



## Auto Provisioning Guide for Cisco 7940 &7960

In order to provision the device, we need to set the TFTP address on the phone and then create a profile using Cisco Mac address for the user in Admin dashboard.

### Steps to perform on the Admin dashboard

- 1) Login to the WorldSmart Admin Dashboard
- 2) Go to My Home Tab >>Phone provisioning.
- 3) Now, click on "Add MAC"
- 4) Enter the MAC address of the phone and choose the Phone make and model from the drop down list.

Phone Provisioning							<a href="#">Add MAC</a>	<a href="#">User Provisioning Report</a>
	MAC Address	Phone Make	No.of Lines	Lines Configured	Passcode	Delete		
<input type="checkbox"/>	00179aacf739	DPH-140S	4	1	--			
<input type="checkbox"/>	0009b7d0f6de	Cisco 7960	6	0	--			

- 5) Select the user ID from the drop down list and click on "Add".
- 6) Select the MAC address of the phone and Expand
- 7) Now, select the Line number and click on Edit button to configure the user profile.
- 8) Choose Username, Phone Type, Caller ID and Label and save the changes.

### Instructions to Auto Provision the Phone:

- 1) Press the Settings button
- 2) Scroll down and select "Unlock Configuration"
- 3) enter the password as cisco (in lower case)

Note: This will again take you to Settings page

- 4) Now, select "network configuration"
- 5) Scroll Down and select TFTP server
- 6) Click on Edit and enter "208.77.4.85" (without quotes) and hit "Accept"

Note: if no Edit option available, scroll down to option 32 (Alternate TFTP) and set it to YES

- 7) Now, select save on the screen.



### **Important Note:**

- 1) Select the correct make and model of the phone
- 2) For Polycom and Cisco devices we cannot configure the second line without configuring the first line
- 3) Also, make sure to enter the correct IP address of the DNS Server.
- 4) To check the DNS Server Address on windows, click on "Start" >> run/search >> Type cmd >> Type ipconfig/all in command prompt window.

Note: It can be checked ONLY if the IP phone and the computer are in the same network.

- 5) To change the user for a particular line delete the users configured and reconfigure the new user from the admin dashboard and reboot the phone.

## **Reset the 7940 and 7960 IP Phones to the Factory Default**

In order to perform a factory reset of a phone if the password is set, complete these steps:

1. Unplug the power cable from the phone, and then plug in the cable again.

The phone begins its power up cycle.

2. Immediately press and hold # and while the Headset, Mute, and Speaker buttons begin to flash in sequence, release #.

The Headset, Mute, and Speaker buttons flash in sequence in order to indicate that the phone waits for you to enter the key sequence for the reset.

3. Press **123456789\*0#** within 60 seconds after the Headset, Mute, and Speaker buttons begin to flash.

If you repeat a key within the sequence, for example, if you press 1223456789\*0#, the sequence is still accepted and the phone resets.

If you do not complete this key sequence or do not press any keys, after 60 seconds, the Headset, Mute, and Speaker buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

If you enter an invalid key sequence, the buttons no longer flash, and the phone continues with its normal startup process. The phone does not reset.

If you enter this key sequence correctly, the phone displays this prompt:

*Keep network cfg? 1 = yes 2 = no*

4. In order to maintain the current network configuration settings for the phone when the phone resets, press **1**. In order to reset the network configuration settings when the phone resets, press **2**.

If you press another key or do not respond to this prompt within 60 seconds, the phone continues with its normal startup process and does not reset. Otherwise, the phone goes through the factory reset process.