

Provisioning a Polycom Phone

These provisioning instructions apply to the following Polycom Models:

SoundPoint Models: IP321, IP331, IP335, IP450, IP650, IP6000, IP7000

VVX Models: VVX150, VVX201, VVX250, VVX300, VVX310, VVX311, VVX350, VVX400, VVX410, VVX411, VVX450, VVX500, VVX600, VVX1500

Info

If you have not already added the device to a NocTel account as an extension, please visit the [Adding an Extension](#) article for instruction on adding the device as an extension before proceeding.

These instructions will allow your Polycom phone to connect to the NocTel network:

1. When the phone is first powered up it will display a "loading application" screen. Press **Cancel**.
2. On the phone, press **Setup** > enter the phone's password. The default is **456**.
3. Choose **Provisioning Server**, and press the **Select** soft key.
4. Scroll down to **Server Type**, press the **Edit** soft key, and arrow right until **HTTPS** is displayed and press **Ok**.
5. Below HTTPS enter noctel.com for the **Server Address**.
Press the alpha-numeric (ASCII) soft key, highlighted in the following illustration, to change entry mode. To enter periods press the star key (*) on your phone's keypad. If you enter an incorrect number, you can press the backspace/delete button located under the arrow buttons to backspace/delete your entry
6. When finished, press the **OK** soft key, and then press **Exit** twice.
7. Choose **Save & Reboot** and press the Select soft key to reboot the phone and save the new configuration.
*Please note that the phone may reboot multiple times.

Bulk Provisioning

If you are doing a large number of Polycom phones across multiple campuses, it typically makes sense to set up a location to provision. Contact support for a detailed document explaining how to efficiently deploy a large number of handsets. You might also look at the [NocTel DHCP options guide](#) that can assist you with bulk provisioning.

Ports Used by Polycom & NocTel

The following table below lists and describes the TCP and UDP ports used by Polycom phones and the NocTel system. Blocking any of these ports may result in the inability to place calls and other symptoms that will affect the use of Polycom phones.

Port #	Protocol	Purpose
123	UDP	Used for NTP to sync device time
5060	UDP	Used for SIP to initiate calls
10,000+	UDP	Used for RTP for voice data receipt and transmission
80	TCP	Used for device firmware
443	TCP	Used for secure handset remote configuration

Related articles

- [Correcting a Reboot Loop on SoundPoint-series Phones](#)
- [Control Panel User Guide](#)
- [Quick Start Guides](#)
- [Correcting a Reboot Loop on VVX-series Phones](#)
- [Deleting a User](#)