



DEPLOYMENT GUIDE

November 2015 | 3725-40220-002 Rev A

Deploying Polycom[®] RealPresence Trio[™] Solution, SoundStation[®] IP and Polycom[®] SoundStation[®] Duo Conference Phones with Cisco[®] Unified Communications Manager (CUCM)



Copyright© 2015, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

End User License Agreement By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

Contents

| | |
|---------------------------------------------------------------------------------------------------|-----------|
| About This Guide | 4 |
| Conventions Used in this Guide | 4 |
| Information Elements | 4 |
| Typographic Conventions | 4 |
| Get Started | 6 |
| Before You Begin | 7 |
| Frequently Asked Questions | 7 |
| Get Help and Support Resources | 8 |
| Hardware and Software Dependencies | 8 |
| Supported Phone Features | 9 |
| Set Up Cisco Unified Communications Manager | 12 |
| Cisco Unified Communications Manager | 12 |
| Configure RealPresence Trio Solution and SoundStation IP Conference Phones with CUCM | 25 |
| Configure the Phone Using the Web Configuration Utility | 25 |
| Configure Fault Tolerance for RealPresence Trio 8800 or SoundStation IP for CUCM | 31 |
| Troubleshoot the SoundStation IP | 33 |
| Line Registration Issues | 33 |
| Logging | 35 |
| Get Help | 38 |
| The Polycom Community | 39 |

About This Guide

This guide uses a number of conventions that help you to understand information and perform tasks.




Conventions Used in this Guide

This guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

Information Elements

This guide may include any of the following icons to alert you to important information.

Icons Used in this Guide

| <i>Name</i> | <i>Icon</i> | <i>Description</i> |
|-------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Note |  | The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept. |
| Web Info |  | The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations. |
| Settings |  | The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options. |

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

Typographic Conventions

| <i>Convention</i> | <i>Description</i> |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bold | Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone. |
| <i>Italics</i> | Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support Web site and other reference sites. |
| Blue Text | Used for cross references to other sections within this document and for hyperlinks to external sites and documents. |

| <i>Convention</i> | <i>Description</i> |
|-------------------|----------------------------------------------|
| Courier | Used for code fragments and parameter names. |

Get Started

This guide shows you how to deploy the Polycom® RealPresence Trio 8800 and Polycom® RealPresence Visual+ (together referred to as the RealPresence Trio solution), Polycom® SoundStation Duo, and Polycom® SoundStation® IP conference phones in a Cisco® Unified Communications Manager (CUCM) environment. Note that CUCM environments differ and this guide does not account for a particular CUCM environment. To illustrate registration steps, this guide uses SoundStation IP phones in a CUCM environment version 8.6 or later. You can use this guide to deploy SoundStation IP phones in CUCM environment versions 6 and 7, however, the instructions and figures in this guide refer CUCM version 8.6, and more importantly, Polycom does not officially support anything earlier than CUCM 8.

Note that you can deploy SoundStation IP conference phones with Cisco Business Edition 6000 and Cisco Unified Communications Manager Express, however, Polycom has not performed interoperability tests.

You can deploy the Polycom conference phones shown in the table Polycom Conference Phones as third-party devices with CUCM.

Polycom Conference Phones

RealPresence Trio 8800



SoundStation IP 5000



SoundStation IP 6000



SoundStation 7000



SoundStation Duo



Before You Begin

Before deploying your RealPresence Trio solution, SoundStation IP and SoundStation Duo devices (hereafter referred to as SoundStation IP conference phones) as third-party SIP devices with CUCM, ensure that you obtain the proper licenses. If you need to calculate the license units you require, see *Calculate CUCM License Units* in [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#).

Current Licensing As of CUCM 8.0, each SoundStation IP connected to CUCM requires one Unified Workspace Licensing (UWL) Standard, or one User Connected Licensing (UCL) Enhanced. You do not require Device User Licenses (DULs). Contact your Cisco representative to clarify your licensing questions. For CUCM 9 and higher, SoundStation IP uses a CUCM basic license. If registering the RealPresence Trio 8800 and RealPresence Visual+ to add video and content sharing with CUCM, a CUCM enhanced license is required.

Legacy Licensing When using a CUCM version prior to 8.0 or 7.1.5, each SoundStation IP using basic features that you connect to CUCM requires up to three DLUs. Each SoundStation IP phone using advanced features such as video or multiple lines requires six DLUs.



Settings: Use G.7222 code with SoundStation IP conference phones.

For best audio experience on your SoundStation IP conference phones use codec G.722.

Frequently Asked Questions

Refer to the frequently asked questions (FAQs) to help answer questions you have about the solution before you begin.

What versions CUCM are tested and supported?

Polycom has tested and verified the RealPresence Trio solution, SoundStation Duo, and SoundStation IP conference phones with CUCM versions 8.6.x, 9.1.x and 10.5. Polycom has not tested or verified Polycom endpoints with any other Cisco call-control platforms including Cisco Unified Communications Manager Express and Cisco Business Edition 6000.

What models of Polycom SoundStation IP conference phones are compatible with CUCM?

The Polycom SoundStation IP 5000, 6000, 7000, and the SoundStation Duo running UC Software versions 4.0.4 and higher are compatible with CUCM. RealPresence Trio 8800 software version 5.4 is supported with CUCM 10.5 and higher.

What capabilities are supported?

See [Supported Phone Features](#) for a list of all supported and not supported features.

Are there important features that are not supported?

The following features are not supported:

- Busy lamp field, shared-line, call park, call group pickup, hunt group sequential, hunt group parallel, extension mobility, SRTP, Cisco phone directory (support is possible using LDAP), IM & Presence, Cisco XML Apps, Cisco Music on Hold, Cisco MeetMe. For a full list of supported and not supported features see [Supported Phone Features](#).

Do Polycom SoundStation IP conference phones support Cisco Skinny Client Control Protocol (SCCP)?

Polycom IP phones do not use Cisco's proprietary SCCP. SoundStation IP phones are compliant with Internet Engineering Task Force (IETF) [RFC 3261](#), [SIP: Session Initiation Protocol](#) and can be used with CUCM as third-party SIP devices.

Are there additional fees or licensing required on the Cisco platform?

There are no additional fees for third-party SIP devices on CUCM versions supported by Polycom. For additional information review licensing information in [Before You Begin](#). If using CUCM 8.x, for more information on licensing, see *Calculate CUCM License Units* in [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#). If using CUCM 9.x and higher, audio-only devices use a CUCM basic license. If using the RealPresence Trio 8800 with RealPresence Trio Visual+ to add video and content capability, a CUCM enhanced license is required.

Is documentation available for bulk deployment of Polycom SoundStation phones in a CUCM environment?

CUCM offers features to support bulk deployment of third-party SIP endpoints. For detailed information on provisioning multiple SoundStation IP conference phones with CUCM, see [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#). Alternately, you can use Polycom RealPresence Resource Manager to auto-provision devices on CUCM (supported devices as of RPRM 9.0 will be the SoundStation IP, Duo and Trio 8800).

Get Help and Support Resources

This guide includes a [Get Help](#) section where you can find links to Polycom product and support sites and partner sites. You can also find information about [The Polycom Community](#), which provides access to discussion forums you can use to discuss hardware, software, and partner solution topics with your colleagues. To register with the Polycom Community, you will need to create a Polycom online account.

The Polycom Community includes access to Polycom support personnel, as well as user-generated hardware, software, and partner solutions topics. You can view top blog posts and participate in threads on any number of recent topics.

Hardware and Software Dependencies

Polycom recommends using the latest version of UC software. When deploying SoundStation IP phones in CUCM environments, Polycom supports CUCM deployments using UC software release 4.0.4 and above (Except for software versions identified for use only with Microsoft® Lync™ Server.). However, older versions of UC Software are compatible. Note that if you are using SIP software version 3.2.x or previous, you must use a provisioning server and Polycom configuration files. The deployment scenarios

outlined in this guide are compatible with previous versions of UC software listed in the table Polycom Phones and UC Software. Use this table to match a phone with a compatible UC software release.

Polycom Phones and UC Software

| <i>Phone</i> | <i>UC Software Release</i> |
|----------------------------|-----------------------------------------------------------------------|
| RealPresence Trio solution | 5.4.0 |
| SoundStation IP 5000 | 4.0.4 3.3.x 3.2.3 - 3.2.7 Requires use of a provisioning server |
| SoundStation IP 6000 | 4.0.4 3.3.x 3.2.x Requires use of a provisioning server |
| SoundStation IP 7000 | 4.0.4 3.3x 3.2.x |
| SoundStation Duo | 4.0.4 |



Note: CUCM Does Not Support UC Software 4.1.x

UC software versions 4.1.x are for use only with Microsoft Lync Server. Do not use UC software 4.1.x with CUCM.

Supported Phone Features

The following table indicates which features the RealPresence Trio 8800 and SoundStation phones support when deployed with CUCM.



Note: RealPresence Trio solution video support

RealPresence Trio 8800 paired with RealPresence Trio Visual+ for video supports H.264 AVC up to 1080p, and if using CUCM 10.5 or higher, RealPresence Trio solution supports 1080p SVC as well.

CUCM Features on SoundStation Phones

| <i>Feature</i> | <i>Supported / Not Supported</i> |
|-------------------------|----------------------------------|
| Place and receive calls | Supported |

| <i>Feature</i> | <i>Supported / Not Supported</i> |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On-hook dialing | Supported |
| Do not disturb | Supported |
| Call hold and resume | Supported |
| Call waiting | Supported |
| Call appearances (Number of simultaneous calls on a single registration) | CUCM supports up to two call appearances on third-party SIP devices. |
| Caller ID display | Supported |
| Speed dial | Supported |
| Three-way audio conference with management options | Supported Polycom phones provide conferencing from the phone itself. Cisco phones provide conferencing from the CUCM server. |
| Voice hunt group | Supported |
| Incoming call forwarding | Supported |
| Call forward busy | Supported |
| Call forward no answer | Supported |
| Call transfer – blind and consultative | Supported |
| Clock display | Supported |
| Music on Hold (MoH) | Supported Polycom phones can receive MoH when placed on hold by another Polycom phone, but CUCM does not support streaming MoH to Cisco phones when the Polycom device places a call on hold. |
| Message Waiting Indicator (MWI) | Supported |
| Additional Services | |
| Busy trigger | Supported |
| Missed/Placed/Received calls | Supported Polycom phones enable you to view and dial missed, placed, and received calls from the phone interface. |
| Directory-Service directory listing | Not Supported |
| Call park | Not Supported |
| Call group pickup, Hunt group sequential, Hunt group parallel | Not Supported |

| <i>Feature</i> | <i>Supported / Not Supported</i> |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Busy Lamp Field (BLF) monitoring | Not Supported |
| Barge-In | Not Supported |
| Conveying microphone mute status between endpoints | Not Supported |
| Provisioning and Management | |
| Configuration file compatibility with CUCM | Not Supported Configuration requires the use of Polycom configuration files, or you can apply parameters on a per phone basis using the Web Configuration Utility. |
| Server redundancy | Supported with custom configuration on phone |
| Digest authentication | Supported |
| Phone authentication | Supported |
| SNMP support | Not Supported |
| Secure Real-Time Transport Protocol (SRTP) | Not supported |
| Codec Support | |
| G.711ulaw, G.722 | Supported |
| Unsupported CUCM Features | |
| Presence and buddy lists | Not supported |
| Instant messaging | Not supported |
| Cisco XML applications | Not supported |
| Cisco phone directory | Not supported |
| Cisco ad-hoc conferencing | Not supported |
| Cisco TFTP software/configuration file | Not supported |

Set Up Cisco Unified Communications Manager

The Cisco® Unified Communications Manager (CUCM) enables you to deploy and register RealPresence Trio solution and SoundStation IP series conference phones. Use this section to set up a CUCM environment for your Trio or SoundStation conference phones. For information and documentation specific to SoundStation IP conference phones, see [SoundStation IP Series](#) on Polycom Voice Support. For information and documentation for RealPresence Trio solution, see [RealPresence Trio](#) on Polycom Support.



Web Info: Bulk Deployment of SoundStation Phones with CUCM.

CUCM offers features to support bulk deployment of third-party SIP endpoints. For detailed information on provisioning multiple SoundStation conference phones with CUCM, see [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#).

Cisco Unified Communications Manager

This section uses a SoundStation IP conference phone as an example. You must complete three procedures to set up Cisco Unified Communications Manager for SoundStation IP conference phones:

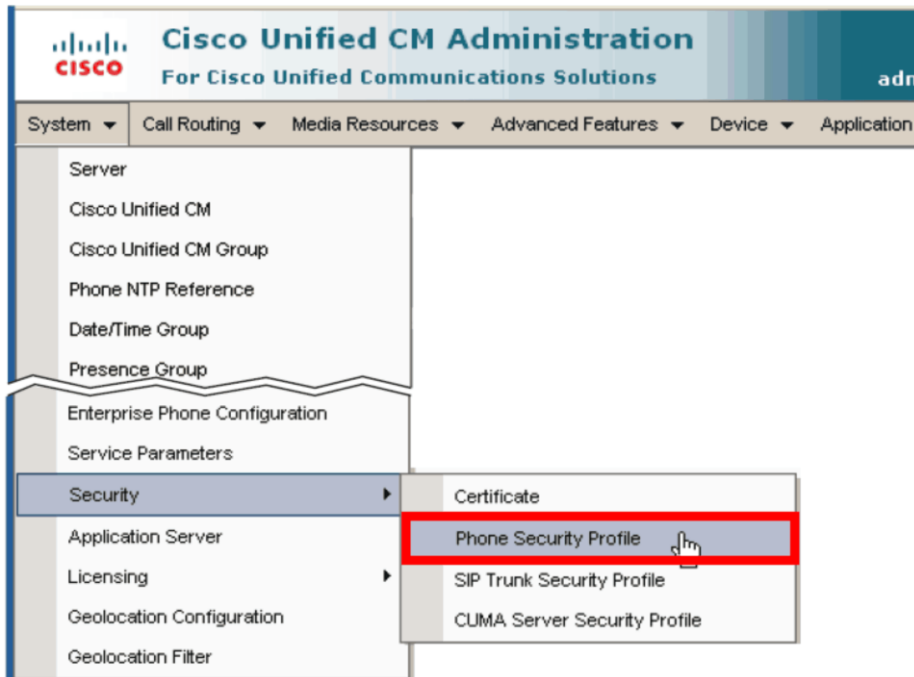
- Create phone security profiles
- Create a user for each phone
- Add device information to the CUCM manager

The first procedure, below, is to set conference phone security profiles (security profiles are optional for all Polycom devices). If security profiles are not used, the device authenticates with a username and extension only, no password.

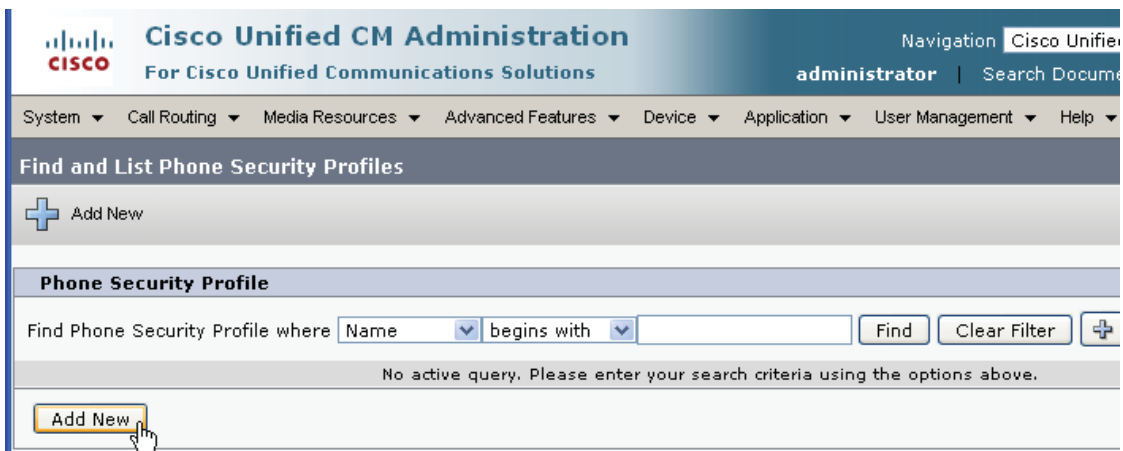
To create phone security profiles:

- 1 Open a Cisco Unified Communications Manager web administration session and enter your user name and password when prompted.

2 Select **System > Security > Phone Security Profile**.



3 Click **Add New**.



4 Choose Third-party SIP Device (Advanced) and click **Next**.

The screenshot shows the Cisco Unified CM Administration interface. The page title is "Phone Security Profile Configuration". The status is "Ready". Under "Select the type of device profile you would like to create", the "Phone Security Profile Type" is set to "Third-party SIP Device (Advanced)". A "Next" button is visible at the bottom left of the configuration area.

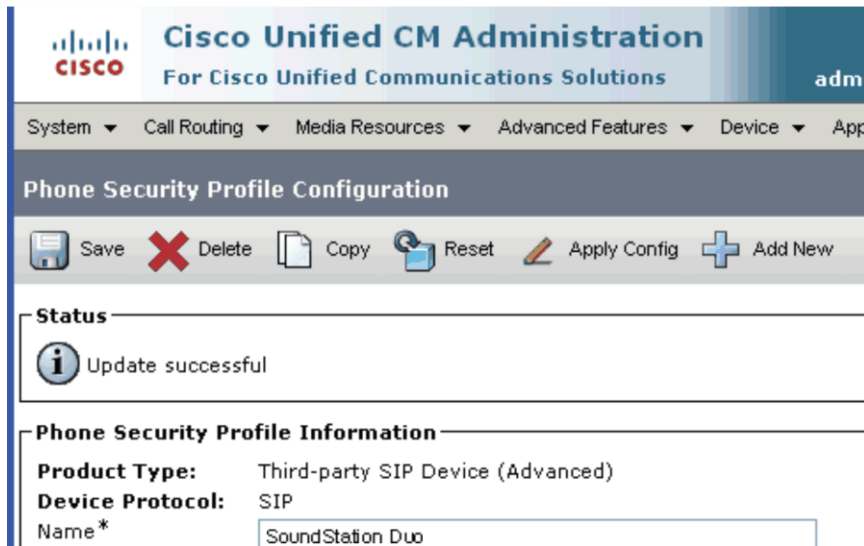
5 Under Phone Security Profile Information, complete the following fields.

- In **Name**, enter a profile name for your system
- (Optional) Enter a Description
- Check **Enable Digest Authentication**.

The screenshot shows the "Phone Security Profile Information" section of the configuration page. The "Product Type" is "Third-party SIP Device (Advanced)" and the "Device Protocol" is "SIP". The "Name" field contains "SoundStation Duo" and the "Description" contains "SoundStation Duo Conference Phone". The "Nonce Validity Time" is set to "600" and the "Transport Type" is "TCP+UDP". The "Enable Digest Authentication" checkbox is checked. The "SIP Phone Port" is set to "5060".

6 Click Save.

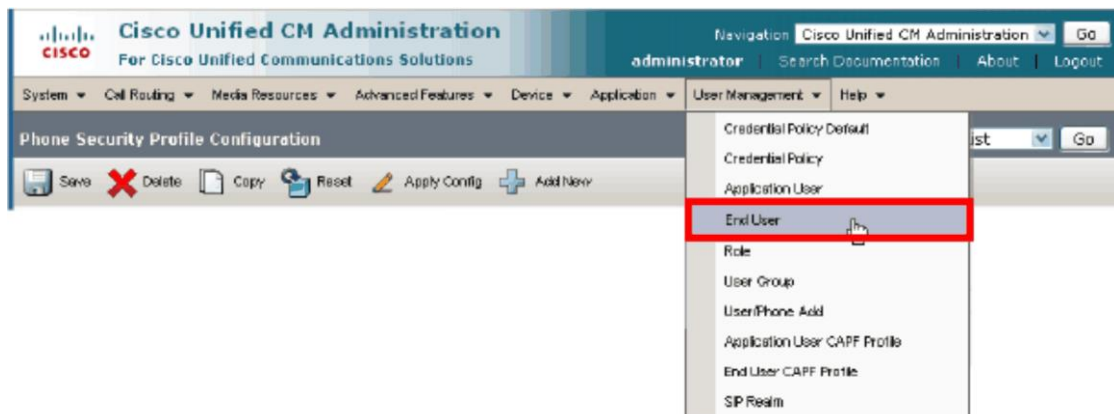
In the status bar near the top of the page, the message *Update Successful* displays, shown next.



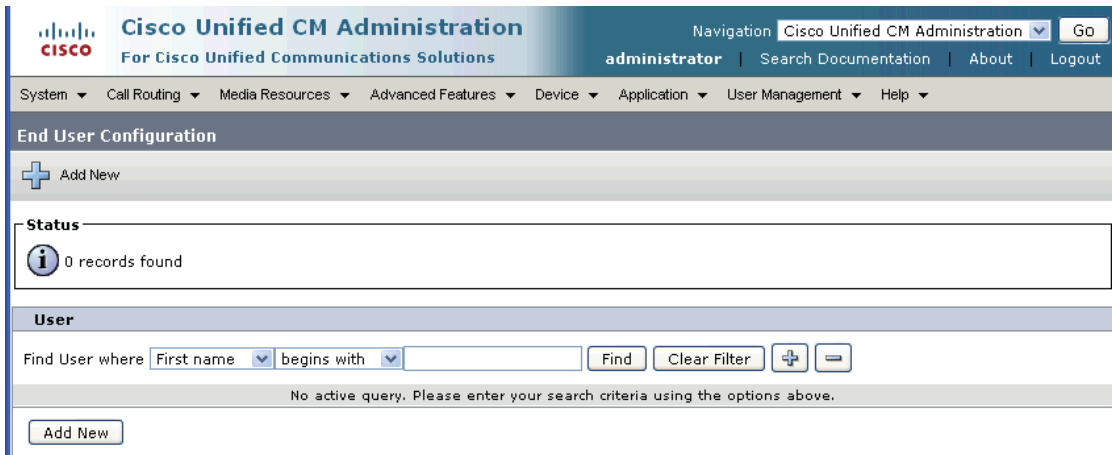
After you create phone security profiles, create a user for each SoundStation IP conference phone.

To create a user:

1 Select User Management > End User.



2 Click **Add New** as shown in the following figure.



3 In the **User ID** text box, enter a user ID according to system and account policies. In this example, the user name is `sstvoipuser`.

Status

Status: Ready

User Information

| | |
|------------------|------------------------------------------|
| User ID* | <input type="text" value="sstvoipuser"/> |
| Password | <input type="text"/> |
| Confirm Password | <input type="text"/> |
| PIN | <input type="text"/> |
| Confirm PIN | <input type="text"/> |




Troubleshooting: Adding a User with LDAP

If you cannot add a user here, verify if your system is integrated with Lightweight Directory Access Protocol (LDAP). If so, use an existing user ID to associate the phone to an existing user, or create a new user ID for this phone. If your CUCM is integrated with an LDAP directory, you can add users using the LDAP directory itself.

- 4 In the **Last Name** field, enter a last name, shown next as LastName.

Status


 Status: Ready

User Information

| | |
|------------------|-------------|
| User ID* | sstvoipuser |
| Password | |
| Confirm Password | |
| PIN | |
| Confirm PIN | |
| Last name* | LastName |

- 5 In the **Digest Credentials** field and the **Confirm Digest Credentials** field, enter the digital credentials for the phone.
- The password will be used with the User ID as the authentication password in the phone's configuration file or when entering the line registration information with the Web Configuration.

User Information

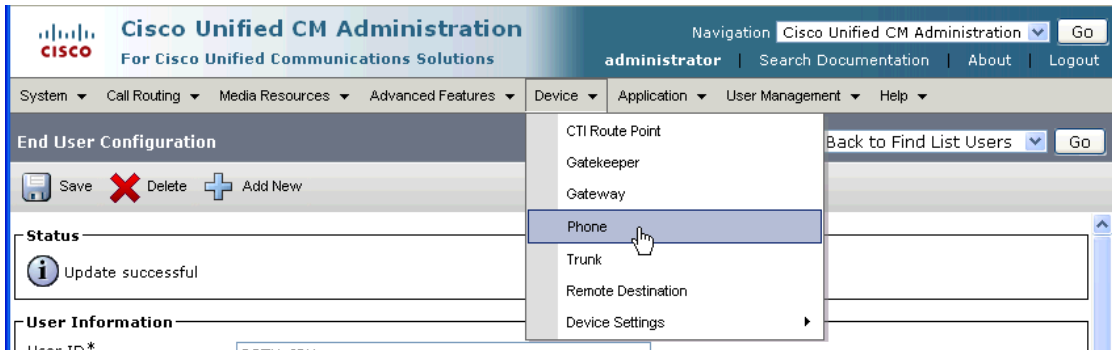
| | |
|----------------------------|------------------------------------------------------------------------------------------------|
| User ID* | sstvoipuser |
| Password | |
| Confirm Password | |
| PIN | |
| Confirm PIN | |
| Last name* | LastName |
| Middle name | |
| First name | |
| Telephone Number | |
| Mail ID | |
| Manager User ID | |
| Department | |
| User Locale | < None >  |
| Associated PC | |
| Digest Credentials | ●●●●●●●● |
| Confirm Digest Credentials | ●●●●●●●● |

- 6 Click **Save**.

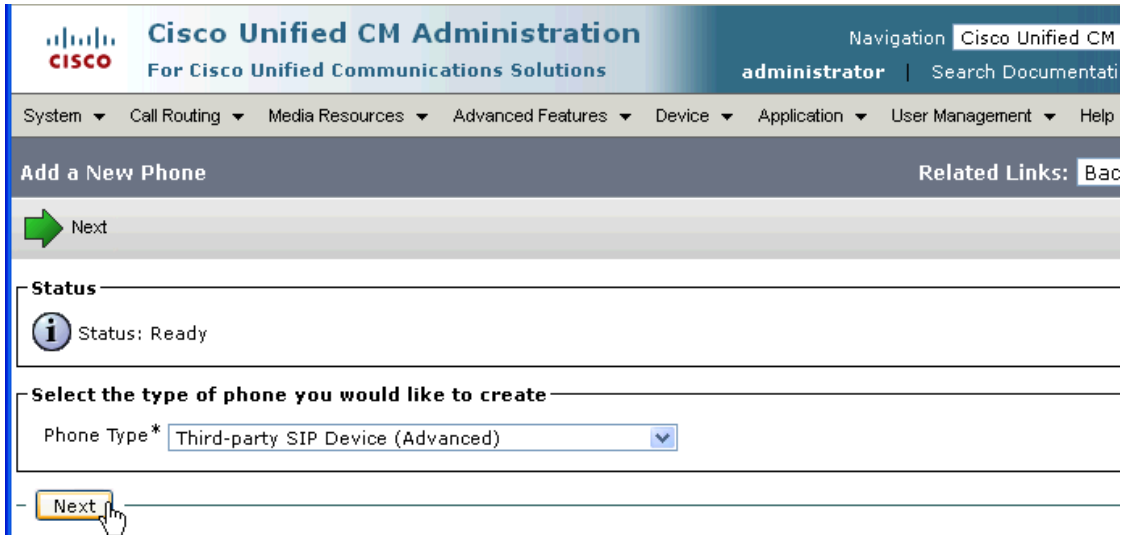
In the status bar near the top of the page, the message *Update Successful* displays. After you create users, the next step is to add device information to CUCM.

To add device information to the CUCM manager:

- 1 Select **Device > Phone** and click **Add New**.




- 2 In **Phone Type**, choose **Third-party SIP Device (Advanced)** if using the Trio with the Visual+ and video calls, choose **Third-part SIP Device (Basic)** if doing voice only and click **next**.



- 3 Enter the device information in fields shown on the Device Information screen. Many of the fields provide choices in a drop-down menu. Descriptions of the fields are listed following the illustration.

Device Information

 Device is not trusted

| | |
|------------------------------------------|----------------------------------------------------------------|
| MAC Address* | <input type="text" value="0004F2BF001D"/> |
| Description | <input type="text" value="SoundStation Duo"/> |
| Device Pool* | <input type="text" value="Default"/> |
| Common Device Configuration | <input type="text" value="< None >"/> |
| Phone Button Template* | <input type="text" value="Third-party SIP Device (Advanced)"/> |
| Common Phone Profile* | <input type="text" value="Standard Common Phone Profile"/> |
| Calling Search Space | <input type="text" value="< None >"/> |
| AAR Calling Search Space | <input type="text" value="< None >"/> |
| Media Resource Group List | <input type="text" value="< None >"/> |
| Location* | <input type="text" value="Hub_None"/> |
| AAR Group | <input type="text" value="< None >"/> |
| Device Mobility Mode* | <input type="text" value="Default"/> |
| Owner User ID | <input type="text" value="< None >"/> |
| Use Trusted Relay Point* | <input type="text" value="Default"/> |
| Always Use Prime Line* | <input type="text" value="Default"/> |
| Always Use Prime Line for Voice Message* | <input type="text" value="Default"/> |
| Calling Party Transformation CSS | <input type="text" value="< None >"/> |
| Geolocation | <input type="text" value="< None >"/> |

Use Device Pool Calling Party Transformation CSS

Retry Video Call as Audio

Ignore Presentation Indicators (internal calls only)

Logged Into Hunt Group

Remote Device

- In the **MAC Address** field, enter the MAC Address of the SoundStation conference phone. You can find the MAC address on a label on the bottom of the SoundStation IP conference phones. The MAC address is often referred to a serial number. On CUCM, a MAC address is an arbitrary way to identify a third-party SIP device, however, Polycom recommends using the phone's MAC address to ensure you give each device a unique identifier and common format.
- (Optional) In the **Description** field, enter a description.
- In **Device Pool**, choose the device pool you are using for your Cisco Unified Communications Manager system phones.
- In **Phone Button Template**, select **Third-party SIP Device (Advanced)** or **Third-party SIP Device (Basic)** as appropriate.
- (Optional) In **Calling Search Space**, select a calling search space for the phone.

➤ In **Location**, select a location for the phone.

4 Configure the following settings in Protocol Specific Information.

- In **Device Security Profile**, select the profile you created in step 5 of the procedure [To create phone security profiles](#).
- In **Rerouting Calling Search Space**, choose an option to enable call forwarding on the phone.
- In **SIP Profile**, enter the SIP profile you want to use.
- In **Digest User**, select the user you created in step 2 of the procedure [To Create a User](#). In this example, the user is `sstvoipuser`.

5 Click **Save**.

In the status bar near the top of the page, the message *Update Successful* displays.

6 Click **Apply Configuration**.

The following status message displays.

7 Click **OK** to continue.

- 8 In the **Association Information** area on the left side of the window, add a new directory number (DN) by clicking on the **Line [1] — Add a new DN** link.



- 9 The Directory Number Information screen displays.
- 10 Enter the directory number information in the fields shown in the Directory Number Information screen. Some of the fields provide choices in a drop-down menu. Descriptions of the fields are listed following the illustration.

The screenshot shows a form titled "Directory Number Information" with the following fields:

- Directory Number***: A text input field containing "4100041".
- Route Partition**: A drop-down menu showing "< None >".
- Description**: An empty text input field.
- Alerting Name**: A text input field containing "sstvoipuser".
- ASCII Alerting Name**: A text input field containing "sstvoipuser".

- In **Directory Number**, enter a phone extension. The following example uses extension 1234.
- In **Route Partition**, select a route partition.
- In **Alerting Name**, enter an alerting name. The example uses `sstvoipuser`.
- **ASCII Alerting Name** is automatically populated with the value you enter in Alerting Name. The example uses `sstvoipuser`.

11 Set Voice Mail Profile to the Cisco Unified Communications Manager system requirements. The following example shows the default settings.

Directory Number Settings

| | | |
|-------------------------------|-------------------------|------------------------------|
| Voice Mail Profile | < None > | (Choose <None> to use system |
| Calling Search Space | < None > | |
| Presence Group* | Standard Presence group | |
| User Hold MOH Audio Source | < None > | |
| Network Hold MOH Audio Source | < None > | |

12 In the Call Forward and Call Pickup Settings screen, shown next, set values for your system. This example shows the default screen and settings.

Call Forward and Call Pickup Settings

| | Voice Mail | Destination | Calling Search Space |
|------------------------------------------------|-----------------------------|-------------|----------------------|
| Calling Search Space Activation Policy | | | Use System Default |
| Forward All | <input type="checkbox"/> or | | < None > |
| Secondary Calling Search Space for Forward All | | | < None > |
| Forward Busy Internal | <input type="checkbox"/> or | | < None > |
| Forward Busy External | <input type="checkbox"/> or | | < None > |
| Forward No Answer Internal | <input type="checkbox"/> or | | < None > |
| Forward No Answer External | <input type="checkbox"/> or | | < None > |
| Forward No Coverage Internal | <input type="checkbox"/> or | | < None > |
| Forward No Coverage External | <input type="checkbox"/> or | | < None > |
| Forward on CTI Failure | <input type="checkbox"/> or | | < None > |
| Forward Unregistered Internal | <input type="checkbox"/> or | | < None > |
| Forward Unregistered External | <input type="checkbox"/> or | | < None > |
| No Answer Ring Duration (seconds) | | | |
| Call Pickup Group | | | < None > |

- 13** On the Protocol Specific Information screen, choose a **Rerouting Calling Search Space** value for your environment. In order for Call Forward All, Call Forward Busy, and Call Forward No Answer to work properly on a Polycom phone registered with CUCM, you must properly set the Rerouting Calling Search Space on the Device Information page.

Protocol Specific Information

| | |
|---------------------------------------|--------------------------------------------------|
| Presence Group* | Standard Presence group |
| MTP Preferred Originating Codec* | 711ulaw |
| Device Security Profile* | 3rd party SIP Device Basic - Standard SIP Secure |
| Rerouting Calling Search Space | Unlimited |
| SUBSCRIBE Calling Search Space | < None > |
| SIP Profile* | Standard SIP Profile |
| Digest User | sstvoipuser |

Media Termination Point Required
 Unattended Port
 Require DTMF Reception

- 14** Enter the following information for Line 1 of your device.

- In **Display (Internal Caller ID)**, enter a caller ID. This example uses the caller ID `Conference Room`. The caller ID you enter here displays on the recipient's phone when receiving a call from the SoundStation IP phone.
- In **ASCII Display (Internal Caller ID)**, enter a caller ID. This example uses the caller ID `Conference Room`.

Line 1 on Device SEP0004F2BF001D

| | | |
|------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Display (Internal Caller ID) | Conference Room | Display text for a line appearance is internal text such as a name instead of a directory number for internal calls. If you specify a number, the call may not see the proper identity of the caller. |
| ASCII Display (Internal Caller ID) | Conference Room | |
| External Phone Number Mask | | |
| Monitoring Calling Search Space | < None > | |

- 15** Enter the following information in Multiple Call/Call Waiting Settings for your device.

- In **Maximum Number of Calls**, enter a value for your environment. Note that the SoundStation IP conference phones support a maximum of 24 calls.

- In **Busy Trigger**, enter a value for your environment. Busy Trigger defines the maximum number of simultaneous call appearances—active, busy, and on-hold calls—the device can support before additional calls receive a busy signal. Currently CUCM supports a maximum of two call appearances for third-party SIP devices.

Multiple Call/Call Waiting Settings on Device SEP0004F2BF001D

Note: The range to select the Max Number of calls is:
1-16

| | |
|--------------------------|--------------------------------|
| Maximum Number of Calls* | <input type="text" value="2"/> |
| Busy Trigger* | <input type="text" value="2"/> |

Calls)

16 Click Save.

In the status bar near the top of the page, the message *Update Successful* displays.

You have successfully added device information to the CUCM manager.

Configure RealPresence Trio Solution and SoundStation IP Conference Phones with CUCM

This section shows you how to configure settings that register the RealPresence Trio 8800 or SoundStation IP conference phones to the Cisco® Unified Communications Manager. You must complete the procedures in the section [Set Up Cisco Unified Communications Manager](#) before registering RealPresence Trio solution and SoundStation IP conference phones with CUCM. Note that deployment environments differ and this guide cannot account for a particular deployment.

For information on UC software and documentation for all Polycom voice products, see [Voice Support](#) on Polycom Support.

For documentation on RealPresence Trio solution, see [RealPresence Trio](#) on Polycom Support.

For information and documentation specific to SoundStation IP conference phones, see [SoundStation IP Series](#) on Polycom Support.

Polycom provides several ways to configure settings. This section shows you how to use the Polycom Web Configuration Utility to configure phone settings. The Web Configuration Utility is a web interface application that is particularly helpful when you are working remotely. You can use the Web Configuration Utility to provision one phone at a time.



Web Info: Bulk Deployment of SoundStation Phones with CUCM.

CUCM offers features to support bulk deployment of third-party SIP endpoints. For detailed information on provisioning multiple SoundStation conference phones with CUCM, see [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#).

Configure the Phone Using the Web Configuration Utility

This section shows you how to use the Polycom Web Configuration utility to configure settings that register a RealPresence Trio 8800 and SoundStation IP conference phone with Cisco Unified Communications Manager. Illustrations of the Web Configuration Utility in this section refer to the user interface available with UC software versions 4.0.4 and above, and use a SoundStation phones as an example. The user interface of the Web Configuration Utility for UC software versions 3.x or earlier have a different user interface than those shown in this section, however, parameter values in earlier software versions are available.

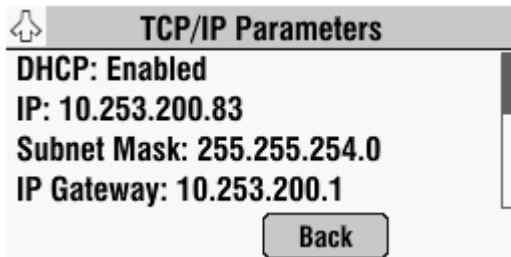
This section includes the following procedures:

- Log into a phone's Web Configuration Utility as an administrator

- Configure line settings
- Configure SIP server settings
- Configure date and time settings

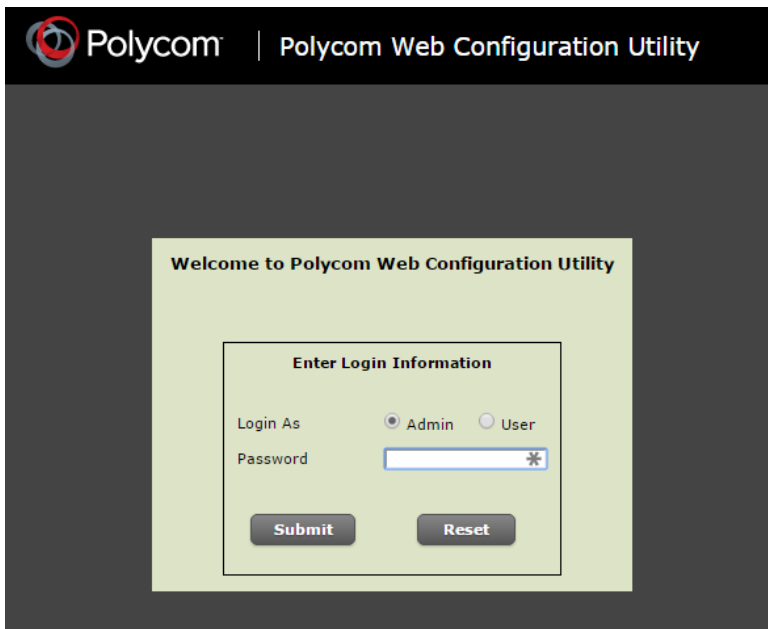
To log into the Web Configuration Utility as an administrator:

- 1 Obtain the IP address of your conference phone by navigating your phone's menu to **Menu > Status > Network > TCP/IP Parameters > IP:xxx . xxx . xxx . xxx .**



- 2 Enter the IP address to the address bar of a web browser on a computer connected to the same network as the conference phone, and press **Enter** on your keyboard.

The login screen displays, shown next.



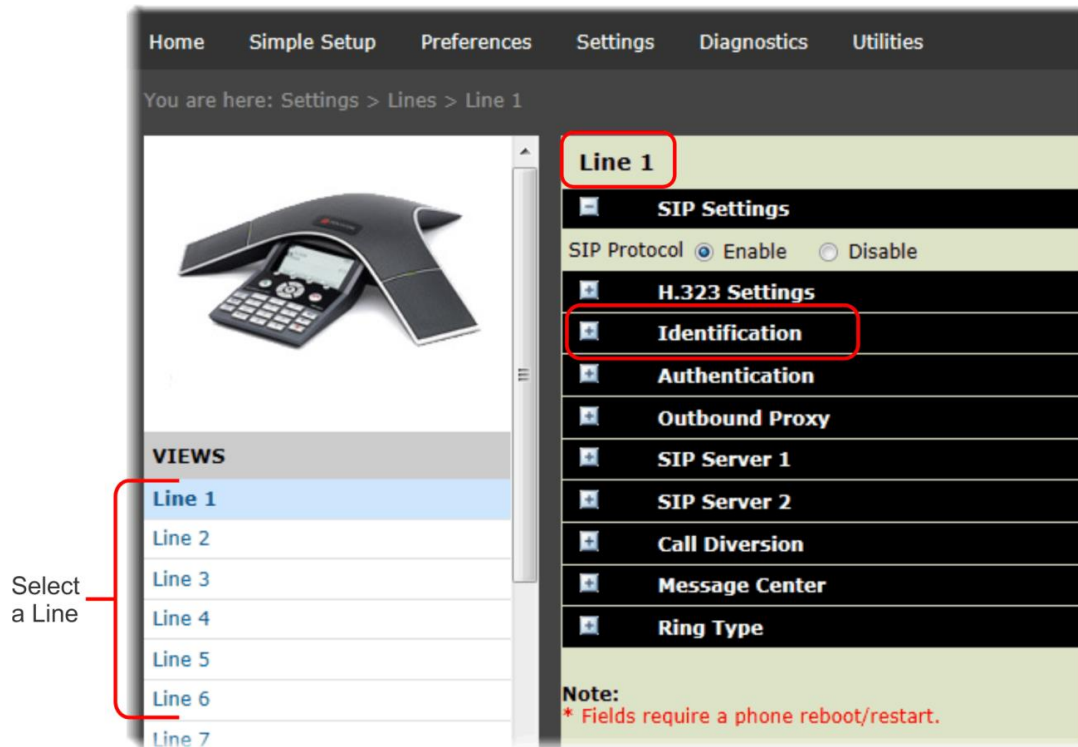
- 3 Log in to the Web Configuration Utility as an Administrator, use the default password 456, and click **Submit**.

To configure line settings:

- 1 Navigate to **Settings > Lines**.



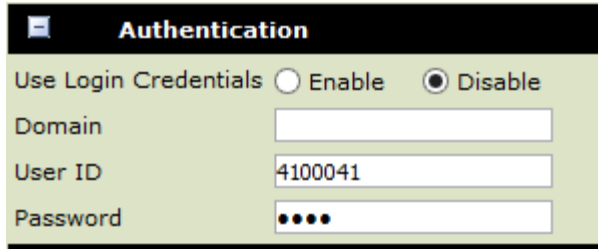
- 2 Select the line you want to configure and expand the **Identification** menu. Line 1 is selected by default.



- 3 Complete the following fields.

| Line 1 | |
|-------------------------|-----------------------------------------------------------------------|
| Identification | |
| Display Name | 4100041 |
| Address | 4100041 |
| Authentication User ID | sstvoipuser |
| Authentication Password | •••• |
| Label | 4100041 |
| Type | <input checked="" type="radio"/> Private <input type="radio"/> Shared |
| Third Party Name | |
| Number of Line Keys | 1 |
| Calls Per Line | 8 |
| Ring Type | Low Trill |

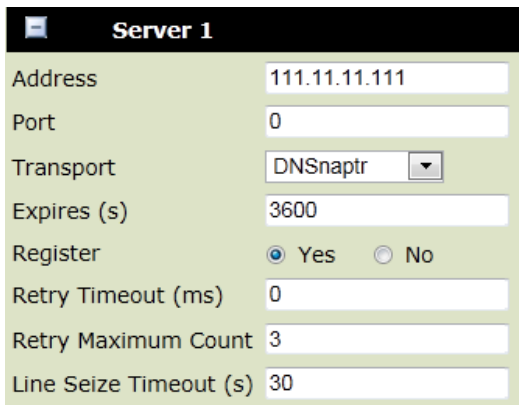
- Enter the **Display Name**. This example shows 4100041.
- Enter the **Address**. This example shows 4100041 to match Display Name. Address represents the extension created for the device in CUCM.
- Enter the **Authentication User ID**. This example uses `sstvoipuser`. In newer software The authentication user ID and password are located in a separate section called “Authentication”:



- Enter the **Authentication Password**. This is the same value you entered in the **Digest Credentials** field when configuring digital credentials for the phone in CUCM.
- Enter the **Label** that displays on the phone. This example uses the phone extension number 4100041.

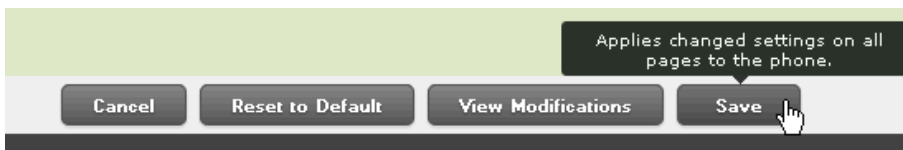
To configure SIP server settings:


- 1 Expand **SIP Server 1**.



- In **Address**, enter the IP address or hostname of the Cisco Unified Communications Manager. In this example the CUCM has an IP address of 111.11.11.111.
- Set **Port** to the correct port number for your environment.
- In **Transport**, choose a transport type for your environment.

- 2 Click **Save** to apply the settings.



- 3 The line is successfully registered and a solid phone icon  displays on the phone screen. On the Trio a green circle with a check mark will appear.

To configure date and time settings:

- 1 Navigate to **Preferences > Date & Time**.

Date & Time

Display Format

Time Format: 12 AM/PM

Date Format: Monday, January 1

Time Synchronization

SNTP Server: north-america.pool.ntp.org

SNTP Resync Period (s): 86400

Time Zone: (GMT -8:00) Pacific Time (US & Canada)

Daylight Savings

Daylight Savings: Enable Disable

Fixed Day: Enable Disable

Start Date: Second Sunday March 02:00

End Date: First Sunday November 02:00

- 2 Change the following values:

- Under **Display Format**, choose a **Time Format** and **Date Format** that you want the phone to display.
- Under **Time Synchronization**, choose an **SNTP server** in your region that the phone receives its time setting from and select a region in **Time Zone**.
- Under **Daylight Savings**, enable or disable **Daylight Savings** time changes. When enabled, the phone's time settings automatically adjust to daylight savings time according to the settings you configure in Fixed Day, Start Date, and End Date.

You have successfully configured settings that register a conference phone with CUCM and configured basic phone settings using the Web Configuration Utility.

Configure Fault Tolerance for RealPresence Trio 8800 or SoundStation IP for CUCM

This section shows you how to manually configure fault tolerance for the Polycom RealPresence Trio 8800 or SoundStation IP phones registered with CUCM. Configuring fault tolerance specifies how the phone re-registers if the primary CUCM fails. Fault tolerance is supported on CUCM 8.x, 9.x and 10.x, and is not supported on CME/SRST at this time.

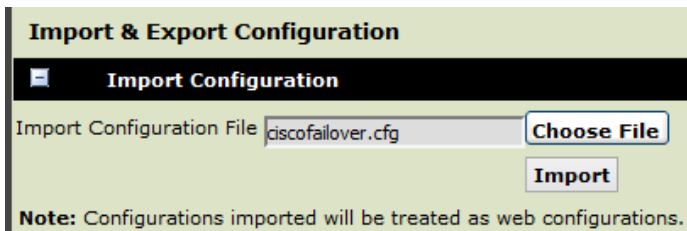
To set up fault tolerance:

- 1 Copy and paste the following XML text into a configuration file with .cfg file extension name, and remove the comments.

```
<?xml version="1.0" encoding="utf-8"?>
<polycomConfig>
  <reg
    reg.1.server.1.address="cucm.local1" <- set this to the name used in the
DNS cache section below
    reg.1.address=3301@10.223.224.6 <- set this to the extention@any valid CUCM
subscriber IP address, this
MUST be ext@IPAddress
    reg.1.displayName="Conference Room - 3301" <- Name that the phone sends
when making a call, generally overridden by
CUCM setting
    reg.1.auth.userId="3301" <- this is the username assigned to the phone on
its "device" page
    reg.1.auth.password="fea83340" <- if using digest authentication, this is
the digest password as set on the
user
    reg.1.label="Ext-3301" <-label that shows up on the line button
    reg.1.server.1.port="5060" <- SIP port, 5060 is the default
    reg.1.server.1.transport="TCPOnly" <- set to TCPOnly
    reg.1.tcpfastfailover="1" <- tells phone to quickly fail over
in the event its current registrar is down
    reg.1.server.1.retryTimeOut="500"
    reg.1.server.1.retryMaxCount="3"
    reg.1.server.1.failOver.reRegisterOn="1" <- tells phone to
attempt to reregister to highest
available server in the DNS cache list
    reg.1.server.1.failOver.failBack.mode="duration"
    reg.1.server.1.failOver.failBack.timeout="60"
```

```
>
</reg>
    <dns
      dns.cache.A.1.address="10.223.224.6" <- first subscriber IP
address, can have up to 4 in the
      list
      dns.cache.A.1.name="cucm.local1" <- fake dns name, must NOT
match any DNS name
      dns.cache.A.2.address="10.223.224.5" <- second subscriber IP
address
      dns.cache.A.2.name="cucm.local1" <- second same fake DNS name
    >
  </dns>
</polycomConfig>
```

- 2 In a web browser, log into the Web Configuration Utility for your device.
- 3 Navigate to **Utilities > Import & Export Configuration**, click **Choose File**, and select the configuration file you created in step 1. In this example, the configuration file is named `ciscofailover.cfg`.



- 4 Click **Import**. If the upload fails, check your configuration file for errors.

Troubleshoot the SoundStation IP

This chapter contains general troubleshooting information to help you solve problems you might encounter when using a SoundStation IP conference phones in a Cisco® Unified Communications Manager environment.

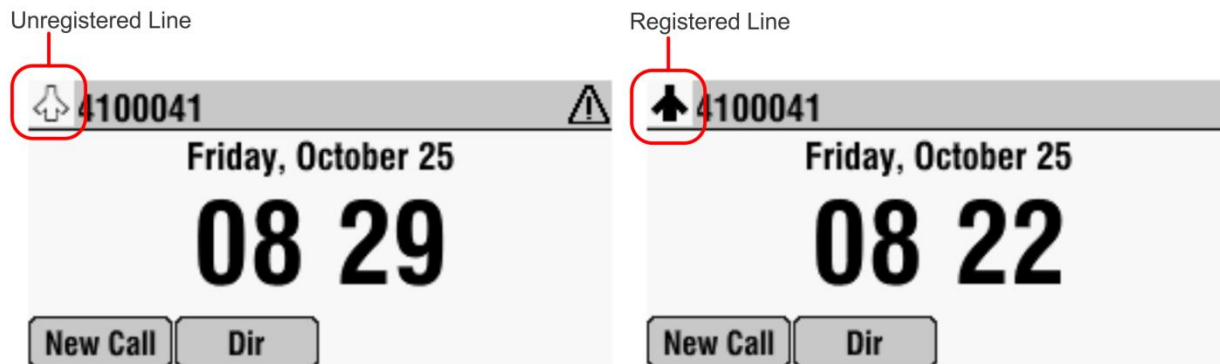
For further help with RealPresence Trio solution, see the *RealPresence Trio Administrator Guide* at [RealPresence Trio](#) on Polycom Support.

Line Registration Issues

If you do not see the registered line icon on the SoundStation IP phone screen, confirm that the Authentication User ID and Authentication Password match the User ID and Digest Password you entered when you configured the Cisco Unified Communications Manager.

The figure Unregistered and Registered Line Icon shows an unregistered and a registered line icon.

Unregistered and Registered Line Icon



If the credentials are correct but the SoundStation IP conference phones is still not registering, confirm the IP address or hostname of the CUCM.

If the SoundStation IP conference phone is still not registering, check the registration status on the Phone Configuration page of the CUCM system as shown in the figure CUCM Phone Configuration Page. If the phone is unregistered, CUCM shows *Registration Unregistered*.

CUCM Phone Configuration Page

Status

 Status: Ready

Association Information

[Modify Button Items](#)

| | |
|---|-------------------------------------------------------------------------------------------------------------------------------------|
| 1 |  Line [1] - 4100041 (no partition) |
| 2 |  Line [2] - Add a new DN |
| 3 |  Line [3] - Add a new DN |
| 4 |  Line [4] - Add a new DN |
| 5 |  Line [5] - Add a new DN |
| 6 |  Line [6] - Add a new DN |
| 7 |  Line [7] - Add a new DN |
| 8 |  Line [8] - Add a new DN |

Phone Type

Product Type: Third-party SIP Device (Advanced)
Device Protocol: SIP

Device Information

| | |
|---------------------------------------------------------------------------------------------------------|-----------------|
| Registration | Unregistered |
| IP Address | 10.253.200.44 |
| Active Load ID | Unknown |
| <input checked="" type="checkbox"/> Device is Active | |
|  Device is not trusted | |
| MAC Address* | 0004F217AC94 |
| Description | SEP0004F217AC94 |
| Device Pool* | Default |

Once the phone is properly registered, the CUCM shows the device as registered, shown in the figure Device Registered with CUCM.

Device Registered with CUCM

Association Information

[Modify Button Items](#)

| | |
|---|---------------------------------------------------------------------------------------------------------------------------------------|
| 1 |  Line [1] - 4100041 (no partition) |
| 2 |  Line [2] - Add a new DN |
| 3 |  Line [3] - Add a new DN |
| 4 |  Line [4] - Add a new DN |
| 5 |  Line [5] - Add a new DN |
| 6 |  Line [6] - Add a new DN |
| 7 |  Line [7] - Add a new DN |
| 8 |  Line [8] - Add a new DN |

Phone Type

Product Type: Third-party SIP Device (Advanced)
Device Protocol: SIP

Device Information

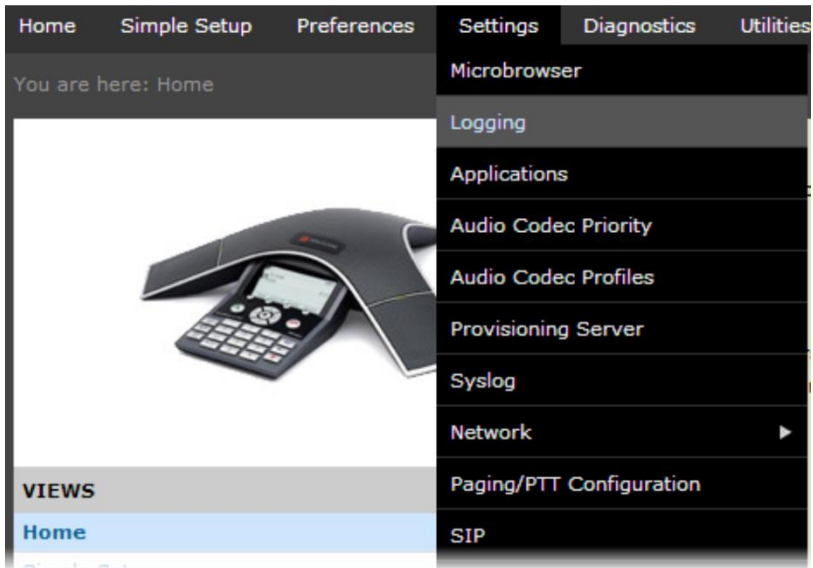
| | |
|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Registration | Registered with Cisco Unified Communications Manager |
| IP Address | 10.253.200.44 |
| Active Load ID | Unknown |
| <input checked="" type="checkbox"/> Device is Active | |
|  Device is not trusted | |
| MAC Address* | 0004F217AC94 |
| Description | SEP0004F217AC94 |
| Device Pool* | Default |

Logging

You can use the Polycom Web Configuration Utility to access phone log files.

To access log files:

- 1 Navigate to **Settings > Logging**.



2 Navigate to Module Log Level Limits.

Logging

Global Settings

Log File Upload

Module Log Level Limits

| | | | | | |
|---------------------|-------------|---------------|-------------|-----------------|-------------|
| Application | Minor Error | LDAP | Minor Error | RAM Disk | Minor Error |
| ARES | Minor Error | License | Minor Error | Resource Finder | Minor Error |
| Buffer | Minor Error | LLDP | Minor Error | RTOS | Minor Error |
| Call Media Playback | Minor Error | Logging | Minor Error | Scheduled | Event 3 |
| CDP | Minor Error | Micro Browser | Minor Error | Security | Minor Error |
| Configuration | Minor Error | Mobile | Minor Error | SIP | Event 3 |
| Copy Utilities | Minor Error | Network | Minor Error | Srtp | Minor Error |
| CURL | Minor Error | Niche | Minor Error | SSH Client | Minor Error |
| DNS | Minor Error | OAI Protocol | Minor Error | SSPS | Minor Error |
| Dot1x | Minor Error | OCSF | Minor Error | Support Objects | Minor Error |
| EFK | Minor Error | PMT | Minor Error | Syslog | Minor Error |
| Ethernet Filter | Minor Error | Poll | Minor Error | TA | Fatal Error |
| HTTP Auth | Minor Error | Power Saving | Minor Error | TLS | Minor Error |
| HTTP Server | Minor Error | PPS | Minor Error | Util-Main | Minor Error |
| HTTP TA | Minor Error | Presence | Minor Error | Util-Trace | Minor Error |
| HW Desc | Minor Error | Presentation | Minor Error | Wapp Mgr | Minor Error |
| Idle Browser | Minor Error | PTT | Minor Error | Watch-dog | Minor Error |
| Key Observer | Minor Error | Push | Minor Error | | |


Cancel Reset to Default View Modifications Save

3 Change the SIP level to Event 3.

4 Navigate to Diagnostics > View & Download Logs.

Home Simple Setup Preferences Settings **Diagnostics** Utilities

You are here: Home **View & Download Logs**



Home

- Phone Information
- Phone Model
- Part Number
- MAC Address
- IP Address
- UC Software Version
- BootROM Software Version

The figure 404 Error highlights examples of a registration error.

404 Error

The screenshot shows a log viewer window titled "View & Download Logs". The "Log File Type" is set to "App" and "Log Level Filter" is set to "All". The log content shows SIP registration attempts and errors. Two lines are highlighted in yellow to indicate 404 errors:

```

002318.667|sip|3|03|CTrans::InitNonInviteRetransSchedule retryCount 0
002318.700|sip|3|03|UA Client Non-INVITE REGISTER trans state 'proceeding'->'completed' by 404 resp 10 timeout(0x4186943c)
002318.700|sip|3|03|CUser::OnRegistered Entry for call 0x418c310c with expires 0 ticks Transport 'UDP' inval Method 2 RROFO 0
002318.700|sip|3|03|CUser::NewWorkingServer user 0 oldServer 0 newServer 0 expires 0
002318.700|sip|3|03|SipOnEvNewWorkingServer User 0, old 0, new 0, expire 0
002318.701|sip|3|03|SipOnEvRegistrarUpdate User 0, index 0, state 0, expire 0, working 1
002318.702|sip|3|03|CStkDialog::SetAddressLocal localTag set to ''
002318.702|sip|3|03|Reg UAC Response: code 404 new m_nExpire 79 m_nOverlap 0 ticks Trans 0x4186943c
002318.702|sip|3|03|SipStartFailOver 0
002357.995|sip|3|03|NoCall::TimeOut500ms 'Registering' m_nExpire == 0 RegisterCall -> Schedule Register listSize 0 lTimeout 0
002357.996|sip|3|03|CCallNoCall::NewCallState 'Register'->'Register' (0x418c310c)
002357.996|sip|3|03|CCallNoCall::NewCallState 'Register'->'Register' (0x418c310c)
002357.996|sip|3|03|RegClient:RegClient expire 66 overlap 0
002358.151|sip|3|03|UA Client Non-INVITE REGISTER trans state 'callingTrying'->'completed' by 401 resp 10 timeout(0x41867f7c)
002358.151|sip|3|03|401 challenge received
002358.180|sip|3|03|UA Client Non-INVITE REGISTER trans state 'callingTrying'->'proceeding' by 100 resp 6S timeout(0x41869dbc)
002358.180|sip|3|03|CTrans::InitNonInviteRetransSchedule retryCount 0
002358.374|sip|3|03|UA Client Non-INVITE REGISTER trans state 'proceeding'->'completed' by 200 resp 10 timeout(0x41869dbc)
002358.374|sip|3|03|NewRegisterState: 'Register' 'Registering' -> 'Registered' Expires 66 Overlap 0 for (0x418c310c)
002358.374|sip|3|03|CUser::OnRegistered Entry for call 0x418c310c with expires 240 ticks Transport 'UDP' inval Method 2 RROFO 0
002358.374|sip|3|03|SipOnEvRegistrarUpdate User 0, index 0, state 2, expire 120, working 1
002358.375|sip|3|03|SipOnEvProxyIPList 0,Total proxy 1
002358.375|appl|*|03|Ctx [0] Registered [true]
002358.375|sip|3|03|CStkDialog::SetAddressLocal localTag set to ''
    
```

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on this and other Polycom partners, see [Polycom Global Strategic Partner Solutions](#).

For information on UC software and voice product documentation, see [Voice Support](#) on the Polycom Support site.

If you are deploying a large number of Polycom SoundStation IP conference phones with CUCM, see [Bulk Deployment of Polycom® SoundStation® IP and Polycom® SoundStation® Duo Conference Phones with Cisco Unified Communications Manager \(CUCM\)](#).

For workarounds to frequent issues, see [Polycom Engineering Advisories and Technical Notifications](#).

Release Notes for specific UC software releases are posted on the [Polycom UC Software Support Center](#).

If you are updating to UC software 4.0 or later, you need to update to UC software 4.0.x using the [Polycom Upgrader 4.4.0B Utility](#). Before you download and install Polycom UC software version 4.0.0 or higher, Polycom strongly recommends that you review changes to the upgrade procedures detailed in [Polycom UC Software 4.0.x Upgrade and Downgrade Methods \(Engineering Advisory 64731\)](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Learn, Share, Connect
The Polycom Community

Community Home Register · Sign In · Help · Contact Us

Community Homepage

Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

Support Community

- Voice
- PSTN
- VoIP
- SpectraLink
- DECT

Audio / Video

- Video Endpoints
- Telepresence
- Integrated Audio
- RealPresence Mobile

Developer Community

Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

- Polycom Infrastructure Forum
- Polycom End Points Forum

Top Kudoed Posts

| | |
|---------------------------------------|---|
| Re: Updated 4000 - now can't access? | 2 |
| Re: Updated 4000 - now can't access? | 2 |
| Re: Telepresence M100 not working | 2 |
| [FAQ] VoIP frequently asked questions | 2 |
| Re: Browser Environment error for RMX | 1 |

[View All](#)

Use the following topics in the Polycom Community to find out more about deploying SoundStation IP conference phones.

Topic Using digit map features to resolve issues dialing number while off hook, or adding a second call to a conference:

- <http://community.polycom.com/t5/VoIP/FAQ-Unable-to-Dial-number-if-Off-Hook-or-on-2nd-Call-in-a/td-p/4233>

Topic Scripting tools that automate the creation of configuration files required to deploy large numbers of Polycom VoIP endpoints:

- <http://community.polycom.com/t5/Polycom-End-Points-Forum/SCRIPT-Mass-Deployment-Script/m-p/6009>
- <http://community.polycom.com/t5/Polycom-End-Points-Forum/SCRIPT-Automatic-Username-logon-file/m-p/6357>
- <http://community.polycom.com/t5/Polycom-End-Points-Forum/SCRIPT-Automatic-000000000000-directory-xml-from-a-CSV-File/m-p/7806>

Topic Modifying or removing soft keys:

- <http://community.polycom.com/t5/VoIP/FAQ-Using-Enhanced-Feature-Keys-EFK-macros-to-change-softkey/td-p/6544>
- <http://community.polycom.com/t5/VoIP/FAQ-How-can-I-limit-access-to-certain-menu-s/td-p/36382>

Topic Limiting access to phone menus:

- <http://community.polycom.com/t5/VoIP/FAQ-How-can-I-limit-access-to-certain-menu-s/td-p/36382>