Polycom 7000 on Mitel 3300 R 9.0.3.15

IMPORTANT NOTE

The Polycom 7000 Conference unit is a SIP device not a Mitel Desktop device therefore it does not understand the VLAN Tagging settings sent from the DHCP Server.

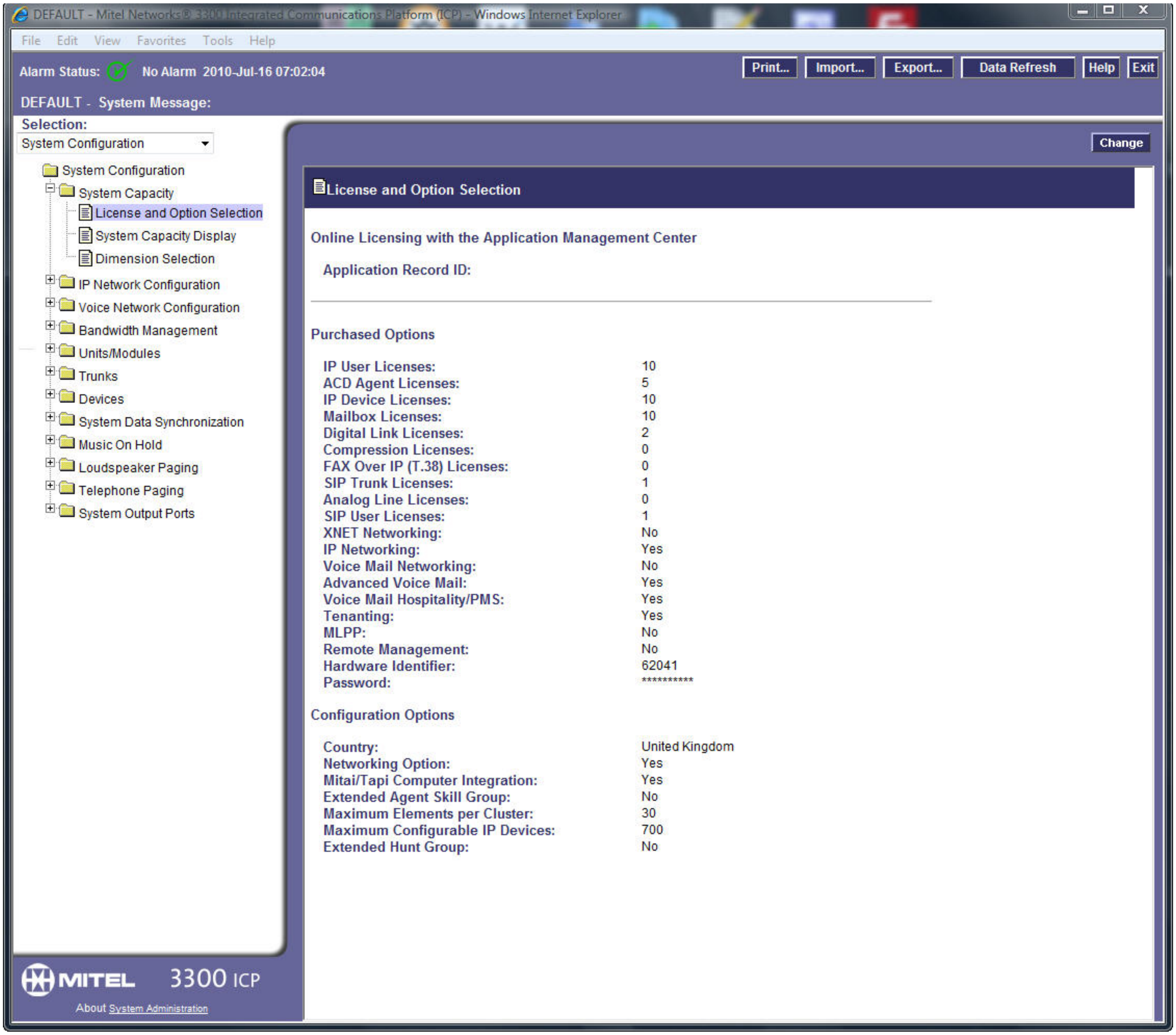
Therefore wherever these devices are installed it is imperative that there is either a route from where they are back to the 3300 or that they are installed onto switch ports which are native to the voice VLAN.

The purpose of this document is to provide an engineer with a basic outline of how to configure a Polycom 7000 conference unit to work as a SIP extension from a Mitel 3300 running release 9.0.3.15 software.

Programming the Mitel 3300

Step 1

Log on to the 3300 and check that the necessary licences are available.



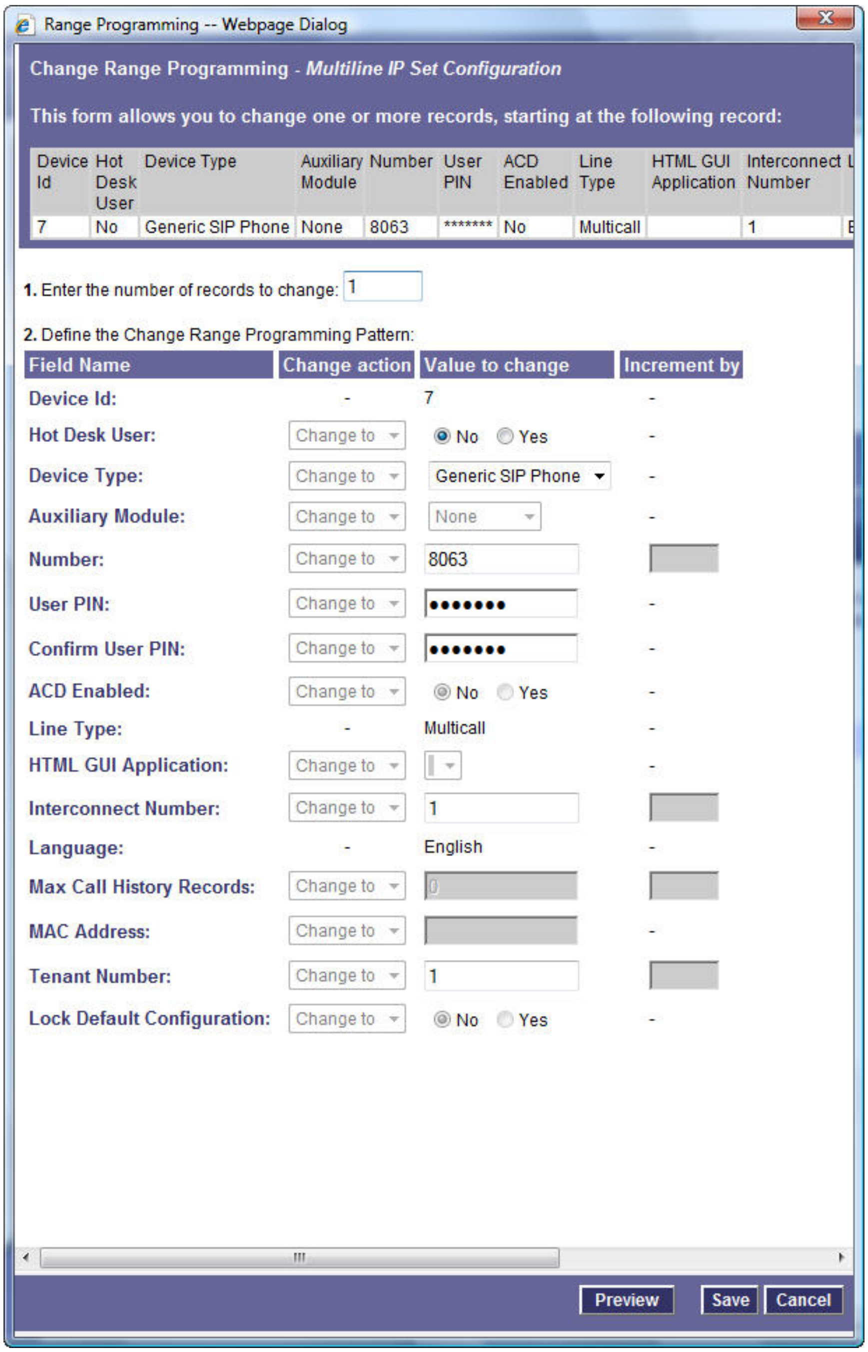
In this case there is one SIP user license.

Step 2

Configure the extension.

Browse to System Configuration -> Devices -> IP Telephones -> Multiline IP Sets

And configure a Generic SIP Phone with the required extension number



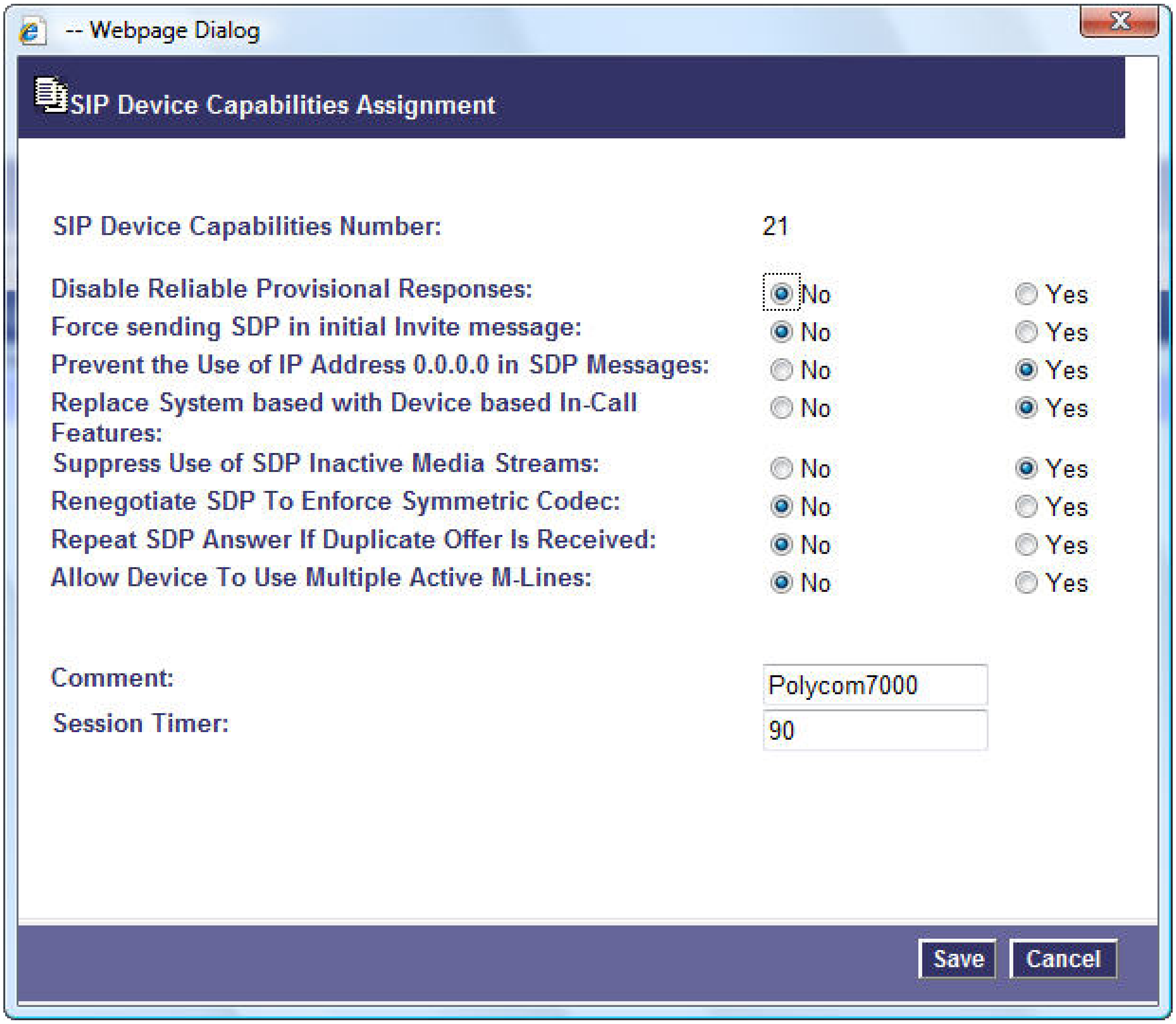
If the device is internal (NOT on the internet and the 3300 is not visible from the internet) then I would suggest making the 'Number' and the 'PIN' the same (8063 in this example)

Step 3

If one does not already exist, create a Class of Service for SIP Devices and enable any required functions (in this case COS 9 has been used).

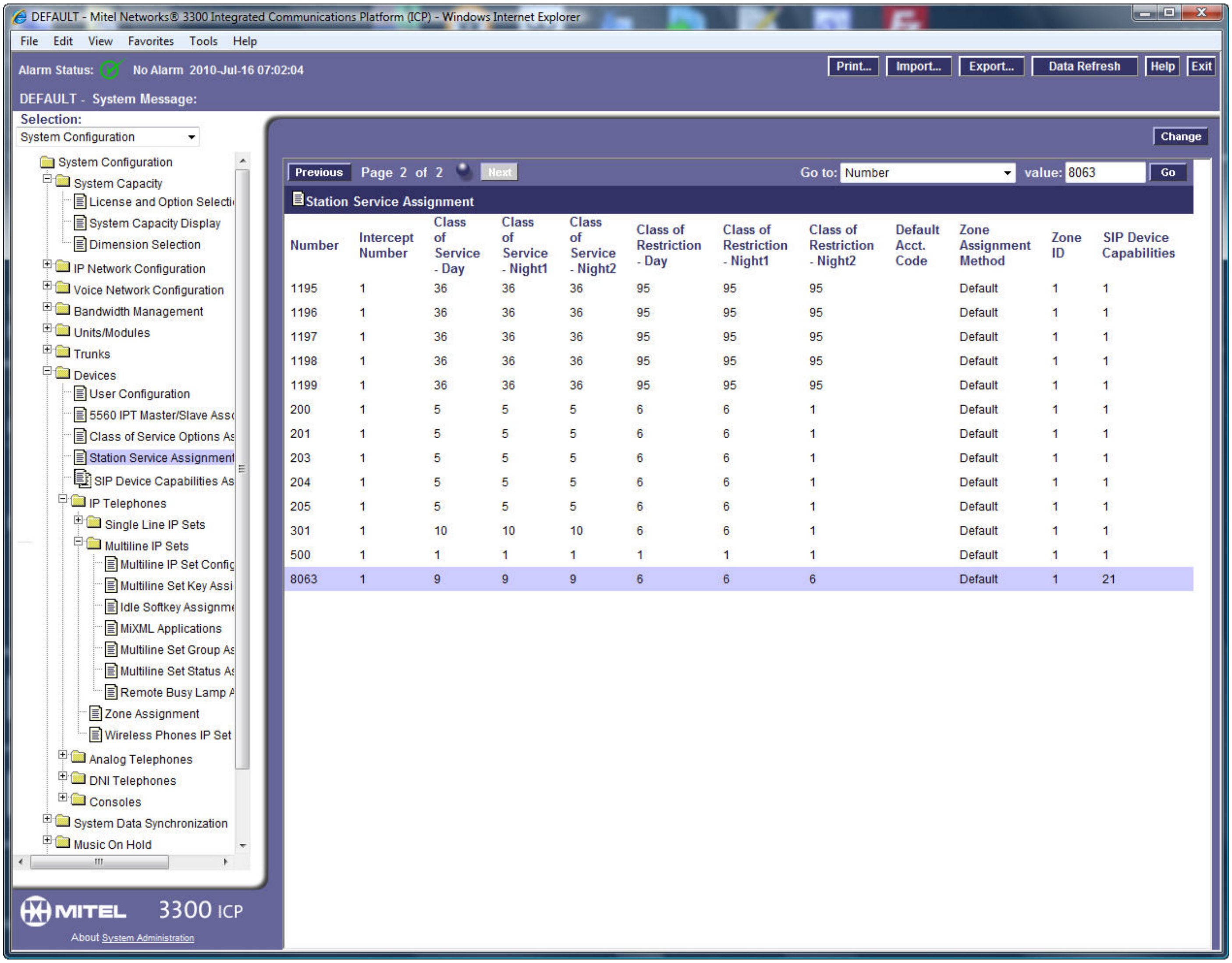
Step 4

Browse to SIP Device Capabilities and create a capability as follows (in this case number 21 has been used).



Step 5

Browse to Station Service Assignment and select your new extension (8063 in this example).



Number	Intercept Number	Class of Service - Day	Class of Service - Night1	Class of Service - Night2	Class of Restriction - Day	Class of Restriction - Night1	Class of Restriction - Night2	Default Acct. Code	Zone Assignment Method	Zone ID	SIP Device Capabilities
1195	1	36	36	36	95	95	95		Default	1	1
1196	1	36	36	36	95	95	95		Default	1	1
1197	1	36	36	36	95	95	95		Default	1	1
1198	1	36	36	36	95	95	95		Default	1	1
1199	1	36	36	36	95	95	95		Default	1	1
200	1	5	5	5	6	6	1		Default	1	1
201	1	5	5	5	6	6	1		Default	1	1
203	1	5	5	5	6	6	1		Default	1	1
204	1	5	5	5	6	6	1		Default	1	1
205	1	5	5	5	6	6	1		Default	1	1
301	1	10	10	10	6	6	1		Default	1	1
500	1	1	1	1	1	1	1		Default	1	1
8063	1	9	9	9	6	6	6		Default	1	21

Assign your Class of Service (9)

An appropriate Class of Restriction (6)

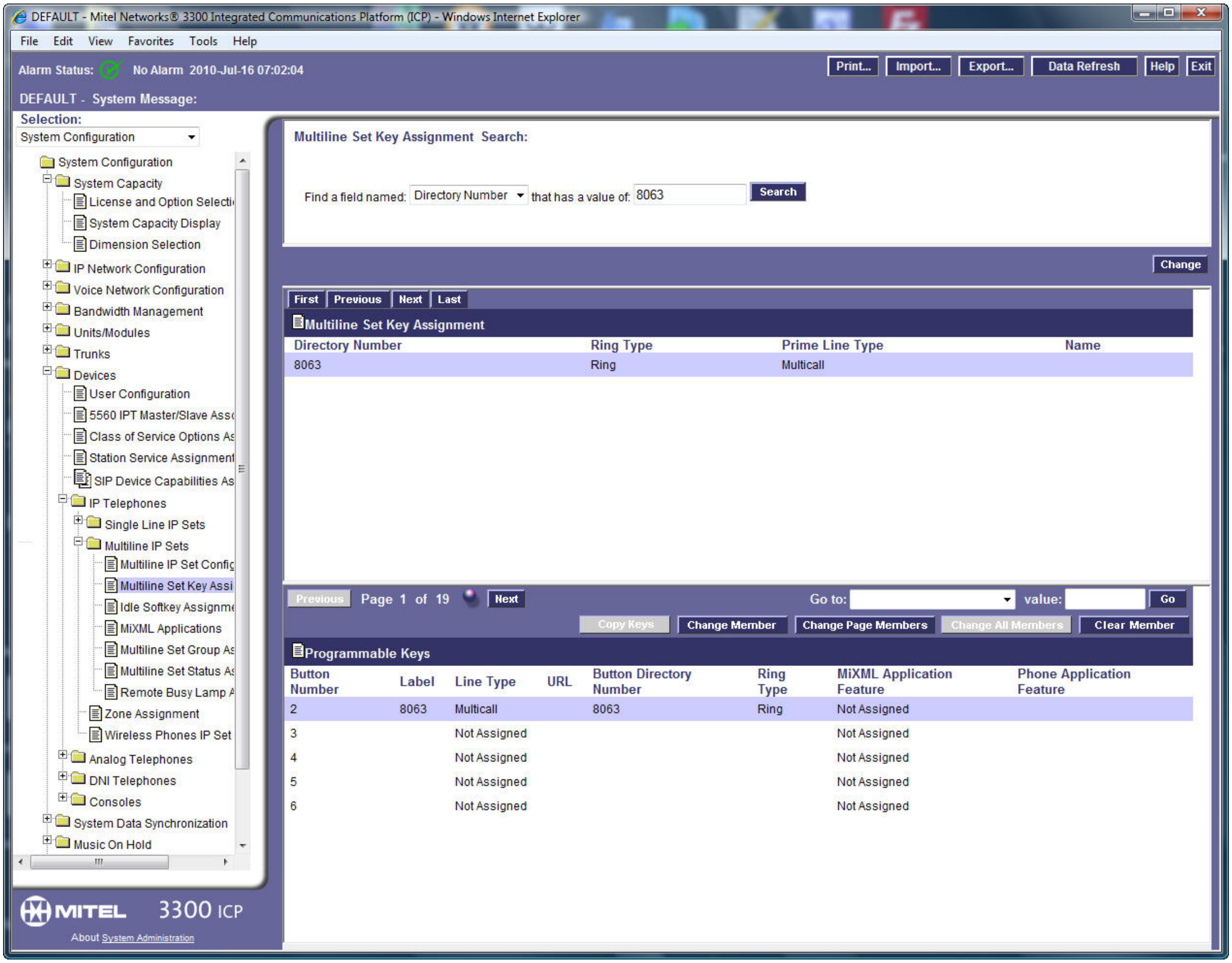
And your SIP Device Capabilities Number (21)

Step 6

Browse to System Configuration -> Devices -> IP Telephones -> Multiline IP Sets

And select the Multiline Set Key Assignment Form.

Locate your new extension and create a Multiline Key with your own extension number (8063) and set its Ring Type to Ring.



The Mitel programming is now complete.

Programming the Polycom 7000 Conference Unit

Step 1

Attach the Polycom 7000 to a powered ethernet port and wait for it to boot up.

THIS IS A VERY LONG TIME

Once the phone has booted up you should have a display with the time flashing

Press the ‘Menu’ key (Top, Left hand side, Group of three)

Navigate to;

Menu -> Status -> Network -> TCP-IP Parameters

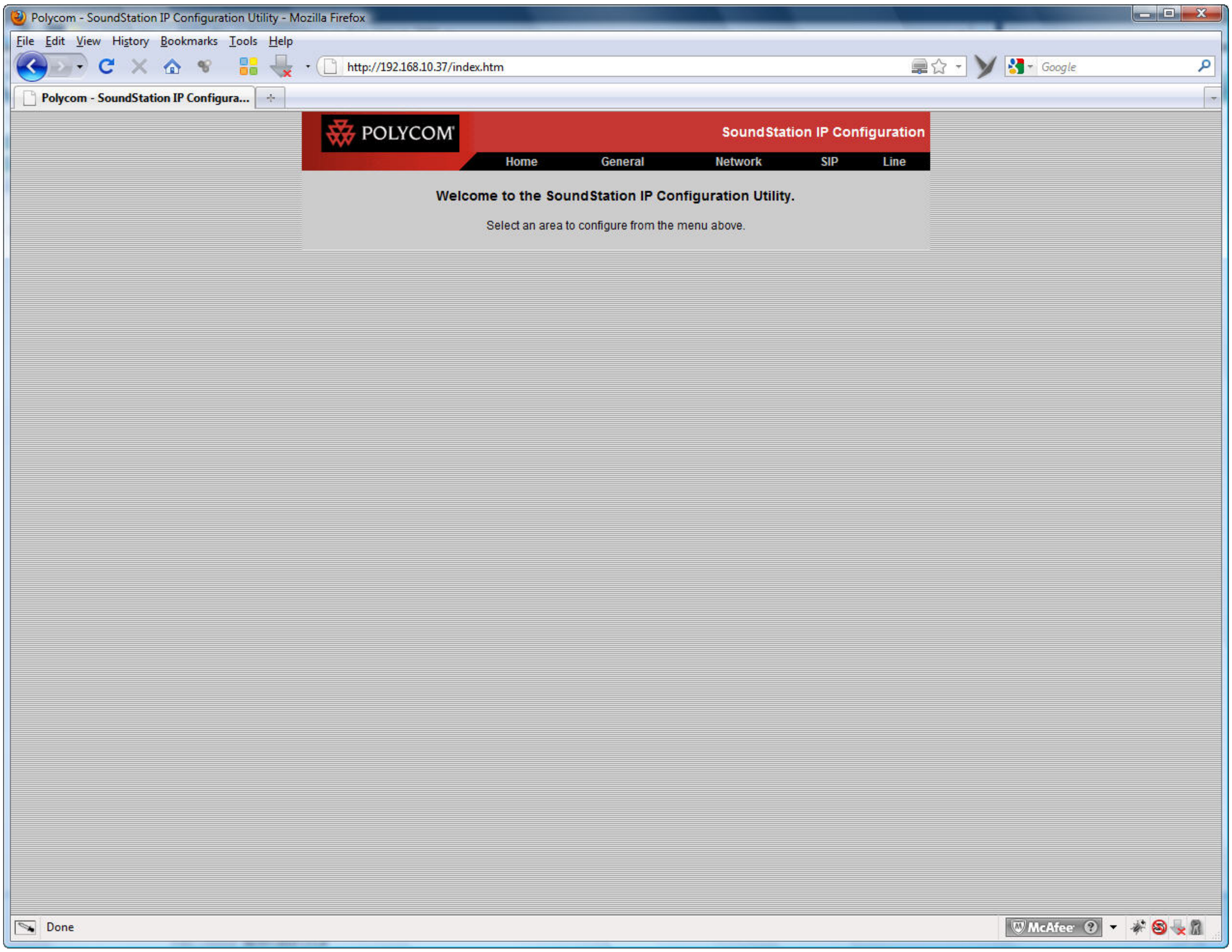
And note the IP Address of the unit (192.168.10.37 in this example)

Step 2

Browse to the IP address in 1

User Name = Polycom

Password = 456

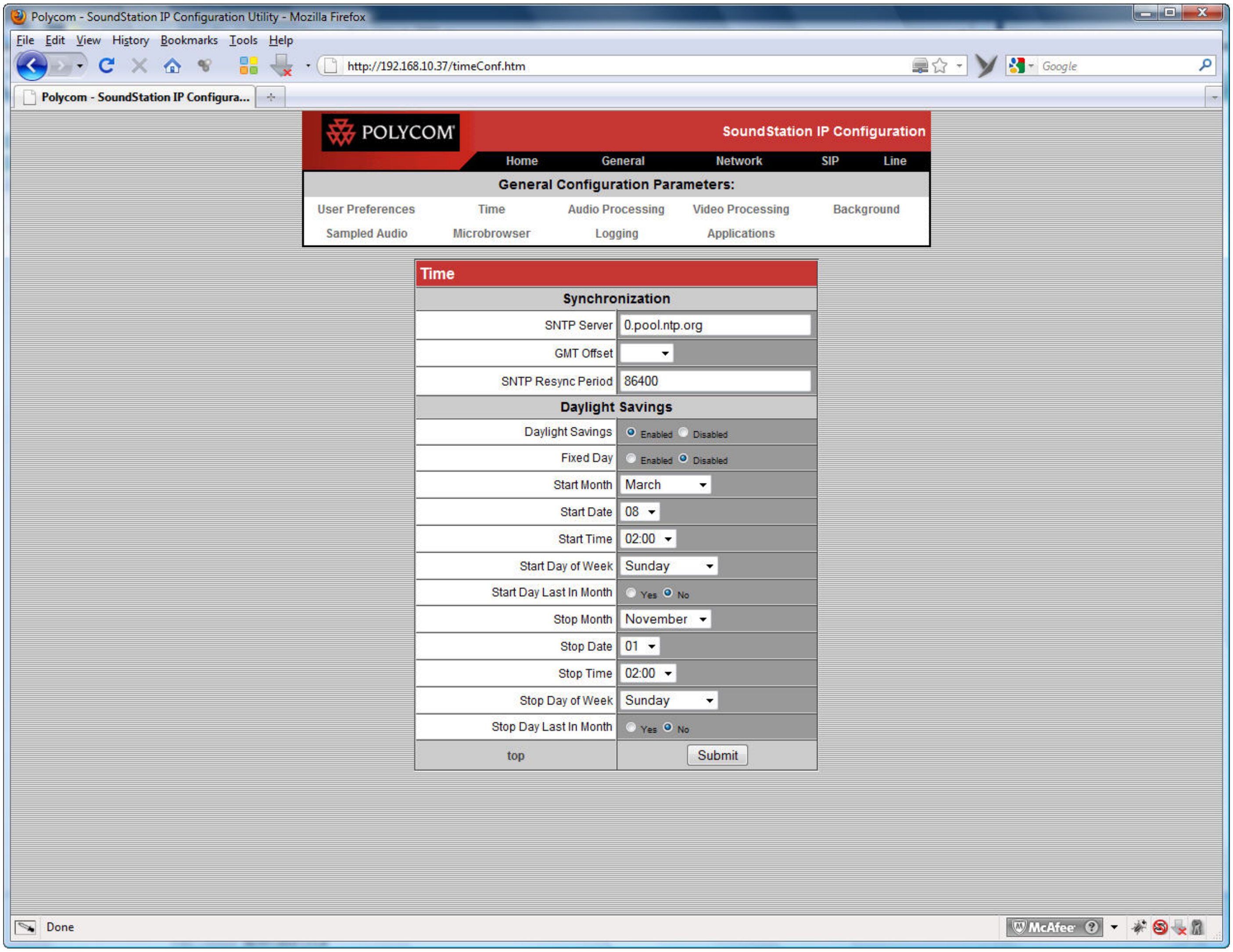


Step 3

Navigate to General -> Time

Enter one of the following NTP Server addresses

```
0.pool.ntp.org
1.pool.ntp.org
2.pool.ntp.org
3.pool.ntp.org
```

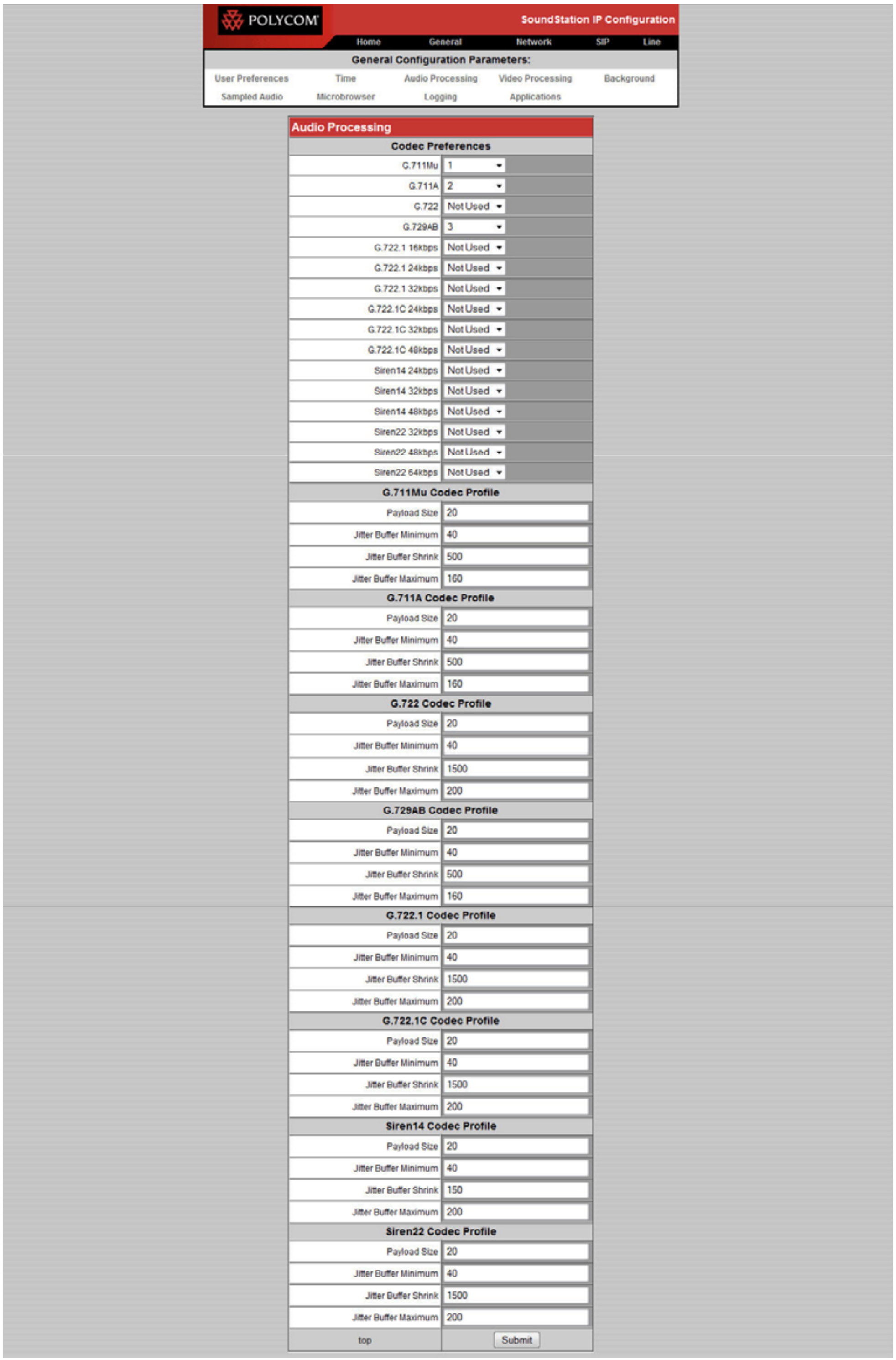


Click on ‘Submit’ and wait while the phone reboots. This can be a VERY LONG TIME sometimes the browser will time out before the phone has rebooted.

Step 4

Navigate to General -> Audio Processing

Set the codec order as follows;

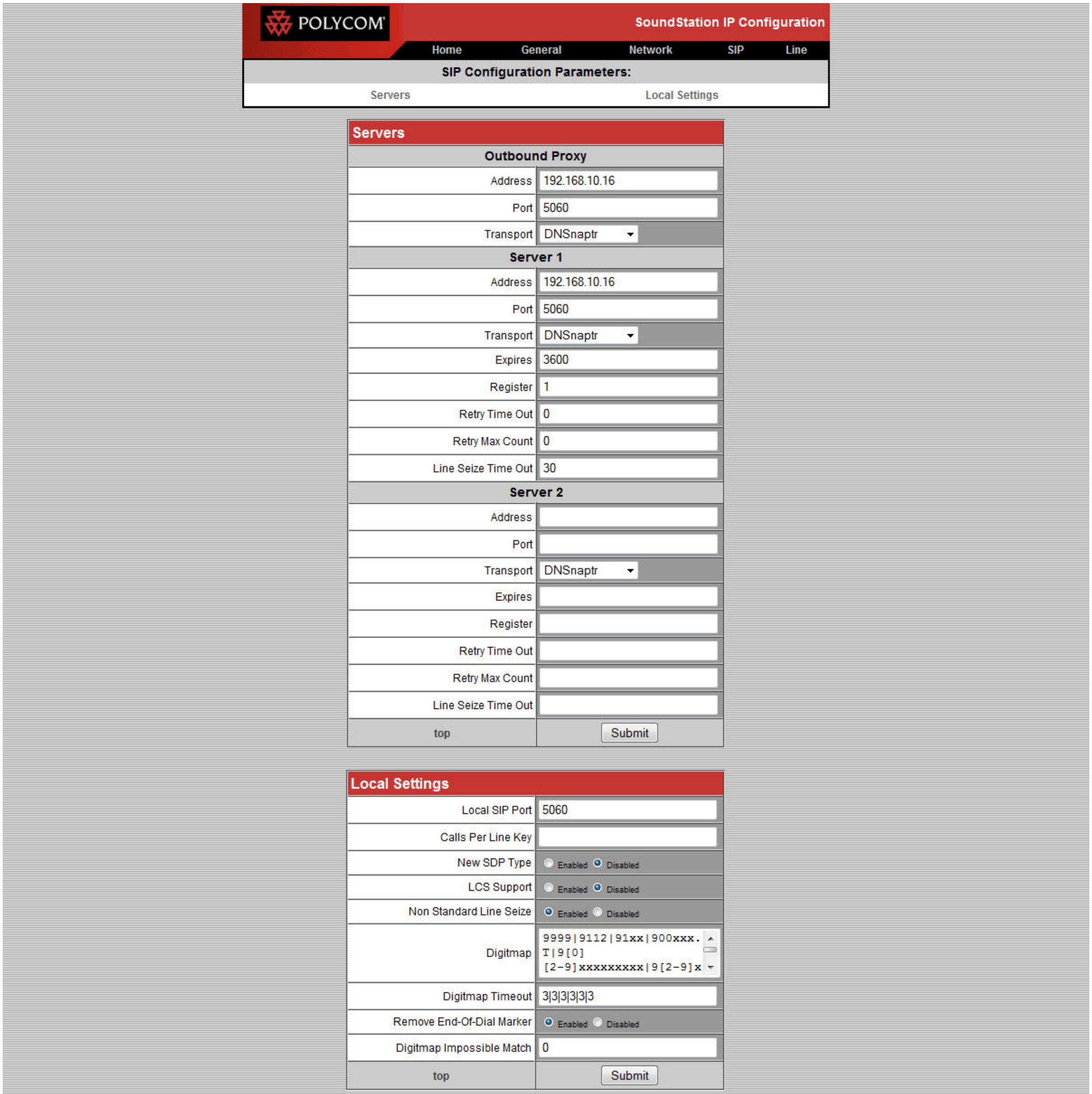


All other settings are at default – Click on ‘Submit’ and wait

Step 5

Navigate to SIP -> Servers

Make the following changes to ‘Outbound Proxy’ and ‘Server 1’

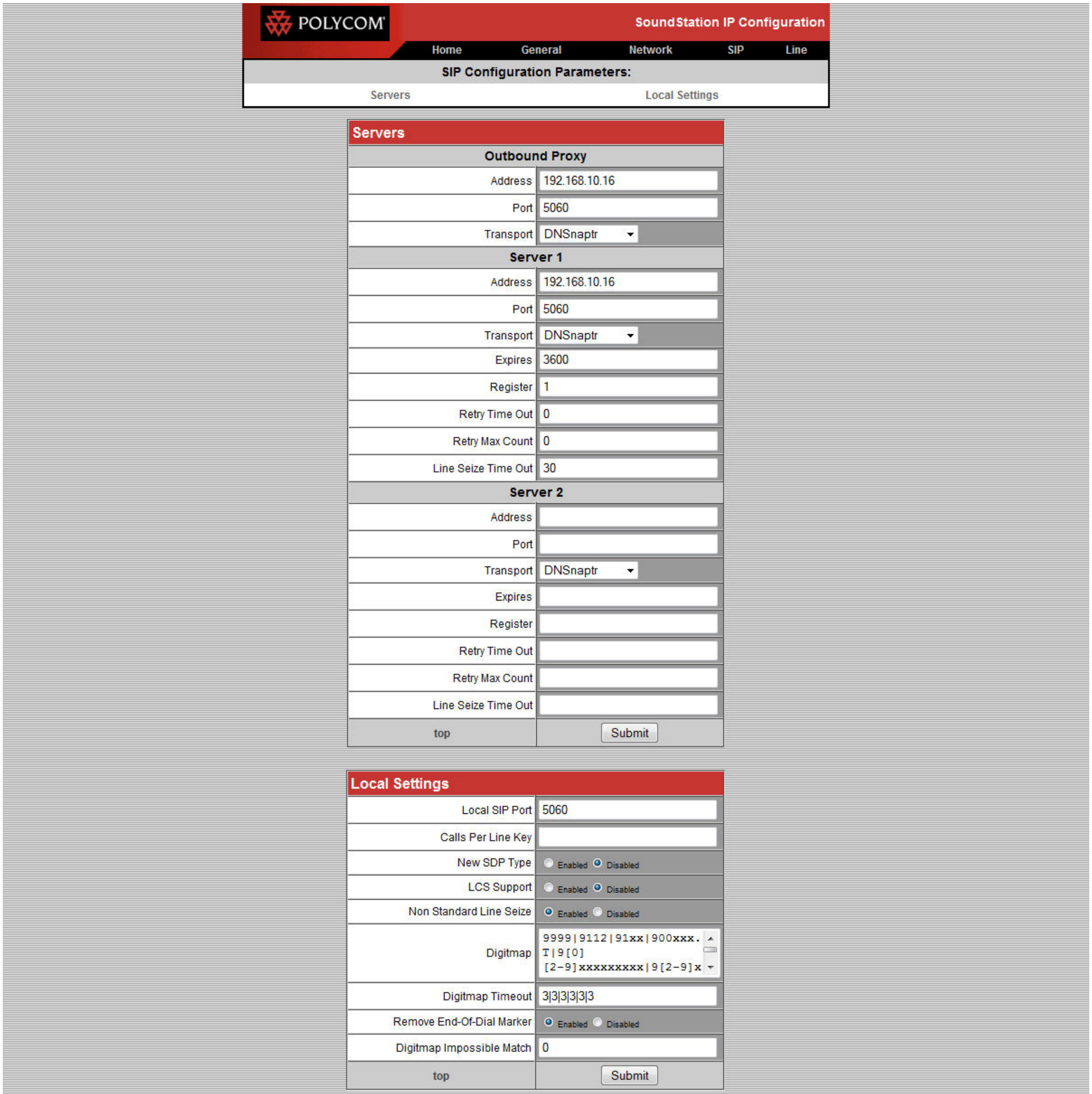


Click on ‘Submit’ and wait.

Step 6

Navigate to SIP -> Servers

Make the ‘Local SIP Port’ 5060 in ‘Local Settings’



Click on ‘Submit’ and wait.

Step 7

Navigate to Line

Make the following changes to ‘Line 1’, ‘Server 1’ and ‘Message Centre’

Display Name	=	User Name or Similar
Address	=	Extension Number (8063 in this example)
Address User ID	=	Extension Number (8063 in this example)
Auth Password	=	Extension Number (8063 in this example)
Label	=	Extension Number (8063 in this example)

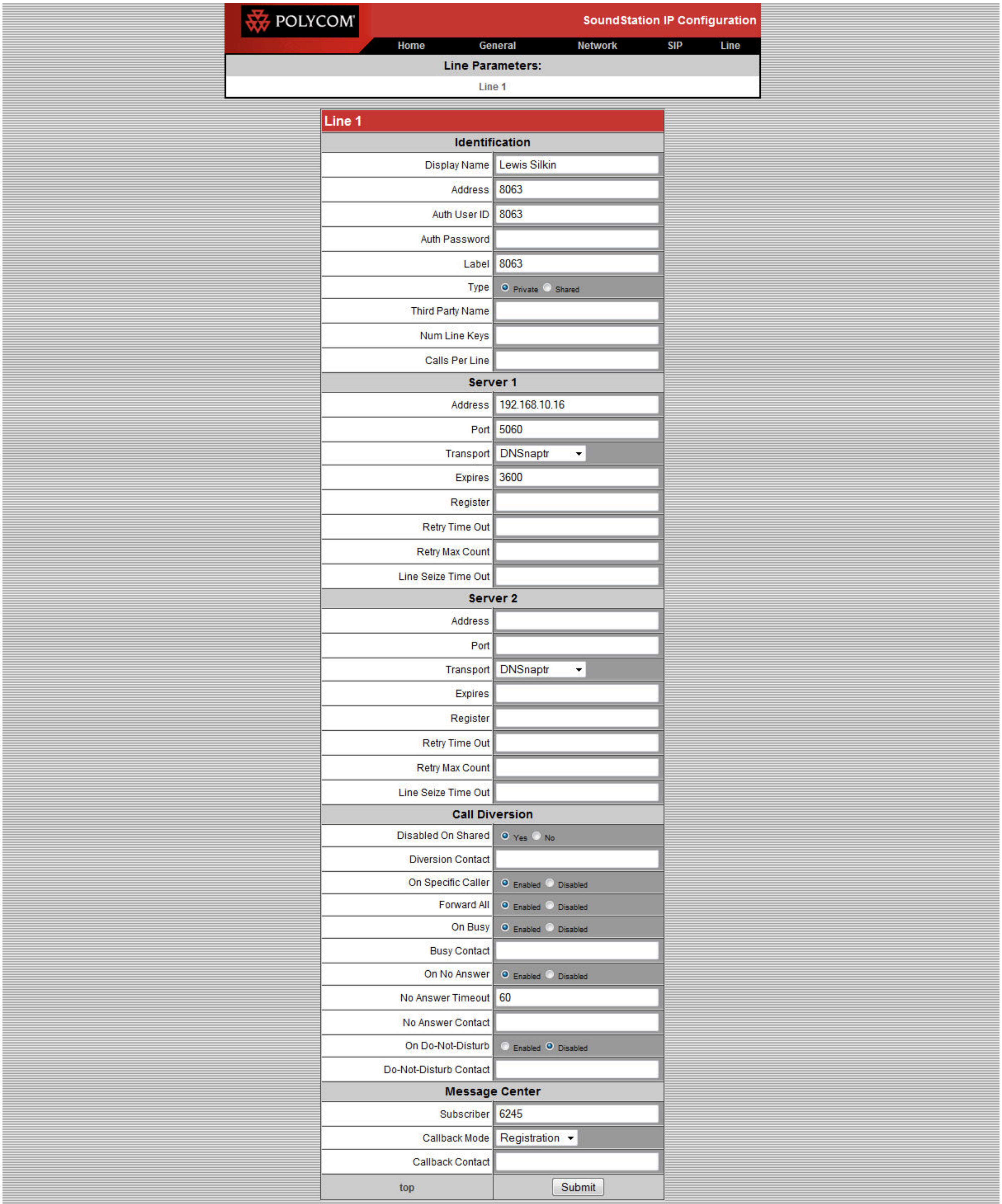
Not very security conscious but as these phones are for internal use (i.e. NOT across the internet and the 3300 is NOT visible from the internet) these settings should be fine.

Server 1

Address	=	Mitel RTC (192.168.10.16 in this example)

Message Centre

Subscriber	=	Voicemail Hunt Group Number (6245 in this example)

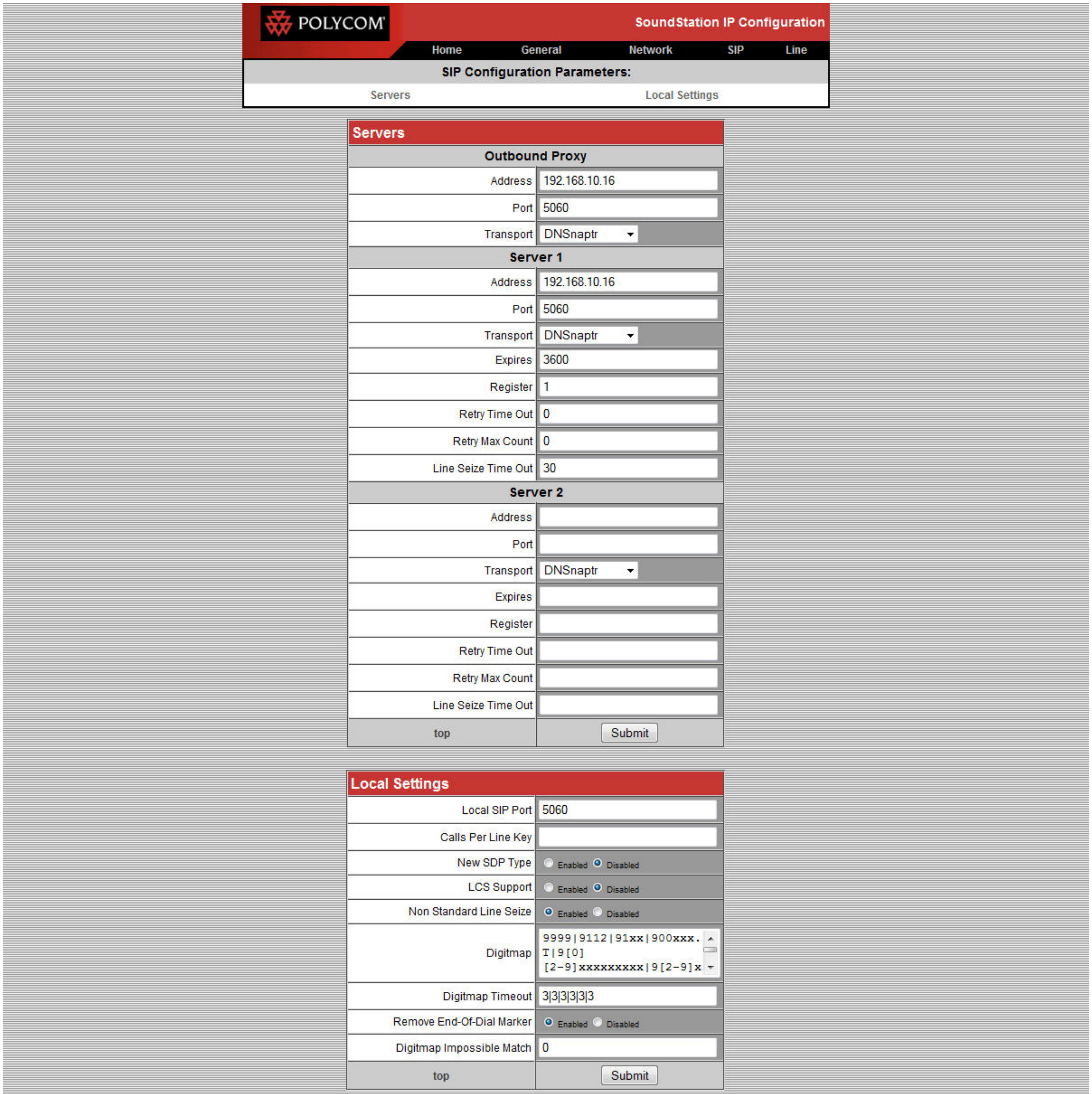


Click on ‘Submit’ and wait.

Step 8

Navigate to SIP -> Servers

We now need to replace the Digit Map in ‘Local Settings’



Place your cursor in the ‘Digit Map’ Field and

Press [Ctrl] + a

Press [Delete]

The entry should new be clear

If you are in a SIX DIGIT local number area copy and paste the following line into the ‘Digit Map’ field.

9999|9112|91xx|900xxx.T|9[0][2-9]xxxxxxxxx|9[2-9]xxxxx|[1-8]xxx|0T

The dial plan gives;

999	(Emergency Calls)
9112	(Emergency Calls)
91xx	(91 + 2 more digits - level 1 calls)
900xx.T	(International Calling - after timeout)
9[0][2-9]xxxxxxxxx	(9 + 0 + [any one digit between 2 and 9] followed by 9 other digits - National Calls)
9[2-9]xxxxx	(9 + [any one digit between 2 and 9] followed by 5 other digits - 6 Digit Local Calls)
[1-8]xxx	([any one digit between 1 and 8] followed by three other digits - internal calls)
0T	(0 + Timeout - Internal Operator)

If you are in a SEVEN DIGIT local number area copy and paste the following line into the ‘Digit Map’ field.

9999|9112|91xx|900xxx.T|9[0][2-9]xxxxxxxxx|9[2-9]xxxxxx|[1-8]xxx|0T