

Device Manager for Third-Party Vendor Products

Version 7.6



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Notice

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Date Published: Dec-09-2019

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
420HD IP Phone User's Manual
430HD and 440HD IP Phone User's Manual
405HD IP Phone User's Manual
400HD Series IP Phones Administrator's Manual
400HD Series IP Phone with Microsoft Skype for Business Administrator's Guide
420HD IP Phone Quick Guide
430HD IP Phone Quick Guide
440HD IP Phone Quick Guide
405 IP Phone Quick Guide
One Voice Operations Center IOM Manual
One Voice Operations Center User's Manual
One Voice Resiliency Configuration Note

Document Revision Record

LTRT	Description
91130	Initial document release
91131	Polycom VVX phone. Device Manager. Jabra products.
91132	Jabra Integration Service link
91133	Polycom Configuration page. Updating Polycom firmware.
91134	Express: DEVICEMANAGEMENTENDPOINT="http://OVOC_IP/ipprest/lync_auto_prov.php"
91135	Express: Support for up to 20 Polycom devices

1 Introduction

1.1 About this Manual

This *Administrator's Manual* shows network administrators how to manage third-party vendor products in an enterprise network from a single central point, using AudioCodes' Device Manager Pro and Express.

The manual shows how to manage:

- Polycom Trio devices – see [here](#)
- Polycom VVX devices – see [here](#)
- Spectralink 8440 – see [here](#)
- Jabra products – see [here](#)

The manual guides administrators from installation of the device through to configuration and monitoring.

1.2 Supported Third-Party Products

Polycom Trio devices, Polycom VVX devices, Spectralink 8440 and Jabra products are the only vendor products besides AudioCodes' devices that are validated and certified to operate with the AudioCodes Device Manager.



Note: As of Unified Communications (UC) Software 5.8.0, the REST API is publicly available to all.

Following are the specific vendor models supported:

- Polycom VVX models: 101, 150, 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601, 1500
- Polycom Trio models: Trio 8800 and Trio 8500
- Supported Jabra products include: Jabra BIZ, Jabra Coach, Jabra DIAL, Jabra Eclipse, Jabra Elite, Jabra Engage, Jabra Evolve, Jabra Handset, Jabra LINK, Jabra Motion, Jabra Pro, Jabra Pulse, Jabra SPEAK, Jabra Sport, Jabra STEALTH, Jabra Steel, Jabra SUPREME.



Note:

- The supported list of Jabra products is dynamic and continuously changing.
- See the Jabra website page <https://www.mea.jabra.com/business/for-your-platform/audiocodes> for updated information.

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2 Polycom Trio and VVX Devices

Network administrators can use AudioCodes' Device Manager Pro or Device Manager Express to manage Polycom Trio and Polycom VVX devices.

2.1 Requirements

Make sure you have Device Manager Pro / Express Version 7.6.2000 or later.

**Note:**

- Device Manager Express can be downloaded for free from:
<https://online.audiocodes.com/device-manager-express-download>
- Device Manager Express supports up to:
 - ✓ 500 IP phones
 - ✓ 50 Jabra devices
 - ✓ 20 Polycom devices

2.2 Managing Polycom Trio and VVX

Managing Polycom Trio and VVX devices involves:

- Setting up automatic provisioning per model – see Section 2.2.1.
- Configuring automatic provisioning per model – see Section 2.2.2.
- Monitoring Polycom Trio and VVX devices – see Section 2.2.3.
- Updating Firmware – see Section 2.2.5.

2.2.1 Setting up Automatic Provisioning per Model

Polycom Trio devices and Polycom VVX can be *automatically provisioned with templates per model* from AudioCodes' provisioning server. The feature is an AudioCodes proprietary feature configured from the AudioCodes Device Manager.

**Note:**

- In Device Manager versions prior to Version 7.6.2000, all Polycom devices, irrespective of model, were *manually provisioned with the same template* from Polycom's provisioning server.
- For more information about manually provisioning Polycom devices, see the *Device Manager Administrators Manual Version 7.6.1000* and earlier.

➤ **To set up automatic provisioning of Polycom devices per model:**

1. In the Device Manager, open the Polycom Configuration page (**Setup > Devices Configuration > Polycom Configuration**).

Figure 2-1: Polycom Configuration

Polycom Configuration

General

☒ Secure (HTTPS) communication from the Device Manager Pro to Polycom Devices.

Polycom Provisioning Server URL

http://10.21.8.35/ipp/admin/polycomconfig/

Polycom Provisioning Server URL with Tenant(Zero Touch)

http://10.21.8.35/ipp/admin/polycomconfig/tenant/TENANT_NAME/

Provisioning Properties	Template Place Holder	Polycom Attributes
Provisioning User Name	%ITCS_polycom_prov_user%	device.prov.user
Provisioning Password	%ITCS_polycom_prov_password%	device.prov.password
Use username/password for basic authentication:		http://:*****@10.21.8.35/ipp/admin/polycomconfig/

Admin Password	Template Place Holder	Polycom Attribute
Password	%ITCS_polycom_admin_password%	device.auth.localAdminPassword

Save All Settings
Create Template

- Click the **Create Template** button.

Figure 2-2: Create Template

	Name	Description		
<input checked="" type="checkbox"/>	VWX_101	Polycom WX 101		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	VWX_410	Polycom WX 410		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	TRIO_8800	Polycom RealPresence Trio 8800 IP POE Conference Phone		<input checked="" type="checkbox"/>
<input type="checkbox"/>	VWX_150	Polycom WX 150		<input type="checkbox"/>
<input type="checkbox"/>	VWX_201	Polycom WX 201		<input type="checkbox"/>
<input type="checkbox"/>	VWX_250	Polycom WX 250		<input type="checkbox"/>
<input type="checkbox"/>	VWX_300	Polycom WX300 Media IP Phone TAA Compliant		<input type="checkbox"/>
<input type="checkbox"/>	VWX_301	Polycom WX 301		<input type="checkbox"/>
<input type="checkbox"/>	VWX_310	Polycom WX 310		<input type="checkbox"/>
<input type="checkbox"/>	VWX_311	Polycom WX 311. Corded Business Media Phone System - 6 Line Desktop Phone w/hd voice		<input type="checkbox"/>
<input type="checkbox"/>	VWX_350	Polycom WX 350. Business IP Phone		<input type="checkbox"/>
<input type="checkbox"/>	VWX_400	Polycom WX 400 IP Phone - Cable		<input type="checkbox"/>

Reload
Create
Close

- Click the **Reload** button to update the list of Polycom phone models.
- Select the Polycom phone models for which you want to create a template.



Note: If a phone model is already selected and the selection cannot be cleared, this indicates that its template has already been created and assigned; you can view it in the Templates page (**Setup > Devices Configuration > Templates**). If you delete such a template in the Templates page, its entry in the Create Template screen will become selectable.

5. Click the **Create** button.
6. Open the Templates page (**Setup > Devices Configuration > Templates**).

2.2.2 Configuring Automatic Provisioning per Model

After *setting up* automatic provisioning per mode as shown in Section 2.2.1, you need to configure the parameters in the Polycom Configuration page.

- **To configure automatic provisioning of Polycom devices per model:**
 - In the Polycom Configuration page (**Setup > Devices Configuration > Polycom Configuration**), configure the parameters using the following table as reference.

Table 2-1: Polycom Configuration

Parameter	Description
Secure (HTTPS) communication from the Device Manager to Polycom devices	Secures communications between the Device Manager and Polycom devices. Protects the privacy and integrity of the data exchanged between them.
Polycom Provisioning Server URL	Use this Polycom provisioning server URL when managing a telephony network <i>without a tenant</i> .
Polycom Provisioning Server URL with Tenant (Zero Touch)	Use this Polycom provisioning server URL when managing a telephony network <i>with a tenant (Zero Touch)</i> . Replace TENANT_NAME with the name of the tenant; every Polycom device that uses this URL in the provisioning server address will then be associated with this tenant.
Provisioning User Name	Enter the name of the user of the AudioCodes provisioning server. The equivalent parameter in the Polycom provisioning server is displayed (to the right) under 'Polycom Attributes': device.prov.user The equivalent template placeholder in the Polycom provisioning server is displayed (to the right) under 'Template Placeholder': %ITCS_polycom_prov_user% Use it to create a template for the Polycom devices in the network; dedicated templates will then be available for the different Polycom phone models in the network. The templates will be displayed in the Devices Configuration Templates page (Setup > Devices Configuration > Templates).
Provisioning Password	Enter the password of the AudioCodes provisioning server. The equivalent parameter in the Polycom provisioning server is displayed (to the right) under 'Polycom Attributes': device.prov.password The default Polycom password is 456 . The equivalent template placeholder in the Polycom provisioning server is displayed (to the right) under 'Template Placeholder': %ITCS_polycom_prov_password% Use it to create a template for the Polycom devices in the network; dedicated templates will then be available for the different Polycom phone models in the network. The templates will be displayed in the Devices Configuration Templates page (Setup > Devices Configuration > Templates).
Admin Password	Enter the password of the

7. Click the **Save All Settings** button.

2.2.3 Configuring Automatic Provisioning per User/Device

The Device Manager allows network administrators to configure a different configuration per user or device, by editing the 'mac.cfg' line in the relevant Polycom template (**Setup > Templates** and then click **Edit** adjacent to the relevant listed Polycom template).

Figure 2-3: Edit Template

Edit template

```

httpd.conf.enabled="1"
httpd.conf.secureTunnelRequired="0"
httpd.enabled="1"
lcl.ml.lang.clock.6.24HourClock="1"

```

```

</PHONE_CONFIG>

]]>
</data>
</file_config>

<file_config>
  <type>file</type>
  <profile>user</profile>
  <encrypt_mode>0</encrypt_mode>
  <name>%{TCS_mac%.cfg</name>
  <destinationDir>%{TCS_destination%</destinationDir>

<data>
<![CDATA[<?xml version="1.0" standalone="yes"?>
<!-- Default Master SIP Configuration File-->
<!-- For information on configuring Polycom VoIP phones please refer to the -->
<!-- Configuration File Management white paper available from: -->
<!-- http://www.polycom.com/common/documents/whitepapers/configuration_file_management_on_soundpoint_ip_phones.pdf -->
<APPLICATION APP_FILE_PATH="sip.ld" CONFIG_FILES="trio.cfg" SERVICE_FILES="" MISC_FILES="" LOG_FILE_DIRECTORY=""
OVERRIDES_DIRECTORY="" CONTACTS_DIRECTORY="" LICENSE_DIRECTORY="" USER_PROFILES_DIRECTORY=""
CALL_LISTS_DIRECTORY="" COREFILE_DIRECTORY="">
<APPLICATION_SIP300 APP_FILE_PATH_SIP300="sip_213.ld" CONFIG_FILES_SIP300="phone1_213.cfg sip_213.cfg" />
<APPLICATION_SIP500 APP_FILE_PATH_SIP500="sip_213.ld" CONFIG_FILES_SIP500="phone1_213.cfg sip_213.cfg" />
<APPLICATION_SIP301 APP_FILE_PATH_SIP301="sip_318.ld" CONFIG_FILES_SIP301="phone1_318.cfg sip_318.cfg" />
<APPLICATION_SIP320 APP_FILE_PATH_SIP320="sip_335.ld" CONFIG_FILES_SIP320="" />

```

Save

Cancel

2.2.4 Monitoring Polycom Devices

After configuring the parameters in the Polycom Configuration page as shown in Section 2.2.2, you can monitor Polycom devices in the Devices Status page.

➤ To monitor Polycom Devices:

1. Open the Devices Status page (**Monitor > Dashboard > Devices Status**).
2. View status lines with Polycom icon displayed.

Figure 2-4: Status Lines with Polycom Icons Displayed

Devices Status												
<div> <div>First Previous 1 Next Last</div> <div>Q</div> <div>Q Filter</div> </div>												
Showing 1 to 9 of 9 entries												
<input type="checkbox"/>	BTtoE	User Name	Phone Number	Last Update Status	Mac Address	IP Address	Model	Firmware	Tenant	Site	Template	Report
<input type="checkbox"/>				26.07.2019 05:17:10	0004f2f6cc98	10.33.2.142	TRIO_8800	5.9.0.11398	Leo	AutoDetection	TRIO_8800	26.07.2019 05
<input type="checkbox"/>		Daryl Hunter	+19136959643	27.07.2019 14:44:47	00908f9f13d	192.168.15.135	440HD	UC_3.1.3.144.15	LizlyTest	Raleigh Office	Audiocodes_440HD_LYNC	26.07.2019 05
<input type="checkbox"/>		Approve		26.07.2019 12:25:59	0004f2f6f8da	192.168.15.117	TRIO_8800	5.9.0.10869	Leo	AutoDetection		26.07.2019 12

3. In the Template column, view the template that each Polycom phone model automatically gets.

2.2.5 Updating Polycom Device Firmware

The Device Manager allows network administrators to get the latest Polycom device firmware files from AudioCodes' firmware repository located in the cloud, before upgrading the devices in the Device Manager's Devices Status page.

➤ To get the latest Polycom device firmware from AudioCodes' repository:

1. Open the Polycom Configuration page (**Setup > Devices Configuration > Polycom Configuration**).

Figure 2-5: Polycom Configuration

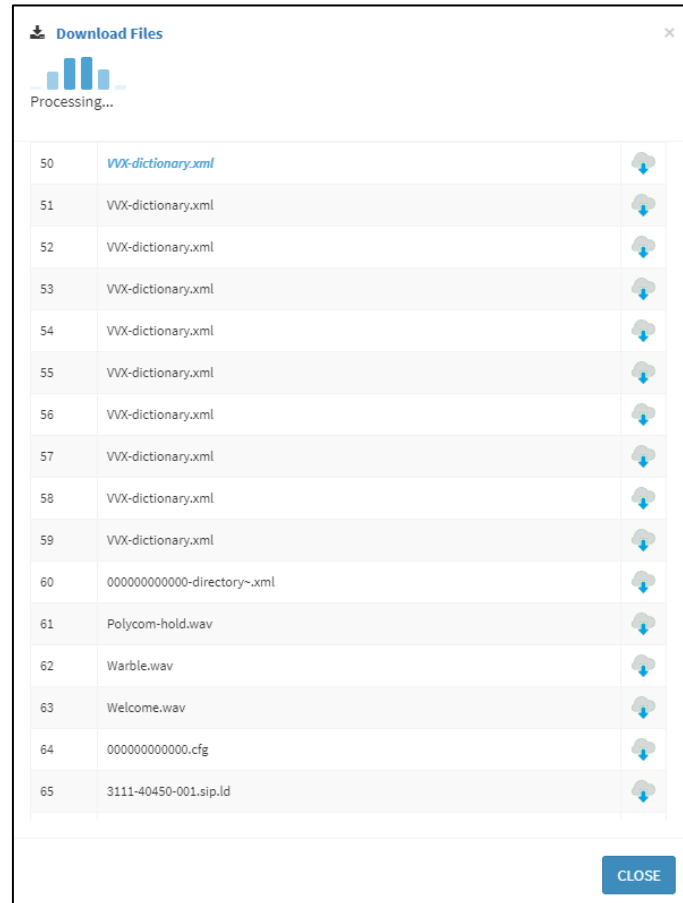
2. Click the **Manage Firmware** button.

Figure 2-6: Manage Polycom Firmware

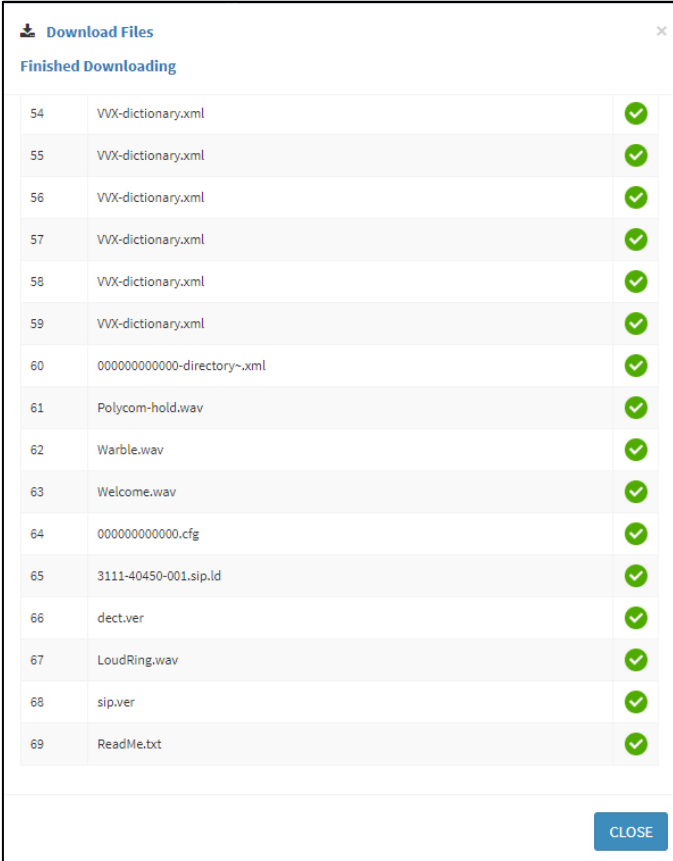
3. The Manage Polycom Firmware screen allows network administrators to 'sync' with the repository before performing the upgrade. Click the **Sync** button opposite the Polycom phone model whose firmware you want to update; the latest firmware for that Polycom phone model are pulled from the repository in the cloud and displayed in the Download

Files window.

Figure 2-7: Download Files



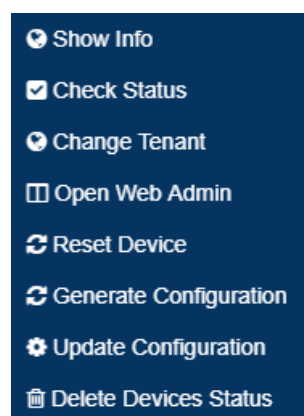
4. Wait until the Finished Downloading window is displayed with all firmware files related to the Polycom phone model, checked.

Figure 2-8: Finished Downloading

Finished Downloading		
54	VVX-dictionary.xml	✓
55	VVX-dictionary.xml	✓
56	VVX-dictionary.xml	✓
57	VVX-dictionary.xml	✓
58	VVX-dictionary.xml	✓
59	VVX-dictionary.xml	✓
60	000000000000-directory~.xml	✓
61	Polycom-hold.wav	✓
62	Warble.wav	✓
63	Welcome.wav	✓
64	000000000000.cfg	✓
65	3111-40450-001.sip.ld	✓
66	dect.ver	✓
67	LoudRing.wav	✓
68	sip.ver	✓
69	ReadMe.txt	✓

CLOSE

5. Click **Close**.
6. Open the 'Devices Status' page (**Monitor > Dashboard > Devices Status**) and click the 'Actions' button adjacent to the listed Polycom phone model.

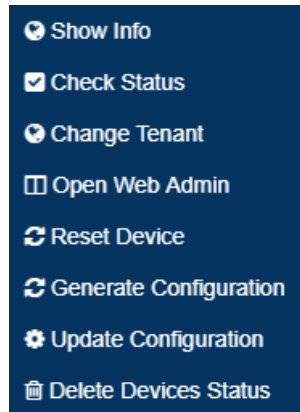
Figure 2-9: Update Configuration

7. Select **Update Configuration**; the phone is updated with the firmware files listed in the 'Download Files' screen.

2.3 Performing Actions on a Polycom Device

Here're the actions you can perform on the Polycom Trio devices | VVX devices from the Devices Status page's **Actions** button adjacent to the device's listing.

Figure 2-10: Actions on Polycom Trio and Polycom VVX Devices



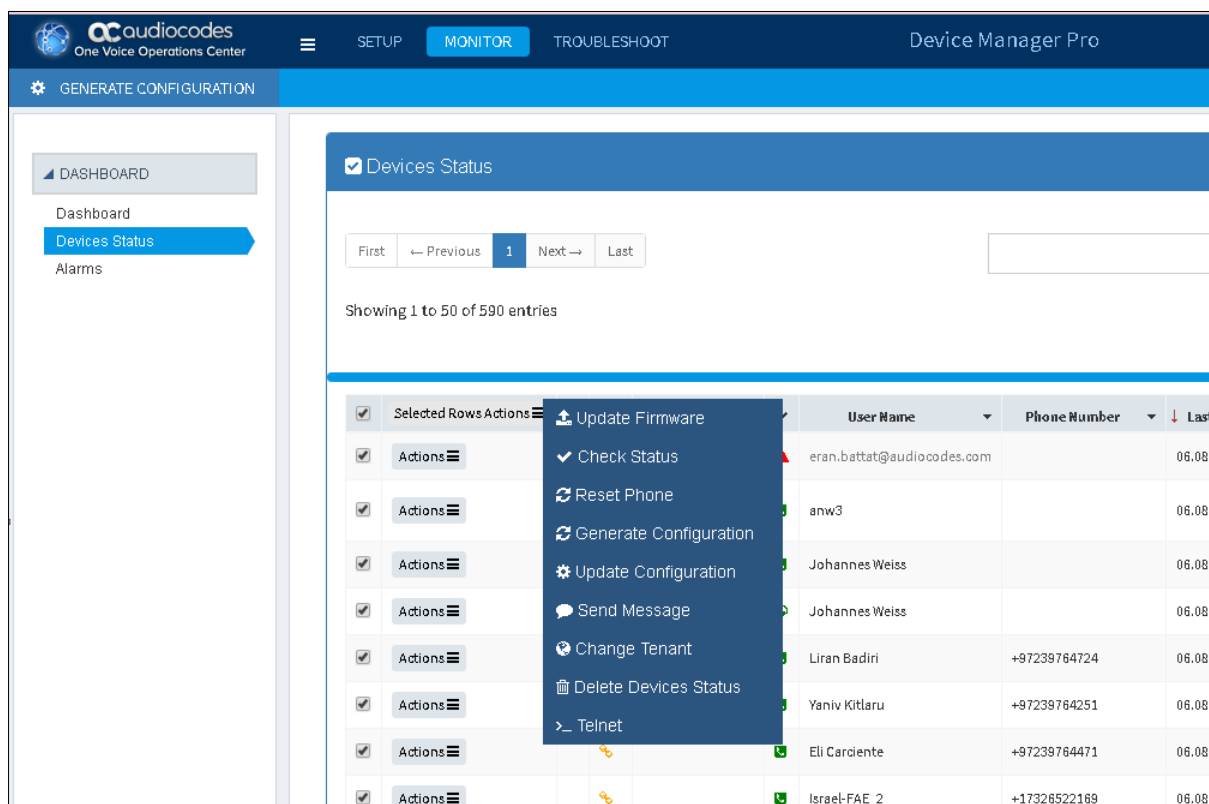
2.4 Performing an Action on Multiple Polycom Devices

Some actions can be performed on multiple Polycom devices simultaneously.

➤ To perform an action on multiple Polycom devices:

1. Open the Devices Status page (**Monitor > Devices Status**).
2. Select the devices listed in the page on which you want to perform the action and then click **Selected Rows Actions**.

Figure 2-11: Performing an Action on Multiple Polycom Devices

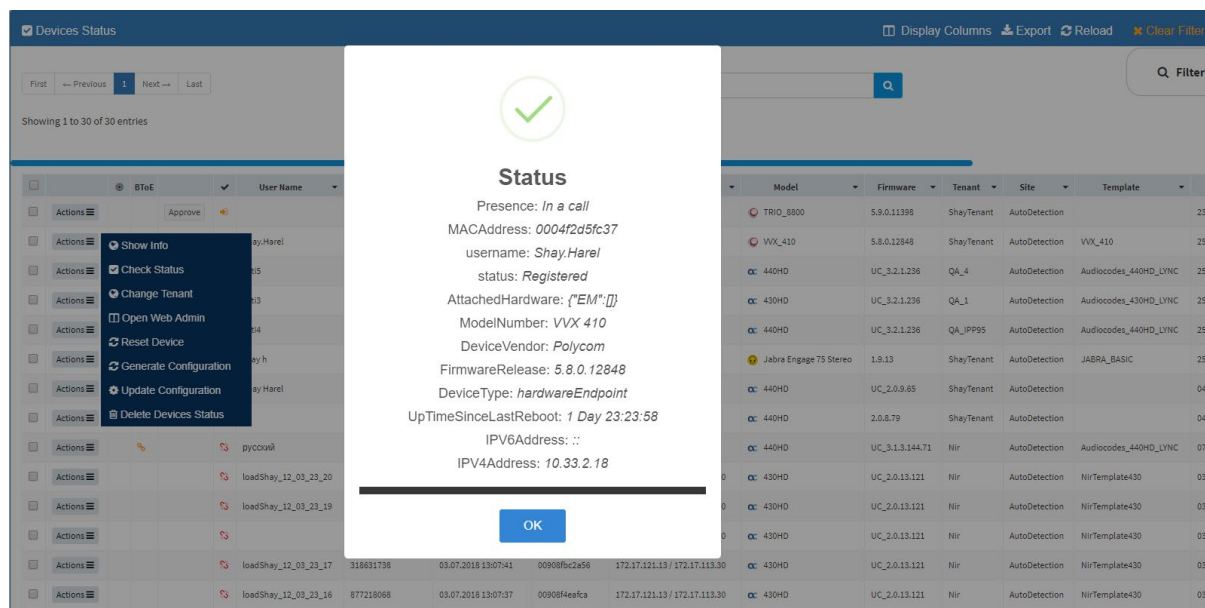


3. Select the action; the action is performed on the selected devices.

2.4.1 Checking the Status of a Polycom Device

Network administrators can check the current status of a Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page adjacent to the device.

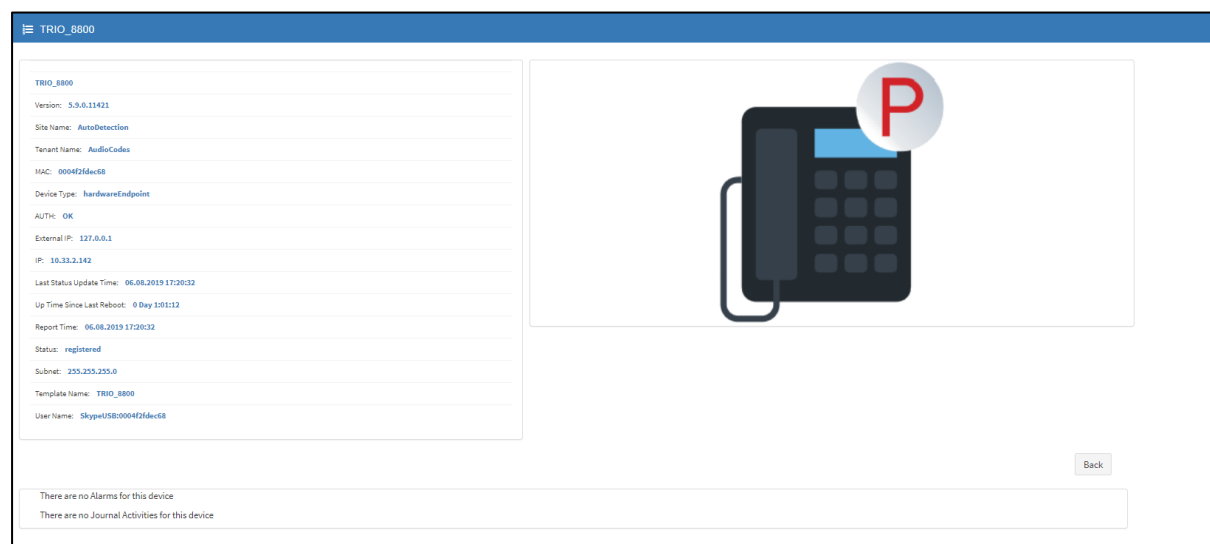
Figure 2-12: Check Status of Polycom VVX



2.4.2 Showing Information about a Polycom Device

Network administrators can show information about a Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page, adjacent to the device.

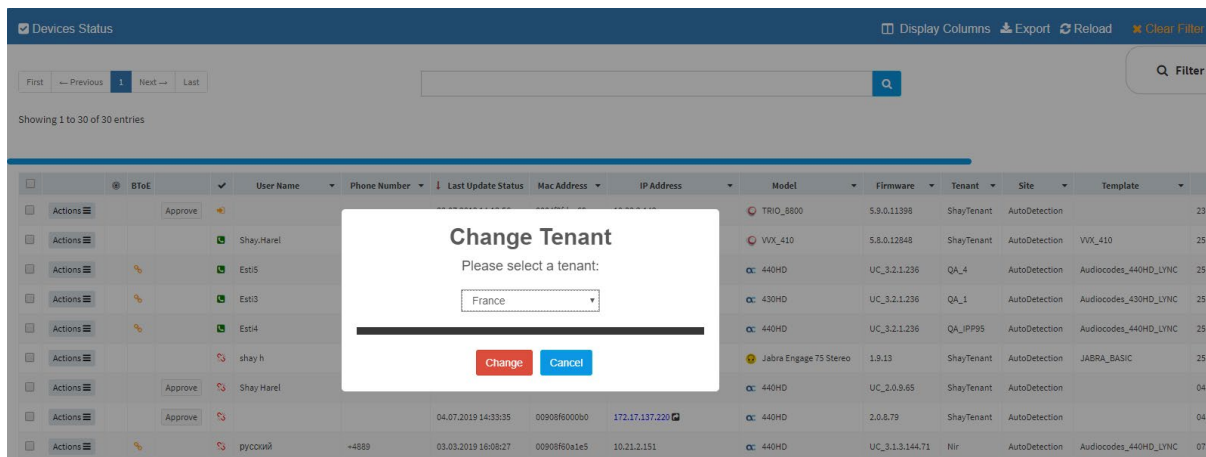
Figure 2-13: Show Info about Polycom VVX



2.4.3 Changing Tenant

Network administrators can change the tenant to which a Polycom Trio | Polycom VVX device is assigned, from the **Actions** button in the Devices Status page, adjacent to the device.

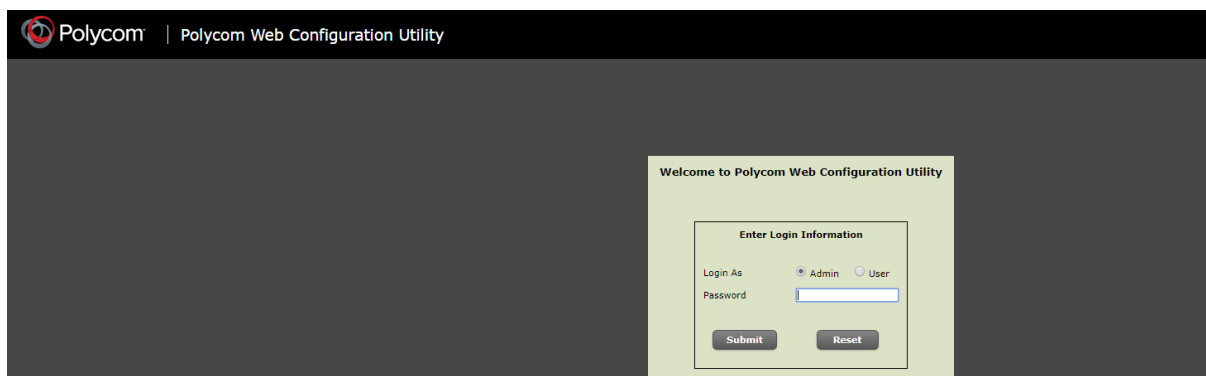
Figure 2-14: Change Polycom VVX Tenant



2.4.4 Opening the Polycom Web Configuration Utility

Network administrators can open the Polycom Trio | Polycom VVX device's Web Configuration Utility, from the **Actions** button in the Devices Status page, adjacent to the device.

Figure 2-15: Polycom Web Configuration Utility

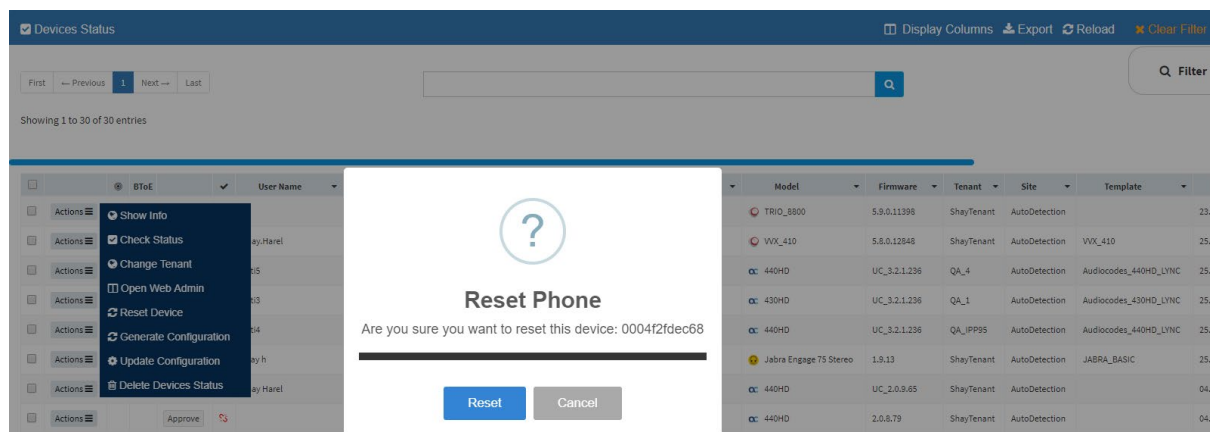


See *Polycom's documentation* for more information about the Web Configuration Utility.

2.4.5 Resetting a Polycom Device

Network administrators can reset the Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page, adjacent to the device.

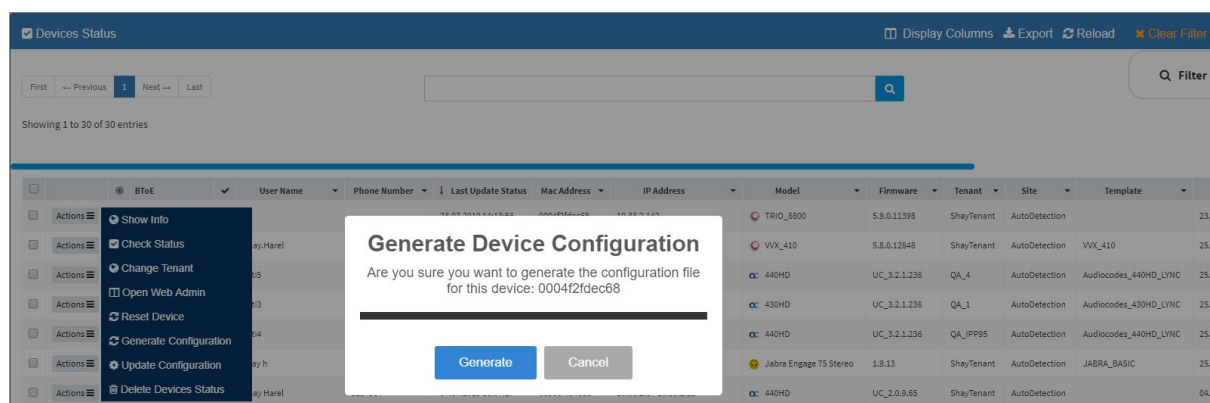
Figure 2-16: Reset Phone



2.4.6 Generating a Device Configuration

Network administrators can generate a configuration of the Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page, adjacent to the device.

Figure 2-17: Generate Device Configuration

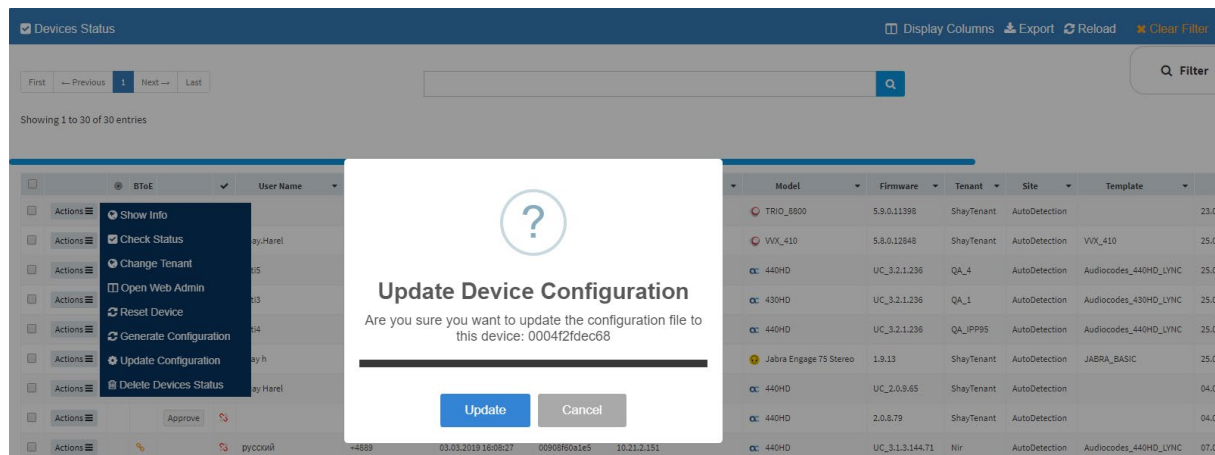


This action is the same for Polycom Trio | Polycom VVX devices as for AudioCodes' devices. Use the *Device Manager Administrator's Manual* as reference.

2.4.7 Updating Device Configuration

Network administrators can update the configuration of the Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page, adjacent to the device.

Figure 2-18: Update Device Configuration

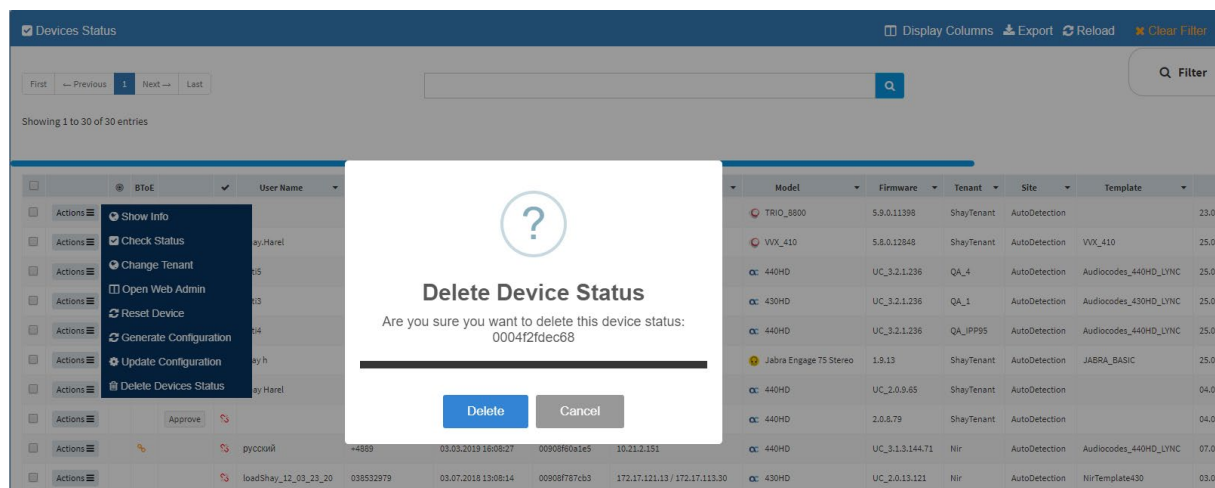


This action is the same for Polycom Trio | Polycom VVX devices as for AudioCodes' devices. Use the *Device Manager Administrator's Manual* as reference.

2.4.8 Deleting Device Status

Network administrators can delete the status of the Polycom Trio | Polycom VVX device from the **Actions** button in the Devices Status page, adjacent to the device.

Figure 2-19: Delete Device Status



This action is the same for Polycom Trio | Polycom VVX devices as for AudioCodes' devices. Use the *Device Manager Administrator's Manual* as reference.

2.5 Managing Templates

The templates and placeholders behave exactly the same as AudioCodes' devices with the syntax of the Polycom Trio | Polycom VVX device. See the *Device Manager Administrator's Manual* for more information.

If you need to make a change to the template, best practice is to read the *Polycom documentation* before making the change.

3 Spectralink 8440

Spectralink 8440 devices can be managed using the Device Manager Pro and Express.

3.1 Requirements

Make sure you have Manager Pro/Express Version 7.4.7 and later. You can download it from <http://www.audiocodes.com/ip-phone-manager>

3.2 Installing the Device

Configure the Spectralink 8440 device's "provisioning server" to be the Device Manager Pro/Express.

To do this:

- Use DHCP Options 66/67 -or-
- Perform a manual installation from the Spectralink 8440 web admin.












3.2.1 Generating a Configuration File

You need to generate a configuration file for the Spectralink 8440.

➤ **To generate a configuration file:**

1. Open the Device Manager Pro/Express > **Phone Configuration** > **Template** > click **Spectralink 8440**.

Figure 3-1: Configuration Templates – Spectralink 8440

	Name	Description
	Audiocodes_420HD_LYNC	The template file of Audiocodes_420HD_LYNC...
	Audiocodes_430HD_LYNC	LYNC - The 430HD SIP IP Phone is an advanc...
	Audiocodes_440HD_LYNC	The template file of Audiocodes_440HD_LYNC...
	Audiocodes_HRS_LYNC	The template file of Audiocodes_HRS_LYNC i...
	Audiocodes_450HD_LYNC	The template file of Audiocodes_450HD_LYNC...
	Audiocodes_405_LYNC	The 405 SIP IP Phone is a low-cost, entry-...
	POLYCOM_TRIO_8800	Polycom RealPresence Trio 8800 - group aud...
	Audiocodes_445HD_LYNC	445HD includes 4.3" color screen, integr...
	SPECTRALINK_8440	Baseline VoWLAN product with enterprise-gr...
	Audiocodes_405	The template file of Audiocodes_405 is ove...
	NirTemplate	The template file of NirTemplate is overwr...

2. Click **Generate Global Configuration Template**.

Figure 3-2: Spectralink 8440 Configuration Template

- You need to perform this action only *once* for *all* Spectralink 8440 devices.
- Continue with *Manual Configuration* in the device web admin.

3.2.2 Configuring the Device Manually

Manual configuration must be performed in the Spectralink 8440 web admin.

➤ To perform manual configuration:

1. Open the Spectralink 8440 web admin and log in as Admin (Default Password: 456).

Figure 3-3: Spectralink 8440 Web Admin

2. Go to **System > Provisioning Server** and then set:

- 'Server Type' to **HTTP**
 - 'Server Address' to **http://<IPP_MANAGER_IP_ADDRESS>/configfiles/spectralink/**
 - 'Boot Server' to **Static**
 - 'Boot Server Type' to **String**
3. Make sure the Spectralink 8440 reboots; reboot the device manually if it does not.

3.3 Monitoring Devices

In the Devices Status page of the Device Manager Pro/Express, view the status line with the Spectralink icon adjacent to the MAC address.

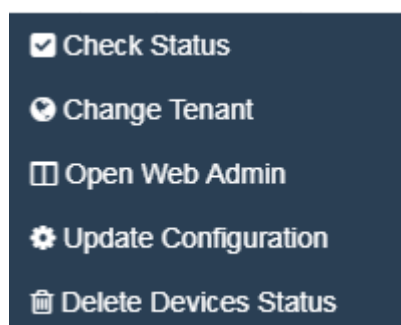
Figure 3-4: Status Line - Spectralink Icon Adjacent to MAC Address

	BTot%	✓	User Name	Phone Number	Last Update Status	Mac Address	IP Address	IPP Model	Firmware	Tenant
Actions		✓	Line1shay.harel		04.11.2018 20:53:34	00907a136031	172.30.251.34	Spectralink 8440	5.5.8.1175	Default


3.4 Performing Actions on the Device

Here're the actions you can perform on the Spectralink 8440 device:

Figure 3-5: Actions on the Spectralink 8440



In the actions menu shown in the figure above, select the **Check Status** option (for example):



Status

LineKeyNum: 1

LineDirNum: shay.harel@audiocodes.com

LineState: Inactive

MACAddress: 00907a136031

PhoneDN: Line1:shay.harel@audiocodes.com

AppLoadID: 5.5.8.1175 10-Jan-18 10:23

UpdaterID: 5.5.8.1175

ModelNumber: Spectralink 8440

TimeStamp: 2000-01-01T05:08:52+02:00

DHCPServer: 172.30.251.5

DNSSuffix: AudioCodes.com

IPAddress: 172.30.251.34

SubnetMask: 255.255.255.0

ProvServer: http://10.21.8.8/configfiles/spectralink/

DefaultRouter: 0.0.0.0

DNSServer1: 80.179.52.100

DNSServer2: 80.179.55.100

VLANID: []

DHCPEnabled: Yes

OK

3.5 Restarting the Device Remotely

The Spectralink 8440 does not support a restart action, as can be seen from [Figure 3-5](#).

The administrator can restart the device *remotely*, however, by changing the template generating the configuration file and then clicking **Update Configuration**.

3.6 Managing Templates

The templates and placeholders behave exactly the same as AudioCodes devices with the syntax of the Spectralink 8440. See the *Device Manager Administrator's Manual* for more information.

If you need to make a change to the template, it's advisable to read the *Spectralink documentation* before making the change.

4 Jabra Products

Jabra products can be integrated into AudioCodes' Device Manager Version 7.6.1000 after the network administrator installs the Jabra Integration Service on the user's PC.

4.1 Integrating Jabra Products into the Device Manager

The Jabra Integration Service uses inter-process communication (IPC) based on shared memory to pass status and messages between Jabra products and the Device Manager.

➤ **To integrate a Jabra product into the Device Manager:**

1. Install the Jabra Integration Service on the user's PC by running Jabra's msi install file.



Note: Obtain the latest version of the Jabra Integration Service from Jabra's website:
<http://integrationservice.jabra.com/monitoring-partners/audiocodes/latestversion.zip>.

2. Configure in the 'JabraIntegrationServiceX64Setup.msi' Jabra Integration Service install file:

- the OVOC's IP address for the service to point to, as shown in **bold** below:

```
msiexec.exe /i JabraIntegrationServiceX64Setup.msi /l*v
msi.log BACKENDTYPE="Ovoc" ANALYTICSENDPOINT=""
DEVICEMANAGEMENTENDPOINT="http://OVOC_IP/"
CHECKFORUPDATESINTERVALMINUTES="10"
```

- how often the Jabra product must send a keep-alive, as shown in **bold** below:

```
msiexec.exe /i JabraIntegrationServiceX64Setup.msi /l*v
msi.log BACKENDTYPE="Ovoc" ANALYTICSENDPOINT=""
DEVICEMANAGEMENTENDPOINT="http://OVOC_IP/"
CHECKFORUPDATESINTERVALMINUTES="10"
```



Note:

- The above relates to *Device Manager Pro*. For *Device Manager Express*, use:
 DEVICEMANAGEMENTENDPOINT="**http://OVOC_IP/ipprest/lync_auto_prov.php**"
- Communication is only in a Jabra → OVOC direction, not vice-versa, unlike other devices.

➤ **To update device configuration:**

1. In the Devices Configuration Templates page (**Setup > Devices Configuration > Templates**), select the JABRA_BASIC template and then click the **Edit** button; edit the template parameters according to your requirements.

Figure 4-1: Templates – JABRA_BASIC

Icon	Device Name	Description	Backend Type	Device Type	Model	Actions
	Audiocodes_450HD	The 450HD IP Phone is a high-end, executiv...	x	ALL		Edit Delete
	Audiocodes_450HD_LYNC	The template file of Audiocodes_450HD_LYNC...	o	AudioCodes	450HD	Edit Delete
	Audiocodes_450HD_OVR_Lync	Audiocodes_450HD_OVR_Lync	x	OVR	450HD	Edit Delete
	Audiocodes_C450HD_LYNC	The template file of Audiocodes_C450HD_LYN...	x	ALL		Edit Delete
	Audiocodes_HRS_LYNC	AudioCodes Huddle Room Solution	o	AudioCodes	HRS	Edit Delete
	JABRA_BASIC	The template file of JABRA_BASIC is overwr...	x	ALL		Edit Delete
	POLYCOM_TRIO_8800	Polycodes RealPresence Trio 8800 - group aud...	x	ALL		Edit Delete

2. You can update device configuration *per tenant* or *per site*. The changes you make will then impact the templates of all devices under the tenant or site they're located.

Figure 4-2: JABRA_BASIC Configuration Template

Device JABRA_BASIC Configuration Template

Model description: JABRA basic template configuration

Zero Touch Installation

Tenant: All Type: -

☐ Zero Touch default template.

Save

Edit configuration template values

Configuration Key: Type name...

Configuration Key	Configuration Value
FirmwareVersion	HTCS_FirmwareVersion%0
SCREEN_LANGUAGE	en0409

3. In the Devices Status page (**Monitor > Dashboard > Devices Status**), generate a configuration file. Select a single Jabra device or multiple Jabra devices. If you select a single Jabra device, click the **Actions** link; if you select multiple Jabra devices, click the **Select Rows Actions** link. From the menu that pops up, choose the **Generate Configuration** option.

Figure 4-3: Generate Configuration

Devices Status

First Previous 1 Next Last

Showing 1 to 5 of 5 entries

	BT/E	User Name	Phone Number	Last Update Status	Mac Address	IP Address	Model
<input type="checkbox"/> Actions				24.03.2019 15:04:19	745C4B5E9C66	10.33.2.11	Jabra Evolve 75
<input type="checkbox"/> Actions				24.03.2019 12:35:52	1514102304D7	10.12.2.161	Jabra UC VOICE 150a
<input type="checkbox"/> Actions				24.03.2019 09:54:37	501AA5F5E44C	10.12.2.17	Jabra Link 370
<input type="checkbox"/> Actions				24.03.2019 09:54:34	501AA5D66BC8	10.12.2.17	Jabra Speak 710
<input type="checkbox"/> Actions		Shay Harel		05.03.2019 11:08:54	745C4BA6501E	10.33.2.11	Jabra LINK 370

4. Wait for the next Jabra keep-alive for the new configuration to take effect.

➤ To update the Jabra firmware:

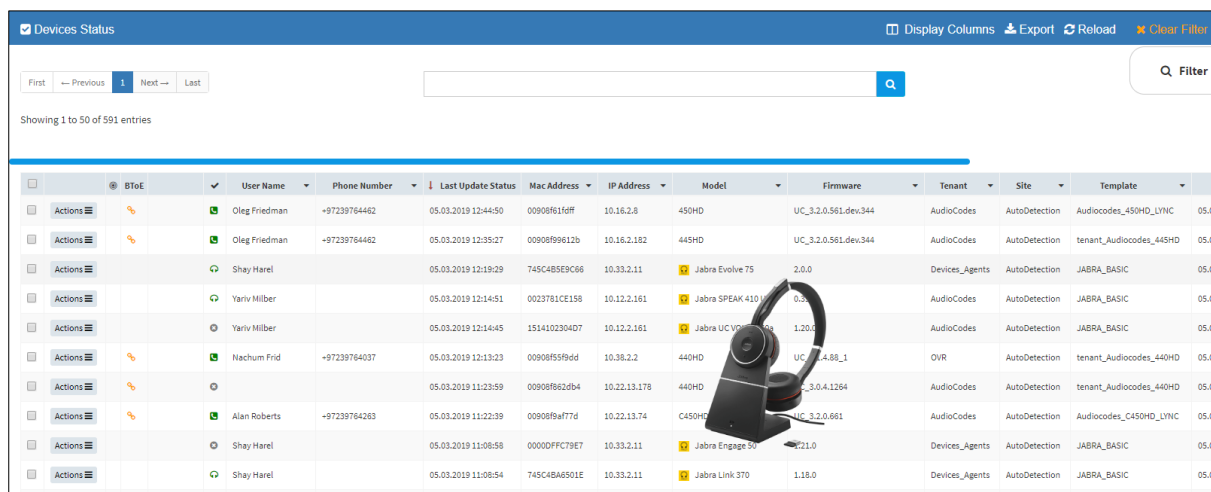
1. Download the firmware from Jabra's support website to the user's PC.
2. Upload the firmware to the OVOC server.
3. In the Devices Status page, update the firmware file for the Jabra devices.
4. Wait for the next Jabra keep-alive for the new firmware to take effect.

4.2 Monitoring Jabra Products in the Device Manager

Network administrators can monitor Jabra products using AudioCodes' Device Manager Version 7.6.1000.

In the Devices Status page (**Monitor > Devices Status**), view the 'Model' column to determine Jabra products. Jabra icons and product names indicate Jabra products in the column. When you point your cursor at an icon, a visual tooltip pops up displaying the Jabra product. The figure below shows all three indications.

Figure 4-4: Devices Status Page: Jabra Icons, Product Names, Visual Tooltip



	BToE	User Name	Phone Number	Last Update Status	Mac Address	IP Address	Model	Firmware	Tenant	Site	Template
Actions		Oleg Friedman	+97239764462	05.03.2019 12:44:50	00908f61f1ff	10.16.2.8	450HD	UC_3.2.0.561.dev344	AudioCodes	AutoDetection	Audiocodes_450HD_LYNC
Actions		Oleg Friedman	+97239764462	05.03.2019 12:35:27	00908f99612b	10.16.2.182	445HD	UC_3.2.0.561.dev344	AudioCodes	AutoDetection	tenant_Audiocodes_445HD
Actions		Shay Harel		05.03.2019 12:19:29	745C4B5E9C66	10.33.2.11	Jabra Evolve 75	2.0.0	Devices_Agents	AutoDetection	JABRA_BASIC
Actions		Yariv Milber		05.03.2019 12:14:51	0023781CE158	10.12.2.161	Jabra SPEAK 410	0.3.0	AudioCodes	AutoDetection	JABRA_BASIC
Actions		Yariv Milber		05.03.2019 12:14:45	151410230407	10.12.2.161	Jabra UC VTX	1.20.0	AudioCodes	AutoDetection	JABRA_BASIC
Actions		Nachum Frid	+97239764037	05.03.2019 12:13:23	00908f59b6d	10.38.2.2	440HD	UC_3.0.4.88_1	OVR	AutoDetection	tenant_Audiocodes_440HD
Actions				05.03.2019 11:23:59	00908f662db4	10.22.13.178	440HD	UC_3.0.4.1264	AudioCodes	AutoDetection	tenant_Audiocodes_440HD
Actions		Alan Roberts	+97239764263	05.03.2019 11:22:39	00908f9af77d	10.22.13.74	C450HD	UC_3.2.0.661	AudioCodes	AutoDetection	Audiocodes_C450HD_LYNC
Actions		Shay Harel		05.03.2019 11:08:58	0000DFC79E7	10.33.2.11	Jabra Engage 90	9.021.0	Devices_Agents	AutoDetection	JABRA_BASIC
Actions		Shay Harel		05.03.2019 11:08:54	745C4B6501E	10.33.2.11	Jabra Link 370	1.18.0	Devices_Agents	AutoDetection	JABRA_BASIC

In the Templates page (**Setup > Devices Configuration > Templates**), view the template JABRA_BASIC used by all Jabra products. The Jabra icon and name indicate the template. The figure below shows the JABRA_BASIC template.

Figure 4-5: JABRA_BASIC Template



Icon	Name	Description	Status	Tenant	Actions
Audiocodes_HRS_LYNC	Audiocodes Huddle Room Solution			AudioCodes	HRS
JABRA_BASIC	The template file of JABRA_BASIC is overwr...		x	ALL	Edit Delete
POLYCOM_TRIO_8800	The template file of POLYCOM_TRIO_8800 is ...		x	ALL	Edit Delete
POLYCOM_VVX	POLYCOM_VVX		x	ALL	-1 Edit Delete
SPECTRALINK_8440	Baseline VoWLAN product with enterprise-gr...		x	ALL	Edit Delete

4.3 Downloading Jabra Firmware with Device Manager

Network administrators can download Jabra products' firmware using AudioCodes' Device Manager Version 7.6.1000. After downloading the Jabra firmware that you need to your PC, you can upload it to the OVOC Software Manager.

➤ To download Jabra firmware:

1. Open the Generate Configuration page of the Device Manager (**Setup > Devices Configuration > Firmware Files**).

Figure 4-6: Generate Configuration Page

	Name	Description	Version	File Name	Tenant	
1	405	405 - default firmware	405UC_3.0.1380	405.img		Download Delete
2	405HD	405HD - default firmware	405HDUC_3.1.1.144.18	405HD.img		Download Delete
3	420HD	420HD - default firmware	420HDUC_3.0.1.399	420HD.img		Download Delete
4	430HD	430HD - default firmware	430HDUC_3.1.1.144	430HD.img		Download Delete
5	440HD	440HD - default firmware	440HDUC_3.1.1.144.15	440HD.img		Download Delete
6	445HD	445HD - default firmware	445HDUC_3.1.1.144.20	445HD.img		Download Delete
7	450HD	450HD - default firmware	450HDUC_3.1.1.144.15	450HD.img		Download Delete
8	457_0110	Speak_457	1.1.10.0	457_0110.img		Download Delete
9	457_0128	Speak_457	1.1.28.0	457_0128.img		Download Delete
10	C450HD	C450HD - default firmware				Download Delete

2. Click the **Download Jabra Firmware** button.

Figure 4-7: Download Jabra Firmware Page

	Image	Device Name	Version	Release Date	Action
1		Jabra BIZ 2300 USB Duo	Version: 1.20.0	Release Date: 16/02/2015 02:00:00	Download
			Version: 2.2.0	Release Date: 19/06/2015 03:00:00	Download
			Version: 2.6.0	Release Date: 20/01/2017 02:00:00	Download
2		Jabra BIZ 2300 USB Mono	Version: 1.20.0	Release Date: 16/02/2015 02:00:00	Download
			Version: 2.2.0	Release Date: 19/06/2015 03:00:00	Download
			Version: 2.6.0	Release Date: 20/01/2017 02:00:00	Download
3		Jabra BIZ 2400 II CC USB Mono	Version: 1.6.0	Release Date: 19/06/2015 03:00:00	Download
			Version: 1.8.0		Download

3. Click the **Download** button next to the firmware you need.

4.4 Uploading Jabra Firmware to OVOC's Software Manager

After downloading the Jabra firmware that you need to your PC, as shown in the previous section, you can upload it to the OVOC Software Manager. See the *OVOC User's Manual* for detailed information.

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Document #: LTRT-91135

