POLYCOM®

▶ # User Guide for the Polycom® SoundStation® IP 7000 Phone

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About This Guide

Thank you for choosing the Polycom® SoundStation® IP 7000 conference phone. This conference phone provides multi-person audio and video conferencing capabilities for medium to large conference rooms within a Session Initiation Protocol (SIP) internet telephony system.

The SoundStation IP 7000 conference phone is a next-generation phone with a modern industrial design, and the latest advancements in Polycom voice technology.

Some of the key features of the phone include:

- Extraordinary audio performance

- Strong IP telephony feature set

- Built-in voice bridge for multi-participant conferences

- Ability to connect two phones together for convenience, performance, and flexibility

- Ability to connect to Polycom HDX™ systems to conduct video calls and conferences

- A port built into the console to allow calls from a computer calling application or a mobile phone

This guide provides everything you need to use your new conference phone. Before you use your phone, read the Parts List and the Safety and Compliance section in this guide before you set up and use the conference phone.

This guide includes regulatory compliance information that your system administrator should review. You can also view this guide from the SoundStation IP 7000 Support page.

Changes to this Guide

This user guide has been updated to include new features. The following sections, describing these new features, have been added to this edition:

- Configuring Your Phone Using the Polycom Web Configuration Utility on page 1-8

- Broadcasting Messages Using Push-to-Talk and Group Paging on page 4-23

- Accessing Personal Phone Settings with User Profiles on page 4-32

- Locking the Phone on page 4-34

- Troubleshooting Phone Issues on page 5-7

The following section has been updated:

- Updating the Backlight on page 2-5

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1

Getting Started with Your Phone

Before you use your phone, you need to become familiar with your phone's features. This chapter describes the phone's features, the icons that display on the phone screen, and how to navigate menus and enter data. It also includes information on how to remotely configure your phone from a computer.

The topics include:

*   Features of the Phone on page 1-2

*   Understanding Icons on page 1-5

*   Navigating Menus and Entering Data on page 1-7

*   Configuring Your Phone Using the Polycom Web Configuration Utility on page 1-8.

To read about how to change the settings on your phone, see Chapter 2, Customizing Your Phone. To read about the phone's basic features, see Chapter 3, Using the Basic Features of Your Phone. To read about more advanced features, see Chapter 4, Using the Advanced Features of Your Phone.

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

Note   Since you can customize your phone in many different ways, and your system administrator can enable and disable certain features, the user interface that displays on your phone may differ from the figures that appear in this guide.

Note   Generally, your phone will be deployed with multiple other phones. In this case, your system administrator will configure the phone parameters beforehand, so that after you set up your phone, the phone will be registered and ready to use.
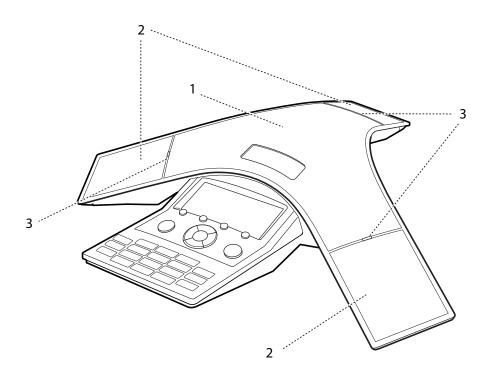
If your phone is not part of a large phone deployment, your phone may not be registered after you set it up. Before you use your phone, you or your system administrator will have to register it.

For detailed information on how to register your phone after you install it, see *Registering Standalone SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones (Quick Tip 44011)*, available from the Technical Notifications & Feature Profiles Support Web page.

Features of the Phone

The following figure shows the primary hardware features of your phone console.

	Feature	Description
1	Speaker	Allows for ringer and hands-free audio output.
2	Microphones	Provide 360º coverage by three internal microphones.
3	LED Indicators	Indicate phone and call status through three bi-color LEDs. The LEDs illuminate to indicate the following normal operational states: • Solid red—A muted call • Flashing red—A call is on hold • Solid green—A dial-tone is available, dialing is in-progress, or a call is in-progress • Flashing green—An incoming call

The following figure shows the primary components on your phone console:

	Item	Description
1	LCD graphic display	Shows the time and date, menus, and soft keys, as well as information about calls, messages, and features.
		The status bar (the line that displays the directory number) also displays icons and text, including:
		• Popup text, such as network error messages
		• Do Not Disturb information
		• Call forwarding information
		• Missed call information
		• Presence information, such as *Busy*
		• Prompt text, such as *Enter URL*
		• Time and date information
		If there are multiple items to display, the items will display in a scrolling fashion.

	Item	Description
2	Soft keys	Select specific context-sensitive functions that display on the screen above each soft key.
3	Scroll keys	Allow you to: • Scroll through displayed information • Enable or disable fields • View the Speed Dial Info list (Up scroll key) • View the Received Calls list (Left scroll key) • View the Placed Calls list (Right scroll key) • View the Missed Calls list (Down scroll key)
4	End Call key	Ends a call.
5	Select key	Allows you to: • Select a field of displayed data • Enable or disable fields
6	Volume keys	Adjust the volume of the speaker and the ringer.
7	Mute key	Stops local audio from being heard at the far end of the call.
8	Dial pad keys	Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
9	Redial key	Places a call to the most recently dialed person.
10	Conference key	Allows you to set up local audio conferences.
11	Menu key	Allows you to access additional features and configuration settings.
12	Make Call key	Initiates a call.

Understanding Icons

Icon	Line, Call State, or Indicator	Description
	Active call using Polycom® HD Voice™ technology	A call is in progress using Polycom HD Voice. The active call icons merge into one icon on the phone screen. The following figure shows what displays on the screen during an active call:
	Active call not using Polycom HD Voice	A call in is progress that does not use Polycom HD Voice.
	Audio-only call	An audio-only call is either active or on hold, or the phone is placing a call.
	Call forward	You have enabled the call forward feature on your phone.
	Conference	A conference is in progress.
	Dialing	The phone is placing a call.
	Hold	A call or conference is on hold.
	Do Not Disturb	You have enabled the Do Not Disturb feature on your phone. Your phone will not ring.
	Far mute	You have applied the far mute feature to a conference call participant. The muted participant can hear all participants, but no participant can hear the muted participant.

Icon	Line, Call State, or Indicator	Description
▲ ⊖ ◷ å	Presence	Identifies the status of a buddy in your Buddy Status list. ▲ — Online ⊖ — Busy or On the phone ◷ — Be right back, Away, or Out to lunch å — Offline
▲	Registered line	The phone can place and receive calls.
⊿	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls.
⌐⌐ ♤	Ringing	The phone is ringing.
⬦	Unregistered line	The phone is unable to place and receive calls.
🎥	Video call	A video call is taking place, or the phone is placing a video call.
✉	Voice mail message	You have a new voice mail message.

Navigating Menus and Entering Data

To navigate menus and enter data, use the following tips.

Note	After 20 seconds of inactivity, the menu system automatically exits to the idle screen unless an edit session is in progress.

If you want to ...	Then do this ...
Enter the Main Menu	Press ⊞MENU .
Exit the Main Menu and return to the idle screen	Press ⊞MENU .
Exit the Main Menu or Directories menu	Press the **Exit** soft key.
Return to the previous menu	Press the **Back** soft key.
Cancels the current task or edit session	Press the **Cancel** soft key.
Scroll through a list or menu items	Press the **Up** and **Down** scroll keys: ⌃ and ⌄ . When lists appear on more than one page, press the * key to Page Up, or press the **#** key to Page Down.
Select a menu item	Do one of the following: • Scroll to the item, and press ⬤ . • Scroll to the item, and press the **Select** soft key. • Press the dial pad key that corresponds to the item in the numbered menu list. For example, to select the second item in a menu, press **2**.
Enter text	In text-entry mode, press the number keys one or more times. For example, to enter "A," press [2 ABC] once. To enter "C," press [2 ABC] three times quickly. (To enter and dial an IP address or URL, see Placing Calls on page 3-2.)

If you want to ...	Then do this ...
Enter numbers, uppercase characters, or lowercase characters	Press the **1/A/a** soft key one or more times. The format the text will display in appears at the top of the screen.
Enter text in a specific language	Press the **Encoding** soft key. The language the text will display in appears at the top of the screen.
Enter special characters	• In text-entry mode, press the **1/A/a** soft key to select A/Ascii or a/Asciii mode, and then press ![1] or ![0 OPER] one or more times. or • To enter other special characters, press ![*/.] one or more times.
Enter a space	In text-entry mode, press the **1/A/a** soft key to select A/Ascii or a/Asciii mode, and then press ![0 OPER] three times quickly.
Delete text you entered	Press the **<<** soft key.
View additional soft keys	Press the **More** soft key.
Enable or disable fields	Press the **Right** or **Left** scroll key: ![▶] and ![◀] .

Configuring Your Phone Using the Polycom Web Configuration Utility

This user guide explains how to update phone settings from your phone, using your phone's menu system. If you want, you can update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using any compatible Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the password login credentials of the phone user.

<table>
<tr><td>**Note**</td><td>For detailed information on accessing, navigating, and using the utility, see the *Polycom Web Configuration Utility User Guide* available from the SoundStation IP 7000 Support page.</td></tr>
</table>

To access the Web Configuration Utility for your phone:

1   Launch a compatible Web browser from a computer on the same network as your phone.

2   In the Address Bar of your Web Browser, enter the IP address of your phone. The IP address is comprised of four sets of numbers separated by periods. For example, if your phone's IP address is 123.22.3.4, enter **123.22.3.4** in the address bar.

3   Press the **Enter** key.

4   From the Web Configuration Utility login screen, select **User**, and enter the user password. The factory default password for a User is *123*.

5   Click **Submit**.

The Web Configuration Utility Home screen is displayed.

2

Customizing Your Phone

You can customize your SoundStation IP 7000 conference phone by adjusting certain settings, including time and date, language, display contrast and intensity, and ring tone. You can also add contacts to your phone's local Contact Directory.

This chapter shows you how to customize your phone. It includes the following topics:

- Configuring Basic Settings on page 2-1

- Adjusting the Speaker and Ringer Volume on page 2-11

- Using Call Lists on page 2-12

- Managing Contacts on page 2-14

- Managing Incoming Calls on page 2-25

- Understanding Shared Lines on page 2-26

Some customizations, including setting up shared lines and viewing a Corporate Directory, must be configured by your system administrator.

To learn about the phone's basic features, see Chapter 3, Using the Basic Features of Your Phone. To read about the phone's advanced features, see Chapter 4, Using the Advanced Features of Your Phone.

Configuring Basic Settings

To configure basic phone settings, press ⊞, and then select **Settings > Basic** to view the basic phone settings you can customize.

This section includes the following topics:

- Updating Preferences

- Updating the Display Contrast

- Updating the Backlight

- Updating the Ring Tone

- Updating Audio Quality and Capabilities

Updating Preferences

The Preferences menu allows you to customize the language that displays on the phone and how the time and date display on the idle screen.

You can also enable your phone to save Corporate Directory search results. See Enabling Your Phone to Save Corporate Directory Search Results on page 2-16.

Updating the Language

The phone supports many languages. English (Internal) is the default language that displays.

To change the language:

1. Press $\begin{array}{|c|} \hline \vcenter{\hbox{\tiny MENU}} \\ \hline \end{array}$, and then select **Settings > Basic > Preferences > Language**.

    The Language screen displays.

2. Scroll to the language you want, and then press **Select**.

    The text that appears on the screen will change to the language that you selected.

3. Press $\begin{array}{|c|} \hline \vcenter{\hbox{\tiny MENU}} \\ \hline \end{array}$ to return to the idle screen.

Updating the Time and Date Display
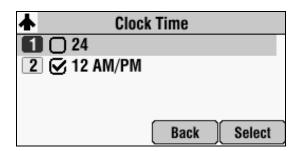
The time and date display on the idle screen of your phone. If the phone cannot obtain a time and date, the display will flash. If this happens, or if the time or date is incorrect, see your system administrator.

You can select from various formats for the time and date display. Select and set options that are right for you. You can also disable the time and date display, so the time and date do not display on the phone screen.

To display a new time format:

1. Press ⬛, and then select **Settings > Basic > Preferences > Time & Date > Clock Time**.

   The Clock Time screen displays.
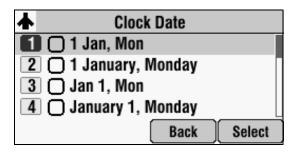
2. Scroll to the time format you want, and then press **Select**.

3. Press ⬛ to return to the idle screen.

To display a new date format:

1. Press ⬛, and then select **Settings > Basic > Preferences > Time & Date > Clock Date**.

   The Clock Date screen displays.

2. Scroll to the date format you want, and then press **Select**.

3. Press ⬛ to return to the idle screen.

To disable the time and date display:

1. Press [MENU], and then select **Settings > Basic > Preferences > Time & Date**.

   The Time & Date screen displays.

   ```
   ┌─────────────────────────────────────┐
   │ ♠      Time & Date                   │
   │ ┌─┐                                  │
   │ │1│ Clock Date...                    │
   │ ┌─┐                                  │
   │ │2│ Clock Time...                    │
   │ ┌─┐                                  │
   │ │3│ Disable                          │
   │                                      │
   │              ┌──────┐  ┌──────┐     │
   │              │ Back │  │Select│     │
   │              └──────┘  └──────┘     │
   └─────────────────────────────────────┘
   ```

2. Scroll to **Disable**, and then press **Select**.

3. Press [MENU] to return to the idle screen.

   The idle screen no longer displays the time and date. To display the time and date again, enable the time and date (see below).

To enable the time and date display:

1. Press [MENU], and then select **Settings > Basic > Preferences > Time & Date**.

   The Time & Date screen displays.

   ```
   ┌─────────────────────────────────────┐
   │ ♠      Time & Date                   │
   │ ┌─┐                                  │
   │ │1│ Enable                           │
   │                                      │
   │                                      │
   │                                      │
   │              ┌──────┐  ┌──────┐     │
   │              │ Back │  │Select│     │
   │              └──────┘  └──────┘     │
   └─────────────────────────────────────┘
   ```

2. Press **Select**.

3. Press [MENU] to return to the idle screen.
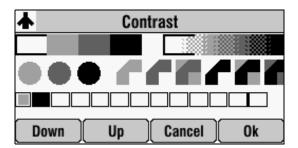
   The idle screen now displays the time and date.

Updating the Display Contrast

To adjust the contrast on the phone display:

1. Press ⌷, and then select **Settings > Basic > Contrast**.

   The Contrast screen displays.

2. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.

3. Press the **Ok** soft key.

4. Press ⌷ to return to the idle screen.

Updating the Backlight

You can adjust your phone's backlight by doing the following:

- Changing the brightness of the backlight.

- Changing the backlight timeout.

Changing the Backlight Brightness

The brightness of the touch screen has three components:

- **Backlight On Intensity**—the brightness of the screen when you press a key, have an incoming call, end or hold a call, or a call is resumed by another party. You can set a high, medium, or low level.

- **Backlight Idle Intensity**—the brightness of the screen after the phone has been idle for a certain number of seconds (as defined by the backlight timeout). You can set a high, medium, or low level.

- **Maximum Intensity**—the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the Low, Medium, and High values for the Backlight On Intensity and the Backlight Idle Intensity will decrease proportionally.
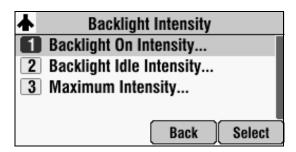
If you don't press any keys on the phone, after 40 seconds of the backlight turning on (the default backlight timeout), the backlight changes to the Backlight Idle Intensity. If one of the following phone events is taking place, the backlight changes to medium:

- A call is in progress

- A call is on hold

- There is an incoming call (ringing)

- There is an outgoing call (ringing back)

- Any menu shows on the display

To modify the backlight intensity:

1. Press ⊟ , and then select **Settings > Basic > Backlight Intensity**.

   The Backlight Intensity screen displays.

2. Select **Backlight On Intensity**.

3. From the Backlight On Intensity screen, scroll to the intensity you want, and then press **Select**. The default Backlight On Intensity is High.

4. Press the **Save** soft key.

5. Select **Backlight Idle Intensity**.

6. From the Backlight Idle Intensity screen, scroll to the intensity you want, and then press **Select**. The default Backlight Idle Intensity is Low.

7. Press the **Save** soft key.

8. Select **Maximum Intensity**.

9. From the Maximum Intensity screen, press the **Up** or **Down** soft keys to increase or decrease the maximum intensity the screen can display, and then press the **Ok** soft key.

10. Press ⊟ to return to the idle screen**.**

Updating the Backlight Timeout

You can change the length of time your phone is idle before the backlight changes to the Backlight Idle Intensity.

To change the backlight timeout:

1. Press ⬛, and then select **Settings > Basic > Backlight Timeout**.

2. From the Backlight Timout screen, select the timeout you want, and then press **Select**.

    The default timeout is **40** seconds.

3. Press ⬛ to return to the idle screen.

Updating the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's. You can also set distinctive ring tones for contacts in your local directory so you can identify callers when your phone rings.

Selecting a Different Ring Tone for Your Phone

You can choose a unique ring tone for your phone to identify it when it rings.

To select a ring tone for your phone:

1. Press ⬛, and then select **Settings > Basic > Ring Type**.

    The Ring Type screen displays.

2. Scroll to the ring type you want. To hear the ring type, press the **Play** soft key. The default ring type is Low Trill.

3. Press **Select**.

4. Press ⬛ to return to the idle screen.

Setting Distinctive Ring Tones for Contacts

Note	Your company's settings may override this feature. For more information, contact your system administrator.
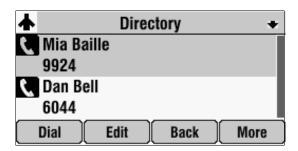
You can set a distinctive ring tone for each contact in your contact directory so you can distinguish callers.

To set a distinctive ring tone for a contact:
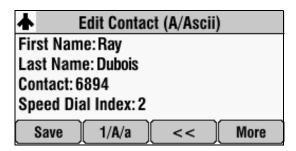
1. Press ⌹ , and then select **Features > Contact Directory**.

   The Directory screen displays.

```
┌─────────────────────────────────┐
│ ♠      Directory            ↓   │
│ ☏ Mia Baille                    │
│   9924                          │
│ ☏ Dan Bell                      │
│   6044                          │
│ ┌──────┬──────┬──────┬──────┐   │
│ │ Dial │ Edit │ Back │ More │   │
│ └──────┴──────┴──────┴──────┘   │
└─────────────────────────────────┘
```

2. Scroll to the contact for whom you want to assign a distinctive ring tone.

3. Press the **Edit** soft key.

   The Edit Contact screen displays.

```
┌─────────────────────────────────┐
│ ♠    Edit Contact (A/Ascii)     │
│ First Name: Ray                 │
│ Last Name: Dubois               │
│ Contact: 6894                   │
│ Speed Dial Index: 2             │
│ ┌──────┬───────┬──────┬──────┐  │
│ │ Save │ 1/A/a │  <<  │ More │  │
│ └──────┴───────┴──────┴──────┘  │
└─────────────────────────────────┘
```

4. Scroll to **Ring Type**, and then press the **Right** scroll key to select a ring type.

5. Press the **Save** soft key.

6. Press ⌹ to return to the idle screen.

Updating Audio Quality and Capabilities
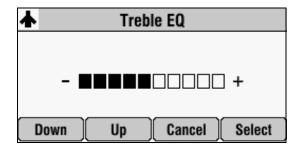
You can adjust the audio quality of your phone, and enable auxiliary audio components, such as wireless (lapel) microphones, speakers, recording devices, and computers that you connect to the Multi-Interface Module.

Updating the Sound Quality of Your Phone

You can adjust the sound quality of your phone by changing the treble or bass control.
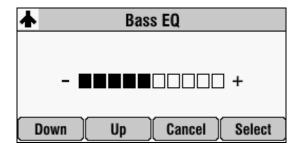
To adjust the sound quality of your phone:

1. Press [MENU], and then select **Settings > Basic > Audio > Bass and Treble**.

2. From the Bass and Treble screen, do one of the following:

— To adjust the treble control, scroll to **Treble EQ**, and then press **Select**.

The Treble EQ screen displays.

or

— To adjust the bass control, scroll to **Bass EQ**, and then press **Select**.

The Bass EQ screen displays.

3. Press the **Up** or **Down** soft keys to adjust the treble or bass EQ, and then press **Select**.

4. Press [MENU] to return to the idle screen.

Enabling Auxiliary Audio Components

Before you can use the auxiliary audio components that you connect to the Multi-Interface Module (wireless microphones, speakers, as well as recording devices and computers to record phone calls), you must enable them. You enable the components from the Auxiliary Audio menu.

Note You do not have to enable audio from a mobile phone or from a computer calling application. This audio is automatically enabled when you connect the Mobile Phone Cable or the Computer Calling Cable to the 2.5mm audio connector on your conference phone.
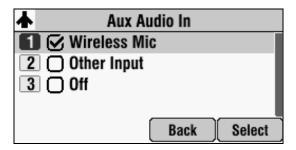
For information on connecting auxiliary audio components to the conference phone or Multi-Interface Module, see the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available from the SoundStation IP 7000 Support Web page.

To enable or disable wireless (lapel) microphones:

1. Press $\boxed{\vcenter{\hbox{\tiny MENU}}}$, and then select **Settings > Basic > Audio > Auxiliary Audio > Aux Audio In**.

   The Aux Audio In screen displays.
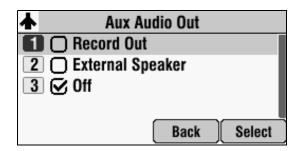
2. Do one of the following:

   — To enable a wireless (lapel) microphone, scroll to **Wireless Mic**, and then press **Select**.

   — To disable wireless microphones, scroll to **Off**, and then press **Select**.

3. Press $\boxed{\vcenter{\hbox{\tiny MENU}}}$ to return to the idle screen.

To enable or disable speakers, as well as recording devices and computers:

1. Press [MENU], and then select **Settings > Basic > Audio > Auxiliary Audio > Aux Audio Out**.

   The Aux Audio Out screen displays.

2. Do one of the following:

   — To enable recording devices or computers to record phone calls, scroll to **Record Out**, and then press **Select**.

   — To enable external speakers, scroll to **External Speaker**, and then press **Select**.

   — To disable speakers, and to prevent recording devices and computers from recording phone calls, scroll to **Off**, and then press **Select**.

3. Press [MENU] to return to the idle screen.

Adjusting the Speaker and Ringer Volume

To adjust the speaker volume:

>> During a call, press either [◀)] or [◀))] to adjust the speaker volume.

To adjust the ringer volume:
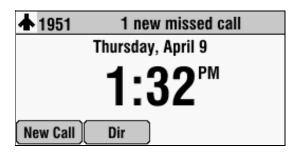
>> When the phone is in the idle state, press either [◀)] or [◀))] to adjust the ringer volume.

Using Call Lists

Your phone maintains lists of missed, received, and placed calls. Each list can hold up to 100 entries.

If you miss a call (for example, if you do not answer a call, or you have call forwarding or Do Not Disturb enabled), the idle screen will display a message indicating the number of missed calls you have. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists, below). After you view the Missed Calls list, the message on the idle screen is removed.

The following figure shows the idle screen when you miss a call.

Viewing Call Lists

You can access missed, received, and placed calls from the idle screen, or you can quickly access call lists using the scroll keys.

To view a call list:

>> From the idle screen, do one of the following:

— Press ⊞ , and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.

or

— Press the **Dir** soft key, and then select **Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.

or

— Use the scroll keys to access a call list:

— To view the Received Calls List, press the **Left** scroll key.

— To view the Placed Calls List, press the **Right** scroll key.

— To view the Missed Calls List, press the **Down** scroll key.

Managing Call Lists

You can clear all the records in a call list, or just one record. You can also choose a record in a list and return the call, store the call details in your local Contact Directory, or view detailed information about the particular call.

To manage a call list:

1. Press the **Dir** soft key, and then select **Call Lists**.

   The Call Lists screen displays.
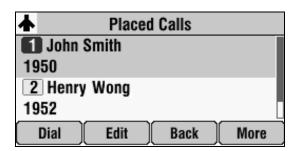
2. Do one of the following:

   — To clear the records in a call list, select **Clear > Missed Calls**, **Received Calls**, or **Placed Calls**.

Note	To manually clear all calls in all call lists, restart the phone. See Overall Functioning on page 5-7.

   — To view and manage a call list, scroll to either **Missed Calls**, **Received Calls** or **Placed Calls**, and then press **Select**. Your call list information displays.

   The following figure shows a Placed Calls list.

To manage your call list:

— To return the call, press the **Dial** soft key.

— To edit the phone number (if necessary) before you place the call or store the call details in your Contact Directory, press the **Edit** soft key.

— To return to the Call Lists menu, press the **Back** soft key.

— To remove the call from the list, press the **Clear** soft key.

— To store the contact in your Contact Directory, press the **Save** soft key.

— To view information about the call, such as the phone number, the time and duration of the call, and the name of the caller, press the **Info** soft key.

3. Press ⌷ twice to return to the idle screen**.**

Managing Contacts

You can store a large number of contacts in your phone's local Contact Directory. Contact your system administrator for the exact number.

You can dial and search for contacts in this directory. You may be able to add, edit, and delete contacts. Contact your system administrator to see if you have read-only access to your local Contact Directory, or if you can update it.

If your system administrator sets up a Corporate Directory on your phone, you may also have read access to portions of your Corporate Directory. Your system administrator determines which contacts you can see. You can search for contacts in the Corporate Directory, and add contacts from the Corporate Directory to your local Contact Directory. For more information, see Searching for Contacts in Your Corporate Directory on page 2-22 and Adding Contacts to Your Local Contact Directory From a Corporate Directory on page 2-19.

Note   You cannot update the contacts in your Corporate Directory. You can only search for and dial contacts, and add contacts from your Corporate Directory to your local Contact Directory.

Viewing Your Local Contact Directory
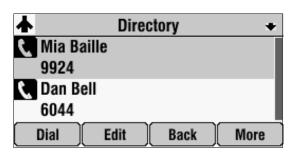
To view your local Contact Directory:

>> Do one of the following:

— Press ⌷ , and then select **Features > Contact Directory**.

or

— Press the **Dir** soft key, and then select **Contact Directory**.

The Directory screen displays, listing all the contacts in your directory.

Accessing Your Corporate Directory

When you access Corporate Directory, a search screen displays so you can search for a specific contact. You can perform a quick search or an advanced search.

Note	Each time you access Corporate Directory, the search screen displays, unless you enable your phone to remember the last search you performed or the last person you selected. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-16.
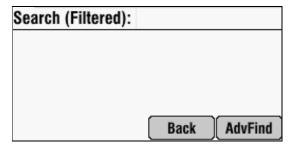
To access your Corporate Directory:

1. Do one of the following:

    — Press [MENU], and then select **Features > Corporate Directory**.

   or

    — Press the **Dir** soft key, and then select **Corporate Directory**.

   The Corporate Directory search screen displays.

2. Search for the contact. (See Searching for Contacts in Your Corporate Directory on page 2-22.)

Enabling Your Phone to Save Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

To enable your phone to save Corporate Directory search results:

1. Press ⊞ , and then select **Settings > Basic > Preferences > Corporate Directory > View Persistency**.

2. Select **Enabled**, and then press the **Select** soft key.

3. To save the update, press the **Back** soft key.

4. Press ⊞ to return to the idle screen.

Adding Contacts to Your Local Contact Directory

You can add contacts to your local Contact Directory in the following ways:

• Manually, if you have permission to update your local Contact Directory

• From a call list

• From a Corporate Directory

Note	You cannot update Corporate Directory from your phone.
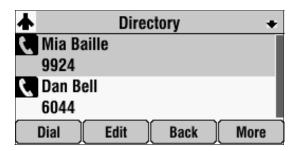
Adding Contacts Manually
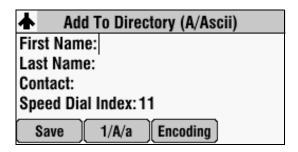
You can update your local Contact Directory manually, instead of importing contact information from a call list or a Corporate Directory.

To add a contact manually:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.

   ```
   ┌─────────────────────────────────────┐
   │ ♠        Directory            ↓      │
   │ ☎ Mia Baille                        │
   │   9924                              │
   │ ☎ Dan Bell                          │
   │   6044                              │
   │ ┌──────┬──────┬──────┬──────┐       │
   │ │ Dial │ Edit │ Back │ More │       │
   │ └──────┴──────┴──────┴──────┘       │
   └─────────────────────────────────────┘
   ```

2. To add a contact to your phone's database, press the **Add** soft key.

   The Add To Directory screen displays.

   ```
   ┌─────────────────────────────────────┐
   │ ♠    Add To Directory (A/Ascii)     │
   │ First Name:│                         │
   │ Last Name:                          │
   │ Contact:                            │
   │ Speed Dial Index: 11                │
   │ ┌──────┬─────────┬──────────┐       │
   │ │ Save │  1/A/a  │ Encoding │       │
   │ └──────┴─────────┴──────────┘       │
   └─────────────────────────────────────┘
   ```

3. Enter the contact information. To move between fields, use the **Up** and **Down** scroll keys. Enter the following information:

   Note Your phone may not display all the following fields. For more information, see your system administrator.

   — (Optional.) Enter the First Name and Last Name of the contact.

     You can enter a maximum of 32 characters. To alternate between numeric, uppercase, and lowercase alphanumeric modes, press the **1/A/a** soft key. To enter text in another language, press the **Encoding** soft key.

   — (Required.) Enter the Contact phone number.

     You can enter a maximum of 32 characters. The contact number must be unique, and must not already exist in the directory. If you try to save an entry with a non-unique phone number, or you do not enter a phone number, an error message displays.

— (Optional.) Change the Speed Dial Index number.

The speed dial index is automatically assigned to the next available index value, up to a maximum value of 99.

You can assign any unused speed dial index number from 1 to 99. If you assign a speed dial index number that is already taken, or you enter an invalid speed dial index number (for example, 0 or 00), an error message displays.

For more information on speed dial index numbers, see Managing Speed Dial Entries on page 3-19.

— (Optional.) Enter a Label for the contact. You can enter a maximum of 32 symbols, letters, or numbers.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Info screen (before the contact's first and last names, if specified). For example, in the following figure, the labels Sales and Marketing have been assigned to contacts in the local Contact Directory.

— (Optional.) Set the Ring Type.

For information on setting the ring type, see Updating the Ring Tone on page 2-7.

— (Optional.) Assign a Divert Contact.

The Divert Contact identifies the third person to whom you want this contact's calls sent. You can enter a maximum of 32 characters.

— (Optional.) Change the Auto Reject and Auto Divert settings.

If you set the Auto Reject field to enabled, each time the contact calls, the call will be directed to your voice mail system (if a voice mail system is set up). If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to a third person you specify in the Divert Contact field.

Press the **Right** or **Left** scroll key to switch between the Enabled and Disabled settings for the Auto Reject and Auto Divert fields.

Note   If you do not have a voice mail system set up, enabling the Auto Reject field will have no effect. Each time the contact calls, your phone will ring (unless you choose to divert the contact's calls, or enable call forwarding or Do Not Disturb).

–   (Optional.) Change the Watch Buddy and Block Buddy settings.

If you enable the Watch Buddy field, you can monitor the contact's status. If you enable the Block Buddy field, the contact cannot monitor your status. For more information on monitoring status, see Using Buddy Lists on page 4-18.

Press the **Right** or **Left** scroll key to switch between the Enabled and Disabled settings.

4.   Press the **Save** soft key.

5.   Press ⬜ twice to return to the idle screen.

Adding Contacts From Call Lists

You can save call information from a call list to your local Contact Directory.

To add a contact to the local Contact Directory from a call list:

1.   Press the **Dir** soft key, and then select **Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.

2.   Scroll to the contact.

You can use the ***** key to Page Up and the **#** key to Page Down.

3.   To save the contact to your Contact Directory, press the **Save** soft key.

4.   Press ⬜ twice to return to the idle screen.

Note   You may want to go to the Contact Directory and check if the contact was saved correctly and to add any missing fields. To view your Contact Directory, see Managing Contacts on page 2-14. To update missing contact information, see Adding Contacts Manually on page 2-16 (step 3).

Adding Contacts to Your Local Contact Directory From a Corporate Directory
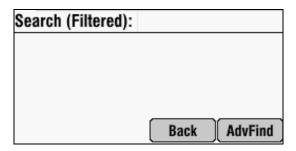
You can save any contact listed in your Corporate Directory to your local Contact Directory.

To add a contact to your local Contact Directory from a Corporate Directory:

1. Press the **Dir** soft key, and then select **Corporate Directory**.

   The Corporate Directory search screen displays.

2. Search for the contact, and then scroll to the contact's entry. For information on how to search for a contact, see Searching for Contacts in Your Corporate Directory on page 2-22.

3. Press the **View** soft key.

   The Contact screen displays.

4. To save the contact to the local Contact Directory, press the **Save** soft key.

   Saved displays on the screen. Only the first name, last name, and phone number are saved. If the contact already exists in your local Contact Directory, *Contact already exists* displays.

5. Press 🔲 twice to return to the idle screen.

Searching for Contacts

You can search for contacts in your local Contact Directory, or in a Corporate Directory.

Searching for Contacts in Your Local Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.
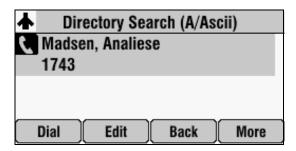
To search for a contact in the local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.

2. Press the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then press the **Search** soft key again.

   The Directory Search screen displays a list of successful matches.

3. Scroll to the contact you are searching for.

   From this screen, you can dial, edit, or delete the contact.

4. Press ⊞ twice to return to the idle screen.

Searching for Contacts in Your Corporate Directory

Search for a contact by entering specific search criteria.

<table>
<tr><td>Note</td><td>You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the last search you performed will display, or the last person you selected will display. To enable this feature, see Enabling Your Phone to Save Corporate Directory Search Results on page 2-16.</td></tr>
</table>

To search for a contact in the Corporate Directory:

1. Press the **Dir** soft key, and then select **Corporate Directory**.

2. From the Corporate Directory search screen, perform a quick search or an advanced search.
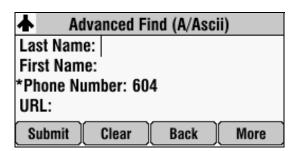
A quick search allows you to search using the contact's last name (if the directory is alphabetized by last name) or first name (if the directory is alphabetized by first name). An advanced search uses any combination of the contact's first and last names, phone numbers, address, and title.

Do one of the following:

— To perform a quick search, next to *Search (Filtered)*, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and then press the **Submit** soft key. The screen displays a list of contacts, starting with any successful matches.

or

— To perform an advanced search, press the **AdvFind** soft key.

The Advanced Find screen displays.

Enter your search criteria, and then press the **Submit** soft key. The screen displays any successful matches.

<table>
<tr><td>Note</td><td>If you want to erase all your search criteria and enter new criteria before you submit your search, press the **Clear** soft key.</td></tr>
</table>
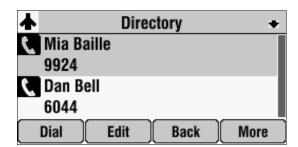
3. Press [MENU] twice to return to the idle screen.

Updating Contacts in Your Local Contact Directory

You can update information for contacts in your local Contact Directory. You cannot update information for contacts in your Corporate Directory.
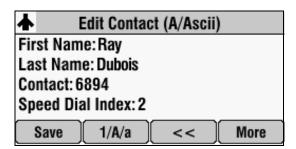
To update a contact in your local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.

2. Scroll to the contact whose information you want to update, or search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-21).

3. Press the **Edit** soft key.

   The Edit Contact screen displays.

4. Update the contact information. For information on the fields you can update, see Adding Contacts Manually on page 2-16 (step 3).

5. Press the **Save** soft key.

6. Press [MENU] twice to return to the idle screen.

Deleting Contacts From Your Local Contact Directory

You can delete contacts from your local Contact Directory. You cannot delete contacts from your Corporate Directory.

To delete a contact from the local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.

2. Scroll to the contact you want to delete. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-21).

3. Press the **Delete** soft key.

   The contact is deleted from the directory.

4. Press [MENU] twice to return to the idle screen.

Placing Calls to Contacts

You can place calls to contacts from your local Contact Directory or from your Corporate Directory.

To place a call to a contact from your Local or Corporate Directory:

1. Press the **Dir** soft key, and then select **Contact Directory** or **Corporate Directory**.

2. From the Directory or Corporate Directory screen, scroll to the contact you want to call, or search for the contact (see Searching for Contacts on page 2-21).

3. Press the **Dial** soft key.

Managing Incoming Calls

You can manage incoming calls from the contacts in your local Contact Directory by doing the following:

- Setting up a distinctive ring tone for a contact

- Rejecting calls from a particular contact by sending the call to your voice mail system

- Diverting calls from a particular contact to another person

Distinguishing Calls

You can customize your phone so that you can distinguish callers by certain ring types. For information on setting a distinctive ring type for a particular contact, see Setting Distinctive Ring Tones for Contacts on page 2-8.

Rejecting Calls

You can customize your phone so that incoming calls from a particular person are immediately sent to your voice mail system. (If you do not have a voice mail system set up, the call will still ring on your phone.)

Note   Rejecting calls is not available on shared lines.

To send incoming calls from a particular contact directly to voice mail:

1. Press the **Dir** soft key, and then select **Contact Directory**.

2. From the Directory screen, scroll to the contact whose calls you want to go to your voice mail system.

   You can use the ***** key to Page Up and the **#** key to Page Down.

3. Press the **Edit** soft key.

4. From the Edit Contact screen, scroll to the **Auto Reject** field and change the Auto Reject setting to **Enabled**. (To select Enabled, press the **Right** or **Left** scroll key.)

5. Press the **Save** soft key.

6. Press [MENU] twice to return to the idle screen.

Diverting Calls

You can customize your phone so that incoming calls from a particular person are transferred directly to a third person.

To divert incoming calls from a contact to a third person:

1. Press the **Dir** soft key, and then select **Contact Directory**.

2. From the Directory screen, scroll to the contact for whom you want to transfer calls.

   You can use the ***** key to Page Up and the **#** key to Page Down.

3. Press the **Edit** soft key.

4. From the Edit Contact screen, scroll to the **Divert Contact** field and enter the number of the person to whom you want to divert the call. You can enter a maximum of 32 characters.

5. Scroll to the **Auto Divert** field and change the setting to **Enabled**. (To select Enabled, press the **Right** or **Left** scroll key.)

6. Press the **Save** soft key.

7. Press ⌷ twice to return to the idle screen.

Understanding Shared Lines

Note	Shared lines is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

If two phones share a line, an incoming call to one number will cause both phones to ring. The call can be answered by either phone, but not both. If your phone shares a line, a shared line icon that is half black and half grey displays on the screen.

The following figure shows the shared line icon at the top left of the screen.

The shared line icon changes to a moving icon, and the LEDs glow a steady red when the line is in use remotely.

Calls on shared lines can be transferred, put on hold, or added to a conference.

Note   You cannot forward or reject calls on shared lines.

For information on answering calls with shared lines, see Answering Calls on page 3-6.

3

Using the Basic Features of Your Phone

This chapter provides introductory information and basic operating instructions for the phone. It includes the following topics:

For information on the advanced features of your phone, refer to Chapter 4, Using the Advanced Features of Your Phone.

About Calls

At any time, at most 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 multiple other calls, including a conference call, on hold.
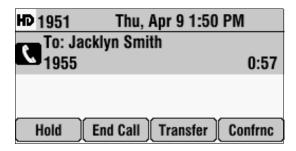
Placing Calls

You can place a call off-hook (with a dial tone) or on-hook (without a dial tone). If you place a call off-hook, you can dial a contact using an IP address or URL, if this feature is enabled for your phone.

The phone screen displays the duration of active calls. The following figure shows an active call to Jacklyn Smith at directory number 1955 that has lasted 57 seconds.

To place a call on-hook (to dial a phone number):

>> Enter the phone number of the person you want to call, and then press

    or the **Dial** soft key.
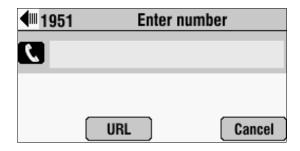
To place a call off-hook (to dial a phone number, IP address, or URL):

Note Placing a call using an IP address or URL may not be enabled for your phone. For more information, see your system administrator.
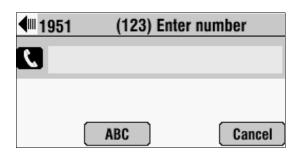
1. Press ⟨☎⟩ or the **New Call** soft key.

   The Enter number screen displays.

   ◀▥ **1951**   **Enter number**

   ☎

   [**URL**]   [**Cancel**]

2. Do one of the following:

   — To dial a phone number, enter the phone number of the person you want to call.

   — To dial an IP address:

      a Press the **URL** soft key.

         The (123) Enter number screen displays.

         ◀▥ **1951**   **(123) Enter number**

         ☎

         [**ABC**]   [**Cancel**]
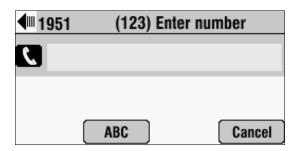
      b Enter the IP address of the person you want to call.

         To enter ".", press [*∕•].

— To dial a **URL**:

    a   Press the **URL** soft key.
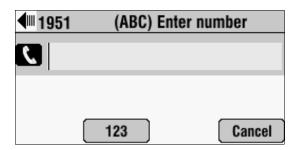
        The (123) Enter number screen displays.

    b   Press the **ABC** soft key.

        The (ABC) Enter number screen displays

    c   Enter the URL of the person you want to call.

        To enter the letters that display on a number key, press the number key one or more times.

        For example, to enter "a," press ⟨2 ABC⟩ once. To enter "c," press

        ⟨2 ABC⟩ three times quickly.

        To enter "." and "@", press ⟨* / .⟩ one or more times quickly.

Note   When you dial a URL, the maximum number of characters you can enter is 32.

3. Press ⟨📞⟩ or the **Dial** soft key.

> **Note**   Instead of entering a phone number from memory, you can access call lists, directories, and speed dial lists to display and dial the number for you.
>
> • To access a call list, press the **Left**, **Right**, or **Down** scroll key to access the received, placed, or missed calls list. Scroll to the call you want to dial, and then press the **Dial** soft key. For more information, see Using Call Lists on page 2-12.
>
> • To access your Contact Directory or Corporate Directory, press the **Dir** soft key, and then select **Contact Directory** or **Corporate Directory**. Scroll to or search for the contact you want to dial, and then press the **Dial** soft key. For more information, see Managing Contacts on page 2-14.
>
> • To place a call using a speed dial index number, press the **Up** scroll key, scroll to the person you want to call, and then press the **Dial** soft key. For information on other ways to use speed dial, see Placing Calls Using Speed Dial, below.

Placing Calls Using Speed Dial

Use a speed dial index number for quick dialing. Speed dial index numbers are associated with entries in your Contact Directory. For information on managing speed dial entries from your Contact Directory, see Managing Speed Dial Entries on page 3-19.

> **Note**   From the idle screen, press the **Up** scroll key to quickly access your list of speed dial entries.

To place a call using a speed dial index number:

1. Do one of the following:

   — If you know the contact's speed dial index number, enter the number, and then press **#**.

   — Press the **Up** scroll key.

   — Press ⊞ , and then select **Features > Speed Dial**.

2. From the Speed Dial Info screen, do one of the following:

   — Enter the speed dial index number.

   or

   — If the contact you want to call is not already highlighted, scroll to the contact, and then press the **Dial** soft key.

   The call is placed.

Answering Calls

To answer a call:

>> Press (🕿) or the **Answer** soft key.

The LEDs blink green when the phone rings.

Note
- To ignore incoming calls, press the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines). To prevent your phone from ringing, enable the **Do Not Disturb** feature (see Enabling Do Not Disturb on page 3-18).
- You can forward incoming calls by pressing the **Forward** soft key. See Forwarding Calls Dynamically on page 3-18.
- If you set up your phone with a silent ring, press the **Answer** soft key to answer the call.
- To answer a call from a mobile phone or computer calling application, see Using Computer or Mobile Audio with the Conference Phone on page 4-1.

To answer a call on a shared line:

1. Answer the incoming call.
2. Press the **Hold** soft key.

Anyone on another phone configured to use the same shared line may take the call by selecting the call on their phone screen.

Ending Calls

To end a call:

>> Press (🕿) or the **End Call** soft key.

Note
You cannot end a held call until you resume the call. To end a held call, scroll to the held call, press the **Resume** soft key, and then press the **End Call** soft key.

Muting the Microphone

To mute the microphone:

>> During a call, press [🎤].

The LEDs glow red, and the mute icon, [🎤 Mute], displays on the phone screen.

The other person (or people) cannot hear you. You can still hear all other people while Mute is enabled.

To turn off the Mute feature, press [🎤] again.

To mute the microphone if you use extension microphones:

>> Press [🎤] on the phone or the Mute button on the top of an extension microphone.

To turn off the Mute feature, press one of the Mute buttons again.

Note   When you press the Mute button on the phone, or on any extended microphone connected to the phone, you mute the microphone on the phone and all extended microphones connected to the phone.

Redialing Numbers

You can redial the last number you dialed, or search a list of placed calls to find a previously-dialed number.

To redial the last number dialed:

>> Press [🔄 REDIAL].

To redial a previously dialed number:

1. Press the **Dir** soft key, and then select **Call Lists > Placed Calls**.
2. From the Placed Calls screen, scroll to the number you want to redial, and then press (📞) or the **Dial** soft key.

Holding and Resuming Calls

To hold a call:

>> During a call, press the **Hold** soft key. The LEDs blink red to indicate that a call is on hold.

The following figure shows James Smith on hold. The Resume soft key now displays on the screen.

```
 1951          Thu, Apr 9 1:50 PM
 Hold: James Smith
 1954                      0:17


 Resume   New Call   Transfer   Confrnc
```

To resume a call on hold:

>> While a call is on hold, press the **Resume** soft key.

Hosting Conference Calls

You can create a conference with up to two other people using the phone's local conference feature. To quickly set up a conference, you can use the Join soft key to create a conference between an active and held call.

The conference management feature allows you to view and manage each participant in the conference call. From the Manage Conference screen, you can mute, hold, and remove individual participants.

Note   You can host and manage conferences with audio from computer calling applications and mobile phones, as well as video if your phone is connected to a Polycom HDX system. For more information, see Using Computer or Mobile Audio with the Conference Phone on page 4-1 and Using the Phone When it is Connected to a Polycom HDX System on page 4-6.

This section includes the following topics:

- Setting Up Conferences on page 3-9
- Managing Conferences on page 3-10
- Holding and Resuming Conferences on page 3-13
- Splitting Conferences on page 3-14
- Ending Conferences on page 3-14

Setting Up Conferences

You can set up a conference in one of two ways:

- Using [CONF] or the **Confrnc** soft key.

- Using the **Join** soft key, if you have an active and held call.

To set up a conference using the Conference key or soft key:

1. Call the first person.

2. Press [CONF] or the **Confrnc** soft key to create a new call. The active call is held.

3. From the Enter number screen, place a call to the second person.

4. When the second person answers, press [CONF] or the **Confrnc** soft key again to join all people in the conference.

Note   If configured for single key-press conferences, you do not have to press the Conference key or the Confrnc soft key again.

The Active:Conference screen displays.
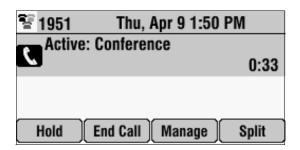
To set up a conference call with an active and held call:

>> If you have an active and held call, press the **Join** soft key.

A conference is created with the active call, the held call, and yourself.

Managing Conferences
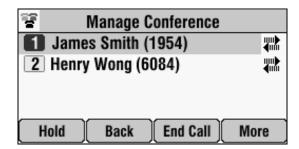
To manage a conference, you must currently be in an active conference call. From the Active:Conference screen, you can press the **Manage** soft key to manage the individual participants in the conference, or end the conference call. The following figure shows the Manage soft key that displays when you are in an active conference.

To manage a conference:

>> From the Active:Conference screen, press the **Manage** soft key.

The Manage Conference screen displays.

From the Manage Conference screen, you can scroll to a conference participant and manage the participant's conference participation, or end the conference call.

You can access the following soft keys from the Manage Conference screen:

- **Hold**—Places a selected participant on hold. The held participant cannot hear any other participants and no participant can hear the held participant.

- **Back**—Returns you to the Active:Conference screen.

- **End Call**—Ends the conference call. The other two participants remain connected. (To remove a conference call participant, see Removing Conference Call Participants on page 3-12.)

- **Info**—Provides additional information about the selected participant.

- **Far Mute**—Mutes the selected participant. The muted participant can hear all participants, but no participant can hear the muted participant.

Muting Conference Call Participants

Mute a conference participant so no one can hear the participant. The muted participant can still hear everyone else.
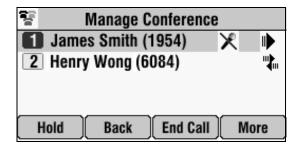
To mute a conference call participant:

>> From the Manage Conference screen, scroll to the participant you want to mute, and then press the **Far Mute** soft key.

The muted participant can hear all participants, but no participant can hear the muted participant.

To un-mute the participant, press the **UnMute** soft key.

The following figure shows the far mute feature applied to James Smith. The "far mute" icon displays next to his name, and the UnMute soft key appears.

Note

If you press [🎤] instead of the **Far Mute** soft key, all other participants can hear each other, but they cannot hear you. When you press [🎤] , the LEDs glow red.

Placing Conference Call Participants on Hold
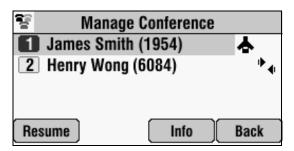
You can select a conference call participant and place the participant on hold. You can return the participant to the conference at any time by pressing the **Resume** soft key.

If you want to place a conference call on hold, see Holding and Resuming Conferences on page 3-13.

To place a conference call participant on hold:

>> From the Manage Conference screen, scroll to the participant you want to place on hold, and then press the **Hold** soft key.

The following figure shows James Smith on hold. The "on hold" icon displays next to his name, and the Resume soft key appears.

The held participant cannot hear any participants and no participant can hear the held participant.

To return the participant to the conference, scroll to the participant, and then press the **Resume** soft key.

If the held participant presses the Hold soft key on their phone, the participant will still be on hold even if you press the Resume soft key.

Removing Conference Call Participants

When you remove a conference participant, the conference call ends, but you remain in an active call with the other participant.

To remove a conference call participant:

>> From the Manage Conference screen, scroll to the participant you want to

remove, and then press (📞).

The participant is removed from the conference, the conference call ends, and the other participant becomes the active call.

Note   If you press the **End Call** soft key instead, you end the conference call. The other participants remain connected.
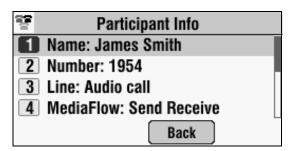
Obtaining Information About Conference Call Participants

You can display information about a conference call participant, such as their name and number, or if they are on hold.

To display information about a conference call participant:

1. From the Manage Conference screen, scroll to the participant whose information you want to obtain.

2. Press the **Info** soft key.

The Participant Info screen displays.

3. Press the **Back** soft key to return to the Manage Conference screen.
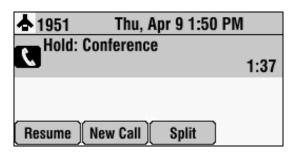
Holding and Resuming Conferences

When you place a conference call on hold, you place all other conference participants on hold. Conference call participants cannot hear each other. To place an individual participant on hold, see Placing Conference Call Participants on Hold on page 3-11.

To place a conference call on hold:

>> From the Active:Conference screen, press the **Hold** soft key.

The Hold:Conference screen displays. The other participants are held.

From the Hold:Conference screen, you can do the following:

• To resume the conference call, press the **Resume** soft key. The Active:Conference screen will display again.

• To place a call to a new person, press the **New Call** soft key. The conference remains on hold, and the new call becomes the active call.

• To end the conference call and place each conference participant on hold, press the **Split** soft key.

Splitting Conferences

When a conference is established, a Split soft key is available. When you split a conference, you end the conference and place all participants on hold.

To split a conference:

>> From the Active:Conference or Hold:Conference screen, press the **Split** soft key.

The conference ends, and all calls are split into individual calls and placed on hold.

Ending Conferences

You can end a conference, and your connection to the other participants, by pressing the **End Call** soft key. When you use the End Call soft key, the other participants remain connected.

To end a conference:

>> From the Active:Conference or Manage Conference screen, press the **End Call** soft key.

The two other participants remain connected.

Transferring Calls

A call can be transferred in one of three ways:

- Consultative transfer—You have the option of either talking to the person to whom you are transferring the call, or you can choose not to talk to the person, and complete the transfer when you hear the person's ring-back sound. See Performing a Consultative Transfer on page 3-15.

- Blind transfer—The call is automatically transferred after you dial the number of the person to whom you want to transfer the call. You do not have the option of talking to the person. See Performing a Blind Transfer on page 3-15.

- Attended transfer—Conference call participants are automatically connected to each other after you exit a conference. See Ending Conferences on page 3-14.

Performing a Consultative Transfer

Perform a consultative transfer if you want to talk to the person to whom you are transferring the call. Or, you can choose not to talk to the person. In this case, you wait for the person's ring-back sound, and then transfer the call.

To transfer a call:
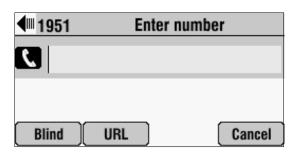
1. During a call, press the **Transfer** soft key. The call is placed on hold.

2. From the Enter number screen, place a call to the person to whom you want to transfer the call.

3. When you hear the ring-back sound, press the **Transfer** soft key. The transfer is complete. If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the **Transfer** soft key. You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

Performing a Blind Transfer

When you use a blind transfer, you transfer a call without speaking to the person to whom you are transferring the call. The call is automatically transferred as soon as you dial the person's number.
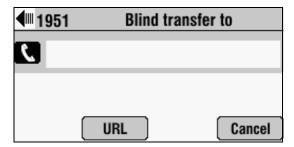
To perform a blind transfer:

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

   The Enter number screen displays, with the Blind soft key.

2. Press the **Blind** soft key.

   The Blind transfer to screen displays.

3. Place a call to the person to whom you want to transfer the call. (If you want to cancel the transfer before the call is placed, and return to the original call, press the **Cancel** soft key.)

The call automatically transfers to the person you specified.

Forwarding Calls

Note	Your company's settings may override this feature. For more information, contact your system administrator.
	Call forwarding is not available on shared lines.

You can set up your phone to forward incoming calls to another person, known as static forwarding, or you can forward a call as your phone rings, known as dynamic forwarding. Your phone will forward calls even if you enable the Do Not Disturb feature.

You can also reject calls from a particular contact (by sending the call to your voice mail system), or divert calls from a particular contact to another person. For more information, see Managing Incoming Calls on page 2-25.
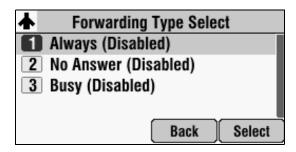
Forwarding Calls Statically

You can set up your phone to forward calls to another number.

To forward calls to another number:

1. Press ⊞ MENU , and then select **Features > Forward**.

    The Forwarding Type Select screen displays.

2. Scroll to the forwarding type you want, and then press **Select**. The options are:

    — **Always**—To forward all incoming calls.

    — **No Answer**—To forward all unanswered incoming calls.

    — **Busy**—To forward calls that arrive when you are already in a call.

3. Do one of the following:

    — If you selected **Always**, enter a number to forward all incoming calls to.

    — If you selected **No Answer**, do the following:

        a   In the **Contact** field, enter a number to forward all unanswered incoming calls to.

        b   In the **Forward After Rings** field, enter how many rings to wait before forwarding the call (one ring is approximately six seconds). The recommended value is two rings.

    — If you selected **Busy**, enter the number to forward all future incoming calls to when you are already in another call.

4. Press the **Enable** soft key.
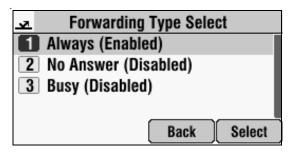
When you enable call forwarding:

*   *Fwd* and the number you are forwarding calls to display in the status bar.

*   If you enabled the **Always** forwarding type, ↙ also displays in the status bar.

To disable call forwarding:

1. Press ⊟ , and then select **Features > Forward**.

    The Forwarding Type Select screen displays.
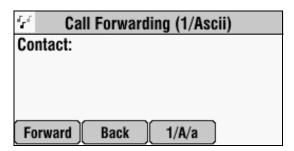
2. Scroll to the forwarding type you want to disable, and then press **Select**.

3. Press the **Disable** soft key.

Forwarding Calls Dynamically

You can manually forward a call to another number while your phone rings.

To forward an incoming call to another extension:

1. While your phone rings, press the **Forward** soft key.

    The Call Forwarding screen displays.

2. Enter the phone number to forward the incoming call to.

    Your phone displays the last number you forwarded calls to (either statically or dynamically). If you previously set a forwarding number and want to enter a new one, use the **<<** soft key to delete the number.

3. Press the **Forward** soft key.

    The incoming call is forwarded to the other person. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

Enabling Do Not Disturb
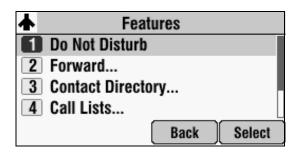
To prevent your phone from ringing, activate the Do Not Disturb feature.

Calls you receive while Do Not Disturb is enabled will display in your Missed Calls list (see Using Call Lists on page 2-12). If you have chosen to forward your calls to another number, calls will be sent to that number if you enable the Do Not Disturb feature.

To enable and disable Do Not Disturb:

1. Press ⊞, and then select **Features**.

    The Features screen displays. If Do Not Disturb is not highlighted, scroll to it.

2. To toggle Do Not Disturb on and off, press **Select**.

    When you enable Do Not Disturb, a flashing icon, ✕, displays at the top left of the screen.

    When you disable Do Not Disturb, the registered line icon, ✈, displays instead.

3. Press ⊞ to return to the idle screen.

    If you enabled Do Not Disturb, the idle screen displays a flashing icon, ✕, next to the directory number.

Managing Speed Dial Entries

Use the speed dial feature for fast, automated dialing. To use speed dial, you enter a speed dial index number instead of entering a complete phone number.

When you create a Contact Directory entry, the phone automatically assigns a Speed Dial index to the entry. You can change the index number, or delete it.
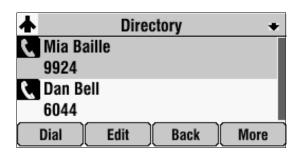
Note   Only entries in your Contact Directory can be set up as speed dial entries. To create a new Contact Directory entry with a speed dial index number, see Adding Contacts to Your Local Contact Directory on page 2-16.
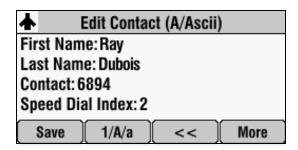
The following steps describe how to update a speed dial entry for a contact. To place a call using a speed dial number, see Placing Calls Using Speed Dial on page 3-5.

To update a speed dial entry in your local Contact Directory:

1. Press the **Dir** soft key, and then select **Contact Directory**.

   The Directory screen displays.

2. Scroll to the user's entry, and then press the **Edit** soft key.

   The Edit Contact screen displays.

3. Scroll to **Speed Dial Index**, and then update the speed dial index number. Use the **<<** soft key to update an existing entry.

   You can assign any unused speed dial index number from 1 to 99. If you assign a speed dial index number that already exists, or you enter an invalid speed dial index number (for example, 0 or 00), an error message displays.

4. Press the **Save** soft key.

5. Press [MENU] twice to return to the idle screen.

Using Voice Mail

Note Voice mail is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

Screen options may vary with your application. Voice mail may be accessible with a single key press. Contact your system administrator about this option.
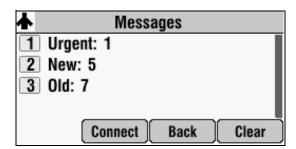
Your voice mail is saved in a centralized location and may be accessed from your phone. Your phone may indicate voice mail by the following:

- An icon, ✉, on the phone screen

- A stutter dial tone instead of a normal dial tone

To listen to voice mail messages:

1. Press [☰ MENU], and then select **Features > Messages > Message Center**.

The Messages screen displays.

```
 ✈             Messages
 1  Urgent: 1
 2  New: 5
 3  Old: 7

              Connect    Back    Clear
```

2. To listen to your voice mail, press the **Connect** soft key, and then follow the voice or visual prompts.

3. Press [☰ MENU] to return to the idle screen.

4

Using the Advanced Features of Your Phone

This chapter provides operating instructions for the advanced features of your SoundStation IP 7000 conference phone. If you require additional information or assistance with these features, contact your system administrator.

This chapter includes the following topics:

Using Computer or Mobile Audio with the Conference Phone
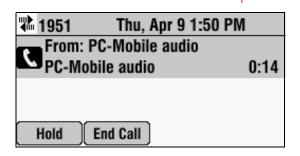
You can connect audio from a computer calling application, or from a mobile phone, to your conference phone for hands-free conversations. You initiate and end conversations from your computer calling application or your mobile phone interface.

From your conference phone, you can do the following:

*   Accept a computer or mobile audio source while you have an active call (including a conference call), or calls on hold.

*   Place a computer or mobile audio source on hold.

*   Join, split, and host conference calls between the calls on your conference phone and the computer or mobile audio source.

*   Accept calls from other phones while you listen to computer or mobile audio.

If you connect your computer calling application or mobile phone to your conference phone when your conference phone is idle, the computer or mobile audio automatically becomes the active call, and you immediately hear any audio associated with the mobile phone or computer calling application.

The following figure shows the conference phone screen if the conference phone is idle and you connect your computer calling application or mobile phone to it. You can place the computer or mobile audio on hold (and then initiate a new call or conference call), or accept a call from another phone while you listen to computer or mobile audio.

Note   Audio from computer calling applications or mobile phones does not display in your conference phone Call Lists.

For information on how to connect your conference phone (in a single or two-phone setup) to computer calling applications and mobile phones, see the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available from the SoundStation IP 7000 Support Web page.

Note   You can use your conference phone that is connected to a computer calling application or a mobile phone to handle video calls and conferences. See Handling Computer or Mobile Audio When Your Phone is Connected to a Polycom HDX System on page 4-17.

Listening to Computer or Mobile Audio
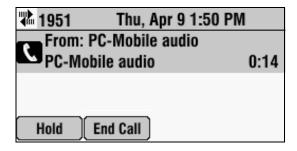
You can connect the computer or mobile audio source while your conference phone is in an idle state, or when you have an active call.

To listen to computer or mobile audio when your conference phone is idle:

>> When your conference phone is idle, connect the mobile phone or computer calling application to your conference phone. (See the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available from the SoundStation IP 7000 Support Web page.)

The computer or mobile audio automatically becomes the active call, and you can hear any audio associated with the computer calling application or mobile phone. If there isn't any audio, you can wait for a call, answer it from your computer calling application or mobile phone interface, and then listen to the audio on your conference phone.
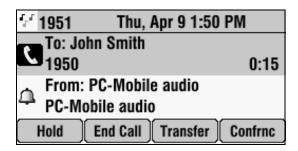
The following figure shows what the screen looks like when you connect a computer calling application or mobile phone (with or without a current call) to the conference phone when the conference phone is idle.

```
┌─────────────────────────────────────┐
│ ◀||| 1951      Thu, Apr 9 1:50 PM    │
│ ┌──────────────────────────────────┐ │
│ │📞 From: PC-Mobile audio          │ │
│ │  PC-Mobile audio          0:14   │ │
│ │                                  │ │
│ │                                  │ │
│ │ ┌──────┐ ┌──────────┐            │ │
│ │ │ Hold │ │ End Call │            │ │
│ └──────────────────────────────────┘ │
└─────────────────────────────────────┘
```

To listen to computer or mobile audio when the conference phone has another call:
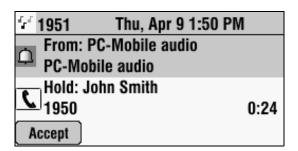
1. Do one of the following:

    —   While the conference phone has an active call, connect the computer calling application or mobile phone to the conference phone. (See the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available from the SoundStation IP 7000 Support Web page.)

        The conference phone screen shows a computer or mobile audio source. The LEDs blink green to indicate the audio source.

```
┌─────────────────────────────────────┐
│ ⌐⌐ 1951       Thu, Apr 9 1:50 PM     │
│ ┌──────────────────────────────────┐ │
│ │📞 To: John Smith                 │ │
│ │  1950                     0:15   │ │
│ │ 🔔 From: PC-Mobile audio         │ │
│ │    PC-Mobile audio               │ │
│ │ ┌────┐┌────────┐┌────────┐┌──────┐│ │
│ │ │Hold││End Call││Transfer││Confrnc││ │
│ └──────────────────────────────────┘ │
└─────────────────────────────────────┘
```

    or

    —   If the conference phone has a call on hold, connect the computer calling application or mobile phone to the conference phone. (See the *Setup Guide for the Polycom SoundStation IP 7000 Phone*, available from the SoundStation IP 7000 Support Web page.)

The conference phone screen shows a computer or mobile audio source. The LEDs blink green to indicate the audio source.

```
┌─────────────────────────────────────────┐
│ ⌁ 1951        Thu, Apr 9 1:50 PM          │
│   From: PC-Mobile audio                   │
│ ☐ PC-Mobile audio                         │
│ ┌ Hold: John Smith                        │
│ ☏│1950                          0:24      │
│ ┌──────┐                                  │
│ │Accept│                                  │
│ └──────┘                                  │
└─────────────────────────────────────────┘
```
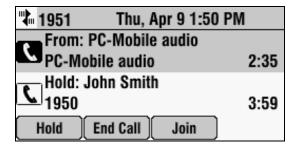
2. Do one of the following:

— If the conference phone has an active call, press the **Hold** soft key.

The active call is placed on hold, and the computer or mobile audio becomes the active call.

or

— If the conference phone has a call on hold, press the **Accept** soft key.

The computer or mobile audio becomes the active call.

You can place the computer or mobile audio on hold, or use the Join soft key to create a conference call with the call on hold and the computer or mobile audio.

```
┌─────────────────────────────────────────┐
│ ⌁ 1951        Thu, Apr 9 1:50 PM          │
│ ┌ From: PC-Mobile audio                   │
│ ☏│PC-Mobile audio              2:35       │
│ ┌ Hold: John Smith                        │
│ ☏│1950                         3:59       │
│ ┌────┐┌────────┐┌────┐                    │
│ │Hold││End Call││Join│                    │
│ └────┘└────────┘└────┘                    │
└─────────────────────────────────────────┘
```

Ending Computer or Mobile Audio

To remove the computer or mobile audio source, disconnect the Computer Calling Cable or Mobile Phone Cable from the conference phone.

If you want to keep the connection for future computer or mobile audio calls, end the call from your computer or mobile phone, but do not remove the Computer Calling Cable or Mobile Phone Cable. The conference phone screen will still display *From:PC-Mobile audio*, and the computer or mobile audio will continue to be the active call.

Placing Computer or Mobile Audio on Hold

To place computer or mobile audio on hold:

>> From your conference phone, scroll to **PC-Mobile audio**, and then press the **Hold** soft key. If you want, you can place a new call, or create a conference between the computer or mobile audio and another person.

Press the **Resume** soft key to make the computer or mobile audio active again.
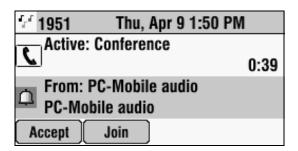
Creating Conference Calls with Computer or Mobile Audio

You can set up conference calls with computer or mobile audio using the Cnfrnc or Join soft key.

To create a conference call with a computer or mobile audio source, do one of the following:

- If you have an active computer or mobile audio source, place the call on hold, and then use the **Cnfrnc** soft key to set up a conference. See Hosting Conference Calls on page 3-8.

- If you have an active computer or mobile audio source and another call on hold, scroll to the call on hold, and then press the **Join** soft key.

- If you have an active conference call, and you connect computer or mobile audio, scroll to the incoming computer or mobile audio, and then press the **Join** soft key.

  The following figure shows the Join soft key that displays when there is an active conference call and an incoming computer or mobile audio source.

You manage conference calls with computer or mobile audio just as you do with other phone calls. For detailed information on setting up conferences using the Confrnc and Join soft keys, as well as managing conference calls, see Hosting Conference Calls on page 3-8.

Adjusting the Volume of Computer or Mobile Audio

To adjust the speaker volume:

>> While you listen to computer or mobile audio, press either [◀))] or

[◀)] to adjust the speaker volume.

To mute the microphone:

>> While you listen to computer or mobile audio, press [🎤] .

The LEDs glow red to indicate that the other person (or people) cannot hear you. You can still hear all other people while Mute is enabled.

To turn off the Mute feature, press [🎤] again.

Using the Phone When it is Connected to a Polycom HDX System

Note	This section describes how to use your phone when it is connected to a Polycom HDX system. For detailed information on how to use a Polycom HDX system, see the Polycom HDX documentation, which you can navigate to from the Video Support Web page.
	For detailed information on software compatibility for Polycom HDX systems and SoundStation IP 7000 phones, see the *Polycom UC Software Administrators' Guide* available from the SoundStation IP 7000 Support Web page.
	You can perform many of the following phone functions using your Polycom HDX system's remote control or keypad. For detailed information on how to use the remote control or keypad, navigate to the user guide for your Polycom HDX system from the Video Support Web page.

You can set up your phone with a Polycom HDX system so that your phone can conduct video calls and conferences.

When you connect your phone to a Polycom HDX system, your phone displays different soft keys:

• **Video**—Allows you to place a video call

• **Phone**—Allows you to place an audio-only call

• **Content**—Allows you to show content to near-site participants, as well as to far-site participants with whom you are exchanging video.
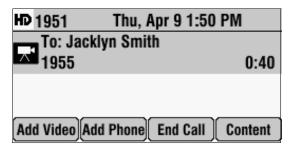
- **Add Video**—Allows you to establish a conference between yourself, an active call or call on hold, and the new person you dial. Or, automatically joins the new person you dial to an active conference.

- **Add Phone**—When an audio-only call is active or on hold, allows you to add an additional call to your phone. If you have a video call, pressing the Add Phone soft key automatically creates a conference between yourself, the video call, and the new person you dial.

Note
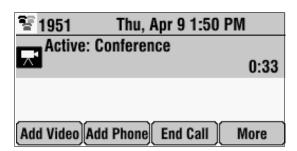
When your phone is connected to a Polycom HDX system, there is no New Call soft key. To initiate a call, press the Video or Phone soft keys. For more information, see Placing Calls When Your Phone is Connected to a Polycom HDX System on page 4-7 and Ending Calls When Your Phone is Connected to a Polycom HDX System on page 4-12.

A video call or a video conference (a conference that has at least one video call), displays the video icon, .

The following figure shows a video call to Jacklyn Smith.

The following figure shows an active conference call in which one participant is connecting with video.

Placing Calls When Your Phone is Connected to a Polycom HDX System

You can place a call when your phone is idle, when you have an active call, or when you have a held call.

Placing Calls When You Don't Have Any Active Calls

When you place a call, you must specify if the call will be an audio-only call or a video call.

To place a call when you don't have any active calls:

1. Do one of the following:

— Press (✆).

The message *Video or Phone Call?* displays. To place a video call, press the **Video** soft key. To place an audio-only call, press the **Phone** soft key.

or

— To place a video call, press the **Video** soft key. To place an audio-only call, press the **Phone** soft key.

2. Do one of the following:

— To enter a phone number, enter the number of the person you want to call.

or

— To enter an IP address or URL:

Note	Placing a call using an IP address or URL may not be enabled for your phone. For more information, see your system administrator.

If you are making an audio-only call, press the **URL** soft key. Then, toggle the **ABC** and **123** soft keys to enter the URL or IP address of the person you want to call.

If you are making a video call, toggle the **ABC** and **123** soft keys to enter the URL or IP address of the person you want to call.

You can switch between entering a number or IP address, or a URL, by pressing the **123** and **ABC** soft keys.

To enter the letters that display on a number key, press the number key one or more times.
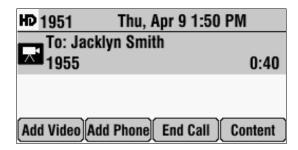
For example, to enter "a," press ⌷ **2** ⌷ once. To enter "c," press

⌷ **2** ⌷ three times quickly.

To enter "." and "@", press ⌷ ***/.** ⌷ one or more times quickly.

3. Press (✆) or the **Dial** soft key.

The following figure shows a video call to Jacklyn Smith.

```
HD 1951        Thu, Apr 9 1:50 PM
   To: Jacklyn Smith
   1955                      0:40


Add Video  Add Phone   End Call   Content
```

Placing Calls When You Have an Audio-Only Call on Hold

Note   Only audio-only calls can be on hold. Video calls cannot be on hold.
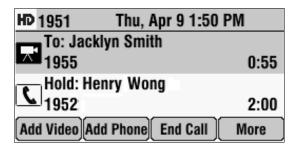
When an audio-only call is on hold, you can place a separate audio-only call or video call without setting up a conference. When the call is placed, the phone will display the held call and the active call.

To place a call when you have a call on hold:

>> With an audio-only call on hold, place a call (see Placing Calls When You Don't Have Any Active Calls on page 4-8).

When the other person answers the call, the phone displays a call on hold and an active call.

The following figure shows a video call and an audio-only call on hold.

```
HD 1951        Thu, Apr 9 1:50 PM
   To: Jacklyn Smith
   1955                      0:55
   Hold: Henry Wong
   1952                      2:00
Add Video  Add Phone   End Call   More
```

Placing Calls When You Have an Active Audio-only Call or a Video Call

If you place a call when you have an active audio-only call or video call, you automatically create a conference between yourself, the active call or video call, and the new person you call. For more information, see Setting Up Conferences on page 4-13.

If you have an active audio-only call, you can choose not to create a conference. You can place the active call on hold, and then place a separate call to another person (see Placing Calls When You Have an Audio-Only Call on Hold on page 4-9).

Placing Calls Using Call Lists, Directories, Speed Dial Index Numbers, and the Redial Key When Your Phone is Connected to a Polycom HDX System

Instead of entering phone numbers, URLs, and IP addresses from memory, you can access call lists, directories, and speed dial lists to place calls to audio-only and video endpoints. You can also redial numbers. For more information, see Placing Calls on page 3-2 and Redialing Numbers on page 3-7.

Note   The directories on your phone and on the Polycom HDX system are not integrated. Directory entries on the phone do not display on the Polycom HDX system, and directory entries on the Polycom HDX system do not display on the phone.

Answering Calls When Your Phone is Connected to a Polycom HDX System

How you answer calls depends if you have an active call.

Answering Calls When You Don't Have Any Active Calls

You answer an incoming call in the same way you answer calls if your system is not connected to a Polycom HDX system.

To answer an incoming call:

>> Press (📞) or the **Answer** soft key. For more information, see Answering Calls on page 3-6.

Answering Calls When You Have an Audio-Only Call on Hold

Note   Only audio-only calls can be on hold. Video calls cannot be on hold.
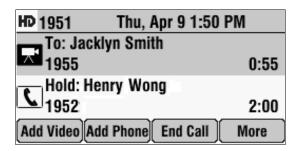
When you answer a call when you have an audio-only call on hold, your phone displays two call appearances: one for the call on hold, and one for the active call.

To answer an incoming call when you have a call on hold:

>> Press (📞) or the **Answer** soft key.

The following figure shows a video call and an audio-only call on hold.

```
HD 1951          Thu, Apr 9 1:50 PM
   ▣  To: Jacklyn Smith
      1955                      0:55
   📞 Hold: Henry Wong
      1952                      2:00
 Add Video Add Phone  End Call   More
```

If you want to create a conference between the call on hold (audio-only) and an active audio-only or video call, scroll to either call, and then press the **Join** soft key.

Answering Calls When You Have an Active Call

If you answer a call when you have a video call, a conference is automatically created between yourself, the video call, and the call you answer.

If you answer a call when you have an active audio-only call, the phone places the active call on hold, and the call you answer becomes the active call.

To answer a call when you have an active call:

>> Do one of the following:

— If you have a video call, and an incoming call arrives, press (📞) or

the **Join** soft key.

A conference is automatically created between yourself, the video call, and the call you answer.

or

— If you have an active audio-only call, and an incoming call arrives,

press (📞) or the **Answer** soft key.

The active call is placed on hold, and the new call becomes the active call. The phone displays two call appearances: one for the call on hold, and one for the active call.

Ending Calls When Your Phone is Connected to a Polycom HDX System

To end a call:

>> Scroll to the call, and then press (📞) or the **End Call** soft key.

To end a call on hold, scroll to the call on hold, press the **Resume** soft key, and then press (📞) or the **End Call** soft key.

To end a call to a conference call participant, see Managing Conferences on page 4-15.

Holding Calls When Your Phone is Connected to a Polycom HDX System

You cannot place video calls on hold. To place audio-only calls on hold, see Holding and Resuming Calls on page 3-8.

Transferring Calls When Your Phone is Connected to a Polycom HDX System

You cannot transfer video calls. You can transfer audio-only calls only if there are no other video calls or conferences. To transfer audio-only calls, see Transferring Calls on page 3-14.

Forwarding Calls When Your Phone is Connected to a Polycom HDX System

You cannot forward video calls. To forward audio-only calls , see Forwarding Calls on page 3-16.

Enabling Do Not Disturb When Your Phone is Connected to a Polycom HDX System

To prevent audio-only calls from ringing on your phone, activate the Do Not Disturb feature.

Audio-only calls you receive while Do Not Disturb is enabled will display in your Missed Calls list. If you have chosen to forward audio-only calls to another number, those calls will be sent to that number if you enable the Do Not Disturb feature. (To enable Do Not Disturb, see Enabling Do Not Disturb on page 3-18.)

Rejecting Calls When Your Phone is Connected to a Polycom HDX System

You can ignore incoming audio-only and video calls.

To ignore incoming calls:
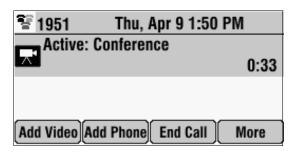
>> Press the **Reject** soft key.

Hosting Conference Calls When Your Phone is Connected to a Polycom HDX System

You can create a conference with up to two other people that connect by audio only and a multiple number of sites that connect by video (the exact number of video calls you can add is determined by your system setup). At most, a conference call can have two audio-only calls and multiple video calls.

The following figure shows a video conference. The video icon, , displays when at least one conference participant connects by video.

The following figure shows an audio-only conference. The handset icon, , displays when all conference call participants connect using audio-only endpoints.

Setting Up Conferences
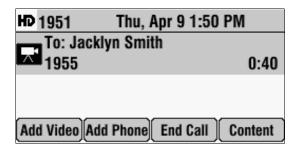
You can set up a conference in two ways:

• If you have no active calls, or you have an active call or conference, use the Add Phone or Add Video soft keys.

• If you have an audio-only call on hold and an active call, use the Join soft key.

To set up a conference using the Add Phone or Add Video soft keys:

1. Call the first person. See Placing Calls When Your Phone is Connected to a Polycom HDX System on page 4-7.

    The following figure shows a video call to Jacklyn Smith.

    ```
    HD 1951          Thu, Apr 9 1:50 PM
       To: Jacklyn Smith
       1955                        0:40


    Add Video  Add Phone  End Call   Content
    ```

2. Place a call to the second person:

    a To place a video call, press the **Add Video** soft key. To place an audio-only call, press the **Add Phone** soft key.

    b Enter the number of the phone, and then press the **Dial** soft key. (For more information on placing calls, including how to enter IP addresses or URLs, see Placing Calls When Your Phone is Connected to a Polycom HDX System on page 4-7.)

    The call is placed, and an active conference is automatically created.

    To continue to add people to an established conference, do the following:

    — To continue to add audio-only calls, press the **Add Phone** soft key from the Active:Conference screen, and then place the call to the person you want to add to the conference. When the person answers, the person automatically joins the conference.

      The Add Phone soft key does not display when the maximum number of audio-only calls (two) has been added to the conference.

    — To continue to add video calls, press the **Add Video** soft key from the Active:Conference screen, and then place a call to the site you want to add to the conference. When the site answers, the people automatically join the conference.

Note   If you have an active audio-only call, you can choose not to create a conference. You can place the active call on hold, and then place the call to the new person (see Placing Calls When You Have an Audio-Only Call on Hold on page 4-9).

A conference is automatically created when you have a video call and you answer an incoming call. See Answering Calls When You Have an Active Call on page 4-11.

To create a conference using the Join soft key:

>> If you have an active audio-only or video call or conference, and an audio-only call or conference on hold, scroll to either call, and then press the **Join** soft key.

An active conference is created.

Handling Active Conferences

You handle active audio-only and video conferences differently.

You handle active audio-only conferences in the same way as you handle conferences for phones that are not connected to a Polycom HDX system (see Hosting Conference Calls on page 3-8). Except, an Add Video soft key displays so you can add additional video endpoints to the conference.

During a video conference:

• The Hold and Split soft keys are not available. You cannot place the conference on hold, or end the conference by pressing the Split soft key and placing all conference call participants on hold.

• The Add Phone and Add Video soft key display so you can add additional people to the conference. (The Add Phone soft key does not display if you have already added two audio-only calls to the conference.)

• The Content soft key displays. (See Showing Content When Your Phone is Connected to a Polycom HDX System on page 4-16.)

Managing Conferences

The Manage soft key is available for both active audio-only and video conferences.

You manage audio-only and video conferences in the same way as you manage conferences for phones that are not connected to a Polycom HDX system. Except, for video conferences, the Hold and Far Mute soft keys are not available. For video conferences, you only have access to the Info, End Call, Content, and Back soft keys. For information on how to use these soft keys and manage conferences, see Managing Conferences on page 3-10.

Controlling Volume and Muting Calls When Your Phone is Connected to a Polycom HDX System

When your phone is connected to a Polycom HDX system, your setup may include additional microphones other than your phone's internal microphones. These microphones can include:

• Extension microphones connected to your phone.

• Microphone arrays connected to your HDX system.

• HDX analog microphones connected to your HDX system.

When you have a call—either audio-only or video—all microphones connected to the phone and HDX system are used.

Even though your setup uses all microphones during a call, not all speakers are used. Depending on the call, either your phone's speaker is used, or the HDX system's speakers are used.

Speakers are used in the following ways:

- Video-only calls use the HDX system's speakers only.

- Audio-only calls use the SoundStation IP 7000 speaker only.

- Adding video to an audio-only call switches from the phone's speaker to the HDX system's speakers as soon as the video call connects.

Adding audio to a video call continues to use the HDX system's speakers. The HDX system speakers are used as long as there is one video participant.

To adjust the volume of calls and to mute the near site, see Adjusting the Speaker and Ringer Volume on page 2-11 and Muting the Microphone on page 3-7.

| Note | When you press the Mute button on the phone, or on any extended microphone or Polycom HDX Microphone Array, you mute the microphone on the phone and all extended microphones and Polycom HDX Microphone Arrays connected to your phone and to the Polycom HDX system. A Mute icon displays on both the phone and Polycom HDX system screens. (You will not mute audio from other sources, such as a computer, VCR, or DVD player.) |
| | You can also control the volume and mute microphones (including your phone's microphones) using the Polycom HDX system's remote control or the Polycom® Touch Control. For more information, see the user guide for your Polycom HDX system at www.polycom.com/videodocumentation. |

Showing Content When Your Phone is Connected to a Polycom HDX System

A Content soft key displays on your phone so that you can show content to near-site participants, as well as to near-site and far-site video participants during a video call or conference. The Content soft key displays when your phone is idle, or when you have a call.

Depending on the Polycom HDX system you have, you may be able to show the following:

- Information stored on a computer

- A paper document or object placed on a document camera

- A videotape or DVD

For information on how to connect a computer, document camera, VCR, or DVD player to a Polycom HDX system so you can show content, see your system administrator.

For detailed information on how to show content, see the user guide for your system at www.polycom.com/videodocumentation.

To start and stop showing content:

>> Press the **Content** soft key.

Handling Multiple Call Appearances When Your Phone is Connected to a Polycom HDX System

When your phone is connected to a Polycom HDX system, the following applies:

- You cannot place video calls (or conferences) on hold. Therefore, you cannot have multiple video call (or conference) appearances.

- Your phone can handle up to eight audio-only call appearances, or seven audio-only appearances (on hold) and one video call appearance.

For more information on multiple call appearances, see Handling Multiple Call Appearances on page 4-17.

Handling Computer or Mobile Audio When Your Phone is Connected to a Polycom HDX System
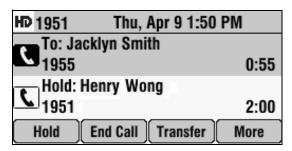
When your phone is connected to a Polycom HDX system, your phone handles computer or mobile audio just like an audio-only call.

You handle computer or mobile audio when your phone is connected to a Polycom HDX system in the same way you handle computer or mobile audio when your phone operates as a standalone system (see Using Computer or Mobile Audio with the Conference Phone on page 4-1). Except, the video soft keys display instead.
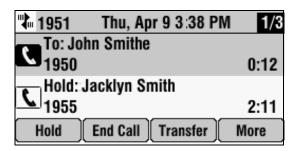
Handling Multiple Call Appearances

Your system administrator can set up your phone to have one or more call appearances. If your phone is set up to have multiple call appearances, your phone screen can display information for multiple calls, and you can handle active and held calls at the same time. Your phone can handle a maximum of eight different calls—or eight appearances—at one time.

The following figure shows what the phone screen looks like with multiple appearances set up. The figure shows an active call with extension 1955, and a call on hold with extension 1951.

If three or more calls are taking place, the phone displays a counter at the top right of the screen. For example, in the following figure, *1/3* indicates that the call to John is the first one out of a total of three. To select the other two calls, press the **Up** or **Down** scroll keys.

Using Buddy Lists

Note   Monitoring the status (presence) of contacts in a buddy list is an optional feature that your system administrator enables. Your system may not support it. For more information, contact your system administrator.

A buddy list is a list of users/devices whose status— or *presence* – you can monitor. Users update their presence setting, such as Be right back, Out to lunch, or Busy, and you can view their status in real time from your phone's Buddy Status screen. If you like, you can block others from monitoring your status.

Updating Presence Settings

Your presence setting indicates your status (either online, busy, be right back, away, on the phone, out to lunch, or offline). Update your presence setting so that other users can monitor your status from their phones.
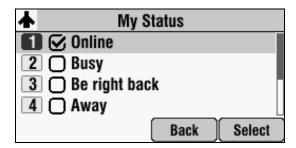
To change your presence setting:

1. Do one of the following:

   — Press ⊟ , and then select **Features > Presence > My Status**.

   or
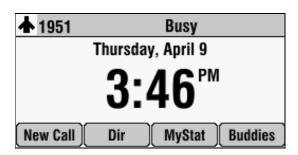
   — Press the **MyStat** soft key.

   The My Status screen displays.

2. Scroll to the status you want, and then press **Select**.

3. Press ⊟ to return to the idle screen.

The following figure shows what the phone screen looks like when you assign a presence status (in this case, *Busy*). If you assign the status *Online* (the default status) or *On the phone*, the presence status does not display on your screen.
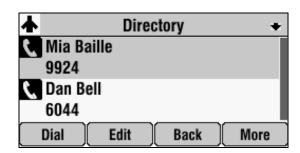
Selecting Contacts to Monitor

Select the contacts whose presence you want to monitor by updating the contacts in your buddy list. You add contacts to your buddy list from your local Contact Directory.

To update your buddy list:

1. Press the **Dir** soft key, and then select **Contact Directory**.

The Directory screen displays.

```
 ⬆         Directory          ⬇
 📞 Mia Baille
    9924
 📞 Dan Bell
    6044
 ┌──────┬──────┬──────┬──────┐
 │ Dial │ Edit │ Back │ More │
 └──────┴──────┴──────┴──────┘
```

2. Scroll to find the contact. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-21).

You can use the ***** key to Page Up and the **#** key to Page Down.

3. Press the **Edit** soft key.

The Edit Contact screen displays.

```
 ⬆      Edit Contact (A/Ascii)
 First Name: Ray
 Last Name: Dubois
 Contact: 6894
 Speed Dial Index: 2
 ┌──────┬───────┬──────┬──────┐
 │ Save │ 1/A/a │  <<  │ More │
 └──────┴───────┴──────┴──────┘
```

4. Scroll to **Watch Buddy**, and then press the **Right** or **Left** scroll key to choose **Enabled** or **Disabled**.

When Watch Buddy is enabled, the contact is added to your buddy list and you can monitor the contact's status. When Watch Buddy is disabled, the contact is removed from your buddy list and you cannot monitor the contact's status.

The default for Watch Buddy is Disabled.

5. Press the **Save** soft key.

6. Press [≡ MENU] twice to return to the idle screen.

If you enable the Watch Buddy setting for a contact, the contact will display on your Buddy Status screen. To view your Buddy Status screen, press the **Buddies** soft key from the idle screen.

Blocking Contacts From Viewing Your Status

Block a contact in your Contact Directory if you don't want the contact to view your status. If you unblock a contact, the contact can add you to their buddy list and view your status.

Note	To view a list of contacts that can and cannot monitor your status, do the following:
	• To view contacts that cannot view your status, press the **Menu** key, and then select **Features** > **Presence** > **Blocked List**.
	• To view contacts that can view your status, press the **Menu** key, and then select **Features** > **Presence** > **Watcher List**.

To block or unblock a contact from viewing your status:

1. Press the **Dir** soft key, and then select **Contact Directory**.

2. From the Directory screen, scroll to find the contact. Or, search for the contact (see Searching for Contacts in Your Local Contact Directory on page 2-21).

   You can use the ***** key to Page Up and the **#** key to Page Down.

3. Press the **Edit** soft key.

   The Edit Contact screen displays.

4. Scroll to **Block Buddy**, and then press the **Right** or **Left** scroll key to choose **Enabled** or **Disabled**.

   When Block Buddy is enabled, the contact cannot watch your status. The contact will display in your Blocked List. When Block Buddy is disabled, the contact can watch your status. The contact will display in your Watcher List.

   The default for Block Buddy is Disabled.

5. Press the **Save** soft key.

6. Press ⬚ twice to return to the idle screen.
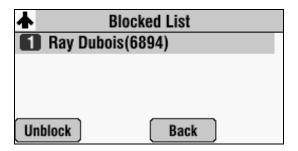
Using your Blocked List to Unblock Contacts

You can use your Blocked List to unblock a contact, so the contact can view your status. Use the Blocked List to quickly unblock a contact, rather than updating the Contact Directory.

To use your Blocked List to unblock a contact:

1. Press ⌸ , and then select **Features** > **Presence** > **Blocked List**.

   The Blocked List screen displays.

2. Scroll to the contact, and then press the **Unblock** soft key.

3. Press ⌸ to return to the idle screen.

   The contact can now watch your phone. The contact will display in your Watcher List. (To view your Watcher List, see Blocking Contacts From Viewing Your Status on page 4-21.)

Monitoring the Status of Contacts in Your Buddy List
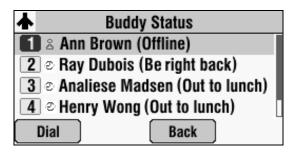
You can monitor the status of all the contacts in your buddy list, except those contacts that have blocked you from viewing their status. To add contacts to your buddy list, see Selecting Contacts to Monitor on page 4-19.

To monitor a contact in your buddy list:

>> Do one of the following:

— From the idle screen, press the **Buddies** soft key.

or

— Press ⊞, and then select **Features** > **Presence** > **Buddy Status**.

The Buddy Status screen displays, listing the status of all your buddies.

Broadcasting Messages Using Push-to-Talk and Group Paging

The Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. The Push-to-Talk (PTT) feature is a collaborative tool that enables you to exchange broadcasts to users subscribed to a PTT channel, much like a walkie-talkie. Your system administrator can set up both features on your phone.

Your system administrator can define up to 25 Paging Groups for Group Paging mode or Channels for PTT mode. Your system administrator may assign a label to each group or channel that easily identifies the phones in the group or channel, such as All, HR Dept, Shipping Staff, or Executives. Each group or channel will have one of the following priorities:

• **Normal**—By default, broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group/Channel 1.

• **Priority**—By default, broadcasts sent to Group/Channel 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

- **Emergency**—By default, broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb (DND) is turned on.

Push-to-Talk Mode

Your system administrator can enable your phone to operate in a broadcast mode called Push-to-Talk (PTT). In order to send and receive PTT broadcasts, you have to subscribe to PTT channels.

PTT broadcasts are collaborative: you can transmit messages and listen to replies.

Sending and Receiving PTT Broadcasts

By default, you're subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Sending PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see Updating the Default Channel on page 4-27). When you change the default channel, you're automatically subscribed to it.

To send a PTT broadcast:

1. Press the **Talk** soft key to select a channel to broadcast on.

Note   To automatically send a PTT broadcast on the default channel, press and hold the **Talk** soft key, and then go to step 4.

2. From the PTT Channels List screen, select the channel to send the broadcast on.

The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3. To start the broadcast, press and hold the **Talk** soft key. Be sure to press the **Talk** soft key throughout the entire broadcast.

You'll hear a 'transmitting' beep, and the phone will display the channel information, such as the channel label.

4. Begin speaking.

Note If you release the **Talk** soft key while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second waiting period. During this period, the channel remains open to give people a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding the **Talk** soft key. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

5. When you finish your broadcast, do one of the following:

— Release the **Talk** soft key.

— Press the **End PTT** soft key.

After you press the **End PTT** soft key, you can immediately initiate another broadcast on another channel, even if the previous broadcast is still in its waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see Updating Channel Subscriptions on page 4-27.

How you receive a PTT broadcast depends on the broadcast priority, whether you're in an active call, or if you're allowed to receive broadcasts during active calls.

You'll receive broadcasts on the channels you're subscribed to as well as Channel 24 (the Priority channel) and Channel 25 (the Emergency channel). If you've enabled **Do Not Disturb** on your phone, you'll only receive Emergency broadcasts. Non-emergency broadcasts won't display or play on your phone.

When a broadcast ends, your phone emits an *end of transmission* beep and enters a 10 second waiting period. During this period, you can respond to the broadcast (see Replying to PTT Broadcasts on page 4-26).

Receiving PTT Broadcasts When You're Not in an Active Call

If you receive a broadcast and you're not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

Receiving PTT Broadcasts During Active Calls

How you handle a broadcast when you're in an active call depends on the broadcast priority and if you're allowed to receive a broadcast when you're in an active call.

If the broadcast is a Normal broadcast:

• If your phone is enabled to receive broadcasts during active calls, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

• If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays as a held broadcast. To listen to the broadcast, scroll to the broadcast and press the **Accept** soft key.

If the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the call.

Replying to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10 second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

During a waiting period, you can press and hold the **Talk** soft key and talk to all the people listening on the channel. When you finish talking, release the **Talk** soft key. The broadcast will enter another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

Ending PTT Broadcasts

You can end a PTT broadcast by releasing the **Talk** soft key, or by pressing the **End PTT** soft key. After you end a broadcast, the channel remains open so others can respond.

If you release the **Talk** soft key without pressing the **End PTT** soft key:

• You can resume the broadcast by pressing and holding the **Talk** soft key (if the broadcast is in a wait period).

• You can't initiate another broadcast on another channel until the waiting period ends.

If you press the **End PTT** soft key:

• You can't resume the broadcast by pressing and holding the **Talk** soft key.

• You can immediately initiate another broadcast on another channel.

Adjusting the Volume of PTT Broadcasts

You can adjust the volume of PTT broadcasts while they play. During a broadcast, press [◀))] or [◀)] to adjust the volume of the broadcast.

If you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Muting PTT Broadcasts

While you send a broadcast, you can press [🎤] to mute your audio so that the people receiving your broadcast won't hear anything. This behavior is similar to a phone call.

Updating the Default Channel

If you press and hold the **Talk** soft key, your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

To update the default channel:

1. Press [☰ MENU], and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2. From the PTT Channel Configuration screen, select the **Default Channel** field, enter the default channel you want to use, and then press the **Ok** soft key to save your change.

The default channel changes, and you're automatically subscribed to it.

Updating Channel Subscriptions

You can subscribe to any channel that has been enabled by the system administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1. Press [☰ MENU], and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2. From the PTT Channel Configuration screen, select **Channel Subscriptions**.

3. For each channel you want to subscribe to, select the channel, choose **Yes**, and then press the **Ok** soft key. By default, you're subscribed to Channels 1, 24, and 25.

Allowing PTT Broadcasts to Play During Active Calls

The *Accept While Busy* option allows PTT broadcasts to come in as active calls (if enabled) or held calls (if disabled). If enabled, a PTT broadcast will interrupt telephone calls and you'll hear the audio of both the telephone call and the PTT broadcast. The party on the other end of the telephone call cannot hear the PTT broadcast unless that party has also enabled *Accept While Busy*. If disabled, PTT broadcasts are held during an active call. To hear the broadcast, scroll to the broadcast and press the **Accept** soft key.

To allow or disallow PTT broadcasts to play during an active call:

1. Press ⸬ (MENU), and then select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2. From the PTT Channel Configuration screen, select **Accept While Busy**, enable or disable the setting, and then press the **Ok** soft key.

   The default setting is **Disabled**. When enabled, your phone will accept and play broadcasts while you're in an active call. When disabled, your phone won't play broadcasts while you're in a call, but will hold them instead.

Group Paging Mode

Your system administrator may enable your phone to operate in a broadcast mode called Group Paging mode. In this mode, you broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain Paging Groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see Updating the Default Paging Group on page 4-30). If you change your default paging group, you're automatically subscribed to it.

You can't send a Page-mode page while you're in an active call.

To send a page:

1. To send a page, press the **Paging** soft key.

To automatically send a page to the default paging group, press and hold the **Paging** soft key, and then go to step 4.

2. From the Paging Groups List screen, select the paging group to send the page to.

   The list displays the default paging group, the most recent group you paged, and other paging groups that you can page.

3. To begin a page, press the **Page** soft key.

   Just before the page starts, you'll hear an alert tone, and then the page begins.

4. Begin speaking.

5. To end the page, press the **End Page** soft key.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Updating Paging Group Subscriptions on page 4-31.

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

• Hold the page.

• End the page. This ends the page at your phone only.

• Place a new call.

Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:

• If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.

• If your phone isn't allowed to receive pages during active calls, the page displays as a held page. To listen to the page, scroll to the page and press the **Accept** soft key.

If the page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press

[🔊] or [🔊] to adjust the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Muting Pages

While you send a page, you can press [🎤] to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

Updating the Default Paging Group

If you press and hold the **Paging** soft key, your page will automatically go to the default paging group, Paging Group 1. If you want, you can change the default paging group.

To update the default Paging Group:

1. Press [☰ MENU], and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2. From the Group Paging Configuration screen, select **Default Group**, enter the number of the new default paging group, and then press the **Ok** soft key. The default paging group is 1.

Updating Paging Group Subscriptions

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. You can change which groups you are subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

To update your Paging Group subscriptions:

1. Press ⊟ MENU , and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2. From the Group Paging Configuration screen, select **Group Subscriptions**.

3. For each group you want to subscribe to, select the group, select **Yes**, and then press the **Ok** soft key.

Allowing Pages to Play During Active Calls

The **Accept While Busy** option allows pages to come in as active calls (if enabled) or held calls (if disabled).

If enabled, a page will interrupt telephone calls and you'll be able to hear the audio of both the telephone call and the page. The party on the other end of the telephone call cannot hear the page unless that party has also enabled *Accept While Busy*.

If disabled, pages are placed on hold during an active call. To hear the page, scroll to the page, and then press the **Accept** soft key.

To allow or disallow pages to play during an active call:

1. Press ⊟ MENU , and then select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2. From the Group Paging Configuration screen, scroll to **Accept While Busy**, enable or disable the setting, and then press the **Ok** soft key.

   The default setting is **Disabled**. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them instead.

Accessing Personal Phone Settings with User Profiles

If your system administrator has set up the User Login feature, you can view your personal phone settings from any phone in the organization. This means you can access your contact directory and speed dials, as well as other phone settings, even as you temporarily change work areas.

If you change any settings while you're logged in to a phone, the settings are saved and displayed the next time you log in to a phone. When you log out, your personal phone settings no longer display.

You can log in to a phone by entering your user ID and password. Default passwords are preset at the factory to the numerals *123*.

Note If a phone is in the logged out state and requires a user login, you can place emergency calls to standard emergency numbers (such as 911) and other pre-configured phone numbers. These numbers are configured by your administrator. For information on how to place authorized calls, see Placing Calls from Phones that are in the Logged Out State on page 4-33.

If the User Login feature is set up on your company's phones, you'll need to know how to:

- Log in to a phone to access your personal phone settings.
- Log out of a phone after you finish using it.
- Place a call to an authorized number from a phone that is in the logged out state and requires a user login.
- Change your login password.

Logging In and Out of a Phone

Depending if the User Login feature is enabled and required, you may or may not have to log in to the phone to use it. However, if you want to see your personal phone settings from the phone, you'll have to log in. If you don't log in, you'll see the phone's default phone profile.

While logged in, you'll have full access to your personal phone settings and your contact directory. After you log out of the phone, you'll no longer be able to view this information on the phone.

After you use a phone, be certain to log out of the phone to prevent access to your personal settings.

To log in to a phone:

1   If the User Login screen is in view, go to step 2. If the User Login screen isn't in view, do one of the following:

— Press the **Log in** soft key.

or

— Press ⊟ , and then select **Features > User Login > Log in**.

2. From the User Login screen, enter your user ID and password, and then press the **Log in** soft key.

If you don't know what your user ID and password are, ask your administrator. Default passwords are preset at the factory to the numerals *123*. However, your administrator may have changed this for security reasons.

If your login credentials are accepted, the phone updates to display your personal phone profile, and the idle screen is displayed.

If your credentials are not accepted, the message *User login failed* is displayed, and the User Login screen displays again. If you need to confirm your credentials, ask your system administrator.

To log out of a phone:

1. From the idle screen, do one of the following:

— Press the **Log out** soft key.

or

— Press ⊟ , and then select **Features > User Login > Log out**.

2. To confirm, press the **Yes** soft key.

Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user login, or the default phone profile for anonymous users.

Placing Calls from Phones that are in the Logged Out State

If a phone doesn't require a user login, you can use the phone to place calls to any number, even though the phone may be in the logged out state.

If a phone requires a user login, you can place calls to authorized numbers when the phone is in the logged out state. These numbers are set up by your administrator. You won't be able to call any other numbers until you log in to the phone.

To place a call to an authorized number from a phone in the logged out state:

1. Press the **New Call** soft key.

2. From the Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The call is placed.

Changing Your Login Password

You can change your password from any phone that you're logged in to.

Note	By default, login passwords are factory preset to the numerals *123*. Your administrator can change this default password if needed. Polycom recommends that you change your password when you first log in to a phone. Your user ID is managed only by your administrator, meaning you cannot change it yourself.

To change your login password:

1. Log in to any phone on your network.

2. From the idle screen, press $\boxed{\equiv}$, and then select **Features > User Login > Change User Login Password**.

3. From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then press the **Enter** soft key.

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.

- Allow only authorized people to answer calls.

- Prevent people from viewing or modifying phone information, such as your directory or call lists.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.

- You must enter a password to answer incoming calls.

- All keys and screen items are disabled, except those that allow you to unlock the phone or make an authorized call.

- The messages *The phone is locked* and *Authorized calls only* scroll on the status bar. Messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

1. From the idle screen, press ▤ , and then select **Settings > Advanced**.
2. From the Password screen, enter your user password, and then press the **Enter** soft key.
3. From the Advanced screen, select **Change User Password**.
4. From the Change User Password screen, enter your password information, and press the **Enter** soft key.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

1. On the idle screen, press ▤ , and then select **Settings > Basic > Lock Phone**.
2. From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.

   — **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.

— **DND when locked**—Select this option if you don't want your phone
to ring. You won't have the option to answer incoming calls. All
incoming calls will go to your voicemail system (if enabled) and
display in your Missed Calls list. Note that enabling this option on
shared lines disables ringing only. You will still see a visual
notification of the call and have the option to answer it.

The default setting is *Allow ringing when locked*.

3. Press the **Lock** soft key.

Your phone is locked.

Note	Your phone may be set up so that you can quickly lock it by pressing the **Lock** soft key from the idle screen. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

1. Press the **Unlock** soft key.

2. Enter your user password, and then press the **Enter** soft key.

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such
as 911, and other authorized numbers that an administrator can set up. You
can't call any other numbers from a locked phone. If you set up your phone so
you can answer incoming calls when your phone is locked, you can answer
calls by entering your user password.

To call an authorized number from a locked phone:

>> Do one of the following:

— Press the **New Call** soft key. From the list of available authorized
numbers, select the number you want to call, and then press the
Dial soft key.

or

— Enter an authorized number, and then place the call.

The call is placed.

To answer a call on a locked phone:

1. Press the **Answer** soft key.

2. Enter your user password, and then press the **Enter** soft key.

The call connects.

5

Troubleshooting Your Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use the SoundStation IP 7000 conference phone. The tables in this chapter list possible trouble symptoms, the likely causes of these problems, and recommended corrective actions to take. Problems are grouped as follows:

- Power and Startup on page 5-2

- Controls on page 5-3

- Access to Screens and Systems on page 5-4

- Calling on page 5-5

- Displays on page 5-6

- Audio on page 5-6

- Overall Functioning on page 5-7

If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar. You can view details about phone issues from the Warnings screen. For more information, see Troubleshooting Phone Issues on page 5-7.

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see Testing Phone Hardware on page 5-8.

Power and Startup

Symptom	Problem	Corrective Action
The display shows: *Network Link is Down*	The network cable is not properly connected.	Verify that the network cable is properly connected: • Check the cable 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). • Press the **Menu** key, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it is Active. **Ethernet** MAC: 00:04:F2:E1:02:82 LAN port: Active LAN Speed: 100Mbps LAN Mode: Full-duplex Back • To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator. • Contact your system administrator.

Controls

Symptom	Problem	Corrective Action
The dial pad does not work.	The dial pad on the phone does not respond.	Try the following: • Check for a response from other feature keys. • Place a call to the phone from a known working telephone. Check for display updates. • Check if the LAN port is active or inactive. Press the **Menu** key, and then select **Status** > **Network** > **Ethernet**. From the Ethernet screen, scroll to **LAN port** and verify that it is Active. ![Ethernet status screen showing MAC: 00:04:F2:E1:02:82, LAN port: Active, LAN Speed: 100Mbps, LAN Mode: Full-duplex, Back button] • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port is operational (if not accessible, contact your system administrator). • Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot the phone in more detail before restarting the phone and losing current status information.

Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The phone is not in an active state.	Try the following: • Press the keys more slowly. • Call the phone to confirm that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Directory or Buddy Status screens, for example. • To confirm the line is actively registered to the call server, press the **Menu** key, and then select **Status** > **Lines** > **Line Information**. From the Line Information screen, verify that your phone line is registered. **Line Information** Line: 1951 (Registered 00:38:42) Server-1: r13as1:0 Back • To attempt re-registration with the call server, reboot the phone. For more information, see your system administrator.
The display shows: *Network Link is Down*	The network cable is not properly connected.	See Power and Startup on page 5-2.

Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.)
There is no audible ringing.	Ring setting or volume is low.	Verify incoming ring setting and volume level: • To adjust the ringer volume, press either ◀)) or ◀) when the phone is in the idle state. • Check that the ring type selected is not set to Silent Ring. (For more information, see Updating the Ring Tone on page 2-7.)
	Outbound or inbound calling is unsuccessful.	Place a call to the phone under investigation. Check that the display indicates incoming call information.
A "hollow" phone icon displays at the top left of the screen. 1951 Thursday, April 9 1:26 PM New Call Dir	The phone is not registered to a server.	Ask your system administrator to register the phone to a server.

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 phone.	Verify that power is correctly applied to the phone: • Check that the display is illuminated. • Ensure the network cable is inserted properly on the underside of the phone. (Try unplugging and re-inserting the cable.) • If your phone uses in-line power, have your system administrator check that the switch is supplying power to the phone.
	The contrast needs adjustment.	Adjust the screen contrast. (See Updating the Display Contrast on page 2-5.)
The display is flickering.	Certain types of older fluorescent lighting cause the display to appear to flicker.	Try the following: • Move the phone away from the lights. • Replace the lights.

Audio

Symptom	Problem	Corrective Action
The speaker has no audible sound.	Speaker volume is low.	Adjust the speaker volume. During a call, press either ◀)) or ◀) .

Overall Functioning

Symptom	Problem	Corrective Action
The phone is malfunctioning.	The phone may need to be restarted. **Note**: If your phone malfunctions, you may be able to restore normal operation without restarting it. Before you restart your phone, contact your system administrator. **Note**: Call lists are automatically cleared when you restart your phone.	Restart the phone: 1. Press [MENU icon], and then select **Settings** > **Basic** > **Restart Phone.** 2. To confirm the restart, press the **Yes** soft key. The restart process begins. The process ends when the idle screen displays.
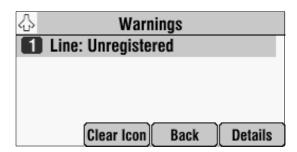
Troubleshooting Phone Issues

If your phone is unable to perform certain tasks, a warning icon, ⚠, will display in the status bar. The warning icon lets you know that your phone has one or more issues that you should know about. You can view information about phone issues from the Warnings screen.

To view a detailed list of phone issues:

>> Press [MENU icon], and then select **Status** > **Diagnostics** > **Warnings**.

The Warnings screen displays (as shown next), listing any phone issues. To view details, scroll to a warning and press the **Details** soft key.

After you view the phone warnings, you can press the **Clear Icon** soft key to remove the icon from the status bar. The warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, keypad mappings, display, and LEDs. See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

>> Press [≡ MENU] , and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics**, **Keypad Diagnostics**, **Display Diagnostics, or LED Diagnostics**.

Safety Notices

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

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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 A Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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 [A] digital apparatus complies with Canadian ICES-003.

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

CE and VCCI Mark

This SoundStation IP 7000 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Safety and Compliance (continued)

CE Mark R & TTE Directive (EU only)

Polycom (UK) Ltd tímto prohlašuje, že tento SoundStation IP 7000 je ve shode se základními požadavky a dalšími príslušnými ustanoveními smernice 1999/5/ES.

Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr SoundStation IP 7000 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät SoundStation IP 7000 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Käesolevaga kinnitab Polycom (UK) Ltd seadme SoundStation IP 7000 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

Hereby, Polycom (UK) Ltd. declares that this SoundStation IP 7000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Por medio de la presente Polycom (UK) Ltd declara que el SoundStation IP 7000 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ SoundStation IP 7000 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Par la présente Polycom (UK) Ltd déclare que l'appareil SoundStation IP 7000 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Con la presente Polycom (UK) Ltd dichiara che questo SoundStation IP 7000 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Hér með lýsir Polycom (UK) Ltd yfir því að SoundStation IP 7000 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Ar šo Polycom (UK) Ltd deklare, ka SoundStation IP 7000 atbilst Direktivas 1999/5/EK butiskajam prasibam un citiem ar to saistitajiem noteikumiem.

Šiuo Polycom (UK) Ltd deklaruoja, kad šis SoundStation IP 7000 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Hierbij verklaart Polycom (UK) Ltd dat het toestel SoundStation IP 7000 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan SoundStation IP 7000 jikkonforma mal-htigijiet essenzjali u ma provvedimenti ohrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a SoundStation IP 7000 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Polycom (UK) Ltd erklærer herved at utstyret SoundStation IP 7000 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Niniejszym Polycom (UK) Ltd oswiadcza, ze SoundStation IP 7000 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom (UK) Ltd declara que este SoundStation IP 7000 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom (UK) Ltd týmto vyhlasuje, že SoundStation IP 7000 splna základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom (UK) Ltd vakuuttaa täten että SoundStation IP 7000 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom (UK) Ltd att denna SoundStation IP 7000 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Safety and Compliance (continued)

この装置は、 クラスA 情報技術装置です。この装置を家庭環境で使用すると
電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を
講ずるよう要求されることがあります。　　　　　　　　VCCI- A

사용자 안내문

A급기기(업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는

이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로

교환하시기 바랍니다.

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. Use caution when connecting cables.

This 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

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # СПД-5080. Expiry 02/24/2014.

New Zealand Telepermit

Polycom SoundStation IP 7000 Handsfree VoIP Conference Telephone PTC 216/08/011

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.

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Corporate Headquarters:	4750 Willow Road, Pleasanton, CA 94588, USA Phone: 925.924.6000
Israel Office:	94 Derech Em Hamoshavot P.O.B. 3654, Petach-Tikva 49130, Israel Phone: +972 3 925 1444 Fax: +972 3 921 1571
Netherlands Office:	Tarnspolis Park, Siriusdreef 41, 2132 Wt Hoofddorp Netherlands Phone: 31-0-230-2600