Packnet Provisioning

PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

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.

PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

Contents

Document resources **1**
Scope 1
Provisioning interface 1
Snom Provisioning URLs 1
Yealink Provisioning URLs 1
Support 1

“Hardware” features **3**
Provisioning 3
Add new phone and assign an extension 3
Managing existing phones 4
Viewing a MAC’s settings 4
Add/remove additional settings 5
Updating a MAC’s settings 7
Changing a MAC’s firmware 8
Changing a MAC’s web interface password 8
Removing a MAC address from Hardware 9
Templates 10
Creating a new template 11
Adding required settings 11
Making your template “Live” 12
Managing existing templates 12
Updating settings 12
Updating values 13
Toggling a template live/inactive 13
Deleting a template 13

PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

“Hardware” features

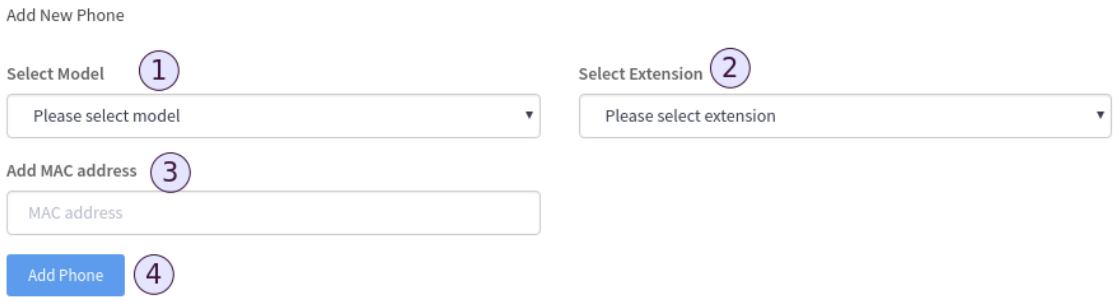
Access to Packnet Provisioning is via the Hardware section of your Metis account. From there you can provision new phones, create new templates and manage whatever is already there.

Provisioning

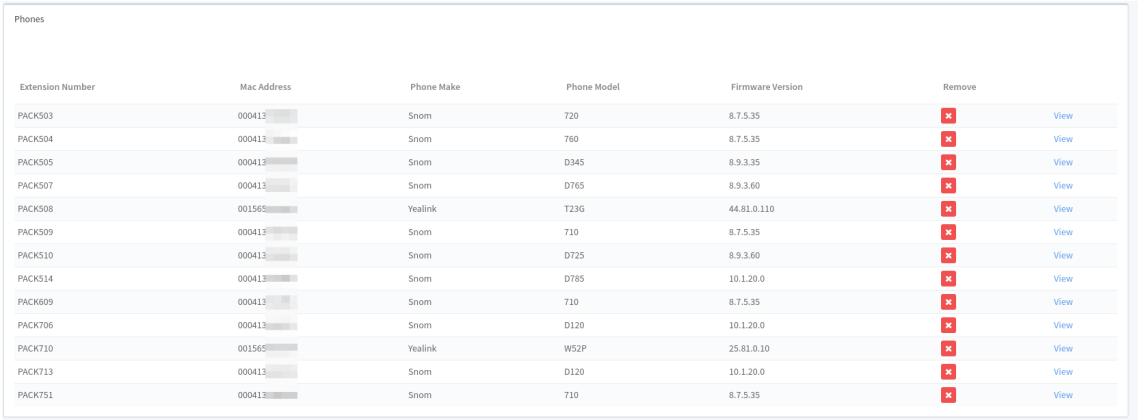
Add new phone and assign an extension

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”



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.

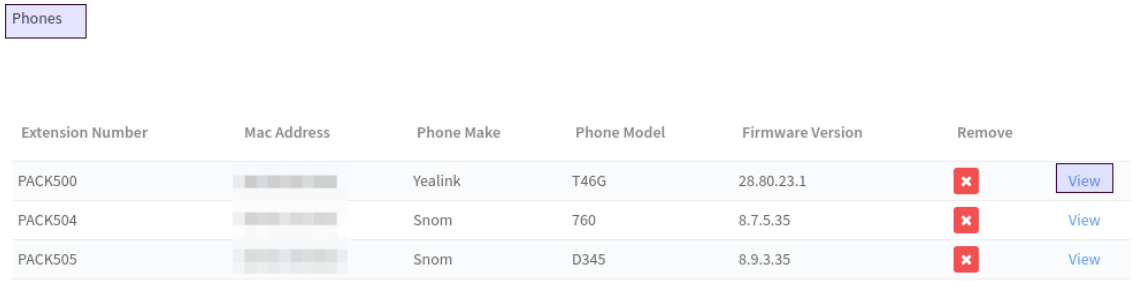


PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

Managing existing phones

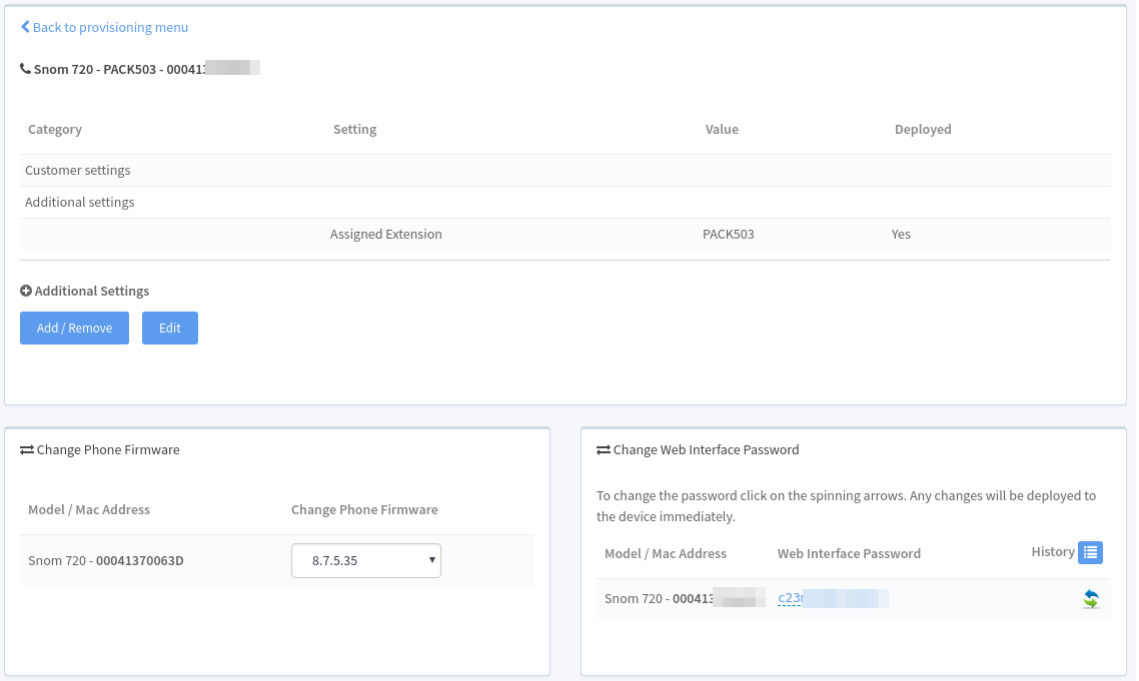
Viewing a MAC's settings

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



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

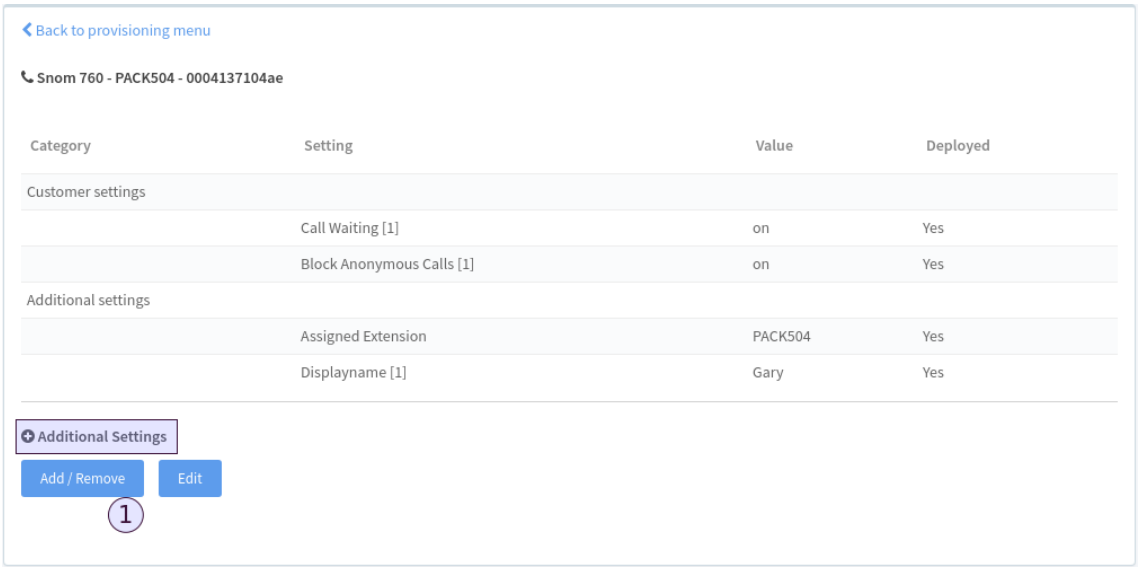
Here's an example for PACK503 showing the Assigned Extension, firmware and web interface options, and the options to add/remove and edit Additional Settings:



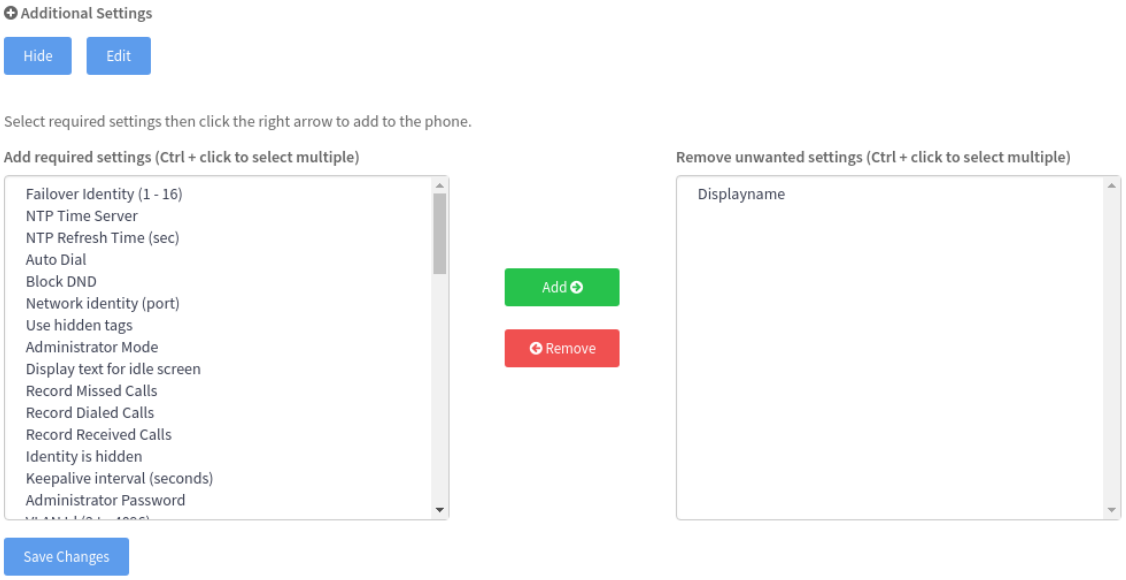
PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

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”.

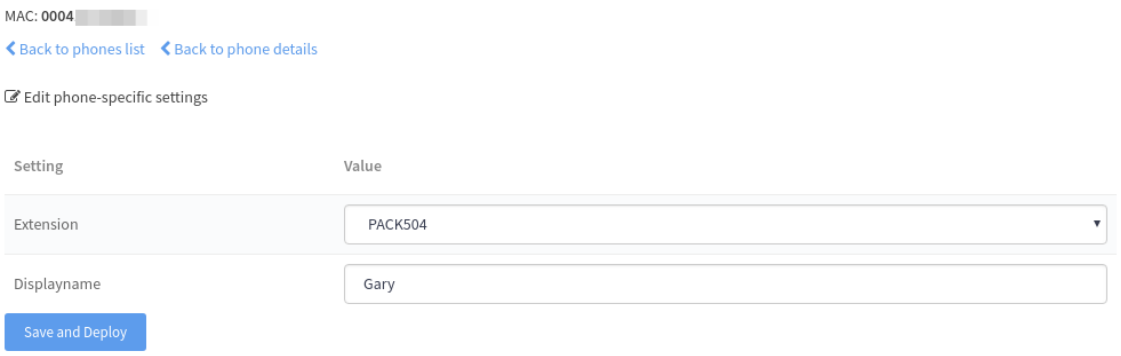


Highlight your required settings (ctrl+click to multi-select) and click “Save Changes”.



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:

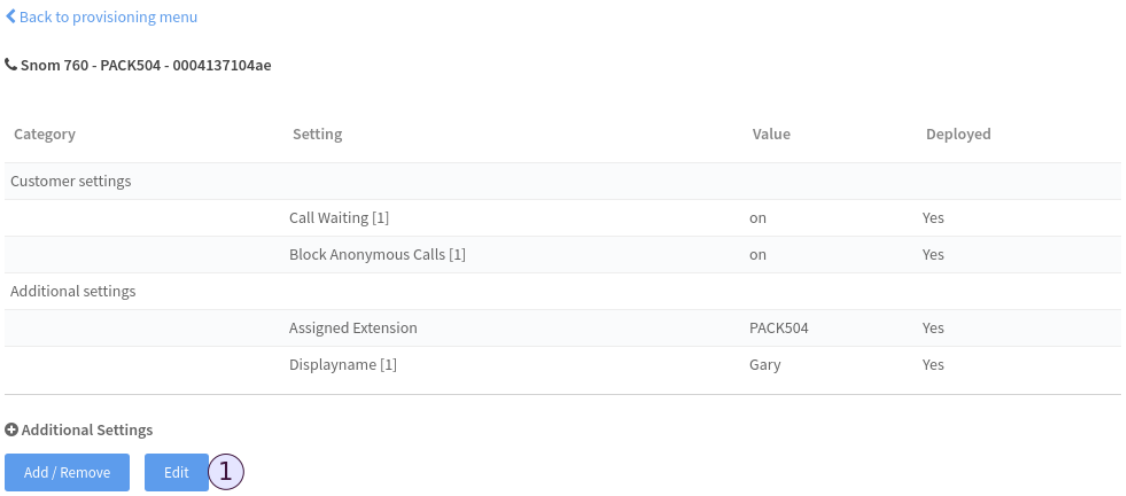


Enter your desired values in the text fields, or select from the drop-down menus, and hit Save and Deploy to apply!

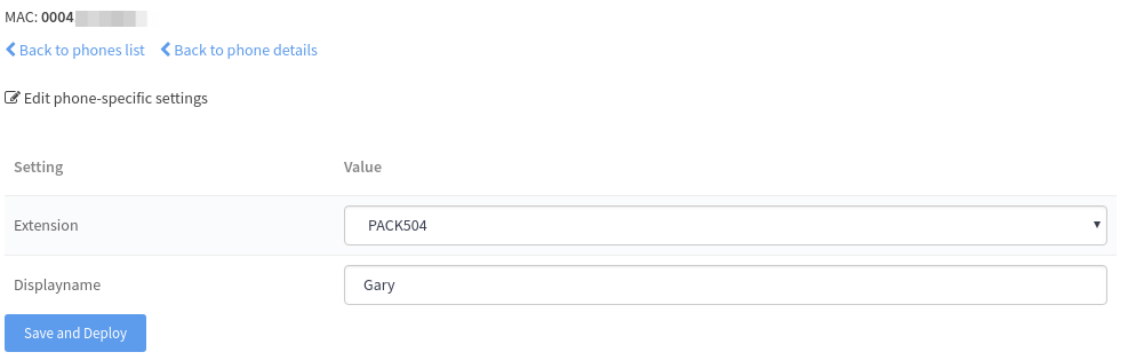
PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

Updating a MAC's settings

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

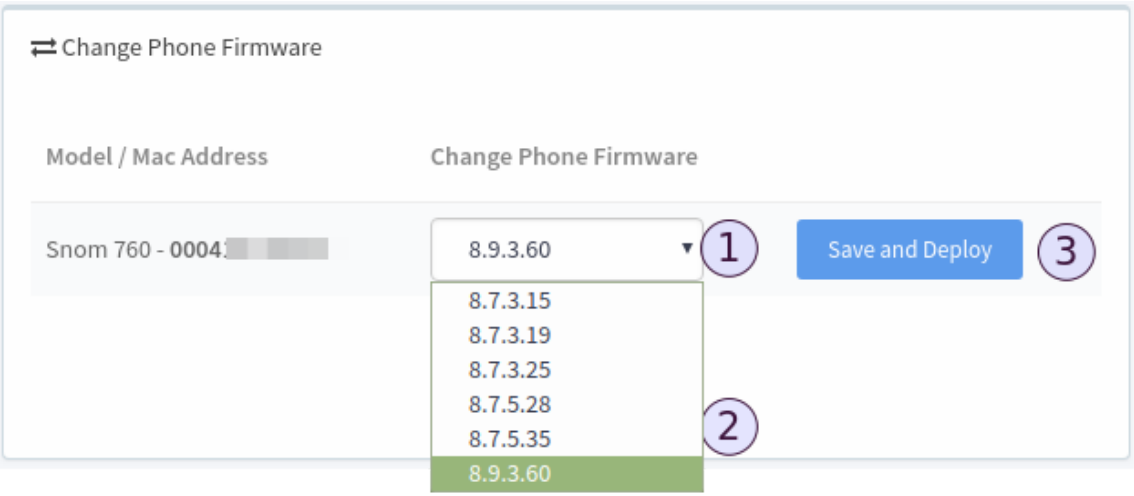


From here you can also change the extension. You must click "Save and Deploy" to apply your settings.



Changing a MAC's firmware

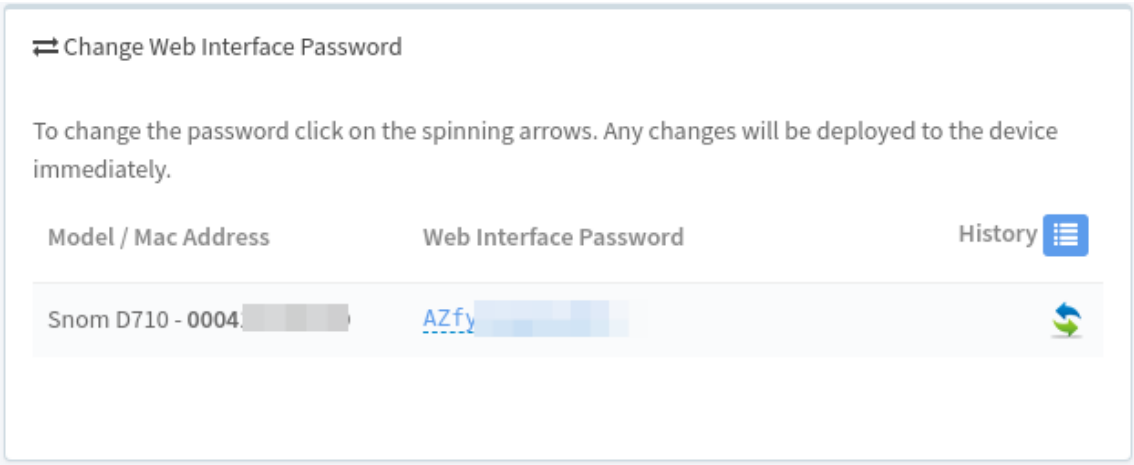
Using the "Change Phone Firmware" panel, select your firmware from the drop down list of available firmwares and click "Save and Deploy". Follow the prompts to apply the change.



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.

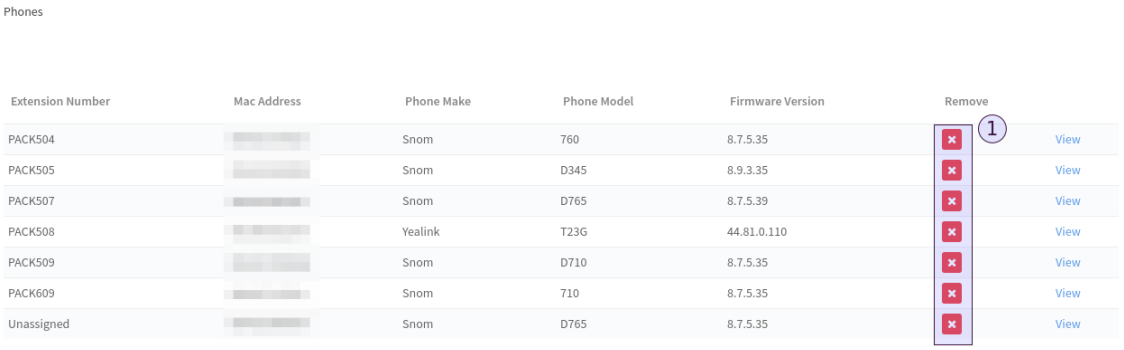
You can view the web interface password history for the MAC by clicking the History icon.



PACKNET LIMITED
Third Floor, John Swift Building, 19 Mason Street, Manchester M4 5FT

Removing a MAC address from Hardware

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



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.

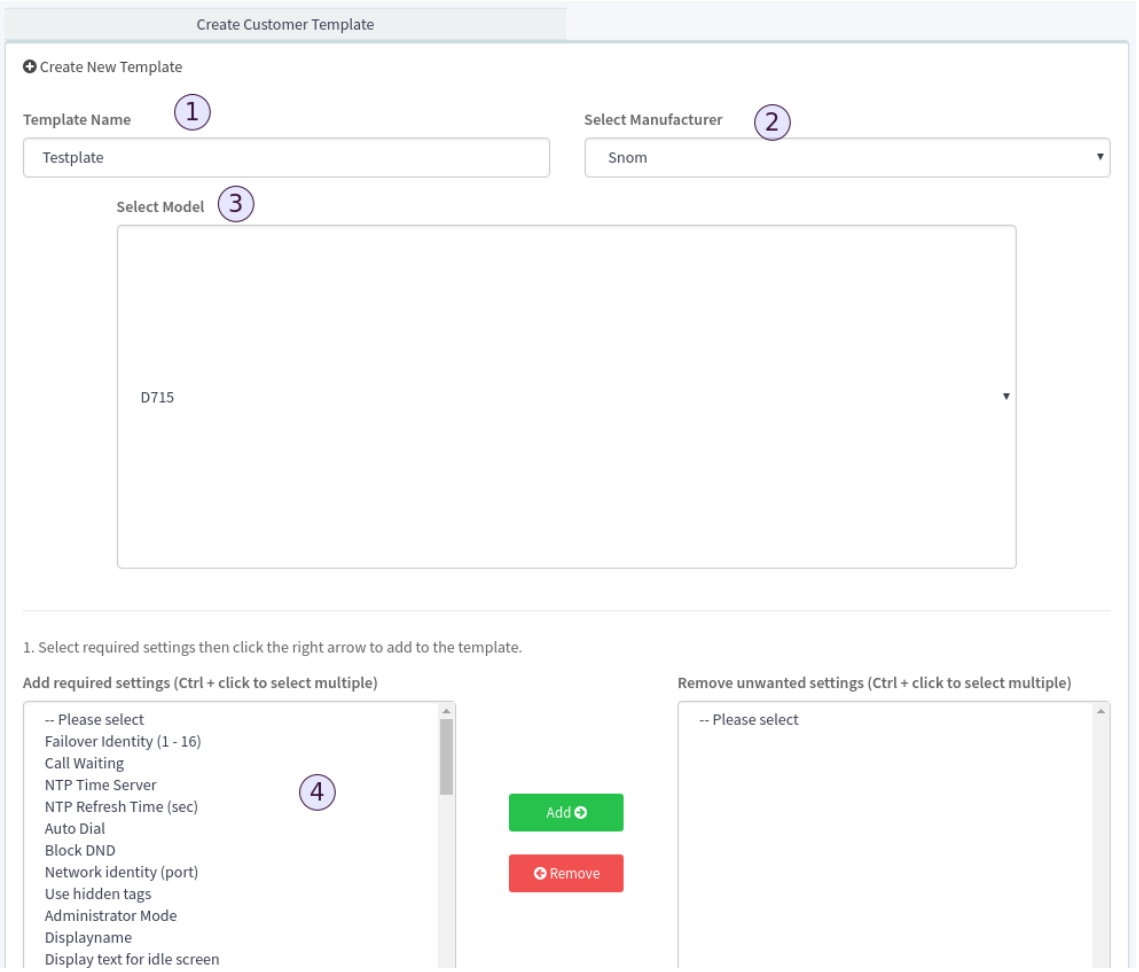
With templates, you can:

- 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



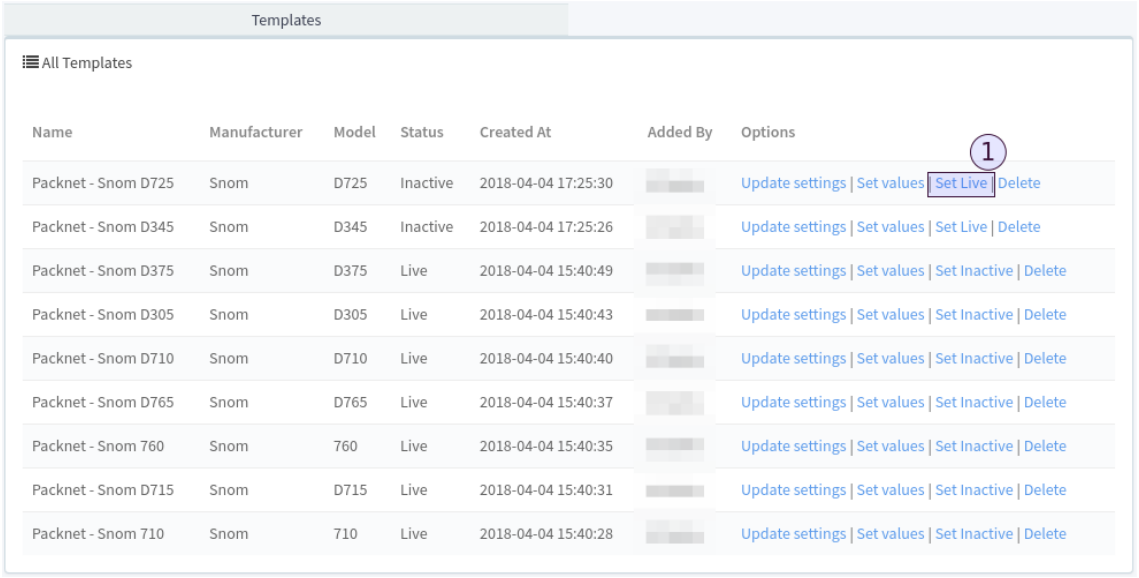
Once you have associated a manufacturer and model, the “Add Required Settings” table will generate available settings to choose from.

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”

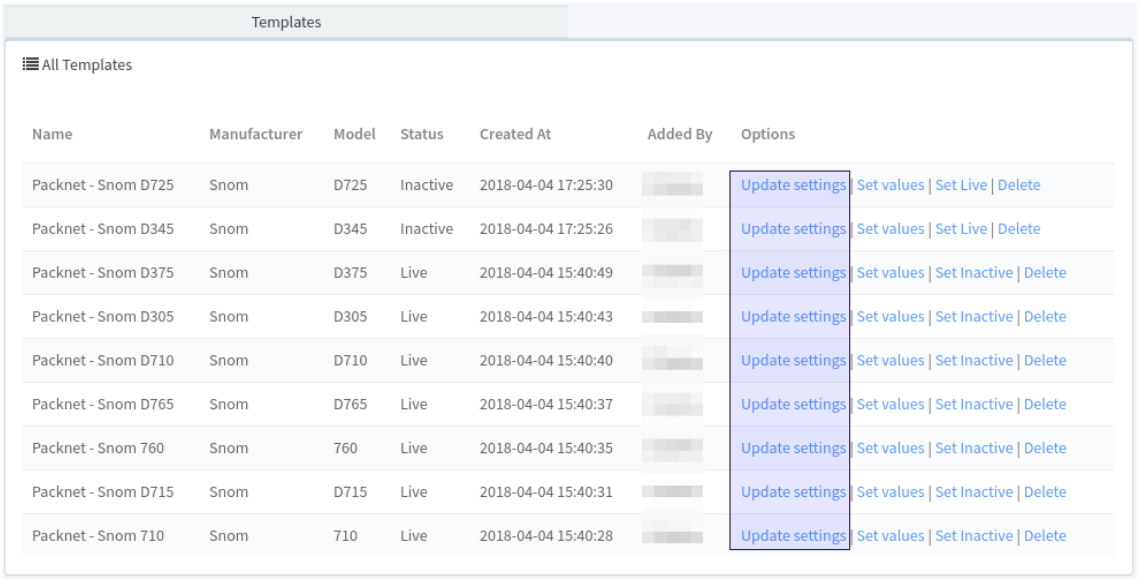
After you have successfully created a template and assigned your values, you must then set its status to Live by clicking “Set Live”.



Managing existing templates

Updating settings

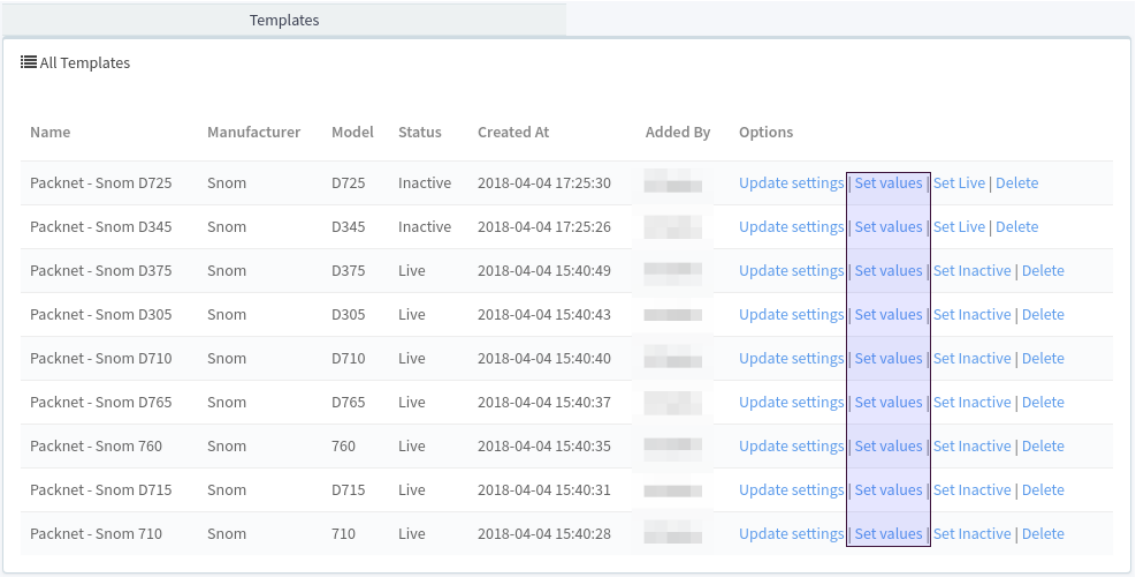
You can update the settings for any of your templates by clicking “Update settings”.



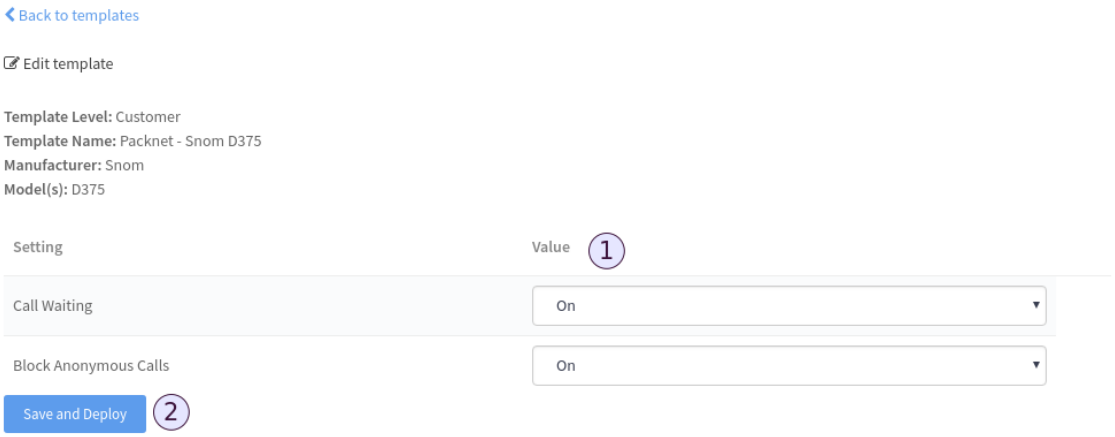
The page will update to show was is currently saved and you can use the “Add”/“Remove” buttons to update your required settings. Click “Save Changes” to apply.

Updating values

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



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



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.