



▶ Setup Guide for the  
Polycom® SoundStation® IP 7000  
Phone

---

## Trademark Information

POLYCOM®, the Polycom “Triangles” logo and the names and marks associated with Polycom’s 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.

## Patent Information

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

## Disclaimer

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

## Copyright Notice

Portions of the software contained in this product are:

Copyright © 1998, 1999, 2000 Thai Open Source Software Center Ltd. and Clark Cooper

Copyright © 1998 by the Massachusetts Institute of Technology

Copyright © 1998-2003 The OpenSSL Project

Copyright © 1995-1998 Eric Young (eay@cryptsoft.com). All rights reserved

Copyright © 1995-2002 Jean-Loup Gailly and Mark Adler

Copyright © 1996-2004, Daniel Stenberg, <daniel@haxx.se>

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the “Software”), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED “AS IS”, WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

© 2009 Polycom, Inc. All rights reserved.

Polycom, Inc.

4750 Willow Road

Pleasanton, CA 94588-2708

USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

---

# About This Guide

Thank you for choosing the Polycom® SoundStation® IP 7000 conference phone. This conference phone provides multi-person audio and video conferencing capabilities for medium to large conference rooms within a Session Initiation Protocol (SIP) internet telephony system.

This guide provides everything you need to know to quickly set up your new conference phone. Verify with your system administrator that the network is prepared for configuring the conference phone. Also, read the Parts List and the Safety and Compliance section in this guide before you set up the conference phone.

This guide includes regulatory compliance information that your system administrator should review. You can also view this guide at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).



---

# Contents

<b>About This Guide</b> .....	<b>iii</b>
<b>1 Setting Up Your Phone</b> .....	<b>1-1</b>
Parts List .....	1-2
Optional Accessories .....	1-2
Installing Your Phone .....	1-3
Connecting Network and Power Sources .....	1-3
Connecting Optional External Microphones .....	1-8
Connecting Optional Auxiliary Audio Components .....	1-12
Connecting Optional Video Components .....	1-14
Registering Your Phone .....	1-17
<b>2 Troubleshooting Your Phone Setup</b> .....	<b>2-1</b>
Installation Configuration .....	2-2
Power and Startup .....	2-3
Controls .....	2-4
Access to Screens and Systems .....	2-5
Calling .....	2-6
Displays .....	2-7
Audio .....	2-7
Productivity Suite .....	2-8
Testing Phone Hardware .....	2-8
<b>Safety Notices</b> .....	<b>Safety Notices-1</b>
<b>Index</b> .....	<b>Index-1</b>



---

# Setting Up Your Phone

This chapter provides basic setup instructions and information for obtaining the best performance from your SoundStation IP 7000 conference phone.

The topics include:

- [Parts List](#) on page 1-2
- [Installing Your Phone](#) on page 1-3
- [Registering Your Phone](#) on page 1-17

To read about how to customize and use your phone, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).

If you require additional information or assistance with your new phone, see your system administrator.

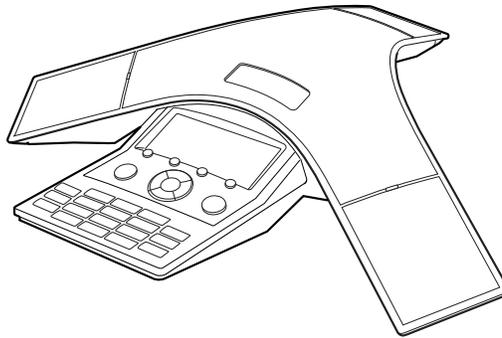
## Parts List

The following items are included in your basic phone package:

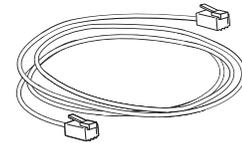
- SoundStation IP 7000 Conference Phone
- 25-foot Network Cable
- Quick Start Guide

Make sure your conference phone package contains each item. If any item is missing, see your system administrator.

SoundStation IP 7000 Conference Phone



25-foot Network Cable



Quick Start Guide



## Optional Accessories

The following items are optional accessories for your phone:

- AC Power Kit with:
  - Power Adapter
  - Regional Power Cord
  - Power Insertion Cable
- Multi-Interface Module Package with:
  - Multi-Interface Module
  - 12-foot Network Cable (10-pin)
  - Power Adapter
  - Regional Power Cord
- Console Interconnect Cable
- External Microphone Kit with:
  - Two SoundStation IP 7000 extension microphones

- External Microphone Kit with:
  - Two Polycom HDX Microphone Arrays
- Mobile Phone Cable
- Computer Calling Kit with:
  - Computer Calling Cable
- Video Kit with:
  - Polycom HDX Microphone Cable

## Installing Your Phone

This section describes how to install your phone. It includes the following topics:

- [Connecting Network and Power Sources](#) on page 1-3
- [Connecting Optional External Microphones](#) on page 1-8
- [Connecting Optional Auxiliary Audio Components](#) on page 1-12
- [Connecting Optional Video Components](#) on page 1-14

## Connecting Network and Power Sources

### Note

When you connect your phone to a Polycom HDX system, you do not need to connect your phone to a power source. To set up your phone with a Polycom HDX system, see [Connecting Optional Video Components](#) on page 1-14.

There are four ways to connect your phone to the network and a power source. Your system administrator can tell you which of the following methods best suits your teleconferencing needs:

- Power over Ethernet (PoE)
- AC Power (One Phone)
- AC Power (One Phone, with Multi-Interface Module)
- AC Power (Two Phones, with Multi-Interface Module)

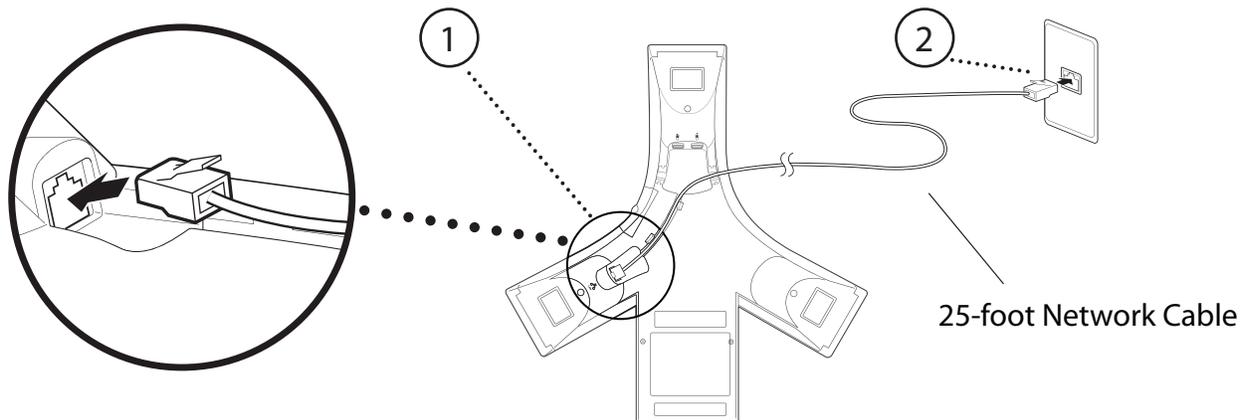
## Connecting Your Phone Using a Power over Ethernet Source

Power over Ethernet is the default connection for your phone.

### Note

AC power adapters are not included in the PoE package. If you require one, see your system administrator.

The following figure shows how to connect your phone to the network using a PoE source.



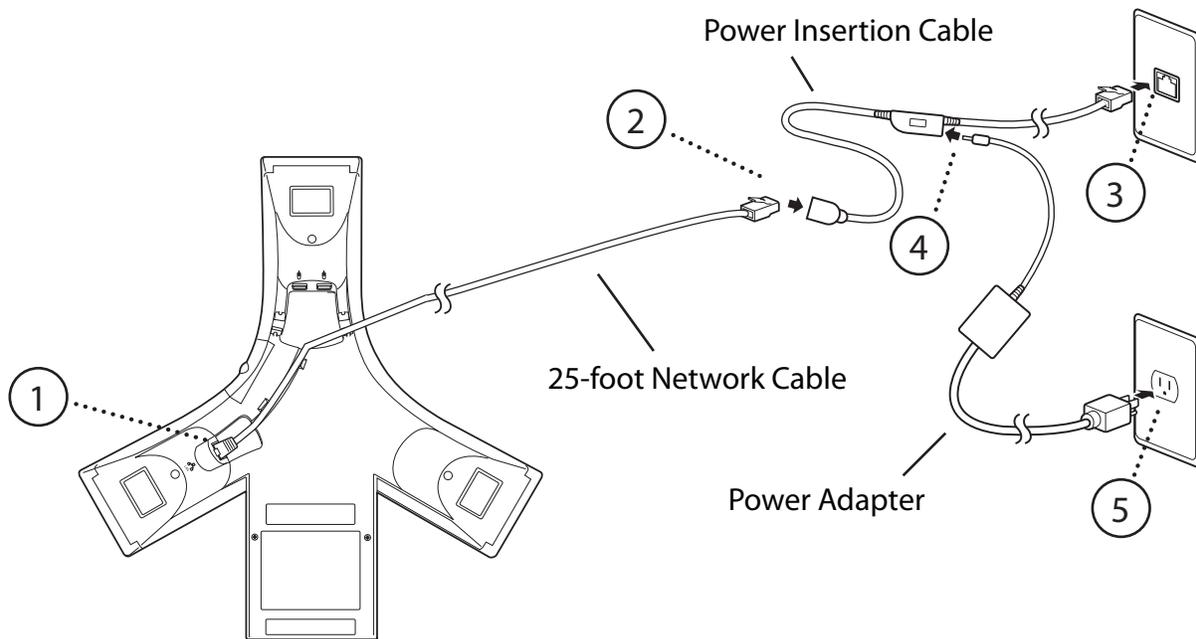
### To connect your phone using a PoE source:

1. Connect the 25-foot Network Cable to the LAN jack on your phone.
2. Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device port.

## Connecting Your Phone Using AC Power (One Phone)

If a PoE source is not available, connect your phone to an AC power source. To connect your phone to an AC power source, make sure you have the optional AC Power Kit (containing a Power Adapter, Regional Power Cord, and a Power Insertion Cable).

The following figure shows how to connect your phone to an AC power source.



**To connect your phone to an AC power source:**

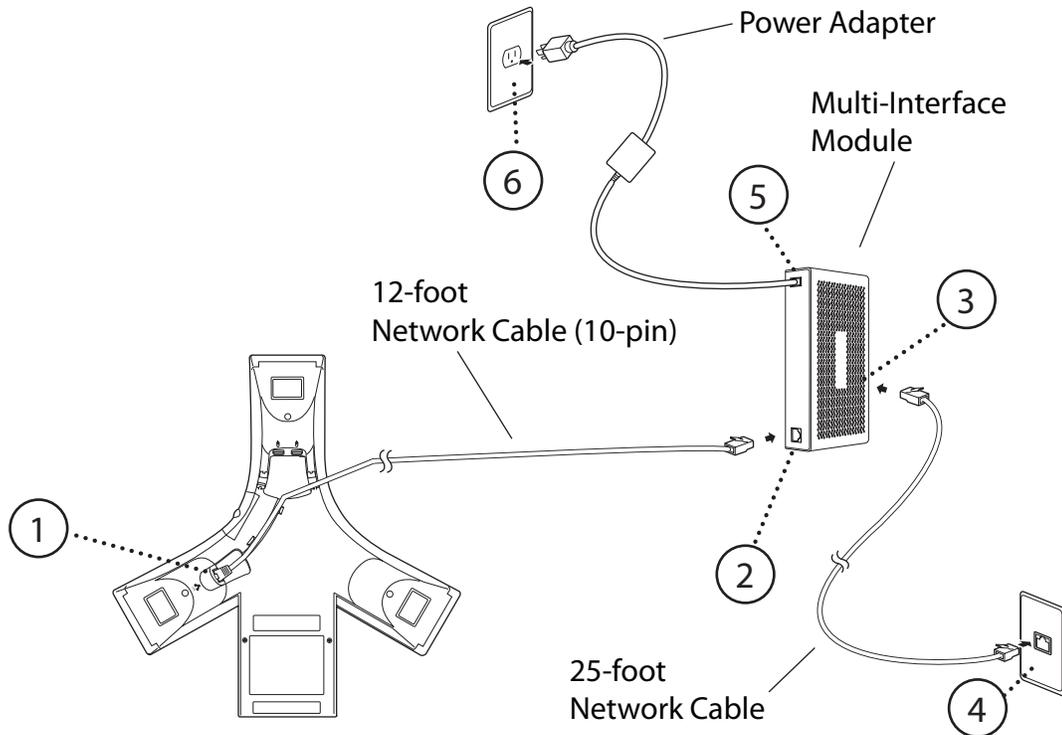
1. Connect the 25-foot Network Cable to the LAN jack on your phone.
2. Connect the other end of the 25-foot Network Cable to the Power Insertion Cable.
3. Connect the Power Insertion Cable to an available LAN port on the wall or hub/switch device port.
4. Connect the Power Adapter to the Power Insertion Cable.
5. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

**Connecting Your Phone Using AC Power (One Phone, with Multi-Interface Module)**

You can connect one phone to an AC power source and the Multi-Interface Module. In this way, you have access to the auxiliary audio connectors on the module so you can connect speakers, wireless (lapel) microphones, and recording devices and computers (to record phone calls).

Before you set up a phone using the Multi-Interface Module, make sure you have the optional Multi-Interface Module Package (containing a Multi-Interface Module, 12-foot Network Cable (10-pin), Power Adapter, and Regional Power Cord).

The following figure shows how to connect your phone to an AC power source and the Multi-Interface Module.



**To connect your phone to an AC power source and the Multi-Interface Module:**

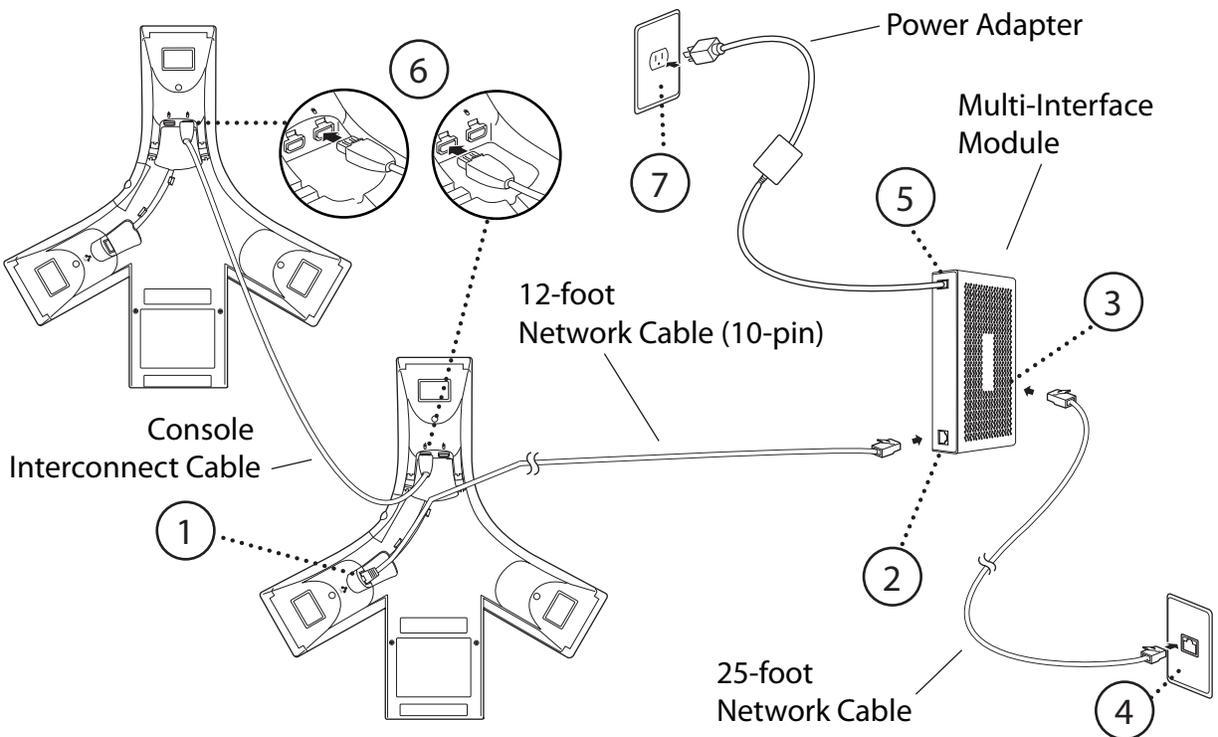
1. Connect the 12-foot Network Cable (10-pin) to the LAN jack on your phone.
2. Connect the other end of the 12-foot Network Cable (10-pin) to the Multi-Interface Module.
3. Connect the 25-foot Network Cable to the Multi-Interface Module.
4. Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device port.
5. Connect the Power Adapter to the Multi-Interface Module.
6. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

**Connecting Your Phone Using AC Power (Two Phones, with Multi-Interface Module)**

If you have a larger room configuration, you can connect up to two phones together. In this case, the phones act as one phone and display the same information. For more information on how to use your phone when two phones are connected, see your system administrator.

Before you connect two phones together, make sure you have the optional Multi-Interface Module Package (containing a Multi-Interface Module, 12-foot Network Cable (10-pin), Power Adapter, and Regional Power Cord) and the optional Console Interconnect Cable.

The following figure shows how to connect two phones to the network using AC power.



#### To connect two phones to an AC power source:

##### Warning

Make sure you connect the two phones and the Multi-Interface Module before you connect the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

1. Connect the 12-foot Network Cable (10-pin) to the LAN jack on the first phone.
2. Connect the other end of the 12-foot Network Cable (10-pin) to the Multi-Interface Module.
3. Connect the 25-foot Network Cable to the Multi-Interface Module.
4. Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device.
5. Connect the Power Adapter to the Multi-Interface Module.

6. To connect phones, plug one end of the Console Interconnect Cable into one of the microphone connectors on the first phone and the other end of the cable into one of the microphone connectors on the second phone.

**Warning**

When you insert the cable into a microphone connector, make sure the pins on the cable line up with the microphone connector so that the cable inserts easily. If you insert the Console Interconnect Cable upside down, you may damage the phone.

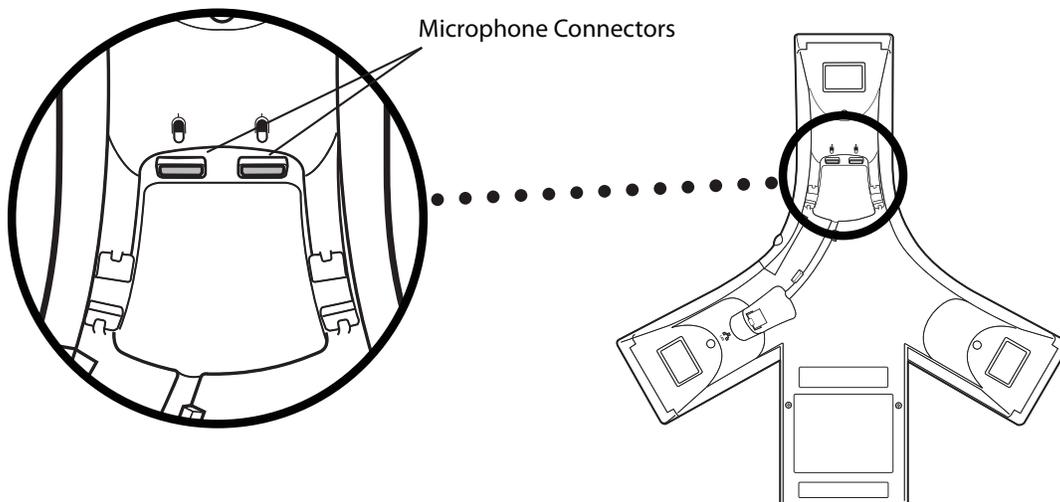
7. Connect the other end of the Power Adapter (with the attached Regional Power Cord) to the wall outlet.

## Connecting Optional External Microphones

You can connect microphones to your phone using an optional External Microphone Kit. Depending on the External Microphone Kit you have, your kit will contain either two SoundStation IP 7000 extension microphones (analog), or two Polycom HDX Microphone Arrays (digital).

You connect microphones to the microphone connectors on your phone. Your phone has two microphone connectors.

The following figure shows the microphone connectors on the back of your phone.



How you connect microphones depends on how you power your phone, whether you have a one or two-phone setup, and if your phone is connected to a Polycom HDX system:

- For information on how to connect microphones to a single phone setup, see [Connecting Microphones to a Single Phone Setup](#) on page 1-9.
- For information on connecting microphones to a two-phone setup, see [Connecting Microphones to a Two-Phone Setup](#) on page 1-11.
- For information on attaching microphones to your phone when your phone is connected to a Polycom HDX system, see [Connecting Optional Video Components](#) on page 1-14.

### Connecting Microphones to a Single Phone Setup

You can attach up to two analog extension microphones or three Polycom HDX Microphone Arrays to a single phone setup. You can daisy-chain two or three Polycom HDX Microphone Arrays. You cannot daisy-chain analog extension microphones.

#### Note

When you connect Polycom HDX Microphone Arrays to your phone, you must connect your phone to an AC power source and a Multi-Interface Module. For information on connecting your phone using AC power and a Multi-Interface Module, see [Connecting Network and Power Sources](#) on page 1-5.

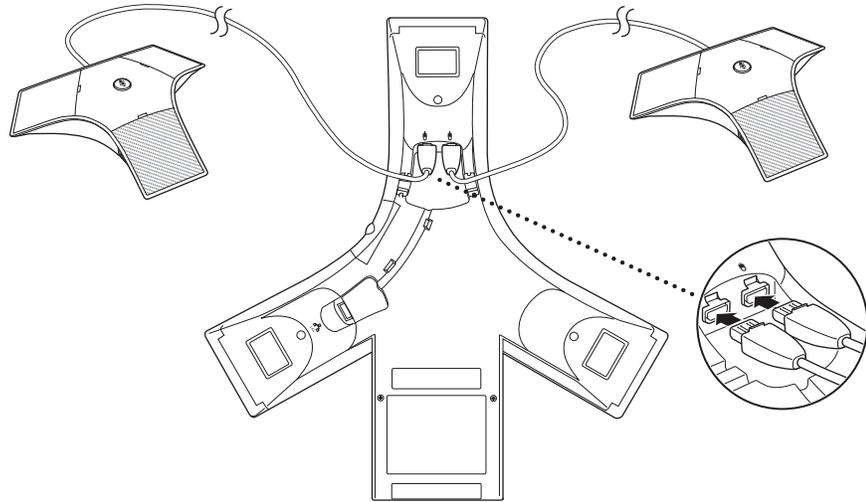
#### To connect microphones to a single phone setup:

- >> Connect the free end of a microphone cable to one of the microphone connectors on your phone.

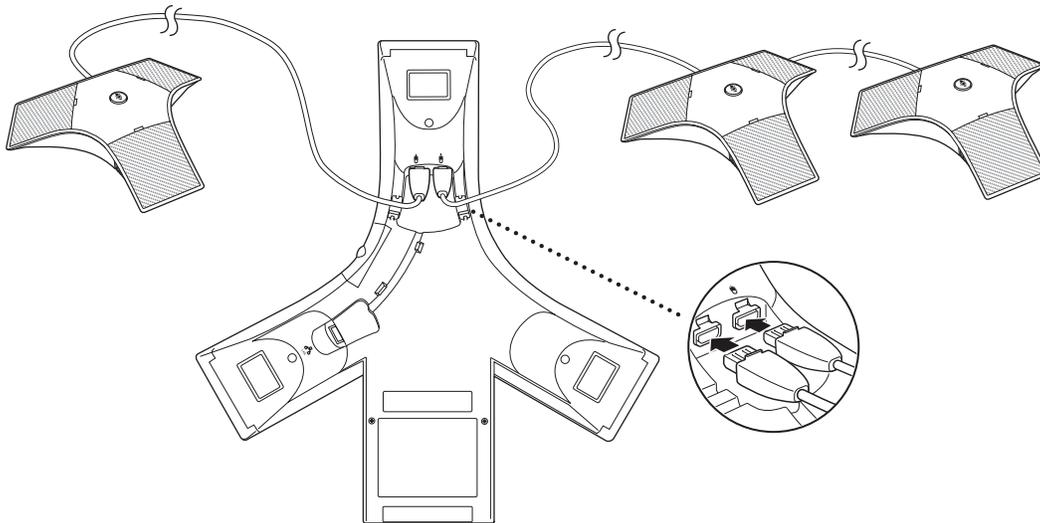
To attach two microphones, connect the free end of the other microphone cable to the other microphone connector on your phone. (Or, if you are attaching Polycom HDX Microphone Arrays, you can daisy chain two microphones to one microphone connector on your phone.)

If you want to attach three Polycom HDX Microphone Arrays to your phone, daisy chain three microphones to one microphone connector on your phone. Or, daisy chain two microphones to one microphone connector, and connect the third microphone to the other microphone connector on your phone.

The following figure shows a single phone with two analog extension microphones (the maximum number you can attach).



The following figure shows a single phone with three Polycom HDX Microphone Arrays (the maximum number you can attach to a single phone).



### Connecting Microphones to a Two-Phone Setup

You can attach up to two analog extension microphones or one Polycom HDX Microphone Array to a two-phone setup.

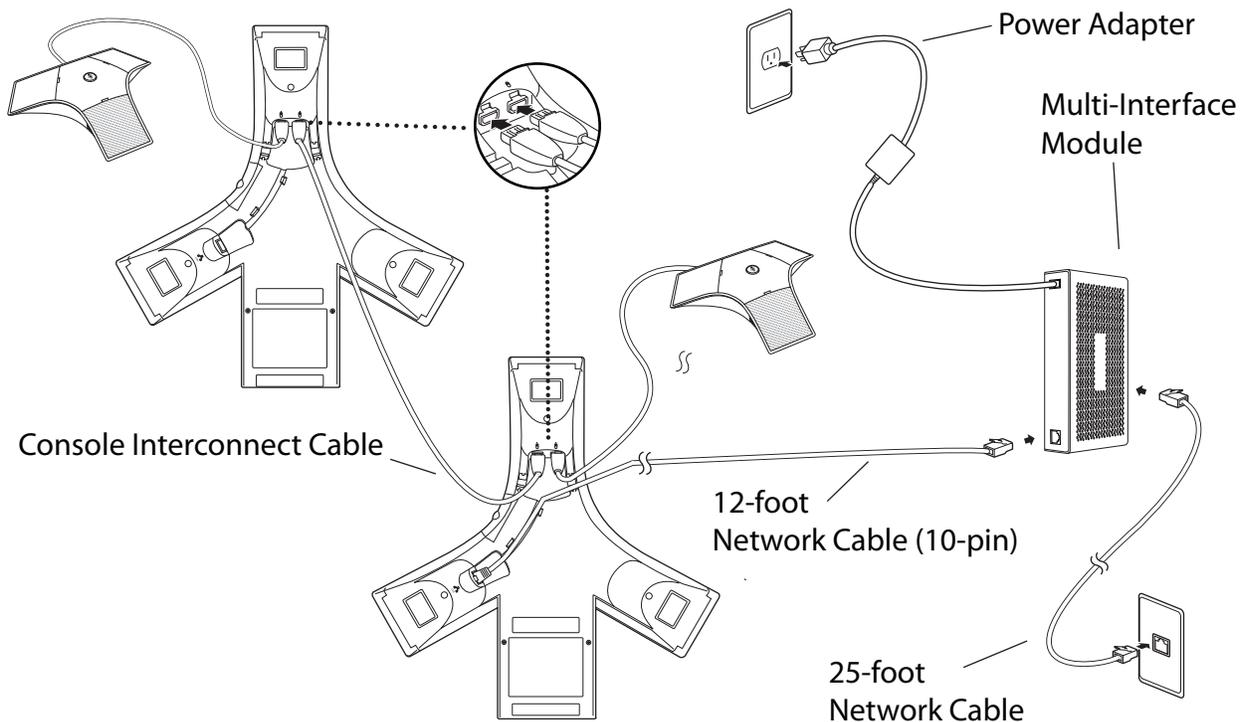
You can connect an analog extension microphone to just one of the phones, or connect an analog extension microphone to each phone. You can connect a Polycom HDX Microphone Array to one phone only (you cannot connect a Polycom HDX Microphone Array to each phone).

#### To connect microphones to a two-phone setup:

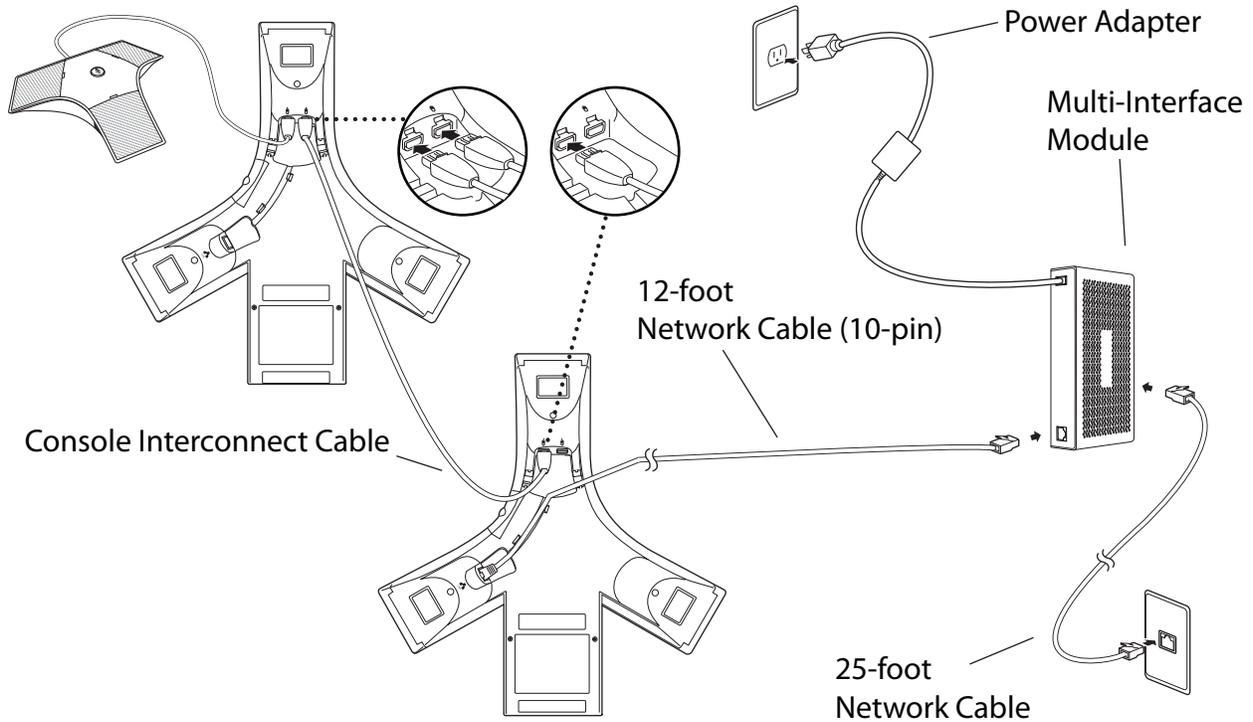
>> Connect the free end of a microphone cable to the available microphone connector on one of the phones. It does not matter which phone you attach the microphone to.

If you want to attach two analog extension microphones, connect the other analog extension microphone to the microphone connector on the other phone.

The following figure shows a two-phone setup with two analog extension microphones (the maximum number you can attach for this setup).



The following figure shows a two-phone setup with one Polycom HDX Microphone Array (the maximum number you can attach for this setup).



## Connecting Optional Auxiliary Audio Components

You can connect various auxiliary audio components, such as wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls) to your phone. You can also connect your conference phone to audio from a mobile phone or a computer calling application. You connect audio components to one of the following connectors:

- 2.5mm audio connector on your conference phone – to hear audio from mobile phones and computer calling applications.

To connect a mobile phone to your conference phone, you require the optional Mobile Phone Cable. To connect a computer calling application to your conference phone, you require the optional Computer Calling Kit (containing a Computer Calling Cable).

- Audio connectors and ports on the Multi-Interface Module – to connect wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls).

To connect audio components to the Multi-Interface Module, see your system administrator.

After you connect an auxiliary audio component to the Multi-Interface Module, you must enable the component. To enable the component, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).

**Note**

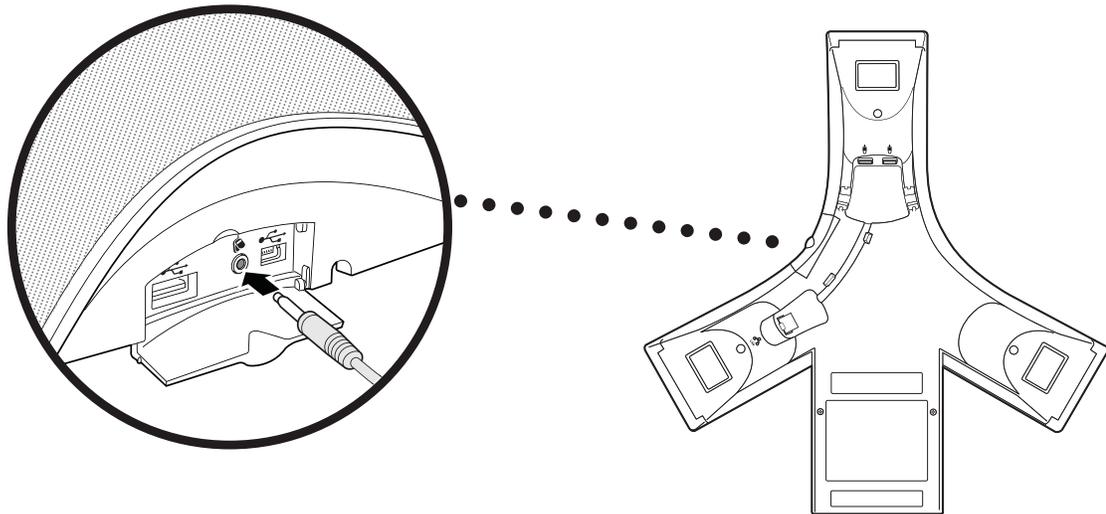
You do not have to enable audio from a mobile phone or from a computer calling application. This audio is automatically enabled when you connect the Mobile Phone Cable or the Computer Calling Cable to the 2.5mm audio connector on your conference phone.

**2.5mm Audio Connector on Phone**

Your conference phone has a 2.5mm audio connector to connect to a mobile phone or to a computer calling application. You connect a mobile phone or computer calling application so you can use the conference phone speaker to stream two-way audio from the mobile phone or computer calling application for hands-free conversations. When you connect mobile or computer audio to your conference phone, all participants in a call or conference call (including those connected through a mobile phone or computer calling application) can hear and speak to each other.

The 2.5mm audio connector is located on the right-side of your conference phone, behind a door you flip open.

The following figure shows the 2.5mm audio connector on the side of the conference phone. The 2.5mm audio connector has a mobile phone icon above it.



**To connect to audio from a mobile phone:**

- >> Connect one end of the optional Mobile Phone Cable to the headset jack on your mobile phone, and connect the other end to the 2.5mm audio connector on your conference phone.

**Note**

If your conference phone setup has two connected phones, you can attach the Mobile Phone Cable to either conference phone.

For information on using your conference phone with a mobile phone connection, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).

**To connect to audio from a computer calling application:**

- >> Connect one end (the end with two connectors) of the Computer Calling Cable (contained in the optional Computer Calling Kit) to the sound card on your computer, and connect the other end to the 2.5mm audio connector on your phone.

For information on using your phone with a computer calling application, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation).

**Audio Connectors on Multi-Interface Module**

The Multi-Interface Module has various connectors and ports to connect wireless (lapel) microphones, speakers, and recording devices and computers (to record phone calls). To attach and use audio components, see your system administrator.

## Connecting Optional Video Components

You can connect your phone to a Polycom HDX system so that your phone can conduct video calls and conferences. You can connect your phone to the following Polycom HDX systems running 2.5 or later:

- Polycom HDX 4000™ series
- Polycom HDX 6000™ HD
- Polycom HDX 7000™ series
- Polycom HDX 8000™ HD
- Polycom HDX 9000™ series

For information on how to use your phone when it is connected to a Polycom HDX system, see the *User Guide for the Polycom SoundStation IP 7000 Phone*, available at [www.polycom.com/voicedocumentation](http://www.polycom.com/voicedocumentation). For detailed information on how to use a Polycom HDX system, see the Polycom HDX documentation at [www.polycom.com/videodocumentation](http://www.polycom.com/videodocumentation).

Before you set up your phone to connect to a Polycom HDX system, make sure you have the optional Video Kit (containing a Polycom HDX Microphone Cable). You use the Polycom HDX Microphone Cable to connect your phone to the Polycom HDX system.

When you connect your phone to a Polycom HDX system, you do not need to connect your phone to a power source (even if you want to attach Polycom HDX Microphone Arrays to your phone). The Polycom HDX system provides the power source.

### To connect your phone to a Polycom HDX system:

#### Note

You can only connect a single-phone setup to the Polycom HDX system. That is, you cannot connect two phones together (using the Console Interconnect Cable), and then connect the phones to a Polycom HDX system.

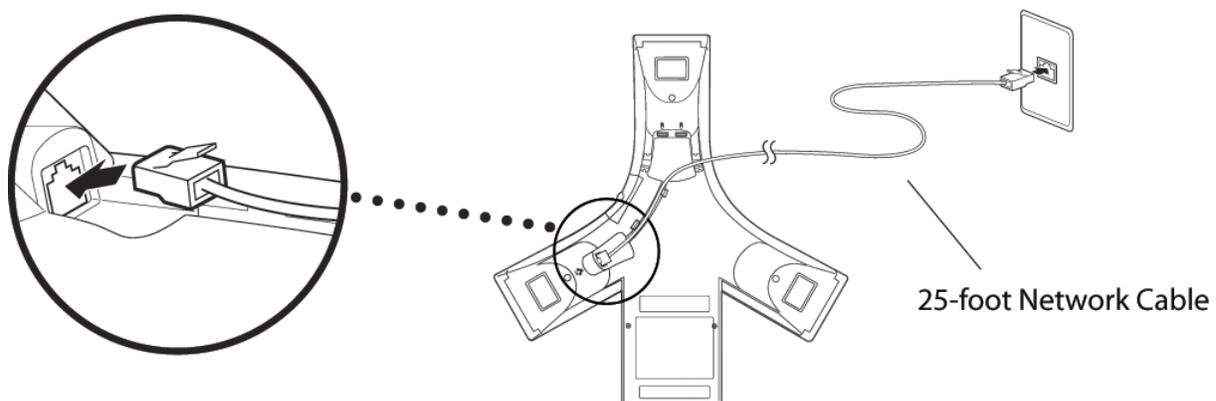
#### 1. Connect your phone to the network:

#### Note

If you want to use a Multi-Interface Module (to access auxiliary audio connectors), follow the steps for [Connecting Your Phone Using AC Power \(One Phone, with Multi-Interface Module\)](#) on page 1-5, and then go to step 2.

- a Connect the 25-foot Network Cable to the LAN jack on your phone.
- b Connect the other end of the 25-foot Network Cable to an available LAN port on the wall or hub/switch device port.

The following figure shows how to connect your phone to the network.



2. (Optional.) Connect any optional components to your phone:
  - Connect an analog extension microphone, or up to two Polycom HDX Microphone Arrays, to one microphone connector on your phone (the other microphone connector on your phone must be available to connect to the Polycom HDX system). See [Connecting Optional External Microphones](#) on page 1-8.

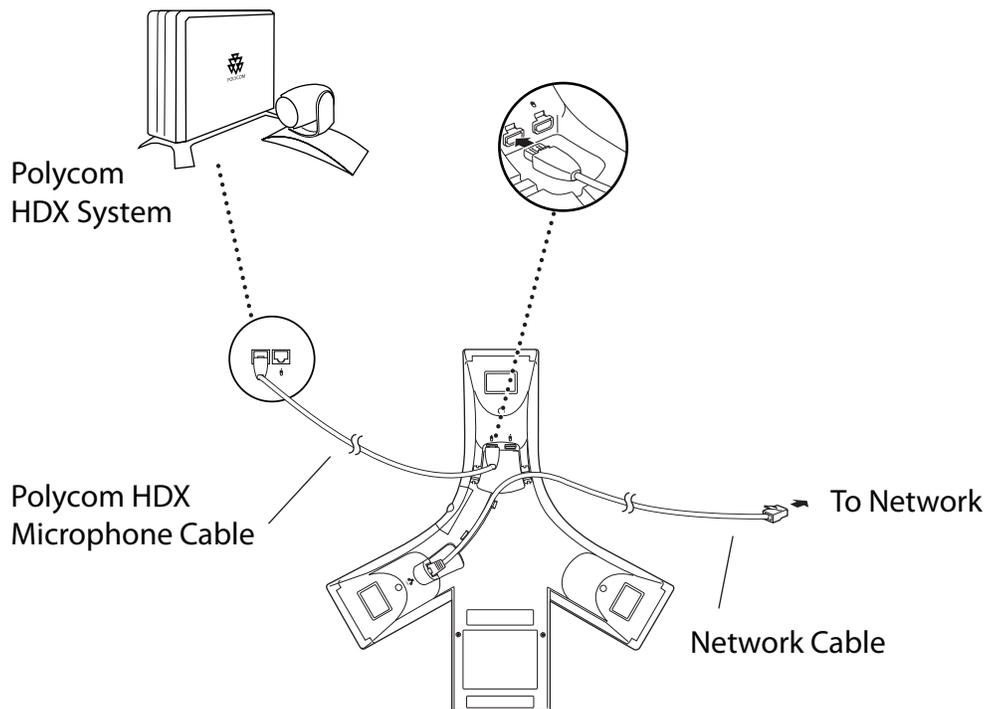
**Note**

You can only attach one analog extension microphone directly to your phone when your phone is connected to a Polycom HDX system.

You can only daisy-chain up to two Polycom HDX Microphone Arrays directly to your phone when your phone is connected to a Polycom HDX system. If you want, you can also connect Polycom HDX Microphone Arrays to the Polycom HDX system (the exact number depends on the Polycom HDX system you have). To find out how many Polycom HDX Microphone Arrays you can connect to your system, see the “optional setup” instructions in the setup guide for your system at [www.polycom.com/vedocumentation](http://www.polycom.com/vedocumentation).

- Connect auxiliary audio components. See [Connecting Optional Auxiliary Audio Components](#) on page 1-12.
3. Connect one end of the Polycom HDX Microphone Cable into an available microphone connector on your phone, and connect the other end to the Polycom HDX system.

The following figure shows how to connect the Polycom HDX Microphone Cable to an available microphone connector on your phone. The other end of the cable connects to the Polycom HDX system.



## Registering Your Phone

Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, your phone will be registered and ready to use.

If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

For detailed information on how to register your phone after you install it, see *Quick Tip 44011: Registering Standalone SoundPoint IP, SoundStation IP, and Polycom VVX Phones*, available at [http://www.polycom.com/usa/en/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://www.polycom.com/usa/en/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html).



---

# Troubleshooting Your Phone Setup

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- [Installation Configuration](#) on page 2-2
- [Power and Startup](#) on page 2-3
- [Controls](#) on page 2-4
- [Access to Screens and Systems](#) on page 2-5
- [Calling](#) on page 2-6
- [Displays](#) on page 2-7
- [Audio](#) on page 2-7
- [Productivity Suite](#) on page 2-8

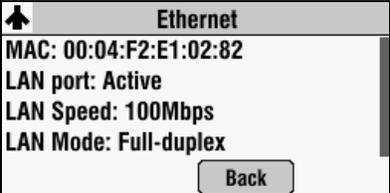
To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see [Testing Phone Hardware](#) on page 2-8.

If you require more information or assistance, contact your system administrator.

## Installation Configuration

Symptom	Problem	Corrective Action
<p>The display shows:</p> <p>“General configuration error Unsupported configuration Undo last configuration change”</p>	<p>The phone installation configuration is not supported.</p>	<p>Verify that you have installed the phone(s) and any components correctly:</p> <ul style="list-style-type: none"> <li>• Check that no more than two phones are connected together.</li> <li>• Check that no more than two extension microphones are installed. If your conference room setup has two connected phones, check that only one extension microphone is installed.</li> <li>• Refer to <a href="#">Installing Your Phone</a> on page 1-3.</li> <li>• Contact your system administrator.</li> </ul>
<p>The display shows:</p> <p>“Daisy-Chaining Error: Multiple Ethernet cables Connect only one Ethernet cable”</p>	<p>More than one 12-foot Network Cable (10-pin) has been connected to a phone installation.</p>	<p>Connect only one 12-foot Network Cable (10-pin) to the multiple phone installation. See <a href="#">Installing Your Phone</a> on page 1-3.</p>

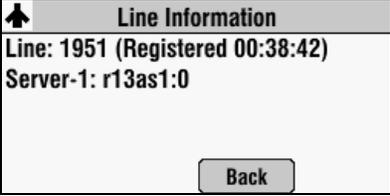
## Power and Startup

Symptom	Problem	Corrective Action
<p>The display shows: "Network Link is Down"</p>	<p>The network cable is not properly connected.</p>	<p>Verify that the network cable is properly connected:</p> <ul style="list-style-type: none"> <li>• Check the cable termination at the switch or hub (furthest end of the cable from the phone).</li> <li>• Check that the switch or hub is operational (flashing link/status lights).</li> <li>• Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it is Active.</li> </ul>  <ul style="list-style-type: none"> <li>• To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</li> <li>• Contact your system administrator.</li> </ul>

## Controls

Symptom	Problem	Corrective Action
<p>The dial pad does not work.</p>	<p>The dial pad on the phone does not respond.</p>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Check for a response from other feature keys.</li> <li>• Place a call to the phone from a known working telephone. Check for display updates.</li> <li>• Check if the LAN port is active or inactive. Press the <b>Menu</b> key, and then select <b>Status &gt; Network &gt; Ethernet</b>. From the Ethernet screen, scroll to <b>LAN port</b> and verify that it is Active.</li> </ul> <div data-bbox="1019 831 1409 1024" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>Ethernet</b></p> <p><b>MAC: 00:04:F2:E1:02:82</b></p> <p><b>LAN port: Active</b></p> <p><b>LAN Speed: 100Mbps</b></p> <p><b>LAN Mode: Full-duplex</b></p> <p style="text-align: right;"><b>Back</b></p> </div> <ul style="list-style-type: none"> <li>• Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if not accessible, contact your system administrator).</li> <li>• Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot the phone in more detail before restarting the phone and losing current status information.</li> </ul>

## Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone is not in an active state.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press the keys more slowly.</li> <li>Call the phone to confirm that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Directory or Buddy Status screens, for example.</li> <li>To confirm the line is actively registered to the call server, press the <b>Menu</b> key, and then select <b>Status &gt; Lines &gt; Line Information</b>. From the Line Information screen, verify that your phone line is registered.</li> </ul>  <ul style="list-style-type: none"> <li>To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.</li> </ul>
The display shows: "Network Link is Down"	The network cable is not properly connected.	See <a href="#">Power and Startup</a> on page 2-3.

## Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the phone.	<p>Verify that power is correctly applied to the phone:</p> <ul style="list-style-type: none"> <li>• Check that the display is illuminated.</li> <li>• Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> </ul>
There is no audible ringing.	Ring setting or volume is low.	<p>Verify incoming ring setting and volume level:</p> <ul style="list-style-type: none"> <li>• To adjust the ringer volume, press either  or  when the phone is in the idle state.</li> <li>• Check that the ring type selected is not set to Silent Ring. (For more information, see the <i>User Guide for the Polycom SoundStation IP 7000 Phone</i>, available at <a href="http://www.polycom.com/voicedocumentation">www.polycom.com/voicedocumentation</a>.)</li> </ul>
	Outbound or inbound calling is unsuccessful.	Place a call to the phone under investigation. Check that the display indicates incoming call information.
<p>A “hollow” phone icon displays at the top left of the screen.</p> 	The phone is not registered to a server.	Ask your system administrator to register the phone to a server.

## Displays

Symptom	Problem	Corrective Action
<p>There is no display.</p> <p>The display is incorrect.</p> <p>The display has bad contrast.</p>	<p>Power is not correctly applied to the phone.</p>	<p>Verify that power is correctly applied to the phone:</p> <ul style="list-style-type: none"> <li>• Check that the display is illuminated.</li> <li>• Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)</li> <li>• If your phone uses in-line power, have your system administrator check that the switch is supplying power to the phone.</li> </ul>
	<p>The contrast needs adjustment.</p>	<p>Adjust the screen contrast. (See the <i>User Guide for the Polycom SoundStation IP 7000 Phone</i>, available at <a href="http://www.polycom.com/voicedocumentation">www.polycom.com/voicedocumentation</a>.)</p>
<p>The display is flickering.</p>	<p>Certain types of older fluorescent lighting cause the display to appear to flicker.</p>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Move the phone away from the lights.</li> <li>• Replace the lights.</li> </ul>

## Audio

Symptom	Problem	Corrective Action
<p>The speaker has no audible sound.</p>	<p>Speaker volume is low.</p>	<p>Adjust the speaker volume. During a call, press either  or  .</p>

## Productivity Suite

Symptom	Problem	Corrective Action
<p>You are trying to access one of the following features, but it is not available on your phone:</p> <ul style="list-style-type: none"> <li>Corporate Directory</li> <li>Managing Conferences</li> </ul>	<p>The license is not installed on your phone or it has expired.</p>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>Press the <b>Menu</b> key, and then select <b>Status &gt; Licenses</b>.</li> <li>Using the arrow keys, verify that the feature you want to use has a valid license.</li> </ol> <p>For more information, contact your system administrator.</p>

## Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, keypad mappings, and display. See your system administrator for instructions on how to perform these tests.

### To test your phone hardware:

>> Press , and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics, Keypad Diagnostics, or Display Diagnostics**.

---

# Safety Notices

## Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

## Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Polycom, Inc. Do not remove (or allow anybody else to remove) any product identification, copyright or other notices.

## Limitations of Liability

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

### **Polycom Limited Warranty and Limitation Liability**

LIMITED WARRANTY. Polycom warrants to the end user (“Customer”) that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom’s sole obligation under this express warranty is at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

### **Exclusions**

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

### **Warranty Exclusive**

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER’S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM’S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

**Safety and Compliance****Part 15 FCC Rules**

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

**Class A Digital Device or Peripheral**

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

**Modifications**

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

**Installation Instructions**

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

**Plugs Acts as Disconnect Device**

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

**Industry Canada (IC)**

This Class [A] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [A] est conforme à la norme NMB-003 du Canada.

**CE and VCCI Mark**

This SoundStation IP 7000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/ED and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

この装置は、クラスA 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

VCCI- A

**Safety and Compliance (continued)**

사용자 안내문

A 급기기(업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

**WARNING Electrical Safety**

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

**Russian Compliance**

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity DoC # СПД-1918. Expiry 03/28/2011.

---

# Index

## Numerics

2.5mm audio connector 1-12, 1-13

## A

AC power 1-4, 1-5, 1-6

AC Power Kit 1-2

accessories, optional

AC Power Kit 1-2

Computer Calling Kit 1-3

Console Interconnect Cable 1-2

External Microphone Kit 1-2, 1-3

Mobile Phone Cable 1-3

Multi-Interface Module Package 1-2

Video Kit 1-3

analog microphones 1-2

audio components 1-12

audio connectors 1-12, 1-14

auxiliary audio components 1-12

## C

cell phones, using with conference phone  
1-12, 1-14

computer

calling applications 1-12, 1-14

calling cable 1-3, 1-12

Computer Calling Kit 1-3, 1-12

Console Interconnect Cable 1-2, 1-7

## D

Diagnostics menu 2-8

digital microphones 1-3

## E

extension microphones 1-2, 1-8

External Microphone Kit 1-3, 1-8

## H

hardware, testing 2-8

## HDX

Microphone Cable 1-3, 1-15, 1-16

microphones 1-3

system, connecting phone to 1-14

systems, compatible versions 1-14

## I

installation instructions 1-3

installation issues, troubleshooting 2-2

## L

lapel microphones 1-12

licenses, status of 2-8

## M

Microphone Cable 1-3, 1-15

microphones

connecting 1-8

extension 1-2, 1-8

HDX 1-3

Mobile Phone Cable 1-3, 1-12

mobile phones, using with conference phone  
1-12, 1-14

Multi-Interface Module 1-2, 1-5, 1-7, 1-12

Multi-Interface Module Package 1-2, 1-5, 1-7

## N

Network Cable 1-2, 1-5, 1-7

network, connecting to phone 1-3

## O

optional accessories

AC Power Kit 1-2, 1-4

Computer Calling Kit 1-3, 1-12

Console Interconnect Cable 1-2, 1-7

External Microphone Kit 1-2, 1-3, 1-8

Mobile Phone Cable 1-3, 1-12

Multi-Interface Module Package 1-2, 1-5, 1-7

Video Kit 1-3

## **P**

- parts list 1-2
- PoE 1-4
- Polycom HDX Microphone Cable 1-3, 1-15
- Polycom HDX system, connecting to phone 1-14
- Polycom HDX systems, compatible versions to run with phone 1-14
- power adapter 1-2, 1-5
- Power Insertion Cable 1-2, 1-4
- power issues, troubleshooting 2-3
- Power over Ethernet 1-4
- power source, connecting to phone 1-3
- productivity suite 2-8

## **R**

- recording devices 1-12
- regional power cord 1-2
- registering the phone 1-17

## **S**

- speakers, external 1-12
- startup issues, troubleshooting 2-3

## **T**

- testing phone hardware 2-8
- troubleshooting
  - audio problems 2-7
  - calling problems 2-6
  - control problems 2-4
  - and the Diagnostics menu 2-8
  - display problems 2-7
  - feature availability 2-8
  - hardware 2-8
  - installation problems 2-2
  - licenses 2-8
  - power and startup problems 2-3
  - productivity suite 2-8
  - screen and system problems 2-5

## **V**

- video components, connecting to phone 1-14
- Video Kit 1-3
- video, integrating with phone 1-14

## **W**

- wireless microphones 1-12