Poly SIP Phones additional configurations

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:

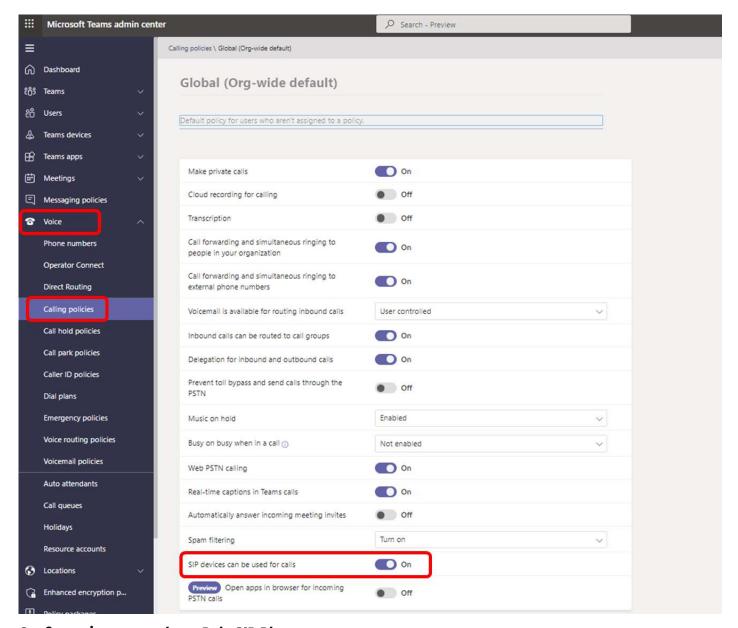
Poly IP Phone Model	Minimum firmware version
VVX150	6.3.1.8427
VVX201	6.3.1.8427
VVX301	6.3.1.8427
VVX311	6.3.1.8427
VVX350	6.3.1.8427
VVX401	6.3.1.8427
VVX411	6.3.1.8427
VVX450	6.3.1.8427
VVX501	6.3.1.8427
VVX601	6.3.1.8427

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 <u>UDP port 6050</u>.

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:

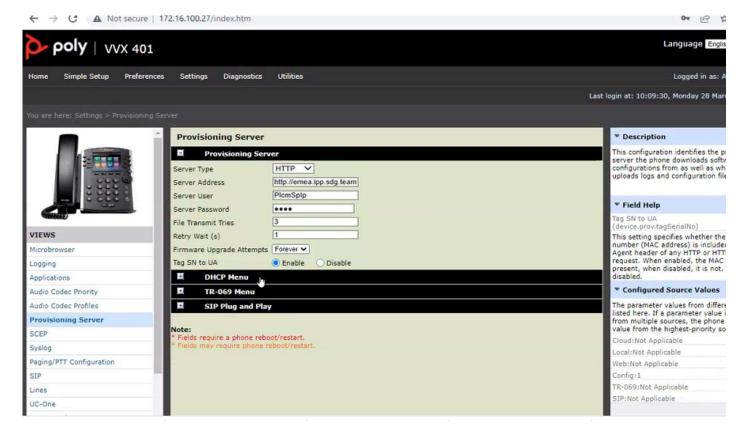


Configurations to apply on Poly SIP Phones

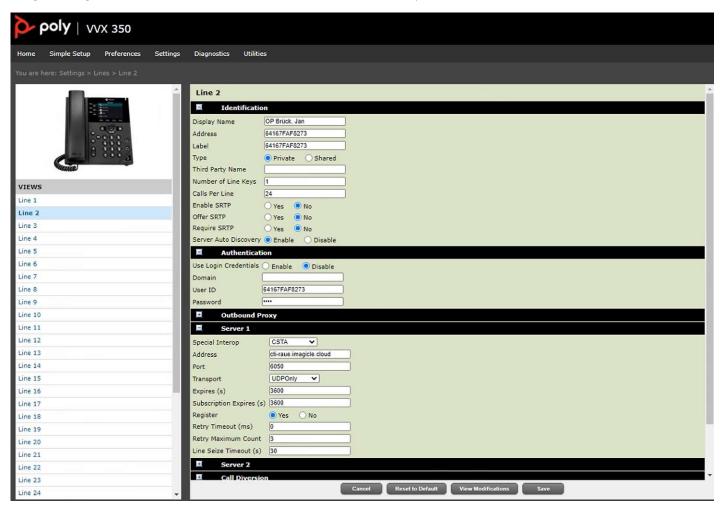
Please login to Poly phone embedded web portal and, first of all, check if the firmware version is compliant with above table. If not, please download the latest MS-compliant firmware from Poly web site and follow the instructions for the update.

Once the firmware has been verified, please go to Settings \Rightarrow 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



Now go to Settings \Rightarrow Lines and select an <u>unused line</u>, like Line 2 in below screenshot sample:



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

- Display Name: xxxxxx_op, where xxxxxx 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-xxxx.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"
- · VolpProt.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.