



Configuring the Polycom VVX 400 for SIP Registration

This guide shows you the steps to configure a SIP phone to register with Twilio. If you have any feedback on the following guide please email us at:

sip.interconnectionguides@twilio.com

General Notes

- Please see separate instructions on creating Programmable Voice - SIP domains. This guide assumes these steps have already been done.
- User-credentials are required to register phones. IP ACLs alone are not sufficient. Your AuthorizationName should match the username on the SIP endpoint and both of those should match a user credential that you entered on Twilio's console.
- A SIP URI is: sip:username@SIPDomain or sip:phonenumber@SIPDomain
- When this document refers to **TwilioSIPDomain** it represents: **yourdomain.sip.region.twilio.com** where you have selected **yourdomain** on Twilio's console (globally unique) and **region** which is initially US1 (North-Virginia) only and other regions later.

Polycom VVX 400

Part Number	3111-46157-002 Rev:A
UC Software Version	5.4.3.1014

1. Attach a LAN/Ethernet cable to the phone. DHCP is enabled by default and it is assumed a DHCP server will provide IP address.
To retrieve the IP address from the phone press the HOME button (see home symbol) and navigate to:

Home > Settings > Status -> Platform > Phone

You can press the down button until the IP address is visible. Please note down.

2. Open a web browser and enter the IP address.

NOTE: If page doesn't load then try prepending https:// You may have to accept the security certificate warning and agree to proceed despite being untrusted.

3. You will be prompted to enter credentials (factory default is)

Username: admin

Password: 456

4. Click the *Simple Setup Tab*
 - a. Time Synchronization: select an appropriate *SNTP server*
 - b. Time Synchronization: select your *time zone*
 - c. Save. Phone may reboot.

Note: The SIP Server/SIP Outbound Proxy/SIP Line Identification fields are made available if you want to provide defaults. If fields are left blank in the Line settings then they will pull from the defaults on this page. We find it more clear to leave the fields for Simple Setup blank and set these fields under the Line settings.

Polycom | VVX 400

Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Simple Setup

Simple Setup

Language

Phone Language English (Internal)

Web Configuration Utility Language Add

Time Synchronization

Alternate SNTP Server north-america.pool.ntp.org

Time Zone (GMT -8:00) Pacific Time (US & Canada)

SIP Server

SIP Outbound Proxy

SIP Line Identification

Base Profile

* Base Profile Generic

Note:

* Fields require a phone reboot/restart.

Cancel Reset to Default View Modifications Save

5. Navigate to:

Settings > SIP > Line X where X is the number of the line (your choice)

Identification

- a. **Display Name:** This is the callerId the other party sees. Can be whatever you want.
- b. **Address:** “SIP Address” also known as “SIP URI” written in form **username@TwilioSIPDomain**. The **username** component in the address must match the User ID below. The **TwilioSIPDomain** must be of the form: *something.sip.region.twilio.com*. More details at start of document.
- c. **Label:** What is shown on your phone for the line. Can be whatever you want.

Authentication

- d. **Use Login Credentials:** **Disable**.
- e. **Domain:** **TwilioSIPDomain**
- f. **User ID:** This must match the username of the **credentialList** that you configured for your TwilioSIPDomain.
- g. **Password:** This is the password corresponding to the username in the **credentialList** that you configured for your TwilioSIPDomain.

Outbound Proxy

- h. **Address:** Leave Empty


Server 1

- i. **Address:** Enter **TwilioSIPDomain** i.e. sipregtim.sip.us1.twilio.com.
- ii. **Port:** 5060 or 5061 for TLS security
- iii. **Expire:** 3600 (1 hour)
- iv. **Subscription Expires:** 3600
- v. **Register:** Yes
- vi. Click Save

Polycom | VVX 400

Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Settings > Lines > Line 5



Line 5

Identification

Display Name: SIPRegTim
Address: timbeyers@sipregtim.sip
Label: tim
Type: Private Shared
Third Party Name:
Number of Line Keys: 1
Calls Per Line: 24
Enable SRTP: Yes No
Offer SRTP: Yes No
Server Auto Discovery: Enable Disable

Authentication

Outbound Proxy

Server 1

Server 2

Call Diversion

Message Center

Ring Type

Note:
* Fields require a phone reboot/restart.

Cancel Reset to Default View Modifications Save

6. Navigate to:

Settings > Network > NAT

a. Keep-Alive Interval: 20s. Save.

Polycom | VVX 400

Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Settings > Network > NAT

VIEWS

- QoS
- RTP
- NAT**
- TCP
- TLS
- Ethernet

NAT

- * IP Address
- * Signalling Port
- * Media Port Start
- Keep-Alive Interval (s)

Note:
* Fields require a phone reboot/restart.

Cancel Reset to Default View Modifications Save

7. You're Done! Congrats! Your phone's display should show a GREEN check mark against the line you just created if the registration was successful. If it's RED, verify that your credentials all match.

For troubleshooting see:

Diagnostics > View Logs