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Introduction



This Configuration Guide is written as general guide on how to configure the Polycom VVX350 OBi Edition phone model to work with PBXware 5.3.5.

Requirements

Identifying phone model

To start and successfully complete registration of your Polycom VVX OBi Edition phone you need to know which phone model you will setup.

From the back of each Polycom VVX OBi Edition phone there are exact model information that you should check. Although different phone models can have exactly the same requirements and installation procedure, phone models can also have significantly different requirements and installation procedure, so that ignorance of your own model may result in the inability to successfully set up your phone.

Phone firmware

- Make sure that your phone is loaded with appropriate firmware version, **6.4.0.2**.
- To find out the firmware version of your Polycom VVX OBi Edition phone model open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: **http://192.168.1.22**.
- Login to phone web administration interface with your username and password. Please note, factory default login details are username: **admin** and password: **admin**.

- Under the **Product Information** you can see **Software Version** field that contains information about firmware version.

DHCP server

Fully configured and operational DHCP server.

PBXware version

PBXware version **5.3.5**

In order to find out the PBXware version:

- Login to PBXware
- Navigate to **Settings: About**.

On the top of **About** page is a code similar to this one **PBXware Edition: Business, Release: 5.3.5 (387597b7), Running: 1.8.32.1-gc-b47edc45, PBXware Proxy v5.3.5 (62b7bcd), API: 5.3, libmemcached version: 1.0.14**, where Release denotes the exact version of your PBXware.

Installation

This chapter describes how to install and connect the phone to the electrical power and data network as well as how to apply factory settings.

The following topics are covered:

- Power adapter
- Power over Ethernet (PoE)
- Factory Settings

Power adapter

Connect the Network and Power

- Connect the DC plug on the power adapter to the DC port on the phone and connect the other end of the power adapter into an electrical power outlet.
- Connect the ethernet cable between the Internet port on the phone and the network port on a router or switch to access LAN.

NOTE: *If you are using Power over Ethernet (PoE), you don't need to connect the AC adapter. Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.*

Power over Ethernet (PoE)

Connect the Network (only)

Using a regular ethernet cable, your phone can be powered from a Power over Ethernet (PoE) compliant router or switch.

- Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power router or switch.

NOTE: *If you are using Power over Ethernet (PoE), you don't need to connect the AC adapter. Make sure the Ethernet cable and router or switch is Power over Ethernet (PoE) compliant.*

Find the phone IP address

Find out your VVX350 OBi Edition phone IP Address.

- Press **Home** button.
- Select **Settings** with navigation buttons.

The IP address will be displayed on the top of display.

Reset to factory settings

This step is not required for brand new out-of-the-box phones, however, if the phone has been already used then it is a must.

- Open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: **http://192.168.1.22**.
- Login to phone web administration interface with your username and password. Please note, factory default login details are username: **admin** and password: **admin**.
- Click on **System Management** menu.
- Click on **Device update** menu.
- Click on **Reset** button in order to reset the phone to factory settings. Phone will be reset to the factory settings and reboot.
- Wait sometime prior for device to reboot.

NOTE: *Do not unplug or remove power to the phone while it is updating firmware and configurations.*

Registering phone

This chapter describes how to identify Polycom VVX OBi Edition phone model, requirements that must be met and how to register the phone using manual configuration or auto provisioning.

The following topics are covered:

- Manual configuration
- Auto provisioning

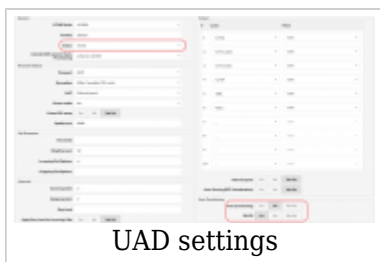
Manual configuration

This chapter describes how to set UAD settings, create PBXware extension and register the phone.

The following topics are covered:

- UAD settings
- Creating extension
- Registering phone

UAD Settings

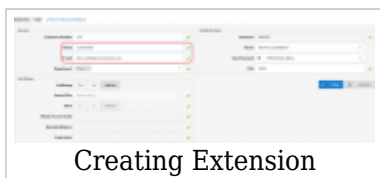


UAD settings

Login to PBXware web administration interface

- Open a new browser window and enter the IP address in order to access the PBXware web administration login screen. Example: **http://192.168.1.10**.
- Login to PBXware with your e-mail address and password.
- Navigate to **Settings:UAD**.
- Make sure Polycom VVX OBi Edition UAD is enabled. To check the UAD status click on the **edit** icon corresponding to your Polycom VVX OBi Edition phone.
- Make sure **Status** is set to **Active**, **Auto provisioning** is set to **No**, and **DHCP** is set to **Yes**.
- Click on the **Save** button to save changes.

Creating extension



Creating Extension

Add Extension

- Navigate to **Extensions**. Click on **Add Extension**.
- The standard options window will be shown below.
- Select Polycom VVX OBi Edition phone model from the **UAD** select box.
- Select Location: **Local** or **Remote**.

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

- Click on the **Next step** button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- **Name**

Enter a name for the extension being created. Example: **John Smith**.

- **E-mail**

Enter the e-mail address associated with this extension. This e-mail address will receive all system notification messages. Example: **john.smith@bicomsystems.com**

- **Department**

Department to which extension will belong to. Example: **Sales**.

- Click on the **Save** button.

Registering Phone

This chapter describes how to register Polycom VVX OBi Edition phone using **Hostname or IP Address**.

The following topics are covered:

- Hostname or IP Address

Hostname or IP Address

Login to phone web administration interface

- Open a new browser window and enter your phone IP address in order to access the phone web administration interface login screen. Example: `http://192.168.1.22`
- Login to phone web administration interface with your username and password. Please note, factory default login details are username: admin and password: admin.
- Click on **Service Providers** and select **Profile A**.
- Enter or set the following details into the SIP section.

REQUIRED FIELDS:

- **Proxy Server**

Enter the Hostname or IP Address of the PBXware.

- Example for Hostname: **voip.bicomsystems.com**

- Example for IP Address: **192.168.1.10**

▪ **Registrar Server**

Enter the Hostname or IP Address of the PBXware.

- Example for Hostname: **voip.bicomsystems.com**

- Example for IP Address: **192.168.1.10**

▪ Click on **Voice Services** and select **SP1 Service**.

▪ **X_DisplayLabel**

Usually the same number as the **Phone Number**.

▪ **X_DisplayNumber**

Usually the same number as the **Phone Number**.

▪ **AuthUserName**

Your Extension number.

▪ **AuthPassword**

The Secret of the extension as received in the e-mail associated with this extension.

Example: **_%Z4M3*Ts9y7**. A password is generated automatically for each newly created extension.

▪ **URI**

Extension number and the server location in this format: **1001@192.168.1.10**.

▪ Click on the **Submit** button, then **Reboot** button.

▪ You'll have to wait sometime prior for the device to reboot. If everything is done as above described, you should have successfully registered your phone to PBXware. Dial *123 to verify registration.

Auto Provisioning

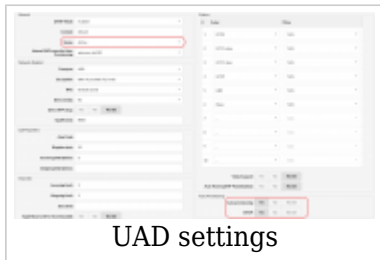
This chapter describes how to set UAD settings, create PBXware extension and register the

phone using DHCP or Static IP address.

The following topics are covered:

- UAD Settings
- Creating Extension
- Registering Phone

UAD Settings



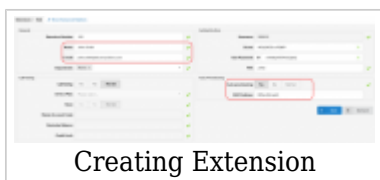
Login to PBXware web administration interface.

- Open a new browser window and enter the IP address in order to access the PBXware web administration login screen. Example: **http://192.168.1.10**.
- Login to PBXware with your e-mail address and password.

UAD settings.

- Navigate to **Settings:UAD**.
- Make sure Polycom VVX OBi Edition UAD is enabled. To check the UAD status click on the **edit** icon corresponding to your Polycom VVX OBi Edition phone.
- Make sure **Status** is set to **Active**, **Auto provisioning** is set to **Yes**, and **DHCP** is set to **Yes**.
- Click on the **Save** button to save changes.

Creating Extension



Add Extension

- Navigate to **Extensions**. Click on **Add Extension**.
- The standard options window will be shown below.
- Select Polycom VVX OBi Edition phone model from the **UAD** select box.
- Select Location: **Local** or **Remote**.

Local is for all extensions registered on the LAN and **Remote** is for all extensions

registered from remote networks, WAN, Internet etc.

- Click on the **Next step** button.

Extension values

Enter values into the required field text boxes.

REQUIRED FIELDS:

- **Name**

Enter a name for the extension being created. Example: **John Smith**.

- **E-mail**

Enter the e-mail address associated with this extension. This e-mail address will receive all system notification messages. Example: **john.smith@bicomsystems.com**

- **Auto Provisioning**

Set to **Yes**.

- **MAC Address**

Enter Polycom VVX OBi Edition phone MAC address. Example: **9CADEF123456**. MAC address can be found at the back of the phone.

- Click on the **Save** button.

Registering Phone

This chapter describes how to register Polycom VVX OBi Edition phone using **DHCP**, **TFTP** or **HTTP**.

The following topics are covered:

- DHCP
- TFTP or HTTP

DHCP

Configure DHCP

- Make sure your DHCP router is configured to use **option 66** to automatically instruct phones with the URL for auto provisioning. For more information refer to your router documentation or contact your network administrator.

Phone first boot or user initiated reboot

- Auto provisioning process will start during phone first boot or after reboot process has been initiated by user. DHCP server will instruct the phone where from to pickup appropriate configuration file. If everything is done as above described, you should have successfully registered your phone to PBXware. Dial *123 to verify registration.

TFTP or HTTP

- Open a new browser window and enter your phone IP address, e.g. **http://192.168.1.22**.
- Enter **username** and **password** and press **Confirm** button. **NOTE:** Factory default login details are username: **admin** and password: **admin**.
- Click on **System Management** link in the left hand navigation menu.
- Click on **Auto Provisioning** link in the submenu, and in the **ITSP Provisioning** section enter the following in the **ConfigURL** field:
- **NOTE:** Our recommendation is to use the **HTTP**.

Example for Hostname using HTTP:

http://username:password@abc.bicomsystems.com/prov/\$mac.xml

Example for IP Address using HTTP:

http://username:password@192.168.1.10/prov/\$mac.xml

- Replace **username** and **password** with **Auto Provisioning** username and password.

Example for Hostname using TFTP:

tftp://voip.bicomsystems.com/\$mac.xml

Example for IP Address: **tftp://192.168.1.10/\$mac.xml**

- Click on **Submit** button then **Reboot** button.
- Auto provisioning process will start during phone reboot process, phone will pickup appropriate configuration file from PBXware. If everything is done as above described, you should have successfully registered your phone to PBXware. Dial ***123** to verify registration.

Additional Configuration Template

If You want to include some additional UAD configuration for Polycom VVX OBi Edition, just add fields to **User Agent General Auto Provisioning Template** in **Settings -> UAD -> Polycom VVX350 OBi Edition** menu, or add them directly to the extension in **UAD Auto Provisioning Template** section.

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