

# ► Frequently Asked Questions

## Polycom CX Phones and Microsoft Office Communications Server 2007 R2

### **Q: What is Microsoft® Office Communications Server 2007 R2?**

A: It is the latest release of Microsoft Office Communications Server 2007 software. Launched on 3 February 2009, it provides a number of new features and enhancements that further expand the capabilities of the initial release of Microsoft Office Communications Server 2007, which was launched in October 2007. It consists of new versions of the server software as well as new and enhanced versions of associated software for PC clients, Attendant software, mobile platforms, the Phone Edition firmware, and more.

### **Q: How does Office Communications Server 2007 R2 affect the Polycom CX phones?**

A: Neither of the USB devices—the CX100 Speakerphone and the CX200 Desktop Phone—are affected directly. When used with the Microsoft® Office Communicator 2007 R2 PC client software or the new Microsoft Office Communications Server 2007 R2 Attendant software, these devices will continue to function as they do today, as basic phone devices. The user will, of course, benefit from enhancements to the associated client software when using these devices.

The CX700 IP Phone will benefit directly from a number of enhancements in the Office Communications Server 2007 R2 software. To properly take advantage of the new capabilities, an updated version of the phone firmware, Microsoft® Office Communicator Phone Edition R2, was also made available at launch.

### **Q: What new features does the Polycom CX700 IP phone get with R2?**

A: With R2 firmware, several new features are available for the CX700 IP, including:

- The ability to connect the phone to an associated PC via a USB cable (“Better Together”). This connection allows the phone and PC client to coordinate activities. Single sign-in allows a user’s phone to be automatically signed in to the server when the

user signs into the Office Communicator 2007 R2 client. Coordination of audio paths allows audio for calls received or initiated on the PC client to be delivered via the phone’s speaker or headset (or headset, if so equipped). Audio from Microsoft® Office Live Meeting 2007 sessions may also be directed to the phone.

- Enhanced Contact Card: Additional options for redial are provided and contacts may be dialed using a single button.
- User selectable ring tone
- User selectable user interface language

### **Q: Is there a new user guide for the CX700 IP Phone that describes its operation with Office Communications Server 2007 R2?**

A: Yes, a revised User Guide is available for the CX700. It addresses the new and improved features that are available with R2. You can find the guide on the Polycom web site at <http://www.polycom.com/support/> (then navigate to documentation for Voice/CX700). A new CX700 Quick Start Guide that has been updated for R2 can also be found at this location.

### **Q: Will my currently installed CX700 phones automatically get these new R2 features when the new R2 server software is installed?**

A: Almost automatically. The new Office Communicator 2007 R2 Phone Edition firmware is included with the Communications Server 2007 R2 package, but it still must be deployed by administrators before the phones can be updated with it. Once deployed by the administrator, the phones will automatically install the update, and thus acquire the new features. Phones with pre-R2 Phone Edition firmware will not acquire the new functionality until they re-boot with the new firmware.

### **Q: Will there be new CX700 phones or packaging for R2?**

A: No, there will be no changes to the current packaging or SKU structure for R2. All existing SKUs will remain unchanged. A new USB cable accessory kit (5-pack) has been made available to allow the



CX700 phone to be connected to a user's PC. For more details, see additional questions below.

**Q: Can the existing CX700 phones that I have deployed support the new R2 Phone Edition firmware?**

A: Yes, all released Polycom CX700 phones (the "A" version hardware) are able to run the new R2 Phone Edition firmware.

**Q: Where do I get the new R2 Phone Edition firmware for the phones that I have deployed in my organization?**

A: As with all prior Phone Edition firmware, R2 Phone Edition firmware is available from the Microsoft download web site ([www.microsoft.com/download](http://www.microsoft.com/download) and search for "phone edition"). A version also ships with the Office Communications Server 2007 R2 package. Administrators normally obtain a Phone Edition update from Microsoft and deploy it in an organization so that CX700 phones can find it and update themselves automatically.

**Q: Can individual users download Phone Edition updates by themselves and update their phones on their own?**

A: No, there is no capability that allows the phones to be directly or manually updated by users. The only supported update mechanism requires administrators to deploy approved Phone Edition updates to a device update service. The phones are programmed to query the device update service daily to see if any approved updates are available. If they are, the phones will automatically download and install the update.

**Q: Can I get the Phone Edition firmware from Polycom?**

A: No, Polycom only supplies phones with firmware pre-installed in the factory. Any other Phone Edition firmware is available from the Microsoft download web site (see above); no Phone Edition updates are available from Polycom.

**Q: Will my current CX700 phones with pre-R2 Phone Edition firmware work with the new Office Communications Server 2007 R2 software?**

A: Yes, any CX700 phones with pre-R2 Phone Edition firmware will continue to work with the new R2 server software, but they will have only their current pre-R2 functionality. New R2 Phone Edition firmware is

required for the phones to exhibit the new R2 functionality.

**Q: Can a CX700 phone with the R2 Phone Edition firmware be used with the original, pre-R2 server software?**

A: No, a phone with R2 Phone Edition firmware can be used only with Office Communications Server 2007 R2 software.

**Q: When will Polycom begin shipping the CX700 phones with R2 Phone Edition firmware built in?**

A: We do not have immediate plans to equip the current CX700 phones with R2 Phone Edition firmware. Many of Polycom's customers continue to use the pre-R2 release of server software, and any new CX700 phones that they purchase must continue to work in that environment. We will continue to ship the phones with pre-R2 Phone Edition firmware. These will work with the pre-R2 server software, as well as R2 server software (although with pre-R2 functionality) and can be easily and routinely updated in the field with R2 Phone Edition firmware if they are used with Office Communications Server R2. As deployments of Office Communications Server R2 expand, Polycom will reevaluate this position and consider equipping either all CX700 phones or only those intended for R2 deployments with Phone Edition R2 firmware.

**Q: How do I check what version of firmware is on my CX700 phone?**

A: If not signed in, select the "About" soft key (or the "Advanced" softkey with R2 Phone Edition) on the Sign In screen. If already signed in, click the "Settings" icon and then select "About" for pre-R2 firmware or "System Information" for R2 firmware. The firmware version is listed on the first line.

**Q: How do I update the current phones with the new Phone Edition firmware?**

A: As with the pre-R2 Office Communications Server software, Microsoft provides a phone firmware update facility. Unlike the pre-R2 release which relied on a separate SharePoint server to store the updates, the R2 server incorporates the device update facility into the Office Communications Server itself. The new device update management console interface provided with R2 is very similar to that of the web-based console in the original, pre-R2 release, with essentially the same functionality. Using the Device Updater, an administrator can download the latest Phone Edition

updates to the device update service and deploy them to specified test devices or the population as a whole.

**Q: What is the specific process for updating my CX700 phone?**

A: CX700 Phones with any released pre-R2 Phone Edition firmware, except 1.0.522.0, can be updated to Phone Edition R2. The R2 server software comes with the latest version of the pre-R2 Phone Edition firmware, 1.0.522.103. This version is functionally identical to 1.0.522.101 available with the pre-R2 release, but is the version provided with R2 server software. When the Phone Edition R2 firmware is deployed by the administrator, any phones with firmware earlier than 1.0.522.101 will be updated in two steps: first to 1.0.522.103 and then to the R2 firmware. A phone that is on 1.0.522.101 can be updated directly to the R2 firmware. The first released version of Phone Edition R2 firmware is 3.5.6907.0.

**Q: I have phones that are still running 1.0.522.0 firmware. How do I update these?**

A: This firmware is not updatable to R2 using the two-step process within a R2 environment as described above. A relatively small number of the first CX700 phones were shipped with 1.0.522.0 firmware. In the course of a normal deployment, these should have been progressively updated by administrators to more current firmware versions. For any that remain in a pre-R2 Office Communications Server 2007 environment that is migrating to Office Communications Server 2007 R2, these should be updated to the latest pre-R2 firmware version (1.0.522.101) **within the original, pre-R2 Office Communications Server environment before** migrating the environment to R2. Once equipped with more current pre-R2 firmware—1.0.522.34 or greater— these phones can be migrated easily to R2.

**Q: Once the administrator deploys the new R2 firmware, how does the phone update process work?**

A: The update process for R2 is essentially the same as for the pre-R2 release. A phone is programmed to look for any needed updates when it is first powered up, and every 24 hours thereafter. If an update is available, it will be downloaded to the phone's memory. The phone will wait for 10 minutes of idle time and then reboot itself with the new firmware version. The update request can be forced by power cycling the phone.

["Better Together" USB Cable](#)

**Q: When will Polycom be including the USB cable in the box?**

A: For now, Polycom is making no changes to the contents of the current CX700 package contents, and a USB cable will not be included. Many of our customers continue to use the pre-R2 server software, and do not require the USB cable. We are considering the introduction of a new CX700 phone package that is equipped with R2 Phone Edition firmware and a USB cable. Stay tuned for more details.

**Q: So how do I get a USB cable?**

A: The USB cable is available as an accessory 5-pack from Polycom. It's available as the "CX700 USB A-B Cable, 5-Pack", the SKU for which is 2200-31506-001. The cable is 1.6m/5 ft long.

**Q: Can I use a standard off-the-shelf USB cable instead of the Polycom cable?**

A: The Polycom USB cable for the CX700 has been designed specifically for the CX700 phone. We recommend the use of the Polycom cable, which is fully supported by Polycom.

[Language Support](#)

**Q: What languages are supported by the CX700 IP Phone?**

A: The phone user interface language is available in English, French, Spanish, German, Italian, Dutch, Japanese, Korean and Brazilian Portuguese. Brazilian Portuguese is new with R2.

**Q: Are all of these languages available concurrent with the launch of R2?**

A: No, only English is available with the launch of R2 on 3 February 2009. R2 Phone Edition in the other supported languages will be available from the Microsoft download site in early March 2009.

**Q: When the administrator deploys English R2 Phone Edition firmware, will my non-English phones be forced to English R2?**

A: No. They will continue to operate with their current language, current firmware and current functionality. For the phone to download and install an update the new Phone Edition firmware version must be different from that currently on the phone and the language

must be the same as that currently on the phone; otherwise, the phone will not receive the update.

**Q: Can I change the language of my phone during or after the update to R2?**

A: The phone will only be updated to R2 on a like-for-like basis. Once the phone is running R2, the user may select a new language for the phone, as described below, from the set of languages that has been deployed by the administrator.

**Q: How do I select the desired user interface language after my phone has been update with the R2 Phone Edition firmware?**

A: Select the “Change Language” item under the “Settings” soft key. Then scroll left or right to find your desired language.

**Q: Can I select any of the supported languages?**

A: You may select from any language that the administrator has deployed in the Device Update Service. The administrator may choose to deploy only a subset of the available languages. The “Change Language” screen shows only the specific languages that have been deployed by the administrator. The user may select from these.

