

VIRGIN MEDIA BUSINESS
CLOUD VOICE
PHONE CONFIGURATION GUIDE
POLYCOM SOUNDPOINT/
SOUNDSTATION/REALPRESENCE

VERSION 2

Contents

Introduction	3
Overview	3
Audience	3
Supported Devices	4
Firmware Upgrades	4
Network, Firewall and Security Considerations	5
Provisioning and Configuration	6
Overview	6
Provisioning a user with own device	6
Device Configuration – Manual	7
Trouble Shooting	10
Device Fails to Register	10
Inbound or Outbound Calls Fail	10

Introduction

This document shows an IT Manager or Administrator how to configure supported IP Phones to enable them to retrieve configuration files from Cloud Voice. All IP Phones used on Cloud Voice need to be on the authorised equipment list and must meet the firmware criteria. Any phone not listed will not work with the service. Please refer to the Service Description.

IP Phones purchased from Virgin Media Business do not require any configuration of the phone itself, as this activity is automated by us.

Overview

This Guide will provide you with the information needed to provision and configure the Cloud Voice service when you use your own devices. It will also provide you with troubleshooting to diagnose potential configuration issues.

Audience

This document is intended for IT Managers or Administrators and their CPE fulfilment teams as it contains elements of installation and configuration.

Supported Devices

The following **Polycom** device types are supported by this Guide:

- Polycom SoundPoint 331
- Polycom SoundPoint 335
- Polycom SoundPoint 450
- Polycom SoundPoint 650
- Polycom SoundStation IP 5000
- Polycom SoundStation IP 6000
- Polycom RealPresence Trio 8500
- Polycom RealPresence Trio 8800

The available device customisations are as follows:

- ACD – Provides Call Centre ACD Soft Key integration
- BLF – Provides Busy Lamp Field integration
- G711 – Prioritizes the G711 standard voice codec
- G729 – Enforces the G729 low bandwidth codec
- HD – Prioritizes the G722 HD voice codec
- DC – Configures the device to operate on HIPCOM VPN Services
- MCN – Disables Missed Call Notification

If you want to change the Codec preferences or add HD voice, please refer to the Business Portal Company Administrator Guide, available from Virgin Media Business.

Some of the above Polycom devices optionally support **Busy Lamp Field (BLF)** allowing you to monitor the status of users within your organisation. This can also double up as speed dials, please refer to the Polycom website to check phone compatibility. If you wish to use the phone for monitoring of users, please ensure you purchase a BLF user add-on for the user and enable the BLF setting against the device in the Business Portal.

Alternatively, where you need to monitor more users than the phone can support, up to 3 expansion modules can be added to the side of the Polycom SoundPoint 650. An expansion module is only required when monitoring many users that would not all fit on the native phone display. If you wish to use the sidecars for monitoring of users, please ensure you purchase a BLF user add-on for the user and enable the BLF setting against the device in the Business Portal.

Firmware Upgrades

The latest firmware introduces a platform polling capability which will see the phones periodically contact our provisioning server to check for new firmware. Where new firmware is found, the handset will automatically update the phone. Polling will automatically occur once a week, and outside the contracted business hours.

Any handset on firmware prior to this update will need to be rebooted to get the new firmware updates including the polling capability.

Network, Firewall and Security Considerations

Requirements specific to the Polycom SoundPoint and SoundStation Series are as follows:

Protocol	Destination	Destination Port
HTTPS	https://dm.yourwhc.co.uk/dms/phone 193.113.11.10 193.113.10.10	TCP 80/443

Virgin Media Business recommends that the device is placed behind a router/firewall for security reasons. This is particularly important in situations where the device is issued on a public IP making it easily accessible from the Internet. In these cases we recommend that the device's position is hardened to reflect this public accessibility as per standard industry practices.

Provisioning and Configuration

All provisioning activity takes place by Virgin Media Business unless explicitly stated. And all configuration activity takes place on the Configuration Portal (Business Portal) unless explicitly stated.

Overview

The supported handsets use HTTPS to retrieve software and configuration files. The manual provisioning process requires the use of a PC or laptop connected to the same network.

Provisioning a user with own device

If you wish to configure and use your own handset with the Cloud Voice service, please ensure that you inform Virgin Media Business during the order process.

You'll need to tell us of:

- The handset variant, e.g. Polycom Soundpoint 331
- The MAC of the handset
- The user the handset will be used by

We'll now activate the user and store the details on our provisioning server. As part of this activation we will:

- Create a configuration and firmware file using the template configuration file and firmware that we have for that device
- Insert the MAC address into that configuration file
- Insert the firmware version into the firmware file
- Insert the user's phone number into that configuration file

The user and device are provisioned and the physical device can now be configured. Follow the above steps to add subsequent new users. Modification to devices is done on the Business Portal. Please refer to the Business Portal Company Administrator User Guide from Virgin Media Business if you need to alter a device type or MAC address.

Once the device is configured the following behaviour will occur:

- Phone will redirect to our Provisioning Server
- Phone will present its MAC address to our Server and authenticate
- Server will look up MAC address and locate configuration file
- Configuration file will download files to the phone (approx. 3-10 minutes)
- Phone will now be configured and working

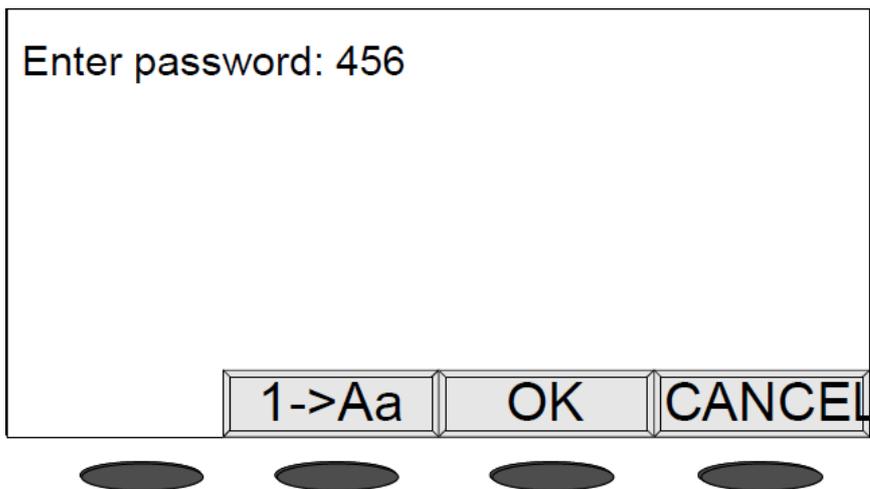
Device Configuration – Manual

This process assumes that DHCP is in use on the network and requires the use of the web interface to enter the Provisioning Server address.

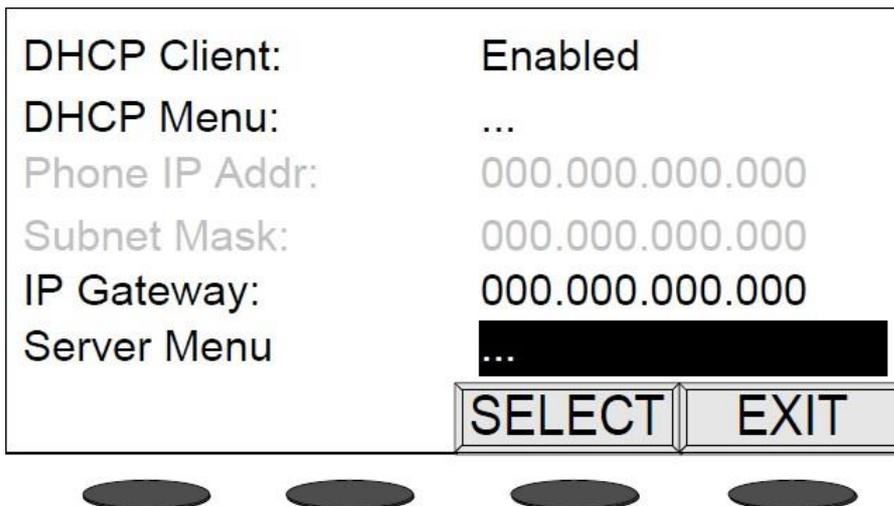
We also recommend that a valid NTP server is set, such as europe.pool.ntp.org. Please note that a DHCP served Provisioning Server address will not be committed to the flash memory.

The example below shows the configuration for a SoundPoint 650, however the same principal applies for all of the range.

1. Connect the phone as required and power on
2. Once powered up, press the Setup button
3. Enter the password **456** and select Enter as show below



4. Arrow down to **Server Menu** and press **Select** as shown below:



5. Select **HTTPS** as the Server Type, enter the Server address as dm.yourwhc.co.uk/dms/phone using the keypad as shown below:

Server Type	HTTPS
Server Address	soundpoint.yourservices.co.uk
Server User	
Server Password	
Prov. Method	Default
Prov. String	<null >
<input type="button" value="EDIT"/> <input type="button" value="EXIT"/>	

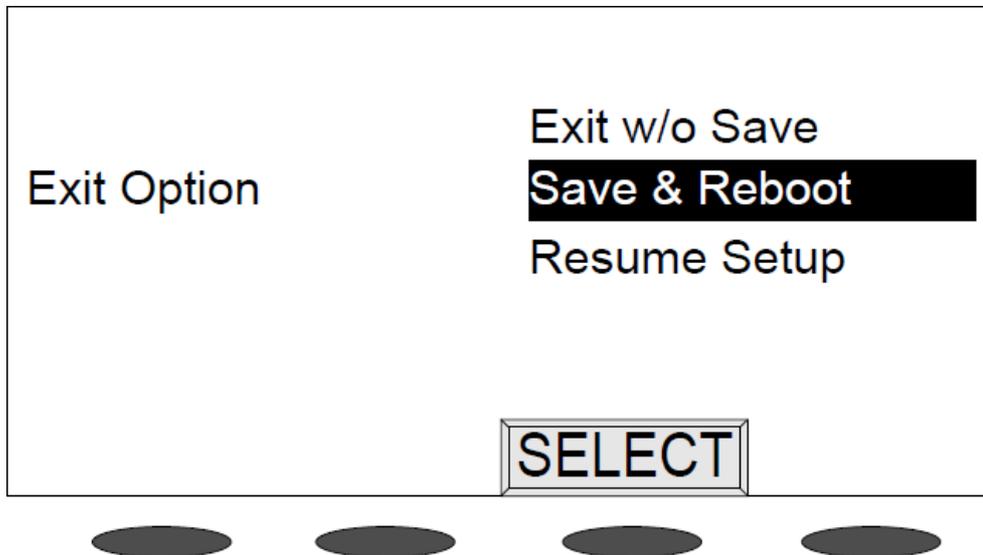


6. Once the Server Menu details have been entered as shown above press the **EXIT** key. Select **SNTP address** from the Menu and press the **EDIT** key

SNTP Address:	0.0.0.0
GMT Offset:	0
DNS Server:	000.000.000.000
DNS Alt. Server:	000.000.000.000
DNS Domain:	<null>
CDP	Disabled
<input type="button" value="EDIT"/> <input type="button" value="EXIT"/>	



7. Once the details are entered as above press **EXIT** and then select **Save & Reboot** as shown below:



8. Upon reboot it will now redirect itself to the Cloud Voice provisioning servers to collect its configuration. The device may power cycle several times whilst installing software and processing its configuration

Please note that on successful retrieval of the configuration, the Web Configuration Utility will no longer be available and the default admin password will be changed.

Trouble Shooting

Device Fails to Register

- Check that you have provided the correct details to Virgin Media Business
- Check that you have entered the correct MAC address of the handset
- Check that the Provisioning URL is set to <https://dm.yourwhc.co.uk/dms/phone> and ensure the device can access 193.113.11.10 and 193.113.11.10 over HTTP (TCP port 80) and HTTPS (TCP port 443)
- Check that the network meets the requirements in the Virgin Media Business firewall considerations
- Check that the device has power and network connectivity
- If all of the above fails, please reset the phones configuration as per the steps identified below

Inbound or Outbound Calls Fail

- Check that the device is registered as above
- Check that the correct telephone number and/or extension are provisioned for the user
- For inbound calls check that you do not have an unwanted divert in place or “Do Not Disturb” configured in the Business Portal