# SR16717963

# ##2A9KHH1A37##

# Service Request

SR16717963

Rev 0

Dispatch Type: (TM)

#### Vonage BC Helpdesk #: See SR for Details

## SR Type: Amedisys - Handset Phone Install w/Existing Phone

Reference Number: 4215				End User Reference:
Date: 07/15/2021	Window: 12:	:45 to 12:45 EDT	Expected Duration: 216	PO#:
Site Contact: null		Phone: null	Alt. Phone:	
Company: Amedisys Home	Health	Address: 500 Int	ernational Drive	
City: Budd Lake		State: NJ	Zip: 07828	
TAC: 404.536.4721 (AT&T)	678.332.83	358 (Verizon)   678.4	460.2530 (Other)	

CTN3103753

### **SR DETAILS**

Vonage PM Name: Matthew Rinkeviczie Access Hours: 8 AM - 5 PM

Vonage PM Number: 480-385-2808

## **DESCRIPTION OF WORK**

Amedisys - Handset Phone Install w/Existing Phone Disposal: Call TAC for Details

## SR CHECKLIST

1. Call Genesis +1.800.493.0016 to log onsite

2. Refer to the attached install guide for specific installation instructions.

3. Verify all installation areas are clean and that you properly dispose of all trash.

4. Please submit all deliverables

5. Leave site.

6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

## To be completed by the Field Engineer (FE): 43398

Call Result:	[] Successful [] Incomplete	Incomplete Reason:		Installed Equip Make/Model	pment: Serial Number
Materials Used	1:	Required for all calls:			
Description	Qty	Time at	Log-on:: EDT		
		Time at	Log-off:: EDT		
		Customer Heldesk Rep. Name:		RMA Equipme	ent: Serial Number
		Customer Call Closure Code:			
		Onepath TAC Rep. Name:			
		Onepath TAC Closure Code:			
				•	
FE Initials	End-User Name (Pl	ease Print) Title	End-User Si	ignature	Date
	8967178	)LAS	##78A1	KHH	642##



Kennesaw,	GΑ
	_

Vonage Business

170 Chastain Meadows Ct

**Description:** This dispatch is to setup a number of IP phones for Vonage Business. Contact the Vonage PM to assist you with phone placement. You will make test calls to confirm proper operation of each phone installed.

**Required Tools:** Standard Telco + myESP + Laptop

Required Materials: Standard Telco

Required Skills: Telecom & Networking

**RMA Handling:** Box up the customers old handsets and take offsite for disposal. DO NOT DISPOSE OF THE PHONES ON THE CUSTOMERS PREMISE.

#### FE Overage Threshold: 2 hours

Notes:: Will need to install a combination of devices onsite: will be approximately 22 total of various Polycom Soundstation IP 6000, Yealink T33P/T40P phones, and Yealink T42S phones. Once onsite, please check in with the office manager and ask for the phone shipments. Then join the following bridge with both Vonage and Amedisys provisioners, Number: 732-200-1872 Meeting PIN: 206096637 to begin installing phones and discussing placement. Once phones are plugged in and registered we must complete testing before gathering all old phones to remove and recycle. This is a medical practice, all COVID requirements must be followed at all times! This includes gloves, masks, and social distancing at all times. Please do not use speakerphone or bother associates on the phone, this is an office environment and we need to respect others working! The technician will need to collect and box old equipment from the customer staging area.

The technician will remove the collected equipment from the customer site and dispose of the equipment.

#### 

EQUIPMENT CAN NOT BE DISPOSED OF ONSITE OR IN ONSITE DUMPSTER,,,

Equipment:



March 11, 2021

## Re: <u>COVID 19 - City/County/State/Federal Orders</u>

To whom it may concern:

Please be informed that the bearer of this letter is subcontracted by Genesis Networks, a communications and information technology company providing essential critical infrastructure as outlined by the Cybersecurity and Infrastructure Security Agency (CISA); an agency operating under the Department of Homeland Security.

Under CISA guidelines, these workers must be able to travel to and gain access to infrastructure facilities and offices during curfews and restricted travel periods. CISA identifies the following list as essential to continued critical infrastructure:

### **Communications:**

• Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment

• Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting

• Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities

• Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables

• Installation, maintenance and repair technicians that establish, support or repair service as needed

• Central office personnel to maintain and operate central office, data centers, and other network office facilities

• Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting

• Dispatchers involved with service repair and restoration



### Information Technology:

• Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center

• Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators

• Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure

• Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel

• Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing

• Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries

• Support required for continuity of services, including janitorial/cleaning personnel

All persons performing critical operations have been instructed to comply with hygiene and social distancing requirements as established by the Centers for Disease Control and Prevention.

Please do not hesitate to contact me should you have any questions regarding this letter or our operations.

Sincerely,

Bryan Hann

Area Vice President – Deployed Services, Genesis Networks





May 27, 2020

To Whom It May Concern:

The U.S. Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) issues this letter to facilitate work in the interest of homeland security by Communications Sector workers identified in the CISA Essential Critical Infrastructure Workers advisory guidance, dated May 19, 2020.<sup>1</sup> CISA requests any courtesy that can be extended to essential workers involved in communications infrastructure operations, maintenance and restoration in response to the COVID-19 Pandemic and any other regional disasters (e.g., hurricanes, tornadoes, wildfires, earthquakes) that may occur during any COVID-19 response phase.

CISA developed the **Essential Critical Infrastructure Workers** advisory guidance identifying workers that conduct a range of operations and services deemed essential to continued critical infrastructure viability. This list is intended to support State, local, tribal, and territorial officials' decision-making as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security.

In developing this advisory guidance, CISA determined that essential workers need access to jobsites based on our judgment that organizations affiliated with the Communications Sector engage in activity that could reasonably be included within the scope of "critical infrastructure" as that term is defined in law; and critical communications infrastructure is necessary to ensure first responder, emergency responder, and 911 communications capabilities are functional during this response and recovery period. In the course of providing this support, identified Essential Critical Infrastructure Workers in the Communications Sector should be able to travel to and access necessary critical infrastructure facilities in order to prevent loss of service or restore critical communications services.

CISA greatly appreciates your cooperation. For any questions or concerns related to this request, please contact the CISA at 888-282-0870 or <u>CISAservicedesk@cisa.dhs.gov</u>.

Sincerely,

Christopher C./Krebs Director Cybersecurity and Infrastructure Security Agency (CISA)

<sup>&</sup>lt;sup>1</sup> "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.





## Field Engineer- Please Read

#### **Covid-19 Procedures and PPE Requirements**

As the US continues its path to normalcy, many End Users and Customers have asked that Field Engineers agree to certain safety requirements as a condition for scheduling installations or break-fix visits. In order to do work at the Amedisys facilities, all Field Engineers must follow safety precautions in order to be allowed on site. The requirements are summarized below:

- 1. Field Engineers are **required to wear face coverings and gloves at all times** when entering, working in, or exiting stores.
  - a. This can include any of the following based on CDC guidelines: reusable or disposable masks.
  - b. <u>https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html</u>
- 2. Field Engineers are required to maintain social distancing while in stores and follow all posted instructions for customer queuing/metering.
- 3. CALL TAC IF THIS APPLIES <u>BEFORE</u> GOING TO SITE: Field Engineers should refrain from visiting stores if they have a fever of 100.4 F (37.94 C) or higher or have exhibited any symptoms of COVID-19 within 14 days of the scheduled visit, (ex: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).
  - a. Or if in the last 14 days, they have been out of the country, traveled by plane/cruise ship, or been to areas known to have high concentrations of COVID-19 infections, or been in close contact with a person(s) with a positive or presumed positive COVID-19 case.
- 4. If a Field Engineer is diagnosed with COVID-19 or shown symptoms of COVID-19 within 2 weeks of visiting a store, **inform TAC of the diagnosis**.

# Real-Time Task Checklist

Please review the following checklist containing all tasks required for dispatch completion. Note that all of the tasks are considered real-time tasks, meaning you should use myESP to take and submit photos while onsite. If you do not submit photos via myESP, these will become Post Visit Completion (PVC) tasks you must fulfill after the dispatch is completed, which was standard process prior to the myESP rollout. TAC must receive all required tasks in real-time. If for any reason you cannot meet all requirements with one photo, you can take multiple photos and submit via the myESP app. Optional tasks become required if the situation described is encountered. If you have any questions about these tasks, contact TAC:

Task Requirement	Submission Method	Required?	Submitted?
Service Request (SR) signoff	Upload via myESP	Yes	
Before photo of existing network area	Before completing any work, upload a wide-angle photo of the customer's network area. This photo is intended to show the current state of the networking infrastructure, with an emphasis on how the existing device was installed and cabled.	Yes	
Photo of phone installed (only 5 required max)	Upload a photo of each phone installed. This should be a wide-angle photo to show that proper cable management has been used. If more than 5 phones are being installed, Vonage only requires 5 photos.	Yes	
Photo of the Closure Details Sheet	Upload a photo of the Closure Details sheet attached to your guide. Include a time breakdown, Make/Model, and Serial number of all equipment installed. Submit via MyESP.	Yes	

## **IMPORTANT:**

YOU ARE REQUIRED TO COMPLETE ALL ABOVE TASK ITEMS REGARDLESS OF ANY PREVIOUS DISPATCHES TO THIS SAME SITE. ASSUME THAT NONE OF THE ABOVE ITEMS HAVE BEEN PREVIOUSLY COMPLETED AND THAT THEY STILL NEED TO BE.

# **VONAGE** Vonage Amedisys: IP Phone Installation (v1.2)

**Overview**: This dispatch is to install IP Phones for Vonage Business. You will be setting up a number of IP phones around the customer location. Bring the site up on the new-hosted VOIP solution and perform testing with the Vonage helpdesk.

**Contact List**: Genesis TAC and the Vonage PM will serve as your support contacts for the remainder of the installation.

Primary Contact	Contact Reason	Method		
Logon		Primary: myESP		
о · т.о	Logon	Secondary: 1-800-493-0016 opt 1		
Genesis TAC	Logoff	1-800-493-0016 opt 2		
	Support	1-800-493-0016 opt 3		
Vonage Project Manager / Support	Support	Check the SR details section and page 2 of your SR for your direct support contact		

Engineer Requirements: A review of the tools, materials and skills needed to complete this installation.

Requirements	
Tools	<ul> <li>Standard Telco         <ul> <li>8ft ladder</li> <li>Buttset</li> <li>RJ45/RJ11 crimp tool</li> <li>Diagonal cutter/snips</li> <li>Punchdown tool with 66 and 110 blades</li> <li>Tone generator and inductive wand</li> <li>Philips and flat-head screwdrivers / hand tools</li> <li>Cordless drill with assorted bits and screws to mount CPE</li> <li>Cabling tools</li> </ul> </li> <li>Windows 7 or 10 laptop with administrator privileges:         <ul> <li>Working Ethernet port</li> <li>Working WiFi adapter</li> <li>Ethernet patch cables</li> <li>USB-to-serial adapter or on-board DB9 serial port</li> <li>Cisco console cable (DB9-to-RJ45)</li> </ul> </li> </ul>
Materials	<ul> <li>Standard Telco</li> <li>300ft of cat5e</li> <li>Velcro and zip ties</li> <li>Minimum five (5) RJ45 keystones, surface and flush mount housings</li> <li>Minimum five (5) RJ11 keystones, surface and flush mount housings.</li> </ul>
Skills	Telecom & Networking
RMA process	Box up the customers old handsets and take offsite for disposal. DO NOT DISPOSE OF THE PHONES ON THE CUSTOMERS PREMISE.

Document History: A list of document revisions and description of changes made.

Revision	Date	Description of changes
1.0	07/06/2018	<ul> <li>Initial version.</li> </ul>
1.1	11/13/2018	<ul> <li>Updated document color scheme and myESP symbol.</li> <li>Updated the required tools to include bringing a laptop with Microsoft Excel or OpenOffice Calc.</li> <li>Created milestone 0 to review the documentation prior to arriving onsite.</li> <li>Added language to milestone 2 for Field Engineer's to reference the phone placement spreadsheet provided by Vonage Business Cloud.</li> </ul>
1.2	11/02/2020	<ul> <li>Updated to new guide template and for Amedisys.</li> <li>Removed Microsoft Excel/OpenOffice Calc requirement.</li> </ul>

### Important:

1. Use proper cable management standards when performing work. All cables should be secured, neat and appear professional.

# **V** VONAGE Vonage Amedisys: IP Phone Installation (v1.2)

## Project Checklist 喉

## Milestone 0: Understand the process

- □ 1. **Prior to arriving onsite**, review this installation guide in its entirety.
- 2. Review the SR details section of your SR and page 2 of your work order, which should contain your dedicated Vonage Project Manager (PM) for the dispatch. Locate the fields Vonage PM Name and Vonage PM Number. This will be the person you log onsite with, receive support from and close with.

## Milestone 1: Arrival Procedures

- □ 3. Call TAC upon arrival to login before entering the location.
- □ 4. Enter the location and ask for the site contact listed on your work order.
- □ 5. Introduce yourself to the site contact as being an installer on behalf of Vonage and:
  - a. Communicate the purpose of the visit you are onsite to perform a Hosted VOIP Install that includes a number of IP Phones.
  - b. Locate the package that was shipped to site by Vonage that contains the new equipment to be installed.
  - c. Ask to be escorted to the primary network equipment location.
- □ 6. Verify there are no pre-existing conditions that will impact the performance of the communications equipment with the site contact. Document and report any issues to TAC Prior to beginning work.
- □ 7. If you have any issues locating equipment or gaining access to the site, please work with the site contact first, and if you are still having issues, call Vonage for support.
- 8. Capture "Before" photos of the customer's network area. The intent of this photo request is to provide a clear understanding of the existing cabling and CPE installation environment BEFORE you begin working.

## **Milestone 2: IP Phone Placement**

- □ 9. Work with the Vonage PM to place the new IP handsets at each user station. Connect the phone to the existing wall jack.
- 10. If the Ethernet runs from the wall to the computer, disconnect it from the computer and connect the patch cable to the phone. The phone will have a pass through switch port on the back that should be cabled to the PC with the provided 3ft patch cable.
  - a. **DO NOT run any additional wiring onsite.** The only wiring needed will be a patch cable from the phone to the existing wall jack at each station.
- □ 11. Power on the phones and make sure they register on the network.
- □ 12. Confirm you have dial tone.
- □ 13. Capture a photo of each phone installed. Make sure to use proper cable management.
- □ 14. Call the Vonage PM from one of the newly installed phones to confirm proper operation, and to advise the site has been completed. Record the closure code provided by the Vonage PM.
- □ 15. Box up all of the old handsets and remove from site for disposal as directed in the RMA instructions on page 1 of this guide. The phones should NOT be disposed of onsite.

## Milestone 3: Site clean-up, end user signoff and close-out with Genesis Networks

- □ 16. Clean up any debris and confirm all data/voice services are operational.
- □ 17. Ask the LCON sign your SR to indicate acceptance of the work performed.
- □ 18. Contact Genesis TAC to log off site. Review the work completed and provide a detailed timeline.
- □ 19. Politely leave with this installation guide (do not leave it onsite).



# **PHONE PROVISIONING**

Attached on the next few pages are instructions for provisioning both Polycom and Yealink phones. Check the phone make/model that you are working with and follow the instruction set for that phone.

Attempt phone provisioning before contacting the Vonage helpdesk. If you do not see an instruction set for your specific phone or you require assistance, please contact the helpdesk.

Check the following:

- Phone Make
- Phone Model
- Firmware version

## Equipment Return Form

**Instructions**: Please fill out this form upon completion of the network installation for unused, defective or decommissioned gear. You will be responsible for completing the following:

- 1. Determine if there are any unused, defective or decommissioned devices that need to be returned.
- 2. Record the make, model and serial number of each device in the EQUIPMENT INFORMATION section below.
- 3. Record the equipment type in the EQUIPMENT INFORMATION table below. "Defective" refers to an out-of-box failure for customer supplied equipment. "Unused" refers to gear that was shipped to site by the customer but was not used. "Decom" refers to any existing CPE removed as part of the install/cutover process.
- 4. Securely pack the return CPE in the box the new CPE came in and upload a photo of the equipment in the box before sealing to myESP.
- 5. Review page 2 of your SR and look for the RMA handling section. This will provide instructions on how to handle equipment returns. You may need to ship the equipment back to Genesis or leave it with the site contact. FOLLOW THE INSTRUCTIONS PROVIDED! If there are questions on the process, contact TAC.
- 6. Fill out the RETURN CONFIRMATION section and ask the MOD to sign the equipment return form to indicate acceptance and understanding of the equipment return process.

### **EQUIPMENT INFORMATION**

Make/Model	Serial/ID No.	Equipment Type
		Defective   Unused   Decom

#### **RETURN CONFIRMATION**

Today's Date: SR Number	MOD Name	
Installer Name	MOD Signature	
Installer Signature		

BUSINESS CLOUD AU BUSINESS CLOUD AU BUSINESS CLOUD UK ENTERPRISE EAST ENTERPRISE WEST RESIDENTIAL US RESIDENTIAL UK RESIDENTIAL CA

Vonage Businese I Got This	Enter a search topic	SEARCH
Alerts		

## Yealink Manual Provisioning

#### Updated: 10/16/2017 1:47 PM

Auto-provision all phones first. If auto-provisioning fails, ensure the MAC address is correct and troubleshoot the customer's network. Manual provisioning is a last resort.

#### **Configure the Phone**

- 1. Press the **menu** key on the phone, and select the **Settings** option. For this example we will assume the IP Address of the phone is 192.168.1.150, and IP Address of the Vonage Business is aXXXXXX.ac1.vbspbx.com with the XXXXX representing the customer's account number.
- 2. Point your browser to the web interface of the phone: http://192.168.1.150.
- 3. Enter the phone's login username (default: admin) and password (default: admin).
- 4. Click on the Account tab.
- 5. Ensure that the Account field is set to Account 1. • Line Active enter Enabled.
  - Label field enter ext number.
  - Display Name enter ext number.
  - Register Name enter SIP ID.
  - User Name enter SIP ID.
  - Password enter SIP Password.
  - Transport select DNS-NAPTR.
- 6. Enter this information in SIP Server 1 Section:
  - Server Host enter Registrar:

**aXXXXXX.ac1.vbspbx.com** The XXXXX represents the customer's account number. This will also be listed above your SIP ID in the **Device Profile** section of the online user interface. For example, if your account number was 20202, you would use **a20202.ac1.vbspbx.com**.

• Server expires text field enter 30.

7. Click **Confirm** to save changes at the bottom of the page.

			istraiton Tools (olc 🔀 Tech	Stats » 🗀 Other boo
				Log Ou
ealink   120P	Status Account Netwo	rk DSSKey Fea	tures Settings	Directory Security
Register	Account	Account 1	• 0	NOTE
Basic	Register Status Line Active	Registered Enabled	• @	Display Name SIP service subscriber's name
Codec	Label	2052	0	which will be used for Caller ID display.
Advanced	Display Name	2052	0	Register Name SIP service subscriber's ID used
	Register Name	VH1390980	0	for authentication.
	User Name	VH1390980	0	User Name User account, provided by VoIP
	Password		0	service provider.
	Enable Outbound Proxy Server	Disabled	• 0	NAT Traversal Defines the STUN server will be
	Outbound Proxy Server		Port 5060 🕜	active or not.
	Transport	DNS-NAPTR	· 0	You can click here to get
	NAT	Disabled	• 0	more guides.
	STUN Server		Port 3478 🕜	
	SIP Server 1 🕜			

	Server Host	aXXXXXX.ac1.vbspbx.cor	
1	Server Expires	30	0
	Server Retry Counts	3	0
	SIP Server 2 🕜		
	Server Host		Port 5060
	Server Expires	3600	0
	Server Retry Counts	3	0
	Confirm	Cancel	
	Copyright © 1998	2016 **Inc. All Rights Rese	erved

- 8. Select Codecs Section and confirm in Enabled Codecs field only PCMU is avail.
- 9. Click **Confirm** to save changes at the bottom of the page.

Yealink			Log Out
	Status Account Network	DSSKey Features Settings	Directory Security
Register	Account	Account 1	NOTE
Basic Codec Advanced	Audio Codecs 😧 Disable Codecs (722, 53 (822, 53) (8272-54) (726-54) (726-54) (726-52) (726-64) (726-52) (726-64) (726-72) (727-9) (72) (729) (72)	Enable Codecs PCRU	Codecs Choose the codecs you want to use. You can click here to get more guides.

10. Select advanced section on account tab Under local sip port section and stagger sip port between 5060-5080

11. Enter **\*100** in **Voice Mail** text box.



- 12. Select **Settings** tab and then **Time & Date** section. In **Time Zone** drop down select appropriate GMT Offset • GMT Offset:
  - -5 for EST
  - -6 for CST
  - -7 for MST

- -8 for PST
- 13. Enter **pool.ntp.org** in **Primary Server** text box.
- 14. Enter time.nist.gov in Secondary Server text box.
- 15. Select Confirm.

ealink 1700				
	Status Account Network	DSSKey Features	Settings	Directory Security
Preference	Time & Date			NOTE
Time & Date	DHCP Time	Disabled		Time Zone
	Time Zone	-5 United States-Eastern Time	• 0	Choose the time zone you are
Upgrade	NTP By DHCP Priority	High 🔹 🕜		NTP Server The server which is used to
Auto Provision	Primary Server	pool.ntp.org		synchronize the clock of the phone.
Configuration	Secondary Server	time.nist.gov		
Dial Plan	Synchronism (15~86400s)	1000		You can click here to get more guides.
	Daylight Saving Time	Automatic 🔹 🕜		more guides.
Voice	Fixed Type	DST By Date  By DST By Week	0	
Ring	DST Start Month	March *		
Tones	DST Start Day of Week	Sunday 🔻		
TR069	DST Start Day of Week Last in Month	Second In Month		
	Start Hour of Day	2		
Voice Monitoring	DST Stop Month	November *		
	DST Stop Day of Week	Sunday *		
	DST Stop Day of Week Last in Month	First In Month		
	End Hour of Day	2		
	Offset(minutes)	60		
	Manual Time	Disabled		
	Time Format	Hour 12 • 🕜		
	Date Format	MM/DD/YY • 🕜		
	Confirm	Cancel		

Attachments

• Manually\_Prov\_Yealink.swf

Did this article answer your question?



Vonage Business I Got This	Enter a search topic	SEARCH
Alerts		

# Polycom Provisioning

Updated: 4/5/2017 11:43 AM

Polycom configuration files are firmware-specific, and different models have different firmware dependencies.

We provision Polycoms via FTP with different usernames to indicate they need specific configurations. In theory, you should only need to use the poly1 login to configure any phone, VVX or Soundpoint. Poly2 is a mirror of poly1, but the call waiting tone is disabled. Poly3 was created for testing new firmware and should only need to be used in special circumstances. Poly and PlcmSplp are for extremely old models and should only be used in special circumstances.

### Polycom Firmware Versions and Logins

Login/Directory	Password	Firmware Version	BootROM	Usage Notes
poly1	PlcmSpIp	VVX - 4.1.6 SPIP430/450/550/650/ - 4.0.7 All others - 3.2.5 Legacy - 3.1.7	4.3.0 (4.1.4 for Old Models)	Best for all models - Call Waiting Beeps
poly2	PlcmSpIp	VVX - 4.1.6 SPIP450/550/650/ - 4.0.7 All others - 3.2.5 Legacy - 3.1.7	4.3.0 (4.1.4 for Old Models)	Best for all models - No Call Waiting Beep
poly3	PlcmSpIp			VVX Phones and SoundPointIP with 4.0+ firmware
PlcmSplp	PlcmSpIp	2.2.2	2.6.1	Usable for SPIP 300 and SPIP 500 that have issues with poly1 or poly2 *
poly	PlcmSpIp	2.0.1	2.4.0	Legacy (do not use)

• PlcmSpIp is CASE SENSITIVE and phonetically is: Papa, lima, charlie, mike, Sierra, papa, India, papa

• "Old Models" include 300, 301, 500, 501, 600, 601, and 4000.

• SPIP 300 and SPIP 500 can only handle up to SIP 2.1.2, so use PlcmSplp (this is the default after a factory reset).

First, enter the MAC ID into the extension's Device Profile as described here.

For Firmware 3.x:

Enter the server information into the phone using the physical keys:

- 1. Power on the phone.
- 2. Press the Setup softkey at the bottom of the phone's LCD screen.
- 3. Enter password: 456.

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#### Vonage IKB | Answer | Polycom Provisioning

- 4. Scroll down to the Sever Menu option, using the arrow keys on the right side of the phone
- 5. Press the Select softkey.
- 6. Make sure the settings in the Server Menu section read as follows: Server Type: FTP Server Address: prov.vocalocity.com/ Server User: poly1 Server Password: PlcmSpIp
  - This is CASE SENSITIVE and phonetically is Papa, lima, charlie, mike, Sierra, papa, India, papa
  - Note: Input the dots with the phones asterisk (\*) key.
  - Most customers will confuse the L and the i so be on the lookout for that
- 1. Once all these settings are verified, press the Exit softkey until it asks you to save and reboot.
- 2. Select Save and Reboot and allow the phone to boot up normally.

For Firmware 4.x:

- 1. Press Menu -> Status -> Network -> TCP/IP Parameters to get the phone's IP address.
- 2. Enter https://IPADDRESS into your web browser on a computer connected to the same local network as the phone.
- 3. Hover over the Settings tab.
- 4. Click Provisioning Server in the dropdown menu.
- 5. Enter the Provisioning Server info: Server Type: FTP Server Address: prov.vocalocity.com Server User: poly3 Server Password: PlcmSpIp
- 6. Click Save at the bottom.



https://ikb.vonage.net/articles/answer/Polycom-Provisioning-796?group=e

nome simple setup Preferences	Settings	Diagnostics	otintica			
		Provisioning S	Server			
HDvoice		Provisioning Server				
het		Server Type	FTP 👻	×		
E - 200		Server Address	prov.vocalocity.com			
		Server User	poly3			
		Server Password				
		File Transmit Tries	1			
		Retry Wait (s) Tag SN to UA				
VIEWS			🔘 Enable 💿 Disabl	e		
Microbrowser		DHCP Me	enu			
Logging		Note:				
Applications		* Fields may requir	re phone reboot/restart	•		
Audio Codec Priority						
Audio Codec Profiles						
Provisioning Server						
Syslog						
Paging/PTT Configuration						
SIP						
Lines						
Change Password						
Phone Lock						

### Notes on Polycom Provisioning

- Polycom phones are unique compared to all other phones. They actually upload any changes you make to our remote FTP server. This means that you never have to "turn off provisioning" for these phones, like you may the others. All phones should be auto-provisioned first, then manually provisioned for anything extra.
- Though the specifics are long-winded, provisioning for all phones is a simple 2 step process.
  - 1 = Enter the MAC address on our PBX website. This creates the phones config file on our server.
  - 2 = Tell the phone where to download that config file.
- Polycom phones will not boot up entirely unless they can download and apply the config file. By design, they need to be set to autoprovision. If the phone is going into a reboot cycle, verify the above FTP information is correct in the phones. Eventually some models may boot entirely, but will obviously have no extension information on the screens.
- Input Problems For the 330 and 331 models, you MUST reboot the phone and use the Setup Menu to make changes to the items on the Server Menu. Standard Menu Navigation (Menu -> Settings -> Advanced -> Admin Menu -> Network Config -> Server Menu) will not allow you to enter anything but numbers for the Server Address, etc.

## HTTP Provisioning

In rare situations where you cannot provision via FTP, you can try doing it via HTTP. HTTP is not recommended because the Polycom needs FTP access to save any local config changes, directory, etc. Otherwise, the phone will lose all custom settings upon reboot.

#### For Firmware 3.x:

Enter the server information into the phone using the physical keys:

- 1. Power on the phone.
- 2. Press the **Setup** softkey at the bottom of the phone's LCD screen.
- 3. Enter password: 456.
- 4. Scroll down to the Sever Menu option, using the arrow keys on the right side of the phone
- 5. Press the Select softkev.

 Make sure the settings in the Server Menu section read as follows: Set Server Type to HTTP. Set Server Address to prov.vocalocity.com/poly1 Set Server User to poly1 Set Server Password to PlcmSpIp

This is CASE SENSITIVE and phonetically is Papa, lima, charlie, mike, Sierra, papa, India, papa **Note**: Input the dots with the phones asterisk (\*) key and the slash (/) with the pound (#) sign Most customers will confuse the L and the i so be on the lookout for that

Once all these settings are verified, press the Exit softkey until it asks you to save and reboot. Select Save and Reboot and allow the phone to boot up normally.

#### For Firmware 4.x:

- 1. Press Menu -> Status -> Network -> TCP/IP Parameters to get the phone's IP address.
- 2. Enter https://IPADDRESS into your web browser on a computer connected to the same local network as the phone.
- 3. Hover over the **Settings** tab.
- 4. Click Provisioning Server in the dropdown menu.
- 5. Enter the **Provisioning Server** info:

Set Server Type to HTTP. Set Server Address to prov.vocalocity.com/poly3 Set Server User to poly3 Set Server Password to PlcmSpIp

6. Click Save at the bottom.

### Additional Line Provisioning

There are a couple of ways to add additional extensions to a Polycom phone. The old school, manual method is to log into the phone's web interface and manually provision the second line. This can be done by following the instructions below.

The easier way is to run the Multipoly script created by Chip Brazell and Jeff Pittman. The script method will create a phone-specific override file on the provisioning server, leave the regular configuration alone, and load the override file to add additional information to the Polycom.

#### Polycom Manual Provisioning

This is rarely needed, as you can almost always rely on the standard provisioning process to work, possibly combined with Format File System and Reset Local Config. However, there may be cases where the phones have been bollixed by previous services, and this may be the only way to get it to work. These instructions help you manually resolve the issue through the phone's web UI.

### Obtaining IP Address

#### Soundpoint IP

- 1. Menu
- 2. Status (2)
- 3. Network (2)
- 4. TCP/IP Parameters (1)
- 5. Phone IP should be the first line

#### VVX

1 Press the Home button on the Polycom VVX phone this is the button with the icon of a house https://ikb.vonage.net/articles/answer/Polycom-Provisioning-796?group=e

- The resonance of the re
- 2. Select the settings icon, it is labeled settings and has the icon of a gear.
- 3. Status
- 4. Network
- 5. TCP/IP Parameters
- 6. Phone IP should be the first line

## Firmware 3.x Manual Provisioning

- 1. Log into the UI with the credentials: Name: Polycom Password: Account number or "456"
- 2. Select the Settings tab, then Lines.
- 3. Select the appropriate line (line 1 if this is the only extension, line 2 if you're setting up a secondary line appearance, etc)

4. Provision the following fields: Address: SIP ID Auth User ID: SIP ID Auth Password: SIP Password Label: EXT Number Type: Private Third Party Name: Not Used Num Line Keys: 6 (Depends on Model of Polycom) Calls Per Line: 1 Address: sip-XXXXX.accounts.vocalocity.com. Port: 5060 Transport: DNSnaptr Expires: 60 Retry Timeout(ms):0 Retry Maximum Count: 0 Line Seize Timeout(s): 30

Message Center

Callback Mode: Contact Callback Contact: \*100

- Now set the time.
   Select General, then Time.
   SNTP Server: time.vocalocity.com
   \* GMT Offset:
  - -5 for EST
  - -6 for CST
  - -7 for MST
  - --8 for PST
     \* SNTP Resync Period: 86400



K17777667733		
Display Name	EXT Number	
Address	SIP ID	
Authentication User ID	SIP ID	
Authentication Password	SIP Password	
Label	EXT Number	
Туре	Private     Shared	
Third Party Name		
Number Of Line Keys	2	
Calls Per Line	1	
Serv	ver 1	
Address	sip-xxxx.accounts.vocalocity.com	
Port	5060	
Transport	DNSnaptr 🗸	
Expires	60	
Register	1	
Retry Timeout	0	
Retry Maximum Count	0	
Line Seize Timeout	30	
Serv	ver 2	
Address		
Port		
Transport	DNSnaptr V	

Retry Maximum Count	0 ×		
Line Seize Timeout	30		
Sen	Server 2		
Address			
Port			
Transport	DNSnaptr V		
Expires			
Register			
Retry Timeout			
Retry Maximum Count			
Line Seize Timeout			
Call Di	version		
Disabled On Shared	• Yes • No		
Diversion Contact			
On Specific Caller	Enabled      Disabled		
Forward All	Enabled     Disabled		
On Busy	Enabled     Disabled		
Busy Contact			
On No Answer	• Enabled • Disabled		
No Answer Timeout	60		
No Answer Contact		-	
On Do-Not-Disturb	Enabled • Disabled		
Do-Not-Disturb Contact			
Messag	e Center		
Subscriber			
Callback Made	Contant 14		



Local Settings	
Local SIP Port	5078
Calls Per Line Key	
New SDP Type	Enabled      Disabled
Live Communication Server Support	Enabled      Disabled
Non Standard Line Seize	Enabled      Disabled
Digitmap	[4,9]11 0T 011xxx.T  A [1][0-9]xxxxxxxxxx  Wiki [2-9]xxxxxxxx  d
Digitmap Timeout	3 3 3 3 3 3 3 3 4
Remove End-Of-Dial Marker	Enabled      Disabled
Digitmap Impossible Match	2
top	Submit

POLYC	COM		SoundPoint IP Configuration				ion
Merce	Home	General	Networ	k SIP	H.323	B Lines	s
	Genera	I Configuratio	n Paramete	ers:			
User Preferences	Time	Audio Proces	sing Vio	leo Process	ing B	Background	/
Sampled Audio	Microbrowser	Logging	4	Applications	e Po	ower Saving	
[	Time						
		Synchroniz	ation		K		
		NTP Server tim		com			
				com			Server: time.vocalocity.com MT Offset: -5 for EST
		GMT Offset -6	~		<b>.</b>		o -6 for CST o -7 for MST
	SNTP Re	sync Period 30	D			••••	-8 for PST
		Daylight Sav	/ings				
	Dayl	ight Savings	Enabled 🔘 Disal	bled			
		Fixed Day	Enabled 🔍 Disa	bled			
		Start Month Ma	arch 🗸				
		Start Date 08	~				
		Start Time 02	00 🗸				
	Start I	Day of Week Su	nday 🗸				
	Start Day L	ast In Month	Yes • No				
		Stop Month No	vember 🗸				
		Stop Date 01	~	-			
		Stop Time 02	00 🗸				
	Stop		nday 🗸	-			
			Yes • No				
				thenit			
	top		5	ubmit			

## Firmware 4.x Manual Provisioning

- 1. Log in to the web UI of the phone
- 2. Select Settings menu.
- 3. Select Lines from the dropdown.
- 4. Select the appropriate line (line 1 if this is the only extension, line 2 if you're setting up a secondary line appearance, etc).
- 5. Provision the following fields: Display Name: EXT Number

Address: SIP ID Auth User ID: SIP ID Auth Password: SIP Password Label: EXT Number Type: Private Third Party Name: Not Used Num Line Keys: 6 (Depends on Model of Polycom) Calls Per Line: 1 Address: sip-XXXXX.accounts.vocalocity.com Port: 5060 Transport: DNSnaptr Expires: 60 Retry Timeout(ms):0 Retry Maximum Count: 0 Line Seize Timeout(s): 30

Message Center

Callback Mode: Contact Callback Contact: \*99

6. Select Settings, then SIP.
Local SIP Port: 5060-5080
Dial Plan from wiki
Server 1 Address: sip-XXXXX.accounts.vocalocity.com.
Port: 5060
Transport: DNSnaptr
Expires: 60
Retry Timeout(ms):0
Retry Maximum Count: 0
Line Seize Timeout(s): 30



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Did this article answer your question?

YES NO