
Frequently Asked Questions

Polycom Zero Touch Provisioning Solution

Polycom understands the challenges Service Providers face with device deployments to their customers.

Zero Touch Provisioning is a cloud based provisioning solution designed to make it simple to deploy VoIP Devices (Sound Point IP, SoundStation IP, VVX products) and RealPresence Group Video Endpoints. By using ZTP, you will enjoy reduced OpEx costs because it removes the need to either “open the box” at a distribution center or send skilled technicians to the customer site to enter in, pre-provisioning information through the device’s UI or web interface. This Polycom solution is primarily focused on Service Provider deployments wishes in tandem with the activation and provisioning processes.

What is the Polycom Zero Touch Provisioning (ZTP) Solution?

Zero Touch provisioning is a cloud service provisioning solution available to Polycom service provider partners that eases deployment of VoIP Phones and Video Endpoints.

Service Providers (SP) who use ZTP enjoy reduced operation expense (OpEx) costs. It removes the need to “open the box” at a distribution center or send skilled technicians to the customer site. ZTP preloads information through a device UI or web interface. This Polycom service is primarily focused on Service Provider deployments and fits easily into existing Service Provider’s activation and provisioning processes.

How does ZTP work?

When Polycom devices are initially installed at a Service Provider’s end-user customer site, the device automatically connects to the ZTP server and downloads an initial configuration including the address of the Service Provider or enterprise provisioning server. This service is consistent with the Polycom vision of “simple device deployment”.

Service Providers use the ZTP service web application to define a ‘profile’ containing a set of configuration parameters to be applied to devices. These configuration parameters give information to the device which allows it to connect to the service provider or customer provisioning solution.

The Service provider or a reseller channel makes an association between devices and the profile using either the ZTP web console or the ZTP web API.

ZTP is only invoked if the device does not find the provisioning server through other means, for example, DHCP options or static configuration. This ensures that customers that do not use ZTP will not be impacted by the service.

What do I need to do to utilize the ZTP Solution?

Use of ZTP requires a partner to meet the following criteria

- a) Be a Polycom VoIP certified partner.
- b) Agree to an ZTP end-user license agreement (EULA)
- c) Have employees who use ZTP complete an on-line training course.

Once the above have been completed, the support portal account for the individuals who complete the training will be enabled for ZTP web portal access.

What does the ZTP Service cost?

There is no cost to use the ZTP Solution

Why is the Polycom ZTP better than other similar solutions?

Polycom provides the most fully featured and secure (utilizing mutual TLS authentication) solution in the industry.

What are the benefits of the Polycom ZTP Solution?

- Faster time from order to “dial-tone”
- Reduced operating cost to deploy devices – no need to remove from box before arriving to end-user
- Peace of mind – Zero Touch provisioning will enable customers to have a simple and efficient provisioning experience.
- Improved tracking of devices
- Faster time from order to revenue for partners
- Polycom Partners benefit from improved flexibility to react to special orders
- Reduced number of SKUs

Which Polycom devices are supported by ZTP?

Polycom® SoundPoint® IP, SoundStation® IP, VVX and RealPresence Group devices that meet the following criteria are supported by ZTP

- Running software release UCS 3.3.2 or newer, or RPG v5.0.0 or newer.
- Have a factory installed device certificate.
- Have the ZTP feature enabled on the device.
- The server address field in the provisioning server menu must be <null>

For UCS Devices, Polycom factory production started in February 2012 and are configured with the ZTP feature enabled. For RealPresence Group video endpoints, Polycom factory production starting in October, 2015 will be configured with the ZTP feature enabled.

What are the deployment requirements for devices to utilize ZTP?

- Devices must have http, https access to ztp.polycom.com (There may be issues relating to TLS connections if an https proxy is used at the customer location).
- No server address configured in DHCP (Option 66 or 160) nor DNS.

What are the features of the Polycom ZTP Solution?

- Web Portal allows service providers and resellers to create 'profiles' which include one or more of:
 - Provisioning server address
 - Software version to be loaded (UCS Devices only)
 - Other provisioning parameter settings
 - Software update is available via Public Server or SP/Enterprise Provisioning Server.
- Web Portal and a web API for resellers or service providers to associate devices to profiles.
- Web Portal tools to track and modify device associations.
- Secure connection which is automatically utilized by phones to access ZTP if they do not find the provisioning server through other means (for example, DHCP or static configuration)

How can I get more information about ZTP?

See http://www.polycom.com/solutions/service_providers/index.html or contact your local Polycom sales representative

How do I know when to use ZTP for device deployments?

The ZTP solution is designed to be used in situations where there is no automated method of communicating the provisioning server address to the device (for example, DHCP Option), or in situations where the software on the device needs to be updated before the device can contact the provisioning server. ZTP requires that devices have http(s) connectivity to the Internet.

What languages will be supported?

The ZTP web console is implemented in English.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.