

OVERVIEW & REQUIREMENTS

This guide walks through configuring the **Alcatel-Lucent Enterprise H2P** IP phone to register with **the PBX platform v5.3.9** — from installation through manual configuration and auto provisioning (TFTP, HTTP/HTTPS).

BEFORE YOU BEGIN

- **Phone model** — Confirm the exact model on the back of the phone
- **Firmware** — Version 2.10.00.0001060, checked via the phone's web interface
- **DHCP** — A fully configured, operational DHCP server
- **PBX version** — Release 5.3.9



Alcatel-Lucent Enterprise H2P IP phone

CHECK PHONE FIRMWARE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (factory default: `admin` / `123456`)
- 3 The firmware version is shown in the phone's web administration interface

FIND PHONE IP ADDRESS

- 1 On the phone, press the **down** navigation key
- 2 The IP address is displayed at the top of the display

IDENTIFYING YOUR PHONE MODEL

The exact model information is printed on the back of each Alcatel-Lucent Enterprise phone. Models can have significantly different requirements and installation procedures — confirm you have the **H2P** before starting, or the setup may not complete successfully.

CHECK PBX VERSION

- 1 Log in to the PBX platform, navigate to **Settings > About**

Edition: Multi-Tenant, Release: 5.3.9.0 (41a4f0e6), Running: 13.23.1-gc-2e09fa3d, Proxy v5.3.9 (231c5f3), API: 5.3

INSTALLATION

OPTION A – POWER ADAPTER

- 1 Connect the DC plug on the power adapter to the DC port on the phone, and the other end into an electrical outlet
- 2 Connect an Ethernet cable between the Internet port on the phone and a network port on your router or switch

OPTION B – POWER OVER ETHERNET (POE)

- 1 Connect an Ethernet cable between the Internet port on the phone and an available port on a PoE-compliant router or switch

NOTE: If using PoE, you do not need the AC adapter. Ensure the Ethernet cable and router/switch are PoE compliant.

MANUAL CONFIGURATION – UAD SETTINGS

- 1 Browse to the PBX platform, e.g. `http://192.168.1.10`, and log in with your e-mail address and password
- 2 Navigate to **Settings > UAD**
- 3 Make sure the Alcatel-Lucent Enterprise H2P UAD is enabled — click the **Edit** icon for the Alcatel-Lucent Enterprise H2P
- 4 Set **Status** = **Active**, **Auto provisioning** = **No**, **DHCP** = **Yes**
- 5 Click **Save**

UAD settings – manual configuration

RESET TO FACTORY SETTINGS

Not required for brand-new phones — but a must for any phone previously used.

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (`admin / 123456`), click the **Configurations** tab, then **Reset Phone**
- 3 Click **Reset** — the phone resets to factory settings and reboots automatically
- 4 Wait for the device to finish rebooting before continuing

WARNING: Do not unplug or remove power while the phone is updating firmware or configuration.

MANUAL CONFIGURATION – EXTENSION & REGISTRATION

CREATE THE EXTENSION

- 1 Extensions > Add Extension > UAD = Alcatel-Lucent Enterprise H2P, Location = Local or Remote > Next step

Local is for extensions registered on the LAN; **Remote** is for extensions registered from remote networks, WAN, Internet, etc.

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com (receives all system notifications)
- **Department** — e.g. Sales

Click **Save**.

Creating the extension

REGISTER THE PHONE

- 1 Browse to the phone's IP, e.g. `http://192.168.1.22`
- 2 Log in (`admin` / `123456`) and click **Line**
- 3 **Activate** — make sure the checkbox is checked
- 4 **Username / Authentication User** — the Extension number, e.g. `1003`
- 5 **Display Name** — usually the same number as the Authentication User
- 6 **Password** — the extension Secret, e.g. `_%Z4M3*Ts9y7` (generated automatically for each new extension)
- 7 **SIP Server** — the PBX hostname or IP, e.g. `voip.yourdomain.com` or `192.168.1.10`
- 8 Click **Confirm** at the bottom of the page
- 9 Dial `*123` to verify the registration.

AUTO PROVISIONING

1 UAD SETTINGS

- 1 Log in to the PBX platform, navigate to **Settings > UAD**
- 2 Click **Edit** for the Alcatel-Lucent Enterprise H2P, set **Status** = **Active**, **Auto provisioning** = **Yes**, **DHCP** = **Yes**, click **Save**

2 CREATE THE EXTENSION

- 1 **Extensions > Add Extension** > **UAD** = Alcatel-Lucent Enterprise H2P, **Location** = Local or Remote > **Next step**

REQUIRED EXTENSION FIELDS

- **Name** — e.g. John Smith
- **E-mail** — e.g. john.smith@yourdomain.com
- **Auto Provisioning** — set to Yes
- **MAC Address** — from the back of the phone, e.g. 001565FF1536

Click **Save**.

SERVER ADDRESS FORMATS

- **HTTP** — `http://voip.yourdomain.com/prov`
- **HTTPS** — `https://voip.yourdomain.com/prov`
- **TFTP** — `tftp://voip.yourdomain.com`

HTTP is the recommended protocol type.

3 REGISTER VIA TFTP, HTTP, OR HTTPS

- 1 Browse to the phone's IP, log in (`admin / 123456`) and click **Auto Provision** in the navigation tab
- 2 Enter the auto-provisioning credentials into **Authentication Name** and **Authentication Password**, and make sure **Download CommonConfig enabled** is NOT checked
- 3 Click **Static Provisioning Server** and set **Update Mode** to **Update After Reboot**
- 4 Decide on the server type: HTTP, HTTPS, or Trivial FTP (HTTP recommended)
- 5 Enter the server address, including protocol prefix (see formats at left)
- 6 Click **Apply**, then **Autoprovision Now** and confirm with **OK** — provisioning runs during the reboot
- 7 Wait a couple of seconds for the configuration to update — **do not power off the phone**. The phone picks up its configuration from the PBX during the reboot. Dial `*123` to verify.

UAD settings — auto provisioning

Extension with auto provisioning

ADDITIONAL TEMPLATE & SUMMARY

ADDITIONAL CONFIGURATION TEMPLATE

To include additional UAD configuration for the Alcatel-Lucent Enterprise H2P, add fields to the **User Agent General Auto Provisioning Template** under

Settings > UAD > Alcatel-Lucent Enterprise H2P — or add them directly to a single extension in its **UAD Auto Provisioning Template** section.



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PROVISIONING SUMMARY

After successful registration via any method, dial ***123** to verify. If registration fails:

- Verify the UAD is **Active** with the correct provisioning setting
- For auto provisioning: confirm the MAC address matches
- Confirm the phone can reach the PBX on the network
- Re-check the **Static Provisioning Server** address and credentials

FACTORY DEFAULTS AT A GLANCE

- Web login — Admin + phone password
- Firmware — 2.10.00.0001060
- Registration check — dial *123
- Provisioning path — /prov
- Recommended protocol — HTTP