Polycom Phone Installation Guide

Clearspan®

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The following represents the revision history of this publication:

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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

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

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