



THE CLOUD STRATEGY COMPANY™

## **Remote User Network Setup**

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**REFERENCE GUIDE**

### Remote Network Setup

- 1) Turn off "SIP ALG"
- 2) Open ports 5060, 123, 21, and 69 for UDP & TCP traffic.
  - Also called "Port Forwarding" to these ports.
  - Port Forward these ports to the phone's internal LAN IP Address
- 3) Make sure that no NATs ("Network Address Translations") are configured and NAT is not enabled on the modem
- 4) Disable Stateful Inspection
- 5) Ensure the modem/router is upgraded to the latest firmware
- 6) Confirm that the modem is set up to NOT block SIP traffic

### Polycom Remote Setup

- I. How to configure the phone to use our TFTP server (Polycom VVX 300/310, 400/410, 500, 600):

- Step 1: Press the Menu Button (labeled as a house)
- Step 2: Using the arrows navigate to and select the Settings option using the circular button in the middle of the arrow keys.
- Step 3: Press 2 for Advanced options
- Step 4: Type in the Password (347479989) and press Enter
- Step 5: Press 1 for Administration Settings
- Step 6: Press 1 for Network Configuration
- Step 7: Select the Provisioning Server option
- Step 8: Select the DHCP Menu option
- Step 9: Press the key marked Edit, and select the option Static.
- Step 10: Press the key marked back
- Step 11: Select the Server Type option
- Step 12: Select FTP
- Step 13: Scroll down to Server Address and set it to [tftp.voip.evolveip.net/\[customerenterprise#\]](http://tftp.voip.evolveip.net/[customerenterprise#]) - then press the key marked ok
- Step 14: Press the key marked back
- Step 15: Scroll down to the Ethernet Menu option
- Step 16: Scroll down to VLAN Menu option
- Step 17: Select VLAN ID
- Step 18: Press the key marked <<
- Step 19: Press the Menu button
- Step 20: Select Save Config

- II. How to configure a Polycom VVX+1 phone to use the DMS server (Polycom VVX 301/311, 401/411, 501, 601). **NOTE: Please follow the exact same instructions above until STEP 12.**

#### STEP 12: Select HTTPS

**STEP 13:** Scroll down to Server Address and set it to <https://pconf.evolveip.net/fs> and then press the key marked ok