Polycom VoIP Install—TSC

1. Submit order to the **ITS-N&T Business Office**
   a. You must include the building and room number for 911 purposes
   b. The Business Office will email the work order number
2. When phones are available for pickup, the Assignment Office will notify the technical point of contact on the order to pick up phones
3. Pick up the phone(s) assigned to your specific work order from SER 222 warehouse (you will need to provide your work order number to the warehouse staff)
4. Connect phones to the assigned switch and port in the closet
   a. Verify VLAN assignment (should be between 990 and 998)
   b. Plug phone directly into the switch port to verify device is functioning
   c. If daisy chained, you will not be able to complete this item
5. Do phone numbers come up on set w/appropriate phone icon noted below? If yes, label patch cable at both ends and proceed to step 7.
   a. Solid white for IP550/670
   b. Solid black for IP321/335/6000
6. If no, proceed through the **troubleshooting checklist** on the wiki. Do not continue to step 7 until issue has been resolved.
7. Contact the Assignment Office at (512)471-7800 to activate the line(s)
8. Proceed to the location where the phone will be installed
   a. Verify that numbers are coming up on phone again
   b. If not, test cable
   c. If good, replace patch cable
9. When phone icon is solid, let customer know that you will be making test calls
10. Make a test call from your cell phone to each of the phone numbers on the set to ensure ringing and 2-way audio.
11. Confirm with customer that VoIP installation is complete
12. Leave most current telephone and voicemail user guide with customer or direct them to the wiki for the most current version
13. Show customer first steps to follow activating voice mail on the new UTVM handout or direct them to the wiki
14. Update TSC tools for switch and port to outlet mapping