



Interoperability Guide

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Integrating NetVanta 7100 and NetVanta ECS with the Polycom Productivity Suite

This interoperability guide provides instructions on integrating the Polycom phone applications, provided in the Polycom Productivity Suite, with the NetVanta 7100 and NetVanta Enterprise Communications System (ECS). It also provides the requirements for the operation of the VVX USB camera with VVX series IP phones, as well as instructions on how to use the features.

This guide consists of the following sections:

- *Polycom Productivity Suite Integration Overview on page 2*
- *Hardware and Software Requirements and Limitations on page 2*
- *Call Recording and Playback Feature on page 3*
- *Polycom Desktop Connector on page 7*
- *Exchange Calendar Integration Feature on page 10*
- *Polycom VVX USB Camera on page 15*

Polycom Productivity Suite Integration Overview

This document details how to manually configure the following Polycom phone applications to operate with both the NetVanta 7100 and NetVanta ECS:

- | | |
|---------------------------------------|--|
| Call recording and playback: | This feature allows the user to record and play back calls using a removable USB flash drive. |
| Polycom Desktop Connector: | This feature allows the user to extend their Polycom phones display onto their PC screen. It also allows the user to use their PC mouse and keyboard to navigate and enter information on their phone. |
| Exchange calendar integration: | This feature allows users to access and view their Microsoft Outlook calendar information directly from their phone. |
| Polycom VVX USB camera: | The Polycom VVX Camera is a USB-connected video camera that is sold as an add-on to Polycom desktop phones. It allows users to implement video conferencing using their VVX phones. |

Hardware and Software Requirements and Limitations

NetVanta Unified Communication (UC) Server version 5.4 or later must be installed on the NetVanta UC Server for operation of the Polycom phone applications and features with NetVanta ECS.

ADTRAN Operating System (AOS) R10.6.0 or later must be installed on the NetVanta 7100 for operation of the Polycom phone applications and features with the NetVanta 7100.

The call recording and playback feature is only supported on phones with a USB port. The feature also requires a supported USB flash drive. For more information, refer to the Polycom document [*Supported USB Devices for SoundPoint® IP 650 and 670 and Polycom® VVX 1500 Phones*](#) available from Polycom's support website.

The Desktop Connector, Exchange calendar integration, and VVX USB camera accessory are only supported on the VVX Series Polycom phones.

Feature Matrix

The feature matrix below outlines the phone features available on supported Polycom phones based on the Polycom phone software release. A ✓ indicates that the application operates correctly with the NetVanta 7100 or NetVanta ECS when properly configured. An X indicates that the application is not supported on the specified Polycom phones at that revision level or does not operate correctly with NetVanta 7100 or NetVanta ECS.

Phone Software Release	Phone Models	Call Recording and Playback	Desktop Connector	Calendar Integration	VVX USB Camera
SIP 3.2.0	SoundPoint IP 650, SoundPoint IP 670, VVX 1500	✓	X	X	X
	VVX 500 VVX 600	X	X	X	X
SIP 4.0.1 or later	SoundPoint IP 650 SoundPoint IP 670	✓	X	X	X
	VVX 500 VVX 1500	✓	✓	✓	X
	VVX 600	X	X	X	X
SIP 4.1.3	SoundPoint IP 650 SoundPoint IP 670	✓	X	X	X
	VVX 500 VVX 600 VVX 1500	✓	✓	✓	✓

Licensing for SoundPoint IP Phones

If Polycom SoundPoint IP phones running 3.x.x are used, a free Polycom license file is required. The license file must be added to the FTP root of either the NetVanta 7100 or the NetVanta UC Server (if integrating with NetVanta ECS). The license file may be downloaded from Polycom at <http://www.polycom.com/products/voice/applications/>.

Call Recording and Playback Feature

The following sections detail the necessary steps required to configure the NetVanta 7100 and NetVanta ECS for call recording and playback on supported Polycom phones, as well as instructions on how to record and play back phone calls.

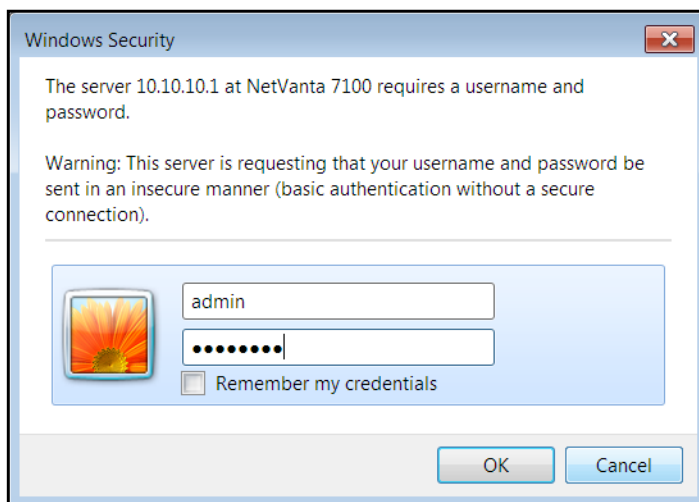


Refer to the [Feature Matrix on page 3](#) to determine whether the feature is supported on your phone and software release.

Configuring the NetVanta 7100 for Call Recording and Playback Feature

The following steps outline the procedure for configuring the NetVanta 7100 for use with the call recording and playback feature:

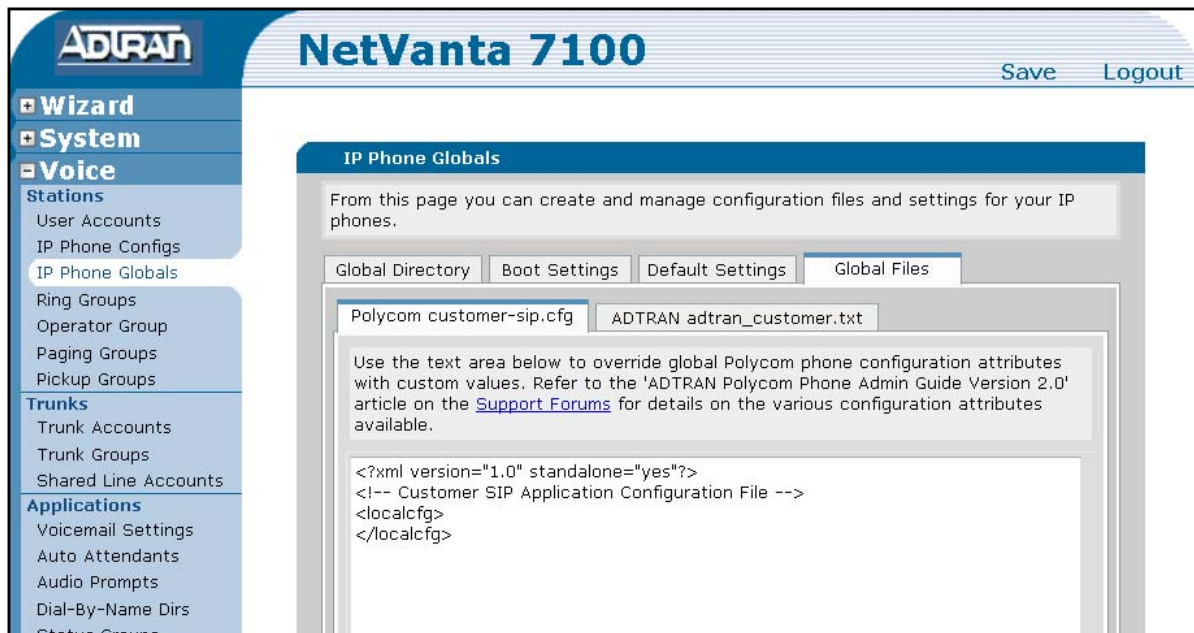
1. Open a new web page in your Internet browser.
2. Enter your AOS product's IP address in the Internet browser's address field in the following form:
http://<ip address>/admin, for example:
http://10.10.10.1/admin
3. At the prompt, enter your user name and password and select **OK**.



*The default user name is **admin** and the default password is **password**.*

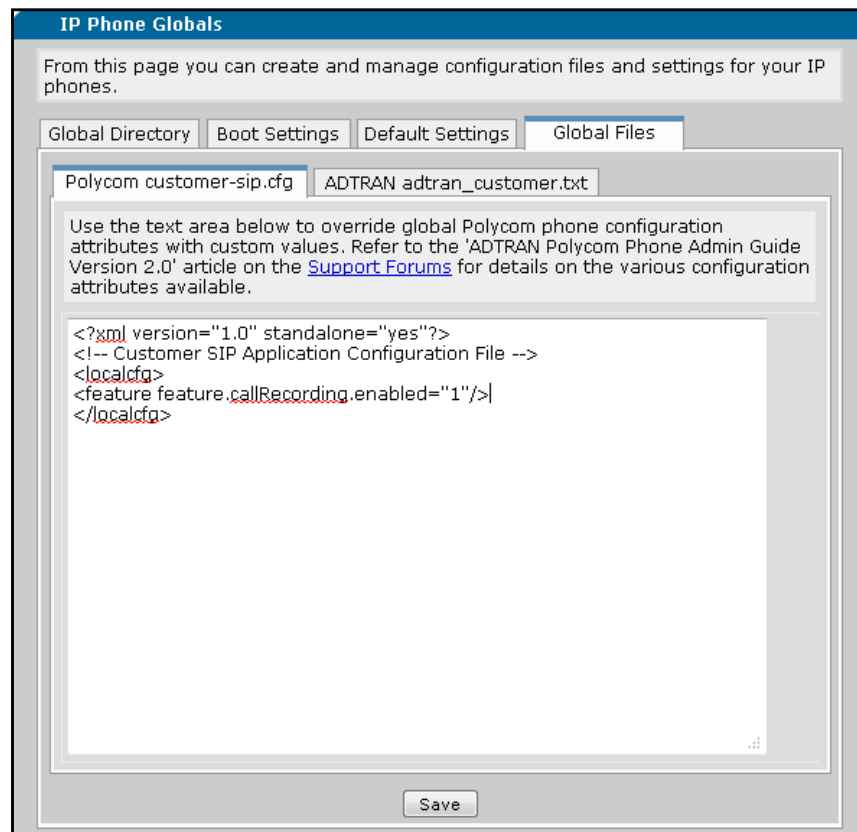
4. On the left side of the NetVanta 7100 GUI, navigate to **Voice > IP Phone Globals**. The **IP Phone Globals** menu will appear.

5. Select the **Global Files** tab, then select the **Polycom customer-sip.cfg** tab.



6. In the text area provided, add the following to the **<localcfg>** XML element:

<feature feature.callRecording.enabled="1"/>



7. Select **Save**. Polycom phones attached to the system will reboot after saving the configuration. The figure below show the appropriate placement of the entry.

Configuring the NetVanta ECS for Call Recording and Playback Feature

The following steps outline the procedure for configuring the NetVanta ECS for use calendar with the call recording and playback feature:

1. On the NetVanta UC Server computer, open Windows Explorer and navigate to **C:\Program Files (x86)\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\Polycom**.
2. Using a text editor such as **Notepad** open **allphones.cfg** and add the following XML code to the **feature** element (between the **<feature>** start and **</feature>** end tags) in the configuration file:

```
<feature.callRecording feature.callRecording.enabled="1">
</feature.callRecording>
```



Do not add the XML code between another element's start (<name>) and end (</name>) tags. Doing so will cause the phone configuration to operate improperly.

3. Save **allphones.cfg**.
4. Reboot any phones requiring the call recording and playback feature.

Using the Call Recording and Playback Feature

To use the call recording and playback feature, a supported USB flash drive must be plugged into the phone's USB slot. For a list of the supported USB flash drives, refer to the Polycom document [Supported USB Devices for SoundPoint® IP 650 and 670 and Polycom® VVX 1500 Phones](#) available from Polycom's support website.



Do not remove the USB flash drive while a call is being recorded because the call recording may become corrupted.

Recording Calls

The following sections provide information on recording calls using the call recording and playback feature.

Record a call

During a call, press the **More** soft key, then press the **Record** soft key. Press the **Start** soft key to begin recording. ***R*** displays while the phone is recording the call.

Pause a call recording

While recording a call, press the **Pause** soft key. ***P*** displays while the recording is paused.

Resume a call recording

While a call recording is paused, press the **Resume** soft key. ***R*** displays when the recording is resumed.

Stop a call recording

During a call recording, press the **Stop** soft key.

Playing, Renaming, and Deleting Recorded Calls

Recorded calls can be played back through the phone's handset, a headset, or speaker. A call can be answered while playing back a recorded call by lifting the handset or pressing the **Headset** or **Speakerphone** keys.

Play a recorded call

1. Press the **Menu** key and select **Features > USB Device > Browse Files**.
2. Scroll to the file to be played back and press the **Play** soft key.
3. To pause playback, press the **Pause** soft key.
4. To resume playback, press the **Resume** soft key.
5. To stop playing the file, press the **Exit** soft key.

Rename a recorded call

1. Press the **Menu** key and select **Features > USB Device > Browse Files**.
2. Scroll to the file to be renamed and press the **Rename** soft key to rename the file.



By default, files are named based on the date on which they were recorded.

Delete a recorded call

1. Press the **Menu** key and select **Features > USB Device > Browse Files**.
2. Scroll to the file to be deleted and press the **Delete** soft key to delete the file from the USB device.

Polycom Desktop Connector

The following sections detail the necessary steps required to configure the NetVanta 7100 and NetVanta ECS for use with the Polycom Desktop Connector. It also provides information on how to obtain and configure the Polycom Desktop Connector software.

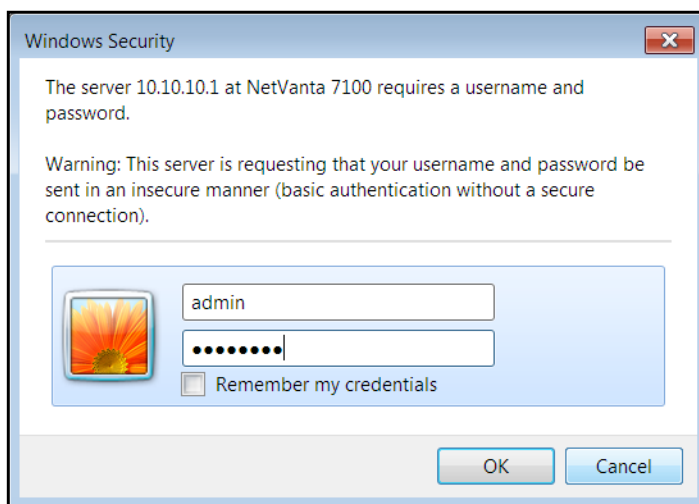


Refer to the [Feature Matrix on page 3](#) to determine whether the feature is supported on your phone and software release.

Configuring the NetVanta 7100 for Polycom Desktop Connector

The following steps outline the procedure for configuring the NetVanta 7100 for use with the Polycom Desktop Connector:

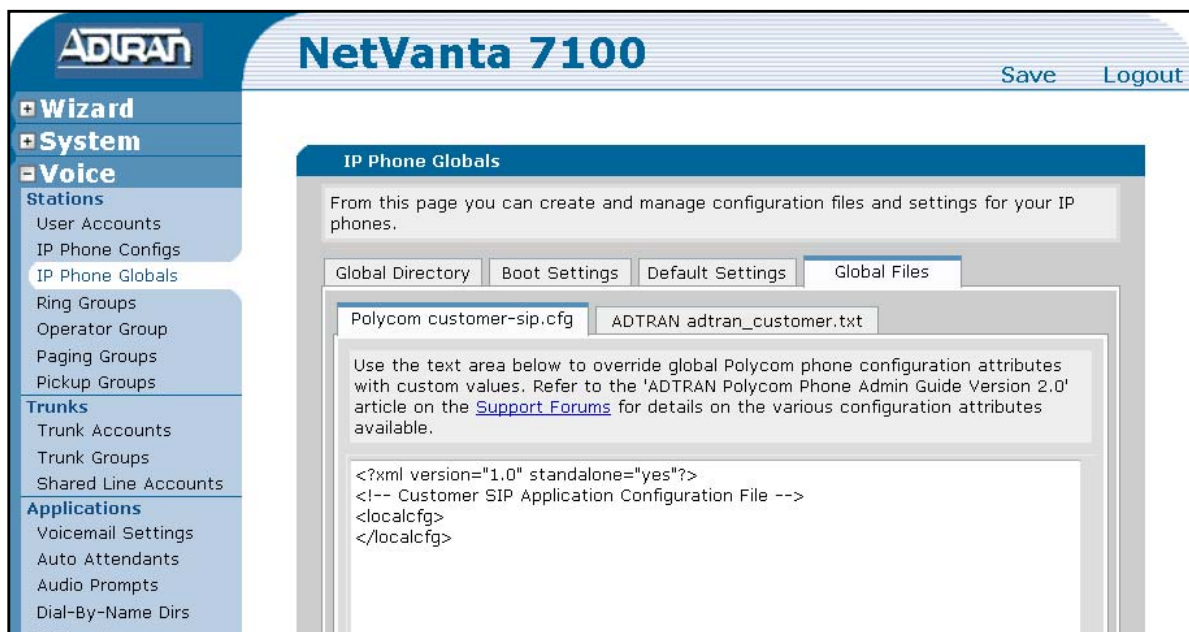
1. Open a new web page in your Internet browser.
2. Enter your AOS product's IP address in the Internet browser's address field in the following form:
http://<ip address>/admin, for example:
http://10.10.10.1/admin
3. At the prompt, enter your user name and password and select **OK**.



*The default user name is **admin** and the default password is **password**.*

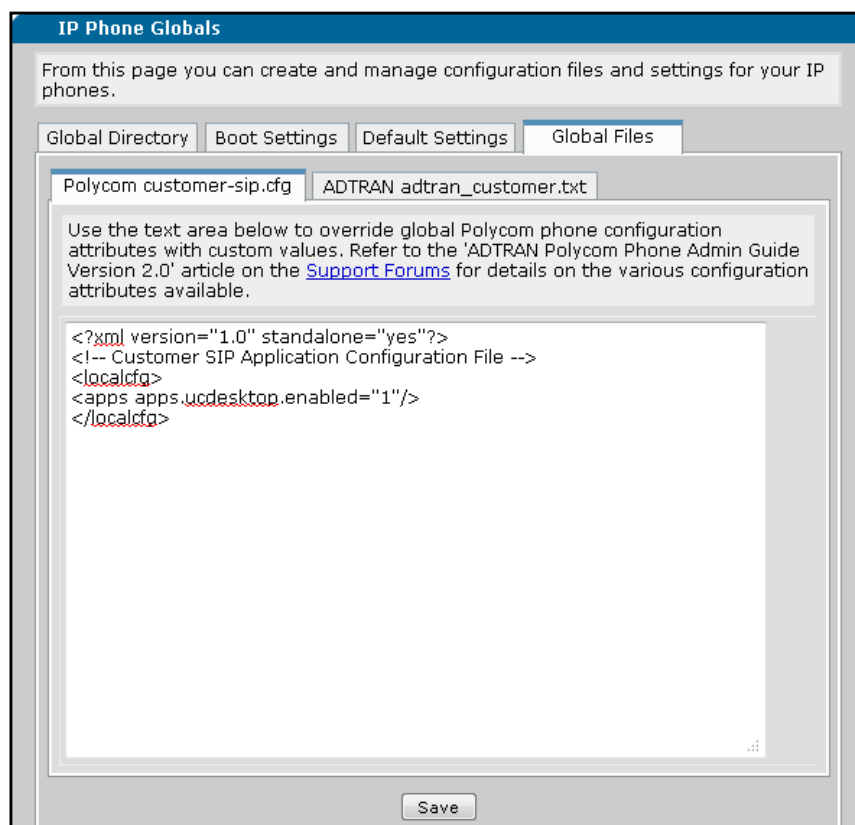
4. On the left side of the NetVanta 7100 GUI, navigate to **Voice > IP Phone Globals**. The **IP Phone Globals** menu will appear.

5. Select the **Global Files** tab, then select the **Polycom customer-sip.cfg** tab.



6. In the text area provided, add the following to the **<localcfg>** XML element:

<apps apps.ucdesktop.enabled="1"/>



7. Select **Save**. Polycom phones attached to the system will reboot after saving the configuration. The figure below show the appropriate placement of the entry.

Configuring the NetVanta ECS for Polycom Desktop Connector

The following steps outline the procedure for configuring the NetVanta ECS for use with the Polycom Desktop Connector feature:

1. On the NetVanta UC Server computer, open Windows Explorer and navigate to **C:\Program Files (x86)\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\Polycom**.
2. Using a text editor such as **Notepad** open **allphones.cfg** and add the following XML code to the configuration file:

```
<apps>
<apps.ucdesktop apps.ucdesktop.enabled="1">
</apps.ucdesktop>
</apps>
```



Do not add the XML code between another element's start (<name>) and end (</name>) tags. Doing so will cause the phone configuration to operate improperly.

3. Save **allphones.cfg**.
4. Reboot any phones requiring the desktop connector feature.

Using the Polycom Desktop Connector

To use the Polycom Desktop Connector, users must download and install the Polycom Desktop Connector application from the Polycom website (software currently available at <http://www.polycom.com/products-services/voice/applications/desktop-connector.html>). After installation, the Polycom Desktop Connector must be started and configured for operation. For more information on configuring the Desktop Connector, please refer to the *Polycom VVX 500 Business Media Phone User Guide* available from either the Polycom support website (<http://support.polycom.com>) or ADTRAN's Support Community (<https://supportforums.adtran.com>).

The computer's mouse and keyboard can now be used to enter phone GUI information, select keys, and navigate screens on the VVX phone. A USB keyboard may be attached to the phone's USB port to perform the same tasks. Note that when the mouse is moved over the phone display, it is necessary to click the mouse button to select the appropriate field.

Exchange Calendar Integration Feature

The following sections detail the necessary steps required to configure the NetVanta 7100 and NetVanta ECS for use with Microsoft Exchange calendar integration on supported Polycom phones. The configuration steps assume that all Polycom phone users use the same Exchange Server URL.

This section also provides a section with instructions on how to record an play back phone calls.



Refer to the [Feature Matrix on page 3](#) to determine whether the feature is supported on your phone and software release.

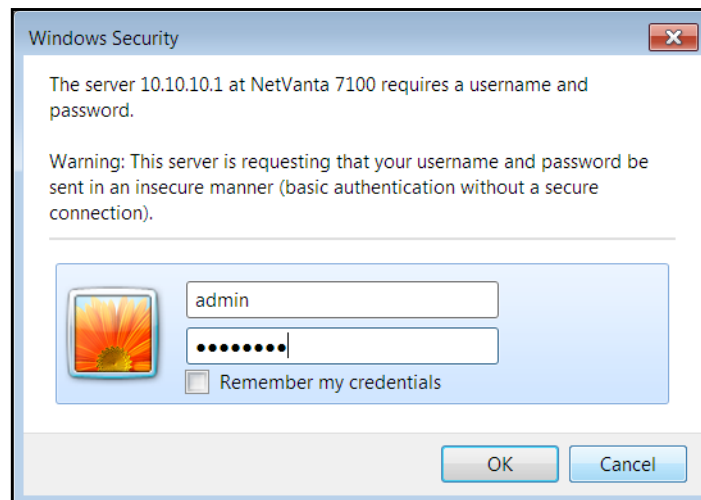
Configuring the NetVanta 7100 for Exchange calendar Integration Feature

The following steps outline the procedure for configuring the NetVanta 7100 for use with the Polycom Exchange calendar integration feature.



If after completing the steps below the calendar icon does not display on a user's phone's screen, the Exchange Web Services (EWS) URL is most likely incorrect. If necessary, Exchange may be queried using EWSEditor to determine the EWS URL. EWSEditor can be downloaded at <http://ewseditor.codeplex.com>.

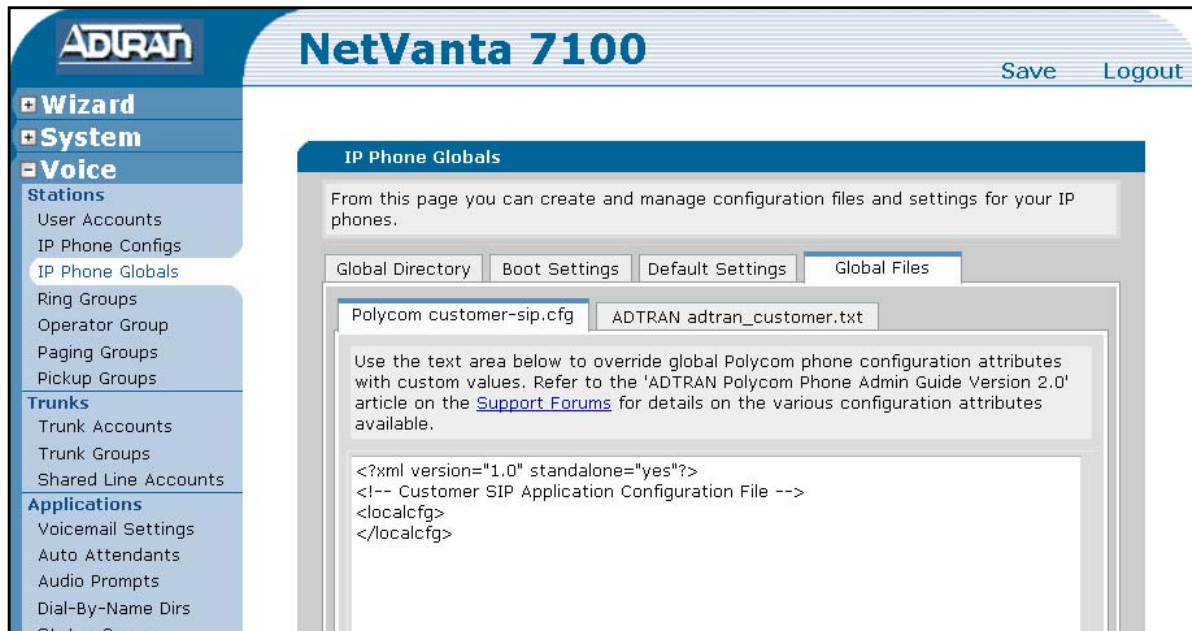
1. Open a new web page in your Internet browser.
2. Enter your AOS product's IP address in the Internet browser's address field in the following form:
http://<ip address>/admin, for example:
http://10.10.10.1/admin
3. At the prompt, enter your user name and password and select **OK**.



*The default user name is **admin** and the default password is **password**.*

4. On the left side of the NetVanta 7100 GUI window, navigate to **Voice > IP Phone Globals**. The **IP Phone Globals** menu will appear.

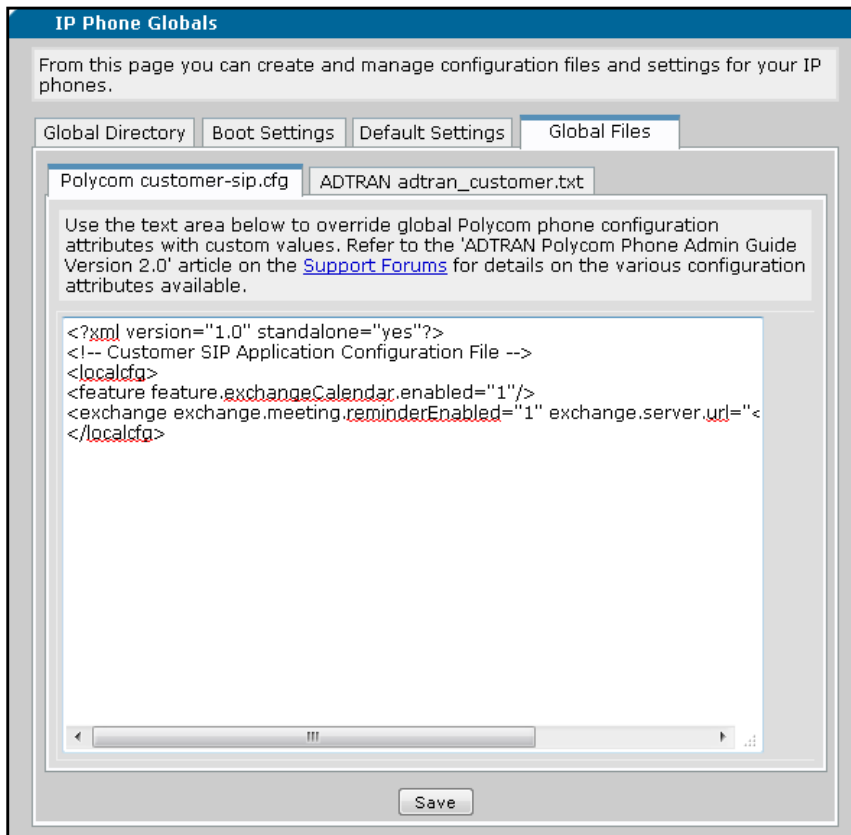
5. Select the **Global Files** tab, then select the **Polycom customer-sip.cfg** tab.



6. In the text area provided, add the following to the `<localcfg>` XML element:

```
<feature feature.exchangeCalendar.enabled="1"/>
<exchange exchange.meeting.reminderEnabled="1" exchange.server.url="<exchangeserverurl>" />
```

Where `<exchangeserver>` is the EWS URL of your Exchange server



Configuring the NetVanta ECS for Exchange Calendar Integration Feature

The following steps outline the procedure for configuring the NetVanta ECS for use with the Polycom Exchange calendar integration feature.



If after completing the steps below the calendar icon does not display on a user's phone's screen, the Exchange Web Services (EWS) URL is most likely incorrect. If necessary, Exchange may be queried using EWSEditor to determine the EWS URL. EWSEditor can be downloaded at <http://ewseditor.codeplex.com>.

1. On the NetVanta UC Server computer, open Windows Explorer and navigate to **C:\Program Files (x86)\ADTRAN\NetVanta UC Server\Data\System\PhoneTypes\Polycom.**

- Using a text editor such as **Notepad** open **allphones.cfg** and add the following XML code to the configuration file:

```
<exchange>
  <exchange.meeting exchange.meeting.reminderEnabled="1">
  </exchange.meeting>
  <exchange.server exchange.server.url="<exchangeserverurl">">
  </exchange.server>
</exchange>
```

Where *<exchangeserver>* is the EWS URL of your Exchange server.



Do not add the XML code between another element's start (<name>) and end (</name>) tags. Doing so will cause the phone configuration to operate improperly.

- Add the following XML code to the **feature** element (between the **<feature>** start and **</feature>** end tags) in the configuration file:

```
<feature.exchangeCalendar feature.exchangeCalendar.enabled="1">
</feature.exchangeCalendar>
```



Do not add the XML code between another element's start (<name>) and end (</name>) tags. Doing so will cause the phone configuration to operate improperly.

- Save **allphones.cfg**.
- Reboot any phones requiring the Exchange calendar integration feature.

Using the Exchange Calendar Integration

As of Polycom UC Software 4.0.1, VVX series phones can be integrated with Microsoft Exchange 2007 and 2010 calendars. Calendar integration allows the user to access their meeting information and dial in to conference calls.

User credentials for Exchange access must be entered on the phone using login credentials. After logging in successfully, calendar information can be viewed in day or month format. On the Polycom VVX series phones, the meeting details are displayed beside the calendar view.

The calendar is launched from the **Calendar** icon on the phone's home screen.

Please refer to the *Polycom VVX 500 Business Media Phone User Guide* available from the Polycom support website (<http://support.polycom.com>) for more information on using the Exchange calendar integration feature.

Polycom VVX USB Camera

Using the Polycom VVX USB camera requires no extra configuration on the NetVanta 7100 or NetVanta ECS. However, VVX phones using the VVX camera must have Polycom UC Software 4.1.3 installed.

The Polycom VVX USB camera is fully plug-and-play. To install the camera, simply plug it into the integrated USB port on the VVX phone.

For more information on using the VVX camera, refer to the *Polycom VVX 500 and Polycom VVX 600 Business Media Phones and Polycom VVX Camera User Guide* available from the Polycom support website (<http://support.polycom.com>).