SR16717949 ##12172H11H1##

Service Request

Vonage Business
170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3103751 SR16717949 Rev 0

Vonage BC Helpdesk #: See SR for Details

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

Dispatch Type: (TM)

Reference Number: 4203 End User Reference:

Date: 07/15/2021 Window: 09:45 to 09:45 EDT Expected Duration: 216 PO#:

Site Contact: null Phone: null Alt. Phone:
Company: Amedisys Home Health Address: 21 Main Street
City: Hackensack State: NJ Zip: 07601

TAC: 404.536.4721 (AT&T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

SR DETAILS

Vonage PM Name: Matthew Rinkeviczie **Vonage PM Number**: 480-385-2808
Access Hours: 8 AM - 5 PM

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:

Materials Used:

Description	Qty

Required for all calls:

Time at Log-on: _____:_____ EDT

Time at Log-off: _____:_____ EDT

Customer Heldesk Rep. Name: _____

Customer Call Closure Code: _____

Onepath TAC Rep. Name: _____

Onepath TAC Closure Code: _____

Installed Equipment:

Make/Model	Serial Number

RMA Equipment:

Make/Model	Serial Number

FE Initials | End-User Name (Please Print) | Title | End-User Signature | Date

SR16717949 ##12172H11H1##

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 17 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,,,

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Equipment:

March 11, 2021

Re: COVID 19 - City/County/State/Federal Orders

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

1354 N. Loop 1604 E., Suite 103 | San Antonio, TX 78232 | 210.489.6600

Cybersecurity & Infrastructure Security Agency
Washington, DC 20528

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.[1] 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 CISAservicedesk@cisa.dhs.gov.

Sincerely,

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

[1] "Guidance on the Essential Critical Infrastructure Workforce," Cybersecurity and Infrastructure Security Agency, https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce.

VONAGE

amedisys
HOME HEALTH • HOSPICE • PERSONAL CARE

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. https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html

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 BEFORE 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 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
Genesis TAC	Logon	*Primary*: myESP *Secondary*: 1-800-493-0016 opt 1
	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	• Standard Telco
	  ○ 8ft ladder
	  ○ Buttset
	  ○ RJ45/RJ11 crimp tool
	  ○ Diagonal cutter/snips
	  ○ Punchdown tool with 66 and 110 blades
	  ○ Tone generator and inductive wand
	  ○ Philips and flat-head screwdrivers / hand tools
	  ○ Cordless drill with assorted bits and screws to mount CPE
	  ○ Cabling tools
	• Windows 7 or 10 laptop with administrator privileges:
	  ○ Working Ethernet port
	  ○ Working WiFi adapter
	  ○ Ethernet patch cables
	  ○ USB-to-serial adapter or on-board DB9 serial port
	  ○ Cisco console cable (DB9-to-RJ45)

Materials	• Standard Telco • 300ft of cat5e • Velcro and zip ties • Minimum five (5) RJ45 keystones, surface and flush mount housings • Minimum five (5) RJ11 keystones, surface and flush mount housings.
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	• Initial version.
1.1	11/13/2018	• Updated document color scheme and myESP symbol. • Updated the required tools to include bringing a laptop with Microsoft Excel or OpenOffice Calc. • Created milestone 0 to review the documentation prior to arriving onsite. • Added language to milestone 2 for Field Engineer's to reference the phone placement spreadsheet provided by Vonage Business Cloud.
1.2	11/02/2020	• Updated to new guide template and for Amedisys. • Removed Microsoft Excel/OpenOffice Calc requirement.

Important:

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

Vonage Amedisys: IP Phone Installation (v1.2)

Project Checklist

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
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom
		Defective | Unused | Decom

RETURN CONFIRMATION

Today’s Date:	
SR Number	
Installer Name	
Installer Signature	

MOD Name	
MOD Signature	

Yealink Manual Provisioning

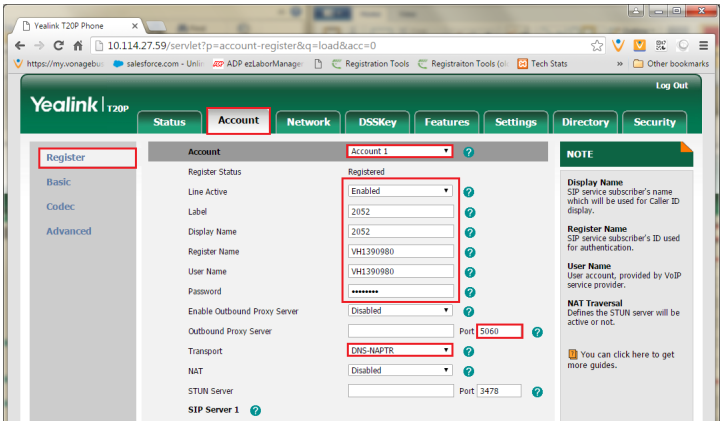
Updated: 10/16/2017 1:47 PM

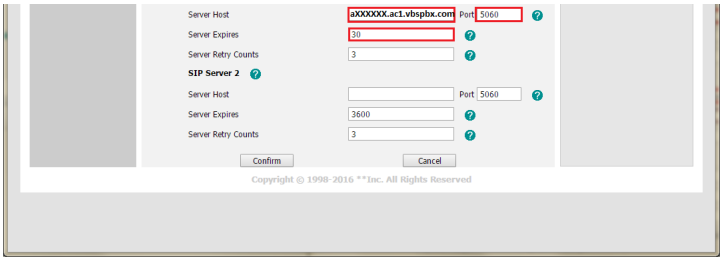
Auto-provision all phones first. If auto-provisioning fails, ensure the MAC address is correct and troubleshoot the customer's network. Manual provisioning is a last resort.

Configure the Phone

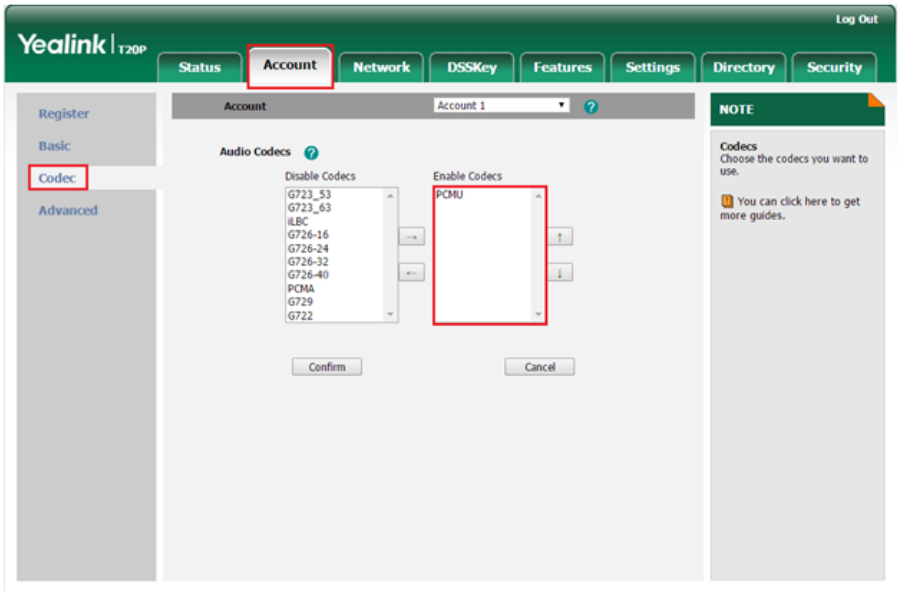
1. Press the **menu** key on the phone, and select the **Settings** option. For this example we will assume the IP Address of the phone is 192.168.1.150, and IP Address of the Vonage Business is aXXXXXX.ac1.vbspbx.com with the XXXXX representing the customer's account number.
2. Point your browser to 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.

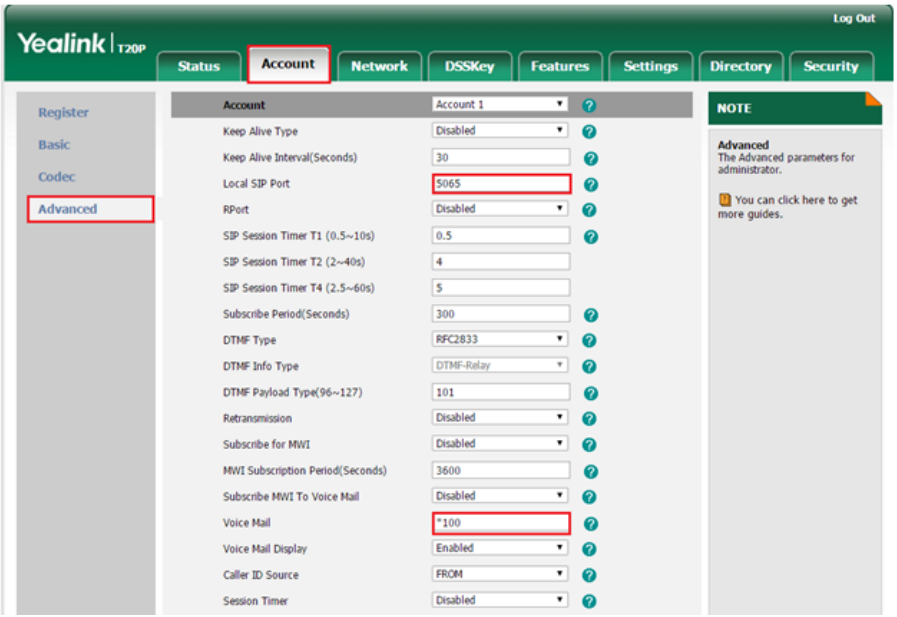




8. Select **Codecs Section** and confirm in **Enabled Codecs** field only **PCMU** is avail.
9. Click **Confirm** to save changes at the bottom of the page.



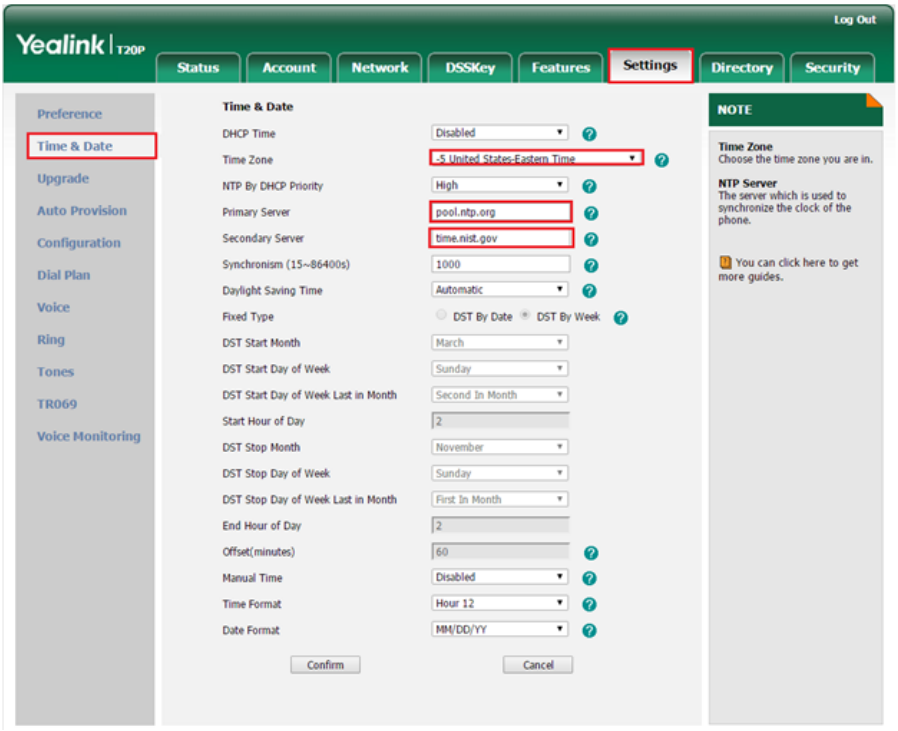
10. Select **advanced** section on account tab **Under local sip port** section and stagger **sip port** between 5060-5080
11. Enter ***100** in **Voice Mail** text box.



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**.



Attachments

- Manually_Prov_Yealink.swf

Did this article answer your question?

YES NO

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 PlcmSpIp 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
PlcmSpIp	`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 PlcmSpIp (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**.

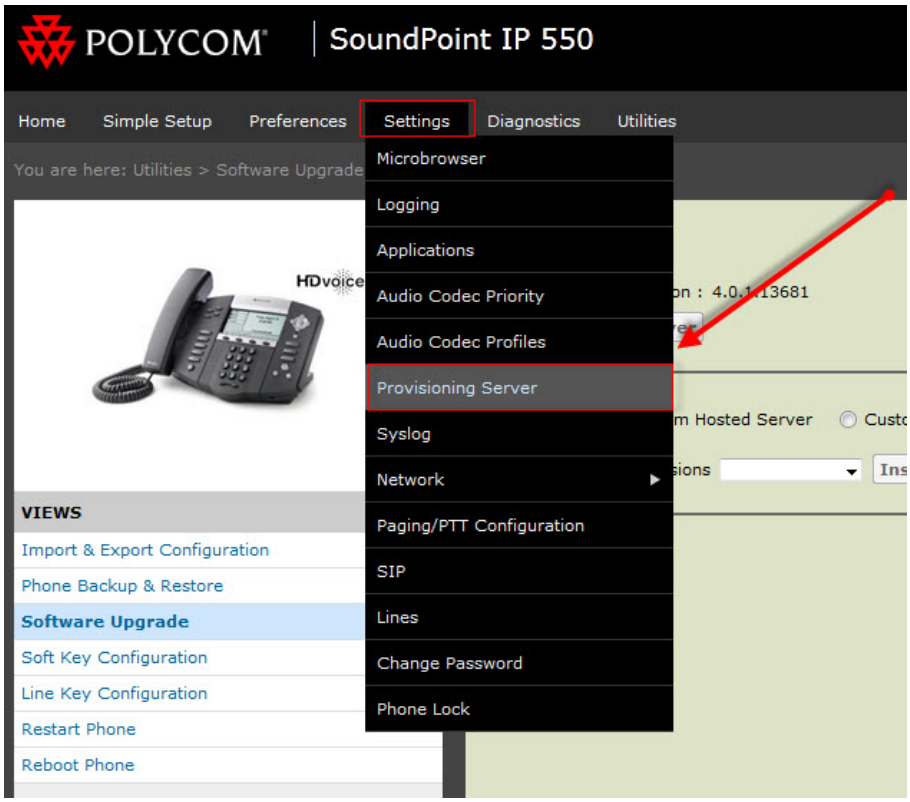
4. Scroll down to the **Sever Menu** option, using the arrow keys on the right side of the phone
5. Press the **Select** softkey.
6. Make sure the settings in the **Server Menu** section read as follows:
   Server Type: FTP
   Server Address: prov.vocalocity.com/
   Server User: poly1
   Server Password: `PlcmSpIp`

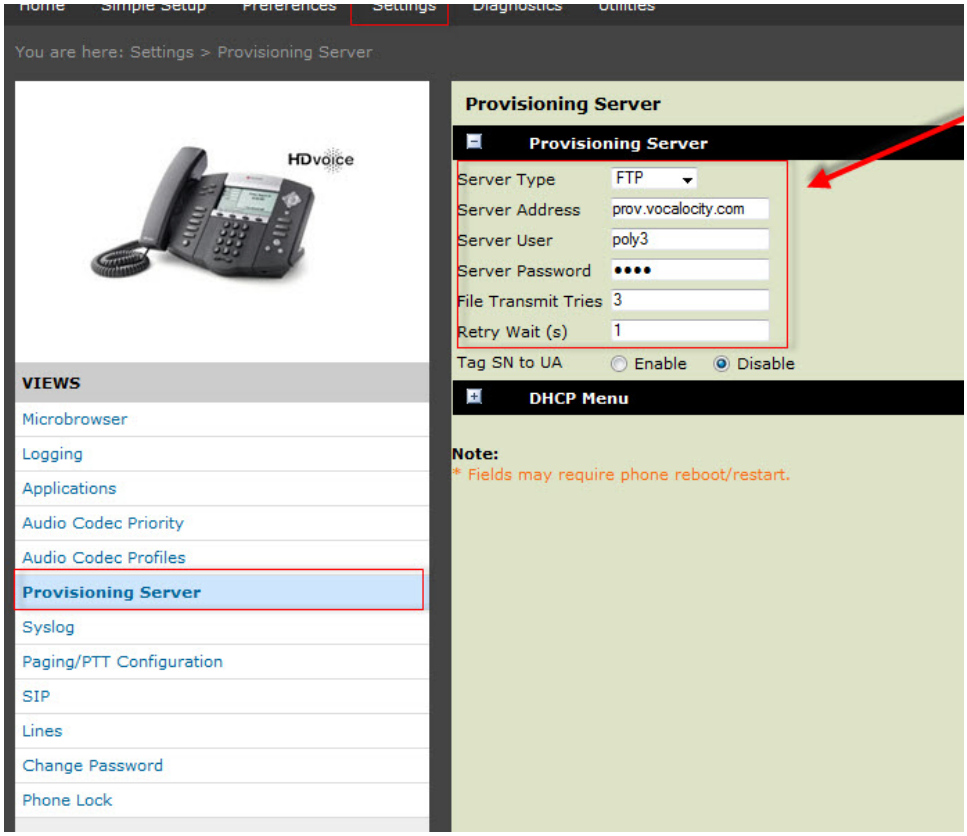
   - This is CASE SENSITIVE and phonetically is Papa, lima, charlie, mike, Sierra, papa, India, papa
   - Note: Input the dots with the phones asterisk (*) key.
   - Most customers will confuse the L and the i so be on the lookout for that

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.





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.

6. 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

1. Press the Home button on the Polycom VVX phone, this is the button with the icon of a house.
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

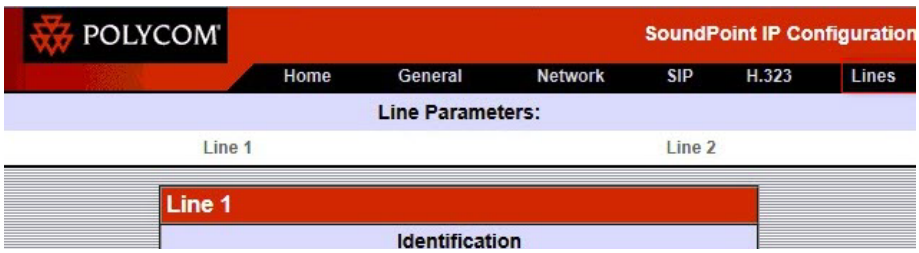
Firmware 3.x Manual Provisioning

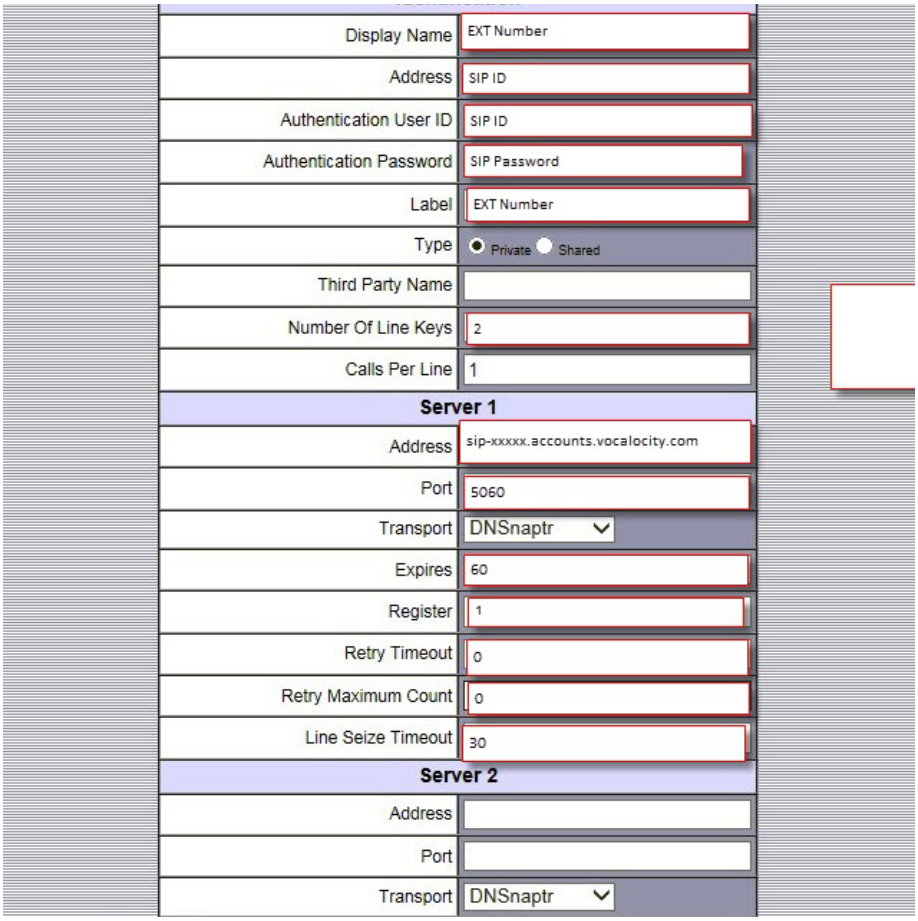
1. Log into the UI with the credentials:
   Name: Polycom
   Password: Account number or "456"
2. Select the **Settings** tab, then **Lines**.
3. Select the appropriate line (line 1 if this is the only extension, line 2 if you're setting up a secondary line appearance, etc)
4. Provision the following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

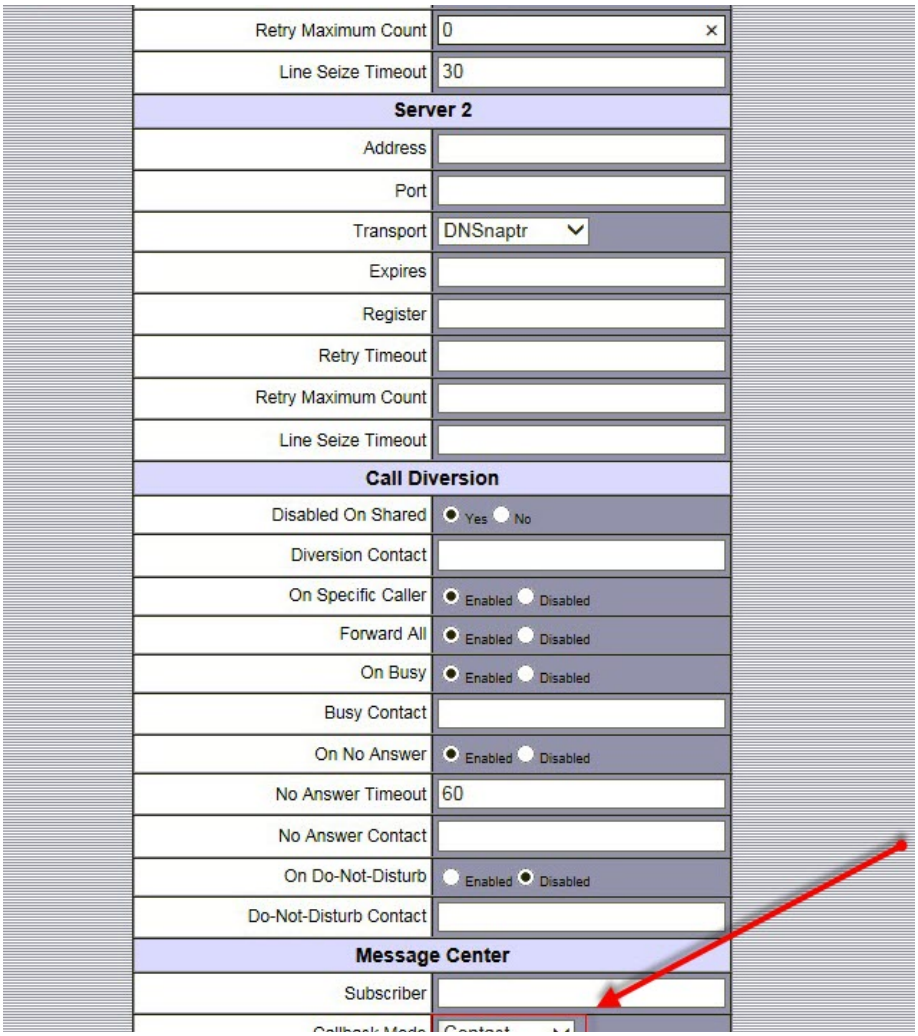
   Callback Mode: Contact
   Callback Contact: *100
5. Save the changes. The phone will reboot. After it reboots, continue by going to **Settings** then **SIP** to fill in the dial plan:
   Local SIP Port: 5060-5080
   Digitmap: Dial Plan **[2-9]11|0T|011xxx.T|[0-1][2-9]xxxxxxxxx|[2-9]xxxxxxxxx|[2-9]xxxT|*xx.T|*xxx|**xx|**xxx|**xxxx3|3|3|3|3|3|3|3|3|3|3|**
6. 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

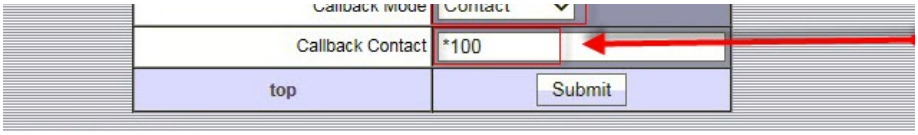


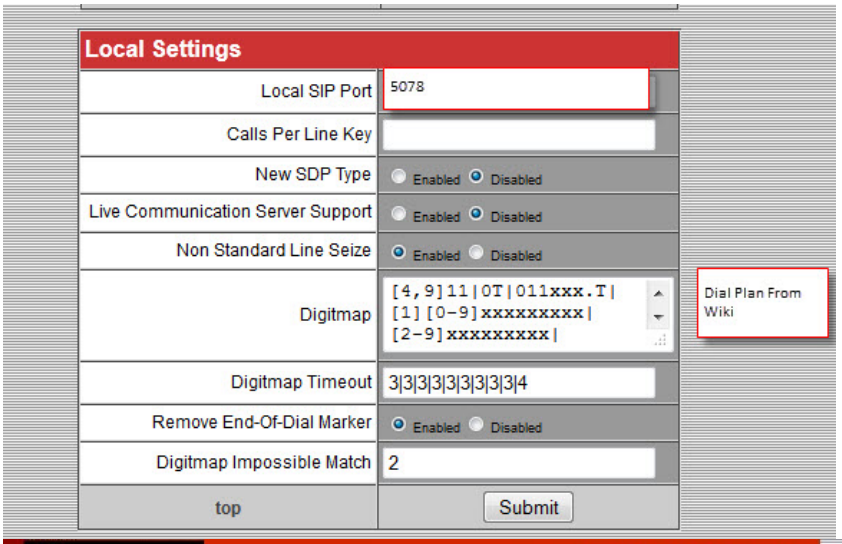


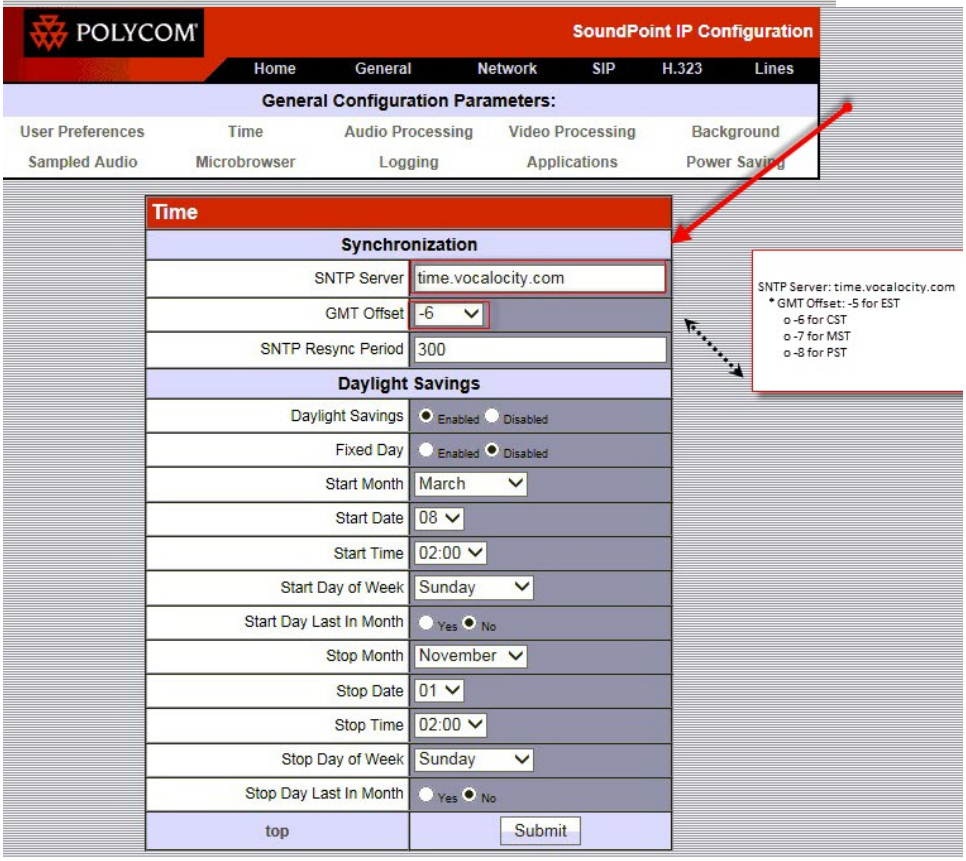
Display Name	EXT Number
Address	SIP ID
Authentication User ID	SIP ID
Authentication Password	SIP Password
Label	EXT Number
Type	Private / Shared
Third Party Name	
Number Of Line Keys	2
Calls Per Line	1
Server 1	
Address	sip-xxxxx.accounts.vocalocity.com
Port	5060
Transport	DNSnaptr
Expires	60
Register	1
Retry Timeout	0
Retry Maximum Count	0
Line Seize Timeout	30
Server 2	
Address	
Port	
Transport	DNSnaptr



Retry Maximum Count	0
Line Seize Timeout	30
Server 2	
Address	
Port	
Transport	DNSnaptr
Expires	
Register	
Retry Timeout	
Retry Maximum Count	
Line Seize Timeout	
Call Diversion	
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	
Message Center	
Subscriber	







Firmware 4.x Manual Provisioning

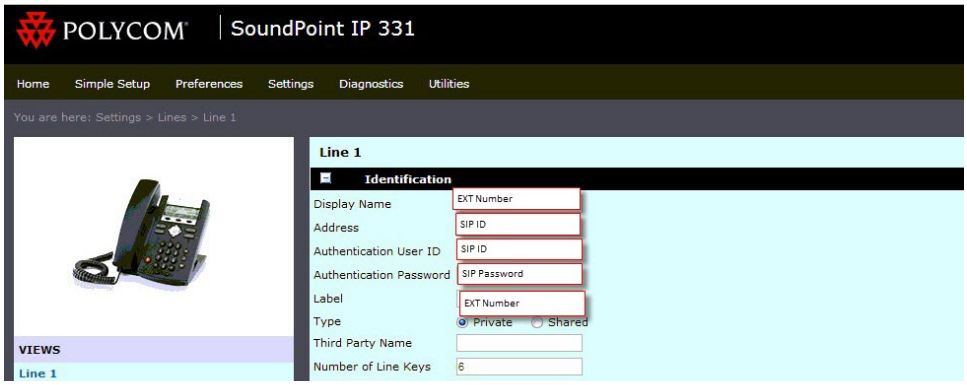
1. Log in to the web UI of the phone
2. Select **Settings** menu.
3. Select **Lines** from the dropdown.
4. Select the appropriate line (line 1 if this is the only extension, line 2 if you're setting up a secondary line appearance, etc).
5. Provision the following fields:
   Display Name: EXT Number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

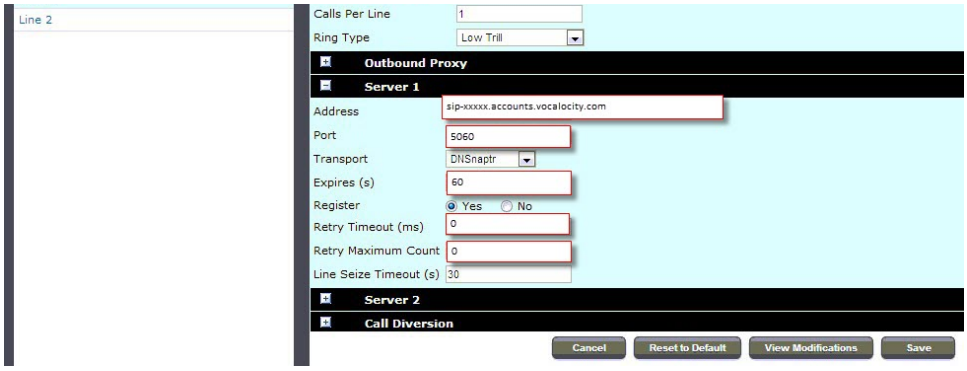
Address: SIP ID
Auth User ID: SIP ID
Auth Password: SIP Password
Label: EXT Number
Type: Private
Third Party Name: Not Used
Num Line Keys: 6 (Depends on Model of Polycom)
Calls Per Line: 1
Address: sip-XXXXX.accounts.vocalocity.com
Port: 5060
Transport: DNSnaptr
Expires: 60
Retry Timeout(ms):0
Retry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

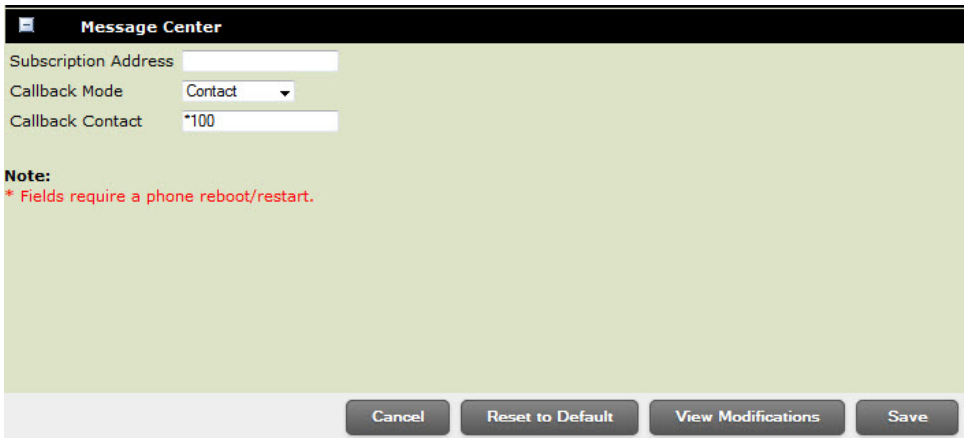
Message Center

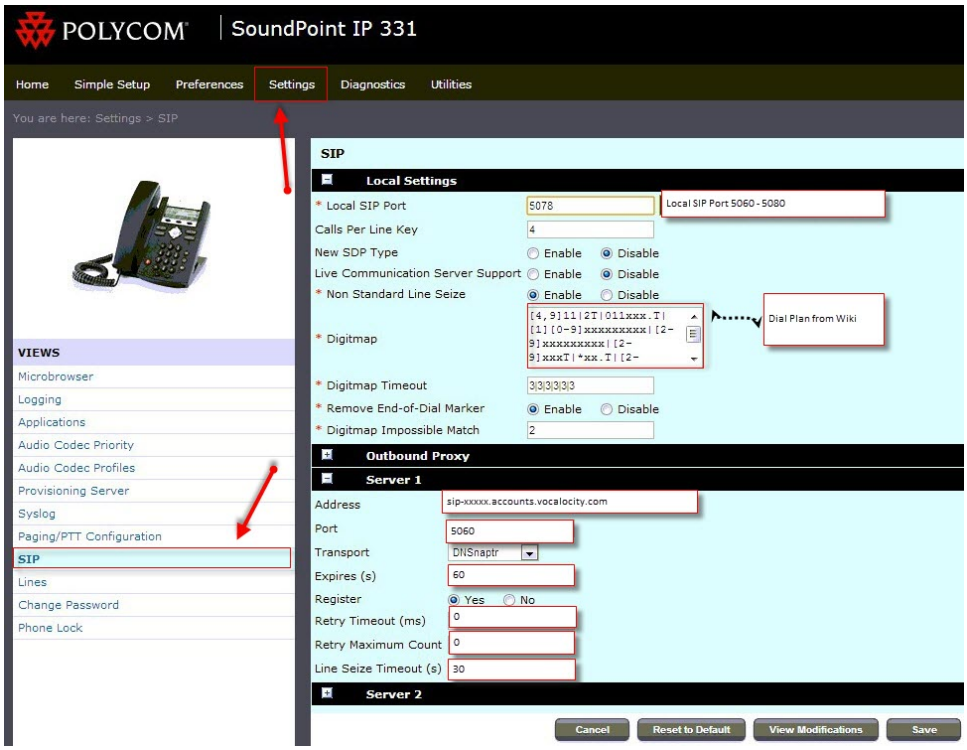
Callback Mode: Contact
Callback Contact: *99

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









Did this article answer your question?

YES NO