



Supported USB Devices for SoundPoint® IP 650 and 670 and Polycom® VVX 1500 Phones – TB38084

Introduction

As of SIP 3.0, certain USB devices can be plugged into the USB port on the back of the SoundPoint IP 650 phone and used to record calls and play them back. This feature requires a license key for activation. As of SIP 3.0.2, the SoundPoint IP 670 phone is also supported and more USB devices are supported on the SoundPoint IP 650 phone. As of SIP 3.1, USB devices over 2GB are supported. As of SIP 3.1.2B, the Polycom VVX 1500 is supported for recording and playing back audio calls as well as displaying a digital picture frame.

Using this feature on the SoundPoint IP 650 and 670 may require purchase of a license key or activation by Polycom channels. No license key is required for use on the Polycom VVX 1500. For more information:

- Refer to Technical Bulletin 32265 “Activating Charge for Software Features on SoundPoint IP Phones” in the [Polycom Support Knowledge base](#) for information on how to activate the recording feature.
- Refer to the SIP 3.1 Administrator’s Guide for SoundPoint IP and SoundStation IP Phones on the [SoundPoint IP 650 Support Page](#), [SoundPoint IP 670 Support Page](#), or the [Polycom VVX 1500 Support Page](#) for information on how to enable the recording feature.
- Refer to the User Guide for the SoundPoint IP 650 (SIP 3.1) or the SoundPoint IP 670 (SIP 3.1) on the SoundPoint IP 650 or 670 Support Pages respectively for information on how to record and play back audio calls.
- Refer to the User Guide for the Polycom VVX 1500 (SIP 3.1.2B) on the Polycom VVX 1500 Support Page for information on how to record and play back audio calls and displaying the digital picture frame.

Filenames of the recorded **.wav** files will include a date/time stamp. Playback can occur on either the phone itself or on a Windows® or Apple® based computer using an application capable of playing **.wav** files.

Supported USB Flash Drives

The following USB devices¹ are recognized for use with the SoundPoint IP 650 and 670 by default:

| USB Device Manufacturer | USB Device Model | Vendor ID ² | Product ID ² |
|-------------------------|----------------------------|------------------------|-------------------------|
| A-DATA | A-DATA My Flash 1GB | 4871 | 355 |
| Corsair | Corsair Flash Voyager 1 GB | 1659 | 9495 |
| DaneElec | DaneElec 2GB, 4GB | 5118 | 7680 |
| Dell | Dell 64MB | 2284 | 18 |



| USB Device Manufacturer | USB Device Model | Vendor ID ² | Product ID ² |
|-------------------------|-------------------------------------|------------------------|-------------------------|
| Disney | Disney Mickey Mouse | 4703 | 4132 |
| | Disney Mickey and Pluto | 4871 | 355 |
| Emprex | Emprex 2GB | 4871 | 355 |
| EMTEC International | EMTEC 1.0GB | 5118 | 7427 |
| Future Shop | Geek Squad 4GB | 2284 | 32 |
| Kingston | Kingston Data Traveler 128 MB | 1256 | 256 |
| | Kingston Data Traveler 256 MB | 2284 | 8 |
| | Kingston Data Traveler 256 MB | 3190 | 5 |
| | Kingston Data Traveler 256 MB, 1 GB | 2284 | 22 |
| | Kingston Data Traveler 1GB | 2385 | 5637 |
| | Kingston Data Traveler 2GB | 5118 | 6656 |
| | Kingston Data Traveler 4GB | 5118 | 7424 |
| Memorex | Memorex TravelDrive Mini 512MB, 2GB | 2284 | 22 |
| | Memorex TravelDrive 512MB, 1GB, 4GB | 4855 | 7715 |
| Patriot | Patriot 1GB, 2GB | 5118 | 6656, 7424, 7680 |
| | Patriot XT Xporter XT 16GB | 5118 | 7680 |
| PNY | PNY Optima Attache 2GB | 5118 | 7680 |
| | PNY Mini Attache 2GB | 2352 | 25924 |
| | PNY Optima Pro Attache 8GB | 5451 | 21 |
| PQI | PQI 1GB, 2GB | 13624 | 84 |
| ORBYX Electronics | Centrios 1GB, 2GB, 4GB | 5118 | 7459, 7971 |
| | Centrios 1GB, 2GB | 4871 | 355 |
| | Nexxtech 1GB | 5118 | 7459 |
| | Nexxtech 2GB | 4871 | 355 |
| OCZ Technology | Rally 2GB | 4871 | 355 |
| SanDisk | SanDisk Cruzer Mini 512MB | 1921 | 20816 |
| | SanDisk Cruzer Titanium 1GB | 1921 | 21512 |
| | SanDisk Cruzer Micro 2GB, 4GB | 1921 | 20817 |
| | SanDisk Cruzer 2GB, 4GB | 1921 | 21510 |
| | SanDisk Cruzer Titanium 2GB | 1921 | 20992 |
| Sony | Sony USM128A —128MB | 1356 | 139 |
| | Sony MicroVault 1GB | 1356 | 579 |
| Transcend | Transcend 2GB | 4871 | 355 |
| ValGear | VGI 1GB | 4719 | 355 |
| | GXT Mobile Disk 8GB | 4719 | 355 |
| Verbatim | Verbatim 2GB | 2284 | 32 |

1. USB flash drives over 2GB were not supported before SIP 3.1 .
2. Some brands of USB flash drives have the same Vendor ID/Product ID.



If a user plugs another USB flash drive into their SoundPoint IP 650, a test is performed to determine if the USB device is acceptable. While the test is running, “Verifying USB device” is displayed. If the USB flash drive is accepted, “USB Device Attached” is displayed; if it is not accepted, “Unsupported USB device attached: <product string>, <vendor ID>, <product ID>” is displayed.

If a user plugs another USB flash drive into their SoundPoint IP 670, it will be accepted with a few exceptions that are documented in the following section, “Unsupported USB Flash Drives”.

If a user plugs any USB flash drive into their Polycom VVX 1500 phone and it is running SIP 3.1.3B or later, the USB flash drive will be accepted. If the phone is running an earlier SIP release, the USB flash drive will be accepted with a few exceptions that are documented in the following section, “Unsupported USB Flash Drives”.

If you determine that any other USB flash drives are supported for recording (or digital picture frame on the Polycom VVX 1500), create an [enhancement request](#) through the Polycom Customer Support web site. Supply the manufacturer, model name, vendor ID, and product ID of the USB device and it will be added to this technical bulletin (after testing by Polycom).

For support on a particular USB device, contact:

- A-DATA Technology Co:
http://www.adata.com.tw/adata_en/service_faq.php
- Corsair: <http://www.corsairmemory.com/helpdesk/default.aspx>
- DANE ELEC MEMORY: <http://www.dane-elec.fr/holland/>
- Dell: <http://support.dell.com/support/index.aspx?c=us&l=en&s=gen>
- Emprex: http://www.emprex.com/03_support_01.php
- EMTEC International: <http://www.emtec-international.com/en/support.php?categorie=DEFAU>
- Hewlett-Packard Development Company:
http://welcome.hp.com/country/us/en/support.html?pageDisplay=support&jumpid=in_R329_prodexp%2Fhhosp%2Fsplit%2Fsupport
- Kingston: <http://www.kingston.com/support/default.asp>
- Lexar Media, Inc.: <http://www.lexar.com/support/index.html>
- Memorex: <http://www.memorex.com/html/support.php>
- Patriot: <http://www.patriotmem.com/support/indexp.jsp>
- PNY Technologies: <http://www2.pny.com/support/support.aspx>
- PQL: http://www.pqi.com.tw/support_center.asp
- ORBYX Electronics:
<http://www.centrios.com/content/support.aspx?language=en-CA>
- OCZ Technology: <http://www.ocztechnology.com/support/>



- SanDisk: https://www.customernation.com/pls/ps/ps.ps_main?p_host=304&p_supplier=5096&p_parm=PSHPP
- Sony: <http://esupport.sony.com/US/perl/select-system.pl?PRODTYPE=27>
- Transcend: <http://www.transcendusa.com/Contact/CuTechsupport.sap>
- ValGear: <http://www.valgear.com/Drivers.htm>
- Verbatim: <http://www.verbatim.com/support/>

Unsupported USB Flash Drives

The following USB flash drives have been found to be incompatible with the SoundPoint IP 650 or 670:

| USB Device Manufacturer | USB Device Model | Vendor ID | Product ID |
|-------------------------|---|-----------|-----------------------------------|
| A-DATA | A-DATA My Flash 2GB | 2316 | 4096 |
| Corsair | Corsair Flash Voyager 2 GB ³ | 2316 | 4096 |
| GXT | GXT 64MB | 1111 | 337 |
| | GXT 1GB ³ | 4719 | 353 |
| HP | HP 2GB | 2316 | 4096 |
| Kingston | Kingston Data Traveler 4 GB | 2385 | 5639 |
| Lexar | Lexar 1GB, 2GB | 1500 | 42358, 42560, 42592, 42753, 42769 |
| LG | LG 2GB | 2316 | 4096 |
| | Polycom 64MB ³ | 1423 | 37762, 25479 |
| OCZ Technology | Rally 8GB ³ | 804 | 48134 |
| PNY | PNY Optima Attache 1GB ³ | 2316 | 4096 |
| Privacy | Privacy Drive 2GB ³ | 2316 | 4096 |
| Sony | Sony MicroVault 1GB, 2GB, 4GB | 1356 | 677 |
| TDK | TDK Trans-IT 2GB ³ | 5118 | 7203 |
| Transcend | Transcend JetFlash V30 1GB, 4GB | 1423 | 25479 |

3. Does not work with SoundPoint IP 650, but certain versions work with the SoundPoint IP 670.

These USB devices are incompatible due to clock issues with the SoundPoint IP 650 and 670.

The following USB flash drives have been found to be incompatible with the Polycom VVX 1500 if it is running a release earlier than SIP 3.1.3B:

| USB Device Manufacturer | USB Device Model | Vendor ID | Product ID |
|-------------------------|--------------------------|-----------|------------|
| Future Shop | Geek Squad 2GB, 4GB | 2284 | 32 |
| SanDisk | SanDisk Cruzer Micro 4GB | 1921 | 20817 |



If you discover any other USB devices are not supported for recording or digital picture frame, create an [enhancement request](#) through the Polycom Customer Support web site. Supply the manufacturer, model name, vendor ID, and product ID of the USB device and it will be added to this technical bulletin (after testing by Polycom).

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