Polycom® VVX® 600 Business Media Phone

Addendum to the Polycom® UC Software 4.1.0 Administrators' Guide

Polycom® VVX® 600 Business Media Phone Administrators' Guide

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Contents

About This Guide

The Polycom® VVX® 600 Business Media Phone Administrators' Guide addresses changes to the Polycom UC Software 4.1.0 Administrators' Guide specific to the release of the VVX 600 phone.

Who Should Read this Guide?

System administrators and network engineers should read this guide to learn how to properly set up VVX 600 phones. This guide describes administration-level tasks and is not intended for end users.

How to Use this Guide

This guide is organized into the following five sections:

- Welcome to the Polycom VVX 600 Business Media Phone, introduces the Polycom VVX 600 phone.
- New and Enhanced Features, shows you the new and enhanced features available on the VVX 600 phones.
- Configuration Parameter Changes, provides a list of the configuration parameters that you can change when deploying the VVX 600 phone.
- Using the Polycom Web Configuration Utility, shows you how to use the phone's Web Configuration Utility to configure the phone.
- Multiple Key Combinations and Default Key Layout, shows you the multiple key combinations and default key layout on the VVX 600.

Conventions Used in this Guide

This user guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you perform phone tasks.

Terms and Writing Conventions

This guide also uses a few writing conventions.

Writing Conventions

Convention	Description
<MACaddress>	Indicates that you must enter information specific to your installation, phone, or network. For example, when you see *<MACaddress>*, enter your phone's 12-digit MAC address. If you see *<installed-directory>* , enter the path to your installation directory.
>	Indicates that you need to select an item from a menu. For example, **Settings** > **Basic** indicates that you need to select **Basic** from the **Settings** menu.
`parameter.*`	Used for configuration parameters. If you see a parameter name in the form `parameter.*` , the text is referring to all parameters beginning with `parameter`. See Reading the Feature Parameter Tables in the UC Software 4.1.0 Administrators' Guide for an example.

Information Elements

The following icons are used to alert you to various types of important information in this guide:

Icons Used in this Guide

Name	Icon	Description
Note		The *Note* icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The *Administrator Tip* icon highlights techniques, shortcuts, or productivity related tips.
Caution		The *Caution* icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The *Warning* icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.
Web Info		The *Web Info* icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The *Timesaver* icon highlights a faster or alternative method for accomplishing a method or operation.

Name	Icon	Description
Power Tip		The *Power Tip* icon highlights a faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The *Troubleshooting* icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The *Settings* icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
Italics	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Blue	Used for cross-references to other sections, chapters, or parts in this document.
Underlined Blue	Used for URL links to external Web pages or documents. If you click on text in this style, you will be linked to an external document or Web page.
Blue Text	Used for cross references to other sections within this document. If you click on text in this style, you will be taken to another part of this document.
`Fixed-width-font`	Used for code fragments and parameter names.

Related Documents

You can find all the Feature Descriptions and Technical Notifications referred to in this document on the Polycom Profiled UC Software Features Support page and the Feature Descriptions & Technical Notifications Support page.

You can find all Polycom phone documentation on the Polycom Support Web site at
http://support.polycom.com/voice/ .

You can find Request For Comments (RFC) documents by entering the RFC number at
http://www.ietf.org/rfc.html .

For other references, look for the Web Info icon:

Getting Help and Support

If you need help or technical support for your phones, the following types of documents are available:

- Polycom VVX 500/600 Quick Start Guide, which describes how to assemble VVX 600 phones.

- Polycom VVX 500/600 Quick User Guide, which describes basic VVX 600 phone features.

- Polycom VVX 500/600 User Guide, which describe both basic and advanced VVX 600 phone features.

- Polycom UC Software Administrators' Guide, which describes how to configure basic and advanced features on all Polycom phones that run the Polycom UC Software.

- Polycom UC Software Web Applications Developer's Guide, which describes how to develop applications that run on your phone's Web Browser.

- Feature Descriptions and Technical Notifications —such as Technical Bulletins and Quick Tips— that describe workarounds to existing issues and provide expanded descriptions and examples.

- Polycom UC Software Release Notes, which describe the new and changed features and fixed problems in the latest version of the software.

All these documents are available from the Polycom VVX 600 support page.

For support or service, please contact your Polycom reseller or visit support.polycom.com for software downloads, product document, product licenses, troubleshooting tips, service requests, and more.

Polycom recommends that you record the phone model numbers, software versions of both the Updater and UC Software, and partner platform for future reference.

Phone models: _____

Updater version: _____

UC Software version: _____

Partner Platform: _____

Welcome to the Polycom VVX 600 Business Media Phone

The Polycom® VVX® 600 is a Business Media Phone that combines advanced business telephony, real-time presence, and integrated business applications into one seamless, lifelike communications experience.

Feature highlights include:

- 4.3-inch diagonal color touch screen

- Support for Polycom HD voice (up to 14 kHz audio)

- Robust IP telephony feature set in SIP

- Adjustable base

- Two 10/100/1000 switched Ethernet ports

- Support for IEEE 802.3at Power over Ethernet or 48 V Wall Plug Adapters. The VVX 600 phone consumes 5.3 W maximum, 4.2 W typical, and just 3.0 W in power saving mode.

The VVX 600 is similar to the Polycom® VVX® 500 except for:

- Larger footprint

- Larger touch screen (24 %)

- Status bar icons that you can tap like and

- Support for 16 lines

- Native support for Bluetooth v2.1 + EDR headsets

The new or changed features include:

- Distribution Zip File
- Multiple Registrations
- Supported Audio Codecs
- Status Bar Icons
- Support for Bluetooth Headsets
- LCD Power Saving

You can make configuration file changes to support the VVX 600 phone. These are described in Configuration Parameter Changes. You can also make configuration changes using the Polycom Web Configuration Utility as described in Using the Polycom Web Configuration Utility.

The default key layout for the VVX 600 phone is shown in Multiple Key Combinations and Default Key Layout.

New and Enhanced Features

The following section describes the new features of the VVX 600 phone. This phone's features are enhanced over those on the VVX 500.

Distribution Zip File

Included with the **sip.ld** file in the software archive is a separate file for the VVX 600 phone named **3111-44600-001.sip.ld**. In the future, you can use this file to update the software specifically on your VVX 600 phones.

Multiple Registrations

The VVX 600 phone supports a maximum of 16 registrations. Line registration status is indicated by the following icons:

- If the phone is unable to register with the call server, the unregistered line key icon, , displays.

- Once the phone is able to register, the registered line key icon, , displays.

Supported Audio Codecs

The VVX 600 supports the same audio codecs that are supported on the VVX 500.

Detailed information about the supported audio codecs and corresponding priorities are available in the latest *Polycom UC Software Administrators' Guide* from the [Polycom VVX 600 support page](#)

For instructions on changing the audio codec configuration parameters, see the latest *Polycom UC Software Administrators' Guide*.

Status Bar Icons

The following table shows the new status bar icons on the VVX 600 that are touchable, along with their functions:

Table 1: Status Bar Icons on the VVX 600

Icon	Description	Icon	Description
✉	Tap to access your messages	⟜	Tap to access storage media settings
⚠	Tap to view phone warnings	Rec	Recording in progress or paused
🔇	Tap to disable Do Not Disturb	⚠🔒	Login credentials locked
✳	Bluetooth available. You can tap the icon to access Bluetooth settings.	✳	Bluetooth headset paired and connected. You can tap the icon to access Bluetooth settings.

Support for Bluetooth Headsets

The VVX 600 phone supports the use of Bluetooth 2.1+EDR headsets and Handsfree Profile (HFP) 1.0.

When Bluetooth v2.1+EDR is enabled on the VVX 600 phone, ✳ displays in the status bar. Bluetooth is disabled by default. Users can manage—add, remove, connect, and disconnect—their own Bluetooth headsets.

When a Bluetooth headset is paired and **connected** with the VVX 600 phone, ✳ displays in the status bar. Users can connect up to four headsets to their phones.

The VVX 600 phone supports the Hands-Free Profile (HFP) Audio Gateway role. This will provide basic call control, volume control, and audio routing capability to and from the headset and your Bluetooth-enabled VVX 600 phone.

You can perform Bluetooth headset configuration changes centrally at the provisioning server or locally using the template parameters listed in Table 2.

Table 2: Configuring USB Headset Behavior

Central Provisioning Server	template > parameter
Specify how phone and the Bluetooth headset interact .... site.cfg >	up.headset.phoneVolumeControl
Specify if the Bluetooth headset volume persist between calls .... site.cfg >	voice.volume.persist.headset
To enable or disable the Bluetooth headset feature .... features.cfg >	feature.bluetooth.enabled
To turn the Bluetooth radio (transmitter/receiver) on or off .... features.cfg >	bluetooth.radioOn

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Note: Sound Effects Mixed with Active Audio

On the VVX 600, there are two cases where sound effects are mixed with the active audio termination instead of being routed to the location designated by `se.destination`:

- When `se.destination=headset` and there is active audio on the handset, then sound effects are mixed with the active audio on the handset.
- When `se.destination=handset` and there is active audio on the headset, then sound effects shall be mixed with the active audio on the headset.

This audio mixing occurs due to a phone hardware limitation.

LCD Power Saving

The VVX 600 phone supports a power-saving feature. This feature has a number of options you can configure, as listed in the table shown next. You can turn on the phone's power-saving feature during non-working hours and working hours. If you want to turn on power-saving during non-working hours, you can configure the power-saving feature around your work schedule. Or, if you want to turn on the power-saving feature while at work, you can configure an idle time after which the phone enters the power-saving mode.

Table 3: Power Saving

Central Provisioning Server	template > parameter
Turn the power-saving feature on or off.. site.cfg >	powerSaving.enable
Specify the amount of time before the phone screen goes idle .... site.cfg >	powerSaving.idleTimeout.*
Set the office hour start time and duration for each day of the week........... site.cfg >	powerSaving.officeHours.*

Web Configuration Utility

To turn this feature on or off and configure how it works, navigate to **Settings** > **Power Saving** and expand the panels to set the general, office hour, idle timeout, and user detection sensitivity settings.

Local Phone User Interface

To configure the Power Saving **Office Hours**, **Timeouts**, and **User Detection**, navigate to **Menu** > **Settings** > **Basic** > **Power Saving.**

Configuration Parameter Changes

The following configuration parameter changes and additions were made to support the VVX 600 phone:

- Bluetooth

- Feature

- Power Saving

- User Preferences

- Voice

Bluetooth

The following parameter specifies the Bluetooth parameter for the VVX 600 phone.

Table 4: Bluetooth Radio Transmitter Parameter

Parameter	Permitted Values	Default
bluetooth.radioOn	**0 or 1**	**0**
If 0, the Bluetooth radio (transmitter/receiver) is off. If 1, the Bluetooth radio is on. The Bluetooth radio must be turned on before the phone can use a Bluetooth headset.		

Feature

The feature parameters control the activation or deactivation of a feature at run time.

Table 5: Feature Activation/Deactivation Parameters

Parameter	Permitted Values	Default
feature.bluetooth.enabled	**0 or 1**	**1**
If 0, the Bluetooth headset feature is disabled. If 1, the feature is enabled.		

Power Saving

The power saving feature automatically turns off the VVX 600 phone's LCD display when it is not being used.

Table 6: Power Saving Parameters

Parameter	Permitted Values	Default
powerSaving.enable	**0 or 1**	**0**
If 0, the LCD power saving feature is disabled. If 1, the feature is enabled. For the VVX 500 and 600 phones, the feature is enabled by default.		
powerSaving.idleTimeout.offHours	**1 to 10**	**1**
The number of minutes to wait while the phone is idle during off hours before activating power saving.		
powerSaving.idleTimeout.officeHours	**1 to 600**	**480**
The number of minutes to wait while the phone is idle during office hours before activating power saving. For the VVX 1500, the default value is 10 minutes.		
powerSaving.idleTimeout.userInputExtension	**1 to 20**	**10**
The minimum number of minutes to wait while the phone is idle — after the user uses the phone — before activating power saving.		
powerSaving.officeHours.duration.monday	**0 to 24**	**12**
powerSaving.officeHours.duration.tuesday	**0 to 24**	**12**
powerSaving.officeHours.duration.wednesday	**0 to 24**	**12**
powerSaving.officeHours.duration.thursday	**0 to 24**	**12**
powerSaving.officeHours.duration.friday	**0 to 24**	**12**
powerSaving.officeHours.duration.saturday	**0 to 24**	**0**
powerSaving.officeHours.duration.sunday	**0 to 24**	**0**
The duration of the day's office hours.		
powerSaving.officeHours.startHour.xxx	**0 to 23**	**7**
The starting hour for the day's office hours, where xxx is one of `monday`, `tuesday`, `wednesday`, `thursday`, `friday`, `saturday`, and `sunday` (refer to `powerSaving.officeHours.duration` for an example.		

User Preferences

These parameters provide user preferences for certain aspects of the phones. The VVX 600 phone introduces new user preference parameters.

Table 7: User Preferences Parameters

Parameter	Permitted Values	Default
up.headset.phoneVolumeControl[1]	disable, enable, auto	auto

Controls the phone's behavior when you adjust volume at the headset.

enable – The phone responds to volume up/down events from the headset by displaying the volume widget in the phone's user interface and adjusting the phone's internal volume.

disable – The phone will ignore volume up/down events from the headset; pressing the headset's volume controls has no effect on the phone.

auto – The phone will automatically select which of the above two behaviors to apply, based upon the headset type and model that is attached.

[1] Changes cause the phone to restart or reboot.

Voice

The parameter controls the settings related to the audio on the phone. This configuration parameter is defined as follows:

Table 8: Voice Parameters

Parameter	Permitted Values	Default
voice.volume.persist.headset[1]	0 or 1	0

If 0, the headset receive volume will automatically revert to a certain level after each call. If 1, the volume for each call will be the same as the previous call.

[1] Changes cause the phone to restart or reboot.

Using the Polycom Web Configuration Utility

After you set up your VVX 600 phones on the network, users will be able to place and answer calls using the default configuration. The Web Configuration Utility enables you and your phone users to optimize or customize individual phones.

You and your users can perform configuration changes on a per-phone basis with the Web Configuration Utility. You can use the Web Configuration Utility as the sole configuration method or in addition to central provisioning. Any configuration changes made to individual phones using the Web Configuration Utility will override configuration settings made with central provisioning. Configuration changes made manually using a phone's user interface will override changes made using the Web Configuration Utility.

You can access the utility by entering the phone's IP address in a Web browser, such as http://123.456.789.012. For administrators, log in as an **Admin** and enter the administrative password, which is *456* by default.

	Troubleshooting: I Can't Enable Certain Features Using the Web Configuration Utility
	You can't enable or disable all features through the Web Configuration Utility. You must make changes for these features through the configuration files.

Changes made through the Web Configuration Utility or the phone's user interface are stored internally as overrides. These overrides take precedence over settings contained in the configuration obtained from the provisioning server.

If the provisioning server permits uploads, these override settings will be saved in a file called *<MAC Address>-web.cfg* and *<MAC Address>-phone.cfg* on the provisioning server as well as in the phone's device settings.

|	Caution: Web Configuration Changes Override Provisioning Server Configurations
	Web configuration changes will continue to override the provisioning server-derived configuration until you delete them by selecting **Reset Web Configuration** in the utility, or you configure `<device/>` parameters. Local configuration changes—made through the phone's user interface—will continue to override the provisioning server-derived configuration until you delete them by selecting **Reset Local Configuration** from the phone's menu, or configure `<device/>` parameters. For instructions on how to reset web and local configurations and more information on <device/> parameters, see the latest *Polycom UC Software Administrators' Guide*.

To configure the phone through the Web Configuration Utility:

1 Obtain your phone's IP address.

   To see the phone's IP address, tap ⚙️[Settings] from the phone's Home view, and tap **Status** > **Platform** > **Phone**. Scroll down to see the IP address.

2 Enter the phone's IP address in the Web browser's address bar. The following figure shows a sample IP address in the Web browser's address bar.
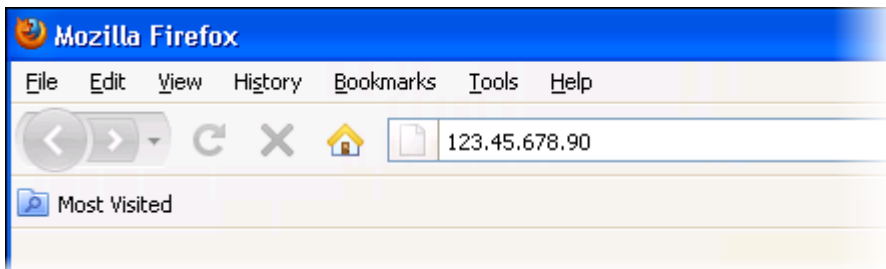
3 Press the **Enter** key. The Utility login screen displays, as shown next.
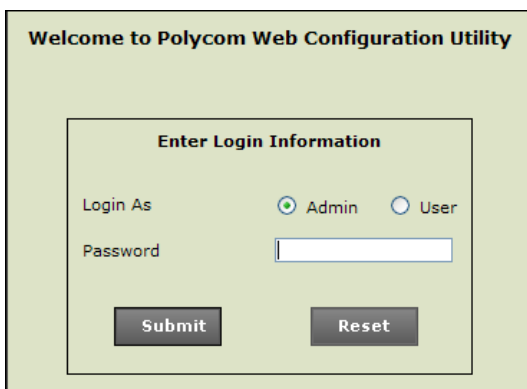
4 Select **Admin** or **User**, and enter the appropriate password. The Utility's Home screen displays.

   The default password for an administrator is *456*. The default password for a user is *123*.

5 Make the desired configuration changes to the phone's configuration.

6 Press **Save**.

7 Log out of the Web Configuration Utility.

For more information on using the utility, see the Web Configuration Utility User Guide on the Polycom Support web site.

Multiple Key Combinations and Default Key Layout

Learn to reboot, reset to factory defaults, or update log files on your phone using simultaneous key presses and familiarize yourself with your phone's default key layout.

Multiple Key Combinations on the VVX 600 Phone

Pressing multiple key combinations enable you to perform certain operations on the VVX 600 phone. The multiple key combinations on the VVX 600 phone are as follows:

- **Reboot the Phone**—Press and hold the dial pad keys **0**, **1**, and **3** simultaneously for about three seconds, or until you hear a confirmation tone .

- **Restore Factory Defaults**—Press and hold the dial pad keys **1**, **3**, and **5** simultaneously during the Updater process until the password prompt appears. Enter the administrator password to initiate the reset. Resetting to factory defaults will also reset the administrator password to *456*.

- **Upload Log Files**—Press and hold the dial pad keys **1**, **5**, and **9** simultaneously until you hear a three-second confirmation tone.

Default Key Layout on the VVX 600 Phone

You may want to redefine the functions performed by certain hard keys on the VVX 600 phone. You can do this by settings certain parameters in the configuration files. For more information, see *Configuring the Phone's Keypad Interface* in the latest *Polycom UC Software Administrators' Guide*.

The illustration of the VVX 600 is followed by Table 9: Default Key ID by Function, which shows the available phone key functions.

Table 9: Default Key ID by Function[1]

ID	Function	ID	Function	ID	Function	ID	Function
1	Dialpad1	12	Headset	23	Dialpad0	34	n/a
2	Dialpad2	13	n/a	24	DialpadPound	35	n/a
3	VolDown	14	n/a	25	n/a	36	n/a
4	VolUp	15	Dialpad7	26	Home	37	n/a
5	Dialpad3	16	Dialpad8	27	n/a	38	n/a
6	n/a	17	Dialpad9	28	n/a	39	n/a
7	n/a	18	MicMute	29	n/a	40	Dialpad6
8	Dialpad4	19	n/a	30	n/a	41	n/a
9	Dialpad5	20	n/a	31	n/a	42	n/a
10	n/a	21	n/a	32	n/a		
11	Handsfree	22	DialpadStar	33	n/a		

[1] IDs that don't have a function are listed as *n/a*