

# Polycom Manual Configuration Guide

## NOTE

Use the round silver scroll key in the middle of the phone to scroll up and down to the option you require. Press the 'tick' key in the middle of the scroll key or select the 'OK' from the screen to select an option.

The below guide is for individual phones only. If you wish to configure more than one phone please follow steps (a) to (e) at the bottom of the page first, then continue with steps 2 onwards.

- Find the user device in Provisioning, either under the users profile or in Device Pool. Click "Configure Device". This will then send a new config file to the HTTPS server. The phone will not stop working
- Reboot the phone. This will upgrade the phone to an interim release of the firmware.
- Once the phone has re-started you will need to change the boot server address as follows.
- Press Menu > Settings > Advanced [you will be prompted for the phone password which is 456 by default] > Admin Settings > Network Configuration > Server Menu...
- Server Type is currently set to FTP, change Server Type to "HTTPS" by pressing Edit then the up/down arrows.
- Change Server Address from 83.137.182.78 to "d.voice2000.com/HTTPSUsername" without the quotation marks, where HTTPSUsername is the name listed in the next field on the phone under "Server User:"
- Do not make any further changes.
- Exit, save settings and reboot the phone.

This will download the latest firmware and re-format the phone. The phone may take approx. 5 mins to re-configure itself so updates should only be done during quiet periods or out of normal working time. Also, as each phone is downloading several megabytes of data it is advisable to only update a few phones at a time unless this procedure is done out of hours.

## TO CONFIGURE MULTIPLE HANDSETS

- Log into Provisioning and browse to the business.
- Select "Device Pool"
- At the top of the page click the link "Configure Multiple Devices"
- From the next page select the "Device Type" drop down box and choose which devices you wish to configure, then click "Configure xxx Devices". This will then send new config files to the HTTPS server. The phone will not stop working.
- When the process is complete continue with step 2 above.

**\*\*\* It is important these steps are followed exactly; failure to do so will prevent the phone from updating and registering correctly. be able to configure the phone.**