

Microsoft® Lync™ 2010  
Polycom CX600  
Device Training



# Objectives

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In this course you will learn:

- Set up the Polycom CX600
- Use the Polycom CX600 display and menus
- Place calls and connect with people using the Polycom CX600

# Set Up the Polycom

This section covers the following:

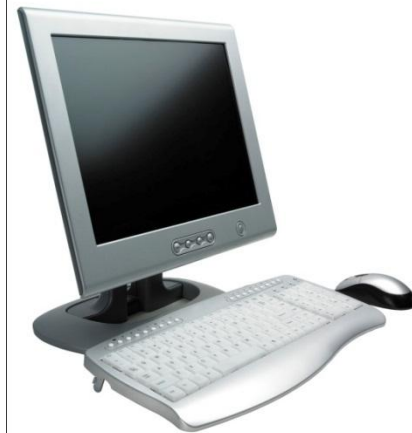
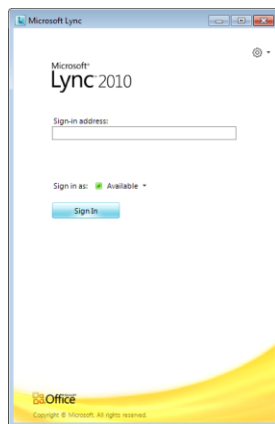
- Connect the Polycom to Your Computer
- Understand the Polycom Desk Phone Buttons
- Sign in to the Polycom

# Set up the Polycom CX600

Connecting your CX600 to your computer using a USB cable ensures a quality first time user experience.

Connection benefits:

- Sign on to device using Lync client.
- Phone unlocks when you sign on to or unlock your computer
- Phone remains unlocked when you are active on your computer.
- Lync initiated calls use device for audio.

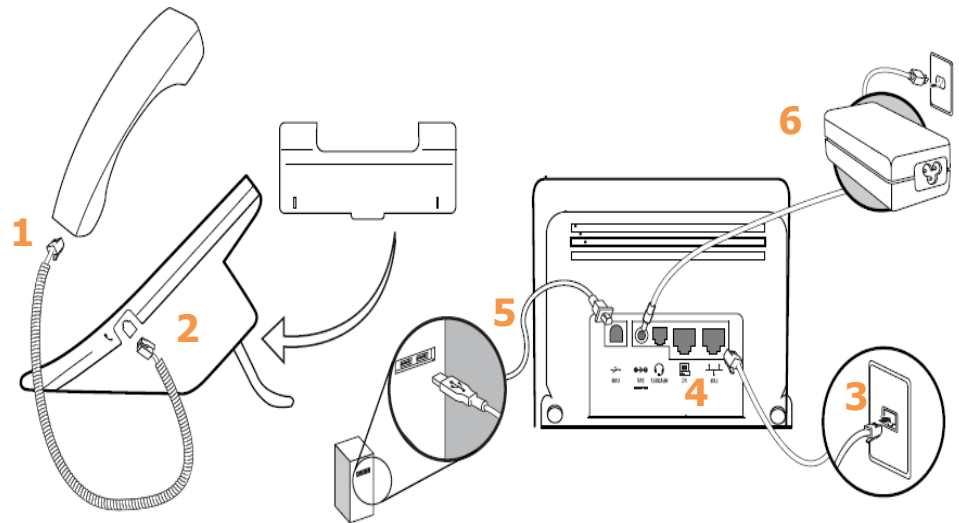


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# Connect to a Computer

Complete the following steps to connect device to computer.

1. Connect the handset cord to the handset.
2. Connect other end of handset cord to the phone, located on the side of the phone.
3. Connect network cable to the LAN port on phone, and connect other end to network jack.
4. Connect network cable to the LAN port on phone, and connect other end to network jack.
5. Connect second network cable to PC port on phone and connect other end to network port on Computer.
6. Connect phone to computer with USB cable.
7. Connect the power supply to phone and plug device into a power outlet. The display screen lights up when the phone starts.



# Desk Phone Buttons

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Review the desk phone button layout for reference.



# Desk Phone Buttons

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**Left Select** performs displayed context sensitive action.

**Right Select** performs displayed context sensitive action.

**Up and Down** arrows cycle through options.

**OK** button confirms action or enters submenu.

Access main **Menu**.

# Sign in to the Polycom CX600

After the initial Microsoft Lync 2010 Phone Edition introduction screen appears, the setup screen will appear.

Your CX600 automatically detects the Lync 2010 client. On successful detection the client prompts you for your network credentials to sign in to desk phone.

- Complete on screen instructions to sign in to desk phone.
- New users must complete on screen instructions and create PIN.
- The desk phone walks new user through user settings:
  - Time Zone
  - Date Format
  - Time Format
  - Ring Tones
- User settings can be accessed and changed at any time through the main menu.



# Use the Polycom Display and Menus

This section covers the following:

- Contact List
- Calendar
- Call Logs
- Voicemail
- Main Menu

# CX600 Display and Menu Overview

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This section introduces you to the CX600 display, and the actions available to you. You will learn about using the contact list, accessing upcoming appointments from your calendar, viewing call logs, and checking your voicemail.

- [Home](#)
- [Contact List](#)
- [Calendar](#)
- [Call Logs](#)
- [Voicemail](#)
- [Main Menu](#)



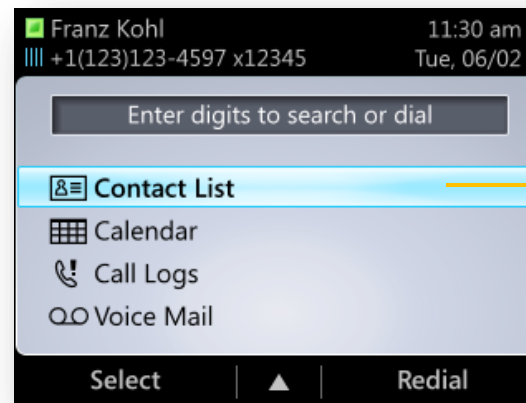
# Contact List Display

The contact list displays all of your current contacts in Lync 2010. Adding a contact to Lync 2010 automatically adds it to the CX600 desk phone.

The default contact list view displays Contact Groups.

The contact list will remember the last view selected. For example, if you select Frequent Contacts the next time you open the contact list it displays Frequent Contacts.

You can change the view by pressing the **Menu** button and selecting **Switch to Contact Groups View**.



Use the **Up** or **Down** arrows to select Contact List and press **OK** button.



Use the **Up** or **Down** arrows to cycle through Contact List and press **Left Select** to call.

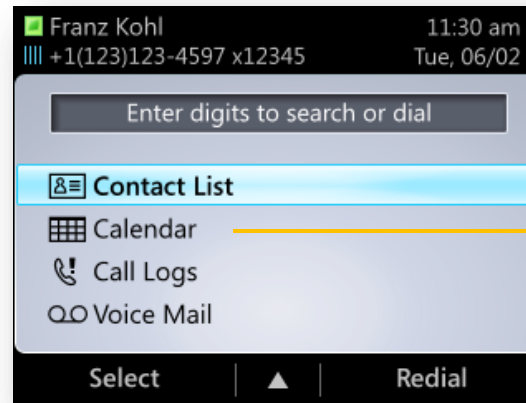
**Menu** button.



# Calendar Display

The CX600 calendar displays Outlook appointments for the current day.

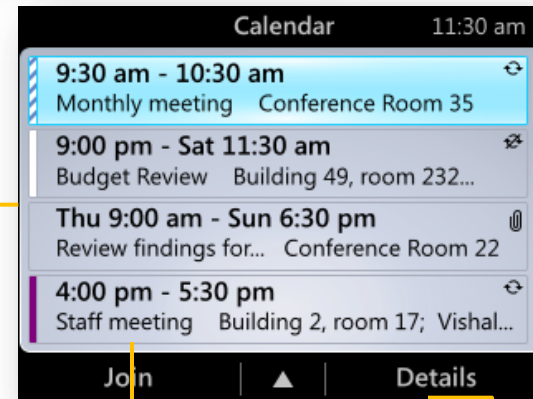
You can join an Online Meeting using Lync directly from your desk phone.



Use the **Up** or **Down** arrows to select Calendar and press **OK** button.



Use the **Up** or **Down** arrows to cycle through appointments.



Press **Left Select** or **OK** button join conference.

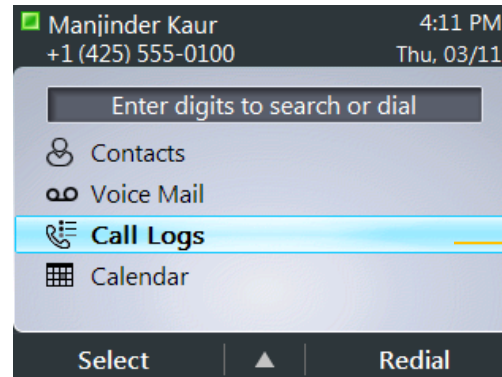
Press **Right Select** to view appointment details.

# Call Logs Display

The Call Log displays a history of calls made to or from your desk phone.

Press **Menu** button to change the type of calls listed, choices are:

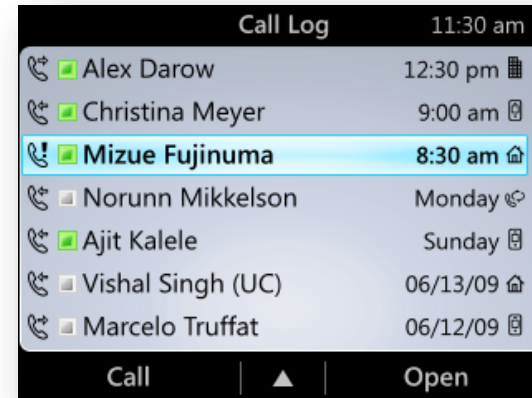
- View All Calls
- View Incoming Calls
- View Outgoing Calls



Use the **Up** or **Down** arrows to select Call Log and press **OK** button.



Use the **Up** or **Down** arrows to cycle through Call Log, and press **Left Select** to call.



Press **Right Select** to **Open** contact and view contact card.

Menu button.



# CX600 Display – Voice Mail

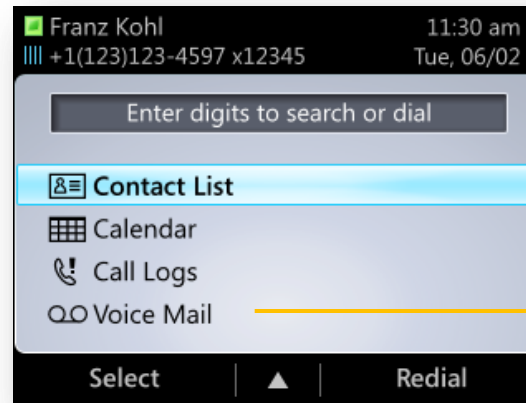
Voice mail is saved in a centralized location and may be accessed from your desk phone.

The number of new voice mail messages are indicated next to the voice mail icon on the CX600 display.

A list of voice mail messages is displayed in the list, showing who left the message, presence status, and the date and time that the message was recorded.

Press **Menu** button to view additional voice mail options:

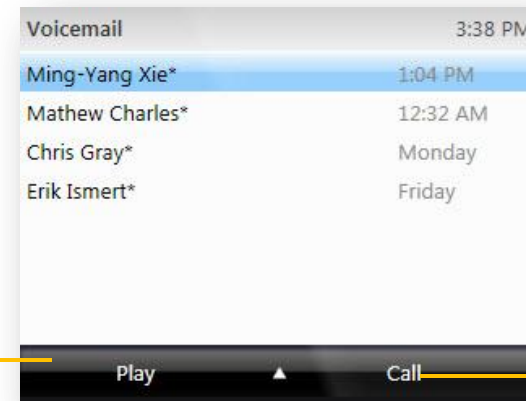
- Open Contact Card
- Add to Contact
- Delete Voice Mail
- Call Voice Mail



Use the **Up** or **Down** arrows to select Voice Mail and press **OK** button.



Use the **Up** or **Down** arrows to cycle List and press **Left Select** to play voice mail directly on phone.



Press **Right Select** to call person.

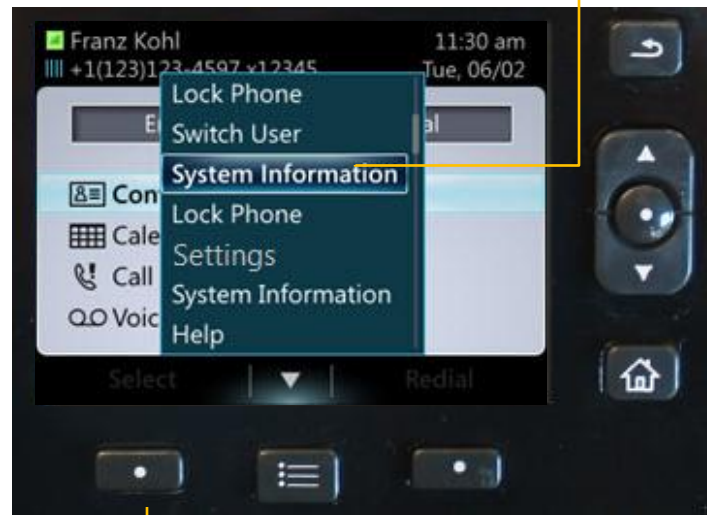
Menu button.



# Main Menu Display

The main menu displays available options for your desk phone.

- Settings
- Lock Phone
- Call Forwarding
- Switch User
- System Information



Main Menu appears on top of display.

Up and Down arrows cycle through menu options.

Press the **Left Select** button enter submenu.

Press the **Menu** button to view main menu.

# Settings Menu

Customize your CX600 desk phone by adjusting the settings.

Customizable settings:

- Language (if enabled by IT Pro)
- Volume
- Ring Tones
- Brightness
- Themes
- Logging (for troubleshooting)
- Desk Phone Location
- Make Test Call
- Desk Phone PIN
- Time and Data Format
- Accessibility Features (High Contrast)
- Text Telephony (TTY)



Press the **Left Select** button enter submenu.

Press the **Menu** button to view main menu.

**Up** and **Down** arrows cycle through menu options.

# Lock Your Phone

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Locking your phone prevents unauthorized access to your contact list and the ability to make long distance phone calls. After a period of inactivity, your CX600 desk phone will lock. You can also lock your phone yourself.

## Lock the Phone:

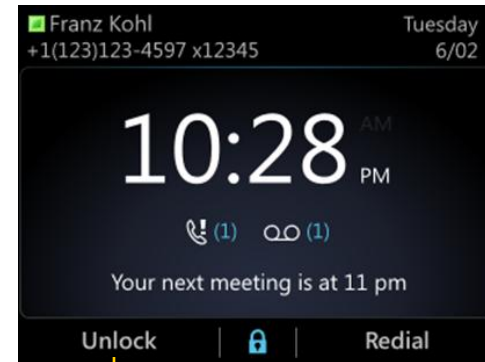
- 1.Locking your desktop automatically locks the CX600 desk phone.
- 2.Lock phone from Main Menu.

## Unlock the Phone:

Unlocking desktop also unlocks phone.

You can also use the following steps:

1. Press **Left Select** to **Unlock** phone. The PIN entry screen appears.
2. Enter your PIN, and press **Left Select** or **OK**.



Locked phone displays **Unlock**.

# Set up Call Forwarding

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You can configure your phone so that all incoming calls are forwarded to another number or one of your contacts.

You can also forward calls while the phone is ringing see [Connect with CX600 – Forward Call](#).

Call forwarding options:

- Do not forward calls.
- Forward to voice mail.
- Forward to one of my numbers.
- Forward to a contact.
- Simultaneously ring one of my numbers.



# Switch User Menu

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## Switch to another user:

1. Press **Menu** button.
2. Use the **Up** and **Down** arrows to select **Switch User** and press **Left Select**.
3. CX600 signs out current user.
4. Press **Left Select** to **Sign In**.
5. The Sign In screen appears on the display.
6. Complete on screen instructions, entering:
  - The new user's Office Lync sign-in name.
  - The new user's network domain and username.
  - The new user's password.
  - New PIN for user.

The new user's contact list screen appears.



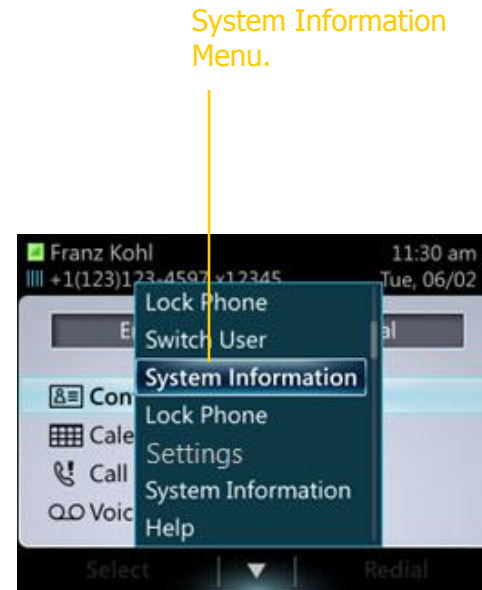
# System Information Menu

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System Information displays hardware and network connection information, used by support organizations to help troubleshoot connectivity issues.

## System Information displays:

- Lync Phone Edition Software Version
- MAC Address
- IP Address
- Subnet Mask
- Gateway Address
- DNS Server
- VLAN ID



# Place Calls and Connect with People

This section covers the following:

- Place a Call
- Answer a Call
- End a Call
- Redial a Call
- Volume and Mute
- Place a Call on Hold
- Forward a Call
- Host a Conference

# Call Using the Handset or Speakerphone

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## **Place a call using the handset:**

Perform the following steps in any order:

- Pick up the handset.
- Dial the desired number using the dial pad.
- The number appears in the phone number field.
- The number automatically dials once a complete number is entered.
- You must press the **Call** button if you dial the number first and do not activate the speakerphone or handset.

## **Place a call using the speakerphone:**

Perform 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** button.

# Call Using the Headset or Contact List

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## **Place a call using the headset**

Perform one of the following steps:

1. With the optional analog headset connected, dial the desired number using the dial pad.
2. Press the Headset button.

## **Alternate Steps:**

1. Press the Headset button.
2. When you hear a dial tone, enter the desired number.

## **Place a call using the contact list:**

- Refer to [CX600 Display – Contact List](#)

# Answer a Call

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You can answer a call in three basic ways using your CX600 desk phone:

- Using the handset
- Using the speakerphone
- Using the headset

Call duration on an active call is monitored through a local call timer. This is visible on the display.

When an incoming call is received, the caller name and information will be displayed.

Perform one of the following steps to answer an incoming call:

- Pick up the handset.
- Press the **Speakerphone** button or the **Left Select** button to answer the call through the speakerphone.
- Press the **Headset** button to answer the call through an optionally connected headset.

# End the Call

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Perform one of the following steps to end call:

- Press the **Left Select** button to end call.
- Replace the handset.
- Press the **Speakerphone** button if you are using the speakerphone.
- Press the **Headset** button if you are using the optional headset.

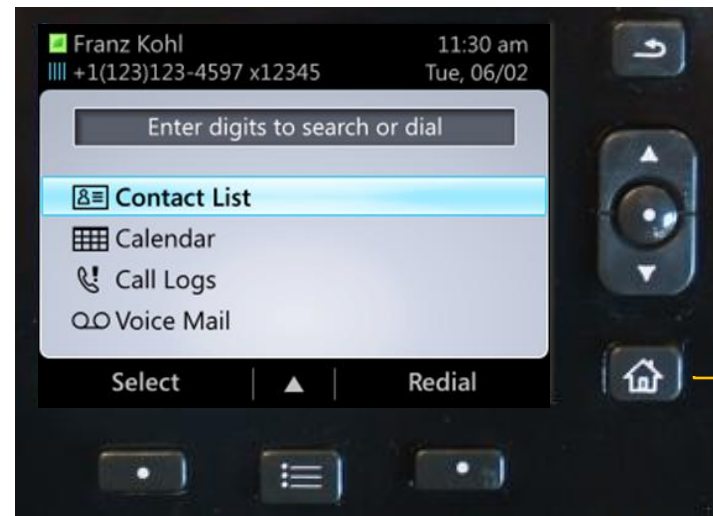
# Redial a Call

Redial the last placed call:

1. Press **Home** button
2. Press **Right Select** button to redial call.

Redial a missed call:

Refer to [CX600 Display – Call Logs](#).



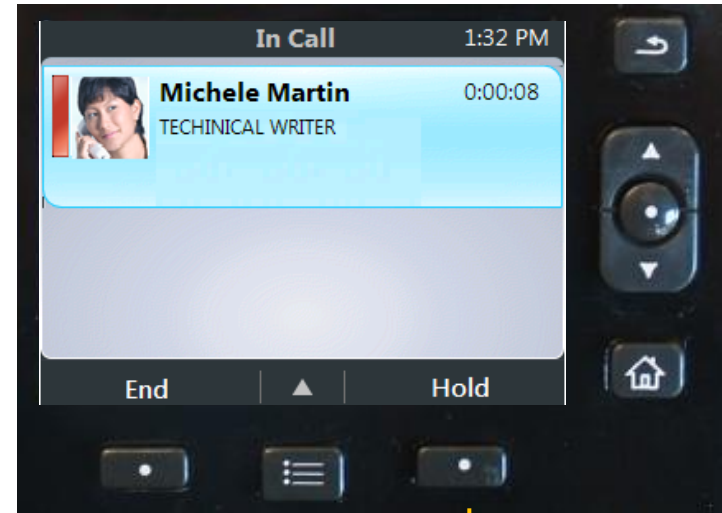
Press **Right Select** to redial number.

Access **Redial** by pressing **Home**.

# Place a Call on Hold

1. During a call, press **Left Select** to place call on hold. Hold is indicated on the display.
2. Press the **Hold** key again to resume the call.

**Note:** Placing a call on Hold typically generates music or a beeping tone, avoid placing a conference call on hold.



Press the **Right Select** to place call on hold.

# Adjust Volume and Mute

## Speakerphone Volume:

- During a call, if you are using the speakerphone, pressing the **Volume** key adjusts the speaker volume.

## Handset Volume:

- During a call if you are using the handset, pressing the **Volume** button adjusts the handset volume.

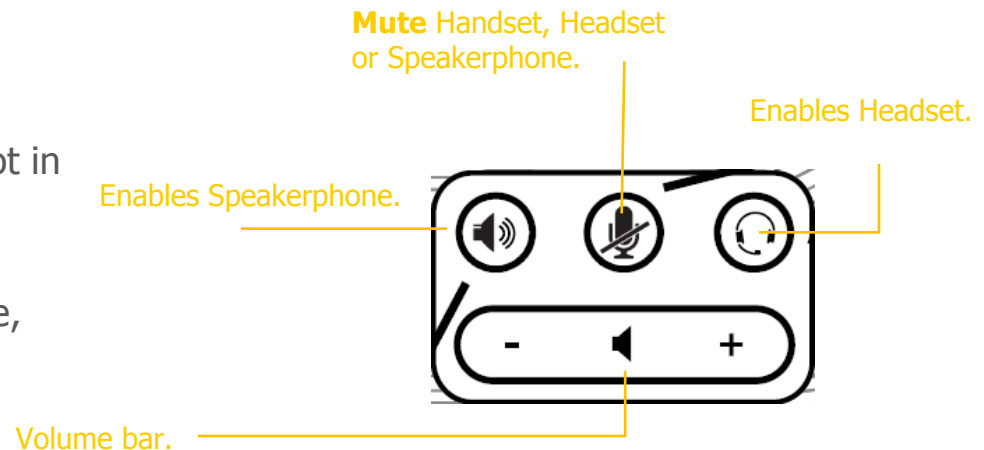
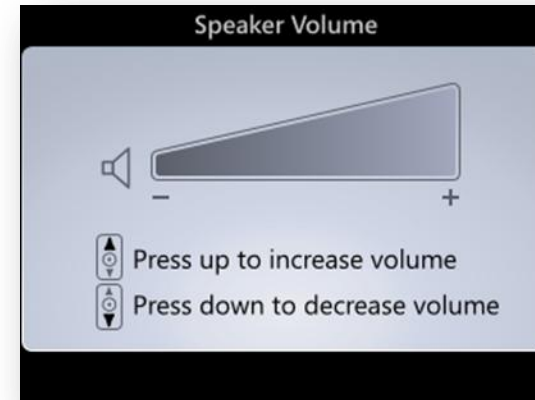
## Headset Volume:

- During a call, if you are using the headset, pressing the **Volume** button adjusts the headset volume.

## Ringer Volume:

- If you press the **Volume** button when not in call, the ringer volume is adjusted.

Press the **Mute** button to mute speakerphone, handset and headset.



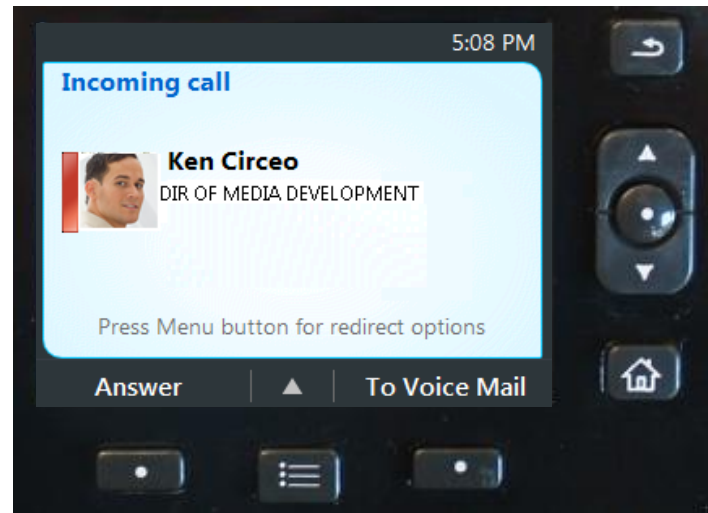
# Forward a Call

The CX600 allows you to redirect incoming calls.

When the phone is ringing, perform one of the following steps:

- Press **Left Select** or **OK** to answer call.
- Press **Right Select** to send call to Voice Mail.
- Press the **Menu** button to redirect call to mobile or other number.

If no action is taken call is automatically redirected to voicemail after a set time. 20 seconds is the default wait. This can be modified from the Lync 2010 client under Call Forwarding options.



Press **Left Select** to answer call.

Press the **Menu** button to view Forwarding options.

Press **Right Select** send call to voice mail.

# Host a Conference

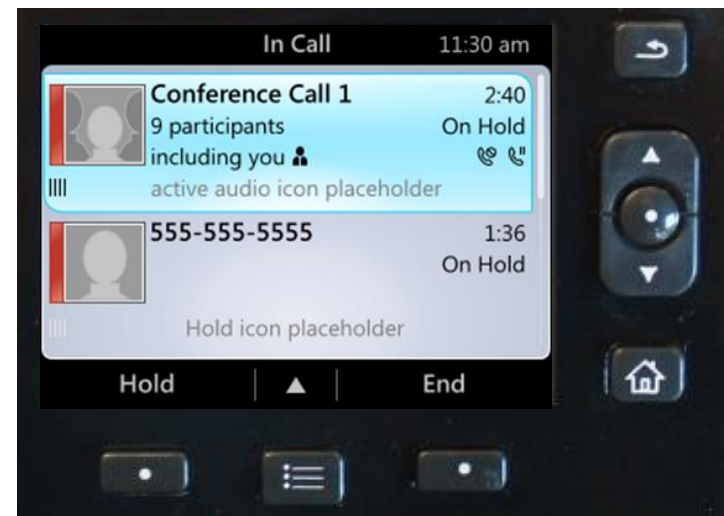
A conference occurs when 3 or more participants are on a call. You can host a conference call at any time using the CX600, by inviting additional participants.

Host a Conference:

1. Dial the first participant
2. When participant connects press the **Menu** button to view conferencing options.
3. Select **Conference – Add Participant**
4. Dial additional participants number.

Additional Conference Menu Options:

- New call (drops current call and begins a new one)
- Conference – add participant
- Transfer to mobile phone
- Transfer to other number
- Help



# Review

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In this course you have learned how to:

- Set up the Polycom CX600
- Use the Polycom CX600 display and menus
- Place calls and connect with people using the Polycom CX600

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