

OfficeSuite UC™ – Configuring your customer-provided VVX phone to Broadview Networks via configuration file upload

Connect your VVX model 300, 310, 400, 410, 500 or 600 to network and power on your Local Area Network (LAN). Use of any other model phone will not work.

Before starting, your OfficeSuite UC™ Project Manager will provide you with a configuration file via email that you should save locally on the hard drive of a laptop that you will use to configure each phone in your organization.

ACCESS THE WEB CONFIGURATION UTILITY

Before you begin using the Web Configuration Utility, you need to know the IP address of your phone and the user password to log in to the utility.

1. Determine Phone's IP address

From **Home Screen** view, select **Settings > Status > Platform > Phone**, and use the arrow keys to navigate to your phone's IP address. Alternatively, simultaneously press 1-4-7 and note the IP address.

To access the Web Configuration Utility for your phone:

a. Launch a web browser from a computer on the same network as your phone.

b. In the address bar of your web browser, enter the IP address of your phone and press Enter. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar **https://<IPADDRESS>** OR **http://<IPADDRESS>**.

c. From the **Web Configuration Utility** login screen, select **Admin**, enter the user password, and click **Submit**. The default user password for Polycom phones is **456**. If you don't know the password skip to step 2.

d. The **Web Configuration Utility Home** screen displays.



If the page doesn't load proceed to the next section **Enabling Web Interface on VVX Phone**. Otherwise skip to **Load New Configuration**.

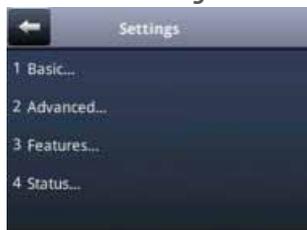
2. Enabling Web Interface on VVX Phone (only if step 1 failed)

In order to configure a VVX phone via a browser, the phone's web configuration utility must first be enabled. To enable the **Web Configuration Utility**, use the following steps (VVX500 screenshots are shown):

a. Press the **Home** button to display the **Home Screen** icons.



b. Select the **Settings** icon.



c. Select option **2 Advanced**.



d. Enter the administrator password (Polycom default is **456**). If you don't know the administrator password, you can reset the phone to its factory defaults as follows:

i. Locate the MAC address (serial number) of the phone you want to reset and write it down (An example of a MAC address is: 0004F2xxxxxx). *Note: The MAC address can be found on the rear/bottom of the phone or you can see the MAC address by pressing **Menu, Status, Platform, Phone**.*

ii. Restart the phone by powering down (unplug it, count to ten, then plug it back in).

iii. While phone is powering back up press the **Cancel** button during the startup process as soon as you see it.

iv. Simultaneously press and hold the dial pad keys 1, 3, 5 within the next 7 seconds (during the auto update process) until you see **Enter Pswd to:**

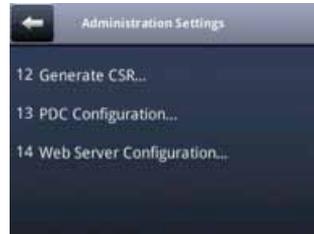
v. Enter the MAC address of the phone (not case sensitive), and press **OK** (To switch between alpha and numeric characters, press **1>Aa** key).

vi. The phone will now reset its configuration.

vii. You will now be able to log into the phone with the default admin password of **456** and configure your phone.



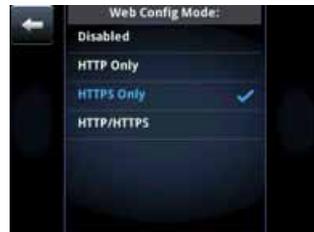
e. Select **1 Administration Settings** and scroll down to the bottom.



f. Select **14 Web Server Configuration**.



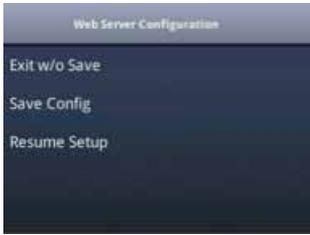
g. Click on **Web Config Mode:**



h. Select **HTTPS Only**.



i. Press the **Back** button.



j. Select **Save Config** and the phone will reboot. Wait until finished rebooting and proceed to next section.

LOAD NEW CONFIGURATION

Via PC or laptop connected to the same network as your phone, open a browser and enter the IP address of your VVX phone retrieved in an earlier step into the browser address bar (e.g. **https://<IPADDRESS>**). Please note that Microsoft IE/Edge may need to switch to compatibility view.

3. Enter the administrator password (Polycom default is **456**).



4. Select **Utilities > Import & Export Configuration** from the menu.



5. Click on **Choose File** and select the file that was provided to you by your OfficeSuite UC™ Project Manager.



6. Click on **Import** button.



7. Your phone may reboot automatically, if it does, please go to the next step. If it does not reboot automatically, perform the following steps to manually reboot it:

a. Click on **Close** button to finish the operation.

b. Select from menu **Utilities > Reboot Phone** and answer **Yes**. Once the phone has finished rebooting, go to the next step.



8. If Step 2 **Enabling Web Interface on VVX Phone** was required you must perform the following after the phone finished reboot. Failure to follow this step will make the phone reboot each time you login or logout of your phone with your OfficeSuite UC™ extension and PIN.

a. From Home view, Select **Settings > Advanced > Administration Settings > Reset to Default**, and select **Reset Local Configuration**.

b. System will automatically reboot.

9. The phone will reboot four times (takes approximately 15 minutes) and when complete will display an **Activate** soft key. Press **Activate** and login with your extension and PIN as created by you in the MyOfficeSuite portal.