Configuring Diagnostic Tools and Support Information on Poly Edge V Series Phones

Feature Profile

SUMMARY

This document provides end-users and administrators the benefits and implementation details of the named feature.

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Document change history Configuring Diagnostic Tools

This information lists changes made in the most recent software release.

Table Document change history

Document version	Software version	Description
1.0	PVOS 8.5.1	Initial release of document.

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1 Configuring Diagnostic Tools and Support Information on Poly Edge V Series Phones

Poly Edge V Series phones include self-service diagnostics tools and optional support features. This feature profile explains how administrators configure the diagnostic tools and customize the support features.

Users can easily troubleshoot phone issues on their own. Reducing the need of an IT professional to troubleshoot minor issues helps to keep overhead costs down while maximizing employee productivity. If users do need assistance, they can access support contact details from their Poly Edge V Series phone, if that feature is available.

Many of the diagnostics tools are accessible by administrators and users. Details specific to users are available in the {Xref Error! Target does not exist.}.

For more information about how administrators can troubleshoot Poly Edge V Series phones, see the *Hp Poly Edge V Series Phones Administration Guide*. Refer to the *HP Poly Edge V Series Phones Parameter Reference Guide* for information about using parameters.

The diagnostic tools enable administrators to perform the following tasks:

- View system information
- Run a report to check the status of key components of the phone's operation (more information is available if you need it)
- Check network connection issues using ping and traceroute tests
- Run tests to check the function of hardware components

If you choose to enable the **Contact Support** menu, customize it with your organization's specific branding and support contact information.

Supported Phones

The diagnostics tools and support features are available on the following Poly Edge V Series phones:

- Poly Edge V200
- Poly Edge V250
- Poly Edge V250 Plus

- Polu Edge V400
- Poly Edge V450
- Poly Edge V650
- Poly Edge V800
- Poly Edge V850
- Poly Edge V Series Expansion Module

Working with Configuration files

The following topics in the *Poly Edge V Series Phones Administrator Guide* provide information and step-by-step instructions for using configuration files:

- Priority of configuration and provisioning methods
- Default Configuration files
- Configure a phone using a USB flash drive
- Configure a phone using the system web interface

Configuring and running diagnostic tools

Poly Edge V Series phones include basic and advanced diagnostics tools.

Start the troubleshooting process by running a diagnostic report that gives you the status of the services connected to a phone. If you need more information, advanced tools that test critical components such as network connectivity and DNS are also available.

Run a diagnostics check

If you are having problems with your phone, run a diagnostics check to determine if there are any issues.

1. Do one of the following:
   - Go to **Menu** > **Help & Support**.
   - Go to **Menu** > **Settings** > **Diagnostics**.
2. Select **Run Diagnostics**.
3. On the *Diagnostics Check* screen, select **Yes** to run the check.



The icon next to the item indicates the status:

- **Passed**
- **Failed**
- **Disabled**

4. On the *Diagnostics Report* screen, do one of the following:
   - Choose a component and select **Details** to see detailed information.
   - Select **Back** to return to the *Help & Support* screen.

Network ping

Use the ping feature to return a network diagnostics report for network issue troubleshooting. You can send a ping using the local interface or system web interface.

The returned network ping report gathers:

- Network connectivity
- Server reachability
- Latency
- Lost packets
- Bandwidth
- Frame size

Ping a network address from the local interface

Ping a network address to test connectivity using the phone's local interface.

1. Select **Settings** > **Diagnostics** > **Network**.
2. Select **Ping**.
3. Enter the network address that you want to ping and test connectivity for.
4. Select **Send**.

   The phone sends a ping to the network address and returns a network diagnostics report.

Ping a network address from the system web interface

Ping a network address to test connectivity from the phone's system web interface. The ping returns the network connectivity, server reachability, lost packets, bandwidth, and frame size.

1. In the system web interface, go to **Diagnostics** > **Ping/Traceroute Test**.
2. Enter the **IP/Hostname** for the network you want to test.
3. Select **Ping**.
4. **Optional:** Configure the packet count and packet size, in bytes, the test sends to the network.

   NOTE: If you don't enter a value for packet count and packet size, the phone sends the default values.

   - For packet counts, send between 1 and 30 packets. The default value is `3` packets.
   - Set the packet size from 1 to 65507 bytes. The default value is `56` bytes.
5. Select **Run**.

Traceroute

A traceroute test shows you the network path to key servers. Send a traceroute using the local interface or system web interface.

Send a traceroute from the local interface

Use the phone's local interface to send a traceroute. The phone displays the path report onscreen.

1. Select **Settings** > **Diagnostics** > **Network**.
2. Select **Network Tools**.
3. Select **Traceroute**.
4. Enter the network address for the route you want to trace.
5. Select **Send**.

   The phone sends a traceroute command to the network and returns a network path report.

Send a traceroute from the system web interface

Use the system web interface to execute a traceroute test. The test returns the network key paths to servers.

1. In the system web interface, go to **Diagnostics** > **Ping/Traceroute Test**.
2. Select **Traceroute**.
3. **Optional:** Configure the maximum number of hops the test can take to search for the destination and the amount of time, in seconds, the test waits for a response.



NOTE: If you don't enter a value for maximum hops and wait timeout, the phone sends the default values instead.

   - For maximum number of hops, the available values are 1 to 30 hops. The default value is `30` hops.
   - For the response wait time, the available values are 2 to 60 seconds. The default value is `2` seconds.

4. Select **Run**.

DNS testing

Use this tool to check if the configured DNS can resolve addresses to key servers.

The DNS test page displays information for the following parameters:

- DNS server
- DNS secondary server
- DNS domain
- DNS address override DHCP
- DNS domain override DHCP

Configure a test DNS server account

Create a test account for your phone to query.

1. Open the configuration file.
2. Configure query A records 1. The default is `Null`. The maximum string length is 255 characters.

```
diags.networkAssessment.DNS.A.1="<URL>"
```

3. Configure query A records 2. The default is `Null`.

```
diags.networkAssessment.DNS.A.2="<URL>"
```

4. Configure query A records 3. The default is `Null`.

```
diags.networkAssessment.DNS.A.3="<URL>"
```

5. Configure query A records 4. The default is `Null`. The maximum string length is 255 characters.

```
diags.networkAssessment.DNS.A.4="<URL>"
```

6. Configure up to four AAAA records. The default is `Null`. The maximum string length is 255 characters. Replace *n* with the desired iteration number from `1` to `4`.

```
diags.networkAssessment.DNS.AAAA.n="<URL>"
```

7. Configure up to four SRV records. The default is `Null`. The maximum string length is 255 characters. Replace *n* with the desired iteration number from `1` to `4`.

```
diags.networkAssessment.DNS.SRV.n="<URL>"
```

8. Configure up to four NAPTR records. The default is `Null`. The maximum string length is 255 characters. Replace *n* with the desired iteration number from `1` to `4`.

```
diags.networkAssessment.DNS.NAPTR.n="<URL>"
```

9. **Optional:** Add an alternate server for executing DNS questions. The default is `Null`. The maximum string length is 255 characters..

   If you leave the parameter with the default setting, the phone sends DNS queries to the current DNS primary server.

   ```
   diags.networkAssessment.DNS.testAddress="<URL>"
   ```

10. Save the configuration file.

Run a DNS test from the system web interface

Use the phone's system web interface to verify if the phone can reach the configured servers on your network.

Before performing this task, complete the steps in {Xref Error! Target does not exist.}Configure a Test DNS Server Account.

1. In the system web interface, go to **Diagnostics** > **DNS Test**.
2. Enter an IP address or a URI.
3. Select **Run**.

Display the phone's DNS cache

Display the phone's DNS cache to view resource records such as date, type, name, and TTL.

1. In the system web interface, go to **Diagnostics** > **Network Diagnostics Test** > **DNS Test**.
2. Select **DNS Query Test address**.
3. Select **Run**.

NTP server connection testing

Test your connection to a defined NTP test server.

Configure an NTP test address

Set up a test address the phone uses to perform an NTP server test.

The test address is an alternate NTP server not provided by DHCP. Use this address to validate the DHCP provided NTP server replies against a user configured server.

1. Open the configuration file.
2. Configure the NTP test address. The default value is `ntp.polycom.com`. The maximum string length is 255 characters.

```
diags.NetworkAssessment.NTP.testAddress="<URL>"
```

3. Save the configuration file.

View NTP server test information

Run an NTP server test in the system web interface. The NTP server test checks if your local phone can sync to the network servers and a test address. This test also validates the NTP servers and time.

1. In the system web interface, go to **Diagnostics** > **NTP Test**.
2. Select **Run**.

   The results show whether the NTP query was successful.

Testing Phone Hardware

Test the phone hardware directly from the phone's local interface.

Test Audio Diagnostics

Record audio using the handset, speaker, or third-party headset and play it back to be sure the audio level is correct.

- Select **Audio Diagnostics**.

Test Keypad Diagnostics

Test the keypad response.

- Select **Keypad Diagnostics**.

Test Display Diagnostics

Test the LCD for faulty pixels.

- Select **Display Diagnostics**.

Test Brightness Diagnostics

Test the screen brightness.

- Select **Brightness Diagnostics**.

Test LED Diagnostics

Test the LEDs.

- Select **LED Diagnostics**.

Configuring help and support information

Enabling the **Contact Support** menu enables users to access support contact information, if they need more help.

If end users run a diagnostics report and require more information to troubleshoot a Poly Edge V Series phone, they can scan a QR code and access videos, animations, and other helpful information.

Enable and configure the Contact Support menu

Enable the **Contact Support** menu to display contact information, such as contact hours, phone numbers, and other support information.

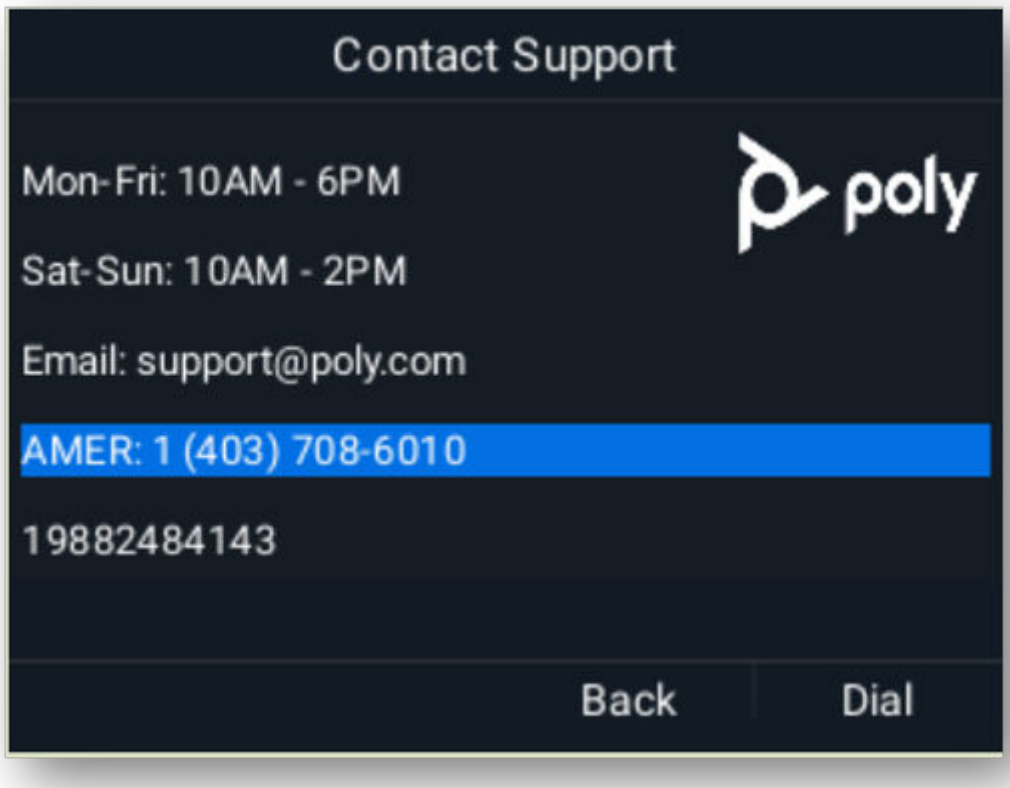
If you want to enable this feature, you must first add information such as contact support hours or phone numbers to display the **Contact Support** menu. See Add help desk contact information.

1. Open the configuration file.
2. Enable the *Contact Support* menu.

```
ui.menu.helpAndSupport.contact.enabled="1"
```

3. Save the configuration file.

Figure 1-1 Example Contact Support Menu



Add help desk contact information

Add up to three help desk contact numbers, email addresses, or URLs to the **Contact Support** menu.

1. Open the configuration file.
2. Add help desk information. Replace *x* with the desired line key value. The maximum length is 30 characters.

```
ui.menu.helpAndSupport.contact.numbers.x="<Support Information>"
```

NOTE: You can choose to add three phone numbers or two phone numbers and an email address or URL, for example.

3. Save the configuration file.

Add help desk hours and contact information

Add help desk hours of operation and contact details to the **Contact Support** menu.

1. Open the configuration file.
2. Add help desk hours of operation and contact details. Replace *x* with the desired line key value. The maximum length is 30 characters.

```
ui.menu.helpAndSupport.contact.hours.x="<Hours of Operation>"
```

NOTE: You can choose to add three lines for hours of operation.

3. Save the configuration file.

Add a customer logo to the Contact Support menu

Customize the **Contact Support** menu by adding a company logo to the page.

You can upload an image (182 x 78 pixels) in the following formats:

- .bmp
- .jpg
- .jpeg
- .jpe
- .jfif
- .png

1. Place the image file on the provisioning server.
2. Open the configuration file.
3. Add a customer logo to the **Contact Support** menu:

```
ui.menu.helpAndSupport.contact.customerLogo="<image filename>"
```

4. Save the configuration file.

Customize the QR code

By default, the QR code links to overview and explainer videos about Poly Edge V Series phones, but you can customize it to link to other another resource.

1. Open the configuration file.
2. Customize the QR code.

```
ui.menu.helpAndSupport.contact.help.QrCode_URL="URL to help page"
ui.menu.helpAndSupport.contact.help.QrCode_Title="<QR Code Title>"
ui.menu.helpAndSupport.contact.help.QrCode_Description="<QR Code
Description>"
```

3. Save the configuration file.

Diagnostics, help, and support parameters

The following section provides a list of the parameters for configuring diagnostics, help, and support features on Poly Edge V Series phones.

Network assessment parameters

Configure these parameters to perform queries and test different network servers. These tests can be performed from the Web Configuration Utility.

diags.networkAssessment.NTP.testAddress
Enter the FQDN or IP address of a time server to test if the server is reachable.
ntp.polycom.com (default)

String (0-255 characters)

diags.networkAssessment.DNS.testAddress
Enter the FQDN or IP address of a DNS server to to perform DNS queries against it.
NULL (default)

String (0-255 characters)

diags.networkAssessment.DNS.A.x
Enter a FQDN to test DNS A record queries with the DNS test server. Up to 3 (x=1..3) can be defined.
Null (default)

ztp.polycom.com (default for x=1)

ztp.poly.com (default for x=2)

root.pnn.obihai.com (default for x=3)

String (0-255 characters)

diags.networkAssessment.DNS.AAAA.x
Enter a FQDN to test DNS AAAA record queries with the DNS test server. Up to 3 (x=1..3) can be defined.
Null (default)

String (0-255 characters)

diags.networkAssessment.DNS.NAPTR.x
Enter a FQDN to test DNS NAPTR record queries with the DNS test server. Up to 3 (x=1..3) can be defined.
Null (default)

String (0-255 characters)

Help and support parameters

Use the parameters in this section to configure help and support related features.

ui.menu.helpAndSupport.contact.enabled
Enable the Contact Support menu.
0 (default) - Disable

1 - Enable

ui.menu.helpAndSupport.contact.help.QrCode_Title
The title used on the help menu QR code.
www.polyedgephones.one-lynk.com (default)

0-255 characters

ui.menu.helpAndSupport.contact.help.QrCode_URL
The URL used on the help menu QR code.
www.polyedgephones.one-lynk.com

0-255 characters

ui.menu.helpAndSupport.contact.help.QrCode_Description
The onscreen description of the QR code.
0-255 characters

ui.menu.helpAndSupport.contact.hours.x
Display support hours in the Contact Support screen. X is 1, 2, or 3.
0 - 30 characters

ui.menu.helpAndSupport.contact.numbers.x
Display support numbers in the Contact Support screen. X is 1, 2, or 3.
0-30 characters

ui.menu.helpAndSupport.contact.customerLogo
Specify the URL of an image to be shown on the Contact Support menu
0-255 characters

1 Getting help

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