Polycom OBi Software FAQ

Frequently Asked Questions

Note: Most of the basic features can be found on the Polycom VVX Business IP Phones, OBi Edition Administrator Guide.

General

Q: What is Polycom OBi Software?
A: A Polycom software release for SIP endpoints supporting the VVX x50 desktop phone portfolio, Polycom OBi voice adapters and the Obihai-branded IP phone portfolio. Polycom® OBi software offers legendary audio combined with unparalleled flexibility with easy implementation while delivering a rich collaboration experience.

Q: How OBi software compares to UCS software and when I should use which?
A: Recommend UC Software when…
- There is a need for support for Microsoft Skype for Business, SfB online, Lync, etc.
- There is a need to register Open SIP and SfB on a single phone
- Need a single software stack that may be configured to work in OpenSIP, SfB or dual OpenSIP/SfB environments
- Need more than 6 SIP Registrations per phone

Recommend OBi Software when…
- ITSPs that are new to Polycom
- There is a need to have more line keys (Virtual Line Key) without an expansion module
- Need maximum flexibility to customize the User Interface
- Service provider has already integrated OBi software
- There is a need for modular and flexible software design: 1900+ Configurable Parameters to serve all types of deployment requirements
- Need a broad set of APIs for feature for third party feature development
- Service provider has already integrated to Obi software
- **Need tight integration with cellphones, laptops, tablets**

Q: Does OBi Software include acoustic fence, and other polycom known audio features?
A: Yes, all the best of breed from Polycom Acoustic are available on OBi Edition. OBi Software leverage the same Audio DSP engine and hardware

Q: Can I buy a phone with specific software preloaded?
A: Polycom VVX x50 business IP phones can be ordered with UC Software or OBi software pre-loaded to your handset. To ensure you have the required software loaded, please visit the Polycom support website to download the version of UC software or OBi software update.

Q: What open SIP call control platforms does OBi software support?
A: OBi software supports most major open SIP call controls platform; BroadSoft, Metaswitch, Netsapiens, Skyswitch, Ribbon, Asterisk, 3CX, Bicom, FreeSWITCH, Kamailio and FreePBX.

Q: Does OBi software support Skype for Business or Microsoft Teams?

A: No

Q: What languages will be supported?
A: English, French, Spanish, Dutch, Italian, Russian, German, Brazilian Portuguese, Russian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Swedish, Norwegian, Danish. Languages are user selectable via the settings menu on the phone. OBi Software supports dictionary type files. All dictionaries are made available to customer. Customer can choose to modify it and upload to the phone via OBi Software customization process on bootup.

Q: Does the OBi software support cloud management APIs?
A: Yes, it supports APIs through PDMS-SP. If you need to access PDMS-SP, go to https://www1.obitalk.com, sign up, and inquire ITSPsales@polycom.com to request access for your service provider business.

Q: How about BroadSoft feature set, where is this published, how can customers see what features available?
A: The Broadsoft CPE Kit and Metaswitch End Point Pack are available. Let me get the link and document and share with team

OBi Features
Q: How do I swap through different line key tabs?
A: Press the left navigation key to switch the tabs on the left line keys, and right navigation keys for the right line keys.

Q: What is an OBi number?
A: Each Polycom device running OBi software has a designated 9-digit OBi number unique to the device. You can use this number to call to another device running OBi software.

Q: How do I find out my OBi number?
A: In the phone itself, go to the main menu and select Product Info. Alternatively, you can go to the local device webpage under System Status.

Q: How do I make an OBi to OBi call?
A: Put the phone off-hook and press **9 then the 9 digit OBi number. E.g., **9 600 123 456.

Q: How do I disable the OBi to OBi calling service?
A: There are three ways to do this:
- Removing any reference to the PP (or PP1) service in all Phone Port *n* **DigitMap** and **OutboundCallRoute** parameters
- Removing any reference to the *PP* (or *PP1*) service in all SP*n* Service **X_InboundCallRoute** parameters
- Set the parameter **MaxSessions** to *0* on the Voice Service/OBiTALK Service device web page

**Q: How do I access the device webpage if the Polycom phone is running OBi software?**
To find the Device IP Address via the IVR Main Menu. Select Option 1 (Basic Network Status). Then, enter Device IP Address on a web browser (Chrome, IE, Firefox, Safari)

- Enter *admin* for Username for Admin Level login (full access)
- Enter *user* for Username for User Level login (partial access)

- Default password for admin level login is *admin*
- Default password for user level login is *user*

Q: How do I push the latest configurations to the device local webpage of the Polycom phone is running OBi software?
To change a particular parameter's value, you must uncheck the Default Value checkbox.
Changes on each web page must be submitted before navigating to another page.
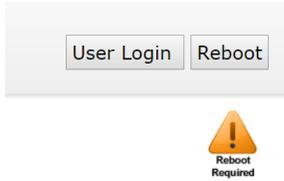
A Reboot is (usually) needed for all the submitted changes to take effect
- A **Reboot Alert** Icon will appear on the web page when this is needed
- Click the **Reboot** button once after all changes are submitted

Q: How do I change the device's WAN password?
A: Go to the device webpage under System Management – Device Admin and change the parameter **AdminPassword** or **UserPassword** (depending on the level of access).
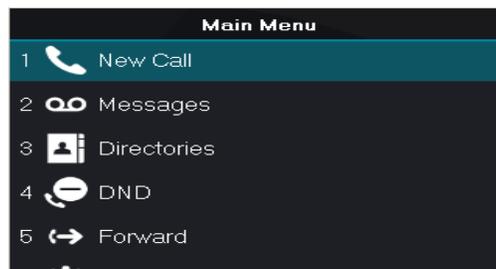
Firmware Upgrades
Q: What is the easiest way to know if my VVX x50 desktop phone is running OBi or UC Software?
A: For OBi software, press the Home button on the phone and you will see grid or lattice icons in the Main Menu. For UC software, press the Home button on the phone and you will only see the Main Menu as a list going downwards.

OBi software Main Menu   UC software Main Menu

Q: How do I check my device's firmware version?
A: Go to the device webpage under System Status. You will see the device firmware version under the Product Information section

Parameter Name	Value	
ModelName	OBi508	❓
MACAddress	9CADEF90000A	❓
SerialNumber	88H01NA00ZZR	❓
OBiNumber	552 593 580	❓
HardwareVersion	1.0	❓
SoftwareVersion	4.0.1 (Build: 5207)	❓
SystemTime	10:59:25 04/05/2016, Tuesday	❓
UpTime	0 Days 0:01:20 (4)	❓
CertificatesStatus	Installed	❓
CustomizationStatus	Generic	❓

Q: Where do I get the latest OBi software version for my VVX x50 phones?
A: The OBi software file is packaged and formatted the same way as the UC Software is. Please visit the Polycom support website to download the version of UC software or OBi software update, or login to your PDMS-SP web portal and visit the Firmware section.

Q: Am I able to load a Polycom VVX x50 running OBi software to UC software?
A: Yes. Moreover, the local configuration parameters will remain on the phone after upgrade to retain network parameters to keep the phone working.

Q: How can I load an OBi software to a Polycom VVX x50 phone running UC software?
A: The OBi software file is packaged and formatted the same way as the UC software would. You can upgrade the OBi software just like as you would update a UC Software.

Q: How can I upgrade an OBi software to a Polycom VVX x50 phone that is running an earlier version of the OBi Software?
A: There are a couple ways to upgrade your firmware of your Polycom VVX x50 OBi Edition.

1. <u>From the IVR:</u> The easiest way to update the phone's firmware is by dialing *** then pressing option 6. If a firmware update is available, you are prompted to press 1 to continue and then hang up. After hanging up, the download and update process completes in a couple of minutes over a fast internet connection. This can take much longer over legacy connectivity such as DSL, T1 and so on. The headset button starts to flash once the firmware download is complete and the phone prepares to reboot.
2. <u>From the Phone User Interface:</u> Launch the Settings App from the Main Menu and press the F/W Update softkey. A message pops up on the screen to describe if new firmware is available or not. If available, press the Update Now soft key. Do not power off the phone until the update is completed and the phone reboots automatically immediately afterward.
3. <u>From the Native Web Page:</u> Download the firmware file from your PDMS-SP login at the Firmware Section and store it on your computer. Then visit the phone's NWP from a web browser on the same computer and click the Firmware Update link on the left side panel of the landing page. On the firmware update page, enter the path to the firmware file (or click Browse to locate the firmware file on the computer).
4. <u>Automated Firmware Upgrade</u>: Set up rules in the configuration the automatically check and download new phone firmware from a server.

Q: Where do I go to setup and schedule for an automatic firmware upgrade?
A: Go to the device webpage under System Management – Auto Provisioning. Next, Set the **FirmwareURL** to your firmware file location. Then, depending on how you want to set the scheduling, you have an option in the **Method** parameter to schedule a *Time of Day* (scheduling parameter: **TimeofDay**), *Periodically* (**Interval**), at device bootup/System Start, or Disabled.

SIP Service Configuration

Q: Do I need to setup an outbound proxy?
A: An outbound proxy server can be configured on the device such that all outbound requests are sent via the outbound proxy server instead of directly to the SIP Proxy Server or Registration Server.

Parameter can be found under ITSP Profile X – SIP on the web page, or **VoiceService.**X**.VoiceProfile.**X**.Line.**X when pushing via XML.

Cloud Management

Q: How can I add my VVX x50 OBi Edition desktop phone to my PDMS-SP management platform?
A: There are multiple ways to incorporate VVX x50 running OBi softwares in PDMS-SP. This is to accommodate almost all kinds of device deployment or service scenarios, ranging from bring-your-own-device (BYOD) services to mass-scale deployments.

Add Device (for end-user BYOD deployments)
The 'Add Device' feature is located at the left-hand menu of the portal. This can be done when the VVX x50 running OBi software is physically with you or with your customer, as it requires you to dial a service activation code on the VVX x50 running OBi software's digit map (e.g. **5 1234). Simply follow the instructions in the web page and you should be able to add the device to your PDMS-SP account. This method, however, does not assign a ZT profile but still pairs the devices to the PDMS-SP account for provisioning and day-2 management.

Claim Device (for service provider CPE deployments)
Using your VVX x50 running OBi software's MAC address and Serial Number, you can add the VVX x50 running OBi software to your PDMS-SP account without the need to 'touch' it. You can claim one device or multiple devices at once. For claiming multiple devices, you would need to construct a Comma Separated Values (.csv) file and enter the MAC addresses there. Unlike "Add Device," this feature will assign ZT profiles to your devices.

Contact Polycom OBi Service Provider Support Team
With every VVX x50 running OBi software you purchase, we will honor requests to assign ZT customization profiles for your PDMS-SP account. Just provide us with the MAC addresses of the devices and email it to obi.spsupport@polycom.com. This action, of course, will need to be requested with authorization from the actual purchaser of the devices.

Q: What is the difference between PDMS-SP (OBiTALK) Configuration and Local Configuration?
A: The OBi software supplemented by PDMS-SP has the ability to store and push all parameters and its values to the VVX x50 running OBi software. On the other hand, the device itself locally stores a set of configuration parameters as well. The main difference here is where the configuration has been implemented.

PDMS-SP (OBiTALK) Configuration: This corresponds to the configurations stored in the PDMS-SP OBiTALK cloud. All OBiTALK configuration settings, by default, are programmed to push its latest parameter changes to Local Configuration. The only time where OBiTALK Configuration parameters are not in sync with Local Configuration is when OBiTALK Provisioning is disabled.

Local Configuration: This corresponds to the true configurations of the phone. This is a useful tool to check and see if the parameters in PDMS-SP (OBiTALK) Configuration are already pushed from the PDMS-SP OBiTALK cloud to your VVX x50 running OBi software, OBi desktop phone or phone adapter. When PDMS-SP (OBiTALK) Provisioning is not disabled, the OBiTALK Configuration parameters will overwrite the Local Configuration's.

Q: Why are my PDMS-SP (OBiTALK) Configuration parameters not sticking in?
A: This is usually due to a parameter being provisioned by the ITSP Provisioning. Parameters touched by ITSP Provisioning cannot be further modified by PDMS-SP (OBiTALK) Provisioning – this is to prevent conflict from both provisioning sources.

Another possibility is that PDMS-SP (OBiTALK) Provisioning is disabled. The PDMS-SP (OBiTALK) Configuration is where your parameter values are stored in the cloud, not your device. Check in the Local Configuration page of this particular device if the Method under PDMS-SP (OBiTALK) Provisioning is "Disabled." If it is not disabled, try factory resetting the phone or check if any parameter from ITSP Provisioning is disabling PDMS-SP (OBiTALK) Provisioning.

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