POLYCOM®

User's Guide

SoundStation® IP 3000 - 3COM® NBX®

USER'S GUIDE

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Introduction

Thank you for selecting the Polycom SoundStation IP 3000 - 3COM NBX, a next generation audio conferencing product for use in offices or small to medium sized conference rooms, that is fully compatible with the 3COM NBX Telephony System.

Your SoundStation IP's network-based telephony delivers the following features and characteristics:

- Full-duplex conferencing, for natural conversations without clipping or distortion
- Voice over IP (VoIP) technology
- NBX telephony features and functions such as Call Hold, Call Transfer, Pickup/ Park, and Conferencing
- Local Speed Dials for convenient storage and dialing of up to 10 numbers

In this *User's Guide*, you'll find everything you need to set up the SoundStation IP and quickly begin using it. Detailed information about your SoundStation IP and its associated Web Interface are included.

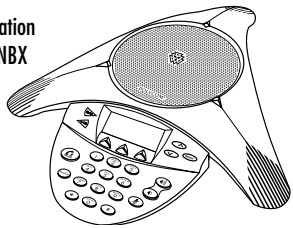
Your *Quick Reference Card* summarizes the most commonly used features, including identification of each key on the phone.

Attention Administrators.
The administrators guide is available only online at www.polycom.com/support

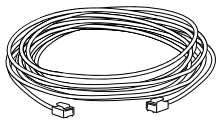
Parts List

The following items are included in your SoundStation IP 3000 - 3COM NBX package. Check the list before installation to ensure you have received each item. If you are missing any items, contact your SoundStation IP distributor.

Polycom SoundStation IP 3000 - 3COM NBX

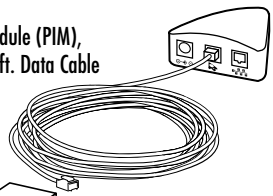


6 ft. Data Cable

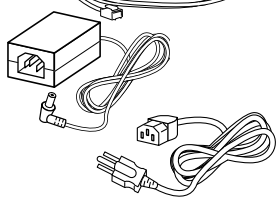


This User's Guide

Power Interface Module (PIM), With Connected 25 ft. Data Cable

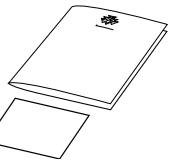


AC Adapter



Power Cord

Quick Reference Card



Warranty Card

Installing SoundStation IP 3000 - 3COM NBX

Preparing for Installation

If you are installing the SoundStation IP yourself, first:

- Verify that your system administrator has prepared the network and IP telephony infrastructure for the SoundStation IP 3000 - 3COM NBX.

For information on setting up your NBX Telephony System, please refer to the applicable 3COM documentation.

Note: a special license key is required on the NBX to enable this phone to operate.

! Caution: Be sure to read the Release Notes (online at www.polycom.com) and both the Parts List and the Safety Notices sections in this guide before you set up and use this product.

Installing and Connecting to the Network

To install the SoundStation IP and connect it to the network, complete the following steps.

1 Place the SoundStation IP on a flat surface (such as a conference room table or desktop), with a power outlet and a data network port nearby.

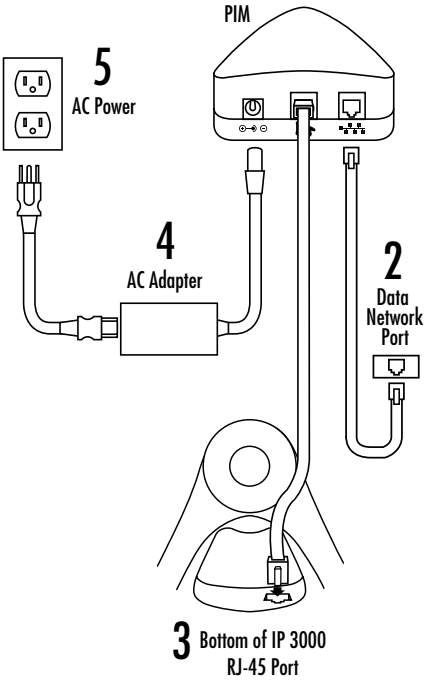
2 Connect one end of the 6 ft. data cable to your data network port.

Connect the other end to the network (LAN) port on the PIM.

3 Connect the 25 ft. data cable to the RJ-45 port on the bottom of the SoundStation IP. (The other end of this cable is pre-plugged into the PIM.)

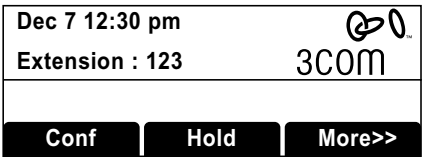
4 Connect the power adapter to the AC adapter port on the PIM.

5 Plug the other end into a standard electrical power outlet in the wall.



Startup Sequence

When you have finished connecting the phone, a start-up process will automatically begin. During this process, which may last several minutes, the LCD will display a sequence of screens. When the process is complete, and your SoundStation IP is ready for use, you will hear a tone indicating that the unit has been initialized. The LCD will appear as shown:

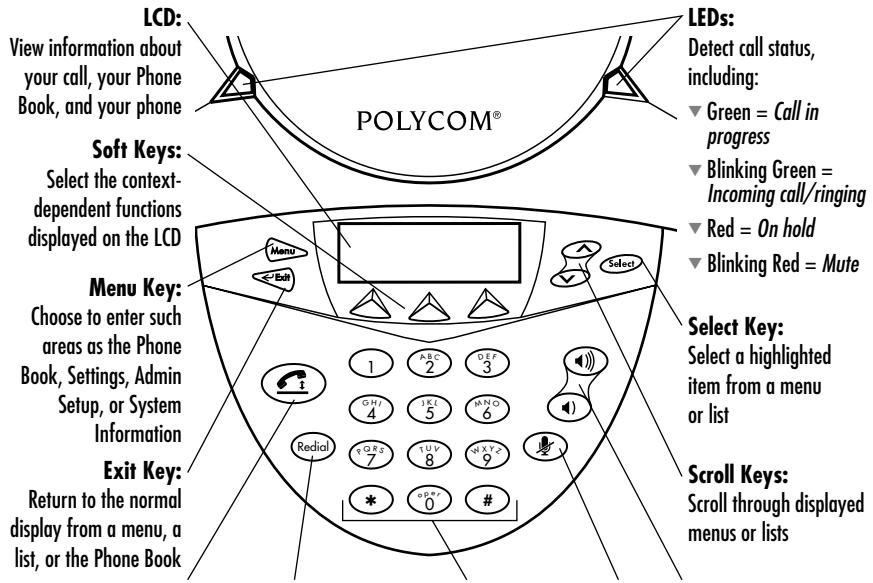


For Best Performance

Your SoundStation IP performs optimally when you follow these guidelines:

- Position the SoundStation IP 3000 - 3COM NBX in the center of a conference table or desk.
- Do not shuffle papers near the SoundStation IP 3000 - 3COM NBX.
- Seat all conference participants the same distance from the SoundStation IP 3000 - 3COM NBX.
- Speak at normal conversation levels, and direct your voice toward the SoundStation IP 3000 - 3COM NBX.
- Do not move the SoundStation IP 3000 - 3COM NBX while on a call.

Features



LCD: View information about your call, your Phone Book, and your phone

Soft Keys: Select the context-dependent functions displayed on the LCD

Menu Key: Choose to enter such areas as the Phone Book, Settings, Admin Setup, or System Information

Exit Key: Return to the normal display from a menu, a list, or the Phone Book

LEDs: Detect call status, including:

- Green = *Call in progress*
- Blinking Green = *Incoming call/ringing*
- Red = *On hold*
- Blinking Red = *Mute*

Select Key: Select a highlighted item from a menu or list

Scroll Keys: Scroll through displayed menus or lists

Phone Key: Obtain a dial tone, answer an incoming call, or hang up a call

Redial Key: Automatically redial the last dialed number

Dialing Keypad: Enter numbers or characters

Mute Key: Turn muting on and off

Volume Keys: Adjust the speaker volume

Using the SoundStation IP 3000 - 3COM NBX

Placing a Call

Internal Calls

1. Press the **Phone** key and listen for dial tone. (Your call status LED 's light green.)
2. Enter the 3-digit or 4-digit extension number of the party you would like to call.

Calling Using the User Directory

You can use the internal user directory to quickly access co-workers' extensions. The system updates the directory as you add or remove users and arranges user names in alphabetical order, last name first.

External Calls

1. Press the **Phone** key and listen for dial tone. (Your call status LED 's light green.)
2. If your telephone defaults to an internal line, press 9 or 8 to access an external line.
3. Enter the number of the party you would like to call.

To Access the Internal User Directory

1. Press either scroll key located to the right of the display. This will show the first entry contained in the directory.
2. To scroll through the list, press the **Up** or **Down** scroll keys. To quickly jump to a name beginning with a specific letter use the keypad. For example : press the **4** key twice to jump to the first name that begins with the letter H or press the **3** key three times to jump to last names beginning with the letter F.

When you have made your selection from the list, press the **Select** key to start dialing a call to that party.

Note: If a name is not immediately selected, the display will alternate between the list of names and displaying 3 menu choices corresponding to the 3 soft keys: **[Select | Back | Exit]**. *Press the* **Select** *soft key to make a selection or press the* **Exit** *soft key to exit from the directory.*

Answering a Call

Your call status LED's will blink green as the incoming call rings. Press the **Phone** key.

Phone Key

The display will show the name and extension of internal callers.

To enable the display the name and extension of external callers, you need Caller ID service from your local telephone company.

Answering Behaviors

- If two calls ring to your telephone at the same time, the call that arrived first is answered when you press the **Phone** key.
- If you do not answer a call within a preset number of rings, the caller is automatically forwarded.
- When Forward to Voicemail is activated, all incoming calls are forwarded after one ring. However, you still have the opportunity to answer the call during t hat ring.

For more information on call forwarding please refer to the applicable NBX System documentation.

Ending a Call

Press the **Phone** key.

Placing a Call On Hold and Resuming It

While on a call, press the **Hold** soft key. (Your call status LED's light red to indicate that the call is on hold.)

To return to the held call, press the **Toggle** soft key.

Placing Additional Calls and Switching Among Calls

If your ongoing call(s) are on hold, you can place an additional call, and then toggle among them.

1. With your ongoing call(s) on hold, press the **Phone** key, then dial the number.
2. To switch between active calls press the **Toggle** soft key.

Redialing a Call

To dial the last number called, press the **Redial** key.

Redial Key

Muting a Call

While on a call, press the **Mute** key. (Your call status LED's blink red.)

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

Mute Key

Changing the Volume

To adjust the volume, press the **Phone** key and then the **Up** or **Down** volume keys.

Volume Down Key

Volume Up Key

Transferring a Call

Announced Transfer

When you make an announced transfer, you notify the recipient that you are about to connect a call before you complete the transfer. This allows the recipient to refuse to take the call.

Note: As an alternative to step 2 it is possible to select a party from the directory or from a Speed Dial list as the destination of a call transfer.

Please refer to the appropriate sections on how to select numbers in this fashion.

To Announce a Transfer

1. While on a call, press the **Transfer** soft key. The system places the caller on hold and selects a new line.
2. Dial the number to which you want to transfer the call.
3. When the recipient answers the telephone, announce the call.
4. If the recipient does not want to take the call, retrieve it by pressing the **Cancel** soft key from which the call originated.

If the recipient wants to take the call, proceed with the next step.

5. Press the **Complete** soft key to complete the transfer, and then end press the **Phone** key.

Blind Transfer

In a blind transfer, you transfer the call without notifying the recipient.

To Do a Blind Transfer

1. While on a call, press the **Transfer** soft key. The system places the caller on hold and selects a new line.
2. Dial the number to which you want to transfer the call.
3. Press the **Complete** soft key as soon as you hear ringing, and then press the **Phone** key.

You can make conference calls with up to four parties, including yourself. The other three parties can be any combination of internal and external calls.

Note: As an alternative to step 2 it is possible to select a party from the directory or from a Speed Dial list as the participant in a conference.

Please refer to the appropriate sections on how to select numbers in this fashion.

To Place a Conference Call

1. While on a call, press the **Conference** soft key. The system selects a new line and places the other party on hold.
2. Place a call to another party, wait for that party to answer the call, and press the **Join** soft key.

   To cancel the conference attempt before joining, press the **Cancel** soft key and then press the **Toggle** soft key to resume the call.
3. Repeat steps 1 and 2 to conference in another party.

   Press the **Conf Drop** soft key to drop the last call party added to the conference call.

Advanced Conference Call Options

- To place a conference call on hold, press the **Hold** soft key. The other parties can talk among themselves, but they cannot hear you.
- To transfer a conference call to another extension, press the **Transfer** soft key. Dial the number to which you want to transfer the call, and press the **Complete** soft key again. All of the parties will be transferred.

Feature Codes

You can access system-wide features by pressing the **Phone** key, pressing the **Feature** soft key, and entering the relevant feature code.

The following table 2 lists feature codes for some useful features. Please refer to 3COM NBX documentation for more detailed information.

Feature	Code	Then...
Account Codes for Call Detail Reports	888	Enter account codes and press # (NBX V5000)
Calling Line Identity Restriction, all calls (NBX 100 and V5000)	889	Dial the number as usual
Calling Line Identity Restriction, next call only (NBX 100 and V5000)	890	Dial the number as usual
Call Park	444	Enter a call park extension
Call Pickup Directed Call Pickup Group Call Pickup	 455 456	 Enter the telephone's extension Enter the Call Pickup Group number
Conference Drop (NBX 100 and V5000)	431	The system drops the last caller you added to the conference
Direct Mail Transfer	441	Enter the telephone extension to which you want to transfer the call
Flash	260	Enter the code provided by your local telephone company
Hunt Group and Calling Pgoup Ranges	850-879 900-959	Enter the group number and password

Default Paging Feature Codes

Paging Feature	Code
External Paging	620
Internal Paging	621
Internal and External Paging	622

Call Park & Retrieve

Call Park allows you to place a call in a "holding pattern" and make it available for others to pick up from any telephone on the system. You can use the internal paging feature, the external paging feature, or both, to announce the call to all users and the recipient can retrieve the call by entering the Call Park extension given during the announcement.

When parking a call, you assign it a 3-digit Call Park Extension which is used to retrieve it.

Note: Call Park extensions are defined by your administrator.

To Park a Call

1. While you are on a call, press the **Feature** soft key, followed by 4-4-4. Or, press the **Menu** key, scroll and select Call Park.
2. Use the key pad to enter a Call Park extension.

If you select a Call Park extension that is already in use, the display panel displays Park Cancelled and the call rings back to your telephone. You can try another Call Park extension.

To Retrieve a Parked Call

1. Press the **Phone** key.
2. Dial the Call Park extension assigned to the call.

Call Pickup

Call Pickup allows you to retrieve a call that is ringing on another telephone.

You can retrieve a call ringing on another telephone only if both that user and you are members of the same Call Pickup group, or if that user is a member of a Call Pickup group that allows "non-member pickup."

There Are Two Types of Call Pickup

- Directed Call Pickup — Retrieves a call ringing to a specific telephone.
- Group Call Pickup — Retrieves a call ringing to any one of a group of telephones.

Directed Call Pickup

To retrieve a call ringing on another user's telephone:

1. Press the **Phone** key.
2. Press the **Feature** soft key followed by 4-5-5 and the user's extension. The call will redirected to your phone. Or, press the **Menu** key, scroll and select Call Pickup.

Group Call Pickup

To retrieve a call ringing on group members' telephones :

1. Press the **Phone** key.
2. Press the **Feature** soft key followed by 4-5-6 and the Group number. Or, press the **Menu** key, scroll and select Call Pickup.

The call will be redirected to your phone.

Hunt Groups and Calling Groups

Hunt Groups

Hunt groups allow you to establish informal “call centers” so that individual calls can be directed to several phones. Calls ring to a member of the hunt group. If that member is not available to answer the call the system “hunts” for another member of the group until the call is answered or forwarded to the group call coverage path. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox.

Calling Groups

Another type of group is a calling group. Calling groups allow an incoming call to be directed to a group of telephones, for example, a service group. The call rings simultaneously on all telephones in the group.

Hunt groups can be either static or dynamic. When you are a member of a static hunt group, you are always part of that group along with the other members. With a dynamic hunt group, you must log in to the group to be part of it. Hunt groups can also be configured so that when you step away from your desk and a hunt group call comes in to your telephone and goes unanswered, you are logged out of the group so that further calls do not ring at an unattended telephone.

To Log In To a Hunt Group Using The Phone

1. Press the **Phone** key .
2. Press the **Feature** soft key followed by the hunt group number. Or, press the **Menu** key, scroll and select Hunt Group Login. Hunt group numbers range from 850 through 879 and 900 through 969.
3. Enter the hunt group password and press **#**.

To log out of the hunt group, press the Feature Code button followed by the hunt group number.

Paging

You can broadcast a message in three ways:

- Internal Paging
- External Paging
- Simultaneous Paging

Internal Paging

Internal paging allows you to broadcast a message over the speaker of every telephone on the system, provided the telephones are not on a call.

To Page Internally

1. Press the **Phone** key.
2. Dial 6-2-1 (the Internal Paging extension).
3. Announce your message.
4. When you are finished, press the **Phone** key again to end the broadcast.

External Paging

If your business is equipped with a paging amplifier and speaker system connected to the system, you can broadcast a message over the speakers.

To Page Externally

1. Press the **Phone** key.
2. Dial 6-2-0 (the External Paging extension).
3. Announce your message.
4. When you finish, press the **Phone** key again to end the broadcast.

Simultaneous Paging

To page both externally and internally:

1. Press the **Phone** key.
2. Dial 6-2-2 (the simultaneous paging extension).
3. Announce your message.
4. **Phone** key again to end the broadcast.

Speed Dials

The NBX system offers three types of speed dials, which are discussed in the following sections:

- One-touch Speed Dials
- Personal Speed Dials
- System-wide Speed Dials

SoundStation IP 3000 - 3COM NBX supports local Speed Dials only.

Local Speed Dials

You can create a list of up to 10 local speed dials. These are available only from the telephone for which they were created.

To Use a Personal Speed Dial

1. Press the **Phone** key and listen for dial tone.
2. Press the **Menu** key.
3. Use the scroll keys to highlight the Access Local Speed Dials option.
4. Press the **Select** key.
5. Use the scroll keys to highlight an item from the Speed Dial list.
6. Press the **Dial** soft key.

Entering the Settings Area

1. Press the **Menu** key.
2. Press the **Up** or **Down** scroll key to highlight Local Functions.
3. Press the **Select** key.
4. Press the Up or Down scroll key to highlight Settings.
5. Press the **Select** key.

Adjusting the LCD Contrast

1. From within the Settings area, press the **Up** or **Down** scroll key to highlight Contrast.
2. To adjust the LCD's contrast, press the **-** or **+** soft key.

Viewing the Language Setting

Your SoundStation IP's language is set to English. In future versions, other language settings will be available.

Selecting a Ringer Sound, or Turning the Ringer Off

1. From within the Settings area, press the **Up** or **Down** scroll key to highlight Ringer.
2. To display the list of ringer sounds, press the **Change** soft key.
3. Press the **Up** or **Down** scroll key to highlight one of the five sounds named. Or, if you would prefer the SoundStation IP not to ring, highlight Ringer Off at the bottom of this list.
4. To hear the ringer sound you have highlighted, press the **Listen** soft key.
5. Repeat the above steps until you have found the ringer sound you want to keep.
6. Press the **Save** soft key.

Leaving the Settings Area

To return to the resting display, press the **Exit** key. (Or, press the **Menu** key to access the menu for selecting another area.)

Troubleshooting

No Dial Tone

- Check that all connections are tight and in place.
- Make sure all connections are correct. See "Installing and Connecting to the Network," page 4.

SoundStation IP 3000 - 3COM NBX Does Not Ring

- Check that the ringer is not turned off. See "Selecting a ringer sound, or turning the ringer off," page 7.
- If the volume is turned all the way down, increase the volume with the Up volume key.

Flickering LCD

- If your screen appears to flicker, it may be because you are using a certain type of older fluorescent lighting in your building. Move the SoundStation IP away from the lights, or replace the lights.

Quick Keypad Input Is Not Registered

- Press the keys more slowly. Because of system responsiveness, some keys may not be recognized if you press them quickly.

  If the problem you are experiencing is not resolved here, please contact your system administrator.

Safety and Compliance

Part 15 Rules

This device complies 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 interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

NOTE: 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 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.

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.

Plug 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 sortie à la quelle l'appareil est branchée 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.

CE and VCCI Mark

This SoundStation® IP 3000 - 3COM® NBX® has been marked with the CE mark. This mark indicates compliance with EEC directories 89/336/EEC and 73/23/EEC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd,270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラス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。

Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller

Polycom's sole obligation under this express warranty shall be, 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 is reasonably available, Polycom may, in 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 warrants 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, lighting, power surges or outages, or other hazards.

Warranty Exclusive

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