

Device Provisioning

Polycom VVX IP Phones - Manual Configuration

Customise the following features on your Polycom VVX handsets.

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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

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SIP Protocol ☒ Enable ☐ Disable

H.323 Settings

Identification

Display Name: Bob Smith
Address: 61288727508
Label: Bob
Type: ☒ Private ☐ Shared
Third Party Name:
Number of Line Keys: 1
Calls Per Line: 24
Enable SRTP: ☒ Yes ☐ No
Offer SRTP: ☐ Yes ☒ No
Server Auto Discovery: ☒ Enable ☐ Disable

Authentication

Use Login Credentials: ☐ Enable ☒ Disable
Domain:
User ID: 61288727508
Password: ****

Outbound Proxy

SIP Server 1

Special Interop: standard
Address: phone.yourcloudtelco.co
Port: 0
Transport: UDP/TCP
Expires (s): 180
Registrar: ☒ Yes ☐ No
Retry Timeout (ms): 0
Retry Maximum Count: 3
Line Server Timeout (s): 30

SIP Server 2

Call Diversion

Message Center

Cancel Reset to Default View Modifications Save

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)

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The screenshot shows the Polycom vvx 300 web interface. The main menu includes Home, Simple Setup, Preferences, Settings, Diagnostics, and Utilities. The Settings menu is expanded, showing options like Microbrowser, Logging, Applications, Audio Codec Priority, Audio Codec Profiles, Provisioning Server, Syslog, Network, Paging/PTT Configuration, SIP, and Lines. The 'Line 1' configuration page is open, showing the 'Identification' tab. The 'Label' field is highlighted with a red box and a red arrow points to it. The 'Label' field contains the text 'MikeJ'. The 'Display Name' and 'Address' fields both contain '61289707504'. The 'Type' field has 'Private' selected. The 'Third Party Name' field is empty. The 'Number of Line Keys' field contains '1'. The 'Calls Per Line' field contains '24'. The 'Enable SRTP' field has 'Yes' selected. The 'Offer SRTP' field has 'No' selected. The 'Server Auto Discovery' field has 'Enable' selected.

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Line 1

Identification

Display Name 61289707504

Address 61289707504

Label MikeJ

Type ☒ Private ☐ Shared

Third Party Name

Number of Line Keys 1

Calls Per Line 24

Enable SRTP ☒ Yes ☐ No

Offer SRTP ☐ Yes ☒ No

Server Auto Discovery ☒ Enable ☐ Disable

3. Extension dialling


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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, ,

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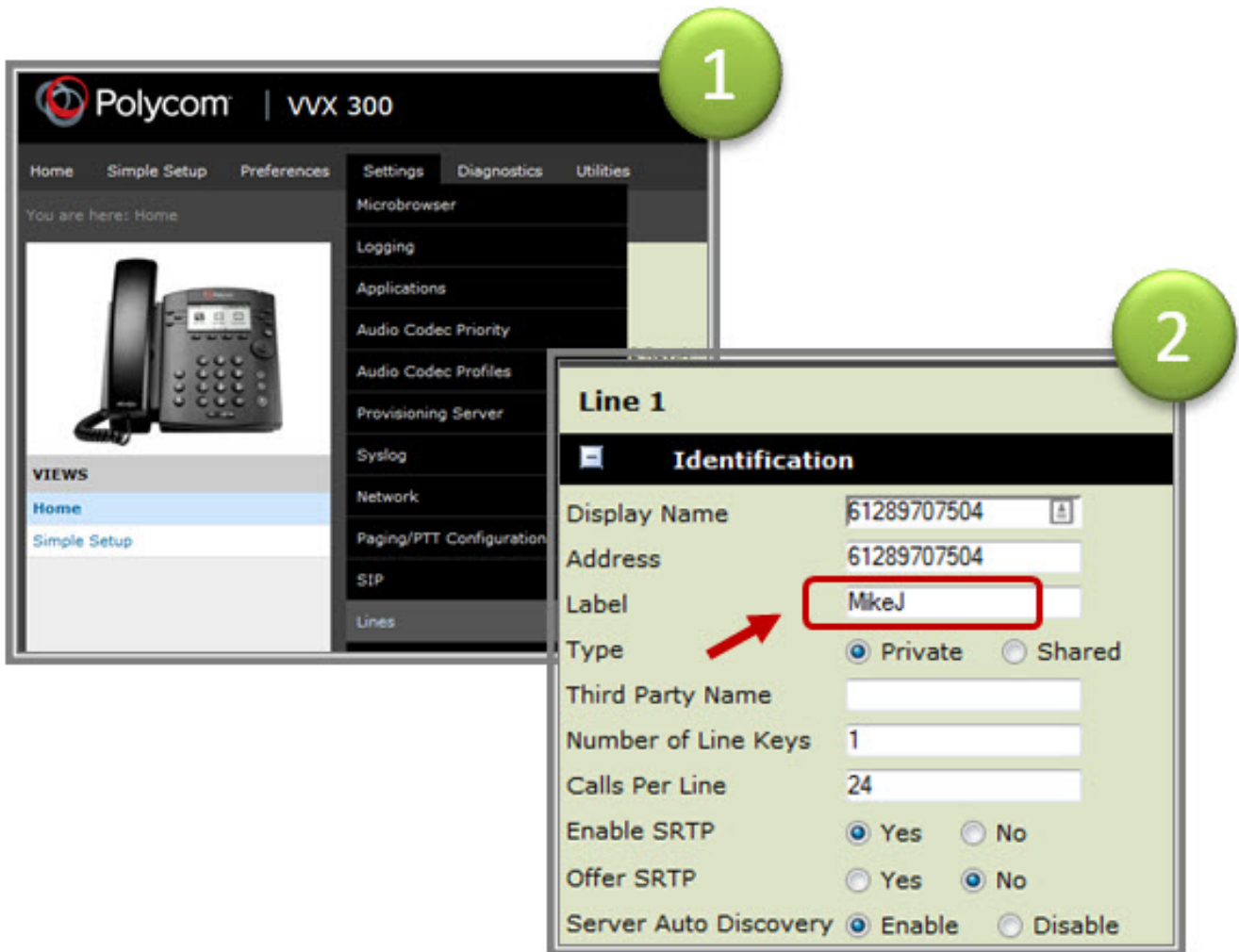
5. Upgrading Firmware

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

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6. Presence and BLF (Busy Lamp field)

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

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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

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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 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.

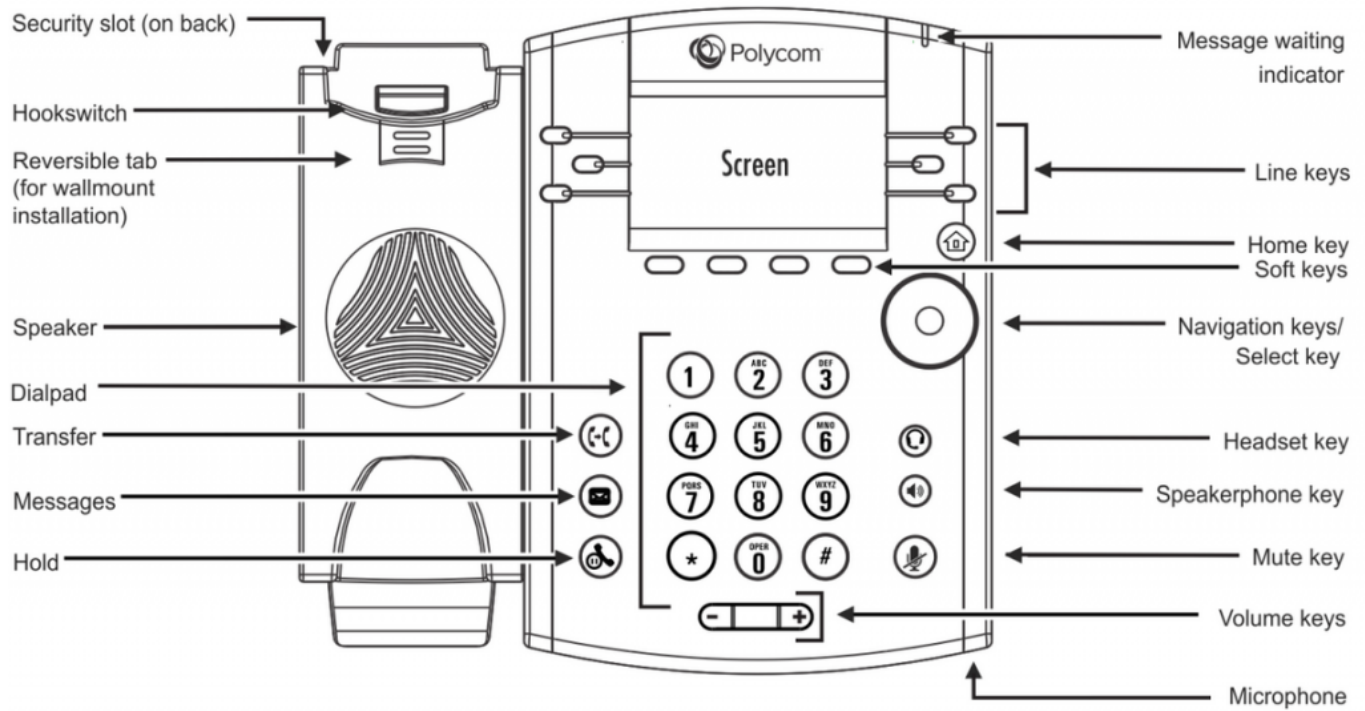
8. Accessing Voicemail from a Polycom handset

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

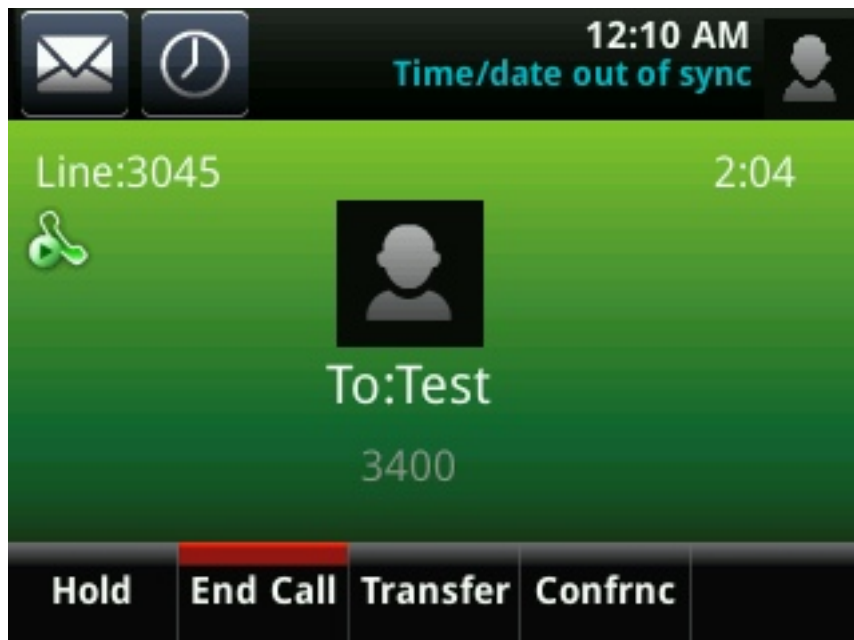
On the VVX300 Messages is a physical button adjacent the 7 key.

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

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Unique solution ID: #1077

Author: Support

Last update: 2016-05-29 08:14