

# Technical Bulletin 63388

Emergency Dialing with Unregistered Polycom® SoundPoint® IP, SoundStation® IP, and VVX® Phones



---

This technical bulletin describes an issue with emergency dialing as it relates to unregistered Polycom SoundPoint IP, SoundStation IP, and VVX phones running certain software releases.

This information applies to SoundPoint IP, SoundStation IP, and VVX phones running SIP software versions 3.2.0 or later.

## Symptom

If a phone's SIP lines are not registered with a call server, and the Emergency Call Routing Feature is enabled (by configuring the `dialplan.routing.emergency.x.value` and `dialplan.routing.emergency.x.server.y` parameters) dialing the configured emergency number will only work if you use on-hook dialing and when URL Dialing is enabled.

You will not be able to dial the emergency number (using either on-hook or off-hook dialing) if URL Dialing is disabled.

## Workaround

URL dialing must be enabled and the user must use on-hook dialing when attempting to place an emergency call when the phone is not registered and this feature is in use.

## Status

Polycom will address this issue in the subsequent software releases scheduled for early 2011. If you need to enable this feature before the scheduled maintenance releases, please contact Polycom VoIP Product Support.

## Trademark Information

© 2010, Polycom, Inc. All rights reserved. POLYCOM®, the Polycom "Triangles" logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.