

VoIP Provisioning

ScanSource Communications offers 2 levels of Voice Over IP (VoIP) Provisioning through our System Integrations group. This group is co-located in our distribution center in Southaven, MS, occupying close to 600,000 square feet.

Basic Provisioning consists of the following deliverables:

- Load base configuration that may include:
 - FTP/TFTP settings
 - DHCP settings
 - VLAN settings
 - Supply phone MAC addresses via SSC Invoice
- **This service will provide plug and play connectivity to onsite provisioning server**
- SSC Part Number: SIG-SYSINT3

Enhanced Provisioning consists of the following deliverables:

- All Basic provisioning deliverables
 - Connection to the customer provisioning server (contingent on provisioning server connectivity)
 - Forward MAC addresses for provisioning server input via email
 - Connect IP phone to customer provisioning server for full provisioning
- **Phones are fully configured, functional, and tested before shipping to ensure "Out of Box" reliability**
- SSC Part Number: SIG-SYSINT3

What SSC needs from you to get started:

- Determine protocol being used (FTP, TFTP, or HTTP)
- Supply provisioning server IP address, Username and Password

VoIP Provisioning Terminology:

MAC Address:

The Ethernet hardware address of the phone; it is not the same as the IP address (You can also access this number on your SSC invoice)

For Polycom phones, the serial number is the MAC address