3rd Party Hardware/Software

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Overview

In this book, you will find relevant information on utilizing third-party software and hardware that are not IntellaSoft products but are installed as part of your overall IntellaSoft Communications Platform. You can find quick references specific to your devices such as the **Polycom VVX** as well soft-phones such as **Linphone - Users Guide.**

You may also find information specific to setting up other physical components such as Edge Routers, Wireless Access Points, among other devices. If you run into technical difficulties that you are not able to resolve through this documentation be sure to check out our ticket system for submitting a help desk ticket.

What's Included in This Space

- **Linphone 4.X - Installation Guide**: Step-by-step documentation covering the installation of Linphone Soft Phone
- **Linphone 4.X - Users Guide**: Step-by-step documentation covering the basic functions of the Linphone Soft Phone
- **Polycom VVX Cheat Sheet**: A quick reference to some of the basic functions of the Polycom VVX 400/401 SIP Phone. There are three separate tables that correlate to a user's role within the organization (Standard, Agent, and Supervisor)
- **Polycom VVX Video Tutorials**: In-depth video tutorials on how to use some of the basic functions of the Polycom VVX 400/401 SIP Phone. Such functions include transferring, placing calls, conference mode etc.
- **Polycom 331/350 Cheat Sheet**: A quick reference to some of the basic functions of the Polycom 331/351 SIP Phone, there are three separate tables that correlate to a user's role within the organization (Standard, Agent, and Supervisor)
- **Polycom 331/335/VVX Video Tutorials**: In depth video tutorials on how to use some of the basic functions of the Polycom 331/351 SIP Phone. Such functions include transferring, placing calls, conference mode etc.
- Upgrading to **Microsoft Remote Desktop 10 for Mac Users**
- Using **Emacs** text editor for internal system maintenance
- **Troubleshooting**: coming soon...
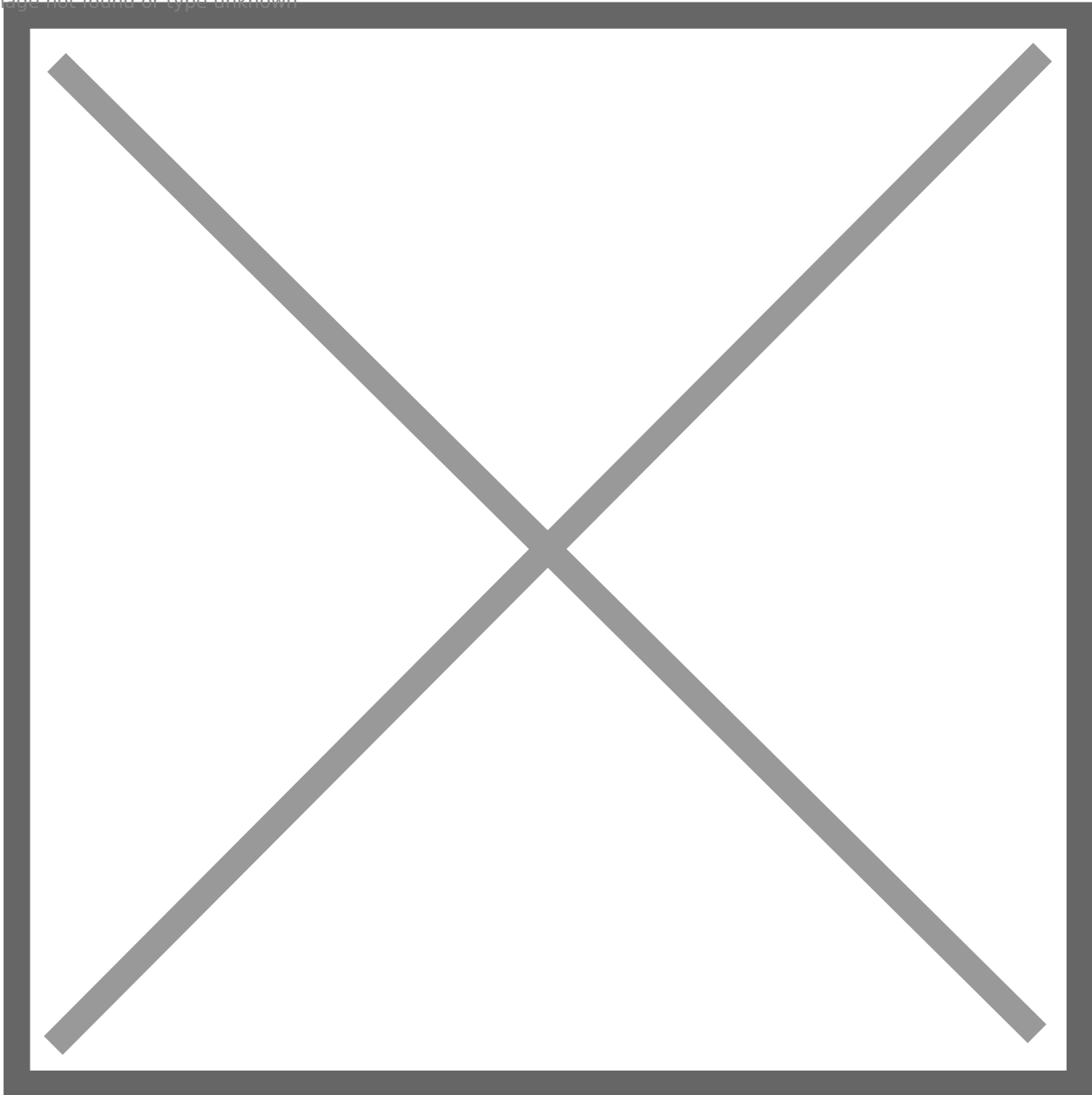
Linphone - Users Guide

Overview

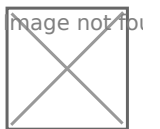> Note: This guide assumes you already have Linphone 4.0 installed and can launch it successfully.

Making a Call

1) Start by clicking the box at the top of the application, we call this the 'Dial' box
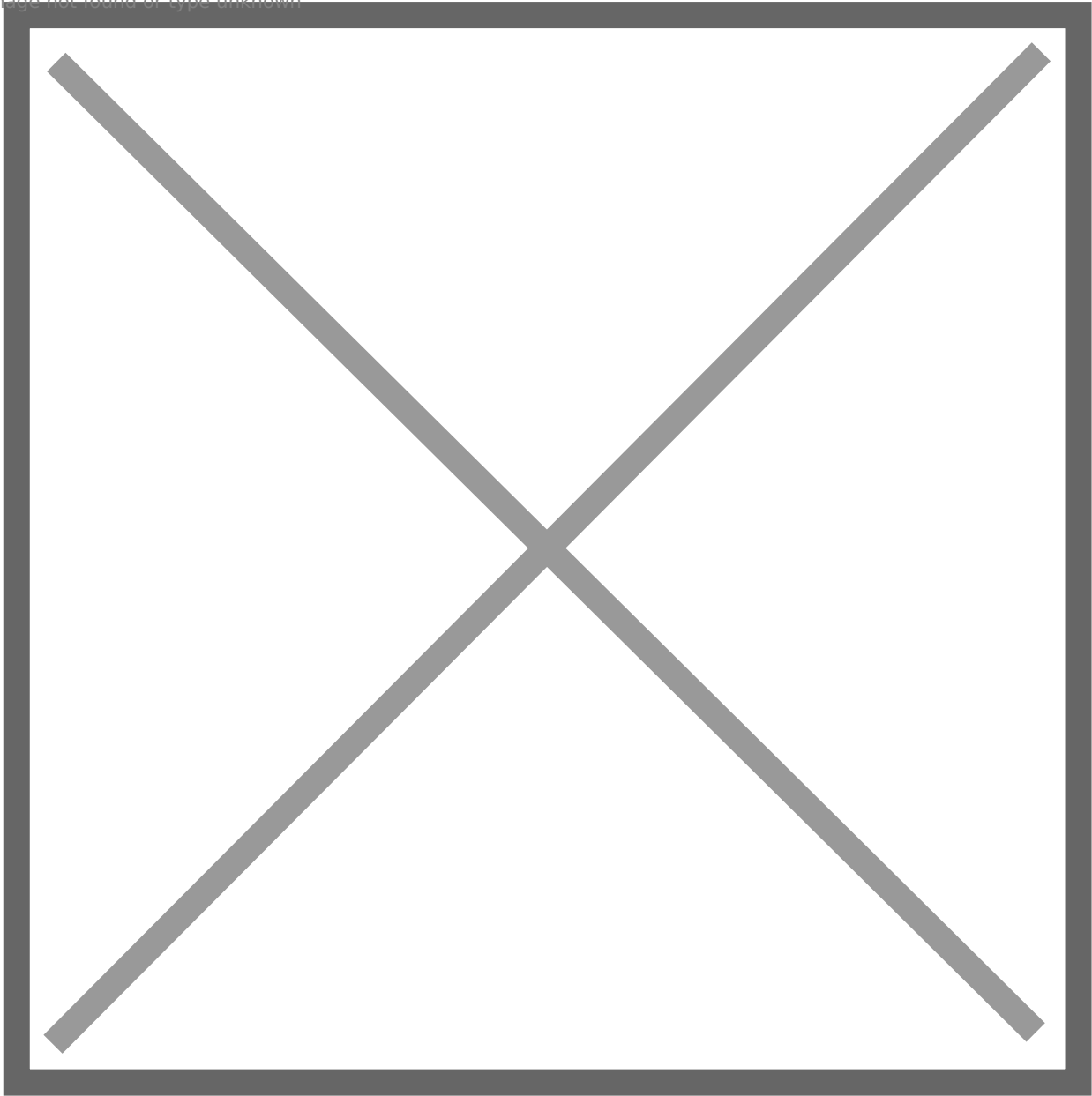
2) Type the contact number you are calling **or** if you already have a contact in your list, click the contact's name.

3) **Finally,** click the call button located in the middle of the three buttons to start dialing.

4) Here is what a connected call looks like.

Ending a call

Press the middle 'hangup' button at the bottom right corner.

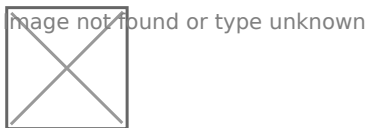# Using the Number-Pad

1) Click on the square dots icon in the top-left of the call
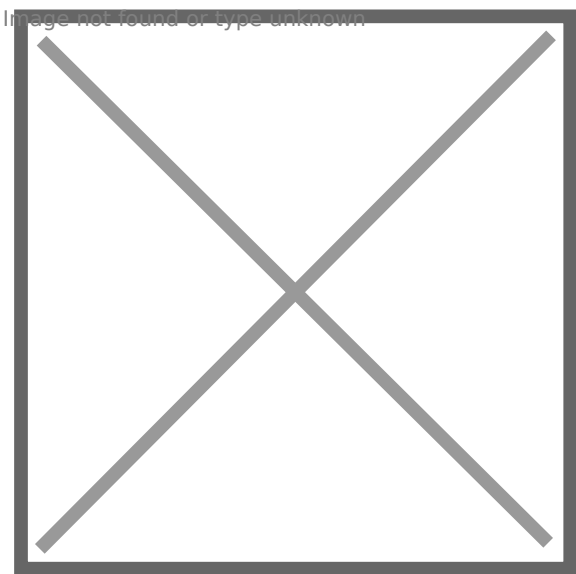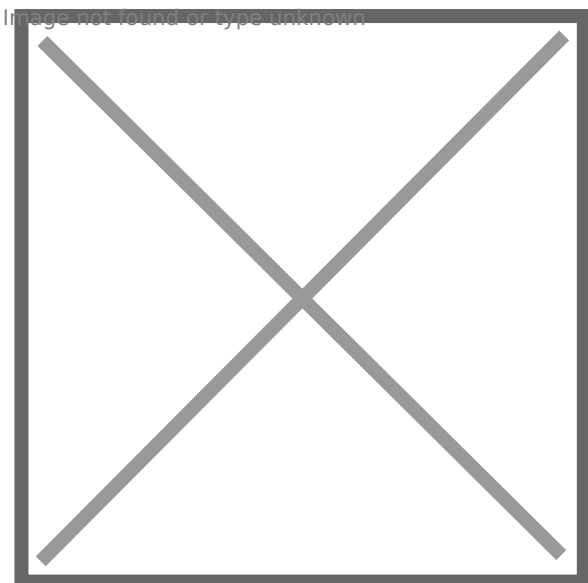
2) From here you can enter the number to be called.

Receiving a Call

When receiving a call, you will see a notification at the bottom right-hand side of the screen. Press the middle button to **accept** the call.
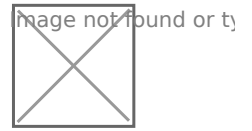

Or click the right-most button to **reject** the call.

Conference Calls

Below are a couple of examples for initiating a conference call.

While on a Call

1) If you are already on a call, press the right-hand button under the 'Calls' section.

2) From here, you can select or type the contacts/numbers you want to invite to join. For Example:

Co-worker at extension 5515 needs to join this call.

3) When done entering the number to be called, click 'start',

4) The number dialed will now ring.

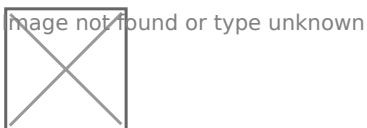5) Once the dialed party picks up, they will be on the call with you AND the original party that was

on the line.

While not on a call

1) If there are no calls in progress, click the conference icon on the top right as shown here.

2) Select contacts from the list or type in extensions/phone numbers to call

3) When done, click 'Start'

4) All parties who answer the call will be added to the conference.
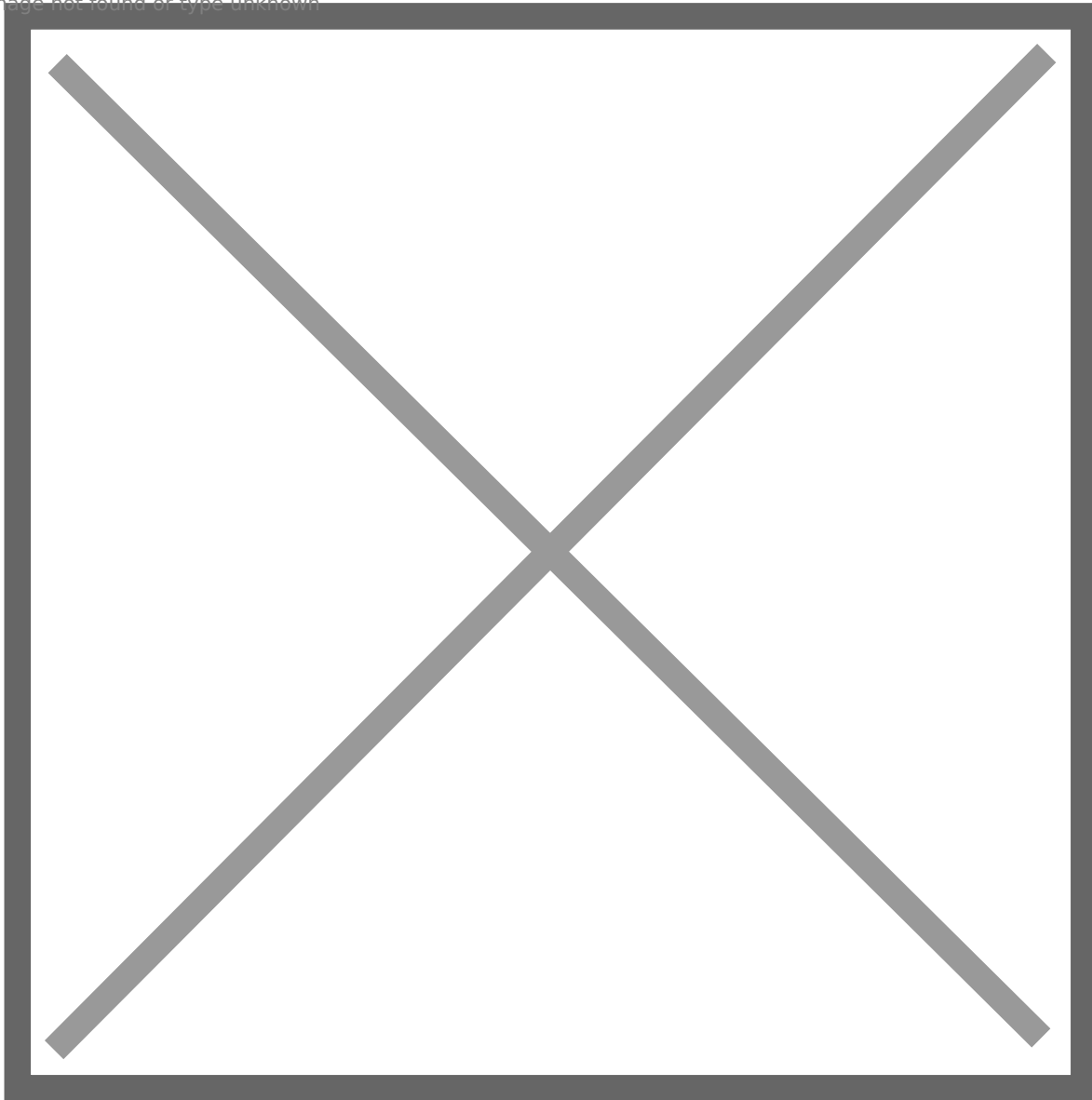
Transferring Calls

Currently, the only option is a 'blind transfer': when a transfer completes, the call will disconnect, and the original party will now be talking to whom it was transferred to.

1) Start by clicking the 'Triple Bar' button on the right-hand side under 'Calls'.

2) A menu will appear beside it. Use the **TRANSFER CALL** option.
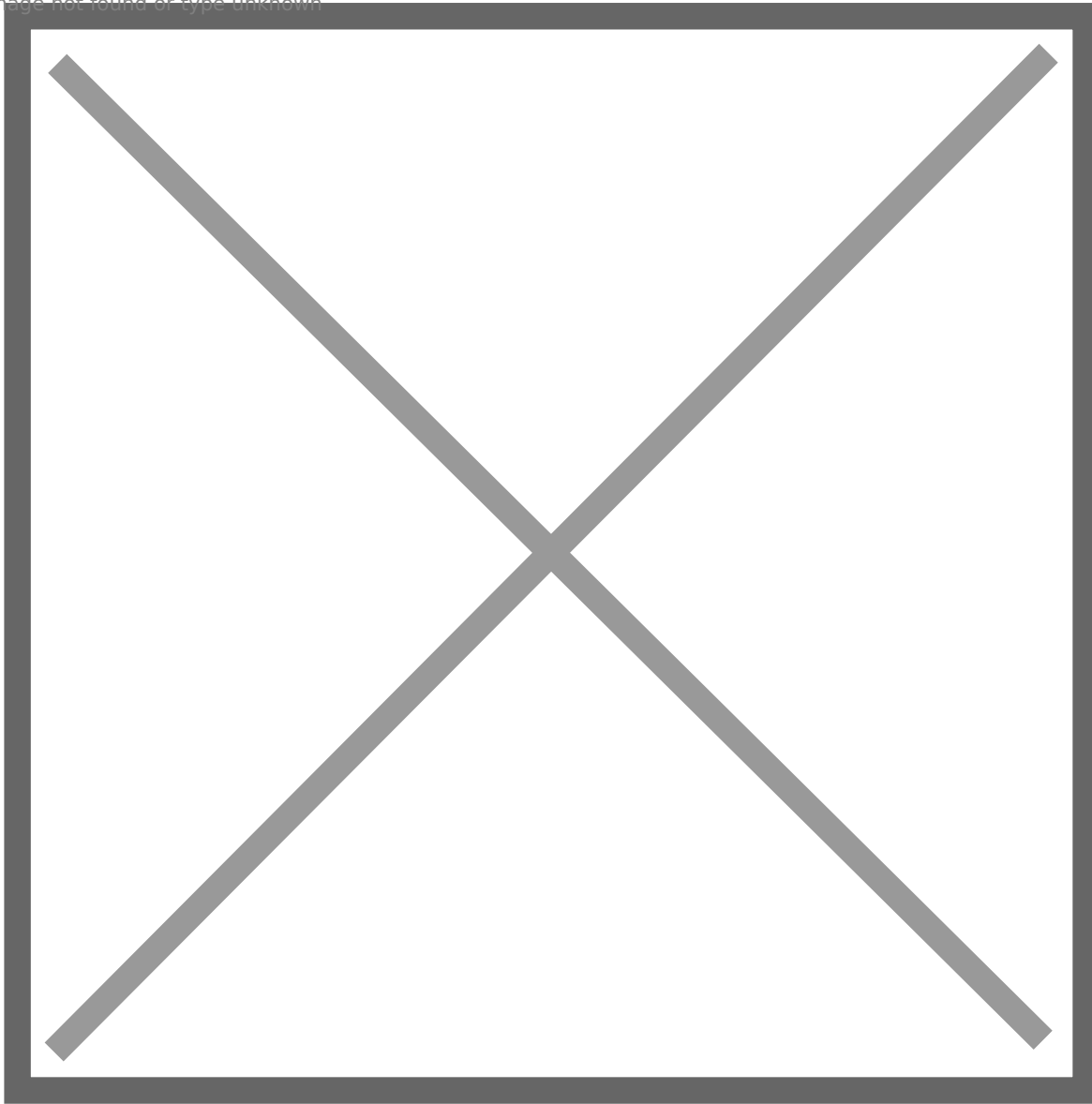
3) From here you can find the contact you wish them to transfer to.
Or, enter the extension or phone number of the intended transfer

4) Upon clicking the 'Transfer Arrow', your call will disconnect and will be sent to the new party

Polycom VVX Cheat Sheet

Overview

This page includes some of the most commonly used functions of the Polycom VVX SIP phone (may also be called the VX400 or VX401). Each of the tables represents a set of functions that will be available to you depending on your role within your organization as explained below:

- **General Phone Functions** - Applies to anyone who is using a Polycom VVX400/401 phone.
- **Extended Agent Functions** - Applies to those running a call center Intellasoft setup. These functions are specific to Agents. The **General Phone Functions** also apply.
- **Extended Supervisor Functions** - Applies to those running a call center Intellasoft setup. These functions are specific to those in a Supervisory role. The **Extended Agent Functions and General Phone Functions** also apply.

General Phone Functions

Action	Instruction
Dial	Dial (optional) 9 – 911
Outside Calls - Local	Dial (optional) 9 + (7) Digit Local Number
Outside Calls – Long Distance	Dial (optional) 9 + (10) Digit Long Distance Number
Call Hold Retrieval To Another Phone	Phone One: Place Call on Hold Phone Two: Dial * + PhoneOneExtension where call is holding

Action	Instruction
Transfer Call	- Have a current call active - Press `Trnsfr` button - Dial Number or press `Lines` button to select a name - Optionally, wait for dialed number to answer and announce transferred call - Press `Trnsfr` button again to complete the transfer OR press `Cancel` button and resume with dial / `Lines` above
Transfer Call To Voicemail	- Have a current call active - Press `Trnsfr` Button (you can also place call on Hold) - Dial ** then press `Send` Button, immediately followed by `Trnsfr`
Conference Call – Method 1	- Have a current call active - Press `Conf` Button - Dial Number or press `Conf` Button to select a name - Optionally, wait for dialed number to answer and announce conference call - Press `Conf` button again to connect all parties
Conference Call – Method 2	- Place call on Line 1 - Place call on Line 2 - Press `Join` button You may need to press the `More` button to see this option
Conference Call – Split Calls	- Press `VM` Button Individual calls will be split to different `Line` buttons
Voicemail (Access from your extension)	- Press `VM` button You may need to press the `More` button to see this option - Enter your pin number when prompted If this is your first time setting up your mailbox Your pin number is the same as your extension number
Voicemail (Access from other extension)	- Press `VMO` button You may need to press the `More` button to see this option - Enter your mailbox number (extension) when prompted. - Enter your pin number when prompted If this is your first time setting up your mailbox Your pin number is the same as your extension number

Action	Instruction
Arrow Up Arrow Down Arrow Left Arrow Right	- Press ⇑ button – Favorites - Press ⇓ button – Call lists (shows missed calls) - Press ⇐ button – Received calls - Press ⇒ button – Placed calls - Press ⇒ twice from home screen to redial last # dialer

Extended Agent Functions

Action	Instruction
Agent Login	- Press the ACD button on the phone. - Enter agent number on the phone when prompted
Agent Pause	- Press the PSE button on the phone. - You may need to press the More button to see this option - Input pause reason code on the phone when prompted. - Or, optionally do not enter a pause reason - Press the Enter Button - If a pause reason was not entered listen to the available pause - reasons and then enter the pause reason when prompted
Agent Logoff	- Press the ACD button on the phone. - You will be automatically logged out

Extended Supervisor Functions

Agent	Action

Voicemail (Access from your extension)	• Press **VM** button, you may need to press the More button to see this option • Enter your pin number when prompted, if this is your first time setting up your mailbox your pin number is the same as your extension number
Voicemail (Access from other extensions)	• Press **VMO** button, you may need to press the **More** button to see this option • Enter your mailbox number (extension) when prompted. • Enter your pin number when prompted, If this is your first time setting up your mailbox your pin number is the same as your extension number
Call Center Station Monitor	• Press **Mon** button (Only available on Supervisor Stations) • Enter your PIN number when prompted (Same pin number as your voicemail PIN) • Enter extension number to monitor (If the extension has multiple Lines with calls) • Press the # key to switch to the next call • Press 8 to whisper to the Agent • Press 9 to barge into the call
Day / Night	• Press **DyNgt** button (Depending on configuration, only available on Supervisor Stations) • Enter your PIN number when prompted (Same pin number as your voicemail PIN) • Follow the spoken instructions for changing your current Day/Night settings

Emacs

Before you Start!

An important key sequence is **C-g (Control-g)**. You'll see why you need this in a moment.

In Emacs lingo, C followed by a dash, followed by a letter (Example: C-x) means Control (Crtl Key) followed by that sequence, in this case, 'x'

For example: C-c would mean control-c to be held down at the same time (like a copy operation in Windows). Don't let go of the Control key before hitting 'c'.

Another Example: **Multiple Sequences:** C-x C-c, would mean, Control-x followed by Control-c. This sequence will **exit** emacs.

Another Example: **Multiple Sequences:** C-x s, would mean Control-x followed by just the letter 's'. This sequence will perform a **save**.

Also in Emacs lingo, we have the **Meta** key. (On most systems this is the 'Alt' key on your keyboard. If the 'Alt' key is not working. substitute this with your 'ESC' key)

For example: M-x would mean Alt-x in the same way that you could use a Control-key sequence.

- **Hold down 'Alt' followed by 'x' and then release both buttons**

If your system is not accepting Alt-x as a keyboard input for Emacs, 'ESC' can be used in the same way.

- **Hold down 'ESC' while hitting 'x' and then release both commands**

M-x is known as command mode. You can type built-in commands here like: 'search-forward' which will start a text search of the file you are currently using.

> **Note: there is normally a keyboard shortcut associated with these commands**. For example, search-forward is **C-s (Control-s)**

> **If you are 'stuck' in some command, or 'stuck' in command mode. Use C-g (Control-g) to get out!**

Buffers: Basic

A 'Buffer' is basically a file you can edit

Quit: C-x C-c

Save File: C-x s

Search-forward: `C-s`

Search-backward: `C-r`

Start-of-file: M - >   (Meta Shift >)

End-of-file: M - <   (Meta Shift <)

Buffers: Split-Screen

Split screen horizontally: `C-x 2 --` This will split the buffer into two screens the first time you run it

Split screen vertically: `C-x 3`

Switch to other splits: `C-x o --` This will switch between the top and bottom if you have one split. Or loop through all splits if you have more than that

Close split: C-x 1 -- This will close the split, but not close the file! The file is still open! See 'Swap buffers' below

Buffers: Advanced

When opening multiple files, you need a way to switch between them. After an 'Open file' operation, the screen will switch to this new file. Use 'Swap buffers' to get back to the original file

Open file: `C-x C-f`

Swap buffers: `C-x b`

Open buffer list: C-x C-b -- Use this to see all the files you have open. Once the buffer list is shown, use 'Switch splits' to switch to the buffer list, and then hit enter on the buffer you want to switch to.

Rectangle operations

Copy rectangle: `C-x r M-w`

Cut rectangle: `C-x r k`

Paste rectangle: `C-x r y`

Offset rectangle with whitespace: `C-x r o`

Replace rectangle with whitespace: `C-x r c`

Macro stuff

Define macro: `C-x (` `<macro> C-x )`

Run macro: `C-x e`

Run command 20 times: `M 2 0`

Repeat macro for each line: (Select region to operate on) `M apply-macro-to-region-lines`

Bogen Paging - Wiring Setup

This guide will walk you through the wiring setup for your Bogen Paging System

Step-by-step guide

1. Unbox and wall-mount the equipment.

   Recommendation: Mount the included Polycom Phone within 12 inches of the Paging Amplifier

2. Loosen (but don't remove) the four screws holding down the wiring terminal cover-plates as shown. These plates should now be removable. Keep these plates for completing the installation and re-covering the wiring terminals when wiring and testing are complete.

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3. You may have received a 'test wire' with your package. If your test wire is a Category 5 type wire (Standard Network/Ethernet wire), you'll notice the Brown/Orange pairs are twisted together, and the Blue/Green pairs are twisted together. Leave these pairs twisted. This is done to make an equivalent of a 12 gauge wire to safely carry the 70-volt speaker signal. If your package did not come with speaker wire, use this as a guide to make your own speaker wire using standard Category 5 Networking wire.

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4. Use the 'test wire' to connect the amplifier to one of the speakers as shown below. Note which color combinations are connected to 70v and which are connected to COM. You will need to make the same connections on the speaker side. After testing, and for the final speaker wire installation, you will use these same connections as shown below.

   If you are using more than one speaker, you can connect all sets of speaker wires to the same terminals, which will connect your speakers in parallel. If you are unable to fit all the speaker connections on one terminal, which will be the case when using more than two or three speakers, you will connect your speakers in parallel with the Speaker Hub.

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5. Use the 'test wire' to connect to the speaker as shown. Your specific terminals may be different than the ones shown here, depending on what speakers are part of your package. The important part is to match the total power draw with the maximum power output of your amplifier. In this example, we are using a 35-watt amplifier. If using Cat5 wire, use the Blue/Green pair to connect to COM. If you are using standard speaker wire, use the negative (black or non-stripe) wire to connect to COM. If you are connecting one single speaker, use the 16W terminal to make your connection from the amplifier's 70V output as shown. If you are using two speakers with a 35-watt amplifier, to ensure longevity of the equipment, use the 8W terminals.

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6. Connect the mic inputs with the included Polycom to Bogen cable. Use the guide below for making the connection to the amplifier. Your type and color of cable may vary.

Connect the red or positive side to the right-hand terminal for MIC. Connect the black or negative side to the left-hand terminal for MIC.

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7.   Connect the rj22 jack to the back of the Polycom phone, to the 'Headset' port as shown.

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8. Plug the Polycom phone into a network port or directly into the network switch. If your Polycom phone did not come with a power adapter, the power will be provided by the network switch.

9. Test the volume of the speaker by either dialing your paging extension or calling the extension of the paging phone directly. Make sure the phone is in headset mode when testing the speaker volume.

10. If the volume needs adjusting, make sure to not increase the headset volume on the Polycom past 50% of the maximum. Increasing the volume more than this on the phone may incur unwanted distortion in the output sound. If you need to increase the volume of the speaker, use the MIC knob on the amplifier.

> Make sure to increase the volume in SMALL increments. Overdriving the speakers may cause serious damage to the amplifier or the speakers. Equipment damage due to overdrive is not covered under any warranty or service plans.

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> No other adjustments should be needed other than the MIC volume. All other values have been set by your vendor prior to shipment. If you feel that your paging system is not performing the way you expect, please contact technical support prior to making any additional adjustments.

11.   After testing, you may now replace the connections with the final speaker wire connections. Make note to keep the signal wires going to the same places they were when testing.

Related articles

Related articles appear here based on the labels you select. Click to edit the macro and add or change labels.

Apple Mac -- Remote Desktop 10

Step 1

1) Launch the App Store

2) Locate: **Remote Desktop 10**

3) Use the **'Get'** button to download and install this application

4) Use the **'Open'** button to start the application

5) Feel free to skip the survey, and click **'Not now'**

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Step 2

Use the **'Import'** button to pull your settings from Remote Desktop 8

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Step 3

When the import is complete, use the **'Close'** button to continue

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Step 4

1) Navigate to your Work Resources by clicking on the **'Workspaces'** button at the top

2) You can now launch **intellaQueue** by double-clicking the icon.

Step 5 (Optional)

1) Right-click or CMD-Click on the Remote Desktop 10 Icon in your Application Bar.

2) Select **'Keep In Dock'** to ensure quick access to this new application.

OpenVPN Installation - Windows 7 and Windows 10

Step 1

1) Navigate to: http://www.intellasoft.net/files/openvpn

2) Select the installer for your system (Win7 or Win10)

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Step 2

1) Run the installer

2) Accept the system changes

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Step 3

1) Accept the default installation options.

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2) Uncheck 'Show ReadMe' and click Finish

Step 4

1) Right-click the desktop 'OpenVpn' and go to Properties

2) Navigate to 'Compatibility'

3) If the option is visible for ''Change settings for all users', click this button

4) Enable 'Run this program as an administrator'

5) Save the changes

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Step 5

1) Navigate to the Intellasoft Communications Platform -- Web Portal

2) Navigate to 'Extensions'

> Every connection needs a UNIQUE VPN Configuration. Do not deploy the same VPN Configuration to multiple machines, they will conflict and knock each other offline.

3) Click the 'Create VPN Config' button on the lower right-hand corner, under 'Additional Extension Settings'

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6) Refresh the interface using the Refresh icon located near 'New Extension'

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7) Click 'Download VPN Config'

8) The file matching the selected extension will be downloaded. In this example, it will be 6200.zip

Step 6

Deploy the <YourServerName>.ovpn file to the **Client** machine by placing it in the `C:\Programs Files\OpenVPN\config` directory on the **Client** machine.

> You will need Administrator privileges to place the file in this location

Step 7

1) Launch OpenVPN

2) Right-click the TaskBar and go to 'Taskbar Settings'

3) Under 'Notification area' choose: 'Select which icons appear on the taskbar'

4) Set OpenVPN GUI for Windows to 'On'

5) Close the settings

Step 8

1) Right-click on the OpenVPN GUI Icon in the System Tray. This is the LCD/Monitor Icon with a lock next to it.

2) Click 'Connect'

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Step 9

1) Once the VPN is successfully connected. The client IP address should pop up next to the OpenVPN Icon

2) Installation is now completed. The client computer can now access vpn-enabled resources.

3) Assuming there is an associated SoftPhone application to go along with the OpenVPN connection.

Instruct the user to:

1) Start PC

2) Start OpenVPN - Wait for connection

3) Start Soft Phone Application

Troubleshooting

VPN Connection Failure

1) Right Click the OpenVPN Icon, click 'View Log'
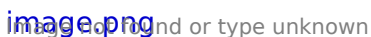
2) Send the log to Technical Support

MicroSIP

MicroSIP is a portable SIP softphone based on the PJSIP stack available for Microsoft Windows. It is an alternative SIP softphone for Windows devices.
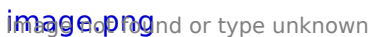
Installation

1) Download the latest version of the client from the [MicroSIP website](). At this writing, the current version is 3.20.3. There are two versions, as we do not yet support video, you can use the Lite version.
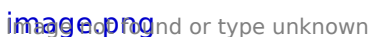
2) If you get an error message from Windows 10 Defender saying "Windows protected your PC," this can be safely ignored.

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3) Click the underlined words saying More info and a second button will appear, saying Run anyway (see below). Click that button, and you can proceed with the installation normally.

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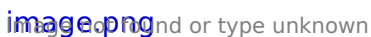
4) Unless you have a reason otherwise, select English from the list and press OK.

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5) Click Next when prompted, and I agree to skip the EULA.

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6) If this will be the only SIP client you are using, you can leave the defaults. If you are using another SIP client that you would prefer to remain the default, **uncheck** the fourth box for Links association. By default, the program will install in your AppData folder, so it does not require administrative rights. Continue with the defaults until the program is installed.

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7) Upon running for the first time, the program may request access through the firewall. Ensure you check Public networks, or you will not be able to make calls from locations outside of your office.

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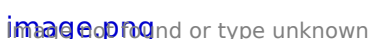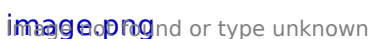or type unknown

8) Now that the program is running, you can move on to the next step

Configuration

1) Now that the MicroSIP application is running, add your SIP server information to make calls.

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2) Click on the downward-facing arrow in the top right corner, and a menu will appear. Click on **Add Account** to create your first account.

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3) The below is only an example. You'll need to use the server name and credentials given to you by your administrator.

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- **Account Name**: This is just a label, you can type in your extension number.
- **SIP Server**, **SIP Proxy**, and **Domain** are typically all the same. These will be provided by your administrator.
- **Username** and **Login**, are both the same. These will be provided by your administrator.
- **Password** will be based on your personal extension details. These will be provided by your administrator.

> Please use copy/paste for all settings given by your administrator to avoid typos and configuration issues.

Additional Settings
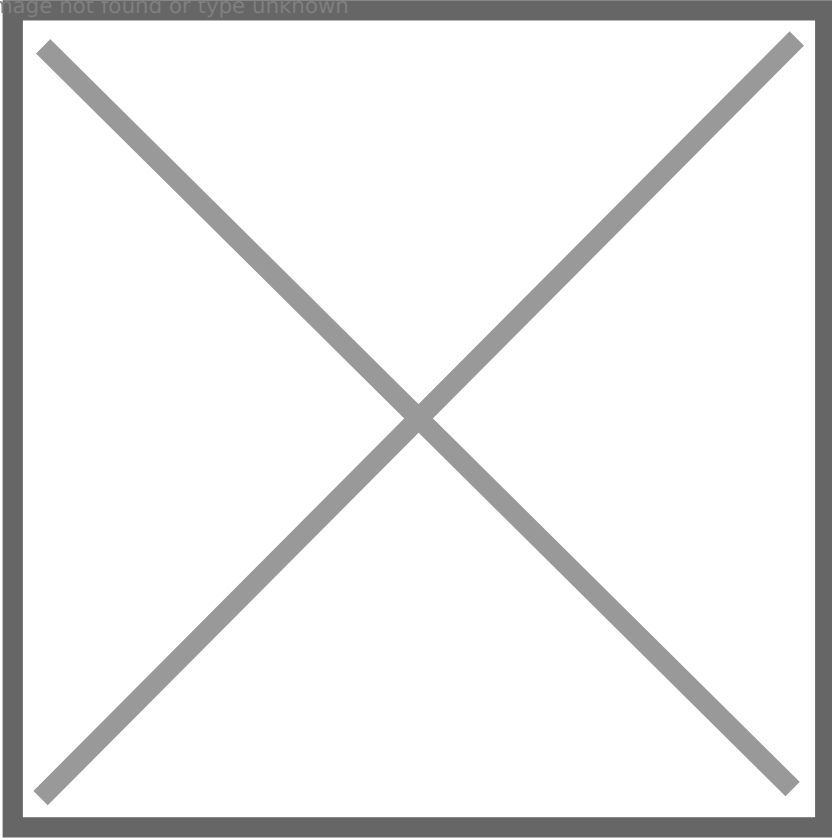
Ensure 'Single Call Mode' is Off

Set: Auto Answer -> SIP Header (This is important for CallCenter / Dialer Agents)
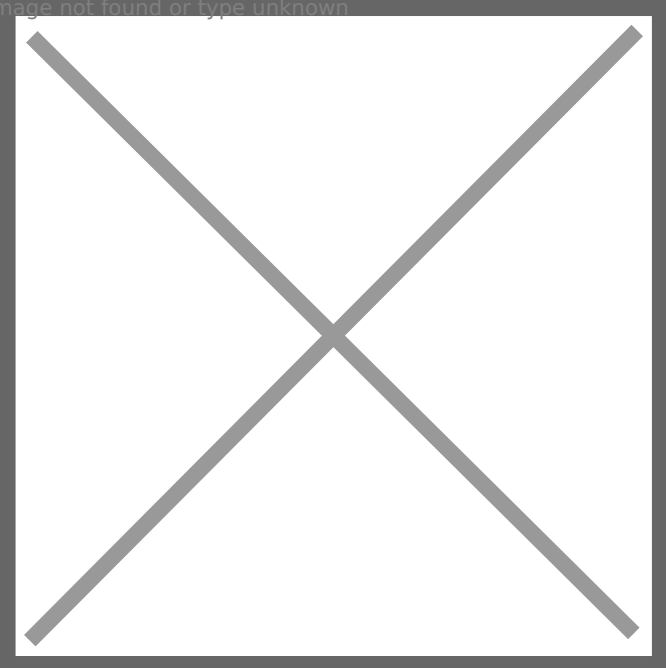
Zoiper Configuration

1) To set, or re-set a Zoiper Soft Phone Configuration. Click the 'Gear' Icon

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2) Click 'Accounts'

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3) Then edit the hostname or credentials in the following section:

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Linphone 4.X

Linphone - Installation Guide

Installing the latest version

1) Go to http://www.linphone.org

2) Click on '**Download**'

3) Download the Linphone package for your specific system (Windows / Mac)

Linphone Main Page

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Download Page

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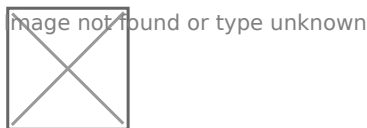
4) Start the installer, and accept any changes.
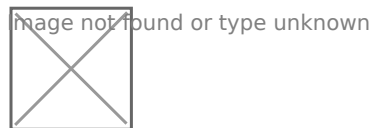
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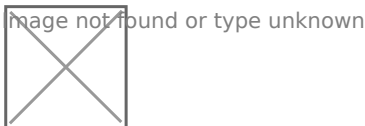
5) Navigate through the next few screens.

Click 'Next'
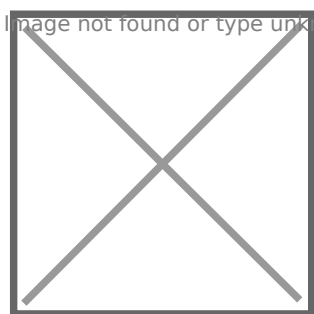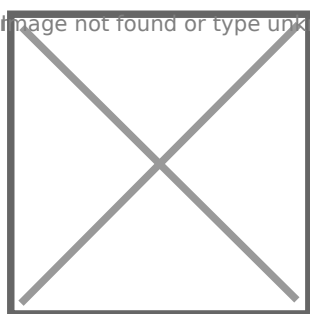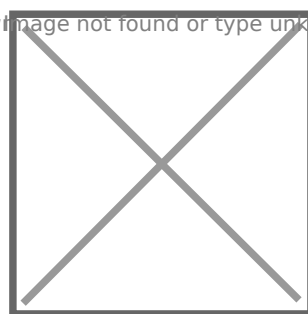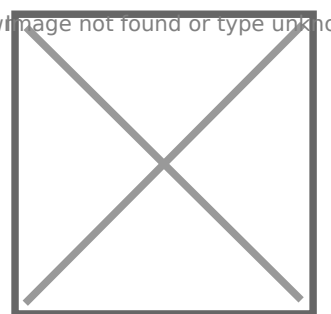
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Click 'I Agree'

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Click 'Next'

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Click 'Next'

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6) Cisco Openh264 is not required and can be left unchecked.
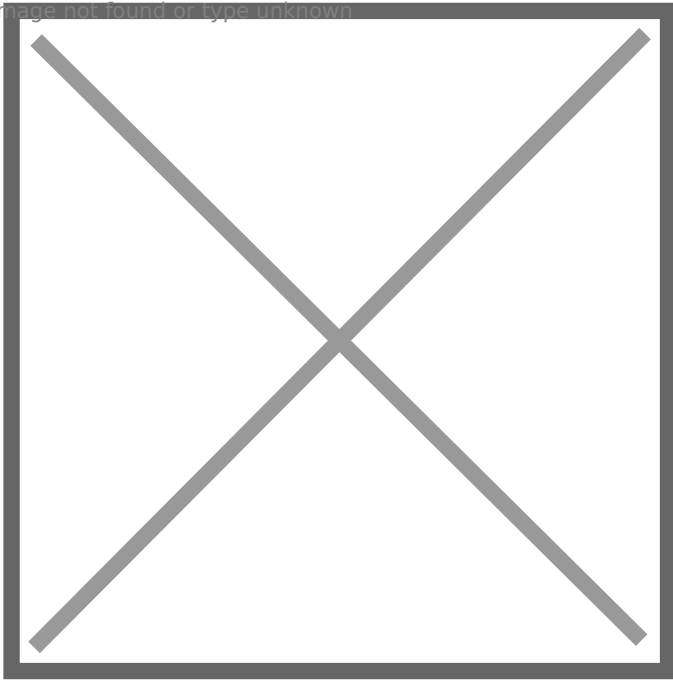
7) Click 'Finish'
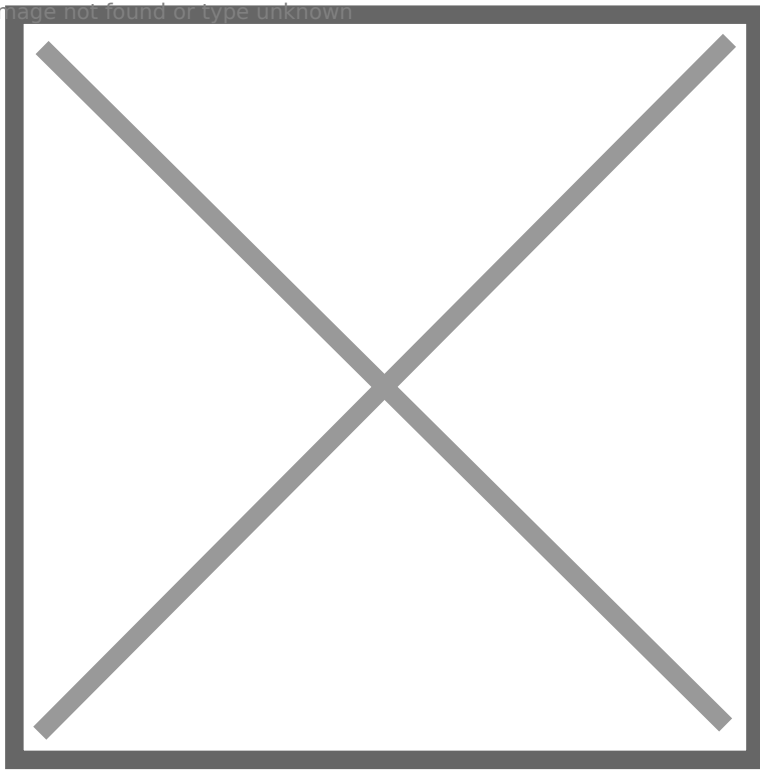
Linphone Icon Setup

1) If you wish to create a desktop icon, you can search for **Linphone** using the start menu and then right-click to get to the 'Open file location'

2) Right-click and drag to the desktop to create a shortcut
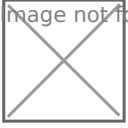
Linphone Configuration

1) Navigate to this screen and click on "Use A Sip Account"
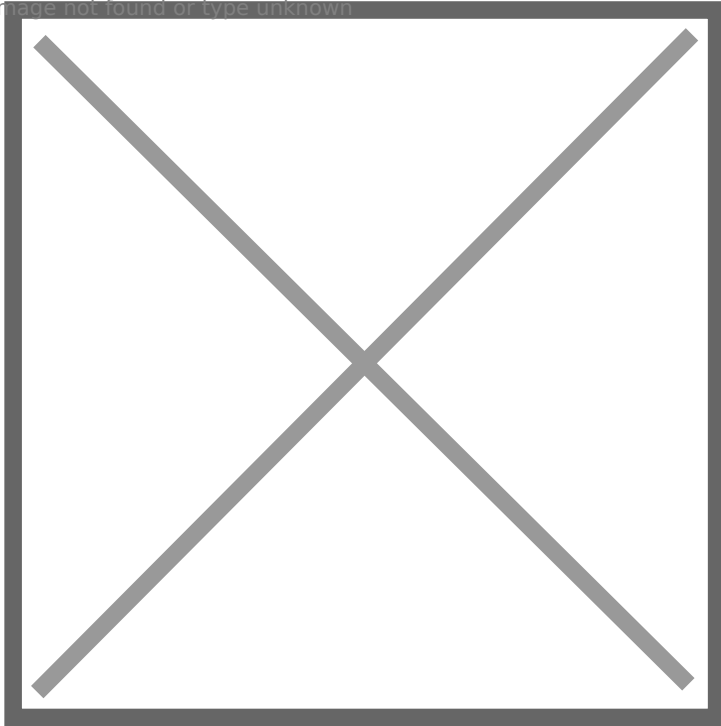
2) The following screen will appear.

3) Fill out all the fields

Username	Extension number for this new phone
SIP Domain	The server address of the system
Password	Secret token for this extension. This is a secure, machine-generated password, it is highly recommended to copy and paste this password, rather than typing it manually to avoid errors. Incorrect passwords will result in the PC being blocked from the voice communications server for up to 15 minutes
Transport	Unless otherwise instructed, set to 'UDP'

4) If you see the following screen, the entered username/extension or password is incorrect.
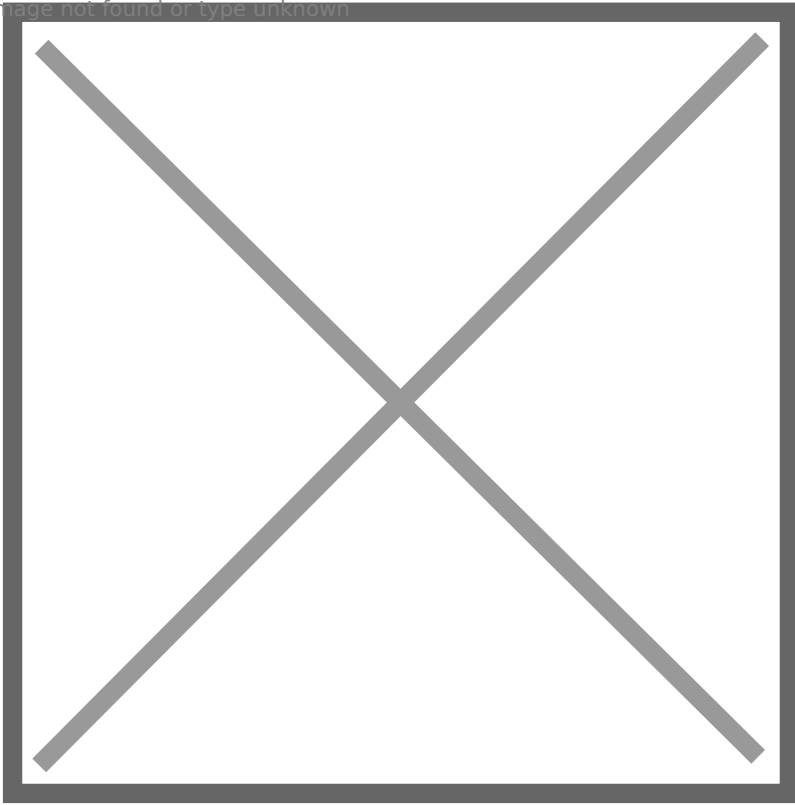
5) The following screen will show if the login credentials are correct.
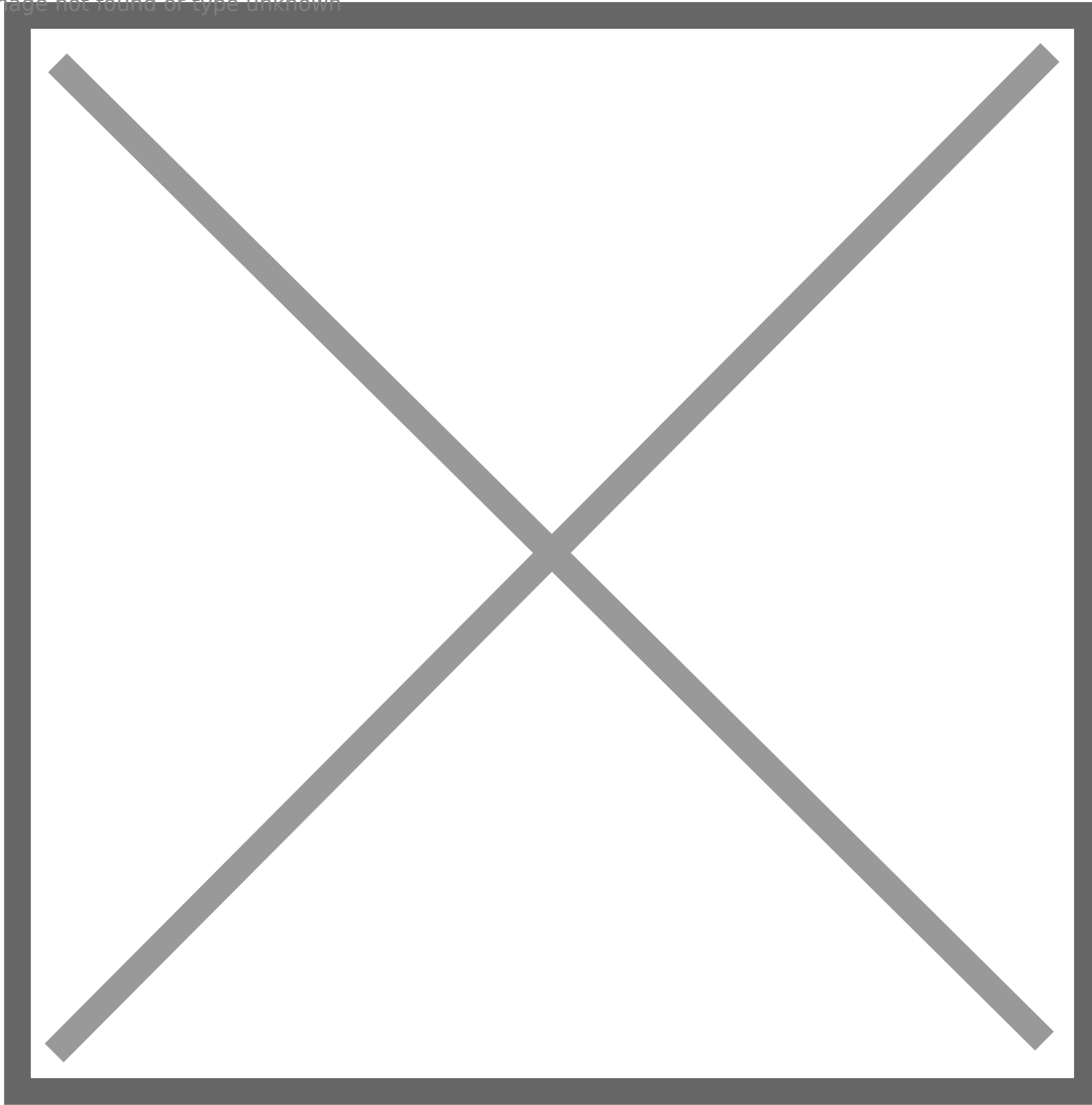
Switch to the newly activated Soft Phone Account.

1) Click the top left corner red triangle

2) Select the newly configured extension

3) Choose the new Soft Phone Account

4) Set the 'Active Account' to the second item in the list

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5) Setup has been completed when the icon in the top left corner turns green

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Final steps. Application Configuration

1) Click the 'Triple Bar' for Preferences at the top-right of the application

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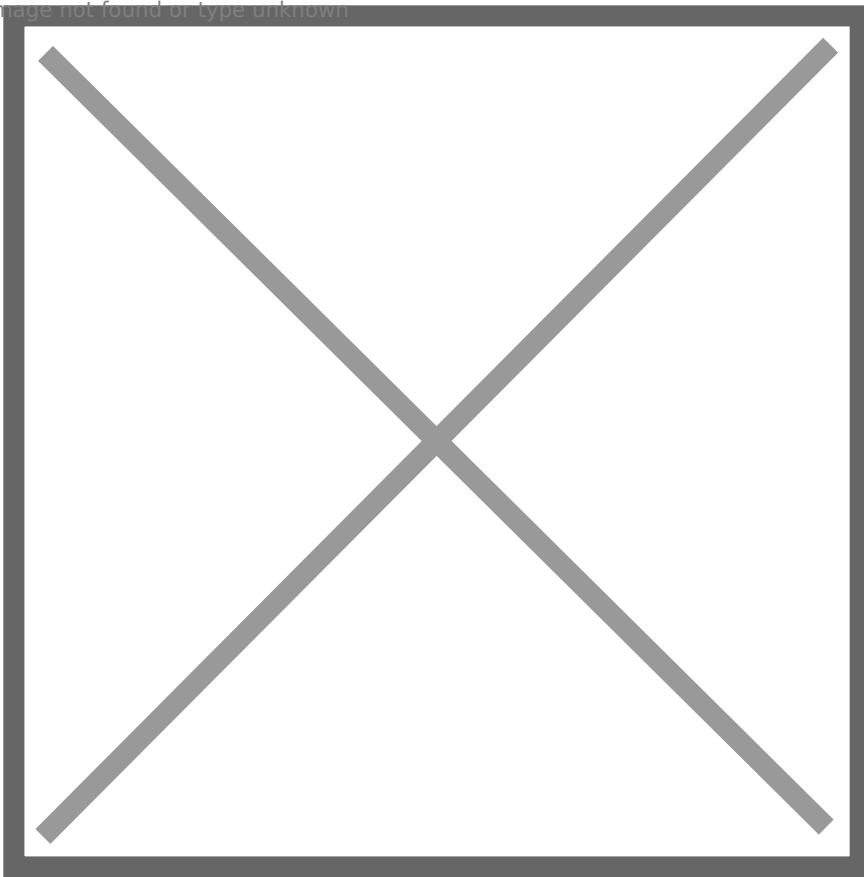
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If you don't have an SBC System skip steps 2-3

2) While in the Preferences/Settings screen, click the "Calls and Chat" screen

3) Under "Encryption", click "SRTP"
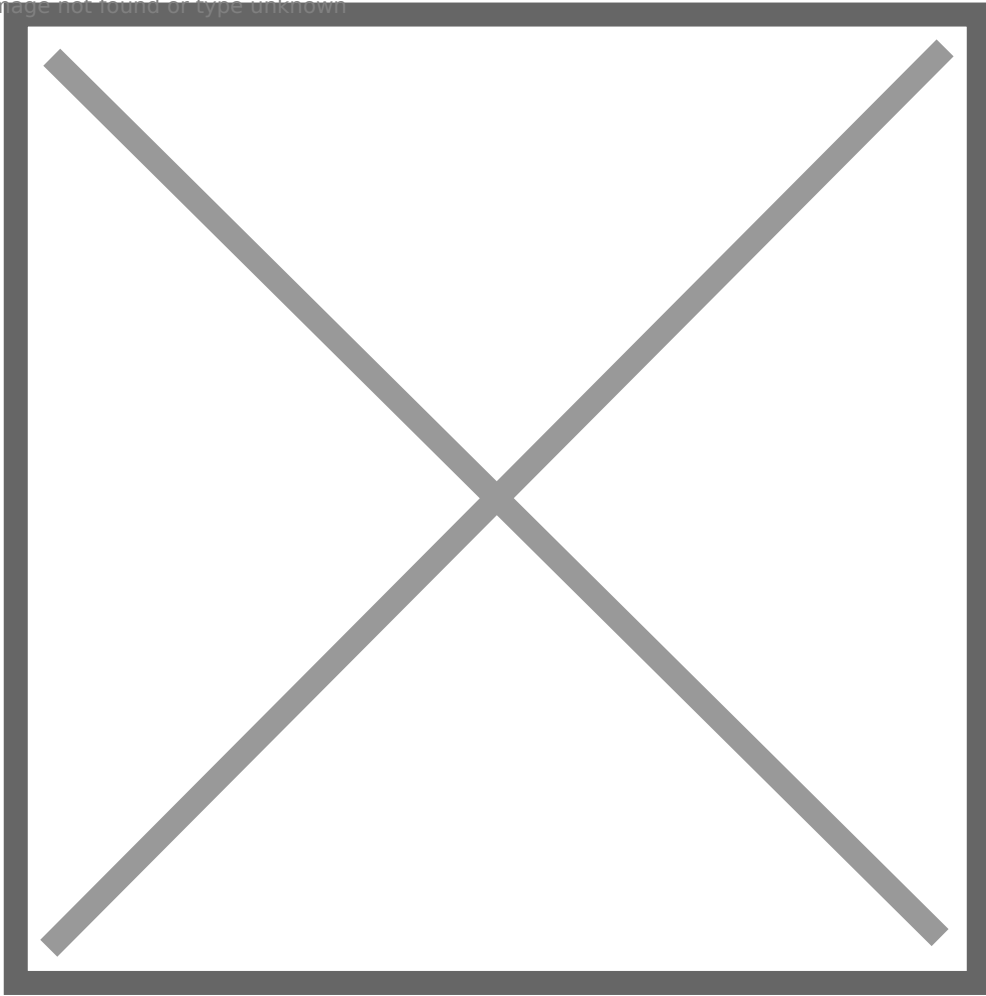
Lastly...

1) While in the Preferences/Settings Screen, Click the 'Audio' tab to set up the devices for speaking and playback.

Typically, Playback/Capture will be a USB Headset and the ringer device will be the built-in speakers (To be able to hear the phone ringing without the headset on)

> If the USB Headset is not showing, close and re-launch Linphone

> Warning: Do not make any other changes that are not described here. Other changes may cause your software to malfunction.

2) Click 'OK' when finished with the configuration.

Note: When hitting the 'X' (Close) button for Linphone, it may be still running. If you wish to completely stop the Soft Phone Application. Check the system-tray for Linphone, right click and select 'Exit'

Troubleshooting tips

If you are installing Linphone on a Mac, you must give permission to Linphone to use the microphone after installation. Failure to do so will cause the microphone to not work at all in Linphone, but work in all other applications.

To do so, first close Linphone entirely. Click on Settings, then Security. From the list of peripherals on the left side, select the microphone. If the lock icon on the bottom of the window is locked, click it to access the settings that are disabled. Linphone should be checked. Close the windows and retest.
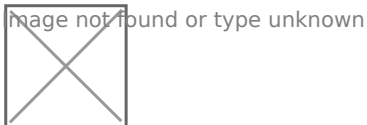
Linphone - Installation Guide - Secure-SBC

Installing the latest version

http://www.linphone.org

Then to '**Download**'

- Download the Linphone package for your specific system (Windows / Mac)

Linphone Main Page	Download Page
image.png not found or type unknown	image.png not found or type unknown

- Start the installer, and accept any changes.
image.png not found or type unknown

Click 'Next'	Click 'I Agree'	Click 'Next'	Click 'Next'
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- Cisco Openh264 is not required and can be left unchecked.	Click 'Finish'
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Linphone Icon Setup

You may wish to create a desktop icon. You can search for **Linphone** using the start menu and then right click to get to the 'Open file location'

- Right-click drag to the desktop to create a shortcut
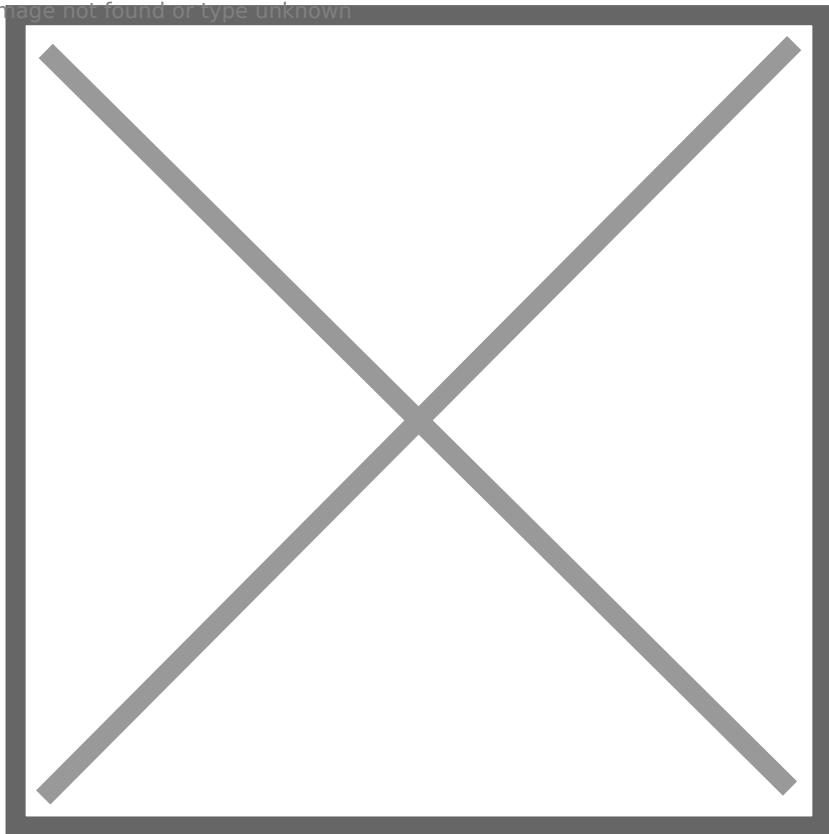
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Linphone Configuration

| Linphone is installed *without* any configured extension.	Click on 'Use A Sip Account' on the bottom of the application. The following screen will show.
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Fill all form fields.	If you see the following screen, the entered username/extension or password is incorrect.	The following screen will show if the login credentials are correct.
Username: Extension number for this new phone **SIP Domain: The server address of the system** **Password: Secret token for this extension** *** Note regarding password. This is a secure, machine-generated password, it is highly recommended to copy and paste this password, rather than typing this manually to avoid errors.** *** Note, incorrect passwords will result in the PC being blocked from the voice communications server for up to 15 minutes** **Transport: Unless otherwise instructed, set to 'TLS'** **When done filling out this form, click 'Use'**	**If you have been blocked by the system, this block will automatically expire after 15 minutes, or a systems administrator can remove it.**	
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Switch to the newly activated Soft Phone Account.

- Click the top left corner red triangle - Select the newly configured extension	Choose the new Soft Phone Account - Set the 'Active Account' to the second item in the list	Setup has been completed when the icon in the top left corner turns green
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Final steps. Application Configuration

| - Click the 'Triple Bar' for Preferences at the top-right of the application	* Step required for SBC Systems While in the Preferences/Settings Screen - Click the 'Calls and Chat' screen - Under 'Encryption', Click 'SRTP'
Image not found or type unknown Image not found or type unknown	Image not found or type unknown

Lastly...

While in the Preferences/Settings Screen - Click the 'Audio' tab to set up the devices for speaking and playback. - Typically, Playback/Capture will be a USB Headset - Typically, Ringer device will be the built-in speakers (To be able to hear the phone ringing without the headset on) Note: If the USB Headset is not showing, close and re-launch Linphone Warning: Do not make any other changes that are not described here. Other changes may cause your software to malfunction. Click 'OK' when finished with the configuration.	Note: If you wish to completely stop the Soft Phone Application, Note: - When hitting the 'X' (Close) button for Linphone, it may be still running - Check the system-tray for Linphone, right click and select 'Exit'
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Linphone Mobile - Installation Guide

1) Navigate to the App Store / Play Store

2) Locate and install the application: Linphone - By Belledonne communications

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3) From the Linphone main screen, click "Use a SIP ACCOUNT"

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4) Fill out all the fields

Username	This is the extension of the phone
Password	Secret token for this extension. This is a secure, machine-generated password, it is highly recommended to copy and paste this password, rather than typing it manually to avoid errors. Incorrect passwords will result in the Phone being blocked from the voice communications server for up to 15 minutes
Domain	This is the Server Hostname or IP Address of the Communications Platform
Transport	Unless otherwise instructed, set to 'UDP'

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5) If the Domain, Username and Password combination are correct, you will next see a dialpad with a green circle at the top left. This indicates the application is connected.

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Setting up an SBC
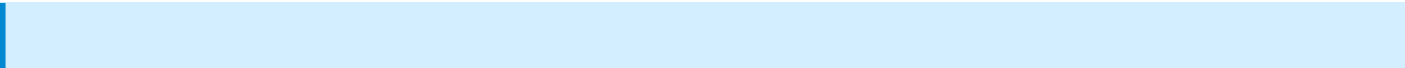
6) Click the top left corner 'Triple Bar' icon to open up the settings. Select 'Call'

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7) Select 'Media encryption'. Select 'SRTP'

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8) Enable 'Media encryption mandatory'

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Polycom 331/350 Cheatsheet

Overview

Within this space includes some of the most commonly used functions of the Polycom 331/350 SIP phone. Each of the tables represents a set of functions that will be available to you depending on your role within your organization as explained below:

- **General Phone Functions** - Applies to anyone who is using a Polycom 331/350 phone.
- **Extended Agent Functions** - Applies to those running a call center Intellasoft setup, these functions are specific to Agents. The **General Phone Functions** also apply.
- **Extended Supervisor Functions** - Applies to those running a call center Intellasoft setup, these functions are specific to those in a Supervisory role. The **Extended Agent Functions and General Phone Functions** also apply.

General Phone Functions

Agent	Instruction
Emergency	Dial 9 – 911
Outside Calls - Local	Dial 9 + (7) Digit Local Number
Outside Calls – Long Distance	Dial 9 + (10) Digit Long Distance Number
Call Hold Retrieval To Another Phone	Phone One: Place Call on Hold Phone Two: Dial * + PhoneOneExtension where call is holding

Agent	Instruction
Transfer Call	- Have a current call active - Press `Tnsfr` Button - Dial Number - Optionally, wait for dialed number to answer and announce transferred call - Press `Trnsfr` Button again to complete the transfer
Conference Call – Method 1	- Have a current call active - Press `Conf` Button - Dial Number - Optionally, wait for dialed number to answer and announce conferenced call - Press `Conf` button again to connect all parties
Conference Call – Method 2	- Place call on Line 1 - Place call on Line 2 - Press `Join` button - You may need to press the `More` button to see this option
Conference Call – Split Calls	- Press `Split` Button - Individual calls will be split to different Line buttons
Arrow Up Arrow Down Arrow Left Arrow Right	- Press ⇧ button – Favorites - Press ⇩ button – Call lists (shows missed calls) - Press ⇦ button – Received calls - Press ⇨ button – Placed calls - Press ⇨ twice from home screen to redial last # dialer

Extended Agent Functions

Agent	Instruction

Agent Login	- Press the `In/Out` button on the phone. - You may need to press the `More` button to see this option - Enter agent number on the phone when prompted - Press the `Enter` Button
Agent Pause	- Press the `Pse` button on the phone. - You may need to press the `More` button to see this option - Input pause reason code on the phone when prompted. - Or, optionally do not enter a pause reason - Press the `Enter` Button - If a pause reason was not entered listen to the available pause - reasons and then enter the pause reason when prompted
Agent Logoff	- Press the `In/Out` soft button on the phone. - You may need to press the `More` button to see this option - Skip entry of the agent number. - Press the `Enter` Button

Extended Supervisor Functions

Agent	Action
Voicemail (Access from your extension)	- Press `VM` button - You may need to press the `More` button to see this option - Enter your pin number when prompted - If this is your first time setting up your mailbox your pin number is the same as your extension number
Voicemail (Access from other extension)	- Press `VMO` button - You may need to press the More button to see this option - Enter your mailbox number (extension) when prompted. - Enter your pin number when prompted If this is your first time setting up your mailbox your pin number is the same as your extension number

Agent	Action
Call Center Station Monitor	- Press MON button (Only available on Supervisor Stations) - Enter your PIN number when prompted (Same pin number as your voicemail PIN) - Enter extension number to monitor Press the # key to switch to the next call (If the extension has multiple Lines with calls) Press 8 to whisper to the Agent Press 9 to barge into the call
Day / Night	- Press DayNgt button (Only available on Supervisor Stations) - Enter your PIN number when prompted (Same pin number as your voicemail PIN) - Follow the spoken instructions for changing your current Day/Night settings

Polycom VVX Video Tutorials

Overview

This chapter is dedicated to training on the various features of the Polycom VVX 400. Above each video are step-by-step instructions that correspond with the videos, though in some cases they may be more detailed. The video player is controlled by buttons located at the bottom. Their functions are as follows: **(1) Play/Pause, (2) Timeline Slider, (3) Volume Slider, (4) Fullscreen**.

Table of Contents

Dialing Options

Direct Dial

1. To place a call enter the number you wish to dial. Alternatively, you can dial by pressing one of the favorited contacts from the Lines screen or by using the directory (Press Directory button > find contact > press Dial)
2. Press Dial.
3. Wait for the other party

Speakerphone Dial

1. Press the Speakerphone button.
2. Dial the number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial if using the directory.

Headset Dial

1. Press Headset button.
2. Dial the number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial if using the directory.
   1. If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset

2. This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Handset Dial

1. Pickup Handset.
2. Dial the number, press the Lines button to access your favorited contacts, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial, if using the directory.

Incoming Call Functions

Answering

To Answer a Call:

- Pick up the Handset (to receive the call through the handset)
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Pre-answer functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it to an unavailable destination. Depending on the organization's configuration, it may be a voicemail, or it may be another extension.
- Forward: Forward the call to another extension or even an external phone number.
- More: Access more options.
  - Ignore: Ignores the call. The caller will continue to ring but the ringer will be silent. You still have the option to answer if the call does not expire per the ring interval.
  - Lines: Place a call to another line as defined in your favorites, alternatively you can switch to a separate line associated with the Polycom and place a call. Keep in mind the incoming caller will continue to call unless answered.
  - More: Returns to previous settings (Answer, Reject, Forward).

On Call Functions

Active Call Functions

- Hold: Places active caller on hold until the Resume button is pressed.
- End Call: Terminates the active call.
- Transfer: Option for transferring to another extension or phone number (explained in depth below).
- More: Accesses additional active call functions.
- Confrnc: Enter conference mode (explained in depth below).
- Lines: Place a call to another line as defined in your favorites, alternatively you are able to switch to a separate line associated with the Polycom and place a call. You can also use the function to initiate a conference call with the active caller (see below).
- SysDial: Allows you to enter a number to quickly dial a contact that has been assigned a short code. For more see Phone SysDial Directory.
- Press More again to return the previous set of functions (Hold, End Call, Transfer)

Transferring to Another Extension/Phone Number

1. Place the active caller on Hold or press the Transfer button.
2. Enter a number you wish to transfer to, or use the Directory, or favorited contacts from the Lines screen.
3. Wait for the other party to pick up to announce the caller, other press Transfer to cold transfer.
4. If the other party you are transferring to picks up and in unable to accept the call or you get a voicemail, press Cancel.

Transferring to an Extension's Voicemail

1. Place the active caller on Hold or press the Transfer button.
2. Dial ** then press Send button, immediately followed by Trnsfr

> The transferring function is a custom Intellasoft function and is not one built into the Polycom itself, so using the directory or lines function will not work. You must know the extension number of the party you wish to transfer to

coming soon

Conference Call - Method 1

> This method assumes you already have an active caller on the line.

1. Press More followed by Confrnc button.
2. Dial the number/extension you wish to start a conference with. You can also use favorited contacts from the Line's screen or the Directory.
3. Once you are connected, press More then Confrnc again. You should now see that you are connected to two parties in conference mode.

Conference Call - Method 2

> This method assumes you do not have any active callers on the line.

1. Place a call on Line 1. You can wait for the other party to pick up, or can you go ahead and place another call on Line 2
2. Once you have both parties connected press More then Join. You should now see that you are connected to two parties in conference mode.

Conference Call Management

- Press Manage to bring up the Conference Call Management Options.
- Use the directional pad to navigate between the members of the conference.
- Far Mute: Mutes the member so that the other members including yourself will not hear them during the conversation. Press the Unmute button so they may speak again. Note that the member will still be able to hear other members of the conversation.
- Hold: Puts the selected member on Hold, press resume to bring the member back from hold.
- Remove: Removes the member from the conference call.

> If you have 3 members including yourself during a conference call and you remove a member, this will end the conference call but you will still be on the line with the member that was not removed.

- More: Accesses additional conference call functions.
- Info: Get info about selected members.
- Back: Exit Conference Call Management options.

Linphone Mobile - Users Guide

Overview

This guide will assume you already have Linphone 4.0 installed and can launch it successfully.

Making a Call

1) Start by tapping the box at the top of the application. We call this the 'Dial' box.

image.png

- Type the contact number you are calling.

- **Or** if you already have a contact in your list, tap the contact's name.

Finally: tap the call button located in the middle of the three button to start dialing.

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Here is what a connected call looks like.

image.png

To end your call: Press the middle 'hangup' button at the bottom right corner.

image.png

Number-Pad

image.png

From here you can enter the number to be called.

image.png

Receiving a Call

When receiving a call you will see a notification at the bottom right hand side of the screen. Press the middle button to the accept the call.

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Or click the right-most button to reject the call.

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Conference Calls

Below are a couple examples for initiating a conference call.

While on a Call

If you are already on a call press the right hand button under the 'Calls' section.

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From here you can select or type the contacts/numbers you are wanting to invite to join.

For Example: Co-worker at extension 5515 needs to join this call.

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When done entering the number to be called, click 'start',

- The number dialed will now ring.

- Once the dialed party picks up, they will be on the call with you AND the original party that was on the line.

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Starting a Conference Call

From scratch:

If there are no calls in progress, click the conference icon on the top right as shown here.

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- Select contacts from the list or type in extensions/phone numbers to call.

- When done, click 'start',

- All parties who answer the call will be joined into the conference.

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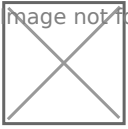
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Transferring Calls

Currently the only option is a 'blind transfer'.

- When a transfer completes, the call will disconnect, and the original party will now be talking to whom it was transferred to

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Start by clicking 'Triple Bar' button on the right hand side under 'Calls'.

- A menu will be appear beside it. Use the **TRANSFER CALL** option.
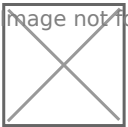
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- From here you can find the contact you wish them to transfer to.

- Or, enter the extension or phone number of the intended transfer

- Upon clicking the 'Transfer Arrow', your call will disconnect and will be sent to the new party.

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Polycom 331/335/VVX Video Tutorials

Overview

This chapter is dedicated to training on the various features of the Polycom VVX 400. Above each video are step-by-step instructions that correspond with the videos, though in some cases they may be more detailed. The video player is controlled by buttons located at the bottom. Their functions are as follows: **(1) Play/Pause, (2) Timeline Slider, (3) Volume Slider, (4) Fullscreen**.

Table of Contents

Dialing Options (331/335)

Direct Dial

1. To place a call enter the number you wish to dial, alternatively search the directory for the contact you wish to dial (Press More > Directory > find contact > press Dial)
2. Press Dial Button to start calling.
3. Wait for other party.

Speakerphone Dial

1. Press Speakerphone button.
2. Dial number, or press More followed by Directory to access directory.
3. Press Dial button to start calling.

Headset Dial

1. Press Headset button.
2. Dial number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press Dial button to start calling.

Handset Dial

1. Pickup Handset.
2. Dial number, or press More followed by Directory to access directory.
3. Press Dial button to start calling.

Directory Access

1. Press Menu.
2. Press Features.
3. Scroll down to Contact Directory Access or Corp Directory.
4. When you have found a contact you can press Dial to start calling.

Incoming Call Functions (331/350)

Answering

- Pick up the Handset (to receive the call through the handset)
- Press the Speakerphone button to receive the call through Speakerphone.
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Incoming Call Functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it an unavailable destination, depending on the organizations configuring. May be a voicemail, or it may be another extension.
- Ignore: Ignores the call. The caller will continue to ring but the ringer will be silence, you still have the option to answer if the call does not expire per the ring interval.

On Call Functions (331/350)

Active Call Functions

- End Call: Terminates active call.
- Trnsfr: Option for transferring to another extension or phone number (explained in depth below).
- More: Accesses additional active call functions.
- Conf: Enter conference mode (explained in depth below).
- SysDial: Allows you to enter a number to quickly dial a contact that has been assigned a short code. For more see Phone SysDial Directory.
- Press More again to return the previous set of functions (Hold, End Call, Transfer).

Transferring to Another Extension/Phone Number

1. Place active caller on Hold or press the Transfer button.
2. From here you have 3 Options:
   1. Enter the extension/number you wish to transfer to.
   2. Normal transfer: this will keep the caller on your line while you attempt to reach the other party to announce the caller.
   3. Blind transfer: This will send the caller to the extension/number without keeping them on the line or having the ability to announce the caller to the party you are transferring to.
3. If using normal/blind transfer you are able to enter the number/extension to transfer to or you can use the recent callers list as well the directory to find a contact to transfer to.
4. If using option a to transfer, click transfer, other press the Dial button on the phone to finalize the transfer.
5. If using option a or b, remain on the line until the other party picks up. Once they have picked up and you have announced the party, press the transfer button again to finalize the transfer.

Transferring to an Extension's Voicemail

Conference Call - Method 1

This method assumes you already have an active caller on the line.

1. Dial the number/extension you wish to start a conference with, alternatively find the contact you wish to connect with from the Callers button or Directroy button (Dir).
2. Once you are connected press Conf.
3. You should now see a message stating Active: Conference, indicating you are now in conference mode.
4. You may press the Split button to separate the conference members from each other, which will place them on hold on Line 1 and Line 2 respectively.
   1. If you need to restart the conference while the members are on hold, press More followed by Join.

Conference Call - Method 2

This method assumes you do not have any active callers on the line.

1. Place a call on Line 1, and wait for the party to pick up. Once they pick up, place them on hold.
2. Place a call on Line 2.
3. Once you have both parties connected press More than Join. You should now see that you are connected to two parties in conference mode.

Troubleshooting

Polycom Admin Password

Regular default Polycom password	`456`
Our version of the admin password	`147456`
Admin menu for Polycom 330	`Menu => Settings => Advanced => <password>`
Accessing the Polycom web admin	**What is the standard way to access? Use the Admin / Polycom password**

Reset To Factory

Menu Steps	1. Go to Menu > Settings > Advanced 2. Enter the password 147456 3. Go to Admin Settings 4. Reset To Defaults 5. Reset To Factory

Phone not connecting / Not initializing / constantly rebooting

Plug the phone directly into the switch in the closet. If the phone boots up correctly, then this is an issue with any of the following:

cable	Try replacing cable
jack	Possibly need to network-test the jack
switch config	Not allowing the phone on the voice VLAN or having the wrong VLAN. • Boiling Springs uses Vlan 90 • Bergen uses VLAN 55 See custom notes on the system: /etc/network/interfaces Example to set to VLAN to our default of 50: `menu => settings => advanced => pw: 147456 => Ethernet => vlan => vlan 50`
check connected IPs	`asterisk -rvvv` `sip show peers`

Transfer Log aka Provisioning Log

What	When a phone gets its configuration, it downloads it from the provisioning server.
Location	/var/log/pure-ftpd/transfer.log
	Any other locations on other systems?
Search	IP or compressed lowercase MAC
Example	grep 50.51 /var/log/pure-ftpd/transfer.log Can search for just the last two octets
Example	grep 588d /var/log/pure-ftpd/transfer.log Can search for just the last few characters of a MAC
Tip	If a phone downloads sip.ld twice then it's probably doing a firmware update
Tip	The last thing the phone downloads is the ringtones, but only if there are ringtones to be downloaded

```
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:26 -0400] "GET /var/tftpboot/0004f248588d.cfg" 200 336
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:26 -0400] "GET /var/tftpboot/2345-12375-001.sip.ld" 200 0
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:26 -0400] "GET /var/tftpboot/phone6322.cfg" 200 2656
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:27 -0400] "GET /var/tftpboot/site.cfg" 200 7880
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:27 -0400] "GET /var/tftpboot/sip.cfg" 200 21622
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:32 -0400] "PUT /var/tftpboot/Logs/0004f248588d-boot.log" 200 5907
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:32 -0400] "PUT /var/tftpboot/Logs/0004f248588d-app.log" 200 26614
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:55 -0400] "GET /var/tftpboot/0004f248588d.cfg" 200 336
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:55:58 -0400] "GET /var/tftpboot/2345-12375-001.sip.ld" 200 4970628
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:56:32 -0400] "GET /var/tftpboot/0004f248588d.cfg" 200 336
192.168.50.51 - PlcmSpIp [28/Aug/2017:09:56:35 -0400] "GET /var/tftpboot/2345-12375-001.sip.ld" 200 3932160
```

CLI aka Command Line Interface

Finding the MAC / IP via Caller ID	show extension status filter_by callerid_name like dave
| | ```
-------------------------------------------------------------------------------------------------------------------------
| Exten | Phonegroup | CallerID     | MAC  | Type   | Agent | IP          | Port | Status    |
-------------------------------------------------------------------------------------------------------------------------
| 6239  | internal   | Dave Plaza     | 0004f2a669ad | Polycom | yes   | 192.168.51.99 | 5060 | OK (18 ms) |
| 6280  | internal   | Dave Scalfani | 0004f22c9fa3 | Polycom | no    | 192.168.51.51 | 5060 | OK (16 ms) |
-------------------------------------------------------------------------------------------------------------------------
``` |
| **Finding the MAC / IP via Extension** | show extensions status filter_by extension like 239 |
| | ```
-------------------------------------------------------------------------------------------------------------------------
| Exten | Phonegroup | CallerID   | MAC        | Type   | Agent | IP          | Port | Status    |
-------------------------------------------------------------------------------------------------------------------------
| 6239  | internal   | Dave Plaza | 0004f2a669ad | Polycom | yes   | 192.168.51.99 | 5060 | OK (19 ms) |
-------------------------------------------------------------------------------------------------------------------------
``` |
Other search terms	phonegroup_name
	mac
	ip_address

Switch to Configuring Extension from Polycom => reg 1	sip_extension
Switch to Configuring Polycom from Extension	polycom
Take Out Override Provisioning Server	polycom <mac>
	reg 1
	no override_server
Idle Screen URL	polycom <mac>
	idle_screen_url "https://65.51.69.82/pbx/polycom/Polyc
	External HTTPS
	idle_screen_url "http://192.168.50.1/pbx/polycom/Polyc
	Internal HTTP
Setting or changing the extension of a polycom	configure
	polycom <mac>
	reg 1
	sip_extension <exten>
Getting rid of an extension	Same as above except for the last line
	no sip_extension
Renaming an extension	configure rename extension <existingExten> <newExten>
Switching the extension to a different phone	First need to get rid of the extension (within the polycom config) just like above "no sip_extension" Then configure the new extension for the polycom just like above

Setting a DID	configure
	extension <exten>
	did <10-digit-number>

Check Class Of Service for international dialing on an extension	Configure the extension and then show. The cos is set to international
| | ```
extension 373
  always_autoanswer no
  call_screening no
  callerid_name "Bob Smith"
  callerid_number 373
  cos kwi_internal+local+ld+intl
``` |

If a phone is not hitting the provisioning server - especially for like-new or grade-b phones - could have harcoded provisioning programmed into the phone itself	Get ip address from the menu on the polycom simpleproxy -L 9000 -R 192.168.50.208:80 http://kwi-a.client:9000 Default polycom pass is 456 Our password is 147456 Settings → provisioning → clear server address Set username and password to PlcmSpIp Set server type to FTP Utilities->reboot phone

Polycom Directory Files

What	Contact files for presence and monitoring extensions
Location	/var/tftpboot-files/Contacts/<mac>-directory.xml
	Single tenant system
	/var/tftpboot-files/secure/Contacts/<mac>-directory.xm
	Multi-tenant hosted uses "secure"
Search	find /var/tftpboot-files/	grep <mac>

What	Site file - contains digit map
Location	/var/tftpboot-files/site.cfg **Single tenant system** /var/tftpboot-files/secure/site.cfg **Multi-tenant hosted uses "secure"**

Hack way to force a reboot	
	<digitmap dialplan.digitmap="***x.T|**x.T|*x.T|x.T|+x
	Add an extra "|3" to the timeOut Save
	asterisk -rvvv
	sip notify polycomReboot <device>
	Undo the extra |3 in the timeOut Save

Apache Access Log

What	
Location	/var/log/apache2/secure-access.log
Tip	

Get Phones Script

What	Search for phones
Location	/apps/bin/getPhones.pl
Usage	/apps/bin/getPhones.pl	grep <device>

DHCP Log

What	
Location	/etc/dhcpd.conf
Search	

Daemon Log

What	
Location	/var/log/daemon.log
Search	

Customer AEL

What	
Location	/etc/asterisk/ael/custom/customer.ael
Usage	asterisk -rvvv ael reload

Packet Sniffing

What	Debugging provisioning server
Tip	Search DHCP log for mac address to find the IP
Usage	tcpdump -i eth1 host 192.168.50.226 -A -s0
Using external provisioning server and maybe should be local	09:01:53.150684 IP 192.168.50.226.sip > 41334552.cst.lightpath.net.sip: SIP, length: 532 E..0....@.....2.A3ER........REGISTER sip:65.51.69.82:5060 SIP/2.0 Via: SIP/2.0/UDP 192.168.50.226;branch=z9hG4bKc695b930AE8872 ED From: "Miguel Yanez" <sip:653@65.51.69.82>;tag=37A25335-380B2AAC To: <sip:653@65.51.69.82>

Accidentally using HTTPS for provisioning	
	09:01:56.656688 IP 192.168.50.226.63288 > 41334552.cst.lightpath.net.https: Flags [S], seq 2152593281, win 8192, options [mss 1460], length 0 E..,..@.@.....2.A3ER.8...M......`. ..S........ 09:01:57.150117 IP 192.168.50.226.sip > 41334552.cst.lightpath.net.sip: SIP, length: 532 E..0....@.....2.A3ER........REGISTER sip:65.51.69.82:5060 SIP/2.0 Via: SIP/2.0/UDP 192.168.50.226;branch=z9hG4bKc695b930AE8872ED From: "Miguel Yanez" <sip:653@65.51.69.82>;tag=37A25335-380B2AAC To: <sip:653@65.51.69.82>

Blocking Incoming Numbers

What	If for example a fax machine keeps calling and you want to block it
File	/etc/asterisk/ael/custom/trunks_in.ael

Example on BSSB-A	
| | ```
context trunkhandler_pbx-sip-t1 {
  _X. => {
    // Stupid fax machine keeps calling (2014)
    if (("${CALLERID(num)}" == "7023660961") ||
("${CALLERID(num)}" == "7023894930")) {
      Zapateller();
      Hangup();
    }

    if (("${CALLERID(num)}" == "3152854391")) {
Zapateller(); Hangup(); } // Block requested Jeff
2016-07-22
    if (("${CALLERID(num)}" == "8885994209")) {
Zapateller(); Hangup(); } // Block requested Jeff
2017-09-06
    ...
  }
}
``` |

Channel Tracing

What	Figuring out what the heck happened to a call-detail style
File	/var/log/asterisk/full
	/var/log/asterisk/full.1
	/var/log/asterisk/full.2.gz
	and many more .gz files
Example	[2017-09-05 14:51:29.716] VERBOSE[1477] chan_sip.c

Search	- Can search for a date/time with maybe an hour if known "**2017-09-05 14**". For busy systems this is not ideal. - Can search for "**New Call**" just to find new calls, there may be thousands of calls to find - Can search for callerid name like "**Stann Gravesande**", much more specific - Can seach for "**<317>**" as the incoming callerid number - Can seach for "**Destiation: 671**" which is the number or extension being called
Secondary Search	Once the **New Call** is found, grab the channel **<SIP/317-0000130f>**
Tracing By Channel	/apps/bin/asterisk_trace_call -c 'SIP/317-0000130f' -d 2 That parses through the `full.*` files and displays the detailed call trace
Tracing By Call Log	/apps/bin/asterisk_trace_call -l 3624783 That parses through a few `full.*` files based on the information it finds in the log_asterisk.call_log table

`/apps/bin/asterisk_trace_call -lc | grep 7175588105`

List all calls and then grep for a certain phone number

https://i.thinq.com => Origination (inbound calls to our call center - routing into a phone number)

=> Uncompleted

ANI - Prefix with a 1 to a 10 digit number

Updating Polycom Firmware

Still TODO

so with the provisioning server there's a few things to do
in /var/tftpboot-files i already uploaded the 5.6 firmware
so, i make a backup directory with the current firmware
i do like sip-5.4 or whatever the old one is
if you cat sip.ver
it'll tell you the current version
i copy sip.cfg and sip.ver into the backup path
and *.sip.ld as well
and then i mkdir sip-5.6
cd sip-5.6
unzip ../Polycom-UC...etc.etc5-6.zip
and then copy the sip.ver ..
and then cp Configs/sip-interop.cfg ../sip.cfg
and then cp *.ld ..
and then once you have everything in /var/tftpboot-files
then you need to copy all those to public and secure as well
sip.cfg, sip.ver, and *.sip.ld

Adding Permission To A Mailbox For Office 365

https://portal.office.com/adminportal/home#/homepage
Users => active users => select user => mail settings => mailbox permissions => edit
Then can Add which displays the users and can search for "Global Administrator"

https://outlook.office365.com
Right click "Global Administrator" name and then click "Add Shared Folder"
Type in the name to search for and add it
It takes quite a while for the new permissions to take effect

Setting up a "Like New" Phone

Always check on the "Provisioning Server" configuration section of the phone.
Phones of this type were often configured to be provisioned somewhere else, and need to have:

- **"Server" setting cleared entirely**
- **User and password set to PlcmSclp (that's lower case L 1st, capital i 2nd)**

How-to Articles