



Phonism Telephony Line Events with Polycom Phones

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How to set Telephony Line Events for my Polycom Phone with Phonism

Requirements:

1. Phone must be running UC software 3.3.0 or greater
2. Phone must be a supported model in Phonism
3. Telephony Line Events must be enabled for your account (Contact Phonism if it is not)

Instructions:

1. Log into Phonism
2. Navigate to the desired Tenant and go to the Phones tab.
3. Click edit on the phone you wish to configure for Telephony Line Events.
 - a. When you are at the phone edit screen, go to Phonism Monitoring and click Line Registration to enable monitoring your phone's line registration events.

The screenshot displays the Phonism web interface. At the top, a navigation bar includes links for Dashboard, Tenants, Phones (highlighted), Templates, Users, VoIP Credentials, Contacts, Resources, Integrations, Logs, Help, Changelog, and Management. Below the navigation bar, the page title reads "Editing Phone: Polycom - SoundPoint IP 320 - 778844551122". On the left side, a sidebar menu lists various configuration categories: General, Line Monitoring (highlighted), Line 1, Line 2, Security, Advanced, Generated Files, Custom Config, and Custom Contacts. The main content area is titled "Phonism Monitoring" and features a toggle switch for "Line Registration" which is currently set to "ON".

How to set Telephony Events to my Polycom Phones with Templates in Phonism

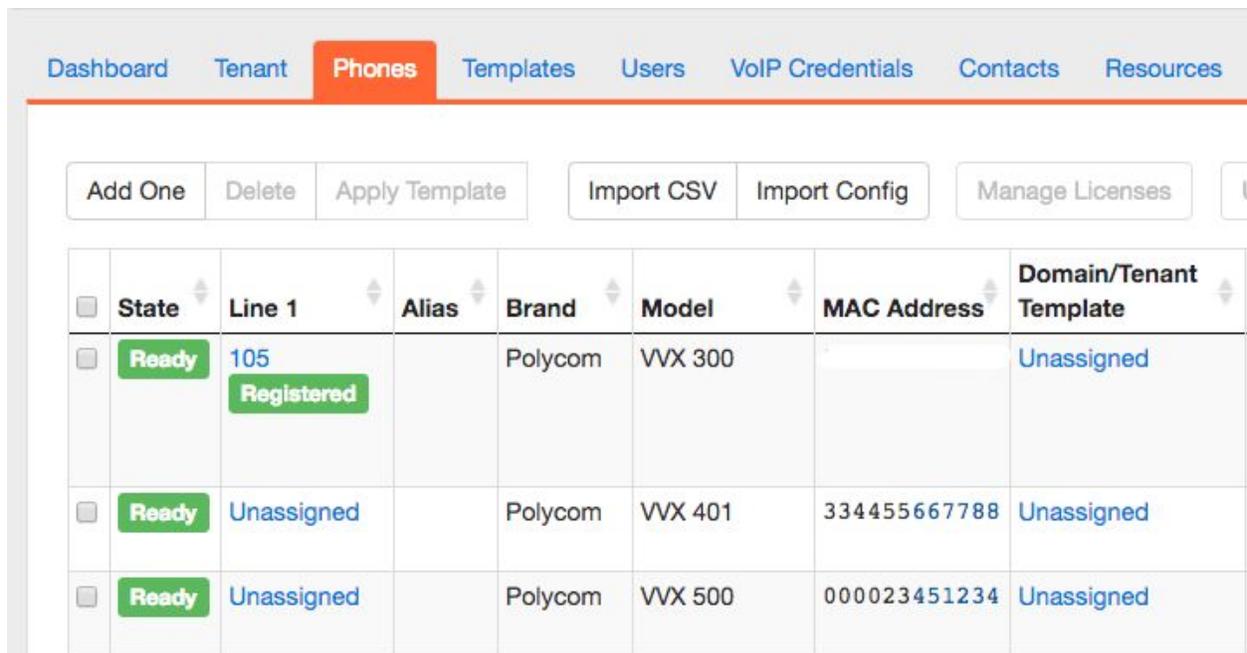
Requirements:

1. Phones must be running UC software 3.3.0 or greater
2. Phones must be a supported model in Phonism
3. Telephony Line Events must be on for your account (Contact Phonism if it is not)
4. Template must have UC software 3.3.0 or greater set.

Instructions:

1. Log into Phonism
2. Navigate to the desired tenant and go to the Templates tab
3. Create or edit an existing Polycom template (with 3.3.0 or greater software)
 - a. When you are at the edit template screen, go to Phonism Monitoring and click Line Registration to set that value in your template.
4. Navigate to the Phones tab.
5. Click and check the Polycom phones you want to apply the template to and click Apply Template.
6. Select the template you edited a moment ago and click continue
7. They should all now have that setting applied
 - a. Refresh your browser if it does not appear after applying the template.

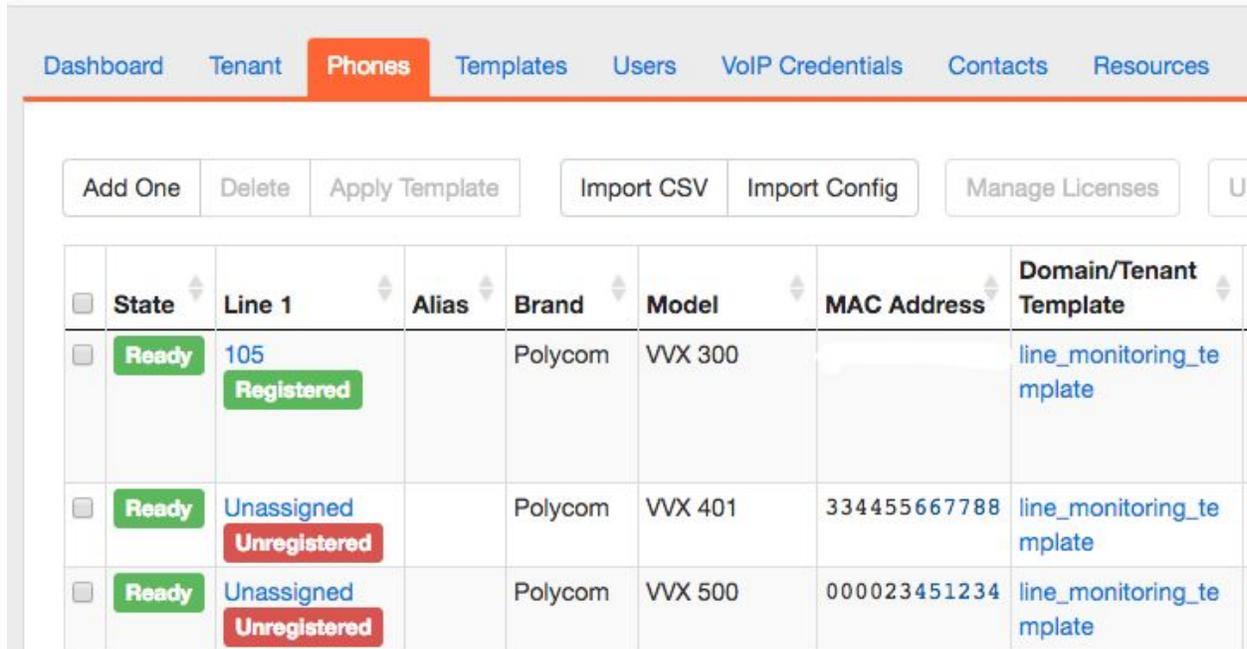
Before Application:



The screenshot shows the Phonism interface with the 'Phones' tab selected. The table below displays the current state of three Polycom phones before a template is applied.

<input type="checkbox"/>	State	Line 1	Alias	Brand	Model	MAC Address	Domain/Tenant Template
<input type="checkbox"/>	Ready	105 Registered		Polycom	VVX 300		Unassigned
<input type="checkbox"/>	Ready	Unassigned		Polycom	VVX 401	334455667788	Unassigned
<input type="checkbox"/>	Ready	Unassigned		Polycom	VVX 500	000023451234	Unassigned

After Application:



<input type="checkbox"/>	State	Line 1	Alias	Brand	Model	MAC Address	Domain/Tenant Template
<input type="checkbox"/>	Ready	105 Registered		Polycom	VVX 300		line_monitoring_template
<input type="checkbox"/>	Ready	Unassigned Unregistered		Polycom	VVX 401	334455667788	line_monitoring_template
<input type="checkbox"/>	Ready	Unassigned Unregistered		Polycom	VVX 500	000023451234	line_monitoring_template

FAQ

Q: My phone is successfully registered, why does Phonism say it is unregistered after I enabled line registration monitoring?

A: There are multiple possibilities:

The phone may not have retrieved it's latest configuration from Phonism. If you suspect this is the case, perform a reboot of the phone to force a reprovision.

The phone has not updated it's registration status since the feature has been enabled.

Perform a reboot of the phone so it will be forced to register with the voice server again.

Q: How does Phonism monitor the device's line registration status?

A: Phonism utilizes the telephone event notification feature in Polycom phones to monitor line registration events. When enabled, we tell the device to notify us when the phone's registration status has changed.

If you're using the Polycom Telephony events with other software (e.g. call center management or customer relation manager) then do not enable this in Phonism. Polycom only supports one destination for these monitoring events.

Q: None of these answered my question, what should I do?

A: You can start a support chat with your question and our support team will get back to you.