

Technical Bulletin 45460

Using Quick Setup with SoundPoint® IP, SoundStation® IP, and Polycom® VVX™ 1500 Phones



This technical bulletin provides detailed information for system administrators and users on how to easily set up the SoundPoint IP and SoundStation IP phones.

This information applies to SoundPoint IP and SoundStation IP phones running SIP application version 3.1.2 or later. This information applies to the Polycom VVX 1500 phones running SIP application version 3.1.2RevB or later. This information applies to SoundPoint IP 321/331 phones running SIP 3.1.2RevC or later. This information applies to SoundPoint IP 335 phones running SIP application version 3.2.1RevB or later.

Introduction

In the SIP 3.1.2 release, a Quick Setup feature has been added to simplify the process of entering the provisioning (boot) server parameters from the phone's user interface. This feature is designed to make it easier for on-site, "out of the box" provisioning of SoundPoint IP and SoundStation IP phones.

When enabled, this feature will present a **QSetup** soft key to the user. When the user presses the **QSetup** soft key, a new menu will immediately appear that allows them to configure the necessary parameters for the phone to access the provisioning server for configuration. The **QSetup** soft key may be disabled using a configuration file setting such that it does not appear after it has been successfully configured.

The Quick Setup feature is supported on all new SoundPoint IP 320/321/330/331/335, 430, 450, 550, 560, 650, and 670 desktop phones, and SoundStation IP 6000 and 7000 conference phones and Polycom VVX 1500 phones.

System administrators can enable the Quick Setup feature through the use of a new parameter in **sip.cfg** configuration file (or through the phone's menu).

The topics in this technical bulletin include:

- [What Administrators Need to Know](#)
- [What Users and Installers Need to Know](#)

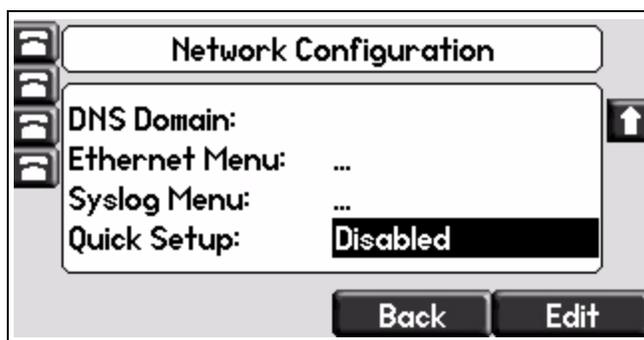
What Administrators Need to Know

The availability of the Quick Setup feature is administrator controlled, either using configuration files or from the phone's Advanced Settings menu. The default configuration setting for this parameter is disabled such that phones upgraded to SIP 3.1.2 will not automatically enable this feature.

Polycom intends to enable this feature as a “factory default” in future. This change will be communicated to Polycom partners and customers in advance by technical bulletin.

The Quick Setup feature can be enabled in two ways:

- By adding `<prov.quickSetup.enabled="1" />` to a configuration file. In this case, however, a reboot would be required to make the soft key appear on the phone. Refer to [Enable Quick Setup Through the Configuration Files](#) on page 4.
- At the phone, from the Network Configuration menu (shown below). Refer to [Enable Quick Setup Through the Phone](#) on this page.



Enable Quick Setup Through the Phone

To enable the quick setup feature:

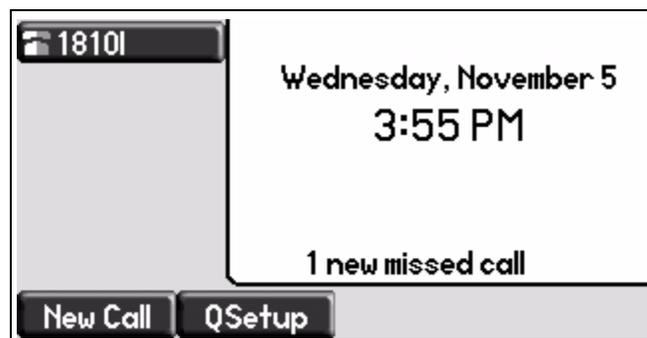
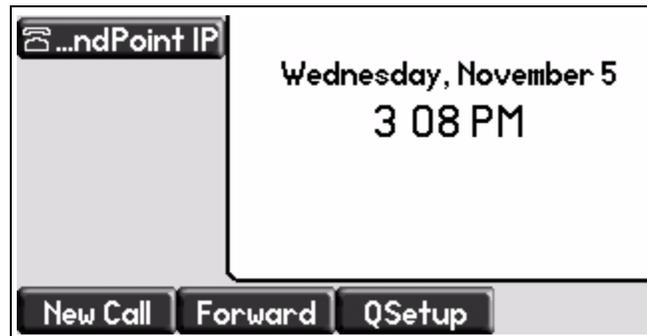
1. Press the **Menu** key, and then selecting **Settings > Advanced > Admin Settings > Network Configuration**.

When prompted, enter the administrative password. The default is **456**.

2. Using the arrow keys, scroll to select **Quick Setup**.
3. Press the **Edit** soft key.
4. Using the arrow keys, select **Enabled**.
5. Press the **OK** soft key.

6. Press the **Menu** key to return to the idle display.

The **QSetup** soft key appears. The location of the QSetup soft key is dependent on which features are enabled and whether or not your phone is currently registered. This feature is normally used when the phone is unregistered, but it can be used at other times.



Note

If you make this configuration change through the menu and the provisioning server was available when the user provisioned their phone, this setting takes precedence over the `prov.quickSetup.enabled` setting in a configuration file. It will be necessary to remove this parameter from the user's phone overrides file [MACADDRESS]-phone.cfg if you want to use the configuration file parameter to disable the feature.

If you make this configuration change through the menu, and then the provisioning server was unavailable when the user tried to provision their phone, you will need to do the following:

- Create an empty overrides file for that user's phone.
- Reboot the phone.

For more information on creating override files, refer to the latest *SIP Administrator's Guide* at <http://www.polycom.com/voicedocumentation/>.

Enable Quick Setup Through the Configuration Files

Add the `prov.quickSetup.enabled` parameter to a configuration file and set the value to 1.



Polycom recommends that you create another configuration file with your organization's modifications. If you must change any Polycom templates, back them up first.

For more information, refer to the "Configuration File Management on SoundPoint IP Phones" whitepaper at http://www.polycom.com/common/documents/whitepapers/configuration_file_management_on_soundpoint_ip_phones.pdf.

The new configuration attribute in `sip.cfg` is defined as follows:

Attribute	Permitted Values	Default	Interpretation
<code>prov.quickSetup.enabled</code>	0, 1	0	If set to 1, the quick setup feature is enabled. If set to 0 or Null, the quick setup feature is disabled.

Reboot the phone to get the updated configuration files. The **QSetup** soft key appears on the idle display.

What Users and Installers Need to Know

The Quick Setup feature provides an easy and straightforward way to set up your phone with a provisioning server.

This section provides information on:

- What you need to set up your phone. Refer to [Before You Begin](#) on this page.
- How to set up your phone. Refer to [Setting up Your Phone](#) on page 5.
- How to enter data on the phone. Refer to [Data Entry Examples](#) on page 8.

Before You Begin

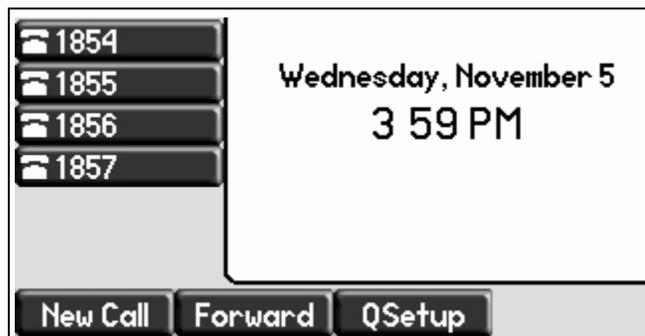
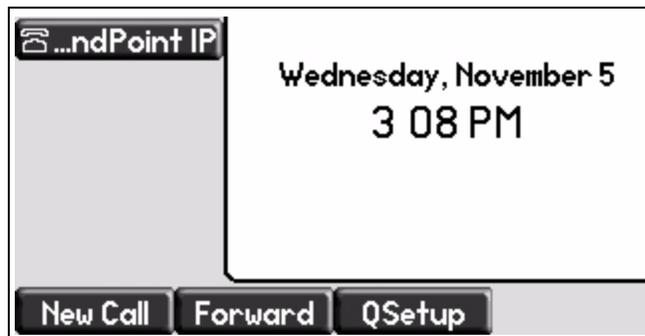
Before you make any changes to your phone, you need the following information from your system administrator:

- Provisioning server username and password (optional)
- Provisioning server address (IP address or fully qualified domain name)

- Provisioning server option (optional)
- Provisioning server type (optional)

Setting up Your Phone

With your phone connected to a network and power supplied (either through PoE or a power supply unit), you can set up your phone. The idle screen on your phone should be similar to one of the following:



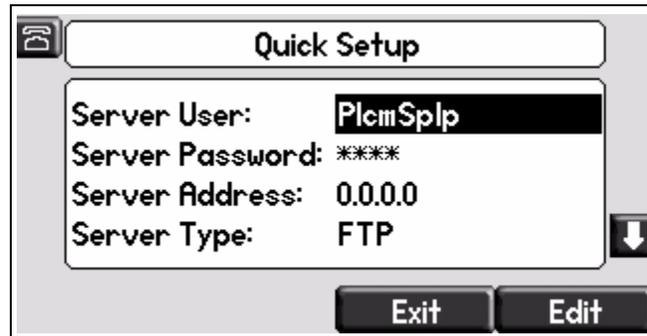
On a SoundPoint IP 320/321/330/331/335, the idle screen should be similar to the one shown below:



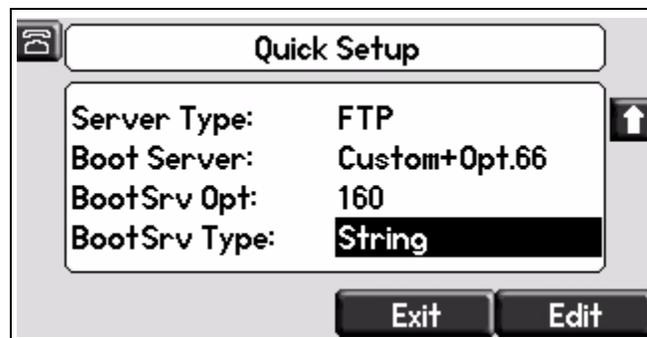
To set up your phone:

1. Press the **QSetup** soft key.

The Quick Setup screen appears. This example screen shows the factory default values. The values on your phone may be different due to a prior configuration.



This is a continuation of the QSetup screen.



2. Using the arrow keys, select each field that needs to be changed, press the **Edit** soft key, and enter the information provided by your system administrator.

Press the **Ok** soft key to save each changed value.

Note

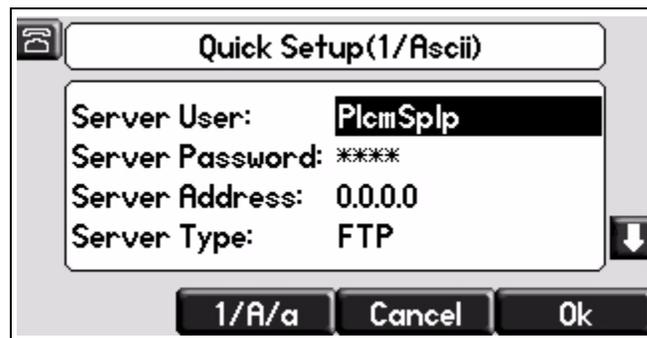
To edit fields on the SoundPoint IP 320/321/330/331/335 phone, press the **Select** key (checkmark) to select the field, and then press the **Edit** soft key.

Typically, you will be required to enter the Server Address, Server User, and Server Password only.



To simplify data entry of the username and password on the QSetup screen, Polycom recommends the use of numeric values. For more information, contact your system administrator.

The default data entry mode is set to Numeric(1) for the Server User and Server Password fields and lower case alphabetic (a) for the Server Address field. If the data entry requires changing of text type from numeric to lower or upper case text, the **1/A/a** soft key may be used (shown below).



On the SoundPoint IP 320/321/330/331/335 phone, change the text type by pressing the # key.

For detailed instructions on entering your username and password, refer to [Entering the Server User and Password](#) on page 9.

For detailed instructions on entering the Server Address, refer to [Entering the Server Address](#) on page 10.

Note

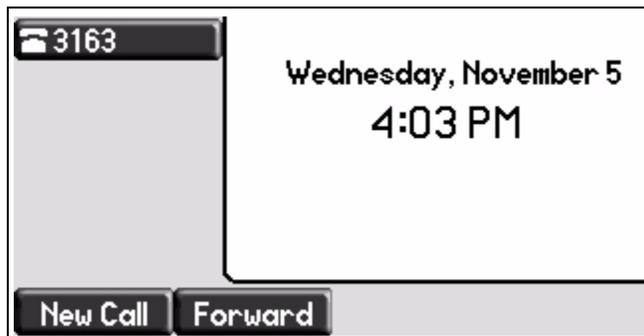
The server address, server type, and server option fields are interdependent. For example, entering <http://provisioning.company.com> as the server address will cause an override of the selection of **ftp** as the server type. For more information, contact your system administrator.

Administrators: Refer to the latest *SIP Administrator's Guide* at <http://www.polycom.com/voicedocumentation/>.

3. Press the **Exit** soft key.

- Using the arrow keys, select **Save Config**, and then press the **Select** soft key.

Your phone reboots. Once complete, an idle screen similar to the one shown below appears.



You can now place or answer calls on your phone.

Note

This example assumes that the system administrator disables the **QSetup** soft key from the configuration file when the phone has been provisioned successfully. If desired, the **QSetup** soft key can be left enabled.

Data Entry Examples

The phone supports three keypad mapping formats: 1(numeric), A(upper case letters), and a (lower case letters). For most SoundPoint IP and SoundStation IP phones, you use the **1/A/a** soft key to toggle between these modes. On the SoundPoint IP 320/321/330/331/335 phone, you change the text type by pressing the # key. The current text entry mode is displayed in the phone's status bar at the top of the screen.

Entry of the server user, password, and address may require the use of special characters. These are selected using one of three keys: 1,*,# when in 1/A/a modes. For most SoundPoint IP and SoundStation IP phones, these map as follows:

- In lower case and upper case modes (a or A), a key multi-tap is used to enter multiple symbols from a single key. On subsequent taps:
 - 1 maps to !, |, ', and ^
 - * maps to ., *, -, &, %, +, ;, and \
 - # maps to @, :, /, ~, _ ?, and =
- In numeric mode (1):
 - * maps to .
 - # maps to ;

For the SoundPoint IP 320/321/330/331/335 phone, these map as follows:

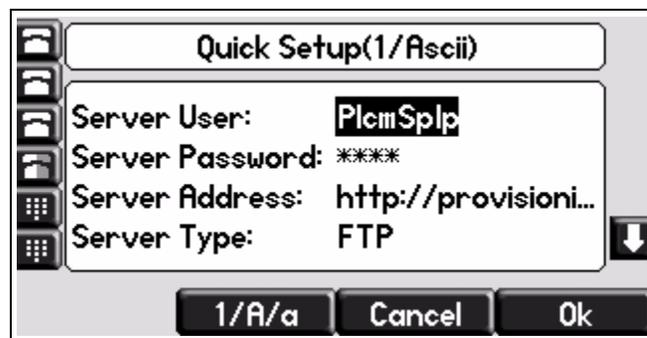
- In lower case and upper case modes (a or A), on subsequent taps:
 - 1 maps to !, |, ', ^, \, @, :, and 1
 - * maps to ., *, #, -, &, %, +, and ;
- In numeric mode (1), * maps to * and #.

Entering the Server User and Password

The default for data entry of the server address field is numeric (1) mode.

For example, to enter 1234 as the server user and password:

1. With the **Server User** field selected, press the **Edit** soft key.



2. Press the **Backspace** key to delete the old value.
3. Using the keypad keys, enter 5551234567.



4. Press the **Ok** soft key.
5. Scroll to the **Server Password** field, and then press the **Edit** soft key.

- Using the keypad keys, enter 1234.



- Press the Ok soft key.



The password is now hidden.

Entering the Server Address

The default for data entry of the server address field is lower case (a) mode.

For example, to enter <http://provisioning.company.com> as the server address:

- Scroll to the Server Address field, and then press the Edit soft key.



- Multi-tap the keys as follows to enter <http://>:
 - For **h**, tap **4** twice.
 - For **t**, tap **8** once.

- For **t**, tap **8** once.
- For **p**, tap **7** once.
- For **;**, tap **#** twice.
- For **/**, tap **#** three times.
- For **/**, tap **#** three times.



Continue tapping the keypad keys to enter the remainder of the server address. (For **.**, tap **#** once.)

3. Press the **Ok** soft key.

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