

Polycom HDX Configuration Guide

How to Configure a Polycom HDX to Work with 8x8 Service

Version 1.1, September 2011



Table of Contents

Introduction	3
Obtain the IP Address of the Polycom HDX	3
Type the Polycom HDX IP Address into a PC Browser	3
Login to the Polycom HDX	3
Check the Polycom HDX Firmware Version	4
Back Up Current Settings (Optional).....	4
Update the Polycom HDX Firmware (If Needed)	5
Download the 8x8 Default Configuration File	6
Installing the Default Polycom HDX Configuration	7
Input User Name, Domain User Name and SIP Password	8
Obtain Polycom HDX Information.....	8
Input Polycom HDX Information	9
Adjust Bandwidth and Call Speed Settings	10



Introduction

This guide is intended for 8x8 Support and partner installation teams and contains step-by-step instructions on configuring a Polycom HDX to work with 8x8 service.

Obtain the IP Address of the Polycom HDX

Using the HDX keypad, select the **Home** button.

Then, using the keypad to navigate, select **System**, then **System Information**.

You will see the **IP Address** labeled as **IP Video Number**.

Type the Polycom HDX IP Address into a PC Browser

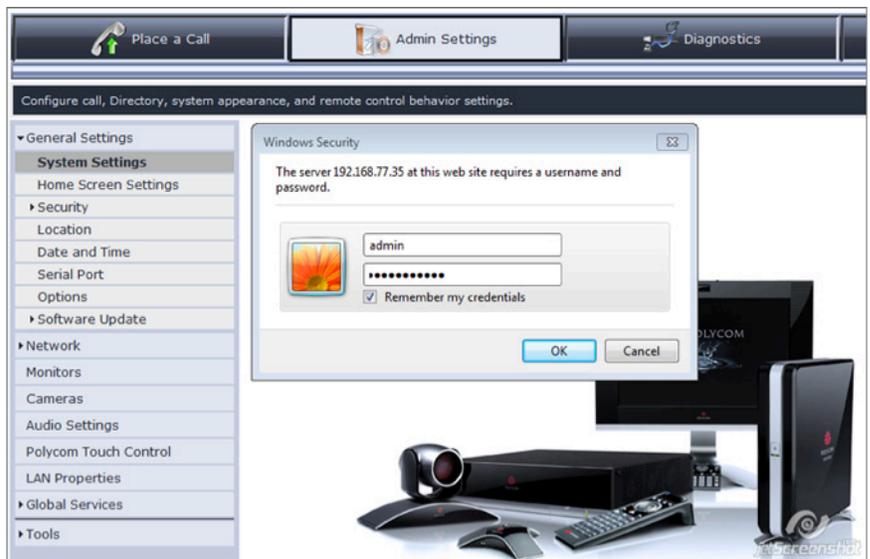
Using a PC on the same network subnet as the HDX, type in the HDX's IP address into your PC's browser.

Login to the Polycom HDX

You will be prompted to login to the HDX. The default credentials are:

User ID: admin

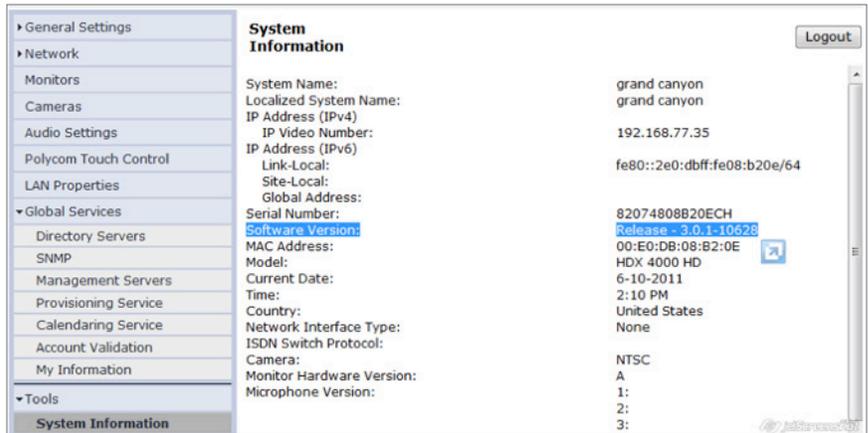
Password: 12345678



Check the Polycom HDX Firmware Version

Be sure you are in the **Admin Settings** tab at the top of the screen. Go to **Tools** on the left menu and select **System Information**.

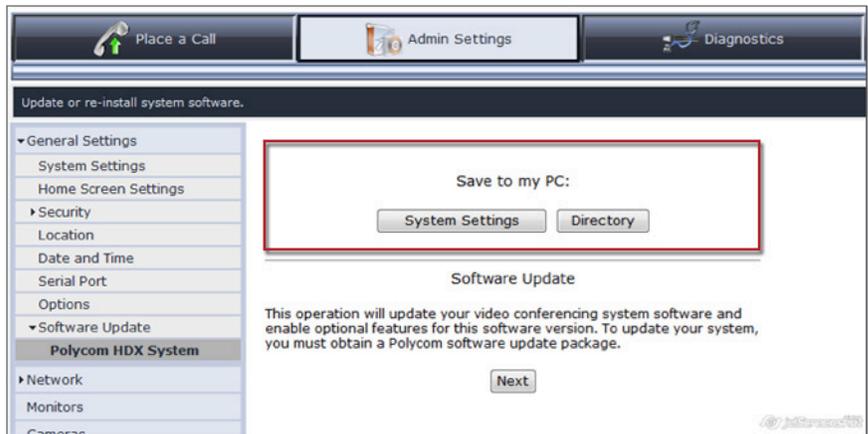
Check to see if the HDX Firmware is version 3.0.1. If it is not 3.0.1, please download and install firmware version 3.0.1. *Do not proceed with the configuration and installation without version 3.0.1 firmware.*



Back Up Current Settings (Optional)

If you would like to backup your current settings before proceeding:

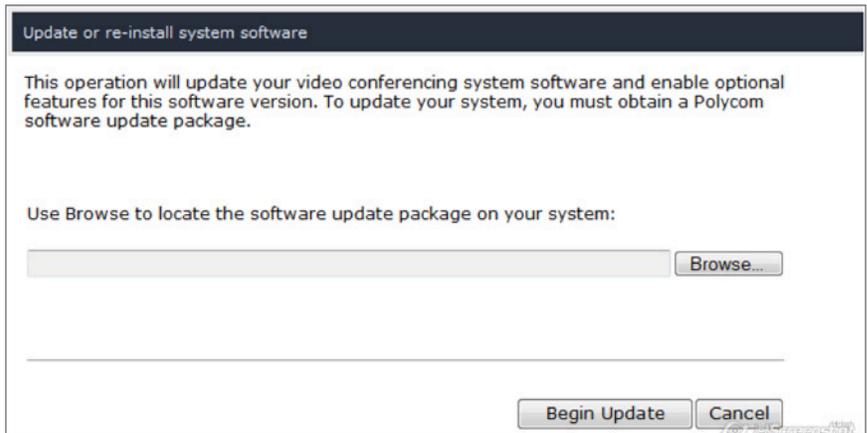
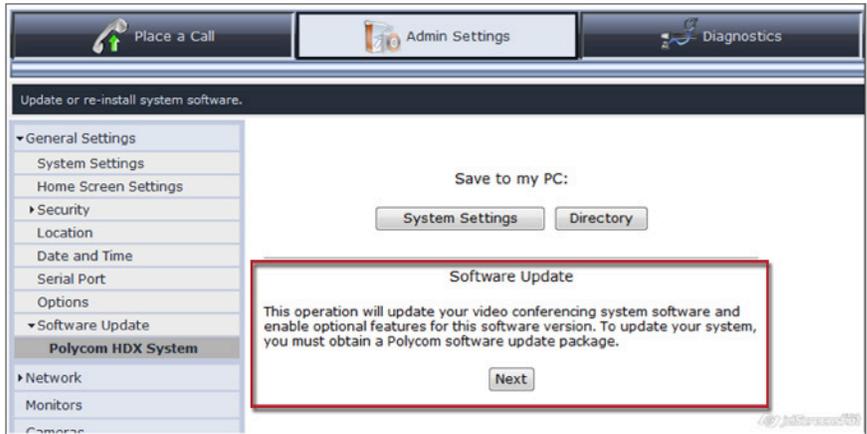
- Go to the **Admin Settings** tab at the top
- Select **Software Update** from the left
- Then select **Polycom HDX System**
- Follow the instructions under **Save to My PC**



Update the Polycom HDX Firmware (If Needed)

This step is only necessary if the HDX firmware is not version 3.0.1. If needed, download version 3.0.1 from the Polycom support website or contact 8x8 Support if required.

Click **Next** under **Software Update**.



After you have confirmed you have the right firmware version or updated it and reconfirmed that it is now at the right version, you can load the 8x8 default configuration file to your HDX.

Download the 8x8 Default Configuration File

For the latest configuration files, visit the **8x8 Business Downloads** page and check the Polycom HDX section. Go to: [8x8.com](http://www.8x8.com) > **Support** > **Business Support** > **Downloads**

<http://www.8x8.com/Support/BusinessSupport/Downloads.aspx>

The default configuration files are not end user specific, but there are different configuration files based on the HDX model (HDX 4000, 4001, 4002, 6000, 7000, 8000, 9000).

The following versions are currently available:)

- HDX 4000 (use for models HDX 4000, 4001, 4002 HD)
- HDX 4002 with 4CIF
- HDX 6000
- HDX 7000
- HDX 8000
- HDX 9000

After the correct default configuration file is installed, the configuration settings may need to be updated to accommodate the individual customer's Internet connection bandwidth. This needs to be done during the installation, and involves for example, lowering or adjusting the video bandwidth depending on the customer's Internet connection bandwidth. Prior to installation, a customer's network should be tested to verify that it has adequate bandwidth to support the planned video conferencing. If it does not, it should be upgraded prior to HDX installation.

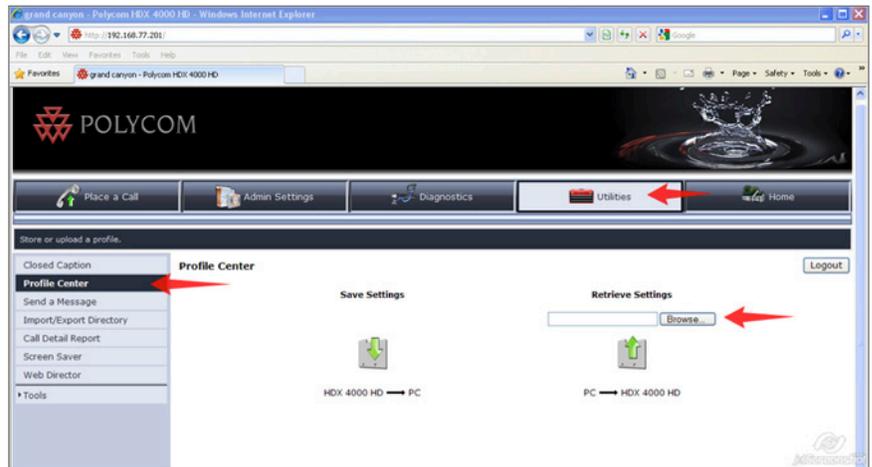
› **Note**

End users must have purchased an 8x8 Virtual Office Pro account for each Polycom HDX device being installed, and the user must have already purchased 8x8 Virtual Room video conferencing service for their company.

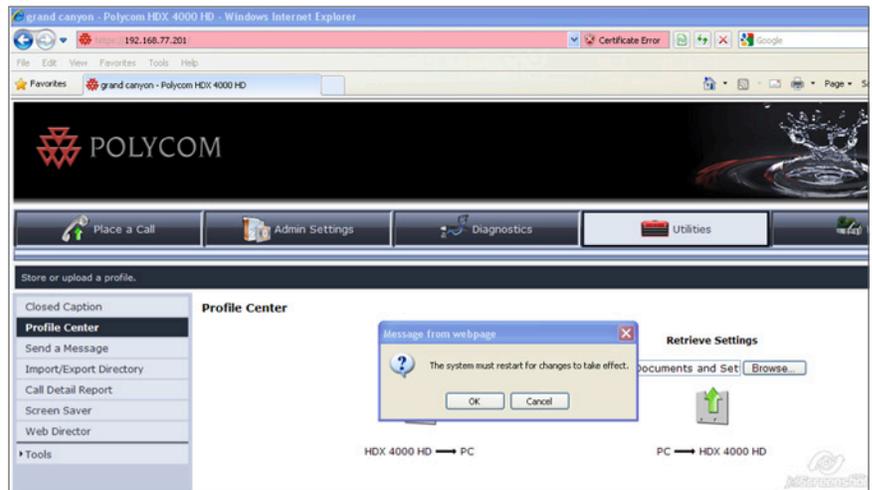
Installing the Default Polycom HDX Configuration

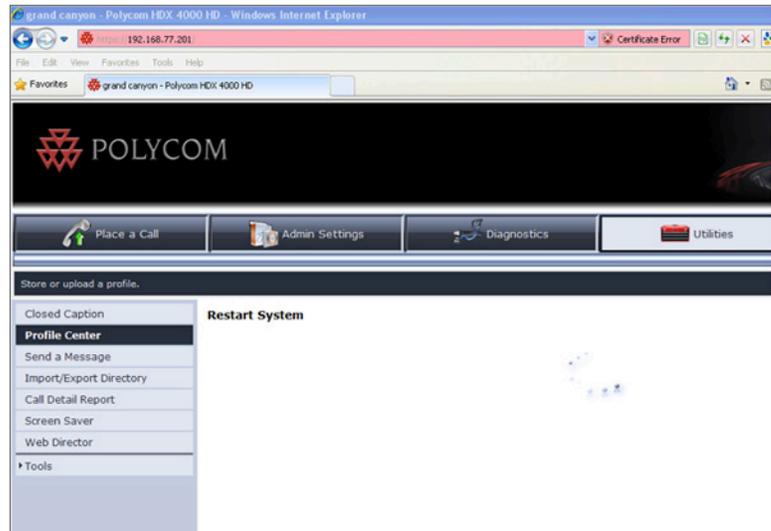
To install the default configuration file, use the **Retrieve Settings** process.

Go to the **Utilities** tab and select **Profile Center** from the left menu. Under **Retrieve Settings**, browse to where you have stored the 8x8 default configuration file for the HDX system you are configuring and upload the file.



You will get a confirmation asking that the device be restarted. Press **OK** to restart the HDX.





After the default configuration file is uploaded, installed and verified, *the user-specific account information needs to be obtained from an 8x8 Technical Installation Lead in 8x8 Support, and configured into the HDX system, so that service may be activated.*

> Note

8x8 TILs obtain these “GUN account numbers” from their 8x8 Switch user interface and these are used to fill in the User Name, Domain User Name Configuraton fields

Input User Name, Domain User Name and SIP Password

Your 8x8 Technical Installation Lead (TIL) will provide you with the User Name, Domain User Name and SIP password for your specific HDX device. This secure information will be provided directly from 8x8 to the end customer, and an installer / partner may need to obtain these from the end customer or from 8x8 with the permission of the customer.

Please make a note of the secure information below:

Obtain Polycom HDX Information

User Name: _____
(Example: 0495701292)

Domain User Name: _____
(Example: 0495701292, may be the same as the user name)

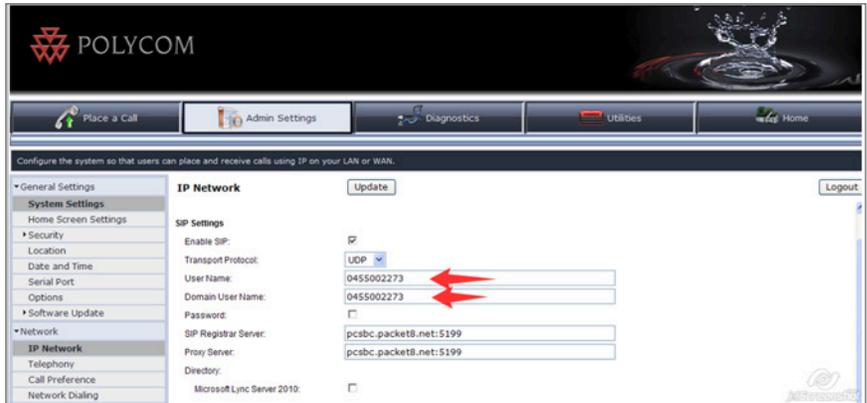
SIP Password: _____
(Example: 2a1k61794)

Input Polycom HDX Information

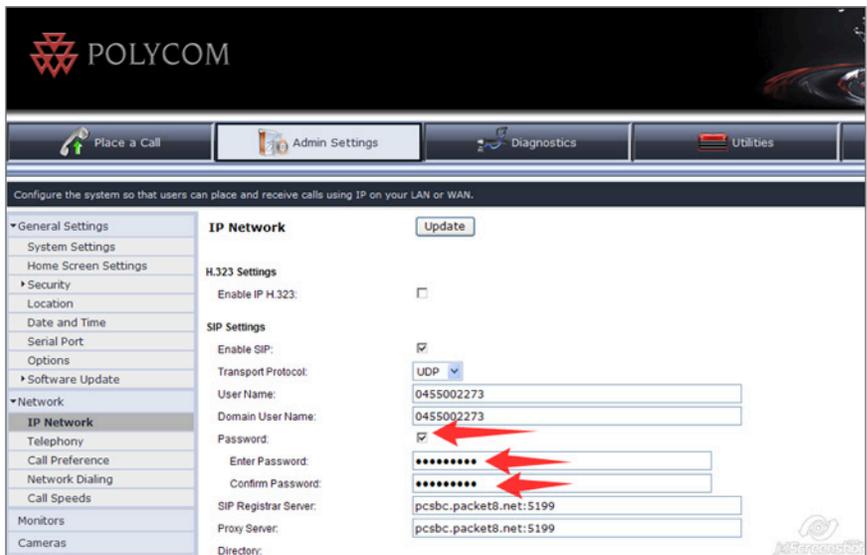
Go to the **Admin Settings** tab, select **Network**, then **IP Network** from the tab on the left.

Under SIP Settings:

Input the **User Name** and **Domain User Name**



Then put a check mark in the **Password** box and enter the **SIP Password** twice.



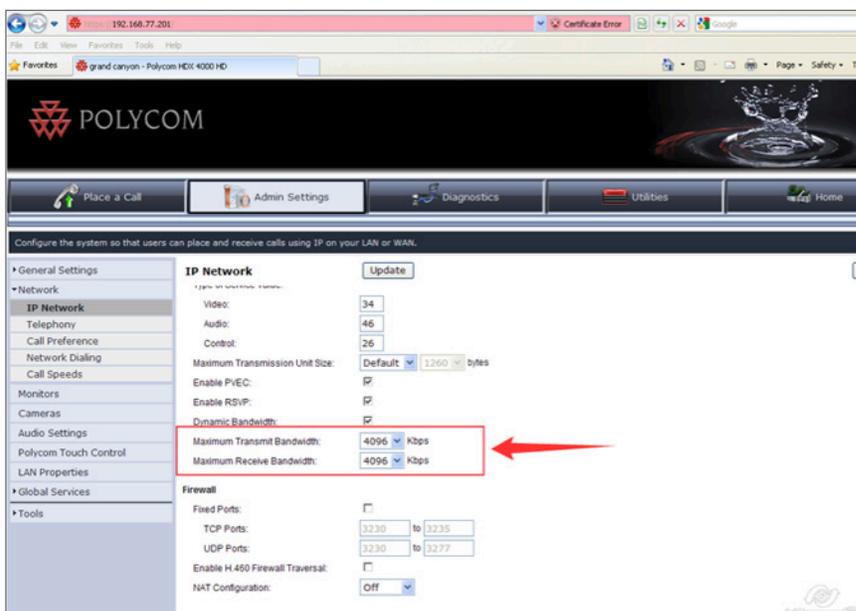
Adjust Bandwidth and Call Speed Settings

After all the above is completed, the default bandwidth allocation configuration settings may need to be further updated to accommodate the individual customer's Internet connection speed.

This needs to be done as part of completing the installation, and involves for example, lowering or adjusting the video bandwidth settings from its default values depending on the customer's WAN network capacity available.

Adjusting the video bandwidth is customer-site-specific and based on the Internet connection bandwidth that is available to be allocated to this video device at the installation site.

Go to the **Admin Settings** tab at the top of the screen and select **IP Network** from the left menu.

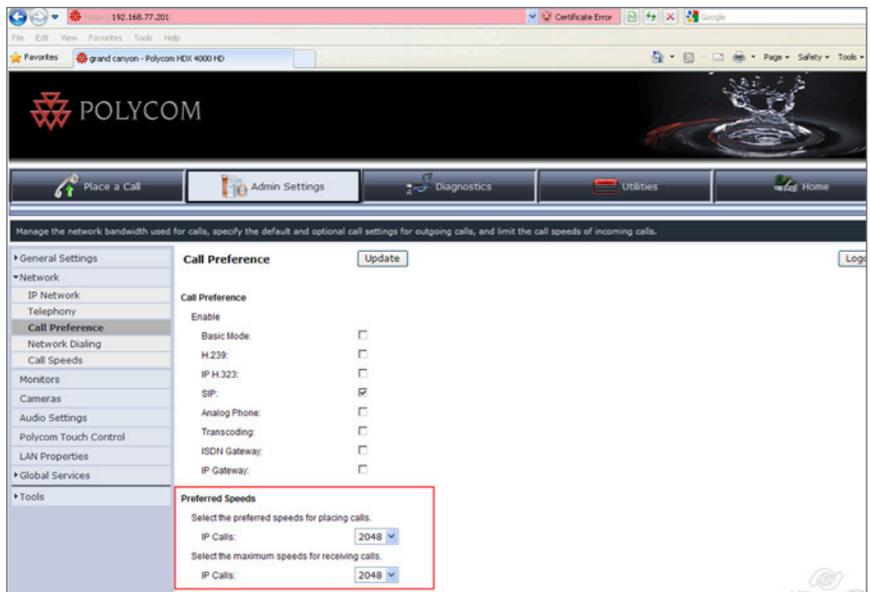


Adjust the **Maximum Transmit Bandwidth** and the **Maximum Receive Bandwidth** numbers to fit the customer's available Internet connection bandwidth.

These values should be set at the maximum Internet connection bandwidth that is available for the HDX device. The customer can obtain these values from their Internet Service Provider or the installer can run a simple bandwidth test to obtain the Internet connection bandwidth. It is recommended that this test be run a few times and the median values be selected for this setting.

The preferred calling rate setting default is set to match the video resolution of the device. The calling rate setting can be adjusted by the customer or by the installer based on the bandwidth available to be allocated to the device at the customer site.

Adjusting the preferred calling rate value too high or too low can result in poor video quality. This adjustment is an important part of the installation process. The default setting can be tested in live video calls and if satisfactory, adjust only if conditions change. In this case, the test calls should be made during a busy hour to adequately reflect the bandwidth situation. If the calling rate value must be set too low for acceptable quality, it is recommended that the customer upgrade the bandwidth speed of their Internet connection.



For example:

HD 1080p: 2048 kbps

HD 720p: 1024 kbps