POLYCOM®

► User Guide for the Polycom®
SoundStation Duo™ Conference
Phone

Contents

Introduction

Who this Guide is Written For

This guide contains overview information for people who are just starting to learn about the Polycom® SoundStation Duo™ Conference Phone, or who have experience, but need a quick refresher. It is intended for beginning users, as well as intermediate and advanced users who want to learn about the phone's features.

How To Use this Guide

Since the SoundStation Duo can operate in two different modes, this guide contains separate chapters for operating your phone in Public Switched Telephone Network (PSTN) mode and Session Initiation Protocol (SIP) mode. Make sure you read the chapter that applies to your particular phone setup. If you don't know which mode your phone uses, ask your system administrator.

General information about the phone, such as how to operate the phone, navigate menus, and enter information, is described in a common chapter, Getting Started.

This guide includes these sections:

- Chapter 1, Getting Started   This chapter contains general information about the phone, such as how to operate the phone, navigate menus, and enter information. This chapter applies to both PSTN and SIP modes.

- Chapter 2, Using Your Conference Phone in PSTN Mode   This chapter contains specific information about operating your phone in PSTN mode.

- Chapter 3, Using Your Conference Phone in SIP Mode   This chapter contains specific information about operating your phone in SIP mode.

- Safety Notices   This section contains important safety and compliance information.

- Appendix: Menu Structure   This appendix provides a list of all the menus and submenus that display in both PSTN and SIP mode.

- End-User License Agreement for Polycom® Software

> Before you read this guide, it is important to understand that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be available or may operate differently on your phone. The examples and figures in this guide may not directly reflect what displays on your phone screen.

Conventions Used in this Guide

Specific terms are used throughout this guide to explain a phone state or feature, or how to navigate phone menus, use phone features, and configure phone settings. You'll need to know what these terms mean, and how to perform any associated actions on the phone. These terms include:

- **Key**   This term refers to any button on the phone console.

- **Keypad**   This terms refers to all the keys (the 'buttons') on the phone console.

- **Dialpad**   This term refers to the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the (✱) and (#) keys, as shown next.
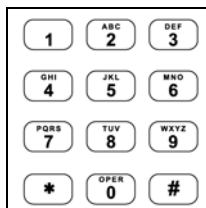
- **Press**   This action refers to depressing a key on the keypad.

- **Select**   This action refers to selecting any menu item to display submenus or options, or to activate a phone setting. To select an item, scroll to the item or setting, and then press the **Select** soft key or press the **Select** key, ⊙.

- **Scroll**   This term describes two actions:

    — Pressing either the Up Arrow key, ⌃, or the Down Arrow key, ⌄, to move up or down a list. When the instructions say to 'scroll to' an item, press ⌃ or ⌄ until you reach the item. When you reach an item, the item will either be highlighted, or an insertion point (a blinking line) will display next to the item. The Up and Down Arrow keys are also referred to as the 'Scroll keys.'

    — The scrolling behavior in the phone's status bar (the top-most area of the screen). When your phone has multiple notifications, the information continuously scrolls one after the other in the status bar.

- **Toggle**   This action describes pressing the same key twice to alternate back and forth between two states. It's often used to describe how to turn on or off a phone feature, or how to enable or disable phone settings.

- **Idle**   This term refers to the phone when it doesn't have any active or held calls.

- **Idle screen**   This term refers to the phone's 'Home' screen. The idle screen displays when your phone doesn't have any active or held calls, and you haven't accessed any features or the Main Menu.

- **Call**   This term refers to any call (including a conference call) that is active or held.

- **Active call**   This term refers to a call (including a conference call) you're currently in. An active call has audio associated with it.

- **Held call**   This term describes any call (including a conference call) that is on hold. Held calls do not have audio associated with them.

- **Soft key**   This term describes the context-sensitive functions that display along the bottom of the screen. The soft keys update depending on the task you are performing. When the instructions say to press a soft key, press the key on the phone console that is directly below the function you want to invoke. For example, to press the **New Call** soft key, press the key (⊙)on the phone console directly below 'New Call.'

- **Press** (MENU), and then select **Submenu > Submenu > Submenu**   This annotation describes how to access a menu and submenus. The first entry describes the key you have to press to access the Main Menu, and subsequent entries describe submenus you have to select. Each submenu name is separated by a 'greater than' symbol.

- **Setting**   The name of a field for which you can define information or choose an option.

- **Field**   This term describes the area of the screen next to a setting in which you can enter information or select an option.

- **Option**   One of a series of items you can select for a phone setting. For example, the Auto Reject field has two options: Enabled and Disabled.

- **View/Choose an option**   Certain settings have a series of options. To view all the options in a field, scroll to the field, and then press ▸ repeatedly. To cycle back through the options, press ◂ repeatedly. To choose an option, press ▸ repeatedly until the option displays.

- **Enable/Disable**   To enable or disable a setting, scroll to the setting, and then toggle the **Right** Arrow key, ▸, to alternate between Enabled or Disabled.

Related Documents

For additional information about the SoundStation Duo phone, see the following documents:

- User documents:

  - ***Polycom SoundStation Duo Quick User Guide***   This two-page document is a quick reference on how to use the phone's most basic features. It also briefly describes what displays on the phone screen and how to navigate the phone and enter information.

- Setup and maintenance documents:

  - ***Polycom SoundStation Duo Quick Start Guide***   This two-page document describes the contents of your phone package, how to assemble your phone, and how to connect your phone depending on the mode you will use.

  - ***Polycom UC Software Administrator's Guide***   This guide provides detailed information about setting up and configuring your phone. It describes every phone feature and parameter, and how to configure each feature and set each parameter.

You can access each guide from the SoundStation Duo Support Web page. You can also find the Quick Start Guide in your phone package.

1

Getting Started

Introducing Your Phone

The SoundStation Duo conference phone is a dual-mode conference phone that can operate in one of the following standard telephony modes:

- PSTN mode—In this mode, the phone is connected to a standard (analog) phone jack so calls can be made using the Public Switched Telephone Network (PSTN).

- SIP mode—In this mode, the phone is connected to a Session Initiation Protocol (SIP) server so calls can be made over Internet Protocol (IP) networks. In SIP mode, phones can use advanced features such as messaging, forwarding, and transferring.

Your phone can be set up to operate in either mode. The mode your phone operates in determines what features your phone will have.

Before You Use Your Phone

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 your phone is set up, the phone will be registered (for SIP mode) or connected (for PSTN mode) and ready to use.

Your phone may be set up so that if it is unable to operate in SIP mode, it will automatically switch—or 'fail over'—to PSTN mode. When it fails over to PSTN mode, SIP features (such as forwarding, transferring, and messaging) will be unavailable.

During failover, all SIP calls will end. However, you will be able to place PSTN calls immediately, without having to restart the phone. When SIP connectivity is re-established, ongoing PSTN calls will continue. Subsequent calls you place will use SIP mode.

Your phone will only fail over from SIP to PSTN mode. It cannot fail over from PSTN to SIP mode.

Configuring Your Phone for SIP Mode

If your phone is set up to operate in SIP mode, and isn't part of a large phone deployment, your phone may not be registered after it's set up. Before you use your phone, you or your system administrator will need to register it. For detailed information on how to register your phone after it's set up, see *Quick Tip 44011: Register Standalone SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones*.

Configuring Your Phone for PSTN Mode

If your phone is set up to operate in PSTN mode, and no initial configuration has been set, the first time the phone starts, you'll be prompted to enter certain information. Your phone requires this information to operate properly.

To configure your phone for PSTN use:

1   After your phone starts for the first time, the Select Country screen automatically displays, as shown next. Use the **Down Arrow** key to select the country your phone operates in, and then press the **Select** soft key.
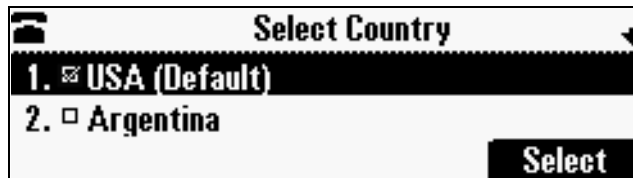
2   After you select the country, the Select Language screen displays, as shown next. Use the **Down Arrow** key to select the language you want your phone to display, and then press the **Select** soft key.
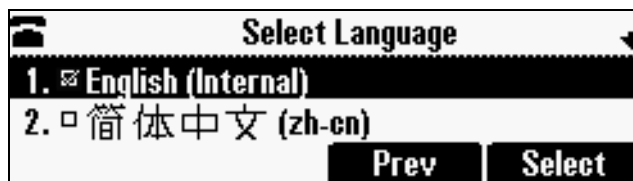
After you enter the country and language, your phone updates its settings and displays the idle screen, as shown next. If your phone line is connected, the Connected icon, ☎, displays, and you can place and answer calls. If your phone line is unconnected, the Unconnected icon, ☏, displays.

Connected icon
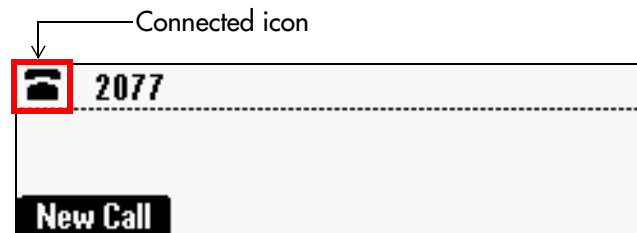
About Your Phone

This section describes the phone's features, the icons that display on the screen, and how to navigate menus and enter data. It also provides a link to helpful tips to use when you're in a conference call.

Your Phone's Hardware

Speaker

Indicator Light

Microphone

Indicator Light

Microphone

Indicator Light

Microphone

2.5 mm jack to connect mobile phone or computer audio

Security slot to connect a laptop cable lock

External
Microphone Jacks

Name	Description
Speaker	Provides ringer and hands-free audio output.
Microphones	Provide 360-degree coverage to transmit sound to other phones. Your phone has three internal microphones.
Indicator Lights	The lights illuminate to indicate the following: • **Solid red** You've muted a call. Or, a phone you share a line with has an active or held call (SIP mode only). • **Flashing red** You've placed a call on hold. • **Solid green** A dial-tone is available, dialing is in-progress, or a call is active. • **Flashing green** The party you're talking with has placed the call on hold. • **Fast-flashing green** Your phone's ringing.
2.5mm Jack	A connector on the left-side of the phone that allows you to attach an optional Mobile Phone Cable (to attach a mobile phone) or an optional Computer Calling Cable (to attach a computer) to your phone. The cables let you carry on conversations from a mobile phone or computer calling application using your conference phone.
Security Slot	A connector on the right-side of your phone that allows you to attach a laptop cable lock to your phone so you can secure it to a desktop. The lock connects to the slot, and then you can secure the cable to the desktop. You can use any laptop cable lock that fits into the slot.
External Microphone Jacks	Connectors on the back of your phone that allow you to attach two external microphones. The microphones are available with the optional External Microphone Kit.

Locating Functions on the Keypad

You use the keypad on the phone to access features, handle calls, adjust the volume, navigate screens, enter data, and select options.

Keys to access soft keys

Access context-sensitive features

Menu key

Opens the Main Menu or returns you to the idle screen

Call key

Places, answers, and ends calls

Navigation keys

Scroll menus and lists, view call and speed dial lists, and enable phone settings

Conference key

Creates conferences or answers calls

Select key

Selects and enables/disables items

Redial key

Redials numbers

Volume Up key

Increases the sound of the ringer and speaker

Dialpad

Enters characters and selects menu items

Volume Down key

Decreases the sound of the ringer and speaker

Mute key

Mutes microphone audio from being heard at the far-end

Key	Press the key to do this ...
Keys that access soft keys on the phone screen	Activate a soft key on the screen.
	These four keys access the soft keys that display on the phone screen. Depending on the screen you view, different soft keys display on the screen. To select a soft key, press the key under the soft key you want. If there are more than four functions available on a screen, press the **More** soft key to view additional functions.
Call Key	Place, answer, or end calls.
Conference Key	• Create a conference call with the person you're talking with and another party, or add another party to an existing conference call.
	• Answer an incoming call if you already have a call, and switch between a held call and an active call *(PSTN mode only)*.
Redial Key	Redial the last call you placed.
Dialpad Keys	Enter numbers, letters, spaces, and special characters, and to select menu items.
	Tips:
	• Press the **1** key to enter special characters (when in uppercase or lowercase mode).
	• Press the ***** key to enter special characters. **Tip**: Press once (or twice quickly if in numerical mode) to enter a dot. Or, press once to 'Page Up' when lists display on more than one screen.
	• Press the **0** key to enter special characters and spaces. **Tip**: Press three times quickly (when in uppercase or lowercase mode) to enter a blank space.
	• Press the **#** key to enter special characters. **Tip**: Press once (or twice quickly if in numerical mode) to enter **@**. Or, press once to 'Page Down' when lists display on more than one screen.
Menu Key	• Access phone features, settings, and configuration information.
	• Exit the current screen and return to the idle screen.
Select Key	Select and enable/disable menu items.
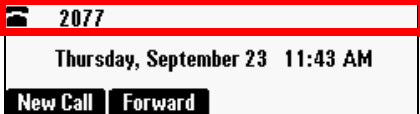
Key	Press the key to do this ...
Arrow/Scroll Keys	Navigate menus and lists, view call and speed dial lists, and enable and disable phone settings. Press the **Up Arrow** key/**Scroll** key to: • Scroll up through lists that display on one or more screens. • Scroll through calls. • View the Speed Dial Information screen from the idle screen. Press the **Left Arrow** key to: • Return to the previous menu. • View the Received Calls list from the idle screen. • Toggle between the Enabled and Disabled options for a phone setting. Press the **Down Arrow** key/**Scroll** key to: • Scroll down through lists that display on one or more screens. • Scroll through calls. • View the Missed Calls list from the idle screen. Press the **Right Arrow** key to: • Select menu items. • View the Placed Calls list from the idle screen. • Toggle between the Enabled and Disabled options for a phone setting.
Volume Down Key	• Decrease the sound of the speaker during a call. • Decrease the sound of the ringer when your phone is idle.
Volume Up Key	• Increase the sound of the speaker during a call. • Increase the sound of the ringer when your phone is idle.
Mute Key	Toggle the microphone on or off to: • Mute the microphone audio from being heard at the far end of the call. • Unmute the microphone so you can be heard at the far end of the call.
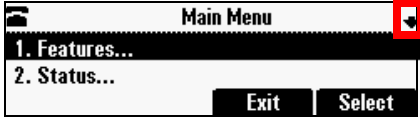
What Displays on the Screen
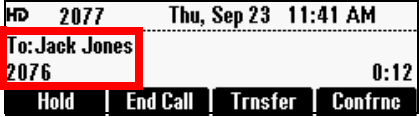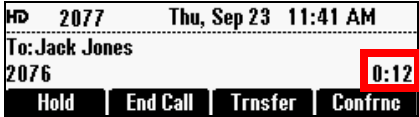
What displays on your phone screen depends if your phone is in SIP or PSTN mode. To determine what mode your phone is in, see your system administrator.

SIP Mode

The following items display on your phone screen when it operates in SIP mode.
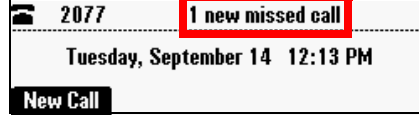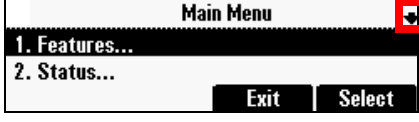
SIP Screen Item	Description
Status bar	The top-most line on the screen that can display the following: call and line information, your phone number, name of the screen you're viewing, scrolling notifications, the date and time, and incoming call information. ☎ 2077 Thursday, September 23 11:43 AM New Call | Forward
Line and Call icon	Shows line status when the phone is idle, and call status when the phone has a call. ☎ 2077 Thursday, September 23 11:43 AM New Call | Forward
Phone number (*if enabled*)	Your phone number. ☎ 2077 Thursday, September 23 11:43 AM New Call | Forward
Notifications	Indicate that you have messages, missed calls, or have enabled a certain feature, such as call forwarding or Do Not Disturb. Notifications scroll one after another, together with the date and time. ↗ 2077 Call Forward Enabled Thursday, September 23 11:33 AM New Call | Forward

SIP Screen Item	Description
Position indicator	An arrow to indicate your position in a list: ⬇—You are at the top of the list. You can only scroll down. ⬍—You can scroll up or down. ⬆—You are at the end of the list. You can only scroll up. ☎ **Main Menu** ⬇ 1. Features… 2. Status… **Exit** **Select**
Call counter	If you have more than one call, a call counter indicates which call you're viewing and the total number of calls you have. For example, in the figure below, '1' indicates that you're viewing the first call in the list (the most recent call) and '2' indicates that you have a total of two calls. ⌇ 2077 Thu, Sep 23 11:56 AM 1/2 From:Francois Clement 2079 0:16 **Hold** **End Call** **Trnsfer** **More**
Date and time	When your phone is idle, the date and time display in the center of the screen. During a call, the date and time display in the status bar. ☎ 2077 Thursday, September 23 11:43 AM **New Call** **Forward** HD 2077 Thu, Sep 23 11:41 AM To:Jack Jones 2076 1:52 **Hold** **End Call** **Trnsfer** **Confrnc**

SIP Screen Item	Description
Call information	Information about the person you're talking with. If you called someone, **To:** displays. If someone calls you, **From:** displays. If you're in a conference call, Active:Conference displays. HD 2077 Thu, Sep 23 11:41 AM To:Jack Jones 2076 0:12 Hold | End Call | Trnsfer | Confrnc
Call timer	A timer to indicate how long the call has taken place. When a conference call starts, the timer re-starts at 0 seconds. HD 2077 Thu, Sep 23 11:41 AM To:Jack Jones 2076 0:12 Hold | End Call | Trnsfer | Confrnc
Soft keys	The functions you can access by pressing the key on the keypad directly below the function. Soft keys update depending on the screen that displays. For example, for the screen shown next, to save information, press the key (⊙) directly below the **Save** soft key. ☎ Add To Contact Directory (A/Ascii) ▾ First Name: Last Name: Save | 1/A/a | Cancel | Encoding

PSTN Mode

The following items display on your phone screen when it operates in PSTN mode.

PSTN Screen Item	Description
Status bar	The top-most line on the screen that can display the following: call and line information, name of the screen you're viewing, scrolling notifications, the date and time, and incoming call information. ☎ 2077 Thursday, September 23 11:43 AM New Call
Line and Call icon	Shows line status when the phone is idle (for example, it indicates if the PSTN line is connected or DND is enabled), and call status (for example, it indicates if dialing is in progress or if the phone has an active call). 📞 2077 Thu, Sep 23 11:56 AM 1/2 From:Francois Clement 2079 0:16 Hold	End Call	Confrnc
Notifications	Indicate that you have missed calls or have enabled a certain feature. If you have more than one notification, they scroll one after another. ☎ 2077 1 new missed call Tuesday, September 14 12:13 PM New Call
Position indicator	An arrow to indicate your position in a list of information or menu items: ⬇—You're at the top of the list. You can only scroll down. ⬍—You can scroll up or down. ⬆—You're at the end of the list. You can only scroll up. Main Menu 1. Features... 2. Status... Exit	Select

PSTN Screen Item	Description

Call counter	If you have more than one call, a call counter indicates which call you're viewing and the total number of calls you have. For example, in the figure below, '1' indicates that you're viewing the first call in the list (the most recent call) and '2' indicates that you have a total of two calls.
	
	`2077   Thu, Sep 23  11:56 AM  1/2`
	`From:Francois Clement`
	`2079                        0:16`
	`Hold  │  End Call  │  Confrnc`

Date and time	When your phone is idle, the date and time may display in the center of the screen, or, if you are in a call, in the status bar.
	
	`2077`
	`Thursday, September 23  11:43 AM`
	`New Call`
	
	`2077       Thu, Sep 23  11:41 AM`
	`To:Jack Jones`
	`2076                        1:52`
	`Hold  │  End Call  │  Confrnc`
	
	Note: Your phone may not display the date and time. For information about displaying the date and time, see Changing the Time and Date Display on page 50.

PSTN Screen Item	Description
Call information	Information about the person you're talking with. If you called someone, **To:** displays. If someone calls you, **From:** displays. If you're in a conference call, Active:Conference displays. **Note**: For incoming calls, the name and number of the party you're talking with only displays if your phone is configured to support Caller ID, and the Caller ID feature is available in your area. Caller ID is not supported in Japan.
Call timer	A timer to indicate how long the call has taken place. When a conference call starts, the timer re-starts at 0 seconds.
Soft keys	The functions you can access by pressing the key on the keypad directly below the function. Soft keys update depending on the screen that displays. For example, for the screen shown next, to save information, press the key (⊙) directly below the **Save** soft key.

Phone Status Indicators

Phone status is indicated by three indicator lights located above the phone's microphones, and by a Line and Call icon located on the top-left of the screen.

Indicator Lights

Three indicator lights indicate phone or call status. They illuminate to indicate the following:

- **Solid red**   You've muted a call, or a phone you share a line with has an active or held call (SIP mode only).

- **Flashing red**   You've placed a call on hold, you have messages, or a phone you share a line with has a held call (SIP mode only).

- **Solid green**   A dial-tone is available, dialing is in progress, or a call is active.

- **Flashing green**   The party you're talking with has placed the call on hold.

- **Fast-flashing green**   Your phone's ringing.

Line and Call Icon

The Line and Call icon changes depending if the phone is idle or has a call. When the phone is idle, the icon displays line status, such as Forwarding enabled. During a call, the icon displays call status. For example, the call status could indicate that dialing is in progress or an active call is taking place.

> Certain Line and Call icons do not apply to PSTN mode. Therefore, not all icons listed in the table below will display in PSTN mode.

Icon	Line or Call State	Description
HD	Active call that uses 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. For example:
	Active call that doesn't use Polycom HD Voice	A call is in progress that doesn't use Polycom HD Voice.
	Conference	A conference call is in progress.
	Dialing	The phone is dialing a number.
X	Do Not Disturb (*SIP mode only*)	The Do Not Disturb (DND) feature is enabled on your phone. Your phone will not ring. All calls will display in the Missed Calls list.
	Forwarding (*SIP mode only*)	The call forwarding feature has been enabled on your phone. All incoming calls will be forwarded to a number you have specified.
	Held call	A call or conference is on hold.
	Held call on a shared line (*SIP mode only*)	A call or conference is on hold on your phone, which shares a number with another phone or phones.

Icon	Line or Call State	Description
☎	Registered line (*for SIP mode*) or Connected line (*for PSTN mode*)	The phone can place and receive calls.
☎	Registered, shared line (*SIP mode only*)	The phone, which shares a number with another phone or phones, can place and receive calls.
⌇	Ringing	The phone is ringing.
☏	Unregistered line (*for SIP mode*) or Unconnected line (*for PSTN mode*)	The phone is unable to place and receive calls.
✉	Message (*SIP mode only*)	You have a new voicemail or instant message.

Navigating Menus, Calls, and Information

To navigate menus and calls, as well as information that displays on more than one screen, use the tips in the following table.

> After 20 seconds of inactivity, the idle screen automatically displays, unless you've selected a field to update.

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).
Return to the previous menu	Press ◄ or the **Back** soft key.

If you want to...	Then do this...
Scroll (move up or down) through lists that display on more than one screen	Press one of the Scroll keys: ⌃ (to scroll up) or ⌄ (to scroll down). You can tell if a list continues on another screen because the status bar displays an arrow at the top-right of the screen to indicate where you are: • If more information is above and below, ↕ displays to indicate that you can either scroll up or down. • If you are at the end of the list, ⬆ displays to indicate that you can only scroll up. • If you are at the start of the list, ⬇ displays to indicate that you can only scroll down.
Scroll page-by-page through lists that display on more than one screen	• Press ✳ to Page Up. • Press # to Page Down.
Select a soft key	Press ⊙ directly below the soft key you want to access.
Select a menu item	Do one of the following: • Scroll to the menu item using one of the Scroll keys (⌃ or ⌄), and then press ⊙, ▸, or the **Select** soft key. or • Press the dial pad key that corresponds to the item in the numbered menu list. For example, to select the second menu item, press ABC 2.
View a list of field options	Scroll to the field, and then press ◂ or ▸.
View additional soft keys	Press the **More** soft key.
Scroll through active/held calls	Press ⌃ or ⌄.

Entering Data and Enabling Items

To enter data and enable fields or menu items, use the tips in the following table.

> After 20 seconds of inactivity, the idle screen automatically displays, unless you've selected a field to edit.

If you want to...	Then do this...
Enter numbers	Press the dial pad key with the corresponding number.
Enter letters	Press the dial pad key with the corresponding letter one or more times quickly. By quickly pressing a dial pad key, you cycle through the letters on the key. For example: • To enter 'A,' press ⟨2⟩ once. • To enter 'B,' press ⟨2⟩ two times quickly. • To enter 'C,' press ⟨2⟩ three times quickly. To enter multiple letters that appear on the same key, enter a letter, and then wait for about three seconds before you enter the next letter. For example: • To enter 'BB,' press ⟨2⟩ two times, wait for three seconds, and then press ⟨2⟩ two times again.
Enter the next character without deleting the previous character	Enter a character, wait for three seconds, and then enter the next character. For example, if you want to enter the same letter twice, enter the letter, wait for three seconds, and then enter the letter again.
Enter numbers, uppercase letters, or lowercase letters	Press the **1/A/a** soft key one or more times to select numerical, uppercase, or lowercase mode (the mode you select will display in the status bar). Then, press the dial pad key with the number or letter you want one or more times quickly. **Note**: The phone may automatically choose numerical, uppercase, or lowercase mode for you, depending on the function you're performing.

If you want to...	Then do this...
Enter special characters	• Press ✱ or # one or more times quickly. • To enter other special characters, press 1 or 0 one or more times quickly (when in uppercase or lowercase mode). • To enter a dot, press ✱ once (or twice quickly if in numerical mode). • To enter @, press # once (or twice quickly if in numerical mode). **Note**: Sometimes the mode (numbers, or uppercase or lowercase letters) you choose determines the special characters you can access. For example, if you press # in numerical mode, you can access the # and @ characters. If you press # in lowercase or uppercase mode, you can access the @, :, /, ~, _, ?, and = characters.
Enter an IP address or URL when you're placing a call	• To enter numbers or letters, press the corresponding dial pad keys one or more times. For example: -To enter '2,' press 2 once. -To enter 'a,' press 2 two times quickly. -To enter 'b,' press 2 three times quickly. -To enter 'c,' press 2 four times quickly. • To enter a dot, press ✱ once. • To enter a *, press ✱ two times quickly. • To enter a /, press # once. • To enter @, press 1 seven times quickly.
Enter letters using a different character set	Press the **Encoding** soft key one or more times. When in text entry mode, the character set you select displays in the title bar.
Enter a blank space	Press 0 three times quickly (in uppercase or lowercase mode).
Delete characters you entered	Press the **<<** soft key. (You may have to press the **More** soft key to see the **<<** soft key.)
Enable or disable fields	Toggle ▸.
Enable or disable menu items	Press ⦿.

Using the 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.

> For detailed information on accessing, navigating, and using the Utility, see the *Polycom Web Configuration Utility User Guide,* available from the SoundStation Duo Support Web page.

To access the Web Configuration Utility for your phone:

1 Launch a 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 then 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

Using Your Conference Phone in PSTN Mode

In this chapter, you'll learn how to use your phone when it operates in PSTN mode. When your phone uses PSTN mode, it has all the features of a basic 'landline' phone, such as the ability to hold a call, speed dial contacts, set up conferences, and access a contact directory. If your phone is connected to a regular phone jack, it can operate in PSTN mode.

This chapter includes these topics:

Calling and Answering

Your phone can handle one active call or conference call at any one time. If call waiting is enabled, your phone can handle two separate calls at one time: one active call and one held call.

During a call, the phone displays the duration of the call, and the Line and Call icon to indicate call status, as shown next. If your phone supports Caller ID, and it's correctly configured, then the name and number of the party you're talking with also displays.

> For incoming calls, the name and number of the party you're talking with only displays if your phone is configured to support Caller ID, and the Caller ID feature is available in your area. Caller ID is not supported in Japan.

During a call, the soft keys update so you can perform specific tasks.
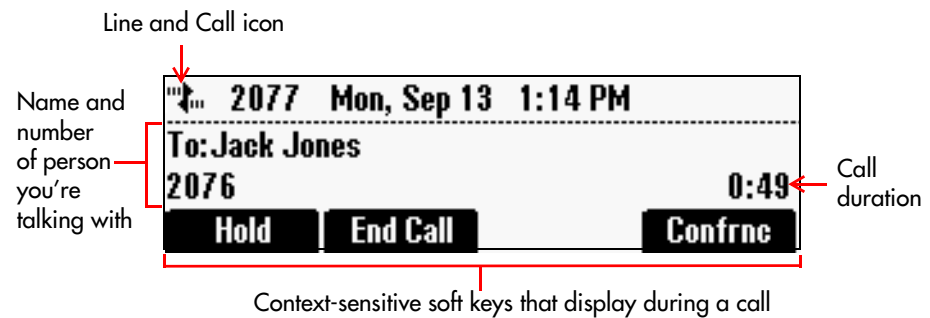
Line and Call icon

Name and number of person you're talking with

```
 2077   Mon, Sep 13   1:14 PM
To:Jack Jones
2076                         0:49
   Hold    End Call        Confrnc
```

Call duration

Context-sensitive soft keys that display during a call

For information on what the Line and Call icon indicates, see Phone Status Indicators on page 15.

Answering Calls

You can answer a call when your phone is idle. If call waiting is enabled on your phone, you can answer an incoming call when you have an active or held call.

> If your phone is enabled with the lock feature, or you want to use your phone with computer or mobile phone audio, see the following:
> * Locking and Unlocking Your Phone on page 43.
> * Connecting Mobile Phone and Computer Audio on page 38.

Answering When Your Phone is Idle

If your phone is idle and you have an incoming call:

- Your phone rings and the indicator lights flash green.

- The Ringing icon displays in the status bar.

- Caller information displays in the center of the screen (if your phone supports Caller ID and it's correctly configured).

Ringing icon

Incoming
call
information

```
┌─────────────────────────────────────┐
│ ♪  2077    Mon, Sep 27   12:36 PM   │
│ - - - - - - - - - - - - - - - - - - │
│ From:Francois Clement                │
│ 2079                                 │
│  Answer                              │
└─────────────────────────────────────┘
```
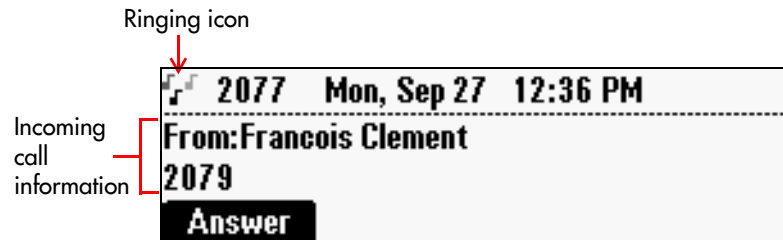
To answer the call, press the **Answer** soft key or 📞 . If your phone has a silent ring (see Changing the Ring Tone on page 48), you have to press the **Answer** soft key to answer the call.

Answering When You Have an Active or Held Call

If call waiting is enabled on your phone, you can answer a call when you're already in a call. When you answer the incoming call, the existing call will be held. The incoming call cannot be joined into the existing call; only outgoing calls can be joined into a conference call.

You can switch between the active call and the held call at any time. If you end the active call, the held call automatically becomes the active call.

When a call arrives when you're in a call, you'll hear a call waiting beep. The call won't display on the phone screen. To answer the call, you need to activate a hook flash—a quick off-hook/on-hook/off-hook cycle (just like picking up a handset, putting it back in its cradle, and then picking it up again)—to signal your phone to perform a special task. A special task includes placing an active call on hold so another call can be placed, or connecting three parties in a conference.

When you activate a hook flash, 'Flash' displays on the screen for about one second, as shown next.

```
┌─────────────────────────────────────┐
│ ♪ ◄   2077        Fri, May 6  12:21 PM │
│ - - - - - - - - - - - - - - - - - - - │
│ Fr┌─────────────────────────┐         │
│   │         Flash           │         │
│   │                         │  0:05   │
│   └─────────────────────────┘         │
│   Hold  │ End Call  │      Confrnc    │
└─────────────────────────────────────┘
```
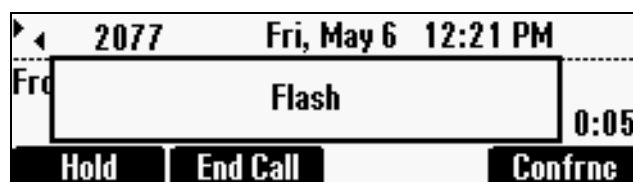
> You won't hear a call waiting beep if you have a held call. After you resume the held call, you'll hear the beep, and can answer the call.

To answer a call when you're in a call:

>> When you hear the call waiting beep, press ⌨ or the **Confrnc** soft key to activate a hook flash. The original call is placed on hold, and the incoming call becomes the active call.

To switch between an active call and a held call:

>> Press ⌨ or the **Confrnc** soft key to activate a hook flash. The active call is held, and the held call becomes the active call.

Calling

You can place a call by:

- Entering a phone number.
- Choosing an entry in a call list, directory, or speed dial list.
- Redialing the previously placed call.

> If your phone is locked, see Locking and Unlocking Your Phone on page 43 for information on placing calls when your phone is locked.

Calling by Entering a Phone Number

You can place a call with a dial tone (off-hook dialing) or without a dial tone (on-hook dialing).

To call off-hook:

1   Press 🎧 or the **New Call** soft key to obtain a dial tone.

2   Enter the number you want to call.

To call on-hook:

>> Enter the number you want to call, and then press the **Dial** soft key.

Calling from a Call List

You can choose a record in a missed, placed, or received call list and dial the associated party.

To call from a call list:

1   From the idle screen, press one of the arrow keys to access a call list.

To view this call list...	Press this arrow key...
Missed calls	
Received calls	
Placed calls	

2   From the call list screen, scroll to the entry you want to dial, and then press the **Dial** soft key.

Calling from a Directory

You can call a contact from your Contact Directory.

To call from the Contact Directory:

1   Press (MENU), and then select **Features** > **Contact Directory**.

2   From the Directory screen, scroll to the contact you want to call, and then press the **Dial** soft key.

Calling from the Speed Dial List

You can assign a speed dial number to any contact in your Contact Directory so you can dial the contact automatically.

- To create a contact with a speed dial number, see Updating the Contact Directory on page 34.
- To locate a contact's speed dial number, search for the contact in the Contact Directory, and then scroll to the contact's Speed Dial Index field. To search for a contact, see Searching the Contact Directory on page 34.

To call using speed dial:

1   From the idle screen, press ⌒. If you have held calls, press the **New Call** soft key, and then press ⌒.

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

   —   Enter the contact's speed dial number.

   or

   —   Scroll to the contact you want to call, and then press the **Dial** soft key.

The call is placed.

Calling by Redialing

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

To dial the last placed call:

>> Press 🔁.

To dial a previously dialed number:

1   From the idle screen, press ▸.

2   From the Placed Calls list, scroll to the number you want to dial, and then press the **Dial** soft key.

Ending Calls

How you end a call depends if you have an active or held call.

To end an active call:

>> Press 📞 or the **End Call** soft key. If you have a held call, it will automatically become the active call.

To end a held call:

>> Press the **Resume** soft key, and then press 📞.

> To end a call from your computer or mobile phone, see Ending Mobile Phone or Computer Audio Calls on page 41.

During Calls

During a call, you can:

- Place the call on hold.
- Set up a conference call between yourself, the party you're talking to, and another party.

If call waiting is enabled on your phone, you can also answer an incoming call (see Answering When You Have an Active or Held Call on page 25).

Holding and Resuming Calls

For information on placing computer or mobile phone audio on hold, see Connecting Mobile Phone and Computer Audio on page 38.

You can place a call on hold. When a call is on hold, the indicator lights flash red, and the Hold icon displays in the status bar, as shown next. If a call is held, you can't hear the far-site, and the far-site can't hear you.

Hold icon
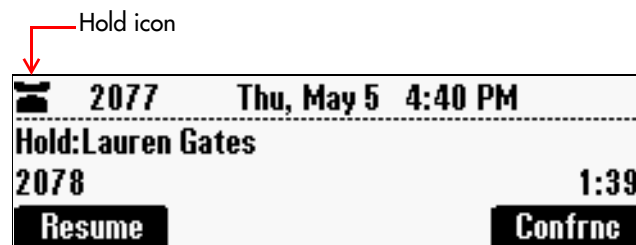
To hold an active call:

\>\> During the call, press the **Hold** soft key.

To hold an active call when you have a held call:

\>\> Press [CONF] or the **Cnfrnc** soft key to activate a hook flash.

The call you were in is held, and the held call becomes the active call.

To resume a held call:

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

To resume a held call when you're in a call:

\>\> Press [CONF] or the **Cnfrnc** soft key to activate a hook flash.

The held call becomes the active call, and the call you were in is held.

Hosting Conference Calls

The number of parties you can add to a conference call depends on how your phone system is set up. Check with your system administrator for the exact number.

After you set up a conference, you can place the conference call on hold or end your connection to the conference call participants. You may be able to add additional parties to the conference.

> One of the parties in a conference call can be a mobile phone or computer audio source. For information on setting up and managing conferences with computer or mobile phone audio, see Connecting Mobile Phone and Computer Audio on page 38.

> For tips on hosting a conference call and conference call etiquette, see *Polycom Conference Call Etiquette*.

Setting Up Conferences

If you're in a call, you can add another party to the call by pressing the **Confrnc** soft key or 🔘.

To set up a conference, you need to activate a hook flash. A hook flash is a quick off-hook/on-hook/off-hook cycle (just like picking up a handset, putting it back in its cradle, and then picking it up again). This action signals your phone to perform a special task, such as placing an active call on hold so another call can be placed, or connecting three parties in a conference.

When you activate a hook flash, 'Flash' displays on the screen for about one second, as shown next.
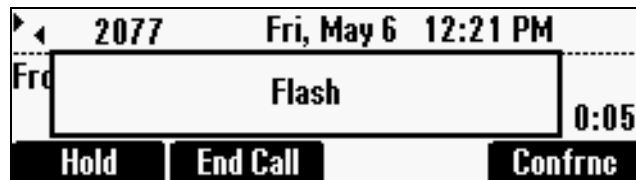
To set up a conference:

1 Call the first party.

2 After the first party answers, press 🔘 or the **Confrnc** soft key to activate a hook flash. The active call is placed on hold.

3 Wait for a dial tone, and then place a call to the party you want to add to the call.

4   After the party answers, press ⬚ or the **Confrnc** soft key to activate another hook flash. All parties join the conference, and the Active:Conference screen displays, as shown next.

```
"📶   2077      Tue, Sep 14  11:01 AM
To: Active:Conference
                                  0:13
      Hold    End Call          Confrnc
```

5   To add additional parties to the conference, press ⬚ or the **Confrnc** soft key, and then repeat steps 3 and 4.

Holding and Resuming Conferences

When you place a conference call on hold, you place the other conference participants on hold.

To place a conference call on hold:

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

The Hold:Conference screen displays. The other conference participants are placed on hold. The indicator lights flash red to indicate that a call is on hold.

```
📞   2077 Tue, Sep 14  11:38 AM
Hold:Conference
                                  0:39
   Resume   New Call
```
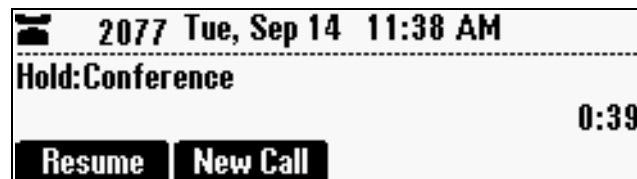
To resume the conference call, press the **Resume** soft key. The To: Active:Conference screen will display again.

Ending Conferences

When you end a conference, you end your connection to the other conference participants. By default, the other parties remain connected.

To end a conference:

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

By default, the conference ends and the other conference participants remain connected.

Working with 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, a message indicating the number of missed calls you have displays in the status bar, as shown next. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists on page 32). After you view the Missed Calls list, the message on the idle screen is removed.

Missed call notification
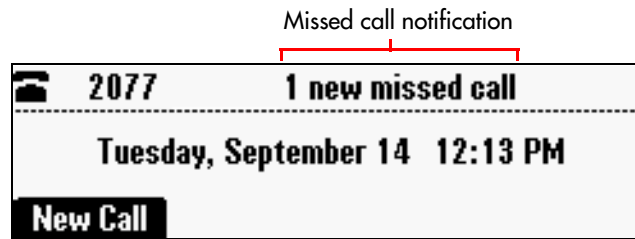
You can save call list entries to your Contact Directory. For information on updating the Contact Directory with a call list entry, see Adding Contact Directory Entries on page 34.

Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access a call list from the idle screen. After you access a call list, you can view detailed information about a specific entry (such as the phone number, the time and duration of the call, and the name of the caller).

To view a call list:

>> Do one of the following:

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

or

— From the idle screen, use the arrow keys to access a call list:

To view this call list...	Press this arrow key...
Missed Calls	
Received Calls	
Placed Calls	

To view details for a call list entry:

1 Press (MENU), and then select **Features > Call Lists > Missed Calls**,
Received Calls, or **Placed Calls**.

2 From the call list, scroll to the call list entry, and then press the
Info soft key.

Clearing Call List Entries

You can clear all the records in a call list, or just one record.

> To manually clear all call list entries, restart the phone. See Restarting Your Phone on page 54.

To clear one or all records in a call list:

1 Press (MENU), and then select **Features > Call Lists**.

2 From the Call Lists screen, do one of the following:

— To clear all the records in a call list, select **Clear**. From the Clear screen,
scroll to either **Missed Calls**, **Received Calls**, or **Placed Calls**, and
then press (•).

A 'Cleared!' message displays when you clear a call list.

or

— To clear a single record in a call list, scroll to either **Missed Calls**,
Received Calls, or **Placed Calls**, and then press (•). From the call list,
scroll to the call you want to remove, and then press the
Clear soft key.

Editing Call List Entries

Edit a call list entry if you want to update the contact name or number before
you dial the number or save the contact to the Contact Directory.

To edit a call list entry:

1 Press (MENU), and then select **Features > Call Lists > Missed Calls**,
Received Calls, or **Placed Calls**.

2 From the call list, scroll to the entry you want to edit, and then press the
Edit soft key.

Working with the Contact Directory

You can store a large number of contacts in your phone's 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 Contact Directory, or if you can update it.

Searching the Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact in the Contact Directory:

1   Press (menu), and then select **Features > Contact Directory**.

2   From the Directory screen:

    a   Press the **Search** soft key.

    b   Enter the first few characters of the contact's first or last name.

    c   Press the **Search** soft key again.

3   From the Directory Search screen, scroll to the contact you're searching for.

Updating the Contact Directory

You can add a contact to the Contact Directory, or update or delete an existing contact.

Adding Contact Directory Entries

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

•   Manually, by entering the contact information yourself.

•   From a call list.

To add a Contact Directory entry manually:

1 Press (MENU), and then select **Features > Contact Directory**.

2 From the Directory screen, press the **Add** soft key.

   The Add To Directory screen displays.

```
 ┌──────────────────────────────────────────────┐
 │   Add To Contact Directory (A/Ascii)   ▾     │
 ├──────────────────────────────────────────────┤
 │ First Name:                                  │
 │ Last Name:                                   │
 ├──────────────────────────────────────────────┤
 │   Save   │   1/A/a   │   Cancel  │  Encoding │
 └──────────────────────────────────────────────┘
```

3 Enter the contact information:

   — (Optional.) In the **First Name** field, enter the contact's first name.

      You can enter a maximum of 32 characters.

   — (Optional.) In the **Last Name** field, enter the contact's last name.

      You can enter a maximum of 32 characters.

   — (Required.) In the **Contact** field, enter the contact's phone number.

      You can enter a maximum of 128 characters. The phone 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, the entry won't be saved.

   — (Optional.) In the **Speed Dial Index** field, update the contact's speed dial index number.

      The speed dial index number is automatically assigned to the next available index value. If you want, you can change the speed dial index value. The speed dial index value can be any value between the next available number and a maximum value of 9999.

      If you assign a speed dial index number that is already taken, the message 'Speed dial index already exists' displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message 'Speed dial index is invalid' displays.

   — (Optional.) In the **Label** field, enter a label for the contact.

      You can enter a maximum of 32 characters.

      A label can be anything that uniquely identifies the contact, such as the contact's job title or department. For example, the label could be 'Manager' or 'Sales.'

If you specify a label, the label will precede the contact's name in the Contact Directory and on the Speed Dial Info screen, as shown next.

Contact Directory

⠿ Sales,Francois Clement
2079

| Dial | Edit | Back | More |

Speed Dial Info

1. Sales,Francois Clement (2079)
2. Jack Jones (2076)

| Dial | | Exit |
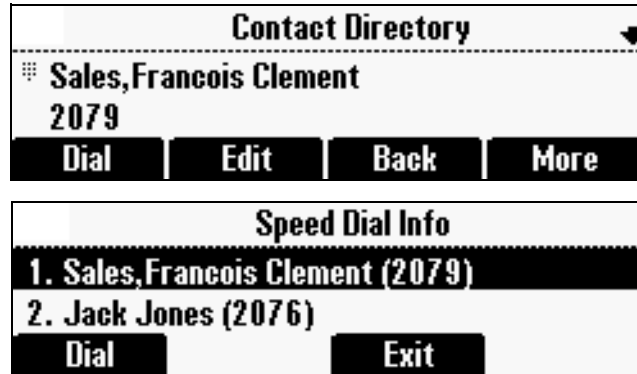
— (Optional.) In the **Ring Type** field, select the ring type you want to use for the contact. To display the ring types, press ▸ or ◂ .

For information on setting the ring type, see Setting Unique Ring Tones for Contacts on page 49.

You can enter a maximum of 32 characters.

4 Press the **Save** soft key.

To add a Contact Directory entry from a call list:

1 To select a call list, press (MENU), and then select **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.

2 Scroll to the entry you want to save to your Contact Directory, and then press the **Save** soft key.

Only the first name, last name, and phone number are saved.

If the contact doesn't exist in the directory, 'Saved' displays on the phone screen. If the contact already exists, 'Contact already exists' displays.

Since only the contact's name and number are saved, you may want to go to the Contact Directory and add additional contact information. To update contact information, see Updating Contact Directory Entries on page 37.

Updating Contact Directory Entries

You can add or change information for an entry in the Contact Directory.

To update a contact in the Contact Directory:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen, find the contact whose information you want to update, and then press the **Edit** soft key.

3   From the Edit Contact screen, update the contact information. For information on the fields you can update, see Updating the Contact Directory on page 34.

4   Press the **Save** soft key.

Deleting Contact Directory Entries

You can remove an entry from your Contact Directory.

To delete a contact from the Contact Directory:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen, find the contact you want to delete, and then press the **Delete** soft key.

The contact is deleted from the directory.

Working with a Corporate Directory

Your phone may be set up to interface with a corporate directory. Any SoundStation Duo phone that operates in PSTN mode—and is connected to the network—can interface with a corporate directory.

For information on using a corporate directory, see Working with a Corporate Directory on page 81.

Connecting Mobile Phone and Computer Audio

To connect a mobile phone or computer audio source to your conference phone, you require optional cables that are not included with your conference phone. For information about how to obtain the optional accessories, see your phone reseller.

For information on how to connect the cables to the 2.5mm port on your conference phone, see the *Quick Start Guide for the Polycom SoundStation Duo Conference Phone* available from the SoundStation Duo Support web site.

If you want to connect a mobile phone to the SoundStation Duo, be aware of the following:

- The optional Mobile Phone Cable connects to the headset connector on your mobile phone. If your mobile phone does not support this type of connection, you will need an adapter (not included).
- Full duplex audio quality may not be supported when the SoundStation Duo is connected for conferencing through a mobile phone, and diminished audio quality may occur. This can be the result of poor signal quality on the mobile phone network, as well as incompatibilities between the mobile phone and the SoundStation Duo.

This feature allows you to use your conference phone to carry on conversations from your mobile phone or computer's calling application (for example, Skype™, Microsoft® Lync™ 2010, MSN® Messenger, or Yahoo!® Messenger).

For example, if you're in a call on your mobile phone, you can connect your mobile phone to the conference phone using Polycom's Mobile Phone Cable. Or, if you're in a call using Skype, you could connect your computer to your conference phone using Polycom's Computer Calling Cable. Your conference phone's speaker and microphones can then be used to include everyone in the conference room or office in the conversation.

Before you use a mobile phone or computer audio source with your phone, you need to set the audio type so your phone will know what kind of audio is connected.

Setting the Audio Type

You need to assign an audio type (mobile phone or computer) so your phone knows what kind of audio is attached. When you select the appropriate audio type, the SoundStation Duo will deliver optimal audio levels.

To set an audio type:

1 Press (MENU), and then select **Features > 2.5mm Mode**.

2 From the 2.5mm Mode screen, select one of the following:

— **Mobile Phone Audio** Choose this option if you want your conference phone to automatically assume a mobile phone is attached when a cable is connected to your conference phone's 2.5mm audio connector.

— **Computer Audio** Choose this option if you want your conference phone to automatically assume a computer is attached when a cable is connected to your conference phone's 2.5mm audio connector.

Listening to Mobile Phone or Computer Audio

Before you can listen to mobile phone or computer audio on your conference phone, you have to answer a mobile phone or computer call using your mobile phone or computer calling application interface. As well, you have to make sure one of the optional cables connects your mobile phone or computer to your conference phone. How you listen to mobile phone or computer audio on your conference phone depends on if your conference phone is idle, has an active call, or has held calls.

You mute and adjust the volume of mobile phone and computer calls the same way you control regular calls (see Changing the Speaker Volume on page 49 and Muting the Microphones on page 49).

Many computer calling applications automatically adjust the sound settings on your computer when you launch the application. If the volume from the SoundStation Duo is too high or too low, you may need to adjust your computer's volume settings.

Listening to Mobile Phone or Computer Audio When Your Conference Phone is Idle

If your conference phone is idle, 'From: PC-Mobile audio' displays in the center of the screen, as shown next. The mobile phone or computer audio automatically becomes the active call, and you can hear any audio associated with the mobile phone or computer calling application. If there isn't any audio, you can wait for a call, answer it from your mobile phone or computer calling application, and then listen to the audio on your conference phone.

```
 ⌐⌐    2077 Mon, Sep 27  10:09 AM
-------------------------------------------
From:PC-Mobile audio
PC-Mobile audio
     Hold  |  Confrnc
```

Listening to Mobile Phone or Computer Audio When Your Conference Phone Has an Active Call

If your conference phone has an active call, 'From:PC-Mobile audio' displays in the status bar, as shown next.

```
 ♪♪   2077        From:PC-Mobile audio  1/2
From:Jack Jones
2076                              0:26
    Hold    End Call           Confrnc
```

To listen to mobile phone or computer audio when your conference phone has an active call:

>> Scroll to 'From:PC-Mobile audio,' and then press the **Accept** soft key.

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

```
 ♪♪   2077      Fri, Dec 3  10:51 AM  1/2
From:PC-Mobile audio
PC-Mobile audio                   0:04
    Hold    Confrnc    Join
```

Listening to Mobile Phone or Computer Audio When Your Conference Phone Has a Held Call

If your conference phone has a held call, 'From: PC-Mobile audio' displays in the center of the screen, as shown next. To answer the mobile phone or computer call, press the **Accept** soft key.

```
 ♪♪   2077      Fri, Dec 3  10:58 AM  1/2
From:PC-Mobile audio
PC-Mobile audio
  Accept
```

Ending Mobile Phone or Computer Audio Calls

If you don't want to hear mobile phone or computer audio through your conference phone's speakers, or you don't want to see 'From:PC-Mobile audio' on your conference phone screen, disconnect the cable from the conference phone.

To terminate a mobile phone or computer call, you have to end it from the mobile phone or computer calling application. Even though you end a call, if the cable is still attached to your conference phone, 'From:PC-Mobile audio' will still display on your conference phone.

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

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

Holding Mobile Phone or Computer Audio Calls

To place a mobile phone or computer call on hold, scroll to **From:PC-Mobile audio**, and then press the **Hold** soft key. To make the mobile phone or computer audio active again, scroll to **From:PC-Mobile audio**, and then press the **Resume** soft key.

Creating Conference Calls with Mobile Phone or Computer Audio

You can create a conference call with multiple parties, including a mobile phone or computer audio source. Check with your system administrator for the maximum number of parties you can add to a conference call.

To create a conference call with a mobile phone or computer audio source:

>> Do one of the following:

— If you have an active mobile phone or computer audio source, press the **Cnfrnc** soft key, place a call to the party to include in the conference, and then press the **Cnfrnc** soft key again.

— If you have an active mobile phone or computer audio source and a held call, press the **Join** soft key.

— If you have an active call and an incoming or held mobile phone or computer audio source, scroll to **PC-Mobile audio**, and then press the **Join** soft key.

A conference call is created between you, the mobile phone or computer audio source, and another party.

Locking and Unlocking 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 displays or information (for example, menus, directory lists, and call records).

When your phone is locked:

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

- You have to enter a password to answer incoming calls.

- All keys and soft keys are disabled, except those that allow you to unlock the phone, make an authorized call, redial a number, or view the browser (if enabled).

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

When your phone is locked, 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.

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.

Changing Your User Password

By default, your user password is *123*. Change your user password so it's unique to your phone.

To change your user password:

1 Press (MENU), and then select **Settings > Advanced**.

2 From the Password screen, enter the 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 then press the **Enter** soft key.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it's locked. If you allow incoming calls when your phone's locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password.

To lock your phone:

1   Press (MENU), and then select **Settings > Basic > Lock Phone**.

2   From the Lock Phone screen, select 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.

   The default setting is **Allow ringing when locked**.

3   Press the **Lock** soft key.

Your phone is locked.

> 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 cannot 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   From the idle screen, press the **Unlock** soft key.

2   From the Unlock the Phone screen, enter your password, and then press the **Enter** soft key.

   (For information on your user password, including what to do if you forget your user password, see About Your User Password on page 42.)

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number (for example, 911), and up to five authorized numbers that an administrator can set up. You cannot 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 Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The following figure shows an example of the Place an Authorized Call screen.

or

— Place a call to an authorized number. For information on placing a call, see Calling on page 26.

If you try to place a call to an unauthorized number, the message 'Unauthorized number' displays. (To view a list of authorized numbers that you can call, press the **New Call** soft key from the idle screen when your phone is locked.)

The call is placed.

To answer a call on a locked phone:

1 While the phone rings, press the **Answer** soft key.

2 From the Answer the Call screen, enter your password, and then press the **Enter** soft key.

(If you press the **Cancel** soft key instead, the Answer the Call screen disappears and the incoming call window displays again.)

For information on your user password, including what to do if you forget your user password, see About Your User Password on page 42.

The call connects.

Logging in to Phones

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*.

If a phone is in the logged out state and requires a user login, you may be able to use the phone to 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 47.

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 user 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 (menu), and then select **Features > User Login > Log in**.

The User Login screen displays, as shown next.

```
📞          User Login (A/Ascii)
User ID:
Password:
 New Call  |  1/A/a                Log in
```

2 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 system administrator. Default passwords are preset at the factory to the numerals *123*. However, your system 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 (MENU), and then select **Features** > **User Login** > **Log out**.

The Logout screen displays with a confirmation message, as shown next.

```
📞              Log out
 Are you sure?

                        Exit   |   Yes
```

2 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 may be able to place calls to authorized numbers when the phone is in the logged out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number (for example, 911) and up to five other authorized numbers. 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.

The Place an Authorized Call screen displays, as shown next.

2   Select the number you want to call, and then press the **Dial** soft key.

The call is placed.

Changing Your User Password

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

By default, user 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 user password:

1   Log in to any phone on your network.

2   From the idle screen, press (MENU), and then select **Features > User Login > Change User Login Password**.

The Change User Login Password screen displays, as shown next.

3 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.

Controlling What is Heard

You can change what is heard by doing the following:

- Changing the ring tone.
- Selecting unique ring tones for contacts.
- Adjusting the volume of the speaker.
- Adjusting the volume of the ring tone.
- Muting the microphones so the far site(s) can't hear you.

Changing the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's.

To select a different ring tone:

1 Press (MENU), and then select **Settings > Basic > Ring Type**.

2 From the Line Select screen, select the line to which you want to apply the ring tone.

3 From the Ring Type screen, select the ring type you want. To hear the ring type before you select it, press the **Play** soft key. The default ring type is Low Trill.

Setting Unique Ring Tones for Contacts

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**.

2   From the Directory screen, scroll to the contact for whom you want to assign a distinctive ring tone, and then press the **Edit** soft key.

3   From the Edit Contact screen, scroll to **Ring Type** and choose a ring type.

4   Press the **Save** soft key.

Changing the Speaker Volume

You can increase or decrease the volume of the sound you hear.

To adjust the speaker volume:

>>   During a call, press ⏴ to adjust the volume up or press ⏴ to adjust the volume down.

Changing the Ringer Volume

You can increase or decrease the ringer volume.

To adjust the ringer volume:

>>   When the phone is idle or ringing, press ⏴ to adjust the ringer volume up or press ⏴ to adjust the ringer volume down.

Muting the Microphones

You can mute the microphones if you don't want other parties to hear you during a call. When you mute the microphones, the indicator lights glow red to indicate that the other party (or parties) can't hear you. You can still hear all other parties while Mute is enabled.

To mute or unmute the microphones:

>>   During a call, press 🎤.

To mute or unmute the microphones if you use external microphones:

>>   Press 🎤 on the phone or the **Mute** button on the top of the external microphones.

Controlling What You See

You can change the phone screen appearance by doing the following:

Changing the Display Language

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

To change the display language:

1   Press (MENU), and then select **Settings > Basic > Preferences > Language**.

2   From the Language screen, select the language you want.

The text on the screen changes to the language that you selected.

Changing the Time and Date Display

The time and date may appear on your phone's idle screen. You can select from various time and date formats, including whether the time or date displays first (clock order). You can also disable the time and date display to prevent it from being displayed on the idle screen. Select and set options that are right for you.

> By default, phones that operate in PSTN-only mode do not display the date and time unless:
>
> - The date and time is set by an incoming call with a supported Caller ID standard.
> - The phone is connected to the Ethernet and you turn on the date and time display (see Turning the Time and Date Display Off and On on page 51).

Changing the Time and Date Display

You can change the way the date and time display on the idle screen. For example, for the date, you can display the month before the day, choose the abbreviated forms for the month and day, or choose the DD/MM/YY format. For the time, you can choose either the 12-hour clock (for example, 4:35 PM) or 24-hour clock (for example, 16:35) notation.

To change the time and date display format:

1 Press (MENU), and then select **Settings > Basic > Preferences > Time and Date**.

2 From the Time and Date screen, do one of the following:

   – To change the date format, select **Clock Date**.

   or

   – To change the time format, select **Clock Time**.

3 From the Clock Date screen or the Clock Time screen, select the date or time format you want. The default settings use the formats 'Monday, January 1' and '12 AM/PM.'

Changing the Time and Date Order

You can change the order of the time and date on the idle screen. For example, you can display the date before the time, or the time before the date.

To change the order of the time and date display:

1 Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Clock Order**.

2 From the Clock Order screen, select the clock order you want. The default setting is date before time.

Turning the Time and Date Display Off and On

You can turn the time and date display off so the time and date don't display on the idle screen.

To turn the time and date display off:

>> Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Disable**.

To turn the time and date display back on:

>> Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Enable**.

Changing the Screen Contrast

You can set how light or dark the screen appears.

To adjust the contrast on the phone screen:

1   Press (MENU), and then select **Settings > Basic > Contrast**.

2   From the Contrast screen, press the **Up** or **Down** soft keys to increase or decrease the display contrast.

3   Press the **Ok** soft key.

Changing the Backlight

Your phone's backlight has two components:

*   **Backlight Intensity**   The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:

    —   **Backlight On**   The brightness of the screen when there is phone activity.

    —   **Backlight Idle**   The brightness of the screen when there is no phone activity.

    —   **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensities.

*   **Backlight Timeout**   The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn the backlight off entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1 Press (MENU), and then select **Settings > Basic > Backlight Intensity**.

2 From the Backlight Intensity screen, select **Backlight On Intensity**.

3 From the Backlight On Intensity screen, select the intensity you want. (The default is High.)

4 If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

5 From the Backlight Intensity screen, select **Backlight Idle Intensity**.

6 From the Backlight Idle Intensity screen, select the intensity you want. (The default is Low.)

7 If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

8 From the Backlight Intensity screen, 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.

To change the Backlight Timeout:

1 Press (MENU), and then select **Settings > Basic > Backlight Timeout**.

2 From the Backlight Timeout screen, choose the number of seconds the phone will be idle before the backlight dims. (The default is 40 seconds.)

3 Press the **Save** soft key.

Updating Your Phone's Configuration

If your phone is connected to the network, your system administrator may remotely update your phone settings, and then ask you to update your phone configuration using your phone's menu.

To update your phone's configuration:

1 Press (MENU), and then select **Settings > Basic > Update Configuration**.

The message 'Are you sure?' displays.

2 If you still want to update the configuration, press the **Yes** soft key.

The configuration is updated. Your phone may restart, depending on the configuration parameters that have changed. If the phone doesn't restart, press (MENU) to return to the idle screen.

Restarting Your Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

> ⚠️ Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

> 📞 Before you restart your phone, note the following:
> - If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see Updating Your Phone's Configuration on page 53.
> - Call lists are automatically cleared when you restart the phone.

To restart the phone:

1 Press (MENU), and then select **Settings** > **Basic** > **Restart Phone**.

The message 'Are you sure?' displays.

2 If you still want to restart the phone, 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 operate properly or perform certain tasks, a warning icon will display in the status bar, as shown next.

To view warning messages, press (MENU), and then selecting **Status > Diagnostics > Warnings**. From the Warnings screen, you can:

- Press the **Clear Icon** soft key to remove the warning icon from the status bar.

- Press the **Details** soft key to view a detailed explanation of the warning.

3

Using Your Conference Phone in SIP Mode

In this chapter, you'll learn how to use your phone when it operates in SIP mode. When your phone uses SIP mode, it has all the features of a basic phone, as well as more advanced features, such as the ability to forward and transfer calls, instant message, and access a corporate directory and the conference management feature.

This chapter includes these topics:

Calling and Answering

During a call, the phone displays the name and number of the party you're talking with, the duration of the call, and the Line and Call icon to indicate call status (as shown next). The soft keys update so you can perform specific tasks.
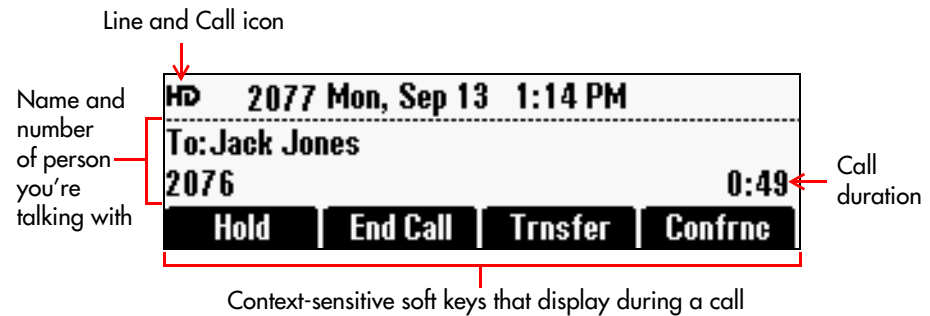
Line and Call icon

Name and
number
of person
you're
talking with

Call
duration

Context-sensitive soft keys that display during a call

For information on what the Line and Call icon indicates, see Phone Status Indicators on page 15.

Handling Multiple Calls at a Time

Your phone can handle multiple calls at any given time. For example, if you have an active call, you can answer an incoming call, as well as scroll to see held calls. Since the phone screen can only display one call at a time, you have to use the Scroll keys to see any additional calls.

By default, your phone can handle a maximum of eights calls at any given time, but only one of the calls can be active. In total, your phone can handle one active call and seven held calls, or eight held calls, at one time. A conference call counts as one call.

In the following example, the call from Francois Clement is the active call. If you press ⌄, you can scroll down and view a held call with Jack Jones.

Active call

Held call

If you have more than one call, a counter displays in the status bar. The counter indicates which call you're viewing, and how many calls you have. The counter has the format: x/y, where x indicates how recent the call you're viewing is, and y indicates the total number of calls your phone has. When x has a value of 1, the call is the most recent call.

For example:

- If the counter shows '1/3,' you're viewing the first call in the list (the most recent call) and you have a total of three calls. You can scroll down to view older calls.

- If the counter shows '3/4,' you're viewing the third call in the list (the second call you placed/received) and you have a total of four calls. You can scroll up to view more recent calls or scroll down to view an older call.

- If the counter shows '4/4,' you're viewing the last call in the list (the first call you placed/received) and you have a total of four calls. You can scroll up to view more recent calls.

How recent the displayed call is (1= most recent)

Total number of calls on phone

Call counter
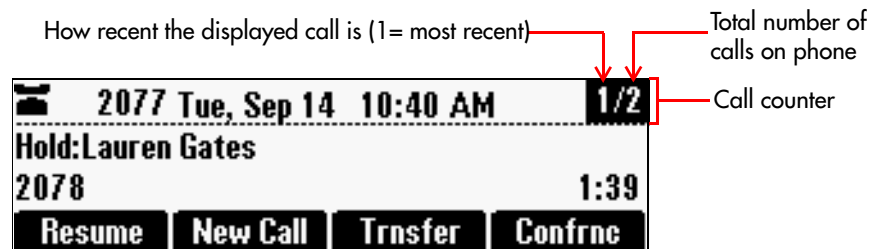
For information on how to handle multiple calls, see Answering Calls on page 58, Calling on page 60, and Ending Calls on page 63.

Answering Calls

You can answer a call when your phone is idle, when you have held calls, or if you're currently in a call.

This section explains:

- Answering When Your Phone is Idle on page 58
- Answering When You Have Held Calls on page 58
- Answering When You're in an Active Call on page 59
- Answering on Shared Lines on page 60

> If your phone is locked, see Locking and Unlocking Your Phone on page 102 for information on answering calls when your phone is locked.
>
> For information on using your phone with computer or mobile phone audio, see Connecting Mobile Phone and Computer Audio on page 85.

Answering When Your Phone is Idle

If your phone is idle and you have an incoming call:

- Your phone rings and the indicator lights flash green.
- The Ringing icon, [icon], displays in the status bar.
- Caller information displays in the center of the screen.

Ringing icon

Incoming call information

2077 Mon, Sep 27   12:36 PM

From:Francois Clement
2079

Answer   Reject   Forward

To answer the call, press [icon] or the **Answer** soft key. If your phone has a silent ring (see Changing the Ring Tone on page 108), you have to press the **Answer** soft key to answer the call.

Answering When You Have Held Calls

If you have one or more held calls and an incoming call arrives:

- The phone rings and the indicator lights flash green.
- The Ringing icon, [icon], displays in the status bar.
- Caller information displays in the center of the screen.

- A call counter (for example, **1/2**), displays in the status bar to indicate that you have more than one call.

Ringing icon   Call counter

Incoming call information
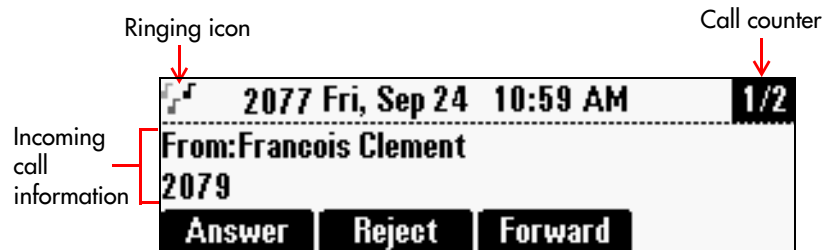
To answer the call, press ⌒ or the **Answer** soft key. If your phone has a silent ring (see Changing the Ring Tone on page 108), you have to press the **Answer** soft key to answer the call.

Answering When You're in an Active Call

Your phone can have only one active call at one time. If you answer a call when you're already in a call, the call you were in is automatically placed on hold.

If you're in a call and an incoming call arrives:

- A call waiting tone beeps. (Your system administrator can change the tone to another sound, or make it silent.)

- The Ringing icon, 🎵 , displays in the status bar.

- Incoming call information displays in the status bar. The active call information remains in the center of the screen.

- A call counter (for example, 1/2), displays in the status bar to indicate that you have more than one call.

Ringing icon   Incoming call information   Call counter

Active call information
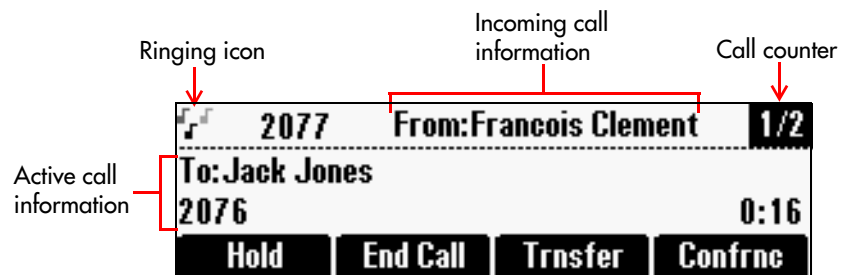
To answer the call, scroll down to the incoming call and press ⌒ or the **Answer** soft key. If your phone has a silent ring (see Changing the Ring Tone on page 108), you have to press the **Answer** soft key to answer the call. The call you were in is automatically held.

Answering on Shared Lines

You answer a call on a shared line the same way you answer a call on a private line. To answer a call, press ⟨🎧⟩ or the **Answer** soft key. If your phone has multiple calls, you have to scroll to the call first.

If you want someone else with the same shared line to answer the call, you can do any of the following:

- Let your phone continue to ring and wait until someone else answers the call.

- Press the **Silence** soft key to stop your phone from ringing, and then wait until someone else answers the call. The call will still ring on the phones that share your line.

  Even though you press the Silence soft key, the call will still display on your phone and you can still choose to answer it.

- Answer the call, and then press the **Hold** soft key. Any phone with the same shared line can resume the call.

For more information about shared lines, see Sharing Lines on page 107.

Calling

You can place a call by:

- Entering a phone number.
- Entering an IP address or a URL.
- Choosing an entry in a call list, directory, or speed dial list.
- Redialing the previously placed call.

> You can have only one active call at one time. Therefore, if you have an active call and want to place a call, place the active call on hold first.

> If your phone is locked, see Locking and Unlocking Your Phone on page 102 for information on answering calls when your phone is locked.

Calling by Entering a Phone Number

You can place a call with a dial tone (off-hook dialing) or without a dial tone (on-hook dialing).

To call off-hook:

1   Press ⟨🎧⟩ or the **New Call** soft key to obtain a dial tone.

2   Enter the number you want to call.

3   Press the **Send** soft key.

> Your administrator sets up your phone to automatically place a call after you enter a certain number of digits. You may not have to press the **Send** soft key.
>
> If your call is placed before you enter all the digits, you have to place the call on-hook, as described next.

To call on-hook:

>>   Enter the number you want to call, and then press the **Dial** soft key.

Calling by Entering an IP Address or URL

To dial an IP address or a URL, you have to dial the call off-hook.

> This feature may not be available on your phone.

To dial an IP address or URL:

1   Press ⟨🎧⟩ or the **New Call** soft key to obtain a dial tone.

2   From the Enter number screen, press the **URL** soft key.

3   From the Enter URL screen, enter the address you want to call. The maximum number of characters you can enter is 252.

   For information on how to enter an IP address or URL, see Entering Data and Enabling Items on page 19.

4   Press the **Send** soft key.

Calling from a Call List

You can choose a record in a missed, placed, or received call list and dial the associated party.

To call from a call list:

1 From the idle screen, use one of the arrow keys to access a call list. If you have held calls, press the **New Call** soft key first.

To view this call list...	Press this arrow key...
Missed calls	
Received calls	
Placed calls	

2 From the call list screen, scroll to the entry you want to dial, and then press the **Dial** soft key.

Calling from a Directory

You can place calls from the Contact and Corporate Directories.

To call from the Contact Directory:

1 Press (MENU), and then select **Features > Contact Directory**.

2 From the Directory screen, scroll to the contact you want to call, and then press the **Dial** soft key.

To call from the Corporate Directory:

1 Press (MENU), and then select **Features > Corporate Directory**.

2 From the Corporate Directory search screen, search for the contact you want to call (see Searching the Corporate Directory on page 81).

3 Scroll to the contact, and then press the **Dial** soft key.

Calling from the Speed Dial List

You can assign a speed dial number to any contact in your Contact Directory so you can automatically dial the contact.

- To create a contact with a speed dial number, see Updating the Contact Directory on page 77.
- To locate a contact's speed dial number, search for the contact in the Contact Directory, and then scroll to the contact's Speed Dial Index field. To search for a contact, see Searching the Contact Directory on page 77.

To call using speed dial:

1   From the idle screen, press ⌒⌄. If you have held calls, press the **New Call** soft key first.

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

    —   Enter the contact's speed dial number.

    or

    —   Scroll to the contact you want to call, and then press the **Dial** soft key.

The call is placed.

Calling by Redialing

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

To dial the last placed call:

>>   Press 🔲.

To dial a previously called number:

1   From the idle screen, press ▸. If you have held calls, press the **New Call** soft key first.

2   From the Placed Calls list, scroll to the number you want to dial, and then press the **Dial** soft key.

Ending Calls

How you end a call depends if you have an active or held call.

To end a call from your computer or mobile phone, see Ending Mobile Phone or Computer Audio Calls on page 88.

To end an active call:

>>   Press 🔘 or the **End Call** soft key. If you have multiple calls, scroll to the active call first, and then end it.

To end a held call:

>>   Press the **Resume** soft key, and then press 🔘. If you have multiple calls, scroll to the held call first, and then end it.

While Your Phone Rings

While your phone rings, you can:

- Ignore the call by stopping your phone from ringing.

- Reject the call by terminating it without answering it.

- Forward the call to another party.

Ignoring Incoming Calls

Ignoring an incoming call is a handy feature if you're busy or in the middle of a conversation and want to stop your phone from ringing. Even though your phone will stop ringing, you'll still have the option to answer the call.

To ignore a call:

>> While your phone rings, press the **Ignore** soft key (for private lines) or the **Silence** soft key (for shared lines).

Your phone stops ringing, but the call still displays on your phone screen. To answer the call before it disconnects, press the **Answer** soft key.

- Instead of silencing the ringer each time you have a call, you can set up your phone so that all incoming calls have a silent ring. For more information, see Changing the Ring Tone on page 108.

- If you want to stop all incoming calls before your phone has the chance to ring, enable the Do Not Disturb (DND) feature. If you enable DND, you can't answer calls. For information on enabling DND, see Stopping All Calls (Do Not Disturb) on page 74.

Rejecting Calls While Your Phone Rings

When you reject an incoming call, you end the call before the call connects. The call will be displayed in your Received Calls list.

Your system administrator determines how rejected calls are handled. For example, rejected calls may go directly to your voice mail system or be forwarded to another party.

Rejecting calls isn't available on shared lines. To silence a call on a shared line, see Ignoring Incoming Calls on page 64.

To reject a call:

>> While your phone rings, press the **Reject** soft key.

The call is disconnected.

Forwarding Calls While Your Phone Rings

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

You can also set up your phone to automatically forward incoming calls to a another party (see Forwarding Calls Automatically on page 72), or forward calls from a specific contact to another party (see Diverting All Calls from a Contact to Another Party on page 74).

> Call forwarding isn't available on shared lines.

To forward an incoming call as your phone rings:

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

2 From the Call Forwarding screen, enter the number to forward the incoming call to.

> Your phone displays the last number you forwarded calls to. To delete the number, press the **<<** soft key.

3 Press the **Forward** soft key.

The incoming call is forwarded to the number you entered.

During Calls

During an active call, you can:

- Answer an incoming call (see Answering When You're in an Active Call on page 59).

- Place the call on hold.

- Transfer the call to another party.

- Set up a conference call between yourself, the party you're talking to, and another party.

Holding and Resuming Calls

You can place up to eight calls on hold at any given time. When a call is on hold, the indictor lights flash red.

When you have more than one call, a counter displays at the top-right of the screen (as shown next) indicating the total number of calls you have, and which call is currently being displayed. The most recent call displays first.

The following figure shows that your phone has two calls, and you're currently viewing the first call in the list, or the most recent call. You can scroll down to see older calls.

Call counter

For more information about handling multiple calls at the same time, see Handling Multiple Calls at a Time on page 56.

> For information on placing computer or mobile phone audio on hold, see Connecting Mobile Phone and Computer Audio on page 85.

To place a call on hold:

>> During a call, press the **Hold** soft key. If you have multiple calls, scroll to the active call first, and then hold it.

The indicator lights flash red to indicate that a call is on hold.

To resume a held call:

>> While a call is on hold, press the **Resume** soft key. If you have multiple calls, scroll to the held call first, and then resume it.

Transferring Calls

While you're in a call, you can transfer the call to another party.

When you transfer a call, you have the option to talk to the party to whom you're transferring the call, or you can automatically transfer the call without speaking to the other party.

To transfer a call:

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

 The active call is placed on hold.

2 Place a call to the party to whom you want to transfer the call.

3 When you hear the ring-back sound, or after you speak with the other party, press the **Trnsfer** soft key to transfer the call.

 To cancel the transfer before the call connects, and return to the original call, press the **Cancel** soft key.

> You can automatically transfer the call without speaking to the second party:
> During a call, press the **Trnsfer** soft key, and then press the **Blind** soft key. Then, place a call to the party to whom you want to transfer the call. The transfer automatically completes.

Hosting Conference Calls

You can create a conference with up to two other parties.

After you set up a conference, you can place the conference call on hold, split the conference call into two held calls, or end your connection to the conference call participants.

If the conference management feature is enabled on your phone, you can mute, hold, and remove individual conference participants.

This section includes the following topics:

- Setting Up Conferences on page 67
- Holding and Resuming Conferences on page 68
- Splitting Conferences into Two Calls on Hold on page 69
- Ending Conferences on page 69
- Managing Conferences on page 69

> - One of the parties in a conference call can be a mobile phone or computer audio source. For information on setting up and managing conferences with computer or mobile phone audio, see Connecting Mobile Phone and Computer Audio on page 85
> - For tips on hosting conference calls and conference call etiquette, see *Polycom Conference Call Etiquette*.

Setting Up Conferences

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

- Using the **Confrnc** soft key or [CONF].
- Using the **Join** soft key, if you have an active call and a held call.

To set up a conference using the Conference key:

1 Call the first party.

2 Press ⟮☎⟯ or the **Confrnc** soft key. The active call is placed on hold.

3 Enter the number of the second party, and then press the **Send** soft key.

4 When the second party answers, press ⟮☎⟯ or the **Confrnc** soft key to join all parties in the conference.

The Active:Conference screen displays.

```
┌─────────────────────────────────────────┐
│ ☎  2077 Tue, Sep 14  11:01 AM            │
│ ·········································· │
│ Active:Conference                        │
│                                  0:13    │
│ ┌──────┬──────────┬─────────┬─────────┐  │
│ │ Hold │ End Call │ Manage  │ Split   │  │
│ └──────┴──────────┴─────────┴─────────┘  │
└─────────────────────────────────────────┘
```
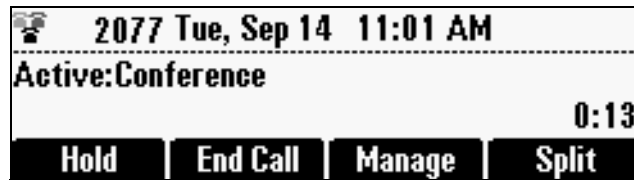
To set up a conference call with an active call and a held call:

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

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

> If you have an active call and multiple held calls, the Join soft key isn't available from the active call. Scroll to the held call that you want to add to the conference, and then press the **Join** soft key.

Holding and Resuming Conferences

When you place a conference call on hold, you place the other two conference participants on hold. Your phone treats a held conference call as one held call. Your phone can have a total of eight held conferences at one time.

To place a conference call participant on hold, see Placing Conference Call Participants on Hold on page 70.

To place a conference call on hold:

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

(If you're in the Manage Conference screen, press the **Back** soft key to display the Active:Conference screen.)

The Hold:Conference screen displays. The other two conference participants are placed on hold. The indicator lights flash red to indicate a held call.

```
 ▲  2077 Tue, Sep 14  11:38 AM
----------------------------------------
Hold:Conference
                                   0:39
----------------------------------------
   Resume  |  New Call  |   Split
```
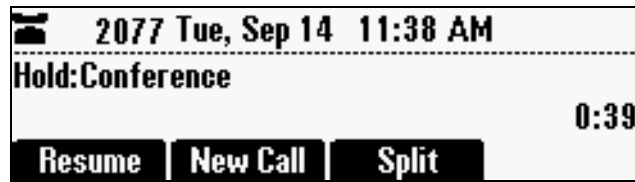
To resume the conference call, press the **Resume** soft key. The Active:Conference screen will display again.

Splitting Conferences into Two Calls on Hold

When you split a conference, you end the conference and place the other two conference 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

When you end a conference, you end your connection to the other conference participants. By default, the other parties remain connected.

To end a conference:

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

By default, the conference ends and the other two conference participants remain connected.

Managing Conferences

If you're in an active conference call, you can press the **Manage** soft key to manage each conference call participant.

From the Manage Conference screen, you can scroll to a conference participant and do the following:

• Place the participant on hold.

• Remove the participant from the conference.

• Obtain additional information about the participant.

• Mute the participant.

The following figure shows the Manage Conference screen. To return to the Active:Conference screen, press the **Exit** soft key.

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 the conference call on hold, see Holding and Resuming Conferences on page 68.

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 held participant can't hear anyone, and noone 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, they will still be on hold even if you press the **Resume** soft key.

Removing a Conference Call Participant

When you remove a conference call participant, the conference call ends. An active call remains between you and the other party.

To remove a conference call participant:

\>\> From the Manage Conference screen, scroll to the participant you want to remove, and then press the **Remove** soft key.

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

Obtaining Information About a Conference Call Participant

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

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 **More** soft key, and then press the **Info** soft key.

The Participant Info screen displays. Scroll to view additional information about the conference participant, such as if they're currently on hold or muted.

```
📶      Participant Info        ↓
1. Name: Jack Jones
2. Number: 2076
                        Back
```
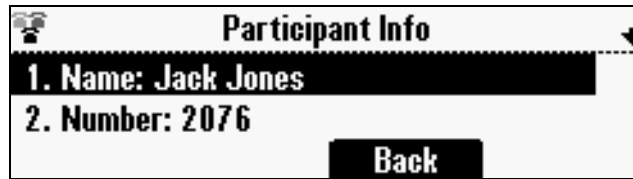
3   Press the **Back** soft key to return to the Manage Conference screen.

Muting Conference Call Participants

When you mute a conference call participant, the muted participant can hear everyone, but noone can hear the muted participant.

To mute a conference call participant:

1   From the Manage Conference screen, scroll to the participant you want to mute.

2   Press the **More** soft key, and then press the **Far Mute** soft key.

The muted participant can hear everyone, but noone can hear the muted participant.

If you press (🎤) instead of the **Far Mute** soft key, all conference participants can hear each other, but they cannot hear you.

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

Changing the Way Calls are Answered

You can set up your phone to automatically do the following:

• Forward incoming calls to another party.

• Reject all the calls from a specific contact.

• Divert all incoming calls from a contact to another party.

• Stop all incoming calls and prevent your phone from ringing (the Do Not Disturb feature).

Forwarding Calls Automatically

You can set up your phone to automatically forward incoming calls to another party. You can choose to forward all incoming calls, or just those calls that arrive when you're already in a call, or when you don't answer. Your phone will forward calls even if you enable the Do Not Disturb feature.

You can also forward calls on a call-by-call basis. For more information, see Forwarding Calls While Your Phone Rings on page 65.

Call forwarding isn't available on shared lines.

To forward calls to another number:

1   From the idle screen, press the **Forward** soft key.

2   From the Forwarding Type Select screen, select the forwarding type you want. 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're already in a call.

3   Do one of the following:

   —   If you selected **Always**, the Call Forward Always screen displays. Enter a number to forward all incoming calls to.

   —   If you selected **No Answer**, the Call Forward No Answer screen displays. Do the following:

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

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

   —   If you selected **Busy**, the Call Forward Busy screen displays. Enter a number to forward all incoming calls to when you're already in another call.

4   Press the **Enable** soft key.

If you selected the forwarding type **Always**, a moving arrow, ⤵, and the text 'Call Forward Enabled' display on the phone screen, as shown next.

```
⤵   2077 Call Forward Enabled
─────────────────────────────────
    Tuesday, September 14   12:06 PM
─────────────────────────────────
  New Call │  Forward
```

To disable call forwarding:

1   From the idle screen, press the **Forward** soft key.

2   From the Forwarding Type Select screen, select the forwarding type to disable.

3   To turn off call forwarding, press the **Disable** soft key.

Rejecting Calls from a Contact

You can customize your phone so that incoming calls from a specific party don't ring on your phone. Your system administrator determines how rejected calls are handled. For example, rejected calls may go to your voice mail system. Calls that are rejected from a specific contact will be displayed in the Missed Calls list.

> Rejecting calls isn't available on shared lines.

To reject an incoming call from a specific contact:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen, scroll to the contact whose calls you want to reject, and then press the **Edit** soft key.

3   From the Edit Contact screen, scroll to **Auto Reject** and enable the setting.

4   Press the **Save** soft key.

Diverting All Calls from a Contact to Another Party

You can customize your phone so that incoming calls from a contact are transferred directly to another party.

To transfer incoming calls from a contact to another party:

1 Press (MENU), and then select **Features > Contact Directory**.

2 From the Directory screen, find the contact for whom you want to transfer calls, and then press the **Edit** soft key.

3 From the Edit Contact screen, do the following:

— Scroll to **Divert Contact**, and then enter the number of the party to whom you want to divert the call.

You can enter a maximum of 32 characters.

— Scroll to **Auto Divert** and enable the setting.

4 Press the **Save** soft key.

Stopping All Calls (Do Not Disturb)

You can refuse all incoming calls and prevent your phone from ringing. This is the Do Not Disturb (DND) feature. When DND is enabled, you don't have the option to answer calls.

Calls you receive while Do Not Disturb is enabled will be displayed in your Missed Calls list. If you have chosen to forward incoming calls to another number, calls will still be sent to that number.

When you enable Do Not Disturb, a flashing icon, ✖ , and 'Do Not Disturb' display in the status bar, as shown next.
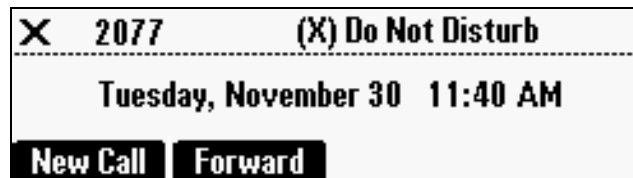
Enabling Do Not Disturb on shared lines disables ringing only. The call will still display on your screen and you can still choose to answer the call.

To enable and disable Do Not Disturb:

1   Press (MENU), and then select **Features**.

The Features screen displays. If Do Not Disturb isn't highlighted, scroll to it.

2   To toggle Do Not Disturb on or off, press ▷ .

Working with 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, a message indicating the number of missed calls you have displays in the status bar, as shown next. To view information about the missed call, view your Missed Calls list (see Viewing Call Lists on page 75). After you view the Missed Calls list, the message on the idle screen is removed.

Missed call notification
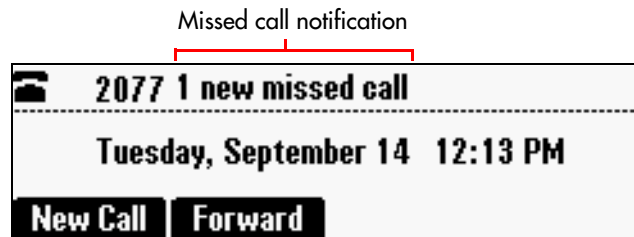
You can save call list entries to your Contact Directory. For information on how to update the Contact Directory with an entry from a call list, see Adding Contact Directory Entries on page 78.

Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access a call list from the idle screen. After you access a call list, you can view detailed information about a specific entry. For example, you can see the name and phone number of the party that you called or that called you, as well as the time and duration of the call.

To view a call list:

>> Do one of the following:

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

or

— From the idle screen, press one of the Arrow keys to access a call list:

To view this call list...	Press this Arrow key...
Missed Calls	⌄
Received Calls	◂
Placed Calls	▸

To view details for a call list entry:

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

2 From the call list, scroll to the call list entry, and then press the **Info** soft key.

Clearing Call List Entries

You can clear all the records in a call list, or just one record.

If you restart your phone, you'll automatically clear all call list entries.

To clear one or all records in a call list:

1 Press 🔘, and then select **Features > Call Lists**.

2 From the Call Lists screen, do one of the following:

— To clear all the records in a call list, select **Clear**. From the Clear screen, select the call list you want to clear.

A 'Cleared!' message displays when you clear a call list.

or

— To clear a single record in a call list, select the call list that has the record you want to remove. From the call list's screen, scroll to the call you want to remove, and then press the **Clear** soft key.

Editing Call List Entries

Edit a call list entry if you want to update the contact name or number before you dial the number or save the contact to the Contact Directory.

To edit a call list entry:

1   Press (MENU), and then select **Features > Call Lists > Missed Calls**, **Received Calls,** or **Placed Calls**.

2   From the call list, scroll to the entry you want to edit, and then press the **Edit** soft key.

Working with the Contact Directory

Your Contact Directory is a list of names and numbers that you contact frequently. If you have permission to update your Contact Directory, you can add, edit and delete contacts. To find out how many contacts you can store in the directory, contact your system administrator.

Searching the Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact in the Contact Directory:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen:

   a   Press the **Search** soft key.

   b   Enter the first few characters of the contact's first or last name.

   c   Press the **Search** soft key again.

3   From the Directory Search screen, scroll to the contact you're searching for.

Updating the Contact Directory

You can add a contact to the Contact Directory, or update or delete an existing contact.

Adding Contact Directory Entries

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

*   Manually, by entering the contact information yourself.

*   From a call list.

*   From a Corporate Directory.

To add a Contact Directory entry manually:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen, press the **Add** soft key.

The Add To Directory screen displays.

3   Enter the contact information:

—   (Optional.) In the **First Name** field, enter the contact's first name.

You can enter a maximum of 32 characters.

—   (Optional.) In the **Last Name** field, enter the contact's last name.

You can enter a maximum of 32 characters.

—   (Required.) In the **Contact** field, enter the contact's phone number.

You can enter a maximum of 128 characters. The phone 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, the entry will not be saved.

—   (Optional.) In the **Speed Dial Index** field, update the contact's speed dial index number.

The speed dial index number is automatically assigned to the next available index value. If you want, you can change the speed dial index value. The speed dial index value can be any value between the next available number and a maximum value of 9999.

If you assign a speed dial index number that is already taken, the message 'Speed dial index already exists' displays. If you enter an invalid speed dial index number (for example, 0 or 00), the message 'Speed dial index is invalid' displays.

— (Optional.) In the **Label** field, enter a word or words to identify the contact.

You can enter a maximum of 32 characters.

A label can be anything that uniquely identifies the contact, such as the contact's job title or department. For example, the label could be 'Manager' or 'Sales.'

If you specify a label, the label will precede the contact's name in the Contact Directory and on the Speed Dial Info screen, as shown next.
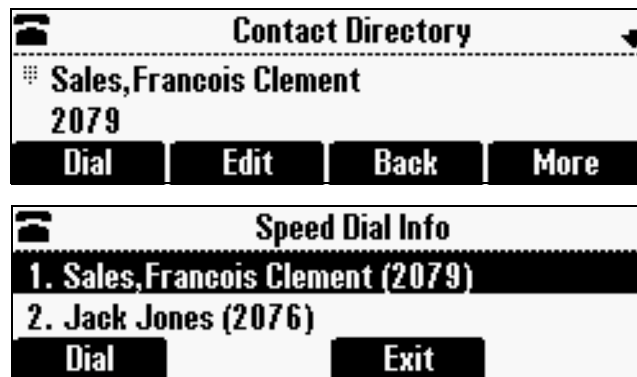
— (Optional.) In the **Ring Type** field, select the ring type you want to use for the contact. To display the ring types, press ⟩ or ⟨ .

For information on setting the ring type, see Setting Unique Ring Tones for Contacts on page 109.

— (Optional.) For **Divert Contact**, enter the phone number of the third party to which you want this contact's calls sent.

You can enter a maximum of 32 characters.

— (Optional.) For **Auto Reject**, enable or disable the option.

If you enable the Auto Reject option, the calls from this contact won't ring on your phone. Rejected calls will be displayed in your Missed Calls list.

Your system administrator determines how rejected calls are handled. For example, rejected calls may go to your voice mail system or be forwarded to another party.

— (Optional.) For the **Auto Divert** setting, enable or disable the option.

If you enable the Auto Divert option, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.

4 Press the **Save** soft key.

To add a Contact Directory entry from a call list:

1   To select a call list, press ⬤, and then select **Features > Call Lists >
    Missed Calls**, **Received Calls**, or **Placed Calls**.

2   Scroll to the entry you want to save to your Contact Directory, and then
    press the **Save** soft key.

    Only the first name, last name, and phone number are saved.

    If the contact doesn't exist in the directory, 'Saved' displays on the phone
    screen. If the contact already exists, 'Contact already exists' displays.

> Since only the contact's name and number are saved, you may want to go to the
> Contact Directory and add additional contact information. To update contact
> information, see Updating Contact Directory Entries on page 80.

To add a Contact Directory entry from the Corporate Directory:

1   Press ⬤, and then select **Features > Corporate Directory**.

2   From the Corporate Directory search screen, search for the contact (see
    Searching the Corporate Directory on page 81).

3   Scroll to the contact, and then press the **View** soft key.

4   From the Contact screen, press the **Save** soft key to save the entry to your
    Contact Directory.

    Only the first name, last name, and phone number are saved. If the contact
    doesn't exist in the directory, 'Saved' displays on the phone screen. If the
    contact already exists, 'Contact already exists' displays.

> Since only the contact's name and number are saved, you may want to go to the
> Contact Directory and add additional contact information. To update contact
> information, see Updating Contact Directory Entries on page 80.

Updating Contact Directory Entries

You can add or change information for an entry in the Contact Directory.

To update a contact in the Contact Directory:

1   Press ⬤, and then select **Features > Contact Directory**.

2   From the Directory screen, find the contact whose information you want
    to update, and then press the **Edit** soft key.

3   From the Edit Contact screen, update the contact information. For
    information on the fields you can update, see Updating the Contact
    Directory on page 77.

4   Press the **Save** soft key.

Deleting Contact Directory Entries

You can remove an entry from your Contact Directory.

To delete a contact from the Contact Directory:

1   Press (MENU), and then select **Features > Contact Directory**.

2   From the Directory screen, find the contact you want to delete, and then press the **Delete** soft key.

The contact is deleted from the directory.

Working with a Corporate Directory

If your system administrator sets up a Corporate Directory on your phone, you may be able to see contacts in your Corporate Directory. Your system administrator determines which contacts you can see. You can search for contacts in the Corporate Directory, and add selected contacts to your Contact Directory.

> You can't edit contacts in your Corporate Directory. You can only search for and dial contacts, and add contacts from your Corporate Directory to your Contact Directory. For information on adding Corporate Directory entries to your Contact Directory, see Adding Contact Directory Entries on page 78.

Searching the Corporate Directory

Search for a contact by entering specific search criteria.

> You can save your Corporate Directory search results so that whenever you re-display Corporate Directory, the last search you performed will be displayed. To enable this feature, see Saving Your Corporate Directory Search Results on page 82.

To search for a contact in the Corporate Directory:

1   Press (MENU), and then select **Features > 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, enter the first few characters of the contact's name, 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. From the Advanced Find screen, enter your search criteria, and then press the **Submit** soft key. The screen displays any successful matches.

(To erase your search criteria before you press the Submit soft key, press the **Clear** soft key.)

Saving Your Corporate Directory Search Results

You can enable your phone to save your last Corporate Directory search results. Whenever you re-display the 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 the Corporate Directory, a blank search screen will display.

To enable your phone to save your Corporate Directory search results:

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

2   From the View Persistency screen, select **Enabled**.

3   Press the **Back** soft key.

Using Voice Mail

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.

•   Flashing indicator lights.

To listen to voice mail messages:

1   Press (MENU), and then select **Features > Messages > Message Center.**

The Messages screen displays, indicating the number of urgent, new, and old messages you have.

```
┌─────────────────────────────────────────────┐
│ ✉        Messages              ▼             │
│ ·············································  │
│ Urgent: 0                                    │
│ New: 9                                       │
│          Connect  │  Back  │  Clear          │
└─────────────────────────────────────────────┘
```

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

3   Press (MENU) to return to the idle screen.

> You can temporarily remove your voice mail indicators without listening to your messages. To remove the indicators, follow the above steps, but instead of pressing the Connect soft key, press the **Clear** soft key. The indicators will reappear after about an hour.

Using Instant Messaging

You can send and receive instant messages using your phone. Your phone may indicate instant messages by the following:

•   An icon, ✉, on the phone screen.

•   A stutter dial tone instead of a normal dial tone.

•   Fast-flashing indicator lights.

Reading and Managing Instant Messages

From the Instant Messages screen, you can view, delete messages, or write instant messages.

To manage instant messages:

1   Press (MENU), and then select **Features > Messages > Instant Messages**.

2   From the Instant Messages screen, do one of the following:

—   To view instant messages, press the **Next** or **Prev** soft keys to cycle through the messages in order. Messages display in the order they are received. The first message you received displays first.

—   To delete messages, press the **Next** or **Prev** soft keys to scroll to the message, and then press the **Delete** soft key.

—   To create a new message, press the **New** soft key, and then compose a message or choose a pre-scripted one (see Sending Instant Messages, below.)

Sending Instant Messages

You can send a new message or reply to one you already have. You can write your own message, or choose from a variety of pre-scripted ones.

To send an instant message:

1   Press (MENU), and then select **Features > Messages > Instant Messages**.

2   From the Instant Messages screen, do one of the following:

—   To send a new message, press the **New** soft key. Then, enter the phone number or address, and then press the **Ok** soft key.

or

—   To reply to a message, press the **Next** or **Prev** soft keys to select a message. Then, press the **Reply** soft key.

The Instant Messages screen displays, with the phone number or address you entered.

3   Write the message. Do one of the following:

—   To choose from various pre-scripted short messages, press the **Select** soft key. From the Message Select screen, scroll to the message you want.

or

—   To compose a custom message, press the **Edit** soft key, and then enter your message.

4   Press the **Send** soft key.

5   Press (MENU) to return to the idle screen.

Connecting Mobile Phone and Computer Audio

To connect a mobile phone or computer audio source to your conference phone, you require optional cables that are not included with your conference phone. For information about how to obtain these optional accessories, see your phone reseller.

For information on how to connect the cables to the 2.5mm port on your conference phone, see the *Quick Start Guide for the Polycom SoundStation Duo Conference Phone* available from the SoundStation Duo Support web site.

If you want to connect a mobile phone to the SoundStation Duo, be aware of the following:

- The optional Mobile Phone Cable connects to the headset connector on your mobile phone. If your mobile phone does not support this type of connection, you will need an adapter (not included).

- Full duplex audio quality may not be supported when the SoundStation Duo is connected for conferencing through a mobile phone, and diminished audio quality may occur. This can be the result of poor signal quality on the mobile phone network, as well as incompatibilities between the mobile phone and the SoundStation Duo.

This feature allows you to use your conference phone to carry on conversations from your mobile phone or computer's calling application (for example, Skype™, MSN® Messenger, or Yahoo!® Messenger).

For example, if you're in a call on your mobile phone, you can connect your mobile phone to the conference phone using Polycom's Mobile Phone Cable. Or, if you're in a call using Skype, you could connect your computer to your conference phone using Polycom's Computer Calling Cable. Your conference phone's speaker and microphones can then be used to include everyone in the conference room or office in the conversation.

Before you use a mobile phone or computer audio source with your phone, you need to set the audio type so your phone will know what kind of audio is connected.

You can't forward, reject, or transfer mobile phone and computer audio.

Setting the Audio Type

You need to assign an audio type (mobile phone or computer) so your phone knows what kind of audio is attached. When you select the appropriate audio type, the SoundStation Duo will deliver optimal audio levels.

To set an audio type:

1   Press ⌨, and then select **Features > 2.5mm Mode**.

2   From the 2.5mm Mode screen, select one of the following:

— **Mobile Phone Audio**   Choose this option if you want your conference phone to automatically assume a mobile phone is attached when a cable is connected to your conference phone's 2.5mm audio connector.

— **Computer Audio**   Choose this option if you want your conference phone to automatically assume a computer is attached when a cable is connected to your conference phone's 2.5mm audio connector.

Listening to Mobile Phone or Computer Audio

Before you can listen to mobile phone or computer audio on your conference phone, you have to answer a mobile phone or computer call using your mobile phone or computer calling application interface. As well, you have to make sure one of the optional cables connects your mobile phone or computer to your conference phone. How you listen to mobile phone or computer audio on your conference phone depends if your conference phone is idle, has an active call, or has held calls.

> You mute and adjust the volume of mobile phone or computer calls the same way you control regular calls (see Changing the Speaker Volume on page 109 and Muting the Microphones on page 109).
>
> Many computer calling applications automatically adjust the sound settings on your computer when you launch the application. If the volume from the SoundStation Duo is too high or too low, you may need to adjust your computer's volume settings.

Listening to Mobile Phone or Computer Audio When Your Conference Phone is Idle

If your conference phone is idle, 'From: PC-Mobile audio' displays in the center of the screen, as shown next. The mobile phone or computer audio source automatically becomes the active call, and you can hear any audio associated with the mobile phone or computer calling application. If there isn't any audio, you can wait for a call, answer it from your mobile phone or computer calling application, and then listen to the audio on your conference phone.

Listening to Mobile Phone or Computer Audio When Your Conference Phone Has an Active Call

If your conference phone has an active call, 'From:PC-Mobile audio' displays in the status bar, as shown next.
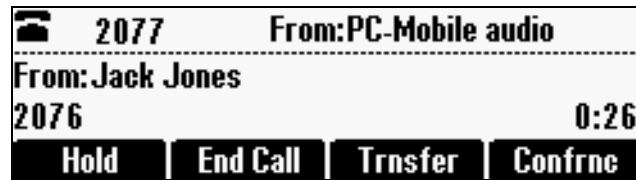
To listen to mobile phone or computer audio when your conference phone has an active call:

\>\> Scroll to 'From:PC-Mobile audio,' and then press the **Accept** soft key.

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

Listening to Mobile Phone or Computer Audio When Your Conference Phone Has Held Calls

If your conference phone has held calls, 'From: PC-Mobile audio' displays in the center of the screen, as shown next. To answer the mobile phone or computer call, press the **Accept** soft key.
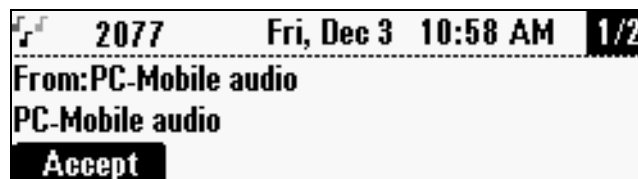
> You can't reject incoming mobile phone or computer calls on your conference phone. To end mobile phone or computer calls, see Ending Mobile Phone or Computer Audio Calls on page 88.

Ending Mobile Phone or Computer Audio Calls

If you don't want to hear mobile phone or computer audio through your conference phone's speakers, or you don't want to see 'From:PC-Mobile audio' on your conference phone screen, disconnect the cable from the conference phone.

To terminate a mobile phone or computer call, you have to end it from the mobile phone or computer calling application. Even though you end a call, if the cable is still attached to your conference phone, 'From:PC-Mobile audio' will still display on your conference phone.

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

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

Holding Mobile Phone or Computer Audio Calls

To place a mobile phone or computer call on hold, scroll to **From:PC-Mobile audio**, and then press the **Hold** soft key. To make the mobile phone or computer audio source active again, scroll to **From:PC-Mobile audio**, and then press the **Resume** soft key.

Creating Conference Calls with Mobile Phone or Computer Audio

You can set up a conference call with two other parties. One party can be a mobile phone or computer audio source.

To create a conference call with a mobile phone or computer audio source:

>> Do one of the following:

— If you have an active mobile phone or computer audio source, use the **Cnfrnc** soft key to set up a conference. For information about how to use the Cnfrnc soft key to set up a conference, see Hosting Conference Calls on page 67.

— If you have an incoming or active mobile phone or computer audio source and one held call, scroll to **PC-Mobile audio**, and then press the **Join** soft key.

— If you have an incoming or active mobile phone or computer audio source and multiple held calls, scroll to the held call you want to create a conference with, and then press the **Join** soft key.

- — If you have an active call and an incoming mobile phone or computer audio source, scroll to **PC-Mobile audio**, and then press the **Join** soft key.

- — If you have an active call and a held mobile phone or computer audio source, press the **Join** soft key.

You manage conference calls with mobile phone or computer audio just as you do with other phone calls. However, when you manage mobile phone or computer audio, only the Hold and Info soft keys are available. You can't mute or remove a mobile phone or computer audio source.

For detailed information on setting up conferences using the Cnfrnc and Join soft keys, as well as managing conference calls, see Hosting Conference Calls on page 67.

Broadcasting Messages Using Push-to-Talk and Group Paging

The Group Paging and Push-to-Talk (PTT) features enable you to broadcast a message to as many people as have subscribed to a channel or have been placed in a group. Your system administrator can set up both features on your phone.

Group Paging mode enables you to broadcast a one-way announcement to people subscribed to a paging group. The people receiving the announcement can't respond to the message.

PTT mode enables you to broadcast a message to people subscribed to a channel. The people receiving the message can respond to the message by broadcasting a message over the same channel. In this way, PTT is a collaborative broadcast mode.

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 (for example, All, HR Dept, Shipping Staff, Executives, etc.). Each group or channel will have one of the following priorities:

Normal (for Groups/Channels 1-23)—Broadcasts sent to Groups/Channels 1 to 23 are considered Normal broadcasts. When a phone receives more than one Normal broadcast, the first broadcast received is accepted, and all others are ignored (not played and not stored). By default, all phones receive broadcasts sent to Group/Channel 1.

Priority (for Group/Channel 24)—Broadcasts sent to Group/Channel 24 are considered Priority broadcasts. All phones receive Priority broadcasts unless Do Not Disturb is enabled. If a phone receives a Priority broadcast while an Emergency broadcast is already playing, the Priority broadcast is placed on hold. Phones play Priority broadcasts at the phone's current audio level.

Emergency (for Group/Channel 25)—Broadcasts sent to Group/Channel 25 are considered Emergency broadcasts. All phones receive Emergency broadcasts (even if Do Not Disturb is enabled), and play them immediately. By default, phones play Emergency broadcasts at the highest audio level. The audio level will return to normal for subsequent non-Emergency broadcasts.

Push-to-Talk Mode

Your phone may be enabled to operate in a broadcast mode called Push-to-Talk (PTT). In PTT mode, you broadcast messages on a specific channel. In order to send and receive PTT broadcasts on certain channels, you have to subscribe to those channels.

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

Sending and Receiving PTT Broadcasts

To send and receive PTT broadcasts, you need to subscribe to certain channels. By default, you're subscribed to Channels 1, 24 (the Priority channel), and 25 (the Emergency channel). This means that:

- You can send PTT broadcasts on Channels 1, 24, and 25.

- You'll receive PTT broadcasts sent 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 noone responds within the waiting period, the channel closes.

Sending PTT Broadcasts

If you send a PTT broadcast without specifying a channel, it's automatically transmitted on the default channel. Channel 1 is the default channel that all broadcasts transmit on, if no channel is specified for a broadcast.

You can change your default channel to any channel you want (see Updating the Default Channel on page 95). If you change your default channel, you'll need to make sure you're subscribed to that channel, or else the channel won't be available when you initiate a PTT broadcast. To subscribe to a channel, see Updating Channel Subscriptions on page 95.

To send a PTT broadcast:

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

> 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 (as shown next).

```
☎         PTT Channels List        ↓
1. Default: Channel 1
2. Recent: Teachers (18)
              Talk  │   Exit
```
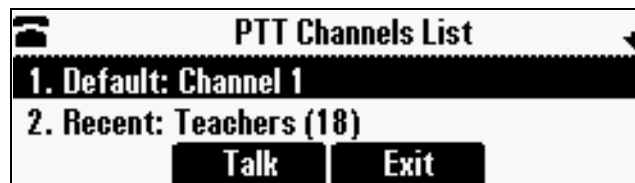
The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

In the above example:

— The default channel is **1**.

— Your most recent broadcast was on Channel 18 (Teachers). The label 'Teachers' is set by your system administrator.

3 To start the broadcast, press and hold the **Talk** soft key. (You need to press the **Talk** soft key throughout the entire broadcast.)

You'll hear a 'transmitting' beep, and then 'Sending PTT' displays on the screen (as shown next).

```
☎   2077      Thu, May 5   10:48 AM
To: Teachers (Channel 18)
Sending PTT                      0:02
            Talk  │ End PTT │ New Call
```
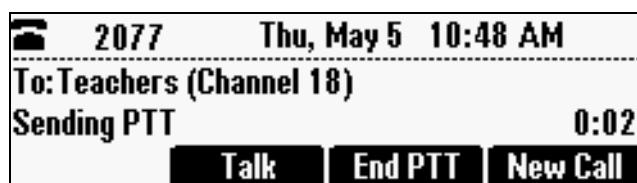
4 Start talking.

> If you release the **Talk** soft key while you're sending the broadcast, the broadcast temporarily stops and enters a 10 second 'Waiting' period, as shown next. 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 noone broadcasts during the waiting period, the channel closes and the broadcast ends.

```
📞  2077        Thu, May 5  10:53 AM
To:Teachers (Channel 18)
Waiting                        0:10
            Talk  │ End PTT │ New Call
```
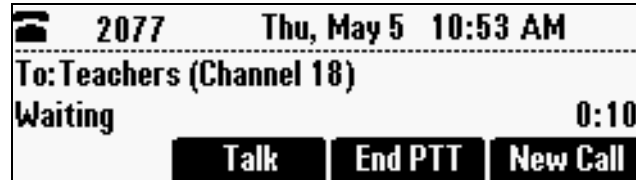
5   When you finish your broadcast, do one of the following:

   —   Release the **Talk** soft key. The broadcast temporarily stops and enters a 10-second waiting period to allow others to reply, or you to resume the broadcast. If noone responds during a waiting period, the channel closes and the broadcast ends.

   —   Press the **End PTT** soft key. The broadcast temporarily stops and enters a 10-second waiting period to allow others to reply. If there are no replies, the channel closes and the broadcast ends. 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 95.

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 94).

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 displays on the screen and immediately plays, regardless of the broadcast priority.

```
☎  2077        Thu, May 5  11:41 AM
------------------------------------------
From: Administrator
Teachers (Channel 18) : Receiving PTT    0:06
    Hold    |    Talk    |  End PTT  |  New Call
```
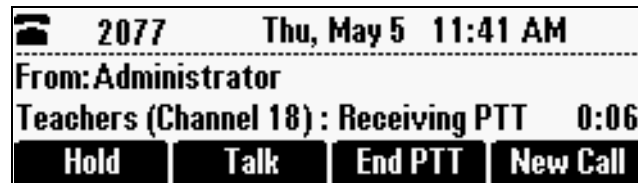
Receiving PTT Broadcasts During Active Calls

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 isn't a Priority or Emergency page:

• If your phone is allowed to receive broadcasts during active calls, the broadcast displays on your phone and immediately plays, as shown next. (You'll need to scroll to the broadcast to see it.) You'll hear both the original call and the broadcast. To listen to just the broadcast, hold or end the original call.
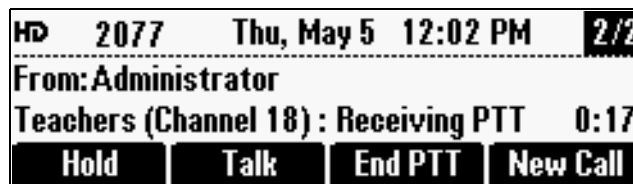
```
HD  2077      Thu, May 5  12:02 PM   2/2
------------------------------------------
From: Administrator
Teachers (Channel 18) : Receiving PTT    0:17
    Hold    |    Talk    |  End PTT  |  New Call
```

• If your phone isn't allowed to receive broadcasts during active calls, the broadcast displays on your phone in a 'pending' state, as shown next. When a broadcast is pending, you can't hear the broadcast audio. To place the original call on hold and listen to the broadcast, scroll to the broadcast, and then press the **Accept** soft key. To remove the broadcast from the screen, press the **Reject** soft key.

```
     2077      Thu, May 5  11:51 AM   2/2
------------------------------------------
Pending: Administrator
Teachers (Channel 18) : Receiving PTT    0:00
    Accept    |   Reject
```
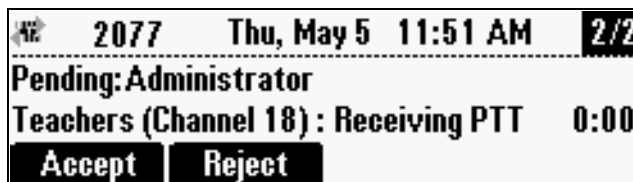
If it's a Priority or Emergency broadcast, the broadcast displays on your screen and immediately plays. You'll hear both the original call and the broadcast. To listen to only the broadcast, hold or end the original call.

Replying to PTT Broadcasts

When a broadcast ends, you have a chance to respond to it before the channel closes.

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

```
 ☎  2077        Thu, May 5  10:53 AM
---------------------------------------
To: Teachers (Channel 18)
Waiting                         0:10
         |  Talk  |  End PTT  |  New Call
```

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 either ⏴) or ⏴)) to raise or lower 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, even though you can adjust the volume of an Emergency broadcast, the adjusted volume won't be retained for subsequent Emergency broadcasts. All Emergency broadcasts play at the same volume, until you adjust it.

Configuring PTT Mode

You can configure PTT mode by doing the following:

- Updating the default channel
- Updating channel subscriptions
- Allowing PTT broadcasts to play during active calls

Updating the Default Channel

If you don't select a channel to broadcast on, your broadcast will automatically transmit on the default channel, Channel 1. If you want, you can change the default channel.

The default channel is automatically used when you initiate a broadcast by pressing and holding the **Talk** soft key.

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, in the **Default Channel** field, enter the number you want to broadcast on if you don't specify a channel when you send a broadcast.

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

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 **Subscribe to Channels**.

3. From the Channel Subscriptions screen, scroll to the channel you want to subscribe to, and then choose **Yes**.

   By default, you're subscribed to Channels 1, 24, and 25.

4. Press the **Ok** soft key

Allowing PTT Broadcasts to Play During Active Calls

The Accept While Busy option allows PTT broadcasts to arrive 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, you have to resume the broadcast.

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, scroll to **Accept While Busy**, and enable or disable the setting.

   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 place them in a 'pending' state instead.

3   Press the **Ok** soft key.

Group Paging Mode

Your phone may be enabled 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 pages to Paging Groups 1, 24, and 25.

•   You'll receive pages sent 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 99). If you change your default paging group, you'll need to make sure you're subscribed to that group, or else the group won't be available when you initiate a page. To subscribe to a paging group, see Updating Paging Group Subscriptions on page 100.

You cannot send a Page mode page while you are in an active call.

To send a page:

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

2 From the Paging Groups List screen, select the paging group to send the page to (as shown next).
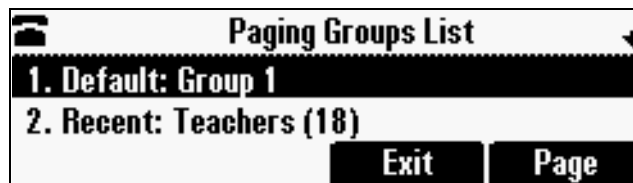
The list displays the default paging group, the most recent group you paged, and other paging groups that you can page.

In the above example:

— The default paging group is **Group 1**.

— The most recent page was sent to **Group 18** (Teachers). The label 'Teachers' is set by your administrator.

3 To start the page, press the **Page** soft key.

Just before the page starts, you'll hear an alert tone, and then the page starts (as shown next).
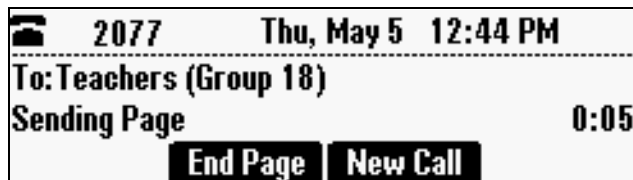
4 When 'Sending Page' is displayed on the screen, start talking.

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

To automatically send a page to the default paging group, press and hold the **Paging** 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 100.

How you receive a page depends on the priority of the page, whether you're in an active call, or if you're allowed 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 displays in the center of your screen and immediately plays, regardless of the paging priority.
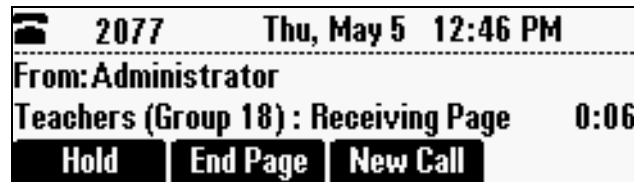
While a page plays, you can:

*   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 isn't a Priority or Emergency page:

*   If your phone is allowed to receive pages during active calls, the page displays on your phone (as shown next) and immediately plays. You'll hear both the original call and the page. To listen to just the page, hold or end the original call.
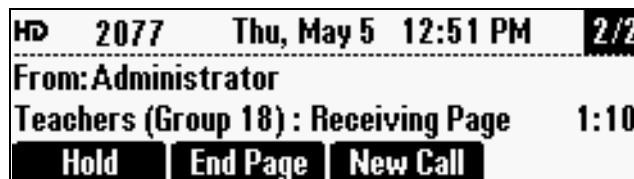
- If your phone isn't allowed to receive pages during active calls, the page displays on your phone in a 'Pending' state, as shown next. When a page is pending, you can't hear the page. To place the original call on hold and listen to the page, scroll to the page, and then press the **Accept** soft key. To remove the page from the screen, press the **Reject** soft key.

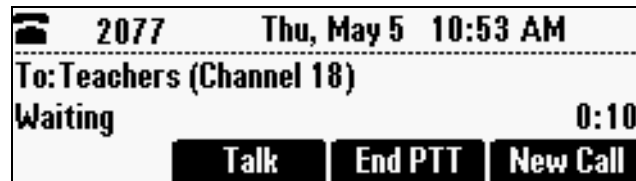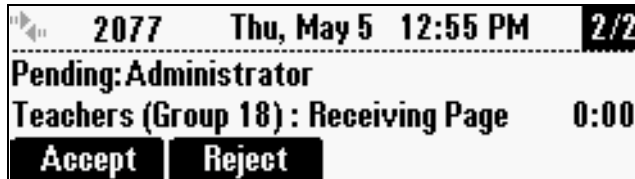If it's a Priority or Emergency page, the page displays on your screen and immediately plays. You'll hear both the original call and the page. To listen to only the page, hold or end the original call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press either ⬤ or ⬤ to raise or lower 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, if you adjust the volume of an Emergency page, your phone won't use the adjusted volume for subsequent Emergency pages. All Emergency pages play at the same volume, until you adjust it.

Configuring Group Paging Mode

You can configure Group Paging mode by doing the following:

- Updating the default paging group
- Updating paging group subscriptions
- Allowing or disallowing pages to play during active calls

Updating the Default Paging Group

If you don't select a group to send your pages to, 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, in the **Default Group** field, enter the number of the paging group to send pages to if you don't specify a group when you send a page.

3   Press the **Ok** soft key.

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   From the Group Subscriptions screen, scroll to the group you want to subscribe to, and then select **Yes**.

    By default, you're subscribed to Channels 1, 24, and 25.

4   Press the **Ok** soft key.

Allowing Pages to Play During Active Calls

The Accept While Busy option allows pages to arrive as active calls (if enabled) or in a pending state (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 arrive in a pending state. 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**, and then enable or disable the setting.

    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 place them in a 'pending' state instead.

3   Press the **Ok** soft key.

Locking and Unlocking 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 displays or information (for example, menus, directory lists, and call records).

When your phone is locked:

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

•   You have to enter a password to answer incoming calls.

•   All keys and soft keys are disabled, except those that allow you to unlock the phone, make an authorized call, redial a number, or view the browser (if enabled).

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

When your phone is locked, 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.

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.

Changing Your User Password

By default, your user password is **123**. Change your user password so it's unique to your phone.

To change your user password:

1   Press (MENU), and then select **Settings > Advanced**.

2   From the Password screen, enter the 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 then press the **Enter** soft key.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it's locked. If you allow incoming calls when your phone's 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 will not ring.

To lock your phone:

1   Press (MENU), 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 mail system (if enabled) and display in your Missed Calls list.

   The default setting is **Allow ringing when locked**.

Enabling **DND when locked** on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

3   Press the **Lock** soft key.

Your phone is locked.

> 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 cannot 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   From the idle screen, press the **Unlock** soft key.

2   From the Unlock the Phone screen, enter your password, and then press the **Enter** soft key.

(For information on your user password, including what to do if you forget your user password, see About Your User Password on page 101.)

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number (for example, 911), and up to five authorized numbers that an administrator can set up. You cannot 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 Place an Authorized Call screen, select the number you want to call, and then press the **Dial** soft key.

The following figure shows an example of the Place an Authorized Call screen.

or

— Place a call to an authorized number. For information on placing a call, see Calling on page 60.

If you try to place a call to an unauthorized number, the message 'Unauthorized number' displays. (To view a list of authorized numbers that you can call, press the **New Call** soft key from the idle screen when your phone is locked.)

The call is placed.

To answer a call on a locked phone:

1   While the phone rings, press the **Answer** soft key.

2   From the Answer the Call screen, enter your password, and then press the **Enter** soft key.

(If you press the **Cancel** soft key instead, the Answer the Call screen disappears and the incoming call window displays again.)

For information on your user password, including what to do if you forget your user password, see About Your User Password on page 101.

The call connects.

Logging in to Phones

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 *123*.

> If a phone is in the logged out state and requires a user login, you may be able to use the phone to 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 106.

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 user 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 (MENU), and then select **Features > User Login > Log in**.

   The User Login screen displays, as shown next.

2   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 system administrator. Default passwords are preset at the factory to *123*. However, your system 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 (MENU), and then select **Features** > **User Login** > **Log out**.

    The Logout screen displays with a confirmation message, as shown next.

2   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 may be able to place calls to authorized numbers when the phone is in the logged out state. If your system administrator has set up emergency numbers on the phone, you can place calls to the standard emergency number (for example, 911) and up to five other authorized numbers. 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.

    The Place an Authorized Call screen displays, as shown next.

2   Select the number you want to call, and then press the **Dial** soft key.

    The call is placed.

Changing Your User Password

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

> By default, user 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 user password:

1 Log in to any phone on your network.

2 From the idle screen, press (MENU), and then select **Features > User Login > Change User Login Password**.

The Change User Login Password screen displays, as shown next.

3 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.

Sharing Lines

One or more phones can share the same phone number. If phones share a number, an incoming call to that number causes all phones to ring. The call can be answered on any phone, but only on one phone. Calls on shared lines can be transferred, held, or added to a conference.

You answer a call on a shared line the same way you answer a call on a private line. To answer a call, press (☎) or the **Answer** soft key. If your phone has multiple calls, you have to scroll to the call first.

If you don't want to answer the call, you can:

*   Let your phone continue to ring and let someone else answer it.

*   Press the **Silence** soft key to stop your phone from ringing, and then let someone else answer the call. The call will still ring on the other phones.

    Even though you press the Silence soft key, the call will still display on your phone and you can still choose to answer it.

*   Answer the call, and then press the **Hold** soft key. Any phone with the same shared line can resume the call.

Your phone shows shared line status as described in the following table.

Shared Line Status	Indicator Lights When Your Phone is Idle
All phones that you share a line with are idle.	None
A phone you share a line with has an active call.	Solid red
A phone you share a line with has a held call.	Solid or flashing red (depending which phone initiated the hold).

- You can't forward or reject calls on shared lines.
- Enabling Do Not Disturb on shared lines disables ringing only. The call will still display on your screen, and you can still choose to answer the call.

Controlling What is Heard

You can change what is heard by doing the following:

- Changing the ring tone.
- Selecting unique ring tones for contacts.
- Adjusting the volume of the speaker.
- Adjusting the volume of the ring tone.
- Muting the microphones so the far site(s) can't hear you.

Changing the Ring Tone

You can select from many different ring tones to distinguish your phone from your neighbor's.

To select a different ring tone:

1 Press (MENU), and then select **Settings > Basic > Ring Type**.

2 From the Line Select screen, select the line to which you want to apply the ring tone.

3 From the Ring Type screen, select the ring type you want. To hear the ring type before you select it, press the **Play** soft key. The default ring type is Low Trill.

Setting Unique Ring Tones for Contacts

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 (MENU), and then select **Features > Contact Directory**.

2 From the Directory screen, scroll to the contact for whom you want to assign a distinctive ring tone, and then press the **Edit** soft key.

3 From the Edit Contact screen, scroll to **Ring Type** and choose a ring type.

4 Press the **Save** soft key.

Changing the Speaker Volume

You can increase or decrease the volume of the sound you hear.

To adjust the speaker volume:

>> During a call, press (◀) to adjust the volume up, or press (◀) to adjust the volume down.

Changing the Ringer Volume

You can increase or decrease the ringer volume.

To adjust the ringer volume:

>> When the phone is idle or ringing, press (◀) to adjust the ringer volume up, or press (◀) to adjust the ringer volume down.

Muting the Microphones

You can mute the microphones if you don't want other parties to hear you during a call. When you mute the microphones, the indicator lights glow red to indicate that the other party (or parties) can't hear you. You can still hear all other parties while Mute is enabled.

To mute or unmute the microphones:

>> During a call, press (🎤).

To mute or unmute the microphones if you use external microphones:

>> Press (🎤) on the phone or the **Mute** button on the top of the external microphones.

Controlling What You See

You can change the phone screen by doing the following:

- Changing the Display Language on page 110
- Changing the Time and Date Display on page 110
- Changing the Screen Contrast on page 112
- Changing the Backlight on page 112

Changing the Display Language

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

To change the display language:

1   Press (MENU), and then select **Settings > Basic > Preferences > Language**.

2   From the Language screen, select the language you want.

The text on the screen changes to the language that you selected.

Changing the Time and Date Display

The time and date appear on your phone's idle screen. If the phone can't automatically determine the current 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 time and date formats, including whether the time or date displays first (clock order). You can also disable the time and date display to prevent it from being displayed on the idle screen. Select and set options that are right for you.

Changing the Time and Date Display

You can change the way the date and time display on the idle screen. For example, for the date, you can display the month before the day, choose the abbreviated forms for the month and day, or choose the DD/MM/YY format. For the time, you can choose either the 12-hour clock (for example, 4:35 PM) or 24-hour clock (for example, 16:35) notation.

To change the time and date display format:

1   Press (MENU), and then select **Settings > Basic > Preferences > Time and Date**.

2   From the Time and Date screen, do one of the following:

    –   To change the date format, select **Clock Date**.

    or

    –   To change the time format, select **Clock Time**.

3   From the Clock Date screen or the Clock Time screen, select the date or time format you want. The default settings use the formats 'Monday, January 1' and '12 AM/PM.'

Changing the Time and Date Order

You can change the order of the time and date on the idle screen. For example, you can display the date before the time, or the time before the date.

To change the order of the time and date display:

1   Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Clock Order**.

2   From the Clock Order screen, select the clock order you want. The default setting is date before time.

Turning the Time and Date Display Off and On

You can turn the time and date display off so the time and date don't display on the idle screen.

To turn the time and date display off:

>>   Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Disable**.

To turn the time and date display back on:

>>   Press (MENU), and then select **Settings > Basic > Preferences > Time and Date > Enable**.

Changing the Screen Contrast

You can set how light or dark the screen appears.

To adjust the contrast on the phone screen:

1   Press (MENU), and then select **Settings > Basic > Contrast**.

2   From the Contrast screen, press the **Up** or **Down** soft keys to increase or decrease the display contrast.

3   Press the **Ok** soft key.

Changing the Backlight

Your phone's backlight has two components:

- **Backlight Intensity**   The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:

  - **Backlight On**   The brightness of the screen when there is phone activity.

  - **Backlight Idle**   The brightness of the screen when there is no phone activity.

  - **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensities.

- **Backlight Timeout**   The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn the backlight off entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1   Press (MENU), and then select **Settings > Basic > Backlight Intensity**.

2   From the Backlight Intensity screen, select **Backlight On Intensity**.

3   From the Backlight On Intensity screen, select the intensity you want. (The default is High.)

4   If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

5   From the Backlight Intensity screen, select **Backlight Idle Intensity**.

6   From the Backlight Idle Intensity screen, select the intensity you want. (The default is Low.)

7   If you selected a new intensity, press the **Save** soft key. If you did not select a new intensity, press the **Back** soft key.

8   From the Backlight Intensity screen, 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.

To change the Backlight Timeout:

1   Press (MENU), and then select **Settings > Basic > Backlight Timeout**.

2   From the Backlight Timeout screen, choose the number of seconds the phone will be idle before the backlight dims. (The default is 40 seconds.)

3   Press the **Save** soft key.

Updating Your Phone's Configuration

Your system administrator may remotely update your phone settings, and then ask you to update your phone configuration using your phone's menu.

To update your phone's configuration:

1   Press (MENU), and then select **Settings > Basic > Update Configuration**.

The message 'Are you sure?' displays.

2   If you still want to update the configuration, press the **Yes** soft key.

The configuration is updated. Your phone may restart, depending on the configuration parameters that have changed. If the phone doesn't restart, press (MENU) to return to the idle screen.

Restarting Your Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

> ⚠️ Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

> • If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see Updating Your Phone's Configuration on page 113.
> • Call lists are automatically cleared when you restart the phone.

To restart the phone:

1   Press (MENU), and then select **Settings > Basic > Restart Phone**.

    The message 'Are you sure?' displays.

2   If you still want to restart the phone, 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 operate properly or perform certain tasks, a warning icon will display in the status bar, as shown next.

To view warning messages, press (MENU), and then selecting **Status > Diagnostics > Warnings**. From the Warnings screen, you can:

- Scroll through phone warnings.

- Press the **Clear Icon** soft key to remove the warning icon from the status bar.

- Press the **Details** soft key to view a detailed explanation of the warning.

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

Environmental Conditions

- Operating temperature: 32–104° F (0–40° C)
- Relative humidity: 20%–85% (non-condensing)
- Storage temperature: -22–131° F (-30–55° C)

Part 15 FCC Rules

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

1   This device may not cause harmful interference, and

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

Class B Digital Device or Peripheral

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

1   Reorient or relocate the receiving antenna.

2   Increase the separation between the equipment and receiver.

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

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

Modifications

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

Installation Instructions

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

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

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

Telephone line cord must be a minimum of 26AWG.

Plugs Acts as Disconnect Device

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

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

Industry Canada (IC)

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

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

Safety and Compliance (continued)

CE Mark R & TTE Directive (EU only)

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

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

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

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

Hereby, Polycom (UK) Ltd. declares that this SoundStation Duo 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 Duo 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 Duo 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 Duo 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 Duo 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 Duo er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

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

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

Hierbij verklaart Polycom (UK) Ltd dat het toestel SoundStation Duo 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 Duo jikkonforma mal-htigijiet essenzjali u ma provvedimenti ohrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a SoundStation Duo megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Polycom (UK) Ltd erklærer herved at utstyret SoundStation Duo er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Niniejszym Polycom (UK) Ltd oswiadcza, ze SoundStation Duo jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Polycom (UK) Ltd declara que este SoundStation Duo está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Polycom (UK) Ltd týmto vyhlasuje, že SoundStation Duo splna základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Polycom (UK) Ltd vakuuttaa täten että SoundStation Duo tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Härmed intygar Polycom (UK) Ltd att denna SoundStation Duo står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

Safety and Compliance (continued)

Australia

This equipment will be inoperable when mains power fails.

Japan

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。　　　　VCCI－B

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 24VDC 0.5A. When used with the optional external power supply (SPS-12A-015 or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 24V, min 0.5A.

US Telephone Company Requirements

Exhibit J—Customer Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior of this equipment is a label that contains, among other information, a product identifier in the format 2HWTE00BSSDUO. If requested, this number must be provided to the telephone company.

ACTA Registration Number: 2HWTE00BSSDUO

Ringer Equivalence Number (REN): 00B

Facility Interface Code (FIC): 02LS2

Service Order Code (SOC): 6.0P

USOC Jack Type: RJ11c

A FCC compliant telephone cord (min 26AWG) and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

If this equipment Polycom SoundStation Duo causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment Polycom SoundStation Duo, for repair or warranty information, please contact Polycom Inc, +1 925-924-6080. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

Safety and Compliance (continued)

Ringer Equivalence Number (REN)

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

Please refer to the labelling on the equipment for the following information:

- Registration Number
- Ringer Equivalence
- Grantee's Name
- Model Number
- Serial Number and or Date of Manufacture
- Country of Origin

If requested this information must be provided to the telephone company.

Notes:

- This registered equipment may not be used with part lines or coin lines.
- If trouble is experienced, the customer shall disconnect the registered equipment from the telephone line to determine if the registered equipment is malfunctioning and that if the registered equipment is malfunctioning, the use of such equipment shall be discontinued until the problem has been corrected.
- If, in the unlikely event that this equipment causes harm to the network, the telephone company will notify you in advance that temporary discontinuance of service may be required. However if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it necessary.
- The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephones company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

Automatic Dialing

WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO EMERGENCY NUMBERS:

1 Remain on the line and briefly explain to the dispatcher the reason for the call.
2 Perform such activities in the off peak hours, such as early morning or late evening.

Safety and Compliance (continued)

Canadian Telephone Company Requirements

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications protective, operations and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to the certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alternations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should connect the appropriate electric inspection authority, or electrician, as appropriate.

Notice: The Ringer Equivalence Number (REN) assigned to each relevant terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The term "IC" before the certification/registration number signifies only that the Industry Canada technical specifications were met.

Russian Compliance – Polycom SoundStation Duo

Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. DoC # Д-СПД-5455. Expiry 26 September 2014.

Appendix: Menu Structure

PSTN Menu Structure

(PSTN) Settings > Basic Settings

- Preferences
  - Language
  - Country
  - Time & Date
    - Clock Date
    - Clock Time
    - Clock Order
    - Disable
- Contrast
- Back Light Intensity
  - Backlight On Intensity
  - Backlight Idle Intensity
  - Maximum Intensity
- Backlight Timeout
- Ring Type
- Lock Phone[1]
- Update Configuration
- Restart Phone

(PSTN) Features

- Contact Directory
- Call Lists
  - Missed Calls
  - Received Calls
  - Placed Calls
  - Clear
- 2.5mm Mode
- User Login[1]
  - Log out
  - Change User Login Password

[1] If enabled.

SIP Menu Structure

SIP Settings

(SIP) Settings > Basic Settings
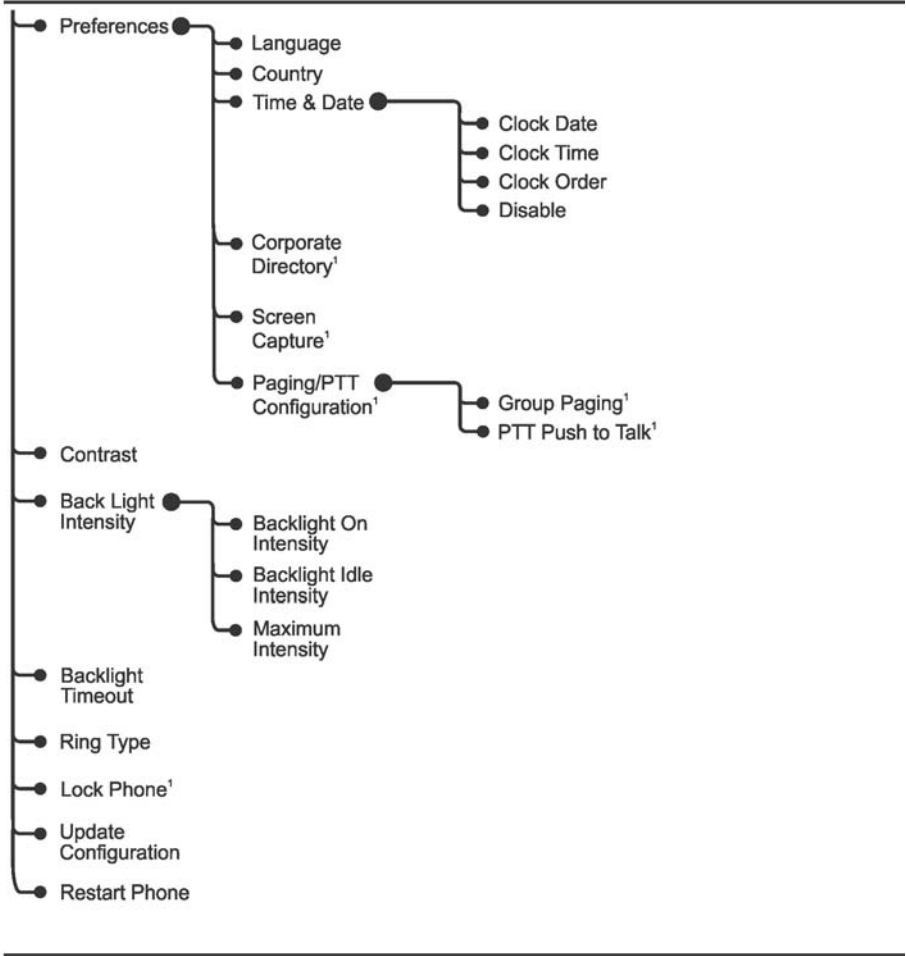
¹ *If enabled.*

SIP Features

(SIP) Features

- Do Not Disturb
- Forward
  - Always
  - No Answer
  - Busy
- Contact Directory
- Coporate Directory¹
- Call Lists
  - Missed Calls
  - Received Calls
  - Placed Calls
  - Clear
- Messages
  - Message Center
  - Instant Messages¹
- 2.5mm Mode
- User Login¹
  - Log out
  - Change User Login Password
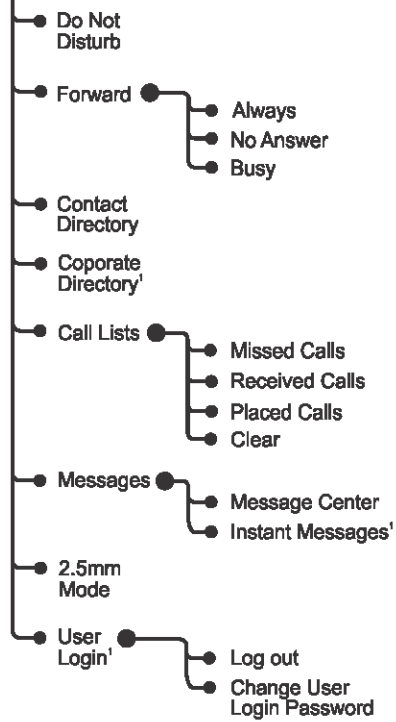
¹ *If enabled.*

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