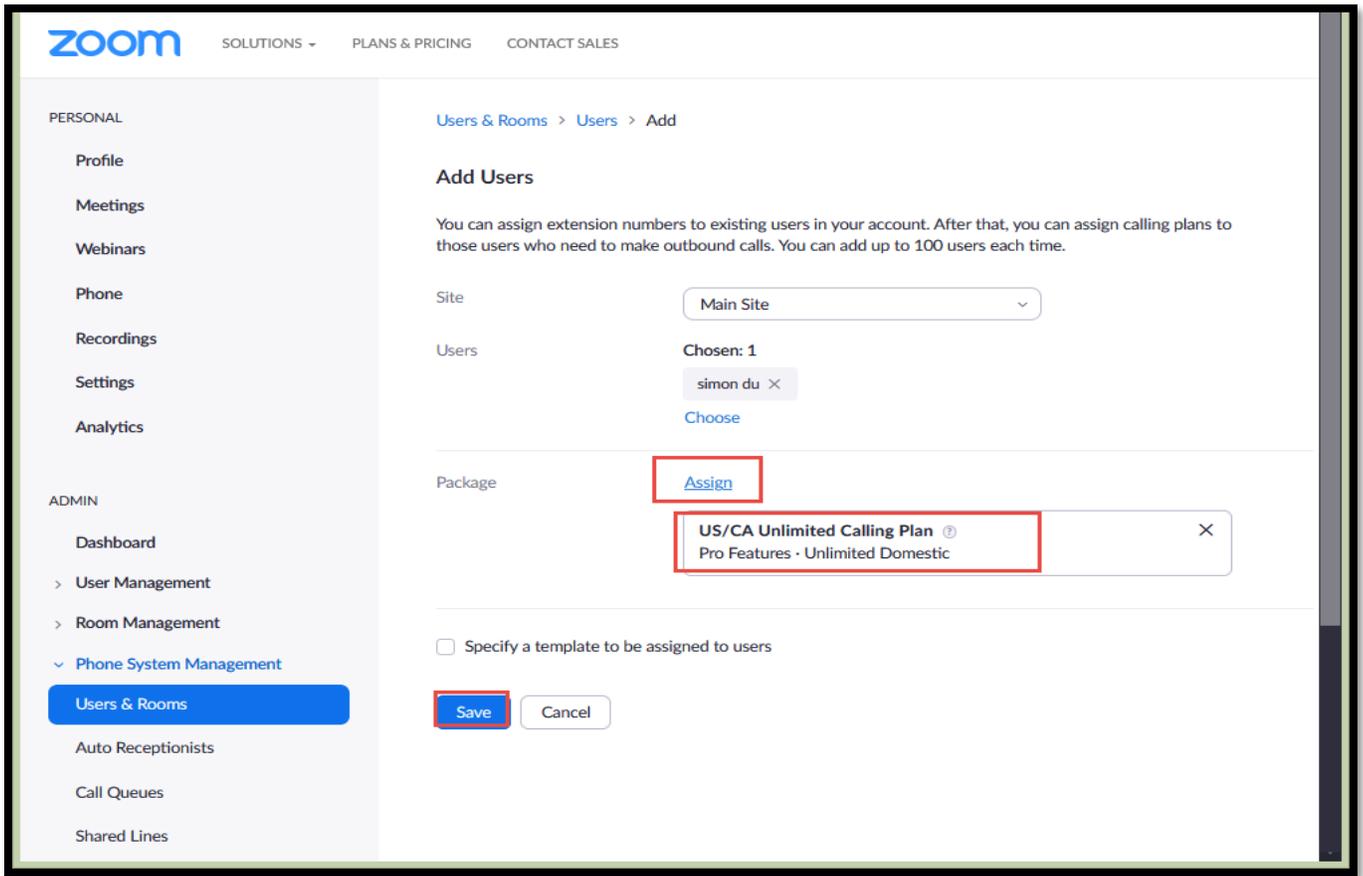


Figure 4 : Assign Calling Plan

6. Select the newly added user, click **Assign** and select **Assign Numbers**

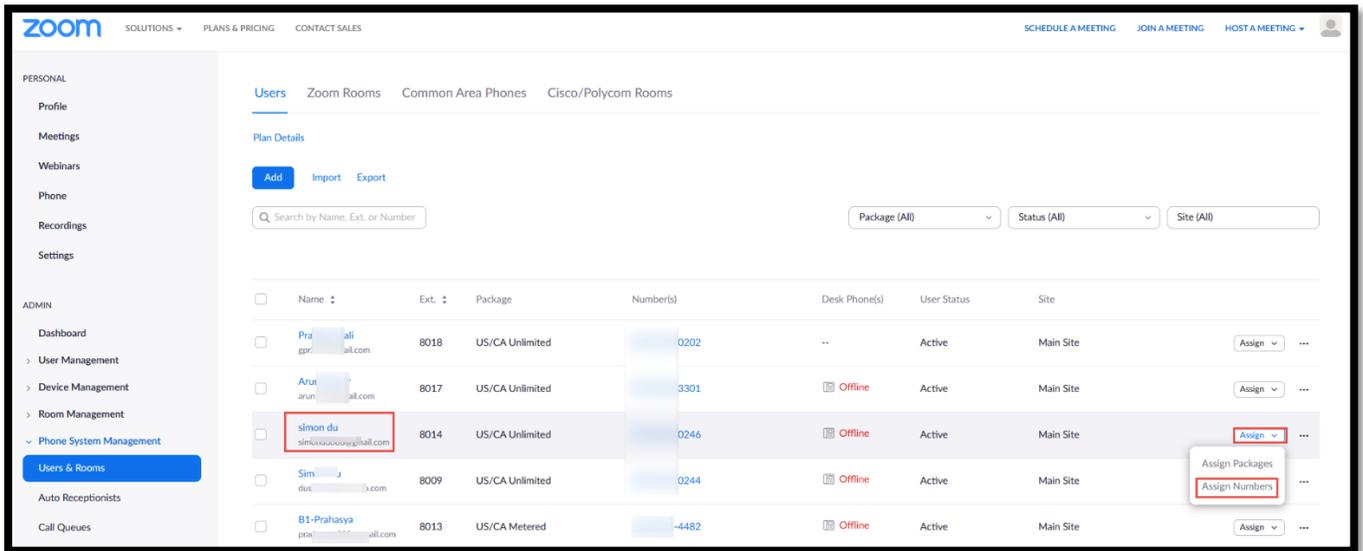


Figure 5 : Assign Number

7. Select the desire DID and click **confirm** to assign the DID to the user

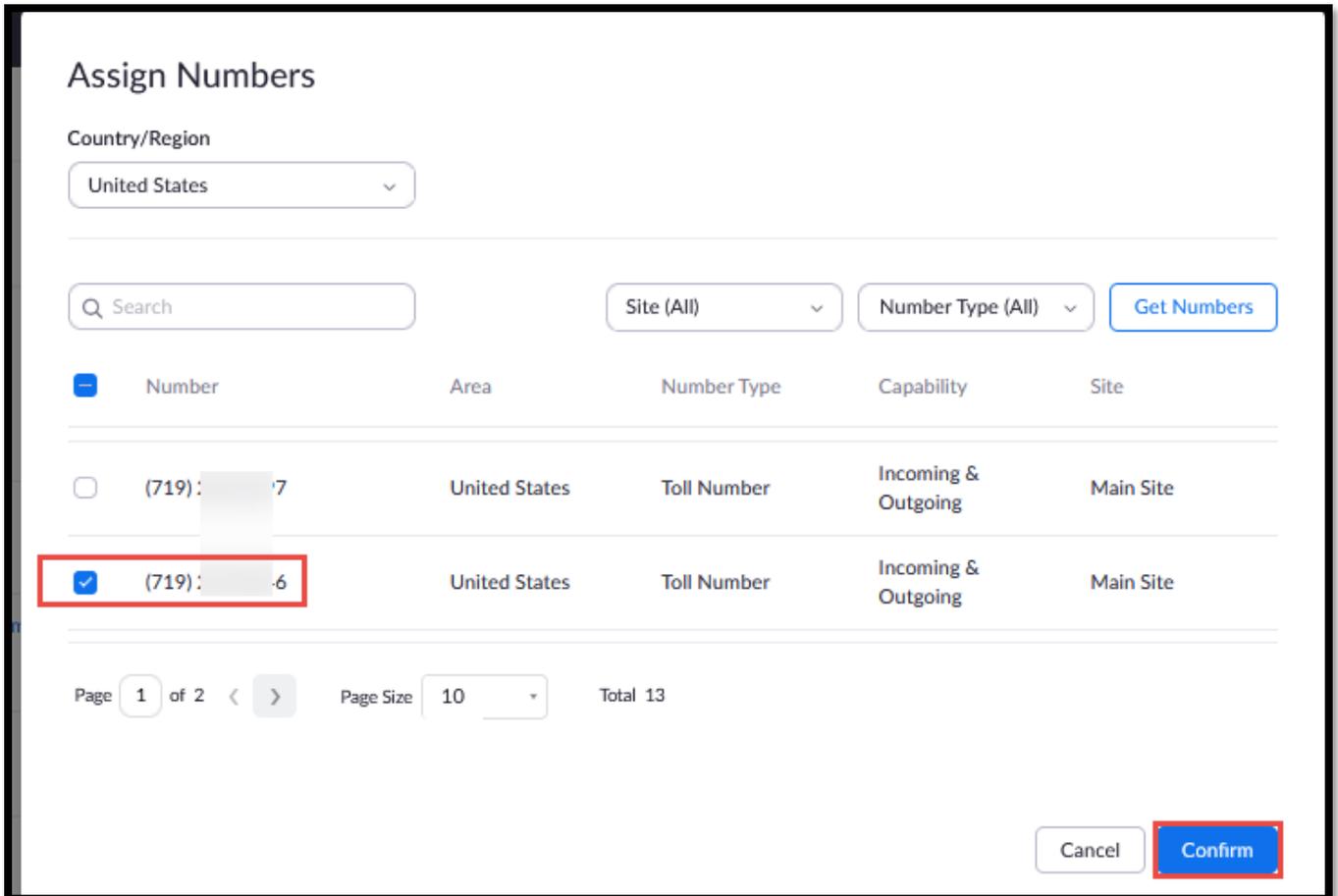


Figure 6 : Select DID Number

## 2 Add SIP Devices

1. Navigate to **ADMIN -> Phone System Management -> Phones & Devices**. Click **Add**
  - Set **Display Name**: **Ascom i63\_3** is set as an example
  - Set **MAC Address**: add the Ascom i63 MAC Address here
  - Set **Device Type**: select **Other** as the phone type is not certified yet
  - Click **Assign** under **Assigned To** and select the newly created user in previous steps
  - Click **Save**

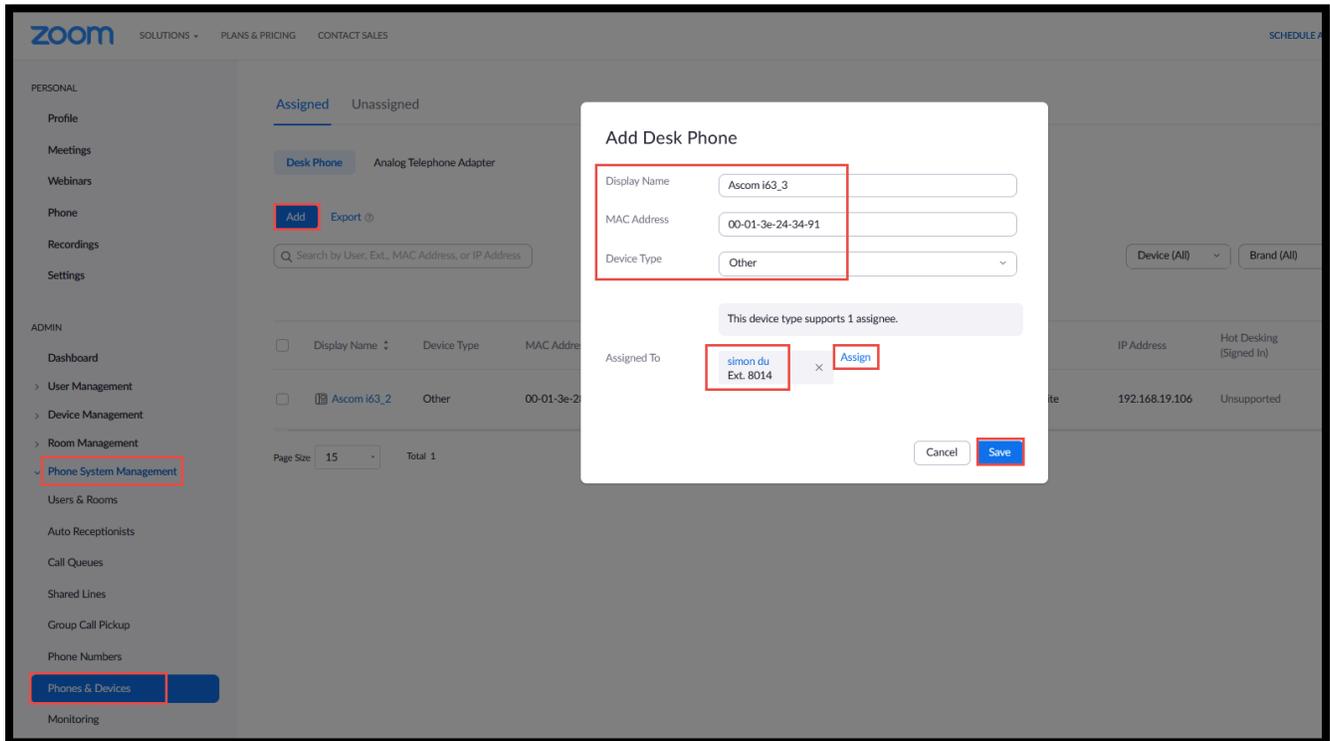


Figure 7 : Add Desk Phone

2. Click **Provision** button for the newly created device. The SIP Account detail is displayed which will be used in the Ascom i63 VoIP configuration in later step, Download the Certificates which will be installed to Ascom i63 in section **Manage Certificate**

The screenshot shows the Zoom Admin interface. On the left, the 'Phones & Devices' menu is expanded, and the 'Provision' button is highlighted. The main content area shows the profile for device 'Ascom i63\_3'. A 'Provisioning' modal is open, displaying the following details:

MAC Address	00-01-3e-24-34-91
Device Type	Other

You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for these processes.

You'll need following information for manual provisioning.

**SIP Account 1:**

1. SIP Domain: 7000766863.zoom.us
2. Outbound Proxy: us01sip0h.sc.zoom.us:5091
3. User Name: 8337C...:99636
4. Authorization ID: 439...1718
5. Password: ZrJ...xg0

Please download **DigiCert Global Root CA, DigiCert Global Root G2, DigiCert Global Root G3** and import to your IP phone if they are not in the trust list of the device.

**Note:** Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary depending on your desk phone model.

Close

Figure 8 : Provisioning

### 3 Configuration Steps – Ascom i63

This section provides instructions on how to configure Ascom i63 to register to ZoomPhone Services.

The following configurations are included in this section:

1. Topology Diagram
2. Network
3. Configure Ascom i63

#### 1 Deployment Topology Diagram

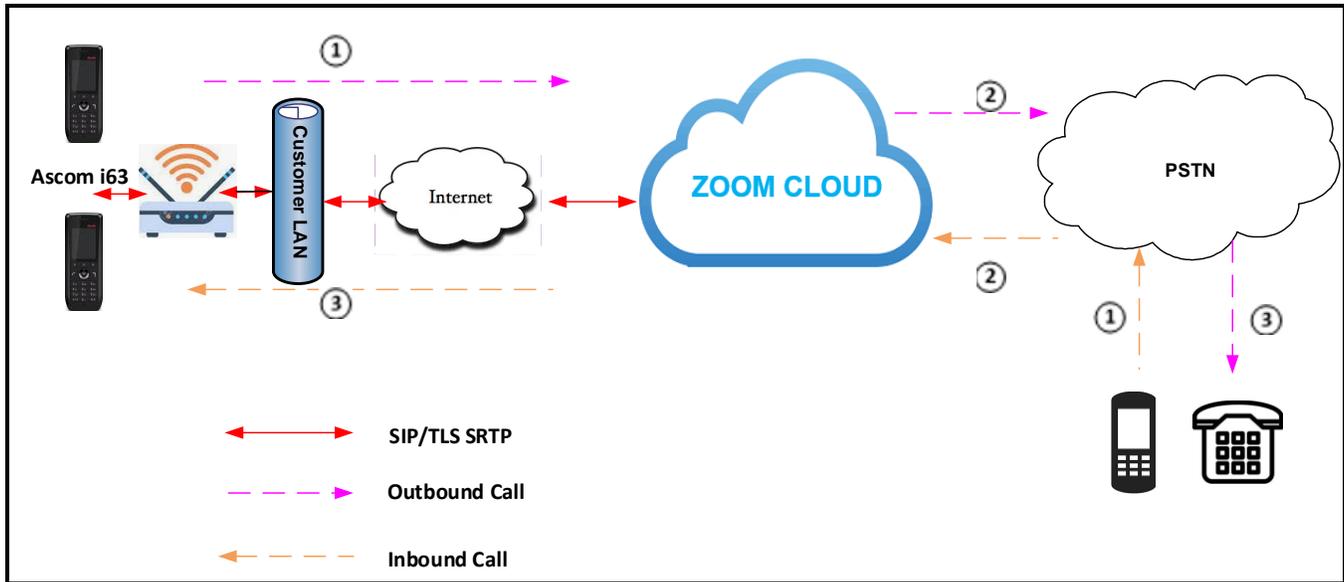


Figure 9 : Network Diagram

#### 2 Network

By default, Ascom i63 has DHCP mode enabled, if the wireless router to which Ascom i63 connect does not support DHCP, you can configure static IP manually. You can find the IP address of Ascom i63 by navigating the physical phone: **Menu -> Settings -> Device info -> Network info.**

### 3 Configure Ascom i63

Windows Desktop Application **Ascom WinPDM** is used for the Ascom i63 configuration. Connect Ascom i63 charger to Desktop running **Ascom WinPDM** application via USB cable and place the i63 onto the charger, the phone shows online

Navigate to **NUMBERS** tab and select the i63 just connected

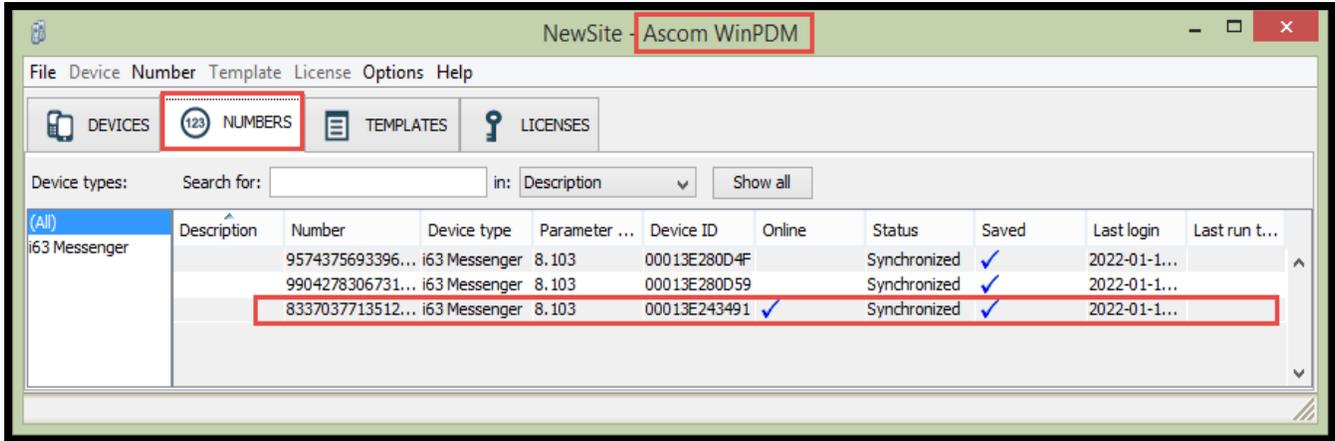


Figure 10 : Ascom WinPDM

#### 3.1 Manage Certificates

Zoom root certificates need to be upload to the Ascom i63 to get the phone registered as SIP device and make in/out calls.

Right click the selcted the i63 which is connected, select **Manage Certificates**.

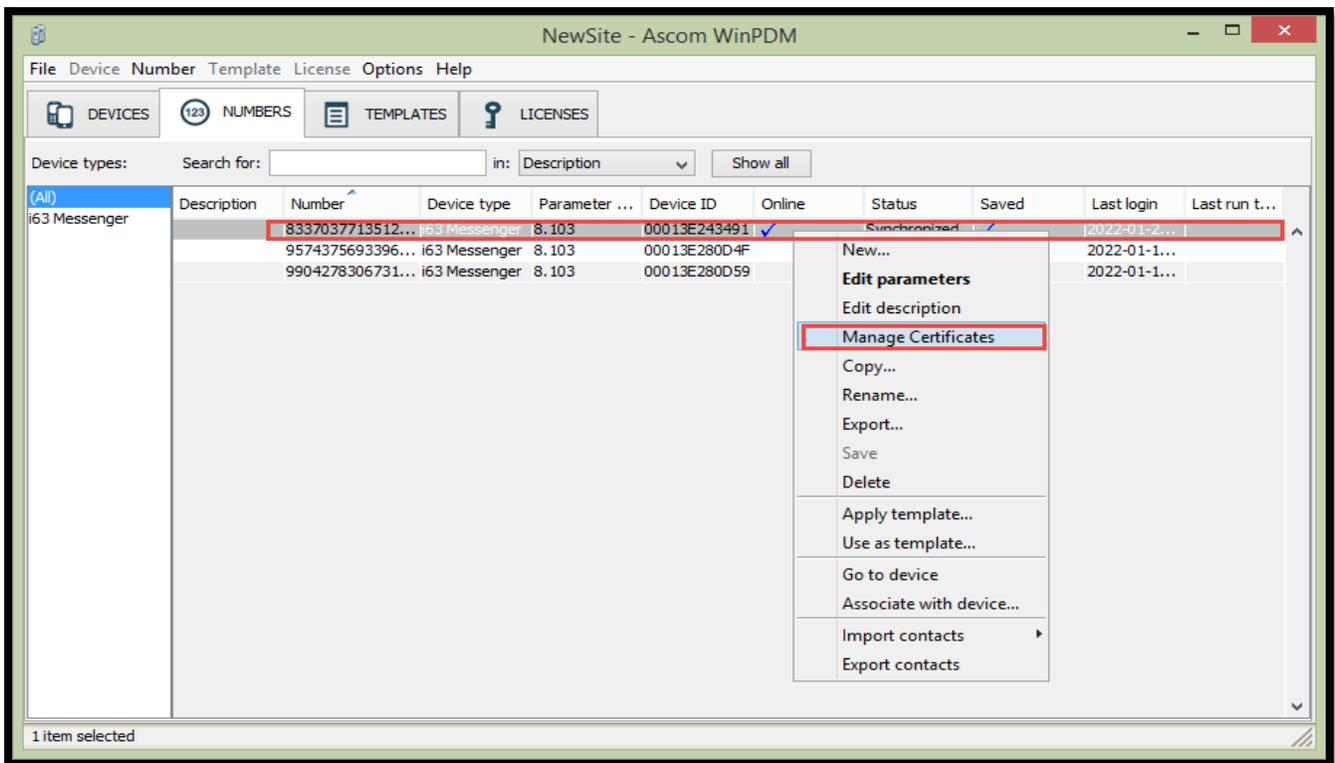


Figure 11 : Manage Certificates

At **Manage Certificates** window, navigate to **Trust list**, under **Certificate 1**, click **Browse**, and then select the certificate we downloaded in early step and click **Open**

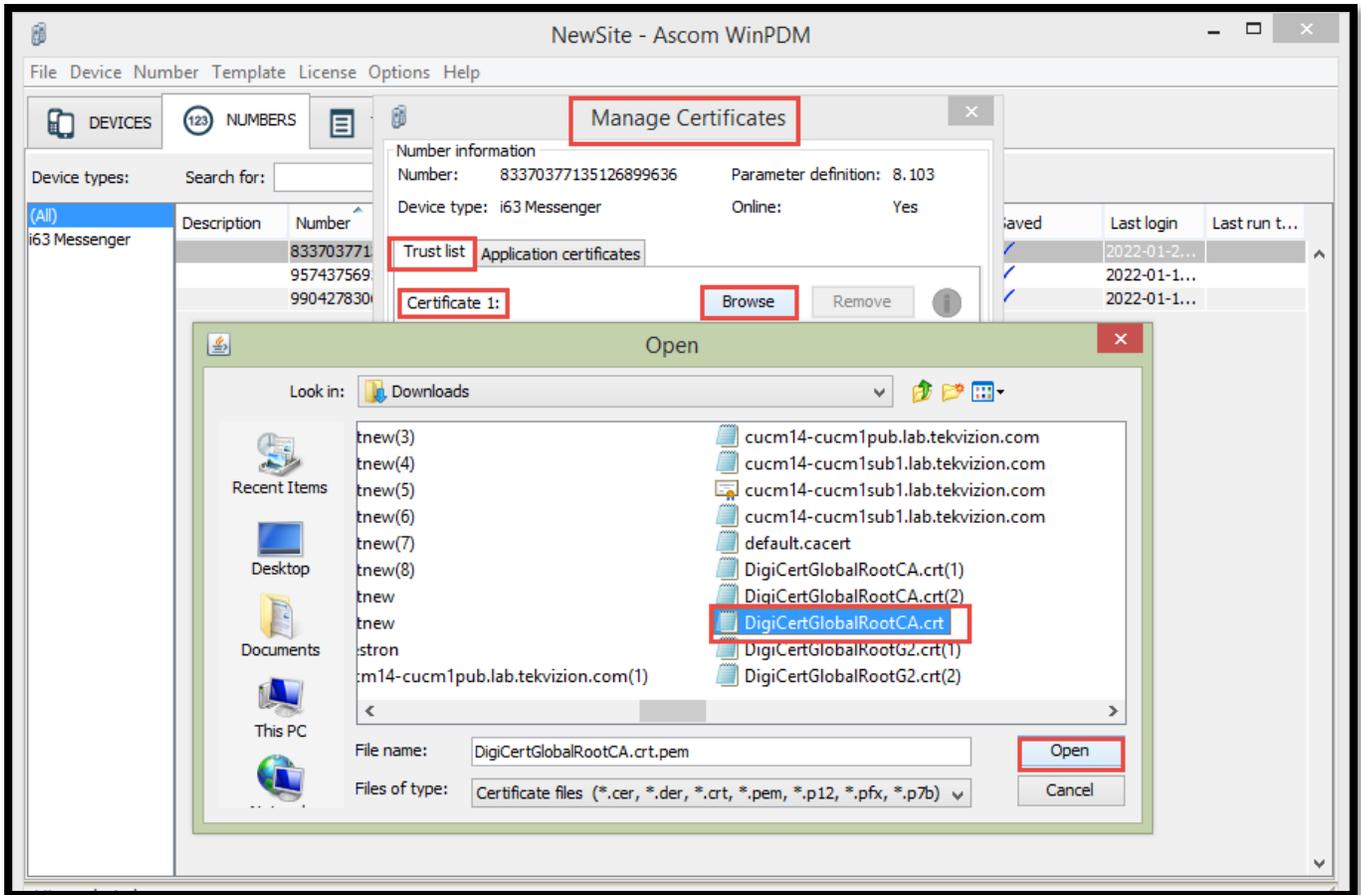


Figure 12 : Select Zoom Root Certificate

Click **Yes** at **Confirm Certificate** page and the certificate will be applied to the i63

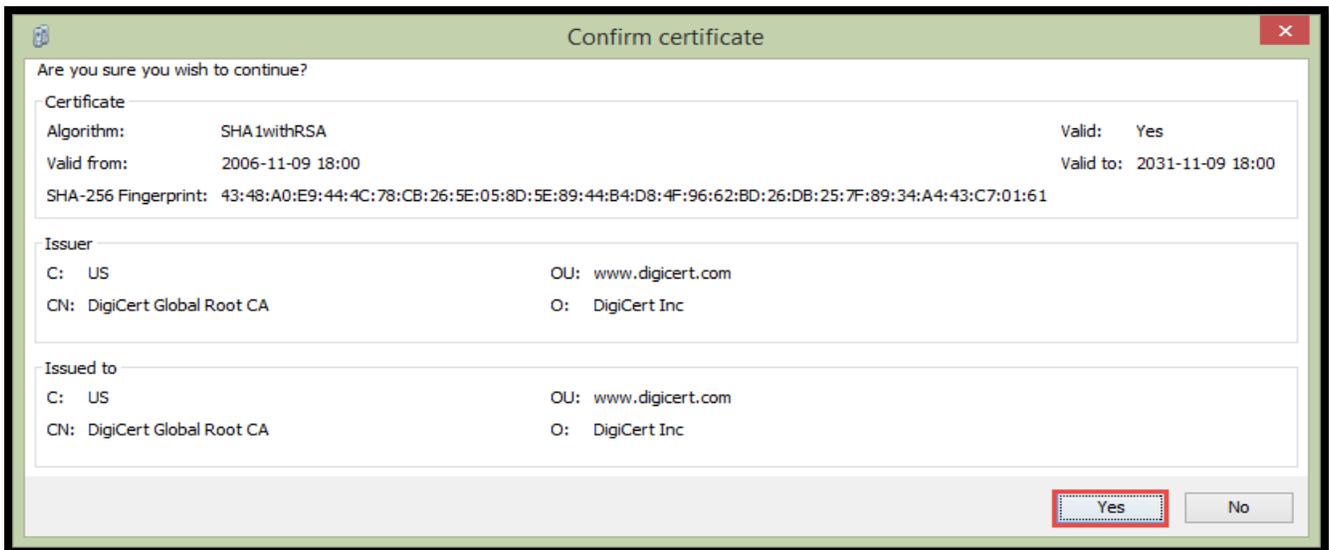


Figure 13 : Confirm Certificate

Repeat same steps and apply all certificates download from Zoom, after upload all required Certificates, click **Close** to exit the popup window

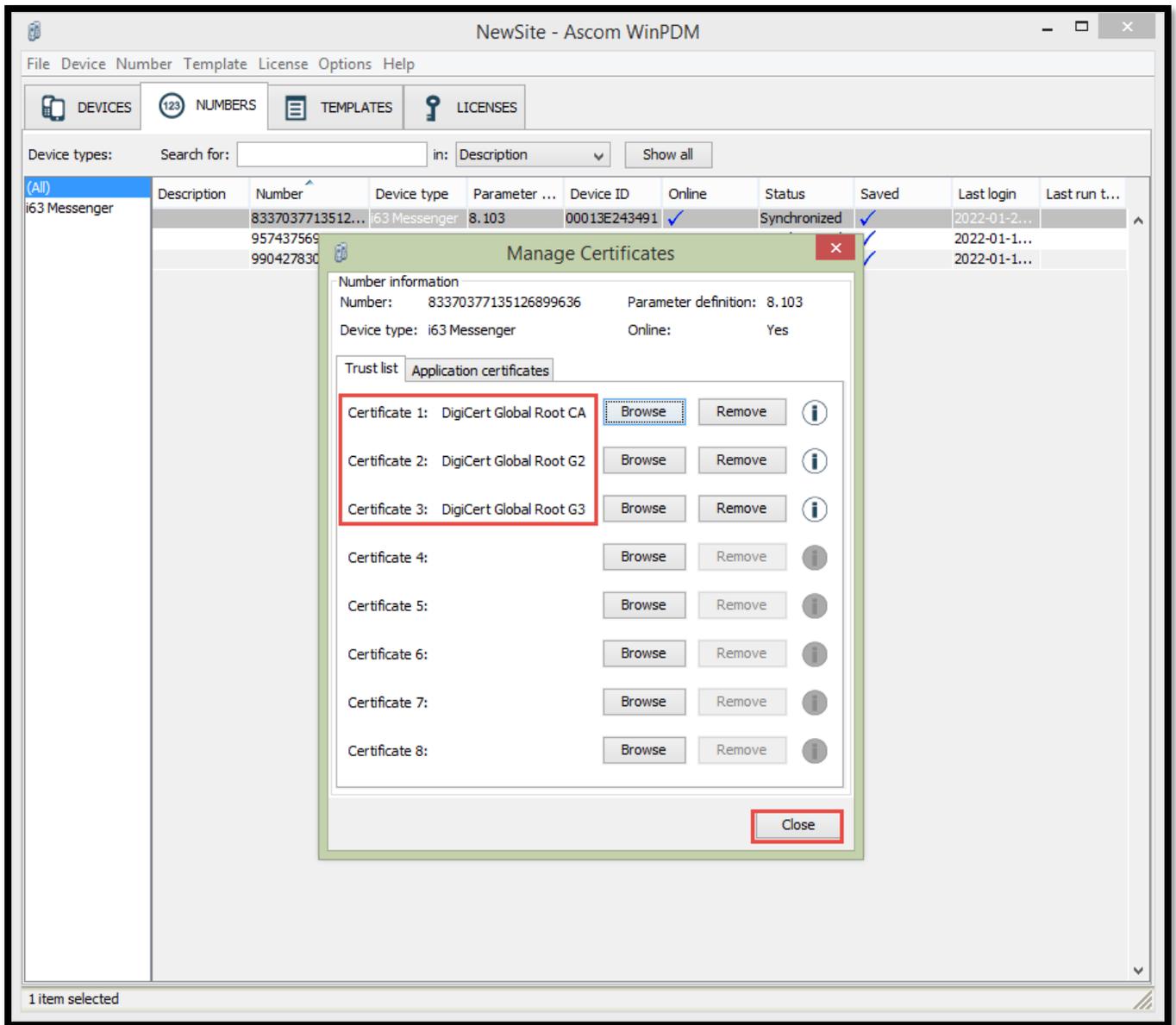


Figure 14 : Installed trusted Certificates

### 3.2 Network

Click the newly selected i63 or right click the device, then select **Edit parameters**, a new window popup.

Navigate to: **Network -> Network A**

- Set **Network name**: **ciscoTekV** is given as an example
- Set **SSID**: this is the wireless router SSID name, **ciscoTekV** is the wireless router SSID in our lab setup
- Set **Security mode**: select proper mode from drop down menu based on your wireless router setup, **open** is selected for this lab set as no username and password is required for our lab wireless router
- Leave all other fields as default value

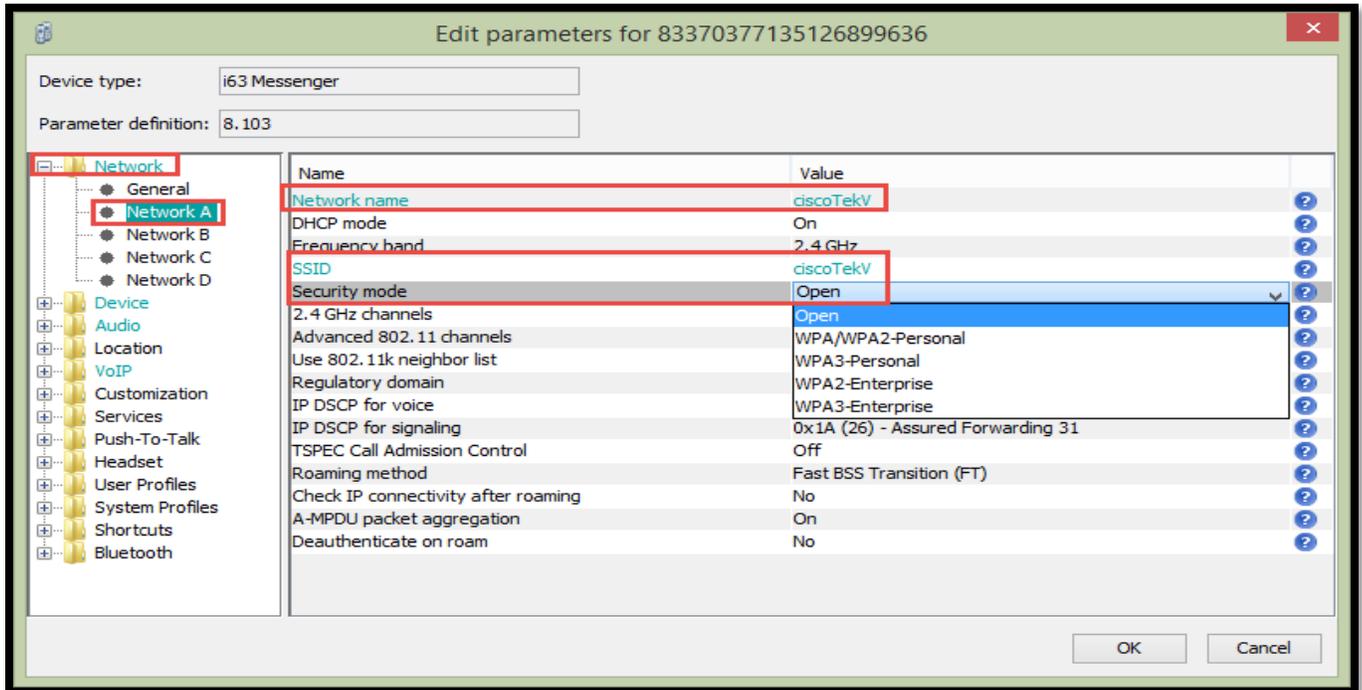


Figure 15 : Network

### 3.3 Device Setting

Navigate to **Device -> General**

- Set **Time zone**: **Central Time (UTC-6)** is selected for the device
- Set **NTP server**: lab NTP server **10.10.10.5** is set here for the test
- Leave all other fields as default value

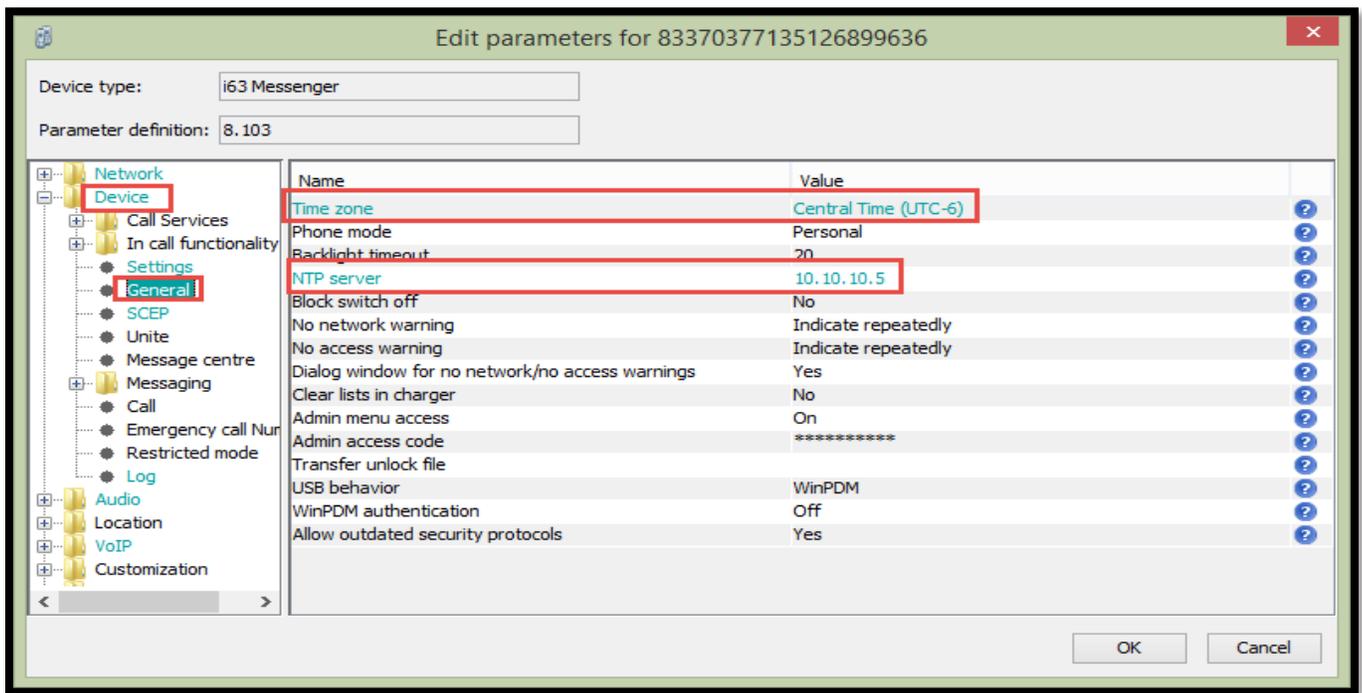


Figure 16 : Device - General

### 3.4 VoIP Settings

Navigate to: **VoIP -> General**

- Set **Codec configuration**: select proper codec from drop down, **OPUS Wideband** codec is selected for the test
- Set **Offer Secure RTP**: **Yes** is selected for secure media
- Set **Secure RTP Crypto**: **AES\_CM\_256\_HMAC\_AHA1\_80** is select here
- Set **Internal call number length**: **4** is given
- Set **Endpoint Number**: This is the **User Name** shows in **Figure 8** under [Section 2](#)
- Set **Endpoint ID**: this is the **Authorization ID** in **Figure 8** under [Section 2](#)
- Leave other fields as default value

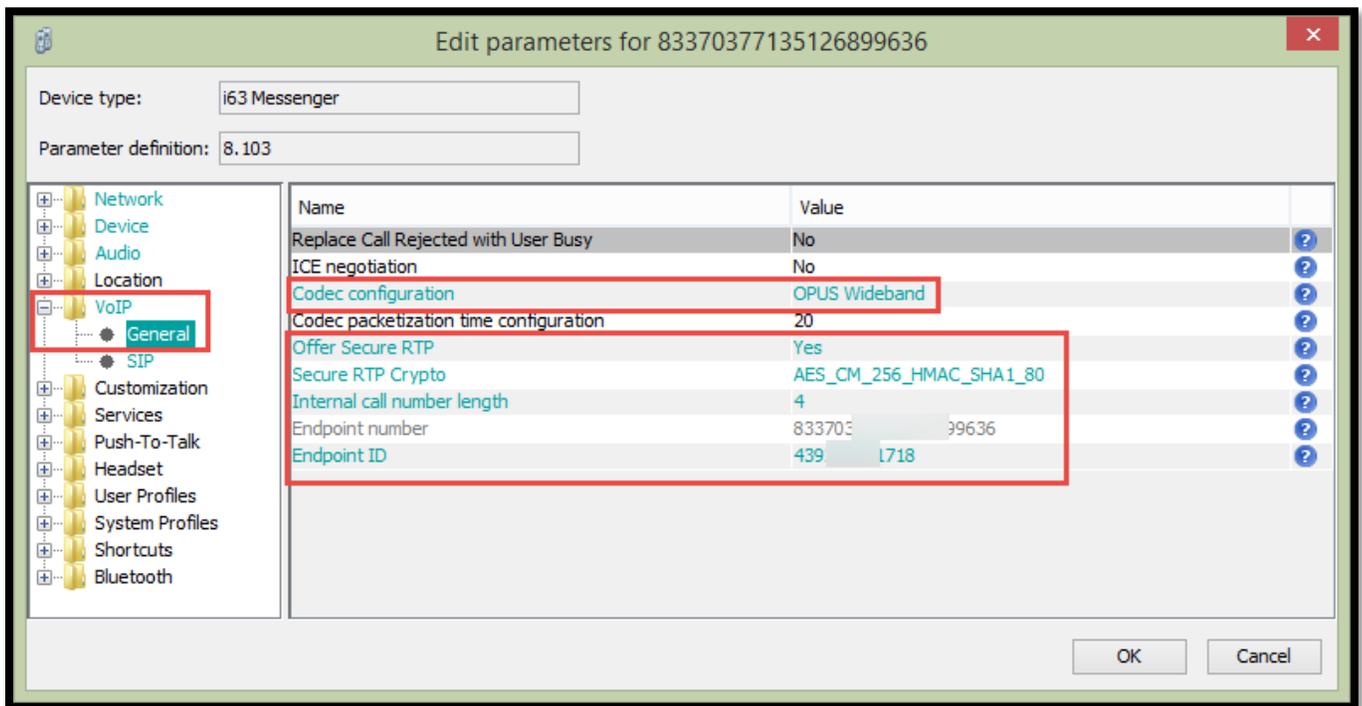


Figure 17 : VoIP - General

Navigate to: **VoIP -> SIP**

- Set **SIP Transport**: **TLS** is set for the test
- Set **Validate server certificate**: **No** is selected
- Set **Outbound proxy mode**: **Yes** is selected
- Set **Outbound proxy**: **us01sip0h.sc.zoom.us:5091** which is the **Outbound Proxy** in **Figure 8** of [Section 2](#)
- Set **SIP proxy ID**: **7000766863.zoom.us** is given here, this is the **SIP Domain** in **Figure 8** under [Section 2](#)
- Set **SIP proxy password**: Please use the **Password** shows in **Figure 8** under [Section 2](#)
- Set **Authentication identity**: **Endpoint ID** is select here
- Set **SIP Register Expiration**: **300** is given as it is Zoom preferred timer
- Leave all other fields as default value
- Click **OK** to complete the configuration and sync the configuration to the device

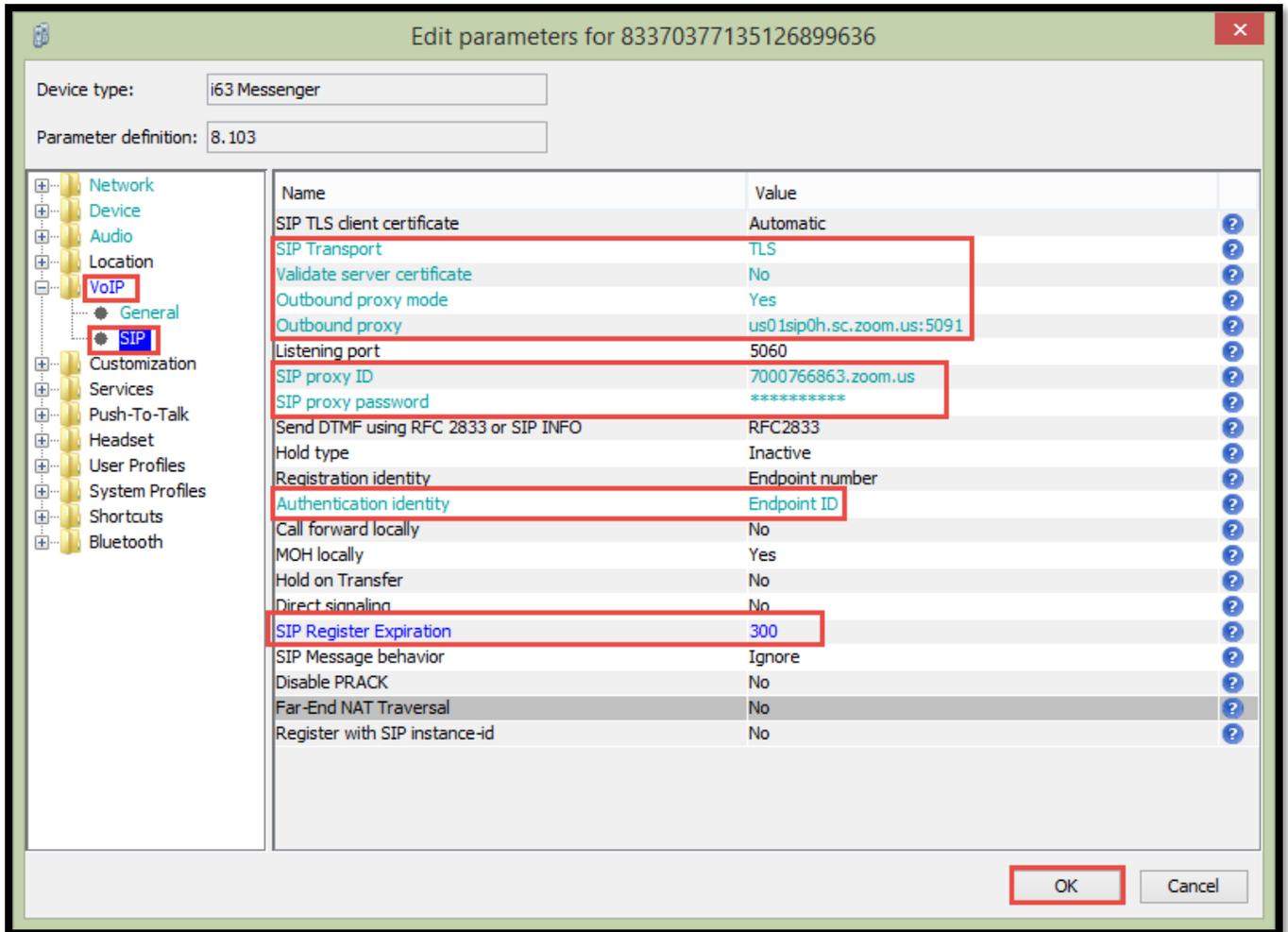


Figure 18 : VoIP - SIP

The following features are not supported or failed during the test

### 1. Features Supported

- Basic Call with Codec OPUS and G711
- Call Hold/Resume
- Call Waiting
- Call Transfer (Blind and Consultative)
- 3-Party Conference
- Zoom Voice Mail and Message Indication
- Call Logs
- Call Park
- AES 256 CM HMAC SHA1 80 Algorithm for SRTP

### 2. Features Not Supported

- Download software and configuration file via HTTP/TFTP Server
- Multiple Users/Extensions
- Answer back to back inbound calls
- Call Flip
- Share Line - Call Delegation
- AEAD AES 256 GCM Algorithm for SRTP

### 3. Features Test Failed

- Call Forward (Always, No Answer and Busy) - this was sent to Zoom for verification