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Polycom Feature Configuration

Mike Johnstone - 2024-10-12 - [Polycom Devices](#)

Polycom Feature Configuration

Extension dialling

Give your favorite contacts a line extension (eg reduce 1-310-707-504 to 504) allowing coworkers to call you using your preferred three or four-digit number.

Enable BLF on the handset (phone)

We automatically support BLF / Presence but you will need to separately enable the handset presence if manually configuring your Polycom phones.

1. Get phones IP address: Settings > 4. Status > 2. Network > 1. TCP / IP...
2. Enter IP address into Browser
3. Log onto the phone (UserName and Password)
4. Preferences > Presence >> Enable

Enable Buddy on the 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).

Handset Volume

Polycom handset volume is both low and annoyingly resets to the factory default even if you manually reset.

If using you are using our Polycom provisioning we have disabled the reset function to maintain your handset volume.

Firmware upgrade

For older IP phones (firmware 3.3.xx or older) you will first need to upgrade the phone's firmware as the older Polycoms don't support web-based auto-provisioning. Secondly, depending on the 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 phone's web browser
2. Standard Password: 456
3. Utilities | Software Upgrade
4. Check for Updates
5. Select the latest update from the selection list
6. Install

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