

Feature Profile: Configure Diagnostic Tools and Support Information Features

Poly Edge E 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.

End 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 end users do need assistance, they can access support contact details from their Poly Edge E Series phone, if that feature is available.

Many of the diagnostics tools are accessible by administrators and end users. Details specific to end users are available in the [Poly Edge E Series Phones Quick Tips](#) and [Poly Edge E Series Phones User Guide](#).

For more information about how administrators can troubleshoot Poly Edge E Series phones, see the [Poly Edge E Series Phones Administrator Guide](#). Refer to the [Poly Edge E 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 E Series phones:

- Edge E100 and Edge E220
- Edge E300 Series, including Edge E300, Edge E320, and Edge E350
- Edge E400 Series, including Edge E400 and Edge E450
- Edge E500 Series, including Edge E500 and Edge E550

Working with Configuration Files

The following topics in the [Poly Edge E Series Phones Administrator Guide](#) provide information and step-by-step instructions for using configuration files:

- [Priority of Configuration and Provisioning Methods](#)
- [Default Configuration File](#)
- [Configuring a Phone with a USB Flash Drive](#)
- [Configure a Phone Through the System Web Interface](#)

Configuring and Running Diagnostic Tools

Poly Edge E 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.

Task

- 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.

Send a ping using the local interface or system web interface. Pinging a network using the system web interface enables you to adjust aspects of the ping to gather more information, but it relies on the network connection between a computer and the phone.

The returned network ping report gathers the following information:

- 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.

Task

- 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.

Task

- 1 In the system web interface, go to **Diagnostics** > **Ping & Traceroute**.
- 2 Select **Ping**.
- 3 Enter the **IP/Hostname** for the network you want to test.
- 4 **Optional:** In the **Options** field, 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.
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- Send between 1 and 30 packets. The default value is 3 packets.
- The packets can be 1 to 65507 bytes. The default packet size is 56 bytes.

-c<packet
count> -s<packet
size>

For example, -c15 -s64 sends 15 packets of 64 bytes to the network.

- 5 Select **Run Test**.

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.

Task

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

Task

- 1 In the system web interface, go to **Diagnostics > Ping & Traceroute**.
- 2 Select **Traceroute**.
- 3 Enter the **IP/Hostname** for the network you want to test.
- 4 **Optional:** In the **Options** field, 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.
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- The available values are 1 to 30 hops. The phone allows up to 30 hops by default.
- The available values are 2 to 60 seconds. The phone waits 2 seconds by default.

`-h<maximum hops count>-w<wait timeout>`

For example, `-h15 -w4` allows for 15 hops during the test over 4 seconds in the network path to search for the destination.

- 5 Select **Run Test**.

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.

Task

- 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 [Configure a Test DNS Server Account](#).

Task

- 1 In the system web interface, go to **Diagnostics > Network Diagnostics Test > DNS Test**.
- 2 Select **DNS Query NS Lookup**.
- 3 Enter an IP address or a URI.
- 4 Select **NS Lookup**.

Display the Phone's DNS Cache

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

Task

- 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.

Task

- 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

View the information that you receive from an NTP server test. The NTP 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.

Note	The NTP test page shows the current NTP servers.
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Task

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

The results on the NTP test page show if the NTP query is 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.

Task

- 1 Go to **Settings > Diagnostics > Test Hardware**.
- 2 Select **Audio Diagnostics**.

Test Keypad Diagnostics

Test the keypad response.

Task

- 1 Go to **Settings > Diagnostics > Test Hardware**.
- 2 Select **Keypad Diagnostics**.

Test Display Diagnostics

Test the LCD for faulty pixels.

Task

- 1 Go to **Settings > Diagnostics > Test Hardware**.
- 2 Select **Display Diagnostics**.

Test Brightness Diagnostics

Test the screen brightness.

Task

- 1 Go to **Settings > Diagnostics > Test Hardware**.
- 2 Select **Brightness Diagnostics**.

Test LED Diagnostics

Test the LEDs.

Task

- 1 Go to **Settings > Diagnostics > Test Hardware**.
- 2 Select **LED Diagnostics**.

Configuring Help and Support Information

If end users run a diagnostics report and require more information to troubleshoot a Poly Edge E Series phone, they can scan a QR code and access videos, animations, and other helpful information. Enabling the **Contact Support** menu enables them to access support contact information, if they need more help.

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.

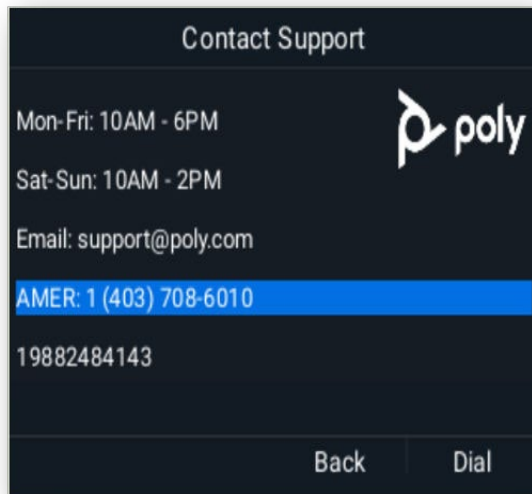
Task

- 1 Open the configuration file.
- 2 Enable the Contact Support menu.
`ui.menu.helpAndSupport.contact.enabled="1"`

Note	If you enable this parameter, you must also add information such as contact support hours or phone numbers to display the Contact Support menu.
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- 3 Save the configuration file.

Figure 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.

Task

- 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.
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- 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.

Task

- 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.
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- 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

Task

- 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 the Poly Edge E Series phones, but you can also customize it to link to other another resource.

Task

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

```
ui.menu.helpAndSupport.contact.help.QrCode_URL="<QR Code URL>"
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 E 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 following parameters 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

NEED MORE HELP?

poly.com/support

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