

1.1. Polycom VVX 300/310, VVX 400/410, VVX 500, and VVX 600



VVX 300/310



VVX 400/410



VVX 500



VVX 600

1.1.1. Important Notes

- The VVX 310, VVX 410, VVX 500, and VVX 600 support Gigabit Ethernet for both the phone uplink as well as the PC port. This includes in-line power for the phone.
- Check the SIP 3rd Party Validation Website for current validation status. The SIP 3rd Party Component Validation Website can be viewed at <http://testlab.inin.com>
- Updaters 5.x and newer are signed. Once the 5.x Updater is installed, the phone cannot be downgraded to the 4.x series Updater.
- As of firmware v1.5.x, there is no longer an 'ipmid.cfg' this has been merged with the 'sip.cfg'
- As with any Polycom firmware upgrade, it is not recommended to use pre-existing configuration files. From version to version the XML tags in the config files change. If older config files are used with newer firmware versions, the results will be unpredictable. Interactive Intelligence VVX 300/310 VVX 400/410 VVX 500 VVX 600 Support will insist that appropriate config files be used with any given version of Polycom firmware.
- Managed Phone Provisioning is the recommended and tested configuration option for IC 4.0 or above. HTTP is recommended for IC 4.0 versions.

- Do not mix configuration options (HTTP or phone menus). It is very easy for one interface to override another and limit the ability to fully configure the phone until a complete reset of the phone and configuration files is performed.

1.1.2. Vendor Documentation

- Updated documentation can be found on Polycom's website:
<http://www.polycom.com/>

1.1.3. Validated Firmware Versions

- VVX 300 Firmware: 5.4.5 1138- Updater version: 5.8.0.12848
- VVX 310 Firmware: 5.4.5 1138 - Updater version: 5.8.0.12848
- VVX 400 Firmware: 5.4.5 1138 - Updater version: 5.8.0.12848
- VVX 410 Firmware: 5.4.5 1138 - Updater version: 5.8.0.12848
- VVX 500 Firmware: 5.4.5 1138 - Updater version: 5.8.0.12848
- VVX 600 Firmware: 5.4.5 1138 - Updater version: 5.8.0.12848

Not all combinations of Updater and firmware versions are validated. It is recommended to use firmware and Updater combinations listed above.

1.1.4. Install

A functional file distribution mechanism will be needed to distribute firmware and configuration files to your phones. You can choose from options like FTP, TFTP, and HTTP/HTTPS. Once a functional FTP server has been set up, credentials to log into the FTP server will be required. The phone will use this account to connect to the FTP server and download Updater, Firmware, and configuration files.

Provisioning through HTTP or HTTPS is available with firmware 5.0.1 or later. Interaction Center 4.0 incorporates the "Managed Phone" concept, allowing auto-provisioning of the VVX phones from Interaction Administrator.

Always use the corresponding managed phone template found in Interaction Administrator when configuring a managed phone.

1.1.5. Configuration

Line Appearances: The line appearance is equivalent to a station in the Interaction Administrator. Station appearances and line appearances have a 1 to 1 correspondence.

- VVX 300 – 6 line appearances
- VVX 310 – 6 line appearances
- VVX 400 – 12 line appearances
- VVX 410 – 12 line appearances
- VVX 500 – 12 line appearances
- VVX 600 – 12 line appearances

All VVX line appearances can be configured to handle 24 calls per line.

Using persistent connections allows the phone to handle more call appearances than the phone is physically capable. This is done by using the persistent connections and

the Interaction Center Client. To manage more calls than the phone is capable (for instance an operator want to handle more than 24 simultaneous calls on a single line), check the Persistent checkbox in the Station configuration in Interaction Administrator. The Interaction Client can be used to manage a large number of calls while the phone will be the audio device for the calls. The phone will show one call (from the Interaction Center) while the Interaction Client will be used to manipulate the calls.

1.1.6. Troubleshooting

Symptoms: NAT is configured, and the phone with NAT cannot reach the IC server for configuration changes or during boot up but can make and receive calls. The phone can be reloaded, but the configuration cannot be updated on the phone from IA.

Resolution: On the Polycom phone click Menu>Setting>Advanced>Password (default is 456)>Administration Settings...>Network Configuration...>Provisioning Server...>Server Address

Change the Server address to the fully qualified domain name, or the IP address of the IC server.