

## Poly SIP Phones additional configurations

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Imagicle Attendant Console solution for MS-Teams offers the unique feature of allowing customers to choose which phone device to associate to operators. Actually, Imagicle Attendant Console supports both MS-Teams Desktop clients (not web clients) and MS-compliant SIP Phones from vendor Poly, registered to MS SIP Gateway.

Supported phone models, with relevant firmware version, are the following:

<b>Poly IP Phone Model</b>	<b>Minimum firmware version</b>
VWX150	6.3.1.8427
VWX201	6.3.1.8427
VWX301	6.3.1.8427
VWX311	6.3.1.8427
VWX350	6.3.1.8427
VWX401	6.3.1.8427
VWX411	6.3.1.8427
VWX450	6.3.1.8427
VWX501	6.3.1.8427
VWX601	6.3.1.8427

To monitor and control such SIP phones, an additional CTI server component is installed by Imagicle in the UCX Cloud Suite.

Customer network should expose SIP phones to internet, to allow a UDP-based CTI session between phones and Imagicle Cloud. For this purpose, Imagicle provides to customer a DNS entry with the following naming convention: `cti-xxxx.imagicle.cloud`, where `xxxx` is the customer name. SIP Phones must reach this DNS using [UDP port 6050](#).

### **Configurations to apply from MS-Teams admin portal**

First thing, please make sure that your MS Tenant allows to leverage SIP phones for calling. See below screenshot, with relevant setting:

The screenshot shows the Microsoft Teams admin center interface. On the left, the navigation pane includes 'Voice' and 'Calling policies' (both highlighted with red boxes). The main content area displays the 'Global (Org-wide default)' calling policy settings. A table of settings is shown below:

Setting	Value
Make private calls	On
Cloud recording for calling	Off
Transcription	Off
Call forwarding and simultaneous ringing to people in your organization	On
Call forwarding and simultaneous ringing to external phone numbers	On
Voice mail is available for routing inbound calls	User controlled
Inbound calls can be routed to call groups	On
Delegation for inbound and outbound calls	On
Prevent toll bypass and send calls through the PSTN	Off
Music on hold	Enabled
Busy on busy when in a call	Not enabled
Web PSTN calling	On
Real-time captions in Teams calls	On
Automatically answer incoming meeting invites	Off
Spam filtering	Turn on
<b>SIP devices can be used for calls</b>	<b>On</b>
Open apps in browser for incoming PSTN calls	Off

## Configurations to apply on Poly SIP Phones

Please login to Poly phone embedded web portal and, first of all, check if the firmware version is compliant with above table. If not, please download the latest MS-compliant firmware from [Poly web site](#) and follow the instructions for the update.

Once the firmware has been verified, please go to Settings ⇒ Provisioning Server and enter the following data:

- Server Type: HTTP
- Server Address ⇒ Depends on MS-Tenant region in use:
  - EMEA: <http://emea.ipp.sdg.teams.microsoft.com>
  - Americas: <http://noam.ipp.sdg.teams.microsoft.com>
  - APAC: <http://apac.ipp.sdg.teams.microsoft.com>
- Server User/Password: leave default values.
- File Transmit Tries: 3
- Retry Wait: 1 sec.
- Firmware Upgrade Attempts: Forever
- Tag SN to UA: Enabled

poly | VVX 401

Home Simple Setup Preferences Settings Diagnostics Utilities

Logged in as: A

Last login at: 10:09:30, Monday 28 Mar

You are here: Settings > Provisioning Server

**Provisioning Server**

Server Type: HTTP

Server Address: http://emea.ipp.sdg.team

Server User: P1cmSp1p

Server Password: \*\*\*\*

File Transmit Tries: 3

Retry Wait (s): 1

Firmware Upgrade Attempts: Forever

Tag SN to UA:  Enable  Disable

**DHCP Menu**

**TR-069 Menu**

**SIP Plug and Play**

**Note:**

- \* Fields require a phone reboot/restart.
- \* Fields may require phone reboot/restart.

**Description**

This configuration identifies the provisioning server the phone downloads software configurations from as well as where it uploads logs and configuration files.

**Field Help**

Tag SN to UA (device.prov.tagSerialNo)

This setting specifies whether the phone's MAC address is included in the Agent header of any HTTP or HTTPS request. When enabled, the MAC address is present; when disabled, it is not.

**Configured Source Values**

The parameter values from different sources are listed here. If a parameter value is present from multiple sources, the phone uses the value from the highest-priority source.

Cloud: Not Applicable

Local: Not Applicable

Web: Not Applicable

Config: 1

TR-069: Not Applicable

SIP: Not Applicable

Now go to Settings ⇒ Lines and select an unused line, like Line 2 in below screenshot sample:

poly | VVX 350

Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Settings > Lines > Line 2

**Line 2**

**Identification**

Display Name: OP Bruck, Jan

Address: 64167FAF8273

Label: 64167FAF8273

Type:  Private  Shared

Third Party Name:

Number of Line Keys: 1

Calls Per Line: 24

Enable SRTP:  Yes  No

Offer SRTP:  Yes  No

Require SRTP:  Yes  No

Server Auto Discovery:  Enable  Disable

**Authentication**

Use Login Credentials:  Enable  Disable

Domain:

User ID: 64167FAF8273

Password: \*\*\*\*

**Outbound Proxy**

**Server 1**

Special Interop: CSTA

Address: cti-raue.imagicloud

Port: 6050

Transport: UDPOnly

Expires (s): 3600

Subscription Expires (s): 3600

Register:  Yes  No

Retry Timeout (ms): 0

Retry Maximum Count: 3

Line Seize Timeout (s): 30

**Server 2**

**Call Diversion**

Cancel Reset to Default View Modifications Save

Expand the **Identification** tab and compile the following fields:

- Display Name: xxxxx\_op, where xxxxx is the operator's name and surname (john.smith\_op)
- Address: copy here the phone's MAC address, without separators
- Label: copy here the phone's MAC address, without separators
- Type: Private

All other fields can be left as default values.

Now expand the **Authentication** tab and compile the following fields:

- Use Login Credentials: Disable
- User ID: copy here the phone's MAC address, without separators
- Password: imagicle

Finally expand **Server 1** tab and compile the following fields:

- Special Interop: CSTA
- Address: cti-~~xxx~~.imagicle.cloud (provided by Imagicle, like cti-acme.imagicle.cloud)
- Port: 6050
- Transport: UDPOnly
- Register: Yes

All other fields can be left as default values. Hit **Save**.

Now go to Utilities ⇒ Import & Export Configuration and export the configuration to a text file.

Open exported configuration with a text editor (notepad or similar) and append the following two lines at the end of the configuration file:

- **reg.x.csta="1"**, where **x** should be replaced with the line number added before (Line 2 in above sample) ⇒ **reg.2.csta="1"**
- **VoIpProt.SIP.intercom.alertInfo=""**

See below sample:

```
...
reg.2.server.1.specialInterop="CSTA"
reg.2.server.1.transport="UDPOnly"
reg.2.csta="1"
VoIpProt.SIP.intercom.alertInfo=""

/>
</PHONE_CONFIG>
```

Save the file and upload it from the same "Import & Export Configuration" page.

Reboot the phone to enable new configuration. The phone should immediately establish a communication with Imagicle UCX Cloud Suite, through Line 2.