



Polycom Configuration Guide

Step 1. Go to app.apptela.com and login as “operator”. Under the “Help” menu option, click on “About Aptela”. At the top is your “FTP User ID” and “FTP Password”. This is the same for all phones for your company’s account. Make a note of this information. If you are not the account “operator”, see them to get this information.

About

This is Aptela, v. production [production]

Current User: operator operator (operator)

Email: Client: FTP User ID: 12345 FTP Password: 0000x20272x1 Client Phone Numbers:

Step 2. Login into the user account to be configured. Choose “My Account”. Near the bottom is a field for “Polycom MAC Address”. On the back of your phone, above the bar code is the phone’s MAC address. Enter that number into the “Polycom MAC Address” field and save the change.

VoIP Specific Customization

Custom CallerID (703) 386-1500

CallerID for 911 Service

Polycom MAC Address

Enable CallerID Privacy No

Step 3. Configure the Polycom phone.

Important Tips:

- » For entering numbers, hit the 1/A/a button to switch to numeric entry.
- » For periods in the IP address field, use the * button.
- » Configuration is the same on all Polycom 301, 430, 501, and 601 phones.

1. Hit the “Menu” button on your Polycom phone
2. Choose 3 - “Settings”
3. Choose 2 - “Advanced”
4. Enter the password 456 - Hit “Enter”
5. Choose 1 - “Admin settings”
6. Choose 1 - “Network configuration”
7. Scroll down until you see “Server Menu” - Hit “Select”
8. Make sure Server Type is “FTP”
9. Enter Server Address, enter “69.25.47.146”
10. Enter your “FTP User ID” for “Server User”.
11. Enter your “FTP Password” for “Server Password”.
12. Exit out until you’re prompted to save. Save and the phone will reboot.
13. After the reboot, you should see the Aptela logo on your phone (except for on 301 phones). If not, that means there was an error in the process. Double check the settings and reboot.
14. On Polycom 501 and 601 phones, you now have company directory access straight from your phone. To access this, hit the “Directories” button and then option 1 - “Contact Directory”. To search for a listing, hit the “More” key and then the “Search” key.

Note: If your phone does not boot, you can access the configuration menu by choosing “Setup” from the boot menu upon power-cycling the phone. Upon entering the password (456), this takes you to Step 6. Continue from there with configuring your phone.