POLYCOM®

Polycom® CX500/CX600/CX3000 IP Phone User Guide

Microsoft® Lync™ 2010 Edition

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Polycom® CX500/CX600/CX3000 IP Phone User Guide

Welcome to the new world of Microsoft® Lync™ 2010 Phone Edition communications software. With Lync 2010 Phone Edition, you have voice communication capabilities not available with your traditional phone. For example, with Lync Phone Edition, you can view call logs, join meetings, and make Voice over Internet Protocol (VoIP) calls. In short, you can do everything that you can do today with your regular phone, and more.

This guide explains how to use Lync Phone Edition with the following phones:

- Polycom® CX500 IP Common Area/Lobby Phone

  For more information about this phone, see http://www.polycom.com/support/voice/cx/communicator_cx500.html

- Polycom® CX600 IP Knowledge/Information Worker Phone

  For more information about this phone, see http://www.polycom.com/support/voice/cx/communicator_cx600.html

- Polycom® CX3000 IP Conference Phone

  For more information about this phone, see http://www.polycom.com/support/voice/cx/cx3000.html

In this guide, you'll learn to use your phone to:

- Make a Call
- View a Contact Card
- Receive a Call
- Use Call Controls
- View Call Logs
- Check Voice Mail
- Manage Multiple Calls
- Escalate a Call to a Conference Call
- Transfer a Call
- Join a Meeting from the Calendar
- Access Phone Settings and Help
- Reset Your Phone

Make a Call

In addition to the standard way of making a phone call (by picking up the handset and dialing), you can make calls as follows:

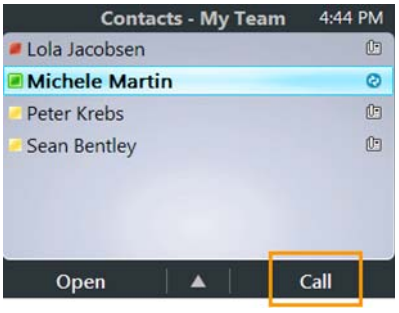
- Calling from the Contacts screen on your phone
- Calling by searching for a contact using the keypad
- Calling from Microsoft® Lync™ 2010 on your computer

If your phone is locked, you must unlock it before you can make a call. To unlock it, select **Unlock**.

To call from the Contacts screen on your phone:

1 From your phone's Home screen, select the **Contacts** icon, and then select the contact group the user is in.

2 From the Contacts screen, use the up and down arrow buttons on the phone to select the contact, and then select **Call**.

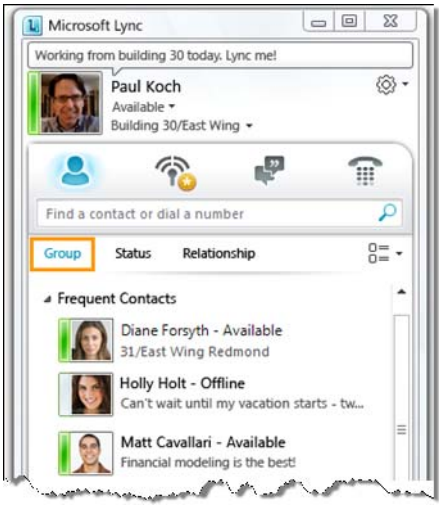


To call by searching for a contact using the keypad:

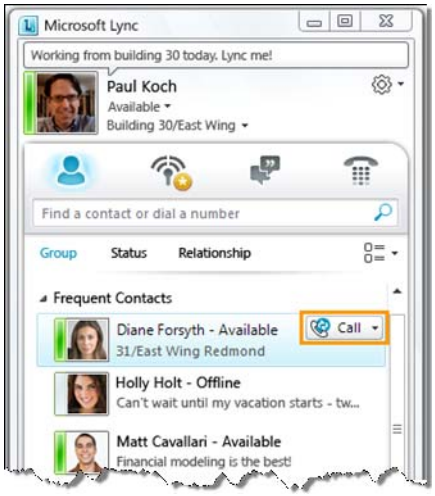
1. Press the numbers on the phone keypad that correspond to the contact name or the phone extension. For example, to find 'Tony Smith,' begin pressing 8669*76484, where '*' is the space between the first and last name.
2. When you find the contact you want to call, select **Call**.

To call from Lync 2010 on your computer:

1. Make sure the optional USB cable that connects the phone to your computer is installed.
2. Open Lync 2010 on your computer. In the Microsoft Lync main window, click **Group**, and then click the group the contact is in.



3. Click the **Call** button next to the contact you want to call.



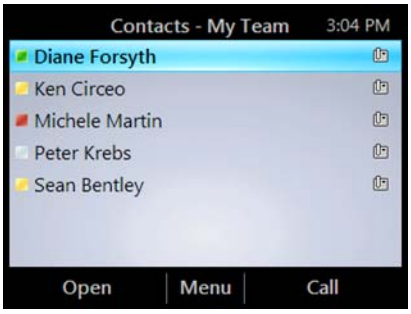
View a Contact Card

A contact card provides details about a contact's availability and presence. Depending on the access level that a contact grants you, you may see the contact's phone numbers, schedule information, the phone number of the most recent call, and a personal note if the contact has written one.

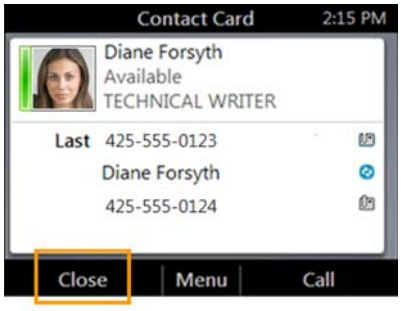
To view a contact card:

1 From your phone's Home screen, select the **Contacts** icon.

2 From the **Contact Groups** screen, select the group your contact is in, and then select a contact name.



3 When you finish viewing the contact card, select **Close**.



Receive a Call

You can either answer a call or redirect the call to your voice mail.

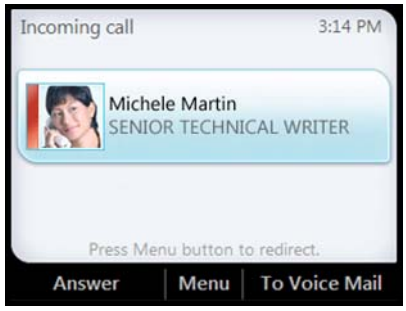
To handle an incoming call:

>> From the **Incoming call** screen, do one of the following:

– To answer the call, either select **Answer** or pick up the handset.

or

– To send the caller directly to your voice mail, select **To Voice Mail**.



Use Call Controls

Some of the buttons and features described below may not apply to your phone.

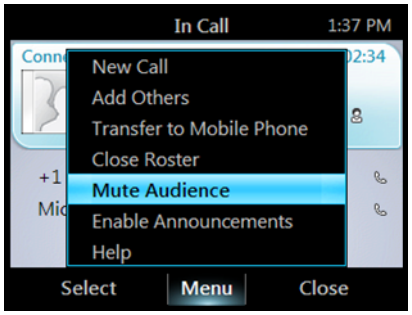
Use the buttons on the phone console to do the following:

- To enable or disable the speakerphone during calls, press .
- To adjust the volume of the handset, speakerphone, headset speaker, and ringer if not in a call, press .
- To mute local audio during calls so that others cannot hear you, press .

- To receive audio through the handset, headset, or speakerphone, you must have the optional USB cable that connects your phone to your computer installed.
- If you adjust the speakerphone volume during a call, the volume setting is retained for all subsequent calls that use the speakerphone.

To mute everyone except yourself when you're in a conference call:

>> From the **In Call** screen, select **Menu**, and then select **Mute Audience**.

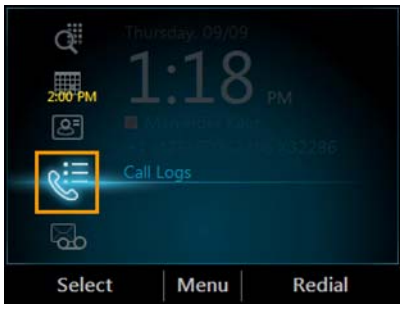


View Call Logs

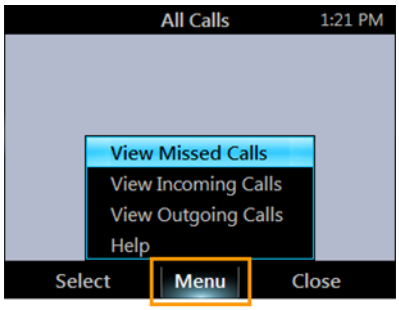
The **Call Logs** screen displays a history of incoming, outgoing, and missed calls.

To view your call logs:

1 From your phone's Home Screen, select the **Call Logs** icon.



2 From the **All Calls** screen, select **Menu** to sort the calls.

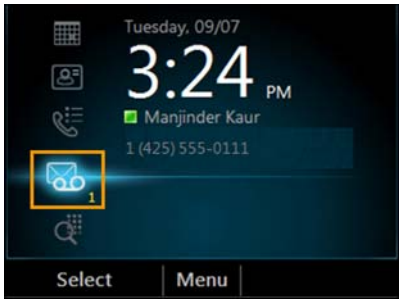


Check Voice Mail

If your organization has enabled voice mail, you can access your voice mail to check messages or to change your voice mail greeting. If you have unheard messages, the **Voice Mail** icon displays a number indicating how many messages you have, and a red light appears at the upper right corner of your phone.

To check your voice mail:

>> From your phone's Home screen, select the **Voice Mail** icon.



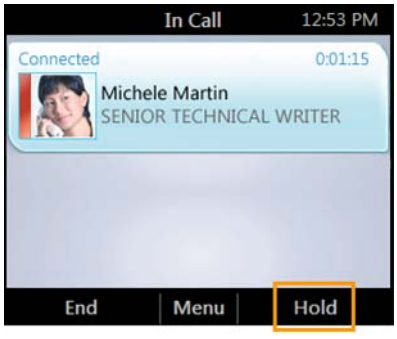
The Voice Mail screen displays the phone number, message date, and time of the call. For contacts listed in your personal contacts or corporate directory, the name and contact card of the sender also displays.

Manage Multiple Calls

When you're in a call, you'll see several call controls that you can use to manage multiple calls.

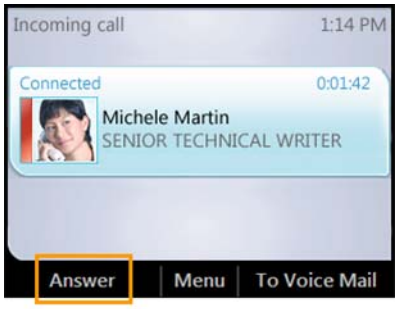
To place a call on hold:

>> From the **In Call** screen, select **Hold**.



To answer a second call when you're in an active call:

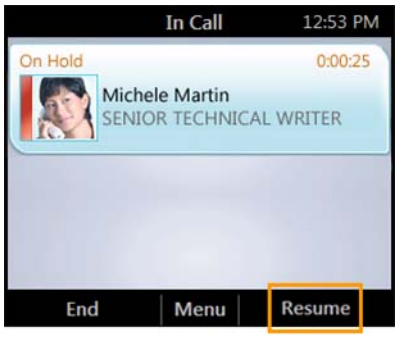
>> From the **Incoming call** screen, select **Answer**. Your active call is placed on hold and your second call is answered.



To switch between calls:

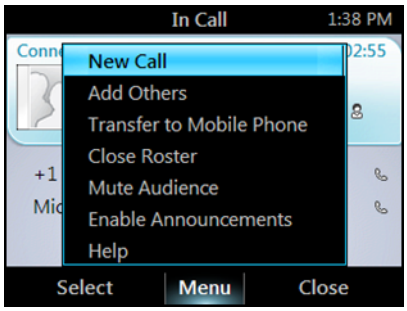
1 Press the **Home** button on the phone, and then select **Active Call**.

2 From the **In Call** screen, use the up and down arrow buttons to select the call that you want to activate, and then select **Resume**.



To make a new call and place the active call on hold:

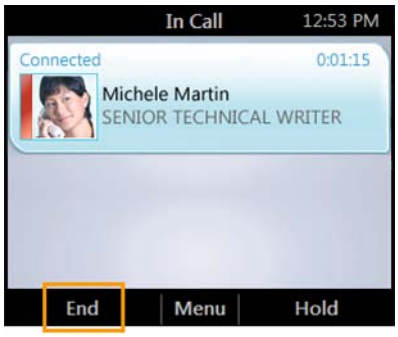
1 From the **In Call** screen, select **Menu**, and then select **New Call**. Your active call is placed on hold.



2 Enter a phone number or select a contact, and then select **Call**.

To end a call:

>> From the **In Call** screen, select **End**.

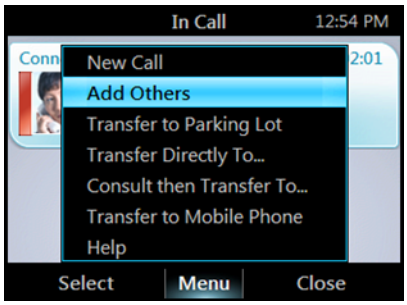


Escalate a Call to a Conference Call

You can start a conference call during a phone call and add more participants.

To escalate a call to a conference call:

1 From the **In Call** screen, select **Menu**, and then select **Add Others**.



2 To add a participant, enter a phone number or select a contact, and then select **Add**. To add more participants, repeat this procedure.

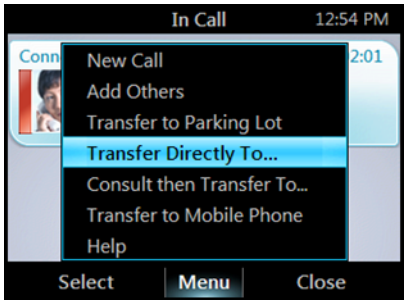
Transfer a Call

You can transfer calls in these ways:

- To someone else, either directly (without speaking to them), or by talking with them first.
- To a Parking Lot so that the call can be placed on hold and retrieved by someone else.
- To your mobile phone.

To transfer a call directly to someone else:

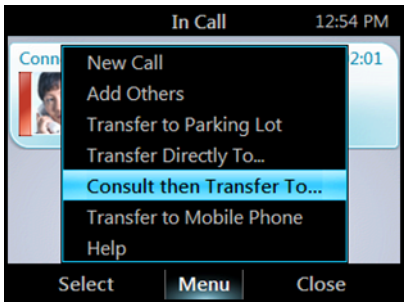
1 From the **In Call** screen, select **Menu**, and then select **Transfer Directly To**.



2 Enter a number or select a contact, and then select **Call**.

To consult with someone before transferring a call:

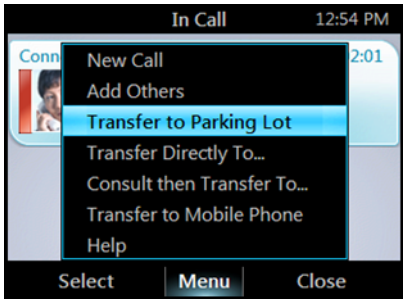
1 From the **In Call** screen, select **Menu**, and then select **Consult then Transfer To**.



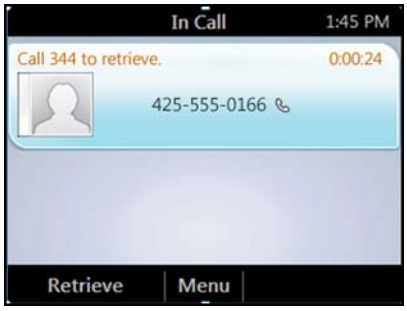
2 Enter a number or select a contact. After you speak with the person you're transferring the call to, select **Complete Transfer**.

To transfer a call to a Parking Lot:

1 From the **In Call** screen, select **Menu**, and then select **Transfer to Parking Lot**. The call will be placed on hold.



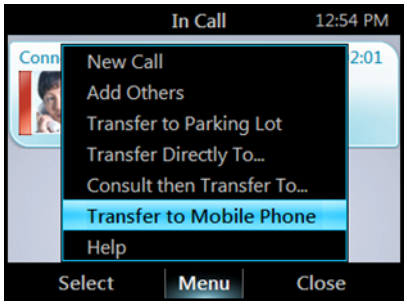
A notification appears, displaying a number to call to retrieve the call.



2 Contact the team that you want to answer the call, and give them the number from the notification.

To transfer a call to a mobile phone:

>> From the **In Call** screen, select **Menu**, and then select **Transfer to Mobile Phone**.



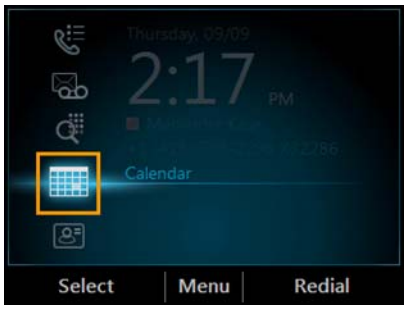
Join a Meeting from the Calendar

Your calendar displays Microsoft® Outlook® appointments for the current day. You can join a meeting by using your phone.

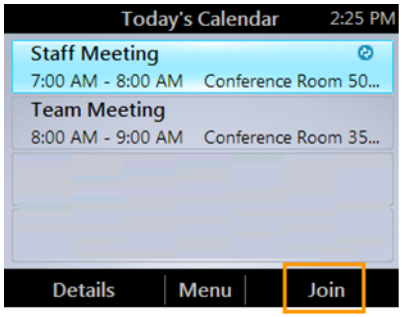
You can join only Lync 2010 online meetings that have been created using the Online Meeting Add-In for Lync 2010.

To join a meeting:

1 From your phone's Home Screen, select the **Calendar** icon.



2 From the **Today's Calendar** screen, choose the meeting you want to join, and then select **Join**.



Access Phone Settings and Help

You can access Help and configure the following settings on your phone:

- Volume
- Brightness
- Logging
- Desk Phone Location
- Make Test Call
- Ring Tones
- Phone-Unlock PIN
- Time Zone
- Date Format
- Time Format
- Language
- High Contrast
- Text Telephony (TTY)
- Malicious Call Trace

Some of the above settings may not be available on your phone.

To access the Settings menu:

1 From your phone's Home screen, select **Menu**, and then select **Settings**.

2 From the **Settings** screen, select the setting you want to change.

To access the general Help for the phone:

>> From your phone's Home screen, select **Menu**, and then select **Help**.

To access context-sensitive Help for a specific screen:

>> From your current screen, select **Menu** and then select **Help**.

Reset Your Phone

If your phone stops working, your system administrator may ask you to reset your phone.

To reset your phone:

>> While you press and hold the * and # keys, disconnect, and then reconnect the phone's power supply.

A message displays asking if you want to continue. Select **Yes**.

The reset process can take up to four minutes. After the phone resets, the Home screen displays.

Safety Notices

Service Agreements
Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user (“Customer”) that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom’s sole obligation under this express warranty is at Polycom’s option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom’s expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom’s installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer’s control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

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Safety and Compliance

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1 This device may not cause harmful interference, and

2 This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1 Reorient or relocate the receiving antenna.

2 Increase the separation between the equipment and receiver.

3 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4 Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This Polycom CX500/600/3000 IP phones are marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

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取扱説明書に従って正しい取り扱いをして下さい。

Safety and Compliance (continued)

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.

The Polycom CX500 and Polycom CX600 products are rated 24Vdc, 0.5A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 24V, min. 0.5A.

The Polycom CX3000 product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

Complies with Gost:

New Zealand Telepermit

Polycom CX500 VoIP Telephone PTC 220/10/047

Polycom CX600 VoIP Telephone PTC 220/10/048

Polycom CX3000 VoIP Telephone PTC 220/10/049

PTC General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.