

Provisioning a Polycom Phone

Use this guide for provisioning a Polycom VVX Desk phone.

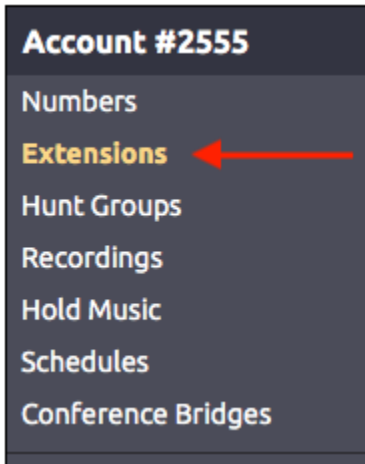
Models

For VVX Models: VVX150, VVX250, VVX350, VVX450

Create a New Extension

Before provisioning a phone to work with NocTel, the device's MAC address must be linked to an extension in the Control Panel. Follow these steps to create a new extension:

1. From the control panel, click on **Extensions**.



2. Click on the **Add a New Extension** link.



3. Select the Poly (Polycom) IP Phone, from the list, and click **Add Device**.



4. Complete the fields on the new page:
 - a. **Device MAC:** Enter the phone's 12-digit MAC address. The MAC address can be found on a silver sticker, with a barcode, on the back of the phone.
 - b. **Ext. #:** Give the extension a distinct extension number not currently in use in your account.
 - c. **Line:** For all standard applications, leave as 1st
 - d. **Extension Name:** Enter a descriptive name for the extension.

3. Enter the MAC Address, desired extension number, line number, and name for each of your new Polycom devices here:

Device MAC	Ext. #	Line	Extension Name (Typically a Room or Employee Name)
<input type="text"/>	<input type="text"/>	1st ▼	<input type="text"/>

5. Click **Submit** to add the new extension.

Setting a New Admin Password on Initial Boot

On initial boot of the phone, you are required to set a new admin password. Follow these steps:

1. Enter the current password "**456**" in the "**Old Password**" field.
2. Use the directional pad to **arrow down** to the "**New Password**" field.
3. Choose a password you would like to use and enter this password. NocTel recommends **8675309**, as once provisioned, the admin password will be updated to this.
4. Use the directional pad again to arrow down to the "**Confirm New**" field.
5. Once confirmed, press the "**Enter**" softkey on the bottom right. The phone will complete booting.

Entering Provisioning Information

Once the phone has been added as an extension and a new admin password set, complete the following to add the provisioning information:

1. Press the **Home** key on the phone's dial pad.
2. Use the directional pad to arrow down to **Settings**. Press the **Select** soft key to select the option.
3. Select **Advanced**.
4. Enter the admin password **8675309**, and press the **Enter** soft key.
5. Select **Administration Settings**.
6. Select **Network Configuration**.
7. Select **Provisioning Server**.
8. Use the directional pad to arrow down to **Server type**, and press the **Edit** soft key. Change the Server Type to **HTTPS**, and press the **Select** soft key.
9. Use the directional pad to arrow down to **Server address**, and press the **Edit** soft key. Change the Server Address to **noc.tel.com** and press the **OK** soft key to save.
10. Press the **Back** soft key
11. Press the **Back** soft key again.
12. Select **Save Config** and press the select soft key. The phone will reboot.



Models

These provisioning instructions apply to the following Polycom Models using UC Software 4.x.x or lower:

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



IMPORTANT!

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

Entering Provisioning Information

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** and 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 noc.tel.com for the **Server Address**, using the number pad to select the corresponding letters. The star/asterisk key * can be used to add the "dot"
6. When finished, press the **OK** soft key
7. Press **Exit**.
8. Press **Exit** again.

9. 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



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
80	TCP	Used for device firmware
443	TCP	Used for secure handset remote configuration
All UDP	UDP	Used for RTP for voice data receipt and transmission

Related articles

- [Call Parking](#)
- [Provisioning and Setup of Grandstream HT801 or HT802 ATA](#)
- [Transferring a Call Directly to Voicemail](#)
- [Voicemail Setup](#)
- [Call Forwarding](#)