managedIP Hosted

Polycom Telephone Set-Up Guide

Table of Contents

managedIP Hosted

Polycom Telephone Set-Up Guide

PHONE CONNECTIONS

TO SET UP THE PHONE CONNECTION:
1. All connections and cabling to the phone are done with the ports located on the back of the phone (see diagram #1).
2. Connect the phone cord to the handset port.
3. Connect the other end into the handset.
4. Connect AC Power Supply to the AC port (labeled 48V).
5. Connect the other end to the wall jack.

> ✓ **NOTE:** An AC Power supply has been included with your phone if your LAN switch does not provide Power over Ethernet (PoE).

6. Connect the Ethernet cable (provided) into the LAN port on the phone.
7. Connect the other end into the LAN port on the modem/router (see diagram #2), or your existing phone port.
8. If applicable, connect a second Ethernet cable (not provided) into the PC port on the phone.
9. Connect the other end into your PC.

> ✓ **NOTE:** This is not required if you are using a Wireless/WiFi connection for your computer.

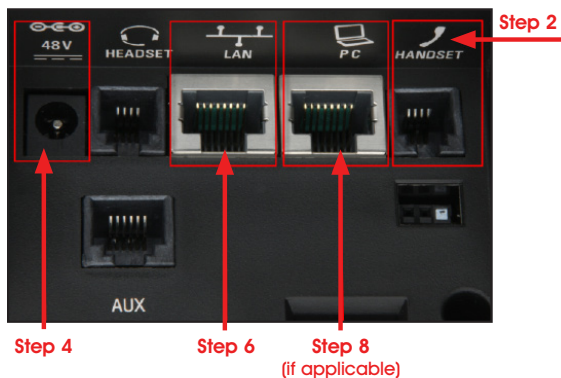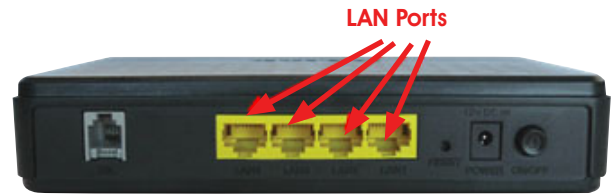**Diagram #1 - Back of Polycom Phone**

Step 2

Step 4   Step 6   Step 8
(if applicable)

Diagram #2 - Back of Modem/Router
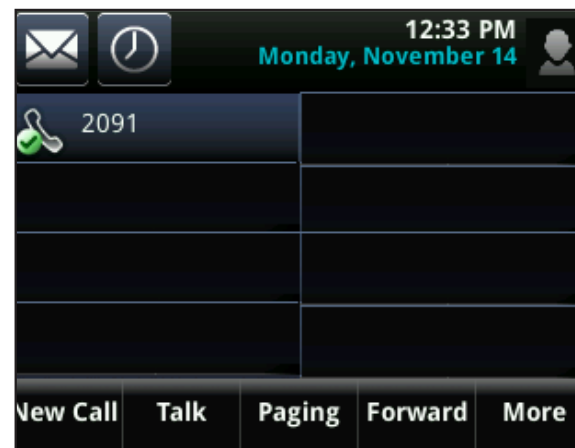
LAN Ports

> ✓ **NOTE:** The phone must be plugged directly into the Broadband Modem/Router or LAN Switch (Wireless is not supported).

CONFIGURATION OF THE PHONE

As the phone is powering up, the initial installation may require the device to upgrade firmware. Upon completion, the phone will default to the Line view as shown in diagram #3:

Diagram #3 - Line View on Phone

> ✓ **NOTE:** The Polycom phone initialization process takes approximately 10-15 minutes to complete. This may vary depending on the speed of your network connection.

managedIP Hosted

Polycom Telephone Set-Up Guide

TROUBLESHOOTING

- Verify power to the broadband modem/router and phones.
- Verify Internet service is working. It may be necessary to power cycle your Internet modem/router to re-establish a connection.
- Verify that all Ethernet cables are securely connected to the appropriate ports.
- Your Local Area Network configuration may prevent the phone from working. For the remote teleworker feature to function properly:
  - **Ensure Port 5060 is open:** Contact your ISP to determine if they are blocking traffic on Port 5060 as this must be open.
  - **Disable SP ALG Configuration:** Check the router's SIP ALG configuration at your home or branch office as this must be disabled (the default setting is typically enabled).
- Consult with your IT resource and/or phone Administrator to resolve any Local Area Network issue.
- If you do not have the correct date and time on your phone and/or ⚠ symbol appears on the phone, the phone is not registered. If you are unable to resolve the issue, contact TDS Customer Repair for assistance at 888-850-5915.

ADDITIONAL SUPPORT

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources