How To Successfully Provision Polycom SoundPoint IP Handsets.

This guide will use software freely available for download on the InternetPumpkin TFTPhttp://kin.klever.net/pumpkin/binariesXML Notepadwww.microsoft.com

The latest SIP Firmware and BootRom are available from: <u>http://www.polycom.com/usa/en/support/voice/voice.html</u>

The firmware download will contain blank template files that we will use to provision the phone.

Polycom phones use three files to provision the unit. They are:

Macaddr.cfg - called 00000000000.cfg in the download Phone1.cfg Sip.cfg

- Macaddr.cfg This is the basic configuration file that tells the phone what other files to process during bootup.
- Phone1.cfg This file contains phone specific parameters (username/password etc)

Sip.cfg This file contains system parameters and phone features

XML Notepad - C: Documents and Settings Administrator Desktop Products Polycom 220\000000000000.cfg	
	Documents and Settings\Administraton\Desktop\Products\Polycom\220\000000000000. 🔽
Tree View XSL Output	
e xml	version="1.0" standalone="yes"
#comment	Default Master SIP Configuration File
e #comment	Edit and rename this file to <ethernet-address>.cfg for</ethernet-address>
#comment	<pre>\$RCSfile: 00000000000.cfg,v \$ \$Revision: 1.14.22.4 \$</pre>
APPLICATION	sin 1d
CONFIG FILES	nhonel of gin of
HISC_TILE_DIRECTORY OVERTIDES_DIRECTORY CONTACTS_DIRECTORY LICENSE_DIRECTORY APPLICATION_SPIPS00 APPLICATION_SPIPS00	
Error List Dynamic Help	
Description	File Line Column
Loaded in 00:00:00.6409216	

Make any changes to the filenames and save as MACaddress.cfg

1. Open Macaddr.cfg with XML Notepad



2. Open Phone1.cfg and fill in the necessary information (see below).

- 3. Open sip.cfg and make any changes needed.
- 4. Save all files into the root directory of your TFTP/FTP server NOTE this includes all the unzipped BootRom and SIP firmware files.
- 5. Plug in phone on startup hit the setup button. The password is 456.
- 6. Go to Server Menu using the arrow buttons on the handset.
- 7. Change Server Type to Trivial FTP, enter the server address (ip address of the machine running your tftp server)
- 8. Exit and Save the configuration. The phone will now reboot. It may reboot several times before being provisioned if you have used a new firmware / bootrom.
- 9. Congratulations your phone should now be working!

NOTE – This method can also be used to restore a phone's configuration if the phone is stuck in a reboot cycle.