Device Provisioning

Polycom VVX IP Phones – Manual Configuration

Customise the following features on your Polycom VVX handsets.

1. Manual configuration

This knowledge base applies for subscribers not using our automated device provisioning.

1. Retrieve the handset IP address: Home (Button) > Settings > 4. Status > 2. Network > 1. TPC/IP
2. Web UI: Enter IP address (eg 192.168.1.11) into browser
3. Settings > Lines (select Line)

Follow instructions in Fig below

- SIP Protocol: Enable
- Identification: Display Name, Address (must be full DID), Label (usually same as Display Name)
- Authentication: User ID (full DID), Password, Disable Credentials
- SIP Server 1: phone.tel2.co.uk, Expires 180

Device Provisioning

2. Changing the Handset label

By default the our provisioning system sets the Display Name, Address and phone Label with the default phone number. You can change the phone label to an Alpha name e.g. Mike, which is handy particularly for phones configured with multiple lines.

1. Retrieve the handset IP address: Home (Button) > Settings > 4. Status > 2. Network > 1. TPC/IP
2. Web UI: Enter IP address (eg 192.168.1.11) into browser
3. Settings > Lines (select Line)
4. Identification: change Label (see Fig 1 below)

Device Provisioning

3. Extension dialling

Device Provisioning

Set your preferred a line extension (eg reduce 442034567890 to 890) allowing coworkers to call you using your preferred three or four digit number.

4. Handset Volume

You may have noticed that the Polycom handset volume is a little low. But secondly, while you can increase volume using the handset volume button, each time you pick up the phone for another call it annoyingly resets to the factory default. The problem is US telecommunications regs require all US vendors to reset handset volumes to the defaults at the end of each call.

If using you are using our Polycom provisioning we have disabled the reset function to persist your handset volume.

Volume keys,

Device Provisioning

5. Upgrading Firmware

While all Polycom VVX phones supplied by SIPcity ship with the latest firmware, new phones purchased through other channels will probably require a firmware upgrade.

If you wish to leverage our Polycom provisioning system with legacy IP phones (firmware 3.3.xx or older) you will first need to upgrade the phones firmware as the older Polycoms don't support web based auto-provisioning. Secondly, depending on model, you may have to complete a two step firmware upgrade to achieve the minimum 4.1.1 software supporting our web based auto-provisioning.

1. Log into the phones web browser
2. Standard Password: 456
3. Utilities | Software Upgrade
4. Check for Updates
5. Select latest update from selection list
6. Install

Device Provisioning
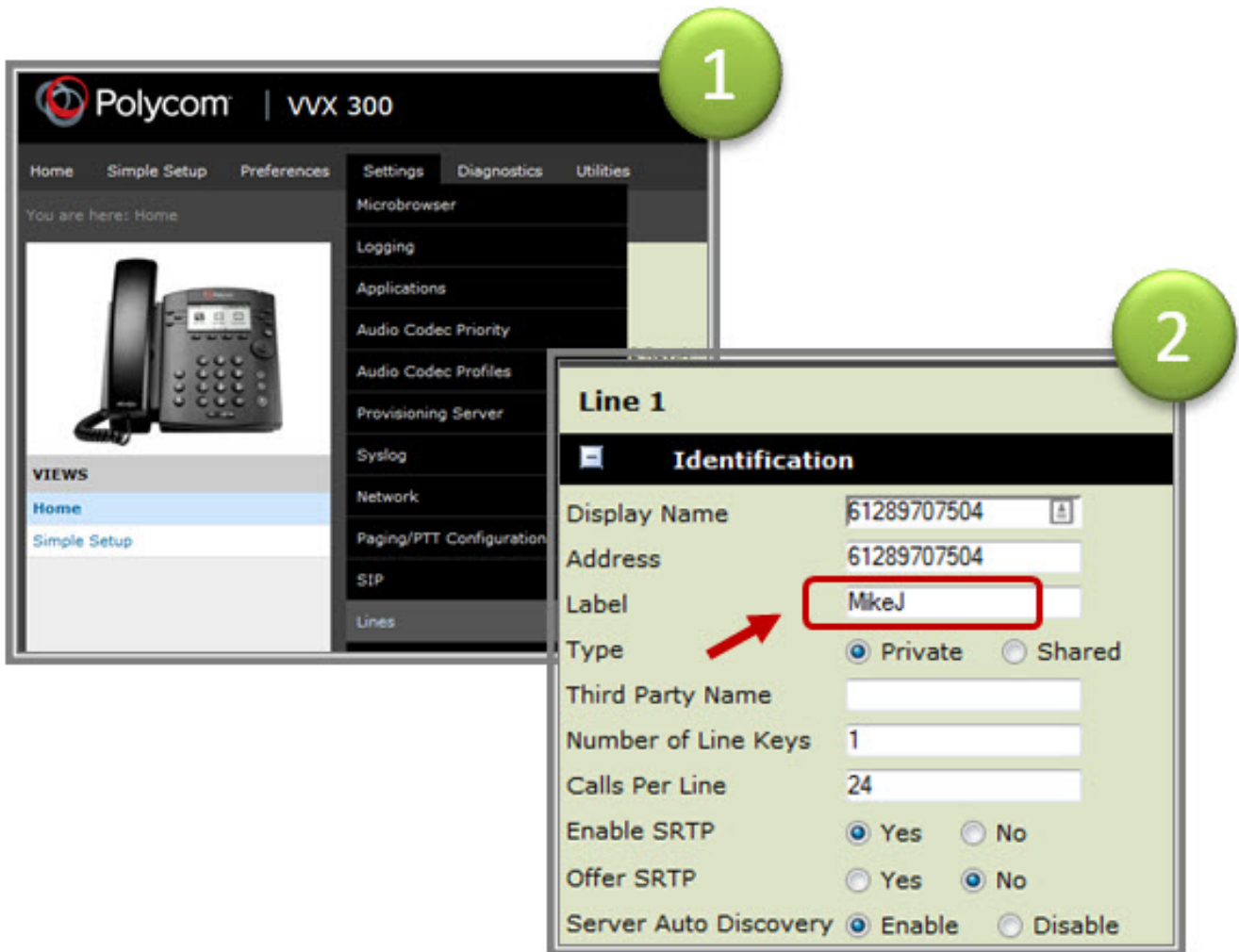
6. Presence and BLF (Busy Lamp field)

- Log into Customer CloudPBX
- Select Cloud PBX > Advanced > Presence BLF –> Enable
- Click Save to update your settings

6.1 Enable BLF on the handset (phone)

1. **Get phones IP address**: Settings > 4. Status > 2. Network > 1. TCP / IP...
2. Enter IP address into Browser
3. Log onto phone (UserName and Password)
4. Preferences > Presence >> Enable

6.2 Enable Buddy on handset

1. Settings > Directories > Contacts Directory > 1. Add (+)
2. First Name, Last Name (optional), Contact (requires full number including country / area code)
3. Protocol –> SIP (only for VVX500, 600)
4. Watch Buddy –> Enable
5. SAVE
6. Select contact —> Add to favorites (if you want the contact to appear on the home screen of your keypad).

7. VVX Bluetooth headsets

Device Provisioning

Within the Polycom VVX family only the VVX 600 natively supports Bluetooth.

1. **Enable Bluetooth**: Menu > Settings > 2. Advanced (PW 456) > 1. Administrative Settings > 7. Handsfree Settings > 1. Handsfree Mode >> select Enable
2. **Enable Radio**: Menu > Settings > 1. Basic Settings > 11. Bluetooth Settings >> Enable Radio ON
3. **Headset**: Place your headset in in pairing.
4. **To Pair**: Press the Bluetooth symbol (see screenshot below) to take you back to Bluetooth Settings.
5. Select **Manage BT Headset** – Select Scan then select the required headset.

8. Accessing Voicemail from a Polycom handset

If you have a CloudPBX provisioned Polycom handset Voicemails can be retrieved by selecting the "Messages" button on your handset.

- Select Messages key
- Select 1 "New Messages" THEN
- 4 – previous message
- 5 – Repeat
- 6 – Play next message
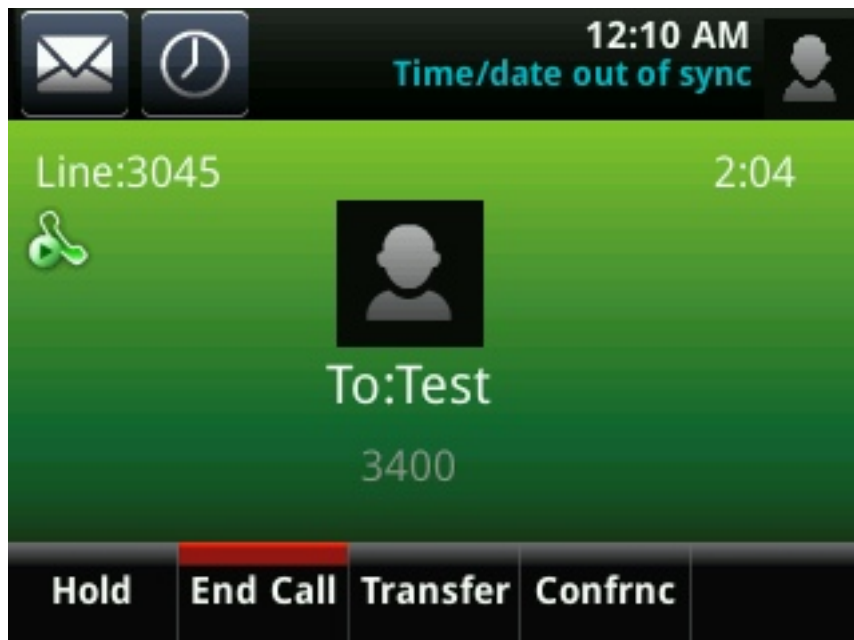- 7 – Delete
- 8 – Forward
- 9 – SAVE

On the VVX300 Messages is a physical button adjacent the 7 key.

Device Provisioning
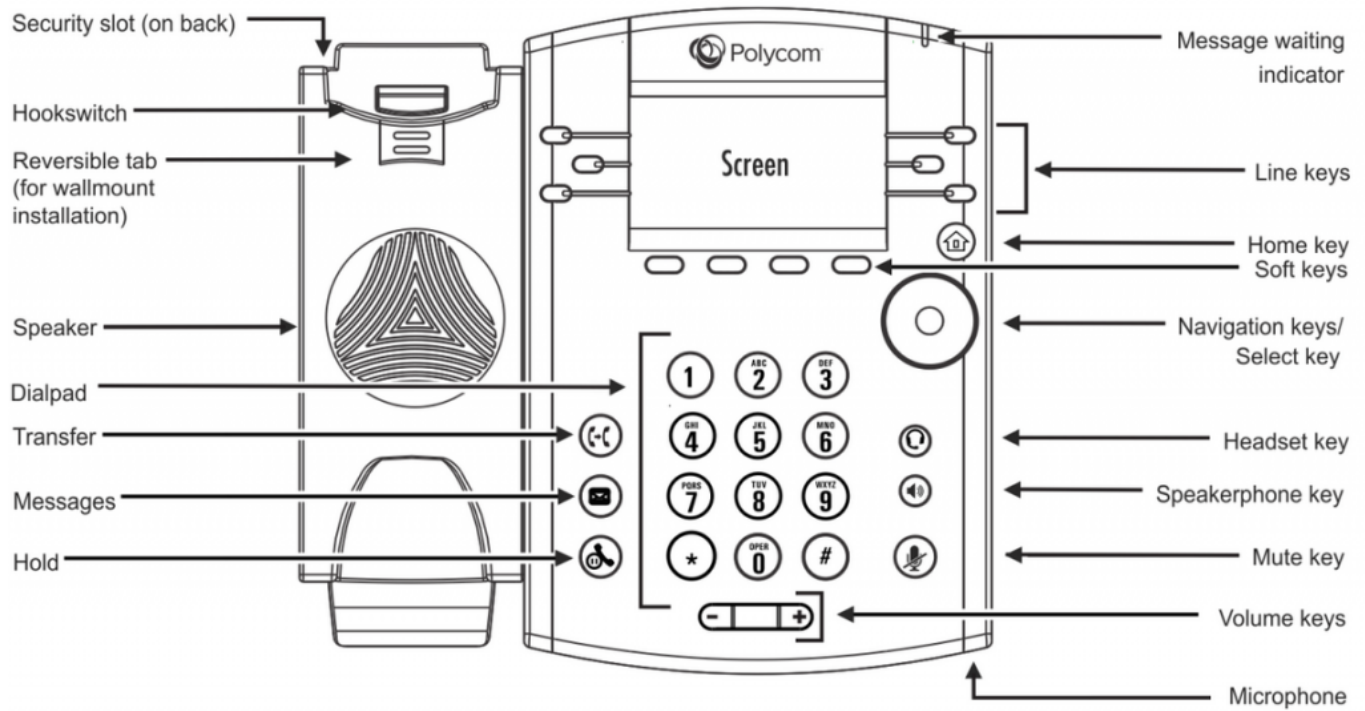
On the VVX500/600 you will find messages as a soft key in the top left of your screen.

Device Provisioning

Unique solution ID: #1077
Author: Support
Last update: 2016-05-29 08:14