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Hdx 7000 administrator guide

Before you can register the Poly endpoint in StarLeaf, you must first add it to the StarLeaf portal. See How to add an H.323 endpoint to the StarLeaf portal. To configure H.323 of the Poly endpoint, you must access the web interface and make some changes. The example here is the Polycom HDX 8000. Find the IP address of the Poly endpoint. Located at the bottom of the Poly screen: Go to the IP address in your browser, you are prompted for a username and password. The default user name is admin and the default password is the serial number of HDX. If the default settings do not work, contact your system administrator. To edit H.323 settings go to the > IP network. H.323 settings appear at the top of the screen. Use the following settings: H.323: enableDH.323 Name: this is the H.323 ID / name from the PortalH.323 extension (E164); this is the H.323 ID/ name from the GatekeeperUse portal: select SpecifyAuthnss: select the box and type the authentication name from the portal. Select the Password box and type the authentication password you entered in the portal. This is optional and you do not need to set the authenticationPrimary Gatekeeper IP address: type the IP address and default port of the gatekeeper gateway service. To find the IP address of the gatekeeper gateway service, you must ping the StarLeaf sub-sector of your organization. That is, ping [name of your organization].call.sl. For example, here in StarLeaf, you ping starleaf.call.sl, which returns an IP address of 72.28.120.50 The default port is 1719. Use this format: IP Address:1719For example: 72.28.120.50.1719Enassociated SIP: disableDenable H.460 Firewall Traversal: enabled Click Update to save all changes, and then restart the hardware. Check the Diagnostics page to make sure the gatekeeper status is up. To check the configuration, call endpoint ID H.323 from any StarLeaf device. If the call does not work, restart the endpoint and try again. NAT settings at endpoints H.323 (where you enter your gateway's public IP address at the endpoint itself) must be disabled. The purpose of these settings is to help the transit firewall, but they can affect the proper functioning of the H.460 protocol. Troubleshooting if the calls between the registered poly endpoint and starleaf are audio only make sure that the basic/diagnostic function is not active Settings. The setting is under Administrator Settings > Preference > Network Call. After the setting is changed, the Poly endpoint must be restarted. If the security controller fails to register after a device restart or ip address change, it is probably because the Poly endpoint has forgotten the H.460 firewall pass setting. Find the setting under Admin Setup > Network > IP Network Firewall > and clear, and then select the option again. Configure the endpoint to display the directory This is an example of LDAP endpoint configuration. To configure the directory in Polycom HDX 8000, go to > Global Services > Directory Servers. 1 2 3 4 Table of contents 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 If you are using the reset button, then you will either need to reset Configuration (if the system is turned on when you use the restore button) or you will run Factory Restore (if the system is disabled when you use the restore button and then activate the system with the button still pressed down). Per administrator guide ..., page 12-4:Reset configuration If the system is not working properly or you have forgotten the admin room password, you can use the reset button to delete the system settings and restart the system. This feature is similar to using system restore on the System Diagnostics screen with system settings deletion enabled. The following items are saved:• Current software version• Selection keys• Directory entries• CDR data and log filesUn factory restore, all system settings will be deleted. In other words, you should run a Configuration Restore instead of a Factory Restore if you are just trying to retrieve the password. Again, from the administrator's guide, page 12-4: To reset the system configuration by using the restore button: >> While the system is turned on, press and hold the restore button for at least 15 seconds. After 15 seconds, the system restarts and displays the installation wizard. Toned toned toned toned June 21,2014 Question: What is the factory default username and password of an HDX system or group series? Answer: Default username: adminDefault Password: 14 digit HDX / Group Series serial number printed on the back for HDX / Group Series ends for example with the letters CNPlease ensure to provide some feedback if this response has helped you so other users can benefit from your experience. Best Regards Steffen Baier Polycom Global Services -----Mulcom Employee & Community Manager title is a community environment and does not reflect my role. I'm just a volunteer in the community like everyone else. My Official Job Day is 3rd level of support at Poly, but I am able to provide official support through community -----Notice: This community forum is not an official poly support resource, so responses from poly employees, partners, and customers alike are best effort in efforts to share learned knowledge. If you need immediate and/or official please open a service ticket through the appropriate support channels. Also make sure that you always check VoIP, video endpoint, Skype for Business, PSTN, or RPM FAQ before you can register the Poly endpoint in StarLeaf, you must first add it to the StarLeaf portal. See How to add an H.323 endpoint to the StarLeaf portal. To configure H.323 of the Poly endpoint, you must access the same changes. The example here is the Polycom HDX 8000. Find the IP address of the Poly endpoint. Located at the bottom of the Poly screen: Go to the IP address in your browser, you are prompted for a username and password. The default user name is admin and the default password is the serial number of HDX. If the default settings do not work, contact your system administrator. To edit H.323 settings go to the > IP network. H.323 settings appear at the top of the screen. 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If the security controller fails to register after a device restart or the ip address change is probably caused by the fact that Poly endpoint has forgotten the H.460 firewall transit setting. Find the setting under Admin Setup > Network > IP Network Firewall > and clear, and then select the option again. Configure the endpoint to display the directory This is an example of LDAP endpoint configuration. To configure the directory in Polycom HDX 8000, go to Administrative Settings > Global Services > Directory Servers. Servers. Servers.