# MaxCS
# Polycom D60 Configuration Guide

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# About This Guide

This guide describes how to configure a single Polycom D60 device to work with a Polycom VVX phone in a MAXCS 8.5 or later environment.

These instructions assume that you have unpacked the D60 device and have reviewed the manufacturer's product documentation, including the *Polycom VVX D60 Wireless Handset Guide*.

# Limitations

According to Polycom documentation, VVX models 300, 400, 500, and 600 support the D60 handset. If you have any questions about D60 support for a specific phone, contact Polycom directly.

Please note the following limitations:

- You cannot pair a D60 base station with a VVX phone that is connected to an expansion module.

- The D60 handset is supported **only** in one-to-one paring mode with the VVX.

- The D60 handset can be configured for only a single extension; you cannot configure the device for multiple extensions.

- You must upgrade the VVX phone's firmware to a newer version to support the D60 handset. Instructions are provided in this guide.

- If a call is answered by the VVX phone, then the call **cannot** be transferred or picked up by the D60 handset.

- If a call is answered on the D60's base station, then the call **cannot** be transferred to the D60 handset

- DND is not supported on the D60 handset.

- The MaxCS phone # features (#34, #33, and so on) are not supported on the D60 handset. You cannot log into voicemail by pressing ## on the D60 handset.

- The directory on the Base (VVX) and on the D60 handset are separate. When you configure information in the directory on the base, that information is not updated on the D60 handset.

# Overview

You will follow this general process to configure a D60 handset with a VVX phone.

1. Upgrade the firmware for the VVX phone to version 5.6.0.17325**.**

2. Enable D60 support on the VVX IP phone.

3. Pair the base station with the VVX phone.

# Step 1: Check the Firmware on the VVX Phone

In order to use the D60 handset with a Polycom VVS phone, upgrade the phone to firmware version 5.6.0.17325 or later.

## Step 2: Enable D60 Support on the VVX Phone

1. On the VVX phone's menus, select **Settings** > **Advanced**.

2. Enter the administrator password to access the menus.

3. Select **VVX D60 Configuration**.

4. Select **VVX D60 Profile**.

5. Select **Enable**.

## Step 3: Pair the Base Station with the VVX Phone

You can use the device's Automatic Pairing feature to pair the D60 base station with the Polycom VVX phone.

1. Plug the base station into a PoE for power.

2. Connect an Ethernet cable from the LAN port on the base station to a LAN outlet. The LAN outlet must be on the same network as the VVX phone.

3. On the VVX phone's menus, select **Settings** > **Features** > **VVX D60 Configuration**.

4. On the next screen, select **Base Station** > **Automatic Pairing**.

5. Select the base station. Select **Pair**.  The handset will show as paired.

## Known Issues

AltiGen has noted the following open issues with the D60 handset.

- (42804) If the VVX extension has the Multiple Call Waiting feature enabled, the D60 handset will continue to ring when a call goes into the queue.

- (42789) When you enable BLF and/or LINE PARK, the D60 handset will not work.

## AltiGen Technical Support

AltiGen provides technical support to Authorized AltiGen Partners and distributors only. End user customers, please contact your Authorized AltiGen Partner for technical support.

Authorized AltiGen Partners and distributors may contact AltiGen technical support by the following methods:

- You may request technical support on AltiGen's Partner web site, at https://partner.altigen.com. Open a case on this site; a Technical Support representative will respond within one business day.

- Call 888-ALTIGEN, option 5, or 408-597-9000, option 5, and follow the prompts. Your call will be answered by one of AltiGen's Technical Support Representatives or routed to the Technical Support Message Center if no one is available to answer your call.

Technical support hours are 5:00 a.m. to 5:00 p.m., PT, Monday through Friday, except holidays.

If all representatives are busy, your call will be returned in the order it was received, within four hours under normal circumstances. Outside AltiGen business hours, only urgent calls will be returned on the same day (within one hour). Non-urgent calls will be returned on the next business day.

Please be ready to supply the following information:

- • Partner ID

- • AltiGen Certified Engineer ID

- • Product serial number

- • AltiWare or MAXCS version number

- • Number and types of boards in the system

- • Server model

- • The telephone number where you can be reached