Customer Requirements for Bring Your Own Device (BYOD)

This guide outlines customer requirements and responsibilities to support Bring Your Own Device (BYOD) options for TelNet Worldwide's Cloud 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

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 the repair or replacement of all customer-provided phone equipment (CPE).

Access to Phone Admin Password

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

Home > Settings > Advanced > [enter password] > Enter

Note: 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 – Located: *Settings > Status > Platform > Application > Main > [Version:]*

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Non-TelNet Worldwide 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 Worldwide will not manage, reconfigure or troubleshoot customer-provided PoE switches or other LAN devices. PoE switches are critical to phone service operation (TelNet Worldwide provided PoE switches are recommended).TelNet Worldwide will conduct a service design review and virtual site survey with customer via telephone. This includes questions regarding overall service configuration and deployment planning. If necessary, a physical site survey will be performed at the discretion of TelNet Worldwide.

Phone Configuration

At the time of installation, and when instructed by a TelNet Worldwide project manager, customer may need to reset phones and perform some basic reconfiguration. The TelNet Worldwide 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 Worldwide 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 Worldwide 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.

Bring Your Own Broadband (BYOB) Option

Refer to our Resources page for additional information: www.telnetww.com/resources

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