

Polycom Phone Installation Guide

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REVISION HISTORY

The following represents the revision history of this publication:





REVISION	DATE COMPLETED	POINT OF CONTACT	AFFECTED SECTIONS
1	12/17/19	Clearspan Technical Publications	All






OVERVIEW

This document shows the steps to bring up a Polycom VVX Series Phone after the Phone Type is configured in Clearspan and the User and Device is configured in OpEasy.




INSTALLATION

The following table lists the Polycom Phone Installation Steps and the expected results:

	ACTION	EXPECTED RESULTS
Create Users and Devices		
1	Create a User and Assign the User a Polycom VVX Phone with OpEasy	
2	Starting with a Factory Defaulted Phone	
Determine IP Address of the VVX 300, 301, 310 & 311 Phones		
3	Press the Home button 	The Options list is displayed
4	Using the Navigation/Select Keys  Scroll to Settings  Press the Select button	The Settings menu is displayed
5	Scroll to Status Press Select	The Status menu is displayed
6	Scroll to Network Press Select	The Network menu is displayed
7	Select TCP/IP Parameters Press Select	The TCP/IP Parameters page is displayed The IP Address is displayed
Determine IP Address of the VVX 400, 401, 410 & 411 Phones		
8	Press the Home button 	The Options page is displayed
9	Select Settings	The Settings menu is displayed

	 <p>Press the Select button</p>	
10	<p>Scroll to Status</p> <p>Press Select</p>	The Status menu is displayed
11	<p>Scroll to Network</p> <p>Press Select</p>	The Network menu is displayed
12	<p>Select TCP/IP Parameters</p> <p>Press Select</p>	<p>The TCP/IP Parameters page is displayed</p> <p>The IP Address is displayed</p>
<p>Determine IP Address of the VVX 500, 501, 600 & 601 Phones</p>		
13	<p>Press the Home button</p> 	The Settings screen is displayed
14	<p>Touch Settings</p> 	The Settings menu is displayed
15	<p>Touch Status</p>	The Status menu is displayed
16	<p>Touch Network</p>	The Network menu is displayed
17	<p>Touch TCP/IP Parameters</p>	<p>The TCP/IP Parameters page is displayed</p> <p>The IP Address is displayed</p>
<p>Phone Configuration if DHCP Server Address is Available</p>		
18	<p>The Factory Defaulted Phone will display on the Phone's screen the Unregistered Phone Symbol</p>  <p>Or</p> 	The Soft Key line will display QSetup
19	<p>Press the QSetup button</p>	The Quick Setup page is displayed.

20	Select the Server User row Press the Edit button or touch the row	The Server User row is enabled
21	Enter the OpEasy Device Access User Name, PlcmSplp is overwritten Press/Touch OK	The Server User/OpEasy Device Access User is displayed in Cleartext
22	Scroll to Server Password row Press the Edit button or touch the row	The Server Password row is enabled
23	Enter the OpEasy Device Access Password The password will display the character and then ● Press/Touch OK	The Server User/OpEasy Device Access User is displayed as ●●●●
24	Press Exit or ←	The phone's screen will display: Exit w/o Save Save Config Resume Setup Save Config is hi-lighted
25	Select Save Config or touch the row	The Phone will reboot After a few restarts the phone's correct configuration will display
Phone Configuration if DHCP Server Address is not Available		
26	Log into the Phone's web portal ie. http://<Phone's IP> or https://<Phone's IP>	The Welcome to Polycom Web Configuration Utility box is displayed
27	Select the Admin radio button Enter Password: 456 Click Submit	The Polycom Home page is displayed
28	Select Setting → Provisioning Server	The Provisioning Server page is displayed
29	Select HTTPS from the Server Type drop-down list Enter the Server Address ie. https://tb20xsp.cslab.Clearspan.com:443/clearspan Enter the OpEasy Device Access User Name in the Server User box, overwrite PlcmSplp Enter the OpEasy Device Access Password in the Server Password box, overwrite ●●●● Click Save	A Confirmation box is displayed







30	Click Yes	The Phone will restart After a few restarts the phone's correct configuration will display
When Admin Cannot Log into the Web Portal		
31	Press the Home button 	The Options list is displayed
32	Using the Navigation/Select Keys  Scroll to Settings  Press the Select button	The Settings menu is displayed
33	Scroll to Advanced Press Select	Password page is displayed
34	Enter the Default Password, 456 Press Enter	The Advanced menu is displayed
35	Select Administration Settings Press Select	The Administration Setting menu is displayed
36	Select Network Configuration Press Select	The Network Configuration menu is displayed
37	Select Provisioning Server Press Select	The Provisioning Server menu is displayed
38	Scroll to Server Type Press Edit	The Server Type list is displayed
39	Scroll to HTTPS Press Select	The Provisioning Server menu is displayed
40	Scroll to Server Address Press Edit	The Server Address box is Enabled
41	Enter the complete Provisioning Server Address ie. https://tb20xsp.cslab.Clearspan.com:443/dms/clearspan Press OK	The Server Address box is Disabled
42	Scroll to Server User	The Server User box is Enabled



	Press Edit	
43	Enter the OpEasy Device Access User Name, overwrite PlcmSplp Press OK	The Server User box is Disabled The Server User/OpEasy Device Access User is displayed in Cleartext
44	Scroll to Server Password Press Edit	The Server Password box is Enabled
45	Enter the OpEasy Device Access Password, overwrite the symbols. The password will display the character and then • Press OK	The Server User/OpEasy Device Access User is displayed as ****
46	Press Back	The Network Configuration menu is displayed
47	Press Back	Exit w/o Save Save Config Resume Setup Is displayed on the phone's screen Save Config is hi-lighted
48	Select Save Config Press Select	The Phone will reboot After a few restarts the phone's correct configuration will display

ADDITIONAL PROCEDURES






The following section lists the additional procedures for restarting a phone.




RESTARTING PHONES

	ACTION	EXPECTED RESULTS
Restart VVX 300, 301, 310 & 311		
1	Press the Home button 	The Options list is displayed
2	Using the Navigation/Select Key  Scroll to the Settings icon  Press the Select button	The Settings menu is displayed
3	Scroll to Advanced Press Select	The Password page is displayed
4	Enter the Admin Password Press Enter	The Advanced menu is displayed
5	Scroll to Reboot Phone Press Select	The Reboot Phone page is displayed with the question Are you sure?
6	Press Yes	The Phone will reboot
Restart VVX 400, 401, 410 & 411		
7	Press the Home button 	The Options list is displayed
8	Use the Navigation/Select Key  to hi-light the Settings icon  Press the Select button	The Settings menu is displayed
9	Scroll to Advanced	The Password page is displayed

	Press Select	
10	Enter the Admin Password Press Enter	The Advanced menu is displayed
11	Scroll to Reboot Phone Press Select	The Reboot Phone page is displayed with the question Are you sure?
12	Press Yes	The Phone will reboot
Restart VVX 500, 501, 600 & 601		
13	Press the Home button 	The Options list is displayed
14	Touch the Settings icon 	The Settings menu is displayed
15	Touch Advanced	The Password page is displayed
16	Enter the Admin Password Touch Enter	The Advanced menu is displayed
17	Touch Reboot Phone	The Reboot Phone page is displayed with the question Are you sure?
18	Touch Yes	The Phone will reboot

FACTORY DEFAULT PHONES

Factory Default VVX 300, 301, 310 & 311		
1.	Press the Home button 	The Options list is displayed
2.	Using the Navigation/Select Key  Scroll to the Settings icon  Press the Select button	The Settings menu is displayed
3.	Scroll to Advanced Press Select	The Password page is displayed
4.	Enter the Phones Admin Password Press Enter	The Advanced menu is displayed
5.	Select Administration Settings Press Select	The Administration Settings menu is displayed
6.	Scroll to Reset to Defaults Press Select	The Reset to Defaults menu is displayed
7.	Scroll to Reset to Factory Press Select	The Reset to Factory page is displayed with the question Are you sure?
8.	Press Yes	The Phone will reboot
Factory Default VVX 400, 401, 410 & 411		
9.	Press the Home button 	The Options list is displayed
10.	Use the Navigation/Select Key  to hi-light the Settings icon	The Settings menu is displayed

	 <p>Press the Select button</p>	
11.	<p>Scroll to Advanced Press Select</p>	The Password page is displayed
12.	<p>Enter the Phones Admin Password Press Enter</p>	The Advanced menu is displayed
13.	<p>Select Administration Settings Press Select</p>	The Administration Settings menu is displayed
14.	<p>Scroll to Reset to Defaults Press Select</p>	The Reset to Defaults menu is displayed
15.	<p>Scroll to Reset to Factory Press Select</p>	The Reset To Factory page is displayed with the question Are you sure?
16.	<p>Press Yes</p>	The Phone will reboot
<p>Factory Default VVX 500, 501, 600 & 601</p>		
17.	<p>Press the Home button</p> 	The Options list is displayed
18.	<p>Touch the Settings icon</p> 	The Settings menu is displayed
19.	<p>Touch Advanced</p>	The Password page is displayed
20.	<p>Enter the Phones Admin Password Touch Enter</p>	The Advanced menu is displayed
21.	<p>Touch Administration Settings</p>	The Administration Settings menu is displayed
22.	<p>Touch Reset to Defaults</p>	The Reset to Defaults menu is displayed
23.	<p>Touch Reset to Factory</p>	The Reset To Factory page is displayed with the question Are you sure?
24.	<p>Touch Yes</p>	The Phone will reboot



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