

OVERVIEW & REQUIREMENTS

This guide covers configuring the **Polycom VVX 350 OBi Edition** business media phone to register with the PBX **5.3.5** — by manual configuration or by auto provisioning.

Identify Your Phone Model

Check the label on the **back of the phone** for the exact model. Different models can have significantly different requirements and setup procedures — confirming the model (and that it is the **OBi Edition**) before you start avoids failed registrations.

Phone Firmware

The phone must be running firmware **6.4.0.2**. To check the version:

- 1 Browse to the phone's IP address (e.g. `http://192.168.1.22`).
- 2 Log in — factory defaults are username **admin**, password **admin**.
- 3 Under **Product Information**, the **Software Version** field shows the firmware version.

DHCP Server

A fully configured and operational **DHCP server** is required on the network.



CHECK YOUR PBX VERSION

Log in to the PBX and navigate to **Settings > About**. The top of the page shows a code similar to:

```
Edition: Business, Release: 5.3.5 (387597b7),  
Running: 1.8.32.1-gc-b47edc45, Proxy v5.3.5 (62b7bcd),  
API: 5.3
```

Release denotes the exact version of your PBX. This guide targets release **5.3.5**.

VERIFY: After any registration method in this guide, dial ***123** from the phone to confirm it is registered.

INSTALLATION

Connect the phone to power and the data network, find its IP address, then apply factory settings if the phone has been used before.

Power Adapter

- Connect the DC plug on the power adapter to the **DC port** on the phone, and plug the other end into an electrical outlet.
- Connect an Ethernet cable between the **Internet** port on the phone and a network port on your router or switch to access the LAN.

Power over Ethernet (PoE)

- Using a regular Ethernet cable, the phone can be powered directly from a **PoE-compliant** router or switch.
- Connect the Ethernet cable between the **Internet** port on the phone and an available port on the in-line power router or switch.

NOTE: When using PoE, do not connect the AC adapter. Make sure the Ethernet cable and the router or switch are PoE compliant.

Find the Phone's IP Address

- 1 Press the **Home** button.
- 2 Select **Settings** with the navigation buttons.

The IP address is displayed at the top of the display.

RESET TO FACTORY SETTINGS

Not required for brand-new out-of-the-box phones — but a **must** if the phone has already been used. On the OBi Edition this is done from the web interface:

- 1 Open a browser and enter the phone's IP address to reach the web administration login screen. Example: **http://192.168.1.22**
- 2 Log in — factory defaults are username **admin**, password **admin**.
- 3 Click the **System Management** menu.
- 4 Click the **Device Update** menu.
- 5 Click the **Reset** button. The phone resets to factory settings and reboots.
- 6 Wait for the device to finish rebooting.

NOTE: Do not unplug or remove power from the phone while it is updating firmware and configurations.

MANUAL CONFIGURATION — UAD & EXTENSION

Set the UAD, create an extension on the PBX, then register the phone (next page).

Log In to the Web Interface

- Open a browser and enter the PBX IP address to reach the administration login screen. Example: `http://192.168.1.10`
- Log in with your **e-mail address** and **password**.

UAD Settings

- 1 Navigate to **Settings › UAD**.
- 2 Make sure the Polycom VVX OBi Edition UAD is enabled — click the **edit** icon for your phone to check.
- 3 Set **Status: Active**, **Auto provisioning: No**, **DHCP: Yes**.
- 4 Click **Save**.

Create the Extension

- 1 Navigate to **Extensions** and click **Add Extension**.
- 2 Select the Polycom VVX OBi Edition phone model from the **UAD** select box.
- 3 Select **Location: Local** (registered on the LAN) or **Remote** (registered from remote networks, WAN, Internet).
- 4 Click **Next step**.

REQUIRED FIELDS

- **Name** — a name for the extension. Example: **John Smith**.
- **E-mail** — the address associated with this extension; it receives all system notification messages. Example: `john.smith@yourdomain.com`
- **Department** — the department the extension belongs to. Example: **Sales**.

Click **Save**. The extension number and secret are sent to this e-mail address.

REGISTERING THE PHONE — HOSTNAME OR IP ADDRESS

On the OBi Edition, registration is configured entirely from the phone's web administration interface.

Log In & Set the SIP Servers

- 1 Open a browser and enter the phone's IP address to reach the web administration login screen. Example:
`http://192.168.1.22`
- 2 Log in — factory defaults are username **admin**, password **admin**.
- 3 Click **Service Providers** and select **Profile A**.
- 4 Enter the following details in the **SIP** section:

SIP FIELD	VALUE
Proxy Server	Hostname or IP of the PBX — e.g. <code>voip.yourdomain.com</code> or <code>192.168.1.10</code>
Registrar Server	Hostname or IP of the PBX — e.g. <code>voip.yourdomain.com</code> or <code>192.168.1.10</code>

Set the SP1 Service Values

- 1 Click **Voice Services** and select **SP1 Service**.
- 2 Enter the following fields:

SP1 FIELD	VALUE
X_DisplayLabel	Usually the same number as the Phone Number.
X_DisplayNumber	Usually the same number as the Phone Number.
AuthUserName	Your extension number.
AuthPassword	The extension secret from the extension's e-mail (e.g. <code>%Z4M3*Ts9y7</code>) — generated automatically for each new extension.
URI	Extension number and server location, in the format <code>1001@192.168.1.10</code>

- 3 Click **Submit**, then click **Reboot**.

VERIFY: Wait for the device to reboot, then dial ***123** to confirm registration.

AUTO PROVISIONING

UAD Settings

- 1 Log in to the PBX web interface (e.g. `http://192.168.1.10`).
- 2 Navigate to **Settings** > **UAD** and click the **edit** icon for your Polycom VVX OBi Edition phone.
- 3 Set **Status: Active**, **Auto provisioning: Yes**, **DHCP: Yes**.
- 4 Click **Save**.

Create the Extension

- 1 **Extensions** > **Add Extension**; select the Polycom VVX OBi Edition model from **UAD**, choose **Local** or **Remote**, click **Next step**.
 - **Name** — e.g. John Smith.
 - **E-mail** — e.g. `john.smith@yourdomain.com`
 - **Auto Provisioning** — set to **Yes**.
 - **MAC Address** — e.g. **9CADEF123456** (on the back of the phone).
- Click **Save**.

DHCP (OPTION 66)

- Configure your DHCP router to use **option 66** to hand phones the auto provisioning URL. See your router documentation or network administrator.
- Provisioning runs at first boot or on a user-initiated reboot; the DHCP server tells the phone where to pick up its configuration file. Dial ***123** to verify.

TFTP or HTTP (No DHCP)

- 1 Browse to the phone's IP (e.g. `http://192.168.1.22`). Enter the username and password and press **Confirm** — factory defaults are username **admin**, password **admin**.
- 2 Click **System Management** in the left-hand navigation menu.
- 3 Click **Auto Provisioning** in the submenu, and in the **ITSP Provisioning** section enter the provisioning URL in the **ConfigURL** field — **HTTP is recommended**.
- 4 For HTTP, replace **username** and **password** in the URL with your **Auto Provisioning** username and password.
- 5 Click **Submit**, then click **Reboot**.

METHOD	CONFIGURL EXAMPLE
HTTP (hostname)	<code>http://username:password@abc.yourdomain.com/prov/\$mac.xml</code>
HTTP (IP)	<code>http://username:password@192.168.1.10/prov/\$mac.xml</code>
TFTP (hostname)	<code>tftp://voip.yourdomain.com/\$mac.xml</code>
TFTP (IP)	<code>tftp://192.168.1.10/\$mac.xml</code>

ADDITIONAL CONFIGURATION TEMPLATE

To include extra UAD configuration for the VVX 350 OBi Edition, add fields to the **User Agent General Auto Provisioning Template** under **Settings** > **UAD** > **Polycom VVX350 OBi Edition**, or add them directly to the extension in the **UAD Auto Provisioning Template** section.

VERIFY: Provisioning runs during reboot; the phone picks up its configuration file from the PBX. Dial ***123** to confirm registration.