

Installing a mixed SIP phone deployment

Mixing different Generations of Cetis SIP phones

This document is for describing best use practices when combining an existing (older) Cetis SIP phone deployment with Cetis' newest Third Generation SIP phones. Although many of the aesthetic and technological essentials remain the same as the first and second generation SIP endpoints, there are differences in configuration files and firmware that must be considered when doing adds and replacements of these new phones into an existing installation of older phones. Each phone generation is distinct, and does not support the configuration files or the firmware of its sister phones. **To identify your phone** - Series numbers (found on the phone and boxes) for 1.x and 2.x phones begin with LD, while the 3.x generation Series numbers start with ZX.

Handsets of cordless phones are also specific ONLY to their phone generation, and are NOT cross compatible.

Differences in Configuration Files

- **1GEN** - The 1st Cetis SIP phones manufactured from 2007 to 2017 have Series numbers beginning with LD and a firmware version of **1.x**. The newest version is 1.8.6-1249, and your phone will readout the firmware number when you type **** 3 9 #** on the keypad. The configuration file that these phones accept are <ConfigID>.3300IP.txt, where ConfigID is usually a room or extension number. When installing, Boot up time from power up is approximately 25-30 seconds.
- **2GEN** - The 2- generation of Cetis SIP phones manufactured from 2015 to 2017 have Series numbers beginning with LD and a firmware version of **2.x**. The newest version is 2.1.0-1xx, and your phone will readout the firmware number when you type **** 3 9 #** on the keypad. The configuration file that these phones accept are <ConfigID>.cetis.cfg, where ConfigID is usually a room or extension number. These phones (like the newest 3GEN) also accept save <macaddress>.cetis.cfg files. When installing, Boot up time from power up is approximately 45 seconds.
- **3GEN** - The 3rd generation of Cetis SIP phones began manufacture in 2017 and are the newest evolution combining better deployment, network protocols and SIP feature sets. Series numbers begin with ZX and firmware version begins with **3.x**, and your phone will readout the firmware number when you type *** * 3 9 #** on the keypad. The configuration file that these phones accept are <ConfigID>.cetis.cfg, where ConfigID is usually a room or extension number. These phones also accept <macaddress>.cetis.cfg files. When installing, Boot up time from power up is approximately 45 seconds.

Version and Sequence Explained

- All Cetis SIP phones have a Version number and Sequence number at the top of the config file that allows for tracking the evolution of changes to the config file. Example: 3.1002 will overwrite 3.1001, etc. Although 2GEN (2.1001) and 3GEN (3.1001) phones both use the cetis.cfg type of config file, they are substantially different, and the 3GEN phone will not load the 2GEN's configuration file (cetis.cfg) or the 1GEN 3300IP.txt. So all generations of the configuration files can reside in the same provisioning server without problems arising. Each phone will download and apply the correct config file for it's generation.

Deployment Strategies: Few or Many

1. If you are adding a single or just a few phones, you might find it easiest to simply login to the web interface of the phone and program the SIP registration credentials, speed dials, MWI and provisioning details by hand.
 - a. Power the phone up
 - b. When the ConfigID Prompt beeps continuously, **press #** key on dialpad
 - c. Wait 3 seconds then retrieve the IP address of the phone with **** 4 7 #**
 - d. Browse to that IP address and login with the default credentials **admin / admin**

- e. Program the phone completely, then export the configuration file from the provisioning section of the menu. Re-using/re-editing that config file can also save programming time.
 - f. We recommend that you save each new configuration file as <ConfigID>.cetis.cfg, increment the sequence number at the top of the config file, and place it on your provisioning server so that the next phone going into the room already has a config file. Remember, <ConfigID> is just a number, like the room or phone number. If not reusing the config file then disable the ConfigID prompt (See below)
2. If you are deploying phones in large numbers, it is best to use a configuration tool to create the large number of uniform config files (it's too easy to make mistakes doing large numbers of config files by hand) and then deploy using a provisioning server, which is often a tftp server. (See deployment directions below for basic instruction and knowledgebase portal location for utility download.)

Configuration Details to Remember

Note: If only manually programming remember to disable ConfigID so that the phone will not beep at every reboot and disturb the guest in the event of a power outage. Alternatively, make sure the ConfigID value is populated, so the phone will auto-download its Config file upon boot.

Provisioning

Provisioning Options

DHCP Options	<input type="radio"/> Disable	<input checked="" type="radio"/> Enable	
Auto Redirection	<input type="radio"/> Disable	<input checked="" type="radio"/> Enable	
MAC File	<input type="radio"/> Disable	<input checked="" type="radio"/> Enable	
ConfigID	<input checked="" type="radio"/> Disable	<input type="radio"/> Enable	
Firmware Update	<input type="radio"/> Disable	<input checked="" type="radio"/> Enable	
Notify Reboot	<input type="radio"/> Disable	<input type="radio"/> NoAuth	<input checked="" type="radio"/> Auth
Request Timeout Restart	<input type="radio"/> Disable	<input checked="" type="radio"/> Enable	

AutoUpdate Settings

ConfigID	<input type="text" value="3001"/>
ConfigID Update Time	<input type="text" value="0"/> 1-24 hour of the day,0-Disable
Firmware Update Time	<input type="text" value="0"/> 1-24 hour of the day,0-Check on reboot

- Program all speed dials, including MWI (Message Waiting Indication).
- Change passwords as necessary.
- Set VLAN QoS settings as necessary for Voice and Data VLANs.
- Configure Daylight Savings if the phone has a display.

Common Procedures for First Installation

First Installation consists of four main parts:

1. Configuring the first phone (creating the configuration file that will become the template for the other files)
2. Generating the set of config files for all phones (from the template using the Cetus Configuration utilities at <http://sipsupport.cetis.com/portal> (might require free support account, see Support section)
3. Once you have new configuration files put them on the provisioning server so the new phones can retrieve either their <ConfigID>.cetis.cfg or <macaddress>.cetis.cfg configuration file.
4. Physically placing phones in guest rooms
5. Downloading/upgrading the phones in place. (Downloading the config file from a provisioning server to the phone.)

Support

Support for all Cetus SIP phones can be found at <https://support.cetis.com/portal/voip>. Here you can:

- Find documentation, firmware updates, configuration tools, and SIP Interoperability Reports
- Solutions for issues
- Submit tickets

Some resources might require a free support account. Submit a ticket or register as a new user to gain access to these resources. Please be mindful of the solution labels as solutions can be firmware specific (1.x, 2.x, or 3.x)

Visual Cues of Differences

In the 9600IP handset picture below, witness that the handset speakers are different. The new 3GEN handset has an outwardly convex speaker, while the legacy 1GEN handset has an inwardly concave handset speaker.



Other handset differences between generations can be found [here](#).