

# managedIP Hosted

## Poly Telephone Set-Up Guide

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### PHONE CONNECTIONS

#### TO SET UP THE PHONE CONNECTION USING ETHERNET

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 Poly Phone

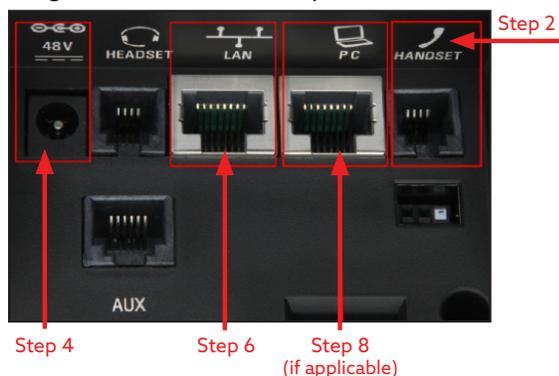
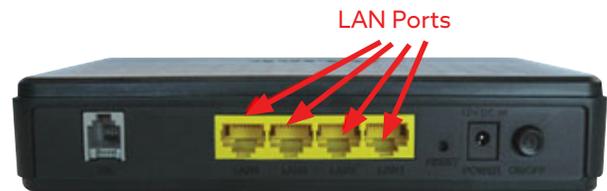


Diagram #2 - Back of Modem/Router



✔ **NOTE:** The phone must be plugged directly into the Broadband Modem/Router or LAN Switch.

#### TO SET UP THE PHONE CONNECTION USING WI-FI

✔ **NOTE:** Wi-Fi is only supported on Poly Edge E350 & E450 models.

You must enable Wi-Fi before connecting to a Wi-Fi network.

1. Do one of the following:
  - Go to Menu > Wi-Fi.
  - Go to Menu > Settings > > Basic > Wi-Fi Menu.
2. Press the **Select** key to enable Wi-Fi, and then press **Save**.
3. Press **Reboot**. After the phone reboots, it can connect to a wireless network

Connect to a Wireless Network After you enable Wi-Fi on your phone, connect to a wireless network.

1. Do one of the following:
  - Press the **Scan** softkey to scan for available networks and select one to enter information as required by the network's security settings.

✔ **NOTE:** For a WPA2-Enterprise network, select the correct authentication mode.

- Press the **Other** softkey to manually enter network settings, including SSID, security type, and password.

2. Select Connect.

✔ **NOTE:** When using Wi-Fi an Ethernet connection is not required and the PC port on the back of the phone will be disabled. AC power is still required.

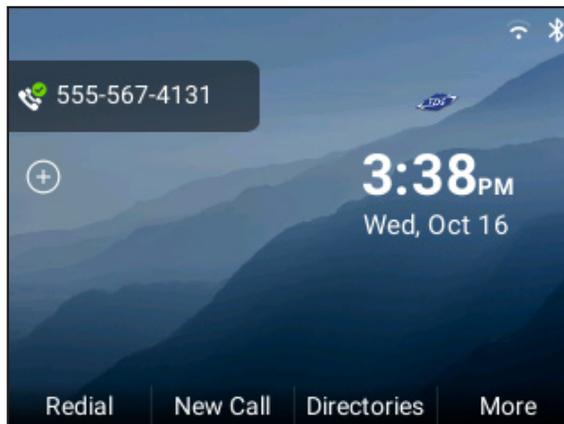
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### CONFIGURATION OF THE PHONE

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 Poly phone initialization process takes approximately 10-15 minutes to complete. This may vary depending on the speed of your network connection.

### 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](http://support.tdsmanagedip.com/hosted) for additional resources