

# Polycom Phones

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## Polycom IP Phones

sipXcom supports the full lineup of Polycom's SIP phones. Polycom's standards-based desktop IP telephones provide many features, excellent sound quality, and offer hands-free full-duplex speakerphone technology.

## Certification Status



The Polycom SoundPoint IP, SoundStation IP, and VVX model lines are all certified with sipXcom.

## Currently Certified Models

- [SoundPoint IP 321/331](#)



- [SoundPoint IP 335](#)



- [SoundPoint IP 450](#)



- [SoundPoint IP 550/560](#)



- [VX 1500](#)

- [SoundPoint IP 650](#)



- [SoundPoint IP 670](#)



- [SoundStation IP 6000](#)



- [SoundStation IP 7000](#)



- [V VX 500](#)

- [V VX 600](#)

## Discontinued Models



The following models have been discontinued by Polycom. It is not recommended to use them for new installations.

- [SoundPoint IP 301](#)
- [SoundPoint IP 320/330](#)
- [SoundPoint IP 430](#)
- [SoundPoint IP 501](#)
- [SoundPoint IP 600](#)
- [SoundPoint IP 601](#)
- [SoundStation IP 4000](#)

## End of Life Models



The following models have been declared End of Life by Polycom and are not recommended for use in any sipXcom installations due to firmware limitations:

- [SoundPoint IP 300](#)
- [SoundPoint IP 500](#)

## Attendant Console

- [Polycom SoundPoint IP 650 Backlit Expansion Module](#)



- [Polycom SoundPoint IP 670 Color Expansion Module](#)



The **Polycom Attendant Console Expansion Module** is a great addition to the IP 650 and IP 670 phones. With each expansion module attached, the Polycom IP 650 / IP 670 phones are able to support an additional 14 lines or speed dial keys, or monitor the line state of 14 other phones using a feature called Busy Lamp Field (BLF). Each IP 650 / IP670 phone can support up to three expansion modules. The phone subscribes to the state of a line on another phone and displays that state using the indicator light next to the line key. sipXcom implements a centralized presence server that supports BLF with firmware version 3.1.x. sipXcom version 4.2 will incorporate [Bridged Line Appearances](#) for even greater productivity enhancement.

## HD Voice

sipXcom enables better voice quality because media streams are always routed peer-to-peer along the shortest path and not through the PBX controller as is the case with most other systems. This allows full support for higher bandwidth codecs such as Polycom's HD Voice (using G.722 wide-band codec) without imposing any restrictions on how many calls can be active at any given time. Polycom HD Voice delivers over twice the clarity of ordinary phone calls for life-like, vibrant conversations. The difference is so astounding, you will never want to go back to regular phone calls. sipXcom release 3.6 and up supports HD Voice.

## Models that support HD Voice

- SoundPoint IP 335
- SoundPoint IP 450
- SoundPoint IP 550/560
- SoundPoint IP 650
- SoundPoint IP 670
- SoundStation IP 6000
- SoundStation IP 7000
- VVX 1500
- VVX 300/310
- VVX 400/410
- VVX 500
- VVX 600



## Multicast Paging & PTT

New with firmware version 4.x comes Multicast Paging and Push To Talk for the Polycom Phones. Starting with sipXcom & openuc 4.6.0 Update 1, sipXcom & openUC now have configuration support for multicast paging & PTT.

For full details and limitations about this feature, see the following Polycom document: [http://support.polycom.com/global/documents/support/technical/products/voice/Group\\_Paging\\_and\\_PTT\\_FP62327.pdf](http://support.polycom.com/global/documents/support/technical/products/voice/Group_Paging_and_PTT_FP62327.pdf)

Configuration is done in Phone or Phone Group configuration settings. In the left side menu look for 'Push To Talk and Paging Groups'.

## Recommended Firmware/BootROM

sipXcom Version	Recommended Firmware/BootROM
14.04 - 15.04	3.1.8 Split (Legacy SoundPoint), 4.0.7 Split (SoundPoint), 4.1.7 Split (VVX)
4.6.0 Update 1 - 6	<a href="#">Firmware 4.1.3 Rev G (split recommended)</a> , <a href="#">BootROM 4.4.0B</a>
4.6.0 Update 0	<a href="#">Firmware 3.2.6 (split recommended)</a> , <a href="#">BootROM 4.3.1</a>
4.4.x	<a href="#">Firmware 3.2.6 (split recommended)</a> , <a href="#">BootROM 4.3.1</a>
4.2.x	<a href="#">Firmware 3.2.4b (split recommended)</a> , <a href="#">BootROM 4.3.1</a>
4.0.x	<a href="#">Firmware 3.1.3RevC</a>

Mfg	Model	Recommended Firmware/Bootrom	Tested sipXcom Verion
Polycom	Soundpoint IP 670	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 650	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 560	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 550	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 450	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 335	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 331/321	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundstation IP 5000, 6000, 7000	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	VVX™ 1500, VVX 1500 C, and VVX 1500 D	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 601	3.1.8/4.1.4	4.4.0 and 4.6.0
Polycom	Soundpoint IP 600	3.1.8/3.2.3	4.4.0 and 4.6.0
Poylcom	Soundpoint IP 501	3.1.8/4.1.4	4.4.0 and 4.6.0
Polycom	Soundpoint IP 430	3.2.6/4.2.3	4.4.0 and 4.6.0
Polycom	Soundpoint IP 320/330	3.2.6/4.3.1	4.4.0 and 4.6.0
Polycom	Soundpoint IP 301	3.1.8/4.1.4	4.4.0 and 4.6.0

## Polycom Phone Configuration

[Configuring Polycom Soundpoint IP Phones](#)

## Polycom RTCP-XR Collector

[Setting up an RTCP-XR collector for Polycom Productivity Suite](#)