POLYCOM®

Integration Guide for the Polycom® SoundStation® IP 7000 Conference Phone Connected to a Polycom® HDX™ System in Unsupported VoIP Environments

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About This Guide

This guide explains how to integrate the Polycom® SoundStation® IP 7000 conference phone with a Polycom® HDX system in an unsupported VoIP environment. In this environment, you can use your phone to manage both audio-only and video calls, as well as conference calls that have a combination of audio-only and video calls.

Note

An unsupported VoIP environment is a call platform that has not been tested with the SoundStation IP 7000 and therefore is not supported. For a current list of supported call platforms, refer to http://www.polycom.com/products/voice/conferencing_solutions/ssip_interoperability_partner_platforms.html .

In this guide, you will find everything you need to set up the SoundStation IP 7000 conference phone with a Polycom HDX system. Be sure to verify that your network is prepared for configuring the conference phone and Polycom HDX system. As well, be sure to read the Parts List and Safety Notices sections in this guide before you set up and use the conference phone or Polycom HDX system.

For information on using the SoundStation IP 7000 phone with a Polycom HDX system in an unsupported VoIP environment, refer to the *User Guide for the SoundStation IP 7000 Phone Connected to a Polycom HDX System in Unsupported VoIP Environments* and *Setup Guide for the SoundStation IP 7000 Phone*.

For information on setting up and using the SoundStation IP 7000 phone with a Polycom HDX system in a supported VoIP environment, refer to the *Setup Guide for the Polycom SoundStation IP 7000 Ph*one.

For information on configuring the SoundStation IP 7000 phone in a supported VoIP environment, refer to the latest *Polycom UC Software Administrators' Guide*.

This information can also be found at http://support.polycom.com/PolycomService/support/us/support/voice/soundstation_ip_series/soundstation_ip7000.html/.

Changes to This Guide

Major updates have occurred to the following sections since the previous edition:

- Optional and Required Accessories on page 3
- Upgrading the Phone's Software on page 12

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Integrating the SoundStation IP 7000 Conference Phone with a Polycom HDX System

This guide describes how to integrate the SoundStation IP 7000 conference phone with a Polycom® HDX system in an unsupported VoIP environment. It also describes how to upgrade the phone's software when it is connected to a Polycom HDX system.

The SoundStation IP 7000 conference phone is compatible with the following Polycom HDX systems:

- Polycom HDX™ 4000 series
- Polycom HDX™ 6000 HD
- Polycom HDX™ 7000 series
- Polycom HDX™ 8000 HD
- Polycom HDX™ 9000 series

Polycom strongly recommends that you connect the SoundStation IP 7000 to the LAN using the included network cable and to the Polycom HDX system using a Polycom HDX Microphone Cable. A LAN connection enables access to a provisioning server as well as a time server.

A provisioning server facilitates software upgrades, language support, configuration management, and diagnostic logging, which is helpful if troubleshooting is required.

Access to a time server enables display of the current date and time on the phone's display.

For more information, refer to Setting Up a Provisioning Server on page 15.

The topics in this chapter include:

- Before You Begin on page 2
- Connecting the Phone to the Network on page 5

- Setting Up the Polycom HDX System on page 5
- Updating the Polycom HDX System Software on page 6
- Connecting the Phone to the Polycom HDX System on page 6
- Setting Up the Phone on page 7
- Upgrading the Phone's Software on page 12

To troubleshooting any issues with the phone, refer to Troubleshooting Your Phone on page 19.

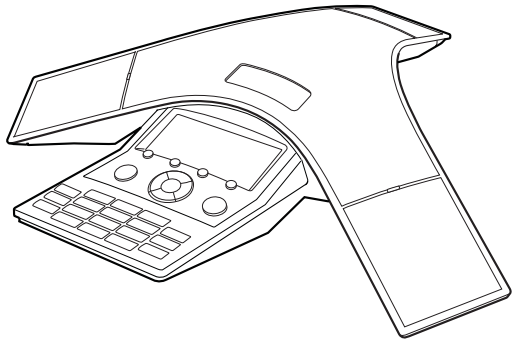
Before You Begin

Parts List

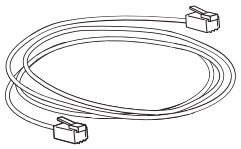
The following items are included in the basic phone package:

- Polycom SoundStation IP 7000 Conference Phone
- 25-foot Network Cable
- Quick Start Guide

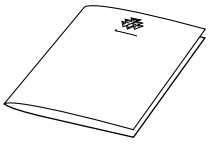
SoundStation IP 7000 Conference Phone



25-foot Network Cable



Quick Start Guide



Note The above mentioned Quick Start Guide contains information for setting up and using the phone in a supported VoIP environment. To use the phone when it is connected to a Polycom HDX system in a VoIP environment, see the *User Guide for the Polycom SoundStation IP 7000 Phone Connected to a Polycom HDX System in an Unsupported VoIP Environment*.

Optional and Required Accessories

You require a Polycom HDX Microphone Cable to connect the phone to the Polycom HDX system. It is not part of the basic phone package, but is included in the separate SoundStation IP 7000 - Polycom HDX system integration package. The cable is also available as a separate item—if you already have the basic package and the cable was not part of your Polycom HDX system package or you want to connect it to a separate Polycom HDX Microphone port.

The following items are optional accessories for the phone:

- External Microphone Kit with two SoundStation IP 7000 analog extension microphones

Note Polycom recommends that you connect HDX Microphones only in an SoundStation IP - HDX integration. Only one analog extension microphone can be connected to the phone. The other microphone connector on the phone must be available to connect to the Polycom HDX system. If you connect them to the Polycom HDX system, they will not function.

- External Microphone Kit with two Polycom HDX Microphone Arrays
- Mobile Phone Cable
- Computer Calling Kit with Computer Calling Cable
- AC Power Kit with a Power Adapter, Regional Power Cord, and Power Insertion Cable
- Multi-Interface Module package with:
  - Multi-Interface Module
  - 12-foot Network Cable (10-pin)
  - Power Adapter
  - Regional Power Cord
- Polycom Touch Control

Supported SoundStation IP 7000 / Polycom HDX Software Interoperability

To operate your phone in this environment, Polycom recommends that you run the most recent combination of software on the phone and the HDX system. Please refer to the latest *Release Notes* for the SoundStation IP7000 and the HDX systems for specific compatibility requirements and recommendations.

Overview

To integrate the SoundStation IP 7000 conference phone with the Polycom HDX system, complete the following steps:

1. Connect the phone to the local area network (LAN) using the supplied network cable. Refer to Connecting the Phone to the Network on page 5.
2. (Optional.) Upgrade the phone before connecting it to the Polycom HDX system.

   To determine the bootROM version running on the phone, press the **Menu** key, select **Settings > Status > Platform > Phone**, and then scroll down to **BootROM**. To determine the SIP application version running on the phone, press the **Menu** key, and then select **Settings > Status > Platform > Application > Main**.

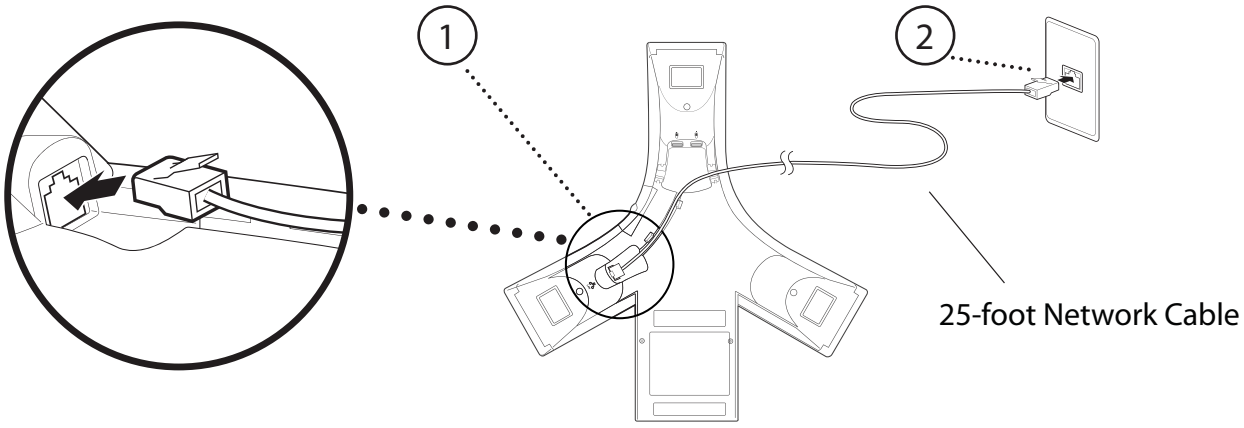
   Refer to Upgrading the Phone's Software on page 12.
3. Set up the Polycom HDX system. Refer to Setting Up the Polycom HDX System on page 5.
4. To verify the software, go to **System > System Information**.

   If necessary, update the Polycom HDX system software so it can work with the phone. Refer to Updating the Polycom HDX System Software on page 6.
5. Connect the phone to the Polycom HDX system. Refer to Connecting the Phone to the Polycom HDX System on page 6.
6. Make any optional changes to the phone and connect the phone to any optional components. Refer to Setting Up the Phone on page 7.

Connecting the Phone to the Network

Note Connecting the SoundStation IP 7000 conference phone to the network is optional, but highly recommended (for the reasons discussed at the beginning of this chapter).

The following figure shows how to connect the phone to the network.



To connect the SoundStation IP 7000 phone to the network:

1. Connect the 25-foot Network Cable to the LAN jack on the phone.
2. Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device port.

Note AC power adapters are not included in the basic phone package. Power will be provided to the phone from the Polycom HDX system when connected using the Polycom HDX Microphone Cable.

Setting Up the Polycom HDX System

For information on installing the Polycom HDX system, refer to the Setup Sheet for your system at http://www.polycom.com/videodocumentation. For information on configuring the Polycom HDX system, refer to the *Administrator's Guide for Polycom HDX Systems* at http://www.polycom.com/videodocumentation.

Updating the Polycom HDX System Software

Before you connect the SoundStation IP 7000 phone to a Polycom HDX system, verify that the software running on the Polycom HDX system is at version 2.5 or later. To verify the software version, using the HDX remote, go to to **System > System Information**. If the software is not 2.5 or later, update the system software using the Polycom HDX Web Interface, so the system will integrate with the phone. Refer to *Installing Polycom HDX Software and Options* and the *Release Notes for Polycom® HDX Systems* available at www.polycom.com/videodocumentation.

Connecting the Phone to the Polycom HDX System

Note If a Polycom SoundStructure™ C-Series digital mixer is already connected to the Polycom HDX system, you cannot connect the SoundStation IP 7000 phone to it. If you connect the phone, the message “Daisy-Chaining Error: Unsupported link. Contact IT Manager.” appears.

When you connect the phone to the Polycom HDX system, you need the Polycom HDX Microphone Cable, which is the cable used to connect your Polycom HDX Microphone Array to the Polycom HDX system.

Note Only a single SoundStation IP 7000 phone may be connected to a Polycom HDX system. Additionally, up to two Polycom HDX Microphone Arrays may be daisy-chained with the phone on the same Polycom HDX Microphone Cable.

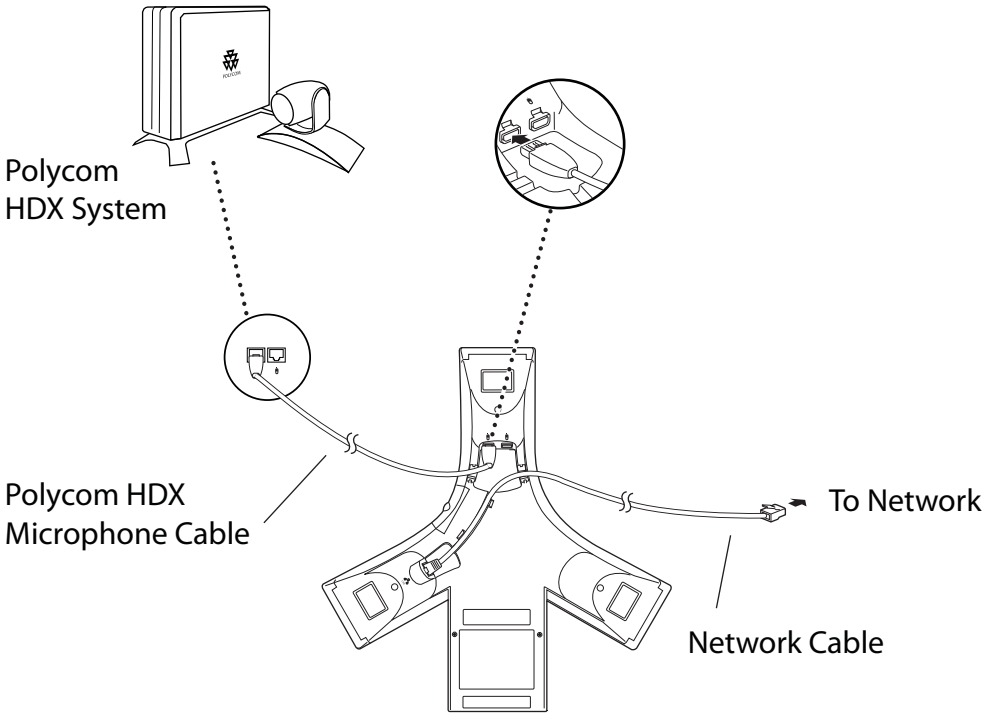
To connect the SoundStation IP 7000 phone to the Polycom HDX system:

1. Disconnect the Polycom HDX Microphone Cable from the Polycom HDX system.

   If you have an additional Polycom HDX Microphone Cable, leave the existing microphone connected to the Polycom HDX system and use the additional cable to connect the phone to the existing microphone cable.

2. Connect one end of the Polycom HDX Microphone Cable into an available microphone connector on the phone.

   The following figure shows how to connect the Polycom HDX Microphone Cable to an available microphone connector on the phone. The other end of the cable connects to the Polycom HDX system.



Note The Polycom HDX 9000 systems require an adapter to plug in the Polycom HDX Microphone Cable. The adapters are shipped with the cables for the Polycom HDX 9000 systems only.

3. Attach the Polycom HDX Microphone Cable to the Polycom HDX system. For information on where the microphone connector is located on the system, refer to the "Optional setup" instructions in the setup guide for your system at http://www.polycom.com/videodocumentation.

Setting Up the Phone

Before you use your phone with HDX (in a non-supported VoIP environment), you must make a number of changes to your phone. Refer to Changing Your Phone to Use a Polycom HDX System on page 8.

Note If the time and date are flashing on the phone, refer to Troubleshooting Your Phone on page 19 for instructions on how to disable the display.

Connect the SoundStation IP 7000 phone to any optional equipment, such as external microphones.

The phone can also connect to audio from a mobile phone or from a computer calling application. Refer to Connecting an Optional External Microphone on page 8 and Connecting Optional Auxiliary Audio Components on page 10.

Note As of Polycom UC Software 4.0.1, you can make configuration changes through the Web Configuration Utility. See the *Polycom Web Configuration Utility User Guide* on the Polycom Customer Support Web site at http://support.polycom.com/global/documents/support/user/products/voice/UC_Web_Config_Utility_User_Guide_v4_0_0.pdf .

Changing Your Phone to Use a Polycom HDX System

Before you use your phone with a Polycom HDX system, set up the phone number to be displayed on the phone.

Note The extension number displayed on the SoundStation IP 7000 phone will be updated to automatically reflect the Polycom HDX systems Analog Phone or Voice Over ISDN number.

Configuring the Displayed Phone Number

To set up phone number for the SoundStation IP 7000:

1. Press the **Menu** key, and then select **Settings > Advanced > Admin Settings > HDX Extension**.

   When prompted, enter the administrative password. The default value is **456**.

2. Enter the HDX extension that you want displayed on the SoundStation IP 7000.

3. Press the **Save** soft key.

Connecting an Optional External Microphone

When the phone is connected to a Polycom HDX system:

- It acts as a microphone for all calls on the Polycom HDX system. One or two Polycom HDX Microphone Arrays may be used as extension microphones. (Only one Ceiling Microphone Array can be connected.)

- When the call is audio only, the speaker in the phone is used. Otherwise, the audio comes from the Polycom HDX system.
- You can also attach one analog microphone to the phone.

You can connect a microphone to the phone using an optional External Microphone Kit. Depending on the External Microphone Kit you have, the kit will contain either two SoundStation IP 7000 extension microphones (analog), or up to two Polycom HDX Microphone Arrays (digital) daisy-chained. You cannot connect extension microphones and Polycom HDX Microphone Arrays together.

Note

For this deployment, you can only connect one analog expansion microphone or two Polycom HDX Microphone Arrays (daisy-chained) to the microphone connector on the phone. The other microphone connector on the phone must be available to connect to the Polycom HDX system.

Instead of connecting the HDX microphones to the phone, you can connect up to two Polycom HDX Microphone Arrays to the Polycom HDX system. For more information on connecting microphones to the Polycom HDX system, refer to the 'Optional setup' instructions in the setup guide for your system at http://www.polycom.com/videodocumentation.

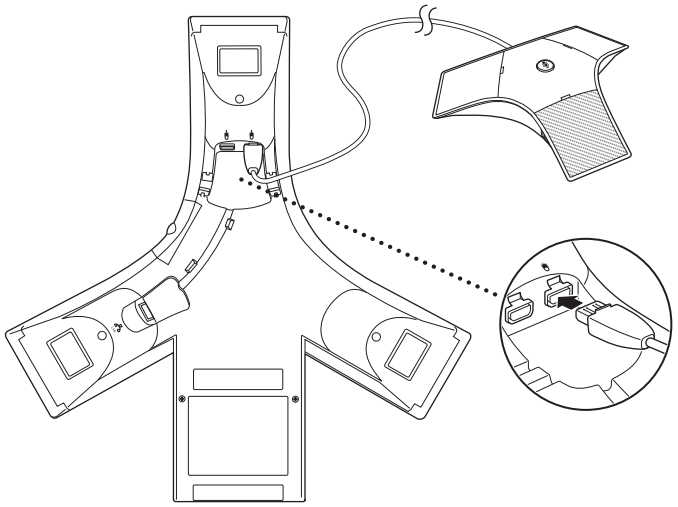
To connect a SoundStation IP 7000 extension microphone, connect the microphone cable to the connector on the phone and the other to the microphone.

To connect up to two Polycom HDX Microphone Arrays, connect one to the connector on the phone and the other to a connector on the microphone. To add a second microphone, remove the cover from the connector on the first and connect the microphone cable to it and then to the other microphone.

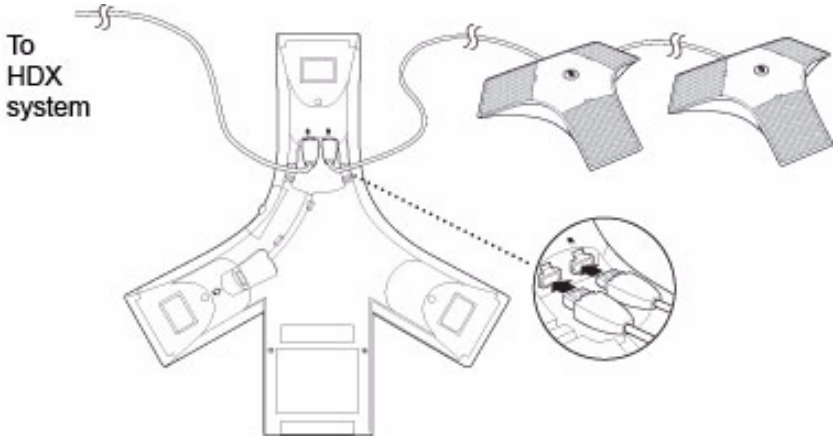
Note

The Polycom HDX Microphone Arrays and the SoundStation IP 7000 can be connected in any order.

The following figure shows a SoundStation IP 7000 extension microphone connected to a phone.



The following figure shows two Polycom HDX Microphone Arrays connected to a phone.



Connecting Optional Auxiliary Audio Components

You can connect the SoundStation IP 7000 phone to optional auxiliary audio components. For example, you can connect audio components like a 2.5mm audio connector on the phone to hear audio from mobile phones and computer calling applications.

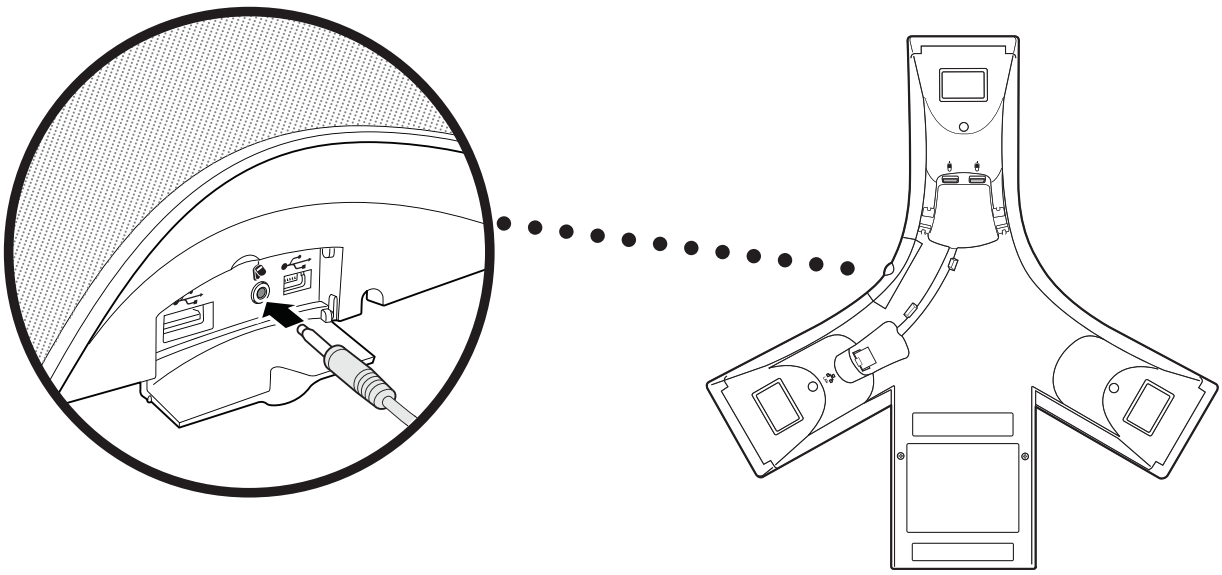
To connect a mobile phone to the phone, you require the optional Mobile Phone Cable.

To connect a computer calling application to the phone, you require the optional Computer Calling Kit (containing a Computer Calling Cable).

Connecting Mobile or Computer Audio to the 2.5mm Audio Connector

The phone has a 2.5mm audio connector to connect to a mobile phone or to a computer calling application. You connect a mobile phone so you can use the conference phone speaker to hear mobile phone calls. You connect a computer to stream two-way audio from computer calling applications for hands-free conversations. The 2.5mm audio connector is located on the right side of the conference phone, behind a door you flip open.

The following figure shows the 2.5mm audio connector behind the door on the side of the conference phone. The 2.5mm audio connector has a mobile phone icon above it.



To connect audio from a mobile phone:

>> Connect one end of the optional Mobile Phone Cable to the headset jack on a mobile phone, and connect the other end to the 2.5mm audio connector on the conference phone.

For information on using the conference phone with a mobile phone connection, refer to the section “Using Computer or Mobile Audio with the Conference Phone” in the *User Guide for the Polycom SoundStation IP 7000 Phone*.

To connect audio from a computer calling application:

>> Connect one end (the end with two connectors) of the Computer Calling Cable (contained in the optional Computer Calling Kit) to the audio out and microphone ports on a computer, and connect the other end to the 2.5mm audio connector on the phone.

For information on using the phone with a computer calling application, refer to the section "Using Computer or Mobile Audio with the Conference Phone" in the *User Guide for the Polycom SoundStation IP 7000 Phone*.

Upgrading the Phone's Software

To determine compatible versions combinations of software for your phone and HDX system, refer to Supported SoundStation IP 7000 / Polycom HDX Software Interoperability on page 3.

To upgrade the phone's software, you will need to do one of the following:

- Use the Polycom Customer Support provisioning server to provision the phone. Refer to Using the Polycom Customer Support Provisioning Server on page 12.
- Set up a provisioning server on your network and use it to provision the phone. To do this, you must:
  - Download the latest SIP application from the Polycom Support web site. Refer to Locating the Latest SIP Software on page 15.
  - Set up a provisioning server. Refer to Setting Up a Provisioning Server on page 15.
  - Download the new SIP application to the phone. Refer to Downloading New Software to the Phone on page 16.

For more information on upgrading the SIP application, refer to section "Upgrading the SIP Application" in the latest *Polycom UCS Administrators' Guide* at http://support.polycom.com/PolycomService/support/us/support/voice/soundstation_ip_series/soundstation_ip7000.html .

Note

As of Polycom UC Software 4.0.1, you can also upgrade the phone's software through the Web Configuration Utility software upgrade option.

See *Feature Profile 67993: Using the Software Upgrade Option in the Web Configuration Utility* on the Polycom Customer Support Web site at http://supportdocs.polycom.com/PolycomService/support/global/documents/support/technical/products/voice/Software_Upgrade_Option_FP67993.pdf .

Using the Polycom Customer Support Provisioning Server

To use the Polycom Customer Support provisioning server to download the phone, you must change the default network configuration parameters on the SoundStation IP 7000 phone.

Note

The phone must be connected to the local area network to provision the new software to the phone. Refer to Connecting the Phone to the Network on page 5.

To download the new software to the SoundStation IP 7000 phone:

1. Reboot the phone by pressing the reboot multiple key combination.

   Press and hold the *, #, Volume-, and Volume+ keys simultaneously until a confirmation tone is heard or for about three seconds.

2. While the phone is in its boot cycle, press the **SETUP** soft key.
3. Enter the administrative password, and then press the **OK** soft key.

   The default password is **456**.

   The "Network Configuration" menu appears.

4. If DHCP is supported on the network:

   a Verify that the **DHCP Client** is enabled.

   If it is not enabled, press the **EDIT** soft key, use the right arrow key to select Enabled, and then press the **OK** soft key.

Note If DHCP is not supported by the network, you will need to set the phone IP address, subnet mask, DNS, and gateway settings in step 10. Contact your system administrator for these values.

   b Using the down arrow key, scroll to **DHCP Menu**, and then press the **SELECT** soft key.

   The "DHCP Menu" appears.

   c Scroll down to **Boot Server**, then press the **EDIT** soft key.

   d Using the right arrow key, select **Static**, and then press the **OK** soft key.

   e Press the **EXIT** soft key.

   The "Network Configuration" menu appears again.

5. If DHCP is not supported on the network:

   a Scroll up to **Phone IP Addr**, then press the **EDIT** soft key.

   b Enter the phone IP address, then press the **OK** soft key.

   c Scroll down to **Subnet Mask**, then press the **EDIT** soft key.

   d Enter the subnet mask, then press the **OK** soft key.

   e Scroll down to **IP Gateway**, then press the **EDIT** soft key.

   f Enter the IP gateway address, then press the **OK** soft key.

   g Scroll down to **DNS Server**, then press the **EDIT** soft key.

   h Enter the DNS server address, then press the **OK** soft key.

   i Scroll down to **DNS Domain**, then press the **EDIT** soft key.

   j Enter the DNS domain name, then press the **OK** soft key.

6. Scroll down to **Server Menu**, then press the **SELECT** soft key.
7. Using the right arrow key, select **HTTP** as the **Server Type,** and then press the **OK** soft key.
8. Scroll down to **Server Address**, then press the **EDIT** soft key.
9. Enter **downloads.polycom.com/voice/IP7000** as the server address, then press the **OK** soft key.

   The URL is case sensitive.
10. Press the **EXIT** soft key.
11. Press the **EXIT** soft key again.
12. Scroll down to **Save & Reboot**, then press the **SELECT** soft key.

    The phone will reboot.

    The following messages will appear on the screen:

    - Waiting for network to initialize
    - Downloading new BootROM
    - Checking new BootROM
    - Updating new BootROM
    - BootROM updated, rebooting
    - Formatting file system, please wait
    - Downloading new application
    - Checking new application
    - Saving new application
    - Checking new application
    - Loading application
    - Running <*application filename*>
    - Welcome

    The upgrade process will take some time.

Note

The bootROM messages will not appear if the bootROM is not upgraded. The bootROM is not upgraded every time the application is upgraded.

Upgrade times depends on how busy the nework is and the type of protocol used. An update time greater than 10 minutes is not unusual.

Once the upgrade is complete, you can use the phone to place and answer calls.

Locating the Latest SIP Software

To find the appropriate software version, go to the Polycom UC Software/Polycom SIP Software Release Matrix on the Polycom Customer Support web site at http://downloads.polycom.com/voice/voip/sip_sw_releases_matrix.html .

Download the software and release notes from http://www.polycom.com/usa/en/support/voice/soundstation_ip_series/soundstation_ip7000.html .

Setting Up a Provisioning Server

You can use any computer on the network as the provisioning server (providing the application image and configuration files for the SoundStation IP 7000 phone). You need an FTP, FTPS, TFTP, HTTP, or HTTPS server running on a computer.

Note The instructions below are written using FTP server as the provisioning server, but they also apply to any FTPS, TFTP, HTTP, or HTTPS server.

To set up the provisioning server:

1. Create a directory to store the application image and the configuration files.

   For example, **C:\test\7000** .

2. Extract all files from the distribution zip file to the newly created directory.

   Maintain the same folder hierarchy.

   The distribution zip file contains many files, but only the following are required:

   - **3111-40000-001.sip.ld**
   - **sip.cfg**
   - **phone1.cfg**
   - **000000000000.cfg**

   Refer to the *Release Notes* for a detailed description of each file in the distribution.

3. Start the FTP server and configure it to accept requests from the phone.

   In the FTP server software on a computer, create a unique user with names and passwords. For example, username **user** with password **password**. The default username and password is **PlcmSpIp**.

   Refer to your server documentation to set up the server.

Downloading New Software to the Phone

To use the provisioning server you just set up, you must change the default network configuration parameters on the SoundStation IP 7000 phone.

Note The phone must be connected to the local area network to download the new software to the phone. Refer to Connecting the Phone to the Network on page 5.

To download the new software to the SoundStation IP 7000 phone:

1. Reboot the phone by pressing the reboot multiple key combination.

   Press and hold the *, #, Volume-, and Volume+ keys simultaneously until a confirmation tone is heard or for about three seconds.

2. While the phone is in its boot cycle, press the **SETUP** soft key.
3. Enter the administrative password, and then press the **OK** soft key.

   The default password is **456**.

   The "Network Configuration" menu appears.

4. If DHCP is supported on the network:

   a. Verify that the **DHCP Client** is enabled.

      If it is not enabled, press the **EDIT** soft key, use the right arrow key to select Enabled, and then press the **OK** soft key.

Note If DHCP is not supported by the network, you will need to set the phone IP address, subnet mask, DNS, and gateway settings in step x. Contact your system administrator for these values.

   b. Using the down arrow key, scroll to **DHCP Menu**, then press the **SELECT** soft key.

      The "DHCP Menu" appears.

   c. Scroll down to **Boot Server**, then press the **EDIT** soft key.

   d. Using the right arrow key, select **Static**, and then press the **OK** soft key.

   e. Press the **EXIT** soft key.

      The "Network Configuration" menu appears again.

5. If DHCP is not supported on the network:

   a. Scroll up to **Phone IP Addr**, then press the **EDIT** soft key.

   b. Enter the phone IP address, then press the **OK** soft key.

   c. Scroll down to **Subnet Mask**, then press the **EDIT** soft key.

   d. Enter the subnet mask, then press the **OK** soft key.

e Scroll down to **IP Gateway**, then press the **EDIT** soft key.

f Enter the IP gateway address, then press the **OK** soft key.

g Scroll down to **DNS Server**, then press the **EDIT** soft key.

h Enter the DNS server address, then press the **OK** soft key.

i Scroll down to **DNS Domain**, then press the **EDIT** soft key.

j Enter the DNS domain name, then press the **OK** soft key.

6. Scroll down to **Server Menu**, then press the **SELECT** soft key.
7. Select the **Server Type** that is appropriate to your environment.

   For example, if you are using an FTP server, verify that the Server Type is set to **FTP**. To change it to FTP from another value, press the **EDIT** soft key, use the right arrow key to select **FTP**, and then press the **OK** soft key.
8. Scroll down to **Server Address**, then press the **EDIT** soft key.
9. Enter the IP address of the computer that is running the server, then press the **OK** soft key.

   If your computer is running the FTP server, then enter your computer's IP address.
10. Scroll down to **Server User**, then press the **EDIT** soft key.
11. Enter the user name, then press the **OK** soft key.

    This is the user name you created in step 3 in Setting Up a Provisioning Server on page 15.
12. Scroll down to **Server Password**, then press the **EDIT** soft key.

    This is the password you created in step 3 in Setting Up a Provisioning Server on page 15.
13. Press the **EXIT** soft key twice.
14. Scroll down to **Save & Reboot**, then press the **SELECT** soft key.

    The phone will reboot.

    The following messages will appear on the screen:

    – Waiting for network to initialize
    – Downloading new application
    – Checking new application
    – Saving new application
    – Checking new application
    – Loading application
    – Running <*application filename*>
    – Welcome

The upgrade process will take some time.

15. Monitor the provisioning server event log and the uploaded event log files.

    Ensure that the download process completed correctly. All configuration files used by the provisioning server are logged.

    Two log files will be created called **[MACaddress]-boot.log** and **[MACaddress]-app.log** .

    For more information on reading the log files, refer to the section "Troubleshooting Your SoundPoint IP / SoundStation IP Phones" in the latest *Polycom UC Software Administrators' Guide*.

If you turned on logging in the FTP server, you will see log messages describing the progress of file transfer.

Once the upgrade is complete, you can use the phone to place and answer calls.

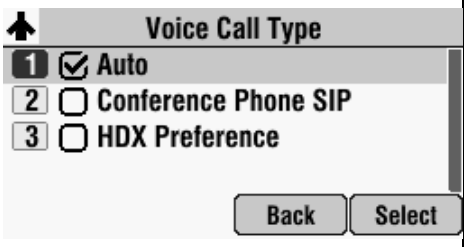
Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone with the Polycom® HDX system in an unsupported VoIP environment. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- Calling
- SoundStation IP 7000 Display
- Upgrading the SoundStation IP 7000 Phone

If you require more information or assistance, contact your system administrator.

Calling

Symptom	Problem	Corrective Action
Voice calls are not coming to the SoundStation IP 7000 phone.	The call type is not set correctly.	Ensure that the Polycom HDX system has an active voice interface installed and it is listed as the first interface. Refer to the *Administrator's Guide for Polycom HDX Systems* at http://www.polycom.com/videodocumentation.
	There is a faulty connection between the SoundStation IP 7000 phone and the Polycom HDX system.	Do one of the following: • Check the cabling. • Ensure both the Polycom HDX system and the SoundStation IP 7000 can "see" each other. On the Polycom HDX system, go to **System > System Information**. On the phone, press the **Menu** key, and then select **Settings > Advanced > Admin Settings > Voice Call Type**.
There is a dial tone, but the call is not going through.		Do one of the following: • Ensure that the Polycom HDX system has an active voice interface installed and it is listed as the first interface. • Ensure that the Polycom HDX system's active voice interface is connected to an active network. • Verify the call type: Press MENU, and then select **Settings > Advanced > Admin Settings > Voice Call Type**. When prompted for the administrative password, enter **456**. The Voice Call Type menu appears.  Verify that the call type is set to **Auto**. Setting to **HDX Preference** should not be necessary. Press the **Select** soft key if you change the selection.

Symptom	Problem	Corrective Action
The dial tone level is too loud when adding a POTS call to an existing video call.		Do the following: **1.** Open the **sip.cfg** configuration file in an XML editor. **2.** Locate the `pnet.remoteCall.localDialTone` and `pnet.remoteCall.allProgAtten` parameters. **3.** If `pnet.remoteCall.localDialTone` is not 0, lower the value of `pnet.remoteCall.allProgAtten`. The default value is -15 and the range is -60 to 0. **4.** Save your changes.

SoundStation IP 7000 Display

Symptom	Problem	Corrective Action
The time and date are flashing.	You have disconnected your phone from the network/LAN or there is no SNTP server configured. ***Note:*** *The phone does not acquire time from the Polycom HDX system.*	Do one of the following: • Reconnect your phone to the network. • Disable the time and date display on the phone per the instructions below. **1.** Press MENU, and then select **Settings > Basic > Preferences > Time & Date**. The Time & Date screen displays. **2.** Scroll to Disable, and then press **Select** soft key. **3.** Press MENU to return to the idle screen. The idle screen no longer displays the time and date.

Upgrading the SoundStation IP 7000 Phone

Symptom	Problem	Corrective Action
The SoundStation IP 7000 phone does not upgrade from the Polycom Customer Support provisioning server.	Network access is blocked.	Using a computer on the same network as the phone, open a browser and enter **http://downloads.polycom.com/voice/IP7000/000000000000.cfg** as the web address. If the browser gets an error about not being able to find the file or server, there is a network connectivity issue from your location to the Polycom download server.

Safety Notices

Service Agreements
Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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Safety and Compliance
Part 15 FCC Rules This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions: **1.** This device may not cause harmful interference, and **2.** This device must accept any interferences received, including interference that may cause undesired operation. **Class B Digital Device or Peripheral** Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: **1.** Reorient or relocate the receiving antenna. **2.** Increase the separation between the equipment and receiver. **3.** Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. **4.** Consult the dealer or an experienced radio/TV technician for help. **Modifications** In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line. **Installation Instructions** Installation must be performed in accordance with all relevant national wiring rules. L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique. When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant. **Plugs Acts as Disconnect Device** The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible. La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible. **Industry Canada (IC)** This Class [B] digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada. **CE Mark R & TTE Directive** This SoundStation IP 7000 is marked with the CE mark. This mark indicates compliance with EC Directives 1999/5/EC. **CE Mark R & TTE Directive (EU Only)** Polycom (UK) Ltd tímto prohlašuje, že tento SoundStation IP 7000 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES. Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr SoundStation IP 7000 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF. Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät SoundStation IP 7000 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

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Safety and Compliance (continued)

사용자 안내문

A 급기기(업무용 정보통신기기)

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WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity DoC # СПД-5080. Expiry 02/24/2014.