



User Guide for the Polycom® SoundStation® IP 7000 Phone Connected to a Polycom HDX System in Unsupported VoIP Environments

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About This Guide

This guide explains how to use your Polycom® SoundStation® IP 7000 conference phone when it is connected to a Polycom HDX system in an unsupported VoIP environment. In this environment, you can use your phone to manage both audio-only and video calls, as well as conference calls that have a combination of audio-only and video calls.

To operate your phone in this environment, your phone must run SIP application 3.1.1 or later. You can connect your phone to the following Polycom HDX systems running 2.5 or later:

- Polycom HDX 4000™ series
- Polycom HDX 7000™ series
- Polycom HDX 8000™ HD
- Polycom HDX 9000™ series

For information on how to set up your phone and Polycom HDX system in an unsupported VoIP environment, see the *Integration Guide for the Polycom SoundStation IP 7000 Phone Connected to a Polycom HDX System in Unsupported VoIP Environments*, available at www.polycom.com/voicedocumentation.

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Using Your Phone with a Polycom HDX System

When your SoundStation IP 7000 conference phone is connected to a Polycom HDX system in an unsupported VoIP environment, you can manage both audio-only calls and video calls from your phone. You can also manage conference calls that can be a combination of audio-only (including audio from mobile phones and computer calling applications) and video calls. In an unsupported VoIP environment, you cannot place calls on hold, forward calls, or transfer calls.

This guide describes how to use your phone when it is connected to a Polycom HDX system in an unsupported VoIP environment, and how to use the keys and soft keys on your phone to perform basic phone functions.

The topics include:

- [Using the Keys and Soft Keys on Your Phone](#) on page 2
- [Placing Calls](#) on page 3
- [Answering Calls](#) on page 7
- [Ending Calls](#) on page 8
- [Rejecting Calls](#) on page 8
- [Hosting Conference Calls](#) on page 8
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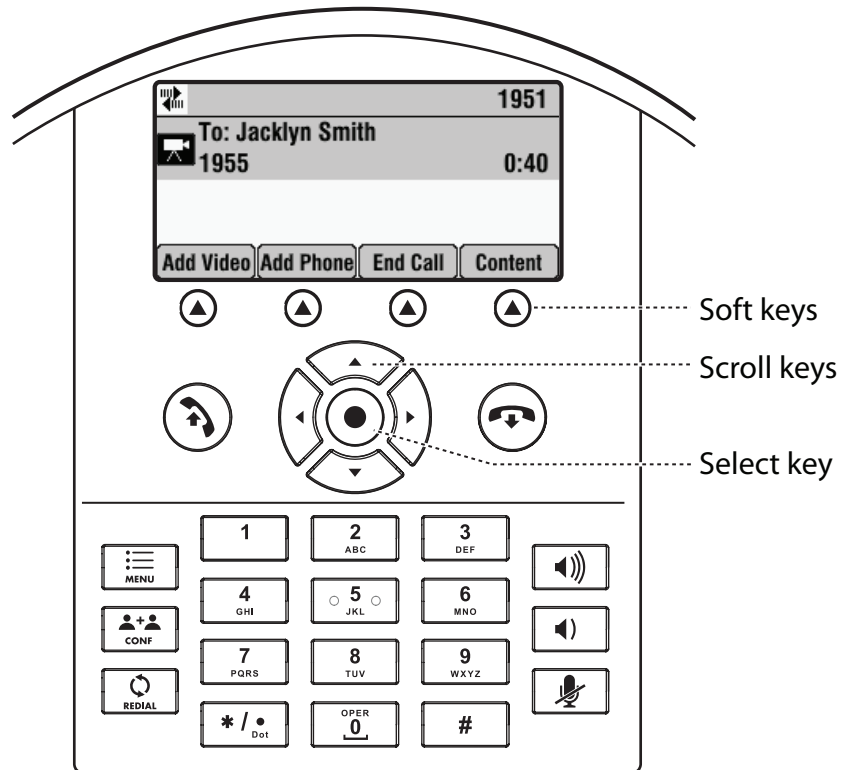
Note

You can perform many of the above phone functions using the Polycom HDX system's remote control or keypad. For detailed information on how to use the remote control or keypad, see the user guide for your Polycom HDX system at www.polycom.com/videodocumentation.


Using the Keys and Soft Keys on Your Phone

For many phone functions, you need to press a soft key, scroll key, or the Select key.

The following figure shows the location of the soft keys, scroll keys, and the Select key on your phone console.







Using Soft Keys


Your phone has four soft keys. Press a soft key, , to access a function that displays directly above the soft key. For example, in the figure above, the right-most soft key is the Content soft key. To show content, you would press the Content soft key.

Using Scroll Keys

Your phone has four scroll keys:

- Up scroll key,  – Press this key to scroll through lists and to view speed dial information.
- Right scroll key,  – Press this key to view the Placed Calls list.
- Down scroll key,  – Press this key to scroll through lists and to view the Missed Calls list.
- Left scroll key,  – Press this key to view the Received Calls list.

Using the Select Key

To select an item in a list, scroll to the item, and then press the Select key, .

Placing Calls

You can place calls in these ways:

- [Placing Calls When You Don't Have Any Calls](#)
- [Placing Calls When You Already Have a Call](#)
- [Placing Calls Using Call Lists, the Local Contact Directory, Speed Dial Index Numbers, and the Redial Key](#)

Placing Calls When You Don't Have Any Calls

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

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

1. Do one of the following:

- Press .

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

or

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

or

- Enter the phone number of the site you want to call.

The message “Video or Phone Call?” displays. To place a video call, press the **Video** soft key. To place an audio-only call, press the **Phone** soft key. Then, go to step 3.

2. Do one of the following:

- To enter a phone number, enter the number of the site you want to call.

or

- To enter an IP address or URL (for video calls only):

Note

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

Toggle the **ABC** and **123** soft keys to enter the URL or IP address of the site you want to call.


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

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


For example, to enter “a,” press  once. To enter “c,” press

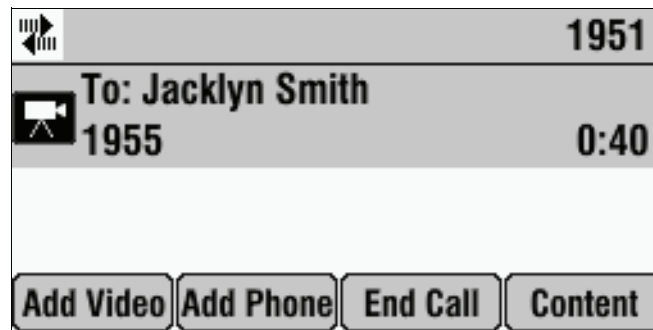
 three times quickly.

To enter “.” and “@”, press  one or more times quickly.

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

The following figure shows a video call to phone number 1955. The video icon,

, displays for video calls.



Placing Calls When You Already Have a Call

If you place a call when you already have a call, you automatically create a conference between yourself, the existing call, and the new site you call. For more information, see the instructions for setting up a conference using the Add Phone or Add Video soft keys under [Setting Up Conference Calls](#) on page 9.

Note

The number of audio-only and video calls you can include in a conference call depends on how your system is set up. To find out the exact number, see your system administrator.

Placing Calls Using Call Lists, the Local Contact Directory, Speed Dial Index Numbers, and the Redial Key

Note


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

Instead of entering phone numbers, URLs, and IP addresses from memory, you can access call lists, your local Contact Directory, and speed dial lists to place audio-only and video calls. You can also redial numbers.

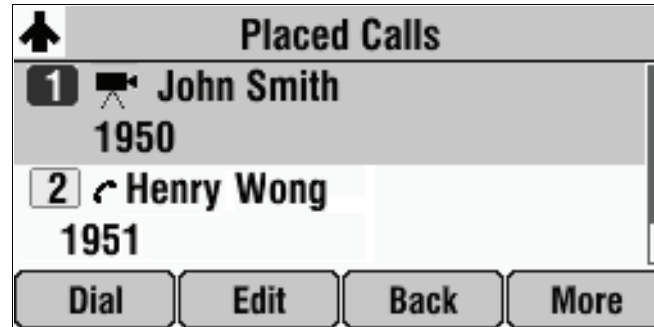
For detailed information on using the local Contact Directory and the Redial key, see the *User Guide for the Polycom SoundStation IP 7000 Phone* at www.polycom.com/voicedocumentation.

Calling from a Call List

You can choose a number from a received, placed, or missed calls list. To dial a recently-dialed number, choose a number from the placed calls list.




The video icon, , displays next to video calls in call lists.

The following figure shows a Placed Calls list. The call to John Smith used video.




To place a call from a call list:

1. Do one of the following:

- To access the Received Calls list, press .
- To access the Placed Calls list, press .
- To access the Missed Calls list, press .

2. Scroll to the call you want to dial.

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


Calling from the Local Contact Directory

The local Contact Directory is a list of local contacts that you can manage and update.

To place a call from the local Contact Directory:

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



2. Scroll to the contact you want to dial.

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

Calling from the Speed Dial List

A speed dial list is a list of contacts associated with a speed dial number. You can use the speed dial list to quickly dial a contact.

To place a call using the speed dial list:

1. Press .
2. From the Speed Dial Info screen, scroll to the site you want to call.
3. Press  or the **Dial** soft key.

Calling Using the Redial Key

You can redial the last number you dialed.

To place a call using the Redial key:

- >> Press .

Answering Calls

You can answer an incoming call when you are already in a call, or when you don't have a current call. If you answer a call when you already have a call, a conference is automatically created between yourself, the existing call, and the call you answer.

Note

The number of audio-only and video calls you can include in a conference call depends on how your system is set up. To find out the exact number, see your system administrator.


To answer an incoming call:

- >> Press the **Answer** soft key.

If you were already in a call, a conference is automatically created between yourself, the existing call, and the call you answer.

Ending Calls

To end a call:

>> Press  or the **End Call** soft key.

To end a conference call, or remove a conference call participant, see [Handling Conferences](#) on page 9 and [Managing Conferences](#) on page 10.

Rejecting Calls

You can ignore an incoming audio-only or video call.

To ignore an incoming call:


>> Press the **Reject** soft key.

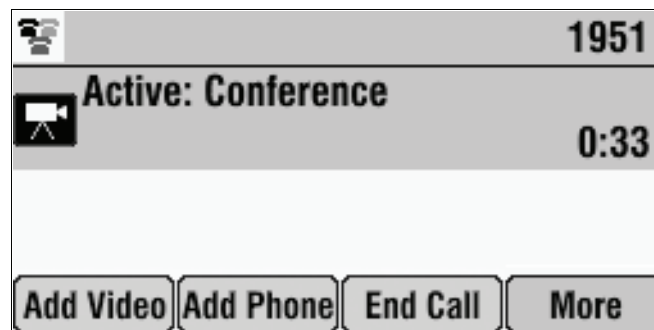
Hosting Conference Calls

When you use your phone to create a locally-hosted conference call, you can include one or more audio-only calls and one or more video calls. The number of audio-only and video calls you can include depends on how your system is set up. To find out the exact number, see your system administrator.

Note

For information on how to use your Polycom HDX system to include multiple sites in calls, see the user guide for your Polycom HDX system at www.polycom.com/vidеodocumentation.

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



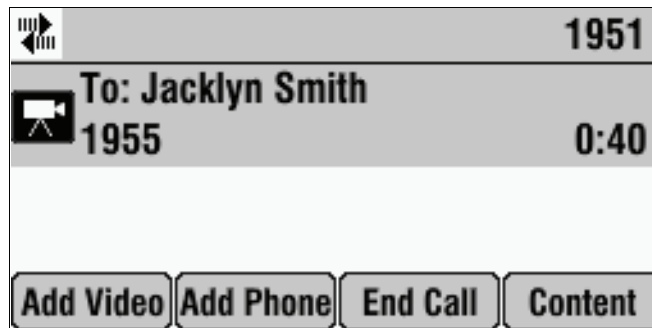
Setting Up Conference Calls

To set up a conference, use the Add Phone or Add Video soft keys.

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

1. Call the first site. See [Placing Calls](#) on page 3.

The following figure shows a video call to Jacklyn Smith.



2. Place a call to the second site:
 - a To place a video call, press the **Add Video** soft key. To place an audio-only call, press the **Add Phone** soft key.
 - b Call the second site. See [Placing Calls](#) on page 3.

The call is placed, and a conference is automatically created.

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

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

Handling Conferences

During a conference, the Add Phone and Add Video soft keys display so you can add additional sites to the conference. From the Active:Conference screen, you can also end the conference.

To end the conference:

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

Managing Conferences

The Manage soft key is available during conference calls. From the Manage Conference screen, you can remove a conference call participant or view information about a conference call participant.


To manage a conference:

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

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

- **Back** – Returns you to the Active:Conference screen.
- **End Call** – Removes a conference call participant.
- **Info** – Provides additional information about the selected participant.



To remove a conference call participant:

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

Controlling Volume and Muting Calls

When your phone is connected to a Polycom HDX system, all audio-only calls use your phone's speaker. Any video calls (or conference calls that include at least one video call) use the speaker connected to the Polycom HDX system. As well, the phone (and attached external microphone, if applicable) acts as the microphone for all calls. You use your phone's volume and Mute buttons to mute and adjust the volume of both audio-only and video calls.

To adjust the speaker volume:

>> During a call, press either  or .

To mute the microphone:



>> During a call, press  on the phone console.



The LEDs glow red, and the mute icon, , displays on the phone screen.

A mute icon also displays on the Polycom HDX system screen. The other person (or people) cannot hear you. You can still hear all other people while Mute is enabled.

To turn off the Mute feature, press  (on the phone console) again.

To mute the microphone if you use an extended microphone or Polycom HDX Microphone Array:

>> Press  on the phone console or the  button on the top of the extended microphone or Polycom HDX Microphone Array.

To turn off the Mute feature, press  or  again.

Note

When you press the Mute key on the phone, or on any extended microphone or Polycom HDX Microphone Array, you mute the microphone on the phone and all extended microphones and Polycom HDX Microphone Arrays connected to your phone and to the Polycom HDX system. (You will not mute audio from other sources, such as a computer, VCR, or DVD player.)

You can also control the volume and mute microphones (including your phone's microphones) using the Polycom HDX system's remote control or keypad. For more information, see the user guide for your Polycom HDX system at www.polycom.com/vidoeodocumentation.

Showing Content

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

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

- Information stored on a computer
- A paper document or object placed on a document camera
- A videotape or DVD

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

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

To start and stop showing content:


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

Handling Computer or Mobile Audio

Your conference phone has a 2.5mm audio connector to connect to a mobile phone or to a computer calling application. You connect a mobile phone or computer calling application so you can use the conference phone speaker to stream two-way audio from the mobile phone or computer calling application for hands-free conversations. When you connect mobile or computer audio to your conference phone, all participants in a call or conference call (including those connected through a mobile phone or computer calling application) can hear and speak to each other.

You connect your phone to a computer or mobile audio source using the Computer Calling Cable or Mobile Phone Cable. For information on connecting these cables to your phone, see the *Integration Guide for the Polycom SoundStation IP 7000 Phone Connected to a Polycom HDX System in Unsupported VoIP Environments*, available at www.polycom.com/voicedocumentation.

Your phone handles computer or mobile audio just like an audio-only call, except:

- All computer or mobile audio displays on your phone screen as "From: PC-Mobile audio."
- You do not use  or the **Answer** soft key to listen to computer or mobile audio. For information on how to listen to computer or mobile audio, see [Listening to Computer or Mobile Audio](#), below.

Note

Your conference phone always displays an audio source (From:PC-Mobile audio) if either the Computer Calling Cable or Mobile Phone Cable is connected to your conference phone.

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

Listening to Computer or Mobile Audio

You can connect the computer or mobile audio source while your conference phone is in an idle state, or when you already have a call.

If you connect a computer or mobile audio source to your conference phone when your conference phone is idle, you immediately hear any audio associated with the mobile phone or computer calling application.

To listen to computer or mobile audio when you already have a call:

>> Connect the computer calling application or mobile phone to the conference phone.

A conference is automatically created between yourself, the existing call, and the computer or mobile audio source.

To remove a computer or mobile audio source, disconnect the Computer Calling Cable or Mobile Phone Cable from the conference phone. If you want to keep the connection for future computer or mobile audio calls, end the call from your computer or mobile phone, but do not remove the Computer Calling Cable or Mobile Phone Cable. Your conference phone will always display an audio source (From:PC-Mobile audio) if either cable is connected to your phone.

Safety Notices

Service Agreements

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

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

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

Exclusions

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

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

Warranty Exclusive

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

Safety and Compliance**Part 15 FCC Rules**

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

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

Class A Digital Device or Peripheral

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

Modifications

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

Installation Instructions

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

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

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

Plugs Acts as Disconnect Device

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

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

Industry Canada (IC)

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

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

CE and VCCI Mark

This SoundStation IP 7000 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/ED and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

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VCCI- A

Safety and Compliance (continued)

사용자 안내문

A 급기기(업무용 정보통신기기)

이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

WARNING Electrical Safety

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

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

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity DoC # СПД-1918. Expiry 03/28/2011.

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