

# Managing Phones & Phone Profiles

This covers the basics for configuring compatible handsets with in the BG Admin CommPortal.

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# Managing Phones As Administrator

## Overview

This will cover the basics in managing and configuring your Phones from the BG Admin Portal.

From the BG Admin Portal you can manage your Phones, click on Phones on the left hand side. From here you will see all your phones.



**INFO:** You will need to contact your Service Provider to add phones or remove phones from this list. This is done using the MAC addresses of the devices.

In this example this Business Group has 3 phones. The Polycom VVX 411 and Yealink T46S have been assigned to subscribers. The Snom D785 is not assigned to a subscriber. The portal allows you to provision any phone in this list to any of your subscribers without the need for contacting your Service Provider. To jump to the Provisioning section click

Phones in Department: View All

Select department

Assign to Department

Enter number...

Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

| <input type="checkbox"/>                   | Model | MAC Address       | Description                               | Assigned to | Department |           |
|--|-------|-------------------|---|-------------|------------|-----------|
| <input type="text" value="Search for..."/> |       |                   | <input type="text" value="in any field"/> |             |            |           |
| <input type="checkbox"/>                   |       | 00:04:13:92:3D:F7 | Snom D785                                 |             | None       |           |
| <input type="checkbox"/>                   |       | 64:16:7F:5F:24:1C | Polycom VVX 411                           | 01132991000 | None       | Actions ▼ |
| <input type="checkbox"/>                   |       | 80:5E:C0:90:6A:97 | Yealink T46S                              | 01132991002 | None       | Actions ▼ |

here.

Phone configuration is managed by using Phone Profiles. You have two types of Phone Profiles:

- Business Group Profiles
- Subscriber Phone Profiles

Business Groups Profiles are optional, but are ideal to manage and make changes to devices across the entire Business Group without changing each individual phone profile. You would create one profile for each make and model of device. With Business Groups Profiles you can lock certain settings down to stop individuals making changes to their phone profile.

An example of using Business Group Profile would to enable Hot Desking. This would allow for all phone in your Business Group to use Hot Desking while only need to create one Business Group profile per a device model.



**INFO:** Any change made to Business Groups Profiles will goto all phones that use that profile

Subscriber Phone Profiles these are created per a subscriber when that subscriber first registers on a new device. These profiles will contain the the individual settings like speed dials, monitored extensions etc.

url

See the [Business Group Profiles](#) page and [Subscriber Phone Profile](#) for further information.

# Business Group Profiles

Phone profiles are split into 2 sections Business Group Profiles and Subscriber Phone Profiles.



**INFO:** Adding, modifying and removing of Business Group Profiles can only be done from the BG Admin Portal.

## Business Group Profiles

These are optional, but are ideal to manage and make changes to devices across the entire Business Group without changing each Subscriber phone profile. You would create one profile for each make and model of device.

An example of this would be to enable Hot Desking. This would allow for all phones in your Business Group to use Hot Desking while only needing to create one Business Group Profile per a device model.

Lets say you have 15 phones in total 5 Polycom VVX 411, 5 Yealink T46S and 5 Snom D785 to enable Hot Desking this would only need 3 Business Group Profiles to be created.

You can create and manage your Business Group Profiles by going to **Phones** within the **BG Admin Portal** and clicking on **manage your phone profiles**. If you have not already created a Business Groups Profile beforehand you will see the following screen. Click on **Create new profile**.

 Phone selectionforDemo Business Groupasadmin

## Manage your phones

Phone list empty, add new phones below

Create new profile

Select the make and model of the phone you would like to add.

## Create new profile

X

Yealink SIP-T29G



Yealink SIP-T40G



Yealink SIP-T40P



Yealink SIP-T41S



Yealink SIP-T42S



Yealink SIP-T46S



**INFO:** You must always select the exact model of your phone. Selecting a Yealink T42S phone profile WILL NOT Yealink T46S phone.

This will now create the default profile, this is same as the subscriber phone profile as if a subscriber had just registered that device.

Now we can make the changes that will effect all Yealink T46S devices within your Business Group. Click on **Edit**

Phone selectionforDemo Business Groupasadmin

### Manage your phones



Polycom VVX 411

Edit



Yealink SIP-T46S

Edit

Create new profile

This will offer all the functionality and Soft Keys that are available for that device that you would see in the web interface of the phone. While this page does look overwhelming most settings you would not need to be changed. You will be able to search for various settings by using the Search in the right corner, depending on phone model you may be able to click on the soft keys on the phone picture, this will then take you directly to the Soft Key Settings.



Depending on phone model the options will differ.

An example of using **Business Group Profiles** would be to set a **Speed Dial** for the Office Manager for a company, once this has been saved all users that are using the Yealink T46S would have this key set.

In this example we will use **Soft Key 10** as the **Speed Dial** to the Office Manager

▼ Key10

|                  |                |  |       |
|------------------|----------------|--|-------|
| *Soft key action | Speed Dial     |  | Reset |
| Line             | Line 1         |  |       |
| *Number          | 01132991000    |  |       |
| Label            | Office Manager |  |       |

Once the changes have been saved, you must now reboot all the phones that are using this profile. In this case it would be all the Yealink T46S devices.

After the phone(s) have rebooted **Soft Key 10** will be a **Speed Dial** with the label Office Manager.



**INFO:** If any of the subscribers have already assigned Soft Key 10 to another function, this will be overwritten by applying the **Business Group Profile**. However, they can change this back from the End Users CommPortal. It has been locked.

To lock a setting so the end user/subscriber cannot change it, click on the Padlock icon and change **Writable by** to **Admin** and click **Apply**. Then click on **Save changes** in the lower right corner.

**Edit Setting Permissions**

Writable By: ?  
Admin

Readable By: ?  
Subscriber

Locked: ☐ ? Apply

When the subscriber logs into their CommPortal to manage the device and they will see Soft Key 10 grey out and will be unable to change it.

| ▼ Key10               | Office Manager |
|-----------------------|----------------|
| Soft key action       | Speed Dial     |
| Line <span>?</span>   | Line 1         |
| Number <span>?</span> | 01132991000    |
| Label                 | Office Manager |

You can also make a setting unreadable to a subscriber, by hiding it from their view, to do this click on the Pad lock icon and change **Writable By** to **Admin** and **Readable By** to **Admin** then click **Apply**. Then click on Save changes in the lower right corner.

**Edit Setting Permissions**

Writable By: ?  
Admin


Readable By: ?  
Admin

Locked: ☐ ? Apply

You can see from the screen shot below that Soft Key 10 is no longer visible.

| ▼ Key9          |
|-----------------|
| Soft key action |
| None            |
| ▼ Key11         |

If you have made a mistake in configuring a profile and the phones are not working as expected after been rebooted, you revert all changes by using the **Reset all to defaults** option.



- › Programmable Keys - Soft Key
- › Programmable Keys - Line Key
- › Paging Groups
- › Features
- › Preferences
- › Network
- › Line 1
- › Line 2
- › Line 3
- › Line 4
- › Line 5
- › Line 6
- › Line 7
- › Line 8
- › Line 9
- › Line 10
- › Line 11
- › Line 12
- › Line 13

Print...Expand allImportExportReset all to defaultsDiscard changesSave changes

Click on **Reset** to Confirm. Then click on **Save changes** in the lower right corner. You must now reboot all devices using this profile.

Confirm your decision

Restoring default settings will reset all fields to their default values, including any configured sidecars. You will need to save changes to apply this reset. Any currently unsaved changes will be lost. Reset all to defaults?

Reset

Cancel



**INFO:** This will **NOT** reset the configuration changes the subscriber has made to his subscriber phone profile for the subscriber has added several speed dials then these will still remain after rebooting the device as they have on the **Subscriber Phone Profile** unless they have been over written by the **Business Group Profile**

# Subscriber Phone Profiles

From the [BG Admin Portal](#) you can also make changes to **Subscriber Phone Profiles** directly.

From the Bg Admin portal click on **Phones** on the subscribers phone you would like to modify click on **Actions** then **Configure Phone**.

Home

Groups

\*\*\* Hunt Groups (MLHGs)

\*\*\* Call Pickup Groups

All Lines

Users

Attendants

Group Access

**Phones**

Services

Departments

\*\*\* Short Codes

Account Codes

Business Group Admin Portal

Henry Jackson

Phones in Department: View All

Select department Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

| Model                      | MAC Address       | Description     | Assigned to | Department |
|----------------------------|-------------------|-----------------|-------------|------------|
| <input type="checkbox"/> ? | 00:04:13:92:3D:F7 | Snom D785       |             | None       |
| <input type="checkbox"/> ? | 64:16:7F:5F:24:1C | Polycom VVX 411 | 01132991000 | None       |
| <input type="checkbox"/> ? | 80:5E:C0:90:6A:97 | Yealink T46S    | 01132991002 | None       |

Change phone

**Configure phone**

Click on the Subscriber Phone Profile you would like to edit.

Phone selectionforDemo Business Group / 01132991002asadmin

Manage your phones



Yealink SIP-T46S

Edit

Create new profile

If you have created a [Business Group Profile](#) for this model of phone then you will see these changes on this subscribers phone profile. This page is exactly the same as editing the **Business Group Profile** however any changes made here will only effect this **Subscribers Phone Profile** after the changes have been saved and the phone has been rebooted.

You can also reset the Subscribers Phone Profile from here as well. Reseting the **Subscriber Phone Profile** from here will use the **Business Group Profile** as it defaults. This is useful if the subscriber is having issues after they have made



changes to their Phone Profile.



**INFO:** If no **Business Group Profile** is setup for this device than it will restore the original defaults as when it was provisioned.

# Provisioning Phones



**INFO:** If you are missing phones from this list then you will need to contact your Service Provider with MAC address of devices you would like to be added. You will also need to contact your Service Provider to remove a device from the list.

Depending on your order and configuration you may have already provisioned all your phones to subscribers you may also have requested phone to be added but not provisioned to a subscriber. You can see from this example that the Snom D785 has not been assigned to a subscriber.

Home

Groups

\*\*\* Hunt Groups (MLHG)

\*\*\* Call Pickup Groups

All Lines

Users

Attendants

Group Access

Phones

Services

Departments

\*\*\* Short Codes

Business Group Admin Portal

Henry Jackson

Phones in Department: View All

Select department Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

| <input type="checkbox"/> | Model | MAC Address       | Description     | Assigned to | Department |           |
|--------------------------|-------|-------------------|-----------------|-------------|------------|-----------|
| <input type="checkbox"/> | ?     | 00:04:13:92:3D:F7 | Snom D785       |             | None       |           |
| <input type="checkbox"/> |       | 64:16:7F:5F:24:1C | Polycom VVX 411 | 01132991000 | None       | Actions ▼ |
| <input type="checkbox"/> |       | 80:5E:C0:90:6A:97 | Yealink T46S    | 01132991002 | None       | Actions ▼ |

In this example we are going to assign the Snom D785 to the subscriber 01132991001. Tick the check box next to phone that you would like to assign, then enter the subscribers phone number and click on **Assign to Line**.

Home

Groups

\*\*\* Hunt Groups (MLHG)

\*\*\* Call Pickup Groups

All Lines

Users

Attendants

Group Access

Phones

Services

Departments

\*\*\* Short Codes

Business Group Admin Portal

Henry Jackson

Phones in Department: View All

Select department Assign to Department

01132991001| Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).


| <input type="checkbox"/>            | Model | MAC Address       | Description     | Assigned to | Department |           |
|-------------------------------------|-------|-------------------|-----------------|-------------|------------|-----------|
| <input checked="" type="checkbox"/> | ?     | 00:04:13:92:3D:F7 | Snom D785       |             | None       |           |
| <input type="checkbox"/>            |       | 64:16:7F:5F:24:1C | Polycom VVX 411 | 01132991000 | None       | Actions ▼ |
| <input type="checkbox"/>            |       | 80:5E:C0:90:6A:97 | Yealink T46S    | 01132991002 | None       | Actions ▼ |

Now we need to set the authentication so the device in question can contact the provisioning server and download the correct configuration for that subscriber. You can either set an **Authenticate until** time or just click on **Allow authentication for an hour from now**. Then click **OK**

## Set Authenticate Until

Please enter an "authenticate until" time for the following phones:

Snom D785

Authenticate until: 20 45 05/05/2020   
[Allow authentication for an hour from now](#)

OK

Cancel



**INFO:** We strongly advise against leaving authentication open for more than a couple of hours as this could leave phones open to attacks from the outside world.




Next you need to reboot the device for the new configuration to be download. Depending on the firmware on your device is may reboot several times before the configuration has completed and the user is registered. Once the user is registered the phone is ready to be used.

When completed successfully the question mark box next the phone will also change to a picture of that phone.



**INFO:** If the phone fails to download the configuration you may need to speak to your Service Provider to discuss phone is been adopted. You may also have to manually configure the phone with the correct provisioning URL.

Also from this page you remove a subscriber from a phone or change the description, click on **Actions** and then **Change phone**

| <input type="checkbox"/> | Model   | MAC Address       | Description     | Assigned to | Department |  |
|--------------------------|---|-------------------|-----------------|-------------|------------|--|
| Search for...            |   | in any field      |                 |             |            |  |
| <input type="checkbox"/> |  | 00:04:13:92:3D:F7 | Snom D785       | 01132991001 | None       | <b>Actions</b> ▼<br><b>Change phone</b><br>Configure phone |
| <input type="checkbox"/> |  | 64:16:7F:5F:24:1C | Polycom VVX 411 | 01132991000 | None       |  |
| <input type="checkbox"/> |  | 80:5E:C0:90:6A:97 | Yealink T46S    | 01132991002 | None       |  |

On the **Change Phone** screen you will be to change the description or remove the phone from that subscriber.

## Change Phone

Change the phone configuration and then click Apply.

MAC Address: 00:04:13:92:3D:F7

Description: Snom D785

Phone Model: Snom D785

Assigned to Line? ☒ 01132991001

Phone authenticated at: 20 03 05/05/2020

Apply

Cancel

To remove a phone from a subscriber untick the **Assigned to Line** box and then click **Apply**.

## Change Phone

Change the phone configuration and then click Apply.

MAC Address: 00:04:13:92:3D:F7

Description: Snom D785




Phone Model: Snom D785

Assigned to Line? ☐ 01132991001

Apply

Cancel

You will now need to reboot the phone to fully remove that subscriber. Once the phone has been removed it is ready to be assigned to another subscriber.

| <input type="checkbox"/> | Model   | MAC Address                                | Description                               | Assigned to | Department |           |
|--------------------------|---|--|---|-------------|------------|-----------|
|                          |   | <input type="text" value="Search for..."/> | <input type="text" value="in any field"/> |             |            |           |
| <input type="checkbox"/> |  | 00:04:13:92:3D:F7                          | Snom D785                                 |             | None       |           |
| <input type="checkbox"/> |  | 64:16:7F:5F:24:1C                          | Polycom VVX 411                           | 01132991000 | None       | Actions ▼ |
| <input type="checkbox"/> |  | 80:5E:C0:90:6A:97                          | Yealink T46S                              | 01132991002 | None       | Actions ▼ |



**INFO:** Any changes to the **Subscriber Phone Profile** for that device will be saved. If you assign the subscriber that device they automatically use their existing Subscriber Phone Profile.