



▶ Deployment Guide for the  
Polycom® CX300 Desktop Phone

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Polycom, Inc.  
4750 Willow Road  
Pleasanton, CA 94588-2708  
USA

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# About This Guide

Thank you for choosing the Polycom® CX300 desktop phone which enables a new era in unified communications currently unavailable with traditional desktop phones. Connecting a Polycom CX300 desktop phone to Microsoft® Office Communications Server 2007 R2 allows you to place and receive calls over your IP network connection. For more information on what's new in Microsoft Office Communications Server 2007 R2, refer to <http://www.microsoft.com/communicationsserver/en/us/whats-new.aspx>

This Deployment Guide provides everything you need to deploy the Polycom CX300 desktop phone in a standard Microsoft environment. Verify that the network is prepared for deploying the Polycom CX300 phones with Microsoft Office Communications Server 2007 R2, and your network is correctly configured. Review the *Polycom CX300 Quick Start Guide* before you attempt to deploy the phones. This information can also be found at <http://www.polycom.com/voicedocumentation/>.



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# Deploying Polycom CX300 Phone within a Microsoft Office Communications Server 2007 R2 Environment

The Polycom® CX300 desktop phone running Microsoft® Office Communicator Server 2007 R2 is an intelligent phone that is designed to get the most out of the Microsoft unified communication platform. The Polycom CX300 phone combines network voice, user-driven design, up-time reliability, quality audio, and the improved communication and collaboration of Microsoft® Office Communications Server 2007 R2.



The Polycom CX300 desktop phone is also a compatible audio device for Microsoft Office Live Meeting.

No additional device drivers or software are required to use the Polycom CX300 desktop phone.

To get started, you only have to connect the handset to the Polycom CX300 phone and plug the phone's USB cable to the computer that is running Microsoft Office Communicator 2007 R2.

The required infrastructure is the same in all organizations, although individual user setups will vary. As the organization's system administrator, you should ensure that the required infrastructure is in place so that the user's experience is seamless.

Topics in this section include:

- [Setting Up the User's System](#)
- [Supported Software](#)
- [Administrative Tasks](#)



For the most up-to-date version of the Deploying Microsoft Office Communicator 2007 R2 documentation and the complete set of the Microsoft® Office Communications Server 2007 R2 online server and client documentation, see the Office Communications Server TechNet Library at <http://technet.microsoft.com/en-us/library/dd250572%28office.13%29.aspx> .

## Setting Up the User's System

Set up the following for your users have the users set it up themselves:

- **Computer.** The computer must meet the requirements for, and have installed either operating system: Windows® Vista® Service Pack 1 or Windows® XP Service Pack 3.
- **USB.** The phone requires a powered USB port. The phone is not compatible with bus-powered USB hubs (such as keyboards with integrated hubs). Polycom recommend that the phone be plugged directly into a USB port on the computer.
- **Headset (Optional).** A list of compatible headsets that are supported by the phone can found at [http://www.polycom.com/global/documents/support/others/products/voice/CX300\\_HeadsetList\\_3810-48750-001\\_RevA.pdf](http://www.polycom.com/global/documents/support/others/products/voice/CX300_HeadsetList_3810-48750-001_RevA.pdf) .

## Supported Software



Microsoft Office Communicator 2007 R2 version 3.5.6907.37 or later must be installed for the Polycom CX300 phone to work correctly. Version 3.5.6907.37 is the Microsoft Office Communicator 2007 R2 hotfix rollup package dated July 2009.

If correct version of Microsoft Office Communicator software is not installed on the computer, the phone works only as an audio device and cannot be used as a telephone device.

The Polycom CX300 desktop phone displays the following messages if the incorrect version of Microsoft Office Communicator is installed on the computer:

- **Sign in to Office Communicator** indicates that the version of Microsoft Office Communicator installed on the computer is 2.00.xxxx.xxx. The “Sign in...” message reflects the language most recently used in Microsoft Office Communicator.
- **Please Upgrade Office Communicator** indicates that Microsoft Office Communicator 2007 R2 or Microsoft Office Communicator 2007 R2 hotfix



rollup package dated April 2009 is installed on the computer. The “Please Upgrade...” message is always in English, regardless of the language most recently used in Microsoft Office Communicator.

For troubleshooting information about Sign in and Please Upgrade display messages, refer to [Understanding Display Messages](#) on page 2-7.

## Administrative Tasks

After ensuring that the system and software requirements are in place, it is recommended that you perform the following tasks:

- Define dialing rules for the organization.  
Dialing rules determine what – if any – shortcuts, prefixes, and others, can be used by persons calling from inside the organization. Dialing rules also define what the organization’s users can do using Microsoft Office Communicator 2007 R2 when their computers are locked. Any dialing rules set up for Microsoft Office Communicator 2007 R2 apply to the Polycom CX300 desktop phone.
- Review the *Polycom CX300 Desktop Phone User Guide*, which is available at [http://www.polycom.com/support/voice/cx/communicator\\_cx300.html](http://www.polycom.com/support/voice/cx/communicator_cx300.html).
- Test and ensure that the Polycom CX300 desktop phone works under the given infrastructure.
- Send the link to the Polycom CX300 desktop phone support page to all users.



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# Troubleshooting the Polycom CX300 Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the Polycom® CX300 desktop phone in a Microsoft® Office Communications Server 2007 R2 environment. The phone can provide feedback in the form of on-screen error messages, status indicators, and log files for troubleshooting issues.

This chapter presents frequently asked questions and corrective actions for the Polycom CX300 phone. Issues are grouped as follows:

- [Issues When Getting Started With the Phone](#)
- [Understanding Display Messages](#)
- [Issues When Making Calls on the Phone](#)
- [Using the Polycom CX300 Phone as an Audio Device](#)
- [Retrieving Voice Mail Using the Polycom CX300 Phone](#)
- [Languages Supported by the Polycom CX300 Phone](#)
- [How to Use the Polycom CX300 Phone When Computer is Locked](#)
- [Changing the Display and Audio Levels](#)

For more troubleshooting information, refer to the *User Guide for the Polycom CX300 Phone*, which is available at

[http://www.polycom.com/support/voice/cx/communicator\\_cx700.html](http://www.polycom.com/support/voice/cx/communicator_cx700.html) .

Review the latest *Getting Started* for Microsoft Office Communications Server 2007 R2 , which is available at

<http://technet.microsoft.com/en-us/library/dd441174%28office.13%29.aspx>

## Issues When Getting Started With the Phone

### The phone is not recognized by the computer.

Check the following:

- The computer displays the message **USB Hub Power Exceeded** when the phone is plugged in.

Connect the phone to a different USB port on the computer. Or, connect the phone to a USB hub that is connected to the computer, and powered by an external power supply. USB hubs without external power supplies are not supported by this phone.

- The phone display is blank.
  - The phone might not be receiving power. Verify that the USB hub that the phone is connected to is receiving power from an external power supply. The USB hub must be turned ON and connected to the computer that is running Microsoft Office Communicator 2007 R2. Also check that the other devices connected to the USB hub are working.
  - The phone might have been disconnected and then reconnected too quickly. Disconnect the phone's USB plug from the USB port, wait 10 seconds, and then reconnect it.
  - The computer to which the phone is connected might have high CPU utilization, which could slow down the communication with the phone. Exit any open resource-intensive programs that are currently not required.
- The computer is in sleep mode.

You cannot use the phone when the computer is in sleep mode.

If the phone still does not recognize the computer it is connected to after you complete the preceding checklist, try to connect the phone to other USB ports on the computer or the USB hubs. Also, try to connect the phone to another computer that you know is working correctly with Microsoft Office Communicator 2007 R2.

## Understanding Display Messages

**The phone display still shows the startup screen after I have connected it to the computer and waited more than a minute.**

**The phone display shows “Sign in to Office Communicator” even when the phone is already connected to my computer.**

One or a combination of the following conditions might apply:

- The phone might not be communicating with Microsoft Office Communicator 2007 R2 because the computer is in sleep mode.

If your computer is in sleep mode, take it out of sleep mode so that it can communicate with Microsoft Office Communicator and your phone.

- Microsoft Office Communicator 2007 R2 is not running or you have not signed in to your account.

If you cannot sign in to your Office Communicator account, see **Troubleshoot sign in** in Office Communicator Help at <http://go.microsoft.com/fwlink/?linkid=162629> and contact your system administrator.


- The version of Microsoft Office Communicator does not support the phone or Microsoft Office Communicator is not detected on the computer.

Your computer must be running Microsoft Office Communicator 2007 R2 version 3.5.6907.37 or later versions for the phone to function. Also, confirm that all Windows service packs available for the computer's operating system were installed.

- Another telephone device is connected to the same computer and selected as the default device for Microsoft Office Communicator 2007 R2.

The Polycom CX300 phone display will continue to show the Sign in message until it is selected as the default device for Microsoft Office Communicator 2007 R2 or until the other device selected is disconnected.

To change the device selected for Microsoft Office Communicator 2007 R2,

go to **Tools** (by clicking  in the upper left corner of the window) in Microsoft Office Communicator 2007 R2, select **Set Up Audio and Video**, and select the Polycom CX300 phone from the applicable drop-down menu.

- The phone's USB plug was disconnected and then reconnected too quickly to the computer.

Disconnect the phone's USB plug from the USB port, wait 10 seconds, and then reconnect it.

- The user is accessing Microsoft Office Communicator 2007 R2 in a Remote Desktop session.

Microsoft Office Communicator 2007 R2 voice features are not supported in remote desktop scenarios. Therefore, the user may see a Sign in message even when signed in to Office Communicator during a Remote Desktop session.

- The connection to the network is lost.

#### **The phone display shows “Please Upgrade Office Communicator”.**

Check whether your computer is running a version of Microsoft Office Communicator that does not support the Polycom CX300 phone.

Uninstall the version of Microsoft Office Communicator currently on the computer. Then, install Microsoft Office Communicator 2007 R2 version 3.5.6907.37 or a later version.

#### **The phone display shows “Enter a number to dial” immediately after the startup screen.**

Check that the handset is resting on the hookswitch.

#### **The phone display shows audio graphics.**

This is typical behavior when a program other than Microsoft Office Communicator 2007 R2 is streaming audio through the phone.

In computers that are running Windows Vista operating systems, the Polycom CX300 phone display will show audio graphics even if audio has stopped streaming, as long as the audio application is still running.

## **Issues When Making Calls on the Phone**

### **No dial tone**

First, follow these steps:

- Confirm that the computer is running a version of Microsoft Office Communicator that supports the phone. The user must be signed in to Microsoft Office Communicator.
- If the user has just changed the default audio device setting of their computer in Control Panel, you must perform one of these steps:
  - Exit and then restart Microsoft Office Communicator.
  - Disconnect the phone from the computer, wait 10 seconds, and then reconnect.

- Check settings in the Sounds application of Control Panel in the Windows operating system. If the Sound is set to No Sounds, the phone will not give you a dial tone even if the speakerphone is turned ON. Change the sound setting to Windows Default. The same applies when the Windows computer speaker is set to zero or mute. Increase the speaker volume setting on the computer.
- Test that you can hear a dial tone from the speaker. Place the handset on the cradle and press the **Speaker** button. Press the **Playback volume +** until you can hear the dial tone.

When you lift the handset:

- Make sure that the handset cord is attached correctly to the handset jack (not the headset jack) at the back of the phone. Also, make sure that the handset is connected correctly to the handset cord. A 'click' sound indicates that the cord is connected correctly.
- Check that the handset volume level is high enough to be heard. While holding the handset to your ear, press the **Playback volume +** until you can hear the dial tone.

When you press the headset button:

- Check that the headset is compatible with the phone. For more information about headsets, refer to [http://www.polycom.com/global/documents/support/others/products/voice/CX300\\_HeadsetList\\_3810-48750-001\\_RevA.pdf](http://www.polycom.com/global/documents/support/others/products/voice/CX300_HeadsetList_3810-48750-001_RevA.pdf).
- Make sure that the headset cord is attached correctly to the headset jack (not the handset jack) at the back of the phone, and any other connections needed by the headset are in place. A 'click' sound indicates that the cord is connected correctly.

If you still cannot hear a dial tone, refer to [Using the Polycom CX300 Phone as an Audio Device](#) on page 2-11.

### **The call does not connect.**

- Dialing rules  
Make sure that the phone number dialed complies with the dialing rules established for the organization.
- Locked computer  
Check that the computer that the phone is connected to is not locked.
- Sleep mode  
You cannot use the phone when the computer is in sleep mode.

Dialing rules and what can be done with Microsoft Office Communicator 2007 R2 when the computer is locked are set by the system administrator. See “Dialing rules” at <http://technet.microsoft.com/en-us/library/dd425124%28office.13%29.aspx> and [How to Use the Polycom CX300 Phone When Computer is Locked](#) on page 2-12.

### Problems during a call

- I cannot hear the party I am calling.

Check the following:

- The phone’s microphone of the party you are calling is set to Mute.
- The volume level of the speaker of the phone device that you are using (handset, headset, or speaker) is set too low to be heard. Increase the volume level by pressing the **Playback volume +** button on the keypad. Be aware that the volume settings of the handset, headset, and speaker are independent of one another. Changing the volume setting of one device does not change the volume setting of the other two devices.
- Change the device that you are using (from handset to headset or speakerphone, or from headset to handset or speakerphone, or from speakerphone to handset or headset).
- The audio-speaker device settings in Microsoft Office Communicator or the Windows operating system might have to be adjusted. If this is the case, change these settings only when you are not in a call.

If you still cannot hear the other party, refer to [Using the Polycom CX300 Phone as an Audio Device](#) on page 2-11.

- I hear audio glitches or drop-outs.

Check the following:

- Noise from the environment of the party you are calling, such as typing strokes or writing on paper, may be coming through the remote phone's microphone. Ask that the microphone be moved from the source of the sound.
- Wireless connection to the network may be causing audio noise. If the computer accesses the network through a wireless connection, temporarily turn OFF the wireless connection. Then, connect to the network through a network cable.
- Other programs running on the computer may be using network or hardware bandwidth. Check the Windows Task Manager. Exit any open resource-intensive programs that are currently not required.



- The party I am calling cannot hear me.

Check the following:

- Your phone's microphone is on Mute (the Mute button backlight is lit up).
  - The microphone, which is located on the lower-right corner of the phone, is pointed toward you and not blocked by other objects.
  - The microphone setting in Microsoft Office Communicator is set appropriately. To check, go to **Tools** in Microsoft Office Communicator, select **Set Up Audio and Video**, select the Polycom CX300 phone from the applicable drop-down menus, and then adjust the volume settings.
  - The speaker and microphone volume settings in the computer's Windows operating system may be turned too low or to No Sound. To check, locate the appropriate Sounds application in the Windows Control Panel. Remember that any changes in sound levels that you make in your operating system will be reflected in all the phone's audio devices. Also, although you can change volume playback and recording levels of your phone by using the Sound application in Control Panel, it is not recommended.
- The party I am calling can hear noise.

Check the following:

- Your phone is pointed toward you and is not blocked by other objects.
- Make sure that the microphone is pointed toward you and turned away from the source of the sound.

## Using the Polycom CX300 Phone as an Audio Device

### **I cannot hear sound from my phone.**

Check the following:

- The volume level of the speaker of the phone device that you are using (handset, headset, or speaker) may be set too low. Raise the volume level by pressing the **Playback volume +** button on the keypad. Be aware that the volume settings of the handset, headset, and speaker are independent of one another. Changing the volume setting of one device does not change the volume setting of the other two devices.

- Another telephone device is connected to the same computer and selected as the default device for Microsoft Office Communicator.

To change the device selected for Microsoft Office Communicator, go to **Tools** in Office Communicator, select **Set Up Audio and Video**, and select the Polycom CX300 phone from the applicable drop-down menus.

- The speaker and microphone volume settings in the computer's Windows operating system may be too low or may be disabled. To check, locate the appropriate Sounds application in the Windows Control Panel. Remember that any changes in sound levels that you make in your operating system will be reflected in all the phone's audio devices. Also, although you can change volume playback and recording levels of your phone by using the Sound application in Control Panel, it is not recommended.

**The phone's volume is set to the maximum level, but the sound is still too low.**

The audio-speaker device settings in Microsoft Office Communicator and or the Windows operating system might have to be adjusted. If this is the case, change these settings only when you are not in a call.

**I do not want Microsoft Office Communicator sounds, such as Instant message alerts, to be broadcast through the phone.**

Change the audio device through the **Set Up Audio and Video** pages, which can be accessed through the **Tools** menu in Microsoft Office Communicator.

## Retrieving Voice Mail Using the Polycom CX300 Phone

If voice mail is configured, and there is voice mail waiting, the **1** button will be lit. Retrieve messages by pressing the **1** button for 1.5 seconds.

## Languages Supported by the Polycom CX300 Phone

The Polycom CX300 phone supports the 38 languages that are supported by Microsoft Office Communicator 2007 R2.

## How to Use the Polycom CX300 Phone When Computer is Locked

When the Polycom CX300 phone is not connected to Microsoft Office Communicator 2007 R2 (that is, the user are logged off), you can use the phone as an audio device only. When the phone is connected to a computer that is locked:

- The phone can be set up so that users in the organization can make outgoing calls.
- Redial and access to voice mail through the phone depends on how the rules for incoming and outgoing calls when the computer is locked.
- If you are part of Exchange Unified Messaging, and the Voicemail button backlight is illuminated, which means that there is a new message in the voice mailbox, the user will have access to voice mail after they enter their PIN. However, the user might be unable to configure or change their PIN while the computer is locked.
- The user can see the incoming caller name on the display.

## Changing the Display and Audio Levels

You can modify the volume and text display settings of the Polycom CX300 phone through Device Settings. Device Settings can be accessed during the first 10 seconds of the splash screen of the phone display at startup. The “5=settings” are displayed for 10 seconds.

The display information for the Device Settings is in English only. If the language setting of Microsoft Office Communicator is not English, the text “5=settings” is not displayed on the splash screen. However, you can still access Device Settings when you press the 5 button during the first 10 seconds on the splash screen.

