



Polycom Provisioning

Mike Johnstone - 2024-09-18 - Polycom Devices

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Our Auto Provisioning will minimize time spent configuring supported handsets with templates optimized for our network. This knowledge base describes configuring your Polycom VVX phones using our convenient device provisioning or alternately manually configuring your Polycom devices.

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://polycom.2talk.com>
8. Save.

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

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.

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