POLYCOM®

User Guide for the Polycom® CX700 IP Phone

Microsoft® Lync™ 2010 Edition

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About This Guide

Thank you for choosing the Polycom® CX700 IP phone which enables a new era in unified communications currently unavailable with traditional desktop phones. Connecting a Polycom CX700 phone to Microsoft® Lync™ 2010 or to a computer running Microsoft Lync 2010 allows you to place regular and Voice over Internet Protocol (VoIP) calls, answer calls, forward calls, keep a record of all calls, start a conference call, and click to call from a list of your personal contacts through integration with Microsoft's Active Directory and Microsoft Exchange Server. Using your Polycom CX700 phone lets you take advantage of Microsoft Lync 2010 without needing access to a computer. For more information on what's new in Microsoft Lync 2010, refer to http://www.microsoft.com/en-us/lync/new-features.aspx

This User Guide provides everything you need to quickly use your new phone. Verify with your system administrator that the network is prepared for configuring your Polycom CX700 IP phone, you are provisioned in Microsoft Lync 2010, and your network is correctly configured. As well, read the Parts List and Safety Notices sections in this guide before you set up and use the Polycom CX700 IP phone.

Changes to This Guide

The following section was removed for this edition:

- Changing Your Password.

Contents

About This Guide iii

Changes to This Guide iii

1 Getting Started with Your Phone 1–1

Parts List 1–2

Assembling Your Phone 1–3

Connecting the Handset and Optional Headset 1–3

Connecting the Phone to the Network 1–4

Connecting to Your Computer Using a USB Cable 1–5

Adjusting the Phone Base 1–7

Features of Your Phone 1–7

Before You Use Your Phone 1–8

Where to Position Your Phone 1–8

Logging in on Your Phone 1–8

Usage Guidelines 1–11

2 Customizing Your Phone 2–1

Configuring Basic Settings 2–1

Changing Date and Time Format 2–2

Changing Location and Time Zone 2–3

Changing Ring Tones 2–4

Changing Displayed Language 2–4

Locking and Unlocking Your Phone 2–5

Adjusting the Volume 2–7

Adjusting Display Brightness 2–7

Enabling High Contrast 2–8

Enabling Text Telephone 2–9

Changing Your PIN 2–9

Switching Users 2–10

Calibration of Touch Screen 2–10

Choosing a Phone Location 2–12

Managing Call Lists 2–12
Managing Contacts 2–14
Adding Contacts 2–14
Deleting Contacts 2–14
Frequent Contacts 2–14
Placing a Call to a Contact 2–14
Searching For a Contact 2–15
Viewing a Contact Group 2–15

3 Using the Basic Features of Your Phone 3–1

Placing Calls 3–2
Answering Calls 3–3
Ending Calls 3–5
Redialing Numbers 3–5
Muting the Microphone 3–5
Adjusting the Call Volume 3–5
Placing Calls on Hold 3–6
Hosting Conference Calls 3–6
Joining Meetings 3–7
Transferring Calls 3–8
Forwarding Calls 3–10
Using Voice Mail 3–11
Changing Your Presence Information 3–12
Restarting Your Phone 3–14

4 Troubleshooting Your Phone 4–1

Power and Startup 4–2
Controls 4–3
Access to Screens and Systems 4–4
Making and Receiving Calls 4–6
Displays 4–8
Audio 4–9
Microsoft Lync 2010 4–9

Safety Notices . . . . . Safety Notices–1

1

Getting Started with Your Phone

This chapter provides basic installation instructions and information for obtaining the best performance with the Polycom® CX700 IP phone.

The Polycom CX700 IP phone provides a complete phone experience for Microsoft® Lync™ 2010. The graphic display features flexible navigation using its touch screen capabilities, the navigation wheel just below the screen, or the traditional number keypad. The Polycom CX700 IP phone supports advanced functionality including:

- Presence and directory enabled telephony
- 5.7" color touch screen
- Windows CE
- Wideband audio
- 2 USB ports
- Biometric fingerprint reader
- 2 10/100 switched Ethernet ports with POE

This chapter contains:

- Parts List
- Assembling Your Phone
- Features of Your Phone
- Before You Use Your Phone

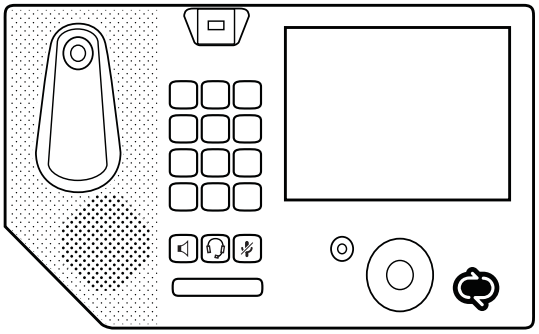
To customize your phone, refer to Customizing Your Phone on page 2-1. To read about the phone's basic features, refer to Using the Basic Features of Your Phone on page 3-1.

If you require additional information or assistance with your new phone, contact your system administrator.

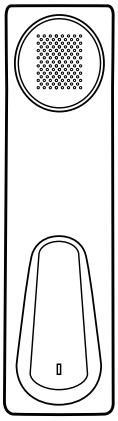
Parts List

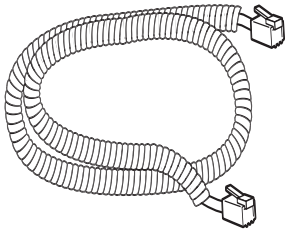
The following components are included in your Polycom CX700 IP phone package:

- Polycom CX700 IP phone

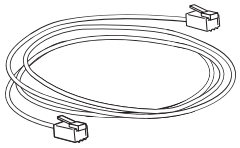


- handset & handset cord

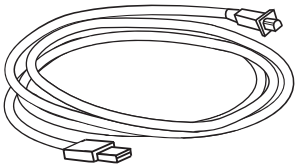




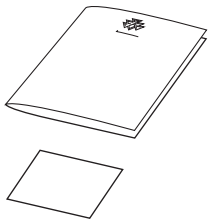
- Network Cable



- USB cable



- Quick Start Guide and registration card



Check this list before installation to ensure that you have received each item. If you are missing any items, contact your system administrator.

Assembling Your Phone

This section describes how to assemble your Polycom CX700 IP phone:

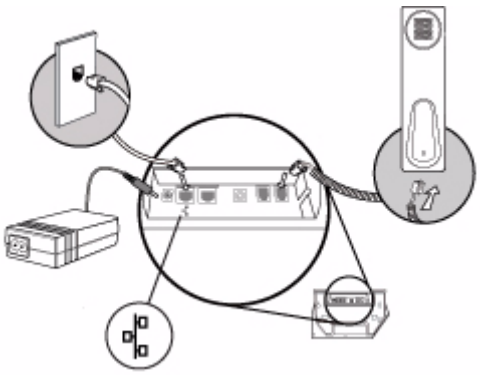
- Connect handset and headset (optional)
- Connect to the network
- Connect to your computer using USB cable (optional)
- Adjust phone base

If your phone is already assembled, go directly to Features of Your Phone on page 1-7.

Connecting the Handset and Optional Headset

To connect the handset and optional headset:

1. Connect one end of the phone cord to the handset and the other end of the cord to the handset jack on the back of the phone.
2. Connect the headset (optional) to the headset jack on the back of the phone (next to the handset jack).



A list of supported headsets is available in the Voice section of Polycom's Support web site at http://www.polycom.com/global/documents/support/technical/products/voice/CX200_700_Headset_Compatibility.pdf.

If headsets are deployed in high static environments where users frequently disconnect and re-connect the headset to the phone, it is possible that the phone can be damaged by electrostatic discharge (ESD).

You should take precautions to avoid excessive static buildup in your environment. This can include humidity control and removal of synthetic materials near the phone location. Antistatic spray applied to carpets in the workplace can reduce the level of static buildup.

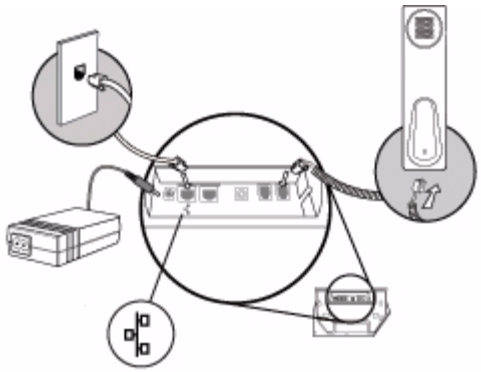
Connecting the Phone to the Network

Use Power over Ethernet (PoE) for network and power source connections unless otherwise directed by your system administrator.

To connect the network and AC power:

>> Plug the supplied network cable between the LAN jack on the back of the phone and an available network RJ-45 data port.

Using the supplied network cable, the phone can be powered from a PoE (IEEE 802.3af) enabled network port.



The phone will begin to power up.

If there is no PoE enabled network data part available, contact your system administrator for an AC/DC power adapter. Plug the AC/DC power adapter into the Polycom CX700 IP phone's power plug, then plug one end of in the country specific power cord into the power adapter and the other end into an available AC outlet.

For more information on logging in, refer to Logging in on Your Phone on page 1-8.

Connecting to Your Computer Using a USB Cable

You can connect your Polycom CX700 IP phone to your computer using a USB cable. The advantages of this connection include:

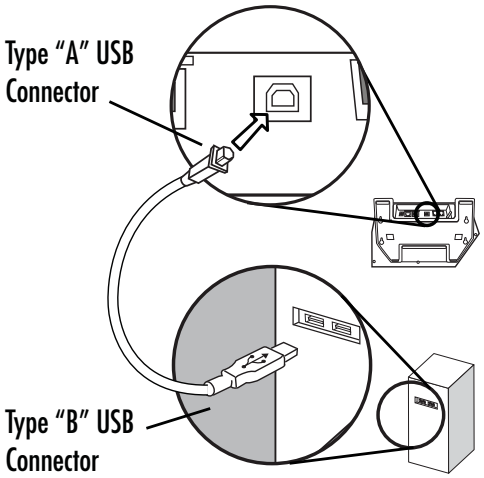
- **Computer sign-in**. If you are logged into Microsoft Lync 2010 on your computer, you are automatically logged in on your phone.
- **Making a one-click audio call**. Each contact in your contact list has a default number that you can call by clicking the Contact card to the right of the contact.
- **Phone Audio**. When your your Polycom CX700 IP phone is connected to your computer with a USB cable, you can receive audio through the phone's speaker for Microsoft Office Live Meeting 2007 and Microsoft Lync 2010 calls.

The USB cable is not included in your Polycom CX700 IP phone package, but is available as an optional accessory. Contact your system administrator if you want to connect your phone to your computer.

To connect your Polycom CX700 IP phone to your computer:

1. Log into Microsoft Lync 2010 on your computer.
2. Connect the Type A USB connector (square end) of the USB cable to the Polycom CX700 IP phone.

3 Connect the Type B USB connector (flat end) of the USB cable to your computer.



The connection between your Polycom CX700 IP phone and your computer is detected (as shown below).

4 Do one of the following:

– Select the **Sign in on phone instead** soft key to log into your Polycom CX700 IP phone.

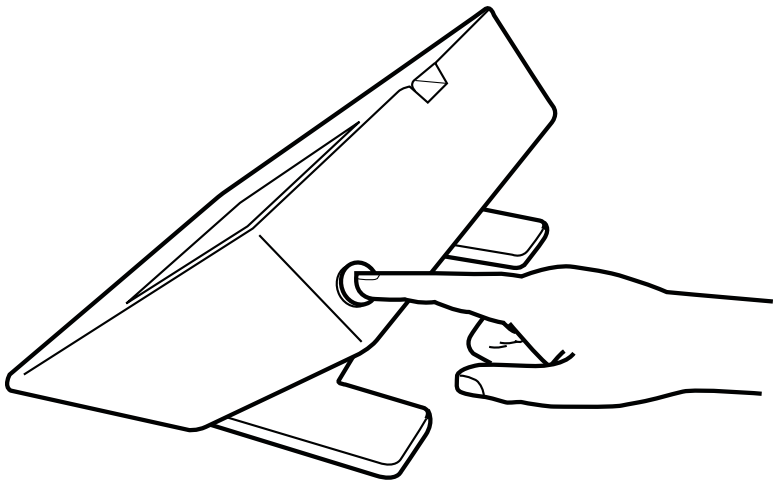
  To continue logging in, refer to Logging in on Your Phone on page 1-8.

– Log in from Microsoft Lync 2010.

Adjusting the Phone Base

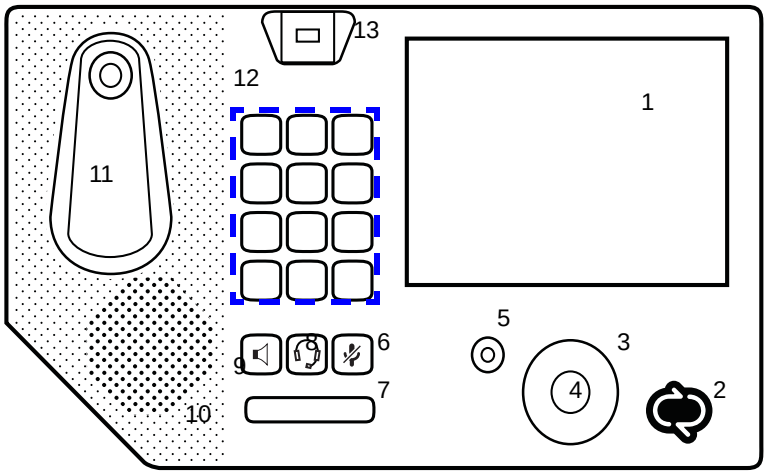
To adjust the base:

1 Push the button on the back of the Polycom CX700 IP phone to adjust the viewing angle.



2 Select an angle that best suits you by moving the base up or down.

Features of Your Phone



The features of the Polycom CX700 IP phone are:

1 **Graphic Display**—Shows information about calls, messages, time, date, and other relevant data and allows you to enter commands and select contacts through the touch screen.

2 **Presence Status Indicator**—Indicates your presence state.

For more information, refer to Changing Your Presence Information on page 3-12.

3 **Scroll wheel**—Navigates up and down the contact list and other elements of the user interface.

4 **Select Key**—Selects the highlighted information.

5 **Help Key**—Displays help for the currently displayed screen.

6 **Microphone Mute Key**—Mutes local audio during calls so that others cannot hear you.

7 **Volume Key**—Use to adjust the volume of the handset, speakerphone, and headset speaker, and ringer if not in a call.

8 **Headset Key**—Allows you to place and receive calls through an optionally connected headset.

9 **Speakerphone Key**—Allows for hands-free communication during calls.

10 **Speaker**—For ringer and hands-free audio output.

11 **Hookswitch and Handset Cradle**

12 **Dial Pad**—These 12 keys provide the 10 digits, the 26 alphabetic characters, and special characters available in context-sensitive applications.

13 **Fingerprint Reader**—Allows you to log on to your Polycom CX 700 IP phone with a swipe of your finger.

Before You Use Your Phone

Where to Position Your Phone

Use the following guidelines to select a position for your phone:

- Place your Polycom CX700 IP phone in a well-ventilated, flat, level, clean, and dry position near your computer.
- Place the AC/DC power adapter in a well-ventilated, clean, and dry position under the table and out of the typical walking path.

Logging in on Your Phone

You need to log in to place all outgoing calls or answer incoming calls. With regard to the placement of emergency calls, consult your system administrator.

To log in on the Polycom CX700:

1 After the initial Microsoft Unified Communications introduction screen appears, the setup screen will appear.

Follow the instructions for setting up the touch screen.

The Sign In screen appears on the graphic display.

2 Using the graphic display's soft keyboard, enter the following:

- Your Microsoft Lync 2010 sign-in name (for example, user1@polycom.com)
- Your network domain and username (for example, polycom\user1)
- Your password

3 Select **Sign In**.

If you have connected your Polycom CX700 IP phone to your computer, you can log in using Microsoft Lync 2010. Select **Advanced**, and then select **Sign in via PC**.

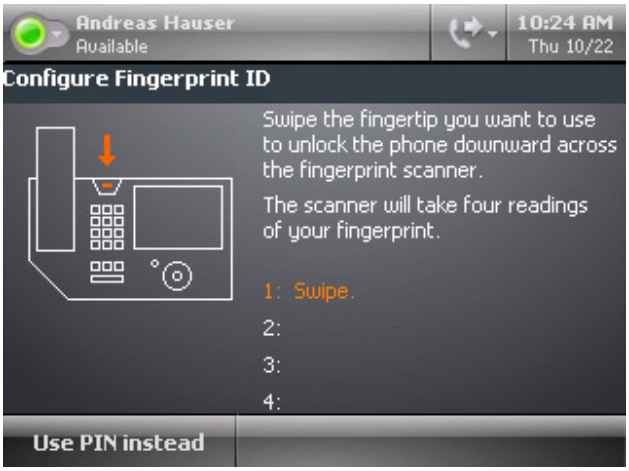
4 Do one of the following steps:

– Enter a six digit personal identification number (PIN) of your choice using the dial pad, re-enter the same PIN, and then press the **OK** soft key.

For example, enter “123456” twice.

– Press the **Use fingerprint instead** soft key.

The Create Fingerprint ID screen appears.



– Follow the on-screen instructions to register your fingerprint.

  After completing the PIN or fingerprint registration process, the Contact List screen appears.

Usage Guidelines

To make a selection on the graphic display, either use your finger or the scroll wheel and the **Select** key.

To access the Help on the phone, press the **Help** key, and then tap **Contents**.

To navigate through menus, to enter data, and instructions on how to use Microsoft Lync 2010, refer to the Microsoft Lync 2010 help and documentation.

2

Customizing Your Phone

You can customize your Polycom® CX700 IP phone by adjusting the setting for time and date, display contrast, and ring type, and other features. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for customizing your Polycom CX700 IP phone. This chapter contains instructions on:

- Configuring Basic Settings
- Managing Call Lists
- Managing Contacts

To read about the phone's basic features, refer to Using the Basic Features of Your Phone on page 3-1. To troubleshoot issues with the phone, refer to Troubleshooting Your Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

Configuring Basic Settings

You can configure the basic settings by selecting the **Settings** soft key, .

It appears on the left-hand side of the graphic display. You can change the following settings:

- Date and time format
- Geographical location and time zone
- The ring tone heard when there is an incoming call
- Language support (localization)
- Accessibility of your phone
- Volume of the ringer, handset, and speaker
- Display brightness

- High contrast setting
- Text telephone (TTY) setting
- Your PIN or fingerprint ID
- User who is currently logged into the phone
- Touch screen's calibration

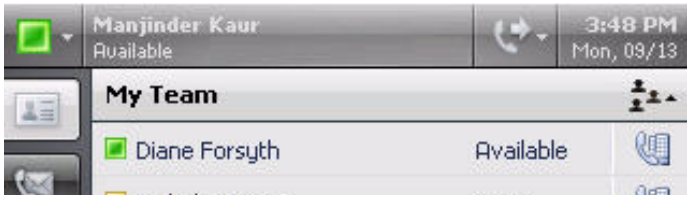
You can also view the current phone network settings.

You must be logged in to configure the basic settings on your Polycom CX700 IP phone.

Changing Date and Time Format

The date and time appears on the graphic display of the Polycom CX700 IP phone. The phone obtains the date and time automatically from a configured SNTP server. If the phone cannot obtain the date and time, the display will flash. Contact your system administrator if either the date or time is incorrect.

You have control over the format of the date and time display. The default date and time format appears below.



To configure the time and date:

1 Press the **Settings** soft key.

2 Select **Date/Time Format**, then select your preferred format.

3 Press the **OK** soft key to save your changes.

Changing Location and Time Zone

You have control over the location and time zone.

To configure the location and time zone:

1 Press the **Settings** soft key.

2 Select **Location/Time Zone**, then select your preferred location and time zone.

3 Press the **OK** soft key to save your changes.

Changing Ring Tones

You can select a ring tone for incoming calls.

To select a ring tone:

1 Press the **Settings** soft key.

2 Select **Ring Tones**, then select your preferred ring tone.

To hear the selected ring tone, press the **Play** soft key.

3 Press the **OK** soft key to save your changes.

Changing Displayed Language

Many languages are supported by the Polycom CX 700 IP phone.

To change the language:

1 Press the **Settings** soft key.

2 Select **Change Language**, then select your preferred language.

You can choose from Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Italian, Japanese, Korean, Norwegian, Portuguese (Brazilian), Russian, Spanish, and Swedish.

Your system administrator selects which of these languages are made available to you. You will be able to select only those languages that your system administrator has deployed.

3 Press the **OK** soft key to save your changes.

The selected language is downloaded to your phone.

Locking and Unlocking Your Phone

After a period of inactivity, your Polycom CX700 phone will lock. You can also lock your phone yourself, for example, if you are leaving your desk.

The inactivity timeout is configured by Microsoft Lync 2010. For more information, contact your system administrator.

To lock your phone:

1 Press the **Settings** soft key.

2 Select **Lock**.

Your phone is now locked.

To unlock your phone:

1 Press the **Unlock** soft key.

The PIN entry screen appears.

2 Enter your PIN, then press the **OK** soft key.

3 If you have forgotten your PIN:

a Press the **Forgot PIN** soft key.

You are prompted to enter the password that you entered when you first logged in (refer to Logging in on Your Phone on page 1-8).

If you press the **Cancel** soft key, the phone remains locked.

b Enter your password (using the soft keyboard), then press the **OK** soft key.

c Enter a new six digit PIN twice (using the dial pad), then press the **OK** soft key.

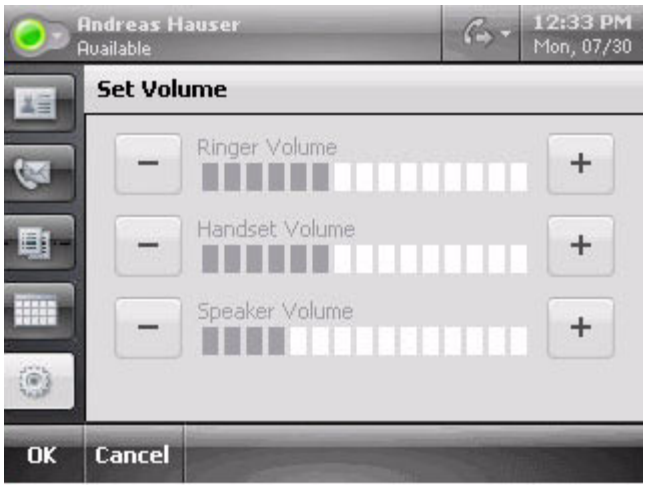
Use the fingerprint reader to unlock your phone if you initially identified yourself using the fingerprint reader. For more information, refer to Logging in on Your Phone on page 1-8.

Adjusting the Volume

To adjust the volume on the ringer, handset, and speaker:

1 Press the **Settings** soft key.

2 Select **Volume**.



3 Using + or −, select your desired level for ringer, handset, and speaker volume.

4 Press the **OK** soft key to save your changes or the **Cancel** soft key to exit the Volume screen without making changes.

Adjusting Display Brightness

To adjust the brightness on the graphic display to a comfortable level:

1 Press the **Settings** soft key.

2 Select **Brightness**.

3 Using + or −, select your desired level.

4 Press the **OK** soft key to save your changes or the **Cancel** soft key to exit the Brightness screen without making changes.

Enabling High Contrast

High contrast color schemes can increase readability by using higher contrast color combinations on the screen. With this change, you can operate the telephone in high-contrast mode.

To enable high contrast on your phone:

1 Press the **Settings** soft key.

2 Select **High Contrast**.

3 Press the **Enable** soft key or the **Cancel** soft key to exit the High Contrast screen without making changes.

Enabling Text Telephone

The Text Telephony (TTY) setting enables those who are deaf or speech impaired to use the telephone.

To enable TTY on your phone:

1 Press the **Settings** soft key.

2 Select **Text Telephone (TTY)**.

3 Plug a telephone typewriter device into the headset port at the back of your phone.

4 Press the **Enable** soft key or the **Cancel** soft key to exit the TTY screen without making changes.

Changing Your PIN

PIN enforcement is configured by Microsoft Lync 2010. For more information, contact your system administrator.

To change your PIN:

1 Press the **Settings** soft key.

2 Select **Change PIN**.

3 Enter your old PIN, then enter your new PIN twice.

4 Press the **OK** soft key to save your changes or the **Cancel** soft key to exit the Change PIN screen without making changes.

For more information on changing your the fingerprint and the fingerprint reader, refer to Logging in on Your Phone on page 1-8.

Switching Users

To switch to another user:

1 Press the **Settings** soft key.

2 Select **Switch User**.

The Sign In screen appears on the graphic display.

3 Using the graphic display's soft keyboard, enter the following:

- The new user's Microsoft Office Communicator sign-in name
- The new user's network domain and username
- The new user's password

For more information, refer to Logging in on Your Phone on page 1-8.

4 Select **Sign In**.

The Confirm PIN screen appears.

5 Enter the new user's six digit personal identification number (PIN) using the dial pad, then re-enter the same PIN, and then press the **OK** soft key.

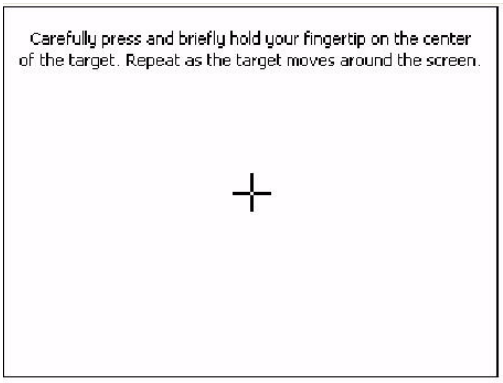
The new user's contact list screen appears.

Calibration of Touch Screen

To calibrate the touch screen:

1 Press the **Settings** soft key.

2 Select **Calibrate Touch Screen**.



3 Follow the on-screen instructions to set the calibration.

4 Touch the graphic display a final time to finish the calibration.

Choosing a Phone Location

The phone location assists emergency responders in locating distressed callers.

To view or set your phone's location:

1 Press the **Settings** soft key.

2 Select **Phone Location**.

Your location will appear on your phone.

3 Press the **OK** soft key .

Managing Call Lists

A call log showing a list of placed and received calls can be viewed on the graphic display.

This feature requires access to Microsoft Exchange 2007.

To view the call log:

1 On the left-hand side of the graphic display, select the **Call Log** soft key, .

2 Sort the Call Log screen in one of the following ways:

- To view all calls that you have missed, received, or placed, select **All,** .
- To view calls that you have missed, select **Missed Calls,** .
- To view calls that you have received, select **Received Calls,** .
- To view calls that you have placed, select **Place Calls,** .

3 To view the Contact card for a contact in the Call Log, select the Contact card next to the contact name.

4 When you are finished viewing the contact card, select the **Close Card** soft key.

Missed calls are displayed in bold. After the call log has been closed for 10 seconds, only subsequent missed calls are displayed in bold.

Managing Contacts

You can view your list of contacts on the graphic display. You can view the following information about each contact:

- The contact's presence icon
- The contact's name
- The contact's presence status
- The Contact card, which contains detailed information about the contact

The following limitations (with respect to contacts) exist on the Polycom CX700 IP phone:

- The Microsoft Outlook contact list must contain less than 5000 contacts.
- The Microsoft Lync 2010 contact list must contain less than 400 contacts.
- Your company's global address list must contain less than 200,000 entries.

Adding Contacts

New entries to the contact list are added through Microsoft Lync 2010 on your computer.

Deleting Contacts

Entries in the contact list are deleted through Microsoft Lync 2010 on your computer.

Frequent Contacts

You can now view your **Frequent Contacts** on your phone. The Frequent Contacts group was added to **Contact Groups** to let you easily find the people who you contact the most.

Placing a Call to a Contact

To place a call to a contact:

>> Select the Contact card, and then select the number.

Searching For a Contact

To search for a particular contact:

>> From the contact screen, search for a contact using the dial pad.

When a dial pad key is pressed, the entries whose first name starts with a character that matches the letters on the key label will be retrieved.

For example, if you enter **Peter**, all entries whose first name is Peter are listed.

You can dial any successful matches from the resulting information on the graphic display.

Viewing a Contact Group

To view a Contact Group:

1 On the right-hand side of the graphic display, select **Contact Groups**, .

2 Do one of the following steps:

- To view a Contact Group, select the group name.
- To create a Contact Group, select the **New Group** soft key and follow the instructions.
- To view all of your contacts, select **All Contacts**.

3

Using the Basic Features of Your Phone

Your Polycom® CX700 IP phone is designed to be used like a regular phone. You place calls, transfer a call to someone else, or conduct a conference call.

At any time, only one active call may be in progress on your phone. The active call is the one that has audio associated with it. There may be one other call on hold or in an "Incoming call" or "Ringing" state. Use the **Scroll Wheel** or the touch screen to switch between these calls.

This chapter provides basic operating instructions for the Polycom CX700 IP phone. This chapter contains instructions on:

- Placing Calls
- Answering Calls
- Ending Calls
- Redialing Numbers
- Muting the Microphone
- Adjusting the Call Volume
- Placing Calls on Hold
- Hosting Conference Calls
- Joining Meetings
- Transferring Calls
- Forwarding Calls
- Using Voice Mail
- Changing Your Presence Information
- Restarting Your Phone

To customize your phone, refer to Customizing Your Phone on page 2-1. To troubleshoot issues with the phone, refer to Troubleshooting Your Phone on page 4-1.

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can place a call in many ways using your Polycom CX700 IP phone:

- Dial the number using the dial pad with the handset off-hook or on-hook.
- Select a contact from the contacts list shown on the graphic display.
- Select a contact from the contacts list using the Scroll Wheel, then press the **Select** key (at the center of the Scroll Wheel).

During a call, you can alternate between Handset, Headset, or Speakerphone modes by pressing the **Speakerphone** or **Headset** keys, or picking up the handset.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display. In the figure below, the call to Peter Krebs has just started.

You need to log in to place all outgoing calls or answer incoming calls. With regard to the placement of emergency calls, consult your system administrator.

Only four simultaneous calls can be displayed on the graphic display at any time.

To place a call using the handset:

>> Do the following steps in any order:

– Pick up the handset.

– Dial the desired number using the dial pad.

The number appears in the phone number field.

The numbers will automatically dial once the complete number is entered. You may need to press the **Call** soft key.

To place a call using the speakerphone:

>> Do one of the following steps:

a With the handset on-hook, press the **Speakerphone** key.

When you hear a dial tone, enter the desired number.

b Dial the desired number using the dial pad.

Press the **Speakerphone** key.

To place a call using the headset:

>> Do one of the following steps:

a With the optional headset connected, dial the desired number using the dial pad.

Press the **Headset** key.

b Press the **Headset** key.

When you hear a dial tone, enter the desired number.

To place a call using the contact list:

Refer to Placing a Call to a Contact on page 2-14.

Answering Calls

You can answer a call in three basic ways using your Polycom CX700 IP phone:

- using the handset
- using the speakerphone
- using the headset

Call duration on an active call is monitored through a local call timer. This is visible on the graphic display.

You need to log in to answer incoming calls.
Only four simultaneous calls can be displayed on the graphic display at any time.

Answering Incoming Calls

When the incoming call is for the user currently logged into the Polycom CX700 IP phone, the caller name and information will be displayed.

To answer an incoming call when you are not already in a call:

>> Do one of the following steps:

a Pick up the handset.

b Press the **Speakerphone** key or the **Answer** soft key to answer the call through the speakerphone.

c Press the **Headset** key to answer the call through an optionally connected headset.

To answer an incoming call when you are in another call:

>> Press the **Answer soft** key to access the new call.

The original call is put on hold.

Ending Calls

To end a call:

>> Do one of the following steps:

- Press the **EndCall** soft key.
- Replace the handset.
- Press the **Speakerphone** key if you are using the speakerphone.
- Press the **Headset** key if you are using the optional headset.

Redialing Numbers

To redial the last placed call:

1 On the left-hand side of the graphic display, select the **Contacts** soft key, .

2 Press the **Redial** soft key.

To redial any missed call:

>> Refer to Managing Call Lists on page 2-12.

Muting the Microphone

During a call, press the **Microphone Mute** key. Microphone Mute LED turns on to indicate that the other party cannot hear you.

Microphone Mute applies to calls using the handset, headset, and speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press the **Microphone Mute** key again.

Adjusting the Call Volume

During a call, if you are using the speakerphone, pressing the **Volume** key adjusts the speaker volume.

During a call if you are using the handset, pressing the **Volume** key adjusts the handset volume.

During a call, if you are using the headset, pressing the **Volume** key adjusts the headset volume.

If you press the **Volume** key when not in call, the ringer volume is adjusted.

You can also adjust volume by selecting the **Settings** soft key and the Volume screen. Refer to Adjusting the Volume on page 2-7.

Placing Calls on Hold

During a call, press the **Hold** soft key. This will be indicated on the graphic display by the hold on the graphic display.

Press the **Resume** soft key again to resume the call.

As using the Hold feature typically generates music or a beeping tone, avoid putting a conference call on hold.

Hosting Conference Calls

You can initiate a conference call by selecting one or more contacts, by selecting a contact group, or by selecting a distribution group. You start a conference call as an initial phone call and then add more contacts. You can join two calls into one conference through the **Merge Calls** selection.

To set up a conference:

1 Call the first party.

You can either dial the phone number directly or search for the number in the Contact Directory or Call Lists. For more information, refer to Placing Calls on page 3-2, Searching For a Contact on page 2-15, or Managing Call Lists on page 2-12.

2 After the first party answers, press the **Conference** soft key, then press the **Add Someone** soft key.

3 Call the second party.

To end a conference call:

>> Press the **EndCall** soft key or hang up.

Joining Meetings

You can only join a Communicator online meeting that was created by using the latest version of Microsoft Lync 2010 Conferencing Add-in. IFor more information, contact your system administrator.

You can view your meetings and join a meeting directly from your phone.

To view meetings on your phone:

1 On the left-hand side of the graphic display, press the **Calendar** soft key, .

To join meetings on your phone:

1 On the left-hand side of the graphic display, press the **Calendar** soft key, .

2 Select the meeting that you want to join, and then press the **Join** soft key.

Transferring Calls

A call can be transferred in two ways:

- Consultative transfer—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

You can also park calls in the 'parking lot'. Calls in the 'parking lot' will be answered depending on the priority of the call.

The 'parking lot' service must be enabled for you tobe able to transfer calls there. For more information, contact your system administrator.

To perform a consultative transfer:

1 During a call, press **Transfer** soft key.

The active call is placed on hold.

2 Press the **Consult then Transfer To...** soft key.

3 Select the contact to which you want to transfer the call.

4 As soon as the ring-back sound is heard or after the party answers, press the **Complete Transfer** soft key to complete the transfer.

You can talk privately to the party to which you are transferring the call before the transfer is completed.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

To perform a blind transfer:

1 During a call, press **Transfer** soft key.

The active call is placed on hold.

2 Press the **Transfer Directly To ...** soft key.

Refer to the figure above.

3 Select the contact to which you want to transfer the call.

The call is transferred if the party answers, otherwise the call is sent to the party's voice mail.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (known as static forwarding). You can also forward calls while the phone is ringing (known as dynamic forwarding).

You may also forward calls to your voice mail. This feature requires that you have access to Microsoft Exchange 2007.

Static Forwarding

To enable call forwarding:

1 At the top of the graphic display, select the **Forwarding** icon to the right of your name.

2 On the Forwarding screen, do one of the following steps:

- **a** Select **Forward to contact or phone number**.

  If you are forwarding to another contact or phone number, select the contact name that you want to forward your calls.

- **b** Select **Forward to voicemail or one of my numbers**.

  Select the number that you want to forward your calls.

- **c** Select **Simultaneously ring any phone number**.

  Select the number that you want to ring simultaneously.

3 Press the **OK** soft key.

To disable call forwarding:

1 At the top of the graphic display, select the **Forwarding** icon to the right of your name.

2 On the Forwarding screen, select **Do not forward incoming calls**.

3 Press the **OK** soft key.

Dynamic Forwarding

To forward an incoming call:

>> With the phone ringing, do one of the following steps:

a Press the **Redirect** soft key.

Enter a number to forward the incoming call to.

b Select **To Voice Mail**.

Using Voice Mail

Your voice mail is saved in a centralized location and may be accessed from your phone.

The presence of new voice mail messages is indicated by a Message Waiting Indicator on the graphic display. A list of voice mail messages is also displayed in the Messages list, showing who left the message, their presence status, and the date and time that the message was recorded.

This feature requires that you have access to a Microsoft Exchange 2007 server. For more information, contact with your system administrator.

To listen to voice messages:

1 Press the **Messages** soft key.

2 Press the **Call Voice Mail** soft key, .

3 Follow voice or visual prompts on the graphic display to retrieve your messages.

To delete voice messages:

1 Press the **Messages** soft key.

2 Select the meesage that you want to delete without listening to it, and then press the **Delete Voicemail** soft key.

Changing Your Presence Information

Your presence information is constantly being updated by Microsoft Lync 2010 and Microsoft Communications Server "14" based on a variety of factors, including your Outlook Calendar, whether you're in a call, an Instant Messaging session, or a conference. However, there may be times when you want to manually change your presence status. For example, if you've got a deadline, you may want to change your status to Do Not Disturb to avoid being interrupted.

To change your presence status information:

1 Click your presence icon in the upper-left hand area of the graphic display.

2 Choose a presence status from the following table:

Icon	Status Text	Description
	Available	The contact is online and can participate in conversations. This can also be set manually by the user.
	Busy	The contact is available but engaged in another activity. Those activities include: • **In a Call—**The contact is in a phone, voice, or video conversation. • **In a Conference—**The contact is in a multiparty conversation using phone, voice, video, or application sharing. • **In a Meeting**—The Microsoft Office Outlook calendar shows that the contact has a scheduled meeting. This can also be set manually by the user.
	Do Not Disturb	The contact is available but does not want to be interrupted. This status is displayed for the following reasons: • The contact has manually set their presence status to Do Not Disturb.
	Appear Away	The contact is probably not available. This status is displayed for the following reasons: • The contact's computer has been idle for more than the idle time period setting—15 minutes by default. • The contact's Microsoft Office Outlook calendar or Out of Office Assistant indicates that the user is out of the office. • The contact is temporarily unavailable. As soon as activity is detected on the contact's computer, Microsoft Lync 2010 automatically resets the presence status to the appropriate state. This can also be set manually by the user.

Icon	Status Text	Description
	Be Right Back	This contact is engaged in another activity and will return shortly. This can also be set manually by the user.
	Reset Status	Press the **Reset Status** soft key to reset to the default, which is based on your Microsoft Lync 2010 status.

3 Press the appropriate soft key.

.Press the **Cancel** soft key to exit the Change Presence screen without making changes.

Restarting Your Phone

On rare occasions, you may need to restart your phone to address problems or to force the sign out of a user who is not present to unlock the phone.

To restart the phone:

>> Insert a small tool, like a paper clip, into the small reset hole between the headset jack and the USB port on the back of the phone.

The phone will restart, prompt the user to recalibrate the screen, and then present either the Sign In screen or the Connect to Computer screen.

Restarting the phone will sign out any previously signed-in user and will wipe out call logs and other data associated with that user.

4

Troubleshooting Your Phone

This chapter presents problems, likely causes, and corrective actions. Problems are grouped as follows:

- Power and Startup
- Controls
- Access to Screens and Systems
- Making and Receiving Calls
- Displays
- Audio
- Microsoft Lync 2010

If you still need assistance, contact your system administrator.

You can reset your Polycom CX700 IP phone to factory defaults by using small pin on back of device, between the headset and USB interfaces.

Your system administrator may require information about your phone. Press the **Settings** soft key, then select **About**. Information about your phone appears, including the firmware version, MAC address, IP address, Subnet mask, gateway address, DNS server address, VLAN ID, part number, and serial number.

To assist your system administrator in the investigation of some problems, you may be asked to upload your phone's activity logs to the call server. Press the **Settings** soft key, then select **Logging** and the **Send Logs** soft key. You may be asked to change the log level.

Power and Startup

Symptom	Problem	Corrective Action
There are power issues.	The Polycom CX700 IP phone has no power.	Do one of the following steps: • Verify that no lights appear on the unit when it is powered up. • If using PoE, verify that PoE is present on that port. Ask your system administrator to check the appropriate LED or readout or port at the hub. • If using PoE, verify that the network cable is plugged into the correct port on the Polycom CX700 IP phone. • If using AC power, check if the phone is properly plugged into a functional AC outlet. • If using AC power, make sure that the phone isn't plugged into a plug controlled by a light switch that is off. • If plugged into a power strip, try plugging directly into a wall outlet instead. • If using AC power, try the phone in another room where the electricity is known to be working on a particular outlet.
The Polycom CX 700 IP phone appears to be fine, but there is no interaction between the handset and the Microsoft Lync 2010 client.	There may be problems with the Microsoft Lync 2010 Server software.	Contact your system administrator to ensure your account is configured properly and that the Microsoft Lync 2010 Server software is properly installed and configured.

Controls

Symptom	Problem	Corrective Action
The dial pad does not work.	The dial pad on the Polycom CX700 IP phone does not respond.	Do one of the following steps: • Check for a response from other feature keys or from the dial pad. • Place a call to the phone from a known working telephone. Check for display updates. • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port connected to the telephone is operational (if not accessible, contact your system administrator). • Before restarting your phone, contact your system administrator, since this may allow more detailed troubleshooting to occur before losing any current status information.

Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response from key presses.	The Polycom CX700 IP phone is not in active state.	Do one of the following steps: • Press the keys more slowly. • Check with the system administrator to see whether or not the key has been mapped to a different function or disabled. • Make a call to the phone to check for inbound call display and ringing as normal. If successful, try to press feature keys within the call to access the Menu, for example. • Reboot the phone to attempt re-registration to the call server (refer to Updating Configuration on page 4-17).
The display shows “Cannot contact the server...” or “Cannot acquire IP address”.	The LAN cable is not properly connected.	Do one of the following steps: • Check termination at the switch or hub (furthest end of the cable from the phone). • Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator. • Reboot the phone to attempt re-registration to the call server (refer to Updating Configuration on page 4-17).
I cannot sign-in to the Polycom CX700 IP phone. I see the “Cannot connect to server or server name is incorrect" error.	The Polycom CX700 IP phone is not recognized by the server.	Do one of the following steps: • Validate your domain name is correct. • Ensure DHCP is configured to provide DNS address as part of DHCP response. • Ensure DNS has SRV records for SIP service. • Ensure SIP server is reachable from the Polycom CX700 LAN.
I cannot sign-in to the Polycom CX700 IP phone. I see the "Cannot validate server certificate" error.	The Polycom CX700 IP phone is not recognized by the server’s certificate.	Do one of the following steps: • Ensure either time.windows.com is accessible or NTP is configured with appropriate SRV records created in DNS. • Ensure PKI enrollment objects have been created on AD to point to CA or CA delegate.

Symptom	Problem	Corrective Action
I cannot sign-in to the Polycom CX700 IP phone. I see the "User name or password is invalid" error.	The Polycom CX700 IP phone is not recognized.	Do one of the following steps: • Make sure you user name and password is correct. • If you change your password on the phone before the server attempts to reauthenticate, the phone will not be able to sign in to the server and will be left on the Sign In screen. Enter your old password in the Password field and press **Sign in**. • If your domain password has changed and the server attempts to reauthenticate, the phone will return to the Sign In screen. Enter your new password in the Password field and press **Sign in**. • Make sure time on your phone is correct if Kerberos is enabled in your system. • Make sure WINS server is enabled if Kerberos authentication is being used on the server.
I cannot sign-in to the Polycom CX700 IP phone. I continue to see the "Device does not have a valid IP address" error.	The Polycom CX700 IP phone is not connected to the network.	Do one of the following steps: • Check your phone is properly connected to switch or router. • Make sure switch outlet has proper connectivity to your network. • Make sure DHCP is enabled in your system.
	I mistyped my PIN during first configuration.	Double tap on the edit text box for pin and start typing new digits.
I am trying to log in first time on Polycom CX700 IP phone and I do not see PIN option.	The Microsoft Communicator “14” is not configured correctly.	Ensure PIN is enabled on Microsoft Lync 2010 (pool level->FrontEnd Properties->VoIP tab).
I am trying to configure my fingerprint, but the Polycom CX700 IP phone does not seems to recognize it.		Click "Use Pin Configuration" on menu bar and click "Use Fingerprint Configuration" on menu bar. Swipe your fingerprint again.
I press the Help button or the Setting button and get no response.	You are not logged in on your Polycom CX700 IP phone.	Sign into Microsoft Lync 2010.

Making and Receiving Calls

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the Polycom CX700 IP phone.	Do one of the following steps: • Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable). • If using in-line powering, have your system administrator check that the switch is supplying power to the phone.
	Dial tone is not present on one of audio paths.	Do one of the following steps: • Switch between handset, headset (if present) or speakerphone to see if dial tone is present on other paths. • If dial tone exists on another path, connect a different handset or headset to isolate the problem. • Verify that the phone is logged in and registered with Microsoft Lync 2010 Server.

Symptom	Problem	Corrective Action
The phone does not ring.	Ring setting or volume is low.	Do one of the following steps: • Adjust the ringing level from the front panel using the volume up/down keys. • Check same status of handset, headset (if connected) and through the Speakerphone. • Verify that the phone is logged in and registered with Microsoft Lync 2010 Server.
	Outbound or inbound calling is unsuccessful.	Do one of the following steps: • Place a call to the phone under investigation. Check that the display indicates incoming call information. • Lift the handset. Ensure dial tone is present and place a call to another extension or number. Check that the display changes in response. • Verify that the phone is logged in and registered with Microsoft Lync 2010 Server. • You may not have your dial plan set correctly or you may not have authorization to dial out. Contact your system administrator.
	You turned off the ringer.	Do one of the following steps: • When there is an incoming call, lift the handset, press **Speakerphone** key or press **Headset** key and you will get a dial tone.
I entered digits but I do not see them on the display.		Do one of the following steps: • If you are not in either call view or contacts view, make sure you go back to call view or contacts view. • Touch screen input once to make sure text box is in focus.

Displays

Symptom	Problem	Corrective Action
There is no display. The display is incorrect. The display has bad contrast.	Power is not correctly applied to the Polycom CX700 IP phone.	Do one of the following steps: • Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the side of the phone (try unplugging and re-inserting the cable). • If using PoE, have your system administrator check that the switch is supplying power to the phone.
	The contrast needs adjustment.	Do one of the following steps: • Refer to Adjusting Display Brightness on page 2-7. • Reboot the phone to obtain a default level of contrast (refer to Updating Configuration on page 4-17).
	Outbound or inbound calling is unsuccessful.	Do one of the following steps: • Place a call to the phone under investigation. Check that the display indicates incoming call information. • Lift the handset. Ensure dial tone is present and place a call to another extension or number. Check that the display changes in response.
The display is flickering.	Certain types of older fluorescent lighting may cause the display to appear to flicker.	Do one of the following steps: • Move the Polycom CX700 IP phone away from the lights. • Replace the lights.

Audio

Symptom	Problem	Corrective Action
There is no audio on the Polycom CX700 handset earpiece.	Your Microsoft Lync 2010 Server account may not be configured correctly.	Contact your system administrator to ensure your account is configured in Enterprise Voice mode.
There is no audio on the headset.	The headset is not properly connected or turned on. Volume may be set too low.	Ensure that the headset is properly connected. Ensure that the headset amplifier (if required for your headset) is turned on and/or the volume is correctly adjusted). Verify that the phone is logged in and registered with Microsoft Lync 2010 Server.

Microsoft Lync 2010

Symptom	Problem	Corrective Action
The Microsoft Lync 2010 client is not working properly.	There may be problems with the Microsoft Lync 2010 client software or with Microsoft Lync 2010.	Contact your system administrator to ensure your account is configured properly and that your Microsoft Lync 2010 client software and the Microsoft Lync 2010 software are properly installed and configured.

Safety Notices

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

Governing Law
This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability. All rights reserved under International and Pan-American Copyright Conventions. No part of the contents of this manual may be copied, reproduced, or transmitted in any form or by any means, or translated into another language or format, in whole or part, without written consent from Polycom, Inc. Do not remove (or allow anybody else to remove) any product identification, copyright or other notices.

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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. The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

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.

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IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER’S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM’S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety and Compliance

Usage and Cleaning

- Use in accordance with these instructions.
- Do not use near any heat sources.
- Only use attachments/accessories specified by Polycom.
- Clean only with dry cloth.

Operating Environment

This device is rated as a commercial product for operation at +41ºF (+5ºC) to +95ºF(+35ºC).

WARNING Electrical Safety

Failure to properly set up, use, and care for the Polycom CX700 can increase the risk of damage to the Polycom CX700, or possible serious injury. To ensure personal safety, this product must be used with NRTL Listed (UL, CSA, ETL, etc.), and/or CE marked Information Technology equipment.

Warning: This equipment may become inoperable if electrical power fails or broadband internet access is interrupted.

Any changes or modifications not expressly approved by Polycom could void the user's authority to operate this device.

No serviceable parts included.

The product is intended to be supplied by a Listed Power Unit, marked with “LPS” on unit, and output rated 12V/1A, if power unit is not supplied.

Disposal of Waste Electrical & Electronic Equipment in the European Union and Other Countries with Separate Collection Systems

This symbol on the product or its packaging means that this product must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in electrical and electronic equipment, which could be caused by inappropriate disposal. For more information about where to drop off your electrical and electronic waste, please contact your local city or municipality office, your household waste disposal service, or the shop where you purchased this product. Refer to http://ec.europa.eu/environment/waste/weee/index_en.htm for additional information on WEEE.

FCC Part 15 Class B

This product was tested and complies with the limits for a Class B digital device under Part 15 of the U.S. Federal Communications Commission (FCC) rules, and is subject to these conditions: It may not cause harmful interference

Canada ICES-003

and must accept any interference received, including any that causes undesired operation.

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.

Not intended for use in machinery, medical or industrial applications.

CE

This Polycom CX700 has been marked with the CE mark. This mark indicates compliance with EEC Directives 2004/108/EEC and 2006/95/EEC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd, 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.