USER GUIDE

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Polycom® Web Configuration Utility

Polycom® Web Configuration Utility User Guide

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About This Guide

This Polycom® Web Configuration Utility User Guide enables you to successfully navigate and use the Polycom Web Configuration Utility. This guide will give you an overview of the menus and walk you through the Simple Setup menu so that you can use the Web Configuration Utility to configure your Polycom products and set up basic phone features. This document will not show you how to configure advanced settings using the Web Configuration Utility.

This user guide uses a number of conventions that help you to understand information and perform tasks.

Who Should Read this Guide?

System administrators and end users should read this guide to become familiar with the Web Configuration Utility. This guide describes menus and features, such as the Simple Setup menu, which are available only when you log in to the Web Configuration Utility as an administrator.

Conventions Used in this Guide

This user guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you perform phone tasks.

Terms and Writing Conventions

The following writing conventions are used in this guide:

Writing Conventions

Convention	*Description*
<*MACaddress*>	Indicates that you must enter information specific to your installation, phone, or network. For example, when you see <*MACaddress*>, enter your phone's 12-digit MAC address. If you see <*installed-directory*>, enter the path to your installation directory.
>	Indicates that you need to select an item from a menu. For example, **Settings** > **Basic** indicates that you need to select **Basic** from the **Settings** menu.
`parameter.*`	Used for configuration parameters. If you see a parameter name in the form `parameter.*`, the text is referring to all parameters beginning with `parameter`.

Information Elements

The following icons are used to alert you to various types of important information in this guide:

Icons Used in this Guide

Name	*Icon*	*Description*
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	*Description*
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
Italics	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Underlined Blue	Used for URL links to external Web pages or documents. If you click on text in this style, you will be linked to an external document or Web page.
Blue Text	Used for cross references to other sections within this document. If you click on text in this style, you will be taken to another part of this document.
`Fixed-width-font`	Used for code fragments and parameter names.

What's in This Guide?

This user guide is organized into five chapters. The first chapter, *Getting Started with the Web Configuration Utility*, introduces the Polycom Web Configuration Utility. The chapters following show you how to navigate and use the Web Configuration Utility.

Chapter 1: Getting Started with the Web Configuration Utility This chapter contains introductory information on the Web Configuration Utility.

Chapter 2: Navigating the Web Configuration Utility In this chapter, you'll see how to navigate the Web Configuration Utility.

Chapter 3: Navigating the Primary menus In this chapter, you'll see how to navigate the menus of the Web Configuration Utility.

Chapter 4: Using the Web Configuration Utility In this chapter, you'll learn how to use the Web Configuration Utility.

Chapter 5: Getting Help In this chapter, you'll find links to Polycom documents and Web sites. In particular, you'll find links to the Polycom Community discussion forums where you can share ideas with your colleagues.

Chapter 1: Getting Started with the Web Configuration Utility

This chapter introduces the Polycom Web Configuration Utility and shows you how to access the Web Utility.

About the Web Configuration Utility

The Web Configuration Utility is available for all Polycom Voice products capable of running Polycom UC software 4.0.0 or later. The Web Configuration Utility enables you to view and configure your phone's settings and features from your PC using any of the following compatible Web browsers:

- Microsoft® Internet Explorer 7.0 or later
- Mozilla® Firefox® 3.0.X or later
- Google Chrome™ 10.0.X or later
- Apple® Safari® 5.0.4 or later

The Web Configuration Utility enables you to configure and update your phone's current settings from a remote PC. This way, you can conveniently perform most of the configuration changes you normally perform from your phone's user interface or using configuration files from your PC. Be aware that you cannot configure all your phone settings using the Web Utility.

The Web Utility contains built-in contextual help text and tooltips that guide you through the different menus, settings, and buttons you will find in the Web Utility. In the right sidebar of each page, you will find a *Description* of the page and *Field Help* that lists the parameter name and its function. Place your cursor over a phone setting in the user interface to display help text in the left sidebar. Use the right sidebar to navigate around each of the main menus.

Accessing the Web Utility

You can access the Web Utility using any compatible Web browser installed on your PC. Before you begin, you will need to ensure that the phone is on and that your PC and phone are on the same virtual local area network (VLAN); otherwise you won't be able to connect to the Web Utility. To log in to the Web Utility, you'll need the IP address of the phone you wish to configure, and your user and/or administrator credentials, depending on how you wish to log in.

Note: Using the Default Passwords

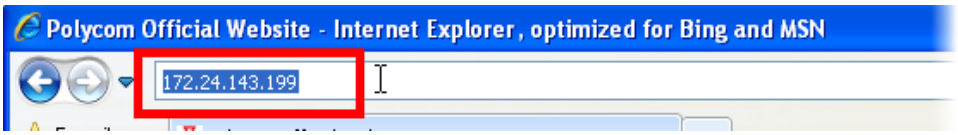
The default *Administrator* password is: **456**.
The default *User* password is: **123**.

To access the Web Utility:

1. Launch a compatible Web browser from your PC and enter the IP address of the phone you wish to configure into the address bar.

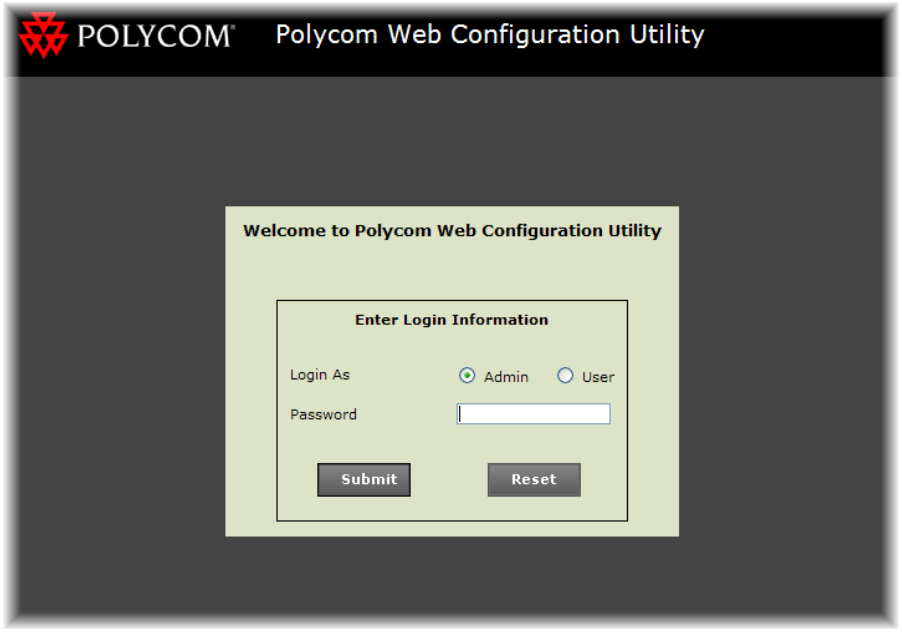
   To find out what your phone's IP address is, press **Menu > Status > Platform > Phone** (Menu, 2, 1, 1) on your phone's keypad or touchpad interface.

   The IP address is comprised of four sets of numbers separated by periods. The example shown next illustrates an IP address entered into the address bar in Microsoft Internet Explorer 8.



2. After entering the phone's IP address, press the **Enter** key.

   The Web Configuration Utility login screen, shown next, is displayed.



3. Choose your login option either as *Admin* or *User*, enter the corresponding password, and click the **Submit** button.

   The Web Configuration Utility *Home* screen is displayed.

Chapter 2: Navigating the Web Configuration Utility

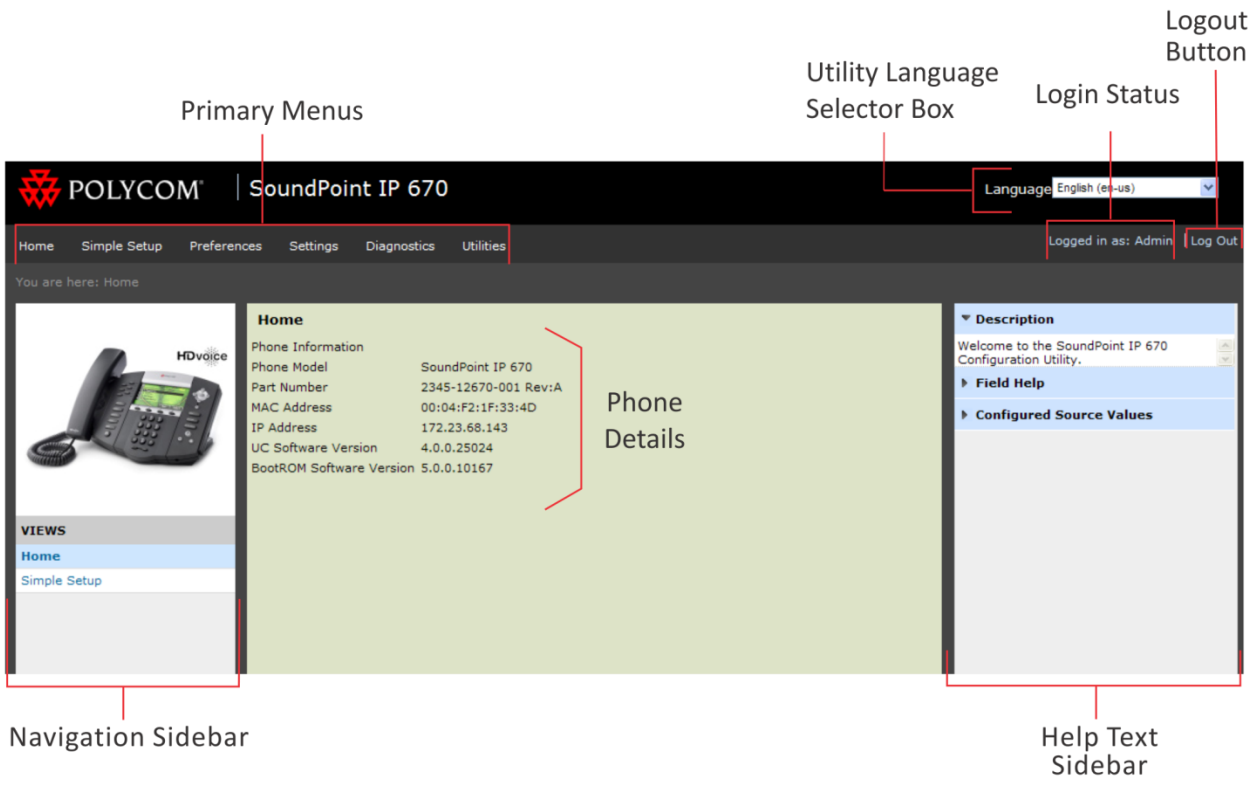
This chapter shows you how to navigate the Polycom Web Configuration Utility and access the contextual help.

The Home Menu Layout

When you log in to the Web Utility, your browser takes you to the *Home* page. This page provides you with specific information about the phone you have logged into, including:

- A representative image of the phone
- The phone model, part number, and MAC address
- The phone's IP address and current software versions

You'll also see a row of menus, links, and sidebar panels, as identified in the illustration shown next and defined in the following list.



- **Primary Menus** The primary menus provide access to settings organized by type.
- **Login Status** This text indicates your login status according to the login type you selected in the login screen—*Admin* or *User*. The menus and features that display vary by phone model and your login status.
- **Logout** This link enables you to log out of the Web Utility. You can also log out by closing the Web page.
- **Navigation Sidebar** This panel displays the submenus that are available in the current primary menu with your current submenu highlighted in bold.
- **Help Text Sidebar** This panel displays contextual help for each phone setting and is available in all menus.

Using the Utility Language Selector Box

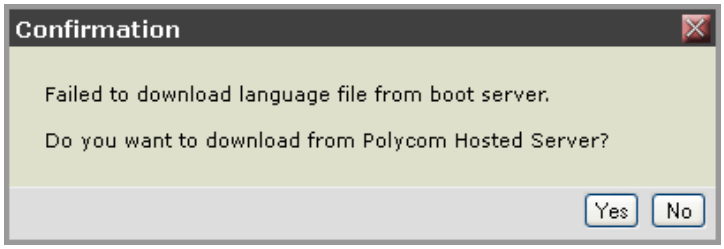
This selector displays a list of all the Web Utility interface languages and enables you to choose the language. By default, you can only choose certain languages, depending on your phone model. See Table 1: Default Web Utility Languages for a list of the default languages available with each phone model.

Table 1: Default Web Utility Languagesvino/subvno

VVX 300/310, VVX 400/410, VVX 500, VVX 600, VVX 1500, and SoundStation Duo	*SoundStation IP 5000/6000/7000*	*SoundPoint IP Phones*
All languages	English Internal (en-in), German (de-de), French (fr-fr), Chinese-Simplified (zh-cn)	English Internal (en-in)

If you wish to use a Web Utility language which is not available by default, you will either need to place additional language files on your provisioning server, or download additional language files from a Polycom hosted server.

If you choose a non-default Web Utility language, and its corresponding language file is not available on your provisioning server, a dialog will display asking if you would like to download the language file from a Polycom hosted server, as shown next.



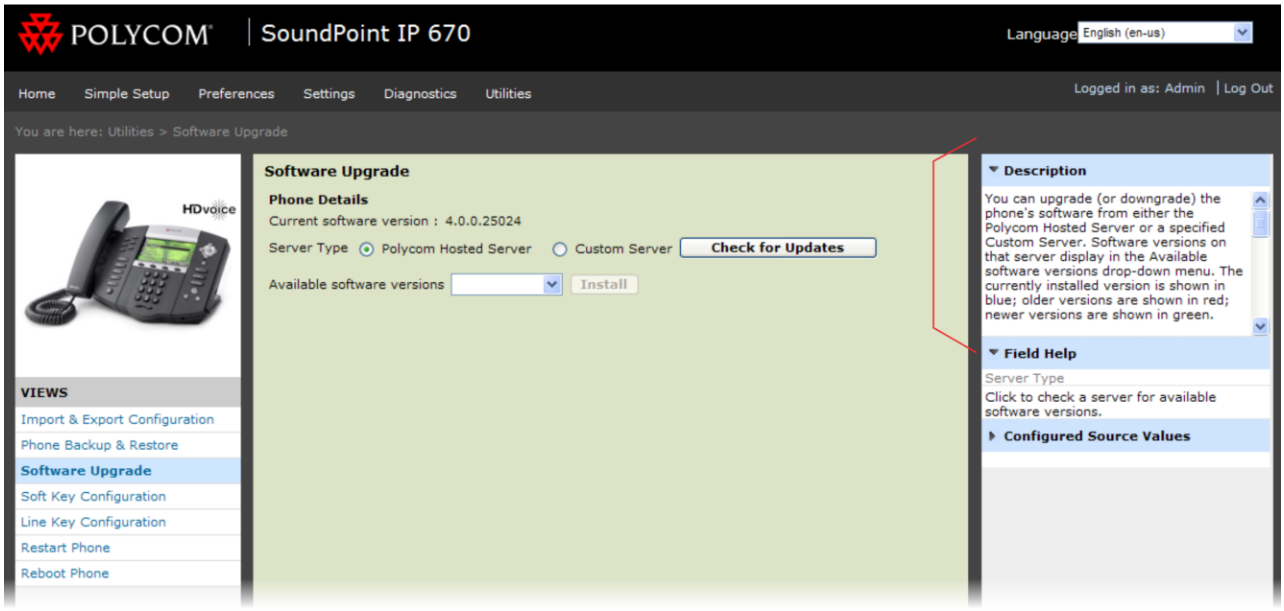
Choosing **Yes** enables the Web Utility to download the language file and display the interface in that language.

Viewing the Context-Sensitive Help

The Web Utility provides you with contextual help based on the phone settings you are currently viewing or configuring. The help text consists of:

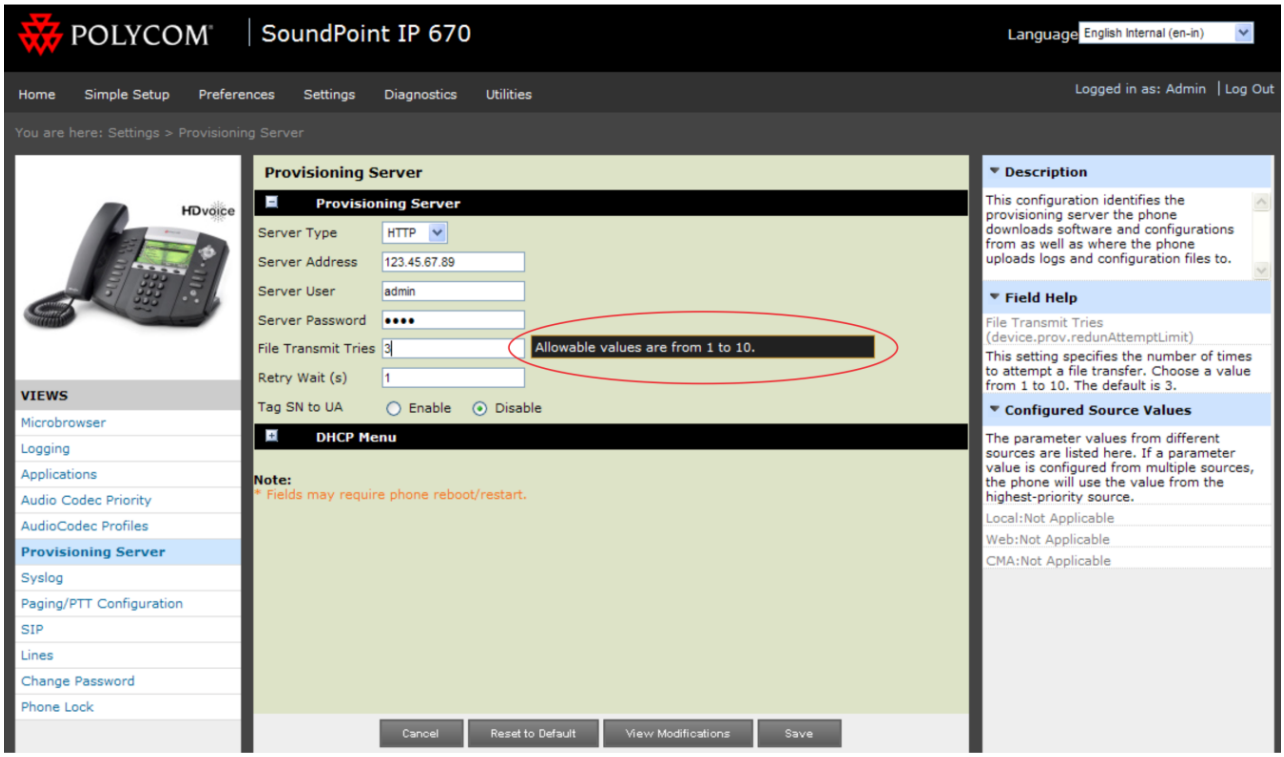
- *A Description* of the menu you are currently viewing
- *Field Help* that gives you the parameter name and function of the parameter you are currently configuring.
- *Configured Source Values* which show whether a setting has been configured through another source, such as through the phone's user interface.
- Allowable values for the option you are configuring.

Information in the right sidebar varies based on whether you click a menu, mouse over a setting, or click on a field. When you select a menu, the *Description* panel updates with a description of the current menu. In the following illustration, selecting **Utilities** > **Software Upgrade** updates the text in the *Description* panel with information about upgrading your phone's software.



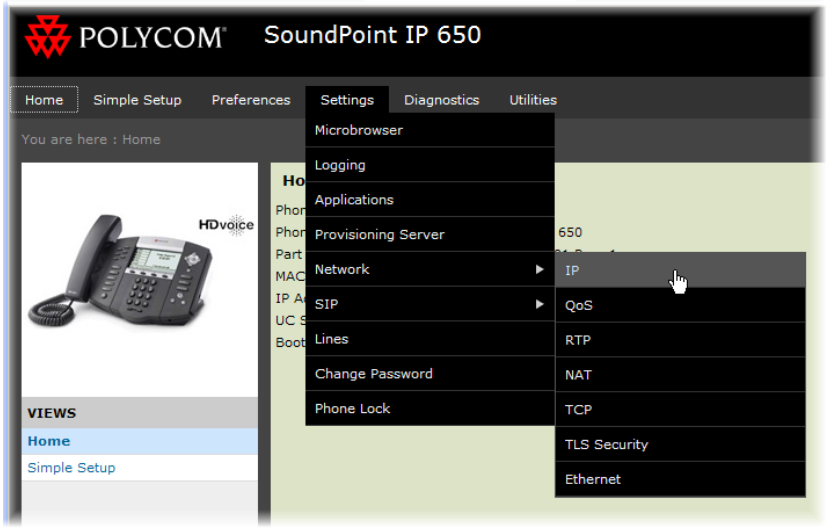
When you mouse over a setting on the user interface, the *Field Help* updates and provides you with the name of the parameter, some guidance about the parameter's function, and available settings. If a setting has been configured through another source, the setting will display under the *Configured Source Values* panel.

When you click in a setting field in the main user interface, the allowable values for that setting are displayed as shown next.


POLYCOM
SoundPoint IP 670
Language English Internal (en-in)
Home
Simple Setup
Preferences
Settings
Diagnostics
Utilities
Logged in as: Admin | Log Out
You are here: Settings > Provisioning Server
HDvoice
VIEWS
Microbrowser
Logging
Applications
Audio Codec Priority
AudioCodec Profiles
Provisioning Server
Syslog
Paging/PTT Configuration
SIP
Lines
Change Password
Phone Lock
Provisioning Server
Provisioning Server
Server Type HTTP
Server Address 123.45.67.89
Server User admin
Server Password ••••
File Transmit Tries 3
Allowable values are from 1 to 10.
Retry Wait (s) 1
Tag SN to UA Enable Disable
DHCP Menu
Note:
* Fields may require phone reboot/restart.
Cancel
Reset to Default
View Modifications
Save
Description
This configuration identifies the provisioning server the phone downloads software and configurations from as well as where the phone uploads logs and configuration files to.
Field Help
File Transmit Tries (device.prov.redunAttemptLimit)
This setting specifies the number of times to attempt a file transfer. Choose a value from 1 to 10. The default is 3.
Configured Source Values
The parameter values from different sources are listed here. If a parameter value is configured from multiple sources, the phone will use the value from the highest-priority source.
Local:Not Applicable
Web:Not Applicable
CMA:Not Applicable

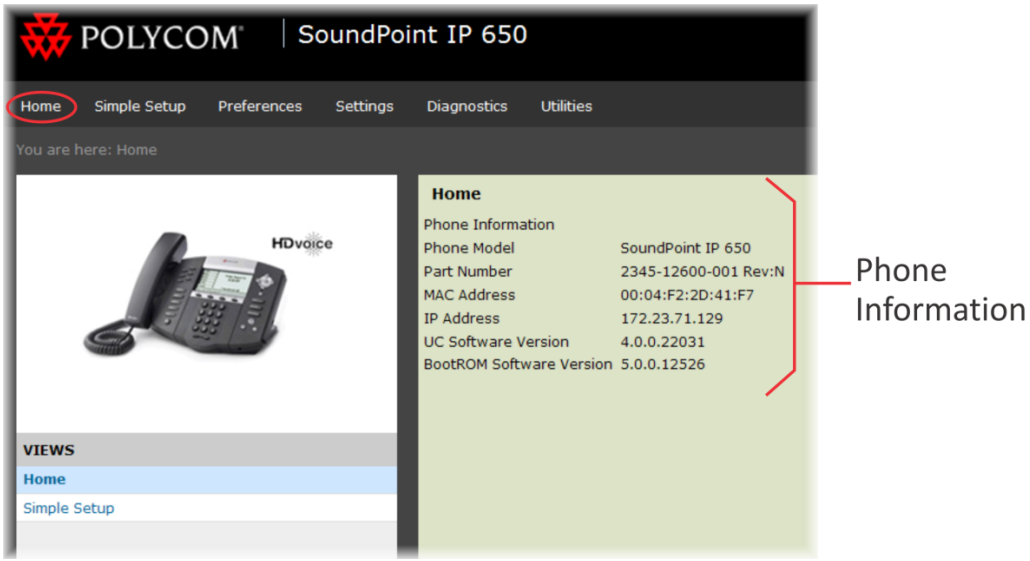
Chapter 3: Navigating the Primary Menus

This chapter shows you how to navigate the primary menus in the Polycom Web Configuration Utility. The primary menu bar has six main menus: *Home*, *Simple Setup*, *Preferences*, *Settings*, *Diagnostics*, and *Utilities*. Clicking the *Home* and *Simple Setup* tabs enables you to navigate to the respective pages. Mousing over the *Preferences*, *Settings*, *Diagnostics*, and *Utilities* menus reveals drop-down menus that you can click to access various submenus, as shown next.



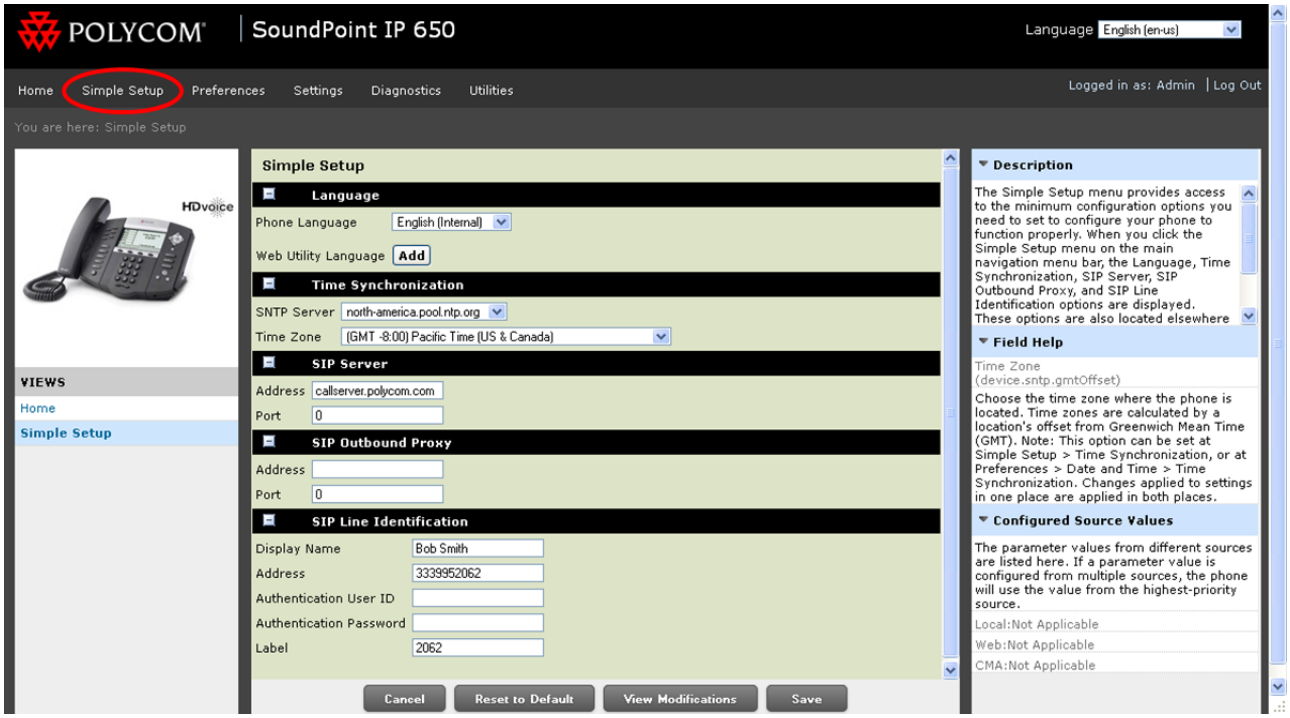
The Home Menu

The **Home** menu provides a brief summary about your phone. It contains details such as phone model, MAC address, and software versions.



The Simple Setup Menu

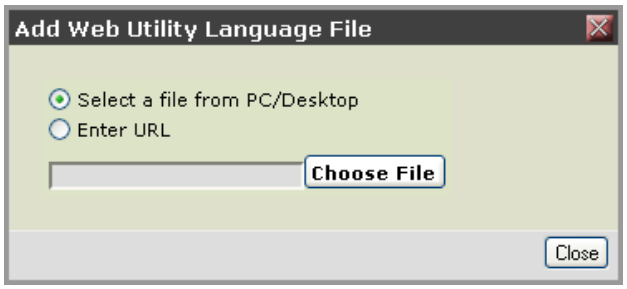
The **Simple Setup** menu provides access to the minimum configuration settings you need to configure your phone to work. When you click the **Simple Setup** menu on the primary menu bar, the *Language*, *Time Synchronization*, *SIP Server*, *SIP Outbound Proxy*, and *SIP Line Identification* headings are displayed, as shown next.



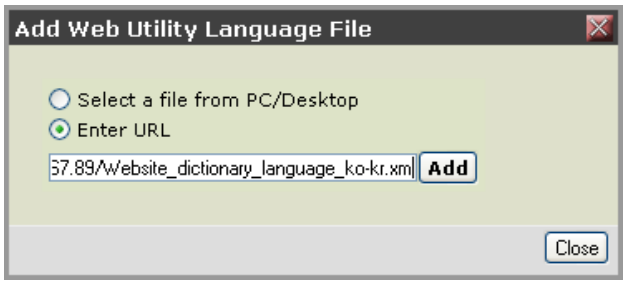
The Simple Setup menu is designed to help you quickly configure the most commonly used settings and features. These settings are also located in other menus throughout the Web Utility. Settings you apply in the Simple Setup menu are automatically set in the other areas.

- **Language** You can use the drop-down menu to select the language that your phone displays. You can also specify the phone language by choosing **Preferences** > **Additional Preferences**.

  You can click the **Add** button to upload language files to display the Web Utility in different languages. For more information on displaying the Web Utility in different languages, see Using the Utility Language Selector Box. Choosing **Add** displays the following dialog.



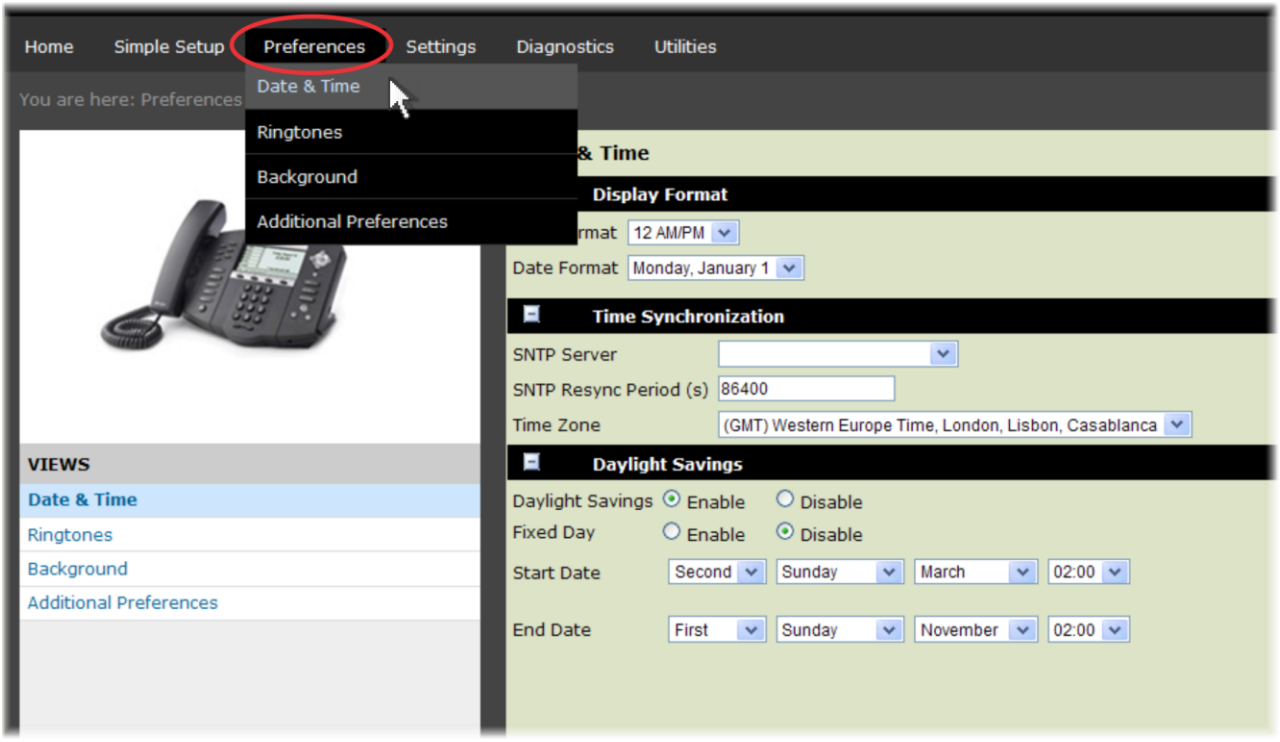
- Click **Select a file from PC/Desktop.** Then **Choose File** to display a dialog enabling you to upload a language file from your PC.
- Click **Enter URL**. Then enter the file path to a language file in the blank field underneath to upload a language file from a server. In the following illustration, the Korean language file is being uploaded. Note that the language file must be an XML file.



- **Time Synchronization** The Time Synchronization settings enable you to specify the server that the phone uses to calculate the display time and the time zone where the phone is located. You can also access these settings by choosing **Preferences** > **Date and Time**. By default the phone will use an HTTP provided SNTP address.
- **SIP Server** The SIP Server settings enable you to specify the IP address or domain name, and port number of the SIP server used by your phone for line registrations. You can also access these settings by choosing **Settings** > **SIP** and expanding the *Server 1* heading.
- **SIP Outbound Proxy** The SIP Outbound Proxy settings enable you to specify the IP address or domain name, and port number of the SIP outbound proxy server used by your phone to send all SIP requests. You can also access these settings by choosing **Settings** > **SIP** > **Server** and expanding the *Outbound Proxy* heading.
- **SIP Line Identification** The SIP Line Identification settings enable you to specify the display name, line address, authentication credentials, and line label so that you can use your phone to make calls. You can also access these settings by choosing **Settings** > **Lines**.

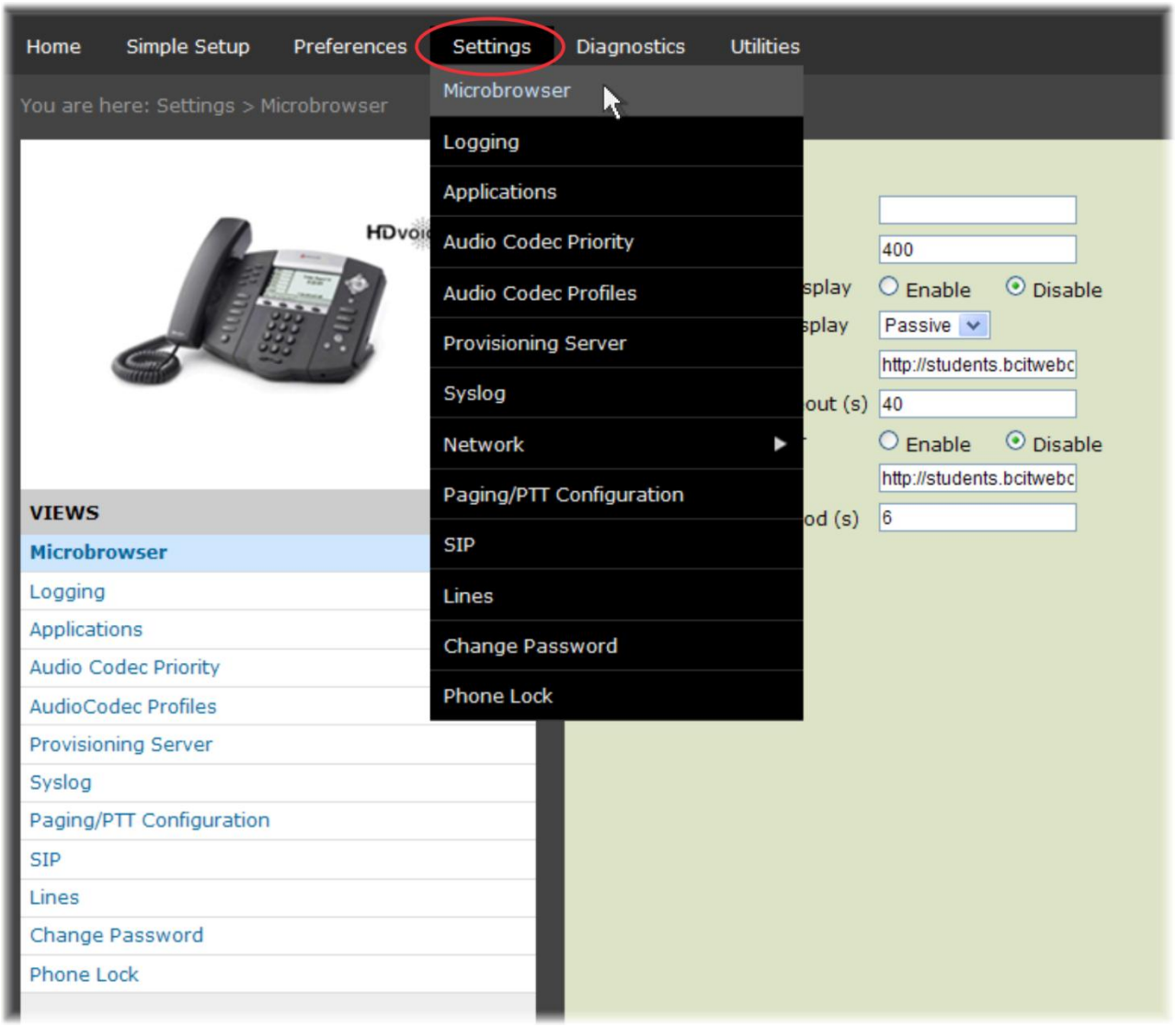
The Preferences Menu

The **Preferences** menu contains features you can set to customize your phone. Settings in this menu include your phone's date and time, language, ringtones and other audio sounds, your phone's background image, and an *Additional Preferences* submenu that varies with the phone you are using.



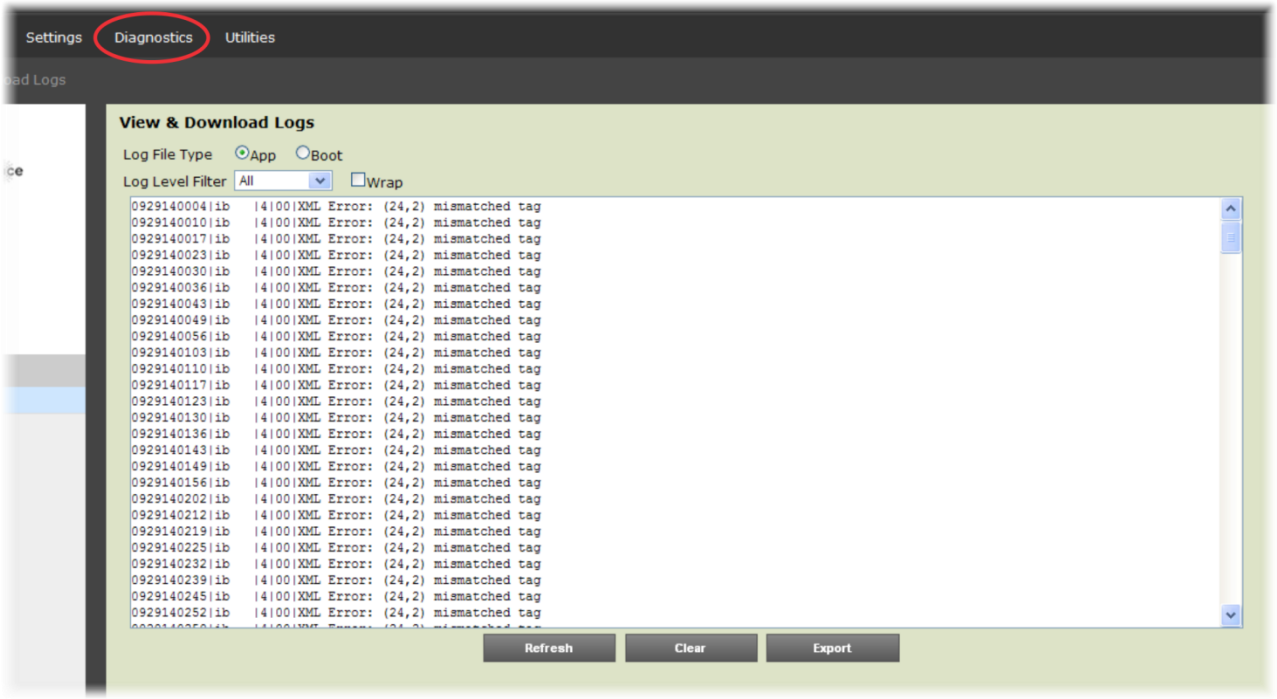
The Settings Menu

The **Settings** menu contains settings that control your phone's settings for many of the advanced phone features. Settings in this menu enable you to set provisioning information, configure features, and register lines.



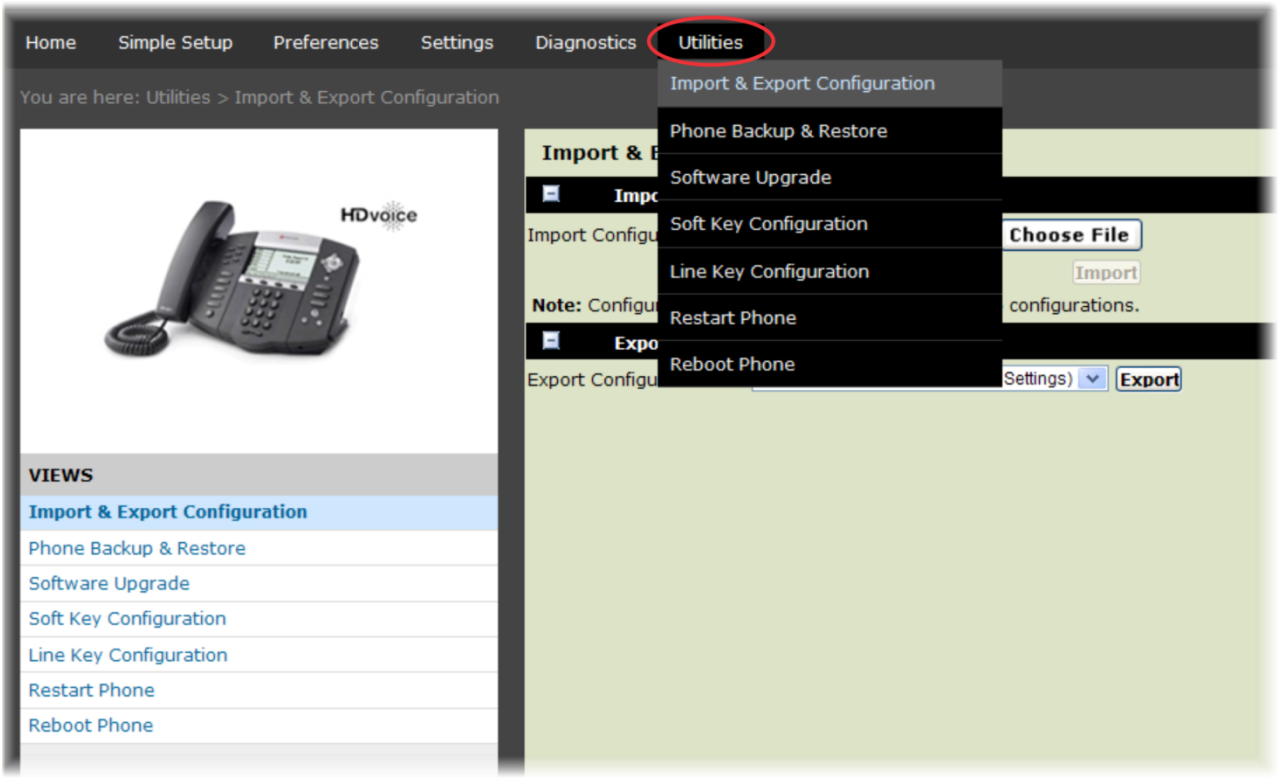
The Diagnostics Menu

The **Diagnostics** menu contains your phone's log files. You can use this menu to export logs for debugging purposes.



The Utilities Menu

The **Utilities** menu contains tools that help you manage your phone. In this menu, you can import configuration files, reset the phone to its factory settings, check for and install software upgrades, configure line and soft keys, and remotely reboot your phone.



Chapter 4: Using the Web Configuration Utility

This chapter shows you how to use the Polycom Web Configuration Utility to configure your Polycom products and set up basic phone features.

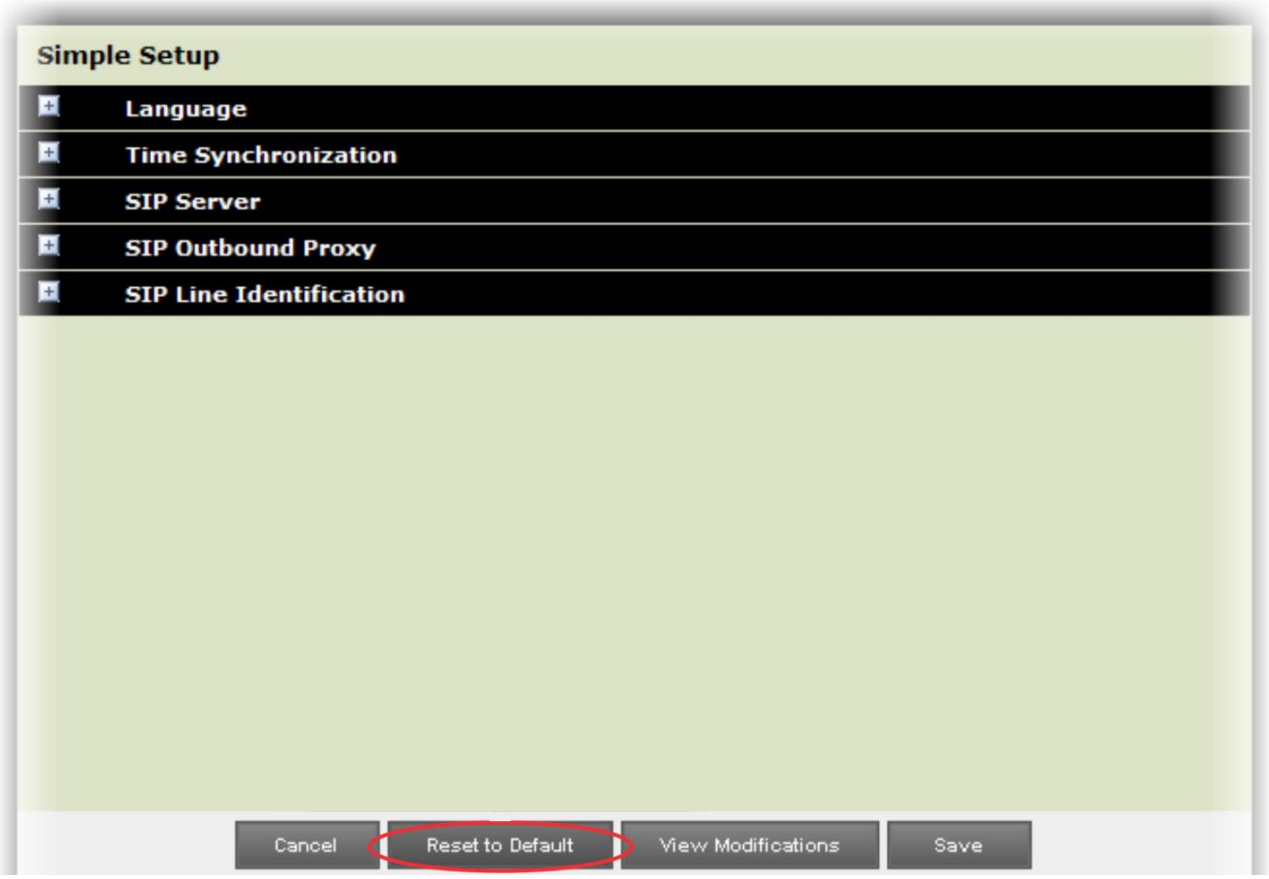
Storing Phone Settings

When you change a setting through the Web Utility, your phone modifies the corresponding configuration parameter and stores the changed parameter locally in a <*MACaddress*>-web.cfg file on your provisioning server. If the same parameter has been configured using the phone's user interface or configuration files, the phone will read settings in the following order of precedence:

4. Local phone user interface
5. Web Configuration Utility
6. Polycom CMA system
7. Configuration files
8. Default values

Resetting Phone Settings

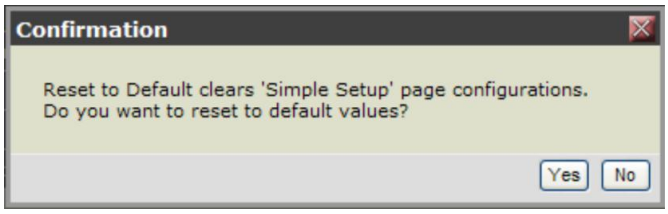
If you made changes to configurable settings and want to reset your changes back to their defaults using the Web Configuration Utility, you can use the *Reset to Default* button, shown in the following illustration. The *Reset to Default* button resets the settings stored in the <*MACaddress*>-web.cfg.



To reset to default:

1. Click the **Reset to Default** button.

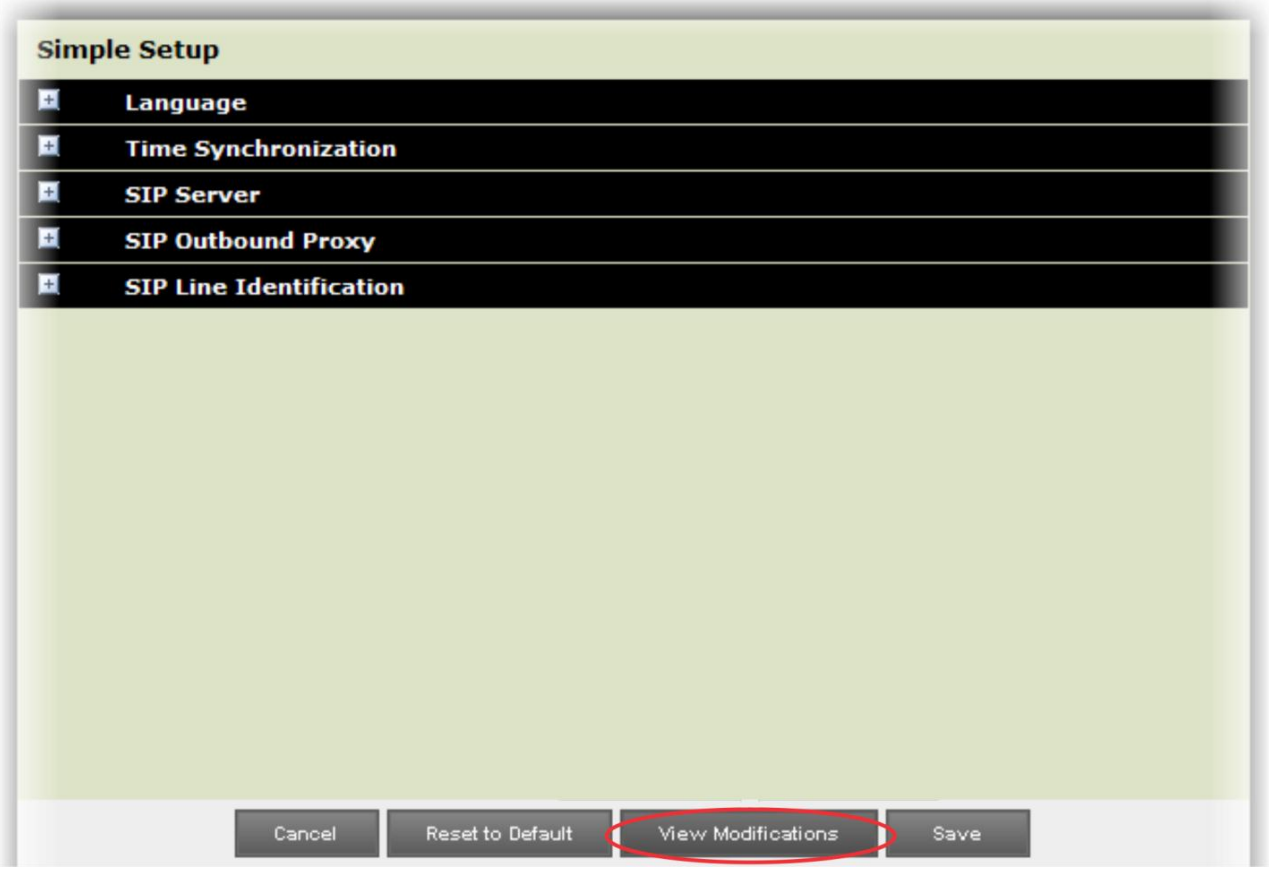
   A confirmation dialog is displayed.



2. Click **Yes** to confirm your action and update the settings, or click **No** to cancel and close the dialog.

Viewing Your Configuration Changes

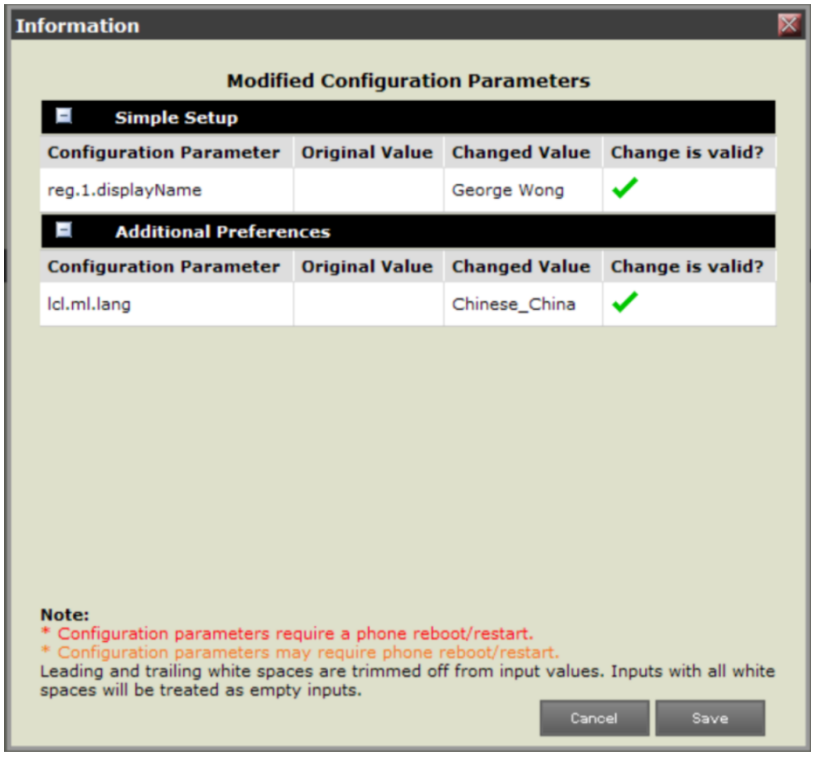
One advantage of using the Web Utility to configure phone settings is that you can view changes you want to make before you save them. Once you have made changes to your phone settings, click the **View Modifications** button shown next.



To view your configuration changes:

1. Make changes to your phone settings using the Web Utility.
2. Click the **View Modifications** button.

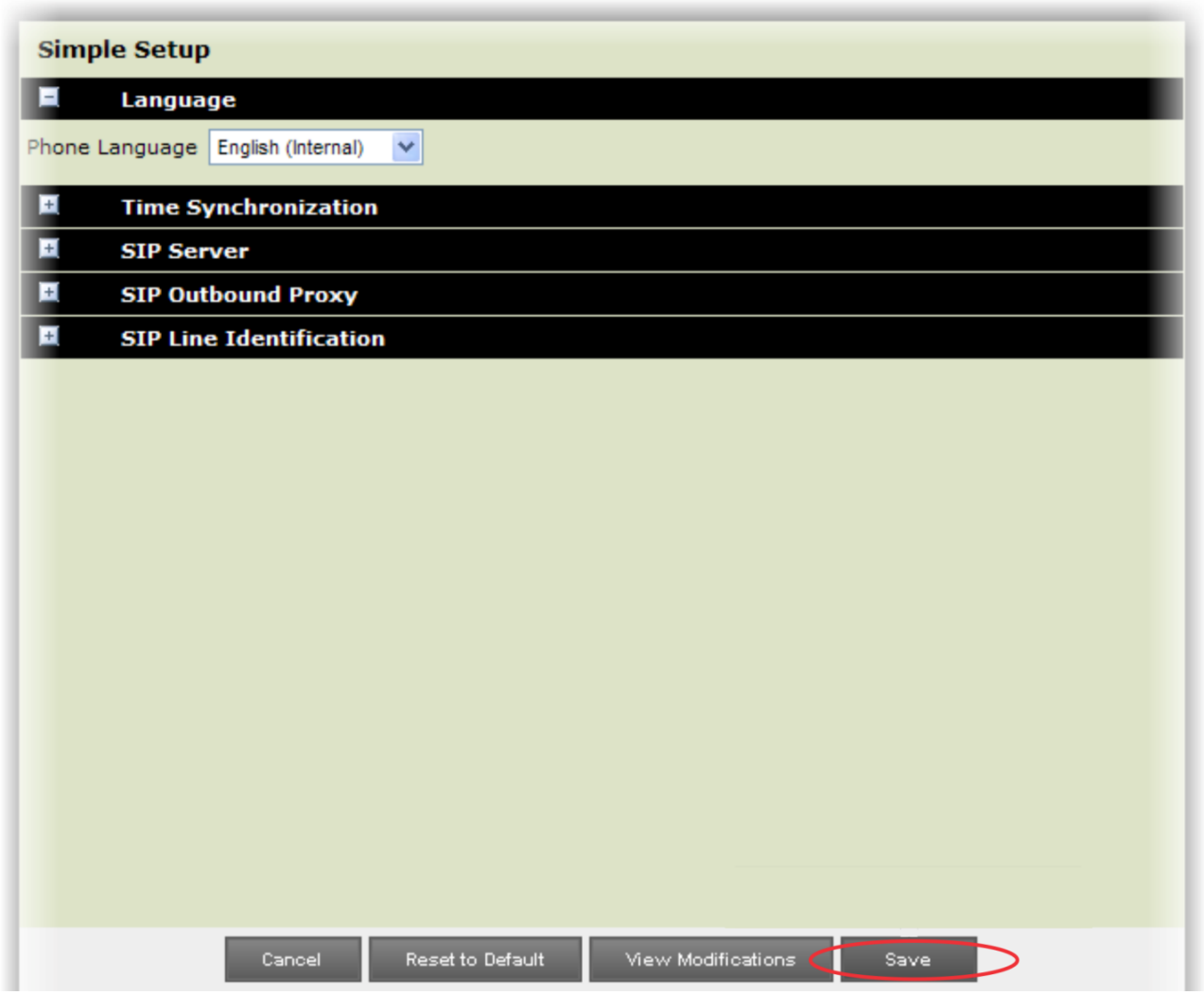
   An information dialog displays all of the settings that you changed. In the following example, the display name for registered line 1 has been changed to read George Wong, and the language used on the phone's screen has been changed to Chinese.



3 Press **Save** to save your changes or **Cancel** to keep your current settings and return to the previous menu.

Saving Your New Configuration

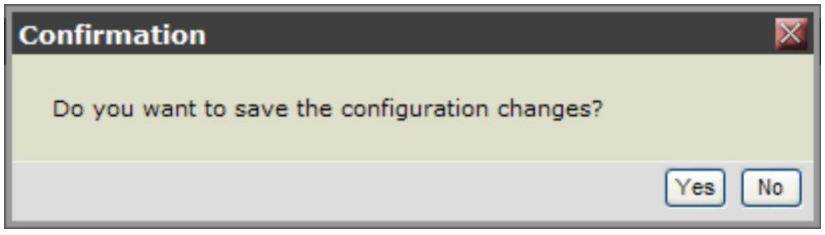
Once you have made changes to your phone's settings using the Web Utility, you will need to save them before they can be enabled on your phone. You can save your changes using the **Save** button shown next.



To save your configuration changes:

1. Make changes to your phone settings using the Web Utility.
2. Click the **Save** button to save your changes.

   A confirmation dialog displays as shown next.



3. Choose **Yes** to save your configuration changes and close the dialog, or choose **No** to keep your current phone settings and return to the previous menu.

If you press the **Save** button and have not made any changes, a dialog will display indicating that no changes have been made, as shown next.

Chapter 5: Getting Help

This chapter provides links to Polycom product and support sites. You can also find information about The Polycom Community, which provides access to discussion forums.

Recommended References

You can find all Technical Bulletins and Quick Tips on the Polycom Support Web site at http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

You can find all Polycom phone documentation on the Polycom Support Web site at http://support.polycom.com/voice/

You can find Request For Comments (RFC) documents by entering the RFC number at http://www.ietf.org/rfc.html

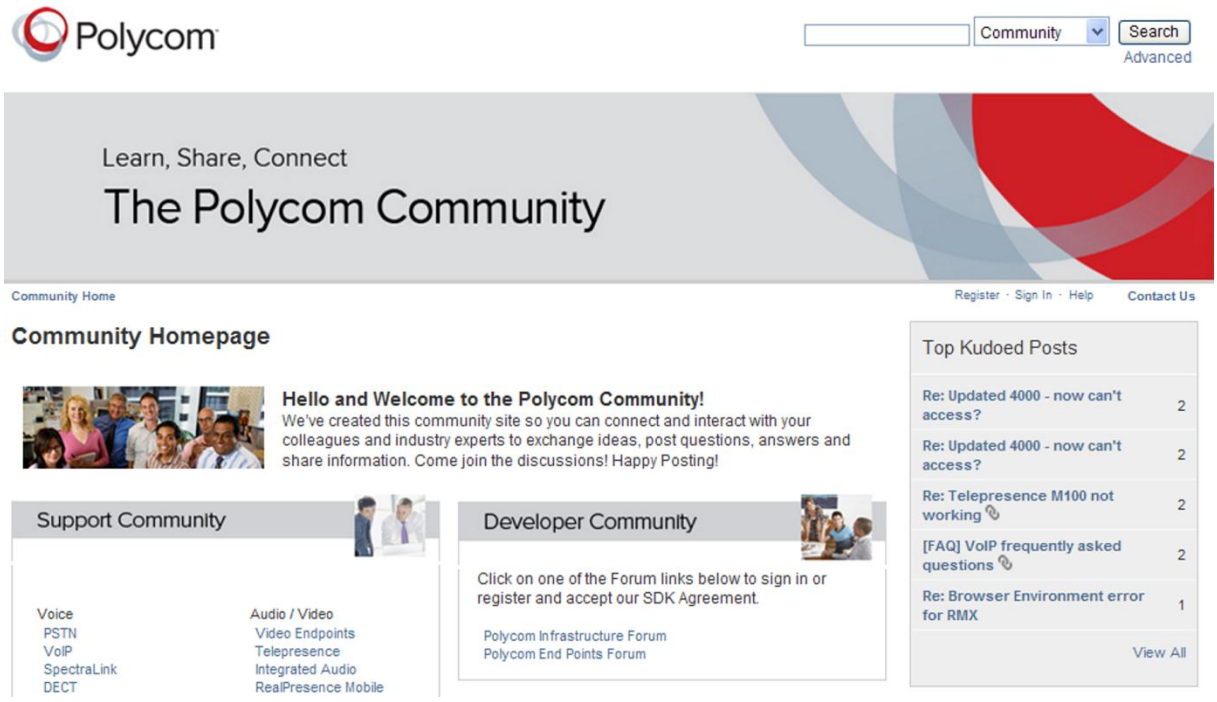
Getting Help and Support

If you are looking for help or technical support for your phones, the following types of documents are available:

- Quick Start Guides, which describe how to assemble phones
- Quick User Guides, which describe the basic phone features
- User Guides, which describe both basic and advanced phone features
- Administrators' Guide, which describe how to configure, manage, and troubleshoot phones
- Web Applications Developer's Guide, which provides guidance in the development of applications that run on your phone's web browser or microbrowser
- Feature Description and Technical Notifications—such as Technical Bulletins and Quick Tips—that describe workarounds to existing issues and provide expanded descriptions and examples
- Release Notes, which describe the new and changed features and fixed problems in the latest version of the software

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.



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