Setting up SoundStation2W™

1

Analog telephone line

Connect base station to power and analog phone line.

2

Install battery.

3

BONG!

Ready

Wait for phone to register to base station.

Features

LED Indicators

The LEDs located on the top of your SoundStation2W™ indicate the current status of your conference telephone:

Green - your call is in progress.
Blinking green - a call is incoming.
Red - your call is muted.
Blinking Red - your call is on hold.

POLYCOM®

Buttons

Menu
Displays a menu of settings and options.

Exit
Exits from current screen to previous menu.

Soft Keys
The screen will display labels for these keys, to identify their context-sensitive functions.

Phone
Answers incoming calls, dials a call, ends a call, and provides dial tone.

Conference
Call, join, or delete additional call participants during a conference call.

Dial Pad
These 12 keys provide the 10 digits, the 26 alphabetic characters, and special characters available in context sensitive applications.

Mute
Toggle microphone on or off during a conversation.

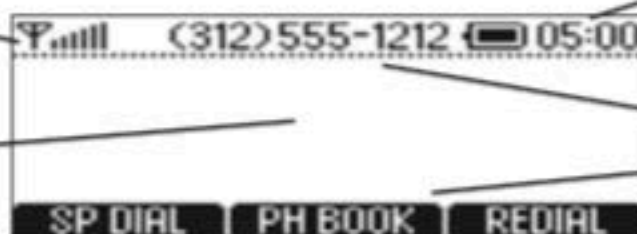**Volume**
Use these to adjust the volume of the handset, headset, speaker, and ringer, as well as the display contrast.

Select
Choose a menu item.

Scroll
Navigate up or down through displayed lists.

Understanding the Display

Signal Strength

Information Area

(312) 555-1212 ▭ 05:00

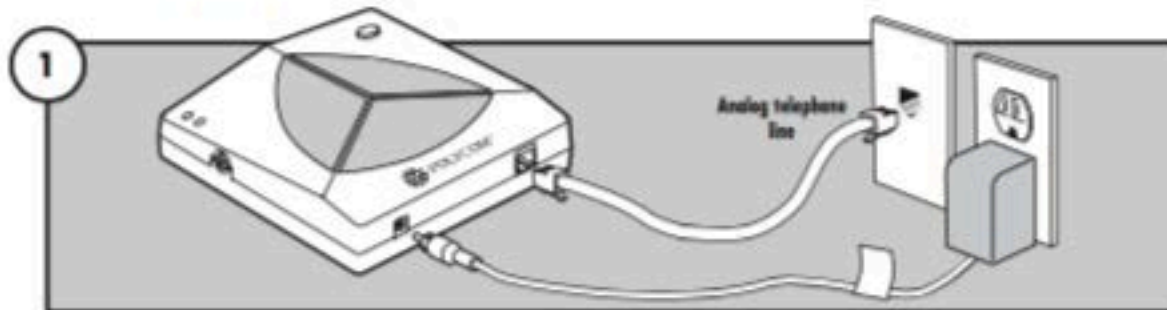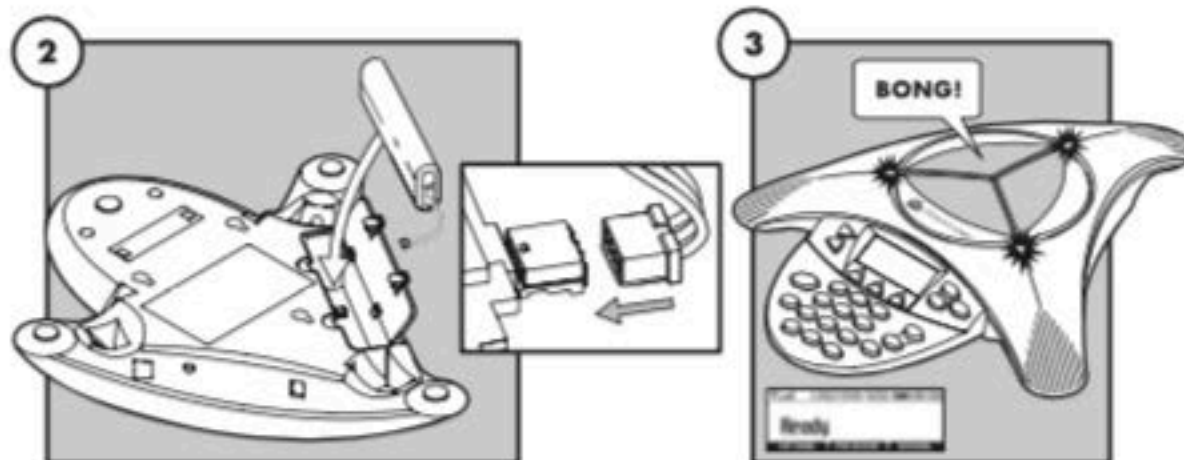SP DIAL | PH BOOK | REDIAL

Battery Life

This Phone's Number

Soft Key Functions
The screen will display labels for these keys, to identify their context-sensitive functions.

Setting up SoundStation2W™

1 Connect base station to power and analog phone line.

Analog telephone line

2 Install battery.

3 BONG!

Ready

Wait for phone to register to base station.

Ready State

SoundStation2W™ will display a Ready message after successfully communicating with the base upon power up. The Ready message is also shown after a call is completed and the phone is available for the next call.
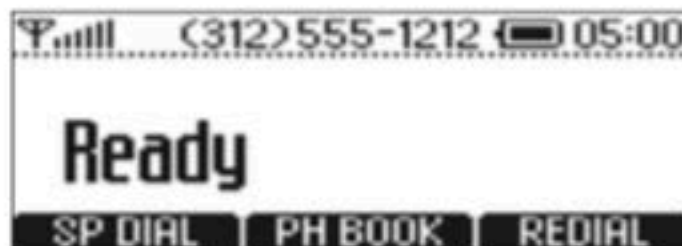
```
▼.ıllll    (312) 555-1212  ▭ 05:00

          Ready
  SP DIAL  |  PH BOOK  |  REDIAL
```

▶ For best performance, charge the console for a full charging cycle (4 hours for BASIC, 8 hours for EX) prior to first use.

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Placing a Call
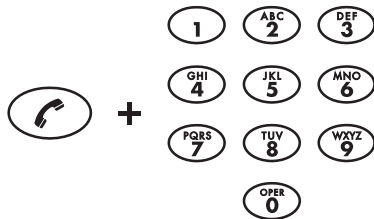
SoundStation2W™ allows you to place a call over an analog line or through an analog terminal adapter (ATA). Several methods are available to initiate a call.

Direct Dial

1. To obtain dial tone, press the ☎ key.
2. Dial the desired number.
► To cancel the call, press the ☎ key.

Indirect Dial

1. From the Ready screen, dial the desired number.
2. Press the ☎ key or the **SEND** soft key to make the call.
► If you make a mistake entering the telephone number, press the **＜DEL** soft key.
► Press the **CANCEL** soft key to cancel the call.
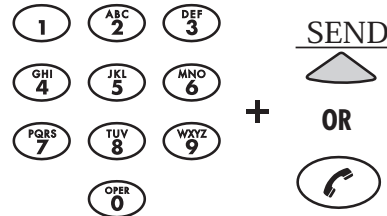
Answering a Call

Press the ☎ key or any number key to answer an incoming call. Pressing the ☎ button will override all other telephone activities. The three LEDs will blink green when the phone rings.
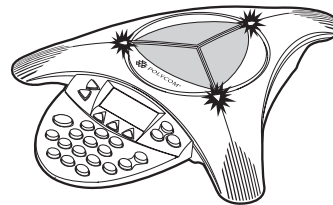
Answering a Second Call

If you are on a call when another call is received, you will hear a tone if your phone system is setup to support Call Waiting.

► Press the Conference button ⟨☏⟩ to answer the incoming call. This first call will be automatically placed on hold.

► Switch back and forth between calls using the conference button ⟨☏⟩.

Ending a Call

To end a call, press the ⌒c⌒ key.

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00
Call Ended
              00:05:23
 SP DIAL │ PH BOOK │ REDIAL
```

Call Hold

When a call is on hold, you cannot hear your remote party, and they cannot hear you.

► To place a call on hold, press the **HOLD** soft key. The LEDs on the top of your SoundStation2W™ will blink red.

► To resume a call, press the **RE-SUME** soft key.

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00
        1(555)555-2222
              00:01:15
                        HOLD
```

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00

            HOLD
                        RESUME
```

Call Mute

When a call is muted, you can hear the remote party, but they cannot hear you.

► To mute a call, press the mute button ⌒🎤⌒. The LEDs on the top of your SoundStation2W™ will glow red when your call is muted.

► To release mute, press the mute button again.

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00
        1(555)555-2222
              00:01:15
                        HOLD
```

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00

            MUTE
                        HOLD
```
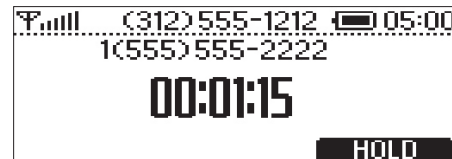
Call Timer

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

```
Yₒₙₗₗₗ    (312)555-1212  ▭ 05:00
        1(555)555-2222
              00:01:15
                        HOLD
```

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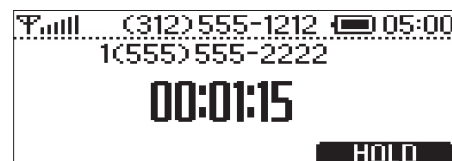
Redial

SoundStation2W™ stores the number that was last dialed. This number can be recalled using the **REDIAL** soft key.

```
 ᵀ.ᵢₗₗₗ   (312)555-1212 ▭ 05:00

Ready
 SP DIAL | PH BOOK | REDIAL
              ◁▷
```

► Press the **REDIAL** soft key. The last number called will be displayed and dialed.

OR

► Press the ⌒ key and then the **REDIAL** soft key. The last number called will be displayed and dialed.
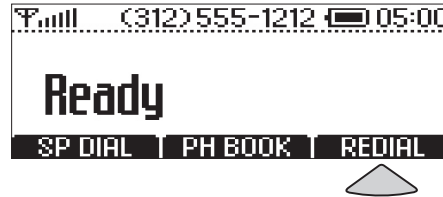
Speed Dial a Number

You can speed dial any entry in your Phone Book, in either of these ways:

Speed Dial Number First

1. Enter the 1- or 2-digit Speed Dial number.
2. Press the Phone button or the **SEND** soft key.

If a Speed Dial entry does not exist, a Not Assigned notice will appear. You can enter a new Speed Dial number or press the **CANCEL** soft key to leave the Speed Dial Menu.

> ► *For 1-digit numbers, you do not have to dial a leading 0. For example, for 02 , you can also press 2.*
> ► *To create Phone Book entries and assign Speed Dial numbers, see "Adding an entry" on page 20.*

Soft Key First

When the **SP DIAL** soft key is available:

1. Press the SP DIAL soft key.
2. Enter the 1- or 2-digit Speed Dial number (if you enter one digit, wait through the brief delay).

Dialing using the Phone Book

Entries in the Phone Book can be automatically dialed.

1. Choose the entry you want to dial. (See "Quick selection in a list" on page 17.)
2. Press the **DIAL** soft key. You will see and hear the call being dialed.

> ► *You can also access the* **DIAL** *soft key after selecting an entry with the Select button.*

Ringer Volume Adjustment

When the SoundStation2W™ is in Ready state or on hook, press the Volume buttons to adjust the ringer volume.
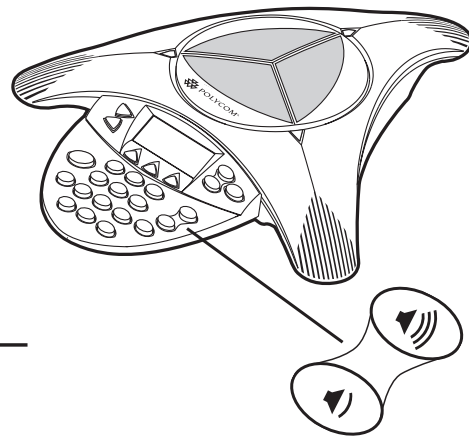
Dial Tone Volume Adjustment

When the SoundStation2W™ is off hook, press the Volume buttons to adjust the dial tone volume.

Speaker Volume Adjustment

During an active call, press the Volume buttons to adjust the speaker volume.

Display Contrast Adjustment

1. Press the Menu button and choose Settings and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose Contrast, and then press the Select button.
3. Press the Scrolling buttons or the + and · soft keys to adjust the display contrast.
4. Press the **SAVE** soft key or Select button to apply the selected contrast setting.
► Press the Exit button to cancel this change.

```
►SETTINGS
 THIS PHONE
 BRIDGE SETUP
 ADMIN SETUP
```

```
CONTRAST

■■■□□□□
   -    |    +   | SAVE
```
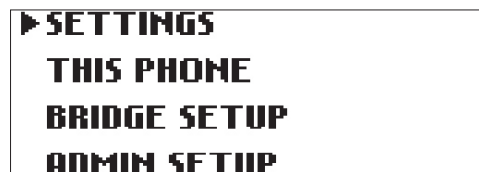
Ringer Type Selection

1. Press the Menu button and choose Settings and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose Ringer Type, and then press the Select button.
3. Sample the ring types by pressing the Scrolling buttons or the **<–** and **–>** soft keys.
4. Press the **SAVE** soft key or Select button to apply the selected ringer setting.

► Press the Exit button to cancel this change.

```
▶ SETTINGS
  THIS PHONE
  BRIDGE SETUP
  ADMIN SETUP
```

```
  RINGER TYPE

Classic
  [ ⬅ ]  [ ➡ ]  [ SAVE ]
```

Backlight Adjustment

The SoundStation2W™'s display lights up when any button on the keypad is pressed, or on an incoming call.

To turn the back light on or off:
1. Press the Menu button and choose Settings and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose Back Light, and then press the Select button.
► The current status of the back light will be displayed.
3. Press the **ON** or **OFF** soft key or cycle through OFF and ON by pressing the Scrolling buttons.
4. Press the **SAVE** soft key or Select button to apply the selected backlight setting or the Exit button to cancel this change.

```
▶ SETTINGS
  THIS PHONE
  BRIDGE SETUP
  ADMIN SETUP
```

```
              SETTINGS
▶ BACKLIGHT
  CONTRAST
```

```
  BACKLIGHT

On
  [ OFF ]  [ ON ]  [ SAVE ]
```
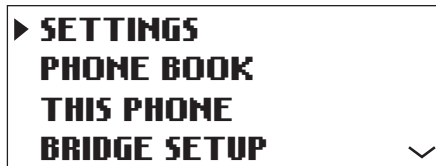
Language

SoundStation2W™ allows you to select your preferred language for the phone to use when displaying information.

To change the language setting:

1. Press the Menu button and choose Settings.
2. Cycle through the options using the Scrolling buttons and choose Language, and then press the Select button.
3. Cycle through the available languages by pressing the Scrolling buttons or the <— and —> soft keys.
4. Press the **SAVE** soft key or Select button to apply the selected language setting or the Exit button to cancel this change.

```
▶ SETTINGS
  PHONE BOOK
  THIS PHONE
  BRIDGE SETUP        ⌄
```

```
·········· SETTINGS ··········
  BACKLIGHT
▶ LANGUAGE
  RINGER TYPE         ⌄
```

Conferencing - using the ☺ button

If your telephone system supports multi-party call conferencing, then you can establish multi-party calls with your SoundStation2W™.

► Check with your System Administrator to determine the number of parties that can be conferenced together.

► Your System Administrator may need to activate multi-party conferencing features or provide you with instructions specific to your telephone system.

Adding a call

1. While on an active call, press the Conference button ☺ . The first call is automatically placed on hold.
2. Dial the number you wish to call. You may use the Redial or Direct Dial method.
3. Press the Conference button ☺ or **JOIN** soft key to join the second call. To drop the second call, press the Conference button ☺ again.

OR

1. Press the **HOLD** soft key to place the first call on hold.
2. Press the Conference button ☺ and enter the number you wish to call. You may use the Redial or Direct Dial method.

Bridge Soft Key

You may program the telephone number of your preferred conferencing bridge vendor into the SoundStation2W™ so that it is immediately available.

▶ *The* **SPEED DIAL** *soft key will not display when the bridge number is configured.*

Programming the Bridge number

1. Press the Menu button, choose Bridge Setup using the Scrolling buttons, and press the Select button.
2. Choose Enter Phone Number and press the Select button and then enter the bridge number using the dial pad. Enter any necessary prefix such as 9 and/or 1.

   ▶ If you make a mistake entering the number, use the **<DEL** soft key to correct the error.

3. Press the **SAVE** soft key or **CANCEL** soft key if you wish to cancel the procedure.

```
  SETTINGS
  THIS PHONE
▶ BRIDGE SETUP
  ADMIN SETUP
```

```
      BRIDGE SETUP
▶ENTER PHONE NUMBER
  EDIT SOFT KEY
```

```
  ENTER PHONE NUMBER

  |
 CANCEL    <DEL    SAVE
```

Editing the Bridge soft key

1. Press the Menu button, choose Bridge Setup using the Scrolling buttons, and press the Select button.
2. Choose **EDIT** soft key, press the Select button and enter the new soft key label using the dial pad. The first six characters will display.

   ▶ If you make a mistake entering the soft key label, use the **<DEL** soft key to correct the error.

3. Press the **SAVE** soft key or **CANCEL** soft key if you wish to cancel the procedure.
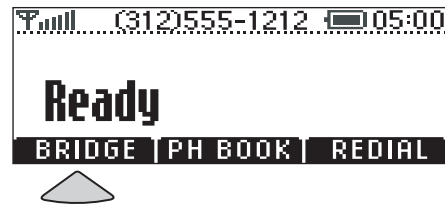
```
  SETTINGS
  THIS PHONE
▶ BRIDGE SETUP
  ADMIN SETUP
```

```
  EDIT SOFT KEY

  BRIDGE|
 CANCEL    <DEL    SAVE
```

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Placing a call using the Bridge soft key

1. Press the **BRIDGE** soft key.
2. The programmed number is auto-matically dialed and a call is placed to your preferred bridge vendor.

```
📶▁▁▁(312)555-1212  🔋05:00


   Ready
 BRIDGE │PH BOOK│ REDIAL
        ▽
```

Phone Book

You can use the Phone Book to store a local directory of 25 contacts. You can add, edit, delete, dial, or search any contact in this list through just a few key strokes.

Selecting the **PH BOOK** soft key displays the Phone Book list sorted by names. This list may be sorted by Name, Company, or Speed Dial.

```
📶▁▁▁(312)555-1212 🔋05:00


   Ready
 SP DIAL │ PH BOOK │ REDIAL
         ▽
```
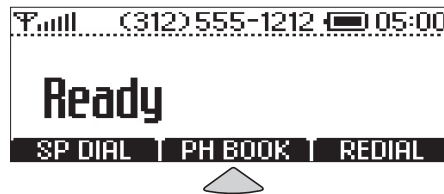
Quick selection in a list:

Name or Company list: Press a numeric key that corresponds with the letter that the name or company name begins with. For example, pressing 3 repeat-edly will provide you with names that begin with D, E, F, and 3.

```
▶Dennis Gray           ⌃
 Derek Brown
 Donald Wilson         ⌄
 SORT │   NEW   │ DIAL
```

```
▶Earl Edwards          ⌃
 Elizabeth Grason
 Elliot Ray            ⌄
 SORT │   NEW   │ DIAL
```

```
▶Felix Mason           ⌃
 Fiona Ferguson
 Frank James           ⌄
 SORT │   NEW   │ DIAL
```

Speed Dial list: Press a numeric key to select the corresponding entry. For example, pressing 2 would select entry 02, and pressing 23 would select entry 23.

```
▶02 Chris R            ⌃
 03 Matt Smithe
 04 Andrew Adams       ⌄
 SORT │   NEW   │ DIAL
```

```
▶23 George William     ⌃
 24 Harold Smith
 25 Jim Shoe           ⌄
 SORT │   NEW   │ DIAL
```

Adding an entry

1. Press the **PH BOOK** soft key and then the **NEW** soft key.
2. Enter information in the *Name*, *Ph#* (telephone number including any prefixes, such as 9 and/or 1), and *Co* (company) field using the alphanumeric keys on the dial pad. You can move between fields using the Scrolling buttons.
3. Press the **SAVE** soft key. You can accept the next available speed dial number assigned to your new entry or you can choose your own speed dial number by using the Scrolling buttons or the dial pad.
4. Press the **OK** soft key to save or the **BACK** soft key to edit the phone book entry.

```
Name: |
  PH#:
    CO:
                        CANCEL
```

```
Name: Charles |
  PH#:
    CO:
    <DEL     SPACE    CANCEL
```

```
Name: Charles White
  PH#: 5555559876
    CO:
    <DEL     SPACE     SAVE
```

```
     Charles White

    Speed Dial #:24
   BACK              OK
```

Editing an entry

1. Choose the entry you wish to edit and press the Select button.
2. Press the **CHANGE** soft key. Using the Scrolling buttons, select the field you wish to edit.
3. Using the alphanumeric keys on the dial pad, make changes.
4. Press the **SAVE** soft key. You can accept the current speed dial number assigned to the entry or you can choose another speed dial number by using the Scrolling buttons or the dial pad.
5. Press the **OK** soft key to save or the **BACK** soft key to edit the phone book entry.

```
    23 Charles White
       5555559876

  CHANGE   REMOVE    DIAL
```

Deleting an entry

1. Choose the entry you wish to delete and press the Select button.
2. Press the **REMOVE** soft key. Press the **OK** soft key to remove or the **CANCEL** soft key to leave the menu without removing.

```
      23 Charles White
        5555559876

  CHANGE │ REMOVE │  DIAL
```

```
  ◖ REMOVE FROM PH BOOK? ◗

      23 Charles White

  CANCEL             OK
```
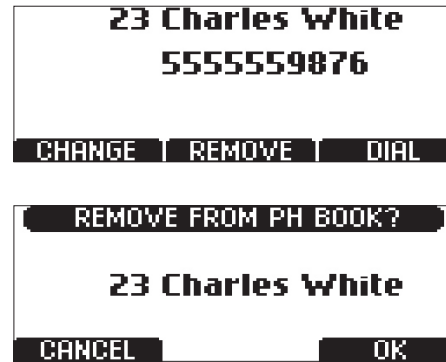
View System Information

This feature displays the following information about the SoundStation2W™: Location and Number, System Information, and Registration Information. With this feature you can easily identify the home room location for the phone.

Location and Number

1. Press the Menu button and choose This Phone and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose Location and Number, and then press the Select button.

System Information

1. Press the Menu button and choose This Phone and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose System Information, and then press the Select button.

Registration Information

1. Press the Menu button and choose This Phone and press the Select button.
2. Cycle through the options using the Scrolling buttons and choose Registration Information, and then press the Select button.

Standby Mode

The phone has an automatic power save function to extend battery operated usage. The product will switch into Standby within one minute of being in an idle inactive state. The console will not go into Standby if there is an active call, even if there are pauses in the conversation.

If the console is registered to the base station, and the phone goes into Standby mode, the LCD will display a "READY" message.

The console will switch into Standby mode even when it is not registered to the base station. In the case where the console isn't registered to the base station and goes into Standby, the LCD will display a "NO SIGNAL" message.

Any key press will "wake" the phone up. All features of the phones are instantly available by pressing the normal key sequences. Incoming calls and paging also functions normally while the phone is in Standby, and will switch the phone to active use mode.

► *Standby mode saves power but is not an "Off" function. If you want to fully turn the unit off, unplug the battery.*

► *While in Standby mode, the LCD display will still show estimated remaining talk time. Talk time is shown numerically in hours to the right of the battery icon.*

► *The console will switch into Standby, even if it is not registerd to the base station. For example, if you travel with the phone to a remote location without the base station, the console will switch into Standby to conserve power.*

► *The console will automatically re-register to its base station from Standby mode, if it is within range and the base station is powered.*

► *In some cases, the phone will not go into Standby mode when a mobile phone is plugged in, even if the mobile phone is not in an active call. In these cases the LCD message will continue to say "Mobile Phone In". Either turn off the mobile phone, or unplug it from the console to enable Standby.*

► *The phone will not go into Standby while charging.*

Charging

SoundStation2W™ operates on a rechargeable lithium ion battery. The battery needs to be recharged periodically. Use the supplied charger to recharge the battery while it is installed in the console. In similar fashion to a laptop PC or a mobile phone, the SoundStation2W™ can be used or continue operation while being charged. The battery cannot be recharged outside the console.

Typical talk time and standby time are shown here:

	2 cell battery	4 cell battery
Charge Time	4 hours	8 hours
Talk Time	12 hours	24 hours
Standby Time	80 hours	160 hours

Charging State

The SoundStation2W™'s display will indicate when the battery is charging by animating the battery icon.
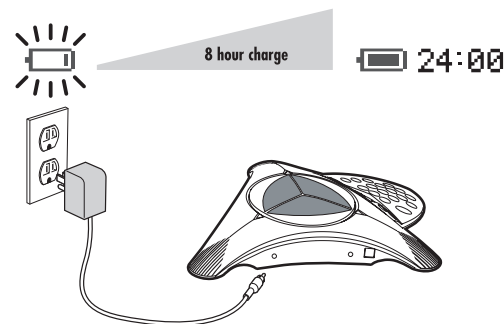
Battery icon displayed on LCD.

Low Power

The SoundStation2W™'s display will indicate when battery charge is low. The low battery warning will begin when the remaining talk time is approximately 20% or less of the full charge capacity. The warning will be triggered when a user goes back on-hook after completing a call. This ensures that the low power warning is seen by a user. In addition to a visual message on the console LCD which will read, "**Low Battery, Please Charge**," you will hear an audible beeping alert.

► *Optimum battery performance may be achieved only after the battery is conditioned. The battery will have to go through four to five charge and discharge cycles before reaching optimum performance.*
► *Talk time is measured for natural conversation at optimum volume levels.*

LCD Message Summary

The following messages are displayed on the console LCD to represent various usage conditions.

LCD Message	What it means:	What you will see:
Ready	Phone is in idle state and ready to make calls.	Idle screen.
No Signal	Signal strength is too weak to carry a call.	Antenna icon will show zero bars.
Call Ended	The call has been dropped.	"Call Ended" with elapsed time indicated.
Mobile Phone In	A mobile phone is plugged in to the mobile phone jack OR a mobile phone call has been initiated.	"Mobile Phone In"
Searching for Signal	Attempting to contact the base station to establish a connection.	"Searching for Signal"
Enter Number	Enter the number you wish to dial.	Digits of the number you are dialing.
Charging	A charger is plugged in and battery is recharging.	"Charging"
Base Paging	Page button on base was pressed to locate the console.	Base paging. Press any key to stop beeping.
Battery Low	The charge in the battery has depleted. A recharge is required to continue reliable operation of your SoundStation2W™.	The remaining talk time and an audible warning tone.
Incoming Call	Phone received an incoming call.	"Incoming Call"

Troubleshooting

No Signal

"No Signal" is displayed when the console loses contact with the base. Verify the following:

► Check that the base station is powered up.
► Make sure that the console is not out of the allowed range (150 feet).
► Move the console to a location where there are fewer obstructions or walls between console and base station.

► If the console and base station are separated by multiple brick walls, this will reduce the available range between the base and console.

No Dial Tone

The base station must be plugged into an analog telephone jack. If the dial tone is not heard, verify the following:

► Check that the base is powered on.
► Check that the console is operational.

► Check that the base is connected to an analog telephone (POTS) line.

Does Not Ring

► Check that the ringer is not turned off. See "Ringer Type Selection", page 15.

► Try increasing the ringer volume.

Flickering LCD

If your screen appears to flicker, it may be because you are using a certain type of florescent light-ing in your building. Move the SoundStation2W™ away from the lights.

Keypad Input Doesn't Register

This could happen if you enter information too quickly. Press the alphanumeric buttons more slowly.

Muffled or "in a well" Reception

This is caused by highly reverberant rooms and people speaking too far from the microphone.

► Speak closer to the console so that the microphones pick up your speech more accurately.

► Add more sound absorbency to the room.

Short Silences, Echoes, or Clipped Speech

► Do not move the SoundStation2W™ console while it is in use.
► Keep your hands away from the console during calls.
► To avoid excessive noise around SoundStation2W™, move computers, projectors, papers, cups, and other noise-producers away from the console.

► At the beginning of each call, let someone at each location speak in turn for a few moments to enable SoundStation2W™ to adapt to its environment.
► The other parties may be using non-Polycom equipment which may cause strange audio.
► Try calling again; a different line may provide a better connection.

Physical Damage

► If physical damage is severe enough that the internal parts become visible, disconnect the SoundStation2W™ immediately.

► Do not reconnect to the telephone network until the SoundStation2W™ has been repaired.

For Best Performance

Your SoundStation2W™ performs optimally when you follow these guidelines:

► Position the SoundStation2W™ in the center of the conference table or desk.
► The SoundStation2W™ works best in rooms that are 10'x20' or smaller.
► Do not move the SoundStation2W™ during a call.
► Do not shuffle papers near the SoundStation2W™.
► If using extended microphones, extend the cables to their full length and point their microphones away from the console.

► Speak at a normal conversation level, and direct your voice towards the SoundStation2W™, or towards the extended microphone.
► Unplug all cords from the base and console before cleaning the SoundStation2W™. Do not use liquid cleaners or aerosol cleaners. Use a damp, soft cloth for cleaning.