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 initiallly 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.

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

6. Navigate to:

> Settings > Network > NAT

a. Keep-Alive Interval: 20s. 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