

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: <u>http://www.altigen.com/support/maxcs-manuals/</u>

- 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.

- 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.

Line 1								
Identification								
Display Name								
Address								
Label								
Туре	Private O Shared							
Third Party Name								
Number of Line Keys	1							
Calls Per Line	24							
Enable SRTP	● Yes O No							
Offer SRTP	○ Yes							
Server Auto Discovery 🖲 Enable 🔿 Disable								
Authentication								
Use Login Credentials O Enable O Disable								
Domain								
User ID 🏾 🌂	3188xatgnemx1 Maximum of 255 characters are allowed.							
Password								
Outbound Proxy								
Server 1	J.							

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.

Provisioning Server									
Provisioning Server									
Server Type									
Server Address	10.5.10.11								
Server User	3188								
Server Password	Maximum of 255 characters are allowed.								
File Transmit Tries	3								
Retry Wait (s)	1								
Tag SN to UA (Carable 💿 Disable								
DHCP Menu									
TR-069 Menu									
Note: * Fields may require phone reboot/restart.									
	Cancel Reset to Default View Modifications Save								

Figure 2: Enter other provisioning details

 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).



1	0	Extension View		[- 9 X] 🚦 Call Log View				
- 1	Keset			Print		Clea	r 🗌			
- 1	Б	xtension	Name	Location	Status	Caller	Callee		From	
	•	3101		00:000	idle					
- 1	•	3102		00:0001	idle					
- 1	•	3103	eight ofive	02:0000(10.5.10.26)	idle					
- 1	•	3188	Jin ny Stewart	02:0001(10.5.10.120)	idle					
		E911 Assignmen	t Table						×]]
- 1										1
- 1		E911 LID	Number	IP Address	MAC Address	Туре	Las	t Login Time	Sta	23
- 1		1	3103 eight ofive	10.5.10.26	000AAA136F9B	720	201	6/12/12 08:27:03	AC	
- 1		0	3103 eight ofive	10.5.10.6	000AAA400052	720	201	6/04/11 12:29:11	IN4	sion Description
- 1		1	3103 eight ofive	10.5.10.26	000AAA136F9B	720	201	6/12/09 08:16:25	AC	
- 1		0	3103 eight ofive	10.5.10.6	000AAA400052	720	201	6/04/07 10:25:20	IN4	
- 1		0	3103 eight onve 2105 Wall Extension	10.5.10.6	000000000000000000000000000000000000000	720	201	10/04/05 15:29:30 14/04/12 09:05:50	INA	
- 1		0	3105 Wall Extension	10.5.10.8	00044410C294	705	201	6/04/12 10:50:44	TNA	
- 1		ŏ	3105 Wall Extension	10.5.10.8	000AAA10C294	705	201	6/11/10 10:44:29	INA	
- 1		0	3106 extension Six	10.5.10.3	000AAA120D48	710	201	6/10/17 15:29:46	IN4	
- 1		0	3106 extension Six	10.5.10.3	000AAA120D48	710	201	6/10/25 07:52:47	IN4	
N		0 (Disabled)	3107 Fwd Ext	10.5.10.6	N/A	805	N/A	۱	IN4	
	U.	0	3108 Operator Seco	. 10.5.10.6	000AAA400052	805	201	6/12/06 15:27:15	IN4	
1	i P	1	3100 Jimmy Stewart	10.5.10.120		VVX 300			AC	
- 1										
- 1										Þ.
- 1										
- 1					3					View E911 Assignment
- 1										
- 1										
- 1										Cancel
		•							+	
		Change LID	Delete	Status Filte	r All	•		ок	Cancel	

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.

In our example, we use extension 3188 and assign it to Location 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: <u>3188xatgnemx1</u> (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.

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.



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.

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- 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.