



# Polycom OBi312 Installation and Configuration Guide



1725-85475-001C

## 1 Installation Requirements

Check that you have the following:

- Polycom OBi312 device
- Ethernet cable
- Phone line
- Power adapter

You also need:

- Touch-tone phone
- Active internet connection
- Access to the internet via an Ethernet port on your router or modem  
Note: You can use the OBi312 as a router by connecting the OBi312 device directly to your broadband modem
- (Optional) Internet phone service subscription



Polycom OBi312 Device



Ethernet Cable



Phone Line



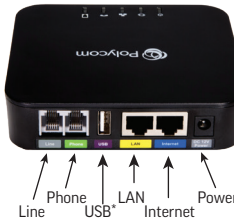
Power Adapter

## 2 Install the Polycom OBi312 Device

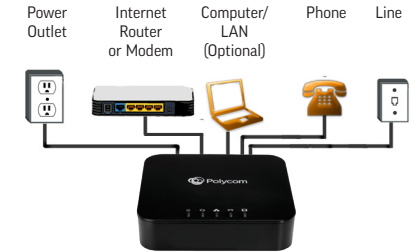
Follow these steps to install the OBi312.

1. Connect phone to the green **PHONE** port using the phone's original RJ-11 telephone line cable.
2. Connect one end of the Ethernet cable to the blue **INTERNET** port and the other end to an Ethernet port on your router, broadband modem, or Ethernet switch.
3. Connect the power adapter to the OBi device power jack and a power outlet.
4. (Optional) Using the supplied RJ-11 telephone line cable, connect the OBi device **LINE** port to an active analog telephone (POTS) line jack.

### Polycom OBi312 Rear



### Polycom OBi312 Connections



### Front Panel LEDs

- Off: No power  
Solid green: Powered on and working  
Flashing green: Searching for a DHCP IP address  
Flashing orange: Upgrading (do not unplug power)  
Solid red: Not operational
- Off: Port not enabled  
Solid green: Phone ready (standby)  
Flashing green: Phone in use
- Off: Port not enabled  
Solid green: Line ready (standby)  
Flashing green: Line in use
- Flashing green (intermittent): Data activity on the internet Ethernet port
- Flashing green (intermittent): Data activity on the LAN Ethernet port

## 3 Make a Test Call Using Polycom OBiTALK

At any time, you may place a test call to the OBiTALK test number:

Dial \*\*9 followed by: **OBiTALK Test No: 222 222 222**

Your OBi device is ready to make FREE calls to other OBi endpoints using the **OBiTALK** network. On the bottom of your unit, you see your 9-digit OBi device number. Give this number to your friends, family, and colleagues so they can call you from their OBi device.

To use the **OBiTALK** network, install your OBi device, pick up the phone, and call your friends by dialing \*\*9 and their 9-digit OBi device number.



\* You can use the USB port on the OBi312 to connect compatible WiFi or Bluetooth\* accessories. See [www.obitalk.com](http://www.obitalk.com) for more information.

## 4 Set Up a Polycom OBiTALK Account

Polycom OBiTALK enables you to easily activate devices and add any commercial VoIP services used with your OBi device.

1. Go to [www.obitalk.com](http://www.obitalk.com) and register for an OBiTALK account. The first time you log in to OBiTALK, a pop-up window appears enabling you to add your device.
2. Click **Yes** and follow the on-screen instructions to add your OBi device to the OBiTALK dashboard. Once added, you are directed to the **Device Configuration** page.
3. Set your OBi device display name, time zone, and daylight savings values.
4. Select **Save Changes**.
5. After adding your device, you can set up voice services and other configuration information. You can add multiple devices to a single account.

## 5 Set Up VoIP Services

This OBi device may already be pre-configured by a service provider so that it requires no additional configuration beyond the physical connections in step 2. If you plan to use Bring Your Own Device VoIP service credentials, after you register and add your OBi312 device at [www.obitalk.com](http://www.obitalk.com), the OBi Device Configuration page helps you set up commercial VoIP services.

1. Do one of the following:
  - Select from any one of the other listed service providers.
  - Select the generic service provider if your service is not listed.
2. Set up the service provider using your user name and password.

Note: You must choose which phone port to use with the selected service. By default, both **PHONE 1** and **PHONE 2**, work with the first service you initially configure on your OBi312 device.

### How to Get Support and Learn More

Visit our website at: <https://support.polycom.com> to find the information you need.

## Warranty Information

Refer to the Limited Hardware Warranty section of the Product Warranty Guide found in the Service Policies section at <https://support.polycom.com>.

### OBiTALK Network—Do Not Use for Emergency Service Calls

Poly does not warrant the availability or quality of the OBiTALK network. Furthermore, Poly will not be liable to you or any third party for any costs or damages arising directly and or indirectly from the use of this product's hardware & software including without limits any damage, or for any loss whatsoever.

## Compliance & Safety Information

### Do Not Use OBiTALK for Emergency Calls or Contacting Emergency Services

This equipment is not intended to be used to call emergency services like 911, 112, 999, 000.

**For indoor use only.** Read installation instructions before connecting to a power source. The electric plug & socket must be accessible at all times as this is the main method to disconnect power from the device. Shock Hazard: Do not operate near water or similar fluid. Do not work with this device during periods of lightning activity. Do not touch wires at end of the phone cables or inside sockets.

**Important:** Only an analog telephone or fax machine should be connected to the OBi device. Do not connect a cable from the FXS/PHONE port to a telephone jack powered by the phone company. Doing so may cause damage to the OBi device's electronics.

For full regulatory information, visit <https://support.polycom.com>.



### How to perform a factory reset:

1. Power on the OBi device.
2. Locate the Factory Reset button access hole on the bottom of the OBi device. It is a circular hole (a little larger than the others) just above and to the left of the Model ID on the product label.
3. Using a paper clip or similar instrument, depress the button inside the hole for 15 seconds.
4. The Power LED flashes red. Release the button and the OBi device is now reset to factory defaults.

Note: A service provider may restrict some settings from being reset to a factory default.

### OBi device manager web page access:

1. From a phone attached to the OBi device, dial \*\*\* to access the OBi config attendant.
2. Choose 1 to hear the IP address of the OBi device.
3. Enter the OBi device IP address in a local PC web browser.



4. When prompted, enter admin for the user name and admin for the password.