



# INTUITIVE VOICE

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## TECHNOLOGY

## **Polycom** **Desktop Phone Setup** ***User Guide***

Version 1.0

**Updated**  
**4/29/2008**

## **Overview**

This guide provides an overview of setting up and provisioning a Polycom phone.

## **General Support**

If you have questions or need technical assistance with Evolution PBX call (888) 587-5750 or send an Email to [support@intuitivevoice.com](mailto:support@intuitivevoice.com).

If you have questions about third party hardware or software please visit the following Websites:

- Snap: <http://www.snapanumber.com>.
- iView: <http://www.i9technologies.com/>.
- Cisco VoIP Telephones: <http://www.cisco.com>.
- CounterPath Software Telephones - <http://www.counterpath.com>.
- Digium PCI Cards: <http://www.digium.com>.
- Linksys Analog Terminal Adapters and VoIP telephones: <http://www.linksys.com>.
- Polycom VoIP Telephones: <http://www.polycom.com>.

## **My Evolution PBX Doesn't Do That!**

Some features and configuration options in this document may only be available with a recent software upgrade available from Intuitive Voice Technology. Email [support@intuitivevoice.com](mailto:support@intuitivevoice.com) to learn more about Evolution PBX upgrades (please explain the feature that you are interested in).

## **Errata**

Please report errors or confusing descriptions by sending an Email to [support@intuitivevoice.com](mailto:support@intuitivevoice.com).

## Setting Up a Polycom Phone in Evolution

### To Set Up a Polycom Phone in Evolution

1. Login to **Evolution**, Click the **Resources** tab, click **Phone Extensions** then click on the **Select Type** field and select a **Polycom model (Polycom 320 for this demo)**.
2. In the **Extension** drop down, select an extension.
3. In the **Caller ID Name** field, enter a name to be displayed on caller ID for this extension.
4. In the **Caller ID Number** field, enter a number that will be displayed on caller ID for this extension.
5. In the **Record Calls** field, select **Yes** to record all calls made on this extension or **No** to disable this feature.
6. In the **Parent Extension** field, select **Master** (available on the platinum version of Evolution PBX).
7. In the **MAC Address** field, enter the MAC address from the back of the phone configured for this extension.
8. In the **Mailbox** field, select **Personal** to create a personal mailbox for this extension.
9. In the **Time Zone** field, select your time zone.

The screenshot displays the Intuitive Voice Technology Evolution PBX administration interface. The top navigation bar includes 'RESOURCES', 'CALL ROUTING', 'ADMINISTRATION', and 'REPORTING'. The main content area shows a 'Phone Extensions List' table with columns for Extension, Type, Caller ID, MAC Address, Status, and Modify. Below the table, the 'Modify Phones' configuration page is visible, showing fields for General, Phone Settings, and Settings.

Extension	Type	Caller ID	MAC Address	Status	Modify
5000	-GENERIC SIP-	"Name" <5551231234>	not needed	OK (26 ms) N/A	[Edit] [Delete]
5001	Polycom-50X	"Ron Home" <6022495750>	0004f2032f43	OK (84 ms) N/A	[Edit] [Delete]
5003	-GENERIC SIP-	"Snom Wireless" <6022495750>	not needed	OK (4 ms) N/A	[Edit] [Delete]
5007	-GENERIC SIP-	"Zach Softphone" <6022495750>	not needed	UNKNOWN N/A	[Edit] [Delete]
5008	-GENERIC SIP-	"Bill Softphone" <6022495750>	not needed	UNKNOWN N/A	[Edit] [Delete]
5015	-GENERIC SIP-	"Ron Softphone" <5551231234>	not needed	UNKNOWN N/A	[Edit] [Delete]
5710	Polycom-60X	"Chris Home" <6022495750>	0004f2053363	UNKNOWN N/A	[Edit] [Delete]
5711	-GENERIC SIP-	"Chris Mobile" <6022495750>	not needed	UNKNOWN N/A	[Edit] [Delete]
5712	-GENERIC SIP-	"Chris Mobile2" <6022495712>	not needed	UNKNOWN N/A	[Edit] [Delete]
5713	-GENERIC SIP-	"Chris Mobile3" <6022495713>	not needed	UNKNOWN N/A	[Edit] [Delete]
5715	Polycom-65X	"Chris Jones" <6022495750>	0004f2145630	OK (13 ms) N/A	[Edit] [Delete]
5720	Polycom-50X	"Rick Kelley" <6022495750>	0004f2013468	OK (162 ms) N/A	[Edit] [Delete]
5723	Polycom-55X	"Bobby Remote" <6022495750>	0004f21602a5	OK (58 ms) N/A	[Edit] [Delete]
5724	Polycom-60X	"Robert" <6022495750>	0004f204c345	OK (3.4 ms) N/A	[Edit] [Delete]

  

General		Phone Settings		Settings	
Extension	5748	Phone Type	Polycom-50X	Remote Phone	No
Caller ID Name	Dan Lowe	MAC Address	0004f215b2ae	IP Address	AutoPopulated
Caller ID Number	6022495750	Mailbox	Personal	Heartbeat	2000
Record Calls	No	Time Zone	Arizona	Outbound	Internal-Local-Toll
Parent Extension	Master	Paging	Enabled	Codec	G711 (USA)
		Presence	Enabled	Button Map	Default

- Complete all other optional fields with the appropriate information then click **Save** and the new extension displays in the Phone Extensions List window.

**INTUITIVE VOICE TECHNOLOGY**

RESOURCES | CALL ROUTING | ADMINISTRATION | REPORTING

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→ Phone Extensions List

Extension	Type	Caller ID	MAC Address	Status	Modify
5000	-GENERIC SIP	"Name" <5551231234>	not needed	OK (27 ms) N/A	✖
5001	Polycom-50X	"Ron Home" <6022495750>	0004f2032f43	OK (235 ms) N/A	✖
5003	-GENERIC SIP	"Snom Wireless" <6022495750>	not needed	OK (5 ms) N/A	✖
5007	-GENERIC SIP	"Zach Softphone" <6022495750>	not needed	UNKNOWN N/A	✖
5008	-GENERIC SIP	"Bill Softphone" <6022495750>	not needed	UNKNOWN N/A	✖
5015	-GENERIC SIP	"Ron Softphone" <5551231234>	not needed	UNKNOWN N/A	✖
5710	Polycom-60X	"Chris Home" <6022495750>	0004f2053363	UNKNOWN N/A	✖
5711	-GENERIC SIP	"Chris Mobile" <6022495750>	not needed	UNKNOWN N/A	✖
5712	-GENERIC SIP	"Chris Mobile2" <6022495712>	not needed	UNKNOWN N/A	✖
5713	-GENERIC SIP	"Chris Mobile3" <6022495713>	not needed	UNKNOWN N/A	✖
5715	Polycom-65X	"Chris Jones" <6022495750>	0004f2145630	OK (14 ms) N/A	✖
5720	Polycom-50X	"Rick Kelley" <6022495750>	0004f2013dd8	OK (145 ms) N/A	✖
5723	Polycom-55X	"Bobby Remote" <6022495750>	0004f21602a5	OK (62 ms) N/A	✖
5724	Polycom-60X	"Robert" <6022495750>	0004f204c3d5	OK (42 ms) N/A	✖
5725	Polycom-60X	"Jake Vinsan" <6022495750>	0004f2055923	OK (44 ms) N/A	✖
5726	Polycom-60X	"John Booker" <6022495750>	0004f205450f	OK (46 ms) N/A	✖
5727	Polycom-430	"John Remote" <6022495750>	0004f210d8af	OK (56 ms) N/A	✖
5729	-GENERIC SIP	"TempForMarketFitz" <6022495750>	not needed	UNKNOWN N/A	✖
5733	Polycom-60X	"Steven Insalaco" <6022495750>	0004f205661e	OK (43 ms) N/A	✖
5735	Polycom-65X	"Zach Garcia" <6022495750>	0004f212cc81	OK (13 ms) N/A	✖
5736	-GENERIC SIP	"Zach Home" <6022495750>	not needed	OK (118 ms) N/A	✖
5737	-GENERIC SIP	"Zach Remote" <6022495750>	not needed	OK (13 ms) N/A	✖
5740	Polycom-60X	"Jonathan Rusk" <6022495750>	0004f2105fc3	UNKNOWN N/A	✖
5741	Polycom-60X	"J Rusk" <6022495750>	0004f2056705	UNKNOWN N/A	✖
5745	Polycom-55X	"Bill Soto" <6022495745>	0004f21570c5	OK (15 ms) N/A	✖
5746	Polycom-60X	"Bill Home" <6022495745>	0004f205866f	OK (160 ms) N/A	✖
5747	-GENERIC SIP	"Bill S Fax" <6022495747>	not needed	UNKNOWN N/A	✖
5748	Polycom-50X	"Dan Lowe" <6022495750>	0004f215b2ae	OK (36 ms) N/A	✖
5749	-GENERIC SIP	"Dan X-Lite" <6022495750>	not needed	UNKNOWN N/A	✖
5750	-GENERIC SIP	"Linksys PAP2T" <6022495750>	not needed	UNKNOWN N/A	✖
5755	-GENERIC SIP	"Fax" <6022495755>	not needed	UNKNOWN N/A	✖
5756	-GENERIC SIP	"Alex" <6022495750>	not needed	UNKNOWN N/A	✖

New Device | Select Type

## Provisioning a Polycom Phone

### To Provision a Polycom Phone

1. Power on the phone.
2. Select **SETUP** from the startup menu then enter the password (**456**) and press the OK soft key.
3. Scroll down to the server menu then press the **SELECT** soft key.
4. Press the **EDIT** soft key then set the **Server Type** field to **Trivial FTP** or **FTP** then press the **OK** soft key.

**Note:** FTP is generally selected for external use and TFTP is generally selected for internal use. Evolution PBX v3.0.8 and later supports FTP.

5. From the **Server** menu, set the **Server Address** to the value of the LAN IP of Evolution then press the **OK** soft key.
6. Press the **Exit** soft key until the phone asks you if you would like to reboot and save settings.

The phone will boot up and provision the phone. As this happens, it will run bootrom.ld, sip.ld and various other settings. This will take approximately 4-5 minutes once the phone is fully provisioned and it will generate a musical tone and all line appearances will populate with the same extension number.

**Note:** You can verify provisioning by dialing \*97 or hitting the messages button. If you hear the voicemail prompt(s), the phone has been properly provisioned.