POLY SOUNDSTATION IP 6000

SELF-INSTALLATION AND CONFIGURATION GUIDE

DELIVERED OVER-THE-TOP (OTT)

SaskTel

Business Solutions

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This guide is only intended for installation of IBC Poly devices over a public internet connection, also referred to as over-the-top (OTT).

NOTE: If you are porting your telephone number from another service provider, you may experience a service outage between 7:00am GMT-6 no DST (when the service is provisioned) and 9:00am GMT-6 no DST (when the numbers are ported over from the other service provider). This is dependent upon a successful self-install of the devices between these hours. At 7:00am GMT-6 no DST, outgoing calls can be made with customer installed and configured devices. Incoming calls will not be successful to IBC devices until the port has been completed.

GETTING STARTED

What you need to get started:
- Poly SoundStation IP 6000 and package contents listed below.
- Set configuration credentials. An email will be sent on the date of your service order from the SaskTel Business Team with a subject line of **IBC Login and Support.** Included in this email will be your IBC User ID and password, along with your set server user (10-digit phone number) and password. You will need the set configuration credentials for this process. **Keep the email for future reference.** Contact your Service Representative if you did not receive the email.

Package contents

SoundStation IP 6000

Power Interface

Quick Start

Ethernet cable

Power adaptor and AC power cord
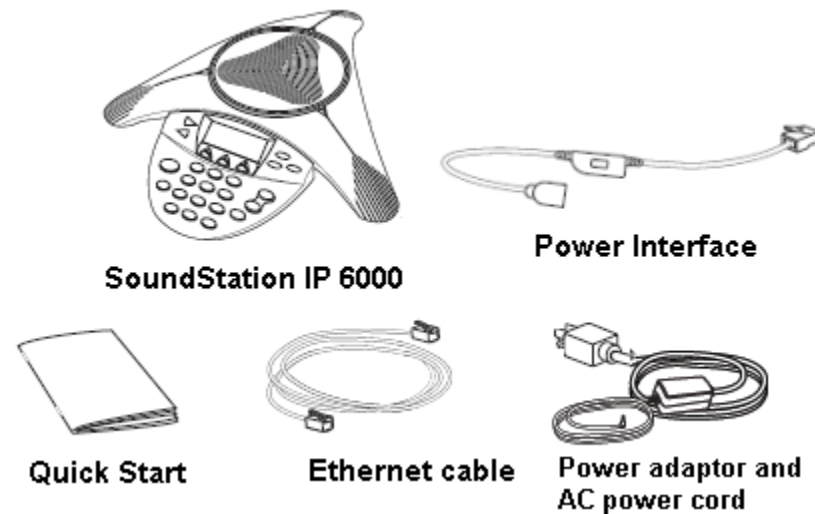
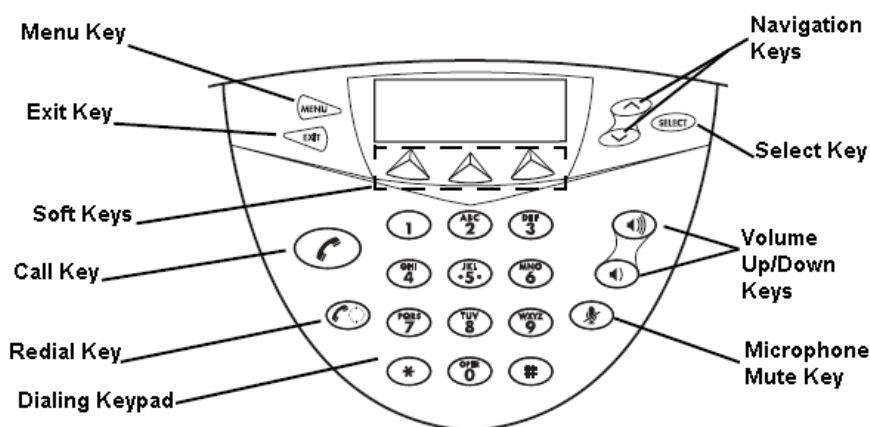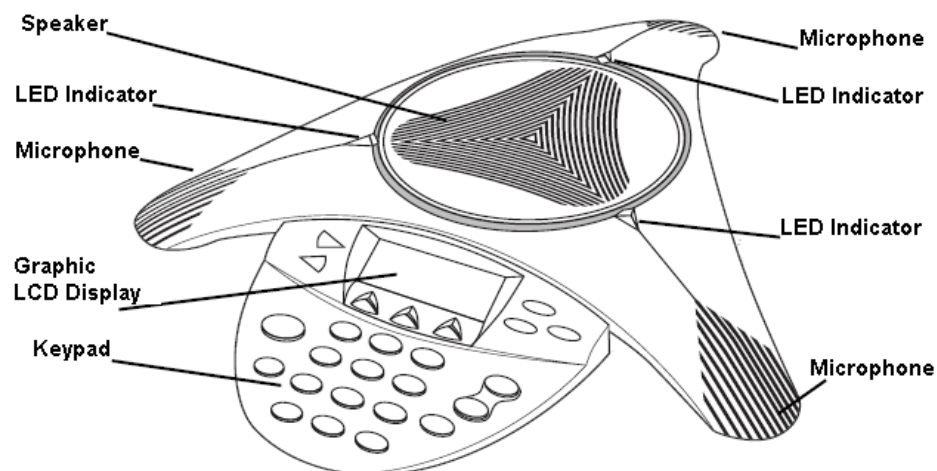**Optional accessories**

Expansion Microphones

CONNECT CABLES AND POWER

Plug one end of the network cable into the network port on the bottom of the SoundStation IP 6000 console and plug the other end of the network cable into your data port. Plug the AC power adaptor into a power source and into the console.
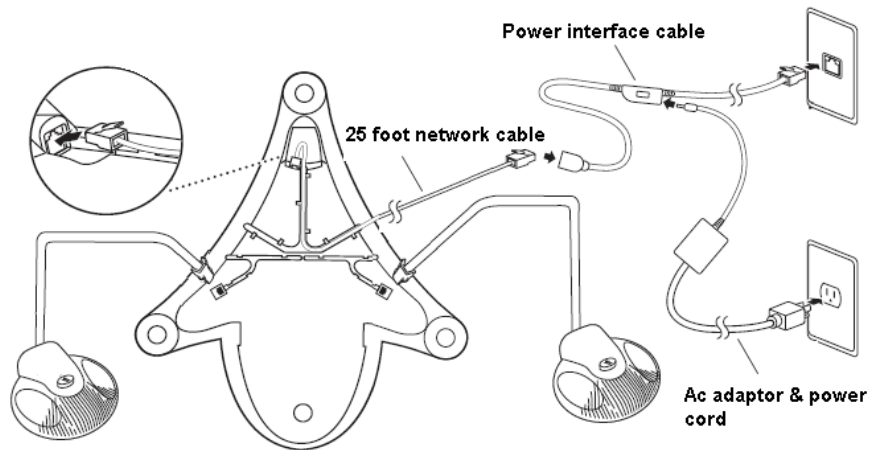

Features

CONFIGURING YOUR CONFERENCE SET

1. Once you have connected to a network and a power source, the phone will upgrade firmware and reboot several times. This could take 5 to 15 minutes. When the phone is ready to continue, it will have a **QSetup** soft key.

2. Press the **QSetup** soft key.
3. Use the navigation keys to highlight **Server User**, press the **Select** key.
4. Enter your 10-digit phone number, press the **Select** key.
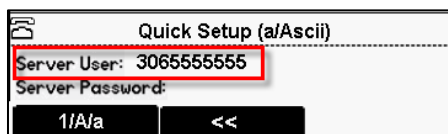
5. Us the navigation keys to highlight **Server Password**, press the **Select** key.
6. Enter the password provided to you in the email from the SaskTel Business Team, press the **Select** key.

   NOTE: Use the softkey labeled 1/A/a to switch the keypad from numbers to letters. The top line of the display will indicate which mode you are in.

7. Press the **Exit** key.
8. Press the **Select** key to Save Config. After a few seconds, the phone should reboot again.
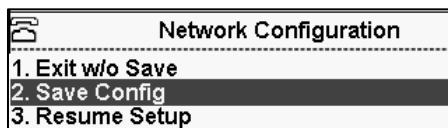
9. When the phone is ready, you should see your phone extension on the display with a solid phone icon beside it. To verify a successful configuration, test an outbound and an inbound call.
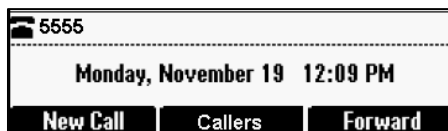
If you experience any issues, please refer to the Troubleshooting Guide on sasktel.com/ibcsupport.

VOIP 9-1-1

Important information regarding emergency calls:

9-1-1 service is available in a non-standard way with SaskTel IBC. The caller's location and telephone number are not automatically transmitted with the 9-1-1 call. The caller must orally provide the information to the operator answering the call. For calls made from within Canada and the United States, an operator will answer the 9-1-1 call, request the caller's telephone number, location and emergency service required and route the call to the public safety answering point serving the location provided by the caller. If the 9-1-1 caller cannot communicate his or her location or when a 9-1-1 call is disconnected before the 9-1-1 caller's location can be determined, and the operator cannot re-establish contact with the caller, SaskTel will use the registered service address to route the call to the appropriate Public Safety Answering Point.

9-1-1 calls made from locations outside of Canada and the United States cannot be completed by the operator. The caller will be told to use an alternate service to place the emergency call.

9-1-1 calling via SaskTel IBC is provided subject to the availability of 9-1-1 service at the customer's physical location. SaskTel IBC, including 9-1-1 dialing, may not function in the event of a power failure or internet service provider service outage or if the account has been suspended or terminated for non-payment or other permitted reasons.

Service charges ordinarily applicable for service address changes will not be charged as they are required to update the 9-1-1 service address database.

Because the Service can be moved temporarily, the customer is required to update their address when using the Service somewhere other than the original registered location. Temporary address updates, can be made at www.sasktel.com/voip911, using the 10-digit phone number and the same password used for voice mail service. Once submitted, location updates will be made in real time.