

Polycom® SoundPoint® IP

Frequently Asked Questions



Why Polycom desktop IP phones?

Polycom is committed to a full-line of high-quality, easy-to-use, and affordable desktop IP telephones. Polycom is also a leading independent supplier of standards-based Voice over IP desktop telephones offering users a choice in IP telephony endpoints. Our SoundPoint IP phones utilize our award-winning sound quality and hands-free full-duplex speakerphone technology (one-way monitor only in SoundPoint IP 300) allowing for natural, two-way conversations. The phones provide an easy transition from traditional PBX systems into the features and functionality of the world of IP telephony. With support for multiple protocols running on the leading IP PBX and Softswitch vendors' solutions (Technology Partners), flexible powering options, software upgradeability, and access to the latest IP services, including presence and instant messaging, Polycom SoundPoint IP telephones are your future-proof choice for IP business communications.

What is a Technology Partner?

Working with Technology Partners is what allows Polycom to provide an end to end IP telephony solution. These partners provide, either directly or through their own partnerships, the components that make up IP telephony solutions. Because of the complex call signaling that takes place, Polycom engages in most cases at a joint development level to ensure that the combined solutions integrate seamlessly. For a current list of VoIP Technology Partners and the Polycom IP phones that work on the platform, please visit: <http://www.polycom.com> and click on 'Products & Services', then 'IP Telephony'.

Why does Polycom work with Technology Partners?

Polycom's strength is in providing high quality voice communication endpoints with superb audio performance. Our strategy is to supply standards based endpoints that demonstrate Polycom's expertise and work with partners that are leaders in their fields to provide the best solutions available to users. The phones are designed to work in conjunction with telephony servers developed by our Technology Partners. The servers provided by the partners provide both traditional telephony features and more advanced features like unified messaging, conference bridging, collaboration tools and browsing capabilities. Polycom focuses on delivering audio endpoints capable of delivering a complete suite of features as well as the superb quality and audio reproduction that has become synonymous with Polycom audio products. For a current list of VoIP Technology Partners and the Polycom IP phones that work on the platform, please visit: <http://www.polycom.com> and click on 'Products & Services', then 'IP Telephony'.

Can the phones be used independent of a Technology Partner's platform?

No. In order to support full business phone features, the SoundPoint IP is required to operate in conjunction with an IP PBX (customer premise equipment similar to an existing PBX or Key System) or Softswitch (hosted telephony similar to your current home phone service).

What phone models are available?

There are three models in the SoundPoint IP family. The SoundPoint IP 300 supports SIP and MGCP. The SoundPoint IP 500 supports SIP, MGCP, and H.323 protocols. SoundPoint IP 600 supports SIP and MGCP. Further protocol support on the SoundPoint IP family of phones will be announced at a later time.

Which protocol is best?

There is no one protocol that is better than all the others. Each protocol has different advantages over the others and the choice is based on your business communication needs.

Does the phone have a different hardware design for each protocol?

The hardware/software platform is designed to be flexible with "drop-in" protocol stack capabilities. As a result, SoundPoint IP can support various standards-based protocols with a downloadable firmware upgrade and no changes to the hardware.

What do the phones cost?

The SoundPoint IP 300 has a US MSRP of \$180. The SoundPoint IP 500 has a US MSRP of \$270, and the SoundPoint IP 600 has a US MSRP of \$399. Polycom itself does not require you to purchase a seat license, but please check with your reseller for any additional costs from the Technology Partner. (Prices subject to change)

Where can the phones be purchased?

The SoundPoint IP phones are available through Polycom Certified VARs and Service Providers that provide network communications solutions. These VARs and Service Providers have met the stringent requirements of becoming certified that include training and technical support for their customers.



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What documentation is available?

Please visit the Documentation section on the Polycom Web site for a complete list of available documents including data sheets and quick start guides. You should also check with your reseller for any custom documents developed by the Technology Partner.

Does the phone come in any other colors?

No. The only color available is gray.

What features are available on the SoundPoint IP phones?

Features available on SoundPoint IP phones will vary depending on the telephony server that the phone is operated with. Please check with the Technology Platform provider to determine the list of supported features.

What are the differences between SoundPoint IP 300, SoundPoint IP 500 and SoundPoint IP 600?

SoundPoint IP 300 is an entry-level phone capable of supporting up to 2 lines. It is suitable for users needing basic IP telephony. It has a 10/100 Mbps Ethernet switch with a monitor only speakerphone.

SoundPoint IP 500 is a mid-range performing two to three line desktop IP telephone suitable for everyday users needing more features than the SoundPoint IP 300 offers. It has a 10/100 Mbps Ethernet switch, a full-duplex, hands-free speaker phone, supports 802.1 p/Q and will work with Cisco powered switches or IEEE 802.3af using an optional accessory cable.

SoundPoint IP 600 is a high performing desktop IP telephone, designed for multi-line telephony usage found in departments/work groups sharing lines, informal call centers, and for administrative assistants. It has four times the LCD resolution of the SoundPoint IP 500, accommodates six line/call appearances and has illuminated line state indicators and audio state indicators.

How is the phone powered?

SoundPoint IP 300 ships with a standard CAT-5 cable and a wall adapter that plugs into a jack located on the rear of the phone. For power over Ethernet, an IEEE 802.3af version of the cable is available for purchase. Alternatively, for Cisco® Inline Power, an optional network cable is also available.

SoundPoint IP 500 ships with a custom network cable that contains a jack that applies power to the unused pairs in a CAT-5 network cable from a supplied wall adapter. For power over Ethernet, an IEEE 802.3af version of the cable is available for purchase. Alternatively, for Cisco® Inline Power, an optional network cable is also available.

SoundPoint IP 600 replaces the custom network cable with a standard CAT-5 cable. The phone ships with a wall adapter that plugs into a jack located on the rear of the phone. Cisco Inline Power and IEEE 802.3af powering options are both supported by hardware built into the phone (auto-detect).

Is there a hub or switch in the phone?

SoundPoint IP 300, SoundPoint IP 500 and SoundPoint IP 600 all contain a 10/100 Mbps Ethernet switch.

What types of headsets are supported?

All SoundPoint IP phones are compatible with amplified headsets. REV E. and higher. SoundPoint IP 300, SoundPoint IP 500 units, and SoundPoint IP 600 units support direct connect headsets. Please visit <http://www.polycom.com> for a list of tested headsets.

What features does the phone provide for QoS?

All of the phones in the SoundPoint IP family support Layer 3 Type of Service (TOS) tagging used in WANs. All phones also support 802.1 p/Q VLAN and Priority tagging used in LANs. Note: traffic sent to the phone's PC port, will not have any QoS tagging applied, but any tagging applied by the PC will pass through the phone unaltered.

Can the phones be plugged into the second Ethernet port?

Polycom recommends that in order to maintain voice quality, the second Ethernet port should be used only with standard PC applications. You should not "daisy chain" phones together.

Does SoundPoint IP work over broadband connections like cable modems and DSL modems?

To ensure voice quality is maintained, proper network design rules relating to items such as latency, firewalls, bandwidth and QoS should be applied at all times. These networks may contain broadband connections such as cable or DSL modems. As long as proper network design guidelines are followed, SoundPoint IP will deliver exceptional performance on these networks.

Why does the handset and headset volume reset on every call?

The handset and headset volumes both reset following each call to comply with FCC requirements and with the recommendations of the Americans with Disabilities Act. The hands free speaker phone is unaffected by this feature.

Is there a web browser built into the phone?

Polycom does not currently support this capability.

Will the SoundPoint IP work with existing PBX or Key Systems?

While many PBX and Key System vendors now provide optional VoIP Gateways that are standards based, interoperability testing must still be conducted between these systems and the SoundPoint IP to ensure proper operation. Polycom cannot guarantee interoperability with a system that is not provided by one of our Technology Partners.

How do the phones place calls to the PSTN?

The IP phone call's data packets are routed to a gateway, which then transports that call over the Public Switched Telephone Network (PSTN). This task is completely transparent to the user.

Do the phones support Custom Ring Tones?

Custom Ring Tones or Wave File Ring Tones can be downloaded on some versions of software. Please refer to the Administrator Documentation for the specific type and version of software you have.

How are the phones configured?

Phones are configured through a combination of local settings and configuration files that are loaded to the phone from a boot server.

Do the phones have a web server?

Currently, only the SIP version of the SoundPoint IP supports configuration through a Web interface. Future releases of other protocols will also support this capability.

Does Polycom provide tools to configure the phones?

Polycom provides XML-structured configuration files as part of its firmware releases that can be managed with partner supplied administrative tools or manually edited. We are also working on other methods of managing phones that are in the developmental stages that can be used on a standalone basis or integrated into the partner's administrative tools.

How are the phones upgraded?

Phone software is upgraded by placing new files onto the boot server and rebooting the phones. When the boot server is using FTP, the phone search for new files based on the timestamp. When the boot server is using TFTP, the phone will search for new files based on the file name.

Do FTP or TFTP servers need to be available at all times?

An FTP or TFTP boot server must be available anytime a configuration file change or firmware upgrade needs to be performed. The phone will boot from a flash image if the boot server is not available or if there are no new files located on the boot server that need to be loaded to the phone. Polycom recommends that the boot server be available at all times as the phone does upload log files to the boot server that can be useful if troubleshooting is required. To make use of the multi-lingual support available on some versions of software, an FTP or TFTP server must be available each time the phone boots so that the language dictionary can be downloaded. If the requested language file cannot be downloaded, the phone will default to the factory configured language.

How do users get firmware updates?

Certified Polycom VoIP Resellers can access updates to the SIP version of software on the Polycom Resource Network ([link](#)). In the case of MGCP and H.323, firmware is distributed by the Technology Partners through their reseller channel base. Please contact the reseller you purchased your IP telephony solution from if you have any software needs.

What happens to the phones if there is a power failure during the upgrade process?

The SoundPoint IP phones incorporate a fail-safe upgrade process where the phone does not delete the previous file image until a new one is successfully saved. A power failure or server outage during an upgrade will not damage the phone.

How does an administrator manage large quantities of phones?

The format and content of the configuration files are such that these files can be customized by administrator tools and used to provision phones upon boot up from an FTP or TFTP boot server. An administrator for a large group of phones can modify the configurations and push the new info to the phones by remotely rebooting the phones. Remote reboot capabilities require the support of the IP-PBX or IP SoftSwitch. Please contact your reseller for details.

Can the phones support LDAP directories?

Currently there is no support for directories like LDAP. These protocols will likely be supported in the future though some type of translation service to XML or XHTML.

What Codecs are supported?

All SoundPoint IP phones support G.711 μ /A law and G.729a (Annex B). In addition, the H.323 version supports G.723.1.

How is the time set on the phones?

SoundPoint IP phones uses Simple Network Time Protocol (SNTP) servers to provide accurate time. These servers can be located on the local network or available from various sites on the Internet.

What is the Password to access the Set-up?

The User ID and Password will vary depending on what version of software you are running. Please refer to the Administrator Documentation for the specific type and version of software you have.



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