



Administrator's Guide for Polycom[®] CX7000 Systems

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Administrator's Guide for Polycom CX7000 Systems

Version 1.1

The *Administrator's Guide for Polycom CX7000 Systems* is for administrators who need to configure, customize, manage, and troubleshoot Polycom CX7000 systems. Please read the Polycom CX7000 system documentation before you install or operate the system. The following related documents for Polycom CX7000 systems are available from

www.polycom.com/videodocumentation:

- *Setting Up the Polycom CX7000 System*, which describes how to set up the hardware
- *User's Guide for Polycom CX7000 Systems*, which describes how to perform video conferencing tasks
- *Release Notes for Polycom CX7000 Systems*

For support or service, please contact your Polycom distributor or go to Polycom Support at support.polycom.com.

Introducing the Polycom CX7000 System

The Polycom CX7000 series provides high-definition (HD) voice, video, and content for small to medium conference rooms (4 - 8 participants). The Polycom CX7000 systems can send and receive high-definition (720p) video in point-to-point calls and VGA video in multipoint calls.



Polycom CX7000 is designed for use within a corporate environment running Microsoft Exchange Server and Microsoft Lync Server. The Polycom CX7000 system is not supported for use over a VPN or a Remote Access Point.

Installing the Polycom CX7000 System

Preparing Your Network for Installation



Only single Active Directory forest topology is supported

- 1 Ensure that your corporate network environment is running one of the following:
 - Microsoft Exchange Server 2010 or 2007 with the auto-discover service enabled
 - Microsoft Lync Server 2010 with the auto-discover service enabled
- 2 Ensure that your network provides adequate bandwidth for video conferencing. Video calls at 720p resolution require the following call speeds:
 - Minimum for 720p calls: 1.5 Mbps
 - Recommended for 720p calls: 2 Mbps or greater
- 3 If the CX7000 System will sign in to a domain account, do the following for each system before you start the system and run the setup wizard.
 - Ensure that the system's account is placed into an appropriate Organizational Unit (OU).
 - Ensure that the system's account has an appropriate policy applied that ensures that no login scripts are run, no software is installed, and the software whitelist is not modified.
 - Disable the **User must change password at next logon** setting.
 - Enable the **Password never expires** setting.
 - Make a note of the domain, domain account name, and the password for each system.
 - Create an Exchange user or room mailbox for the domain account.
 - » If you create a room mailbox, right click the room account and select **Properties > Resource Information**, and ensure that the **Delete Comments** option is unchecked.
- 4 Create a Lync account for each system.

For Office 365 accounts, the initial temporary password must be changed before you can use the account with the CX7000 system.

Preparing Your Meeting Room for the Polycom CX7000 System

- Ensure that the room has a wired ethernet connection. Wireless operation is not supported.
- If the meeting room requires a key card for access, ensure that the users who need to use the room have the appropriate access cards.
- Ensure that the room has good lighting. Diffused cool white fluorescent lighting works best.
- If the room has windows, consider covering them with blinds. Place the camera so that it points away from windows.
- Use light blue for wall colors. Avoid dark or vivid wall colors.

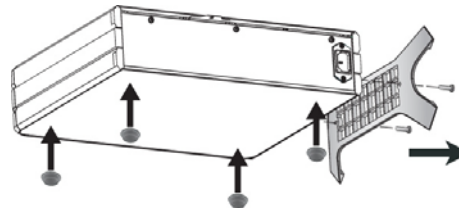
Positioning the Polycom CX7000 System

The Polycom CX7000 system can be set up in multiple ways. When used with furniture such as a pedestal or wall mount, the system fits into a bracket on the back of the display. The system can also be placed in a cart or on a table.

To position the system:

- >> Position the system so that the camera does not face toward a window or other source of bright light. Leave enough space to connect the cables easily. Place the camera and display together so that people at your site face the camera when they are looking at the display.

If you need to position the system horizontally, remove the stand and install the self-adhesive feet.



Caution. Risk of Electric Shock. To reduce the risk of personal injury or damage to the equipment, do not use screws longer than those supplied (M4x16, 8.00 mm maximum head diameter) to reconnect the stand to the system.

Setting Up the Polycom CX7000 System Hardware

Set up the Polycom CX7000 system using the printed instructions provided in the box with the system. You can also find an electronic version of the system setup sheet at www.polycom.com/videodocumentation.

Note that HDMI input is not supported in this release.

Positioning Your Microphone

The Polycom CX7000 system uses a built-in echo canceller which automatically adjusts the audio to prevent the sound of far-end voices from being sent back to the far end. The system is designed to provide excellent audio in small to medium conference rooms. A number of factors can affect audio quality including the volume of the system, the sensitivity of the microphone, the acoustic qualities of the room, and the acoustic qualities of any audio devices that combine microphone and speakers.

For best audio results, follow these guidelines:

- Place the microphone and speakers as far apart as possible, especially if you are using external speakers and the Polycom microphone array.
- For best microphone performance, place the microphone no more than 1 meter from the person who is speaking. Speaking too far from the microphone can keep the far end from hearing you.
- For most effective echo cancellation, keep the volume on your system's speakers at a moderate level. Excessive volume can cause audio problems such as clipping or echo.
- Place the microphone on the meeting table so that each meeting participant is closer to the microphone than the loud speakers.
- To avoid undesirable sound transfer, avoid placing the microphone and the loud speakers on the same table.

Powering the System On and Off

Connect power and power on the Polycom CX7000 system after you have connected all of the equipment that you will use with it. Make sure that the system is powered off before you connect devices to it.





To power on the Polycom CX7000 system:

>> Press the power button on the front of the system.

The Polycom splash screen is displayed within about 10 seconds.

To power off the Polycom CX7000 system:

>> Do one of the following:

- Press and hold the power switch on the front of the system for two seconds.
- Click  **Options** >  **Configuration** > **Advanced Settings** > **Reset System**, and then click **Shut Down**.
- From the Home screen, click  **Options** >  **Shut Down**.

Note that, to use this option, the **Preferences > Hide Shut Down Option from users** setting must be disabled.

After turning the power off in this way, wait at least 15 seconds before you unplug the system from its power source.

Configuring the Polycom CX7000 System Software

When you power on the Polycom CX7000 system for the first time, the setup wizard runs automatically to help you configure the required settings. After you run the setup wizard, administrators can view or change the system's configuration.

- 1 Power the system on. The setup wizard runs automatically.
- 2 Choose the language to use.
- 3 Configure the settings on the Location screen.

Setting	Description
Time Format	Specifies your format preference for the time display.
Time Zone	Specifies the time zone for this location.
Power Frequency	Specifies the power line frequency for your system. In most cases, the system defaults to the correct power line frequency, based on the video standard used in the country where the system is located. This setting allows you to adapt the system in areas where the power line frequency does not match the video standard used. You may need to change this setting to avoid flicker from the fluorescent lights in your conference room.
Keyboard Layout	Specifies the language layout of the keyboard attached to the system.

- 4 Configure the settings on the Network screen.

Setting	Description
Obtain an IP address automatically	Specifies that the system gets an IP address automatically.
Use the Following IP Address	Specifies that the IP address is not assigned automatically.
IP Address	Specifies the IP address to use for this system.
Subnet Mask	Specifies the subnet mask for this system.
Default Gateway	Specifies the gateway IP address to use If the system does not automatically obtain one.

Setting	Description
Obtain DNS server address automatically	Specifies that the system gets a DNS address automatically.
Use the following DNS server address	Specifies that the DNS address is not assigned automatically.
Preferred DNS server	Specifies the DNS address to use for this system.
Alternate DNS server	Specifies an alternate DNS address to use for this system.

- 5 On the System page, specify the sign-in mode to use when the system signs in to the Lync server. The sign-in mode you choose determines the settings available on the System page.
- 6 Configure the settings on the System page for the sign-in mode you chose.
 - To use Standalone sign-in mode, configure these settings.



Setting	Description
Lync Sign-in Address	Lets you specify the Lync address for the system.
User Name	Lets you enter the user name for the Lync account assigned to this system.
Password	Lets you enter the password for the Lync account assigned to this system.
Specify Lync server	Lets you choose whether to enter the Lync Server name manually.
Lync Server Name	Specifies the Lync server to use.
Specify time server	Lets you choose to enter the time server name or IP address manually. If you do not specify a time server name or address, the system first attempts to use DNS SRV to find the time server address and then attempts to use <i>time.windows.com</i> as the time server.
Time Server Name	Specifies the time server to use.
Install certificate from USB drive	Lets you install a Root CA certificate. To install CA certificates on systems using Standalone Sign-in mode: <ol style="list-style-type: none"> 1 Create a folder named certchain on a USB drive, and copy the certificates to that folder. 2 Go to the System settings page, and attach the USB drive to the system. 3 Choose Install certificate from USB drive.

Setting	Description
System Name	Lets you enter the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Reenter the password for the Polycom CX7000 system.

- To use Domain Member sign-in mode, configure these settings.

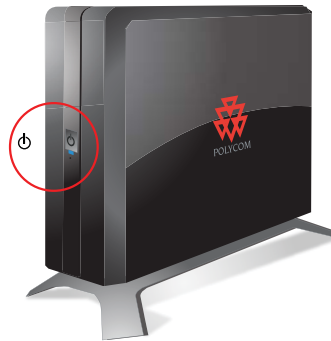
Setting	Description
Domain Name	Lets you enter the domain name for the system.
Domain Account	Lets you enter the Lync account assigned to this system.
Account Password	Specifies the password for the Lync account assigned to this system.
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Lets you reenter the password for the Polycom CX7000 system.

To access the Advanced Settings:

- 1 Click  Options >  Configuration.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator

Polycom CX7000 Indicator Light

The following figure shows the location of the power button and indicator light.





The indicator light on the front of the Polycom CX7000 system provides this information:

Indicator Light	System Status
Off	System is powered off.
Steady blue light	System is awake.
Steady amber light	System is asleep.
Blinking blue light	System is in software update mode.

Preferences

To configure Preferences:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Preferences**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator

4 Configure these settings:

Setting	Description
Require Meeting ID to start meeting	Specifies whether a Meeting ID is required to join an online meeting from the Polycom CX7000 system. You can find the Meeting ID in the Join the conference link found in the meeting email. https://meet.company.com/...XXXXXXXX
Auto-answer incoming calls	Specifies whether the system should answer incoming calls automatically. Automatically answering video calls is convenient, but keep in mind that an unexpected caller could interrupt you when you're busy or look at your room if you aren't there.
Show Contact list	Specifies whether you want to display the system's Contact list in the Find a Contact window.
Hide Shut Down Option from users	Lets you choose whether to display the Shut Down choice on the Options menu. Administrators can power the system off by choosing Options > Advanced Settings > Reset System > Shut Down .
Allow switching users	Configures the system to allow users to sign in to the CX7000 system and view their own meeting list and contact lists.
Idle Session Timeout in Minutes	When switching users is enabled, specifies the number of minutes your system can be idle before the current user's session times out and the system's default user is signed in. Select 1 to 1440 minutes. Note that this setting is not applied when you access the system using Remote Assistance.

Monitors and Cameras

Connecting Monitors to a Polycom CX7000 System



The following table shows how you can connect a monitor to a Polycom CX7000 system.

Video Output Number	Connector	Output Formats
1	HDMI	HDMI
2	DVI-I	DVI-D, VGA, HDMI

Customizing the Display Behaviors

You can customize the video output used when the system goes to sleep. If your system uses two monitors, you can also customize the system behavior for systems with two monitors.

To customize the display behaviors:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Display**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Configure these settings:

Setting	Description
Screen Saver	Specifies the screen saver output for the monitor when the system goes to sleep. Choose one of the following: <ul style="list-style-type: none"> • None: Prevents the system from entering sleep mode. • Blank: Displays black video. This is the recommended setting to prevent burn-in for TV monitors. • 3D Text: Displays the text you specify in a 3D format. You can specify up to 20 characters. After 30 minutes, the screen saver shuts off and the screen remains blank.
Custom Text	Lets you enter text to display when the system goes to sleep. This setting is available when you choose 3D text as the screen saver.
Screen Saver Wait Time (minutes)	Specifies how long the system remains awake during periods of inactivity.
Show calendar on Monitor 2	Lets you specify that the calendar displays on Monitor 2. By default, the calendar is displayed on Monitor 1. This option is available only when two monitors are connected to your system.
Change cursor behavior to match monitor orientation.	By default, you can move the cursor from Monitor 1 to Monitor 2 by moving the mouse to the right. If your Monitor 2 is located to the left of Monitor 1, use this setting to configure your cursor to move to Monitor 2 by moving the mouse to the left. This option is available only when two monitors are connected to your system.





If the display from your HDMI monitor appears to be cut off, adjust the video display setting to "pixel to pixel".

Connecting Cameras

You can connect a Polycom EagleEye III or Polycom EagleEye View to the Polycom CX7000 system. Refer to your system's setup sheet for connection details.

Note that HDMI inputs are not supported for this release.

To configure your camera:



- 1 Click  **Options** >  **Configuration**.
- 2 Click **Camera**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Configure these settings:

Setting	Description
Camera	Specifies the camera you want to use.
Detect	Detects your camera type. This option is only available when you connect a Polycom camera. Detecting your camera enables adjusting the camera.
Arrow and Zoom Buttons	Allows you to move the camera up, down, left, or right and to zoom the camera out or in. This option is only available when you connect a Polycom camera.

Microphones and Speakers

Customizing Your Speakers




To customize speaker settings:

- 1 Click  **Options** >  **Configuration**.

- 2 Click **Audio**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Configure these settings:



Setting	Description
Speaker	Specifies which speakers, earphones, or other audio output device to use.
Speaker Volume	Lets you adjust the volume you hear.
Speaker Test	Lets you play a sound through your speakers.

To test your speakers:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Audio**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click  to play a sound through your speakers.







Customizing Your Microphones

To customize microphone settings:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Audio**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Configure these settings:

Setting	Description
Microphone	Specifies which microphone or other audio input device to use.
Microphone Volume	Lets you adjust the level for your microphone input.
Audio Test	Lets you test the audio devices used for making calls.

To test your audio devices:



- 1 Click  **Options** >  **Configuration** > **Audio**.
- 2 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 3 Click .
- 4 Click  to start recording your audio.
- 5 Click  to stop recording.
- 6 Click  to play back the audio you recorded.

Move the microphone closer or farther away from you as needed.

Accessing Administrator Settings

During first-time setup, the setup wizard prompts you for the local administrator password. By default, the administrator User Name is *admin*. You set the password in the setup wizard, and you can change it any time. To ensure the security of your system, you should set a password for your system's local administrator account.

To change the Admin Password:

- 1 Click  **Options** >  **Configuration**.
An administrator account appropriate to your sign-in mode is required to access these settings:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 2 Click **System**.

- 3 Enter the Admin Password, and then enter it again to confirm it.

If the system signs in as a Domain Member, the admin password must meet the password policy of the domain controller security settings.



System Location

You can customize the system language, date, and time settings.



Changing this setting causes the system to restart. Do not power the system off until the restart is complete.

To customize location settings:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click **Location**.
- 5 Configure these settings:

Setting	Description
Language	Sets the language for the user interface. Changing this setting causes the system to restart.
Time Format	Specifies your format preference for the time display.
Time Zone	Specifies the time zone for this location. Changing this setting causes the system to restart.
Power Frequency	Specifies the power line frequency for your system. In most cases, the system defaults to the correct power line frequency, based on the video standard used in the country where the system is located. This setting allows you to adapt the system in areas where the power line frequency does not match the video standard used. You may need to change this setting to avoid flicker from the fluorescent lights in your conference room.
Keyboard Layout	Specifies the type of keyboard in use with this system.

Network Settings

LAN Status Lights

The LAN connector on the Polycom CX7000 has two lights to indicate connection status and traffic:



Indicator Light	Connection Status
Left light off	No connection.
Left light green	10M connection.
Left light orange	100/1000M connection.
Right light yellow	Ethernet link established. The light goes off each time a frame is transmitted or received.

Configuring Network Settings



Changing this setting causes the system to restart. Do not power the system off until the restart is complete.

To configure Network Settings:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click **Network**.
- 5 Configure these settings:

Setting	Description
Obtain an IP address automatically	Specifies that the system gets an IP address automatically.
Use the following IP address	Specifies that the IP address is not assigned automatically.
IP Address	Specifies the IP address to use for this system.

Setting	Description
Subnet Mask	Specifies the subnet mask for this system.
Default Gateway	Specifies the gateway IP address to use If the system does not automatically obtain one.
Obtain DNS Server address automatically	Specifies that the system gets a DNS address automatically.
Use the following DNS server address	Specifies that the DNS address is not assigned automatically.
Preferred DNS server	Specifies the DNS address to use for this system.
Alternate DNS server	Specifies an alternate DNS address to use for this system.

System Settings





Changing System settings causes the system to restart. Do not power the system off until the restart is complete.

The sign-in mode you choose determines how the system signs in. The following table shows the available sign-in modes and the account types required to use them.

Sign-in Mode	Accounts Needed
Domain Member	Domain account
Standalone	Domain account or Lync Online account

Note that the System settings vary depending on the sign-in mode you choose.



To configure System Settings:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator

- 4 Click **System**. The settings you see depend on the sign-in mode you chose when the system was set up.



To change the sign-in mode, you must reset the system. To reset the system:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings** and sign in using a domain administrator or an operator account.
- 3 Click **Reset System**.
- 4 Click **Reset System** to confirm.

- 5 Do one of the following:

- Configure these settings if the system is configured to use Domain Member as the sign-in mode:

Setting	Description
Domain Name	Lets you view the domain name for the system.
Domain Account	Lets you view the Lync account assigned to this system.
Account Password	Specifies the password for the Lync account assigned to this system.
Confirm Password	Lets you reenter the password for the Lync account assigned to this system.
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Lets you reenter the password for the system.

- Configure these settings if the system was configured to use Standalone as the sign-in mode:

Setting	Description
Lync Sign-in Address	Displays the Lync address for the system.
Lync User Name	Displays the user name for the Lync account assigned to this system.
Lync Password	Lets you enter or change the password for the Lync account assigned to this system.
Specify Microsoft Lync server	Lets you choose whether to enter the Lync Server name manually.

Setting	Description
Lync Server Name	Specifies the Lync server to use.
Specify time server	Lets you choose to enter the time server name manually. If you do not specify a time server, the system first attempts to use DNS SRV to find the time server address and, then attempts to use <i>time.windows.com</i> as the time server.
Time Server Name	Specifies the time server to use.
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Reenter the password for the Polycom CX7000 system.

- By default, the system trusts the public CA. If you want the system to use a private Certificate Authority (CA), ensure that the required root certificates and any required subordinate certificates are installed.

To install CA certificates on systems using Standalone Sign-in mode:

- Create a folder named **certchain** on a USB drive, and copy the certificates to that folder.
- Go to the System settings page, and attach the USB drive to the system.
- Choose **Install certificate from USB** drive.

Configuring Exchange Server Settings

By default, the system is configured to use the system's Exchange account to retrieve the meeting list shown on the calendar. However, you can configure the system to retrieve the meeting list using a different Exchange account by specifying an email address.





When the system is configured in this way, its presence is controlled by its Lync account instead of by the meeting list.

- The system's status changes to "In a call" when a call connects.
- The status does not change to "In a meeting" when the meeting list shows that a meeting starts.

An administrator account is required to access these settings.

To configure Exchange Server settings:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click **Exchange Server**.
- 5 Configure these settings:

Setting	Description
Automatically discover Exchange Server	Lets the system discover the Exchange server address automatically.
Specify the Exchange Server address	Lets you manually specify the Exchange server address.
Exchange Server	Specifies the URL of the Exchange server.
Specify an email address to use for retrieving the meeting list.	Lets you specify how the system should obtain the meeting list. Enable this setting to specify an email address to use for retrieving the meeting list from the Exchange server. Disable this setting to allow the system to retrieve the meeting list from the Exchange server using the email address bound to the system's Lync sign-in account.
Email Address	Specifies the email address to use for retrieving the meeting list.
User Name Password	Lets you enter the user name and password for the email address you specified.

Keeping Your Software Current

The CX7000 System includes two installed software versions: the current operating software version and a backup version that is available when you restore the system. You can choose whether to perform a software update, which updates just the operating version, or install a new software image, which updates both the operating version and the backup version.

Software update packages have the .pup file extension. Software image packages have the .wim extension. Installing a new software image may take

longer than installing a software update.

Updating the Software



To update the software, you must use an administrator account.



Do not power the system off during a software update.

The system restarts after the software update is downloaded to the system and then again after the update is complete.



To update software from a network location:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click **Software Update**.
- 5 Specify the folder on the network or the path to an FTP site where software update packages are available.
- 6 Enter a user name and password to access the FTP site or network location, if one is required.

7 Choose one of the following:

Setting	Description
Automatically check for software updates every day at this time	<p>Sets the system to check for new software update package from the network folder or FTP site at the time you specify. If a newer version of the system software is available and the system is not in a call, the system installs it.</p> <p>If the system is in a call or powered off at the specified time, the system attempts to update the software at the next scheduled time. For best results, schedule updates for times when the system is not in use.</p>
Update software manually	<p>Installs the software package you select. Sets the system to check for new software update package from the network folder or FTP site when you click Refresh.</p> <p>To start the manual update, click Start Update.</p> <ul style="list-style-type: none"> • If you choose a newer software update or software image, click OK to start the update. • If you choose an older software version (downgrade), the system automatically performs a factory restore. Then, perform a manual update again to install the older version.

To update the software using a USB drive:

- 1 Create a directory named CX7000Update at the root of the USB drive.
- 2 Copy the software update package or software image into the CX7000Update directory.
- 3 Click  **Options** >  **Configuration**.
- 4 Click **Advanced Settings**.
- 5 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 6 Attach the USB drive to one of the USB connectors on the back of the system.
- 7 When the system detects the USB drive and prompts you to choose an action, click **Update software using files on USB device**.

- 8 Click the software update or software image you want to use.
 - If you choose a newer software version, click **OK** to start the update.
 - If you choose an older software version (downgrade), the system automatically performs a factory restore. Then, repeat steps 3 - 7 to install the older version.

Installing an Earlier Software Version

When you install an earlier software version (“downgrade”) on a system running as a domain member, you must first log in using a domain administrator or an operator account. When you downgrade software on a system running in standalone mode, you must sign in as a local administrator.

During the downgrade process, the system restarts and performs a factory restore before installing the software. After the older software version is installed and, the setup wizard starts automatically.





When you downgrade software, you can configure the system to use the domain account that it used previously.

Updating the Microsoft Online Services Sign-in Assistant

When the system is configured to sign in using standalone mode, the system must use an up-to-date version of the Microsoft Online Services Sign-in Assistant. This software is updated automatically when you install a new version of the Polycom CX7000 system software. You can also update the Assistant manually.



To update the Microsoft Online Services Sign-in Assistant manually:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the local administrator account.
- 4 Click **System** and then choose **Update Microsoft Online Services Sign-in Assistant**. The system restarts.
- 5 Enter the URL to use for retrieving the update or use the default address: downloads.polycom.com/video/cx7000/msoidcrl.msi.
- 6 Click **Start Update**.

Statistics and Diagnostics

Viewing System Info


To view system information:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **System Information** and view the following information:

Setting	Description
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system has the same name as the conference room where the system is located.
IP Address	Displays the IP address currently assigned to the system.
Domain	For systems running as domain members, displays the domain name currently assigned to the system.
Workgroup	For systems running in standalone mode, displays the workgroup to which this system belongs.
Language	Displays the language for the user interface.
Keyboard Layout	Displays the type of keyboard attached.
Time Zone	Displays the time zone for this location.
MAC Address	Displays the system's MAC address.
Hardware Version	Displays the system's hardware version.
Serial Number	Displays the system's serial number, if your system's hardware version supports this feature.
Lync Version	Displays the Lync version.

Viewing System Status

To view system status:



- 1 Click  **Options** >  **Configuration**.
- 2 Click **System Status** and view the following information:

Setting	Description
Gateway	Displays the status of the gateway currently assigned to this system.
DNS	Displays the status of the DNS server currently assigned to this system.
Lync Server	Displays the sign-in status of the Lync application.
Memory Usage	Displays the percentage of memory in use.
CPU Usage	Displays the percentage of CPU in use.

Collecting System Logs

System logs can be useful in troubleshooting problems.

To copy logs to a USB drive:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Attach the USB drive to one of the USB connectors on the back of the system.
- 5 When the system detects the USB drive, click **Copy logs to USB device**. The logs are stored at the root of the USB drive. Logs include:
 - App Logs
 - Lync Client Logs
 - SysEvent Logs

To copy logs using a remote computer:

- 1 From a remote computer, open Windows Explorer and enter this address:
`\\ipaddress\logs (file://ipaddress/logs)`
- 2 Sign in using the local administrator account:
 User Name: *MeetingRoomName\admin*
 Password: *LocalAdminPassword*





The Local Admin password is specified at **Options > Configuration > Advanced Settings > System**.

- 3 Copy the logs from the Logs folder to the local disk.

Collecting Call Details

You can view detailed information about the calls placed and received by the system.

To view call detail information:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Click **Call Detail**. You can view the following detail information:

Field	Description
Conference URI	Unique identifier for the organizer of the call.
Start Time	Start time for the call (hh:mm:ss).
End Time	End time for the call (hh:mm:ss).
Call Duration (hh:mm:ss)	Length of the call in 24-hour format (hh:mm:ss).
Participants	Far sites in the call separated by slash (/).
Conference Start Type	Specifies whether the call was incoming, outgoing, or scheduled.

Managing the System Remotely



If you experience problems, the system allows you to invite a remote user to connect to the Polycom CX7000 system for troubleshooting.

You must run the setup wizard for the first time from the local system. Initial software setup cannot be performed remotely.



You can connect remotely if the CX7000 system has been inactive for three minutes and is not in a call.

To create an invitation to connect remotely:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings**.
- 3 Sign in using the administrator account appropriate to your sign-in mode:
 - Domain Member: local administrator or domain administrator
 - Standalone: local administrator
- 4 Attach a USB drive.
- 5 When the system detects the USB drive, click **Create Remote Assistance Package**.
- 6 The system creates a connection invitation in the RemoteAssistance folder on the USB drive.
- 7 Provide the RemoteAssistance folder to the person you want to connect to the system. Note that the invitation is valid for eight hours.

To connect to the system remotely using an invitation:

- 1 On the far system, attach the USB drive that contains the Remote Assistance Package.
- 2 Open the RemoteAssistance folder and double-click the invitation file.
- 3 In the RemoteAssistance window on the far system, enter the password contained in the remote assistance folder.
- 4 At the local CX7000 System, you are prompted to accept the connection.
- 5 You can now connect remotely.



Instant messaging and file transfer are not supported for remote connections.

To start a Remote Desktop connection:

- 1 On the far system, open a Remote Desktop Connection by clicking **Start > All Programs > Accessories**, and then click **Remote Desktop Connection**.

- 2 Enter the IP address of the system to which you want to connect, and click **Connect**.
- 3 Enter the user name and password for a domain administrator or local admin account.
- 4 If the CX7000 system has been inactive for three minutes and is not in a call, the Remote Desktop session starts.

If the CX7000 system has not been inactive for three minutes and is not in a call, you can press **Ctrl + Shift + R** on the CX7000 system keyboard to enable the Remote Desktop session.
- 5 At the local Polycom CX7000 system, if there is no meeting in progress, you are prompted to accept the connection.
- 6 The local Polycom CX7000 system session ends when the remote desktop session starts.

To end the Remote Desktop connection:

- >> Do one of the following:
- On the remote computer, close the Remote Desktop session. The Polycom CX7000 starts automatically on the local system.
 - On the local system, log in or power the system off, then on.

Troubleshooting

Solving Audio and Video Problems

Symptom	Corrective Action
General	
The system won't power on.	Ensure that your power cable is connected securely to a working power outlet.
The system powers on, but the CX7000 application does not start.	Reset the system: 1 Power the system off. 2 Press F12 and power the system on again.
When I try to search the Address Book, I get a message that the Address Book is synchronizing.	Each time you sign in, Lync synchronizes the Address Book on the local system with the Address Book on the server. If you see this message, wait a few minutes for synchronization to finish, and try again. Search for the full user name (for example, someone@example.com).


Symptom	Corrective Action
Video	
My camera is not listed in the device selection list.	Ensure that your camera cable is connected securely. Return to the Home screen, then click Options > Configuration > Camera and check again. Restart the Polycom CX7000 system.
Others don't see my video.	Ensure that your camera cable is connected securely. Verify your camera settings. To do this, click Options > Configuration and then choose Camera . Restart the Polycom CX7000 system.
The video is cut off on my HDMI monitor.	Adjust the video display to pixel to pixel.
Audio	
Others don't hear my audio.	Ensure that your audio is not muted. Ensure that your microphone cable is connected securely. Ensure that the monitor is configured to use an input channel that supports audio input. Verify your audio settings. To do this, click Options > Configuration and then choose Audio .
Far-site participants hear an echo.	Reduce the volume on your system. Place the microphone and speakers as far apart as possible.
Far-site participants hear poor audio.	Place the microphone farther from the person speaking. Speaking too close to the microphone can cause poor audio quality.
I don't hear audio from others.	Ensure that the far-site audio is not muted. Ensure that your volume is set to an audible level.

For more troubleshooting information, you can search the Knowledge Base at support.polycom.com.

Viewing Call Diagnostics

You can view system statistics while you are in a call to help you troubleshoot problems. You can also test whether the system can establish contact with a far-site IP address.


To view system statistics:

During a call, click  on the CX7000 system in-conference toolbar.

>> View the following information:

Statistic	Description
CPU	System CPU in use.
Memory	Memory in use.

To test your connection to a far-site IP address:



- 1 During a call, click  on the CX7000 system in-conference toolbar.
- 2 Enter the IP address you want to test.
- 3 Click **Start** to ping the far-site system.
- 4 If the test succeeds, you see the following information:

Statistic	Description
Address	IP address of the system.
Buffer (bytes)	Number of bytes of data in the package sent to the far end. Typically, the package size is 32 bytes.
Roundtrip Time (ms)	Total time for sending the data package and receiving a response.
Packets Sent	Number of packets sent by this system.
Packets Received	Number of packets received by this system.
Total Packets Lost	The sum of packets lost by this system. Packet loss indicates congestion or other problems on the network.
% Packets Lost	Percentage of packets lost by this system.

Resetting the System

You can restore the system to the original factory settings.

To reset the system:

- 1 Click  **Options** >  **Configuration**.
- 2 Click **Advanced Settings** and sign in using a domain administrator or an operator account.
- 3 Click **Reset System**.
- 4 Click **Reset System** to confirm.

Recovering from Problems

If a software update fails to complete successfully, your system is returned to the original factory settings. When you power the system on, the setup wizard starts automatically.

If you experience severe system problems, you can perform a factory restore. The restore button is on the front of the Polycom CX7000 system, as shown in the following figure:



To reset the system to its original factory software using the restore button:

- 1 While the system is powered off, press and hold the restore button.
- 2 While holding the restore button, press the power button once.
- 3 Keep holding the restore button for 20 more seconds, then release it.



When a software update fails to complete or if you need to perform a factory restore, the domain account is not unregistered. You cannot configure the system to use the same System Name that it used previously until the system is unregistered from the domain. Contact your domain administrator for help.

Configuration Pages

System Information

System Name

Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system has the same name as the conference room where the system is located.

IP Address

Displays the IP address currently assigned to the system.

Domain

(For systems configured as domain members) Displays the domain name currently assigned to the system.

Sign in as

Specifies the sign-in mode used by the system.

Workgroup

(For systems configured to sign in as Standalone) Displays the workgroup to which this system belongs.

Language

Displays the language for the user interface.

Keyboard Layout

Specifies the language layout of the keyboard attached to the system.

Time Zone

Displays the time zone for this location.

MAC Address

Displays the system's MAC address.

Hardware Version

Displays the system's hardware version.

Serial Number

Displays the system's serial number, if your system's hardware version supports this feature.

Lync Version

Displays the Lync software version.

System Status

Gateway

Displays the status of the gateway currently assigned to this system.

DNS

Displays the status of the DNS server currently assigned to this system.

Lync Server

Displays the sign-in status of the Lync application.

Memory Usage

Displays the percentage of memory in use.

CPU Usage

Displays the percentage of CPU in use.

Display

Screen Saver

Specifies the screen saver output for the monitor when the system goes to sleep. Choose one of the following:

Settings	Description
None	Prevents the system from entering sleep mode.
Blank	Displays black video. This is the recommended setting to prevent burn-in for TV monitors.
3D Text	Displays the text you specify in a 3D format. You can specify up to 20 characters.

Custom Text

Lets you enter text to display when the system goes to sleep. This setting is available when you choose **3D text** as the screen saver.

Screen Saver Wait Time (minutes)

Specifies how long the system remains awake during periods of inactivity.

Show the Calendar on Monitor 2

Lets you specify that the calendar displays on Monitor 2. By default, the calendar is displayed on Monitor 1.

This option is available only when two monitors are connected to your system.

Change Cursor Behavior to Match Monitor Orientation

By default, you can move the cursor from Monitor 1 to Monitor 2 by moving the mouse to the right. If your Monitor 2 is located on to the left of Monitor 1, use this setting to configure your cursor to move to Monitor 2 by moving the mouse to the left.

This option is available only when two monitors are connected to your system.

Audio


Speaker

Specifies which speakers, earphones, or other audio output device to use.

Speaker Volume

Lets you adjust the volume you hear.

Speaker Test Button

Click  to play a sound through your speakers.


Microphone

Specifies which microphone or other audio input device to use.

Microphone Volume

Lets you adjust the level for your microphone input.

Audio Test Button

Click  to test the audio devices used for making calls.

Test Audio Devices

Record Button

Lets you start recording your audio.

Stop Button

Lets you stop recording.

Play Button

Lets you play back the audio you recorded.

Camera

Camera

Specifies the camera you want to use.

Detect

Detects your camera type. This option is only available when you connect a Polycom camera.

Arrow Buttons

Allows you to move the camera up, down, left, or right. This option is only available when you connect a Polycom camera.

Zoom Buttons

Allows you to zoom the camera out or in. This option is only available when you connect a Polycom camera.

Preferences

Require Meeting ID to Start Meeting

Specifies whether a Meeting ID is required to join an online meeting from the Polycom CX7000 system. You can find the Meeting ID in the Join the conference link found in the meeting email.

<https://meet.company.com/...xxxxxxxx>

Auto-answer Incoming Calls

Allows the system to answer incoming calls automatically.

Show Contact List

Lets you access a list of your frequent contacts from the Find a Contact window.

Hide Shut Down Option from Users

Lets you choose whether to display the **Shut Down** choice on the **Options** menu. Administrators can power the system off by choosing **Options > Configuration > Advanced Settings > Reset System > Shut Down**.

Allow Switching Users

Configures the system to allow users to sign in to the CX7000 system using a Lync account other than the one configured for the system in the setup wizard. Users can then view their own meeting list and contacts lists.

Idle Session Timeout in Minutes

When switching users is enabled, specifies the number of minutes your system can be idle before the session times out. Select 1 to 1440 minutes.

Note that this setting is not applied when you access the system using Remote Assistance.

Location

Language

Sets the language to use for this system's screens.



Changing this setting causes the system to restart. Do not power the system off until the restart is complete.

Time Format

Specifies your format preference for the time display.

Time Zone

Specifies the time zone for this location.



Changing this setting causes the system to restart. Do not power the system off until the restart is complete.

Power Frequency

Specifies the power line frequency for your system. In most cases, the system defaults to the correct power line frequency, based on the video standard used in the country where the system is located. This setting allows you to adapt the system in areas where the power line frequency does not match the video standard used. You may need to change this setting to avoid flicker from the fluorescent lights in your conference room.

Keyboard Layout

Specifies the language layout of the keyboard attached to the system.

Network

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator



Changing any of these settings causes the system to restart. Do not power the system off until the restart is complete.

Obtain an IP address automatically

Specifies that the system gets an IP address automatically.

Use the following IP address

Specifies that the IP address is not assigned automatically.

IP Address

Specifies the IP address to use for this system.

Subnet Mask

Displays the subnet mask currently assigned to the system.

Default Gateway

Specifies the gateway IP address to use If the system does not automatically obtain one.

Obtain DNS Server address automatically

Specifies that the system gets a DNS address automatically.

Use the following DNS server address

Specifies that the DNS address is not assigned automatically.

Preferred DNS server

Specifies the DNS address to use for this system.

Alternate DNS server

Specifies an alternate DNS address to use for this system.

System

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator



Changing any of these settings causes the system to restart. Do not power the system off until the restart is complete.

Sign-in Mode

Displays the mode the system uses to sign in. The System settings vary depending on the sign-in mode you choose. The following sign-in modes are available:

- Domain Member
- Standalone

To change the sign-in mode, you must reset the system. To do this, go to **Options > Configuration > Advanced Settings > Reset System > Reset System**. Resetting the system requires an appropriate administrator account:

- Domain Member: domain administrator or operator account
- Standalone: local administrator

Domain Member

The following settings are available when you choose the Domain Member sign-in mode.

Setting	Description
Domain Name	Lets you view the domain name for the system.
Domain Account	Lets you view the Lync account assigned to this system.
Account Password	Specifies the password for the Lync account assigned to this system.
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Lets you reenter the password for the CX7000 system.

Standalone

When you sign in using standalone mode, you do not need to sign in to a domain.

When you use the system in standalone mode, you must install the correct certificate in the local certificate store. See SECTION for more information.

The following settings are available when you choose the Standalone sign-in mode.

Setting	Description
Lync Sign-in Address	Lets you specify the Lync address for the system.
Password	Lets you enter the password for the Lync account assigned to this system.
Specify Microsoft Lync server	Lets you choose whether to enter the Lync Server name manually.
Lync Server Name	Specifies the Lync server to use.
Specify time server	Lets you choose to enter the time server name manually. If you do not specify a time server, the system first attempts to use DNS SRV to find the time server address and, then attempts to use <i>time.windows.com</i> as the time server.
Time Server Name	Specifies the time server to use.
System Name	Displays the name of the Polycom CX7000 system. Typically, the Polycom CX7000 system is assigned the same name as the conference room in which the system is located.
Admin password	Enter or change the password for the Polycom CX7000 system.
Confirm Password	Lets you reenter the password for the CX7000 system.

Exchange Server

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator

Automatically discover Exchange Web Service Address

Lets the system discover the Exchange service address automatically.

Specify the Exchange Web Service address

Lets you manually specify the Exchange server address.

Web Service Address

Specifies the URL of the Exchange server.

Specify an email address to use for retrieving the meeting list

Lets you specify how the system should obtain the meeting list.

- Enable this setting to specify an email address to use for retrieving the meeting list from the Exchange server.
- Disable this setting to allow the system to retrieve the meeting list from the Exchange server using the email address bound to the system's Lync sign-in account.

Email Address

Specifies the email address to use for retrieving the meeting list.

User Name and Password

Lets you enter the user name and password for the email address you specified.

Software Update

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator

Software update package location

Lets you specify where your system administrator makes new software update packages available. Choose one of the following:

Setting	Description
Folder on the network	Path to a network folder
FTP Site	URL for an FTP site

Require login to access software update package

Specifies that a user name and password is required to access software update packages.

User Name

Lets you enter the user name for accessing the network folder or FTP site.

Password

Lets you enter the password for accessing the network folder or FTP site.

Automatically check for software updates every day at this time

Sets the system to check for new software update package from the network folder or FTP site at the time you specify.

Update software manually

Sets the system to check for new software update package from the network folder or FTP site when you click Refresh.

Please select a software update package from the list

Lets you choose a software update package from a list of packages available in the network folder or FTP site.

Start Update

Updates your system software with the update package you selected.

Refresh

Checks the server for the latest list of available update packages.

Call Details

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator

Call Detail Report

Shows details about the calls placed and received from this system. The Call Detail Report contains the following information:

Field	Description
Conference URI	Unique identifier for each conference
Start Time	Start time for the call in 24-hour format (hh:mm:ss).
End Time	End time for the call in 24-hour format (hh:mm:ss).
Call Duration (hh:mm:ss)	Length of the call in 24-hour format (hh:mm:ss).
Participants	Far sites in the call.
Conference Start Type	Specifies whether the call was incoming, outgoing, or scheduled.

Reset System

An administrator account appropriate to your sign-in mode is required to access these settings:

- Domain Member: local administrator or domain administrator
- Standalone: local administrator

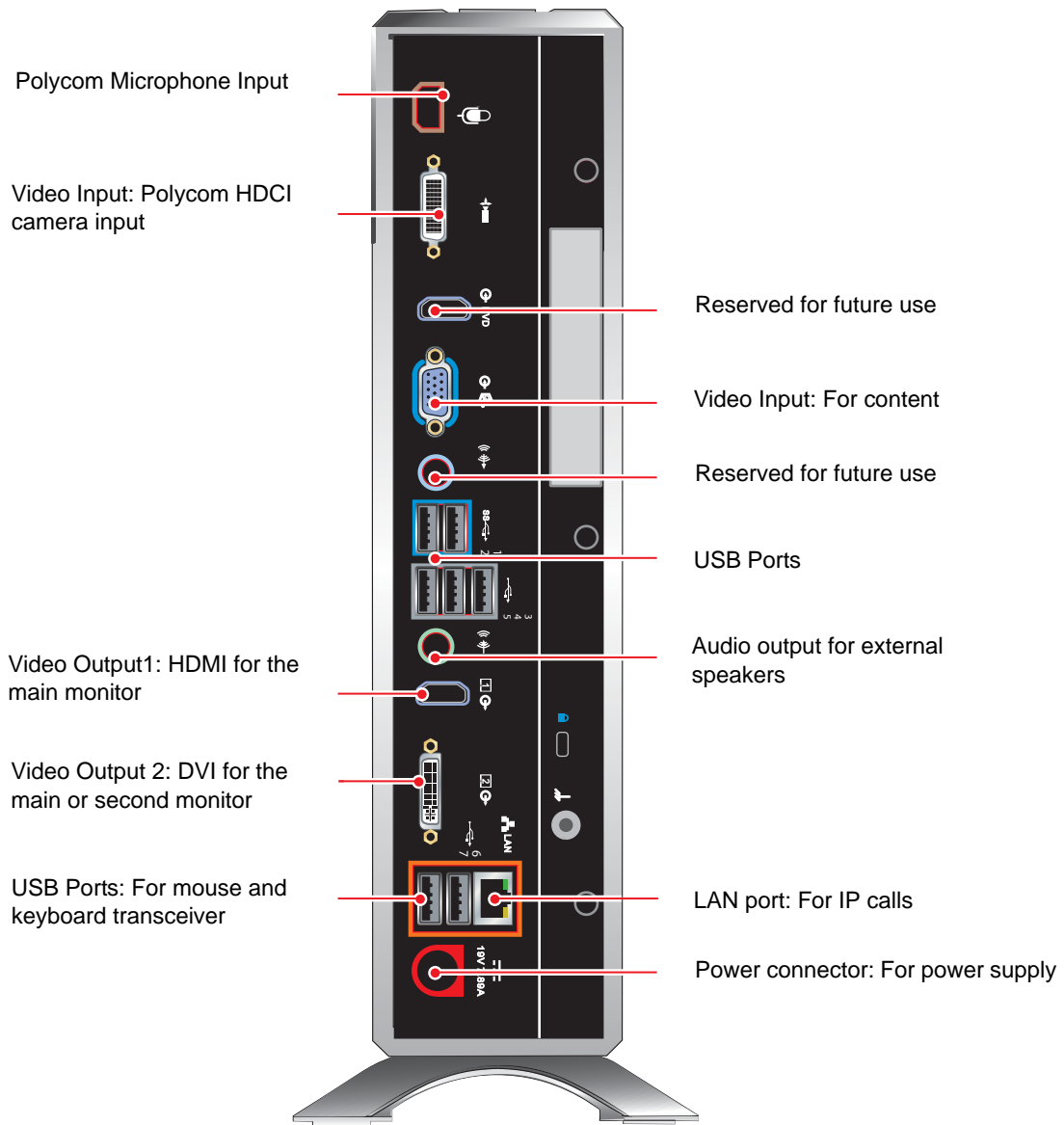
Shut Down

Powers the system down.

Reset System

Restores the system to the original factory settings.

System Back Panel View



Regulatory Notices

Regulatory Notices
<p>Class A Digital Device or Peripheral</p> <p>This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.</p>
<p>Part 15 FCC Rules</p> <p>This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:</p> <ol style="list-style-type: none"> 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.
<p>Industry Canada (IC)</p> <p>This Class [A] digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la Classe [A] est conforme à la norme NMB-003 du Canada.</p>
<p>Europe</p> <p>This Polycom CX7000 has been marked with the CE mark. This mark indicates compliance with EEC directories 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.</p>
<p>Singapore</p> <p style="text-align: center;">Complies with IDA Standards DA101619</p>
<p>Class A Statements</p> <p>Japan</p> <p style="text-align: center;">この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A</p>
Important Safeguard
<p>Headphone Usage</p> <p>Excessive sound pressure from earphones or headphones can cause hearing loss.</p>

Special Safety Instructions



Plug Acts as Disconnect Device: The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

Follow existing safety instructions and observe all safeguards as directed.

