

Adding a Yealink Handset to IC-talk HC

You MUST have a licence which includes 3rd Party Endpoint support and Endpoint Manager on the system

First add an extension as per normal procedures see Extensions - SIP (<https://kb.ic.uk/article.php?id=110>)

Add the brand to your system (if not already setup) as below;

The screenshot shows the IC-talk HC web interface. At the top, there is a navigation bar with 'Modules', 'Basic Mode', 'Dashboard', and 'UCP' tabs, and an 'Apply Config' button. Below this, a grid of menu items is displayed. In the 'Settings' column, 'CRM Settings' and 'EndPoint Manager' are circled in red. Below the menu grid, the 'EndPoint Manager' page is shown. It has a title 'About Endpoint Manager' and a description: 'This module is used to automatically provision & configure Desk Phones, Wireless Phones, Door Phones, Overhead Paging Devices, Gateways, and Specialty devices from supported manufacturers.' Below the description, it says 'For information and instructions on using Endpoint Manager, please see the Endpoint Manager Wiki.' and 'To get started please choose an option in the Menu on the right.' A red circle highlights a menu icon on the right side of the page. Below this, a list of brands is shown under the heading 'Advanced'. The 'Add Brand' option is circled in red. Below the list, there is a section titled 'Add a New Brand' with a sub-heading 'Select a new Brand'. A list of brands is displayed, with 'Yealink' circled in red at the bottom.

Admin	REST API	Follow Me	DAHDI Channel DIDs	Weak Password Detection
Administrators	RMS Management	IVR	DAHDI Config	Settings
Asterisk CLI	Sound Languages	Languages	Firewall	Advanced Settings
Asterisk Modules	System Admin	Misc Applications	Inbound Routes	Asterisk IAX Settings
Backup & Restore	System Recordings	Misc Destinations	Outbound Call Limit	Asterisk Logfile Settings
Blacklist	User Management	Paging and Intercom	Outbound Routes	Asterisk Manager Users
Bria Cloud Solutions	XMPP	Park and Announce	SIPSTATION	Asterisk REST Interface
Bulk Handler	XactViewV3 Admin	Parking	Trunks	Users
CID Superfecta	Zulu	Queue Callback	Reports	Asterisk SIP Settings
CallerID Lookup Sources	Applications	Queue Priorities	Asterisk Info	CRM Settings
Certificate Management	Announcements	Queues	Asterisk Logfiles	EndPoint Manager
Class of Service	Appointment Reminders	Ring Groups	CDR Reports	

EndPoint Manager

About Endpoint Manager

This module is used to automatically provision & configure Desk Phones, Wireless Phones, Door Phones, Overhead Paging Devices, Gateways, and Specialty devices from supported manufacturers.

For information and instructions on using Endpoint Manager, please see the Endpoint Manager Wiki .

To get started please choose an option in the Menu on the right.

Advanced

- EndPoint
- Global Settings
- Extension Mapping
- Brands
 - Aastra
 - Cisco
 - Cyberdata
 - Panasonic
 - Polycom
 - Sangoma
- Add Brand

Add a New Brand

Select a new Brand

- Algo
- And
- Audiocodes
- Cortelco
- Digium
- Grandstream
- Htek
- Incom
- Konftel
- Mitel
- Mocet
- Obihai
- Phoenix
- Snom
- Uniden
- Vtech
- Xorcom
- Yealink

Please then configure the base template for the new brand (suggested settings are below);

Endpoint Manager

New Yealink Template

On this page you can create templates for yealink Phones

Remove Export Duplicate

Template Name

Default Internal Template Yes No

Default External Template Yes No

Destination Address

Provision Server Protocol

Provision Server Address

PhoneApps Protocol

Time Zone

Primary Time Server

Time Server 2

Daylight Savings

Background Image

Line Label

Multicast Enable

Multicast Address

Dial Patterns

Firmware Version

Config Style

Click on Save and Apply

Available Phones

CP860	SIP-T18P	SIP-T19P	SIP-T19PE2	SIP-T20P	SIP-T21E2	SIP-T21P	SIP-T21PE2	SIP-T22P
SIP-T23G	SIP-T23P	SIP-T26P	SIP-T27G	SIP-T27P	SIP-T28P	SIP-T29G	SIP-T32G	SIP-T38G
SIP-T40P	SIP-T41P	SIP-T41S	SIP-T42G	SIP-T42S	SIP-T46G	SIP-T46S	SIP-T48G	SIP-T48S
SIP-T49G	VP-2009	VP530	W52P	W56P				

Expansion Modules

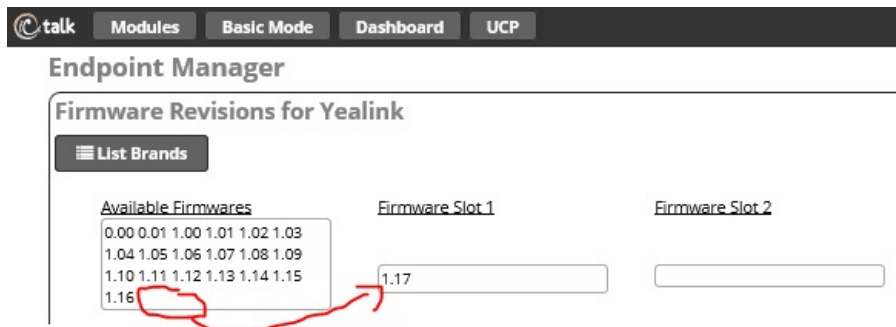
EXP38-1	EXP38-2	EXP38-3	EXP38-4	EXP38-5	EXP38-6	EXP39-1	EXP39-2	EXP39-3	EXP39-4
EXP39-5	EXP39-6	EXP40-1	EXP40-2	EXP40-3	EXP40-4	EXP40-5	EXP40-6		

You should select the models you want to have active and then configure any base buttons and press save. Once complete press to save again and apply. Next you should select the Firmware Management button;

Firmware Version

Config Style

Drag the required firmware package over and press submit, the software will start to download.



Once complete go back into the



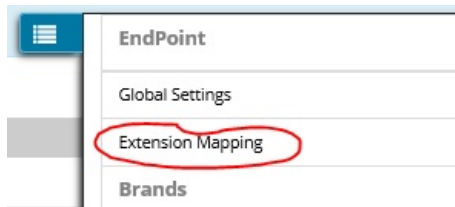
menu and select the now included Yealink brand. Then select the default template scroll to the Firmware section and this time drop down and select the slot you now desire and have installed the firmware into.



Save, Rebuild and Apply

Add a handset using a pre-existing template and brand setup or after completing above for the first time

In module Endpoint Manager select the Menu and then Extension Mapping;



Then select

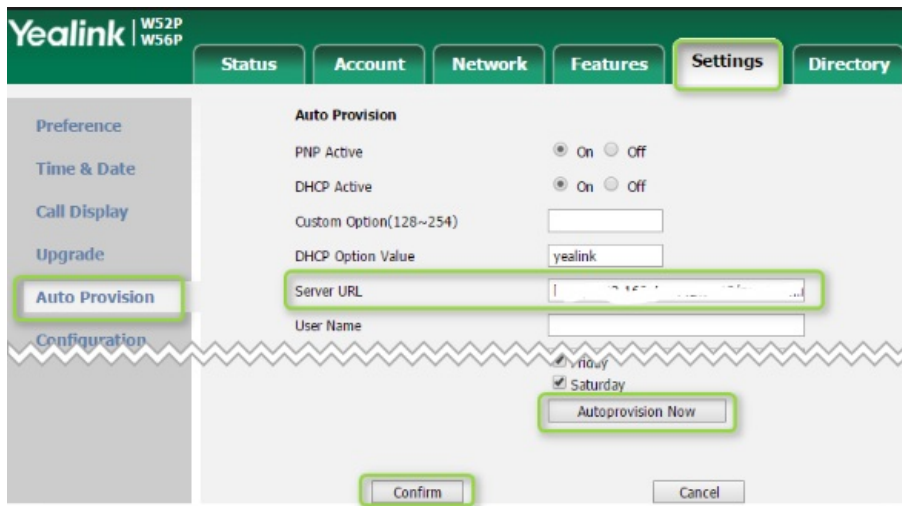


Now add your handset linked to the required extension and select the template and model accordingly;



Then save, rebuild and use selected.

The system is now ready to accept your new device now log onto the web interface of the device following the vendors instructions and then go to the menus as below;



Then enter your Server URL which will be in the format;

```
http://UUUUUUUUUU:PPPPPPPPPPPPPPPP@pbxDDDDDDDD.ic-talk.co.uk:84  
(http://UUUUUUUUUU:PPPPPPPPPPPPPPPP@pbxDDDDDDDD.ic-talk.co.uk:84)
```

Replace UUUUUU with your provisioning sever Username, PPPPPPPPPPPPPPP with the password for the server and DDDDDDDD with your deployment ID. Confirm and Autoprovision the handset, it should come back and then download any firmware required and it's associated configuration and will now lock down to the server. The handset will take some time to come back and may sit displaying a random message like DNS checking... do not panic and do not turn off the handset. We have had them go away for anything up to 15 minutes before just firing back into life and logging in.

For more details on how to configure options please see the Module Endpoint Manager Userguide.

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Online URL: <https://kb.ic.uk/article/adding-a-yealink-handset-179.html> (<https://kb.ic.uk/article/adding-a-yealink-handset-179.html>)