

## MaxCS Release 8.0

### Polycom Location-Based E911 Configuration

This document describes how to configure Location-based E911 for Polycom extensions. It applies to MaxCS Release 8.0 and later.

In order to perform some of these steps you may need to refer to the following MaxCS documents, which are found on the AltiGen Support web page: <http://www.altigen.com/support/maxcs-manuals/>

- *MaxCS Administration Manual*
- *MaxCS Polycom IP Phone Configuration Guide*

### Assign Location-Based E911 on a New Polycom Extension

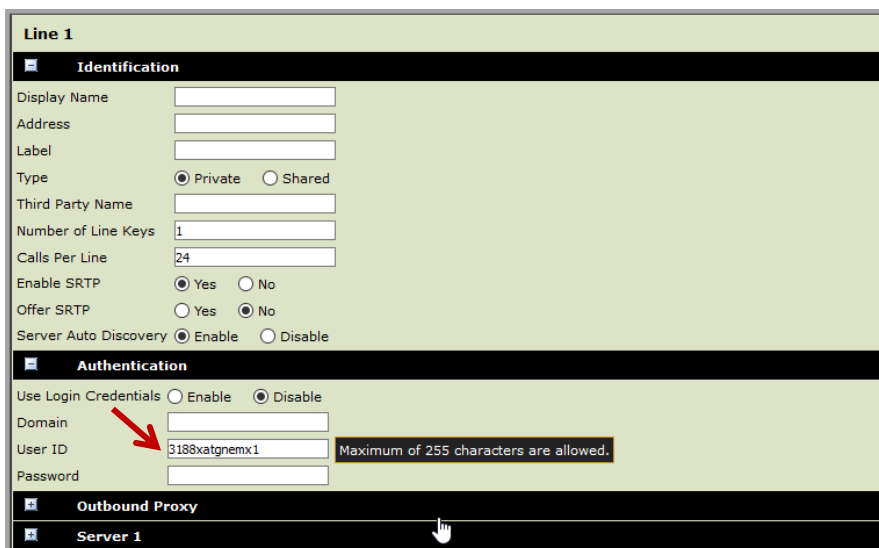
If your customer is using location-based E911 on a Polycom extension and needs to have the Location based ID retained on the extension, follow these steps.

In our examples, we use extension 3188 and assign it to Location 1.

1. Register the E911 affiliation with the system and configure the settings in MaxCS Administrator, under **System > Location Based E911 Configuration**.
2. Log into the web-based configuration tool for the Polycom phone. (Refer to the *MaxCS Polycom IP Phone Configuration Guide* for instructions on how to log in.)
3. In the menus, select **Settings > Lines > Line 1**. In the *Authentication* section, type this string in the *User ID* field, substituting your extension number for 3188 and your Location ID for 1:

3188xatgnemx1

4. Click **Save** at the bottom of screen.



The screenshot shows the 'Line 1' configuration page. The 'Authentication' section is expanded, showing fields for 'Domain', 'User ID', and 'Password'. The 'User ID' field contains the text '3188xatgnemx1'. A red arrow points to this field. A tooltip next to the field states 'Maximum of 255 characters are allowed.' The 'Outbound Proxy' and 'Server 1' sections are also visible at the bottom.

Figure 1: Entering the User ID for this extension

5. Select **Settings > Provisioning Server**. Enter configuration details for the extension (refer to the *MaxCS Polycom IP Phone Configuration Guide* as needed).
6. Click **Save** at the bottom of the screen and wait for the phone to reboot.

Note that it can take up to a full minute before the phone reboots, and the process may take longer if the phone needs to download other provisioning details or upgrade its firmware.

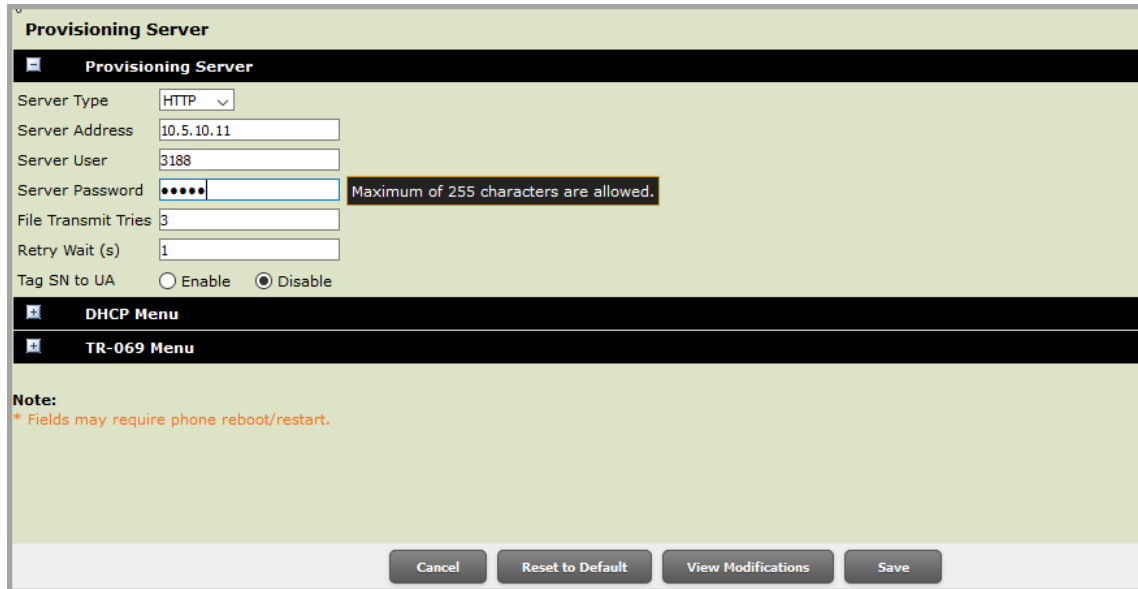


Figure 2: Enter other provisioning details

7. After the phone has rebooted and the configuration process has been completed, log into MaxCS Administrator and confirm that the extension is registered and that it has the correct Location ID (in **PBX > Location Based E911 Configuration > View E911 Assignment**, in the E911 Assignment Table).

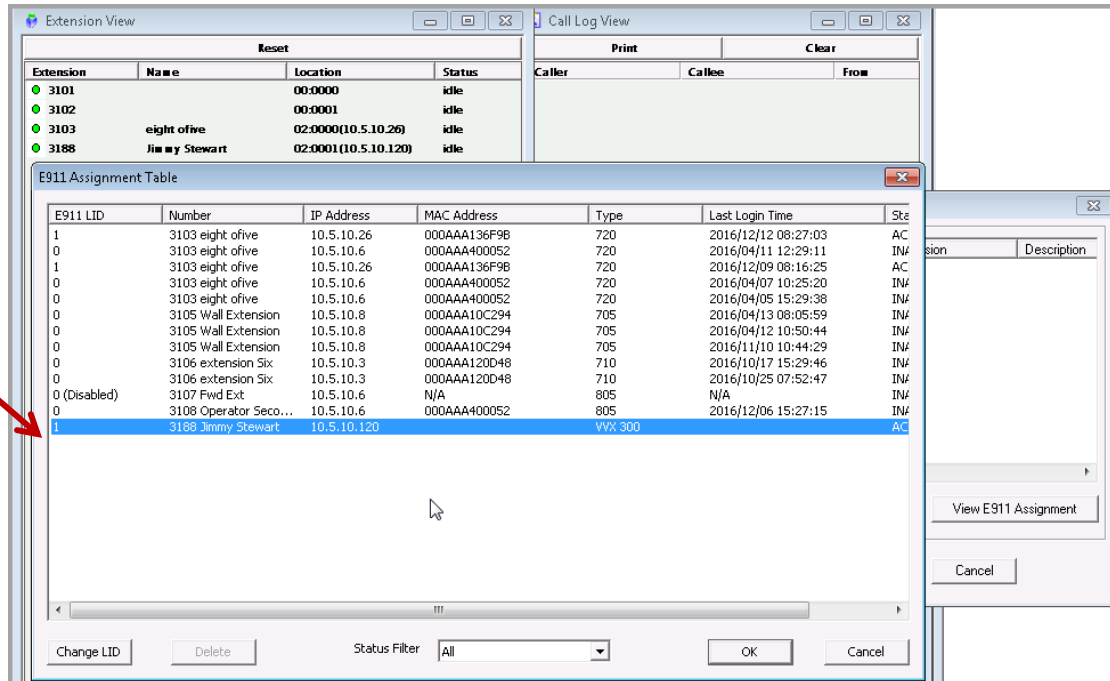


Figure 3: Check the E911 Assignment Table

## Adding or Changing E911 Location ID for Existing Extensions

This section provides instructions for two scenarios:

- If you have Polycom extensions already provisioned and you have just added E911 provisioning.
- If an extension needs to be changed to a different E911 Location ID.

**Note:** E911 Location IDs must be configured within MaxCS Administrator BEFORE you can configure them on Polycom phones. For example, before you assign Location ID 3 to a Polycom phone, there must already be an entry for Location ID 3 configured within MaxCS Administrator.

In our example, we use extension 3188 and assign it to Location 1.

1. Review the current E911 Location IDs and determine which Location ID is appropriate for the extension. To do this, log into MaxCS Administrator and review the **PBX > Location Based E911 Configuration** table.
2. Log into the web-based configuration tool for the Polycom phone. (Refer to the *MaxCS Polycom Configuration Guide* for instructions on how to log in.)
3. In the configuration tool, select **Settings > Line > Line 1**.
4. In the *Authentication* section, enter the appropriate string in the *User ID* field. In our example, this would be: **3188xatgnemx1** (where **3188** is the extension and the **1** is your intended Location ID). You can refer to Figure 1 to see this field.
5. Click **Save** at the bottom of screen.
6. Select **Utilities > Reboot Phone**. Click **Yes** to reboot the extension.

7. After the phone has rebooted and the configuration process has been completed, log into MaxCS Administrator and confirm that the extension is registered and that it has the correct Location ID (in **PBX > Location Based E911 Configuration > View E911 Assignment**, in the E911 Assignment Table).

Following is an alternative method of reconfiguring the Location ID. These steps are performed **directly on the phone itself**. We do not recommend this approach, because the entries can easily be mistyped.

On the Polycom phone, perform these steps:

1. Press the **Home** button (the button that is shaped like a house).
2. Using the rotary dial, go to **Settings**.
3. Go to **Advanced**, or press **2**.
4. Enter the Administrator password. (The default is 456)
5. Press the **Enter** key.
6. Go to **Administration Settings** (or press **1**).
7. Go to **Line Configuration** (or press **2**).
8. Using the rotary dial, navigate down to **Line 1**.
9. Press **Select**.
10. Using the rotary dial, navigate down to **Authentication**.
11. Press **Select**.
12. Using the rotary dial, navigate down to **User ID**.
13. Press **Edit**.
14. Press the **encoding/mode** button and select **4** (for number entry).
15. Using the number keys on the phone, type in the extension number.
16. Press the **encoding/mode** button and select **3** (for lower case characters).
17. Using the number keys that represent the letters, type in **992846633699** (for the string "xatgnemx")
18. Press the **encoding/mode** button and select **4** (for number entry).
19. Press the number key the corresponds with the Location ID that you are assigning to this extension. For example, if you are assigning Location ID 1, then press the number **1**.
20. Press the center button on the rotary dial to enter this setting.
21. Press the **Back** button 4 times (this should put you in the advanced screen).
22. Using the rotary dial, navigate to **Reboot phone...** (or press **3**).
23. Select **Yes**.
24. After the phone has rebooted and the configuration process has been completed, log into MaxCS Administrator and confirm that the extension is registered and that it has the correct Location ID (in **PBX > Location Based E911 Configuration > View E911 Assignment**, in the E911 Assignment Table).

## Configure Polycom Location-Based E911 via Configuration File

This section describes how you can use a configuration file to assign an E911 Location ID to a Polycom phone. You will need to refer to the *MaxCS Polycom IP Phone Configuration Guide* for details.

1. Use Notepad to edit the extension's configuration file.

Each configuration file has a unique name. In our example, we are using *1188* as the extension number and *3* as the E911 Location ID. Both have already been configured in MaxCS Administrator.

In our example, we edit this file: `altiserv\polycomcfg\Extension_1188_user.cfg`

The file contains these lines:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<!-- Extension Registration Configuration File, user can configure it -->
<PHONE1>
    <reg reg.1.auth.userId="1188xatgnemx3" />
</PHONE1>
```

Insert the following line between `<PHONE1>` and `<\PHONE1>`

```
<reg reg.1.auth.userId="1188xatgnemx3" />
```

(Substitute your extension number and Location ID number.)

2. Save the file and close Notepad.
3. Configure the phone as shown in step 9 of the *MaxCS Polycom IP Phone Configuration Guide*.
4. Wait for the phone to reboot a few time until its screen stays the same for 30 seconds.