Plugging in your Polycom phone

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This article will explain how to physically plug in a Polycom phone.

In order to work, your phone will need a connection to the internet and will need to be powered. If the phone does not have connection out to the internet, it will not be registered to the phone system platform and will display a message on the screen saying "url calling disabled".

Connecting the handset:

The handset should be connected via the curly cable provided, one side is plugged into the bottom of the handset itself and the other end is plugged into the back of the phone in the "Handset" socket.

Internet connection:

To connect to the internet you should plug an ethernet cable into the LAN port on the back of the phone, connect the other end to your router, switch, or wall port as per your local network setup. If you need help with this you will need to contact your local IT.

Powering the device:

To power the handset, you will either need to utilise PoE (power over ethernet) if the ethernet cable plugged into the LAN port is plugged into something which provides PoE from the other end. Please consult your local IT if you are unsure if there is PoE capability at your premises or from your network devices.

Otherwise, you will need a Polycom power supply unit which will be connected to mains power via the 24V DC port on the phone.

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