

Provisioning Skype for Business with Polycom phones using Phonism

Table of Contents

How to Provision Skype for Business for Polycom with Phonism	3
How to Auto-login with Skype for Business using Phonism	4
FAQ	5

How to Provision Skype for Business for Polycom with Phonism

Requirements:

1. Phone must be running UC Software 5.4.0A or greater
2. The phone must be a supported model in Phonism (VVX, Trio, SoundStructure)

Instructions:

1. Log into Phonism
2. Navigate to the desired Tenant and go to the Phones tab
3. Click edit on the Polycom phone you wish to configure for Skype for Business.
 - a. When you are at the phone edit screen, go to the Skype tab and set the Base Profile from Generic to Skype for Business.

The screenshot displays the configuration interface for a Polycom phone in the Phonism system. On the left, a sidebar contains navigation options: 'General', 'Skype' (highlighted in blue), 'Line 1', 'Line 2', 'Line 3', 'Line 4', 'Line 5', and 'Line 6'. The main content area is titled 'Account Information' and contains the following settings:

- Base Profile:** A dropdown menu with 'Skype for Business' selected.
- Login Credential Type:** A dropdown menu with 'None' selected.
- Login Credentials:** A dropdown menu with 'Select' selected.
- PIN Authentication:** A toggle switch currently set to 'OFF'.

How to Auto-Login with Skype for Business using Phonism

The screenshot shows the 'Account Information' configuration page for a Skype for Business account. The left sidebar lists 'General', 'Skype', and 'Line 1' through 'Line 12' and 'Buttons'. The 'Skype' tab is selected. The 'Account Information' section contains the following fields:

- Base Profile:** Skype for Business
- 1 Login Credential Type:** None
- 2 Login Credentials:** Select
- 3 PIN Authentication:** OFF
- 4 Address:** (Empty text box)
- 5 Domain:** Leave blank for O365
- Label:** Hello
- Display Name:** (Empty text box)

Requirements:

1. Have a Polycom phone provisioned as skype for business with phonism, see “How to Provision Skype for Business for Polycom with Phonism” for details on how.

Instructions for configuring the Account information:

1. Set the Login Credential Type
 - a. **Username and Password:** You can log in with using your username and password for Skype for business, this is for cloud-based Skype for Business logging in as well as On-Premises’ Skype for Business Servers.
 - b. **Extension and PIN:** You can log in using the Extension and PIN within your own On-Premises’ Microsoft Skype for Business server.
 - c. **Web Sign in Authorization:** Enables users to sign in to the phone using Web Sign In.
2. Set the Login Credentials you have set up in the VoIP Credential’s tab.
 - a. If you have not yet, go to the VoIP Credential’s tab and add your User Name/Extension and Password/PIN.
3. (Optional) If you are using a PIN, enable the PIN authentication checkbox.
4. Set your Skype for Business specific server address here.
 - a. **Note:** The normal format for address is [username@address.com](#) if not specified by your skype service. This is for both cloud based and on-premises users.
5. (Optional) Set your Skype for Business server domain here.
 - a. **Note:** This is optional. Office 365 users can leave this blank.

FAQ

Q: I use Office 365 for Skype for Business, all my login credentials seem correct, but I am not able to log in.

A: Check to see if your phone's time is set correctly. If it's off by a bit then the certificate that it gets and verifies with the server will be not correct. You can correct this by going into Phonism and edit your phone, check your phone's SNTP Server settings in its General tab.

Q: Can I use Skype for Business to upgrade my Polycom phones instead of Phonism?

A: Yes, enable "Device Update Enabled" and set a polling interval in the Skype tab. After the next provision, the device will poll the Skype for Business server for device updates according to the interval you specified.

Q: I want to configure a specific parameter but it is not in the Phone edit screen. How can I configure this parameter?

A: You can easily add custom XML using Phonism's custom config capability. You can also request this parameter to be exposed on Phonism, all you need to do is start an issue on chat support to start the process of getting that parameter exposed.

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.