

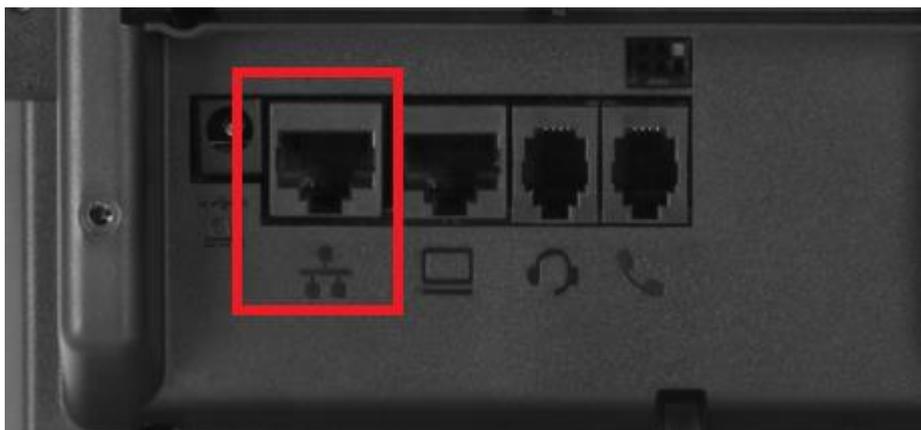
USING YOUR VVX 450 HANDSET REMOTELY

Welcome to the new Polycom VVX 450 handset. In this guide I shall explain how to connect your handset to your router enabling the device for phone calls.



In normal circumstances the handset would be connected to a PoE (Power over Ethernet) switch which provides power to the handset. If you have a PoE switch at home, please do the following.

1. Connect the RJ45 Cable (Standard ethernet cable) into a spare port on your home PoE Switch. The Switch would need to be connected to your home broadband router also as it is the router that provides access to the internet
2. Connect the opposite end of the ethernet cable into the back of you Polycom VVX 450 handset. The port is labelled with the following icon.



3. Once connected to the PoE Switch, the VVX 450 handset will power on
4. Once the device has powered on, it will automatically pull its config from the server and reboot.

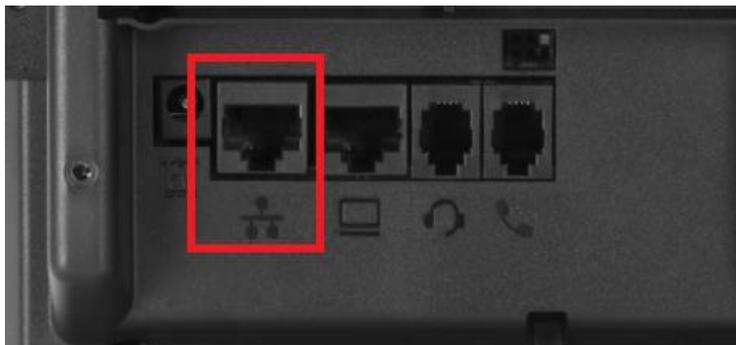
- Once the reboot is complete, the device will show your extension number at the top left corner of the display and will be ready to make and receive calls.

USING YOUR VVX 450 HANDSET REMOTELY WITH AN EXTERNAL POWER SUPPLY

As the handset is not connected to a PoE Switch, the device will require an external power unit which provides power to the handset.

Please follow this guide when connecting The VVX 450 handset to an external power supply.

- Connect the RJ45 Cable (Standard ethernet cable) into a spare port on your home broadband router
- Connect the opposite end of the ethernet cable into the back of your polycom VVX 450 handset. The port is labelled with the following icon



- Connect the round end of the external power supply into the back of the VVX 450 power port. The port is show below.



Please see an example of the external power supply below.



4. Connect the opposite end of the power supply into an available plug socket and turn the power on.
5. Once power has been switched on at the plug socket the phone will power on.
6. Once the device has powered on, the broadband router will provide an IP address to the device allowing it to automatically pull its config from the server and reboot.
7. Once the reboot is complete, the device will show your extension number at the top left corner of the display and will be ready to make and receive calls.

THINGS TO BE AWARE OF WHEN WORKING REMOTELY

The speed of your home broadband connection will have an influence on call quality. The faster the connection the less chance of experiencing call quality issues. A good upload speed is always beneficial.

Feel free to test your home broadband speed using the following link:

<http://ttg.speedtestcustom.com/>

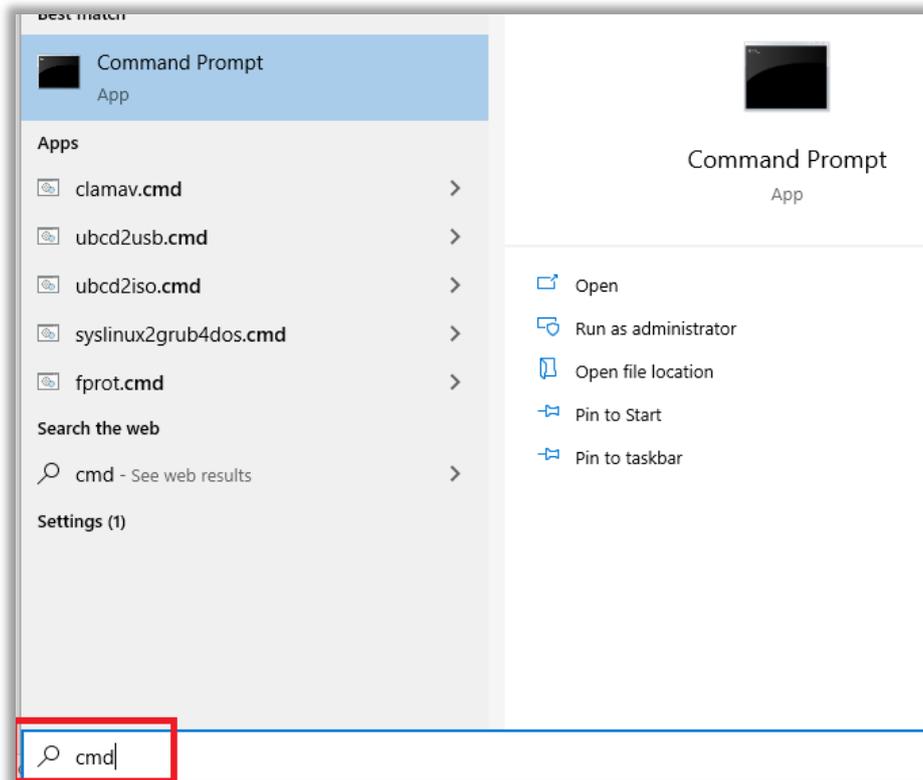
You will also need to consider any additional devices that may be connected to your home broadband router using bandwidth while also making and receiving phone calls. IE The wireless. If you have a slower internet connection It may be a good idea to limit the number of users downloading or streaming while you are making and receiving phone calls.

SIP ALG

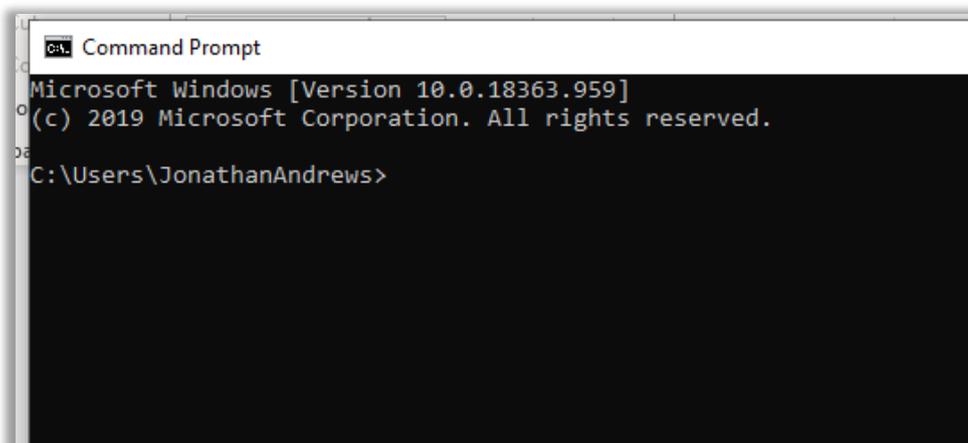
SIP ALG can sometimes be enabled on home broadband routers. If you experience bad call quality issues or disconnection of phone calls prematurely then SIP ALG may be enabled and will need to be disabled.

To do this you will need to log into your home broadband router via the devices IP address. This can be found by doing the following.

1. Open command prompt by clicking on the windows icon and typing "CMD" and hitting enter



The following box will appear.



- In the command prompt type “ipconfig” and then hit enter to show your network configuration.

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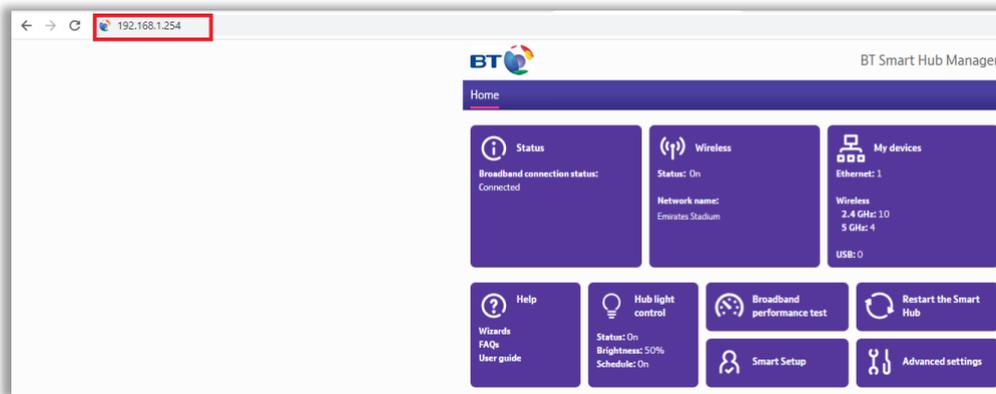
Connection-specific DNS Suffix . : home
Link-local IPv6 Address . . . . . : fe80::7c86:635e:1f5a:db1a%5
IPv4 Address. . . . . : 192.168.1.131
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.254

Ethernet adapter Bluetooth Network Connection:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
    
```

The IP Address of your home broadband router is shown above as the “default gateway” so in this example my broadband router is on IP 192.168.1.254

To access the router, open a web page IE Google chrome or Windows explorer and type in the

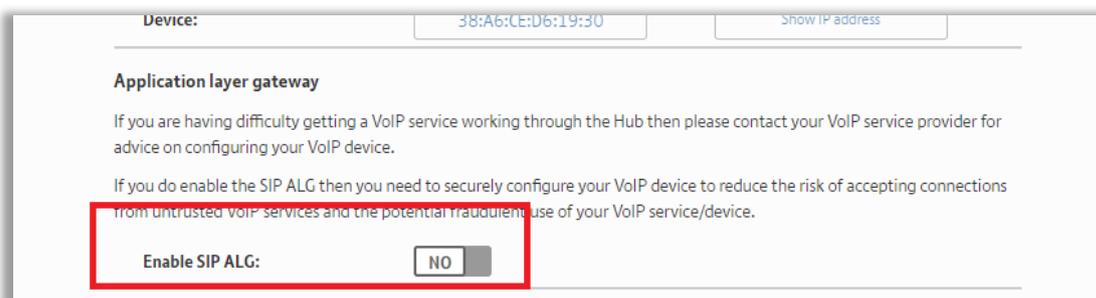


router IP address into the web browser.

Normally at this stage you will be prompted for a username and password which can be found on the back of your home broadband router.

You will then need to locate the SIP ALG setting which can be in different places depending on your home router.

In this example I am using a BT Fibre home router and SIP ALG can be found under Advanced settings, Firewall, Configuration. Please ensure this is disabled.



*******Please consult your Internet service provider if you do not feel comfortable adjusting the settings on your firewall. The Technology Group are not responsible for making any changes to your home broadband router or managing the device*******