Using the Basic Features of Your Polycom CX300 Phone

Your Polycom® CX300 desktop phone is designed to be used like a regular handset. Calls may be placed or answered using the phone or the Microsoft® Lync™ client window. Once installed and configured, the Polycom CX300 desktop phone and Microsoft Lync 2010 work in a tightly integrated manner. Voice input and audio output will be through the Polycom CX300 phone’s handset or speakerphone (or optionally connected headset) whenever Microsoft Lync 2010 is used.

All actions to handle calls—for example, placing, answering, and holding—are performed on the Polycom CX300 desktop phone. Other actions use the Polycom CX300 phone keys and the Microsoft Lync 2010 desktop client together.

This chapter provides basic operating instructions for the Polycom CX300 phone. This chapter contains instructions on:

- Placing Calls
- Answering Calls
- Switching Where You Receive Audio During Calls
- Ending Calls
- Redialing Numbers
- Redirect Calls
- Muting the Microphone
- Adjusting the Volume
- Putting Calls on Hold
- Forwarding Calls
- Using Voice Mail
Placing Calls

Before placing a call to contact, you may want to check their presence status in Microsoft Lync 2010. If their status is Available, go ahead and place the call.

To place a call using your Polycom CX300 desktop phone, dial the number using the dial pad with the handset off-hook or on-hook.

During a call, you can alternate between handset, headset, or speakerphone modes by pressing the Speakerphone or Headset keys, or picking up the handset. If you are using the handset, press the Speakerphone or Headset keys before you replace the handset. If you are using the speakerphone or headset, just lift the handset to switch.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display. In the figure below, the call to Sarah Smith has lasted two minutes and twenty seconds so far.

| Smith, Sarah | 0:02:20 |
| Human Resources Coordinator |

To place a call using the handset:

>> Do the following steps in any order:
— Pick up the handset.
— Dial the desired number using the dial pad.

The number appears on the graphic display.

Enter a number to dial:
2033

The numbers will automatically dial once the complete number is entered. To dial out immediately, press the # after you have entered the number.

The dial tone that is played when you are off-hook dialing is either a long or a short tone. The dial tone is long when the speaker is not streaming any sound. The dial tone is short when the speaker is being used for another application or for audio streaming.

If you are off-hook dialing, press the Hold key to delete the entire phone number (instead of pressing the Delete key multiple times).

If you are on-hook dialing, press the Hold key to return to the idle screen.

To place a call using the speakerphone:

The speakerphone is the default audio device. However, if you manually select another device—for example, the headset—the phone remembers your selection. Refer to Switching Where Audio is Played on page 1-10.

>> Do one of the following steps:
— With the handset on-hook, press the Speakerphone key.
  When you hear a dial tone, enter the desired number.
— Dial the desired number using the dial pad.
  Press the Speakerphone key.
To place a call using the headset:
>> Do one of the following steps:
   — With the optional headset connected, dial the desired number using the dial pad.
     Press the **Headset** key.
   — Press the **Headset** key.
     When you hear a dial tone, enter the desired number.

**Answering Calls**
When you get an incoming voice call, Microsoft Lync 2010 displays an audio popup notification in the lower right corner of your computer’s display. The popup provides contextual information about the caller to help you decide whether to accept the call, and it provides a variety of controls for handling the call.

When the notification pop-up appears:

- You can answer the call with the Polycom CX300 desktop phone or with Microsoft Lync 2010.
- You can reject the call by pressing the **Delete** key. Depending on the configuration, either the call is sent to your voice mail or the caller receives a message that the call cannot be connected.

To take any other action, you must perform those actions on the Microsoft Lync 2010 client window. Other possible actions could include responding with an instant message, setting your presence status to Do Not Disturb (for the next 30 minutes), or redirecting the call to another number, device, or to your voice mail.

The speakerphone is the default audio device. However, if you manually select another device—for example, the headset—the phone remembers your selection. Refer to **Switching Where Audio is Played** on page 1-10.

To answer an incoming call:
>> Do one of the following steps:
   — Click the caller’s name or phone number in the notification or press the **Speakerphone** key to answer the call using the Polycom CX300 speakerphone.
   — Pick up the handset.
   — (Optional.) Press the **Headset** key to answer the call using a headset.

**Switching Where You Receive Audio During Calls**
With Microsoft Lync 2010, you can switch where the audio is received during a call. You can choose from:
- Your handset
- A custom device that you set up in the Microsoft Lync 2010 Audio Device Settings
To switch where the audio is received:
>> In the Microsoft Lync 2010 conversion window do the following:
   — Click the **Switch Audio Device** icon.
   — Select another device from the list.

**Ending Calls**

To end a call:
>> Do one of the following steps:
   — Replace the handset.
   — Press the **Speakerphone** key if you are using the speakerphone.
   — Press the **Headset** key if you are using the optional headset.

**Redialing Numbers**

The last placed call is any of the following:
- The call you just completed on your phone
- The call you just completed using Microsoft Lync 2010
- The number you entered on your phone, but the call was unsuccessful
- The number you entered using Microsoft Lync 2010, but the call was unsuccessful

The information about the last call is stored in the computer to which the phone is connected. If you disconnect the phone from one computer and connect it to another computer that is running Microsoft Lync 2010, and then you press the **Redial** key, the phone will redial the last number called based on the information in the second computer.

To redial the last placed call:
>> Press the **Redial** key.
   If you press the **Redial** key and have not previously made any calls, the phone will not respond and no message is displayed.

**Redirect Calls**

When you receive an incoming call on the Polycom CX300 phone, you can redirect the call by clicking the **Redirect** soft key in the Microsoft Lync 2010 client window. You can choose to:
- Redirect the call to an instant message. A call rejection message is sent to the calling party.
- Redirect the call to voice mail.
- Redirect the call to another phone.

**Muting the Microphone**

During a call, press the **Microphone Mute** key. The LED on the key indicates that the other contact cannot hear you.

Microphone mute applies to calls using the handset, headset, and speakerphone. You can still hear all other parties while mute is enabled.
To turn off microphone mute, press the **Microphone Mute** key again.
Adjusting the Volume
During a call, if you are using the speakerphone, pressing the Volume key adjusts the speaker volume.
During a call, if you are using the handset, pressing the Volume key adjusts the handset volume.
During a call, if you are using the headset, pressing the Volume key adjusts the headset volume.
If you press the Volume key when not in call, the ringer volume is adjusted.

Putting Calls on Hold
During a call, you may place a call on hold. If there is an incoming call while you are in another call, pressing the Hold key puts the first call on hold and answers the second call. If you are on a call and there is another call already on hold, pressing the Hold key puts the active call on hold and transfers you to the other call that is previously on hold. If there are several calls on hold, you can cycle through the calls by pressing the Hold key.
To put all calls on hold at the same time, you must use the Microsoft Lync 2010 client running on your computer.

To put a call on hold:
>> Press the Hold key.
Press the Hold key again to resume the call.

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

Forwarding Calls
You can configure your Microsoft Lync 2010 to forward all incoming calls to another contact (known as static forwarding).

To enable call forwarding to another contact:
1. In the Microsoft Lync 2010 window on your computer, select the Forwarding icon to the right of your name.
2. On the Forwarding screen, select the forwarding rule that you want to apply.
3. If you are forwarding to another contact or phone number, select the contact name that you want to forward your calls to, then select OK. If you want to specify the time period before forwarding the call, use the arrows keys to increase or decrease the time interval in the Ring for this many seconds before redirecting field. By default, the call is forwarded immediately.
4. On the Forwarding screen, select OK.
Using Voice Mail
Your voice mail is saved in a centralized location and may be accessed from your phone.

The presence of new voice mail messages is indicated by a Message Waiting Indicator on the Polycom CX300.

This feature requires that you have access to a Microsoft Exchange 2007 server. Voice mail may not be supported on your particular system. For more information, contact your system administrator.

To listen to voice messages:
1. Press and hold down the 1 dial pad key for 1.5 seconds.
2. When prompted for your PIN number, enter the number using the dial pad.

The voice mail access feature is configured by your system administrator, who assigns the initial PIN number.