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## Introduction



This User Guide is written as general guide on how to set up the Polycom phone model VVX 600 to work with PBXware 3.1.

## Video Tutorial

Video tutorial explaining Auto Provisioning setup for Polycom Phone on PBXware 4.

Video tutorial explaining Auto Provisioning setup for Polycom Phone on PBXware 5.

## Requirements

### Identifying phone model

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

From the back of each Polycom 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 firmware version 5.5.1, and Polycom firmware pack is downloaded and extracted to tftp folder on server. For more information please visit Polycom firmware installation page.

In order to check your firmware version:

- Press the **Home** button.
- Go to **Settings** and press the **Select** button.
- Go to **Status** and press the **Select** button.
- Go to **Platform** and press the **Select** button.
- Go to **Application** and press the **Select** button.
- Go to **Main** and press the **Select** button, firmware version is displayed under **Version** e.g.  
Version:4.1.4.7430

## DHCP server

Fully configured and operational DHCP server.

## PBXware version

In order to find out the PBXware version, please login to PBXware and navigate to Settings: About. On the top of **About** page is a code similar to this one "PBXware Edition: Business, Release: 3.1 (041373f), Running: 1.4.24-gc-75ee203", 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.*

## Reset to factory settings

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

- Press the **Home** button and press the **select** button.
- Go to **Settings** and press the **select** button.
- Go to **Advanced** and press the **select** button.
- You'll be asked to enter password, enter your password (default password **456**), press Enter button under display
- Go to **Administration Settings** and press the **select** button.
- Go to **Reset to Defaults** and press the **select** button.
- Go to **Reset To Factory** and press the **select** button.

## Registering phone

This chapter describes how to identify Polycom 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

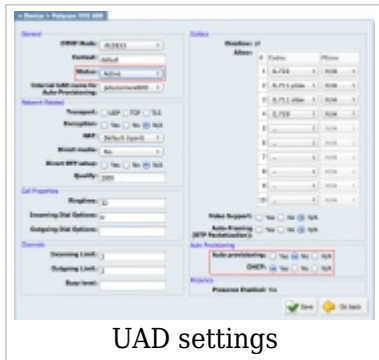
## Manual configuration

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

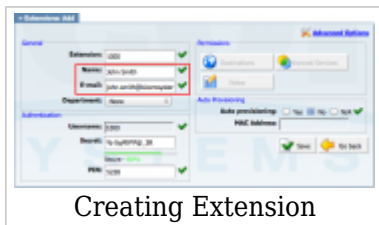


UAD settings

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 UAD is enabled. To check the UAD status click on the **edit** icon corresponding to your Polycom 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 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**

- Click on the **Save** button.

## Registering phone

This chapter describes how to register Polycom phone using **Hostname or IP Address**, or **DNS SRV**.

The following topics are covered:

- Hostname or IP Address
- DNS SRV

## Registering your device

A) Line configuration from devices web interface

To access the web interface of your Polycom phone, first you must know it's IP address on your network.

To find the IP address of your device please:

- Press the **Home** button.
- Go to **Settings** and press the **Select** button.
- Go to **Status** and press the **Select** button.
- Go to **Network** and press the **Select** button.
- Go to **TCP/IP Parameters...** and press the **Select** button.
- IP address is displayed under **IP:** e.g. **192.168.8.198**
- Then in your web browser enter the IP address of your Phone, if everything is OK, you should be displayed with Password prompt. If your Polycom device is at factory defaults the password should be 456.

**NOTE:** Depending on your Polycom device and its firmware, web interface settings may vary.

- After you log in, under **VIEWES** you should select **Simple Setup**.
- Then use the toggling show/hide button to reveal the content of the **SIP Server** group.
- Next enter your PBXware IP address into **Address** field then put 5060 into **Port**.

- After this has been completed you should then use the toggling show/hide button to reveal the content of the **SIP Line Identification** and enter your line extension into the fields **Address** and **Authentication User ID**.
- Then for the **Authentication Password** you have to enter the secret for the extension which can be found in your PBXware.
- After all these fields are set to preferred values, click Save button to preserve your changes. If everything is OK, your phone should register after reboot.

#### B) Line configuration on device

- Press the **Home** button on your phone.
- Go to **Settings** and press the **Select** button.
- Go to **Advanced** and press the **Select** button.
- Enter the **password** and press the **Enter** button. Please note, factory default password is **456**.
- Press the **Select** button to enter **Administration Settings.....**
- Go to **Line Configuration** and press the **Select** button.
- Go to **Line 1** and press the **Select** button.
- Go to **Address** and press **Edit** button and enter PBXware extension number. Example: **1003** and press **Ok** button.
- Go to **Authentication** and press the **Select** button.
- Go to **User ID:** and press the **Edit** button. Enter PBXware extension number then press the **Ok** button.
- Go to **Password** and press the **Edit** button, enter PBXware extension secret e.g. **%3DfChBz59**, then press **Ok** button.
- Press the **Back** button three times.
- Press the **Select** button for **Save Config**.
- Press the **Home** button on your phone.
- Go to **Settings** and press **Select** button.
- Go to **Advanced** and press **Select** button.
- Press the **Select** button to enter **Administration Settings**.
- Go to **Call Server Configuration** and press the **Select** button.
- Press the the **Select** button to enter **SIP**.
- Press the **Select** button to enter **Server 1**.
- Press the **Edit** button to edit **Address** and enter PBXware IP address e.g. **192.168.8.185** then press the **Ok** button.
- Press the **Back** button three times.

- Press the **Select** button to **Save Configuration**.
- If everything is done as above described, you should have successfully registered your phone to PBXware. Dial **\*123** to verify registration.

## DNS SRV



This chapter describes how to use a **DNS SRV** record which specifies the location of the PBXware. **NOTE:** *Your DNS Server needs to be configured correctly for this to work. Bicom Systems can provide service to set up this for you.*

Check if the DNS SRV is enabled in your PBXware

- Contact your PBXware administrator to find out if the **DNS SRV** is enabled in your PBXware, or if you have access to the PBXware you can check this yourself.
- 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: Servers**. Click on the server corresponding **edit** button.
- In **Auto Provisioning group**, make sure **Use DNS SRV when possible:** is set to **Yes**. If it is set to **No** or **N/A**, set to **Yes** and click on the **Save** button. **NOTE:** *You must re-save all your extensions configured for Auto Provisioning.*

Configure Line

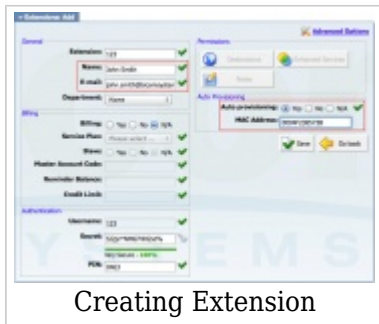
- Press the **Menu** button on your phone.
- Go to **Settings** and press the **Select** button.
- Go to **Advanced** and press the **Select** button.
- Enter **password** and press the **Enter** button. Please note, factory default password is **456**.
- Press the **Select** button to enter **Admin Settings**.
- Go to **Line Configuration** and press the **Select** button.
- Go to **Line 1** and press the **Select** button.
- Go to **SIP Protocol** and press the **Select** button.
- Go to **Server 1** and press the **Select** button.
- Press the **Edit** button to edit **Address** line and enter the Hostname.
- Example for the Hostname: **abc.bicomsystems.com**
- Make sure you replace Hostname from this example with your PBXware Hostname.





- 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



Creating Extension

### Add Extension

- Navigate to **Extensions**. Click on **Add Extension**.
- The standard options window will be shown below.
- Select Polycom 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 phone MAC address. Example: **0004F2FF1536**. MAC address can be

found at the back of the phone.

## ▪ **Additional Config**

You can set additional settings to be sent to this phones configuration:

- For a custom Digit Map:

```
┌-----┐  
|<digitmap dialplan.digitmap="[2-9]11|0T|011xxx.T|[0-1][2-9]xxxxxxxx|[2-9]xxxxxxxx|[2-9]|  
|xxxT" dialplan.digitmap.timeOut="3"/>  
└-----┘
```

- Click on the **Save** button.

## **Registering phone**

This chapter describes how to register Polycom phone using **DHCP, TFTP, HTTP & HTTPS** or **DNS SRV**.

The following topics are covered:

- DHCP
- TFTP or HTTP & HTTPS
- DNS SRV

### **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 & HTTPS**

Network Configuration

If there is no DHCP in your network, you can still auto provision your Polycom phone. Please refer to your Polycom phone model User Guide for instruction about setting static IP address. After you configure your Polycom phone to use a static IP address, continue with the following steps.

- Open a new browser window and enter your phone IP address, e.g. **http://192.168.1.22**.
- You will be prompt to Enter **username** and **password** and press **Submit** button. **NOTE:**

Factory default login details are username: **admin** and password: **456**.

- Click on **Settings** tab.
- Click on **Provisioning Server** link under the **Settings** tab .
- Choose what **server type** you intend to use: **HTTP**, **HTTPS** or **Trivial FTP**. **NOTE:** Our recommendation is to use the **HTTP**.

If you choose to use **server type HTTP** or **HTTPS** enter **http://** or **https://** followed by **Hostname** or **IP Address**, followed then by **/prov**.

Example for Hostname using HTTP: **http://abc.bicomsystems.com/prov**

Example for Hostname using HTTPS: **https://abc.bicomsystems.com/prov**

Example for IP Address using HTTP: **http://192.168.1.10/prov**

Example for IP Address USING HTTPS: **https://192.168.1.10/prov**

- Enter **Auto Provisioning** username and password into **User Name** and **Password** fields.

If you choose to use **server type TFTP** enter **tftp://** followed by **Hostname** or **IP Address**

Example for Hostname: **tftp://voip.bicomsystems.com**

Example for IP Address: **tftp://192.168.1.10**

- Click on **Save** button.
- A pop up window will show up, click on **yes** button.
- You'll have to wait couple of seconds for the configuration to be updated. **NOTE:** Do not power off your phone.
- 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.

## DNS SRV



Check if the DNS SRV is enabled in your PBXware

- Contact your PBXware administrator to find out if the **DNS SRV** is enabled in your PBXware, or if you have access to the PBXware you can check this yourself.
- 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: Servers**. Click on the server corresponding **edit** button.
- In **Auto Provisioning group**, make sure **Use DNS SRV when possible:** is set to **Yes**. If it is set to **No** or **N/A**, set to **Yes** and click on the **Save** button.

**NOTE:** You must re-save all your extensions configured for Auto Provisioning.

- Follow instruction given for registering the phone using TFTP or HTTP & HTTPS.

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