

How To Setup DHCP Option 156

As of ShoreTel 9 and above, ShoreTel supports multiple FTP server within option 156 (See KB15149)

Issue: The IP Phones Display shows No Service. Looking at the phone configuration, it is set for DHCP, however the phone is missing IP parameters.

Scenario: Phones are intermittently rebooted and when they reset they go into a No Service condition.

Resolution: DHCP Option was not configured correctly. Please refer to the following steps below:

How to set up DHCP option 156 for ShorePhone IP110/210/212k/530/560/560g telephones:

- Open DHCP Manager on your Microsoft DHCP server.
- Right-click the DHCP server, and select Set pre-defined options
- Click Add.
- Set Name to IP Phone Boot Server.
- Set Data Type to String.
- Set Code to 156 and add a description, if desired.
- Navigate to the scope options and add option 156.
- Set the value of option 156 to: FTP Servers=ip_address, country=n, language=n, Layer2Tagging=N, VlanId=X

Note: The minimum amount of data that is required for OPTION 156 is: FTP Servers="IP address of ShoreTel server)

Example:

Layer2Tagging is a new parameter.

- *Purpose: enable/disable 802.1Q, default is disabled*
- *Format: Layer2Tagging=N*
where N=0 is disable, N=1 is enable

VlanId is a new parameter.

- *Purpose: VLAN id when 802.1Q is enabled, default is zero*
- *Format: VlanId=X*
where X is a VLAN id between 0 and 4094

E.g., the following would enable VLAN tagging using a VLAN id of 10:

FtpServers=192.168.0.13,Layer2Tagging=1,VlanId=10

You also want to add DHCP option 004 (TIME) and DHCP Option 042 (SNTP) add this:

option 4 ip 131.107.1.10 (or IP of your Time Server) same for option 042