

Packnet Provisioning

Document resources

Scope

This document is designed as a handbook for Packnet's provisioning interface. It details the supported handsets, functions and features of the front-end GUI.

Provisioning interface

The Provisioning front-end interface is accessed via the Hardware section of our online portal Metis (<https://voip.mymetis.co.uk/customerhardware.php>)

Snom Provisioning URLs

Settings URL: <https://provisioning.mymetis.co.uk/snom?mac={mac}>

Firmware URL: <http://provisioning.mymetis.co.uk/snomfirmware?mac={mac}>

Yealink Provisioning URLs

Auto-provision server URL: <https://yealink-provisioning.mymetis.co.uk/yealink/>

Support

Support for Provisioning is available through Packnet's support desk via telephone 0161 660 2350 opt 1, or email voip@pack-net.co.uk.

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“Hardware” features

Access to Packnet Provisioning is via the Hardware section of your Metis account. From there you can provision new phones, create new templates and manage whatever is already there.

Provisioning

Add new phone and assign an extension

The Add New Phone panel lets you add a new MAC address, specify the model and assign an extension in one go.

1. Select your model
2. Select your extension
3. Enter MAC address in MAC Address field
4. Click “Add Phone”

Add New Phone

Select Model ①

Select Extension ②

Add MAC address ③

④

After adding your MAC address, it is presented in the “Phones” panel underneath. From there you can start to manage additional settings, the phone’s firmware and generate new web interface passwords.

Extension Number	Mac Address	Phone Make	Phone Model	Firmware Version	Remove
PACK503	000413	Snom	720	8.7.5.35	x View
PACK504	000413	Snom	760	8.7.5.35	x View
PACK505	000413	Snom	D345	8.9.3.35	x View
PACK507	000413	Snom	D765	8.9.3.60	x View
PACK508	001565	Yealink	T23G	44.81.0.110	x View
PACK509	000413	Snom	710	8.7.5.35	x View
PACK510	000413	Snom	D725	8.9.3.60	x View
PACK514	000413	Snom	D785	10.1.20.0	x View
PACK609	000413	Snom	710	8.7.5.35	x View
PACK706	000413	Snom	D120	10.1.20.0	x View
PACK710	001565	Yealink	W52P	25.81.0.10	x View
PACK713	000413	Snom	D120	10.1.20.0	x View
PACK751	000413	Snom	710	8.7.5.35	x View

Managing existing phones

Viewing a MAC's settings

To view an existing phone's settings, click "View" next to the relevant MAC address in the "Phones" panel.

Phones

Extension Number	Mac Address	Phone Make	Phone Model	Firmware Version	Remove	
PACK500	██████████	Yealink	T46G	28.80.23.1		View
PACK504	██████████	Snom	760	8.7.5.35		View
PACK505	██████████	Snom	D345	8.9.3.35		View

Metis will take you to that MAC's individual settings page where you can view all the settings associated to that MAC address.

Here's an example for PACK503 showing the Assigned Extension, firmware and web interface options, and the options to add/remove and edit Additional Settings:

Back to provisioning menu

Snom 720 - PACK503 - 00041370063D

Category	Setting	Value	Deployed
Customer settings			
Additional settings			
	Assigned Extension	PACK503	Yes

Additional Settings

[Add / Remove](#) [Edit](#)

Change Phone Firmware

Model / Mac Address: Snom 720 - 00041370063D

Change Phone Firmware: 8.7.5.35

Change Web Interface Password

To change the password click on the spinning arrows. Any changes will be deployed to the device immediately.

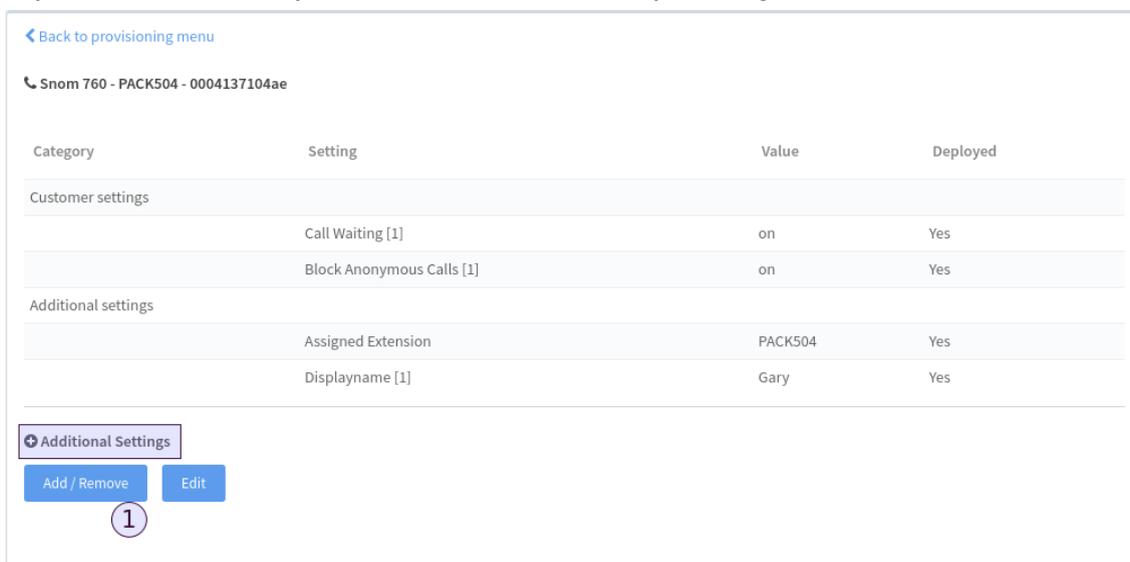
Model / Mac Address: Snom 720 - 00041370063D

Web Interface Password: c231

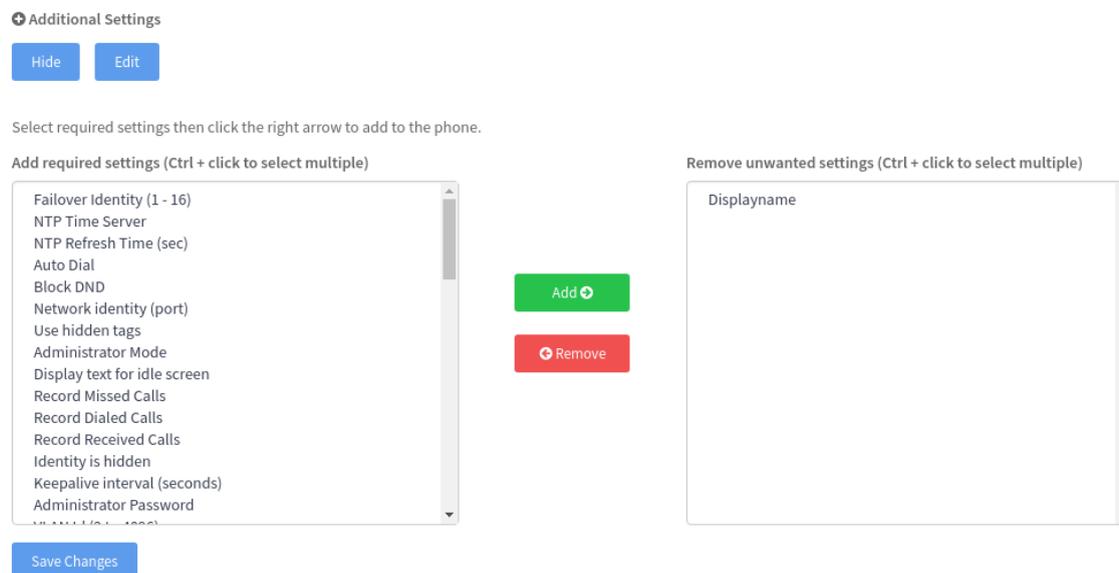
History

Add/remove additional settings

Sometimes you need to add more than just extension details. To add additional settings to your MAC address, you must first select them by clicking “Add / Remove”.



Highlight your required settings (ctrl+click to multi-select) and click “Save Changes”.



If you are removing settings, highlight unwanted settings in the right-hand table and click “Save Changes”. If you add any additional settings, Metis will progress you onto the “Edit phone-specific settings” page where you can assign your values.

For example, if you selected Displayname, as per the above screenshot, you will be redirected to this page after hitting Add:

Packnet Provisioning handbook

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MAC: 0004

[← Back to phones list](#) [← Back to phone details](#)

Edit phone-specific settings

Setting	Value
Extension	<input type="text" value="PACK504"/>
Displayname	<input type="text" value="Gary"/>

Enter your desired values in the text fields, or select from the drop-down menus, and hit Save and Deploy to apply!

Updating a MAC's settings

From the MAC's individual settings page, you can update the values associated to settings by clicking "Edit".

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📞 Snom 760 - PACK504 - 0004137104ae

Category	Setting	Value	Deployed
Customer settings			
	Call Waiting [1]	on	Yes
	Block Anonymous Calls [1]	on	Yes
Additional settings			
	Assigned Extension	PACK504	Yes
	Displayname [1]	Gary	Yes

⊕ Additional Settings

Add / Remove

Edit

1

From here you can also change the extension. You must click "Save and Deploy" to apply your settings.

MAC: 0004

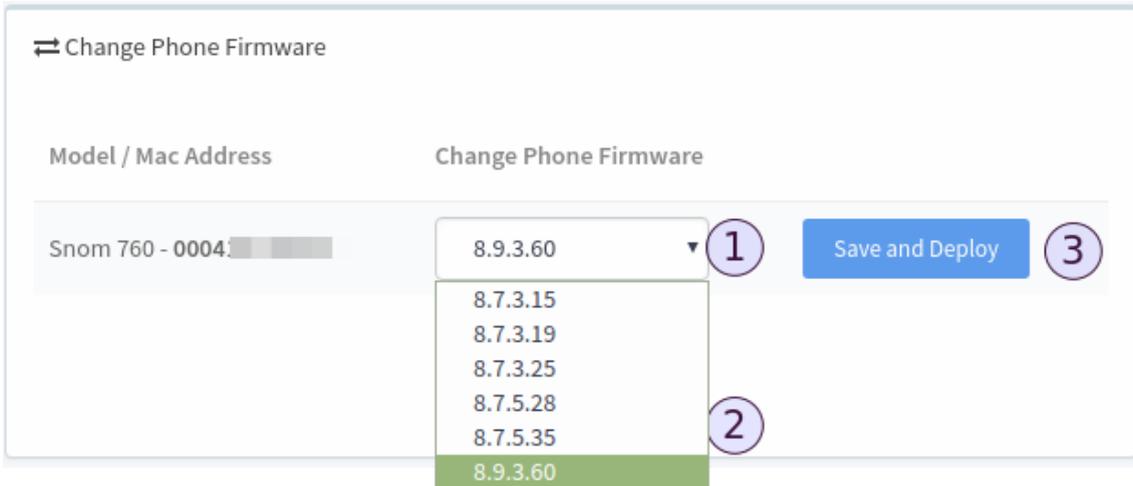
[← Back to phones list](#) [← Back to phone details](#)

Edit phone-specific settings

Setting	Value
Extension	<input type="text" value="PACK504"/>
Displayname	<input type="text" value="Gary"/>

Changing a MAC's firmware

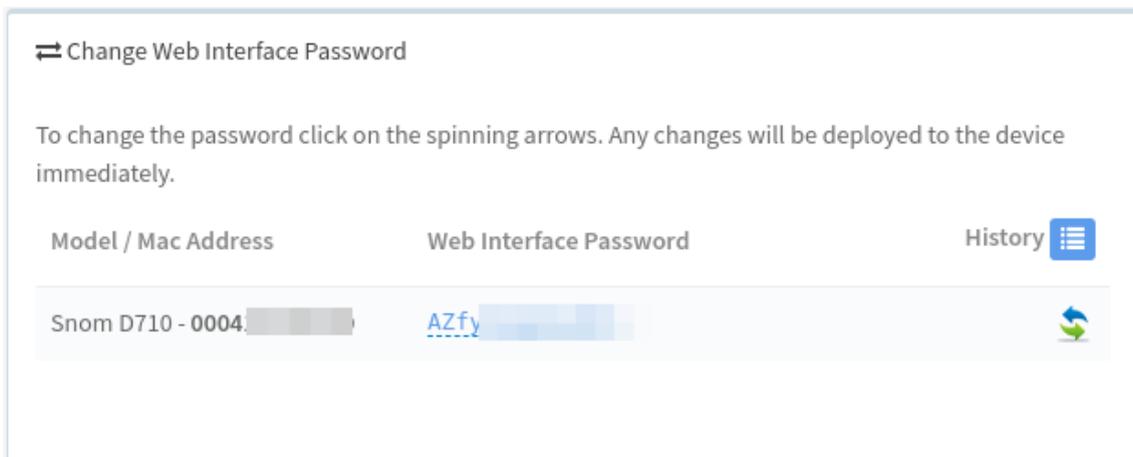
Using the "Change Phone Firmware" panel, select your firmware from the drop down list of available firmwares and click "Save and Deploy". Follow the prompts to apply the change.



Changing a MAC's web interface password

You can view and generate a new web interface password in the "Change Web Interface Password" panel. Click the arrows to generate a new one. They will always be randomly generated.

You can view the web interface password history for the MAC by clicking the History icon.



Removing a MAC address from Hardware

You can remove a MAC address by clicking the red X icon.

Phones

Extension Number	Mac Address	Phone Make	Phone Model	Firmware Version	Remove	
PACK504	██████████	Snom	760	8.7.5.35		View
PACK505	██████████	Snom	D345	8.9.3.35		View
PACK507	██████████	Snom	D765	8.7.5.39		View
PACK508	██████████	Yealink	T23G	44.81.0.110		View
PACK509	██████████	Snom	D710	8.7.5.35		View
PACK609	██████████	Snom	710	8.7.5.35		View
Unassigned	██████████	Snom	D765	8.7.5.35		View

Templates

Templates are used when a single account requires the same settings and values to be deployed across an entire phone model group (e.g. Snom D710 or Yealink T41S).

Templates are associated to specific phone models. If you create a template for a Snom D710 then any Snom D710 MAC address you add will automatically take the template's settings and values.

With templates, you can:

- Create a template for any available phone model
- Create more than one template for any available phone model
 - *NB: You can only have one Live template per phone model, the rest will be marked "Inactive"*
- Update your template's settings
- Update your template's setting values
- Delete your template

Creating a new template

To create a new template you must first assign the:

1. Template name
2. Template manufacturer
3. Template model

1. Select required settings then click the right arrow to add to the template.

Add required settings (Ctrl + click to select multiple)

Remove unwanted settings (Ctrl + click to select multiple)

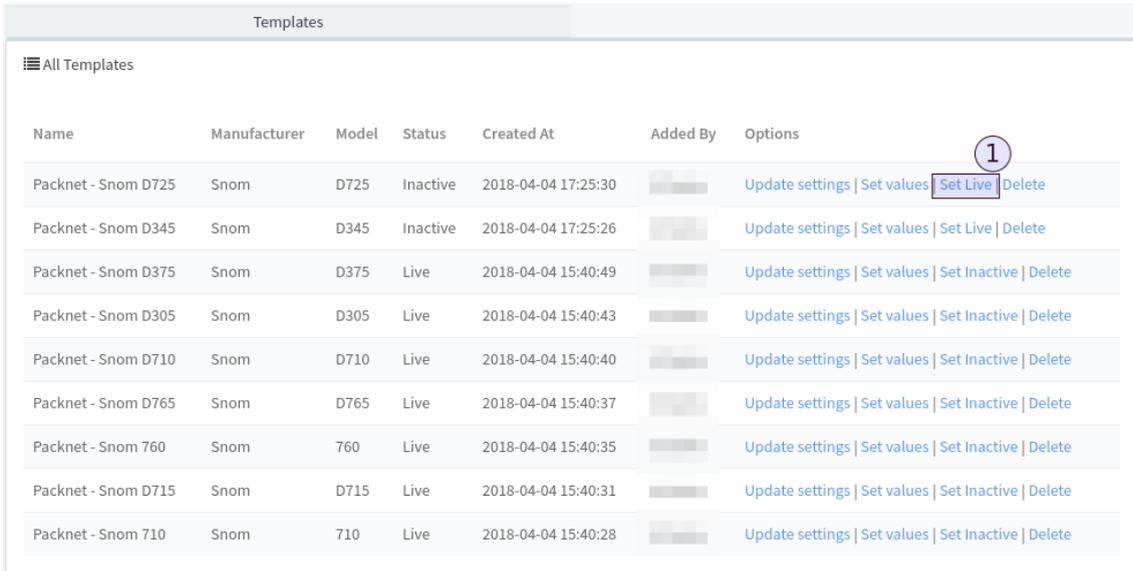
Once you have associated a manufacturer and model, the “Add Required Settings” table will generate available settings to choose from.

Adding required settings

Use this panel to identify your template’s required settings. Select your settings (ctrl+click to multi-select) and click “Save Changes” to apply them to your template. Metis will take you to the “Edit Template” page where you can assign your values.

Making your template “Live”

After you have successfully created a template and assigned your values, you must then set its status to Live by clicking “Set Live”.

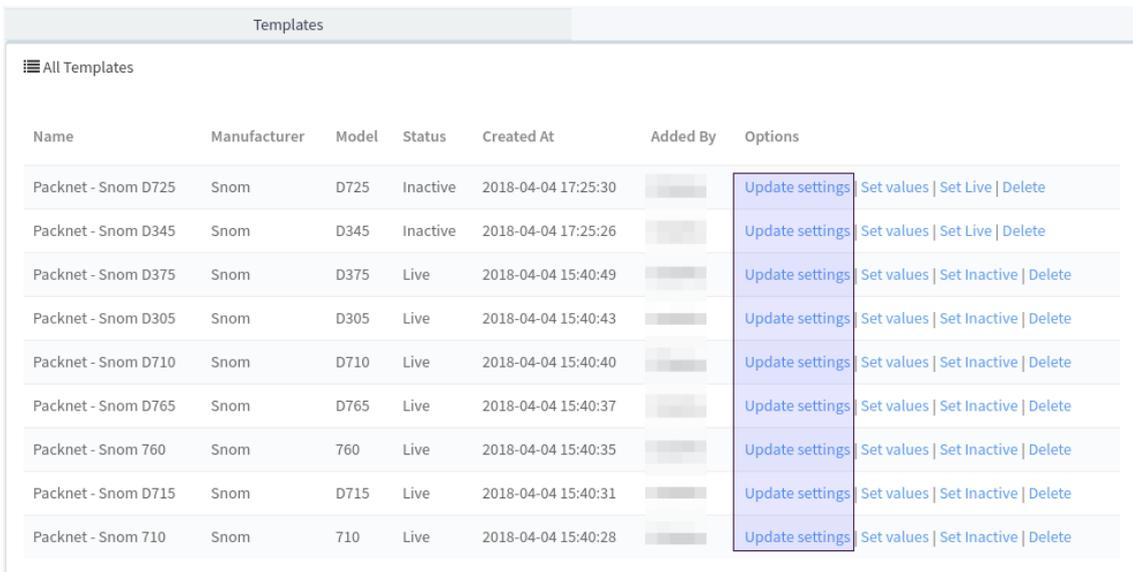


Name	Manufacturer	Model	Status	Created At	Added By	Options
Packnet - Snom D725	Snom	D725	Inactive	2018-04-04 17:25:30		Update settings Set values Set Live Delete
Packnet - Snom D345	Snom	D345	Inactive	2018-04-04 17:25:26		Update settings Set values Set Live Delete
Packnet - Snom D375	Snom	D375	Live	2018-04-04 15:40:49		Update settings Set values Set Inactive Delete
Packnet - Snom D305	Snom	D305	Live	2018-04-04 15:40:43		Update settings Set values Set Inactive Delete
Packnet - Snom D710	Snom	D710	Live	2018-04-04 15:40:40		Update settings Set values Set Inactive Delete
Packnet - Snom D765	Snom	D765	Live	2018-04-04 15:40:37		Update settings Set values Set Inactive Delete
Packnet - Snom 760	Snom	760	Live	2018-04-04 15:40:35		Update settings Set values Set Inactive Delete
Packnet - Snom D715	Snom	D715	Live	2018-04-04 15:40:31		Update settings Set values Set Inactive Delete
Packnet - Snom 710	Snom	710	Live	2018-04-04 15:40:28		Update settings Set values Set Inactive Delete

Managing existing templates

Updating settings

You can update the settings for any of your templates by clicking “Update settings”.



Name	Manufacturer	Model	Status	Created At	Added By	Options
Packnet - Snom D725	Snom	D725	Inactive	2018-04-04 17:25:30		Update settings Set values Set Live Delete
Packnet - Snom D345	Snom	D345	Inactive	2018-04-04 17:25:26		Update settings Set values Set Live Delete
Packnet - Snom D375	Snom	D375	Live	2018-04-04 15:40:49		Update settings Set values Set Inactive Delete
Packnet - Snom D305	Snom	D305	Live	2018-04-04 15:40:43		Update settings Set values Set Inactive Delete
Packnet - Snom D710	Snom	D710	Live	2018-04-04 15:40:40		Update settings Set values Set Inactive Delete
Packnet - Snom D765	Snom	D765	Live	2018-04-04 15:40:37		Update settings Set values Set Inactive Delete
Packnet - Snom 760	Snom	760	Live	2018-04-04 15:40:35		Update settings Set values Set Inactive Delete
Packnet - Snom D715	Snom	D715	Live	2018-04-04 15:40:31		Update settings Set values Set Inactive Delete
Packnet - Snom 710	Snom	710	Live	2018-04-04 15:40:28		Update settings Set values Set Inactive Delete

The page will update to show what is currently saved and you can use the “Add”/“Remove” buttons to update your required settings. Click “Save Changes” to apply.

Updating values

You can update your setting values for any of your templates by clicking “Set values”.

Name	Manufacturer	Model	Status	Created At	Added By	Options
Packnet - Snom D725	Snom	D725	Inactive	2018-04-04 17:25:30		Update settings Set values Set Live Delete
Packnet - Snom D345	Snom	D345	Inactive	2018-04-04 17:25:26		Update settings Set values Set Live Delete
Packnet - Snom D375	Snom	D375	Live	2018-04-04 15:40:49		Update settings Set values Set Inactive Delete
Packnet - Snom D305	Snom	D305	Live	2018-04-04 15:40:43		Update settings Set values Set Inactive Delete
Packnet - Snom D710	Snom	D710	Live	2018-04-04 15:40:40		Update settings Set values Set Inactive Delete
Packnet - Snom D765	Snom	D765	Live	2018-04-04 15:40:37		Update settings Set values Set Inactive Delete
Packnet - Snom 760	Snom	760	Live	2018-04-04 15:40:35		Update settings Set values Set Inactive Delete
Packnet - Snom D715	Snom	D715	Live	2018-04-04 15:40:31		Update settings Set values Set Inactive Delete
Packnet - Snom 710	Snom	710	Live	2018-04-04 15:40:28		Update settings Set values Set Inactive Delete

Enter the values in the relevant fields and click “Save and Deploy” to apply your changes.

[← Back to templates](#)

[Edit template](#)

Template Level: Customer
Template Name: Packnet - Snom D375
Manufacturer: Snom
Model(s): D375

Setting	Value 1
Call Waiting	<input type="text" value="On"/>
Block Anonymous Calls	<input type="text" value="On"/>

[Save and Deploy](#) 2

Toggling a template live/inactive

There are two statuses for a template: 1. Live, 2. Inactive. Toggling a template from “Live” to “Inactive” causes Metis to update the phone’s configuration file and remove any settings associated to your template.

Deleting a template

You can delete a template by clicking “Delete”. This will cause Metis to update the phone’s configuration file and remove any settings associated to your template.