

How to Set up Polycom

- Plug in Ethernet Cord from Wall into Polycom, then plug a separate Ethernet from the Polycom to Computer
- Plug in Headset and Power.
- Once booted, hit **HOME**
- Select **Settings**
- Select Advanced
- Enter 456 as code
- Select **Administrative Settings**
- Select **Network Config**
- Scroll to the bottom to find **Base Profile**
- Change it to **Lync**
- **Click Back and then Save**
- Phone will now Reboot

Setup Local FTP Provisioning Server

Example FTP Server:

Note: Below example utilizes the Freeware FTP Server Filezilla. Please ensure to setup the correct Firewall settings and liaise directly with Filezilla for any issues encountered with their Software. The example provided is utilizing UCS 4.1.0 Rev B as the Polycom Phone Software

NOTE: Above UC Software 4.1.0 is just an example and is for LYNC deployments only. For SIP please check the Support page for the compatible software !

Pre-requisite:

- Download the latest Phone Software from Polycom's website.

Example UCS 4.1.0 Rev B

Polycom UC Software 4.1.0B

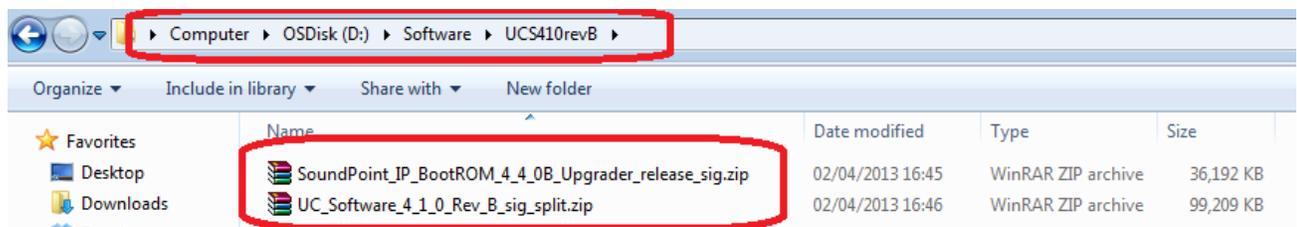
Download Polycom UC software 4.1.0B and find supporting documentation for product features and solutions.

Software Downloads

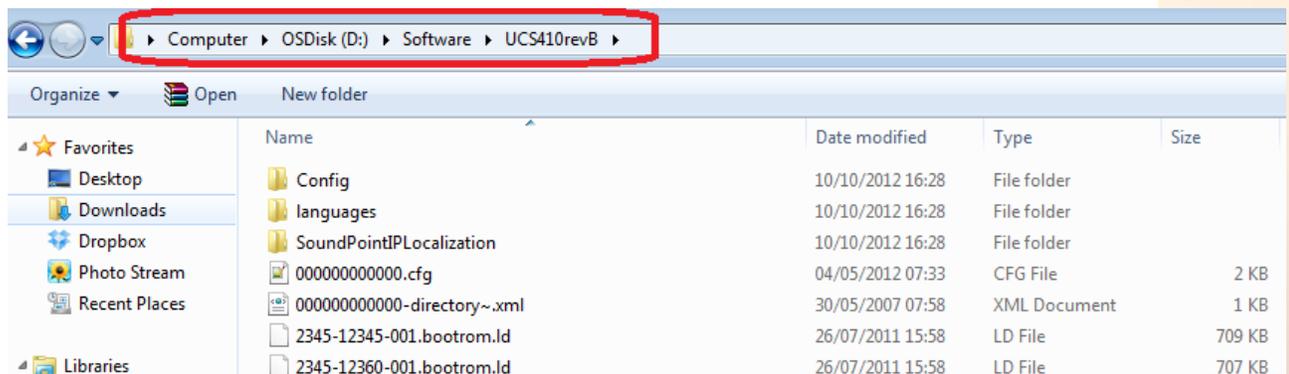
- » [Polycom UC Software 4.1.0B \[Combined\] \(LINK\)](#)
- » [Polycom UC Software 4.1.0B \[Split\] \(LINK\)](#)
- » [BootROM 4.4.0B Upgrader Utility \(LINK\)](#)
- » [Polycom UC Downgrader 4.5.0B Utility \(LINK\)](#)
- » [Polycom Desktop Connector \(PDC\) \(LINK\)](#)

!! Both files are required as outlined above!!

- Create a directory and copy the two archives into this directory (Example `D:\Software\UCS410revB\`)

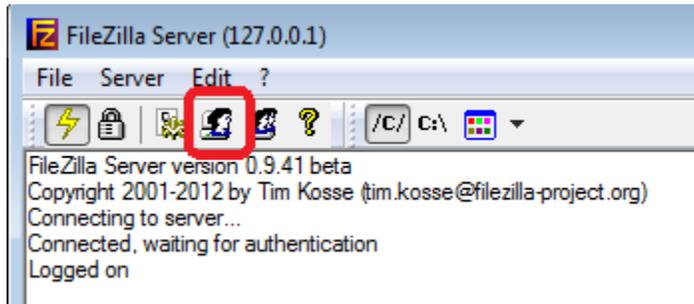


- Unzip the two Archives so they are in the UCS410revB Directory

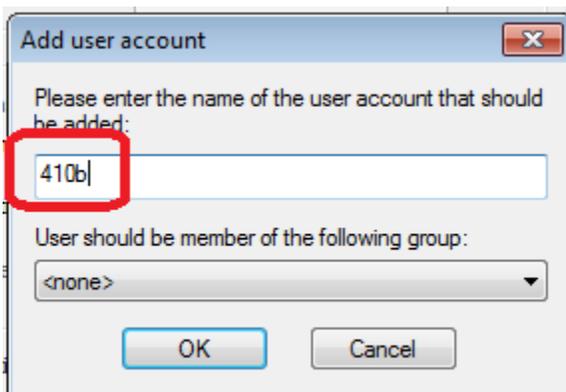
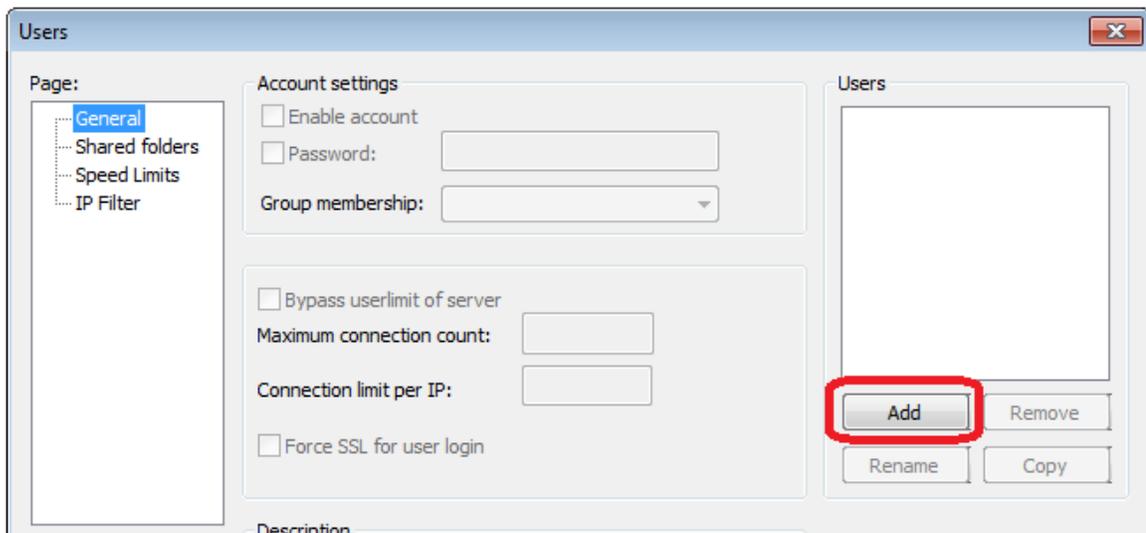


Setting up the server

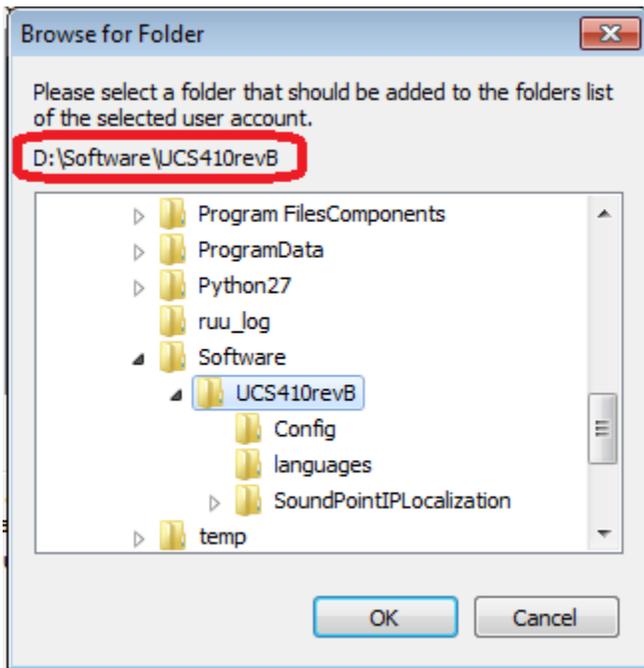
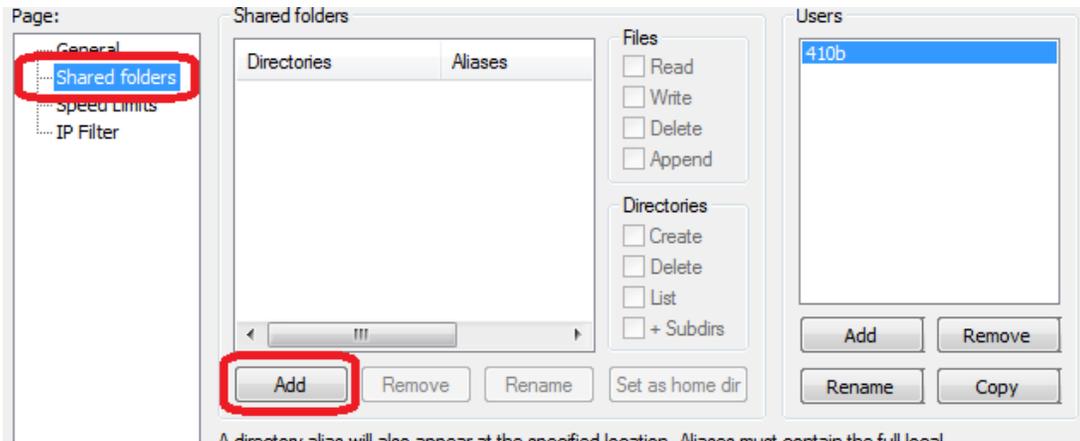
- Download and install Filezilla Server client



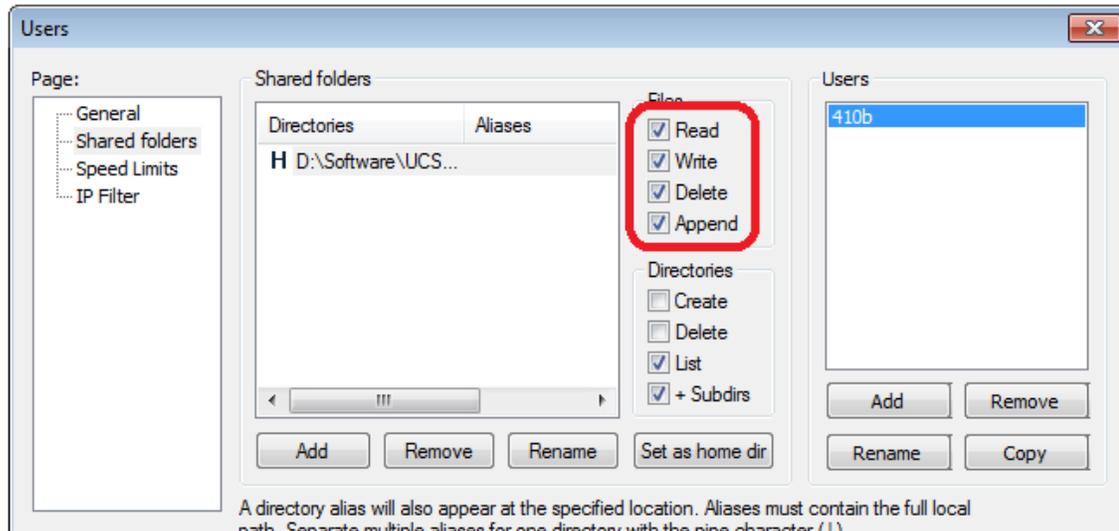
- Create the new user. For example: 410b



- Add the directory created for above Software to the new User



- Ensure that the User 410b is able to append and write / delete files



- Once the phone is pointed at the FTP Server address the Phone will attempt to download the relevant files



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001080)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> USER 410b
001080)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> 331 Password required for 410b
001080)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> PASS ***
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 230 Logged on
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> PWD
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 257 "/" is current directory.
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> PASV
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 227 Entering Passive Mode (10.252.75.116,227,187)
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> TYPE I
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 200 Type set to I
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> SIZE 0004# [redacted].cfg
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 550 File not found
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> PASV
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 227 Entering Passive Mode (10.252.75.116,227,188)
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> SIZE 00000000000000.cfg
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 213 1874
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> RETR 00000000000000.cfg
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 150 Connection accepted
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 226 Transfer OK
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> QUIT
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> 221 Goodbye
001080)02/04/2013 16:54:08 - 410b (10.252.75.192)> disconnected.
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> Connected, sending welcome message...
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> 220-FileZilla Server version 0.9.41 beta
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> 220-written by Tim Kosse (Tim.Kosse@gmx.de)
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> 220 Please visit http://sourceforge.net/projects/filezilla/
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> USER 410b
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> 331 Password required for 410b
001081)02/04/2013 16:54:08 - (not logged in) (10.252.75.192)> PASS ***
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 230 Logged on
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> PWD
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 257 "/" is current directory.
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> PASV
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 227 Entering Passive Mode (10.252.75.116,227,189)
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> TYPE I
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 200 Type set to I
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> SIZE 3111-44500-001.sip.Id
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 213 53251628
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> RETR 3111-44500-001.sip.Id
001081)02/04/2013 16:54:08 - 410b (10.252.75.192)> 150 Connection accepted
  
```

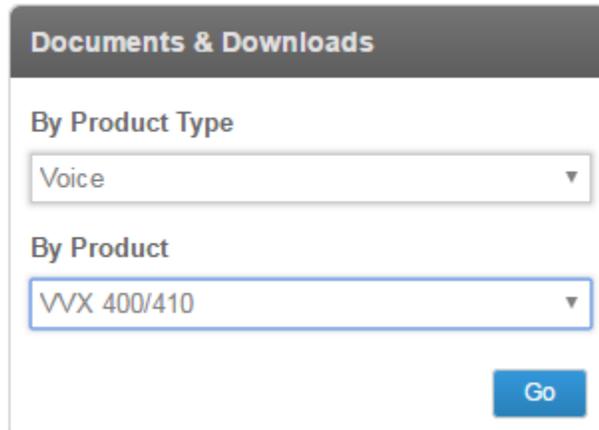
ID	Account	IP	Transfer	Progress	Speed
001081	410b	10.252.75.192	/3111-44500-001.sip.Id	14,090,240 bytes (26.5%)	614.4 KB/s

Final Firmware Upgrade

- Once phone reboots it will asks for a Pin, ignore this and select **Exit**
- Hit **HOME**
- Select **Settings**
- Select **Status**
- Select **Network**
- Select **TCP/IP Parameters**
- An IP will be displayed, now take this and enter it in Google Chrome, it will not work in IE.
- Enter **456** as the admin code
- Under the **Utilities** select **Software Upgrade**
- **Select Check for Updates**
- Find the newest software and click install.
- The Phone will then reboot.

How to link Skype for Business account with the Polycom Phone

- Go to support.polycom.com and make the menu match this on the right:



- Scroll to find this download (latest version is 3.3.0):

> Polycom UC Software 4.1.8 Rev G Release notes for VWX Business Media Phones	
> Polycom UC Software 4.1.7 Rev G for VWX Business Media Phones [Combined]	Posted May 13, 2016
> Polycom UC Software 4.1.7 Rev G for VWX Business Media Phones [Split]	Posted May 13, 2016
> Polycom UC Software 4.1.7 Rev G Release notes for VWX Business Media Phones	
> Polycom UC Software 4.1.6 Rev R for VWX Business Media Phones [Combined]	Posted May 13, 2016
> Polycom UC Software 4.1.6 Rev R for VWX Business Media Phones [Split]	Posted May 13, 2016
> Polycom UC Software 4.1.6 Rev R Release notes for VWX Business Media Phones	
> Polycom Better together over Ethernet Connector (BToE) Application 3.2.0	Posted September 30, 2015
> Polycom BToE Connector Application 3.1.0	Posted September 15, 2015
> Polycom BToE Connector Application 2.3.0	Posted July 02, 2014
> Polycom BToE Connector Application 2.1.0	Posted January 07, 2014
> Polycom BToE Connector Application 2.0.0	Posted December 04, 2013
> Polycom BToE Connector application	
> Previous Polycom VWX 400 and 410 Software	
User Documents	
> Polycom VWX Business Media Phones User Guide – UC	

- Download this and install it ONLY after you update the phone.
- Select the home button on your phone, then find the setting option.
- Click Advanced Settings
- Enter the code 456
- Select Administrative Settings
- Scroll to number 13 which is called BToE PC pairing
- Make sure enabled is selected.
- You should get a prompt to sign in through Skype for Business on the Computer.