

1004

DOCUMENTATION · PHONE SYSTEM

Set up desk phones

Put a desk phone on every desk and have it ring on the right extension — by typing three details into any SIP phone, or automatically for supported Grandstream phones.

At a glance

- **Any standard SIP desk phone works** — Grandstream, Yealink, Fanvil, Cisco and the rest.
- **Every phone gets its own sign-in**, so one can be switched off without touching the others.
- **Three details are all a phone needs**: the server, a username and a password.
- **Grandstream phones can set themselves up**: Phone Provisioning sends each one its settings the moment it is plugged in.
- **Colleague keys fill themselves in** on provisioned phones, with a light that shows who is on a call.

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1 Two ways to set up a phone

Before you start, the person needs an **extension** — see [Extensions and numbering](#). A phone is only a way of reaching an extension.

By hand

Any SIP phone

Add the phone on **Devices**, then type its server, username and password into the phone. Five minutes a phone.

EVERY BRAND

Automatic

Plug in and go

Record the phone's MAC address on **Phone Provisioning**; the phone fetches its own settings and signs in.

GRANDSTREAM PHONES

2 Any SIP phone, by hand

- 1 Open **Phone & Extensions** → **Devices** and click **Add a device**.
- 2 Choose the **Extension** it rings for, its **Kind** — *Desk phone* — and a **Label** such as “Front desk, left”.
- 3 Click **Add**. Filantis shows **Copy this into the phone now**: the **SIP username**, the **Realm** and a new **Password**.
- 4 Open the phone's own web page — type its IP address, shown on the phone's screen or menu, into a browser — and go to the first account.
- 5 Fill it in as below, save, and wait a few seconds for it to sign in.

Filantis · Copy this into the phone now	The phone · Account 1
SIP username 1004-d2	☒ Account Active
Realm aravali.filantis.com	SIP Server aravali.filantis.com = Realm
Password k7Rq-2vNf-9WpL Shown only this once.	SIP User ID · Authenticate ID 1004-d2 = SIP username, in both Authenticate Password

Brands name the fields differently — *Registrar, Proxy, Auth Name* — but there are only ever these three things. Use **UDP port 5060** unless your administrator says otherwise; phones that support it can use **TLS on port 5061** so calls travel encrypted.

The password is shown once and never displayed again. If it is lost before it reaches the phone, click **New password** on the device's row and type the new one in.

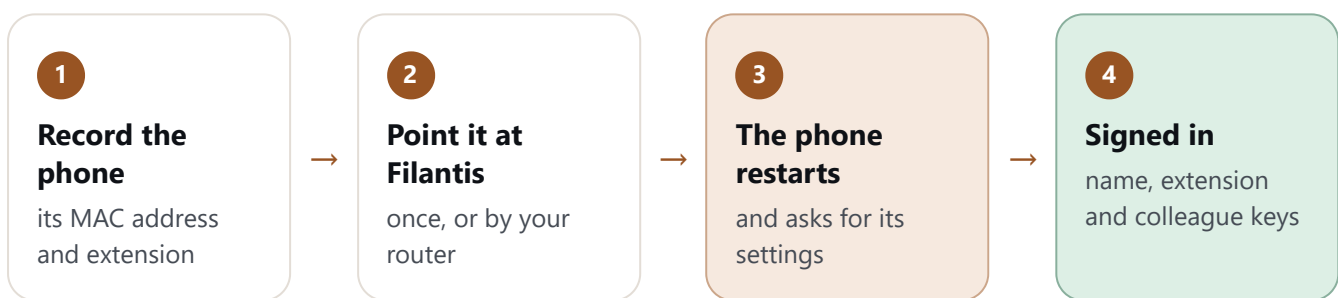
The same page adds the other things that can ring an extension:

KIND	FOR
Desk phone	The phone on a desk or a reception counter

KIND	FOR
Softphone	A calling app on a PC, such as MicroSIP or Zoiper
ATA / analogue adapter	Turns an old analogue phone or a fax into an extension
Speaker / paging horn	A ceiling speaker for announcements
Door or gate intercom	The button at the gate that rings reception
Other	Anything else that speaks SIP

3 Grandstream, automatically

Phone Provisioning writes each phone's settings from what Filantis already knows — the extension, the person's name, the server, the time zone — and the phone collects them itself when it starts.



Plug in, restart, ring. Settings are rebuilt every time the phone asks, so they never go stale.

- 1 Open **Phone & Extensions** → **Phone Provisioning** and click **Add Device**.
- 2 Type the **MAC Address** from the label under the phone — any separator style is fine — and choose **Assign to Extension**. Add the **Model** and a **Label / location**.
- 3 Tell the phone where to look. Either set **DHCP option 66** on your office router to the **Config Server Path** shown on **Provisioning** → **Settings**, or type that path once into the phone's **Maintenance** → **Upgrade and Provisioning** page.
- 4 Restart the phone. Its row fills in with its IP address and when it last asked for its settings.

On a Filantis server in your own office, **Scan Local Network** finds the phones on your network for you — click **Add** beside one instead of typing its MAC.

A phone's row explains anything missing:

- **needs MAC** — the phone signed in, so its extension and model are known, but not the MAC address it will ask by. Scan, or type it from the label.

- **needs extension** — Filantis has heard from the phone but it has no extension yet. A phone never receives settings until you assign one.

4 Provisioning settings

Phone Provisioning → **Settings** applies to every provisioned phone. The defaults suit most offices:

SETTING	WHAT IT DOES
Enable auto-provisioning	Off means every settings request is refused.
Record unknown phones that ask	New phones appear as pending, waiting for you to give them an extension.
SIP server · Transport	Where phones sign in, and whether over UDP, TCP or TLS. Blank uses this server.
Codecs	Voice quality order — PCMU, PCMA and HD G.722 by default.
Auto-populate BLF keys	Fills the phone's spare keys with colleagues — up to 8 by default. A key lights when that person is on a call; press it to ring them.
NTP server · Timezone override	The clock on the phone's screen. Blank uses the person's own time zone.
Base URL	The address phones use to reach Filantis; the Config Server Path below it is what you give the phone or router.

Maintenance on the same page lets you test the settings a phone would receive before you restart it.

5 Check it works

On **Devices**, the phone's **Status** turns to **Registered**, and on **Extensions** the dot beside the number turns green. Then call a colleague: internal calls are free and connect straight away.

- Registered — signed in and ready
- Not registered — not signed in yet: check the three details
- Revoked — switched off by you

6 A lost, moved or replaced phone

NEW PASSWORD

Reset one phone

Issues a fresh password for that phone only. It stops working until the new one is typed in.

REVOKE

Switch it off now

The phone is signed out at once. The person's other phones, the app and their Filantis password are not touched.

REMOVE

Tidy up

Once revoked, remove the row. A replacement phone is simply added as a new device.

When someone moves desk, nothing changes on the phone: move the **extension** to them instead, as described in [Move or free an extension](#).

7 Questions

– Which phones can I buy?

Any phone that supports SIP works by hand. For plug-in-and-go, choose a Grandstream model. Ask us before a large order and we will confirm the model.

– Can a desk phone work from home?

Yes. It needs only an internet connection. Choose TLS if the phone supports it.

– Can one extension have a desk phone and the app?

Yes — they ring together, and the person answers on whichever is closer. See [Install the mobile app with a QR code](#).

– Can two people share one phone?

A phone belongs to one extension. For a shared counter, give the counter its own extension, or put both people in a department that rings the counter phone.

Every phone you already own

Desk phones, old analogue handsets through an adapter, the Android app and the browser — Filantis rings them all on one extension, and signs each in with its own key.

No lock-in

Standard SIP phones from any maker.

Zero-touch

Grandstream phones set themselves up.

One click to revoke

A lost phone is off in a second.

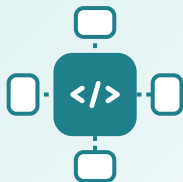
Create my free workspace

See the phone system

What to do next

Put the extension in people's pockets with [Install the mobile app with a QR code](#), and switch on [voicemail](#) so no call is lost.

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