

How to Configure your Polycom VVX 411 Phone

BRIEFING

Zang Office supports the Polycom VVX 411 desktop telephone. Before it can be used with Zang Office, the phone must be connected and configured for the Cloud.

Before you begin, you need to know (from your administrator):

- Your company's Zang Office realm.
- Your SIP Username.
- Your SIP Password.

The screenshot shows a web interface for editing a SIP device. The title bar reads "Editing SIP Device: Annette's Desk". Below the title bar, there is a "New SIP Device" section with a phone icon and two tabs: "Basic Settings" (selected) and "Advanced". The form contains the following fields:

- Device Name: Kathy's Conference
- SIP Username: user_1234
- SIP Password: 98a7bcd6efgh5j
- Realm: yourcompany.office.zang.io

At the bottom right, there are "Cancel" and "Save Changes" buttons. A red box highlights the SIP Username and SIP Password fields, and a mouse cursor is pointing at the SIP Password field.


CONNECTIONS

Assemble the telephone and connect it to your network using an Ethernet cable.

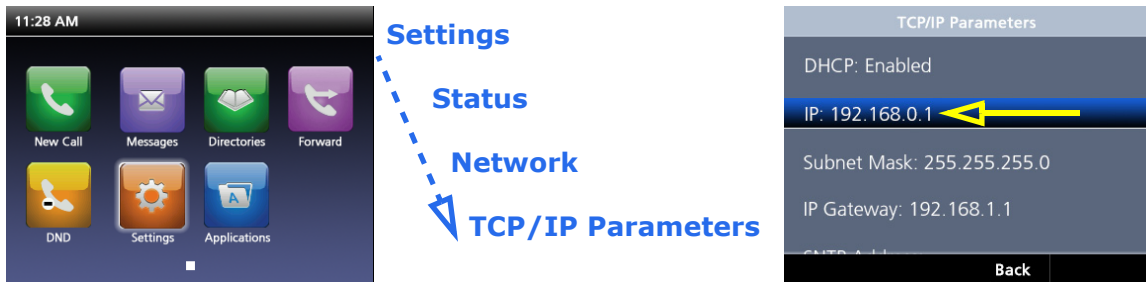


CONFIGURATION

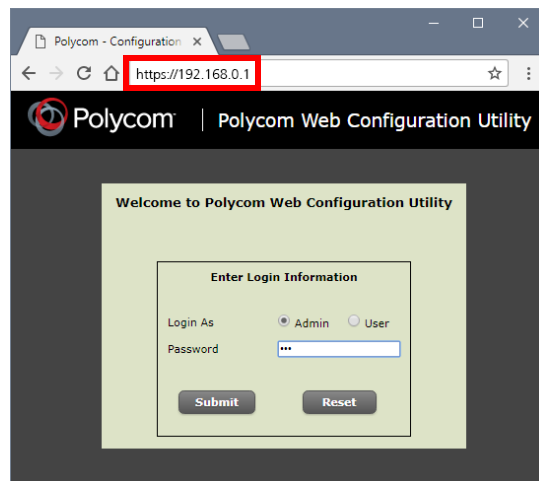
The telephone must be configured to find and login to the Zang Office Cloud server.

1. On the phone, record the IP Address. Push the **Home**  button.

Using the **Navigation** button , select **Settings > Status > Network > TCP/IP Parameters**. Record the value for **IP**.



2. On your computer, open a web browser and enter **https://** followed by the IP Address of the telephone in the address line (e.g. **https://192.168.0.1**). This will launch the Polycom Web Configuration Utility for this phone. Choose **Admin** and enter the password (by default this is **456**).



Important: Be sure to include the **https** prefix or the telephone will be unreachable by the browser.

3. On the **Simple Setup** tab, open:

Phone Language: Select the language for the telephone's display.

Time Synchronization: Select the **Alternate SNTP Server** closest to your location. This will automatically keep the time on your telephone accurate.
Choose your **Time Zone**.

SIP Server: Enter the Zang Office realm for your company in **Address**.
Set the port to **7000**.

SIP Outbound Proxy: Use either **us-east.office.zang.io** or **us-west.office.zang.io** for the Address, whichever is closest to your location.
Set the port to **7000**.

SIP Line Identification: Provide a name that will appear in the telephone display.
For **Address**, enter your Zang Office SIP Username (user_1234).
Put the Zang Office SIP Username in the space for **Authentication User ID** (user_1234).
Enter your Zang Office SIP Password as **Authentication Password**.

The screenshot displays the Polycom VVX 411 Simple Setup web interface. The top navigation bar includes 'Home', 'Simple Setup', 'Preferences', 'Settings', 'Diagnostics', and 'Utilities'. The user is logged in as 'Admin'. The main content area is titled 'Simple Setup' and contains several configuration sections:

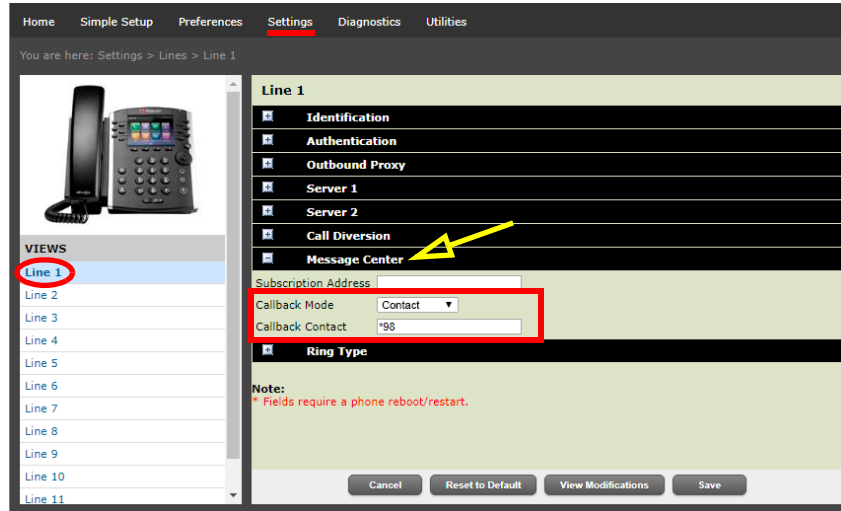
- Language:** Phone Language is set to 'English (Internal)'. Web Utility Language has an 'Add' button.
- Time Synchronization:** Alternate SNTP Server is 'north-america.pool.ntp.org'. Time Zone is '(GMT -5:00) Eastern Time (US & Canada)'.
- SIP Server:** Address is 'yourcompany.office.zang.io'. Port is '7000'.
- SIP Outbound Proxy:** Address is 'us-east.office.zang.io'. Port is '7000'.
- SIP Line Identification:** Display Name is 'Annette's Phone'. Address is 'user_1234'. Authentication User ID is 'user_1234'. Authentication Password is masked with asterisks. Label is empty.
- Base Profile:** A note states: '* Fields require a phone reboot/restart.'

At the bottom, there are buttons for 'Cancel', 'Reset to Default', 'View Modifications', and 'Save'.

4. Go to the **Settings** tab choose **Lines**. Select Line 1 (or whichever one you will use) and open **Message Center**.

Callback Mode: Select **Contact** from the dropdown list.

Callback Contact: Set this value to ***98**.



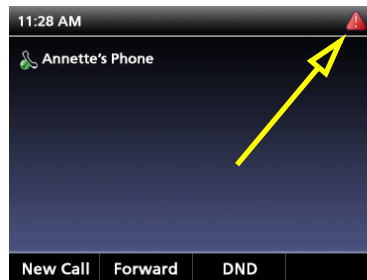
5. Click **Save**, then confirm to restart the telephone with the updated settings.



Please refer to the Polycom manual for additional features and details.

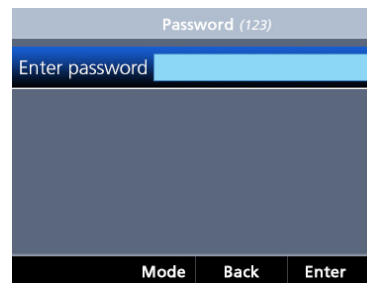
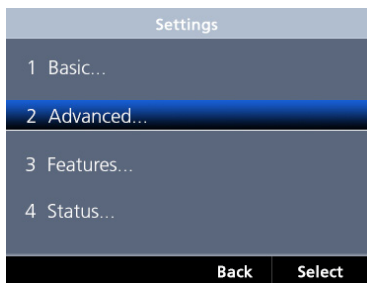
CHANGE ADMIN PASSWORD (OPTIONAL)

On a new phone, you may see a flashing warning in the top right corner of the display.

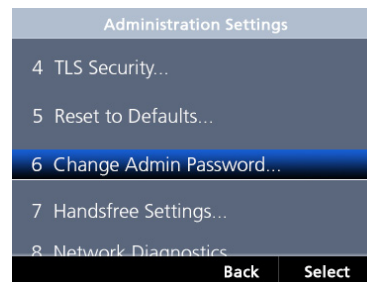
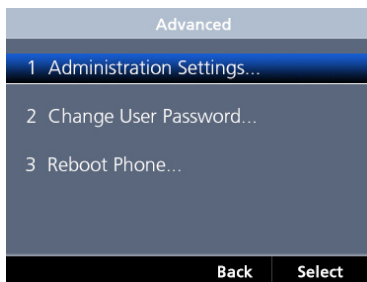


This is indicating that the administrator password has not been changed from the default value of 456. To change the admin password:

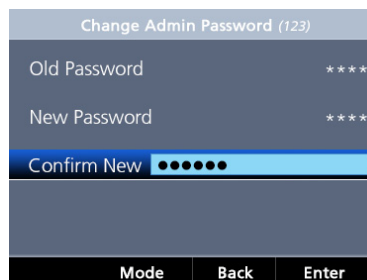
1. On the telephone keypad, tap the Home button, then go to **Settings > Advanced**. Enter the current Admin Password at the prompt.



2. Select **Administration Settings**. Select **Change Admin Password**.



3. Enter the current (old) password. Type a new password in the space provided and confirm. Click **Enter** to save the new password.



The configuration is complete.

Please refer to the Polycom manual for additional features and details.