

POLYCOM
PRODUCT QUALIFICATION GUIDELINES

Wired VoIP Handsets

Cordless DECT Handsets

Cordless WiFi Handsets

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Introduction

Key Technical Qualification Criteria

These qualification guidelines describe the key technical qualification criteria for opportunities using GA (generally available) products that are already fully released and have supported connectivity.

Any opportunities outside of the above envelope (i.e. that requires non-GA product or unsupported connectivity) should be qualified financially to determine the validity of the preparation of a business case for input to product Management.

For technical assistance with the qualification, please contact your Pre-Sales Systems Engineer.

Qualification Questions

This section provides you with a range of qualification questions regarding the wired VoIP handsets, the cordless DECT handsets and the cordless WiFi handsets

Wired VoIP Handsets

- 1 Telephony Platform?
 - The platform must be one of those officially supported
- 2 Client Software?
 - SIP, MGCP or H.323?
- 3 Handset features?
 - User Profile (receptionist/casual/power user)?
 - Line appearances?
 - Browser/Applications support?
 - GigaBit trunk i/f?
 - HD Voice?

Cordless DECT Handsets

- 1 Telephony Platform? [Click here for more information.](#)
 - The platform must be one of those officially supported
- 2 Host Connectivity? [Click here for more information.](#)
 - IP, Analog, or ISDN?
- 3 Number of Users?

For more information, go to [“KIRK Wireless Server System Comparison”](#) on page 3-1

4 Coverage?

For more information, go to [“KIRK Wireless Server System Comparison”](#) on page 3-1>

- How big - how many base stations required?

5 Existing DECT system?

- Re-use existing cabling?

For more information, go to [“Re-Use of existing DECT cabling”](#) on page 3-3

6 Deploy KIRK handsets on existing DECT base stations?

For more information, go to [“Using Existing Base Stations”](#) on page 3-3

7 User Profile/ Environment?

For more information, go to [“User Profile / Environment”](#) on page 3-3

8 Telephony features?

For more information, go to [“Telephony features”](#) on page 3-6

Are defined by the integration:

For IP:

For ISDN

Analog: Features available are determined by the PBX. It is possible to configure certain features or ‘* commands’ but what is possible depends on the PBX and there can be limitations - no guarantees that a feature can be implemented or will work.

9 Messaging Application Requirements?

For more information, go to [“Messaging Application Requirements”](#) on page 3-4

Cordless WiFi Handsets

1 Telephony Platform?

For more information, go to [“Telephony Platform”](#) on page 3-4

- The platform must be one of those officially supported.
- The platform will also determine the supply chain

2 Which WLAN?

For more information, go to [“Which WLAN?”](#) on page 3-5

- The WLAN must be one of those officially supported
- The WLAN must comply with recommendations in ‘Best Practices’

3 How many users / concurrent calls?

For more information, go to [“How many users / concurrent calls?”](#) on page 3-5

4 User Profile/ Environment ?

For more information, go to [“User Profile/ Environment?”](#) on page 3-6

- Determines handset type
- Determines battery charging regime and accessories

5 Telephony features ?

For more information go to [“Telephony features”](#) on page 3-6

•Feature support is dependent upon the Telephony Platform integration and is different on different platforms

6 Messaging Application Requirements?

For more information, go to [“Messaging Application Requirements ”](#) on page 3-7

Supporting Information

This chapter provides you with supporting information about the DECT and the WiFi products.

DECT Products

KIRK Wireless Server System Comparison

The below table compares the different types of KIRK Wireless Servers in relation to maximum number of users, base stations, repeaters, speech channels as well as interface to PBX, emulation, compatibility and SIO Port

KIRK	KWS500	KWS600v3	KWS1500	KWS3000
Wireless Server				
Max # of Users	8	35 (single cell) 1500 (multi cell)	700 ISDN, IP) 128 (analog)	1500
Interface to PBX	a/b (analog)	IP	a/b (analog) ISDN (QSIG) IP	a/b ISDN (QSIG)
Emulation		SCCP H.323 SIP	SCCP H.323	
Vendor Interop		Cisco Avaya IP Office Innovaphone BroadSoft Cirpack Digium/Asterisk Inter-tel Nortel Samsung	Cisco Avaya IP Office Innovaphone	
SIO Port	Serial	Ethernet	Serial	Serial
Max KIRK Base Stations	In wireless server	256	32 (4 channel)	128 (4 channel)
Max KIRK Repeaters	6	6 (single cell). For multi cell, a total of 256 devices incl. base stations	96	128
Max Theoretical Speech Channels (not accounting for PRI or interface limitations)	6	11 x 256 = 2816	4 x 32 = 128	4 x 128 = 512 192 a/b
Max KIRK Handsets	8	35 (single cell) 1500 (multi cell)	128 a/b 700 ISDN, IP	192 a/b 1500 ISDN
Availability Limitations		SCCP (not USA)		Not GA. Selected Disti's only

Go back to [“Number of Users?”](#) on page 2-1

Go back to [“Coverage?”](#) on page 2-2

Re-Use of existing DECT cabling

Existing DECT cabling to legacy base stations can probably be re-used with the 1500 and 3000 DECT systems. There are no performance guarantees. Any installation would have a caveat that the cabling would need to be surveyed and tested and that the cabling might need replacing on a chargeable basis if found to be deficient. The maximum cable length between DECT 1500/3000 controller and base station is 3 Km.

Note: Some other manufacturers’ DECT systems use base stations that support up to 12 concurrent calls. KIRK base stations support 4 concurrent calls, which may require the addition of more cabling to support an equivalent call density.

Go back to [“Existing DECT system?”](#) on page 2-2

Using Existing Base Stations

It is possible to use KIRK handsets on certain other manufacturers’ base stations and controller systems that conform to GAP standards, but the type needs to be identified and then cross-checked with DECT SME’s (Subject Matter Experts). Telephony Feature limitations may also exist.

Commercially, the preference is to replace the existing infrastructure wherever possible (for optimal margins and ease of support).

Go back to [“Existing DECT system?”](#) on page 2-2

User Profile / Environment

KIRK DECT Handsets have been developed for use in various vertical-specific applications although there is some crossover.

General Office, healthcare and light retail: KIRK 5020.

General Office and light industrial/retail KIRK 3040

Retail, Light Industrial, where vibrate is not required KIRK 4020

Industrial and retail/healthcare, or where silent/vibrate ring is required
KIRK 4040

Heavy Industrial with requirement for Ex, Intrinsic Safety, ATEX approval:
KIRK 4080

For more information, go to:

<http://www.kirktelecom.com/Company/suk296.asp>

Go back to “[User Profile/ Environment?](#)” on page 2-2

Telephony Features

Feature support is defined in the White List located under the compatibility section. With Analog systems, it is possible to configure PBX feature access codes (* commands) for hold and transfer etc, by programming them into the handsets phonebook.

Go back to “[Telephony features?](#)” on page 2-2

Messaging Application Requirements

KIRK DECT handsets can make use of the SIO protocol interface to allow third-party middleware applications to send messages or receive user events from the handset. Although the user may only be focused on the immediate telephony, a significant part of the ROI calculation can be satisfied by user interaction with on-premise systems via Cordless endpoints. Identify if there are any line of business applications which if integrated, would resolve an operational issue or improve the end-customer’s productivity or service level. Go back to “[Messaging Application Requirements?](#)” on page 2-2

WiFi Products

Telephony Platform

The telephony platform will dictate the handset variant, the possible interfaces and the supply chain. Specifically, if the platform is one from an OEM partner, supply of the relevant handset variant will be through the OEM partner’s channels, NOT through Polycom distribution partners. Only Polycom/SpectraLink branded WiFi handsets are sold through Polycom distribution partners.

For a list of compatible telephony platforms refer to the telephone switch interface matrix available from:

http://www.spectralink.com/resources/interface_guides.jsp

Note: Any platform not listed will require business case justification before interoperability tests are to be performed. Enquirers are to be advised that unlisted platforms are not supported.

Go back to “[Telephony Platform?](#)” on page 2-2

Which WLAN?

- The WLAN must be one of those on the WiFi compatibility list, located at: http://www.spectralink.com/resources/wifi_compatibility.jsp
- If not on the WiFi compatibility list, advice must be given against deployment of Polycom products. Also Identify the business case and if significant or of strategic importance, refer to Geri Mitchell-Brown for advice and direction on whether the platform is likely to be a future inclusion within the interoperability program.
- The customer should be advised that it is preferable if the WLAN is one of the VIEW-certified products because VIEW is a Wireless Interoperability program that ensures that the products are interoperable and fully supported. VIEW certified products are subject to a legally binding agreement on Polycom and the VIEW partner to ensure engineering resources will be applied to resolve any interoperability issues.
- The WLAN should use the listed software version in the compatibility list or a later version.
- The recommended settings from the relevant configuration note should be applied to the WLAN.

For more information, go to

http://www.spectralink.com/resources/wifi_compatibility.jsp

- All AP's used on the WLAN should be of the same model and software versions
- The WLAN architecture and design must comply with the recommendations documented in the Best Practices white paper.
For more information, go to

http://www.spectralink.com/resources/white_papers.jsp

Go back to “[Which WLAN?](#)” on page 2-2

How many users / concurrent calls?

The number of users and concurrent calls is determined or limited by many factors. The customer's requirement, which may change according

to density of users within a given area and the type of business activity being conducted (which dictates phone usage); The network capacity in terms of the maximum possible number of calls per AP (dependent upon handset range from the AP and the data rates enabled on the AP) ; the number of AP's covering specific areas. The capability of the PBX; Finally, the limitations of the SVP Server or NetLink Gateways.

Note: Note: There are a lot of engineering issues to discuss or think about but the primary reason for the initial question is to determine the size of the opportunity.

Go back to [“How many users / concurrent calls?”](#) on page 2-3

User Profile/ Environment?

The environment is identified in order to qualify which handset type would be appropriate. What is the user environment? is it an office environment, or is it a hard-floor environment or industrial environment. Is there a requirement for intrinsic safety?

What are the shift patterns?

Are users predominantly desk-bound with some movement away from the desk (single-desktop chargers might be appropriate here) or are the mobile users predominantly away from a charging receptacle (requires spare batteries and dual desktop-chargers or gang-chargers)?

How does the customer envisage managing the batteries and allocation of handsets; e.g. are they locked away centrally at night (common in retail operations).

Does the customer require/demand Push-to-Talk?

Go back to [“User Profile/ Environment ?”](#) on page 2-3

Telephony features

The telephony features available on the handset will depend on the PBX integration, which varies from PBX to PBX and whether the integration is via an IP client in the handset and SVP Server(s), or an SRP client working through a NetLink Gateway connected to analog or digital PBX extensions. The requirement of certain features, for example, *Hot Desking*

known as *Virtual office* (NorTel) or *Enterprise Mobility*, (Cisco) is only possible on certain IP integrations but could be a key differentiator for certain applications where handset sharing is an operational requirement or key benefit.

The important thing is to qualify the user expectation as to which telephony features are mandatory and which are 'nice to have'. It is important that the reseller has this conversation with the end-user in order to qualify the end-user's expectations.

Note that our Analog PBX interface does not support CLID/CLIP, which could be considered a mandatory requirement in many deployments.

Go back to [“Telephony features ?”](#) on page 2-3

Messaging Application Requirements

SpectraLink WiFi handsets can make use of the OAI protocol interface to allow third-party middleware applications to send messages or receive user events from the handset. This also requires the use of OAI Gateway hardware. Although the user may only be focused on the immediate telephony requirement, a significant part of the ROI calculation can be satisfied by user interaction with on-premise systems via Cordless endpoints. Identify if there are any line of business applications which if integrated, would resolve an operational issue or improve the end-customer's productivity or service level. Note that it is possible that the reseller may be unaware of OAI and has not discussed application / messaging opportunities with the end-user.

Go back to [“Messaging Application Requirements?”](#) on page 2-3