

Frequently Asked Questions

Polycom® KIRK® Automatic Alarm Call

The KIRK Automatic Alarm Call application is managed via a software license installed on the KIRK Wireless Server SIP solutions. The alarm application integrates with the KIRK 6040 and 7040 Handsets. With the Automatic Alarm Call application, you can benefit from the expanded safety and security features available in the KIRK 6040 and KIRK 7040 Handsets by sending automatic alarm calls via the tear-off string and motion detectors.



Q: What is a KIRK APP?

A: KIRK APPs are a series of basic applications developed by Polycom for end-users to better utilize the features in their KIRK Handsets. The Automatic Alarm Call application is the first KIRK APP released

Q: What are the Benefits of the Automatic Alarm Call Application?

A: With the Automatic Alarm Call application you can fully leverage the safety and security features of your KIRK 6040 and KIRK 7040 Handsets. Send automatic alarm calls via the alarm key, tear-off string, and motion detectors to a predefined emergency contact

Q: Which Products Support the Application?

A: The KIRK Wireless Server SIP solutions as well as the KIRK 6040 and KIRK 7040 Handsets support the Automatic Alarm Call application

Configuring the Application

Q: How do I Install the Application on my KIRK Handset?

A: The Automatic Alarm Call application requires a license (part number 14075450) installed on your KIRK Wireless Server. When the license is installed, an expanded alarm menu will be available in the KIRK 6040 and 7040 Handsets' menu under *Settings* → *Advanced* → *Alarms*

Q: How do I Enable the Automatic Alarm Calls?

A: To activate/disable the automatic alarm calls, go to the handset menu and choose *Settings*, *Advanced* and then *Alarms*. Here you can enable/disable and adjust the following alarms:

- **Alarm key:** Alarm call is triggered when alarm key is pressed. **Please note** the alarm functionalities of the alarm key are not license required
- **Tear-off string:** Alarm call is triggered when the tear-off string is detached from the handset
- **Running detector:** Alarm call is triggered when the motion detector detects that the handset's user is running
- **Man down detector:** Alarm call is triggered when the motion detector detects that the handset does not move and is horizontal

Q: What do the Different Alarm Settings do?

A: For each automatic alarm – tear-off string, running detector, and man down detector - you can choose the following settings:

- **Speed dial:** When the alarm call is activated, the handset calls a predefined number. **Please note** that this setting is mandatory in order to activate the alarm call functionality
- **Pre alarm:** To prevent false alarm calls, a pre-alarm will be triggered 10 seconds before the automatic alarm call is activated.

This allows the user to decline false alarm calls

- **Loudspeaker on:** When the far end answers the alarm call, the sender's handset automatically turns the loudspeaker on. This is particularly beneficial in situations where the user is unable to reach the handset

Q: How do I Define my Emergency Contact?

A: When the speed dial functionality has been enabled for the tear-off string, running detector and/or man down detector, an additional contact field will appear in the handset's speed dial menu named *A.Alarm*. Insert your emergency contact here

Application Requirements

Q: Do all Firmware Versions Support the Automatic Alarm Call Application?

A: No, Automatic Alarm Call is only supported from the following firmware versions:

- KIRK Wireless Server 300: PCS12B or newer
- KIRK Wireless Server 6000: PCS12BC or newer
- KIRK Wireless Server 2500 (VoIP) and 8000 (VoIP): PCS12C or newer
- KIRK 6040 and KIRK 7040 Handset: PCS12Pa or newer

Please note all integrated devices must be upgraded to the firmware versions above for the Automatic Alarm Call application to function

About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence™ Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security - on-premises, hosted, or cloud delivered.

For more information, visit www.polycom.com, call 1-800-POLYCOM, or contact your Polycom sales representative.

Q: Where can I Download the Firmware?

A: On [Polycom Partner Resource Center](#) you can always download the newest firmware and release notes if you have a valid [KIRK Software Assurance](#) subscription

Q: Do I Need a Technician to Enable the Alarms?

A: No, the Automatic Alarm Call application is very user-friendly ensuring that everybody can enable, disable, and adjust the alarms in their handset

Additional Features and Compatibility

Q: Can I get More Features in the Application?

A: The KIRK APP Automatic Alarm Call is a basic application with limited functionalities. For a more advanced application you will need to contact a third-party developer. [See list of certified third-party applications here.](#)

Q: Does the Automatic Alarm Call Work With my Current Application?

A: No, the Automatic Alarm Call application cannot integrate with other motion detector alarm applications. If several motion detector alarm applications are installed on the KIRK Wireless Server, the KIRK Automatic Alarm Call application will overrule and disable the other motion detector alarm applications and their features