

Device Manager for Third-Party Vendor Products

Version 8.2



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Notice

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Date Published: June-30-2022

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Abbreviations and Terminology

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

Related Documentation

Manual Name
One Voice Operations Center IOM Manual
One Voice Operations Center User's Manual
EPOS Manager Admin Guide (available here)
EPOS Manager Fact Sheet (available here)

Document Revision Record

LTRT	Description
91130	Initial document release
91131	Poly VVX phone. Device Manager. Jabra products.
91132	Jabra Integration Service link
91133	Poly Configuration page. Updating Poly firmware.
91134	DEVICEMANAGEMENTENDPOINT="http://OVOC_IP/ipprest/lync_auto_prov.php"
91135	Support for up to 20 Poly devices
91136	EPOS. Support for Poly CCX 500/600/700 phones. Polycom>Poly.
91137	Fix
91138	Tenant ID

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.

The manual shows how to manage:

- EPOS (Sennheiser) devices – see [here](#)
- Jabra products – see [here](#)
- Poly devices – see [here](#)
- Spectralink 8440 – see [here](#)

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

1.2 Supported Third-Party Products

EPOS (Sennheiser) devices, Poly Trio devices, Poly VVX devices, Poly CCX 500/600/700 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:

- EPOS – all devices
- 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.

- Poly VVX models: 101, 150, 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601, 1500
- Poly Trio models: Trio 8800 and Trio 8500
- Poly CCX models: 500/600/700

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2 EPOS (Sennheiser)

The EPOS | AudioCodes partnership enables network administrators to manage EPOS devices directly in AudioCodes' OVOC for a premium and seamless user experience. The full-fledged integration includes remote deployments of firmware and configurations, as well as data insights to track EPOS device adoption progress.

EPOS Manager is a powerful IT management solution that enables IT managers to manage, update and configure settings for EPOS headsets and speakerphones within an organization from any location.

The Device Manager enables network administrators to manage and monitor EPOS (Sennheiser) headset devices.



Note: For detailed information about configuring EPOS device settings, see EPOS' documentation.

EPOS have a cloud-based Device Manager. AudioCodes' Device Manager reflects EPOS' Device Manager.

2.1 Key Benefits & Features

Key benefits and features are:

- **Update and configuration management**
 - Remote deployment for firmware updates and configuration policy to ensure end users get all latest features from EPOS devices
- **Asset information**
 - Gain full visibility of all EPOS ADAPT, IMPACT headsets and EXPAND speakerphones as well as overview of all active and inactive devices
- **Data insight**
 - Get actionable IT admin insights for better device management and UC adoption from both dashboard and reports

2.2 Enabling EPOS Data in the Device Manager

This section shows how to enable EPOS data in the Device Manager.



Note: Applies to OVOC 8.0.3000 and later.

2.2.1 Network Administrators who Haven't Used EPOS Manager

This section shows network administrators using Device Manager who have not used EPOS Manager before, how to enable EPOS data in the Device Manager.

➤ **To enable EPOS data in the Device Manager:**

1. In the Device Manager, open the Tenant page (**EPOS > System > Tenant**) and then click the **Login** tab.

Figure 2-1: Login

2. Add your information to the login fields and then click **Create**; the EPOS Tenant is created on the EPOS cloud; you can now access EPOS data.



Note: EPOS Connect must be installed on end clients for EPOS data to be accessible.


3. Download EPOS Connect (desktop app) directly from the Device Manager: In the Tenant page, click the **SOFTWARE** tab and then click the icon  adjacent to **EPOS connect for MAC** or alternatively **EPOS Connect for Win**, whichever is relevant for you, in order to download it.

Figure 2-2: Download EPOS Connect

Tenant		
SOFTWARE CONFIGURATION ADVANCED		
SOFTWARE NAME	VERSION	RECEIVED ON
EPOS Connect for MAC	7.0.0.19631	Oct 7 2021, 04:41
EPOS Connect for Win	4.6.1.1521	Sep 9 2021, 02:35

- Deploy EPOS Connect via IT tools like SCCM.
- Once EPOS Connect is installed on all machines, EPOS device data will be shown in the Device Manager.

2.2.2 Network Administrators who Have Used EPOS Manager

This section shows network administrators using Device Managers, who have used EPOS Manager before, how to enable EPOS data in the Device Manager.

➤ **To enable EPOS data in the Device Manager:**

1. Login to EPOS Manager: <https://enterprise.eposaudio.com/#/login>
2. Go to 'Settings' and select 'AudioCodes' as partner in EPOS Manager.

Figure 2-3: Settings

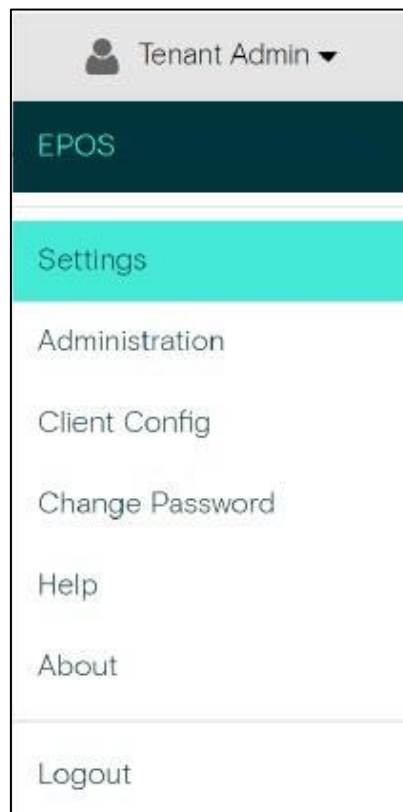


Figure 2-4: Partner: AudioCodes

Settings

General:

Timezone Preference

(GMT+01:00)Central European Standard Time

Updates End Point:

https://defaultnestgsta.blob.core.windows.net/

Partner

None

None

AudioCodes

- Go to 'Client config' and copy your **EPOS Manager Tenant ID**.

Figure 2-5: Client Config

Tenant Admin

EPOS

Settings

Administration

Client Config

Change Password

Help

About

Logout

Figure 2-6: EPOS Manager Tenant ID

Client Configuration

Backend Endpoint: https://webtool-stagingapi.enterprise.eposaudio.com

Initial Heartbeat Time: 7200 seconds

Tenant ID: 0c7d3e65-fc6b-4f4c-9ac9-2176a1e231b0

Download

- Paste the Tenant ID into the Device Manager (**EPOS > Tenant > Advanced** screen).

Figure 2-7: Paste the Tenant ID into the Device Manager

The screenshot shows the 'Device Manager' interface. On the left is a sidebar with navigation links: Dashboard, Users & Groups, Devices Configuration, Updates, System, Tenant (selected), and Reports. The main area is titled 'Tenant' and has tabs for SOFTWARE, LOGIN, CONFIGURATION, and ADVANCED. The 'ADVANCED' tab is active, displaying three input fields: 'Tenant ID' (pre-filled with '0c7d3e55-f0cb-4f4c-9ac9-2176a1e231b0'), 'Tenant Name', and 'Tenant Company Name'. A red 'Save' button is located at the bottom right of the form.

5. View EPOS device data displayed in the Device Manager.

2.3 Creating a Custom Configuration and Deploying it to a Specific Group

You can create your own custom configuration and deploy it to a specific group. For more information, see the *EPOS Manager Admin Guide* [here](#).

2.4 Deploying Firmware to a User Group

You can deploy specific firmware to a specific user group.

- To deploy specific firmware to a specific user group:

1. In the Device Manager, open the Manage Firmware List page (EPOS > Updates > Firmware).

Figure 2-8: Manage Firmware List

The screenshot shows the 'Manage Firmware List' page. At the top, there's a search bar and a 'Show Latest' dropdown. Below is a table with the following data:

DEVICE NAME	DEVICE TYPE	VERSION	RELEASE NOTES	RECEIVED ON	SENT BY	ACTION
ADAPT 130	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_130_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 130T	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_130T_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 160	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_160_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 160 ANC	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_160_ANC_8.41.26.0.zip	Jul 6 2021, 04:26	EPOS	
ADAPT 160T	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_160T_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 160T ANC	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_160T_ANC_8.41.26.0.zip	Jul 6 2021, 04:26	EPOS	
ADAPT 1x5	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_1x5_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 1x5T	Wired USB	8.41.26.0	https://update.eposstorage.com/deviceupdates/ADAPT_1x5T_8.41.26.0.zip	Aug 6 2021, 12:54	EPOS	
ADAPT 230	Wireless BT	1.4.4	https://update.eposstorage.com/deviceupdates/ADAPT_230_1.4.4.zip	May 26 2021, 04:03	EPOS	
ADAPT 260	Wireless BT	1.4.4	https://update.eposstorage.com/deviceupdates/ADAPT_260_1.4.4.zip	May 26 2021, 04:03	EPOS	

2. Click the deploy icon adjacent to the device associated with the firmware; the Deploy screen shown in the next figure is displayed.

Figure 2-9: Deploy

3. From the 'Select User Group' dropdown, choose the group to which to deploy the firmware (see the *Device Manager Administrator's Manual* and the *OVOC User's Manual* for more information about User Groups).
4. From the 'Deploy Type' dropdown, select **Mandatory**, **Optional** or **Silent** if the firmware release should be mandatory to user(s) or deployed as optional to user(s) or deployed as silent to user(s). Silent update is only applicable for firmware updates.
5. Select a time schedule for the deployment.
6. Select **Default** or **Custom** message (applicable only for mandatory updates). If you select the **Custom** option, enter a message of up to 250 characters.

For more information, see the *EPOS Manager Admin Guide* [here](#).

2.5 Monitoring EPOS Devices

This section shows how to use the Device Manager to monitor EPOS devices in the

- Dashboard page
- Device Status page
- Reports page

➤ To monitor EPOS devices:

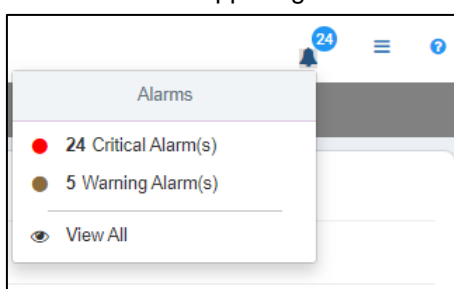
1. In the Device Manager, open the Device Status page (**EPOS > Dashboard > Device Status**).

Figure 2-10: Device Status

USER NAME	NAME	STATUS	FIRMWARE	FIRST FIRMWARE	FIRST SEEN	LAST SEEN	FIRST IP	LAST IP	VENDOR
Zhenhao (Alex) Liu	ADAPT 660		1.4.19	1.4.19	May 5 2021, 09:59	May 5 2021, 09:59	10.100.139.66	10.100.139.66	EPOS
Karst Ziman	ADAPT 660		1.4.19	1.4.19	Jul 14 2021, 11:20	Aug 1 2021, 02:23	10.38.2.19	10.38.2.19	EPOS
Karst Ziman	BT0 800		2.12.1	2.12.1	Jul 14 2021, 11:16	Aug 1 2021, 02:23	10.38.2.19	10.38.2.19	EPOS
Zhenhao (Alex) Liu	BT0 800 USB for Lync		2.13.5	2.13.5	May 5 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	BT0 800 USB for Lync		2.13.5	2.13.5	May 5 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	BT0 800 USB for Lync		2.16.7	2.16.7	May 3 2021, 10:42	Jul 29 2021, 01:57	192.168.0.16	192.168.0.16	EPOS
Zhenhao (Alex) Liu	MB 660 MS		2.4.0	2.4.0	May 3 2021, 10:42	Jul 29 2021, 01:57	192.168.0.16	192.168.0.16	EPOS
Zhenhao (Alex) Liu	SDW 5 80 EU		1.6.60	1.6.60	May 5 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	SDW 60 HS		1.6.60	1.6.60	May 5 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	U 20 BL USB		1.0.2	1.0.2	May 5 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS

The 'User Name' column shows the names of the users whose devices are shown in the adjacent 'Device Name' column.

- Point your cursor over an icon in the 'Status' column; a tooltip indicates whether the adjacent device is active or inactive.
- Click the alarms icon in the upper right corner of the page.



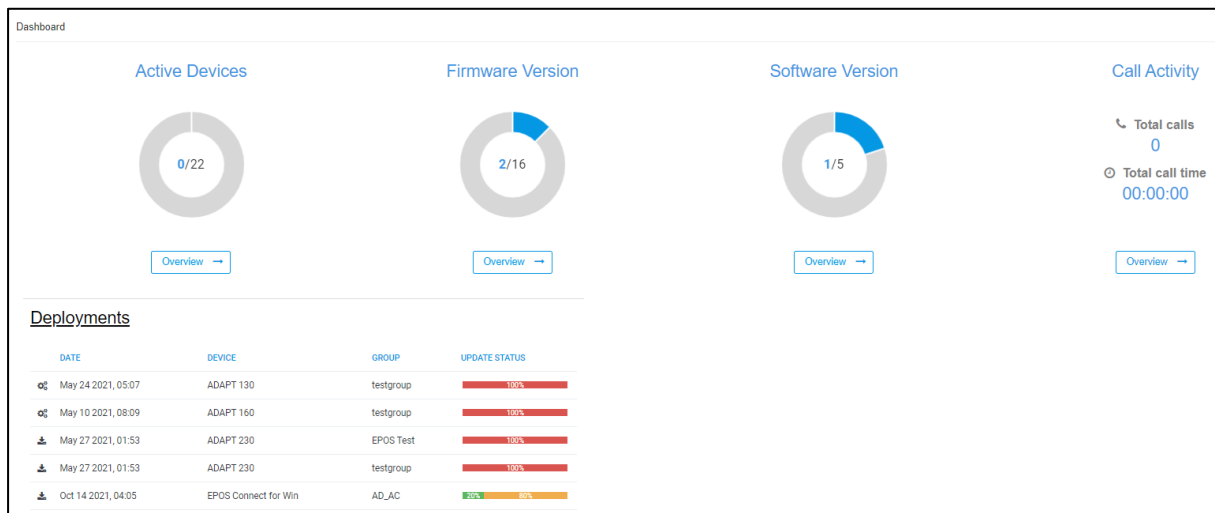
- View in the popup a breakdown of the alarms in your network.
- Click the **View All** option for the Alarms page to open, displaying all alarms in the network, including EPOS device related alarms, and facilitating alarm management.

Figure 2-11: Alarms Page

SEVERITY	NAME	DESCRIPTION	TENANT	SOURCE	INFO	REMOTE HOST	RECEIVED TIME	LAST ACTION TIME
	Actions IPhone WEB Successful Login Failed Trials	This Alarm is sent when IPP detects several successive login failed trials for WEB browsing	IL	IPhone/WEB/00908F9C1C99		37.142.12.66	16.11.2021 12:13:18	
	Actions IPhone Lync Login Failure	This Alarm is activated when failing to connect to the Lync server during sign in	IL	IPhone/Lync/00908F1C0C05	connecting fail	37.142.12.66	16.11.2021 10:36:00	
	Actions VIP Endpoint is disconnected	VIP Endpoint is disconnected	IL	OVOC Mgmt		192.168.1.125	14.11.2021 19:15:29	
	Actions Remote Control Battery drained	This Alarm is activated upon Remote-Control battery drained under 20%	IL	IPhone/RCU/000461001d6	F4:4E:FD:FA:68:AF	195.189.193.1	10.11.2021 14:31:27	
	Actions Remote Control Battery drained	This Alarm is activated upon Remote-Control battery drained under 20%	IL	IPhone/RCU/000461001d6	F4:4E:FD:FA:68:AF	195.189.193.1	08.11.2021 16:35:06	
	Actions IPhone Lync Login Failure	This Alarm is activated when failing to connect to the Lync server during sign in	IPPRND	IPhone/00908F55fa70	connecting fail	37.142.12.66	08.11.2021 13:24:46	
	Actions IPhone Conference Speaker Connection Failure	This alarm is sent when the USB connection between the phone and the speaker fails	IL	IPhone/00908F96090E		74.143.231.18	31.10.2021 01:02:30	
	Actions Remote Control Battery drained	This Alarm is activated upon Remote-Control battery drained under 20%	IL	IPhone/RCU/00908F8000d	F4:4E:FD:24:E6:54	119.8.61.189	25.10.2021 11:08:43	
	Actions IPhone Conference Speaker Connection Failure	This alarm is sent when the USB connection between the phone and the speaker fails	IL	IPhone/00908F96722F		175.96.154.254	20.10.2021 09:12:13	
	Actions VIP Endpoint is disconnected	VIP Endpoint is disconnected	IL	OVOC Mgmt		10.50.10.84	12.10.2021 11:01:52	
	Actions IPhone Lync Login Failure	This Alarm is activated when failing to connect to the Lync server during sign in	IPPRND	IPhone/00908F55fa70	authorization fail	37.142.12.66	10.10.2021 15:41:45	
	Actions Remote Control is not connected	This Alarm is activated upon Remote-Control was disconnected	IL	IPhone/RCU/00046100238	F4:4E:FD:22:39:C1	195.189.193.1	06.10.2021 09:54:50	
	Actions VIP Endpoint is Not Registered / Offline	VIP Endpoint is in Unregistered/Offline status	IL	OVOC Mgmt		10.50.10.178	02.09.2021 20:00:39	
	Actions VIP Endpoint is Disconnected	VIP Endpoint is disconnected	IL	OVOC Mgmt		10.160.10.61	27.08.2021 12:08:38	
	Actions VIP Endpoint is Not Registered / Offline	VIP Endpoint is in Unregistered/Offline status	IL	OVOC Mgmt		192.168.1.9	24.08.2021 13:29:34	
	Actions IPhone Lync Login Failure	This Alarm is activated when failing to connect to the Lync server during sign in	IL	IPhone/00908F863247	authorization fail	87.60.31.133	11.08.2021 12:33:39	
	Actions IPhone Register Failure	This Alarm is activated upon registration failure	IL	IPhone/00908F948DA	unknownGeneral	190.81.126.117	04.08.2021 20:29:40	
	Actions VIP Endpoint is Disconnected	VIP Endpoint is disconnected	IL	OVOC Mgmt		192.168.1.196	02.08.2021 00:05:29	
	Actions VIP Endpoint is Disconnected	VIP Endpoint is disconnected	IL	OVOC Mgmt		10.64.8.170	28.07.2021 12:21:59	

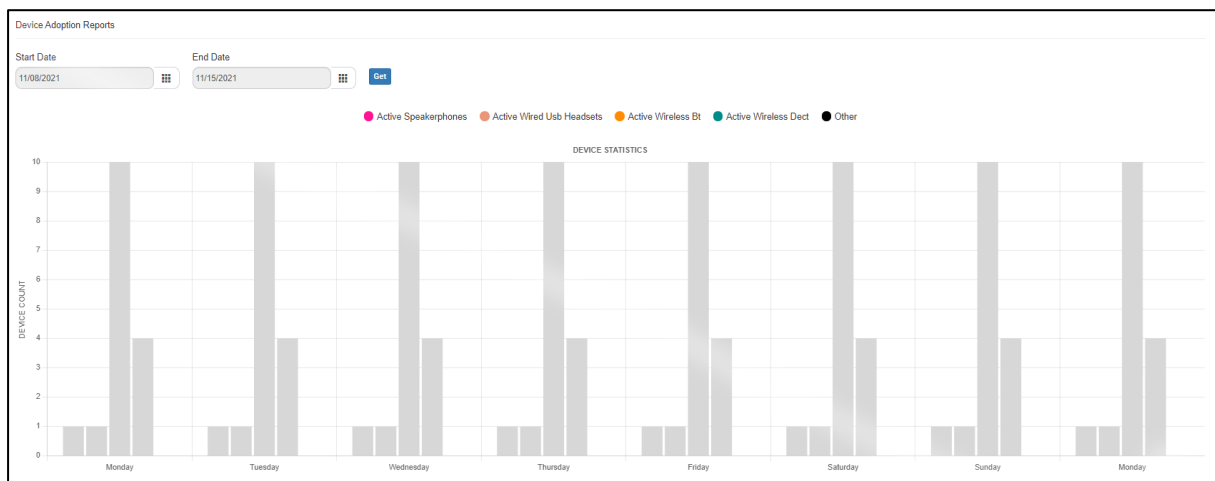
- Open the Dashboard page (EPOS > Dashboard > Dashboard).

Figure 2-12: Dashboard



- Only EPOS devices are displayed.
- Click the **Overview** link under **Active Devices** (for example); the Device Adoption Reports page is displayed.

Figure 2-13: Device Adoption Reports

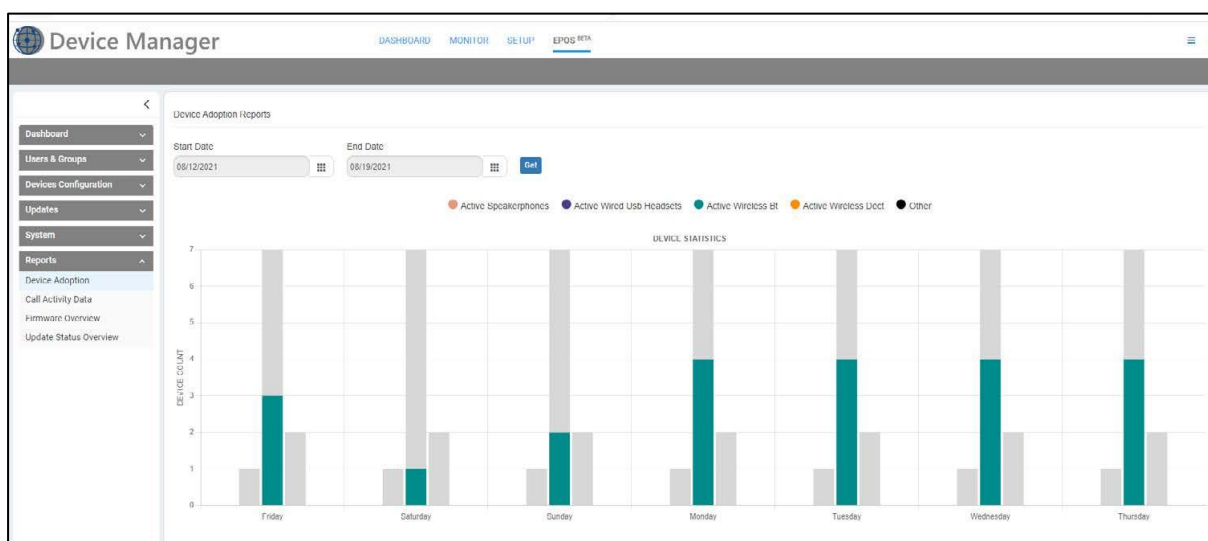


- Open the Reports page (**EPOS > Reports**) and from the submenu select either:
 - **Device Adoption**
 - **Call Activity Data**
 - **Firmware Overview -OR-**
 - **Update Status Overview**

Figure 2-14: Firmware Overview Reports

Firmware Overview Reports			
<input type="text"/>			
Device Type	WirelessBT		
DEVICE NAME	PRODUCT ID	VERSION LIST	
ADAPT 660	246	VERSION	COUNT
		1.4.19	2
BTD 800	276	VERSION	COUNT
		2.15.8	1
		2.13.7	1
		2.12.1	1
BTD 800 USB for Lync	34	VERSION	COUNT
		2.16.7	1
		2.13.5	2
MB 660 MS	107	VERSION	COUNT
		2.4.0	1

Figure 2-15: Device Adoption Reports



From the dropdown select **Device Type**:

- ◆ **Wired ED** headsets (analog headsets)
- ◆ **Wireless DECT** headsets
- ◆ **Wireless BT** headsets (Bluetooth products)
- ◆ **Wired USB** headsets
- ◆ **Speakerphones**

See the *EPOS Manager Admin Guide* [here](#) for more information.

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3 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.

3.1 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"
```

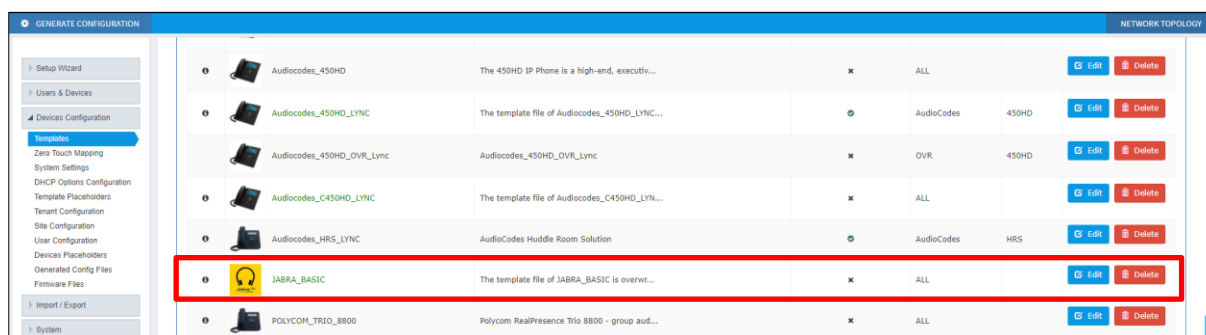


Note: Communication is only in a Jabra → OVOC direction, not vice-versa, unlike other devices.

➤ **To update device configuration:**

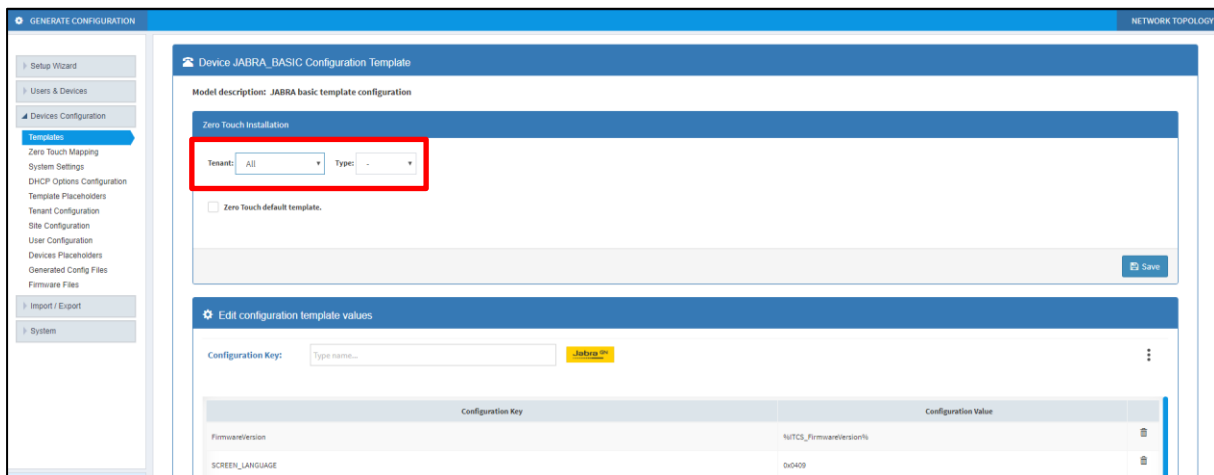
1. In the Devices Configuration Templates page (**Setup > Configuration > Templates**), select the JABRA_BASIC template and then click the **Edit** button; edit the template parameters according to your requirements.

Figure 3-1: Templates – JABRA_BASIC



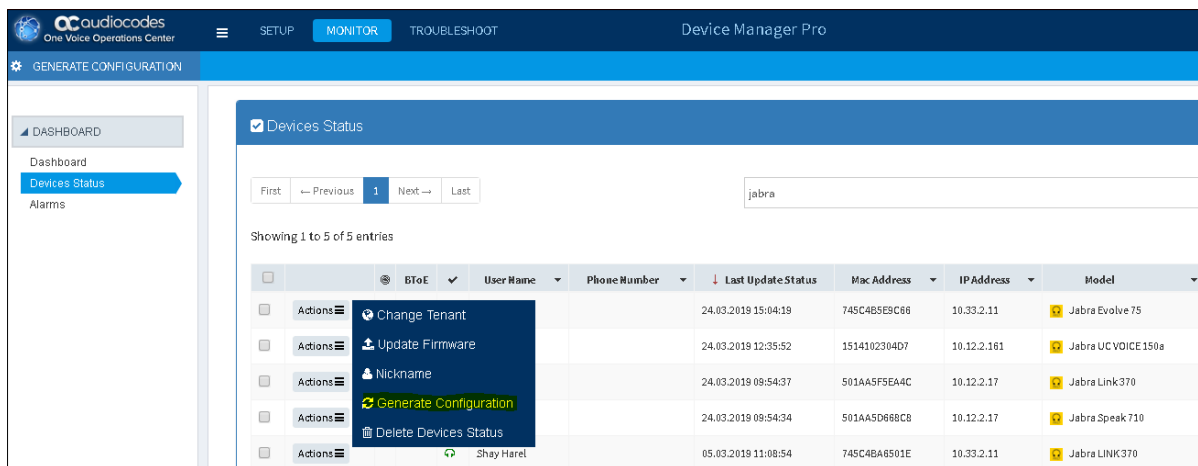
2. You can update device configuration *per tenant* or *per site*. The changes you make will then impact the templates of all devices under the tenant or site they're located.

Figure 3-2: JABRA_BASIC Configuration Template



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 3-3: Generate Configuration



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

➤ **To update the Jabra firmware:**

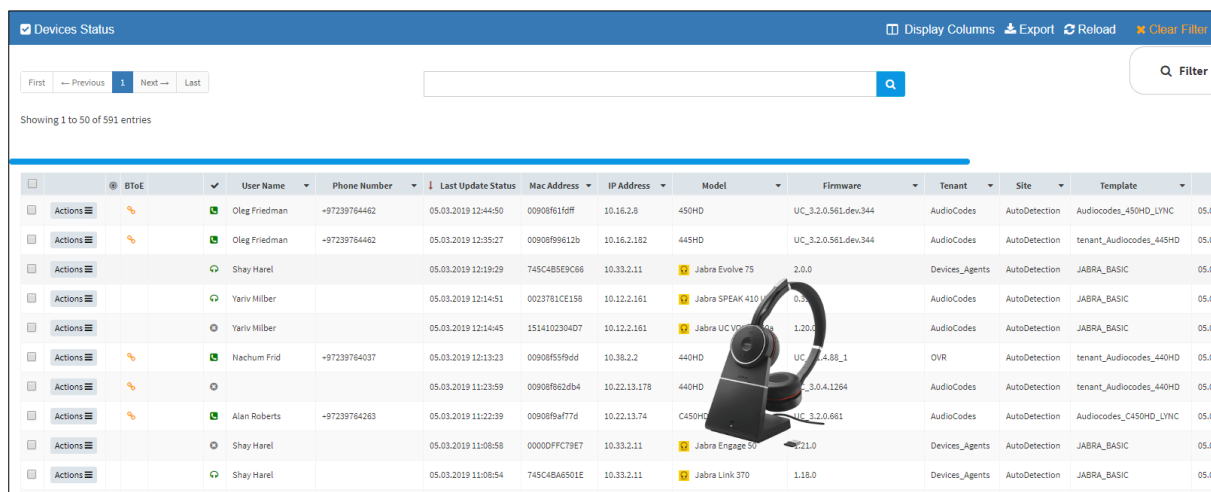
1. Download the firmware from Jabra's support website to the user's PC.
2. Upload the firmware to the OVOC server.
3. In the Devices Status page, update the firmware file for the Jabra devices.
4. Wait for the next Jabra keep-alive for the new firmware to take effect.

3.2 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 3-4: Devices Status Page: Jabra Icons, Product Names, Visual Tooltip



BT/e	User Name	Phone Number	Last Update Status	Mac Address	IP Address	Model	Firmware	Tenant	Site	Template
	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
	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
	Shay Harel		05.03.2019 12:19:29	745C4B5E9C66	10.33.2.11	Jabra Evolve 75	2.0.0	Devices_Agents	AutoDetection	JABRA_BASIC
	Yariv Milber		05.03.2019 12:14:51	0023781CE158	10.12.2.161	Jabra SPEAK 410	0.3.0	AudioCodes	AutoDetection	JABRA_BASIC
	Yariv Milber		05.03.2019 12:14:45	1514102940D7	10.12.2.161	Jabra UC VTX	1.20.0	AudioCodes	AutoDetection	JABRA_BASIC
	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
			05.03.2019 11:23:59	00908f662db4	10.22.13.178	440HD	UC_3.0.4.1264	AudioCodes	AutoDetection	tenant_Audiocodes_440HD
	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
	Shay Harel		05.03.2019 11:08:58	0000DFC79E7	10.33.2.11	Jabra Engage 50	0.21.0	Devices_Agents	AutoDetection	JABRA_BASIC
	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 > 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 3-5: JABRA_BASIC Template



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

3.3 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 'Device firmware files' page of the Device Manager (**Setup > Firmware > Firmware Files**).

Figure 3-6: Device Firmware Files

NAME	DESCRIPTION	VERSION	FILE NAME	TENANT
1 405	405 - default firmware			
2 420HD	420HD - default firmware			
3 430HD	430HD - default firmware			
4 440HD	440HD - default firmware			
5 445HD	445HD - default firmware			
6 450HD	450HD - default firmware	450HDUC_3.4.6.425	450HD.img	
7 C435HD	C435HD - default firmware			
8 C435HD_TEAMS_1.12.51	C435HD_TEAMS_1.12.51		C435HD_TEAMS_1.12.51.zip	
9 C435HD_TEAMS_1.14.402	C435HD_TEAMS_1.14.402		C435HD_TEAMS_1.14.402.zip	
10 C448HD	C448HD - default firmware			
11 C450HD	C450HD - default firmware	C450HDUC_3.4.6.576	C450HD.img	
12 C450HD_TEAMS_1.10.143	C450HD_TEAMS_1.10.143	C450HD_TEAMS_1.10.143	C450HD_TEAMS_1.10.143.zip	

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

Figure 3-7: Download Jabra Firmware Page

Product	Version	Download
1 AudioCodes HRS 457	Version: 1.38.0 Version: 1.39.0	Download
2 DELL PRO STEREO HEADSET UC350	Version: 2.4.0 Version: 2.7.0	Download
3 Jabra BIZ 1100 Mono	Version: 1.2.6	Download
4 Jabra BIZ 1100 Stereo	Version: 1.2.6	Download
5 Jabra BIZ 1500 USB Duo	Version: 1.2.0	Download

Jabra BIZ 1100 Mono
Version: 1.2.5
Release Date: 01-12-2015
Product: 0
Variant Type: 01-52
Release Notes: <https://www.jabra.com/support/release-not...>

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

3.4 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.

4 Poly Trio | VVX | CCX Devices

Network administrators can use AudioCodes' Device Manager Pro to manage Poly Trio, Poly VVX and Poly CCX devices.

4.1 Requirements

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

4.2 Managing Poly Trio, VVX and CCX

Managing Poly Trio, VVX and CCX devices involves:

- Setting up automatic provisioning per model – see Section 4.2.1.
- Configuring automatic provisioning per model – see Section 4.2.2.
- Monitoring Poly Trio | VVX | CCX devices – see Section 4.2.3.
- Updating Firmware – see Section 4.2.5.

4.2.1 Setting up Automatic Provisioning per Model

Poly Trio | VVX | CCX devices 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 Poly devices, irrespective of model, were *manually provisioned with the same template* from Poly's provisioning server.
- For more information about manually provisioning Poly devices, see the *Device Manager Administrators Manual Version 7.6.1000* and earlier.

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

4. In the Device Manager, open the Poly Configuration page (**Setup > Configuration > Poly Configuration**).

Figure 4-1: Poly Configuration

Polycom Configuration

GENERAL

☐ Polycom REST HTTPS protocol

Polycom Provisioning Server URL: <https://lppdm.audiocodes.com/lpp/admin/polycomconfig/>

Polycom Provisioning Server URL with Tenant(Zero Touch): https://lppdm.audiocodes.com/lpp/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

ADMIN PASSWORD	TEMPLATE PLACE HOLDER	POLYCOM ATTRIBUTE
Password	%ITCS_polycom_admin_password%	device.auth.local/AdminPassword

Save All Settings | Create Template | Manage Firmware

5. Click the **Create Template** button.

Figure 4-2: Create Template

	Name	Description		
<input checked="" type="checkbox"/>	VVX_101	Polycom VVX 101		
<input checked="" type="checkbox"/>	VVX_410	Polycom VVX 410		
<input checked="" type="checkbox"/>	TRIO_8800	Polycom RealPresence Trio 8800 IP POE Conference Phone		
<input type="checkbox"/>	VVX_150	Polycom VVX 150		
<input type="checkbox"/>	VVX_201	Polycom VVX 201		
<input type="checkbox"/>	VVX_250	Polycom VVX 250		
<input type="checkbox"/>	VVX_300	Polycom VVX300 Media IP Phone TAA Compliant		
<input type="checkbox"/>	VVX_301	Polycom VVX 301		
<input type="checkbox"/>	VVX_310	Polycom VVX 310		
<input type="checkbox"/>	VVX_311	Polycom VVX 311. Corded Business Media Phone System - 6 Line Desktop Phone w/hd voice		
<input type="checkbox"/>	VVX_350	Polycom VVX 350. Business IP Phone		
<input type="checkbox"/>	VVX_400	Polycom VVX 400 IP Phone - Cable		

Reload Create Close

6. Click the **Reload** button to update the list of Poly phone models.
7. Select the Poly 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 > Configuration > Templates**). If you delete such a template in the Templates page, its entry in the Create Template screen will become selectable.

8. Click the **Create** button.
9. Open the Templates page (**Setup > Configuration > Templates**).

4.2.2 Configuring Automatic Provisioning per Model

After *setting up* automatic provisioning per mode as shown in Section 4.2.1, you need to configure the parameters in the Poly Configuration page.

➤ To configure automatic provisioning of Poly devices per model:

- In the Poly Configuration page (**Setup > Configuration > Poly Configuration**), configure the parameters using the following table as reference.

Table 4-1: Poly Configuration

Parameter	Description
Secure (HTTPS) communication from the Device Manager to Poly devices	Secures communications between the Device Manager and Poly devices. Protects the privacy and integrity of the data exchanged between them.
Poly Provisioning Server URL	Use this Poly provisioning server URL when managing a telephony network <i>without a tenant</i> .

Parameter	Description
Poly Provisioning Server URL with Tenant (Zero Touch)	<p>Use this Poly provisioning server URL when managing a telephony network <i>with a tenant (Zero Touch)</i>.</p> <p>Replace TENANT_NAME with the name of the tenant; every Poly device that uses this URL in the provisioning server address will then be associated with this tenant.</p>
Provisioning User Name	<p>Enter the name of the user of the AudioCodes provisioning server.</p> <p>The equivalent parameter in the Poly provisioning server is displayed (to the right) under 'Poly Attributes': device.prov.user</p> <p>The equivalent template placeholder in the Poly provisioning server is displayed (to the right) under 'Template Placeholder':</p> <p>%ITCS_polycom_prov_user%</p> <p>Use it to create a template for the Poly devices in the network; dedicated templates will then be available for the different Poly phone models in the network. The templates will be displayed in the Devices Configuration Templates page (Setup > Configuration > Templates).</p>
Provisioning Password	<p>Enter the password of the AudioCodes provisioning server.</p> <p>The equivalent parameter in the Poly provisioning server is displayed (to the right) under 'Poly Attributes':</p> <p>device.prov.password</p> <p>The default Poly password is 456.</p> <p>The equivalent template placeholder in the Poly provisioning server is displayed (to the right) under 'Template Placeholder':</p> <p>%ITCS_polycom_prov_password%</p> <p>Use it to create a template for the Poly devices in the network; dedicated templates will then be available for the different Poly phone models in the network. The templates will be displayed in the Devices Configuration Templates page (Setup > Configuration > Templates).</p>
Admin Password	Enter the password of the

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

4.2.5 Updating Poly Device Firmware

The Device Manager allows network administrators to get the latest Poly 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 Poly device firmware from AudioCodes' repository:

1. Open the Poly Configuration page (**Setup > Configuration > Poly Configuration**).

Figure 4-5: Poly 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 | Manage Firmware

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

Figure 4-6: Manage Poly Firmware

Manage Polycom Firmware

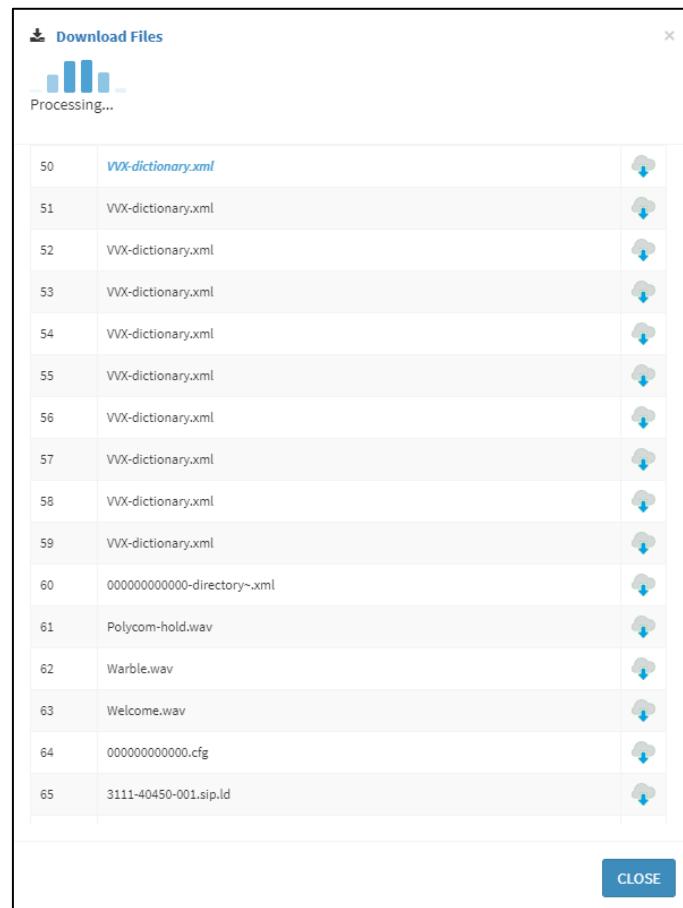
1		Version: 5.9.2.3448	Sync
		Version: 5.9.3.2857	Sync
		Version: 5.9.2.3446	Sync
2		Version: 6.0.0.4839	Sync
		Version: 5.9.3.2857	Sync
		Version: 5.9.2.3446	Sync
		Version: 6.0.0.4796	Sync
3		Version: 6.0.0.4839	Sync
		Version: 5.9.3.2857	Sync
		Version: 5.9.2.3446	Sync
		Version: 6.0.0.4796	Sync
5		Version: 6.0.0.4839	Sync
		Version: 5.9.3.2857	Sync
		Version: 5.9.2.3446	Sync
		Version: 6.0.0.4796	Sync

VVX_311
 Version: 5.9.3.2857
 Product Name: VVX_311
 Description: Polycom VVX.311: Corded Business Media Phone System - 6 Line Desktop Phone w/hd voice
 Available: Yes

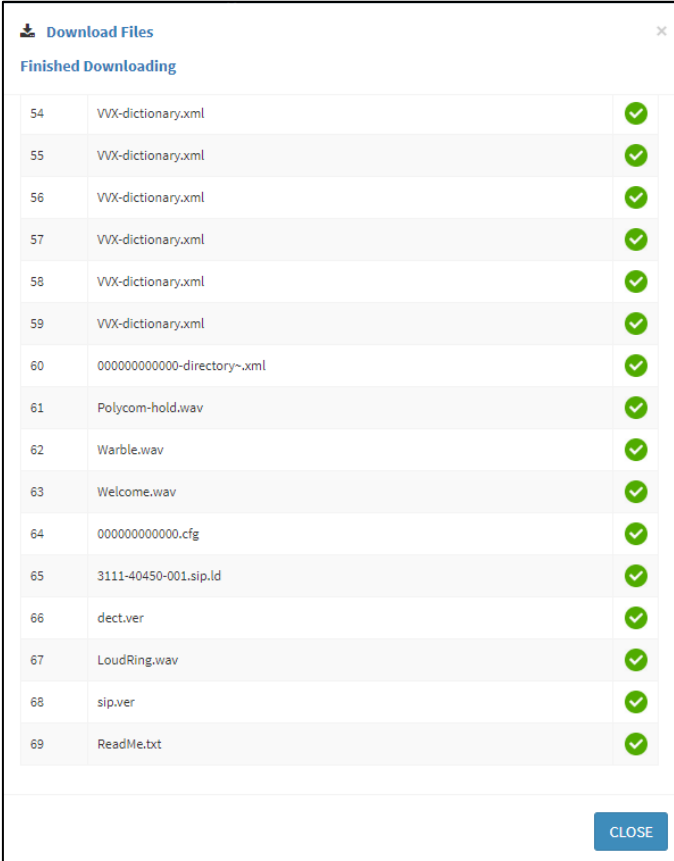
Check For New Versions | Polycom Settings

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

Figure 4-7: Download Files

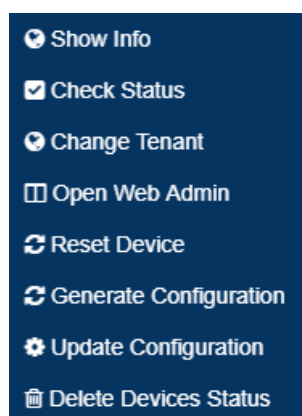


4. Wait until the Finished Downloading window is displayed with all firmware files related to the Poly phone model, checked.

Figure 4-8: Finished Downloading


ID	File Name	Status
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	✓

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

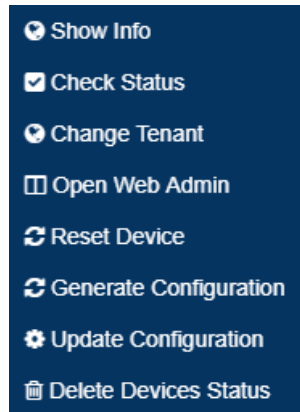
Figure 4-9: Update Configuration

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

4.3 Performing Actions on a Poly Device

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

Figure 4-10: Actions on Poly Trio | VVX | CCX Devices



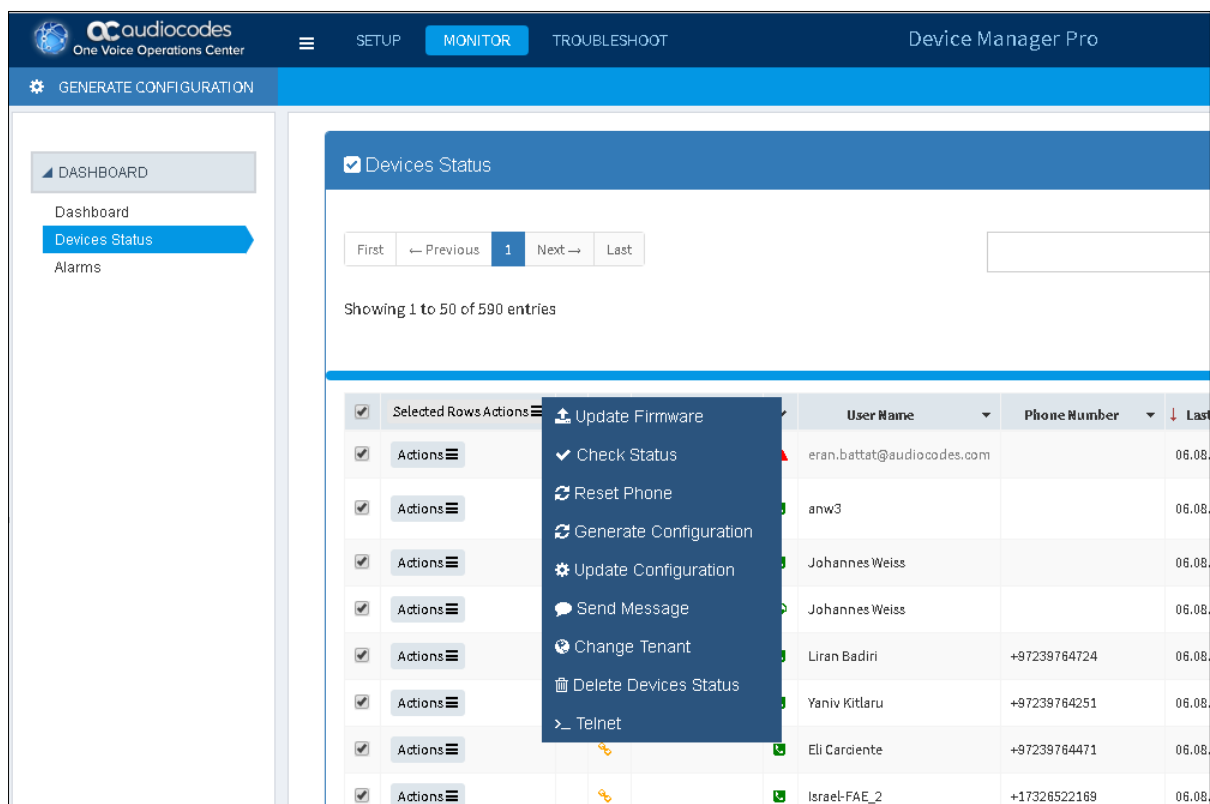
4.4 Performing an Action on Multiple Poly Devices

Some actions can be performed on multiple Poly devices simultaneously.

➤ To perform an action on multiple Poly devices:

1. Open the Devices Status page (**Monitor > Dashboard > 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 4-11: Performing an Action on Multiple Poly Devices



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

4.4.1 Checking the Status of a Poly Device

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

Figure 4-12: Check Status of Poly VVX

The screenshot shows the 'Devices Status' page with a modal window open for checking the status of a Poly VVX device. The modal displays the following information:

- Status:** Presence: *In a call*
- MACAddress: 0004f2d5fc37
- username: Shay.Harel
- status: Registered
- AttachedHardware: ("EM":[])
- ModelNumber: VVX 410
- DeviceVendor: Polycom
- FirmwareRelease: 5.8.0.12848
- DeviceType: hardwareEndpoint
- UpTimeSinceLastReboot: 1 Day 23:23:58
- IPv6Address: ::
- IPv4Address: 10.33.2.18

The modal has an 'OK' button at the bottom. In the background, the 'Devices Status' table is visible, showing columns for Model, Firmware, Tenant, Site, and Template. The table lists various devices, including TRI0_8800, VVX_410, 440HD, 430HD, and Jabra Engage 75 Stereo.

4.4.2 Showing Information about a Poly Device

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

Figure 4-13: Show Info about Poly VVX

The screenshot shows the 'Show Info' page for a Poly VVX device. The page displays the following information:

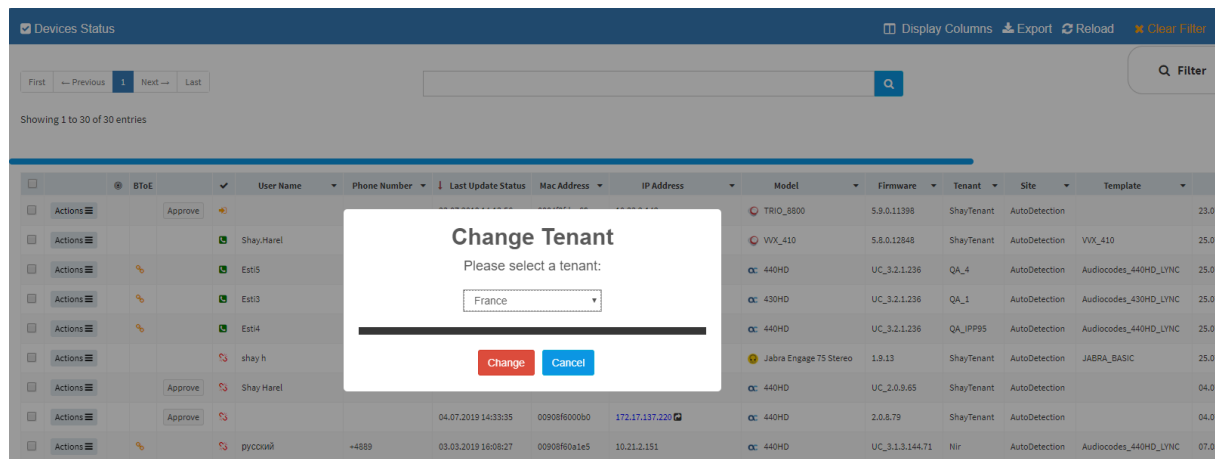
- TRI0_8800**
- Version: 5.9.0.11421
- Site Name: AutoDetection
- Tenant Name: AudioCodes
- MAC: 0004f2d5fc37
- Device Type: hardwareEndpoint
- AUTH: OK
- External IP: 127.0.0.1
- IP: 10.33.2.142
- Last Status Update Time: 06.08.2019 17:20:32
- Up Time Since Last Reboot: 0 Day 1:01:12
- Report Time: 06.08.2019 17:20:32
- Status: registered
- Subnet: 255.255.255.0
- Template Name: TRI0_8800
- User Name: SkypeUSB:0004f2d5fc37

On the right side of the page, there is a large image of a Poly VVX phone with a red 'P' icon. Below the image, there is a 'Back' button. At the bottom of the page, there are two sections: 'There are no Alarms for this device' and 'There are no Journal Activities for this device'.

4.4.3 Changing Tenant

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

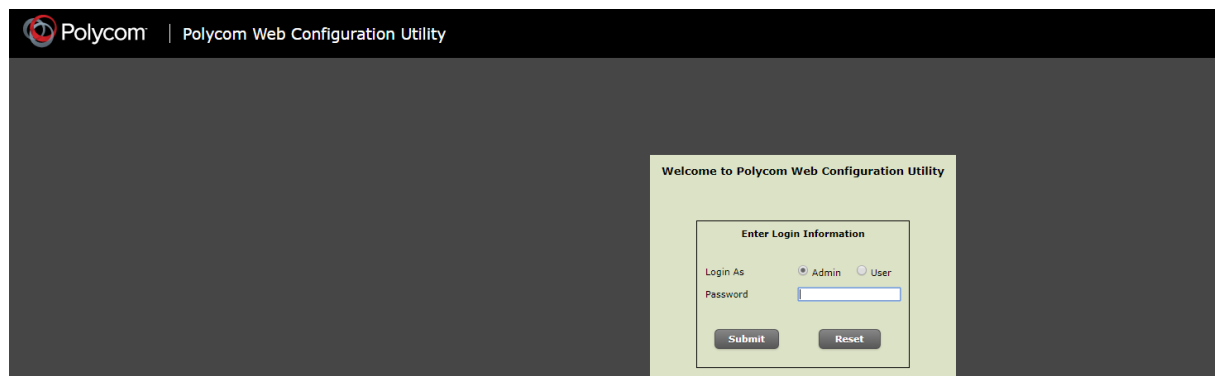
Figure 4-14: Change Poly VVX Tenant



4.4.4 Opening the Poly Web Configuration Utility

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

Figure 4-15: Poly Web Configuration Utility

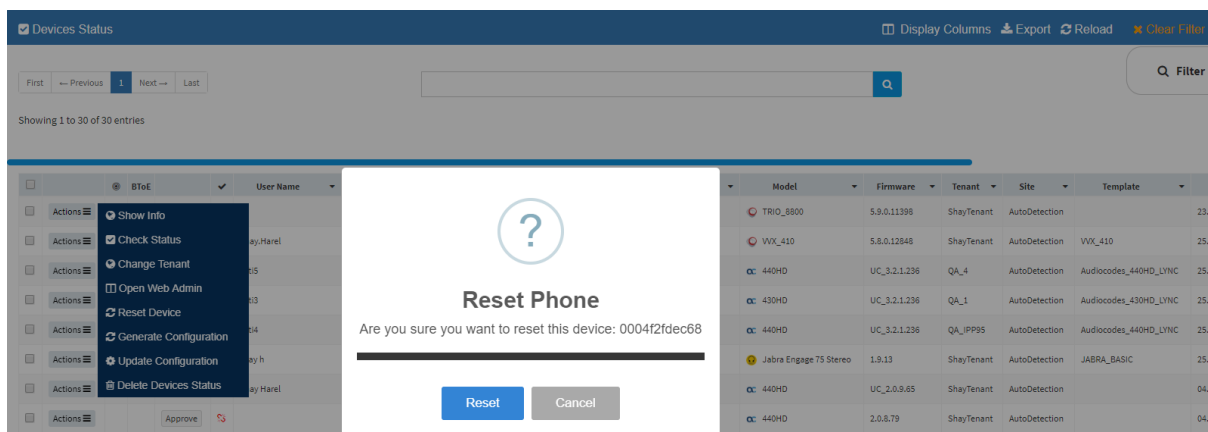


See *Poly's documentation* for more information about the Web Configuration Utility.

4.4.5 Resetting a Poly Device

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

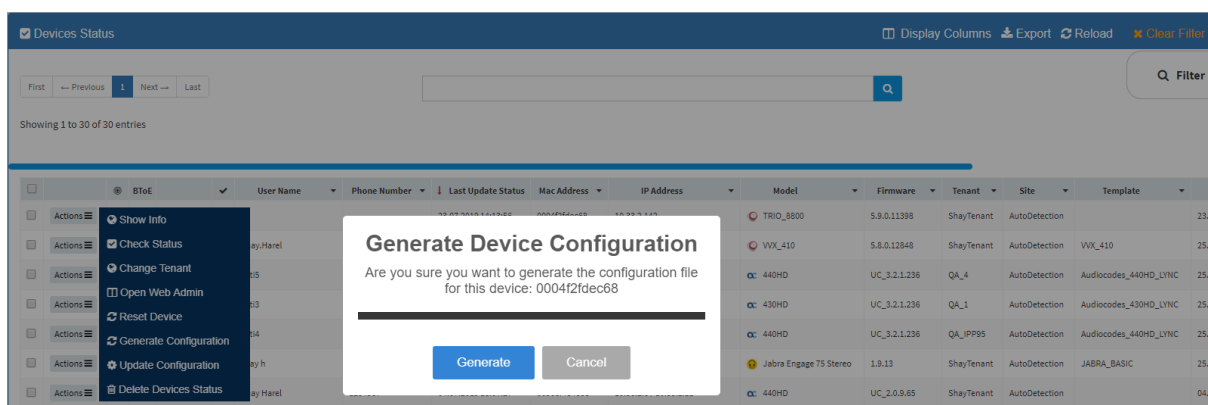
Figure 4-16: Reset Phone



4.4.6 Generating a Device Configuration

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

Figure 4-17: Generate Device Configuration

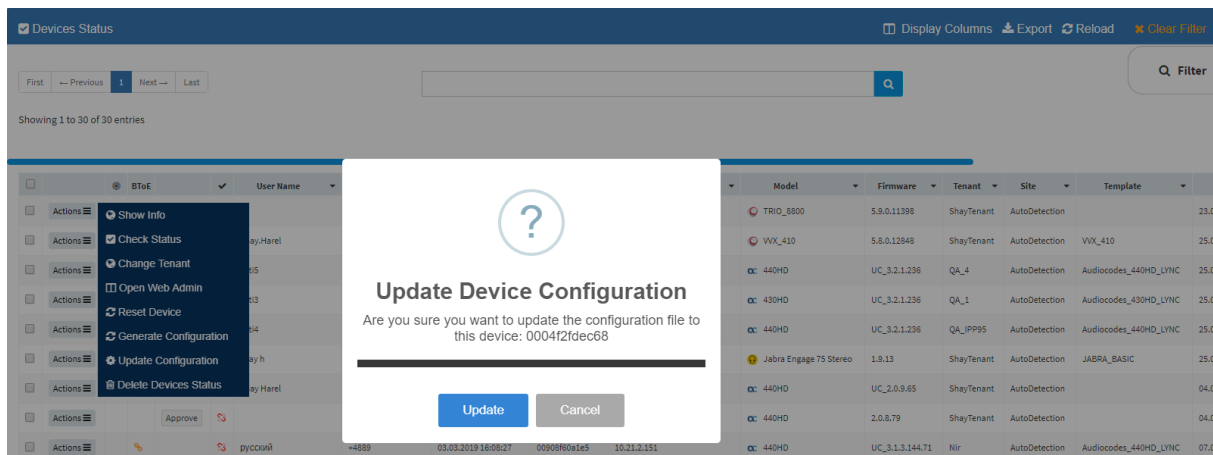


This action is the same for Poly Trio | VVX | CCX devices as for AudioCodes' devices. Use the *Device Manager Administrator's Manual* as reference.

4.4.7 Updating Device Configuration

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

Figure 4-18: Update Device Configuration

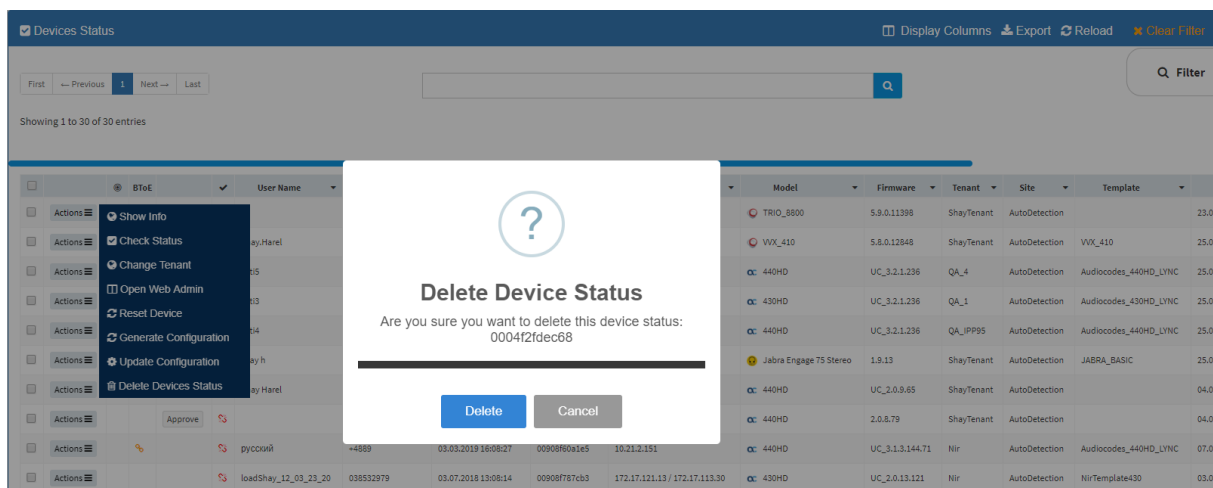


This action is the same for Poly Trio | VVX | CCX devices as for AudioCodes' devices. Use the *Device Manager Administrator's Manual* as reference.

4.4.8 Deleting Device Status

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

Figure 4-19: Delete Device Status



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

4.5 Managing Templates

The templates and placeholders behave exactly the same as AudioCodes' devices with the syntax of the Poly Trio | VVX | CCX 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 *Poly documentation* before making the change.

5 Spectralink 8440

Spectralink 8440 devices can be managed using Device Manager Pro.

5.1 Requirements

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

5.2 Installing the Device

Configure the Spectralink 8440 device's "provisioning server" to be Device Manager Pro. To do this:

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

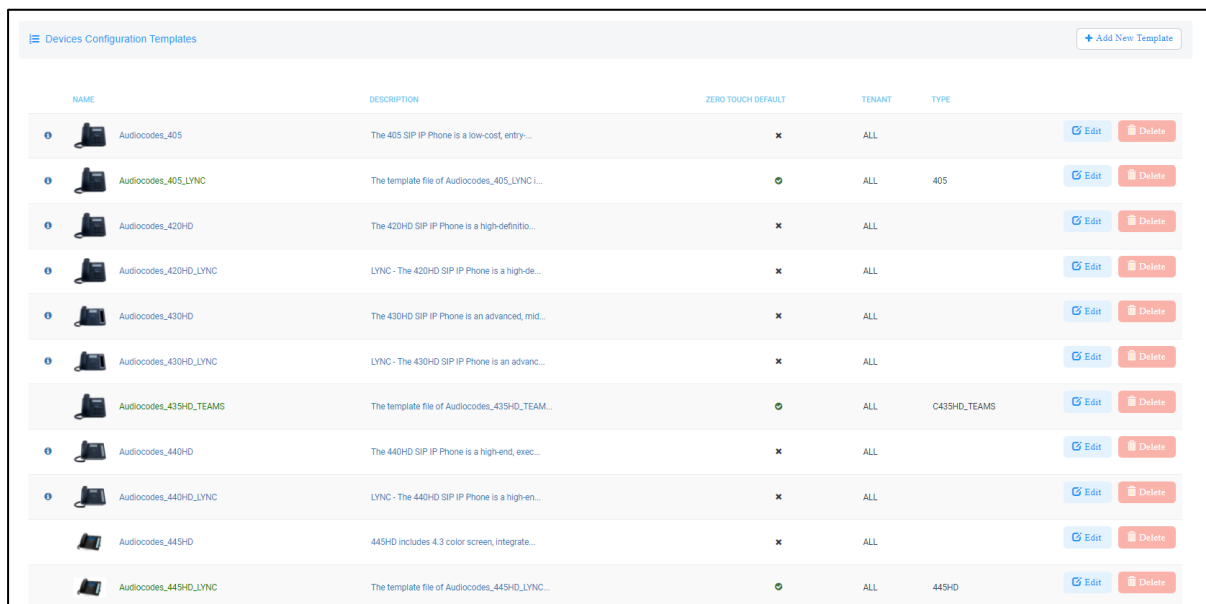
5.2.1 Generating a Configuration File












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

➤ To generate a configuration file:

1. Open the Device Configuration Templates page (**Setup > Configuration > Templates**).

Figure 5-1: Device Configuration Templates



NAME	DESCRIPTION	ZERO TOUCH DEFAULT	TENANT	TYPE	
 Audiocodes_405	The 405 SIP IP Phone is a low-cost, entry...	✗	ALL		Edit Delete
 Audiocodes_405_LYNC	The template file of Audiocodes_405_LYNC L...	✔	ALL	405	Edit Delete
 Audiocodes_420HD	The 420HD SIP IP Phone is a high-definitio...	✗	ALL		Edit Delete
 Audiocodes_420HD_LYNC	LYNC - The 420HD SIP IP Phone is a high-de...	✗	ALL		Edit Delete
 Audiocodes_430HD	The 430HD SIP IP Phone is an advanced, mid...	✗	ALL		Edit Delete
 Audiocodes_430HD_LYNC	LYNC - The 430HD SIP IP Phone is an advanc...	✗	ALL		Edit Delete
 Audiocodes_439HD_TEAMS	The template file of Audiocodes_439HD_TEAM...	✔	ALL	C439HD_TEAMS	Edit Delete
 Audiocodes_440HD	The 440HD SIP IP Phone is a high-end, exec...	✗	ALL		Edit Delete
 Audiocodes_440HD_LYNC	LYNC - The 440HD SIP IP Phone is a high-en...	✗	ALL		Edit Delete
 Audiocodes_445HD	445HD includes 4.3 color screen, integrate...	✗	ALL		Edit Delete
 Audiocodes_445HD_LYNC	The template file of Audiocodes_445HD_LYNC...	✔	ALL	445HD	Edit Delete

2. Scroll down and click **Spectralink 8440**.

Figure 5-2: Device Configuration Templates – Spectralink 8440

	Audiocodes_C450HD_TEAMS	The template file of Audiocodes_C450HD_TEA...		ALL	C450HD_TEAMS	Edit Delete
	Audiocodes_C455HD_TEAMS	The template file of Audiocodes_C455HD_TEA...		ALL	C455HD_TEAMS	Edit Delete
	Audiocodes_C470HD_TEAMS	The template file of Audiocodes_C470HD_TEA...		ALL	C470HD_TEAMS	Edit Delete
	Audiocodes_C470HD_TEAMS_ovoc	The template file of Audiocodes_C470HD_TEA...		ALL	C470HD_TEAMS	Edit Delete
	Audiocodes_HRS_LYNC	AudioCodes Huddle Room Solution		ALL		Edit Delete
	Audiocodes_RX50_LYNC	RX50 template configuration		ALL	RX50	Edit Delete
	Audiocodes_RXV80_TEAMS	The template file of Audiocodes_RXV80_TEAM...		ALL	RXV80	Edit Delete
	JABRA_BASIC	JABRA basic template configuration		ALL		Edit Delete
	POLYCOM_TRIO_8800	Polycom RealPresence Trio 8800 - group aud...		ALL		Edit Delete
	POLYCOM_VVX	Polycom business phone.		ALL		Edit Delete
	SPECTRALINK_8440	Baseline VOWLAN product with enterprise-gr...		ALL		Edit Delete
	TRIO_8800	Polycom RealPresence Trio 8800 IP POE Conf...		ALL		Edit Delete



Device SPECTRALINK_8440 Configuration Template

Edit configuration template values

Configuration Set: NONE

Configuration Key:

Configuration Value:

CONFIGURATION KEY	CONFIGURATION VALUE

Actions

[Edit Template](#)
[Download Template](#)
[Upload Template](#)

[Generate Global Configuration Template](#)
[Show Place Holders](#)

[Cancel](#)

3. Click **Generate Global Configuration Template.**

- You need to perform this action only *once* for *all* Spectralink 8440 devices.
- Continue with *manual configuration* in the device web admin, described in the next section.

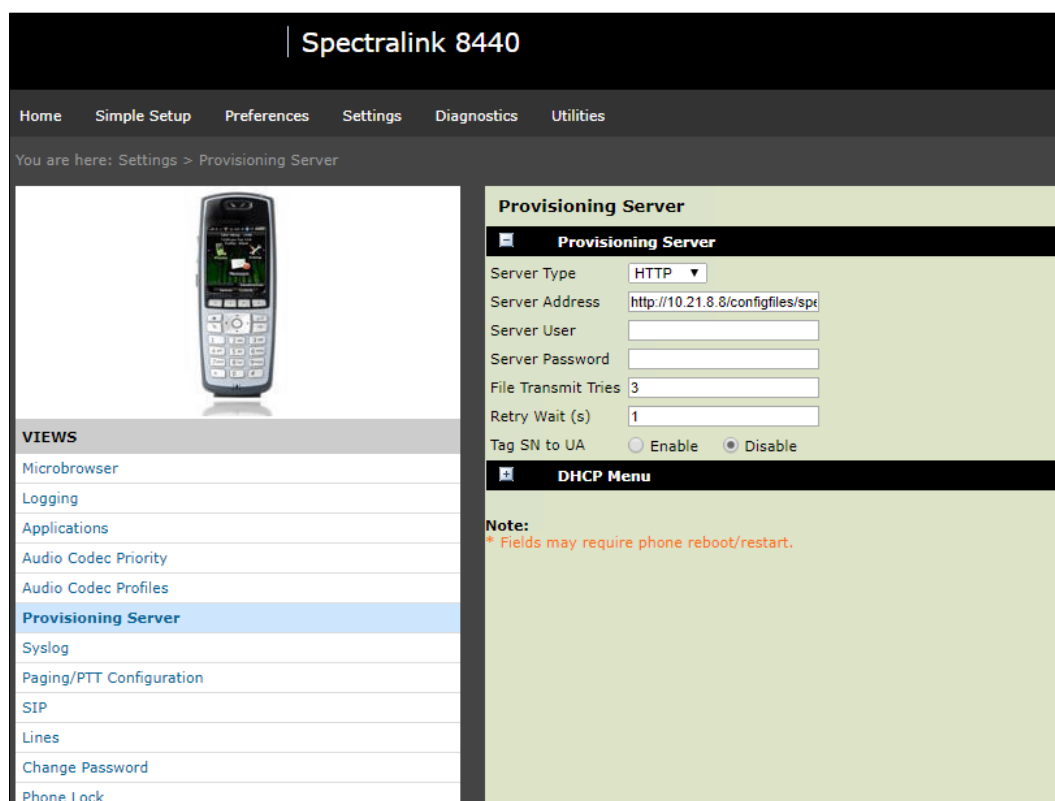
5.2.2 Configuring the Device Manually

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 5-3: 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.

5.3 Monitoring Devices

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

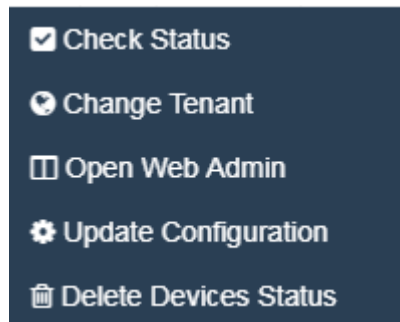
Figure 5-4: Status Line - Spectralink Icon Adjacent to MAC Address

	BTot%	✓	User Name	Phone Number	Last Update Status	Mac Address	IP Address	IPP Model	Firmware	Tenant
Actions	0%	✓	Line1shayharel		04.11.2018 20:53:34	00907a136031	172.30.251.34	Spectralink 8440	5.5.8.1175	Default

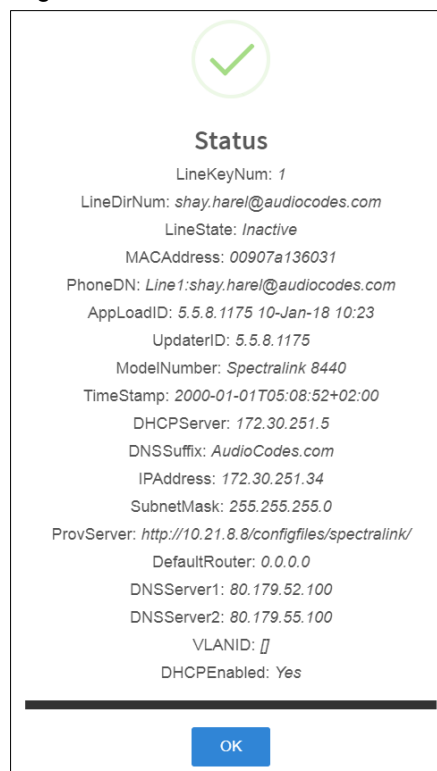
5.4 Performing Actions on the Device

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

Figure 5-5: Actions on the Spectralink 8440



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



5.5 Restarting the Device Remotely

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

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

5.6 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.

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Document #: LTRT-91138

