Quick Tip 44011

Registering Standalone Polycom® SoundPoint® IP, SoundStation® IP, and VVX® 1500 Phones

This Quick Tip provides step-by-step instructions for users on how to register standalone SoundPoint IP, SoundStation IP, and VVX 1500 phones.

> This information applies to:
>
> - SoundPoint IP, SoundStation IP, and Polycom VVX 1500 phones running SIP software 3.1.2 RevB or later.
>
> - SoundPoint IP 321/331 phones running SIP 3.1.2 RevC or later.
>
> - SoundPoint IP 335 phones running SIP 3.2.1 RevB or later.
>
> - SoundStation IP 5000 phones running SIP 3.2.3 or later.
>
> This technical bulletin is up-to-date for Polycom UC Software 3.3.0.

Introduction

You have just received or purchased a SoundPoint IP, SoundStation IP, or VVX 1500 phone and you want to connect it to a SIP capable PBX system. If your organization does not have a boot server for provisioning VoIP phones, you will need to configure the phone yourself.

> Polycom recommends using a boot server to configure SoundPoint IP, SoundStation IP, and VVX 1500 phones. Using a boot server makes it easier to perform upgrades, track logging, and perform troubleshooting and maintenance. For example, directories and user preferences can be updated or changed remotely.
>
> For more information on using configuration files on a boot server, refer to the *Configuration File Management on Polycom Phones* whitepaper at www.polycom.com/support/voice/ .

This Quick Tip provides detailed information on the following topics:

- Before You Begin

- Setting Up Your Phone

For more information, contact your system administrator or refer to the appropriate *User Guide* and the latest *Administrator's Guide* at http://www.polycom.com/support/voicedocumentation/ .

Before You Begin

You need the following information before you make any changes to the default configuration on your phone:

- Your phone number

- The optional SIP server user ID and password.

- The SIP server address and SIP registration address (or fully qualified domain name)

- The administrator username and password

    The factory default web interface username is *Polycom* (case sensitive) and the default password is *456*.

> **IMPORTANT!** If you are running SIP software version 3.2.x or earlier and would like to change the phone's language from the factory default (English), you must first connect the phone to a provisioning server to download the language folder associated with the desired language. For instructions on how to set up an FTP server to download the language files, refer to Language Setup on page 12.

Setting Up Your Phone

Once your phone is assembled and connected to the network as described the appropriate *Quick Start Guide*, your phone will start up using the currently loaded firmware. To register it as a standalone phone, you must change the default configuration—refer to Basic Setup on page 2. Your phone will reboot a number of times as a consequence of these changes. To make optional advanced configuration changes, refer to Advanced Setup on page page 8.

Basic Setup

To register your phone in standalone mode, you must first set up the phone to run without a provisioning server, and then configure the appropriate SIP server parameters.

Setting Up Your Phone for Standalone Mode

To set up your phone in standalone mode:

1   Reboot the phone.

    A boot-up countdown screen will be displayed.

2   Press the **Setup** soft key during the boot-up countdown sequence.

3 Enter the administrator password and press the **OK** soft key.

The default administrator password is *456*.

4 Using the down arrow key, scroll down to **DHCP Menu**, then press the **Select** soft key.

Boot Server is the first menu item in the menu.

5 Press the **Edit** soft key and use the right arrow key to select **Static** as the Boot Server.

6 Press the **OK** soft key to save your selection and press the **Exit** soft key to go back to the previous menu.

7 Scroll down and select **Server Menu**.

8 Press the **Edit** soft key and use the right arrow key to select **FTP** as the Server Type.

Press **OK** to save your selection.

9 Scroll down and select **Server Address**.

10 Enter **0.0.0.0** as the Server Address.

Press **OK** to save your selection.

11 Press the **Exit** soft key twice.

12 Select **Save & Reboot** to apply your changes.

Your phone will reboot. Refer to the next section for instructions on how to configure your phone once it reboots.

Configuring Your Standalone Mode Phone

Once you have set up standalone mode for your phone and it has rebooted, you can configure it using the phone's menu or using the web interface to the phone.

You will need the registration information outlined in the Before You Begin section on .

To configure your phone using the phone's menu:

After your phone reboots, do the following:

1 Press the **Menu** key.

2 Select **Settings > Advanced**.

3 Enter the administrator password and press the **Enter** soft key.

The default password is *456*.

4   Select **Admin Settings > SIP Server Configuration** (**Admin Settings > Call Server Configuration** for SIP 3.2.x or earlier).

Server1 is the first item in the menu.

5   Press the **Select** soft key.

The Address field is the first item in the menu.

6   Press the **Edit** soft key and enter the SIP server address or fully qualified domain name (FQDN).

For example, enter **sip.server.yourcompany.com** .

7   Press the **OK** soft key to save your selection and press the **Back** soft key twice to return to the Admin Settings menu.

If you see a confirmation screen, select **Save Config** to accept your SIP server settings. You will be returned to the previous screen.

8   Scroll up and select **Line Configuration**.

A list of the configurable is displayed.

9   Select the desired line.

Depending on your phone you may see one line or multiple lines.

10   Scroll down to the **Address** field and press the **Edit** soft key.

11   Enter the SIP registration address or FQDN, then press the **OK** soft key.

For example, enter **1002@yourcompany.com** .

12   Scroll down to **Label**, then press the **Edit** soft key.

13   Enter the number as you would like it to be displayed on the phone, then press the **OK** soft key.

For example, enter **1002** .

This number appears as the label of the first line key on your phone.

14   (Optional.) Scroll down and select **Authentication**.

The User ID field is the first item in the menu.

15   (Optional.) Press the **Edit** soft key and enter the SIP username.

16   (Optional.) Scroll down to **Password**, then press the **Edit** soft key.

17   (Optional.) Enter the SIP password, then press the **OK** soft key.

Press the **Back** soft key to return to the previous menu.

18   Press the **Back** soft key twice.

19   Select **Save Config** to apply your changes.

If you are running SIP software version 3.2.x or earlier, Save Config will be replaced with **Save & Reboot**. Select **Save & Reboot** to accept your changes and reboot your phone.

To configure your phone using the web interface:

After your phone reboots, you can use any compatible browser to configure your phone in standalone mode:

> You may need to wait for a few minutes after the initial boot-up of the phone for the web interface to start up.

1   To get your phone's IP address, do one of the following:

  — Check the welcome screen after the phone reboots, the IP Address is shown here.

  — Press the **Menu** key, and then selecting **Status > Platform > Phone**. Scroll down to see the IP address.

2   Enter your phone's IP address in the browser address bar.

    A web page similar to the one shown next is displayed.
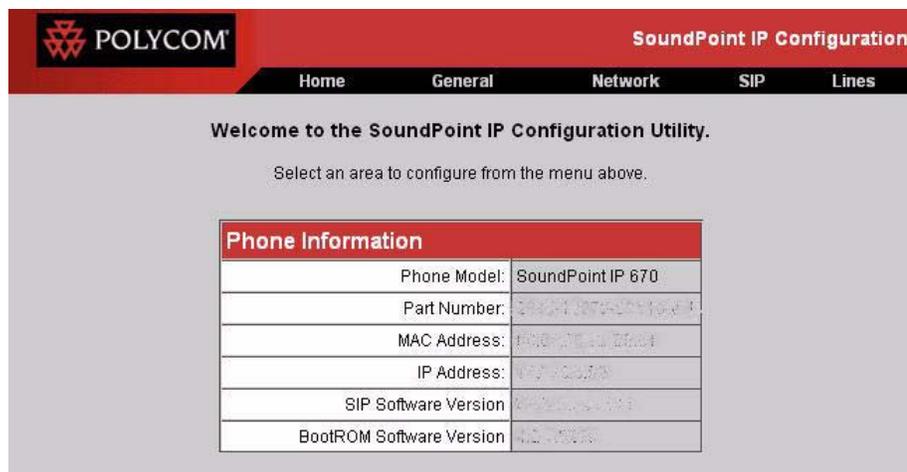
3 Select **SIP** from the menu tab.

You will be prompted for the SIP username and password.

A web page similar to the one shown next is displayed.
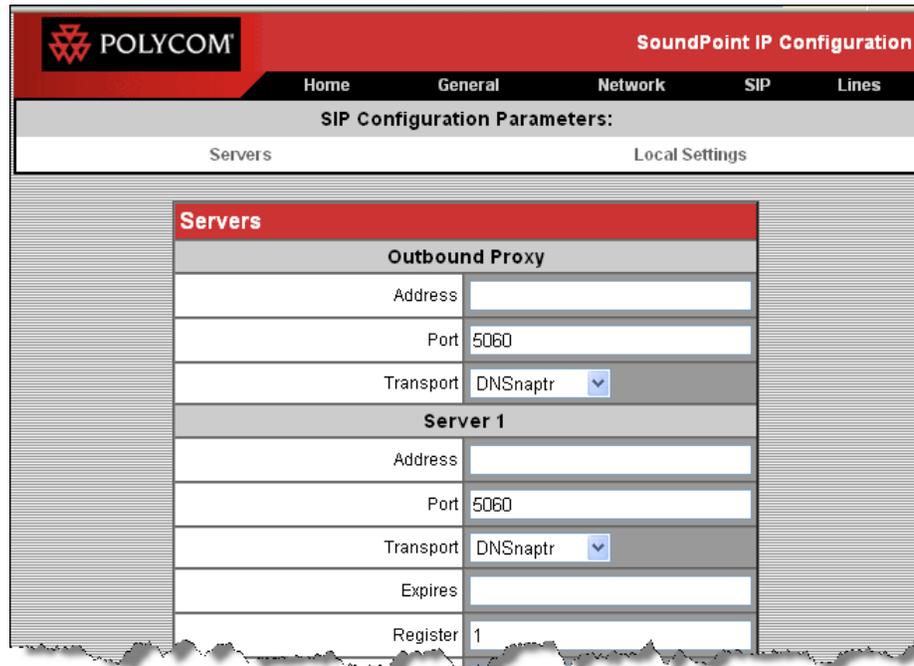
4 Under the Server 1 heading, enter the SIP server address or FQDN in the Address field.

For example:
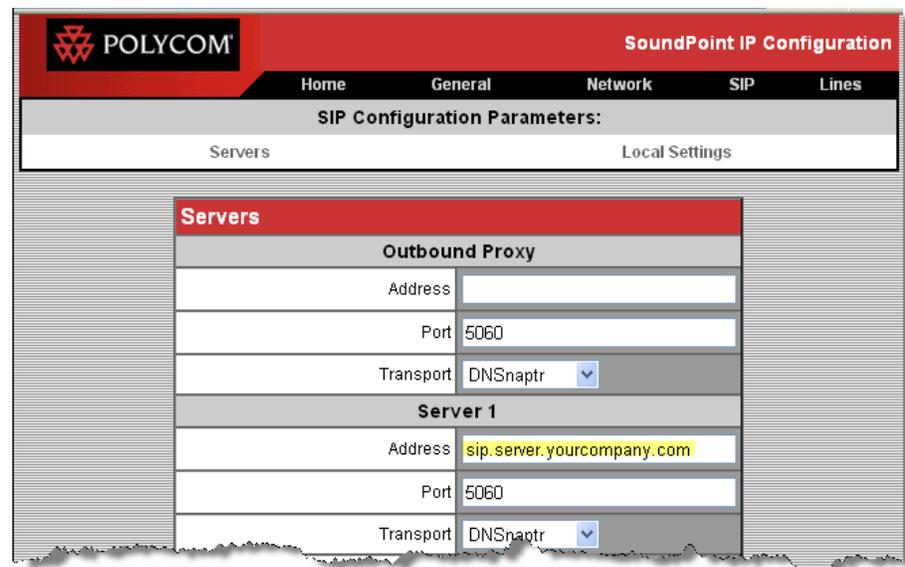
5 Scroll down to the bottom of the **Servers** section.

6 Select the **Submit** button.

The following confirmation message is displayed.
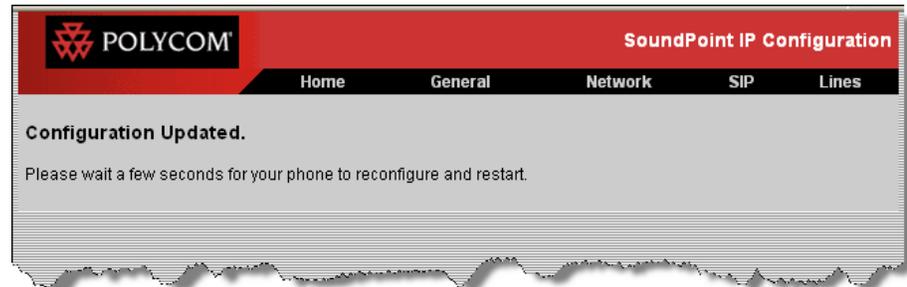
Your phone will reboot. The web interface may not be available while the phone is rebooting. If this happens, wait until the phone has turned back on and refresh your Web browser.

7 After the reboot is complete, select **Lines** from the menu tab.

A web page similar to the one shown next is displayed.
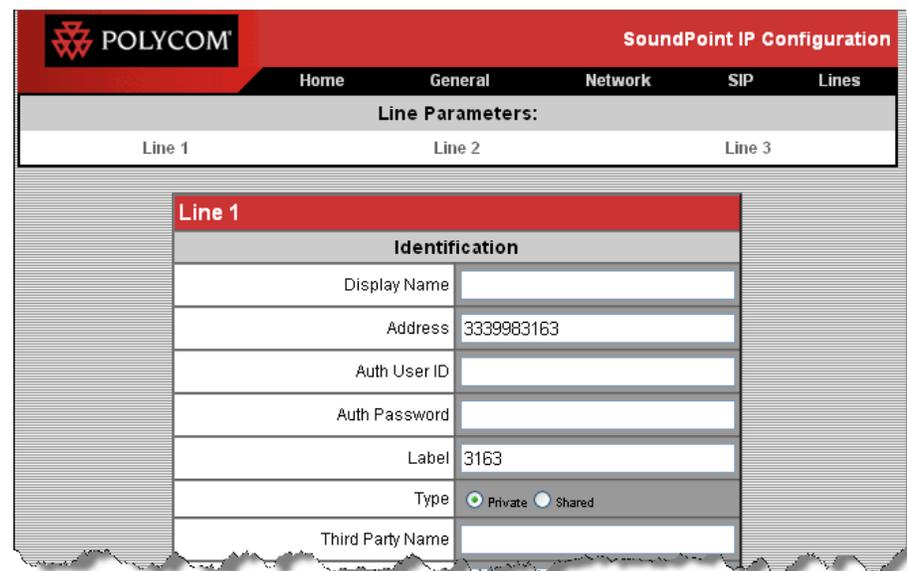
8 In the Line 1 Address field, enter the SIP registration address or FQDN.

For example, enter **1002@your company.com** . If the domain part of the URI is omitted, then the SIP server address in step 4 above will be used.

9 In the Line 1 Label field, enter the phone number.

For example, enter **1002** .

This number appears as the label of the first line key on your phone.

10 (Optional.) In the Line 1 Auth User ID field, enter the SIP username.

11 (Optional.) In the Line 1 Auth Password field, enter the SIP password.

12 Scroll down to the bottom of the **Line 1** section.

13 Select the **Submit** button.

Your phone will reboot.

Your phone can now be used to make and receive calls.

Advanced Setup

The following additional configuration changes can be made using the web interface:

• Update your phone with the exact date and time

• Set up auto-dialing of phone numbers

To obtain exact date and time information to display on your phone using the web browser:

1 Enter your phone's IP address in the browser address bar.

2 Select **General** from the menu tab.

A web page similar to the one shown next is displayed.

3   Select **Time** from the submenu tab.

A web page similar to the one shown next is displayed.
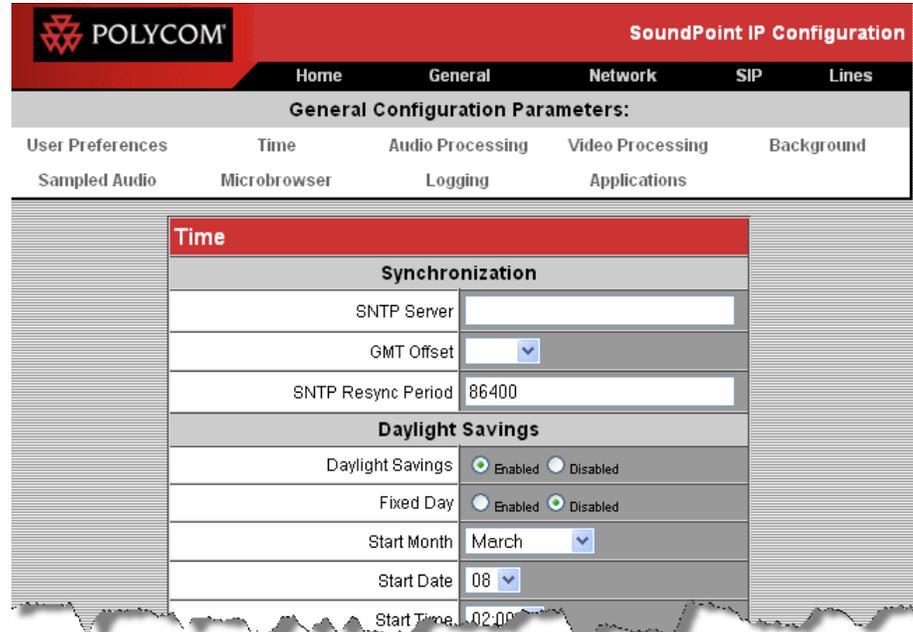
4   In the SNTP Server field, enter the time server address.

Polycom does not recommend any particular time server. There are many free public time servers available online.

If you do not have a time server preference, you can enter **pool.ntp.org** as your time server address.

5   In the GMT offset field, enter the offset for your geographic location.

Refer to the table for examples.

City	GMT Offset
Beijing	+7
London	0
New York	-5
Paris	+1
Melbourne	+10
Vancouver	-8

6 Do one of the following:

— If you are located in parts of Canada or the United States that observe daylight saving time, skip this step.

— If you are located in parts of Canada or the United States that do not observe daylight saving time (for example, Saskatchewan, Arizona, and Hawaii), click **Disabled** in the Daylight Savings field.

— If you are located elsewhere, update the Daylight Savings fields to reflect your location.

For example:

	London	Melbourne
Start Month	March	October
Start Date	30	31
Start Time	0:00 am	2:00 am
Start Day of Week	Sunday	Sunday
Stop Month	October	April
Stop Date	26	1
Stop Time	0:00 am	2:00 am
Stop Day of Week	Sunday	Sunday

For more information, refer to your local measuring standards organization.

7 Click the **Submit** button at the bottom of the Daylight Saving section.

Your phone will reboot.

To automate dialing of phone numbers displayed on your phone using your web browser:

1 Enter your phone's IP address in the browser address bar.

2 Select **SIP** from the menu tab.

3   Scroll down to the **Local Settings** section.

A web page similar to the one shown next is displayed.

4   In the Digitmap field, enter a digit map.

Digit maps can eliminate the need for using the **Send** soft key when making outgoing calls. As soon as a digit pattern matching the digit map is entered, the call setup process will complete automatically.

By default, the digit map is configured for 10-digit numbers, which are standard in North America. If you are in a different country or region, you will need to modify the dial plan to reflect your local digit patterns.

> For more information on changing your digit map, refer to TB 11572 *Changes to Local Digit Maps on Polycom SoundPoint IP, SoundStation IP, and VVX 1500 Phones*, available from
> http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

5   Select the **Submit** button.

Your phone will reboot.

Language Setup

> This section only applies to standalone phones running SIP software version 3.2.x or earlier. To change the language on a phone running Polycom UC Software version 3.3.0 or later, refer to the phone's *User Guide*, available from www.polycom.com/support/voice/

As of Polycom UC Software 3.3.0, you can change the language of a standalone phone from the phone's menu.

For phones running SIP software version 3.2.x or earlier, a simple provisioning server must be setup in order to download another language to the phone.

A simple provisioning server uses File Transport Protocol (FTP). Although FTP servers are free, they require installations, logins and passwords.

A free and popular server, called FileZilla Server, is available for Windows at http://filezilla-project.org . This application has been tested with SoundPoint IP, SoundStation IP and VVX 1500 phones.

To set up an FTP server:

1   Download and install the latest version of FileZilla Server.

2   After installation, you are presented with a *Connect to Server* pop-up. Click OK to open the administrative user interface.

3   To configure a user, select **Edit > Users** in the status bar.

4   Select **Add**.

5   Enter the user name for the phone and select OK.

    For example, *bob* or *bill 123*.

    The phone will use this password to login.

6   Select the **Password** checkbox and enter a password.

    For example, *1234* or *phone567*.

    The phone will use this password to login.

7   Select **Page > Shared folders** to specify the server-side directory where the provisioning files will be located (and the log files uploaded).

8   Select **Add** and pick the directory.

9   To allow the phone to upload logs onto the provisioning server, goto **Shared Folders** and select the **Write** and **Delete** checkboxes under the **Files** heading.

10 Download the latest SIP software version 3.2.x release from www.polycom.com/support/voice/ . Copy the entire **SoundPointIPLocalization** folder from the software download into the provisioning server directory specified above.

11   Determine the IP address of the provisioning server by entering *ipconfig* at a command prompt to display the server network configuration.

On a computer running Windows, choose **Start > Run** and enter **cmd** in the Open field of the Run dialog box.

12   In the resulting window, type **ipconfig**.

The IP address of the provisioning server is located next to *IP Address* as shown in the next figure:
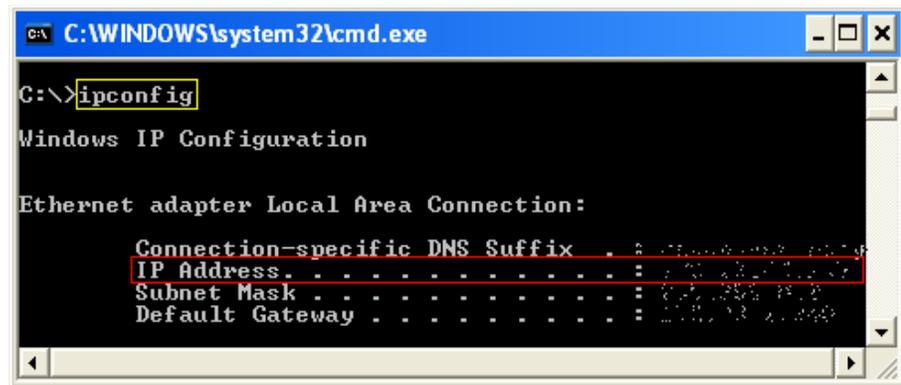
Refer to the next section for instructions on how to point your phone to your FTP server.

To configure your phone to point to your FTP server:

1   Press **Menu** and select **Settings > Advanced > Admin Settings > Network Configuration.**

When prompted for the password, enter **456**.

2   Scroll down to **Server Menu** and press the **Edit** soft key.

3   Using the right arrow key, select **FTP** as the **Server Type**.

4   Enter the IP address that you found in the previous section as the **Server Address,** and then press the **OK** soft key.

5   Enter the username and password from the previous section as the **Server User** and **Server Password**.

6   Press the **Back** soft key or the **Left** arrow twice and select **Save Config**.

The phone will reboot.

To change the language on the phone:

1   Follow the preceeding steps to set up a provisioning server with the required language folders.

    The language folders must be located in the **SoundPointIPLocalization** folder on the provisioning server.

2   Press **Menu** and navigate to **Settings > Basic > Preferences > Language** and select the desired language.

    Provided that the corresponding language folder is in the **SoundPointIPLocalization** folder on the provisioning server, the language will change.

3   Once the phone is set up in the desired language, refer to Setting Up Your Phone on page 2 for information on how to register the phone in standalone mode.

Trademark Information