TIPT

Polycom VVX Phones

Install Guide

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The Installation steps for all VVX Phones models are the same. This Install guide is based on Firmware version 4.1.7 & above. Latest firmware 5.9.6 available for new installs automatically during the provisioning process . Follow the instruction below to Install and Provision the Polycom VVX Phone.

Please make sure the Site has been setup with DHCP , DNS and NTP on the Router following the **TIPT Integration Guide** before Phone install

VLAN Requirements

VLAN segmentation is required to demarcate and allow prioritisation of voice traffic. VLAN ID 100 is recommended as the Voice VLAN to ensure configuration consistency across all sites. PC's will typically piggy-back from the IP Phone but reside in the Data VLAN (that is: VLAN ID 1).

The use of Cisco switches with CDP provides automatic VLAN assignment of IP Phones where Voice VLAN's have been configured.

In non-Cisco LAN switch environments, the VLAN ID (that is: VLAN 100) will need to be manually configured, unless the IP handset has support for LLDP. (All our handsets support LLDP, so LLDP will need to be configured on the switch or alternatively handsets will need to be manually set with the voice VLAN (not recommended).

For **TIPT customers** connecting over the internet, QoS is not mandatory, however a separate prioritised voice VLAN should be implemented where possible.

1. Unpack Handset

Unpack the handset and use a Cat6 Ethernet cable to connect the LAN input from the handset to the LAN port on the customer switch /router. If not using PoE then a power packs will be required to power the device.

When power is correctly applied, the handset will turn on. Allow the handset to complete its start-up routine.

2. QSetup – Auto Provision
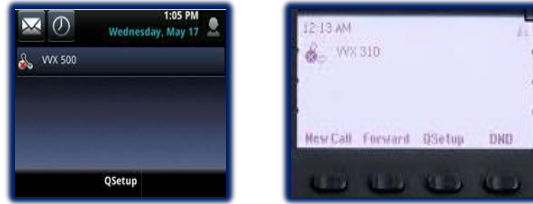
You will see a QSetup soft key on the screen on your phone. Press the QSetup soft key to get to the login menu.

Enter the supplied username and password credentials for that device.

 You will be prompted to save the new configuration.
The handset will reboot and download its configuration.

Polycom phone has been configured in this way (with user name and password via Qsetup), the configuration remains in place. You will not need to reconfigure the phone if it is powered down).

How to manually Provision a VVX Handset

You can manually configure three settings on the physical phone for the phone to retrieve its configuration settings from the Device Management Servers (DMS):

- Set the DHCP Boot Server to static
- Set the Provisioning Server Type to HTTP
- Set the Provisioning Server Address to the provisioning URL

Note: Phone provisioning requires that a Polycom VVX device has been provisioned in TIPT platform, and been allocated specific credentials. **You will need to know the credentials for the following process.**

1. Enable Web GUI

If the Polycom is **not set** to factory defaults the Web GUI maybe disabled

- Press the Home button.
- Press Settings.
- Press 2 for Advanced.
- Enter the Admin password. (default = 456, or default = 789 if previously provisioned)
- Press 1 for Admin Settings.
- Press 14 for Web Server Configuration.
- Press Web Server. Select Enabled.
- Select Web Config Mode.
- Select HTTP/HTTPS
- Select the back arrow.
- Select Save Config.
- The Phone will reboot.

2. Get the Phone IP Address

- Press the Home button.
- Press Settings.
- Press 4 for Status.
- Press 2 for Network.
- Press 1 for TCP/IP Parameters.
- Record the LAN IP Address

3. Set the Provisioning URL

- Connect a PC to the same LAN as the Polycom (this can be via Wi-Fi or Cabled connection). If necessary, you can connect the PC to the PC port on the back of the Polycom.
- Open a WEB Browser and browse to the Phone LAN IP address http://192.x.x.x

- Select Login As **Admin.**
- Enter the Admin password. (default = 456, or default = 789 if previously provisioned by DMS)
- Click Submit.
- Select **Settings.**
- Select **Provisioning Server.**

- Under Provisioning Server set the Following values
  - Server Address: http://dms.digitalbusiness.telstra.com/dms/bootstrap
  - Server User: <The supplied DMS user Credentials>
  - Server Password: <The supplied DMS Password Credentials>

- Expand the DHCP Menu
  - Boot Server: Static
  - Click Save

- The phone should reboot (this will take a minute or two), if not Select **Utilities** then select **Reboot Phone**