

Configuring the Polycom VVX 500 for SIP Registration

This guide shows you the steps to configure a SIP phone to register with Twilio. If you have any feedback on the following guide please email us at: sip.interconnectionguides@twilio.com

General Notes

- Please see separate instructions on creating Programmable Voice SIP domains. This guide assumes these steps have already been done.
- User-credentials are required to register phones. IP ACLs alone are not sufficient. Your AuthorizationName should match the username on the SIP endpoint and both of those should match a user credential that you entered on Twilio's console.
- A SIP URI is: sip:username@SIPDomain or sip:phonenumber@SIPDomain
- When this document refers to TwilioSIPDomain it represents: yourdomain.sip.region.twilio.com where you have selected yourdomain on Twilio's console (globally unique) and region which is initially US1 (North-Virginia) only and other regions later.

Polycom VVX 500

Part Number	3111-44500-001 Rev:A
UC Software Version	4.0.1.13922

 Attach a LAN/Ethernet cable to the phone. DHCP is enabled by default and assuming DHCP server is available, it will provide an IP address.
To retrieve the IP address from the phone press the HOME button (see home symbol) and via the touch screen navigate to:

Home > Settings > Status -> Network... > TCP/IP Parameters

2. Open a web browser and enter the IP address.

NOTE: If page doesn't load then try prepending https:// You may have to accept the

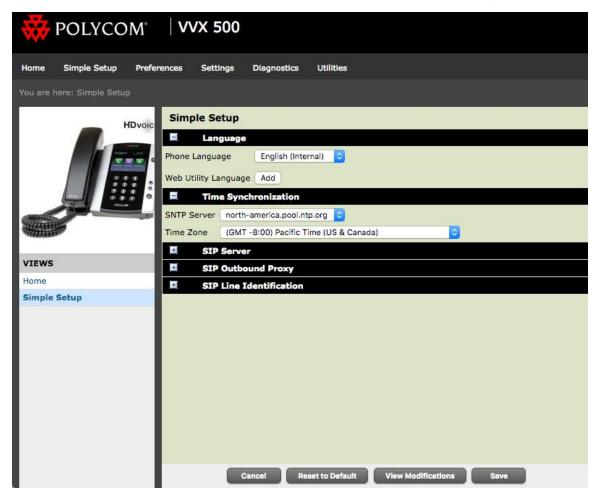
security certificate warning and agree to proceed despite being untrusted.

3. You will be prompted to enter credentials (factory default is)

Username: admin **Password**: 456

- 4. Click the Simple Setup Tab
 - a. Time Synchronization: select an appropriate SNTP server
 - b. Time Synchronization: select your time zone
 - c. Save. Phone may reboot.

Note: The SIP Server/SIP Outbound Proxy/SIP Line Identification fields are made available if you want to provide defaults. If fields are left blank in the Line settings then they will pull from the defaults on this page. We find it more clear to leave the fields for Simple Setup blank and set these fields under the Line settings.



5. Navigate to:

Settings > Lines > Line X where X is the number of the line. (your choice)

<u>Identification</u>

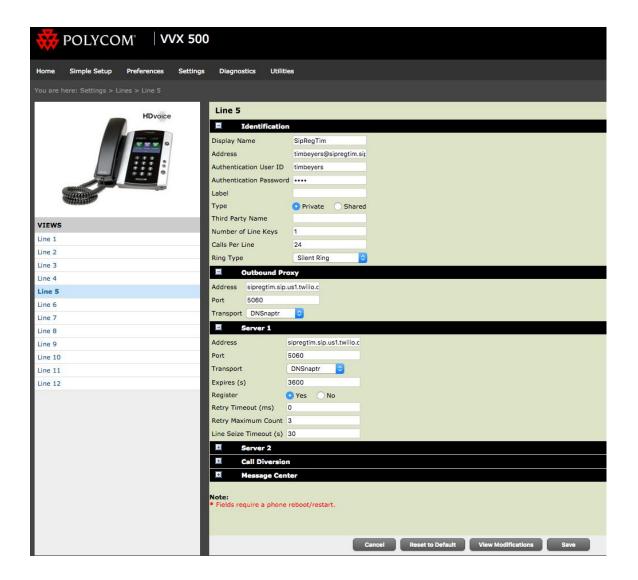
- a. **Display Name:** This is the callerld the other party sees when you call. Can be whatever you want.
- b. Address: "SIP Address" also known as "SIP URI" written in form username@TwilioSIPDomain. The username component in the address must match the User ID below.
- c. **Authentication User ID**: This must match the **username** of the credentialList that you configured for your **TwilioSIPDomain**.
- d. **Authentication Password**: This is the **password** corresponding to the **username** in the credentialList that you configured for your **TwilioSIPDomain**.
- e. **Label**: What is shown on your phone's display for the name of the line. Can be whatever you want. If blank will take the Authentication User ID.

Outbound Proxy

- f. Address: Enter TwilioSIPDomain
- g. Port: 5060 or 5061 for TLS security

Server 1

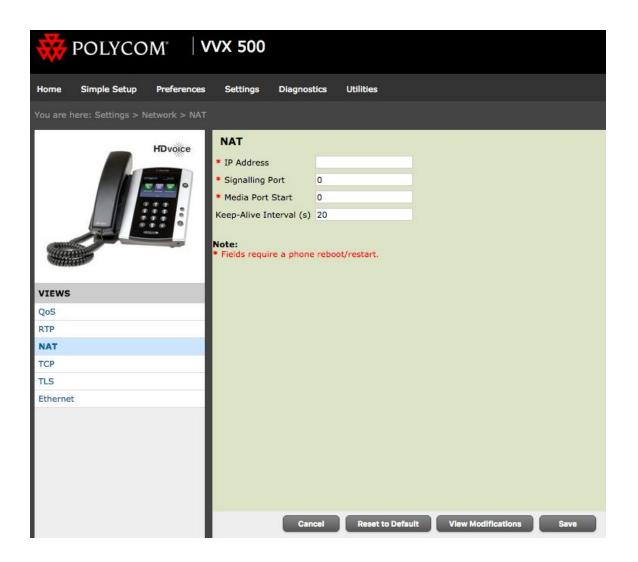
- i. Address: TwilioSIPDomain
- ii. **Port**: 5060 or 5061 for TLS security
- iii. **Expire**: 3600 (1 hour)
- iv. **Subscription Expires**: 3600 (1 hour)
- v. **Register**: Yes
- vi. Click Save



6. Navigate to:

Settings > Network > NAT

a. Keep-Alive Interval: 20s. Save.



7. You're Done! Congrats! Your phone's display should show a GREEN check mark next to the line you just created if the registration was successful. If it's RED, verify that your credentials all match.

For troubleshooting see:

Diagnostics > View Logs