

Setting Up AudioCodes MediaPack™ Series ATAs in Zoom Phone Environment



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Notice

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This document is subject to change without notice.

Date Published: April-02-2025

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

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.

Document Revision Record

LTRT	Description
29360	Initial document release.
29362	Max. FXS ports with SRTP updated for MP-124.
29363	Added Mediant 500Li and update certified firmware.
29364	Rebranding Mediant 500Li to MediaPack 504/508 (MP-5xx).
29367	Instructions for certificates with 2048 key size.

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>.







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:

Table 1: 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	EoS as of June 1st, 2023. Customers are encouraged to migrate to MP-504.		Not available	4
MP-118	EoS as of June 1st, 2022. Customers are encouraged to migrate to MP-508.		Not available	8
MP-124	<ul style="list-style-type: none"> ■ MP124/24S/AC/SIP ■ MP124/24S/DC/SIP 		Not available	24
MP-1288	<ul style="list-style-type: none"> ■ 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
MP-5xx	<ul style="list-style-type: none"> ■ MP504/4S/SIP ■ MP508/8S/SIP 		Supported	4/8

For additional specifications, refer to the [MP-1xx](#), [MP-5xx](#) 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 doing one of the following:

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

Sales Inquiry
Support Inquiry

Need technical support for an existing product?
Customers with an active AudioCodes support contract should [click here](#) to open a ticket in our system.

Customers without direct support agreement (CHAMPS), for any support-related issues, please contact the AudioCodes distributor (partner) from whom you purchased your AudioCodes product from.

For Frequently Asked Questions [click here](#).

I am:

☐ Channel Partner
 ☐ End Customer

First name	Last name	Email
Phone number		Company name
Please Select ▼		Subject
Message		

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protected by reCAPTCHA

SEND

4. Under 'I am', select the **End Customer** option.
5. Fill in the fields:
 - Your contact details (First and Last name, Email, Phone number, Company name 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 with SRTP

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:** 17 FXS ports (from 24)
- **MP-1288:** No reduction
- **MP-5xx:** No reduction

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 [Upgrading Firmware](#) section.
 - **MP-112/114/118/124:** The version should be 6.60A.364 or later.
 - **MP-5xx:** The version should be 7.26A.356.459 or later.
 - **MP-1288:** The version should be:
 - 7.40A.400.023 or later (for old hardware revision)
 - 7.40A.501.863 or later (for new hardware revision)
- 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-5xx, MP-1288 and MP-124 always include a signed certificate). If the MediaPack ATA doesn't include the correct certificate, [follow these steps](#).



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 see the [Exporting Local Device Configuration](#) section.

4 Adding Device and Applying a Custom Template to Set DNS

If you have fulfilled all the requirements listed in the [Prerequisites section](#), you can now add the MediaPack ATA to the Zoom Phone portal.



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 the steps below to create and apply a custom template:

To create and apply a custom template:

1. Sign into 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.

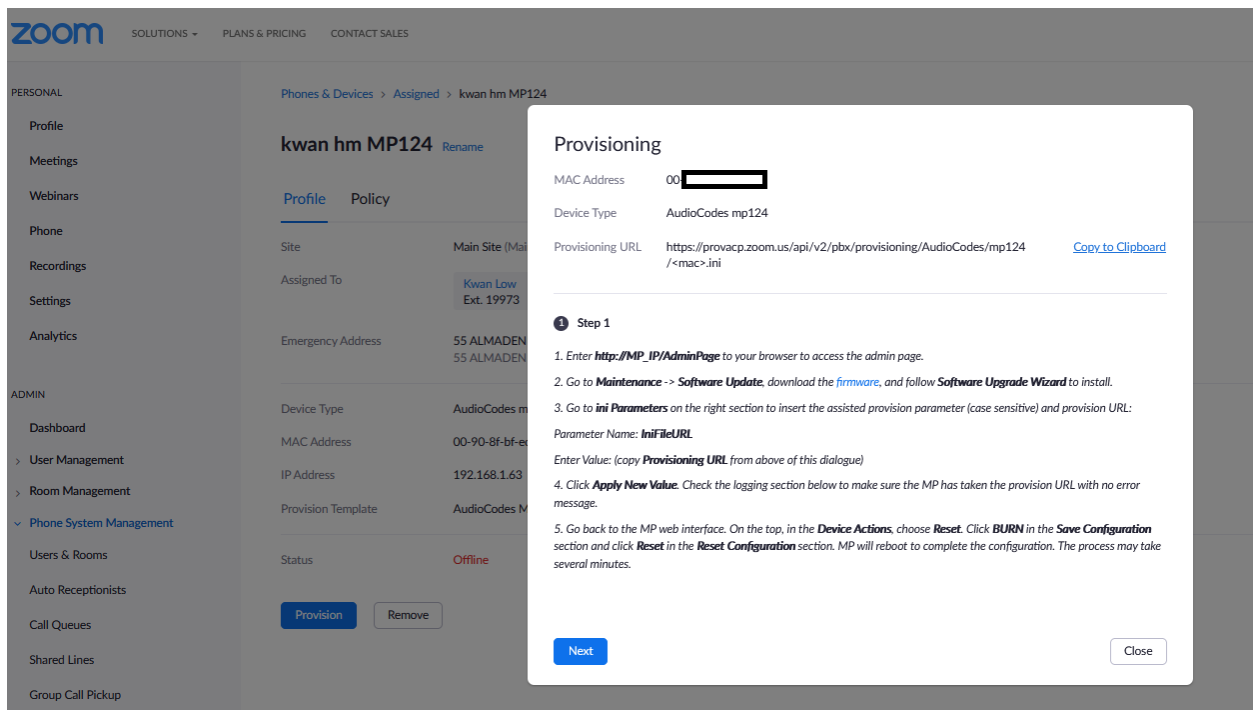
```
[SYSTEM Params]
DNSPriServerIP = 8.8.8.8
DNSSecServerIP = 8.8.4.4
```

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:

Figure 1: Adding New ATA Device through Zoom Portal



5 Upgrading Firmware

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

To obtain the firmware (i.e., .cmp file), 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.

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 the 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".

Figure 2: Certificates Page – Example of Correct Signed Certificate Information

Certificates	
▼ Certificate information	
Certificate subject:	/O=ACL/CN=00908f13c27a
Certificate issuer:	/O=ACL/CN=CA_1B
Time to expiration:	7259 days
Key size:	1024 bits
Private key:	OK

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.

Figure 3: Certificates Page – Example of Default Certificate Information

Certificates	
▼ Certificate information	
Certificate subject:	/CN=ACL_1294970
Certificate issuer:	/CN=ACL_1294970
Time to expiration:	4737 days
Key size:	1024 bits
Private key:	OK

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

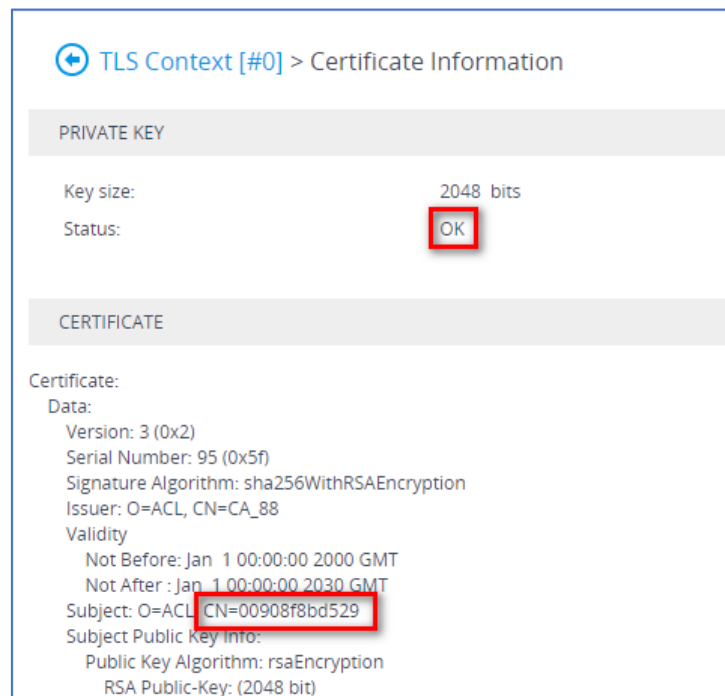
If the MediaPack device does not have a signed certificate installed, proceed with the procedure in the [Configuring Certificates for AudioCodes MediaPack Series](#) section to generate a CSR/Certificate Signing Request, and get AudioCodes to sign and return the device certificate.

6.2 MP-5xx and MP-1288 Devices

To check that the MP-5xx and MP-1288 devices have 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**:

Figure 4: MP-5xx or MP-1288 Certificate Information Example



If the MediaPack device has 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 the [Configuring Certificates for AudioCodes MediaPack Series](#) section 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.

Figure 5: Certificates Page - Creating CSR

▼ Certificate Signing Request

Subject Name [CN]	00908f13c27a
1st Subject Alternative Name [SAN]	EMAIL
2nd Subject Alternative Name [SAN]	EMAIL
3rd Subject Alternative Name [SAN]	EMAIL
4th Subject Alternative Name [SAN]	EMAIL
5th Subject Alternative Name [SAN]	EMAIL
Organizational Unit [OU] (optional)	Headquarters
Company name [O] (optional)	Corporate
Locality or city name [L] (optional)	Poughkeepsie
State [ST] (optional)	New York
Country code [C] (optional)	US
Signature Algorithm	SHA-256

Create CSR

After creating the CSR, copy the text below (including the BEGIN/END lines) and send it to your Certification Authority for signing.

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

Figure 6: Certificates Page – Generate Self-Signed Certificate

▼ Generate new private key and self-signed certificate

Private Key Size: 1024

Press the button "Generate self-signed" to create a self-signed certificate using the subject name provided above.
Important: this is a lengthy operation, during this time the device will be out of service.
 After the operation is complete, save configuration and reset the device.

Generate self-signed

▼ TLS Expiry Settings

TLS Expiry Check Start (days)	60
TLS Expiry Check Period (days)	7

Submit TLS Expiry Settings

▼ Upload certificate files from your computer

Private key pass-phrase (optional):

Send **Private Key** file from your computer to the device.
 The file must be in either PEM or PFX (PKCS#12) format.

Choose File No file chosen **Send File**

6. If a certificate with **2048** key size is required (for example, for Zoom for Government environment), do the following:
 - a. From the 'Private Key Size' drop-down list, select **2048**.
 - b. Delete everything in the 'Private key pass-phrase' field (i.e., empty value).
 - c. Click **Generate self-signed**.

Figure 7: Certificates Page – Generate 2048 Key Size Self-Signed Certificate

▼ Generate new private key and self-signed certificate

Private Key Size: 2048

Press the button "Generate self-signed" to create a self-signed certificate using the subject name provided above. Important: this is a lengthy operation, during this time the device will be out of service. After the operation is complete, save configuration and reset the device.

Generate self-signed

▼ TLS Expiry Settings

TLS Expiry Check Start (days): 60

TLS Expiry Check Period (days): 7

Submit TLS Expiry Settings

▼ Upload certificate files from your computer

Private key pass-phrase (optional):

Send **Private Key** file from your computer to the device. The file must be in either PEM or PFX (PKCS#12) format.

Choose File No file chosen **Send File**

Note: Replacing the private key is not recommended but if it's done, it should be over a physically-secure network link.

- d. Burn to flash and reset the device.
 - e. After the device resets, verify in the Certificate page that the key size is indeed 2048 bits.
 - f. Click **Create CSR** one more time.
7. Copy the CSR from the line "**-----BEGIN CERTIFICATE REQUEST-----**" to "**-----END CERTIFICATE REQUEST-----**" to a text file (such as Notepad).
 8. 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*).

Figure 8: Certificate Request (CSR) Text File

```
00908f13c27a
-----BEGIN CERTIFICATE REQUEST-----
MIIBVjCBWAIBADAXMRUWYDVQQDDAwMDkwOGYxM2MyN2EwgZ8wDQYJKoZIhvcN
AQEBBQADgY0AMIGJAoGBANM9sI6sEBUjYLPi02nC1//k8kPMYbxvVwCqg2ydp6t
bXpJt5mIkQEIo9HaL1947exrhpQePCHdgyfGOUgGsXNZpPnzxPv+hAhXk2f35Apf
uK01jQJrHpIjHskBdPCTcaazJj+ehyUHL7DjqzshEOXB+nvkm17NyUshrrwves3p
AgMBAAGgADANBgkqhkiG9w0BAQUFAAQBgcqf+zp+xxaihEXHcbjXGSZ00inDni4
9DtNYk5Fs3d8LJCZiU8LqupXdka3k4ZYR4+zJXGYxojPNr4EkBOXdr1PsoTM6i8q
5mjaQL9pEnSY6M795SIPcu8yvvH3Z+rftnqqM1UMN6HHBOMYi8IgI7ZBIFBRLQ0e
FLren50m7Ecu6g==
-----END CERTIFICATE REQUEST-----
```

9. Send the saved CSR file (e.g., *00908f13c27a.txt*) to AudioCodes for signing (see Get in Touch with AudioCodes).
10. 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.

11. Unzip and save the two files to a folder on your computer.
12. 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 8.
 - 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 8.
 - e. Click **Send File** to upload the certificate to the MediaPack.
 - f. Check that the file was successfully loaded to the device.

Figure 9: Certificates Page (Uploading Certificate)

▼ Upload certificate files from your computer

Private key pass-phrase (optional)

Send **Private Key** file from your computer to the device.
The file must be in either PEM or PFX (PKCS#12) format.

No file chosen

Note: Replacing the private key is not recommended but if it's done, it should be over a physically-secure network link.

Send **Device Certificate** file from your computer to the device.
The file must be in textual PEM format.

No file chosen ← Signed device certificate here

Send "**Trusted Root Certificate Store**" file from your computer to the device.
The file must be in textual PEM format.

No file chosen ← Trusted Root certificate here

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

7.2 MP-5xx and MP-1288 Devices

To configure the certificate for MP-5xx and 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.

Figure 10: Certificates Page - Creating CSR

CERTIFICATE SIGNING REQUEST

Common Name [CN]

00908f8bd529

Organizational Unit [OU] (optional)

Company name [O] (optional)

Locality or city name [L] (optional)

State [ST] (optional)

Country code [C] (optional)

1st Subject Alternative Name [SAN]

EMAIL

2nd Subject Alternative Name [SAN]

EMAIL

3rd Subject Alternative Name [SAN]

EMAIL

4th Subject Alternative Name [SAN]

EMAIL

5th Subject Alternative Name [SAN]

EMAIL

Signature Algorithm

SHA-256

Press the "Generate Self-Signed Certificate" button to create self-signed certificate.
Note that the certificate will use the subject name configured in "Certificate Signing Request" box.

Generate Self-Signed Certificate

Create CSR

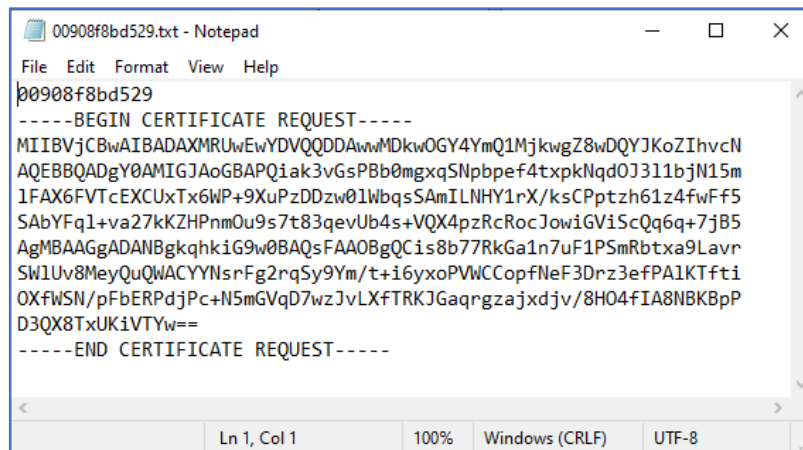
After creating the CSR, copy the text below (including the BEGIN/END lines) and send it to your Certification Authority for signing.

```
-----BEGIN CERTIFICATE REQUEST-----
MIIBVjCBwAIBADAXMRUwEwYDVQDDAwMDkxOGEyYmQ1MjkwZ8wDQYJKoZIhvcN
AQEBBQADgY0AMIGJAoGBAPQ1ak3vGsPBb0mgxqSNpopef4txpkNqd0311bjN15m
1FAX6FVTcEXCUXtx6wIP+9XuPzDDzw01Wbqs5AmILNHY1rX/KsCPptzh61z4fwFf5
SAbYFq1+va27kKZHPmOu9s7t83qevUb4s+VQX4pzRcRocJowIGViScQq6q+7jB5
AgMBAAgGADANBgkqhkiG9w0BAQsFAA0BgQCis8b77RkGa1n7uF1PSmRbtXa9Lavr
SW1Uv8MeyQuQWACYNsrfG2rq5y9Ym/t+i6yxoPVwCCopfNeF3Drz3efPA1KTfti
OXFHSN/pFbERPdJpc+N5m6VQd7wzJvLXFTRKJGaqrzaJxdjv/8HO4fIA8NBK8pP
D3QX8TxUKiVTYw==
-----END CERTIFICATE REQUEST-----
```

3. In the 'Common Name' field, enter the Mediant 500Li's or 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-5xx's or 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*).

Figure 11: Certificate Request (CSR) Text File



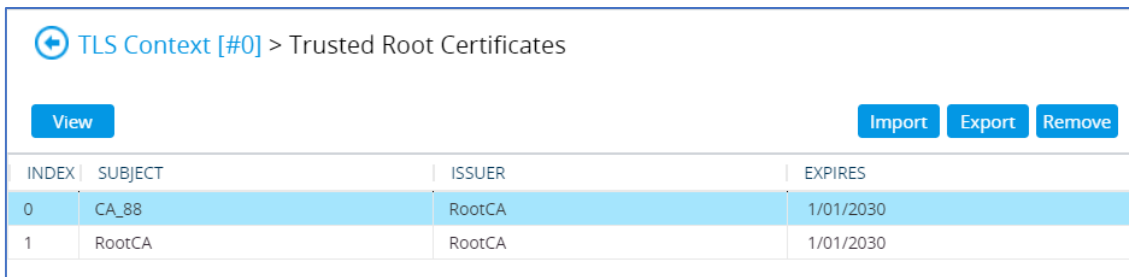
7. Send the saved CSR file (e.g., *00908f8bd529.txt*) to AudioCodes for signing (see 1.1Get in Touch with AudioCodes).
8. You will receive a zip file from AudioCodes containing two files - the signed certificate (in our example, *00908f13c27a.crt* or *00908f13c27a.pem*) and the root certificate (*trust.pem*). 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-5xx or MP-1288 device.

Figure 12: 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 Certificates page appears.

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

Figure 13: Example of Configured Trusted Root Certificates



The screenshot shows a web interface for configuring TLS Context. At the top, it says "TLS Context [#0] > Trusted Root Certificates". Below this, there are three buttons: "View", "Import", and "Export". To the right of the "View" button is a "Remove" button. Below the buttons is a table with four columns: INDEX, SUBJECT, ISSUER, and EXPIRES. The table contains two rows of data.

INDEX	SUBJECT	ISSUER	EXPIRES
0	CA_88	RootCA	1/01/2030
1	RootCA	RootCA	1/01/2030

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 is 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.

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