

# Quick Tips for Using the Polycom® CX5500 Unified Conference Station as a Conference Phone

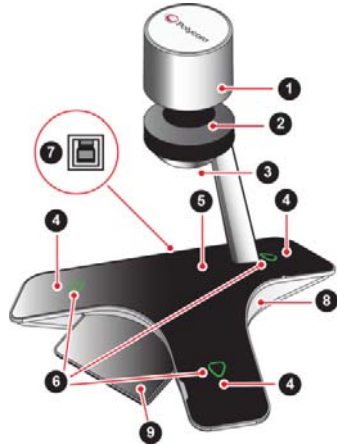
3725-68838-003A | March 2017

The CX5500 system enables you to place audio and video calls using Microsoft Lync or Skype for Business. You can also place audio-only conference calls with Open SIP voice platforms or in a Lync Server or Skype for Business Server environment.

## The Polycom CX5500 System Features

The following figure shows the parts of the CX5500 system that includes the cameras, microphones, speakers, and touchscreen.

### Polycom CX5500 system hardware features



### CX5500 System Features

Reference	Feature
1	Camera cover
2	Cameras
3	Active video indicator

### CX5500 System Features

Reference	Feature
4	Microphones
5	Speaker
6	Microphone mute buttons and status indicators
7	USB 3.0 Type B connection (to computer)
8	USB 2.0 connector for flash drive
9	LCD touch screen

### Microphone Indicator Lights

Indicator	System State
Off	Not in a call
Green	In a call
Flashing green	Ringing
Slow flashing green	System startup
Red	Microphones muted
Flashing red	Ringing with microphones muted, call on hold
Flashing red/green	Software update in progress
Flashing amber	POST check failed

### Active Video Indicator Lights

Indicator	System State
Off	Not in a call, no video in a call
Green	In a call with active video
Flashing	Privacy cap is closed

### Touch Screen Views

The CX5500 system LCD touch screen displays the following main views.

**Home view** displays by default when the device is idle. The Home view enables you to access the phone's features, settings, and other information.



Swipe or touch the **Page Indicator** to display additional Home view icons.

Touch the phone line to display additional phone lines and favorites.

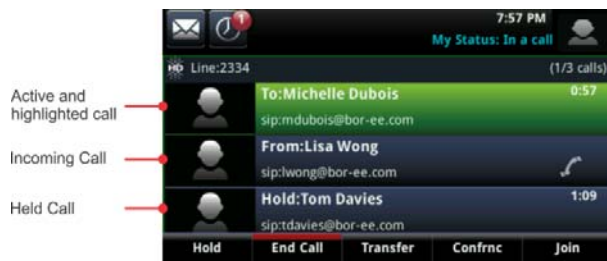
**Lines view** displays your phone lines, favorites, and soft keys. In Lines view, you can see the status of a call and the number of active and held calls on your line.



**Active Call view** displays when you are in an active call. In Active Call view, you can see the name and number of your contact and the duration of the call. You can also hold, end, and transfer the call, and initiate a conference call.




**Calls view** displays when you have one held call, and when two or more active calls are on your line.



## Place and Answer Calls

The CX5500 system can handle a maximum of 24 calls at one time. However, you can have only one *active* call at a time. Additional calls are on hold or in an incoming or ringing state.

### Place a call from the dialer:

- 1 From Home view, tap **New Call**.
- 2 Enter the number or select a contact and tap .

### Answer a call from the Incoming Call window:

- » Tap **Answer**.

### Answer a call from Home view:

- » Tap **Calls**.

### Answer a call from Calls view:



- » Tap the incoming call listing.


### End an active call:

- » Choose one of the following.
  - From Home, Lines, and Active Call views, tap **End Call**.
  - From Calls view, highlight the call and tap **End Call**.

## Manage Conference Calls

### Dial in to a conference call:

- 1 In the dialer, enter the conference phone number or select the conference from your Directory.
- 2 Tap .
- 3 After the call is answered, tap  to display the dialpad.

- 4 In the dialpad, enter the conference code and tap .

### Initiate a conference call with two contacts:

- 1 Call a contact.
- 2 Tap **Confnc** to place the call on hold.
- 3 Use the dialer to call another contact.
- 4 After the call is answered, tap **Confnc** to join the two contacts in a conference call.

You can join a participant in an active call and a participant in a held call, on the same line or different lines, into a conference call.

### Join two participants into a conference call:

- » From the Lines view or Calls view, tap **Join**.

### Hold and resume a conference call:

- » To hold the call, from Calls view, tap **Hold**.
  - Note:** When you place a conference call on hold, you place all participants on hold.
- » To resume the call, tap **Resume**.

**You can split a conference call and place the individual participants on hold to continue individual private conversations.**

### Split a conference call into two held calls:

- » In an active or held conference call, tap **Split**.

### Exit a conference call:

- » Tap **End Call** to disconnect yourself from the conference.
  - Note:** Verify with your administrator whether the system is set up so that all participants are disconnected when you tap **End Call**.