Customer Requirements for Bring Your Own Device (BYOD) Option

TELNET

This guide outlines customer requirements and responsibilities to support Bring Your Own Device (BYOD) options for TelNet OfficeEdge Complete Hosted PBX service.

Supported Phone Models

The following phone models are supported for BYOD implementations:

- **Polycom VVX 500 Series**
- **Polycom VVX 400 Series**
- **Polycom VVX 300 Series**
- **Polycom SoundPoint IP 450***
- **Polycom SoundPoint IP 550***

This list is subject to change. Additional restrictions may apply. **Phones that are not on the supported device list will not be accepted.**

Customer is responsible for repair or replacement of all customer provided phone equipment/CPE.

SoundPoint phones must be in operation at the customer premise. Ancillary equipment such as existing sidecars and headsets may not be supported. Check with TelNet project manager for details. TelNet will not provide new or replacement phones for legacy SoundPoint family. The customer will need to obtain from 3rd party as needed. It is recommended to have spare SoundPoint phones on hand.

Access to Phone Admin Password

Customer must have administrative access to each phone (i.e., an admin password) and provide the password to TelNet. To verify access to the phone admin password via phone:

> *Polycom SoundPoint IP Phones:*
> **Menu > Settings > Advanced > [enter password] > Enter**

> *Polycom VVX IP Phones:*
> **Home > Settings > Advanced > [enter password] > Enter**

456 is sometimes used as a default admin password, but may have been changed. If the default password does not work, customer must request the phone admin password from their current service provider. This is a critical requirement and should be checked on all phones.

Required Phone Information

Customer must provide the following information for each phone:

- **User Name** (first and last name or generic name assigned to phone such as "lobby phone", etc.)
- **10-digit phone number** assigned to the phone
- **Phone model** (per supported list above)
- **MAC Address** (available on back of phone). Also available via phone interface:
  Settings > Status > Platform > Phone > [S/N: *16-digit MAC*]
- **Current phone firmware version**:
  Settings > Status > Platform > Application > Main > [*Version:*]

Non-TelNet Provided PoE Switches

Existing Power over Ethernet (PoE) switches may be used if customer has ownership and control of the PoE device, provides maintenance to it, and has the required passwords/access. Configuration changes will be required.

NOTE: TelNet will not manage, reconfigure or troubleshoot customer-provided PoE switches or other LAN devices. PoE switches are critical to phone service operation (TelNet-provided PoE switches are recommended).

Phone Configuration

At the time of installation, and when instructed by a TelNet project manager, customer may need to reset phones and perform some basic reconfiguration. The TelNet project manager will provide details prior to service cut over. Additional charges may apply for any reconfiguration or manual firmware upgrades performed by a TelNet technician.

Phone Features

Phone features and softkey layout will be different than those used by the current service provider. Standardized configuration will be provided for each line of equipment supported, to deliver standard TelNet features and functions. Phone user guides will be provided as part of installation and training process.

Phone Cabling

Wired Ethernet cabling is required for all IP phones. Additional charges will apply for any required cabling work. All cabling work should be completed before service turn up is scheduled, or installation delays may occur.

Customer Firewall

Certain customer firewall settings may prevent phones from registering or operating properly. Refer to TelNet's *Network Best Practices* for guidelines and additional information: www.telnetww.com/resources-support

Bring Your Own Broadband (BYOB) Option

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