



SoundPoint® IP 650 and 670 Supported USB Devices for Call Recording – 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.

Using this feature may require purchase of a license key or activation by Polycom channels. 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](#) or the [SoundPoint IP 670 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.

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 Devices

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
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



USB Device Manufacturer	USB Device Model	Vendor ID ²	Product ID ²
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 devices over 2GB were not supported before SIP 3.1 .
2. Some brands of USB devices have the same Vendor ID/Product ID.

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

If you determine that any other USB devices are supported for recording, 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&umpid=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>
- PQI: 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 Devices

The following USB devices 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. If you discover any other USB devices are not supported for recording, 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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