

Spectralink 84-Series Feature Phones

RingCentral Office

Interoperability Guide

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Contact Information

US Location

+1 800-775-5330

Spectralink Corporation
2560 55th Street
Boulder, CO 80301
USA

info@spectralink.com

Denmark Location

+45 7560 2850

Spectralink Europe ApS
Bygholm Soepark 21 E Stuen
8700 Horsens
Denmark

infoemea@spectralink.com

UK Location

+44 1344 206591

Spectralink Europe Aps—UK branch
Suite B1, The Lightbox
Bracknell, Berkshire, RG12 8FB
United Kingdom

infoemea@spectralink.com

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Chapter 1: About This Guide

This guide describes how to configure a Spectralink 84 Series feature phone for connecting to RingCentral Office.

This guide is intended for qualified technicians and the reader is assumed to have a basic knowledge about the Spectralink 84 Series feature phones and RingCentral Office. It is also assumed that you have an installed and functioning RingCentral Office and Spectralink 84 Series feature phones ready to provision and deploy.

The guide is divided into two parts:

- 1 RingCentral Office—configuring the call server
- 2 Spectralink 84 Series feature phone—configuring the phones

Each part describes the general configuration steps.

Feature List

The following features are supported:

<i>Supported features</i>	
Telephony	<ul style="list-style-type: none">o Make and receive basic calls, local and PSTNo Handset-to-handset callingo Check Voicemailo Speed Dialo Caller IDo Call Hold and Retrieveo Call Transfer (warm, blind)o Three Party Conferenceo Call Forwardingo Call Waitingo Call Logo Do Not Disturb (DND)o Music on Hold (MOH)o DTMFo Secure Voice - TLS 1.2

<i>Supported features</i>	<i>Description/Setting</i>
Make and receive basic calls, local and PSTN	Allows user to make and answer calls.
Handset-to-handset calling	Allows user to make handset-to-handset calls.
Check Voicemail	Check for voice messages (*86).

<i>Supported features</i>	<i>Description/Setting</i>
Speed Dial	Assign a number to one of the speed-dialing keys.
Caller ID	Display Caller ID information for incoming and outgoing calls.
Call Hold and Retrieve	Allows user to place active calls on hold.
Call Transfer (warm, blind)	Allows user to transfer the active call to some other number.
Three Party Conference	Host a conference call with up to two other parties.
Call Forwarding	Allows the user to: Call forward unconditional - enable Enable Call forward unconditional by dialing this code *21* , followed by the desired extension (\$ = extension) and #. E.g.: *21*\$# Call forward unconditional - disable Disable Call forward unconditional by dialing this code #21# .
Call Waiting	Allows user to answer another incoming call when already in an active call. For more information, see Configuration > SIP > Call status and parameter description in the web-based Administration Page of the server.
Call Log	List of missed, answered, and placed calls.
Do Not Disturb (DND)	Allows user to silence incoming calls.
Music on Hold (MOH)	Play music to callers on hold.
DTMF	Supports touch-tone feature codes.
Secure Voice - TLS 1.2	Encrypted call security.

Environment Information

- RingCentral Office - www.ringcentral.com
- RingCentral Network Requirements - https://support.ringcentral.com/s/article/9233?language=en_US
- Spectralink 84 Series feature phones [release version?]

RingCentral Documentation

<i>Subject</i>	<i>Documentation</i>
RingCentral Assign an existing device to an existing extension	https://support.ringcentral.com/s/article/Provisioning-Assign-an-existing-device-to-an-existing-extension?language=en_US
RingCentral Manual Provisioning for Third-Party Phones	https://support.ringcentral.com/s/article/Manual-Provisioning-How-to-set-up-desk-phone-with-RingCentral?language=en_US
RingCentral Get the SIP Settings For Manual Provisioning	https://support.ringcentral.com/s/article/Manual-Provisioning-How-get-SIP-Settings?language=en_US

Spectralink Documentation

All Spectralink 84 Series documents are available at [Spectralink 84-Series Wireless Telephone | Spectralink Support](#).

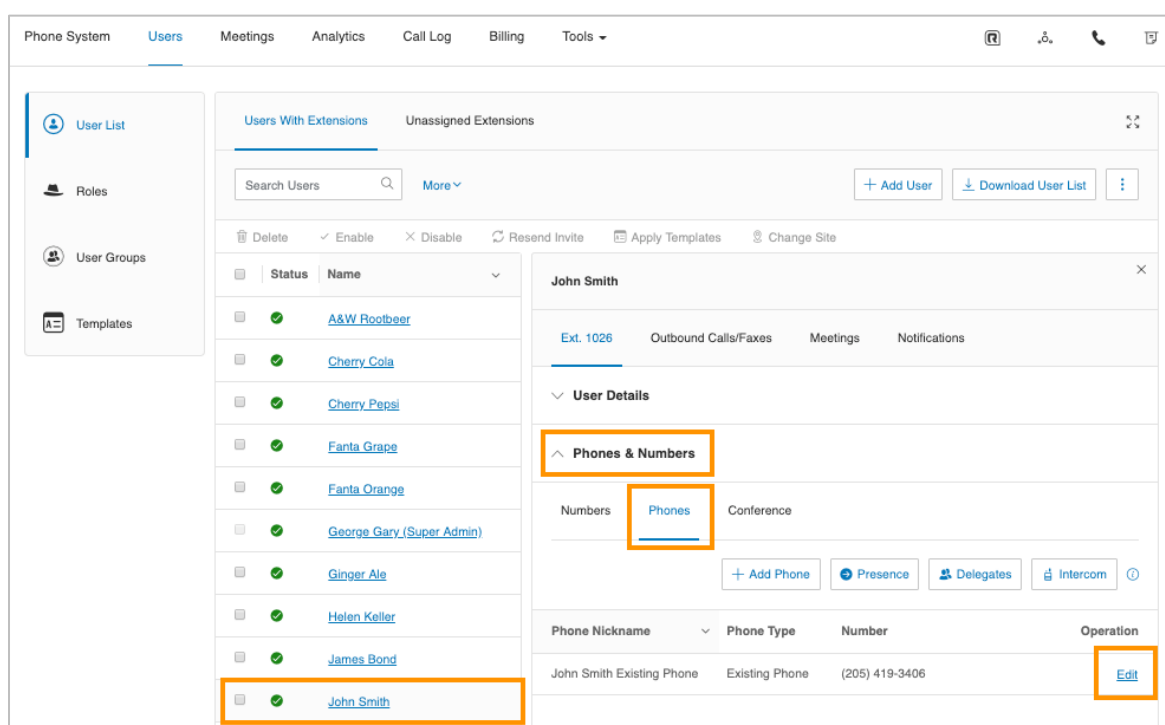
<i>Relevant Document</i>	<i>Where Found</i>
Spectralink 84 Series Administration Guide	Setup & Maintenance tab
Spectralink 84 Series Deployment Guide	Setup & Maintenance tab
Spectralink Technical Bulletins	Technical Bulletins tab
Release Notes	Setup & Maintenance tab
Spectralink Training material	To gain access to the Spectralink training material, you must attend training and become Spectralink Certified Specialist. Please visit http://partneraccess.spectralink.com/training/classroom-training for more information and registration.

Chapter 2: Configure the RingCentral Office Call Server

Assign an Existing Device to an Existing Extension

To add an existing device to an existing user, do the following:

- 1 Log in as an Administrator to your RingCentral Online Account.
- 2 Under Admin Portal, click **Users**, click **User List**, click **Users With Extensions** and select the desired User. In this example, we will use John Smith.
 - o Expand the user's **Phones & Number** section, click **Phones**, and then click **Add Phone**.



- o An **Add User Phones** page appears.
- 3 Select either **Domestic** or **International**.

Add User Phones ×

1 **Select Location** 2 Select Devices 3 Select Numbers 4 Add Emergency Address 5 Add Shipping Info 6 Confirm

Select a Location

Domestic International

4 Select **Other Phones**, click **Existing Phone**, and then click **Add**.

You can now see information about added devices and order summary.

Add User Phones ×

✓ Select Location 2 **Select Devices** 3 Select Numbers 4 Add Emergency Address 5 Add Shipping Info 6 Confirm

Select Devices

Recently Bought Desktop Phones **Other Phones**

Existing Phone
Price: FREE

RingCentral Phone app
Price: FREE

Existing Phone ×

Select this option if you have your own unlocked SIP compatible device you'd like to use.

Additional Purchase
Free

- 1 +

Devices Added: 1 Device (max 50)

Qty	Device Name	Device Option
1	Existing Phone	New

Existing Phone

Qty 1

Selected from account 0

Sub-total \$0.00

5 Assign a phone number to the device:

- If you already have an existing number, click **Existing Number** to add it to the device.
- If you want to add a new number to the device, click **New Number**, and then select the desired number.

Add User Phones ×

✓ Select Location
 ✓ Select Devices
 3 Select Numbers
 4 Add Emergency Address
 5 Add Shipping Info
 6 Confirm

Please assign Existing or New numbers to selected devices.

Existing Number New Number

State: Area Code: Assign to Selected ▾

	Device	Phone Number	Number Type	Operation
<input type="checkbox"/>	Existing Phone	(205) 406-7284	New	Unassign Number

Total: 1 < 1 > Back Next

6 Specify the Emergency Address for the device.

Add User Phones ×

✓ Select Location
 ✓ Select Devices
 ✓ Select Numbers
 4 Add Emergency Address
 5 Add Shipping Info
 6 Confirm

Select Emergency Address: New Customer Name: Assign to Selected ▾

	Device	Phone Number	Add Emergency Address
<input type="checkbox"/>	Existing Phone	(205) 406-7284	20 DAVIS DR, BELMONT, CA, 94002, United States

Total: 1 < 1 > Back Next

- 7** Follow the steps to complete the process. Click **Done** when finished.
- When complete, the new Existing Device is displayed under the selected user account.

The screenshot displays the RingCentral 'Users' management interface. On the left, a sidebar contains navigation options: User List, Roles, User Groups, and Templates. The main area is divided into 'Users With Extensions' and 'Unassigned Extensions'. A search bar and '+ Add User' button are at the top. Below the search bar are action buttons: Delete, Enable, Disable, Resend Invite, Apply Templates, and Change Site. A table lists users with columns for Status and Name. The 'John Smith' user is selected, opening a detailed view. This view includes 'User Details' and 'Phones & Numbers' sections. The 'Phones & Numbers' section has a 'Phones' sub-tab selected, which contains a table of phone numbers. The table has columns for 'Phone Nickname', 'Phone Type', 'Number', and 'Operation'. One row is highlighted with an orange border: 'John Smith Existing Phone', 'Existing Phone', '(205) 406-7284', and an 'Edit' link.

Phone Nickname	Phone Type	Number	Operation
John Smith Existing Phone	Existing Phone	(205) 406-7284	Edit

Continue setting up new user phones if needed.

Chapter 3: Spectralink 84-Series Config Files

Enable the interop features on the 84-Series provisioning server by updating each phone's configuration file(s).

Each individual 84 Series feature phone must be assigned to a RingCentral user extension. Spectralink 84 Series feature phones are configured in RingCentral as a user's existing device.



Note

Settings not mentioned below should be left at their default values.

[Identity].cfg

```
<LineRegistration>
  <openSIPTelephony call.callsPerLineKey="24">
    <TelephonyLine1>
      reg.1.address="onenumber"
      reg.1.auth.password="password"
      reg.1.auth.userId="12345678"
      reg.1.label="304"
      reg.1.displayName="304"
    </TelephonyLine1>
  </openSIPTelephony>
</LineRegistration>
```

site.cfg:

```
<TelephonyParameters>
  <sip-basicFolder>
    <msg>
      <msg.mwi msg.mwi.1.callBackMode="registration"
msg.mwi.2.callBackMode="registration"></msg.mwi>
    </msg>
    <voIpProt>
      <voIpProt.server
voIpProt.server.1.address="sip.ringcentral.co.uk">
    </voIpProt.server>
      <voIpProt.SIP voIpProt.SIP.enable="1">
        <voIpProt.SIP.outboundProxy
voIpProt.SIP.outboundProxy.address="sip311.ringcentral.co.uk"
voIpProt.SIP.outboundProxy.port="5090" >
      </voIpProt.SIP.outboundProxy>
    </voIpProt.SIP>
  </voIpProt>
</sip-basicFolder>
</openSIP>
```

```
        <SIPserver>
            <dialplan>
                dialplan.removeEndOfDial="1"
                dialplan.digitmap="x.T"
            </dialplan>
            <voicemail>
                up.oneTouchVoicemail="1"
                up.mwiVisible="1"
            msg.mwi.1.callBackMode="registration"
            msg.mwi.1.callBack="">
            </voicemail>
        </SIPserver>
    </openSIP>
</TelephonyParameters>
```

*****END OF DOCUMENT*****