

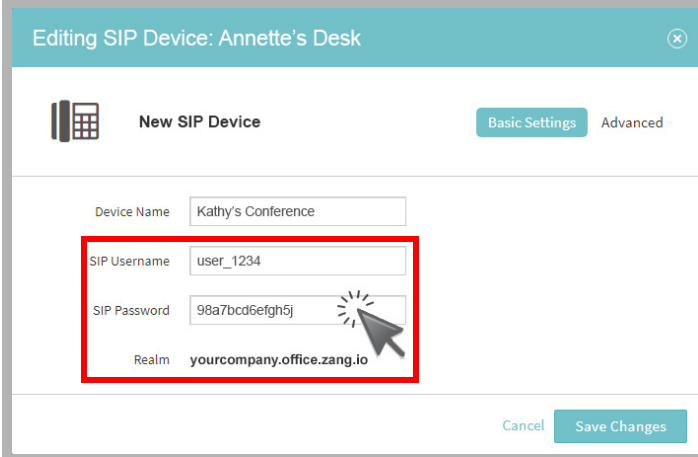
How to Configure your Polycom VVX 411 Phone

BRIEFING

Zang Office supports the Polycom VVX 411 desktop telephone. Before it can be used with Zang Office, the phone must be connected and configured for the Cloud.

Before you begin, you need to know (from your administrator):

- Your company's Zang Office realm.
- Your SIP Username.
- Your SIP Password.



Editing SIP Device: Annette's Desk

New SIP Device Basic Settings Advanced

Device Name

SIP Username

SIP Password

Realm **yourcompany.office.zang.io**

Cancel Save Changes


CONNECTIONS

Assemble the telephone and connect it to your network using an Ethernet cable.

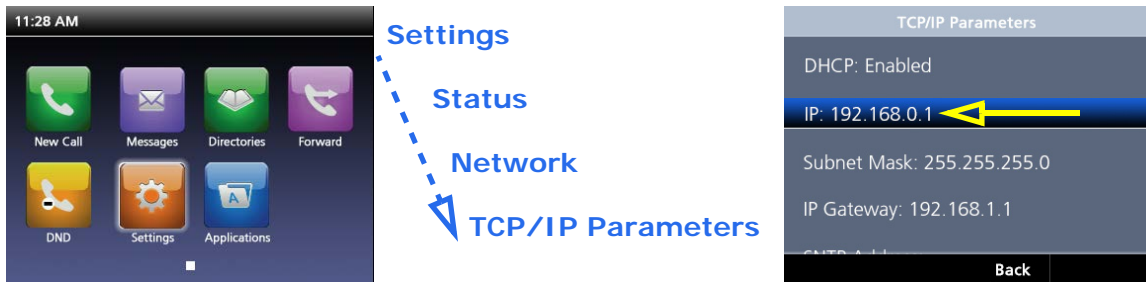


CONFIGURATION

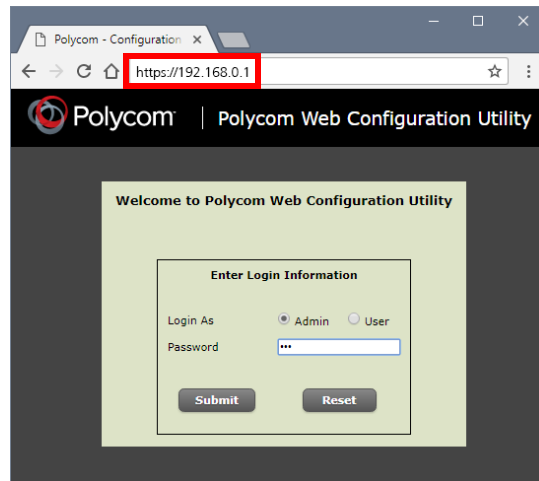
The telephone must be configured to find and login to the Zang Office Cloud server.

1. On the phone, record the IP Address. Push the **Home**  button.

Using the **Navigation** button , select **Settings > Status > Network > TCP/IP Parameters**. Record the value for **IP**.



2. On your computer, open a web browser and enter **https://** followed by the IP Address of the telephone in the address line (e.g. **https://192.168.0.1**). This will launch the Polycom Web Configuration Utility for this phone. Choose **Admin** and enter the password (by default this is **456**).



Important: Be sure to include the **https** prefix or the telephone will be unreachable by the browser.

3. On the **Simple Setup** tab, open:

Phone Language: Select the language for the telephone's display.

Time Synchronization: Select the **Alternate SNTP Server** closest to your location. This will automatically keep the time on your telephone accurate.
Choose your **Time Zone**.

SIP Server: Enter the Zang Office realm for your company in **Address**.
Set the port to **7000**.

SIP Outbound Proxy: Use either **us-east.office.zang.io** or **us-west.office.zang.io** for the Address, whichever is closest to your location.
Set the port to **7000**.

SIP Line Identification: Provide a name that will appear in the telephone display.
For **Address**, enter your Zang Office SIP Username (user_1234).
Put the Zang Office SIP Username in the space for **Authentication User ID** (user_1234).
Enter your Zang Office SIP Password as **Authentication Password**.

The screenshot displays the Polycom VVX 411 Simple Setup web interface. The page title is "Polycom | VVX 411" and the language is set to "English (Internal)". The navigation menu includes "Home", "Simple Setup", "Preferences", "Settings", "Diagnostics", and "Utilities". The user is logged in as "Admin".

The "Simple Setup" section is active, showing the following configuration options:

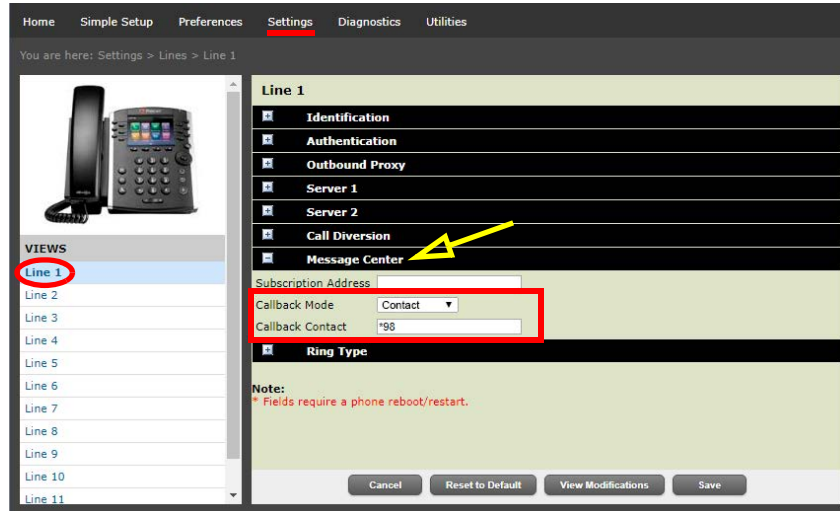
- Language:** Phone Language is set to "English (Internal)".
- Time Synchronization:** Alternate SNTP Server is set to "north-america.pool.ntp.org" and Time Zone is set to "(GMT -5:00) Eastern Time (US & Canada)".
- SIP Server:** Address is "yourcompany.office.zang.io" and Port is "7000".
- SIP Outbound Proxy:** Address is "us-east.office.zang.io" and Port is "7000".
- SIP Line Identification:** Display Name is "Annette's Phone", Address is "user_1234", Authentication User ID is "user_1234", and Authentication Password is masked with asterisks.

A "Base Profile" section is also visible at the bottom. A note states: "Note: * Fields require a phone reboot/restart." Buttons for "Cancel", "Reset to Default", "View Modifications", and "Save" are located at the bottom of the form.

4. Go to the **Settings** tab choose **Lines**. Select Line 1 (or whichever one you will use) and open **Message Center**.

Callback Mode: Select **Contact** from the dropdown list.

Callback Contact: Set this value to ***98**.



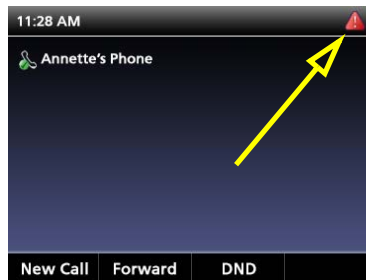
5. Click **Save**, then confirm to restart the telephone with the updated settings.



Please refer to the Polycom manual for additional features and details.

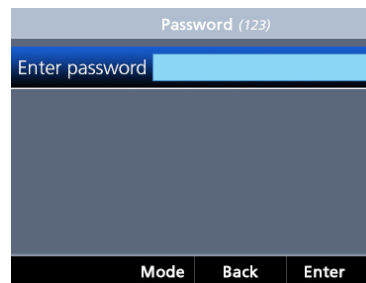
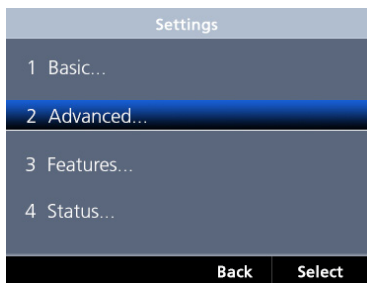
CHANGE ADMIN PASSWORD (OPTIONAL)

On a new phone, you may see a flashing warning in the top right corner of the display.

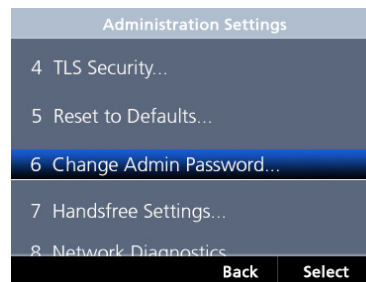
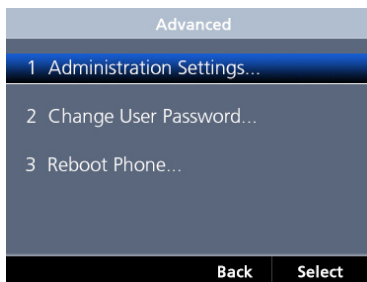


This is indicating that the administrator password has not been changed from the default value of 456. To change the admin password:

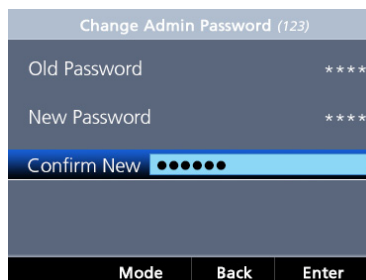
1. On the telephone keypad, tap the Home button, then go to **Settings > Advanced**. Enter the current Admin Password at the prompt.



2. Select **Administration Settings**. Select **Change Admin Password**.



3. Enter the current (old) password. Type a new password in the space provided and confirm. Click **Enter** to save the new password.



The configuration is complete.

Please refer to the Polycom manual for additional features and details.