



ADMINISTRATOR GUIDE

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Poly CCX Business Media Phones with Microsoft

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)
- [Phone Profiles](#)

This guide provides general guidance on deploying Poly CCX 500 business media phones in Microsoft Teams and Microsoft Skype for Business environments. This guide also provides instructions on configuring supported features.

Audience, Purpose, and Required Skills

This guide is written for a technical audience.

You must be familiar with the following concepts before beginning:

- Current telecommunications practices, protocols, and principles
- Telecommunication basics, video conferencing, and voice or data equipment

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Phone Profiles

You can run Microsoft Teams or Skype for Business on your CCX business media phone.

Getting Started

Topics:

- [Poly CCX Phones Overview](#)
- [CCX Phone Hardware Overview](#)
- [Poly CCX Phones Base Profiles](#)
- [Switching the Base Profiles](#)

Poly CCX business media phones provide a native interface for Microsoft Teams and integration with Skype for Business.

Poly CCX Phones Overview

Poly CCX phones provide a unified communications experience from your desktop phone.

CCX business media phones contain the following features and capabilities:

- Native Microsoft Teams integration
- HD Voice
- Integrated Bluetooth capabilities
- Color touch displays
- Integrated contact list, calendar, and meetings

CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX Business Media Phones.

LED Indicators on CCX Series Phones

CCX series phone LEDs indicate phone and accessory states.

CCX Series Phones LED Descriptions

| LED | Color State and Description |
|--------------|---|
| Speakerphone | Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on. |

| LED | Color State and Description |
|---------------------------------|--|
| Headset | <p>Off - Phone is in sleep mode.</p> <p>White – No headset is active.</p> <p>Green – An electronic hookswitch (EHS) headset is connected and activated.</p> <p>Blue – A USB or Bluetooth headset is connected and activated.</p> |
| Mute | <p>Off – No call is active.</p> <p>Red – The phone microphone is muted.</p> |
| Message Waiting Indicator (MWI) | <p>Off – No new messages are available.</p> <p>Blinking Red – New or unread voicemails are available, incoming call and missed call.</p> |

Poly CCX Phones Base Profiles

Poly CCX 500 business media phones allow you to deploy either Microsoft Teams or Microsoft Skype for Business. You can switch the base profile using the phone or the phone's web system interface.

Microsoft Teams Profile

If you deploy your phones using the Microsoft Teams profile, configure Microsoft Teams using the Microsoft Teams Admin Center. For more information, search for *Microsoft Teams Admin Center* in the Microsoft Teams Admin Center on the Microsoft documentation website <https://docs.microsoft.com/en-us/>.

After users sign in to the phone, they can make Microsoft Teams calls, view their calendar, and attend meetings. To assist users with Microsoft Teams provisioned on Poly CCX business media phones, see the *Poly CCX Business Media Phones for Microsoft Teams User Guide*.

Skype for Business Profile

If you deploy your phones using the Skype for Business profile, configure Skype for Business using Skype for Business Server or the Skype for Business Admin Center depending on your Skype deployment. For more information, see the Microsoft documentation website <https://docs.microsoft.com/en-us/>.

After users sign in to the phone, they can make Skype for Business calls, view their calendar, and attend meetings. To assist users with Skype for Business provisioned on Poly CCX business media phones, see the *Poly CCX Business Media Phones for Skype for Business User Guide*.

Switching the Base Profiles

You can switch between the Skype for Business profile and the Microsoft Teams profile from the phone interface.

Set Skype for Business as Base Profile from Microsoft Teams

You can configure the phone to load the Skype for Business profile from the Teams interface.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Profile > Skype**.
5. Select Back and save the configuration.

The phone reboots and Skype for Business profile loads.

Set Microsoft Teams as Base Profile from Skype for Business

You can configure the phone to run Microsoft Teams application. Once configured with Teams profile, you can access and modify device settings from the phone menu.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Advanced**
3. Enter the administrator password (the default is 456).
4. Select **Administration Settings > Network Configuration > Base Profile**.
5. Select **Microsoft Teams**.
6. Select Back and save the configuration.

The phone reboots and the Microsoft Teams profile loads.

Network Configuration

Topics:

- [Configuring Bluetooth](#)
- [Extended Link Layer Discovery Protocol \(LLDP\)](#)
- [Web Proxy Auto Discovery \(WPAD\)](#)
- [Data Center Resiliency](#)
- [TURN / ICE Parameters](#)

Poly UC Software enables you to make custom network configurations.

Configuring Bluetooth

You can enable Bluetooth to allow users to connect and pair compatible Bluetooth devices such as a mobile phone, tablet, laptop, or headset with Poly CCX Business Media Phone.

Bluetooth is disabled by default. You must configure the following parameters to enable Bluetooth and allow devices to find and pair with your CCX business media phone:

- `feature.bluetooth.enabled`
- `bluetooth.radioOn`

After you enable Bluetooth, you can pair and cache a maximum of six Bluetooth devices with the CCX phone and connect a maximum of two devices at a time, or pair the Poly CCX phone with one of your devices.

When you pair your Bluetooth headset to the CCX phone, you can use your headset to manage call audio for CCX phone calls. When you pair the CCX phone to your PC, tablet, or mobile phone, you can use the CCX phone to answer a call, end a call, or reject a call.

Note that using a Bluetooth headset can affect voice quality on the phone due to inherent limitations with Bluetooth technology. You may not experience the highest voice quality when using a Bluetooth headset while the 2.4 GHz band is enabled or while you are in an environment with many other Bluetooth devices.

Bluetooth Parameters

Use the parameters in the following list to configure Bluetooth.

`bluetooth.device.name`

NULL (default)

UTF-8 string

Enter the name of the device that broadcasts over Bluetooth to other devices.

`bluetooth.discoverableTimeout`

Set the time in seconds after which other devices can discover this device over Bluetooth.

0 (default) - Other devices can always discover this device over Bluetooth.

0 - 3600 seconds

bluetooth.pairedDeviceMemorySize

Set the maximum number of devices that can be paired and cached as paired on the phone.

10 (default)

0 - 10

bluetooth.radioOn

0 - The Bluetooth radio transmitter/receiver is off.

1 (default) - The Bluetooth radio is on. You must turn on the Bluetooth radio to allow devices to connect over Bluetooth.

feature.bluetooth.enabled

For high security environments.

1 (default) – Enable Bluetooth and the Bluetooth phone screen icon.

0 - Disable Bluetooth and the Bluetooth phone screen icon.

Supported Bluetooth Profiles

To pair devices via Bluetooth, you must ensure that paired devices support required Bluetooth profiles. Poly CCX phones support the following Bluetooth application profiles:

- Headset Profile (HSP) (both Gateway and Device)
- Hands-Free Profile (HFP) (both Gateway and Device)
- Advanced Audio Distribution Profile (A2DP) (Both Source and Sink)

Extended Link Layer Discovery Protocol (LLDP)

The Link Layer Discovery Protocol (LLDP) is used by network devices to advertise their identity, capabilities, and neighbors on an IEEE 802 local area network, principally wired Ethernet.

LLDP is enabled by default.

Media Endpoint Discover (MED) capabilities include:

- Network policy discover
- Endpoint location identification discovery
- Extender power discovery required for endpoint

Configuring LLDP Fast Start Count

Fast start count enables a device to initially advertise itself over the network at a fast rate for a limited time when an LLDP-MED endpoint has been newly detected or connected to the network.

`device.net.lldpFastStartCount`

Configure the fast-start LLDP packets that the phone sends when booting up or when the network comes up.

5 (default)

3 - 10

If fast-start packet count is configured > 10, the value resets to 10. If the fast-start packet count is < 3, the value resets to 3. If you configure an invalid value—for example, a negative value, string, or character—the value resets to default 5.

Web Proxy Auto Discovery (WPAD)

The Web Proxy Auto-Discovery Protocol (WPAD) feature enables Poly phones to locate the URL of a Proxy Auto-Configuration (PAC) file you configure.

WPAD is enabled by default. You can configure WPAD using configuration parameters on your provisioning server, DHCP Option 252, or DNS-A protocol mechanism to discover the PAC file location. When using a provisioning server or DHCP, the phone looks for the file name you specify. If using DNS-A, the phone looks only for the `wpad.dat` file.

The priority for PAC file searching is as follows, from first to last:

- Provisioning server. Example: `feature.wpad.url="http://server.domain.com/proxy.pac"`
- DHCP Option 252. For instructions, see *Creating an Option 252 entry in DHCP* on Microsoft TechNet: <https://technet.microsoft.com/en-us/library/cc995090.aspx>
- DNS-A. For instructions, see *Creating a WPAD entry in DNS* on Microsoft TechNet: <https://technet.microsoft.com/en-us/library/cc995062.aspx>

Note: If the proxies you configure in the PAC file or configuration file are either invalid or unreachable with a working fallback proxy, the time to register with Skype for Business is delayed and the responsiveness of features that support WPAD degrade.

The phones also support Digest and NTLM Authentication mechanisms to authenticate with a proxy server. When you sign in to Skype for Business, the phone uses the Skype credentials to sign into the Web proxy. To manually configure proxy-specific credentials common to all users, use Basic Authentication which is supported only when you configure the following parameters on a provisioning server:

- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

Supported HTTP/HTTPS Web Proxy Services

When the Web proxy server is successfully configured and operational, the phones route the following HTTP/HTTPS Web proxy services to the Web proxy server:

Skype for Business Services

- Registration Services
- Address Book Service (ABS)
- Location Information Server (LIS)
- Device Update (To ensure reliable software updates, device update is direct in case a proxy is not available.)
- Server Log Upload
- Exchange Web Services

Other

- HTTP/HTTPS Provisioning
- Core File Upload

View WPAD Diagnostic Information

You can confirm that the Web proxy server is successfully configured and operational, and access important WPAD diagnostic information to track HTTP and HTTPS traffic flowing via the proxy you configure for WPAD.

You can view the following diagnostic information on a pre-phone basis by logging into a phone's Web Configuration Utility.

- View if the WPAD PAC file fetch is successful
- View the configured method used to fetch the PAC file and source URLs
- View the DNS domain if configured
- View PAC file expiry details
- View the Exchange and Upload proxy
- Download the PAC file

Procedure

1. Enter your phone's IP address into a web browser.
2. Select **Admin** as the login type, enter the administrator password (the default is 456), and click **Submit**.
3. Go to **Diagnostics > Skype for Business Status > WPAD**.

WPAD Configuration Parameters

The following parameters configure the Web Proxy Auto Discovery (WPAD) feature.

feature.wpad.enabled

Skype for Business Base Profile (default) - 1

Generic Base Profile (default) - 0

You can configure values for this parameter from your provisioning server or from the phone to enable to disable WPAD.

Change causes system to restart or reboot.

feature.wpad.curl

Enter the Proxy Auto-Configuration (PAC) file location.

Change causes system to restart or reboot.

feature.wpad.proxy

Configure the web proxy server address. If you configure this parameter with a proxy address, the phones do not discover DHCP or DNS-A or fetch the PAC file even if you configure a PAC file location using `feature.wpad.curl`.

0-255

You can specify multiple proxies using this parameter by separated each with a semicolon the same way you specify them in the PAC file. For example:

PROXY 0.10.1.1:8080;

PROXY 10.12.2.1:8080

Change causes system to restart or reboot.

feature.wpad.proxy.username

Enter the user name to authenticate with the proxy server.

0-255

Change causes system to restart or reboot.

feature.wpad.proxy.password

Enter the password to authenticate with the proxy server.

The credentials you can use depend on how authentication is enabled on the proxy server. You can use administrator or user credentials. If Skype for Business Active Directory is integrated with the proxy server, you do not need to configure user name or password credentials.

0-255

Change causes system to restart or reboot.

Data Center Resiliency

Data center resiliency ensures that minimum basic call functions remain available in the event of a server shutdown or Wide Area Network (WAN) outage.

The phones you register with Skype for Business on-premises are enabled with this feature by default and no additional configuration is required.

In the event of an unplanned server shutdown or outage, phone behavior changes to the following:

- The phone displays a scrolling banner message 'Limited functionality due to outage'.
- Your presence status displays as 'Unknown'.
- The presence status of your contacts displays as 'Unknown'.
- You cannot change your presence status.
- You cannot add or delete Skype for Business contacts.
- Phones in the locked state display a message on the Sign In menu 'Limited functionality due to outage'.
- You can access current Call Forwarding settings in read-only mode.

TURN / ICE Parameters

This section lists parameters that configure the following Microsoft network features:

- Traversal Using Relays Around NAT (TURN)
- Interactive Connectivity Establishment (ICE)

tcpIpApp.ice.ConnCheckInetvalPairs

Time interval in milliseconds to serialize first attempt of connectivity check of identified ICE candidate pairs per call.

25 - 100

tcpIpApp.ice.ConnCheckInetvalRetries

Time interval in milliseconds to serialize the retry attempts of connectivity check for identified pairs per call.

25 - 100

tcpIpApp.ice.MaxRetries

The maximum number of retry attempts performed on each ICE connectivity check pair identified in case of a request timeout or failure.

5 (default)

2 - 25

tcpIpApp.ice.mode

MSOCS (default)

Disabled

Standard

tcpIpApp.ice.NetworkMode

TCPUDP (default) – Gathers all the possible UDP and TCP ICE candidates.

TCPOnly – Gathers all the TCP candidates along with UDP host candidates.

UDPOnly - Gathers all the UDP candidates.

tcpIpApp.ice.password

Enter the password to authenticate to the TURN server.

NULL (default)

tcpIpApp.ice.ReflexiveChecksRequired

1 (default) - TCP and UDP reflexive candidates will be collected in candidate gathering process.

0 - TCP and UDP reflexive candidates will not be collected in candidate gathering process.

tcpIpApp.ice.stun.server

Enter the IP address of the STUN server.

NULL (default)

tcpIpApp.ice.stun.udpPort

The UDP port number of the STUN server.

3478 (default)

1 - 65535

tcpIpApp.ice.tcp.enabled

1 (default) - Enable TCP.

0 - Disable TCP.

tcpIpApp.ice.turn.server

Enter the IP address of the TURN server.

NULL (default)

tcpIpApp.ice.turn.tcpPort

443 (default)

1 - 65535

tcpIpApp.ice.turn.udpPort

The UDP port number of the TURN server.

443 (default)

65535

tcpIpApp.ice.username

Enter the user name to authenticate to the TURN server.

NULL (default)

Deploying CCX Phones with Microsoft Teams

Topics:

- [Microsoft Teams Device Settings](#)
- [Microsoft Teams Device and Software Support](#)

This section provides information about deploying your CCX phones with Microsoft Teams.

Microsoft Teams Device Settings

Topics:

- [Network Configuration Options](#)
- [Change the Default Administrator Password](#)

You can access and modify device settings from the Microsoft Teams Portal or from the phone menu.

Note: When you set the base profile to `MSTeams`, Microsoft controls the Microsoft Teams software experience and performance on the Poly CCX 500 business media phones. Send all feedback and queries to Microsoft.

Network Configuration Options

You can set some network configuration options from the Admin Settings menu on an individual phone.

Manually Set DHCP Settings

The network DHCP settings will be automatically configured based on the DHCP server settings. Optionally, you can manually configure DHCP settings for a single phone.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Network Configuration > DHCP Settings**.
5. Enter the following details:
 - Host Name
 - Domain Name
 - IP Address
 - Subnet Mask
 - Default Gateway
 - Primary DNS
 - Secondary DNS

Configure VLAN from the Phone

You can manually configure the VLAN settings from the phone interface.

Procedure

1. On the phone screen, press the menu icon at the top left.

2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Network Configuration > VLAN**.
5. Enter the **VLAN Id**.
6. Tap the switch to enable **LLDP**.
7. Tap the switch to enable **CDP Compatibility**.
8. Select the required **DHCP VLAN Discovery**.
9. Select **DHCP VLAN Option**.

Set 802.1x Authentication for the Phone

You can manually configure the 802.1x authentication from the phone interface.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Network Configuration > 802.1x**.
5. Tap the switch for **802.1x Authentication** to enable manual configuration.
6. Enter the following details:
 - **EAP Method**
 - **Identity**
 - **Password**
 - **Anonymous ID**
 - **EAP-FAST In-Band Provisioning**

EAP-FAST In-Band Provisioning is configurable only if you select **EAP Method** as **EAP-FAST**.

Set the PC Port for the Phone

You can manually set the PC port for the phone.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Network Configuration > PC Port**.
5. Select one of the following options:
 - Disabled
 - Auto
 - 10HD
 - 10FD
 - 100HD
 - 100FD
 - 1000FD

Set LAN Port Settings

You can manually set Local Area Network (LAN) port settings on the phone.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Network Configuration > LAN Port Settings**.
5. Select one of the following options:
 - Auto
 - 10HD
 - 10FD
 - 100HD
 - 100FD
 - 1000FD

Change the Default Administrator Password

Poly strongly recommends that you change the default password on the phones.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Admin Password**.
5. Enter the default password, enter a new password, and confirm the new password.

Microsoft Teams Device and Software Support

Topics:

- [Enable or Disable the System Web Interface](#)
- [Reset Custom Configurations](#)
- [Reset the Device to Factory Defaults in Microsoft Teams](#)
- [Updating Microsoft Teams](#)

This section provides information on maintaining your devices and updating your phone's software.

Enable or Disable the System Web Interface

You can enable or disable access to the phone's system web interface.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Debug**.
5. Toggle **Web User Interface** to enable or disable access to the system web interface.

Reset Custom Configurations

You can erase the phone configuration done through the system web interface or from the Device Settings on the phone to reset the customized **Debug** values to defaults.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Debug > Reset Custom Config**.
5. When prompted `Do you want to reset custom configuration?`, select **Continue**.

Reset the Device to Factory Defaults in Microsoft Teams

You can reset the device to factory default settings if your device experiences problems that you cannot resolve by troubleshooting the device logs.

Resetting the phone to defaults clears the flash parameters, user and cached data, and resets the administrator password to 456.

Procedure

1. On the phone screen, press the menu icon at the top left.
2. Go to **Settings > Device Settings**.
3. Select **Admin Only**, and enter the administrator password (the default is 456).
4. Select **Debug > Reset to Factory Defaults**.
5. When prompted `Do you want to reset to factory defaults?`, select **Continue**.

Updating Microsoft Teams

Manage Microsoft Teams updates for your CCX series phones through the Microsoft Teams admin portal.

| | |
|-------------------|---|
| Important: | If you are leveraging mobile device management, make sure your compliance policies do not block CCX phones from being provisioned. CCX devices run the Microsoft Teams IP Phone application. This Android-based application will present itself as “Android (device administrator)” and will need to be excluded from any compliance policies that prevent usage. |
|-------------------|---|

For more information on updating Microsoft Teams on your CCX phones, see the Microsoft Teams website.

[Manage your devices in Microsoft Teams](#)

Deploying CCX Phones with Skype for Business

Topics:

- [Deploying Poly Phones with Skype for Business](#)
- [Sign In Methods](#)
- [Microsoft Exchange Integration](#)
- [Audio Features](#)
- [Phone Display Features](#)
- [Port Usage](#)
- [Configuring Security Options](#)
- [Certificates](#)
- [Directories and Contacts](#)
- [Call Controls](#)
- [Using CCX Phones as Shared Devices](#)
- [Skype for Business Device and Software Support](#)

This section provides information about deploying your CCX phones with Skype for Business.

Deploying Poly Phones with Skype for Business

Topics:

- [Configure the Network](#)
- [Set Up Poly UC Software](#)
- [Provisioning Skype for Business Phones](#)
- [Configuring In-Band Provisioning Settings](#)

Poly offers several methods to register your Poly phones with Skype for Business.

If you are using Poly phones shipped with Skype for Business-qualified UC Software and want to keep default settings with no change, you need only configure the network. If you want to customize default settings, complete the following tasks:

- Configure the Network
- Set up Poly UC Software
- Provisioning the Phones

Configure the Network

Configure the following network settings to register Poly devices with Skype for Business.

Procedure

1. Set up or verify Domain Name System (DNS) service (SRV) records to allow the devices to discover Skype for Business server automatically.
For information on creating and verifying DNS SRV records, see the latest documentation on [Microsoft TechNet](#).
2. Optional: If you are setting Microsoft Call Admission Control (CAC) refer to Microsoft Plan for call admission control in Skype for Business Server 2015 for required bandwidth guidelines.
3. Obtain a root certificate authority (CA) security certificate using one of the following methods:

| Certificate Method | Description |
|---|---|
| Lightweight Directory Access Protocol (LDAP) Domain Name System (DNS) | Phones you register with Skype for Business are enabled with this feature by default and no additional configuration is required. |

| Certificate Method | Description |
|--|---|
| Dynamic Host Configuration Protocol (DHCP) Option 43 | <p>When provisioning phones from within an enterprise, you can use DHCP Option 43 to download a private CA root security certificate used by Skype for Business. The security certificate is required to support secure HTTPS and TLS connections. In conjunction with DHCP Option 43, ensure that your devices can access Skype for Business Server Certificate Provisioning Web Service over HTTP (TCP 80) and HTTPS (TCP 443).</p> <p>Note: If you configure DHCP Option 43 in on-premises Skype for Business deployments, the phone displays only the PIN Authentication menu to users.</p> <p>For more details and troubleshooting information on DHCP Option 43, see Microsoft TechNet.</p> |
| DHCP Option 66 | <p>Use this method if you are using a provisioning server or setting DHCP options using the following:</p> <ul style="list-style-type: none"> DHCP Option 160. If you are using devices with a Skype or Lync Base Profile, use Option 161 with the address (URL or IP address) of the provisioning server. You can set the provisioning server address or URL on the device menu. |

- Set up each user with a Skype for Business account and credentials.

Supported DHCP Sub-Options

The following table lists the individual sub-options and combination sub-options supported on the phones for DHCP Option 43.

DHCP Option 43 Sub-Options

| Option | Result |
|--|--|
| Option 1 – Subnet mask | The phone parses the value from Option 43. |
| Option 2 – Time offset | The phone parses the value. |
| Option 3 – Router | The phone parses the value. |
| Option 4 – Time server | The phone parses the value. |
| Option 6 – Domain Name Server | The phone parses the value. |
| Option 7 – Domain Log server | The phone parses the value. |
| Option 15 – Domain Name | The phone parses the value. |
| Option 42 – Network Time Protocol server | The phone parses the value. |
| Option 66 – TFTP Server Name | The phone parses the value. |
| Sub-options configured in Option 43 | |

| Option | Result |
|---|-----------------------------|
| Options 1, 2, 3, 4, 5, 6, 7, 15, 42, and 66 | The phone parses the value. |

Set Up Poly UC Software

After you power your devices and set up the network, set up the Poly UC Software.

Note: To avoid placing the phone in a continuous reboot cycle, don't provision phones with UC Software from both a Microsoft server and your own provisioning server.

Procedure

1. Set up a provisioning server on your computer and create a root directory to hold all of the required UC Software, configuration files, and subdirectories. Name the directory to identify it as containing the UC Software release.
2. Decide if you are provisioning your phones from Skype for Business Server or using your own provisioning server.

Deploying UC Software in CAB file format provisions the phones and enables default feature functionality, including the automatic software update feature. However, if you want to change or customize default functionality of the phone features, you need to set up and edit UC Software configuration files on your own provisioning server and send the custom settings to the phones.

3. Download, save, and extract UC Software to the root directory you created.
 - If you are deploying UC Software from Skype for Business Server, download the CAB file version of UC Software.
 - If you are deploying phones from your own provisioning server, download the split or combined version of UC Software in XML format.
4. After the UC Software directory is extracted, open the folder in your root directory.
5. Configure a Call Park Orbit Policy.

You must configure a call park orbit policy to enable the call park feature. See [Configuring Call Park on Microsoft TechNet](#).

Provisioning Skype for Business Phones

The method labeled `device.set` is an advanced method for users familiar with configuration files and uses centralized provisioning to set the Base Profile for multiple phones.

The Base Profile is a provisioning option available on Skype for Business-enabled devices that simplifies the process of registering your devices with Skype for Business. The Base Profile displays in the phone's menu system and varies by phone model. The Base Profile automates registration with a default set of configuration parameters and settings; you cannot modify or customize the Base Profile or feature settings. Because you can provision only a single phone at a time from the local phone menu, use centralized provisioning for deployments of greater than 20 devices requiring only default Skype for Business settings.

If you want to configure phone options using a phone's Web Configuration Utility after registering the phone with the Skype for Business Server, you must enable access to the Web Configuration Utility.

Centralized Provisioning

Use a central provisioning server when provisioning multiple phones to:

- Configure multiple devices automatically
- Facilitate automated software updates
- Receive automatic log files
- Add, remove, or manage features and settings to multiple phones simultaneously
- Create phone groups and modify features and settings for each phone group

Note: Using an existing server to deploy your provisioning server can affect performance of your Skype for Business deployment. Misconfiguration or nonstandard deployment of the Microsoft Internet Information Services (IIS) web server may affect your ability to obtain accurate Microsoft support.

Centralized Provisioning Methods

Use one of the following methods to centrally deploy multiple devices:

- Use Skype for Business Online or Microsoft Exchange Online to set up phones and configure features.
- Download UC Software in CAB file format and place the software on Skype for Business Server. Default feature settings are applied to all your phones.
 - This method requires you to set up your own provisioning server. Setting up your own provisioning server enables you to customize feature settings using the template configuration files included in the UC Software download. With this method, users can sign in with their credentials from the phone's interface.
- Use `device.*` parameters to configure multiple devices and only if you are familiar with centralized provisioning and configuration files.

Set Up Phones with Skype for Business Online and Exchange Online

Skype for Business Online and Microsoft Exchange Online provide applications and services including email and social networking, Exchange Server, SharePoint, Yammer, MS Office web applications, and Microsoft Office software.

Poly offers Skype for Business Online and Exchange Online for:

- Poly CCX 500 business media phones

If you need to configure media ports for Skype for Business Online deployments, see [Skype for Business Online](#) for specific port numbers.

When using Skype for Business Online and Microsoft Exchange Online, note the following:

- You must use TLS-DSK to authenticate the phones.
- The phones support use of ZTP staging for software upgrades.

Procedure

1. Install and open the Skype for Business Online, Windows PowerShell Module.
2. Type the command: `Import-Module SkypeOnlineConnector.`

3. Connect to the Skype for Business tenancy using the command: `$session=New-CsOnlineSession -Credential $cred.`
4. When the Powershell credential request dialog displays, enter your Skype for Business user name and password.
5. Import the session with the command: `Import-PSSession $session -Verbose -AllowClobber.`
6. Set policies with the command: `CsIPPhonePolicies.`

Deploy UC Software from Skype for Business Server

If you downloaded UC Software files in CAB format, complete the following procedure to deploy UC Software from Skype for Business Server.

Procedure

1. Download and save UC Software in CAB file format to your computer.
2. Go to Skype for Business Server and copy the CAB file to a C: drive directory.
3. Use the Skype for Business Server Management Shell to go to a particular directory.
4. In the Skype for Business Server Management Shell, run the following import command:

```
Import-CsDeviceUpdate -Identity service:1-WebServices-1 -FileName
UCUpdates.cab
```

5. In the Skype for Business Control Panel, go to **Clients > Device Update** to view UC Software versions available on Skype for Business Server.
6. Go to **Clients > Action > Approve** to approve the UC Software.

Deploy UC Software from a Provisioning Server

Complete the following steps to deploy UC Software from a provisioning server.

Procedure

1. Locate `000000000000.cfg` in the folder after you unzip the software package.
2. Place these configuration files in your root provisioning directory, create a copy of each file, and rename them keeping the suffix `.cfg`.

Using edited copies of the template files ensures that you have unedited template files containing the default values.

3. Open the master configuration file `000000000000.cfg`.

In the `CONFIG_FILES` field, enter the name of your Skype for Business configuration file and save.

Ensure that multiple configuration file names are comma separated.

Configuration files you enter in the `CONFIG_FILES` field are read left to right. If you have configured the same setting in two configuration files, the setting listed first (left) is applied. Ensure that you do not have the same parameter in more than one configuration file.

If you do not want to use the Microsoft Autodiscover service, use the following parameters to disable the feature and manually set the Skype for Business server address and SIP signaling port using:

- Disable Autodiscover: `reg.1.serverAutoDiscovery=0`

- **Server:** `reg.1.server.1.address=<server_address>`
 - **Port:** `reg.1.server.1.port=<port_number>`
4. Set the following parameters in the device config file (`device.cfg`) to bypass EULA during bulk provisioning and software upgrade:
 - `device.eulaAccepted.set="1"`
 - `device.eulaAccepted="1"`
 5. Power on your phones.
Your phones display the Skype for Business Sign In screen.

Set the Base Profile with device.* Parameters

This section shows you how to provision multiple devices using parameters in the `device.cfg` template configuration file included in your UC Software download.

Poly recommends using device.* parameters to configure multiple devices and only if you are familiar with centralized provisioning and configuration files.

Procedure

1. Locate the `device.cfg` template configuration file and place the `device.cfg` file on your provisioning server.
2. Locate and change the values of the following parameters:
 - `device.baseProfile= <Base Profile value>`
 - `device.set=1`
 - `device.baseProfile.set=1`
3. Rename and save the file.
4. Power on the phones.
5. Once boot-up is complete, remove `device.set` from the template configuration file and save the file again after removing `device.set`.

Manual Provisioning Methods

You can use per-phone, manual provisioning methods to register Poly devices with Skype for Business.

All manual provisioning methods set the Base Profile of a phone to **Skype**. The Base Profile is a feature on each phone that, when set to **Skype**, automatically provisions the phone with the default parameters required to work with Skype for Business.

When you use configuration files to provision the phones with Skype for Business, the phone Base Profile is set to **Generic**. You do not need to set the Base Profile to **Skype** when provisioning with configuration files.

Set the Base Profile from the Settings Menu

You can set the Base Profile to **Skype** from the phone **Settings** menu.

Procedure

1. Go to **Settings > Advanced > Administration Settings > Network Configuration**, and set Base Profile to **Skype**.
2. Select **Back > Save Configuration**.

The phone automatically restarts and displays the **Sign In** screen. Users can now sign in.

Set the Base Profile Using the Web Configuration Utility

You can use the Web Configuration Utility to manually set a phone's Base Profile to **Skype**.

The Web Configuration Utility is disabled by default when the phone registers with Skype for Business Server. You must manually enable the Web Configuration Utility to configure phone settings. You cannot configure sign-in credentials using the Web Configuration Utility.

Procedure

1. Provide power to your phones and allow the phones to complete the power-up process.
2. Get the IP address of each phone in your deployment by going to **Settings > Status > Platform > Phone**.
The IP address displays in the **IP:** field.
3. Enter the phone's IP address in the address bar of a web browser.
The Web Configuration Utility login screen displays.
4. Choose **Admin** to log in as an administrator, and then enter the administrator password (default 456) and click **Submit**.
5. On the Home page, navigate to the **Simple Setup** menu.
6. From the **Base Profile** drop-down list, choose **Skype**, and click **Save** at the bottom of the page.
7. In the confirmation dialog, choose **Yes**.

The phone automatically restarts, and users can now sign in.

Configuring In-Band Provisioning Settings

You must provision phones using either in-band provisioning or your provisioning server and not both.

Where settings conflict, Skype for Business in-band provisioning device settings take precedence over the same settings configured on your provisioning server. If you are using your own provisioning server, avoid phone update loops by configuring `lync.provisionDeviceParams.enabled=0` to disable the following in-band provisioning device settings sent from the Skype for Business Server or Skype for Business Online:

- `EnableDeviceUpdate`
- `IPPhoneAdminPasswd`
- `LocalProvisioningServerAddress`
- `LocalProvisioningServerUser`
- `LocalProvisioningServerPassword`
- `LocalProvisioningServerType`
- `ucDiffServVoice`

`lync.provisionDeviceParams.enabled`

- 1 (default) - Enable (accept) in-band provisioning device settings sent from Skype for Business.
- 0 - Disable (block) in-band provisioning device settings sent from Skype for Business.

Sign In Methods

Topics:

- [Configuring a Skype for Business Sign In Method and Credentials](#)
- [PIN Authentication](#)
- [Web Sign In for Skype for Business](#)
- [Modern Authentication Supported Topologies](#)
- [Sign In with Better Together over Ethernet \(BToE\)](#)
- [Web Sign In for CAP with Skype for Business Online](#)
- [Disabling the Sign-In and Sign-Out Soft Keys](#)

You can configure users to sign in or out of the phone using one of the following methods:

- **User ID** - Enable users to sign in with their user credentials on the Sign In screen. You cannot configure login credentials using the Web Configuration Utility.
- **PIN Authentication** - Use this to sign in on the phone or from the Web Configuration Utility. This option is available in on-premises Skype for Business deployments when you configure DHCP Option 43 and is not available for online deployments.
- **Web Sign In for Skype for Business** - This method enables secure sign-in from a browser on your computer or mobile device. The phone generates a unique pairing code used to sign in on a secure Office 365 website.
- **Single Sign-On Solutions (SSO)** - Allows you to use the same login credentials across multiple cloud-based applications such as Microsoft Exchange and Skype for Business.

When you change the active directory password, the phone de-registers from the Skype for Business server with a registration expiry value.

The maximum length of the user name or sign in address (Name + Domain) is limited to 45 characters.

While signing in to the phone, the phone displays sign-in progress messages such as **Discovering Skype for Business Server** or **Authentication in progress**.

Configuring a Skype for Business Sign In Method and Credentials

The following parameters configure the type of sign in on the phones and user credentials.

`reg.1.auth.loginCredentialType`

Configure a login type and user credentials. You cannot log in to the phone with Microsoft credentials if the parameter `reg.1.auth.loginCredentialType` is set to the default value.

`LoginCredentialNone` (default)

`usernameAndPassword` - Set credentials to sign-in address, user name, domain, and password in the required format.

extensionAndPIN - Set credentials to extension and PIN.

reg.1.auth.useLoginCredentials

You can use this method in the configuration file to automatically sign in users after the phone powers up.

1 (default) - SSI Login credentials, BToE Sign in, and Web Sign types are available for authentication with the server.

0 - SSI Login credentials, BToE Sign in, and Web Sign types are not available for authentication with the server.

reg.1.auth.usePinCredentials

You can use this method in the configuration file to automatically sign in users after the phone powers up.

To use this sign-in method, you must enable DHCP Option 43 or `dhcp.option43.override.stsUri`.

1 - PIN authentication sign in method is available for authentication on the server.

0 - PIN authentication sign in method is not available for authentication on the server.

auth.unblock.period

If the authentication request attempts fail due to a server error, further authentication attempts are blocked for a defined number of minutes before reattempting.

30 minutes (default)

0 - 30

Example Sign In Configurations

You can set PIN authentication or SSI login credentials in the configuration file to log in users automatically after the phone powers up.

The following example sets PIN authentication user credentials in the configuration file:

- `reg.1.auth.usePinCredentials="1"`
- `reg.1.auth.loginCredentialType="extensionAndPIN"`
- `device.set="1"`
- `device.logincred.extension.set="1"`
- `device.logincred.extension="xxxx"`
- `device.logincred.pin.set="1"`
- `device.logincred.pin="xxxx"`

The following example sets SSI login credentials in the configuration file:

- `reg.1.auth.loginCredentialType="usernameAndPassword"`
- `reg.1.address="xxxx@domain.com"`
- `device.set="1"`

- `device.logincred.user.set="1"`
- `device.logincred.user="xxxx"`
- `device.logincred.password.set="1"`
- `device.logincred.password="xxxxx"`
- `device.logincred.domain.set="1"`
- `device.logincred.domain="domain"`

PIN Authentication

You can enable users to sign in to Skype for Business using PIN authentication.

To use PIN authentication, you must enable the Web Configuration Utility, which is disabled by default. For information on enabling the Web Configuration Utility, see [Accessing the Web Configuration Utility](#). After you enable the Web Configuration Utility, you can enable PIN authentication using `reg`.

```
1.auth.usePinCredentials .
```

If you configure DHCP Option 43 in on-premises Skype for Business deployments, the phone displays only the PIN Authentication menu to users. The PIN Auth menu does not display and is not available for Skype for Business Online.

PIN Authentication Parameters

The following parameters configure PIN Authentication.

device.logincred.extension

NULL (default) - The phones will not trigger registration.

0 to 32 - Enter a user phone extension number or string to a maximum of 32 characters. The phone reads this extension when you configure PIN-Auth as the phone registration method.

device.logincred.pin

NULL (default) - If the default value is set, the phones will not trigger registration.

0 to 32 -Enter a user phone PIN to a maximum of 32 characters. The phone reads this PIN when you configure PIN-Auth as the phone registration method.

reg.1.auth.useLoginCredentials

You can use this method in the configuration file to automatically sign in users after the phone powers up.

1 (default) - SSI Login credentials, BToE Sign in, and Web Sign types are available for authentication with the server.

0 - SSI Login credentials, BToE Sign in, and Web Sign types are not available for authentication with the server.

Web Sign In for Skype for Business

Web Sign In is enabled by default on phones registered with the Skype for Business server and is available for Skype for Business Online and On-Premise deployments.

Web Sign In enables users to securely login to Skype for Business on their phone from a computer or a mobile web browser. It provides users with a way to authenticate their Skype for Business credentials without entering their credentials on the phone. The phone displays on-screen instructions to help users proceed through the process. With the Web Sign In method, a user can sign in concurrently to a maximum of eight phones. If a user signs in on multiple phones and signs out from one phone, the user remains signed in on the remaining phones.

Users authenticate their accounts using a pairing code that is generated on the phone. The pairing code that the Web Sign In method generates expires within a few minutes after the Skype for Business server sends the code to the phone. Users must sign in before the pairing code expires.

Web Sign In supports Multi-Factor Authentication (MFA) on phones. If you're using MFA, you must use Web Sign In as the user sign-in method with phones. For more information on configuring MFA for Office 365, refer to [Microsoft's Configure Azure Multi-Factor Authentication Settings](#).

Web Sign In for Skype for Business server is supported only when the Hybrid Modern Authentication (HMA) environment is enabled. To use the capability of HMA with Skype for Business On-Premise, Active Directory should be federated with Azure Active Directory (AAD). For more information to configure HMA in your environment, refer to [Hybrid Modern Authentication for Skype for Business](#).

Web Sign In for Skype for Business Parameters

The following parameters configure Web Sign In for Skype for Business Online and On-Premises deployments.

feature.webSignIn.enabled

1 (default) - In Skype for Business Base Profile, the web sign in option is displayed on the phone for the user.

0 - In Skype for Business Base Profile, the web sign in option is not displayed on the phone for the user.

reg.1.auth.loginCredentialType

Specify the credential type the user must provide to log in. You cannot log in to the phone with Microsoft credentials if `reg.1.auth.loginCredentialType` is set to the default value.

`LoginCredentialNone` (default)

`onlineDeviceAuth` - Enables users to sign in to the phone using Web Sign In.

`usernameAndPassword` - Provide description of this value.

Sign In Remotely using Web Sign-In for Skype for Business

You can sign in to Skype for Business remotely using the phone's Web Configuration Utility.

Procedure

1. Enter your phone's IP address into a web browser on your computer.
2. Select **Admin** as the login type, enter the admin password (the default is 456), and click **Submit**.
3. Select **Settings > Skype for Business Sign In**.
4. Select **Web Sign-In** from **Authentication Type**.
5. Select **Sign In**.

A URL and a sign-in code display.

6. Enter the URL into the web browser on your computer.
7. Enter the sign-in code and select **Continue**.

The Skype for Business Authentication website displays.

8. Enter your Skype for Business login information.

A confirmation message displays when the phone successfully signs in to Skype for Business.

Modern Authentication Supported Topologies

The following table lists supported Modern Authentication topologies.

Modern Authentication Supported Topologies

| Technology Name | Skype for Business | Modern Authentication on Skype for Business | Microsoft Exchange | Modern Authentication on Microsoft Exchange | Supported? |
|-----------------|--------------------|---|--------------------|---|------------|
| Cloud Only | Online | On | Online | On | Yes |
| On Prem Only | On-Premise | On | On-Premise | On | Yes |
| Mixed 1 | On-Premise | Off | Online | On | Yes |
| Mixed 2 | Online | On | On-Premise | Off | Yes |

Sign In with Better Together over Ethernet (BToE)

You can enable users to use this sign-in method with the Better Together over Ethernet (BToE) feature. The BToE feature enables users to place, answer, and hold audio and video calls from the phone and Skype for Business client on a computer.

This sign in method is available after the user downloads the BToE connector application then pairs their computer and phone. To download the application and for detailed instructions, see the user guide for your phone model.

Web Sign In for CAP with Skype for Business Online

When Common Area Phone (CAP) mode is enabled along with Online Web Sign In and the phone is set to CAP Admin mode, you can sign in to the phone registered with Skype for Business Online and securely login to Skype for Business from the phone or from a computer or mobile web browser.

This sign in method is not applicable when the phone is signed in as a guest user.

Disabling the Sign-In and Sign-Out Soft Keys

If your phones are used as shared devices in your organization, you can remove the sign-out soft key to prevent users from signing others out.

Or, you can remove both the sign-in and sign-out soft keys.

Use the following parameters to remove the sign-out soft key, or the sign-in and sign-out keys.

feature.lync.hideSignInSignOut

0 (default) - The Sign In and Sign Out soft keys display on the Home screen and phone menus.

1 - The Sign In and Sign Out soft keys are removed from the Home screen and phone menus, and users are not able to sign in or out. Administrators can sign in and out with the Web Configuration Utility.

feature.lync.hideSignOut

0 (default) - The Sign Out soft key displays on the Home screen and phone menus.

1 - The Sign Out soft key is removed from the Home screen and phone menus, and users are not able to sign out. Administrators can sign out of the phone from the Advanced menu or Web Configuration Utility.

feature.lyncbtoe.autosignin.signoff.enabled

0 (default) - When the connection between the phone and BToE application is terminated, the credentials cached on the phone remains as is and the phone continues to stay signed in.

1 - When the connection between the phone and BToE application is terminated, the credentials cached on the phone are removed and the phone triggers auto sign-off.

Note: The auto sign-off triggers only when the phone was previously signed in using via PC sign-in method.

softkey.feature.simplifiedSignIn

0 (default) - The Sign In and Sign Out soft keys are removed from the Home screen and display in the Features menu.

1 - The Sign In and Sign Out soft keys displays on the Home screen and phone menus.

Microsoft Exchange Integration

Topics:

- [Skype for Business](#)
- [Integrating with Microsoft Exchange](#)
- [Configuring the Microsoft Exchange Server](#)

If you have a Skype for Business, Office 365, Lync Server 2010 or 2013 deployment, you can integrate with Microsoft Exchange Server.

You can set up visual voicemail, call log synchronization, Outlook contact search, and Skype for Business Address Book Service (ABS) adaptive search. Each of these features is enabled by default on Poly phones registered with Skype for Business.

After the phone is connected with the Exchange Server, you can:

- Verify the status of Exchange Server services on each phone.
- View the status of each service in the Web Configuration Utility.

Skype for Business

Skype for Business and Lync Server provides a unified communications (UC) solution that enables customers, colleagues, and business partners to communicate instantly by voice, video, or messaging through a single interface, regardless of their location or network.

Note that the concurrent failover/fallback feature is not compatible in a Microsoft environment.

The features available when you are registered with Skype for Business Server vary with the Poly phone model and Poly UC Software version you are using. Poly UC Software supports the following devices with Skype for Business and Lync Server:

- Poly CCX business media phones

If you are using UC Software with Skype for Business and want to change default settings or customize your deployment, you must set up a provisioning server.

Poly UC Software enables you to register only a single phone line with Skype for Business Server. When you register a line on a Poly phone using Skype for Business Server you cannot register lines with another server.

Integrating with Microsoft Exchange

You can integrate with Microsoft Exchange using one of the following methods:

- Exchange Server auto-discover
- Provision the phone with the Microsoft Exchange address
- Web Configuration Utility

Note: If you enter the Skype for Business credentials to the configuration file, phone users must enter credentials to the phone **Sign In** screen.

Provision the Microsoft Exchange Calendar

You can provision your phones with the Microsoft Exchange calendar.

Procedure

» Add the following parameters to one of your configuration files:

- `feature.exchangeCalendar.enabled=1`
- `exchange.server.url=https://<example URL>`

Enable Microsoft Exchange Calendar Using the Web Configuration Utility

You can use the Web Configuration Utility to manually enable your phones with the Microsoft Exchange calendar.

Enable the access to the Web Configuration Utility on the phone registered with Skype for Business.

This is useful for troubleshooting if auto-discovery is not working or is mis-configured. Enabling Microsoft Exchange Calendar through the Web Configuration Utility can only be performed on one phone at a time.

Procedure

1. Log in to the Web Configuration Utility as Admin (default password 456).
2. Go to **Settings > Applications > Exchange Applications**.
3. In the **Exchange Calendar** field, select **Enable**.
4. Enter the exchange web services URL using a Microsoft Exchange Server URL, for example `https://<mail.com>/ews/exchange.asmx`.

In this example, the URL part `<mail.com>` is specific to an organization.

5. At the bottom of the browser page, click **Save**.
6. When the confirmation dialog displays, click **Yes**.

Your Exchange Calendar is successfully configured and the Calendar icon displays on your phone screen.

Verify the Microsoft Exchange Integration

You can verify if all of the Exchange services are working.

Procedure

» Do one of the following:

- On the phone, go to **Settings > Status > Diagnostics > Warnings**.
- From the Web Configuration Utility, go to **Diagnostics > Skype for Business Status > Exchange Client**.

Configuring the Microsoft Exchange Server

You can configure the following settings to take advantage of Microsoft Exchange services on your phones.

Note: For help with Lync Server 2010, refer to Microsoft [Configure Exchange Services for the Autodiscover Service](#).

For help with Lync Server 2013, refer to Microsoft [Configuring Unified Messaging on Microsoft Exchange Server to work with Lync Server 2013](#).

Visual Voicemail

On the exchange server, enable unified messaging and enable messages to play on the phone for each user.

If you disable `feature.exchangeVoiceMail.enabled`, the Message Center and Skype for Business Voice mail menus display the message: Skype for Business Server only plays voicemail and you cannot download voicemails or play locally on the phone.

Calendar Month View

On the exchange server, you can enable the month view option for users to retrieve the calendar events for all the days in the month.

The **Month View** option is disabled by default.

Calendar Month View Parameters

The following parameters configure the month view.

`calendar.monthView.enabled`

0 (default) - Disables the **Month View** soft key.

1 - Enables the **Month View** soft key.

Synchronizing Call Logs

On the Exchange server, you can enable the option to save calls logs to each user's conversation history in Outlook.

Call Log Synchronization Parameter

Use the following parameter to configure call logs.

`feature.exchangeCallLog.enabled`

1 (default) - The Exchange call log feature is enabled and the user call log history of Missed, Received, and outgoing calls can be retrieved on the phone.

You must also enable the parameter `feature.exchangeCalendar.enabled` to use the Exchange call log feature. If you disable `feature.exchangeCalendar.enabled`, also disable `feature.exchangeCallLog.enabled` to ensure call log functionality.

0 (default) - The Exchange call log feature is disabled and the user call logs history cannot be retrieved from the Exchange server.

Address Book Service (ABS) Adaptive Search

You can enable the ABS service on the Exchange server.

There are three possible configurations.

- Outlook and ABS are both enabled by default. When both are enabled, the phone displays the Skype for Business Directory.
- If you disable Outlook and enable only ABS, the phone displays the Skype for Business Directory.
- If you enable Outlook and disable ABS, the Outlook Contact Search displays in Directories.

Phones registered with Skype for Business server display a one-touch **Join** button that allows you to join a Skype for Business conference in a federated environment, even if you haven't configured Transport Neutral Encapsulation Format (TNEF).

Microsoft Exchange Parameters

The following parameters configure Microsoft Exchange integration.

exchange.meeting.alert.followOfficeHours

1 (default) - Enable audible calendar alerts during business hours.

0 - Disable audible calendar alerts.

exchange.meeting.alert.tonePattern

positiveConfirm (default) - Set the tone pattern of the reminder alerts using any tone specified by `se.pat.*`.

exchange.meeting.alert.toneVolume

10 (default) - Set the volume level of reminder alert tones.

0 - 17

exchange.meeting.allowScrollingToPast

0 (default) - Do not allow scrolling up in the Day calendar view to see recently past meetings.

1 - Allow scrolling up in the Day calendar view to see recently past meetings.

exchange.meeting.parseOption

Select a meeting invite field to fetch a VMR or meeting number from.

Location (default)

All

LocationAndSubject

Description

Change causes a reboot.

exchange.meeting.phonePattern

NULL (default)

string

The pattern used to identify phone numbers in meeting descriptions, where "x" is a digit and "|" separates alternative patterns (for example, xxx-xxx-xxxx|604.xxx.xxxx).

exchange.meeting.realConnectProcessing.outboundRegistration

Choose a line number to use to make calls on Polycom RealConnect technology.

2 (default)

1 - 34

Change causes system to restart or reboot.

exchange.meeting.realConnectProcessing.prefix.domain

Define the One-Touch Dial meeting invite prefix domain. Example: *"mypolycom.com"*

exchange.meeting.realConnectProcessing.prefix.value

Define the One-Touch Dial meeting invite prefix value.

exchange.meeting.realConnectProcessing.skype.enabled

0 (default) – Disable the Skype for Business meeting on Polycom RealConnect technology.

1 - Enable the Skype for Business meeting on Polycom RealConnect technology.

Change causes system to restart or reboot.

exchange.meeting.reminderEnabled

1 (default) - Meeting reminders are enabled.

0 - Meeting reminders are disabled.

exchange.meeting.reminderInterval

300 seconds (default)

60 - 900 seconds

Set the interval at which phones display reminder messages.

exchange.meeting.reminderSound.enabled

1 (default) - The phone makes an alert sound when users receive reminder notifications of calendar events. Note that when enabled, alert sounds take effect only if `exchange.meeting.reminderEnabled` is also enabled.

0 - The phone does not make an alert sound when users receives reminder notifications of calendar events.

exchange.meeting.reminderType

Customize the calendar reminder and tone.

2 (default) - The reminder is always audible and visual.

1 - The first reminder is audible and visual reminders are silent.

0 - All reminders are silent.

exchange.meeting.reminderWake.enabled

1 (default) - The phone wakes from low power mode after receiving a calendar notification.

0 - The phone stays in low power mode after receiving a calendar notification.

exchange.pollInterval

The interval, in seconds, to poll the Exchange server for new meetings.

30000 (default)

4000 minimum

60000 maximum

exchange.server.url

NULL (default)

string

The Microsoft Exchange server address.

feature.EWSAutodiscover.enabled

If you configure `exchange.server.url` and set this parameter to 1, preference is given to the value of `exchange.server.url`.

Lync Base Profile default is 1.

Generic Base Profile default is 0.

1 - Exchange autodiscovery is enabled and the phone automatically discovers the Exchange server using the email address or SIP URI information.

0 - Exchange autodiscovery is disabled on the phone and you must manually configure the Exchange server address.

feature.exchangeCalendar.enabled

Available for:

- CCX 500 business media phones

Lync Base Profile default is 1.

Generic Base Profile default is 0.

0 - The calendaring feature is disabled.

1 - The calendaring feature is enabled.

You must enable this parameter if you also enable `feature.exchangeCallLog.enabled`. If you disable `feature.exchangeCalendar.enabled`, also disable `feature.exchangeCallLog.enabled` to ensure call log functionality.

feature.exchangeContacts.enabled

Lync Base Profile default is 1.

Generic Base Profile default is 0.

1 - The Exchange call log feature is enabled and users can retrieve the call log histories for missed, received, and outgoing calls.

0 - The Exchange call log feature is disabled and users cannot retrieve call logs histories.

You must also enable the parameter `feature.exchangeCallLog.enabled` to use the Exchange call log feature.

feature.exchangeVoiceMail.enabled

Lync Base Profile default is 1.

Generic Base Profile default is 0.

1 - The Exchange voicemail feature is enabled and users can retrieve voicemails stored on the Exchange server from the phone.

0 - The Exchange voicemail feature is disabled and users cannot retrieve voicemails from Exchange Server on the phone.

You must also enable `feature.exchangeCalendar.enabled` to use the Exchange contact feature.

feature.exchangeVoiceMail.skipPin.enabled

0 (default) - Enable PIN authentication for Exchange Voicemail. Users are required to enter their PIN before accessing Exchange Voicemail.

1 - Disable PIN authentication for Exchange Voicemail. Users are not required to enter their PIN before accessing Exchange Voicemail.

feature.lync.abs.enabled

Lync Base Profile default is 1.

Generic Base Profile default is 0.

- 1 - Enable comprehensive contact search in the Skype for Business address book service.
- 0 - Disable comprehensive contact search in the Skype for Business address book service.

feature.lync.abs.maxResult

Define the maximum number of contacts to display in a Skype for Business address book service contact search.

- 12 (default)
- 5 - 50

feature.wad.enabled

Do not disable this parameter if you are using Skype Online or Web Sign-In.

- 1 (default) – The phone attempts to use Web auto-discovery and if no FQDN is available, falls back to DNS.
- 0 - The phone uses DNS to locate the server FQDN and does not use Web auto-discovery. does not recommend disabling this parameter when using Skype for Business Online and Web Sign In.

feature.contacts.readonly

- 0 (default) - Skype for Business Contacts are editable.
- 1 - Skype for Business are read-only.

up.oneTouchDirectory

Lync Base Profile default is 1.

Generic Base Profile default is 0.

- 1 - The Skype for Business Search icon displays on the Home screen.
- 0 - The Skype for Business Search icon does not display on the Home screen.

up.oneTouchVoiceMail

Lync Base Profile default is 1.

Generic Base Profile default is 0.

- 0 - The phone displays a summary page with message counts. The user must press the Connect soft key to dial the voicemail server.
- 1 - The phone dials voicemail services directly (if available on the call server) without displaying the voicemail summary.

Audio Features

Topics:

- [Poly NoiseBlock](#)
- [Supported Audio Codecs](#)
- [Music on Hold](#)

After you set up your phones on the network, users can send and receive calls using the default configuration. You can configure modifications that optimize the audio quality of your network.

Poly phones support audio sound quality features and options you can configure to optimize the conditions of your organization's phone network system.

Poly NoiseBlock

Poly NoiseBlock technology automatically mutes the microphone during audio-only and audio/video calls when a user stops speaking.

This feature silences noises that interrupt conversations such as paper shuffling, food wrappers, and keyboard typing. When a user speaks, the microphone is automatically unmuted.

Poly NoiseBlock Parameters

Use the following parameters to configure NoiseBlock.

`voice.ns.hf.block`

1 (default) - Enables NoiseBlock.

0 - Disables NoiseBlock.

Supported Audio Codecs

The following table lists audio codecs supported by Poly CCX phones.

Audio Codecs and Priority

| Phone | Audio Codec | Priority |
|----------|--------------------------|----------|
| Poly CCX | G.711 μ -law | 6 |
| | G.711a-law | 7 |
| | G.722 | 4 |
| | G.722.1 (24kbps, 32kbps) | 5 |

| Phone | Audio Codec | Priority |
|-------|----------------------------|----------|
| | G.722.1C (48kbps) | 2 |
| | G.729AB | 8 |
| | Opus* | 0 |
| | iLBC (13.33kbps, 15.2kbps) | 0, 0 |

Supported Audio Codec Specifications

The following table summarizes the specifications for audio codecs supported on Poly phones.

Audio Codec Specifications

| Algorithm | Reference | Raw Bit Rate | Maximum IP Bit Rate | Sample Rate | Default Payload Size | Effective Audio Bandwidth |
|--------------------|-----------|--------------|---------------------|-------------|----------------------|---------------------------|
| G.711 μ -law | RFC 1890 | 64 Kbps | 80 Kbps | 8 Ksps | 20 ms | 3.5 KHz |
| G.711 a-law | RFC 1890 | 64 Kbps | 80 Kbps | 8 Ksps | 20 ms | 3.5 KHz |
| G.719 | RFC 5404 | 32 Kbps | 48 Kbps | 48 Ksps | 20 ms | 20 KHz |
| | | 48 Kbps | 64 Kbps | | | |
| | | 64 Kbps | 80 Kbps | | | |
| G.711 | RFC 1890 | 64 Kbps | 80 Kbps | 16 Ksps | 20 ms | 7 KHz |
| G.722 ¹ | RFC 3551 | 64 Kbps | 80 Kbps | 16 Ksps | 20 ms | 7 KHz |
| G.722.1 | RFC 3047 | 24 Kbps | 40 Kbps | 16 Ksps | 20 ms | 7 KHz |
| | | 32 Kbps | 48 Kbps | | | |
| G.722.1C | G7221C | 24 Kbps | 40 Kbps | 32 Ksps | 20 ms | 14 KHz |
| | | 32 Kbps | 48 Kbps | | | |
| | | 48 Kbps | 64 Kbps | | | |
| G.729AB | RFC 1890 | 8 Kbps | 24 Kbps | 8 Ksps | 20 ms | 3.5 KHz |
| Opus | RFC 6716 | 8 - 24 Kbps | 24 - 40 Kbps | 8 Ksps | 20 ms | 3.5 KHz |
| | | | | 16 Ksps | | |

| Algorithm | Reference | Raw Bit Rate | Maximum IP Bit Rate | Sample Rate | Default Payload Size | Effective Audio Bandwidth |
|-----------|-----------|--------------|---------------------|-------------|----------------------|---------------------------|
| Lin16 | RFC 1890 | 128 Kbps | 132 Kbps | 8 Ksps | 10 ms | 3.5 KHz |
| | | 256 Kbps | 260 Kbps | 16 Ksps | | 7 KHz |
| | | 512 Kbps | 516 Kbps | 32 Ksps | | 14 KHz |
| | | 705.6 Kbps | 709.6 Kbps | 44.1 Ksps | | 20 KHz |
| | | 768 Kbps | 772 Kbps | 48 Ksps | | 22 KHz |
| Siren 7 | SIREN7 | 16 Kbps | 32 Kbps | 16 Ksps | 20 ms | 7 KHz |
| | | 24 Kbps | 40 Kbps | | | |
| | | 32 Kbps | 48 Kbps | | | |
| Siren14 | SIREN14 | 24 Kbps | 40 Kbps | 32 Ksps | 20 ms | 14 KHz |
| | | 32 Kbps | 48 Kbps | | | |
| | | 48 Kbps | 64 Kbps | | | |
| Siren22 | SIREN22 | 32 Kbps | 48 Kbps | 48 Ksps | 20 ms | 22 KHz |
| | | 48 Kbps | 64 Kbps | | | |
| | | 64 Kbps | 80 Kbps | | | |
| iLBC | RFC 3951 | 13.33 Kbps | 31.2 Kbps | 8 Ksps | 30 ms | 3.5 KHz |
| | | 15.2 Kbps | 24 Kbps | | 20 ms | |
| SILK | SILK | Skype SILK | 6 - 20 Kbps | 36 Kbps | 8 Ksps | 3.5 KHz |
| | | | 7 - 25 Kbps | 41 Kbps | 12 Ksps | 5.2 KHz |
| | | | 8 - 30 Kbps | 46 Kbps | 16 Ksps | 7 KHz |
| | | | 12 - 40 Kbps | 56 Kbps | 24 Ksps | 11 KHz |

¹ Per RFC 3551. Even though the actual sampling rate for G.722 audio is 16,000 Hz (16ksps), the RTP clock rate advertised for the G.722 payload format is 8,000 Hz because that value was erroneously assigned in RFC 1890 and must remain unchanged for backward compatibility.

Note: The network bandwidth necessary to send the encoded voice is typically 5-10% higher than the encoded bit rate due to packetization overhead. For example, a G.722.1C call at 48kbps for both the receive and transmit signals consumes about 100kbps of network bandwidth (two-way audio).

Audio Codec Parameters

You can configure a set of codec properties to improve consistency and reduce workload on the phones.

Use the following parameters to specify audio codec priority on your phones.

- Permitted values to set audio codec priority are 1 - 27
- A value of 1 is the highest priority, 27 the lowest.
- If 0 or Null, the codec is disabled.
- A change to the default value does not cause a phone to restart or reboot

If a phone does not support a codec, the phone treats the value as 0, does not offer or accept calls using that codec, and continues to the codec next in priority.

voice.codecPref.G711_A

7 (default)

voice.codecPref.G711_Mu

6 (default)

voice.codecPref.G719.32kbps

0 (default)

voice.codecPref.G719.48kbps

0 (default)

voice.codecPref.G719.64kbps

0 (default)

voice.codecPref.G722

4 (default)

voice.codecPref.G7221.24kbps

0 (default)

voice.codecPref.G7221_C.24kbps

5 (default)

voice.codecPref.G7221.32kbps

0 (default)

voice.codecPref.G7221_C.48kbps

2 (default)

voice.codecPref.G729_AB

8 (default)

voice.codecPref.iLBC.13_33kbps

0 (default)

voice.codecPref.iLBC.15_2kbps

0 (default)

voice.codecPref.Lin16.8ksps

0 (default)

voice.codecPref.Lin16.16ksps

0 (default)

voice.codecPref.Lin16.32ksps

0 (default)

voice.codecPref.Lin16.44_1ksps

0 (default)

voice.codecPref.Lin16.48ksps

0 (default)

voice.codecPref.Siren7.16kbps

0 (default)

voice.codecPref.Siren7.24kbps

0 (default)

voice.codecPref.Siren7.32kbps

0 (default)

voice.codecPref.Siren14.24kbps

0 (default)

voice.codecPref.Siren14.32kbps

0 (default)

voice.codecPref.Siren14.48kbps

0 (default)

voice.codecPref.Siren22.32kbps

0 (default)

voice.codecPref.Siren22.48kbps

0 (default)

voice.codecPref.Siren22.64kbps

1 (default)

voice.codecPref.SILK.8ksps

0 (default)

voice.codecPref.SILK.12ksps

0 (default)

voice.codecPref.SILK.16ksps

0 (default)

voice.codecPref.SILK.24ksps

0 (default)

SILK Audio Codec Parameters

Poly CCX 500 business media phones support the SILK audio codec.

Use the following parameters to configure the SILK audio codec.

voice.codecPref.SILK.8ksps

Set the SILK audio codec preference for the supported codec sample rates.

0 (default)

voice.codecPref.SILK.12ksps

Set the SILK audio codec preference for the supported codec sample rates.

voice.codecPref.SILK.16ksps

Set the SILK audio codec preference for the supported codec sample rates.

0 (default)

voice.codecPref.SILK.24ksps

Set the SILK audio codec preference for the supported codec sample rates.

0 (default)

voice.audioProfile.SILK.8ksps.encMaxAvgBitrateKbps

Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate.

20 kbps (default)

6 – 20 kbps

voice.audioProfile.SILK.12ksps.encMaxAvgBitrateKbps

Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate.

25 kbps (default)

7 – 25 kbps

voice.audioProfile.SILK.16ksps.encMaxAvgBitrateKbps

Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate.

30 kbps (default)

8 – 30 kbps

voice.audioProfile.SILK.24ksps.encMaxAvgBitrateKbps

Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate.

40 kbps (default)

12 – 40 kbps

voice.audioProfile.SILK.encComplexity

Specify the SILK encoder complexity. The higher the number the more complex the encoding allowed.

2 (default)

0-2

voice.audioProfile.SILK.encDTXEnable

0 (default) – Disable Enable Discontinuous transmission (DTX).

1 – Enable DTX in the SILK encoder. Note that DTX reduces the encoder bitrate to 0bps during silence.

voice.audioProfile.SILK.encExpectedPktLossPercent

Set the SILK encoder expected network packet loss percentage.

A non-zero setting allows less inter-frame dependency to be encoded into the bitstream, resulting in increasingly larger bitrates but with an average bitrate less than that configured with `voice.audioProfile.SILK.*`.

0 (default)

0-100

voice.audioProfile.SILK.encInbandFECEnable

0 (default) - Disable inband Forward Error Correction (FEC) in the SILK encoder.

A non-zero value here causes perceptually important speech information to be sent twice: once in the normal bitstream and again at a lower bitrate in later packets, resulting in an increased bitrate.

voice.audioProfile.SILK.MaxPTime

Specify the maximum SILK packet duration in milliseconds (ms).

20 ms

voice.audioProfile.SILK.MinPTime

Specify the minimum SILK packet duration in milliseconds (ms).

20 ms

voice.audioProfile.SILK.pTime

The recommended received SILK packet duration in milliseconds (ms).

20 ms

Music on Hold

Music on Hold (MoH) enables you to play music when you place a call on hold.

You can specify on the provisioning server which music file the phone plays or upload a file using the phone's Web Configuration Utility. When MoH is enabled, you can turn the music on or off while the call is on hold. If you place multiple calls on hold, only the first call placed on hold hears the music.

The default MoH file size is 540 KB and the maximum file size is 600 KB. You can increase the max file size to 1014KB using the parameter `res.quotas.tone`. The phone supports the following .wav audio file formats:

- mono G.711 (8 bits/sample, 8-khz sample rate)

- mono L16/16000 (16 bits/sample, 16-kHz sample rate)
- mono L16/48000 (16 bits/sample, 48-kHz sample rate)

Upload a Music File

You can upload a music file to the phone using the phone's Web Configuration Utility.

Procedure

1. Enter your phone's IP address into a web browser.
2. Select **Admin** as the login type, enter the administrator password (the default is 456), and click **Submit**.
3. Go to **Preferences > Additional Preferences > Music On Hold**.
4. Select **MOH Status Enable** and **Save**.
5. Select **Add** and select a file from your computer or enter a URL.
6. Click **Save**.

Configuring Music on Hold

The following parameters configure Music on Hold.

feature.moh.enabled

Music on hold enables phone users to stream music when they place a caller on hold.

0 (default) - Music on hold is disabled.

1 - Music on hold is enabled and you must specify a music file in `feature.moh.filename`.

feature.moh.filename

Specify the file the music file you want the phone to play when users place an active call on hold.

NULL (default)

String, maximum of 256 characters

feature.moh.payload

Specify the payload for RTP packets when music on hold is playing. For best phoneperformance, set to 80. In PSTN calls using a media gateway that does not support a payload value of 80, set to 20.

80 (default)

20, 40, 60, 80

res.quotas.tone

Set the maximum sample tone file size.

1024 KB

600 - 1024 KB

Music on Hold Error Messages

If a music file fails to play, the phone displays one of the following messages to indicate the problem.

MoH Error Messages

| Message | Cause |
|--------------------------------|---|
| Download failed | Phone failed to download the MoH file because the current file was in use. MoH file size is 0 A network failure occurred during download. |
| File size exceeded the maximum | File size exceeded the maximum. You can configure the maximum file size using <code>res.quotas.tone</code> . |
| Unsupported file format | The file you are uploading is not a supported file format. |
| Network is down | A network failure occurred during download. |

Phone Display Features

Topics:

- [Skype for Business User Interface on Poly Phones](#)
- [Reverse Name Lookup](#)
- [Time Zone Location Description](#)
- [Capture Your Phone's Screen](#)
- [Time and Date Wizard](#)
- [Setting up the Phone Theme](#)
- [Phone Display Name](#)
- [Number or Custom Label](#)
- [Direct Inward Dialing Number](#)

This section explains features you can configure for the phone's screen display and lists parameters you can use to configure these features.

Skype for Business User Interface on Poly Phones

The user interface for Poly phones match the theme used in the Skype for Business client.

This feature is enabled by default on supported phones with the Skype Base Profile or shipped with Skype for Business enabled.

Reverse Name Lookup

You can configure the phone to display incoming caller names, outgoing recipient names, and the source location where the phone obtains names.

The phone displays all Skype for Business participant names for the following functions:

- CCCP conference calls
- Response group calls
- Team calls
- Voicemail
- Placed, Received, and Missed call lists

If the phone cannot match the number of the incoming or outgoing name to a name in your organization, the phone displays the name given in the SIP signaling.

If a user saves a contact to the phone's local contact directory, the call list displays that name regardless of the priority you configure.

Reverse Name Lookup Parameter

The following parameter configure Reverse Name Lookup.

`up.rnl.priority`

Outlook,SIP,ABS,Local (default)

This parameter overrides `up.useDirectoryNames` in the Skype Base Profile.

Enter a comma-separated string, no spaces, for components you want to enable with Reverse Name Lookup. If you misconfigure the string, the parameter value falls back to the default priority order. The string isn't case-sensitive and can include any of the following values, listed here in the default priority order the phone looks for a matching name:

For example, if you configure "ABS,SIP,Outlook,Local", the phone tries to match the incoming number with contact names in the order of components you list.

If you don't configure the value SIP as one of the values, and the phone doesn't obtain the contact name using any one of the others values you configure, the phone uses the name given in the SIP signaling.

If you configure this parameter as disabled to avoid look up from Outlook, ABS, and local sources, then the phone uses the contact name given in the SIP signaling.

Time Zone Location Description

The following two parameters configure a time zone location description for their associated GMT offset:

- `device.sntp.gmtOffsetcityID` If you are not provisioning phones manually from the phone menu or Web Configuration Utility and you are setting the `device.sntp.gmtOffset` parameter, then you must configure `device.sntp.gmtOffsetcityID` to ensure that the correct time zone location description displays on the phone menu and Web Configuration Utility. The time zone location description is set automatically if you set the `device.sntp.gmtOffset` parameter manually using the phone menu or Web Configuration Utility.
- `tcpIpApp.sntp.gmtOffsetcityID` If you are not provisioning phones manually from the Web Configuration Utility and you are setting the `tcpIpApp.sntp.gmtOffset` parameter, then you must configure `tcpIpApp.sntp.gmtOffsetcityID` to ensure that the correct time zone location description displays on the Web Configuration Utility. The time zone location description is set automatically if you set the `tcpIpApp.sntp.gmtOffset` parameter manually using the Web Configuration Utility.

Time Zone Location Parameters

The following parameters configure time zone location.

Time Zone Location Parameter Values

| Permitted Value | Time Zone Description |
|-----------------|---|
| 0 | (GMT -12:00) Eniwetok,Kwajalein |
| 1 | (GMT -11:00) Midway Island |
| 2 | (GMT -10:00) Hawaii |
| 3 | (GMT -9:00) Alaska |
| 4 | (GMT -8:00) Pacific Time (US & Canada) |
| 5 | (GMT -8:00) Baja California |
| 6 | (GMT -7:00) Mountain Time (US & Canada) |
| 7 | (GMT -7:00) Chihuahua,La Paz |
| 8 | (GMT -7:00) Mazatlan |
| 9 | (GMT -7:00) Arizona |
| 10 | (GMT -6:00) Central Time (US & Canada) |
| 11 | (GMT -6:00) Mexico City |
| 12 | (GMT -6:00) Saskatchewan |
| 13 | (GMT -6:00) Guadalajara |
| 14 | (GMT -6:00) Monterrey |
| 15 | (GMT -6:00) Central America |
| 16 | (GMT -5:00) Eastern Time (US & Canada) |
| 17 | (GMT -5:00) Indiana (East) |
| 18 | (GMT -5:00) Bogota,Lima |
| 19 | (GMT -5:00) Quito |
| 20 | (GMT -4:30) Caracas |

| Permitted Value | Time Zone Description |
|-----------------|------------------------------------|
| 21 | (GMT -4:00) Atlantic Time (Canada) |
| 22 | (GMT -4:00) San Juan |
| 23 | (GMT -4:00) Manaus,La Paz |
| 24 | (GMT -4:00) Asuncion,Cuiaba |
| 25 | (GMT -4:00) Georgetown |
| 26 | (GMT -3:30) Newfoundland |
| 27 | (GMT -3:00) Brasilia |
| 28 | (GMT -3:00) Buenos Aires |
| 29 | (GMT -3:00) Greenland |
| 30 | (GMT -3:00) Cayenne,Fortaleza |
| 31 | (GMT -3:00) Montevideo |
| 32 | (GMT -3:00) Salvador |
| 33 | (GMT -3:00) Santiago |
| 34 | (GMT -2:00) Mid-Atlantic |
| 35 | (GMT -1:00) Azores |
| 36 | (GMT -1:00) Cape Verde Islands |
| 37 | (GMT 0:00) Western Europe Time |
| 38 | (GMT 0:00) London,Lisbon |
| 39 | (GMT 0:00) Casablanca |
| 40 | (GMT 0:00) Dublin |
| 41 | (GMT 0:00) Edinburgh |
| 42 | (GMT 0:00) Monrovia |
| 43 | (GMT 0:00) Reykjavik |
| 44 | (GMT +1:00) Belgrade |
| 45 | (GMT +1:00) Bratislava |
| 46 | (GMT +1:00) Budapest |
| 47 | (GMT +1:00) Ljubljana |
| 48 | (GMT +1:00) Prague |
| 49 | (GMT +1:00) Sarajevo,Skopje |
| 50 | (GMT +1:00) Warsaw,Zagreb |

| Permitted Value | Time Zone Description |
|-----------------|---------------------------------|
| 51 | GMT +1:00) Brussels |
| 52 | (GMT +1:00) Copenhagen |
| 53 | (GMT +1:00) Madrid,Paris |
| 54 | (GMT +1:00) Amsterdam,Berlin |
| 55 | (GMT +1:00) Bern,Rome |
| 56 | (GMT +1:00) Stockholm,Vienna |
| 57 | (GMT +1:00) West Central Africa |
| 58 | (GMT +1:00) Windhoek |
| 59 | (GMT +2:00) Bucharest,Cairo |
| 60 | (GMT +2:00) Amman,Beirut |
| 61 | (GMT +2:00) Helsinki,Kyiv |
| 62 | (GMT +2:00) Riga,Sofia |
| 63 | (GMT +2:00) Tallinn,Vilnius |
| 64 | (GMT +2:00) Athens,Istanbul |
| 65 | (GMT +2:00) Damascus |
| 66 | (GMT +2:00) E.Europe |
| 67 | (GMT +2:00) Harare,Pretoria |
| 68 | (GMT +2:00) Jerusalem |
| 69 | (GMT +2:00) Kaliningrad (RTZ 1) |
| 70 | (GMT +2:00) Tripoli |
| 71 | (GMT +3:00) Moscow |
| 72 | (GMT +3:00) St.Petersburg |
| 73 | (GMT +3:00) Volgograd (RTZ 2) |
| 74 | (GMT +3:00) Kuwait,Riyadh |
| 75 | (GMT +3:00) Nairobi |
| 78 | (GMT +3:00) Baghdad |
| 76 | (GMT +3:00) Minsk |
| 77 | (GMT +3:30) Tehran |
| 79 | (GMT +4:00) Abu Dhabi,Muscat |
| 80 | (GMT +4:00) Baku,Tbilisi |

| Permitted Value | Time Zone Description |
|-----------------|-------------------------------------|
| 81 | (GMT +4:00) Izhevsk,Samara (RTZ 3) |
| 82 | (GMT +4:00) Port Louis |
| 83 | (GMT +4:00) Yerevan |
| 84 | (GMT +4:30) Kabul |
| 85 | (GMT +5:00) Yekaterinburg (RTZ 4) |
| 86 | (GMT +5:00) Islamabad |
| 87 | (GMT +5:00) Karachi |
| 88 | (GMT +5:00) Tashkent |
| 89 | (GMT +5:30) Mumbai,Chennai |
| 90 | (GMT +5:30) Kolkata,New Delhi |
| 91 | (GMT +5:30) Sri Jayawardenepura |
| 92 | (GMT +5:45) Kathmandu |
| 93 | (GMT +6:00) Astana,Dhaka |
| 94 | (GMT +6:00) Almaty |
| 95 | (GMT +6:00) Novosibirsk (RTZ 5) |
| 96 | (GMT +6:30) Yangon (Rangoon) |
| 97 | (GMT +7:00) Bangkok,Hanoi |
| 98 | (GMT +7:00) Jakarta |
| 99 | (GMT +7:00) Krasnoyarsk (RTZ 6) |
| 100 | (GMT +8:00) Beijing,Chongqing |
| 101 | (GMT +8:00) Hong Kong,Urumqi |
| 102 | (GMT +8:00) Kuala Lumpur |
| 103 | (GMT +8:00) Singapore |
| 104 | (GMT +8:00) Taipei,Perth |
| 105 | (GMT +8:00) Irkutsk (RTZ 7) |
| 106 | (GMT +8:00) Ulaanbaatar |
| 107 | (GMT +9:00) Tokyo,Seoul,Osaka |
| 108 | (GMT +9:00) Sapporo,Yakutsk (RTZ 8) |
| 109 | (GMT +9:30) Adelaide,Darwin |
| 110 | (GMT +10:00) Canberra |

| Permitted Value | Time Zone Description |
|-----------------|--|
| 111 | (GMT +10:00) Magadan (RTZ 9) |
| 112 | (GMT +10:00) Melbourne |
| 113 | (GMT +10:00) Sydney,Brisbane |
| 114 | (GMT +10:00) Hobart |
| 115 | (GMT +10:00) Vladivostok |
| 116 | (GMT +10:00) Guam,Port Moresby |
| 117 | (GMT +11:00) Solomon Islands |
| 118 | (GMT +11:00) New Caledonia |
| 119 | (GMT +11:00) Chokurdakh (RTZ 10) |
| 120 | (GMT +12:00) Fiji Islands |
| 121 | (GMT +12:00) Auckland,Anadyr |
| 122 | (GMT +12:00) Petropavlovsk-Kamchatsky (RTZ 11) |
| 123 | (GMT +12:00) Wellington |
| 124 | (GMT +12:00) Marshall Islands |
| 125 | (GMT +13:00) Nuku'alofa |
| 126 | (GMT +13:00) Samoa |

Capture Your Phone's Screen

You can capture your phone's current screen.

Before you can take a screen capture, make sure the phone's web server is enabled.

Procedure

1. Add the parameter `up.screenCapture.enabled` to your configuration.
2. Set the value to **1** and save.
3. On the device, go to **Settings > Basic > Preferences > Screen Capture**.
Note you must repeat step 3 each time the device restarts or reboots.
4. Locate and record the phone's IP address at **Status > Platform > Phone > IP Address**.
5. Set the phone to the screen you want to capture.
6. In a web browser address field, enter `https://<phoneIPAddress>/captureScreen` where `<phoneIPAddress>` is the IP address you obtained in step 5.

The web browser displays an image showing the phone's current screen. You can save the image as a BMP or JPEG file.

Related Links

[Configuring the Web Configuration Utility](#) on page 76

Capture Your Device's Current Screen Parameters

Use the following parameters to get a screen capture of the current screen on your device.

up.screenCapture.enabled

0 (Default) - The Screen Capture menu is hidden on the phone.

1 - The Screen Capture menu displays on the phone.

When the phone reboots, screen captures are disabled from the Screen Capture menu on the phone.

Change causes system to restart or reboot.

up.screenCapture.value

0 (Default) - The Screen Capture feature is disabled.

1 - The Screen Capture feature is enabled.

Time and Date Wizard

Users signing into Skype for Business on the phone for the first time are prompted to set the time zone, time format, and date format before they start using the system.

This feature is enabled by default.

Time and Date Wizard Parameters

Use the following parameters to enable or disable the Time and Date Wizard.

Time and Date Wizard Parameters

| Parameter | Permitted Values | Restart or Reboot |
|-------------------------|--|-------------------|
| <code>device.set</code> | <p>0 (default) - Do not use any <code>device.xxx</code> fields to set any parameters.</p> <p>1 - Use the <code>device.xxx</code> fields that have <code>device.xxx.set=1</code>. Set this to 1 only for the initial installation and set back to 0 after the initial installation.</p> | |

| Parameter | Permitted Values | Restart or Reboot |
|---------------------------------------|--|-------------------|
| <code>device.lync.timeZone.set</code> | <p>0 (default) - Do not use the <code>device.xxx</code> value.</p> <p>1 (default) - Use the <code>device.xxx</code> value.</p> <p>For example, if <code>device.lync.timeZone.set = 1</code>, then use the value set for <code>device.lync.timeZone</code>.</p> | |
| <code>device.lync.timeZone</code> | <p>1 (default) - Skype for Business Time Zone Control is enabled.</p> <p>0 - Skype for Business Time Zone Control is disabled.</p> | |

Setting up the Phone Theme

You can set the phone theme, labels, and colors that display on the user interface.

When the phone's Base Profile is set to Skype, the Skype for Business theme displays by default.

Theme Parameter

The following parameter configures the phone's theme.

up.uiTheme

Default (default) - The phone displays the default Poly theme.

SkypeForBusiness - The phone displays the Skype for Business theme.

Phone Display Name

You can configure the name that displays on the system, the connected monitor, and any devices wirelessly connected to the system. The name you configure for the system, using any of the following parameters, displays in the subsequent priority order:

- `system.name`
- `reg.1.displayname`
- `reg.1.label`
- `reg.1.address`
- Default system name

If you set the system name using the `system.name` parameter, the value you set displays for the system unless you configure a name to display for a specific feature.

Display Name Parameters

Set the phone name using one or more of following parameters.

bluetooth.device.name

Enter the name of the system that broadcasts over Bluetooth to other devices.

NULL (default)

UTF-8 encoded string

reg.1.address

The user part (for example, 1002) or the user and the host part (for example, 1002@poly.com) of the registration SIP URI or the H.323 ID/extension.

Null (default)

string address

reg.1.displayname

The display name used in SIP signaling and/or the H.323 alias used as the default caller ID.

Null (default)

UTF-8 encoded string

reg.1.label

The text label that displays next to the line key for registration x.

The maximum number of characters for this parameter value is 256; however, the maximum number of characters that a phone can display on its user interface varies by phone model and by the width of the characters you use. Parameter values that exceed the phone's maximum display length are truncated by ellipses (...). The rules for parameter `up.cfgLabelElide` determine how the label is truncated.

Null (default)

UTF-8 encoded string

system.name

The system name that displays at the top left corner of the monitor, and at the top of the Global menu of the phone.

Enter a string, maximum 96 characters.

Number or Custom Label

You can choose to display a number, an extension, or a custom label on the Home Screen below the time and date.

Configure the Number or Label from the System

You can configure the display of the number or label on the Home screen from the system menu.

Procedure

- » Navigate to **Settings > Advanced > Administration Settings > Home Screen Label**.

Number and Label Parameters

You can configure display of the phone number or label on the Home screen using centralized provisioning parameters.

homeScreen.placeACall.enable

1 (default) - Specify Dial a Number label to display on the home screen.

0 - Does not display the label on the home screen.

homeScreen.customLabel

Specify the label to display on the phone's Home screen when `homeScreen.labelType="Custom"`. The label can be 0 to 255 characters.

Null (default)

homeScreen.labelLocation

Specify where the label displays on the screen.

StatusBar (default) - The phone displays the custom label in the status bar at the top of the screen.

BelowDate - The phone displays the custom label on the Home screen only, just below the time and date.

homeScreen.labelType

Specify the type of label to display on the phone's Home screen.

PhoneNumber (default)

- When the phone is set to use Lync Base Profile, the phone number is derived from the Skype for Business server.

Custom - Enter an alphanumeric string between 0 and 255 characters.

PrimaryPhoneNumber – The status bar displays only the first phone number rather than all of the phone numbers.

None - Don't display a label.

reg.1.useteluriAsLineLabel

1 - If `reg.x.label="Null"` the tel URI/phone number/address displays as the label of the line key.

0 - If `reg.x.label="Null"` the value for `reg.x.displayName`, if available, displays as the label. If `reg.x.displayName` is unavailable, the user part of `reg.x.address` is used.

up.formatPhoneNumbers

1 (default) - Enables automatic number formatting.

0 - Disables automatic number formatting and numbers display separated by "-".

Direct Inward Dialing Number

The Direct Inward Dialing (DID) number assigned to the user on the Skype for Business server displays on the Lock, Home, and Incoming Call screens.

You can configure the format of the DID number to display on phones using parameter. You can also configure the phone to display DID numbers on phone screens of your choice with parameter.

Direct Inward Dialing Number Parameters

Use the following parameters to configure DID number.

up.DIDFormat

NumberAndExtension (default) – Display the DID number and extension.

NumberOnly – Display the DID number on the phone screen.

up.showDID

AllScreens (default) – Display the DID number on all the screens.

None – Disable DID number on phone.

LockedScreen – Display the DID number on the lockscreen.

StatusScreen – Display the DID number on the Statusscreen/Idle screen.

LockedAndStatusScreen – Display the DID number on the lock and Status/Idle screen.

Port Usage

Topics:

- [Configuring Better Together over Ethernet \(BToE\) Firewall Ports for Poly Phones](#)
- [Inbound and Outbound Ports for Poly Phones with Skype for Business](#)
- [Real-Time Transport Protocol \(RTP\) Port Parameters for Skype for Business](#)
- [Client Media Port Ranges for QoE](#)

This section lists ports used by Poly phones and ports you can configure.

Configuring Better Together over Ethernet (BToE) Firewall Ports for Poly Phones

The following table lists ports used by BToE application and the communication direction.

BToE Firewall Ports

| Port Number | Type | Description | Direction |
|-------------|------|---|---|
| 24802 | UDP | Used for audio streaming | Phone (24802) <=> PC (24802) |
| 6000 | TCP | Used for Secure Shell (SSH) client connections to the BToE application (plink.exe) | PC (BToE service) (Dynamic) => PC (plink service) (6000) (Within PC) |
| Dynamic | TCP | plink.exe uses a dynamic port to connect to the phones | PC (Dynamic) => Phone (22) |
| 22 | TCP | Phones use this port to connect securely with computer applications | PC (Dynamic) => Phone (22) |
| 2081 | UDP | Phones use this port for discovery packet broadcasts | Phone(2081) => PC (2081) |
| 24801 | TCP | Phones and the BToE computer application communicate with each other using this non-secure port | Phone (plink service) => Phone (BToE service) (24801) |
| 24804 | TCP | Phones and the BToE computer application communicate with each other using this secure port connection. | Phone (24804) <=> PC (24804) |

Inbound and Outbound Ports for Poly Phones with Skype for Business

This section provides port usage information when configuring network equipment to support Poly phones with Skype for Business.

For more information on port usage, visit the following articles on Microsoft TechNet:

- [Port and protocol requirements for servers](#)
- [Skype for Business Online and Microsoft Teams](#)

Inbound Ports for Poly Phones with Skype for Business

The following table lists the inbound IP ports currently used by Poly UC Software running on the Poly phones with Skype for Business.

Inbound IP Ports

| Inbound Port | Type | Protocol | Function | Default | Configurable Port Number |
|--------------|---------|----------|------------------------------------|---------|--------------------------|
| 22 | Static | TCP | SSH Administration | Off | No |
| 80 | Static | TCP | HTTP Pull Web interface, HTTP Push | Off | Yes |
| 443 | Static | TCP | HTTP Pull Web interface, HTTP Push | On | Yes |
| 1023 | Static | TCP | Telnet Diagnostics | Off | No |
| 1024 - 65535 | Dynamic | TCP/UDP | RTP media packets | On | Yes |
| 1024 - 65535 | Dynamic | TCP/UDP | RTCP media packets statistics | On | Yes |
| 5060 | Static | TCP/UDP | SIP signaling | On | No |
| 5061 | Static | TLS | | On | No |

Outbound Ports on Poly Phones with Skype for Business

The following table lists the outbound IP ports currently used by Poly UC Software running on the Poly phones with Skype for Business.

Outbound IP Ports

| Outbound Port | Type | Protocol | Function | Default | Configurable Port number |
|---------------|---------|----------|---|---------|--------------------------|
| 21 | Static | TCP | FTP Provisioning, Logs | On | No |
| 22 | Static | TCP | SSH | On | No |
| 53 | Static | UDP | DNS | On | No |
| 67 | Static | UDP | DHCP Server | On | No |
| 68 | Static | UDP | DHCP Client | | No |
| 69 | Static | UDP | TFTP Provisioning, Logs | | No |
| 80 | Static | TCP | HTTP Provisioning, Logs, Web Interface | | No |
| 123 | Static | UDP | NTP time server | | No |
| 389 | Static | TCP/UDP | LDAP directory query | | No |
| 443 | Static | TCP | HTTPS Provisioning, Logs, Web Interface | | No |
| 514 | Static | UDP | SYSLOG | | No |
| 636 | Static | TCP/UDP | LDAP directory query | | No |
| 1024 - 65535 | Dynamic | TCP/UDP | RTP media packets | On | Yes |
| 1024 - 65535 | Dynamic | TCP/UDP | RTCP media packets statistics | On | Yes |
| 5060 | | TCP/UDP | SIP signaling | On | |
| 5061 | | TCP | SIP over TLS signaling | On | |

| Outbound Port | Type | Protocol | Function | Default | Configurable Port number |
|---------------|--------|----------|--------------------------------|---------|--------------------------|
| 5222 | Static | TCP | Polycom Resource Manager: XMPP | On | No |

Real-Time Transport Protocol (RTP) Port Parameters for Skype for Business

Use the following parameters to configure RTP packets and ports for the phones registered with Skype for Business.

`tcpIpApp.port.rtp.lync.audioPortRangeStart`

Determines the start port for the audio port range.

5350 (default)

1024 - 65436

`tcpIpApp.port.rtp.lync.audioPortRangeEnd`

Determines the end port for the audio port range.

5389 (default)

Min - 1024

Max - 65485

Client Media Port Ranges for QoE

To help deploy QoE, you can enable client media ports and configure unique port ranges on the Skype for Business Server.

Procedure

- » Enable client media ports as shown in [Configuring Port Ranges for your Microsoft Lync Clients in Lync Server 2013](#).

Configuring Security Options

Topics:

- [802.1X Authentication](#)
- [IEEE 802.1p/Q](#)
- [Accessing the Web Configuration Utility](#)
- [Securing Audio Using Master Key Identifier \(MKI\)](#)
- [Administrator and User Passwords](#)
- [Device Lock for Skype for Business](#)
- [Configuring Privacy Settings](#)
- [Lock Phone Ports and Interface](#)
- [Smart Login on Poly Phones](#)
- [SCEP Security Protocol](#)

Poly UC Software enables you to optimize security settings, such as changing the passwords for the phone, enabling users to lock their phones, and blocking administrator functions from phone users.

802.1X Authentication

Poly phones support IEEE 802 standards.

1X authentication and the following EAP authentication methods:

- EAP-TLS (requires Device and CA certificates)
- EAP-PEAPv0/MSCHAPv2 (requires CA certificates)
- EAP-PEAPv0/GTC (requires CA certificates)
- EAP-TTLS/MSCHAPv2 (requires CA certificates)
- EAP-TTLS/GTC (requires CA certificates)
- EAP-FAST (optional Protected Access Credential (PAC) file, if not using in-band provisioning)
- EAP-MD5

802.1X Authentication Parameters

To set up an EAP method that requires a device or CA certificate, you need to configure TLS Platform Profile 1 or TLS Platform Profile 2 to use with 802.1X.

You can use the parameters in the following list to configure 802.1X Authentication.

For more information on EAP authentication protocol, see [RFC 3748: Extensible Authentication Protocol](#).

device.net.dot1x.enabled

Enable or disable 802.1X authentication.

0

1

Change causes system to restart or reboot.

device.net.dot1x.identity1

Set the identity (user name) for 802.1X authentication.

String

Change causes system to restart or reboot.

device.net.dot1x.method

Specify the 802.1X EAP method.

EAP-None - No authentication

EAP-TLS,

EAP-PEAPv0-MSCHAPv2,

EAP-PEAPv0-GTC,

EAP-TTLS-MSCHAPv2,

EAP-TTLS-GTC,

EAP-FAST,

EAP-MD5

device.net.dot1x.password1

Set the password for 802.1X authentication. This parameter is required for all methods except EAP-TLS.

String

Change causes system to restart or reboot.

device.net.dot1x.eapFastInBandProv

Enable EAP In-Band Provisioning for EAP-FAST.

0 (default) - Disabled

1 - Unauthenticated, active only when the EAP method is EAP-FAST.

device.pacfile.data

Specify a PAC file for EAP-FAST (optional).

Null (default)

0-2048 - String length.

device.pacfile.password

The optional password for the EAP-FAST PAC file.

Null (default).

0-255 - String length.

IEEE 802.1p/Q

The phone tags all Ethernet packets it transmits with an 802.1Q VLAN header when the following occurs:

- A valid VLAN ID is specified in the phone's network configuration.
- The phone is instructed to tag packets through Cisco Discovery Protocol (CDP) running on a connected Ethernet switch.
- A VLAN ID is obtained from DHCP or LLDP

IEEE 802.1p/Q Parameters

Use the following list to set values for IEEE 802.1p/Q parameters.

You can configure the `user_priority` specifically for RTP and call control packets, such as SIP signaling packets, with default settings configurable for all other packets.

The phone tags all Ethernet packets it transmits with an 802.1Q VLAN header when the following occurs:

- A valid VLAN ID specified in the phone's network configuration.
- The phone is instructed to tag packets through Cisco Discovery Protocol (CDP) running on a connected Ethernet switch.
- A VLAN ID is obtained from DHCP or CDP.

`qos.ethernet.other.user_priority`

Set user priority for packets without a per-protocol setting.

2 (Default)

0 - 7

`qos.ethernet.rtp.video.user_priority`

Set user-priority used for Video RTP packets.

5 (Default)

0 - 7

`qos.ethernet.rtp.user_priority`

Choose the priority of voice Real-Time Protocol (RTP) packets.

5 (Default)

0 - 7

`qos.ethernet.callControl.user_priority`

Set the user-priority used for call control packets.

5 (Default)

0 - 7

Accessing the Web Configuration Utility

When the Base Profile of a phone is set to **Skype**, access to the Web Configuration Utility is disabled by default.

Administrators must enable access to a phone's Web Configuration Utility from the phone menu system or using configuration parameters.

If a phone Base Profile is set to **Skype**, or you use the centralized provisioning method to enter user credentials to the configuration files, the phone displays a screen prompting an administrator to change the default Admin password (456). Poly strongly recommends that administrators change the default password. This password is not the Skype for Business Sign In password. The password you enter here is the same password administrators use to access the advanced settings on the phone menu and to log in to a phone's Web Configuration Utility as an administrator.

Enable Access to the Web Configuration Utility From the Phone Menu

When the phone's Base Profile is set to Skype, you can enable access to a phone's Web Configuration Utility from the phone's menu system.

Procedure

1. On the phone, go to **Settings > Advanced**.
2. Enter the administrator password (the default is 456).
3. Select **Administration Settings > Web Server Configuration**.
Web Server and Web Config Mode display.
4. Set **Web Server** to **Enabled**.
5. Set **Web Config Mode** to **HTTP Only**, **HTTPS Only**, or **HTTP/HTTPS** and tap the back button..
6. Select **Save Config** to save the web server configuration on the phone.

Configuring the Web Configuration Utility

The security update for Skype for Business includes a device parameter and a corresponding `device.set` parameter

Poly recommends using `device.*` parameters only if you are familiar with the centralized provisioning method and with Poly UC Software.

Use the following parameters to enable and configure the Web Configuration Utility.

`device.sec.coreDumpEncryption.enabled`

0 (default)

1

device.sec.coreDumpEncryption.enabled.set

0 (default)

1

httpd.cfg.enabled

Base Profile = Generic

1 (default) - The Web Configuration Utility is enabled.

0 - The Web Configuration Utility is disabled.

Base Profile = Skype, SkypeUSB

0 (default) - The Web Configuration Utility is disabled.

1 - The Web Configuration Utility is enabled.

httpd.cfg.secureTunnelRequired

1 (default) - Access to the Web Configuration Utility is allowed only over a secure tunnel (HTTPS) and non-secure (HTTP) is not allowed.

0 - Access to the Web Configuration Utility is allowed over both a secure tunnel (HTTPS) and non-secure (HTTP).

httpd.enabled

Base Profile = Generic

1 (default) - The web server is enabled.

0 - The web server is disabled.

Base Profile = Skype, SkypeUSB

0 (default) - The web server is disabled.

1 - The web server is enabled.

Related Links

[Capture Your Phone's Screen](#) on page 63

Securing Audio Using Master Key Identifier (MKI)

For secure audio communications, phones offer support for the crypto header with or without an MKI in the SDP offer.

The following optional parameter allows you to include the crypto header in the SDP that uniquely identifies the SRTP stream within an SRTP session. The far end can choose to include a crypto with or without MKI.

sec.srtp.mki.enabled

1 (default) - The phone offers two cryptos in the SDP offer: one without an MKI, and one with a four-byte MKI parameter in the SDP message of the SIP INVITE / 200 OK.

0 - The phone offers only one non-MKI crypto in the SDP offer.

Administrator and User Passwords

You can change the default administrator and user passwords.

When you set the Base Profile to Skype, the phone displays a message prompting you to change the default administrator password (456). Poly strongly recommends that you change the default password. This password is separate from the Skype for Business user Sign In password. The default administrator password enables administrators to access advanced settings menu on the phone menu and to log in to a phone's Web Configuration Utility as an administrator.

You can change the default password using any of the following methods:

- The pop-up prompt when the phone first registers
- Phone menu
- System web interface (Web Configuration Utility)
- Use the parameter `reg.1.auth.password`

You must have a user or administrator password before you can access certain menu options on the phone and in the system web interface. You can use the following default passwords to access menu options on the phone and to access the system web interface:

- Administrator password: 456
- User password: 123

You can use an administrator password where a user password is required to see all the user options. While you can use the user password where the administrator password is required, the phone displays a limited set of menu options. Note that the system web interface displays different features and options depending on which password you use.

Change the Default Administrator Password on the Phone

If you do not change the default administrative password, the phone displays a warning and a reminder message each time the phone reboots.

If you are registering phones with Microsoft Skype for Business Server, a message displays on the phone screen prompting you to change the default password.

Procedure

1. On the phone, go to **Settings > Advanced**, and enter the default password.
2. Select **Administration Settings > Change Admin Password**.
3. Enter the default password, enter a new password, and confirm the new password.

Change the Default Passwords in the Web Configuration Utility

You can change the administrator and user passwords on a per-phone basis using the system web interface.

If the default administrative password is in use, a warning displays in the Web Configuration Utility.

Procedure

1. Enter your phone's IP address into a web browser.
2. Select **Admin** as the login type, enter the administrator password (the default is 456), and click **Submit**.
3. Select **Settings > Change Password**.
4. For the **Admin**, enter the **Old Password**, **New Password**, and re-enter to confirm the new password.
5. Select **Save**.
6. For the **User**, enter the **New Password** and re-enter to confirm the new password.
7. Select **Save**.

Administrator and User Password Parameters

Use the following parameters to set the administrator and user password and configure password settings.

`sec.pwd.length.admin`

The minimum character length for administrator passwords changed using the phone. Use 0 to allow null passwords.

1 (default)

0 -32

Change causes system to restart or reboot.

`sec.pwd.length.user`

The minimum character length for user passwords changed using the phone. Use 0 to allow null passwords.

2 (default)

0 -32

Change causes system to restart or reboot.

`up.echoPasswordDigits`

1 (default) The phone briefly displays password characters before being masked by an asterisk.

0 - The phone displays only asterisks for the password characters.

`device.auth.localAdminPassword`

Specify a local administrator password.

0 - 32 characters

You must use this parameter with `device.auth.localAdminPassword.set="1"`

device.auth.localAdminPassword.set

0 (default) - Disables overwriting the local admin password when provisioning using a configuration file.

1 - Enables overwriting the local admin password when provisioning using a configuration file.

Device Lock for Skype for Business

You can configure phones to be protected with a lock code that enables users to access personal settings from different phones.

You must enable Device Lock on the Skype for Business server. After you enable Device Lock, you can enable or disable Device Lock and configure options for your phones using Poly parameters. You cannot enable or disable Device Lock using the Web Configuration Utility.

Device Lock is enabled by default for Skype for Business. If you enable Phone Lock and Device Lock for Skype for Business at the same time on a phone with the Base Profile set to Skype, the Device Lock feature takes precedence over Phone Lock.

Administrators can configure phone behavior after six unsuccessful user unlock attempts. If users forget their lock code, they can reset it from the phone when signed in to their Skype for Business account. If users sign in to their Skype for Business account using the Web Sign-In method, they cannot reset their lock code from the phone.

Users must sign into the phone before using Device Lock. If a phone restarts or reboots after a user sets the lock code, the phone is locked after the restart or reboot. Users can lock the phone from the phone screen or Skype for Business client when the phone and computer are connected using BToE. If Device Lock is used in conjunction with BToE, the phone and computer always remain synchronized if either the phone or computer restarts or reboots. If the BToE connection is broken between phone and computer, the phone is locked.

You can also:

- Define authorized outbound emergency numbers from a locked device
- Set up a minimum lock code length on the Skype for Business server

Profile Photo on Device Lock Screen

When a user is signed in to their Skype for Business account, that user's Microsoft Exchange or public website profile photo displays on the Lock screen.

The profile photo appears when the Device Lock feature and the Microsoft Exchange Service are enabled. Profile photos set using Active Directory are not supported and do not display on the phone.

Adding Authorized Emergency Contacts on a Locked Device

You can configure emergency contact numbers that users can call on a locked device in one of two ways:

- Create a policy for emergency numbers on the Skype for Business Server. Note that this method must be supported by a voice routing trunk configuration.

- Create an authorized list for a line by configuring the value of the parameter `phoneLock.authorized.x.value` to a Tel URI or SIP URI, for example, `phoneLock.authorized.1.value="cwi57@cohovineyard.com"`.

When the Base Profile of the phone is set to Skype for Business, you can configure the phone to set the order of display for the authorized emergency numbers when the device is locked.

Device Lock for Skype for Business Parameters

The following parameters configure the Skype for Business Device Lock feature.

feature.deviceLock.enable

Enables or disables the Device Lock feature on the phone.

1 (default) - Device Lock is enabled.

0 - Device Lock is disabled.

phoneLock.authorized.x.value

Specify a registered line for 'x' and an authorized call list when the device is locked using a Tel URI or SIP URI, for example, `phoneLock.authorized.`

`1.value="cwi57@cohovineyard.com"` .

up.btoeDeviceLock.timeOut

Configure a time delay after which the phone locks when the user locks the computer paired with the phone.

10 seconds (default)

0 - 40 seconds

up.configureDeviceLockAuthList

`EmergencyNumberAtTop` (default) - The E911 emergency number will be displayed followed by authorized numbers when the phone is locked.

`EmergencyNumberAtBottom` - The authorized numbers will be displayed followed by the E911 number when the phone is locked.

`EmergencyNumberDisabled` - Only the authorized numbers will be displayed when the phone is locked.

up.deviceLock.createLockTimeout

Specify the timeout in minutes after which the Create Lock Code screen disappears and the user is signed out.

0 (default) - No timeout for the Create Lock Code prompt.

0 - 3 minutes - If the user does not provide input to the Create Lock Code within the time you specify, the Create Lock Code screen disappears and the user is signed out of the phone.

up.deviceLock.signOutOnIncorrectAttempts

Specify whether to sign out the user from the phone after six unsuccessful attempts to unlock the phone.

0 (default) - After six unsuccessful unlock attempts, the phone displays a message indicating a countdown of 60 seconds after which the user can attempt to unlock the phone.

1 - After six unsuccessful unlock attempts, the user is signed out of the phone, must sign in again, and is prompted to create a new lock code.

Configuring Privacy Settings

Poly UC software enables you to block user-specific information such as SIP URI and telephone number leakage by using the following parameter.

Privacy Configuration Parameter

voIpProt.SIP.requestValidation.x.request

Sets the name of the method for which validation is applied.

Null (default)

INVITE, ACK, BYE, REGISTER, CANCEL, OPTIONS, INFO, MESSAGE, SUBSCRIBE, NOTIFY, REFER, PRACK, UPDATE

ALL - Phone does not honor the above request methods received from unknown sources.

Note: Intensive request validation may have a negative performance impact due to the additional signaling required in some cases.

Change causes system to restart or reboot.

Lock Phone Ports and Interface

You can make the Poly phone more secure by disabling Bluetooth, USB host, and USB device ports.

Phone Port Lock and Interface Parameters

The following parameters lock the phone ports and disable phone interface features.

feature.usb.host.enabled

Use the host port for USB headset, memory sticks, mouse, keyboards.

1 (default) - The USB host port is enabled.

0 - The USB host port is disabled.

feature.bluetooth.enabled

1 (default) - The Bluetooth feature is enabled. When enabled, the Bluetooth menu shows in the phone user interface.

0 - The Bluetooth feature is disabled.

Smart Login on Poly Phones

Smart Login determines if a network environment is capable of PIN Authentication.

If the STS-URI is not configured via DHCP Option43 or manually through configuration files, then PIN Authentication will not be enabled for the phone or in the Web Configuration Utility for a Skype for Business sign in.

SCEP Security Protocol

The Simple Certificate Enrollment Protocol (SCEP) enables you to automatically and securely provision multiple phones with a digital device certificate.

SCEP Parameters

Use the following parameters to configure SCEP.

SCEP.CAFingerprint

Configure the CA certificate fingerprint to confirm the authenticity of the CA response during enrollment.

null (default)

0 - 255 characters

SCEP.certPoll.retryCount

Specify the number of times to poll the SCEP server when the SCEP server returns a Certificate Enrollment Response Message with pkiStatus set to **pending**.

12 (default)

1 - 24

SCEP.certPoll.retryInterval

Specify the number of seconds to wait between poll attempts when the SCEP server returns a Certificate Enrollment Response Message with pkiStatus set to **pending**.

300 (default)

300 - 3600

SCEP.certRenewalRetryInterval

Specify the time interval to retry certificate renewal.

86400 minutes (default)
28800 - 259200 minutes

SCEP.certRenewalThreshold

Specify the percentage of the certificate validity interval to initiate a renewal.

80 (default)
50 - 100

SCEP.challengePassword

Specify the challenge password to send with the Certificate Signing Request (CSR) when requesting a certificate.

null (default)
0 - 255 characters

SCEP.csr.commonName

Specify the common name to use for CSR generation.

null (default)
0 - 64

SCEP.csr.country

Specify the country name to use for CSR generation.

null (default)
0 - 2

SCEP.csr.email

Specify the email address to use for CSR generation.

null (default)
0 - 64

SCEP.csr.organization

Specify the organization name to use for CSR generation.

null (default)
0 - 64

SCEP.csr.state

Specify the state name to use for CSR generation.

null (default)

0 - 128 characters

SCEP.enable

0 (default) - Disable the SCEP feature.

1 - Enable the SCEP feature.

SCEP.enrollment.retryCount

Specify the number of times to retry the enrolment process in case of enrolment failure.

12 (default)

1 - 24

SCEP.enrollment.retryInterval

Specify the time interval to retry the enrolment process.

300 seconds (default)

300 - 3600 seconds

SCEP.http.password

Specify the password that authenticates with the SCEP server.

null (default)

string, max 255 characters

SCEP.http.username

Specify the user name that authenticates with the SCEP server.

null (default)

string, max 255 characters

SCEP.url

Specify the URL address of the SCEP server accepting requests to obtain a certificate.

null (default)

0 - 255 characters

Certificates

Topics:

- [Install a Certificate Using Configuration Files](#)
- [Manually Install a Certificate with the Web Configuration Utility](#)
- [Online Certificate Status Protocol](#)

If you need to set up a remote worker, you must manually install a certificate to the phone. You also have the option to create your own XML configuration file and upload it to a phone using the Web Configuration Utility.

You can manually install certificates on a per-phone basis only. You must use Base64 format.

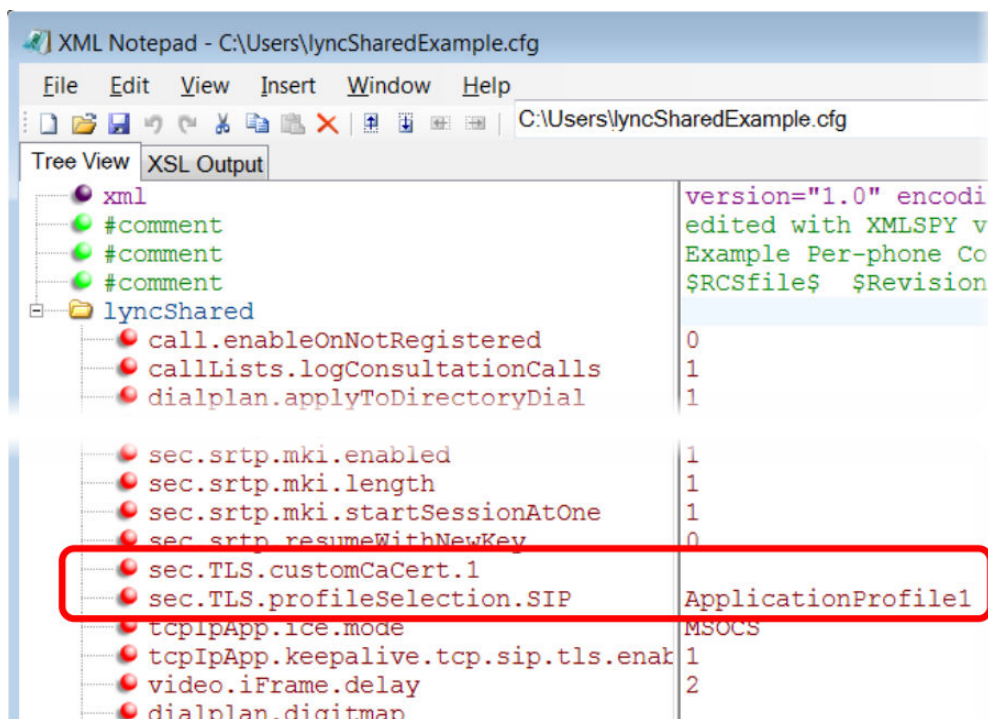
When phones are signed in and the software is downgraded, the phones will be in the signed-in state until the User Certificates are valid.

If you are setting up your network and you want more information on certificate options see [Configure the Network](#).

Install a Certificate Using Configuration Files

You can manually install a certificate using configuration parameters in the template files available with UC Software.

1. Enter the following two parameters to a configuration file in your Skype for Business directory.
2. Enter the certificate and application profile as values for the two parameters:
 - `sec.TLS.customCaCert.1=<enter the certificate>`
 - `sec.TLS.profileSelection.SIP=<ApplicationProfile1>`

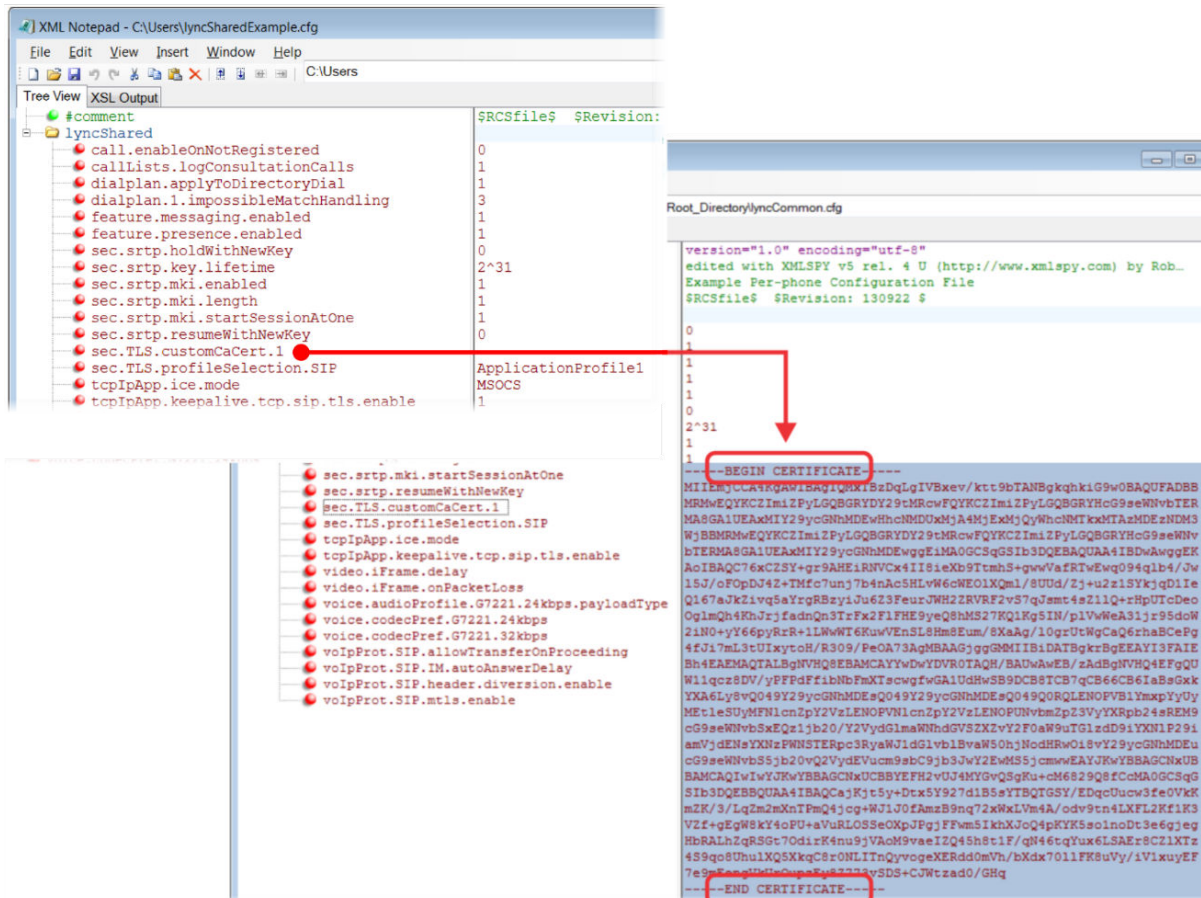


You can also enter the certificate by doing one of the following:

- Add the two parameters in an XML file you create with an XML editor.
- Add the two parameters to an existing configuration file you are using.

Procedure

- » Enter the root CA certificate, in Base64 format, in `sec.TLS.customCaCert.1` and set the application profile in `sec.TLS.profileSelection.SIP`.



You have successfully installed a security certificate.

Manually Install a Certificate with the Web Configuration Utility

You can use the Web Configuration Utility to install a certificate manually.

Procedure

1. Enter your phone's IP address into a web browser.
2. Select **Admin** as the login type, enter the administrator password (the default is 456), and click **Submit**.
3. Go to **Utilities > Import & Export Configuration**.
4. Under **Import Configuration**, click **Choose File**.
5. In the dialog, choose the XML configuration file you created and click **Import**.

The XML configuration file is successfully loaded to the phone.

6. To verify that the file is loaded, go to **Menu > Settings > Status > Platform > Configuration**.

Online Certificate Status Protocol

The Online Certificate Status Protocol (OCSP) is used to authenticate the revocation status of an X.509 digital certificate. When a user sends a request to a server, the OCSP will retrieve the information whether the certificate is valid or revoked.

Online Certificate Status Protocol Parameter

OCSP is a more advanced protocol than the existing CRL. OCSP further offers a grace period for an expired certificate to access servers for a limited time before certificate renewal. OCSP is disabled by default.

device.sec.TLS.OCSP.enabled

0 (default) OCSP is disabled.

1 – OCSP is enabled

Change causes system to restart or reboot.

Ensure that `device.set="1"`, and `device.sec.TLS.OCSP.enabled.set="1"` to enable OCSP.

Directories and Contacts

Topics:

- [Unified Contact Store](#)
- [Configuring Contacts](#)
- [Call Lists](#)
- [Local Contact Directory Parameters](#)
- [Outlook Contact Photo Integration](#)

You can configure phones with a local contact directory and link contacts to speed dial buttons.

Additionally, call logs stored in the Missed Calls, Received Calls, and Placed Calls call lists let you view user phone events like remote party identification, time and date of call, and call duration. This section provides information on contact directory, speed dial, and call log parameters you can configure on your phone.

Unified Contact Store

Administrators can unify users' contacts with Microsoft Exchange Server to enable users to access and manage contacts from any application or device synchronized with the Exchange Server including Poly phones, Skype for Business client, Outlook, or Outlook Web Application from a mobile device.

For example, if a user deletes a contact from a phone, the contact is also deleted on the Skype for Business client. Note users can manage (move, copy) contacts across Groups only on the Skype for Business client and Group contacts on the phone stay unified.

When an administrator enables Unified Contact Store, users can:

- Add a contact
- Delete a contact
- Add and delete a Distribution List (DL) group
- Manage contacts or groups

To set up this feature, administrators must use a PowerShell command using the instructions on the Microsoft TechNet web site [Planning and deploying unified contact store in Lync Server 2013](#).

Configuring Contacts

The following parameters configure the Contact Directories.

up.queryContactInfo

Enable or disable the parameter to retrieve the details of a specific contact from the Active Directory.

0 (default)

Call Lists

The phone records and maintains user phone events to a call list, which contains call information such as remote party identification, time and date of the call, and call duration.

The list is stored on the provisioning server as an XML file named <MACaddress>-calls.xml. If you want to route the call lists to another server, use the `CALL_LISTS_DIRECTORY` field in the master configuration file. All call lists are enabled by default.

The phone maintains all the calls in three separate user accessible call lists: Missed Calls, Received Calls, and Placed Calls. Users can clear lists manually on their phones, or delete individual records or all records in a group (for example, all missed calls).

Call List Parameters

Use the following parameters to configure call lists.

callLists.collapseDuplicates

Lync Base Profile – 0 (default)

Generic Base Profile – 1 (default)

1 – Consecutive incomplete calls to/from the same party and in the same direction are collapsed into one record in the calls list. The collapsed entry displays the number of consecutive calls.

0 – Each call is listed individually in the calls list.

callLists.logConsultationCalls

Lync Base Profile – 1 (default)

Generic Base Profile – 1 (default)

0 – Consultation calls not joined into a conference call are not listed as separate calls in the calls list.

1 – Each consultation calls is listed individually in the calls list.

feature.callList.enabled

1 (default) - Allows you to enable the missed, placed, and received call lists on all phone menus including the Home screen and dial pad.

0 - Disables all call lists.

Hiding call lists from the Home screen and dial pad requires UCS 5.4.2 RevAA or higher.

feature.callListMissed.enabled

0 (Default) - The missed call list is disabled.

1 - The missed call list is enabled.

To enable the missed, placed, or received call lists, `feature.callList.enabled` must be enabled.

`feature.callListPlaced.enabled`

0 (Default) - The placed call list is disabled.

1 - The placed call list is enabled.

To enable the missed, placed, or received call lists, `feature.callList.enabled` must be enabled.

`feature.callListReceived.enabled`

0 (Default) - The received call list is disabled.

1 - The received call list is enabled.

To enable the missed, placed, or received call lists, `feature.callList.enabled` must be enabled.

`feature.exchangeCallLog.enabled`

If Base Profile is:

Generic - 0 (default)

Skype for Business - 1 (default)

1 - The Exchange call log feature is enabled, user call logs are synchronized with the server, and the user call history of Missed, Received, and outgoing calls can be retrieved on the phone.

You must also enable the parameter `feature.callList.enabled` to use the Exchange call list feature.

0 - The Exchange call list feature is disabled, the user call list history cannot be retrieved from the Exchange server, and the phone generates call lists locally.

Local Contact Directory Parameters

The following parameters configure the local contact directory.

`contactPhotoIntegration.hideMyPhoto`

Don't show the signed-in user's photo on the line key but still show other users' photos.

0 (Default) - Disable the Hide My Photo feature

1 - Enable the Hide My Photo feature

`dir.local.contacts.maxNum`

Set the maximum number of contacts that can be stored in the Local Contact Directory. The maximum number varies by phone model, refer to section 'Maximum Capacity of the Local Contact Directory'.

Change causes system to restart or reboot.

dir.local.readonly

0 (default) - Disable read only protection of the local Contact Directory.

1 - Enable read-only protection of the local Contact Directory.

feature.directory.enabled

0 - The local contact directory is disabled when the Base Profile is set to Lync.

1 (default)- The local directory is enabled when the Base Profile is set to Lync.

dir.search.field

Specify whether to sort contact directory searches by first name or last name.

0 (default) - Last name.

1 - First name.

voIpProt.SIP.specialEvent.checkSync.downloadDirectory

0 (default) - The phone downloads updated directory files after receiving a checksync NOTIFY message.

1 - The phone downloads the updated directory files along with any software and configuration updates after receiving a checksync NOTIFY message. The files are downloaded when the phone restarts, reboots, or when the phone downloads any software or configuration updates.

Note: The parameter `hotelingMode.type` set to 2 or 3 overrides this parameter.

dir.local.passwordProtected

Specify whether you are prompted for an Admin/User password when adding, editing, or deleting contacts in the Contact Directory.

0 - Disabled (default)

1 - Enabled

feature.pauseAndWaitDigitEntryControl.enabled

1 (default) - Enable processing of control characters in the contact phone number field. When enabled, "," or "p" control characters cause a one second pause.

For example, "," or "p" control characters cause a one second pause. ";" or "w" control character cause a user prompt that allows a user-controlled wait. Subsequent digits entered to the contact field are dialed automatically.

0 - Disable processing of control characters.

up.regOnPhone

0 (default) – Contacts you assign to a line key display on the phone in the position assigned.

1 – Contacts you assign to a line key are pushed to the attached expansion module.

Change causes system to restart or reboot.

Outlook Contact Photo Integration

You can configure the phone to display profile photos for the registered line and all Skype for Business contacts, if a photo is set for the Skype for Business or Microsoft Exchange account.

When enabled, a profile photo shows for contacts on all contact-related screens, including the Call, Recent Calls, and Directory search screens, as space permits. Set the parameter `feature.contactPhotoIntegration.enabled = 1` to enable outlook photos to display on the phone.

Contact Photo Integration Limitations

The following are limitations on the phone with the Outlook Photo Integration feature:

- The phone cannot access contact photos for non-federated accounts, from image URLs, or imported from Active Directory.

Outlook Contact Photo Parameters

Use the following parameters to configure Skype for Business or Microsoft Exchange profile photos to display on the phone for contacts on supported contact screens.

feature.contactPhotoIntegration.enabled

Set to retrieve and display Outlook profile photos for contacts on the phone.

1 (default) - Retrieves profile photos from Outlook and displays the photos for contacts.

0 - Does not show Outlook contact photos.

contactPhotoIntegration.videoMute

Set to display the profile photo for the signed-in user's video mute icon.

1 (default) - Shows the signed-in user's profile photo when on video mute.

0 - Shows the generic video mute icon.

Call Controls

Topics:

- [Call Forwarding with Skype for Business](#)
- [Enhanced Feature Line Key \(EFLK\)](#)
- [Busy Options to Manage Incoming Calls](#)
- [Centralized Conference Control Protocol \(CCCP\)](#)
- [Dial Plans](#)
- [PSTN Gateway on Failover](#)
- [Presence Status](#)
- [Local Call Recording](#)
- [Local Digit Map](#)
- [International Dialing Prefix](#)
- [Enhanced 911 \(E.911\)](#)
- [Configuring Boss-Admin](#)

This chapter shows you how to configure call control features.

Call Forwarding with Skype for Business

The Skype for Business server automatically sends call forwarding functionality in-band to the phones.

When Call Forwarding is enabled on the Skype for Business server, you can override Microsoft settings from a provisioning server using the Poly parameters in the following list or from the Web Configuration Utility.

If call forwarding is disabled on the Microsoft server then call forwarding is also disabled on the phone. To disable call forwarding sent in-band from the Microsoft server, disable the settings for call forwarding and simultaneous ring on the Microsoft server.

feature.forward.enable

1 (default) - Enables call forwarding from the phone menu.

0 - Disables call forwarding from the main menu

homeScreen.forward.enable

1 (default) - Displays the Forward icon on the Home screen.

0 - Removes the Forward icon from the Home screen.

softkey.feature.forward

1 (default) - Displays the Forward soft key.

0 - The Forward soft key does not display.

To configure the `softkey.feature.forward` parameter, you must configure `feature.enhancedFeatureKeys.enabled="1"` .

Enhanced Feature Line Key (EFLK)

This feature enables users with Microsoft-registered phones to assign contacts to specific line keys on the phone or an expansion module connected to the phone.

EFLK is disabled by default. After you enable EFLK, users can enable and disable the feature from the phone menu.

Phones display registrations and contacts in the following order:

- Registration
- Enhanced Feature Key (EFK) as line key
- Shared Line Appearance (SLA) or Boss contacts
- Skype for Business favorites
- Favorites (Local contacts)

After you enable EFLK on the server, the user must sign into the phone and enable Custom Line Keys from the phone menu. The option to customize line keys is not available during active calls. After a user enables custom line keys on the phone, contacts on the phone's local contact directory are not available.

- Assign a Skype for Business contact to a line
- Clear a contact assigned to a line key or clear all customizations
- Delete a line key and the contact assigned to it
- Insert an empty line above or below a line key

Note the following points when using EFLK:

- Changes users make in Customized mode do not affect contacts in Default Mode.
- Deleting a contact from the Skype for Business client does not delete the contact from the phone.
- If a customized contact exists in both Boss Admin and self-contacts, then Boss Admin relation will be given higher precedence.

User customizations are uploaded to the phone and server as a .csv file in the following format:

- `<MACaddress>-<sign-in address>.csv`

The user .csv customization files cannot be edited manually. To apply a common customization to multiple phones, administrators can rename any user file by replacing the `<MACaddress>` part of the user file name with `<000000000000>-<sign-in address>.csv` . You must use centralized provisioning to share custom .csv files.

EFLK Limitations

Note the following limitations when using EFLK:

- The .csv file is always stored in the root directory and you cannot use a sub-directory.
- The phone does not load the .csv file when checking the server for updates using check sync.
- The user cannot configure Speed Dials and Enhanced Feature Key (EFK) as line key.

Configuring EFLK

Use the following parameters to configure the Enhanced Feature Line Key feature for devices registered with Skype for Business.

feature.flexibleLineKey.enable

0 (default) - The EFLK feature is disabled.

1 - The EFLK feature is enabled and Line Key Customization is added to the phone at **Settings > Basic > Line Key Customization**.

Busy Options to Manage Incoming Calls

Busy Options enables users to manage incoming calls when a call or conference is already in progress.

After you enable and configure the Busy Options on the Skype for Business server, Busy Options settings take effect on all Skype for Business call devices and clients. You can enable one of the following predefined settings on the devices:

- **BusyonBusy**: Rejects an incoming call and sends a notification to the caller stating that the user is busy on another call.
- **VoicemailonBusy**: Forwards an incoming call to voicemail, when the user is either busy or does not answer the call.

Centralized Conference Control Protocol (CCCP)

CCCP is enabled by default when the phone Base Profile is set to Skype.

CCCP enables users to initiate conference calls with Skype for Business contacts from their phone, manage conference participants, enable announcements, and lock a conference. Users can manage a maximum of 24 Skype for Business conference calls at a time on their phone. However, users can have only one active conference call in progress on their phone.

Centralized Conference Control Protocol (CCCP) Parameters

The following parameters configure CCCP.

Dial Plans

This section on dial plans includes information on dial plan normalization, multiple emergency number dial plans, parameters you can configure on your provisioning server, and examples of supported and unsupported dial plans.

Dial Plan Normalization

Dial Plan Normalization enables you to configure dial plans on the Skype for Business server or on your provisioning server.

For more information on regular expressions used on Skype for Business server, see [.NET Framework Regular Expressions](#) on Microsoft Developer Network.

Multiple Emergency Number Dial Plan

When registering phones with Skype for Business, you can configure multiple emergency numbers on the Skype for Business server.

When you correctly configure the multiple emergency numbers on the Skype for Business server, users can make calls to the emergency numbers from the Skype for Business client or from a phone, even when the phone is locked.

Phones receive emergency numbers through in-band provisioning and can conflict with the emergency dial string and mask. When a phone receives both multiple emergency numbers and emergency dial string and mask, the client and phone use multiple emergency numbers.

For instructions on creating a multiple emergency number dial plan, see [Configure Multiple Emergency Numbers in Skype for Business 2015](#) on Microsoft TechNet.

Dial Plan, Dial Plan Normalization, and Digit Map Parameters

Poly does not support all regular expression dial plans.

The following parameters configure supported dial plans with Skype for Business Server.

dialplan.1.digitmap

x.T

In the above expression, enter the phone number for "x". Enter the timeout in seconds for "T".

Specify the digit map used for the dial plan using a string compatible with the digit map feature of MGCP described in 2.1.5 of RFC 3435. This parameter enables the phone to automatically initiate calls to numbers that match a digit map pattern.

The string is limited to 2560 bytes and 100 segments of 64 bytes, and the following characters are allowed in the digit map.

- A comma (,), which turns dial tone back on.
- A plus sign (+) is allowed as a valid digit.
- The extension letter 'R' indicates replaced string.
- The extension letter 'Pn' indicates precedence, where 'n' range is 1-9.
1—Low precedence

9—High precedence

dialplan.1.digitmap.timeOut

Specify a timeout in seconds for each segment of digit map. After you press a key, the phone waits the number of seconds you specify to match the digits to a dial plan and dial the call.

4 seconds (default)

String of positive integers separated by | for example 3 | 3 | 3 | 3 | 3

Note: If there are more digit maps than timeout values, the default value is used. If there are more timeout values than digit maps, the extra timeout values are ignored.

dialplan.1.lyncDigitmap.timeOut

This parameter applies to lines registered with Skype for Business or Lync Server.

Specify a timeout in seconds for each segment of a digit map. After you press a key, the phone waits the number of seconds you specify to match the digits to a dial plan and dial the call.

4 seconds (default)

0 to 99 seconds

Note: If there are more digit maps than timeout values, the default value is used. If there are more timeout values than digit maps, the extra timeout values are ignored.

Note also that if you configure a value outside of the permitted range, the default value is used.

dialplan.userDial.timeOut

Specify the time in seconds that the phone waits before dialing a number you enter while the phone is on hook. This parameter applies only when its value is lower than `up.IdleTimeOut`.

4 seconds (default)

0 to 99 seconds

reg.1.applyServerDigitMapLocally

Skype Base Profile: 1(default)

1 - Enable dial plan normalization. Dial plan normalization rules are downloaded from the Microsoft Server and processed on the phone.

0 - Disable dial plan normalization. Dial plan rules are processed by the Microsoft Server.

up.IdleTimeOut

Set the number of seconds that the phone is idle for before automatically leaving a menu and showing the idle display.

During a call, the phone returns to the Call screen after the idle timeout.

40 seconds (default)

0 to 65535 seconds

Change causes system to restart or reboot.

Supported Dial Plans

Poly phones support Skype for Business External Access Prefix functionality.

Examples of supported dial plans include the following:

- Support for multiple combination of braces (): ^91(727|813)([2-9]\d{6})\$@+9\$1\$2@0
- Support for 'ext': ^64(\d{2})\$@+86411845933\$1;ext=64\$1@0

Supported Dial Plans

| Number | Element | Meaning | Example | Description of Example |
|--------|---------------------|--|--------------------|--|
| 1 | ^ | Match at beginning of string | ^123 | Match the digits 123 at the beginning of the string |
| 2 | () | Captures the matched subexpression | (456) | Capture what is between the parentheses into a numbered variable, starting at 1 which can be accessed as \$n, for example, \$1 |
| 3 | * | Specifies zero or more matches | \d(*) | |
| 4 | + | Specifies one or more matches | \d(+) | |
| 5 | ? | Specifies zero or one matches | \d(+) | |
| 6 | {n} | Specifies exactly n matches | \d {4} | Match 4 digits |
| 7 | Vertical Bar (Pipe) | Matches any one of the terms separated by the (vertical bar) character when all characters are surrounded by brackets or square brackets | (1 2 3) or [1 2 3] | Match either 1, 2, or 3. |
| 8 | \d | Matches any decimal digit | ^ \d | Match any decimal digit (at the beginning of a string) |
| 9 | \$ | The match must occur at the end of the string | ^(123)\$ | Match exactly digits 123 (and not 1234) |

PSTN Gateway on Failover

When a phone becomes unregistered due to an outage and can't reach the Skype for Business server for a specified time interval, the phone fails over to an alternate PSTN gateway server.

You can view the PSTN failover details in the Web Configuration Utility.

When you enable this feature, calls switch to the configured PSTN gateway in the event of an outage. However, if the phone fails over, only basic call-related functions and soft keys are available.

Make sure the value of `call.enableOnNotRegistered` and `reg.x.srtp.simplifiedBestEffort` parameter is set to 1.

Note: The failover feature does not work if you enable the hybrid line registration feature.

Ensure the Direct Inward Dialing number registered on the Skype for Business server and the number used for the PSTN gateway are same.

PSTN Gateway Failover Parameters

The following parameters configure phones to fail over to an alternate PSTN gateway in the event of an outage or if the phones can't reach the Skype for Business server.

feature.sfbPstnFailover.enabled

Enable or disable for phones to fail over to a PSTN gateway during an outage.

0 (default)

1

Change causes system to restart or reboot.

reg.x.server.y.address

If this parameter is set, it takes precedence even if the DHCP server is available.

Null (default) - SIP server does not accept registrations.

IP address or hostname - SIP server that accepts registrations.

This parameter is only applicable during a failover to PSTN gateway in Skype for Business deployments.

reg.x.server.y.pstnServerAuth.userId

Specify the user identification for the PSTN gateway.

Null (default)

String (maximum of 255 characters)

reg.x.server.y.pstnServerAuth.password

Specify the PSTN user's password.

Null (default)

String (maximum of 255 characters)

Presence Status

You can enable users to monitor the status of other remote users and phones.

By adding remote users to a buddy list, users can monitor changes in the status of remote users in real time or they can monitor remote users as speed-dial contacts. Users can also manually specify their status in order to override or mask automatic status updates to others and can receive notifications when the status of a remote line changes.

Poly phones support a maximum of 200 contacts on the Skype for Business server.

Presence Status Parameters

Use the following parameters to enable Presence and display the **MyStatus** and **Buddies** soft keys on the phone.

feature.presence.enabled

0 (default) - Disable the presence feature—including buddy managements and user status.

1 - Enable the presence feature with the buddy and status options.

pres.idleSoftkeys

1 (default) - The MyStat and Buddies presence idle soft keys display.

0 - The MyStat and Buddies presence idle soft keys do not display.

pres.reg

The valid line/registration number to use for presence. If the value is not a valid registration, this parameter is ignored.

1 (default)

1 - 34

Local Call Recording

Local call recording enables you to record audio calls to a USB device connected to the phone.

You can play back recorded audio on the phone or using an audio application on the computer. To use this feature, ensure that the USB port is enabled.

Audio calls are recorded in .wav format and include a date/time stamp. The phone displays the recording time remaining on the attached USB device, and users can browse all recorded files using the phone's menu.

Note: Federal, state, and/or local laws may legally require that you notify some or all of the call parties when a call recording is in progress.

Local Call Recording Parameter

Use the following parameter to configure local call recording.

feature.callRecording.enabled

0 (default) - Disable audio call recording.

1 - Enable audio call recording.

Change causes system to restart or reboot.

Local Digit Map

The local digit map feature allows the phone to automatically call a dialed number you configure.

Dial plans apply on-hook when no Skype for Business line is registered or when line switching is enabled and at least one line has a non-empty dial plan.

Digit maps are defined by a single string or a list of strings. If a dialed number matches any string of a digit map, the call is automatically placed. If a dialed number matches no string—an impossible match—you can specify the phone's behavior. If a number ends with #, you can specify the phone's behavior, called trailing # behavior. You can also specify the digit map timeout, the period of time after you dial a number that the call is placed. The configuration syntax of the digit map is based on recommendations in section 2.1.5 of [RFC 3435](#).

Local Digit Maps Parameters

Use the following parameters to configure the local digit map.

dialplan.applyToCallListDial

Choose whether the dial plan applies to numbers dialed from the received call list or missed call list, including sub-menus.

1 (default)

0

Change causes system to restart or reboot.

dialplan.applyToDirectoryDial

Lync Base Profile – 1 (default)

Generic Base Profile – 0 (default)

0— The dial plan is not applied to numbers dialed from the directory or speed dial, including auto-call contact numbers.

1—The dial plan is applied to numbers dialed from the directory or speed dial, including auto-call contact numbers.

Change causes system to restart or reboot.

dialplan.applyToForward

Lync Base Profile – 1 (default)

Generic Base Profile – 0 (default)

0—The dial plan does not apply to forwarded calls.

1—The dial plan applies to forwarded calls.

Change causes system to restart or reboot.

dialplan.applyToTelUriDial

Choose whether the dial plan applies to URI dialing.

1 (default)

0

Change causes system to restart or reboot.

dialplan.applyToUserDial

Choose whether the dial plan applies to calls placed when the user presses Dial.

1 (default)

0

Change causes system to restart or reboot.

dialplan.applyToUserSend

Choose whether the dial plan applies to calls placed when the user presses Send.

1 (default)

0

Change causes system to restart or reboot.

dialplan.conflictMatchHandling

Selects the dialplan based on more than one match with the least timeout.

0 (default for Generic Profile)

1 (default for Skype Profile)

dialplan.digitmap.timeOut

Specify a timeout in seconds for each segment of the digit map using a string of positive integers separated by a vertical bar (|). After a user presses a key, the phone waits this many seconds before matching the digits to a dial plan and dialing the call.

(Default) 3 | 3 | 3 | 3 | 3 | 3

If there are more digit maps than timeout values, the default value 3 is used. If there are more timeout values than digit maps, the extra timeout values are ignored.

Change causes system to restart or reboot.

dialplan.digitmap

Specify the digit map used for the dial plan using a string compatible with the digit map feature of MGCP described in 2.1.5 of RFC 3435. This parameter enables the phone to automatically initiate calls to numbers that match a digit map pattern.

Lync Base Profile (default) – NULL

```
[2-9]11|0T|+011xxx.T|0[2-9]xxxxxxxxxx|+1[2-9]xxxxxxxxxx|[2-9]xxxxxxxxxx|
[2-9]xxxT (default)
```

The string is limited to 2560 bytes and 100 segments of 64 bytes, and the following characters are allowed in the digit map.

- A comma (,), which turns dial tone back on.
- A plus sign (+) is allowed as a valid digit.
- The extension letter 'R' indicates replaced string.
- The extension letter 'Pn' indicates precedence, where 'n' range is 1-9.
 - 1—Low precedence
 - 9—High precedence

Change causes system to restart or reboot.

dialplan.filterNonDigitUriUsers

Determine whether to filter out (+) from the dial plan.

0 (default)

1

Change causes system to restart or reboot.

dialplan.impossibleMatchHandling

0 —The digits entered up to and including the point an impossible match occurred are sent to the server immediately.

1—The phone gives a reorder tone.

2 —Users can accumulate digits and dispatch the call manually by pressing Send.

3 (default) (Skype for Business) — No digits are sent to the call server until the timeout is configured by `dialplan.impossibleMatchHandling.timeout` parameter.

If a call orbit number begins with a pound (#) or asterisk (*), you need to set the value to 2 to retrieve the call using off-hook dialing.

Change causes system to restart or reboot.

dialplan.removeEndOfDial

Sets if the trailing # is stripped from the digits sent out.

1 (default)

0

Change causes system to restart or reboot.

dialplan.routing.emergency.outboundIdentity

Choose how your phone is identified when you place an emergency call.

NULL (default)

10-25 digit number

SIP

TEL URI

If using a URI, the full URI is included verbatim in the P-A-I header. For example:

- `dialplan.routing.emergency.outboundIdentity = 5551238000`
- `dialplan.routing.emergency.outboundIdentity = sip:john@emergency.com`
- `dialplan.routing.emergency.outboundIdentity = tel:+16045558000`

dialplan.routing.emergency.preferredSource

Set the precedence of the source of emergency outbound identities.

ELIN (default)— the outbound identity used in the SIP P-Asserted-Identity header is taken from the network using an LLDP-MED Emergency Location Identifier Number (ELIN).

Config— the parameter `dialplan.routing.emergency.outboundIdentity` has priority when enabled, and the LLDP-MED ELIN value is used if `dialplan.routing.emergency.outboundIdentity` is NULL.

dialplan.routing.emergency.x.description

Set the label or description for the emergency contact address.

x=1: Emergency, Others: NULL (default)

string

x is the index of the emergency entry description where x must use sequential numbering starting at 1.

Change causes system to restart or reboot.

dialplan.routing.emergency.x.server.y

Set the emergency server to use for emergency routing
(`dialplan.routing.server.x.address` where x is the index).

x=1: 1, Others: Null (default)

positive integer

x is the index of the emergency entry and y is the index of the server associated with emergency entry x. For each emergency entry (x), one or more server entries (x,y) can be configured. x and y must both use sequential numbering starting at 1.

Change causes system to restart or reboot.

dialplan.routing.emergency.x.value

Set the emergency URL values that should be watched for. When the user dials one of the URLs, the call is directed to the emergency server defined by
`dialplan.routing.server.x.address` .

x=15: 911, others: Null (default)

SIP URL (single entry)

x is the index of the emergency entry description where x must use sequential numbering starting at 15.

dialplan.routing.server.x.address

Set the IP address or hostname of a SIP server to use for routing calls. Multiple servers can be listed starting with x=1 to 3 for fault tolerance.

Null (default)

IP address

hostname

Blind transfer for 911 or other emergency calls may not work if registration and emergency servers are different entities.

Change causes system to restart or reboot.

dialplan.routing.server.x.port

Set the port of a SIP server to use for routing calls.

5060 (default)

1 to 65535

Change causes system to restart or reboot.

dialplan.routing.server.x.transport

Set the DNS lookup of the first server to use and dialed if there is a conflict with other servers.

DNSnaptr (default)

TCPpreferred

UDPOOnly

TLS

TCPOnly

For example, if `dialplan.routing.server.1.transport= "UDPOOnly"` and `dialplan.routing.server.2.transport = "TLS"`, then UDPOOnly is used.

Change causes system to restart or reboot.

dialplan.userDial.timeOut

Specify the time in seconds that the phone waits before dialing a number entered while the phone is on hook.

Lync Base Profile (default) – 4

0-99 seconds

You can apply `dialplan.userDial.timeOut` only when its value is lower than `up.IdleTimeOut`.

International Dialing Prefix

Enter a plus (+) symbol before you dial an international phone numbers to identify to the switch that the phone number you are dialing is international.

International Dialing Prefix Parameters

The following parameters configure the international dialing prefixes.

call.internationalDialing.enabled

This parameter applies to all numeric dial pads on the phone, including for example, the contact directory.

Changes you make to this parameter cause a restart or reboot.

1 (default) - Disable the key tap timer that converts a double tap of the asterisk "*" symbol to the "+" symbol to indicate an international call. By default, this parameter is enabled so that a quick double tap of "*" converts immediately to "+". To enter a double asterisk "**", tap "*" once and wait for the key tap timer to expire to enter a second "**".

0 - When you disable this parameter, you cannot dial "+" and you must enter the international exit code of the country you are calling from to make international calls.

Change causes system to restart or reboot.

call.internationalPrefix.key

The phone supports international call prefix (+) with both "0" and "**".

0 (default) - Set the international prefix with "**".

1 - Set the international prefix with "0".

Enhanced 911 (E.911)

This E.911 feature allows you to configure one of three sources the phone obtains location information from:

- LLDP-MED
- DHCP via option 99
- LIS compliant with RFC 5985

Configuring the source of location information allows the phone to share its location details in the invite sent when a 911 call is made to ensure the 911 operator dispatches emergency services to the correct address.

Enhanced 911 (E.911) Parameters

Use the following parameters to configure E.911.

lync.E911.notificationUri.expansion.enabled

0 (default) - Disables expansion of distribution lists.

1 - Enables users to expand distribution lists received as part of the notification URI.

lync.E911.notificationUri.maxUrls

Set the limit for the number of URLs in the notification URI.

30 (default)

1 - 100

Configuring Boss-Admin

The Boss-Admin feature enables a Boss to assign and share a line with an Admin, a delegate who can manage calls efficiently on behalf of the Boss. Boss-Admin is supported with Skype for Business, Lync 2013, and Lync 2010.

The Boss can add and remove Admins, monitor call status, view which Admins answered a call, and pick up calls put on hold. Admins can place, answer, hold, and transfer calls, monitor call status, set ringtones on the Boss line, and send a call to voicemail or intercom. Phones in a Boss-Admin group can receive up to five incoming calls at the same time. Both the Boss and Admin can sort shared Boss-Admin lines on the phone.

Bosses can assign up to 25 Admin lines to their phone; Admins cannot assign themselves as a delegate to a line on a Boss' phone. The maximum number of Bosses an Admin phone can be assigned varies by phone model and depends on the number of line keys available on the phone.

A Boss can add or remove Admins from the Skype for Business client application on a computer or from the phone. On CCX phones, Enhanced Boss-Admin is enabled by default and allows Bosses to add and edit Admins from the phone using the contact list and to set up the call forwarding and simultaneous call ringing. You can view Enhanced Boss-Admin status in the system web interface for your device.

Boss-Admin user instructions are available in the User Guide for your phone model on [Polycom Voice Support](#).

Maximum Number of Boss Lines

The following table lists the maximum number of Boss lines that can be assigned to an Admin phone.

Maximum Number of Boss Lines Assigned to an Admin Phone

| Phone Model | Maximum Bosses Assigned |
|------------------------------------|-------------------------|
| Poly CCX 500 business media phones | 23 of 24 lines |

Viewing Delegates on Boss's Phone

When a Boss delegates an Admin, you can view the delegate's key icon on the Boss's phone. The following figure illustrates Admins on a Boss's phone.



Safe Transfer for Boss-Admin

A safe transfer transfers a call to another party and allows you to continue monitoring the call with the option to resume before the call goes to voicemail.

If the call is answered by the other party, you are disconnected from the call.

Configuring Safe Transfer

The following parameters configure safe transfer for the Boss-Admin feature.

feature.lyncSafeTransfer.enabled

1 (default) - Enable safe transfer and display of the **Safe Transfer** soft key.

0 - Disable safe transfer and display of the **Safe Transfer** soft key.

Boss-Admin Parameters

Use the following parameters to configure Boss-Admin.

up.enhancedbossadmin

1 (default)- Enable Enhanced Boss-Admin.

0 - Disable Enhanced Boss-Admin.

Change causes system to restart or reboot.

Using CCX Phones as Shared Devices

Topics:

- [Skype for Business User Profiles](#)
- [Hot Desking](#)
- [Common Area Phone \(CAP\)](#)

Poly phones registered with Skype for Business offer several ways to share phones and phone lines among users.

Skype for Business User Profiles

You can enable users to access their personal settings from any phone in the organization registered to Skype for Business.

For example, users can access their contact directory and speed dials – as well as other phone settings – even if they temporarily change work areas. This feature is particularly useful for remote and mobile workers who do not use a dedicated work space and conduct business in multiple locations. The user profile feature is also useful if an office has a common conference phone from which multiple users need to access their personal settings.

You must decide whether to require users to always log in to a phone or not. If you do not require users to log in, users have the option to use the phone as is – without access to their personal settings – or they can log in to display their personal settings. You can also specify if, after the device restarts or reboots, a user is automatically logged out.

You can choose to define default credentials. If you specify a default user ID and password, the phone automatically logs itself in each time an actual user logs out or the device restarts or reboots. When the device logs itself in using the default login credentials, a default profile displays, and users retain the option to log in and view their personal settings.

You can configure the phones so that anyone can call authorized and emergency numbers when not logged in to a phone using the parameter `dialplan.routing.emergency.outboundIdentity`.

Poly recommends that you create a single default user password for all users. You can reset a user's password by removing the password parameter from the override file. This causes the phone to use the default password in the `<user>.cfg` file.

To set up the user profile feature, you must:

- Create a phone configuration file or update an existing file to enable the feature's settings, and configure attributes for the feature.
- Create a user configuration file in the format `<user>.cfg` to specify each user's password and registration and other user-specific settings that you want to define.

Create a User Profile Configuration File

You can create a configuration file with user-specific profile details and provision multiple phones with that file.

Procedure

1. Create a configuration file for the phone and place it on the provisioning server.
2. Add the `prov.login*` parameters you want to use to your configuration.
3. Copy the `prov.login*` parameters you want to use for each user and enter user-specific values.

Create a User Configuration File

Create a user-specific configuration file that stores user names, passwords, and registrations.

After a user logs in with their user ID and password (The default password is 123.), users can:

- Log in to a phone to access their personal phone settings.
- Log out of a phone after they finish using it.
- Place a call to an authorized number from a phone that is in the logged out state.
- Change their user password.

If a user changes any settings while logged in, the settings save and display the next time the user logs in. When a user logs out, the user's personal phone settings no longer display.

Procedure

1. On the provisioning server, create a user configuration file for each user to log in to the phone.

The name of the file is the user's ID to log in to the phone. For example, if the user's login ID is `user100`, the name of the user's configuration file is `user100.cfg`.

2. In each `<user>.cfg` file, you can add and set values for the user's login password (optional).
3. Add and set values for any user-specific parameters, such as:
 - Registration details (for example, the number of lines the profile displays and line labels).
 - Feature settings (for example, browser settings).

Note: If you add optional user-specific parameters to `<user>.cfg`, add only those parameters that will not cause the phone to restart or reboot when the parameter is updated.

Stored User Settings

If a user updates their password or other user-specific settings using the Main Menu on the phone, the updates are stored in `<user>-phone.cfg`, not `<MACAddress>-phone.cfg`.

If a user updates their contact directory while logged in to a phone, the updates are stored in `<user>-directory.xml`. Directory updates display each time the user logs in to a phone. An up-to-date call lists history is defined in `<user>-calls.xml`. This list is retained each time the user logs in to their phone. Configuration parameter precedence (from first to last) for a phone that has the user profile feature enabled is:

- `<user>-phone.cfg`
- Web Configuration Utility
- Configuration files listed in the master configuration file (including `<user>.cfg`)
- Default values

Hot Desking

You can configure your phone to allow a hot desking or guest user to sign in on top of a host user signed in to a phone or a common area phone (CAP).

You must enable this feature on both the Skype for Business server and on your provisioning server using the `feature.HotDesking.enable` parameter. When you enable this feature, a **Guest** soft key displays on the phone. By default, this feature is enabled on the provisioning server. However, the user can choose to enable or disable the feature from the phone.

Note: When the phone is CAP enabled, users do not have permission to enable or disable Hot Desking.

Hot Desking Sign-In Methods

If the user disables Hot Desking from the phone, the user setting overrides the Skype for Business server setting and the feature is disabled. The guest user can sign in to the host phone by pressing the **Guest** soft key. After pressing the **Guest** soft key, the guest user can sign in with one of the following methods even if the phone is CAP-enabled or locked:

- User ID
- Pin Authentication
- Via PC
- Online Web Sign In

When the guest user signs in to the phone, the host/CAP user is logged out automatically and the guest user icon displays on the phone. After the guest user has signed in to the phone, the following details of the previously signed-in host/CAP user are not accessible:

- Call Logs
- Voicemail
- Calendar
- Local Contact Directory

Host Desking Feature Limitations

The menu options that are not accessible to the guest user are as follows:

- Headset Settings
- Background
- Screen Saver
- Presence
- Location Info
- Diagnostic logs
- Picture frame
- Power Saving
- Reset to Factory
- Clear browser data
- Network Configuration

Automatic Sign-Out Scenarios

When the guest user signs out of the phone, all the basic settings of the guest user are removed and the phone is set with original settings of the host user.

The following scenarios enable the phone to sign out the guest user automatically and sign in back with the previously signed in user:

- **Timeout**

This feature supports hot desking timeout, the period of time after which the phone shall sign in to the host user when being idle in hot desking mode. This timeout is applicable only when the guest user has signed in successfully.

- When the phone is idle for hot desking timeout configured on the server.

When the guest user is signed in and does not perform any activity and the timeout interval configured on the server reached the value, the guest user is signed out.

- User taps the guest soft key and does not sign in using any sign in methods.

The timeout interval for hot desking is set to 2 minutes by default. However, the host user does not need to wait for 2 minutes. The host user can sign in by pressing the **Host** soft key on the phone screen.

- **BToE Mode**

When a guest user is signed in to the phone and the phone is in BToE mode, the following scenarios lead to sign in the host user after logging out the guest user automatically:

- Guest user unpairs the BToE pairing from the device.
- Guest user unpairs the BToE pairing using BToE client.
- Guest user signs out from the paired Skype for Business client.

When the phone is in idle state and any one of these scenarios occur, the phone signs out the guest user.

Hot Desking Parameters

The following parameters configure Hot Desking.

feature.HotDesking.enabled

1 (default) - Enable Hot Desking.

0 - Disable Hot Desking.

Common Area Phone (CAP)

You can configure your phone with Common Area Phone (CAP) to restrict user's access to configuration settings on phones deployed in common areas, typically lobbies, employee lounges, and conference rooms.

You enable CAP Mode on a per-phone basis and CAP Mode is independent of any other configuration you make on the Skype server or apply to the Skype user account.

Note: Poly recommends that you do not enable Boss-Admin or Shared Line Appearance while CAP is enabled.

After you enable this feature using `feature.CAP.enable=1`, CAP Mode and CAP Admin Mode are available on the phone. By default, CAP Mode is enabled and CAP Admin Mode is disabled.

While a phone is running in CAP Mode, users can access only basic settings and features. You can make more features available by enabling parameters for the corresponding feature, listed below.

Features Available in CAP Mode

| Soft Key / Menu | CAP Mode Default | Parameters to Enable |
|---------------------------------|------------------|--|
| Status/DND | Disabled | <code>feature.doNotDisturb.enable</code> <code>softkey.feature.mystatus</code> |
| Call Forward | Disabled | <code>feature.forward.enable</code> |
| Device Lock | Disabled | <code>feature.deviceLock.enable</code> |
| Exchange Call Logs | Disabled | Local logs: <code>feature.callList.enabled</code> Exchange call logs: <code>feature.callList.enabled</code> <code>feature.exchangeCallLog.enabled</code> <code>feature.EWSAutodiscover.enabled</code> |
| Local Contact Directory | Disabled | <code>feature.directory.enabled</code> |
| Exchange Calendar | Disabled | <code>feature.EWSAutodiscover.enabled</code> <code>feature.exchangeCalendar.enabled</code> <code>homeScreen.calendar.enable</code> |
| Exchange Contacts | Disabled | <code>feature.EWSAutodiscover.enabled</code> <code>feature.exchangeContacts.enabled</code> |
| Exchange Voicemail/ Messages | Disabled | <code>feature.voicemail.enabled</code> <code>feature.EWSAutodiscover.enabled</code> <code>feature.exchangeVoiceMail.enabled</code> <code>feature.exchangeSipVMPlay.enabled</code> |
| Redial | Disabled | <code>homeScreen.redial.enable</code> |

You can use the phone's administrator password to enable CAP Admin Mode. CAP Admin Mode provides access to all phone settings available from the phone interface. In addition, in CAP Admin Mode, the phone displays Sign In / Sign Out soft keys that allow you to sign users in or out of the phone. Alternatively, you can sign into a phone in CAP Mode without enabling CAP Admin Mode from the Common Area Phone provisioning portal at <https://aka.ms/skypecap>.

Any CAP-enabled phone that is not signed in with a Skype account and is left idle for three minutes displays a notice that the phone is not in use.

The following settings are available in CAP Admin Mode.

- Basic Settings
- Sign In/Sign Out

- My Status (under **Features > Presence > My Status**)

Disable CAP Admin Mode

You can disable the Common Area Phone (CAP) Admin Mode from the phone.

Procedure

1. On the phone, navigate to **Settings > Advanced**, and enter the default password.
2. Select **Administration Settings > Common Area Phone Settings > CAP Admin Mode**.
3. Choose **Disable**.

CAP Web Sign In

After you enable the CAP feature and the phone is in CAP Mode, you can generate a code on the phone that you use to log into the Common Area Phone Provisioning Portal, a Microsoft web service that enables you to sign in multiple phones using any tenant account without the need to authenticate as a user on each phone.

You can log into the Common Area Provisioning Portal at <https://aka.ms/skypecap> using any account having administrator rights to the Microsoft tenant. Note that your Skype deployment must use Modern Authentication to access CAP web sign-in. For more information, see Skype for Business topologies supported with Modern Authentication on Microsoft Technet.

CAP Web Sign In is not supported with On-premises Skype for Business deployments.

Note: Sign in using accounts that are designated only for the Common Area locations. The CAP portal is designed only for Common Area Phone accounts. Provisioning a CAP phone from the Provisioning Portal changes that phone's Active Directory user account password to a random string generated by Microsoft. For this reason, do not use the Provisioning Portal to sign in to a phone on behalf of an end user.

Sign In to a CAP-Enabled

You can sign out of a CAP-enabled phone using a code sent to the phone by the Common Area Provisioning Portal.

Procedure

1. While signed out of the phone, select Web Sign-in (CAP).
The phone displays a code.
2. In the provisioning portal, enter the code in the field beside the user name and press Provision.
The user's password is reset to a random string and the phone is signed in.

Common Area Phone Parameters

The following parameters configure the Common Area Phone (CAP) feature.

Use of CAP requires UC Software 5.7.0 or later.

feature.CAP.enable

0 (default) - Disable Common Area Phone.

1 - Enable Common Area Phone.

Skype for Business Device and Software Support

Topics:

- [Microsoft Quality of Experience Monitoring Server Protocol \(MS-QoE\)](#)
- [Manually Pairing with BToE](#)
- [Rebooting the Poly Phone at a Scheduled Time](#)
- [Updating Poly UC Software](#)
- [Data Center Resiliency](#)

This section provides information on maintaining your devices and updating UC Software.

Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE)

Microsoft Quality of Experience Monitoring Server Protocol (MS-QoE) enables you to monitor the user's audio quality and troubleshoot audio problems.

QoE reports contain only audio metrics and do not contain video or content sharing metrics. This feature also enables you to query the QoE status of a phone from the Web Configuration Utility.

All parameters for enabling or disabling QoE are included in the in-band provisioning parameters sent from the Skype for Business server.

Note: Poly supports only those elements listed in section Supported Skype for Business QoE Elements.

For a list of all parameters that report QoE data, see [Microsoft \[MS-QoE\] PDF at \[MS-QoE\]: Quality of Experience Monitoring Server Protocol](#).

To help deploy QoE, you can enable client media ports and configure unique port ranges on the Skype for Business Server. For details, see [Configuring Port Ranges for your Microsoft Lync Clients in Lync Server 2013](#).

Set QoE Parameters on the Skype for Business Server

Set the following QoE parameters on the Skype for Business Server.

Procedure

- » Use the following parameters to set Quality of Experience settings on the Skype for Business server.

EnableQoE

Set to 'True' to enable QoE on the server and automatically assign the URI to which QoE reports are published.

If set to 'False' no QoE reports are published.

Note that the URI maps to the in-band element 'qosUri'. To get the current value of `EnableQoE`, run the command `Get-CsQoEConfiguration` in Skype for Business Server Powershell.

`EnableInCallQoS`

Set to 'True' to enable in-call QoE on the server.

If set to 'False', only end-call QoE reports are sent. `EnableInCallQoS` maps to the in-band element 'enableInCallQoS'.

`InCallQoSIntervalSeconds`

Set the time interval in seconds to publish in-call QoE reports only if there is a transition in call quality. If no change in call quality is detected, no report is sent at the interval time you set.

`InCallQoSIntervalSeconds` maps to the in-band element `inCallQoSIntervalSeconds`.

`voice.qualityMonitoring.rtcpxr.enable`

Set to 1 (default) to allow the phone to collect RTCP XR metrics.

The following figure illustrates the QoE parameter values you need to set.

Figure 1: QoE Parameters on Server Media Configuration

```
PS C:\Users\administrator.COHOWINERY> Get-CsMediaConfiguration | fl
Identity                : Global
EnableQoS               : True
EncryptionLevel        : RequireEncryption
EnableSiren             : False
MaxVideoRateAllowed    : UGA600K
EnableInCallQoS        : True
InCallQoSIntervalSeconds : 35
EnableRtpRtcpMultiplexing : True
```

Enable In-Call QoE within your Skype Environment

When you enable in-call QoE, you do not need to wait until the end of the call to view call quality data.

In-call QoE is off by default and you can enable it on Windows PowerShell using the following command:

```
Set-CsMediaConfiguration -Identity Global -EnableInCallQoS:$TRUE -
InCallQoSIntervalSeconds x (where x is a digit from 1 to 65535)
```

Query QoE Status from the Web Configuration Utility

Users and administrators can query the in-band QoE status, interval, and URI from a phone's Web Configuration Utility.

Procedure

1. Enter the IP address of the phone into a web browser and log in as Administrator or User.
2. Go to **Diagnostics > Skype for Business Status > Quality of Experience**.

QoE Parameters

Use the following parameters to configure MS-QoE from a provisioning server.

voice.qoe.event.lossrate.threshold.bad

Defines the threshold for the network loss rate. Total packets lost for an interval/total packets expected for the interval *256 as stated in RFC 2611, section 4.7.1.

38 (default) - Approximately a 15% packet loss.

0 to 100

voice.qoe.event.lossrate.threshold.poor

Defines the threshold for the network loss rate. Total packets lost for an interval/total packets expected for the interval *256 as stated in RFC 2611, section 4.7.1.

25 ms (default) - Approximately a 10% packet loss.

0 to 100

voice.qoe.event.networkmos.threshold.bad

Defines the threshold for Network MOS as follows:

The average of MOS-LQO wideband, as specified by [ITUP.800.1] section 2.1.2, based on the audio codec used and the observed packet loss and inter-arrival packet jitter.

19 (default) - Indicates a MOS score of 1.9.

10 - 50 - Indicates a MOS score between 1 - 5.

networkMOS > 2.9 signifies good quality

networkMOS > 2.9 < 1.9 signifies poor quality

networkMOS < 1.9 signifies bad quality

voice.qoe.event.networkmos.threshold.poor

Defines the threshold for Network MOS as follows:

The average of MOS-LQO wideband, as specified by [ITUP.800.1] section 2.1.2, based on the audio codec used and the observed packet loss and inter-arrival packet jitter.

29 (default) - Indicates a MOS score of 2.9.

10 - 50 - Indicates a MOS score between 1 - 5.

networkMOS > 2.9 signifies good quality

networkMOS > 2.9 < 1.9 signifies poor quality

networkMOS < 1.9 signifies bad quality

Supported Skype for Business QoE Elements

This section lists supported Microsoft Quality of Experience (QoE) elements.

For a list of all parameters that report QoE data, see Microsoft [\[MS-QoE\] PDF at \[MS-QoE\]: Quality of Experience Monitoring Server Protocol](#).

Supported Skype for Business QoE Elements

| Parent Element | Child Elements/Attributes |
|-----------------|--|
| VQReportEvent | VQSessionReport |
| VQSessionReport | SessionId Endpoint DialogInfo MediaLine |
| Endpoint | Name v2:OS v2:VirtualizationFlag CorrelationID FromURI ToURI Caller LocalContactURI RemoteContactURI LocalUserAgent RemoteUserAgent LocalPAI RemotePAI ConfURI v2:CallPriority v2:MediationServerBypassFlag v2:TrunkingPeer v2:RegisteredInside CallID FromTag ToTag Start End |

| Parent Element | Child Elements/Attributes |
|----------------------------------|--|
| MediaLine | Description InboundStream OutboundStream |
| Description | Connectivity Security Transport LocalAddr RemoteAddr v3:ReflexiveLocalIPAddress v3:MidCallReport |
| LocalAddr, RemoteAddr, RelayAddr | IPAddr Port SubnetMask v2:MACAddr |
| Connectivity | Ice IceWarningFlags (Five flags supported) RelayAddress |
| InboundStream, OutboundStream | Network Payload QualityEstimates |
| Network | Jitter PacketLoss BurstGapLoss Delay Utilization |
| Jitter | InterArrival InterArrivalMax |
| Packetloss | LossRate LossRateMax |

| Parent Element | Child Elements/Attributes |
|----------------|---|
| BurstGapLoss | BurstDensity BurstDuration GapDensity GapDuration |
| Delay | RoundTrip RoundTripMax |
| Utilization | Packets |
| Payload | Audio |
| Payload.Audio | PayloadType PayloadDescription SampleRate v4:JitterBufferSizeAvg v4:JitterBufferSizeMax v4:JitterBufferSizeMin v4:NetworkJitterAvg v4:NetworkJitterMax v4:NetworkJitterMin |
| Signal | SignalLevel NoiseLevel InitialSignalLevelRMS RecvSignalLevelCh1 RecvNoiseLevelCh1 RenderSignalLevel RenderNoiseLevel RenderLoopbackSignalLevel VsEntryCauses EchoEventCauses EchoPercentMicIn EchoPercentSend SendSignalLevelCh1 SendNoiseLevelCh1 |

| Parent Element | Child Elements/Attributes |
|------------------------|---|
| QualityEstimates.Audio | RecvListenMOS RecvListenMOSMin NetworkMOS |
| NetworkMOS | OverallAvg OverallMin |

Manually Pairing with BToE

This feature enables users to manually pair their phone with their computer using the Poly Better Together over Ethernet Connector application.

This feature is supported for CCX 500 business media phones.

When you enable this feature users can select Auto or Manual pairing mode in the Web Configuration Utility or in the Features menu on the phone. However, the manual pairing feature no longer requires you to connect the Ethernet cable from your computer to the PC port on your phone. By default, BToE and BToE pairing are enabled for phones registered with Skype for Business. When an administrator disables BToE pairing, users cannot pair their phone with their computer using BToE. When the phone is set to manually pair with your computer connected to a reachable network, the phone generates a pairing code that users must enter into the Poly BToE Connector application to pair.

To use the Manual Pairing feature, users must update to UC Software version supported to the corresponding BToE Connector application version.

Note: You can pair and unpair the phone with the BToE application installed in a Citrix Virtual Desktop Infrastructure.

The following table lists the supported UC Software version for the corresponding BToE Connector application for Manual Pairing.

Supported UC Software Version for Manual Pairing

| UC Software Version | BToE Application Version | Manual Pairing | Automatic Pairing |
|---------------------|--------------------------|----------------|-------------------|
| 1.0 | BToE version 4.3.0 | Yes | Yes |

BToE Widget

By default, users can access BToE settings from the phone menu at **Settings > Features > BToE**.

You can configure a BToE widget to display on the phone's Home screen that allows direct user access to BToE settings. Enabling the BToE widget does not remove access via the phone menu.

BToE Widget Parameters

The following parameters configure the BToE Widget.

`homeScreen.BToE.enable`

- 1 (default) - Displays the BToE widget on the phone's home screen.
- 0 - Does not display the BToE widget on the phone's home screen.

Enable or Disable BToE PC Pairing from the Phone

You can enable or disable the BToE PC Pairing feature for Better Together over Ethernet from the phone.

Procedure

1. On the phone, go to **Settings > Advanced**, and enter the administrator password.
2. Select **Administration Settings > BToE PC Pairing**.
3. Select **Enable** or **Disable**.

Enable or Disable BToE PC Pairing from the Web Configuration Utility

You can enable or disable the BToE PC Pairing feature from the Web Configuration Utility.

Procedure

1. Enter your phone's IP address into a web browser.
2. Select **Admin** as the login type, enter the administrator password (the default is 456), and click **Submit**.
3. Go to **Settings > Skype for Business Settings > BToE PC Pairing**.
4. Check or uncheck **Enable BToE PC Pairing**.
5. Click **Save**.

TLS Feature Support for BToE

Poly BToE application supports Transport Layer Security (TLS) to authenticate:

- Poly UC Software can use TLS to authenticate phones using the BToE application.
- TLS takes precedence over SSH.
- If TLS connection fails between the phone and Poly BToE Connector application, then the connection falls back to SSH.

Rebooting the Poly Phone at a Scheduled Time

You can configure Poly phones to reboot at a scheduled time, period, or days. With this feature, you can schedule a Poly phone to reboot daily.

Scheduled Reboot Parameters

Use the following parameters to configure scheduled reboot times for Poly phones.

`prov.scheduledReboot.enabled`

0 (default)— Disables scheduled reboot.

1—Enables scheduled reboot.

`prov.scheduledReboot.periodDays`

Specify the time in days between scheduled reboots.

1 day (default)

1–365 days

`prov.scheduledReboot.time`

Specify a time to reboot the Poly phone. Use the 24 hour time format (HH:mm).

03:00 (default)

`prov.scheduledReboot.timeRandomEnd`

If this parameter is set to a specific time, the scheduled reboot occurs at a random time between the time set for `prov.scheduledReboot.time` and `prov.scheduledReboot.timeRandomEnd`. The time is in 24-hour format.

0–5 hours

hh:mm

Updating Poly UC Software

You can update UC Software on a per-phone basis from the phone's local interface or through the system web interface.

Update UC Software Manually

You can use an USB flash drive to update the software and configure the phone.

When you configure the phone using a USB drive, the configuration on the USB overrides all previous configurations. When the USB drive is removed, the system returns to the previous configuration.

Procedure

1. Download and unzip UC Software to a directory on your provisioning server.
2. On the phone, go to **Settings > Advanced**, enter the password (default 456).
3. Go to **Network Configuration > Provisioning Server > DHCP Menu > Boot Server**.

4. In the Boot Server menu, choose **Static** if you are testing or provisioning a few phones, or choose **Option 66** if you are provisioning in a large environment and want phones to use a boot server defined in DHCP.

If you choose **Option 66**, skip step 5 and go to step 6.

5. Go back to **Provisioning Server** and do the following:
 - Choose a server type in the **Server Type** field.
 - Enter the server address. For example,

```
http://server.domain.com/41X
or
ftp://ftp.domain.com/41X
```

- Enter your server user name and server password, if required.
6. Press **Back** until you are prompted to save your settings.
 7. Choose **Save Configuration** to save your settings.

The phone reboots.

For details on how to update the phone software using the Web Configuration Utility, see [Feature Profile 67993: Using the Software Upgrade Option in the Web Configuration Utility](#).

Automatic UC Software Updates

By default, the phones poll the Skype for Business Server for software updates and automatically download updated software if it's available. This automatic software update feature is available on all devices registered with Skype for Business Server using UC Software 5.0.0 and later.

An information dialog displays on the phone when a software update becomes available. The dialog provides three options:

- **Reboot** - Select to restart the phone and automatically update the phone's software.
- **Cancel** - Select to cancel the automatic software update. When you select Cancel, a **DevUpdt** softkey displays on the phone's home screen. Press **DevUpdt** at any time to update your phone's software.
- **Details** - Select to view information about current and available software.

When a software update is available and the phone is inactive for a long period of time, the phone automatically reboots and updates the phone's software.

Configuring Automatic Software Updates

The following parameters configure automatic software updates and polling of the provisioning server.

device.prov.lyncDeviceUpdateEnabled

0 - The automatic device update is disabled and the phone does not receive software updates from the server.

1 - The automatic device update is enabled and the phone receives software updates from the server.

Change causes system to restart or reboot.

device.prov.lyncDeviceUpdateEnabled.set

0 (default) - Disable automatic device update for all devices.

1 - Enable automatic device update for all devices and use `device.prov.lyncDeviceUpdateEnabled` .

Change causes system to restart or reboot.

lync.deviceUpdate.popUpSK.enabled

0 (disable) - Disable the Information popup that indicates when an automatic software update is available.

1 - Enable the Information popup that indicates when an automatic software update is available.

Change causes system to restart or reboot.

lync.deviceUpdate.serverPollInterval

7200 seconds (default) - The time interval in seconds that the phone sends a software update request to the Skype for Business Server.

min=1800 seconds

max=28800 seconds

Change causes system to restart or reboot.

lync.deviceUpdate.userInactivityTimeout

900 seconds [15 minutes] (default) - Sets the user inactivity timeout period after which the phone's software is automatically updated.

Min=300 seconds

Max=1800 seconds

Change causes system to restart or reboot.

prov.polling.enabled

You can choose to automatically poll the provisioning server for software updates.

1 (default) - the phone automatically polls the server for software updates.

0 - Disable automatic polling.

prov.polling.mode

Choose the polling mode.

abs (default) - The phone polls every day at the time specified by `prov.polling.time` .

rel - The phone polls after the number of seconds specified by `prov.polling.period` .

random - The phone polls at random between a starting time set in `prov.polling.time` and an end time set in `prov.polling.timeRandomEnd` .

Note that if you set the polling period in `prov.polling.period` to a time greater than 86400 seconds (one day) polling occurs on a random day within that polling period (meaning values such as 86401 are over 2 days) and only between the start and end times. The day within that period is determined by the phone MAC addresses and does not change with a reboot. The time within the start and end is calculated again with every reboot.

prov.polling.period

The polling period in seconds.

86400 (default)

integer > 3600

The polling period is rounded up to the nearest number of days in absolute and random mode you set in .

In relative mode, the polling period starts once the phone boots.

If random mode is set to a time greater than 86400 (one day) polling occurs on a random day based on the phone MAC address.

prov.polling.time

Specify the polling start time in absolute or random polling mode you choose with `prov.polling.mode` .

03:00 (default)

hh:mm

prov.polling.timeRandomEnd

The polling stop time when the polling mode is set to random.

NULL (default)

hh:mm

Data Center Resiliency

Data center resiliency ensures that minimum basic call functions remain available in the event of a server shutdown or Wide Area Network (WAN) outage.

The phones you register with Skype for Business on-premises are enabled with this feature by default and no additional configuration is required.

In the event of an unplanned server shutdown or outage, phone behavior changes to the following:

- The phone displays a scrolling banner message 'Limited functionality due to outage'.
- Your presence status displays as 'Unknown'.
- The presence status of your contacts displays as 'Unknown'.
- You cannot change your presence status.
- You cannot add or delete Skype for Business contacts.

- Phones in the locked state display a message on the Sign In menu 'Limited functionality due to outage'.
- You can access current Call Forwarding settings in read-only mode.

Troubleshooting

Topics:

- [General Troubleshooting Tasks](#)
- [Troubleshooting Microsoft Teams](#)
- [Troubleshooting Skype for Business](#)

This section provides information on troubleshooting CCX business media phones.

General Troubleshooting Tasks

Topics:

- [Factory Reset Your Phone \(Hard Reboot\)](#)

If you experience issues with your CCX phone, review the following troubleshooting information to try to resolve your issue.

Factory Reset Your Phone (Hard Reboot)

Symptom:

The phone gets into a state where you must factory reset the phone, but you can't access the phone's local interface to reset the phone to default settings. You also can't access the factory reset option through the system web interface.

Workaround

You can factory reset your phone using the phone's hardware (hard reboot). Resetting the phone to defaults clears the flash parameters, removes user and cached data, and resets the administrator password to 456.

Procedure

1. Disconnect the power, then power on the Poly phone.
2. As soon as the Poly logo shows on the screen, press and hold the four corners of the LCD display.

Note: It may take several tries to get the timing right or to find the correct spots to press on the LCD display.

3. Release the LCD display when the **Mute** indicator on the lower-right corner of the phone begins flashing red, amber, and green.

Troubleshooting Microsoft Teams

Topics:

- [System Logs](#)
- [Capture Your Phone's Screen](#)

Refer to the following topics to help you diagnose and fix issues with your CCX business media phones when using Microsoft Teams.

For more information on troubleshooting Microsoft Teams or to get additional support, see [Welcome to Microsoft Teams](#) at Microsoft Docs.

System Logs

System log files assist when troubleshooting issues.

System log files contain information about system activities and the system configuration profile. After setting up system logging, you can retrieve system log files.

The detailed technical data in the system log files can help Poly Global Services resolve problems and provide technical support for your system. In such a situation, your support representative may ask you to download log archives and send them to Poly Global Services.

You must contact Poly Customer Support to obtain the template file `techsupport.cfg` containing parameters that configure log levels.

Set the Logging Level for a Phone

You can enable logging and set the logging level for general logs from the **Admin Settings** menu on an individual CCX phone.

Procedure

1. Go to **Settings > Device Settings**.
2. Select **Admin Settings**, and enter the administrator password (the default is 456).
3. Select **Debug**.
4. Tap the switch for **Logging** to enable the feature.
5. Tap **Log Level**, and select a severity level.

Set Log Levels from the Web Configuration Utility

You can set log levels from the Web Configuration Utility.

Procedure

1. Enter the IP address of the phone into a web browser and log in as Administrator or User.
2. Go to **Settings > Logging**.
3. In **Server Log Level**, select a log level.

Capture Your Phone's Screen

You can take a snapshot of a phone's screen to record any troubleshooting issues.

Procedure

1. Go to **Settings > Device Settings**.
2. Select **Admin Only**, and enter the administrator password (the default is 456).
3. Select **Debug**, and tap the switch to enable **Screen Capture**.
4. In a web browser, enter `https://<phoneIPAddress>/captureScreen` into the address field, where `<phoneIPAddress>` equals your phone's IP address.
5. If prompted, enter the login credentials.

The web browser displays an image showing the phone's current screen. You can save the image as a BMP or JPEG file.

Troubleshooting Skype for Business

Topics:

- [System Logs](#)

Refer to the following topics to help you diagnose and fix issues with your CCX business media phones when using Skype for Business.

For more information on troubleshooting Skype for Business or to get additional support, see [Skype for Business](#) at Microsoft Docs.

System Logs

System log files assist when troubleshooting issues.

System log files contain information about system activities and the system configuration profile. After setting up system logging, you can retrieve system log files.

The detailed technical data in the system log files can help Poly Global Services resolve problems and provide technical support for your system. In such a situation, your support representative may ask you to download log archives and send them to Poly Global Services.

You must contact Poly Customer Support to obtain the template file `techsupport.cfg` containing parameters that configure log levels.

Upload Logs to the Skype for Business Server

To help troubleshoot phone issues for phones registered with Skype for Business, you can allow users to upload logs to the Skype for Business server from the phone or Web Configuration Utility. Users can also set log levels for the phone.

This feature is available on the phones registered with Skype for Business Server On-premises or Online and with Microsoft Lync 2013 or 2010 Server.

Logs are uploaded to the Skype for Business Server at the following location, which you can specify in the Skype for Business topology builder or at initial installation:

```
<LYNC_SERVER_LOG_PATH>\1-WebServices-1\DeviceUpdateLogs\Client\CELog
```

Phones support Core File Uploads to help log phone crashes. The logs are uploaded to the Skype for Business server in `tar.gz` format. The Skype for Business server must support `tar.gz` format to decrypt the log file uploaded to server.

Upload Logs Parameters

Use the following parameters to configure log uploading to the Skype for Business server.

`feature.logUpload.enabled`

1 (default) - Enable users to upload logs to the Skype for Business server from the phone.

0 - Do not allow users to upload log files to the Skype for Business server.

Send Logs from the Phone

To help troubleshoot issues, you can send logs from the phone to the Skype for Business server.

Procedure

- » Go to **Settings > Basic > Diagnostic Logs > Upload Logs**.

The files are uploaded to the server as plain text.

Send Diagnostic Logs from the Web Configuration Utility

To help troubleshoot issues, you can send diagnostic logs to the Skype for Business server from the Web Configuration Utility.

This option is available when logged in as Administrator or User.

Procedure

1. Enter the IP address of the phone into a web browser and log in as Administrator or User.
2. Go to **Diagnostics > Upload Logs**.
The files are uploaded to the server as plain text.
3. View uploaded URLs at **Skype for Business Status > Skype for Business Parameters** and one of the following locations:
 - Update Server Internal URL for on-premises deployments.
 - Update Server External URL online deployments.

Logging Levels

The event logging system supports the classes of events listed in the table Logging Levels.

Two types of logging are supported:

- Level, change, and render
- Schedule

Note: Logging parameter changes can impair system operation. Do not change any logging parameters without prior consultation with Technical Support.

Logging Levels

| Logging Level | Description |
|---------------|-----------------------------|
| 0 | Debug only |
| 1 | High detail class event |
| 2 | Moderate detail event class |
| 3 | Low detail event class |

| Logging Level | Description |
|---------------|---|
| 4 | Minor error |
| 5 | Major error – will eventually incapacitate the system |
| 6 | Fatal error |

Each event in the log contains the following fields separated by the pipe (|) character:

- Time or time/date stamp, in one of the following formats:
 - 0 - milliseconds – 011511.006 = 1 hour, 15 minutes, 11.006 seconds since booting
 - 1 - absolute time with minute resolution 0210281716 - 2002 October 28, 17:16
 - 2 - absolute time with seconds resolution 1028171642 - October 28, 17:16:42
- 1-5 character component identifier (such as "so")
- Event class
- Cumulative log events missed due to excessive CPU load
- The event description

Set the Logging Level for a Phone

You can enable logging and set the logging level for general logs from the **Admin Settings** menu on an individual CCX phone.

Procedure

1. Go to **Settings > Device Settings**.
2. Select **Admin Settings**, and enter the administrator password (the default is 456).
3. Select **Debug**.
4. Tap the switch for **Logging** to enable the feature.
5. Tap **Log Level**, and select a severity level.

Set Log Levels from the Web Configuration Utility

You can set log levels from the Web Configuration Utility.

Procedure

1. Enter the IP address of the phone into a web browser and log in as Administrator or User.
2. Go to **Settings > Logging**.
3. In **Server Log Level**, select a log level.