CyberData

The IP Endpoint Company

Configuring a Polycom Phone to Listen to Your CyberData SIP Paging Server

CyberData Corporation • 3 Justin Court • Monterey, CA • 93940 • T:831-373-2601 • F: 831-373-4193
www.CyberData.net

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1.0 Introduction

This configuration guide documents the process of configuring Polycom phones to listen to multicast pages from the SIP Paging Server. The SIP Paging Server can send multicast pages to one Polycom Paging Group. The SIP Paging Server's required settings for producing a Polycom page are also documented in this configuration guide.

Before You Start:

1. **Is the SIP Paging Server running compatible firmware?**

   The SIP Paging Server supports Polycom's proprietary multicast paging protocol on firmware versions 7.2.0 and greater.

2. **Are the Polycom phones running compatible software?**

   Polycom Group Paging is supported on UC Software versions 4.0.0 and greater. CyberData completed testing using software version 5.2.0.8330 on Polycom VVX 300 phones.

3. **Do you have the admin login and password for the web interfaces of the Polycom phones?**

   As documented later in this guide, it will be necessary to change the codec for group paging on the Polycom phones. You will need to use the **admin** access to the Polycom phones to change the codec.

1.1 Polycom Channel Explanation

Polycom Channels 1 to 23 are the **General Polycom Channels** and will only be played from the phone if the phone is not in use and if Do Not Disturb (**DND**) is not enabled.

Polycom Channel 24 (**Priority**) will play from any phone that is not in use, regardless of **DND** being enabled.

Polycom Channel 25 (**Emergency**) will play from any phone regardless of it being in use or **DND** being enabled.

2.0 Polycom Phone Configuration Procedure

1. Obtain the IP address of the phone. This procedure varies depending on the Polycom phone model, so you may need to consult the Administrator's Guide for the specific model and UC Software version.

2. Enter the IP address of the phone into the address bar of your web browser. If the phone is running HTTPS mode, you may need to enter **https://** before the IP address. For example, if the IP address of the phone was 10.10.1.178, enter **https://10.10.1.178** into the address bar.

3. When prompted, make sure you have selected to login as **Admin** and enter the password.

4. Navigate to **Settings** > **Paging/PTT Configuration** to access the multicast paging settings.

5. Note the current ***Multicast IP Address*** and ***Port*** values under **Settings** on the **Paging/PTT Configuration** page. The default multicast IP address is **224.0.1.116**. The default port is **5001**.

6. Select the option to ***Enable*** **Group Paging** under **Group Paging Configuration** on the **Paging/PTT Configuration** page.

7. Note the ***Group No.*** values. The CyberData SIP Paging Server will be set to page to **Group 1** on default when Polycom paging is enabled. Make sure **Group 1** is selected for the desired ***Group Type***, or change the ***Group No.*** to match the ***Polycom Transit Channel*** value in the SIP Paging Server configuration.

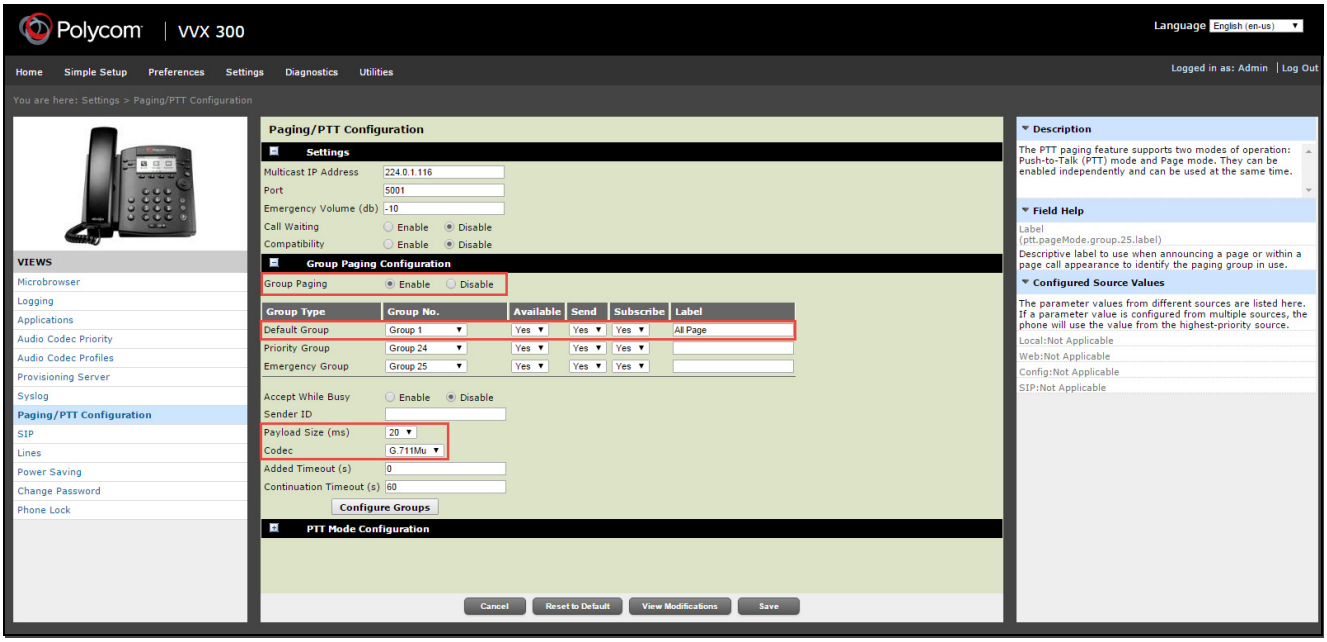
8. Enter a ***Label*** for the paging group. For example, "All Page". The ***Label*** appears on the phone's LCD display when the phone receives a multicast page for this paging group.

9. Make sure ***Payload Size (ms)*** is set to **20**. This should be the default value.

10. Select **G.711Mu** for the ***Codec***. This codec setting only applies to multicast pages.

11. Click the **Save** button to save changes.

Figure 1. Polycom Paging/PTT Configuration



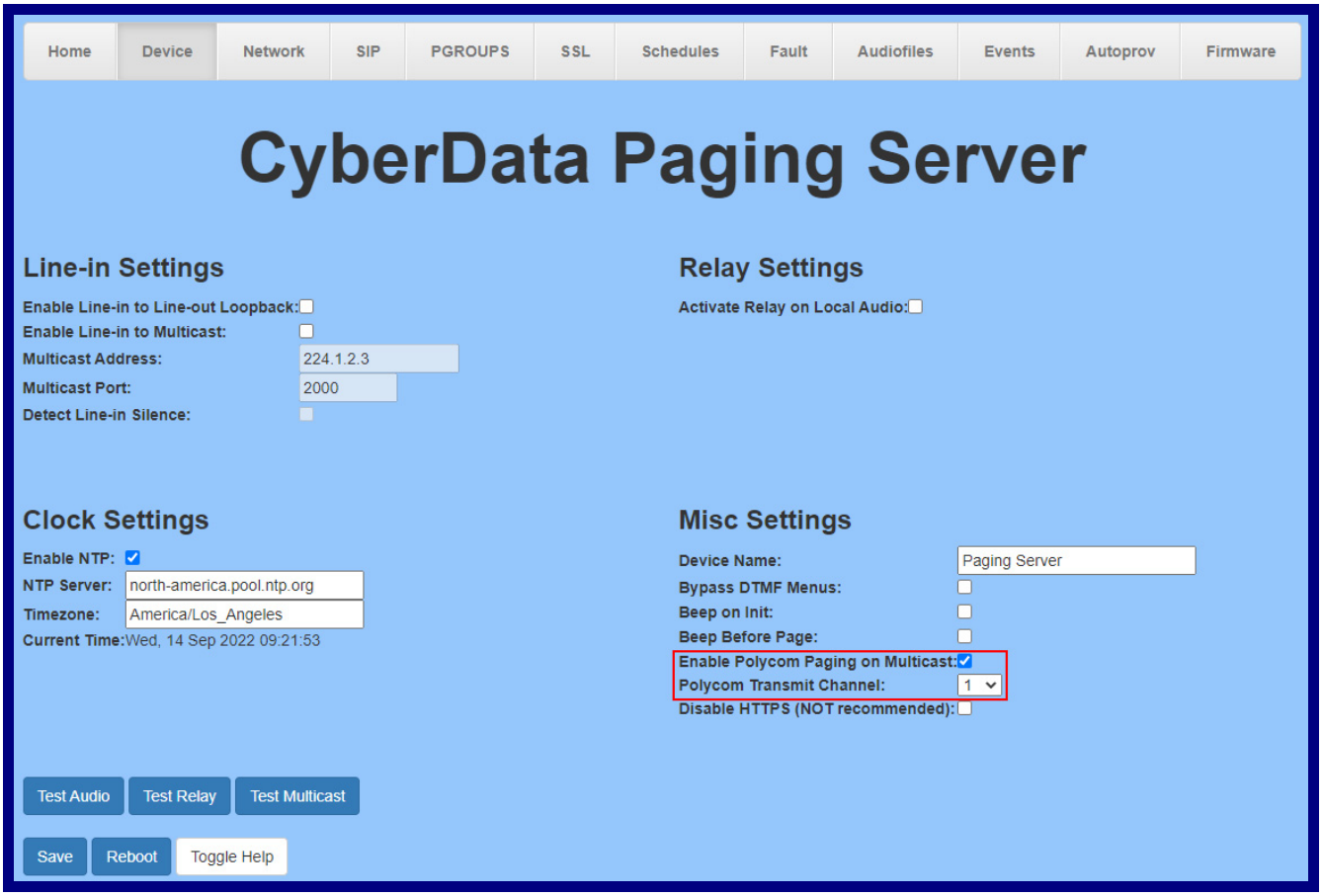
3.0 SIP Paging Server Configuration Procedure

The SIP Paging Server assumes the Polycom phones will be using the default multicast IP address **224.0.1.116** and port number **5001**. In addition to enabling Polycom paging and verifying the ***Polycom Transit Channel*** *value* matches the Polycom phone's ***Group No.*** value for the desired ***Group Type***, you will need to configure the Polycom multicast IP address and port in the SIP Paging Server configuration.

The procedure and screenshots documented in this section correspond to the Polycom phone configuration using the earlier documented procedure.

1. Assuming you have already configured the SIP parameters and registered the SIP Paging Server to your VoIP phone system, navigate to the **Device Configuration** page (Figure 2) in the SIP Paging Server's web interface.

Figure 2. SIP Paging Server Device Configuration Page



2. Check the box to ***Enable Polycom Paging on Multicast***.
3. Verify the ***Polycom Transmit Channel*** value matches the Polycom phone's ***Group No.*** value for the desired ***Group Type***.
4. Click **Save** before leaving the **Device Configuration** page.
5. Navigate to the **PGROUPs Configuration** page (Figure 3).

Figure 3. SIP Paging Server PGROUPs Configuration Page

6. Enter the Polycom Multicast IP Address **224.0.1.116** (noted in step 5 of the Polycom Phone Configuration procedure) into the ***Address*** field under ***Paging Groups***.

7. Determining the port number requires a bit of math. When Polycom paging is enabled in the SIP Paging Server configuration, the SIP Paging Server will send a Polycom multicast page to the specified paging group address and [port number+1]. This allows the SIP Paging Serve to maintain conformance with RFC 1889 for standard multicast transmissions while also supporting Polycom's proprietary paging protocol.

   So, enter the number **5000** into the *Port* field under Paging Groups for your desired paging group. Note that the configured port number 5000 is the next lower even-numbered port from port number 5001 used by the Polycom phones.

8. Be sure to click **Save** and **Reboot** to store changes.