

Phone Provisioning guide

Robert Helliwell - 2025-11-25 - Comment (1) - General Information

Provisioning phones

When Provisioning phones in Netsapiens, we need the following information:

- The Mac address
- Model of phone
- Desired usage (what extension)

Log into Netsapiens: core1-rkv.uc.atlantech.net

Find the domain (search by CID, company name, also check if the name could be an acronym.)

Go into the Inventory tab of that domain.

Go to "Phone hardware", then "Add Phone".

Fill out the appropriate fields, the phone model, mac, and what extension (More than likely will be at line 1)

Add Phone

Basic

Advanced

Model

Polycom VVX400

MAC Address

Enter MAC address

Line 1

Enter an extension

Line 2

Enter an extension

Line 3

Enter an extension

Line 4

Enter an extension

Line 5

Enter an extension

Line 6

Enter an extension

Line 7

Enter an extension

Line 8

Enter an extension

Notes

Cancel

Save

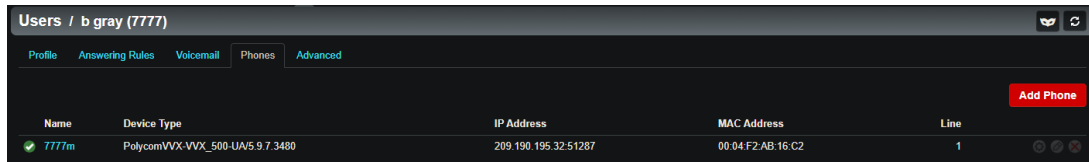
Check to ensure the phone you added populated under the users' "phones" section. If not, add it under there. It should populate under the proper endpoint (Ie, if you assign line 1 of a phone to 1001, it will go to the 1001 endpoint, not 1001t, not 1001p).

A green check will indicate that the device is registered. If not, it would be a red "X".

Now, we will get to the actual provisioning part.

You will begin by seeing if we can remotely access their phones. That would require us to have access to their Adtran or voice device. There are a few ways you can go about finding the IP address for that device.

Let's take this user in the test domain for example.



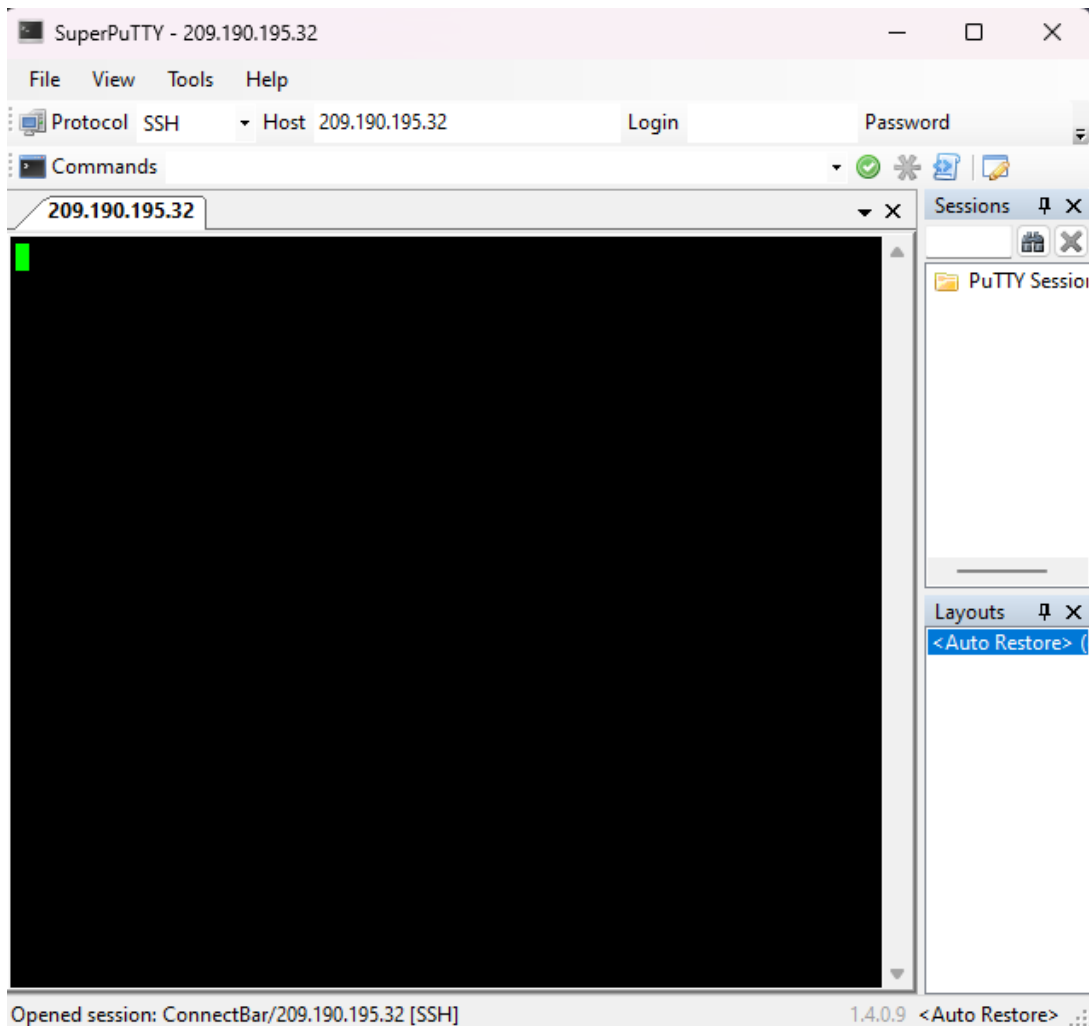
The screenshot shows a user profile for 'b gray (7777)' with tabs for Profile, Answering Rules, Voicemail, Phones, and Advanced. The 'Phones' tab is active, displaying a table with one entry. The table has columns for Name, Device Type, IP Address, MAC Address, and Line. The entry shows a device named '7777m' with a Polycom VVX-500-UA/5.9.7.3480 model, IP address 209.190.195.32:51287, MAC address 00:04:F2:AB:16:C2, and assigned to line 1. An 'Add Phone' button is visible in the top right corner.

Name	Device Type	IP Address	MAC Address	Line
7777m	PolycomVVX-500-UA/5.9.7.3480	209.190.195.32:51287	00:04:F2:AB:16:C2	1

You will see the phone Model/device type, Ip address, mac address, and what line they are assigned to.

The IP address listed in front of the ":" should be the IP address of their voice device (209.190.195.32 in this case). Otherwise, you can use Orion, Care, or other means of finding their Adtrans IP.

You will enter that IP address into the "Host" section of PuTTY



In this case, I cannot remotely reach the device. That means we will have to work with the customer to get it provisioned.

We will begin by removing the device from the domains inventory. You can do so by

navigating to the "Inventory" tab on the upper right corner of the page. Search for the phone by entering the Mac address. Make sure you noted down any important information for the phone (Mac Address, phone model, etc.) prior to deletion; or have it at the ready.

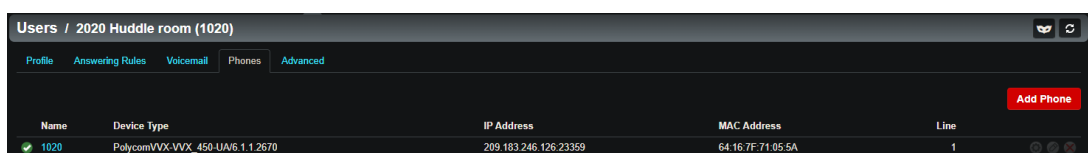
Once removed, you want to re-add the phone into the inventory. After that, you can instruct the customer to factory reset using the instructions below:

1. Press the Menu/Home Key.
2. Select Settings.
3. Select Advanced. The Password is: VjK#7! (or 456)
4. Select Administration Settings.
5. Select Reset to Defaults.
6. Select Reset to Factory.
7. Select Yes for Are you Sure.

After that, it should be pulling a registration. There are obviously times where it will not, but that will be covered in the troubleshooting section. If everything goes right, the phone should be functional and have a green check mark next to it. We can also opt to do a remote session, but that will also be covered later.

When you can remotely reach a phone

Following the same steps as above, find the IP for their Voice Device. Attempt to connect/login with Putty. We'll use this phone as an example:



The screenshot shows a web interface with a header "Users / 2020 Huddle room (1020)". Below the header are tabs: Profile, Answering Rules, Voicemail, Phones, and Advanced. The "Phones" tab is selected. In the top right corner of the table area is a red "Add Phone" button. The table has five columns: Name, Device Type, IP Address, MAC Address, and Line. There is one row of data with a green checkmark in the Name column.

Name	Device Type	IP Address	MAC Address	Line
1020	PolycomVWX-450-UA/6.1.1.2670	209.183.246.126.23359	64:16:7F:71:05:5A	1

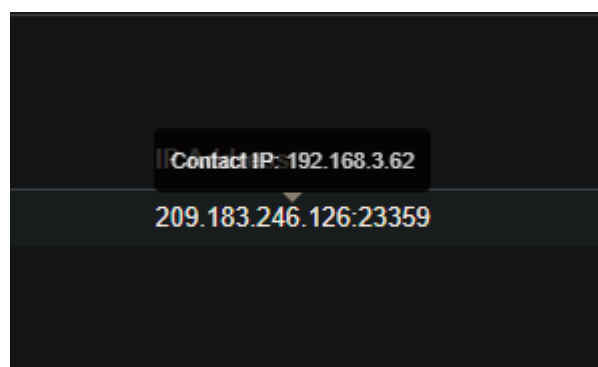
You can login using your TACAS or admin/irpzyuew. Generally, it will be TACAS though. Some groups have specific login information for their devices. That info can often be found in Rev.

Once you are connected to the device in question, run a "Show arp" command.

```
End of banner message from server
rhelliwell@209.183.246.126's password:
AOTA_3460#show arp
ADDRESS          TTL(min)  MAC ADDRESS          INTERF
ACE              TYPE
209.183.246.125   14        C4:B3:6A:4B:EF:F1    eth 0/1
                  Dynamic
192.168.3.19      12        64:16:7F:70:5F:6A    eth 0/2
                  Dynamic
192.168.3.52      17        64:16:7F:70:1B:3D    eth 0/2
                  Dynamic
192.168.3.62      19        64:16:7F:71:05:5A    eth 0/2
                  Dynamic
192.168.3.81      16        64:16:7F:70:6B:CC    eth 0/2
                  Dynamic
192.168.3.92      17        64:16:7F:70:CE:61    eth 0/2
                  Dynamic
192.168.3.93      16        64:16:7F:70:CD:06    eth 0/2
                  Dynamic
192.168.3.94      18        64:16:7F:70:BE:BF    eth 0/2
                  Dynamic
192.168.3.95      18        64:16:7F:70:CD:AC    eth 0/2
                  Dynamic
192.168.3.104     19        64:16:7F:70:4F:3D    eth 0/2
                  Dynamic
192.168.3.107     11        64:16:7F:3B:13:13    eth 0/2
                  Dynamic
AOTA_3460#
```

You can see the phone listed here, next to the 192.168.3.62 IP address. That means that we should be able to remotely access this phone.

You can also find this IP address by hovering over the IP listed in Netsapiens next to the phone. Although, doing a show arp in their Adtran is much more consistent so I would recommend this way. You can also only do this if the phone is already registered.



Open your browser of choice. You will get the link you need to access using these two IP addresses. There are two basic formats for these Links, I will post them down below.

Adtran- <https://AdtranIP:6xxxx> <----- Last octet of the phone IP will be the “xxxx” with zeros to fill the space

SRX- <https://SRXIP:8xxx> <----- Last octet of the phone IP will be the “xxx” with zeros to fill the space

I will create two example links using the info of the phone above. You must enter the <https://> in the front.

Adtran- <https://209.183.246.126:60062>

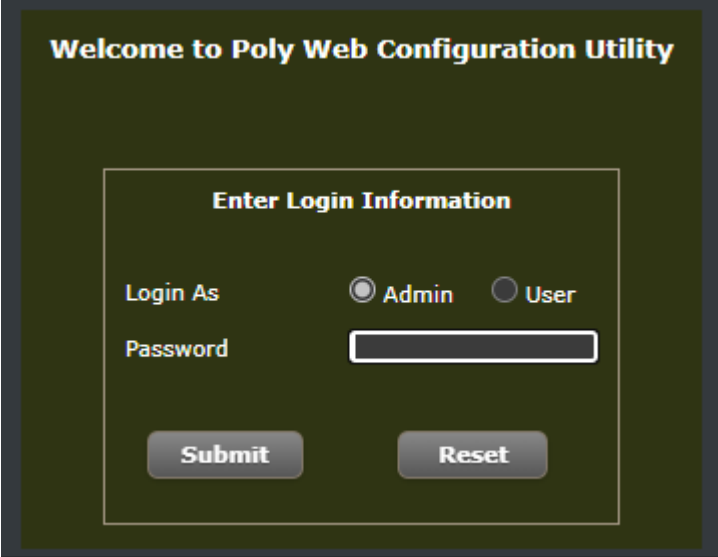
SRX- <https://209.183.246.126:8062>

Since this is an Adtran connection, that is the link we will need. You must be on our network to access the phones.

Go ahead and enter the appropriate link into your web browser

You will get an unsafe/error page most likely, hit “advanced” at the bottom left a hit continue.

You will get to this screen



Welcome to Poly Web Configuration Utility

Enter Login Information

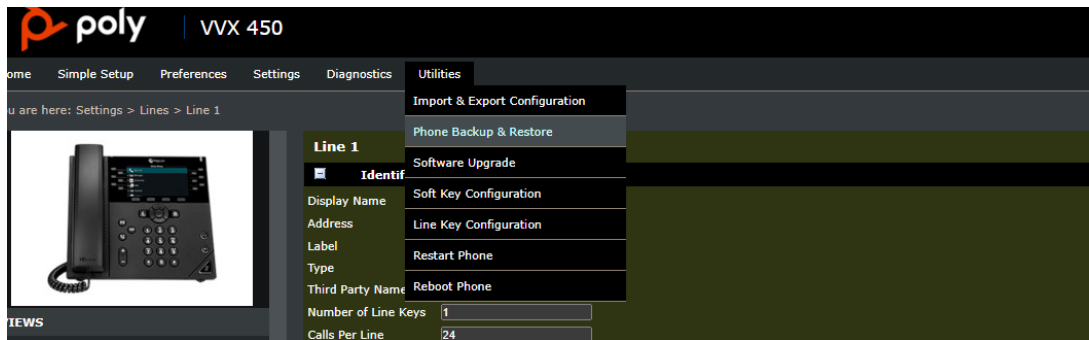
Login As ☒ Admin ☐ User

Password

Submit **Reset**

Keep admin selected; the password will either be VjK#7! Or 456. If it is not one of those, then either the customer or somebody entered a custom admin pw which is not good, hopefully it should pull our VjK password or 456 after a removal/re-add and factory reset. There are ways to work around not knowing the Admin password, but generally it will just be one of the two above.

Login, and Factory reset the device. You can do so under the “Utilities” tab.



You can also do other things under the utilities tab. Line key configuration will show you things like BLF's SLA's, and what lines are assigned to what. You can upgrade the software, and reboot. To factory reset, go to “phone backup & restore”.

Hit restore under the “global settings” sub-tab. Phones should come up after a remove/re-add in Netsapiens followed by a factory reset in the gui.

Wait for the phone to come up, around 5-10 mins. If it does not show a registration upon it starting back up, you will want to log back into the device. From there, you want to check the provisioning server information.



The provisioning server information should be this:

Server Type: FTP

Server: <http://ndp1-rkv.uc.atlantech.net/cfg>

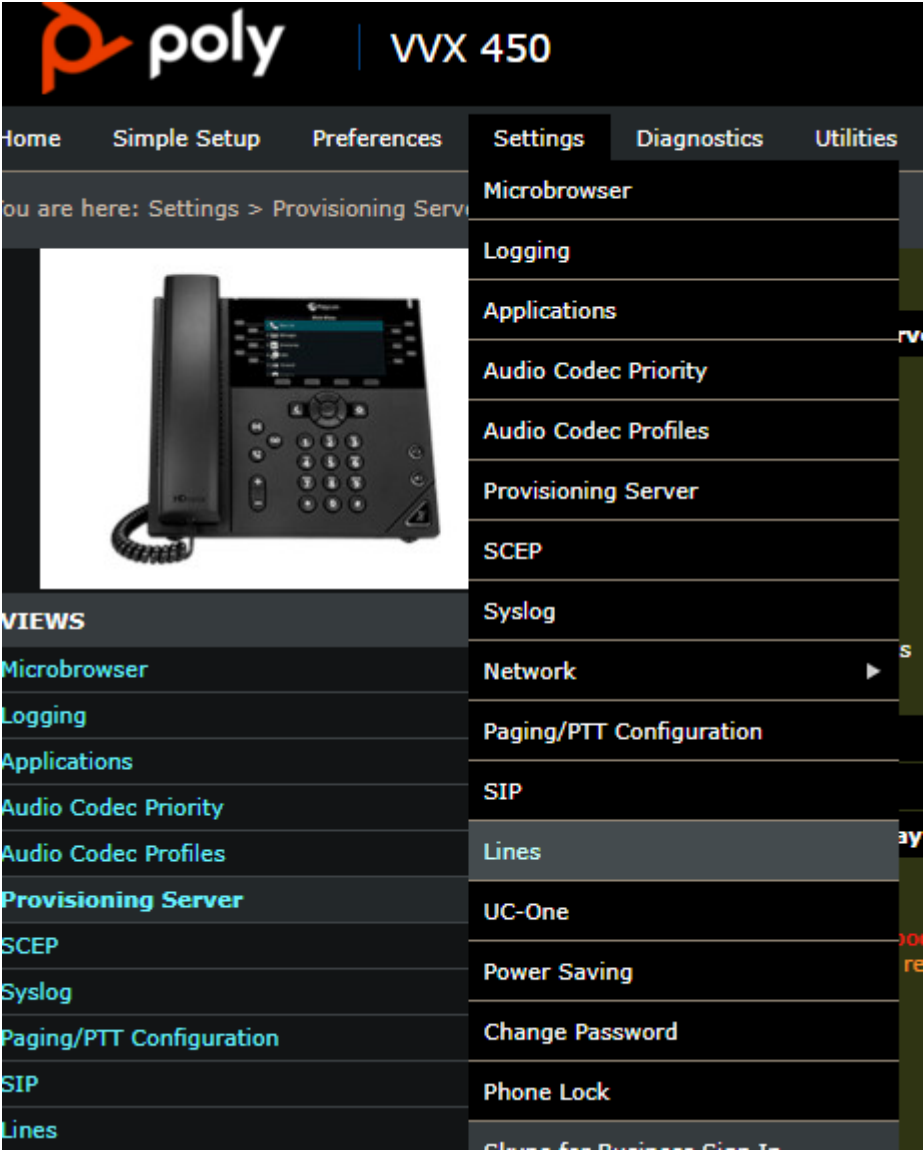
Server Username: Atlantech

Server Password: Ops3lv!s

The password does not matter too much, but if you need the “one time password” it is “Ops3lv!s”. This will be entered to grant the phone a unique provisioning passcode. The phone should pull a registration upon a factory reset and not even need this. However, if you do need this information, someone with access to the back-end info will have to be consulted. Make sure you hit save when making any changes

After that, you want to reboot the phone. Do so under the utilities tab.

You can also check the Lines tab:



You can always check ZTP. It will tell you if a phone is reaching out for provisioning information

Here is a link to a good guide on how to use ZTP:

https://atlantechonlineinc-my.sharepoint.com/:w:/g/personal/wcrawford_corp_atlantech_net/EV7Fq-ac8r5Cmi2Gl1FrQ-QBwaBhkfPhbbgQLwCL7OJmHw?CID=e42332a5-668d-9325-573f-0b2977052de9

I always like to ensure that the phone is properly connected to the customers network as one of my first steps when normal procedures do not get a phone up and running. Have them do the following:

Press the home button

Settings

Status

Network

TCP/IP Parameters

Ensure the device is pulling IP information. Have them read it off to you; It will be helpful to have if a remote session is deemed necessary.

I will include the links to some articles/videos here below for some situations we have run into.

Factory resetting without the admin password:

<https://www.youtube.com/watch?v=8QtWqWm1lzl>


- Basically, hold the 1, 3, and 5 key down during the boot up process after power cycling the phone. This will take you to a password entry screen where you may enter the mac address as the password.

-

We have also run into an issue where “skype for business” rather than “generic” is selected in simple setup:

Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Simple Setup



VIEWS
[Home](#)
[Simple Setup](#)

Simple Setup

Language
Phone Language English (Internal) ▾
Web Configuration Utility Language [Add](#)

Time Synchronization
Alternate SNTP Server ▾
Alternate Time Zone (GMT -12:00) Eniwetok, Kwajalein ▾

SIP Server
Address Camemark
Port 0

SIP Outbound Proxy
Address core1-rkv.uc.atlantech.net
Port 0

SIP Line Identification
Display Name Chris Torres
Address 112
Authentication User ID 112
Authentication Password
Label 112

Base Profile
* Base Profile Generic ▾
Generic
Skype for Business

Note:
* Fields require a phone reboot/restart.

Ensure "Generic" is selected.

Sometimes the link will not work even if you have it entered as it should be. That could be due to the access rules being entered improperly. Since this is just a provisioning guide, I will not go too in depth upon editing access rules. We have some documentation on the process within our files. The access rules are what makes the link we use to access phones work. I will post the link to the documentation below

https://atlantechonlineinc.sharepoint.com/:w:/r/sites/TechnicalSupport/_layouts/15/Doc.aspx?sourcedoc=%7BC7B27788-A8C0-4C10-A8E2-8625E5C24CCE%7D&file=Adding%20Access%20Rules%20for%20Phone%20to%20Adtran%20Router.docx&action=edit&mobileredirect=true&DefaultItemOpen=1&wdOrigin=TEAMS-ELECTRON.teams.search

There is also a list of devices we can almost guarantee to work with Netsapiens. I will post that link as well

<https://care.atlantech.net/kb/articles/hosted-voice-approved-endpoint-list>

Yealink

We will usually use/work on Polycom phones. However, we sometimes must register a Yealink phone. The process is very similar; Find the adtran/phone IP, add/remove/re-add to NS, factory reset, etc. The main difference here is the gui layout. Login credentials should be the same (admin/VjK#7!).

I will be using this link here

<https://207.188.225.206:60035>

The gui can vary from model to model. Sometimes you will be logging into a base, sometimes a phone. Depends on the model.

In this situation, when you first login it will take you to a “status” page that shows you basic device info (IP info, MAC, Uptime, Line/account status, etc.)

The screenshot shows the Yealink T46S web interface. The top navigation bar includes tabs for Status, Account, Network, Dsskey, Features, Settings, Directory, and Security. The 'Status' tab is currently selected. The main content area is divided into several sections:

- Version**: Shows Firmware Version (66.83.0.37) and Hardware Version (66.0.0.128.0.0.0).
- Device Certificate**: Shows Device Certificate (Factory Installed).
- Network**: Shows Internet Port (IPv4).
- IPv4**: Shows WAN Port Type (DHCP), WAN IP Address (192.168.10.35), Subnet Mask (255.255.255.0), Gateway (192.168.10.1), Primary DNS (209.183.205.35), and Secondary DNS.
- Network Common**: Shows MAC Address (80:5E:C0:05:EA:EA), Wi-Fi MAC (N/A), Bluetooth MAC (N/A), WAN Port Status (1000Mbps Full Duplex), PC Port Status (Link Down), Device Type (Bridge), Uptime (6 days 11:28), and Current Time (07:23:30 PM Sun Jul 02).
- Account Status**: Shows Account1 (109@NAIOP : Registered), Account2 (Disabled), and Account3 (Disabled).

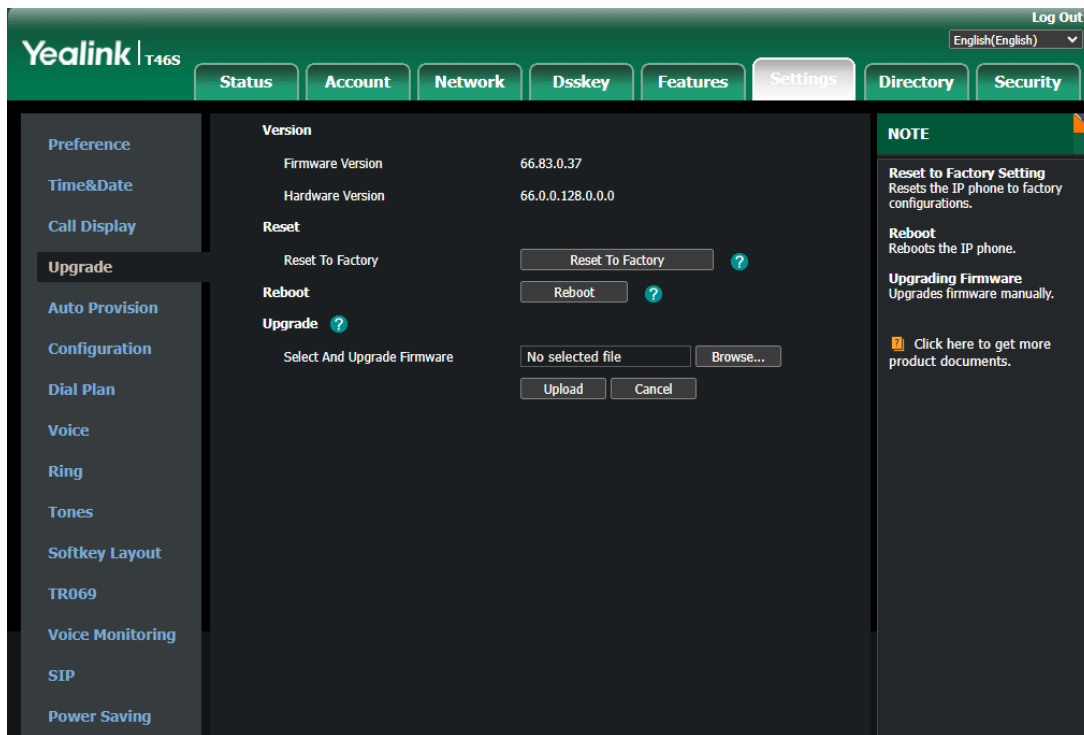
A sidebar on the left shows the 'Status' tab selected. A 'NOTE' section on the right provides additional context for the displayed information:

- Version**: It shows the firmware version and hardware version.
- Network**: It shows the network settings of Internet (WAN) port.
- Account**: It shows the registration status of SIP accounts.
- Click here to get more product documents.**

The “account” tab will show you provisioning related information. This is what the info should generally look like (user dependent as far as that specific information goes)

Register Basic Codec Advanced	Account	Account1	?
	Register Status	Registered	
	Line Active	Enabled	?
	Label	109	?
	Display Name	Beth Gulding	?
	Register Name	109	?
	User Name	109	?
	Password	?
	SIP Server 1 ?		
	Server Host	NAIOP	Port 5060 ?
	Transport	UDP	?
	Server Expires	3600	?
	Server Retry Counts	3	?
	SIP Server 2 ?		
	Server Host		Port 5060 ?
	Transport	UDP	?
	Server Expires	3600	?
	Server Retry Counts	3	?
	Enable Outbound Proxy Server	Enabled	?
	Outbound Proxy Server 1	core1-rkv.uc.atlantech.net	Port 0 ?
	Outbound Proxy Server 2		Port 5060
	Proxy Fallback Interval	3600	?
	NAT	Disabled	?
	<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>		

The “features” tab is fairly helpful as far as troubleshooting goes. It will show you what features are enabled/active.



You must download firmware updates from Yealink's support website. You can then upload it into the gui. I will provide the link to Yealink's support for this specific model.

<https://support.yealink.com/en/portal/docList?archiveType=software&productCode=95ef8c9dce7c98ba>

Remote Sessions

I will briefly go over remote sessions as well. You want to have the customer check their computer for Quick Assist.



If they do not have it, they will need to download it. They will often have to go through their internal IT/system admin to do so. This usually does come preloaded onto most Windows PC's.

This application is very helpful for us to reach the gui if we cannot do so remotely. You will get a code, give the customer the code, and remotely take over their computer. Ensure that their computer is on the same network as the phone you are troubleshooting (check the phone IP as well as the IP for the computer you remote into, should be on the same subnet).

This can only be done if the computer is pulling IP information. Since we do not have to go through an Adtran or anything of that sort, the URL will just be <https://phoneIP>.

You can find this in the ARP of the Adtran or by having the customer do the following on the phone:

Press the home button

Settings

Status

Network

TCP/IP Parameters

Have them read it off to you. If it is showing 190.168.45.32, then the URL will be <https://190.168.45.32>. That will take you to the gui, then it is just the same normal process from then on.

In Conclusion

Add the phone to the inv/user, factory reset. Does not work? Remove/re-add then factory reset again. That does not work? Manually enter the provisioning information along with the provisioning/sip passwords. You can get the prov/sip passwords from someone with access to back-end information. GOOGLE AND YOUTUBE WILL BE YOUR BEST FRIEND.

Comment (1)

Comment (1)

Byron Gray

1 week ago

The admin username and password for a Yealink phone GUI may also be admin/admin or user/user. I have used both of these when logging into a customer's Yealink phone remotely.