



Config the Polycom SoundStation 5000 for SIP Registration

This guide shows you the steps to configure a SIP phone to register with Twilio. If you have any feedback on the following guide please email us at:

sip.interconnectionguides@twilio.com

General Notes

- Please see separate instructions on creating Programmable Voice - SIP domains. This guide assumes these steps have already been done.
- User-credentials are required to register phones. IP ACLs alone are not sufficient. Your AuthorizationName should match the username on the SIP endpoint and both of those should match a user credential that you entered on Twilio's console.
- A SIP URI is: sip:username@SIPDomain or sip:phonenumber@SIPDomain
- When this document refers to **TwilioSIPDomain** it represents: **yourdomain.sip.region.twilio.com** where you have selected **yourdomain** on Twilio's console (globally unique) and **region** which is initially US1 (North-Virginia) only and other regions later.

Polycom SoundStation 5000 IP Phone

Part Number	3111-30900-001 Rev:H
PolyDSP Titan mem1	6.1.3.0019
SIP	4.0.4.2906

1. Attach a LAN/Ethernet cable to the phone. The switch must be Power-over-Ethernet (PoE) capable and provide the 48V needed to operate the phone. DHCP is enabled by default and it is assumed a DHCP server will provide the IP address.

To retrieve the IP address from the phone press the MENU button and navigate to:

Home > Status > Network -> TCP/IP Parameters...

2. Open a web browser and enter the IP address.

NOTE: If page doesn't load then try prepending https:// You may have to accept the security certificate warning and agree to proceed despite being untrusted.

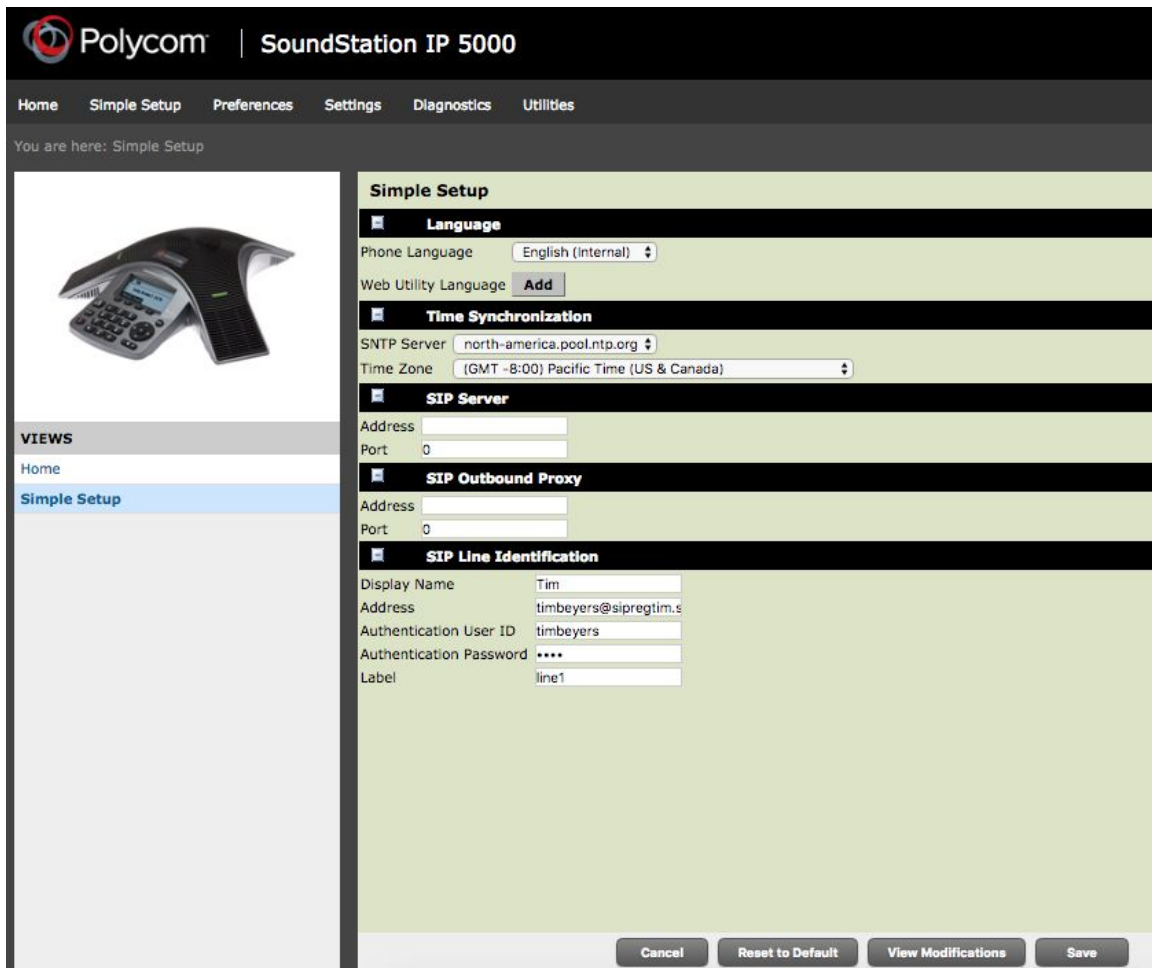
3. You will be prompted to enter credentials (factory default is)

Username: admin

Password: 456

4. Click the *Simple Setup Tab*
 - a. Time Synchronization: select an appropriate *SNTP server*
 - b. Time Synchronization: select your *time zone*
 - c. Save. Phone may reboot.

Note: The SIP Server/SIP Outbound Proxy/SIP Line Identification fields are made available if you want to provide defaults. If fields are left blank in the Line settings then they will pull from the defaults on this page. We find it more clear to leave the fields for Simple Setup blank and set these fields under the Line settings.



The screenshot displays the Polycom SoundStation IP 5000 web interface. The top navigation bar includes links for Home, Simple Setup, Preferences, Settings, Diagnostics, and Utilities. The current page is titled "Simple Setup" and features a sidebar with "Simple Setup" selected under the "VIEWS" section. The main content area is divided into several sections:

- Language:** Phone Language is set to "English (internal)" and Web Utility Language has an "Add" button.
- Time Synchronization:** SNTP Server is set to "north-america.pool.ntp.org" and Time Zone is set to "(GMT -8:00) Pacific Time (US & Canada)".
- SIP Server:** Address and Port fields are present, with Port set to "0".
- SIP Outbound Proxy:** Address and Port fields are present, with Port set to "0".
- SIP Line Identification:** Fields include Display Name (Tim), Address (timbeyers@sipregtim.s), Authentication User ID (timbeyers), Authentication Password (masked with ****), and Label (line1).

At the bottom of the page, there are four buttons: "Cancel", "Reset to Default", "View Modifications", and "Save".

5. Navigate to:

Settings > Lines > Line X where X is the number of the line. (your choice)

Identification

- a. **Display Name:** This is the callerId the other party sees. Can be whatever you want.
- b. **Address:** “SIP Address” also known as “SIP URI” written in form **username@TwilioSIPDomain**. The **username** component in the address must match the User ID below.
- c. **Authentication User ID:** This must match the **username** of the credentialList that you configured for your **TwilioSIPDomain**.
- d. **Authentication Password:** This is the **password** corresponding to the **username** in the credentialList that you configured for your **TwilioSIPDomain**.

Outbound Proxy

- e. **Address:** TwilioSIPDomain


Server 1

- i. **Address:** TwilioSIPDomain
- ii. **Port:** 5060 or 5061 for TLS security
- iii. **Expires:** 3600 (1 hour)
- iv. **Subscription Expires:** 3600 (1 hour)
- v. **Register:** Yes
- vi. Click Save

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Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Settings > Lines > Line 1



Line 1

Identification

Display Name: Tim
Address: timbeyers@sipregtim.s
Authentication User ID: timbeyers
Authentication Password: ****
Label: line1
Type: Private Shared
Third Party Name:
Number of Line Keys: 1
Calls Per Line: 8
Ring Type: Low Trill

Outbound Proxy

Address: sipregtim.sip.us1.twilio
Port: 5060
Transport: DNSnaptr

Server 1

Address: sipregtim.sip.us1.twilio
Port: 5060
Transport: DNSnaptr
Expires (s): 3600
Register: Yes No
Retry Timeout (ms): 0
Retry Maximum Count: 3
Line Seize Timeout (s): 30

Server 2

Call Diversion

Cancel Reset to Default View Modifications Save

6. Navigate to:


Settings > Network > NAT

a. Keep-Alive Interval: 20s. Save.

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Home Simple Setup Preferences Settings Diagnostics Utilities

You are here: Settings > Network > NAT



NAT

- * IP Address
- * Signalling Port
- * Media Port Start
- Keep-Alive Interval (s)

Note:

- * Fields require a phone reboot/restart.

VIEWS

- QoS
- RTP
- NAT**
- TCP
- TLS
- Ethernet

Cancel Reset to Default View Modifications Save

7. You're Done! Congrats! Your phone's display should show lineX where X is the line you have configured.

For troubleshooting see:

Diagnostics > View and Download Logs