Configuration Note

AudioCodes MediaPack Series

Setting Up AudioCodes MediaPack™ Series ATAs in Zoom Phone Environment

zoom

audiocodes

Table of Contents

This page is intentionally left blank.

Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions.

This document is subject to change without notice.

Date Published: March-20-2022

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at https://www.audiocodes.com/services-support/maintenance-and-support.

Stay in the Loop with AudioCodes

Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback.

This page is intentionally left blank.

1 Introduction

This document provides step-by-step instructions for adding a supported AudioCodes MediaPack analog telephone adapter (ATA) to the Zoom web portal and for starting assisted provisioning.

AudioCodes MediaPack series are analog VoIP SIP media gateways (Analog Telephone Adapters) that provide FXS analog (loop start) ports for direct connection to phones, fax machines, and modems.

The MediaPack series ATAs include the following models:

MediaPack Models Telephony Support

MediaPack Model	Ordering Part Number	Photo of Model	Opus Codec	Number of FXS Ports
MP-112	MP112/2S/SIP/CER		Not available	2
MP-114	MP114/4S/SIP/CER		Not available	4
MP-118	MP118/8S/SIP/CER		Not available	8
MP-124	▪ MP124/24S/AC/SIP ▪ MP124/24S/DC/SIP		Not available	24
MP-1288	▪ MP1288-288S-2AC ▪ MP1288-216S-2AC ▪ MP1288-144S-2AC ▪ MP1288-72S-2AC ▪ MP1288-288S-2DC ▪ MP1288-216S-2DC ▪ MP1288-144S-2DC ▪ MP1288-72S-2DC		Supported	72/144/216/288

For additional specifications, refer to the MP-11x and MP-1288 datasheets.

1.1 Get In Touch with AudioCodes

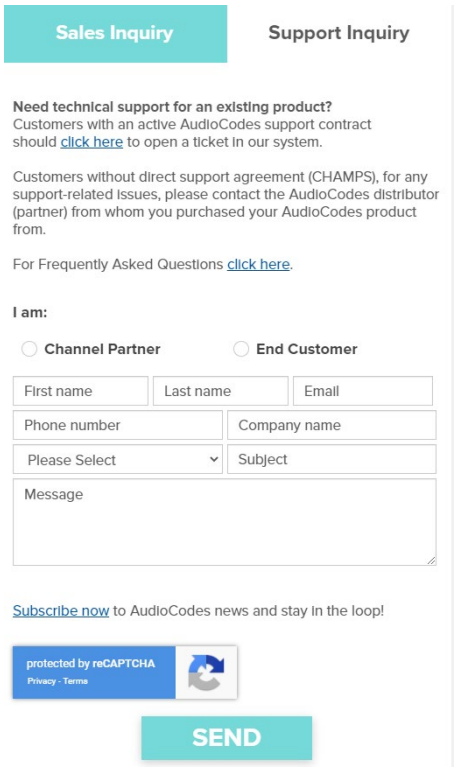
For some procedures in this document, you are required to contact AudioCodes (for obtaining firmware or certificate signing). This can be done by using one of the following methods:

- Open a Support Ticket through AudioCodes' Service Portal (only if you have an existing AudioCodes account)
- Submit AudioCodes **Get in Touch** form, as described below. AudioCodes will respond to you by email (within up to two days of submitting the form).

➢ To submit the Get in Touch form:

1. Go to AudioCodes website at https://www.audiocodes.com/.
2. Open the Get In Touch inquiry form, by clicking the **Get in touch** icon shown below, which is located in the bottom-right corner of the web page:

3. Click the **Support Inquiry** tab:



4. Under 'I am', select the **End Customer** option.
5. Fill in the fields:
   - Your contact details (name, email, phone number, company, and country).
   - In the 'Subject' field, copy-and-paste one of the following, depending on what you need:
     - **Zoom Certificate request**
     - **Zoom Firmware request**
     - **Zoom Certificate / Firmware request**
6. Click **Send**.

2 FXS Port Capacity

The Zoom Phone solution requires the use of secured RTP (SRTP). When activating SRTP on the MediaPack ATAs, the number of FXS ports on some of the models is reduced as follows:

- **MP-112:** No reduction
- **MP-114:** 3 FXS ports (from 4)
- **MP-118:** 6 FXS ports (from 8)
- **MP-124:** 18 FXS ports (from 24)
- **MP-1288:** No reduction

This page is intentionally left blank.

3 Prerequisites

- The MediaPack ATA series supports only assisted provisioning. Therefore, prior to starting, assign the MediaPack ATA with networking parameters (i.e., IP address, subnet, default gateway and DNS server).
- In the MediaPack ATA's Web-based management interface, open the 'Device Information' web page and make sure that the correct firmware version is installed. If it is loaded with an earlier firmware version, refer to the Section Upgrading Firmware.
  - **MP-112/114/118/124:** The version should be 6.60A.364 or later
  - **MP-1288:** The Version should be 7.20A.258.663 or later
- The Zoom Phone requires MediaPack ATAs to have a valid signed SSL device certificate installed. MP-112/114/118 that were ordered without a "/CER" suffix don't include a signed certificate. Follow these steps to check if the MediaPack ATA includes a signed device certificate. (By default, MP-1288 and MP-124 always include a signed certificate). If the MediaPack ATA doesn't include the correct certificate, follow these steps.

Note: MediaPack ATAs may already have existing local configurations prior to Zoom provisioning, which will be erased during provisioning. If you wish to save this configuration, please refer to the Section Exporting Local Device Configuration.

This page is intentionally left blank.

4 Adding Device and Applying a Custom Template to Set DNS

If you have fulfilled all the requirements listed in Section Prerequisites, you can now add the MediaPack ATA to the Zoom Phone portal.

Note that during assisted provisioning, the device's local configurations will be deleted. To preserve the DNS settings and ensure the device provisions to Zoom Phone, follow these steps to create and apply a custom template:

➢ To create and apply a custom template:

1. Sign in to the Zoom web portal.
2. In the navigation menu, click **Phone System Management** and then **Company Info**.
3. Click **Account Settings**.
4. In the **Desk Phone** section, click **Manage** under **Provision Template**.
5. Click **Add**.
6. Enter the following:
   - **Name**: Enter a display name to identify the template.
   - **Description (optional)**: Enter a description to help you identify the template.
   - **Template**: Enter the primary and/or secondary DNS IP address using the parameters below. These entries are required for successful SIP registration.

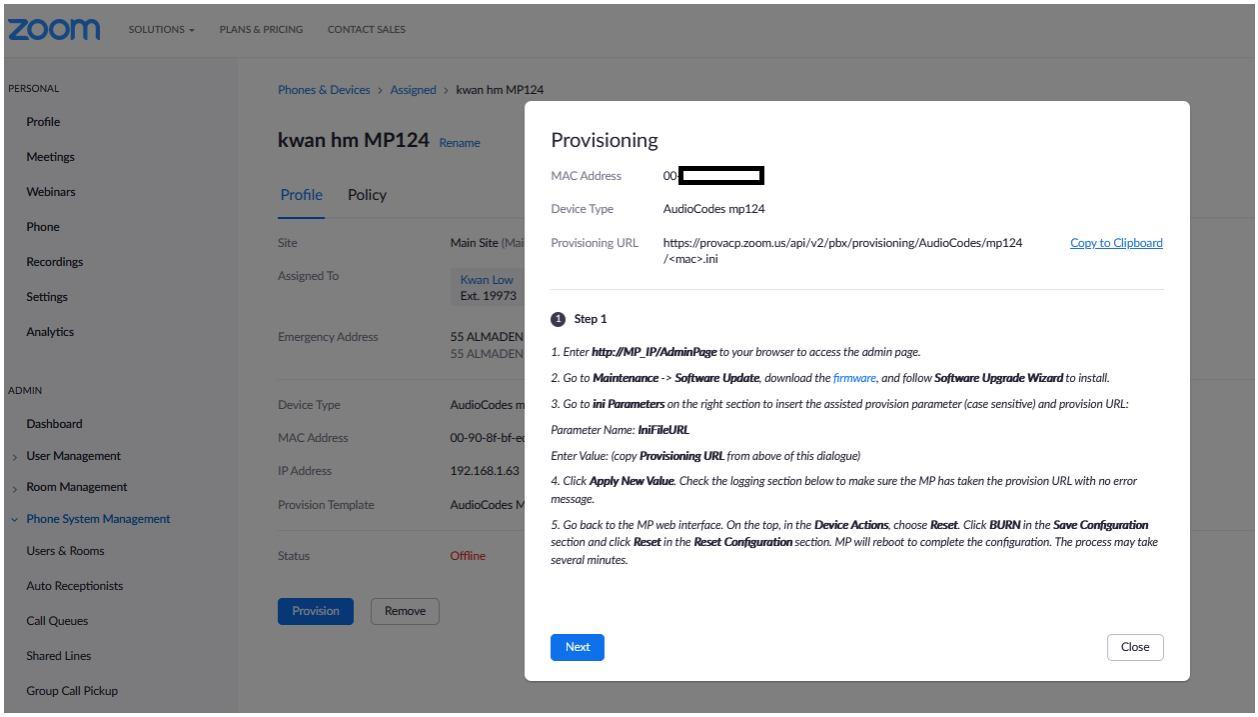
```
[SYSTEM Params]
DNSPriServerIP = 8.8.8.8
DNSSecServerIP = 8.8.4.4
```

7. Click **Save**.

Once you have applied the custom provision template, you can complete assisted provisioning as follows:

1. Follow the instructions here to add the device to the Zoom web portal.
2. While adding the device, in the **Provision Template (Optional)** section, select the template that you created (see above).
3. Click **Save**.
4. Follow the on-screen instructions to complete assisted provisioning:

Adding New ATA Device through Zoom Portal



5 Upgrading Firmware

Currently there is no automatic firmware update support for MediaPack series.

To obtain the firmware (i.e., .cmp file), you can contact AudioCodes (see Get In Touch with AudioCodes).

➢ **To upgrade firmware:**

1. Log in to the MediaPack ATA's web interface.
2. Open the Software Upgrade wizard, by performing one of the following:
   - Select the **Maintenance** tab, click the **Software Update** menu, and then click **Software Upgrade Wizard**
   - On the toolbar, click **Device Actions**, and then choose **Software Upgrade Wizard**
3. Click the **Start Software Upgrade** button; the wizard starts, requesting you to browse to the .cmp file for uploading.
4. Click the **Browse** button, navigate to the .cmp file, and then click **Load File**; a progress bar appears displaying the status of the loading process.
5. When the file has loaded, click the **Reset** button to reset the device with the newly loaded .cmp file.
6. After the device resets, the End of Process wizard page appears, displaying the new .cmp file loaded to the device. Verify that this is the correct firmware version.

This page is intentionally left blank.

6 Checking for a Signed Device Certificate

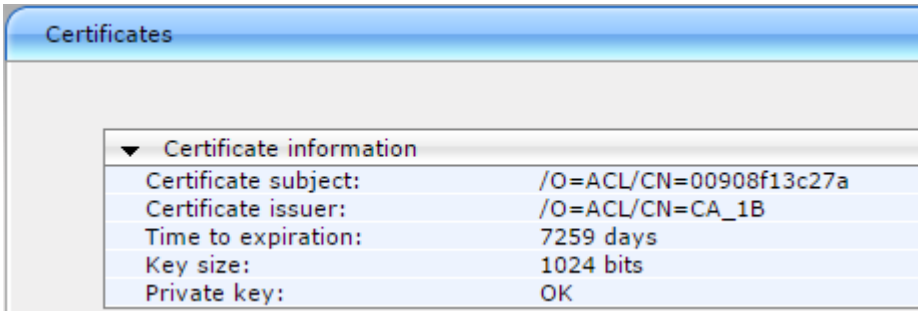
This section provides instructions on how to check that the MediaPack ATA **has the correct signed certificate.**

6.1 MP-1xx Devices

➢ **To verify MP-1xx device has the correct signed certificate:**

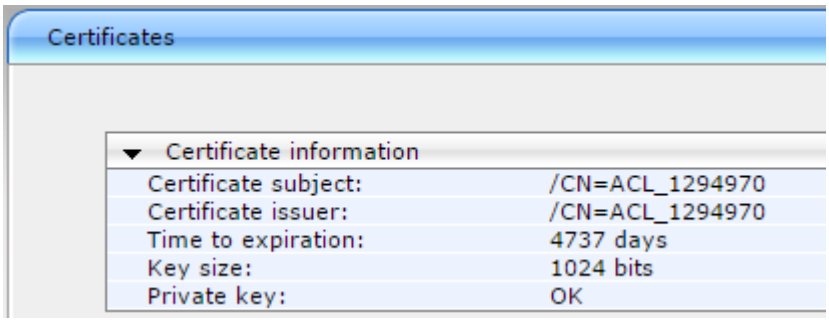
1. Open the 'Certificates' page (**Configuration** tab > **System** > **Certificates**).
2. Under the Certificate information group, check that the certificate values are correct:
   - 'Certificate subject' is the device's MAC address only
   - 'Certificate issuer' should be different than the Certificate subject (CA_XX is the AudioCodes signing agent number)
   - 'Time to expiration' and 'Key size' values are per requirements
   - 'Private key' status value is "OK"

Certificates Page – Example of Correct Signed Certificate Information



If the values of the 'Certificate subject' and 'Certificate issuer' are identical and the format is **ACL_<Serial Number>** (which indicates that the device is loaded with the default, self-signed certificate), the device does **not** include a signed certificate by AudioCodes.

Certificates Page – Example of Default Certificate Information



If the MediaPack device have proper certificates, skip the next section and proceed to the Zoom portal to add and provision the device.

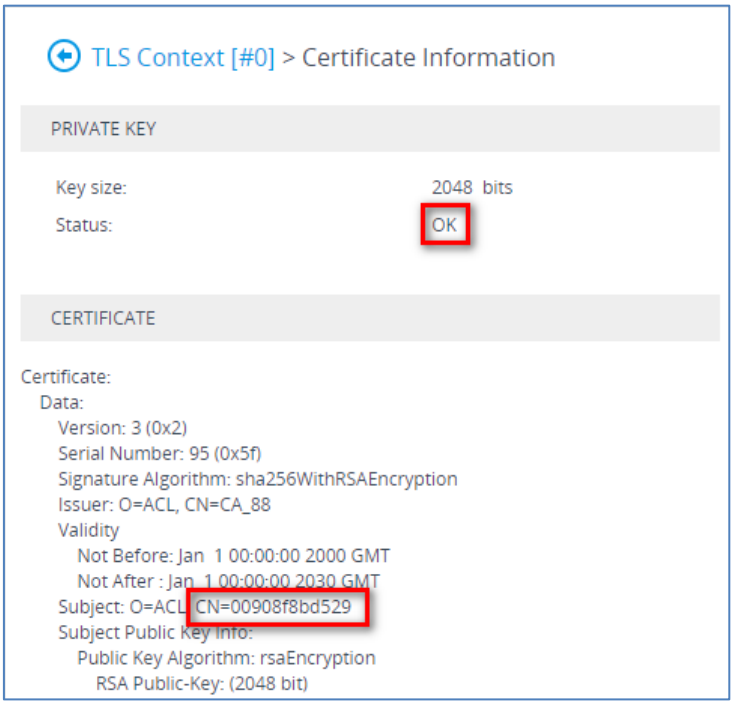
If the MediaPack device does not have a signed certificate installed, proceed with the procedure in Section Configuring Certificates for AudioCodes MediaPack Series below to generate a CSR/Certificate Signing Request, and get AudioCodes to sign and return the device certificate.

6.2 MP-1288 Devices

➢ **To check MP-1288 device has the correct signed certificate:**

1. Open the TLS Contexts page (**Setup** menu > **IP Network** tab > **Security** folder > **TLS Contexts**).
2. Select the default TLS Context row (index 0), and then click the **Certificate Information** link located at the bottom of the TLS Contexts page.
3. Validate the certificate **Status** and **Common Name**:

MP-1288 Certificate Information Example



If the MediaPack device have proper certificates, skip the next section and proceed to the Zoom portal to add and provision the device.

If the MediaPack device does not have a signed certificate installed, proceed with the procedure in Section Configuring Certificates for AudioCodes MediaPack Series below to generate a CSR/Certificate Signing Request, and get AudioCodes to sign and return the device certificate.

7 Configuring Certificates for AudioCodes MediaPack Series

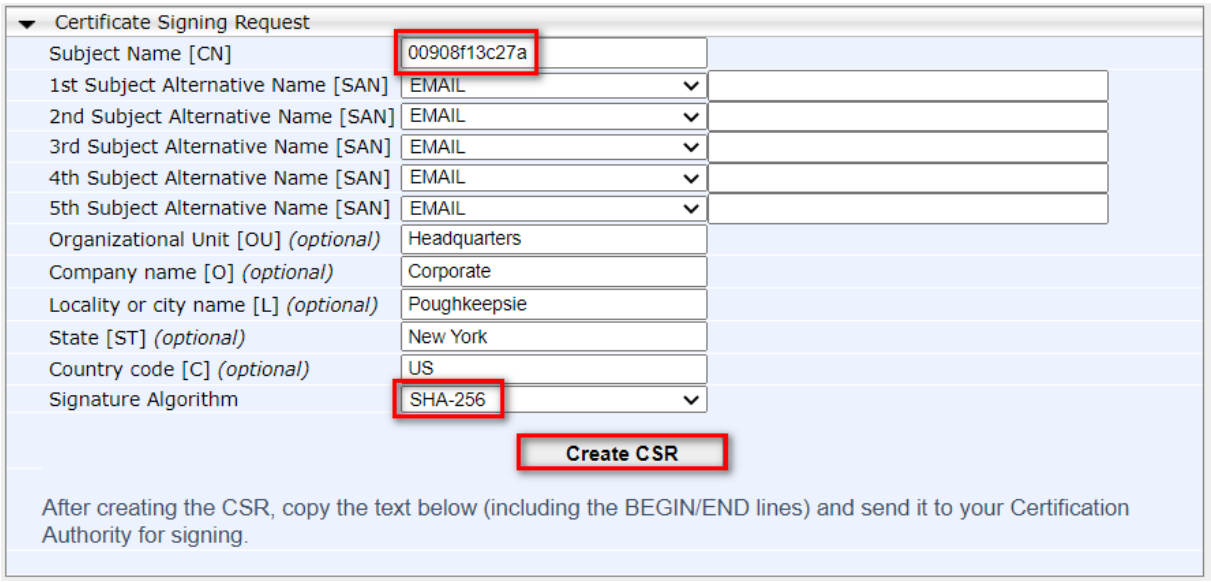
The procedure below describes how to load a signed certificate to the MediaPack ATA.

7.1 MP-1xx Devices

➢ **To configure certificate for MP-1xx:**

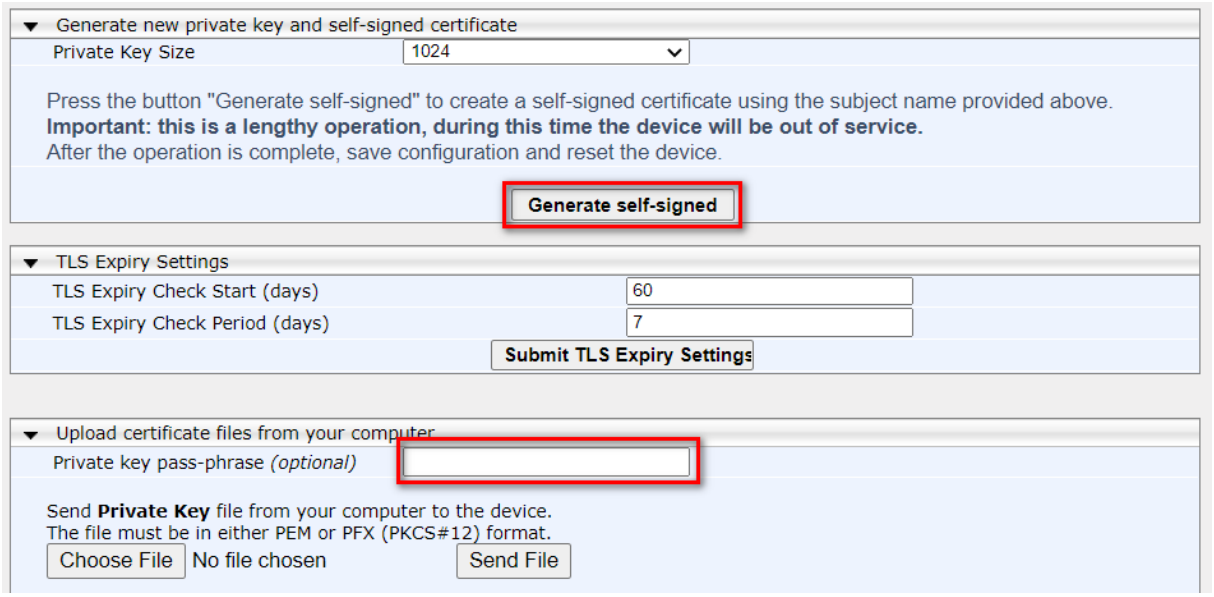
1. Open the Certificates page (**Configuration** tab > **System** > **Certificates**).
2. In the 'Subject Name' field, enter the MediaPack's MAC address (e.g., 00908f13c27a).
3. Make sure that **SHA-256** is selected for the 'Signature Algorithm'.
4. Click **Create CSR**; a certificate request is generated.

Certificates Page - Creating CSR



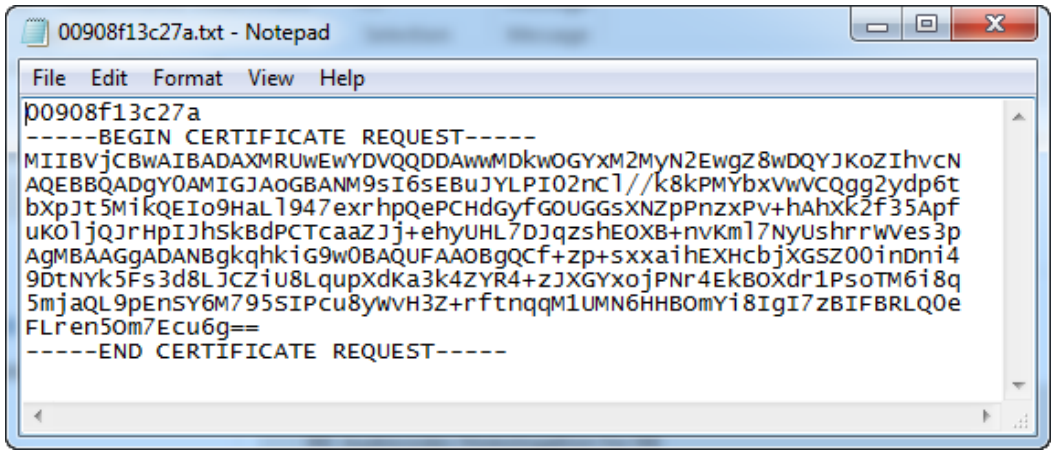
5. If you encountered the error "Cannot read private key", do the following:
   a. Blank-out the 'Private key pass-phrase' value.
   b. Click **Generate self-signed**.
   c. Click **Create CSR** one more time.

Certificates Page – Generate Self-Signed Certificate



6. Copy the CSR from the line **"----BEGIN CERTIFICATE"** to **"----END CERTIFICATE REQUEST----"** to a text file (such as Notepad).
7. Enter the MediaPack's MAC address on the first line of the text file and then save the file to a folder on your computer with the file name <MediaPack MAC>.txt (e.g., *00908f13c27a.txt*).

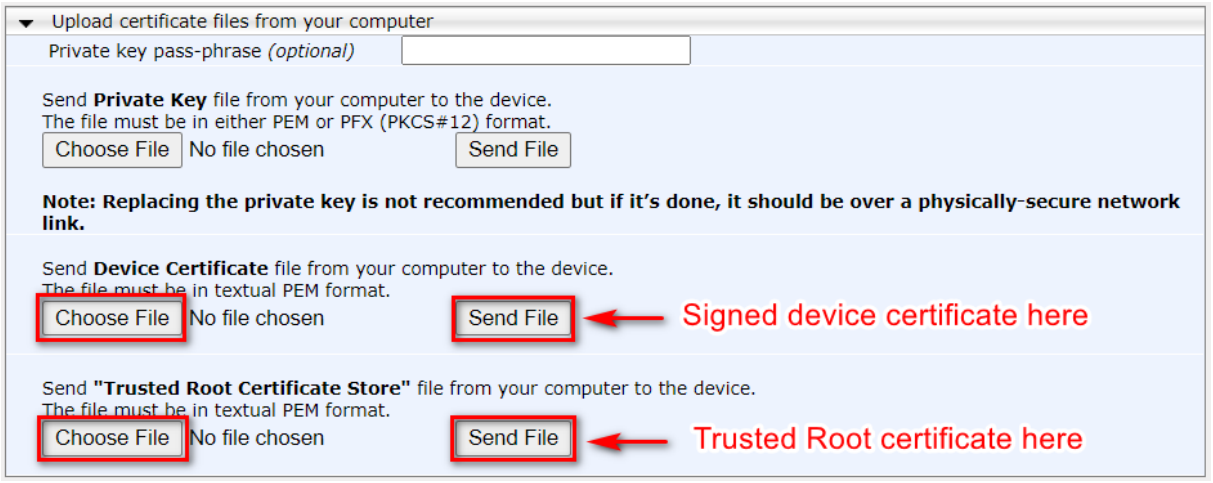
Certificate Request (CSR) Text File



8. Send the saved CSR file (e.g., *00908f13c27a.txt*) to AudioCodes for signing (see Get In Touch with AudioCodes).
9. You will receive a zip file from AudioCodes containing two files: the signed certificate (in our example, *00908f13c27a.crt* or *00908f13c27a.pem*) and the root certificate (*trust.pem*). Save these files to a folder on your computer.
10. Unzip and save the two files to a folder on your computer.
11. Open the Certificates page (see Step 1), scroll down to the 'Upload certificate files from your computer' group, and then do the following:
    a. In the 'Send Device Certificate file...' field, click **Choose File**, and then select the *00908f13c27a.crt* certificate file that you saved on your computer in Step 7.
    b. Click **Send File** to upload the certificate to the MediaPack.
    c. Check that the file was successfully loaded to the device.

d. In the 'Send Trusted Root Certificate Store file…' field, click **Choose File**, and then select the *trust.pem* certificate file that you saved on your computer in Step 7.
e. Click **Send File** to upload the certificate to the MediaPack.
f. Check that the file was successfully loaded to the device.

Certificates Page (Uploading Certificate)



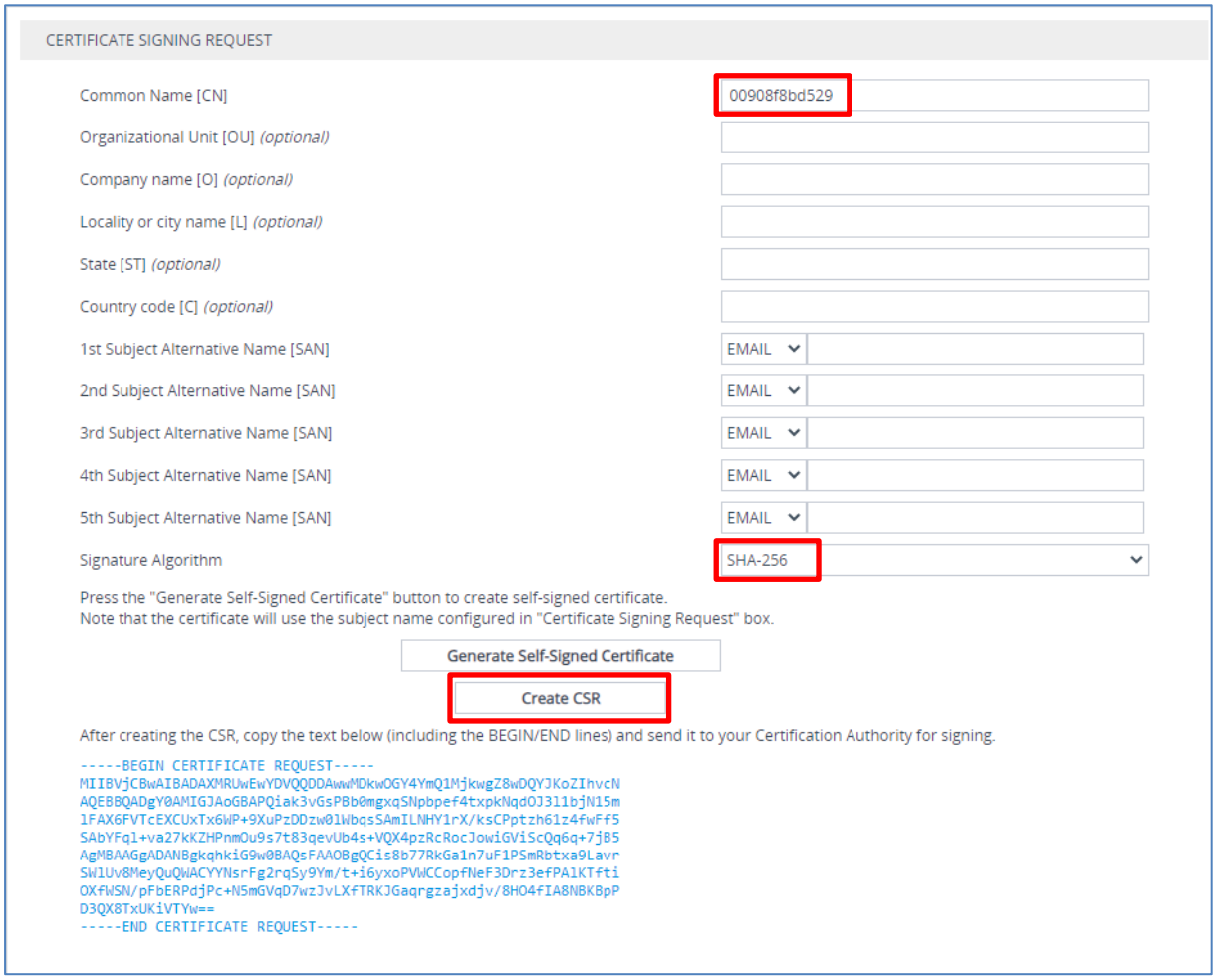
12. Reset the MediaPack device with a burn to flash for your settings to take effect.

7.2 MP-1288 Devices

➢ **To configure certificate for MP-1288:**

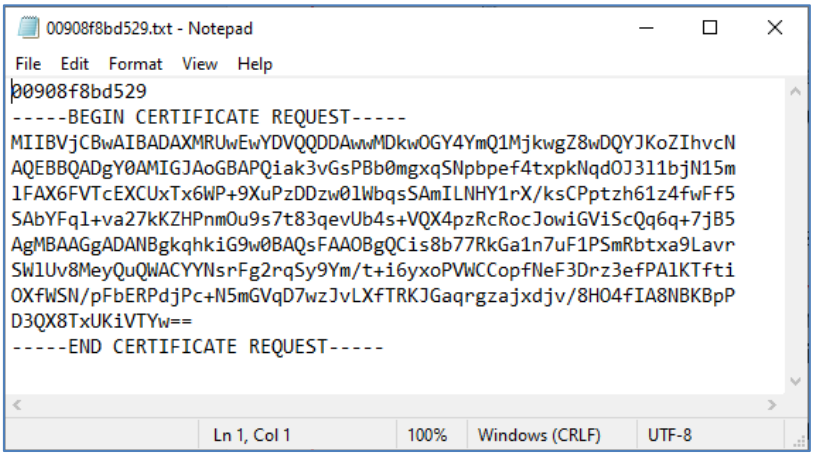
1. Open the TLS Contexts page (**Setup** menu > **IP Network** tab > **Security** folder > **TLS Contexts**).
2. Select the default TLS Context index (0) row, and then click the **Change Certificate** link located below the table; the Context Certificates page appears.

Certificates Page - Creating CSR



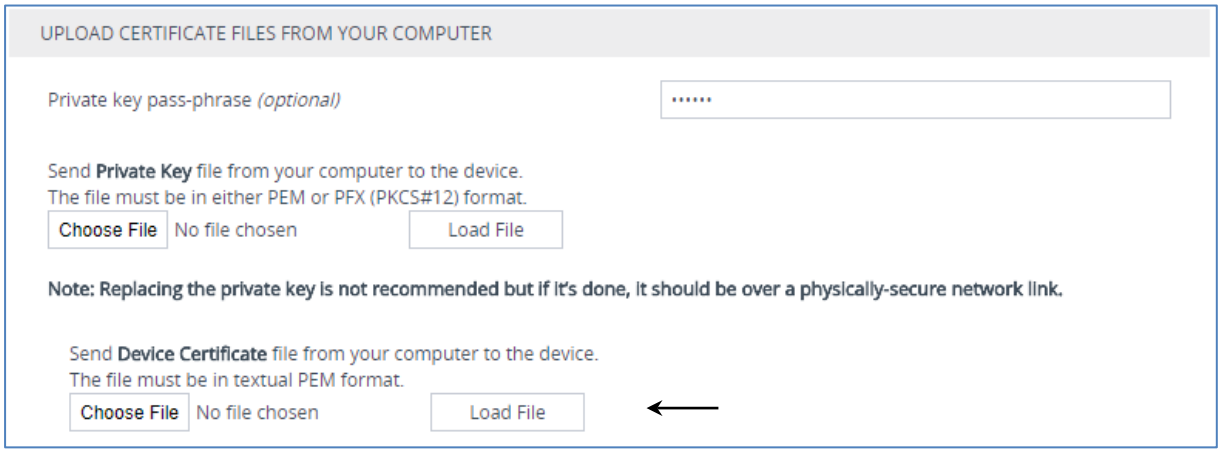
3. In the 'Common Name' field, enter the MP-1288's MAC address (e.g., **00908f8bd529**).
4. Click **Create CSR**; a certificate request is generated.
5. Copy the CSR text (from **"----BEGIN CERTIFICATE"** to **"----END CERTIFICATE REQUEST----"** to a text file (such as Notepad).
6. Enter the MP-1288's MAC address on the first line of the text file, and then save the file to a folder on your computer with the file name <MediaPack MAC>.txt (e.g., *00908f8bd529.txt*).

Certificate Request (CSR) Text File



7. Send the saved CSR file (e.g., *00908f8bd529.txt*) to AudioCodes for signing (see Get In Touch with AudioCodes).
8. You will receive a zip file from AudioCodes containing two files: the signed certificate (in our example, *00908f13c27a.crt* or *00908f13c27a.pem*) and the root certificate (*trust.pem*). Save these files to a folder on your computer.
9. Unzip and save the two files to a folder on your computer.
10. Open the TLS Contexts page again (see Step 1) and do the following:
    a. In the TLS Contexts page, select the default TLS Context index (0) row and then click the Change Certificate link located below the table; the Context Certificates page appears.
    b. Scroll down to the Upload certificates files from your computer group.
    c. Click the **Choose File** button corresponding to the 'Send Device Certificate...' field.
    d. Navigate to the certificate file obtained from the CA (in our example, *00908f8bd529.crt*) and saved on your computer in Step 8 and click **Load File** to upload the certificate to the MP-1288 device.

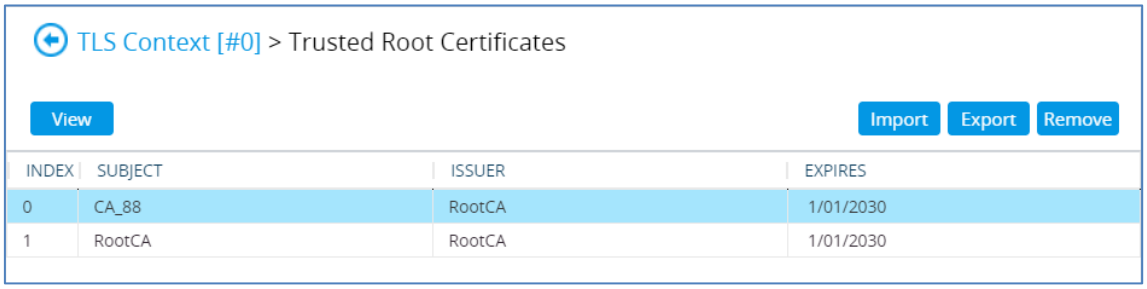
Uploading the Certificate Obtained from the Certification Authority



11. Check that the certificate was uploaded correctly. A message indicating that the certificate was uploaded successfully is displayed in blue in the lower part of the page.
12. Open the TLS Contexts page again.
13. Select the default TLS Context index (0) row, and then click the **Trusted Root Certificates** link, located at the bottom of the TLS Contexts page; the Trusted

14. Certificates page appears.
15. Click the **Import** button, and then select the *trust.pem* certificate file saved on your computer in Step 8.
16. Click **OK**; the certificate is loaded to the device and listed in the Trusted Certificates store:

Example of Configured Trusted Root Certificates



8 Exporting Local Device Configuration

The MediaPack device may have existing local configurations, which will be deleted after assisted provisioning. You should export the existing INI configuration file so you can retain its settings, by creating a custom provision template.

After creating the template, bind the template to the device. During the provision process, the INI configuration information from the provision template will be applied to the device. If you've already completed assisted provisioning, you can also apply the template by re-syncing the device.

During the provision process, the prior existing INI configuration information (exported from the existing configuration) from the provision template will be pushed, along with the Zoom users credentials setup to the device. As a result of the provisioning, the device has the setup credentials of the Zoom users and the prior existing configurations retained.

International Headquarters
1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
200 Cottontail Lane
Suite A101E
Somerset NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: https://www.audiocodes.com/corporate/offices-worldwide
Website: https://www.audiocodes.com/