

PolyCom VVX 500



Configuring PolyCom VVX 500

1. View and record the unique MAC address of the handset which can be found at the base of the handset.



- Logon to the jingl web portal, using specific customer domain URL
<https://customer.jingl.com.au>
 Enter your User Name and Password

My Account

Remember Me

Log In
Forgot Password

Presented with Dashboard

Dashboard
Calls
Settings
Reports
Status

Dashboard

Recent Calls Overview
Calls for last 10 days

Calls per extension
Top 5 extensions for last 10 days

Average Calls per Time of Day
Calls for last 10 days

Handsets
The total number of handsets setup for the account.

7 of 100 configured (7%)

Queues
The total number of queues configured for the account.

1 of 8 configured (12.5%)

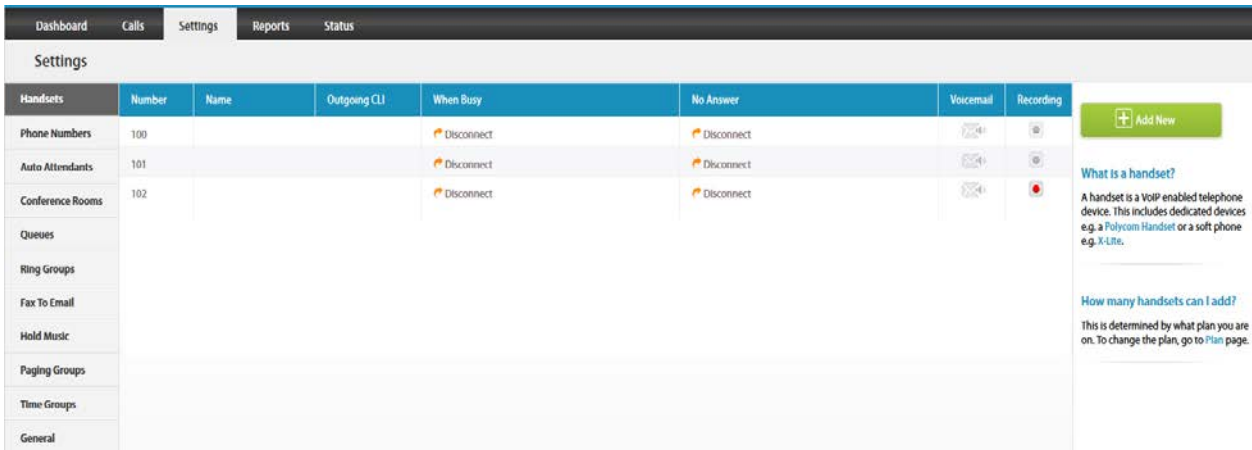
Conferences
The total number of conferences setup for the account.

1 of 5 configured (20%)

Ring groups
The total number of ring groups configured for the account.

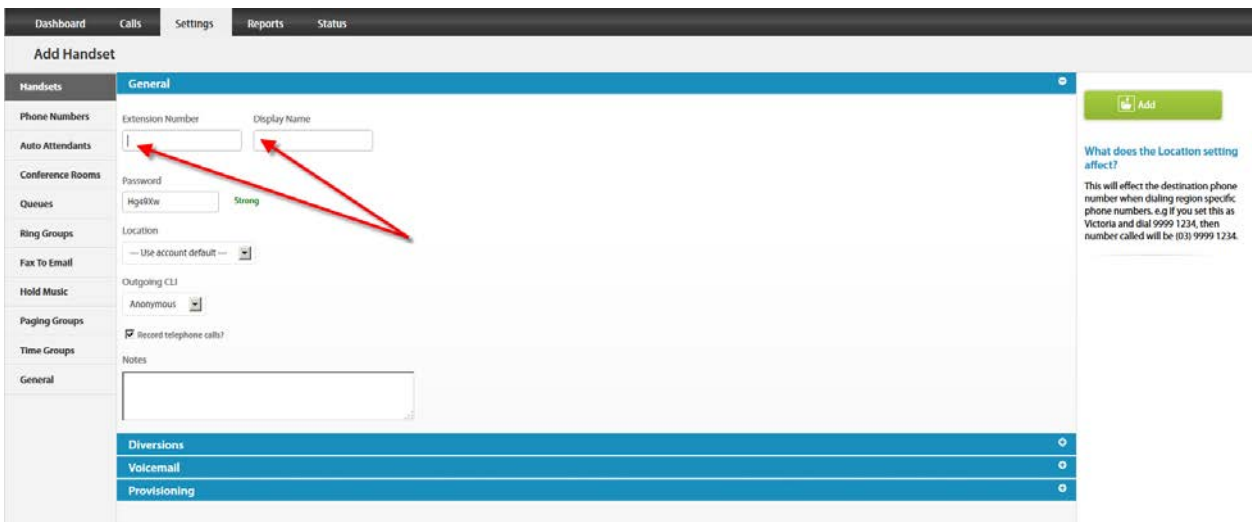
1 of 5 configured (20%)

3. Select and click the Settings / Handset menu

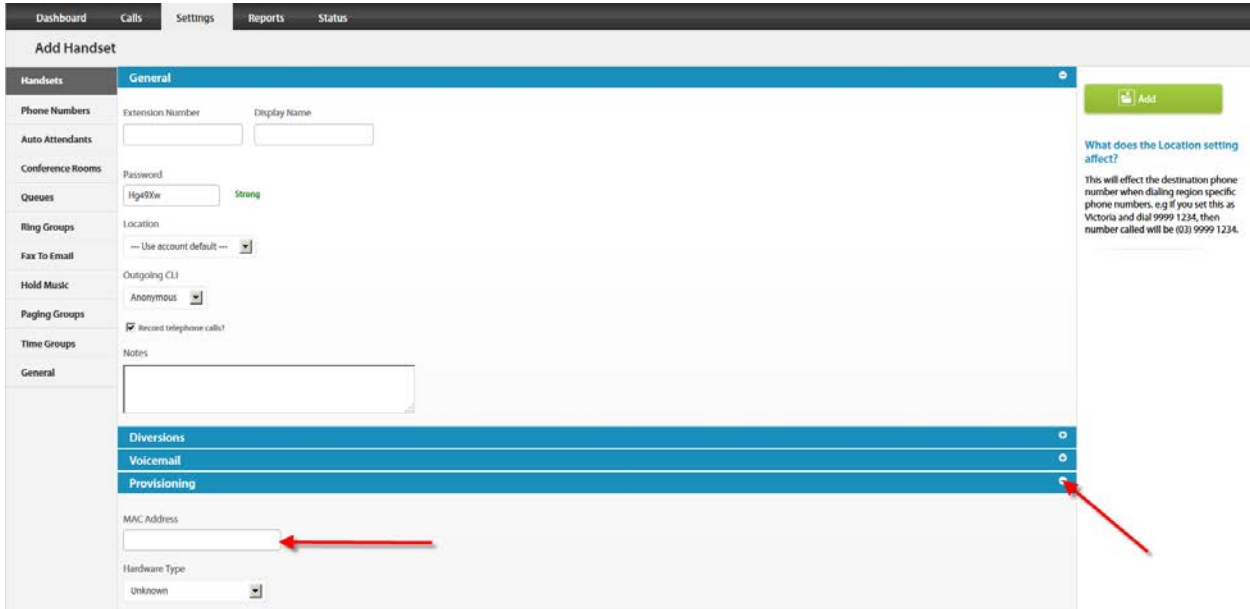


4. Click on "Add new"

In general tab, choose and enter extension number and a display name

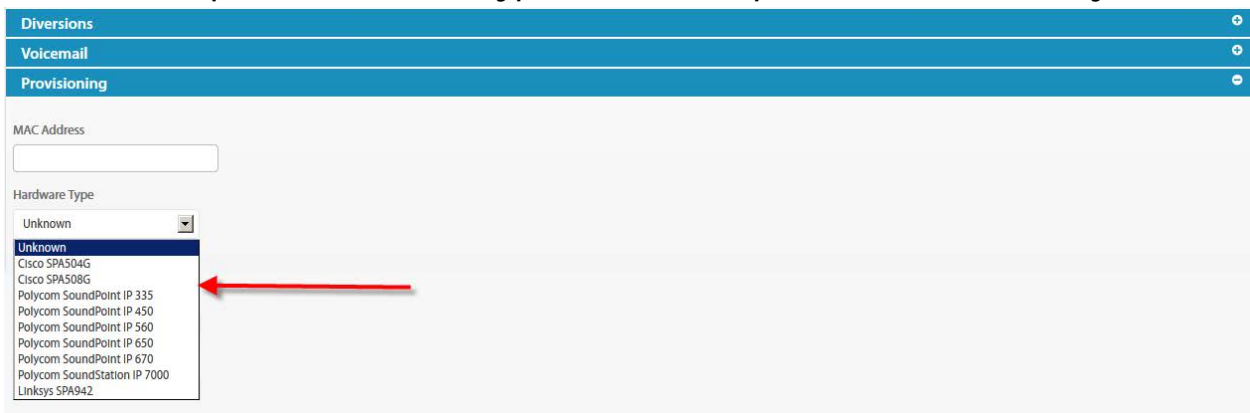


5. Select and expand Provisioning tab. Enter the MAC address of the phone



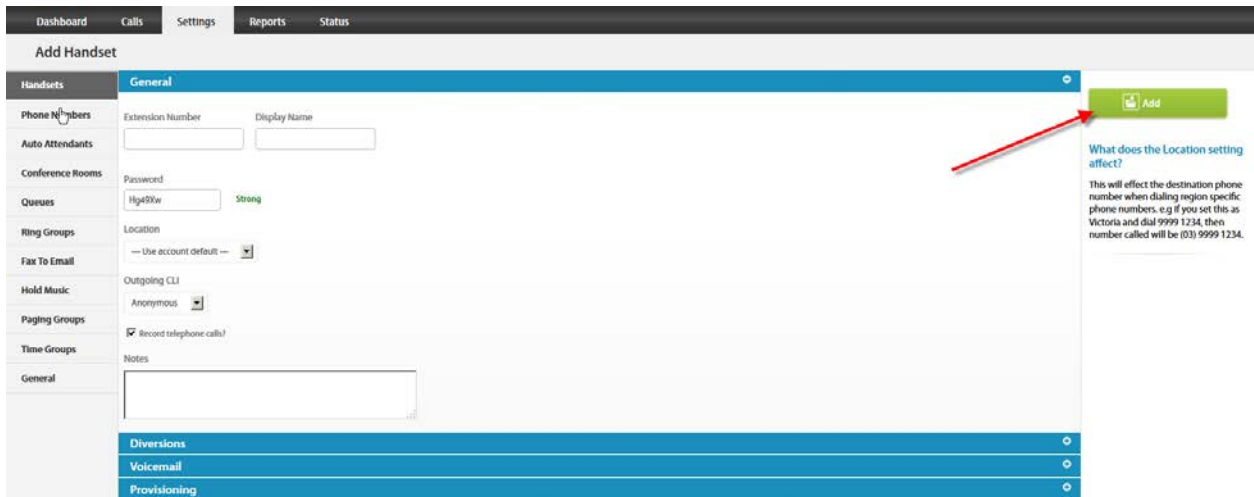
The screenshot shows the 'Add Handset' configuration page. The 'Provisioning' tab is selected and expanded. A red arrow points to the 'MAC Address' input field, and another red arrow points to the 'Provisioning' tab header.

6. Select and expand Hardware Type. Select the phone model as "Polycom VVX 500"



The screenshot shows the 'Provisioning' configuration page. The 'Hardware Type' dropdown menu is expanded, showing a list of phone models. A red arrow points to the 'Polycom SoundPoint IP 500' option.

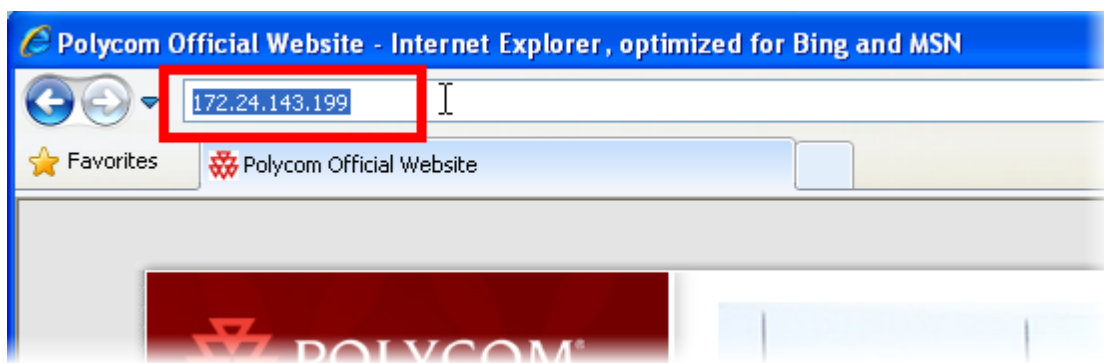
Click Add to finish your extension configuration.



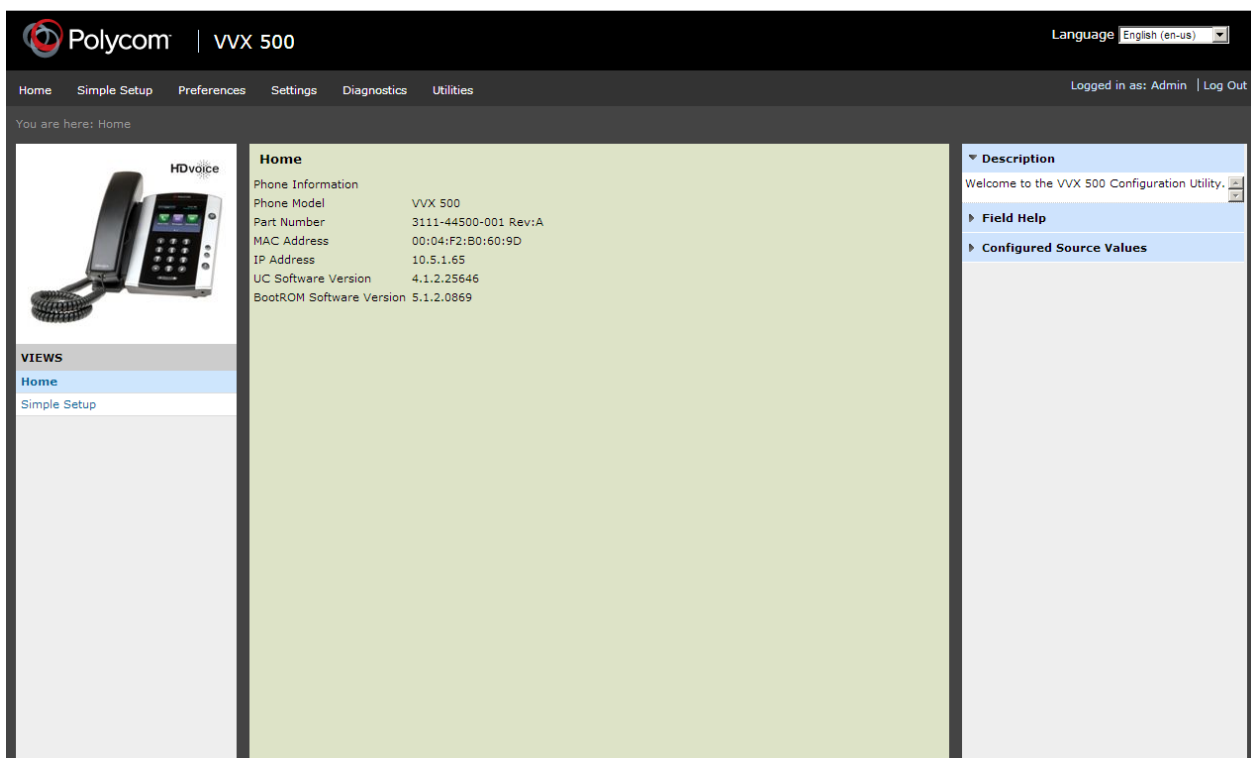
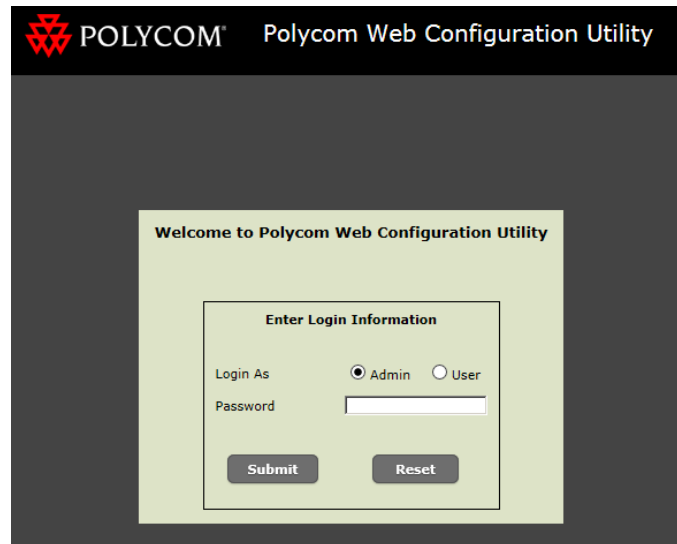
7. Connect your phone on the network with a DHCP server, and find out phone's IP address.

On handset press Home > Settings > Status > Network > TCP/IP Parameters.

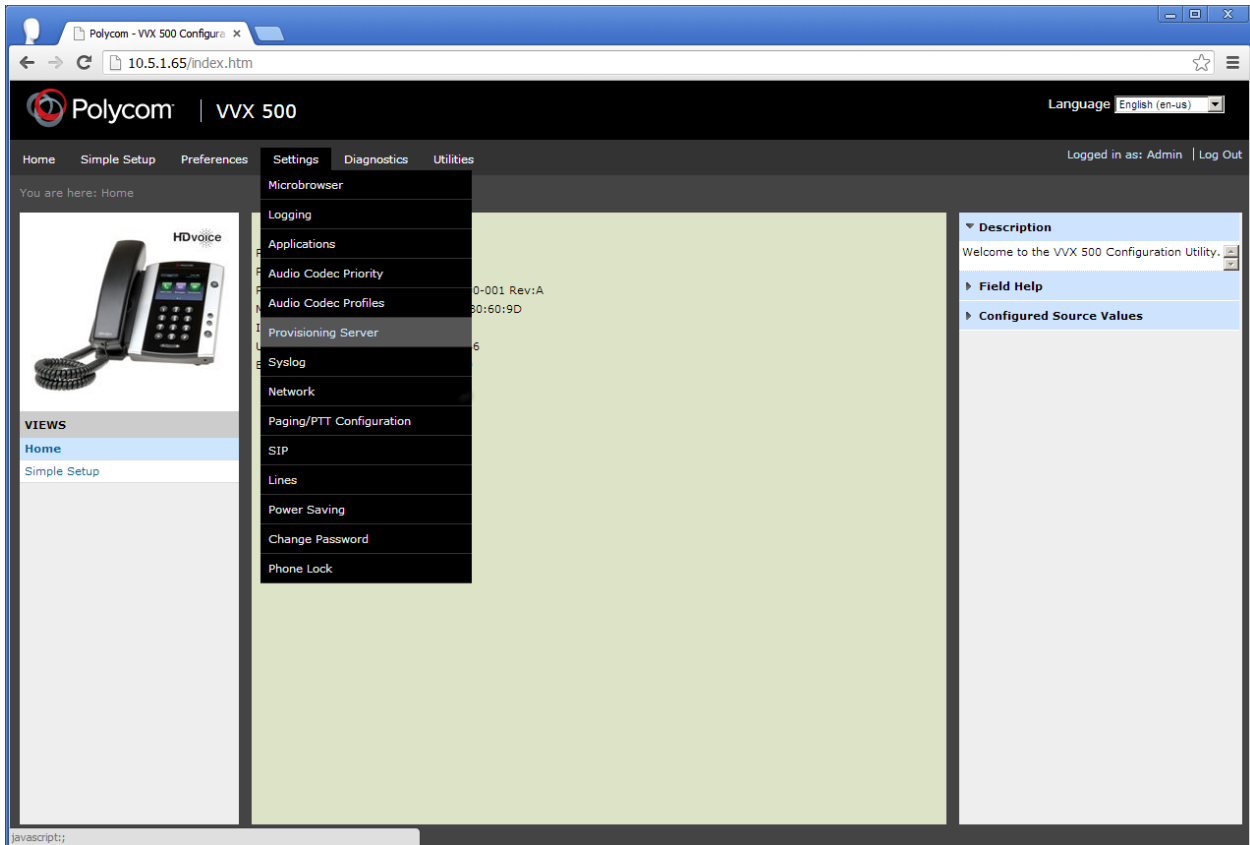
8. Use a compatible browser to browse the phone web menu using phones IP address



9. Login to the web interface with admin user (default password is 456)



10. Browse to settings → Provisioning Server



11. Select “HTTP” as Server Type

Enter “tftp.jingl.com.au” as Server Address

No Server User and Server Password required

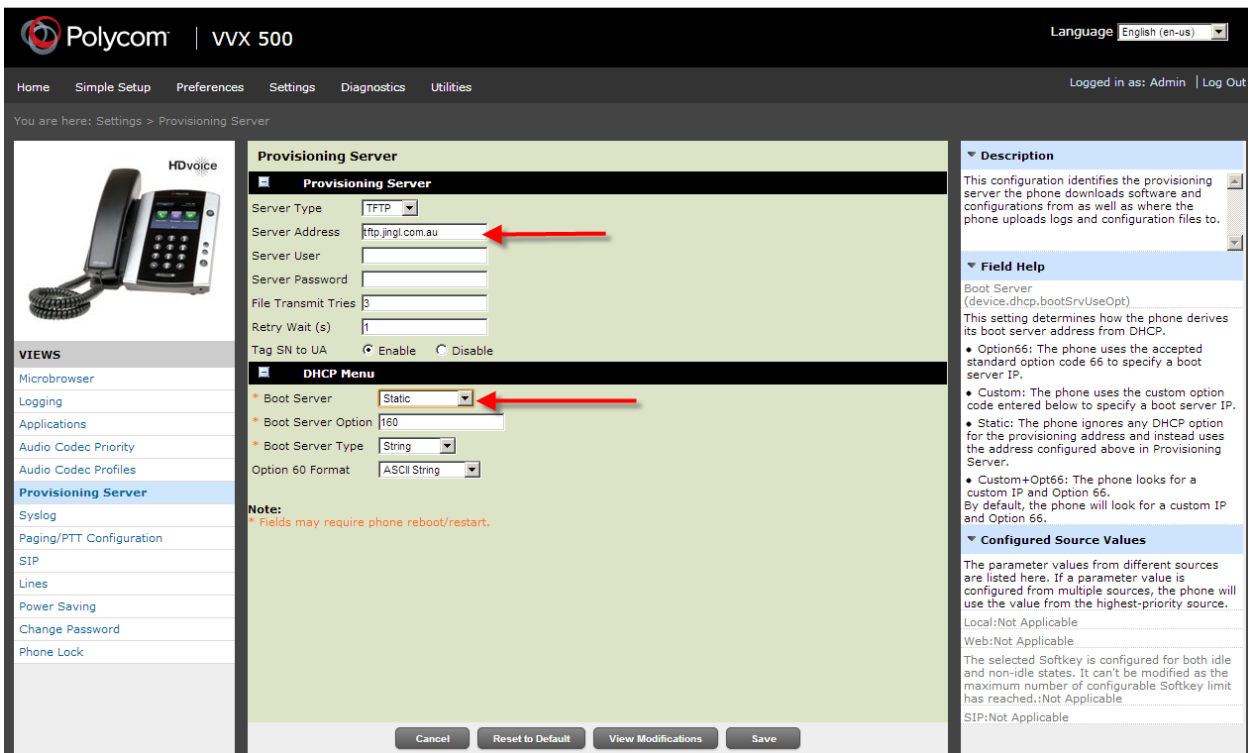
Expand DHCP Menu

Ensure Boot Server is set to “Static”

Ensure Boot Server Option is set to “160”

Ensure Boot Server Type is set to “String”

Ensure Option 60 Format is set to “ASCII String”



The screenshot shows the Polycom VVX 500 provisioning server configuration interface. The 'Provisioning Server' section has 'Server Type' set to TFTP and 'Server Address' set to tftp.jingl.com.au. The 'DHCP Menu' section has 'Boot Server' set to Static, 'Boot Server Option' set to 160, 'Boot Server Type' set to String, and 'Option 60 Format' set to ASCII String. A 'Save' button is located at the bottom of the configuration area.

Click on the save button

12. Restart the phone for the new settings to take place, the phone will download and configure all settings from the provisioning server as well as any necessary firmware files.

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