



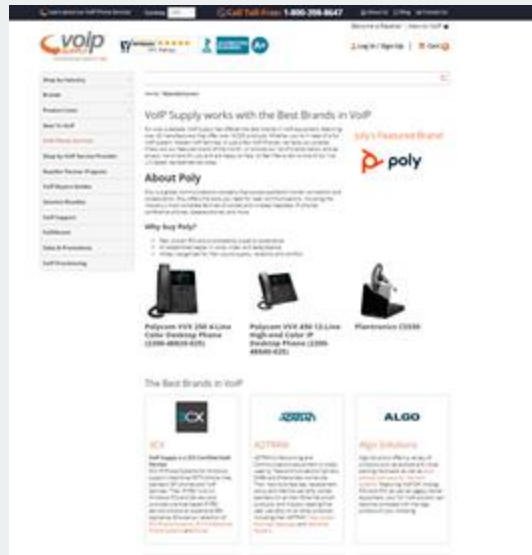
Presented by:
Tom Uhteg
Wilson Ishak

Let Us Fulfill Your Needs



Who is VoIP Supply

Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide. The team behind VoIP Fulfillment by VoIP Supply has been providing provisioning and fulfillment to VoIP Service Providers since the industry's beginning.



Product Catalog

Over 5,000 products from over 60 of the industry's leading manufacturers



We are More than just a Website!

Best Places to Work in Western New York

500/5000 Company



VoIP Experts

Our experts have over **ten** years of experience

Let Us Fulfill Your Needs

VoIP Supply Programs



Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

Hardware & Provisioning

featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

VoIP Rental Program

our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

CloudSpan MarketPlace

a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment

provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim

offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

Let Us Fulfill Your Needs

Reclaim & Refresh



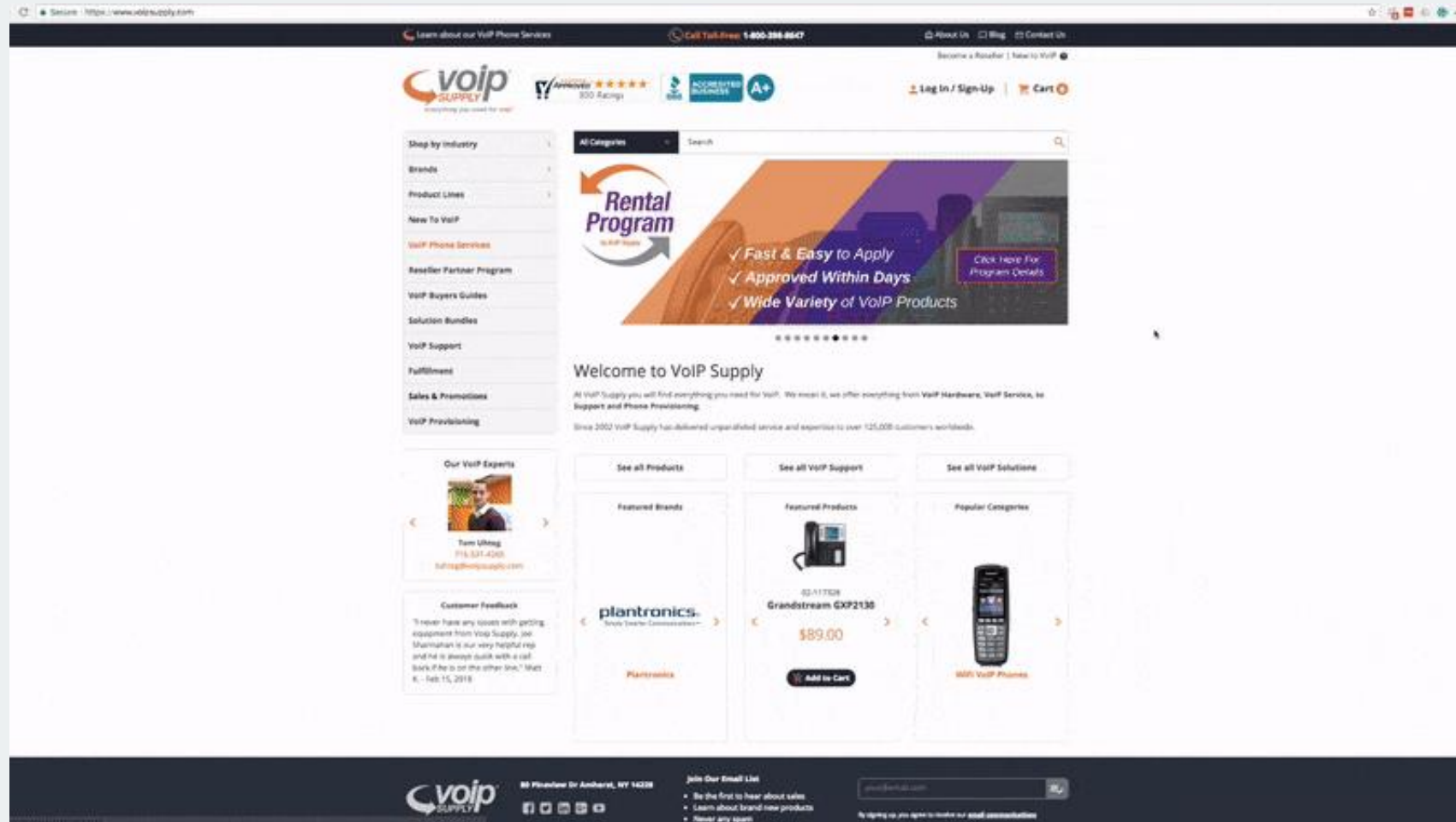
VoIP Supply's Reclaim equipment buyback program is your outlet for **selling off your used and excess** VoIP equipment. With Reclaim you can submit your equipment for sale to VoIP Supply and **receive fair market value** for it allowing you to "reclaim" a portion of your original investment.



VoIP Supply's exclusive Refresh program will allow you to replace a customer's device with a **certified reconditioned device** at a **fraction of the cost** of a new device. With VoIP Supply's Refresh program, you can provide your customers the support and sense of security that comes with a Refresh product.

Let Us Fulfill Your Needs

Reseller Portal



<https://www.voipsupply.com/partner-program>

Let Us Fulfill Your Needs



Reseller Advantage



Are you struggling to be competitive in the marketplace?

VoIP Supply has partnered up with some of the top VoIP manufacturers and service providers to offer you a program you won't be able to find anywhere else!

Here are just a few key features:

- **Earn High Residuals**
- **Equipment Discounts**
- **Expert Extended Sales Team - Combined experience of 50+ years**

By partnering with us, you will be able to grow your business and strengthen your position in the marketplace.

Let Us Fulfill Your Needs

Join Our Team



Become a VoIP Supply Partner

- Exclusive Pricing Through VoIP Supply!
- Opportunity Support – Consulting & Solution Design



Tom Uhteg
VoIP Consultant
(716) 531-4265
tuhteg@VoIPSupply.com



NEW NAME:

Plantronics + Polycom =  poly

- **PLANTRONICS**

- **Founded** in 1961: first customer was NASA! Plantronics went to the Moon!
- **\$900M** Annual Revenue
- **5,000+** employees worldwide
- **100%** Fortune 500
- **Leader** in contact center, business communications, and consumer headsets
- **12M** UC headsets sold globally
- **Acquired** Polycom July 2018

- **POLYCOM**

- **Founded** in 1990: revolutionized conference room audio with the iconic 'starfish' phone
- **\$1.2B** annual revenue
- **3,500+** employees worldwide
- **98%** Global 100 and Fortune 500
- **Leader** in business video & audio conferencing and desktop VoIP telephones
- **1.6M+** VoIP Phones annually to ITSP's in USA
- **Acquired** Obihai January 2018

VVX D230 DECT IP PHONE

Features at a glance

HD VOICE

Wideband codec support (OPUS, G.722) simultaneously on multiple handsets

EASY SITE INSTALLS

Supports native Zero-Touch onboarding with full integration to PDMS-SP

STANDALONE PLATFORM

Fully-featured DECT phone without the need to pair with a desk phone

END-TO-END CLOUD MANAGEMENT

Complete control over your deployed endpoints with PDMS-SP. Anywhere. Anytime.



SPECIFICATIONS: VVX D230

Hardware Platform

- ✔ Screen size – 2.0” color TFT (178 x 220 pixel)
- ✔ Talk/Stand-by time: 10 hours/ 100 hours
- ✔ 2 Programmable soft keys along the base of the display
- ✔ 5 way navigation button
- ✔ PoE base
- ✔ Wall-mountable base

Software Stack

- ✔ Standalone mode (No VVX Phone tethering required)
- ✔ PDMS-SP ready (configuring & managing updates is simple)
- ✔ OBi Edition-style SIP Stack, Configuration, Provisioning and Management

Fully-featured DECT

- ✔ 10 handsets per base / 8 SIP registrations / 8 Simultaneous calls
- ✔ Wideband capable. G.722 and OPUS
- ✔ Call Transfer, Hold, Divert (Forward), Pickup
- ✔ Local 3-way audio conferencing
- ✔ Intercom
- ✔ Shared Call Appearance
- ✔ Local Enhanced Call Park



POLY VVX D230 DECT IP PHONE PLUS A HANDSET

BASE STATION WITH 2 PORT
10/100 POE



HANDSET LOCATOR BUTTON

BELT CLIP



ADDITIONAL HANDSETS
ARE AVAILABLE

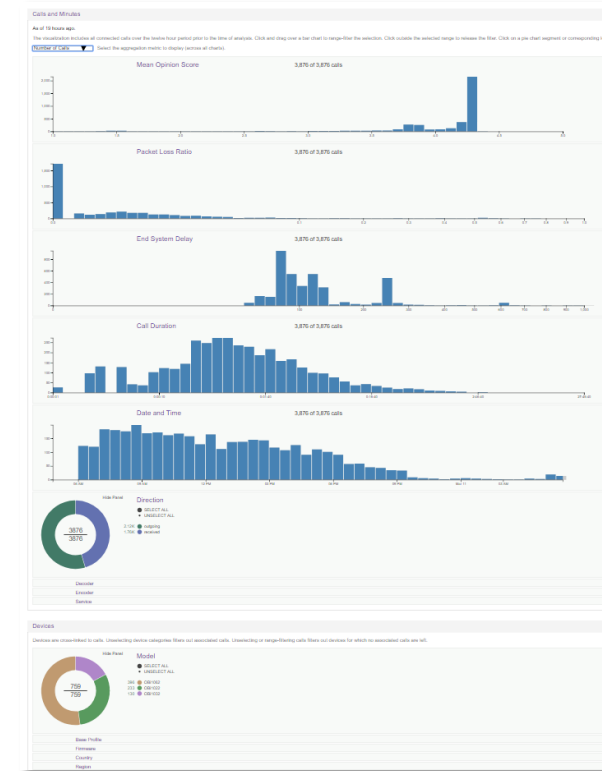
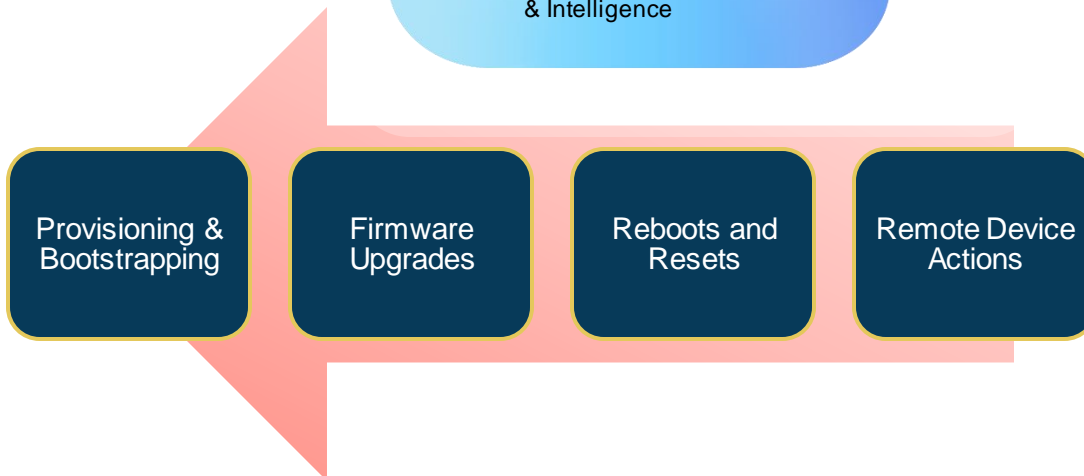
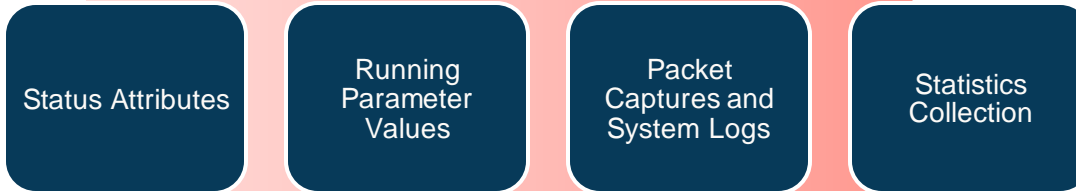
HANDSET CHARGER



POLY VVX D230 DECT IP PHONE PLUS A HANDSET



CLOUD-MANAGED WITH PDMS-SP



Polycorn | Cloud Services | PDMS-SP

Manage Devices

Map

Snapshot

Manage Base Profiles

Edit Note Alias

Claim Device

Add Device

Tools

Manage Organizations

Manage Permissions

Statistics

Service API

NewCoVoIP > Statistics

VQ Records - Raw Data(CSV) Select data set and view. Data is updated daily.

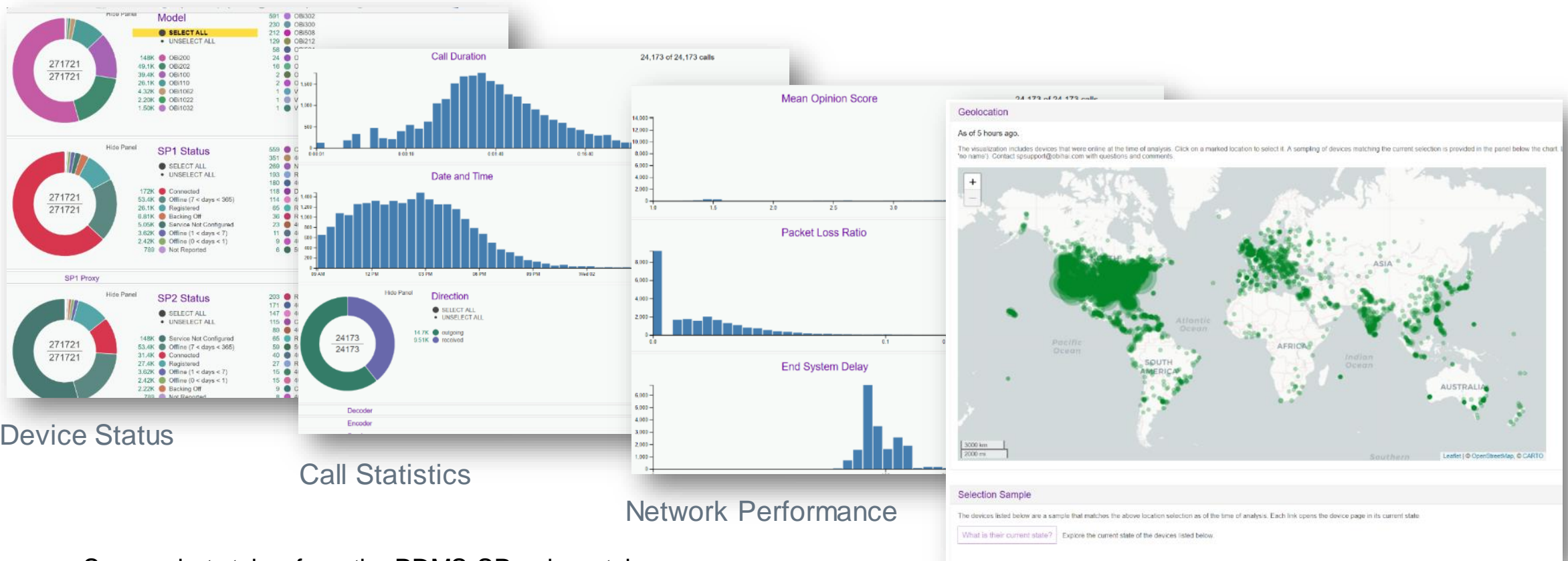
Voice Quality Metrics

Date	Records	Size	CSV File(s)
2019-09-22	716	45.67 KB	vq_001
2019-09-21	147	8.9 KB	vq_001
2019-09-20	49088	2.27 MB	vq_001
2019-09-19	68583	6.09 MB	vq_001
2019-09-18	64530	3.63 MB	vq_001
2019-09-17	30909	1.71 MB	vq_001
2019-09-16	61463	3.33 MB	vq_001

DEVICE MANAGEMENT FOR SERVICE PROVIDERS

Use the data called from PDMS-SP to view in device configurations and statistics that illustrate the health of your voice service.

With our REST APIs, perform actions to the device (e.g reboot, change configuration) in a machine-to-machine environment



Device Status

Call Statistics

Network Performance

Location

Screenshots taken from the PDMS-SP web portal

PDMS-SP API

ADD MANAGEMENT FEATURES TO YOUR OWN FRONT-END

Desk Phone Options

MAC: 64167F123456

Model: Polycom VVX450

Resync Provisioning

Unassign

Reboot

More ▼

Your Customer-facing
Portal or App



PDMS-SP
Cloud Mgmt API

POST
/domain/{orgid}/device
s/{device}/resyncs

POST
/domain/{orgid}/device
s/{device}/reboots

DELETE
/domain/{orgid}/zt-
devices/{obiNumber}

<!--Returns it to
vanilla state-->

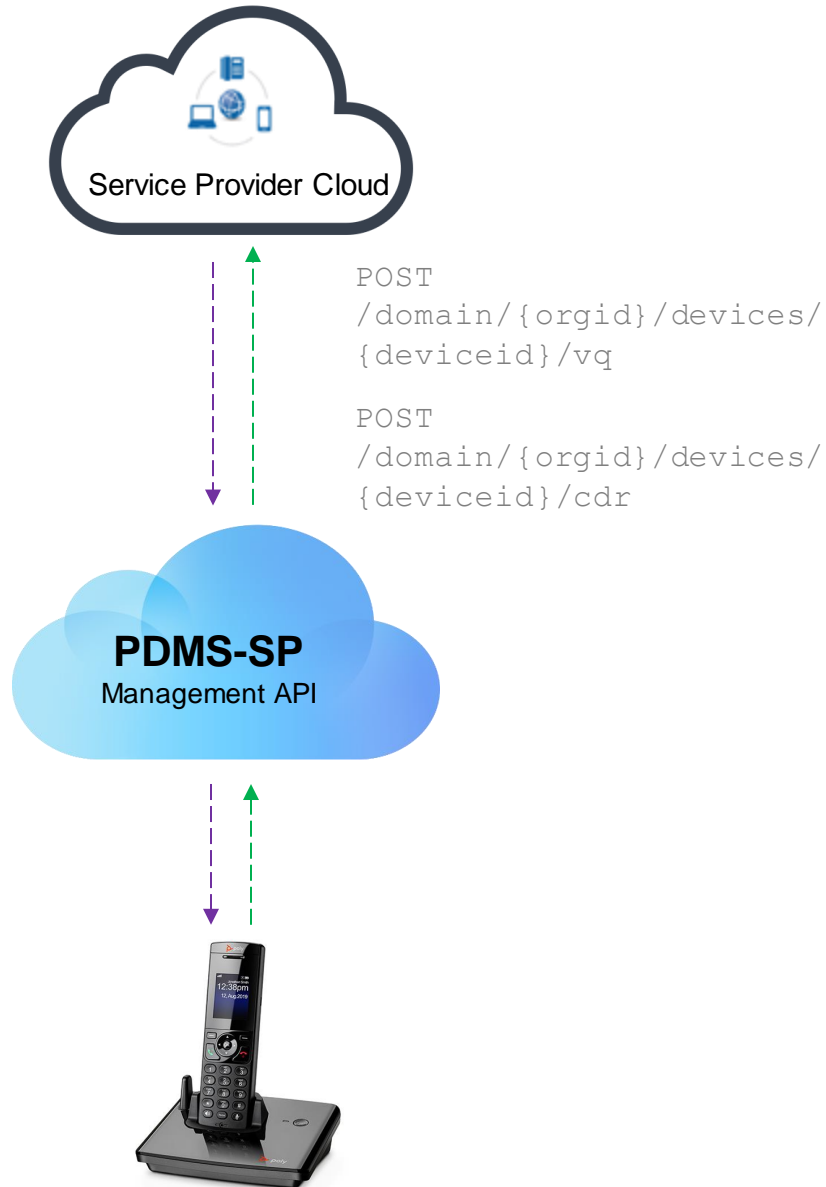
<https://pcs-api-na.obitalk.com/api/v2/>

ONBOARDING VIA PDMS-SP

HOW THE REST API IS USED



CALL QUALITY METRICS



Voice Quality (MOS, Jitter, Packet Loss, Delay, Duration)


```
{  
  "data": [  
    {  
      "UploadTime": "2019-09-17T23:47:12+00:00",  
      "MOS": 4.1,  
      "Duration": 3,  
      "Delay": "307",  
      "Loss": "0.0",  
      "CallId": "15e5232c6f4e5c5f93264758f2397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T23:50:07+00:00",  
      "MOS": 3.9,  
      "Duration": 104,  
      "Delay": "25",  
      "Loss": "0.0",  
      "CallId": "81f3cdd67cbcd6e0483975fd66397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T23:53:34+00:00",  
      "MOS": null,  
      "Duration": 63,  
      "Delay": "289",  
      "Loss": "0.0",  
      "CallId": "167831136_33530591@192.204.13.7"  
    },  
    {  
      "UploadTime": "2019-09-17T23:58:13+00:00",  
      "MOS": null,  
      "Duration": 57,  
      "Delay": "302",  
      "Loss": "0.0",  
      "CallId": "167831164_11515770@192.204.13.7"  
    }  
  ]  
}
```

Call Data Record (Disposition, Direction, Duration)

```
{  
  "data": [  
    {  
      "UploadTime": "2019-09-17T21:10:34+00:00",  
      "Direction": "Outgoing",  
      "Duration": 27,  
      "Disposition": "User terminated",  
      "CallId": "0f7ba67c5533e583b32e6dc67f397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T21:12:09+00:00",  
      "Direction": "Outgoing",  
      "Duration": 73,  
      "Disposition": "Remote Party terminated",  
      "CallId": "037f179d1223484766e8a28070397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T21:13:37+00:00",  
      "Direction": "Outgoing",  
      "Duration": 32,  
      "Disposition": "call transfer",  
      "CallId": "bbe9a958ef01a45f5dbe74ebf4397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T21:13:37+00:00",  
      "Direction": "Outgoing",  
      "Duration": 0,  
      "Disposition": "Unknown",  
      "CallId": "4425259c10c625d46382ca0bd9397e1a"  
    },  
    {  
      "UploadTime": "2019-09-17T21:15:24+00:00",  
      "Direction": "Incoming",  
      "Duration": 73,  
      "Disposition": "User terminated",  
      "CallId": "168218404_134056956@192.204.13.7"  
    }  
  ]  
}
```

CALL QUALITY METRICS

WEB PORTAL VIEW


 Polycom | Cloud Services | PDMS-SP

- Manage Devices
- Map
- Snapshot
- Manage Base Profiles
- Edit Note Alias
- Claim Device
- Add Device
- Tools
- Manage Organizations
- Manage Permissions
- Statistics**
- Service API

NewCoVoIP > Statistics

VQ Records - Raw Data(CSV) Select data set and view. Data is updated daily.

Voice Quality Metrics

Date	Records	Size	CSV File(s) 
2019-09-22	716	45.67 KB	vq_001
2019-09-21	147	8.9 KB	vq_001
2019-09-20	49088	2.27 MB	vq_001
2019-09-19	68583	6.09 MB	vq_001
2019-09-18	64530	3.63 MB	vq_001
2019-09-17	30909	1.71 MB	vq_001
2019-09-16	61463	3.33 MB	vq_001

CALL QUALITY METRICS

REQUIREMENTS

Requirements for UC Software

- Minimum firmware requirement:
 - VVX: 5.8.0
 - Trio: 5.9.1

Note: iLBC, OPUS, G.719, L16.16, Siren22, G.726, SILK, and G.722.3 codecs are not supported for MOS Score collection on current latest firmware (UCS v6.1)
- Set the following parameters and values from the phone (all non-default values):
 - `voice.qualityMonitoring.rtcpxr.enable="1"`
 - `voice.qualityMonitoring.collector.enable.session="1"`
- VQMon licenses (for phones manufactured before July 2017 only).

Requirements for OBi Edition Software

- Minimum firmware requirement:
 - VVX x50 Series: 6.3.1.0
 - VVX D Series: 7.0.1
 - OBi Voice Adapters: To be supported
- Set the following parameters and values from the phone (all non-default values):
 - `X_DeviceManagement.Monitoring.SyncCQM = true`

A full set of requirements can be found in:

<https://support.polycom.com/content/dam/polycom-support/products/services/device-management-service/other-documents/en/pdms-sp-feature-set-summary-2-0.pdf>

MATRIX OF SUPPORTED FEATURES TODAY

We've created a document to highlight all supported features of PDMS-SP.

Simply go to this link here to download the "PDMS-SP 2.0 Feature Set Summary" Article:

<https://support.polycom.com/content/dam/polycom-support/products/services/device-management-service/other-documents/en/pdms-sp-feature-set-summary-2-0.pdf>

PDMS-SP 2.0 FEATURE SET SUMMARY

Features Supported as of v2.0

PDMS-SP Web Portal Feature Matrix

The table below shows the differences in support in different software streams of Polycom voice endpoints with respect to the PDMS-SP Web Portal. This data is only relevant as of the launch of PDMS-SP v2.0—will be subject to change as software development continues.

	OBi Voice Adapters	VVX OBi Edition Software	VVX UC Software
Online/Offline Status	Y	Y	Y
SIP Registration Status	Y	Y	Y (Without Registration Status Details)
Configuration Read	Y	Y	Y
Configuration Write	Y	Y	Via XML Format Only
Add Device (non ZT)	Y	Y	N
Claim Device (ZT)	Y	Y	N (Use Polycom ZTP)



More



PDMS-SP 2.0 FEATURE SET SUMMARY

PDMS-SP API Feature Matrix

The table below shows the differences in support in different software streams of Polycom voice endpoints with respect to the PDMS-SP API. This data is only relevant as of the launch of PDMS-SP v2.0—will be subject to change as software development continues.

	OBi Voice Adapters	VVX OBi Edition Software	VVX UC Software
Online/Offline Status	Y	Y	Y
SP Registration Status	Y	Y	Y
Fetch Firmware Version	Y	Y	Y
Claim Device	Y	Y	N
Un-claim Device	Y	Y	N
Fetch Parameters	Y	Y	N
Write Parameters	Y	Y	N
Reboot	Y	Y	Y
Factory Reset - Web	Y	Y	Y
Factory Reset - Cloud	Y	Y	N
Resync Provisioning	Y	Y	Y



More

VVX D230 DECT IP PHONE : WHAT'S IN THE BOX?

VVX D230 DECT IP Phone **KIT** Packing contents:

- ✔ VVX D230 DECT IP Phone Handset
- ✔ VVX D230 DECT IP Phone Base station
- ✔ Power adapter
- ✔ 1 Network (LAN) cable
- ✔ Wireless handset belt clip
- ✔ Wireless handset 2.5mm to 3.5mm headset adapter
- ✔ Battery pack
- ✔ Product card
- ✔ Safety Booklet
- ✔ Warranty Card



VVX D230 Handset



VVX D230 Base Station



Power Adapter



Belt Clip

VVX D230 Handset
PN: 2200-49230-001
MSRP \$119
Wholesale for about \$74

COMPETITIVE COMPARISON



	Grandstream DP750 + DP720	Panasonic KX-TGP600	Poly VVX D230	Yealink W52P	Yealink W60P / W56P*
List price (US\$)	\$140	\$199	\$209	\$189	\$189
Add'l handset price	\$65 (DP720)	\$109 (KX-TPA60)	\$119	\$80 (W52H)	\$105 (W56H)
Screen size W x H pixels	1.8 in 128x160	1.8 in 128x160	2.0 in 178x220	1.8 in 128x160	2.4 in 240x320
Maximum per base:					
• Handsets	5	8	10	5	8 / 5
• SIP accounts	10	8	8	5	8 / 5
• Concurrent calls	5	8	8	4	8 / 4
Talk time	20 hrs	11 hrs	10 hrs	10 hrs	30 hrs
Standby time	250 hrs	200 hrs	100 hrs	100 hrs	400 hrs
Repeater	No	No	On roadmap	Yes	Yes
Integrated PC switch port	No	No	Yes	No	No
OPUS codec support	Yes	No	Yes	No	Yes

VVX D230 DECT IP PHONE: ORDERING CODES

Part Number	Description	US\$ (MSRP)
2200-49230-001	VVX D230 DECT IP Phone, Base Station, PSU,NA	\$209.00
2200-49235-001	VVX D230 DECT IP Phone Handset, Charge Stand, PSU, NA	\$119.00

Now shipping US, CAN, EU, AUS/NZ/SGP

DECT FREQUENCY

- 1920–1930 MHz (North America SKU)

SKUS AND PACKAGING

VVX D230 SKUs		
SKUs	Description	Region/DECT Frequency
2200-49230-001	VVX D230 DECT IP PHONE KIT, NA	1920 – 1930 Mhz
2200-49230-015	VVX D230 DECT IP PHONE KIT, EU/ANZ/UK	1880 – 1900 Mhz
2200-49235-001	VVX D230 DECT IP PHONE HANDSET, NA	1920 – 1930 Mhz
2200-49235-015	VVX D230 DECT IP PHONE HANDSET, EU/ANZ/UK	1880 – 1900 Mhz

VVX D230 DECT IP Phone KIT Packing contents

DECT IP Phone Handset
 DECT IP Phone Base station
 Power adapter
 1 Network (LAN) cable
 Wireless handset belt clip
 Wireless handset 2.5mm to 3.5mm headset adapter
 Battery pack
 Product card
 Safety Booklet
 Warranty Card

VVX D230 DECT IP Phone Additional Handset Packing contents

DECT IP Phone Handset
 DECT IP Handset Charge stand
 Power adapter
 Wireless handset belt clip
 Wireless handset 2.5mm to 3.5mm headset adapter
 Battery pack
 Product card
 Safety Booklet
 Warranty Card



PLANTRONICS + POLYCOM
**NOW TOGETHER
AS POLY**

**Thank
you!**

ITSP Sales Support Hotline
(844) 375-6913 Toll Free
(916) 696-8425 Toll
ITSPSales@Poly.Com



Pierre Kerbage
Manager, Service Providers
Manager, VADs

(M) (512) 507-6375
(O) (512) 681-4672

(E) Pierre.Kerbage@poly.com

