



SUPPORT DOCUMENT

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# Polycom CX8000 Checklist

(Please answer the checklist questions before calling Polycom for support)

Note: The Lync Room System requires Lync 2013 and the [Auto discover Service](#) to be enabled and was designed to work in a Production *Lync 2013 environment*.

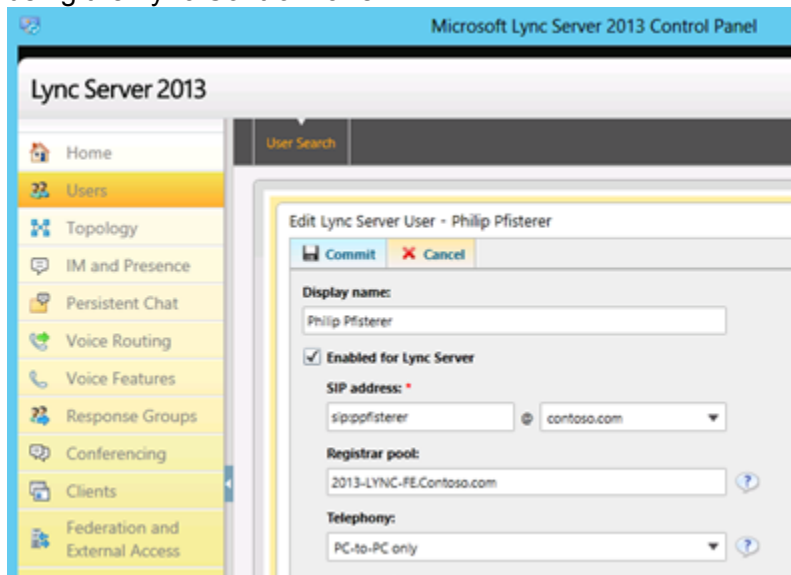
## CHECKLIST

1. Date you received and in possession of the CX8000system: \_\_\_\_\_
2. Date the CX8000system was physically installed: \_\_\_\_\_
3. Physical Location of the CX8000system: \_\_\_\_\_
4. Is the environment running Lync Server 2013? Yes or No? \_\_\_\_\_
5. Please confirm the Resource Room Account configured in Exchange for Auto-Accept and the corresponding Active Directory account is enabled. Please provide:
  - Domain\username: \_\_\_\_\_  
(Both must match, Domain\username, e.g., Contoso\room1)
  - Lync Sign in address: \_\_\_\_\_  
(Both must match, username@domain.com, e.g., room1@contoso.com)
6. Is there a manual internal Server address: \_\_\_\_\_
7. Is the account Lync-enabled as a user or a meeting room? \_\_\_\_\_
8. Is the Lync account password for the room account known? \_\_\_\_\_
9. The trend for Lync clients is to function as Non-Domain attached devices. Most customers prefer not to domain attach devices like Lync Phones and mobile clients. The CX8000 is similar to a Lync Phone that does not require domain attaching. Is this how you plan to set up the CX8000 on your network? Please explain.  
  
\_\_\_\_\_

10. Lync Root Certificate: \_\_\_\_\_  
If yes, please have on USB stick for installation as .cer files.
11. Exchange Certificates: \_\_\_\_\_  
If yes, please have on USB stick for installation as .cer files.
12. Is there a proxy server used for network access: \_\_\_\_\_?
13. Is there a proxy server for web access: \_\_\_\_\_?

### Prerequisites items from the Lync System Administrator

- A working Office 2013 Lync account that has been tested with a non-domain attached PC to be used as the Lync room system's account.
- A valid root certificate for the Lync network on a USB flash drive (e.g. root.cer) if certificates are used.
- A valid OWA account for non-domain attached PC's. This may not need to be used, but should be on hand.
- An Exchange account set to auto accept invites when free. This is the same as Fusion.
- A USB keyboard and mouse to ease installation.
- The account must be Lync enabled. This can be done via Powershell commands or by using the Lync Control Panel:



### **Powershell commands:**

There have been some reported issues to note when rooms are created using the Enable-CsMeetingRoom cmdlet. <http://technet.microsoft.com/en-us/library/jj205062.aspx>

When a room account is enabled using the CsMeetingRoom cmdlet, a standard Lync or Lync basic client will not connect. The account will not appear in the Lync console. It is recommended to use the Enable-CsUser cmdlet instead to enable the account for Lync. <http://technet.microsoft.com/en-us/library/gg398711.aspx>