

Provisioning

Provisioning administration tasks.

- [Phone Models](#)
- [Button Layout Templates](#)
- [Custom Files](#)
- [Variables](#)
- [Provisioned Phones](#)
- [Phone Model Examples](#)

Phone Models

Maintain provisioning model definitions and templates for supported phones.

Use **Admin > Phone Models** to manage phone models.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning. The source form exposes these main blocks or fields: Password, .

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Main Fields

Field or block	Purpose
Password	Review this value in relation to the object being configured and the tenant or system scope where it is used.
 	Review this value in relation to the object being configured and the tenant or system scope where it is used.

Button Layout Templates

Maintain reusable button layouts for provisioned devices.

Use **Admin > Button Layout Templates** to manage button layout templates.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning. The source form exposes these main blocks or fields: Password, .

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Main Fields

Field or block	Purpose
Password	Review this value in relation to the object being configured and the tenant or system scope where it is used.
 	Review this value in relation to the object being configured and the tenant or system scope where it is used.

Custom Files

Manage global provisioning files that can be served to devices.

Use **Admin > Custom Files** to manage custom files.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning.

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Variables

Define provisioning variables used by phone templates.

Use **Admin > Variables** to manage variables.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning.

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Provisioned Phones

Review phones that have requested provisioning files.

Use **Admin > Provisioned Phones** to manage provisioned phones.

This page is a starting point for administrators: review existing records, add only the objects needed by the deployment, and keep names consistent across tenants, routing, and provisioning.

Typical Workflow

1. Open the menu entry and confirm whether the record already exists.
2. Create or edit the record with a descriptive name and only the required options first.
3. Save the record and reopen it to verify the stored values.
4. Check dependent objects before deleting anything that may be used by routing, billing, provisioning, or reporting.

Documentation Example

For documentation and testing, use names prefixed with **Docs Demo**. Existing PBX nodes should be reused as examples; do not create additional nodes unless the deployment actually requires them.

Phone Model Examples

This page collects provisioning examples and phone-model notes for supported devices. Use them as starting points and adjust the templates to match the firmware and tenant requirements.

- Grandstream GXP2130
- SNOM 710
- Cisco SPA504G
- Yealink T28P
- AAstra/Mitel 6869i
- Htek UC903

Provisioning Templates

- Yealink pre v.72
- Yealink v.72
- Yealink v.72 - directory request
- Digium D40/D45 - MAC request
- Digium D40/D45 - directory request
- Polycom VVX - MAC request
- Polycom VVX - directory request
- Cisco 7940/60 - MAC request
- Cisco SPA5xx - MAC request
- AAstra/Mitel 6869i - MAC request
- AAstra/Mitel 6869i - MAC request (separate button layout)
- Grandstream GXP2130 - MAC request
- Grandstream GXP2130 with VPK - MAC request
- Grandstream - directory request
- Grandstream HT812 / HT814 - MAC request
- Grandstream GS Wave
- Htek UC903 - MAC request
- SNOM 7xx
- Sangoma S300 - MAC request
- Zoiper - QR Code
- Fanvil X4U
- Fanvil X4U - Reference XML

Grandstream Dialplan

Grandstream forces to use a dialplan on most call features. For some, you can skip the dialplan, but if you want to have BLF for Parking Lots, you need to customize the dial plan for your tenant. So for example, with a tenant code of DEVEL, you need to enter a dialplan entry like `x+[\a-z\A-Z0-9]+`

Polycom provisioning reset

How to Perform a Hard Reset

Use the below steps if the following is met:

The phone is on a boot loop and no longer going to the home menu

The default password or mac password doesn't work

If it's a 3rd party phone

The account is already canceled and you cannot access Account Manager or Admin Console to download the extension CSV

Reboot the phone and wait for the starting application.

While the phone is in the starting application wait for the cancel button to appear then press it.

The phone will show a 7 second count down. This is the only open window to press the key combination to go to the hard reset page.

VVX series (VVX300, 301, 310, 311, etc): Press and hold 1 3 5 within the 7-second count down until it prompts you to the password page

Sound Point IP 335: Press and hold 1 3 5 7 within the 7-second count down until it prompts you to the password page

Sound Point IP series (IP550,560,570, etc): Press and hold 4 6 8* within the 7-second count down until it prompts you to the password page

Conference Phone IP5000, 6000, 7000: Press and hold 1 3 5 7 within the 7-second count down until it prompts you to the password page

Enter the device's MAC ID as the password (e.g 0004f28619dc).

Press the 2nd soft key that corresponds to the mode or (encoding) to change it to A->abc or a->abc.

Then (for example) to select the letter F, press the 3 key three times.

Current Practice

Create or edit phone models in **Admin > Provisioning > Phone Models**. Keep model names precise, store templates in the phone model, and test with one phone before applying a template to many devices.