

Knowledge Base > Handsets and Device Provisioning > Polycom Devices > Polycom Provisioning

Polycom Provisioning Mike Johnstone - 2024-11-03 - Polycom Devices

Polycom Provisioning

NB – our DeviceProvisioning doesn't support Polycom IP SoundPoints with firmware 3.3 or older.

Device Provisioning

The "Device Provisioning" platform enables you to easily install our optimized configuration templates which importantly will also securely configure (register) the individual handset to numbers on your account. If you have a VVX phone, save yourself some time and use the device provisioning.

Step 1: The VVX family phones Web UI

- 1. Log into the phones Web browser to apply our provisioning URI
- 2. Select the Home Button on the right side of the phone.
- 3. Select > Settings > 4. Status > 2. Network > 1. TCP/IP Parameters > IP (copy the IP address eg 192.168.1.25).
- 4. In your browser retype the phones IP address (eg 192.168.1.25)
- 5. Go to Settings > Provisioning Server
- 6. Set Server Type > HTTPS
- 7. Set Server Address > https://poly.sipcity.com.au
- 8. Save.

You are here: Settings > Provisioning Server					
	Provisioning Server				
	Provisioning Server				
	Server Type HTTPS V				
	Server Address poly.sipcity.com.au 📟				
	Server User PlcmSplp				
	Server Password				
and the second s	File Transmit Tries 3				
VIEWS	Retry Wait (s) 1				
Microbrowser	Tag SN to UA O Enable O Disable				
Logging	DHCP Menu				
Applications	TR-069 Menu				
Audio Codec Priority					
Audio Codec Profiles	Note: * Fields may require phone reboot/restart.				
Provisioning Server					

Step 2: MAC address

You will need to take a copy of the phone's MAC address which is the phone's unique identification number.

- 1. Go to Home
- 2. Copy the MAC address

Home Simple Setup	Preferences	Settings	Diagnostics U	Jtilities		
1						
You are here: Home						
		Home Phone Information Phone Model Part Number MAC Address IP Mode IP Address		VVX 500 3111-44500-001 Rev: 00:04:F2:59:80:8E IPv4 192.168.0.112 5.0.1.0615	2	
VIEWS		-1	Updater Version Camera Software V	/ersion	5.9.7.12459 VVX Camera is not cor	nnected

Step 3: Associating the Phone with an account phone number

Matching the phone's MAC address (same as Polycom serial number) with the phone number you want to be associated with is the final (and easiest) step in our provisioning process.

1. Log into your account, and click on Tools, under the subheading

select Device Provisioning.

- 2. Select Add device.
- 3. Copy the MAC address into the MAC address field.
- 4. Choose DID from the line number selection list (supports up to 5 separate lines).
- 5. TLS encryption: We recommend leaving TLS as default however select UDP if no encryption is required.
- 6. Select ADD to add the phone and MAC address to our provisioning database.
- 7. Restart the phone.

Tags		
Device		
Polycom		