



# Polycom® CX600 Lync™ Edition Phone

## Quick User Guide

For use with Microsoft® Lync™.

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## About Your Phone

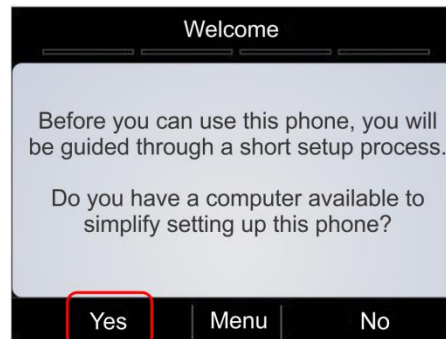
The Polycom CX600 Lync Phone Edition uses Voice over Internet Protocol (VoIP) technology to provide many features not available on a traditional phone.

## Setting Up Your Phone

To access all of the Lync features available for your phone, connect your phone to your computer and sign in to Lync.

### To connect your phone with your computer and Lync:

- 1 On the Welcome screen, select **Yes**, as shown next.



- 2 Connect a USB cable from your computer to the USB port on your phone. Your Lync client displays a prompt to enter your login credentials.
- 3 Press **Sign in** on the phone.
- 4 Enter your password in the Lync client on your computer.

After you connect your phone to your computer, set your phone as your primary device in the Lync client.

### To set your phone as your primary device:

- » In the Lync client, click **Tools > Audio Device Settings**, and select **Polycom CX600** as your primary audio device.

Now create a PIN number on your phone to use to unlock your phone and access your voicemail.

### To set up your PIN number for your phone:

- » Enter a six-digit number, select **Next**, enter the number again, and select **Done**, as shown next.




After you create your PIN number, continue setting your phone's time zone, time format, date format, and ringtone.

## Making Calls

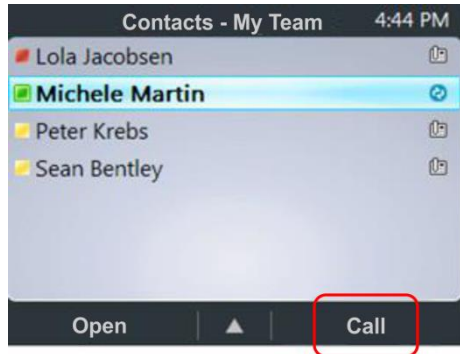
You can make phone calls in the following ways:

- Pick up the handset and dialing a contact.
- Call a contact from the Contact screen.
- Call a contact by searching for a contact using the keypad.
- Call from the Lync client on your computer.

### To call from the Contacts screen:

- 1 From Home, select the **Contacts** icon .
- 2 From the Contact Groups screen, select the group of a contact.

3 Select a contact, and select **Call**, as shown next.



#### To call by searching for a contact:

1 Enter your contact's name or phone extension using the phone's keypad.

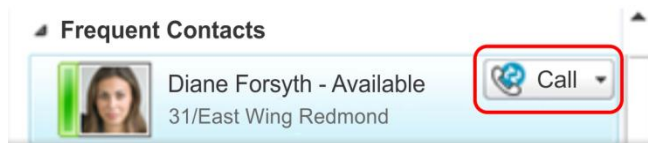
To enter a contact's name, press the numbers on the keypad that correspond to the letters in your contact's name. For example, press 8669\*76484 to enter the name Tony Smith and use the star key (\*) for the space between the first and last name.

2 When you find your contact, select **Call**.

#### To call from Microsoft Lync:

1 Open the Lync client on your computer, select a contact or search for a contact by name.

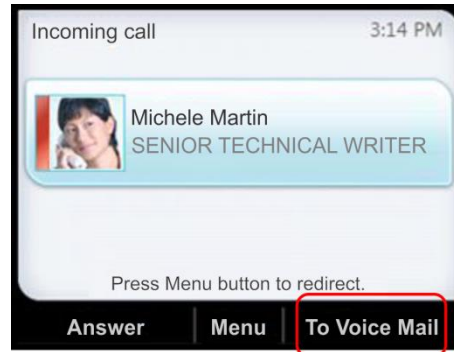
2 Click **Call** next to your contact's name, as shown next.



The call displays on your phone and in the Lync client.

#### Answering and Holding Calls

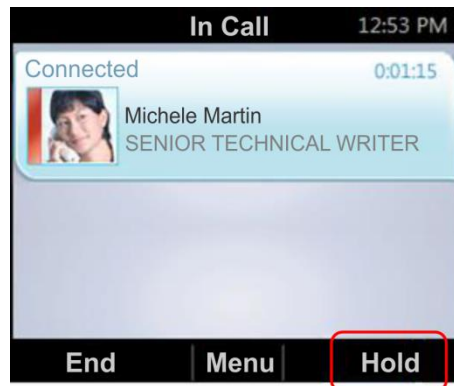
You can answer incoming calls by picking up the handset or selecting **Answer** on the Incoming Call screen, as shown below. You can also choose to send an incoming call to voicemail by selecting **To Voice Mail**.



After you answer an incoming call, the call is active. You can place multiple active calls on hold in the In Call screen.

#### To place an active call on hold:

» Select **Hold**, as shown next.



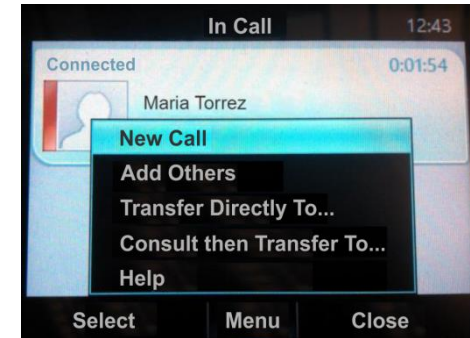
#### To switch between active and held calls:

» Press , select **Active Call**, select a held call, and select **Resume**.

You can also make new calls during an active call.

#### To make a new call during an active call:

1 From the **In Call** screen, select **Menu > New Call**. The active call is placed on hold.



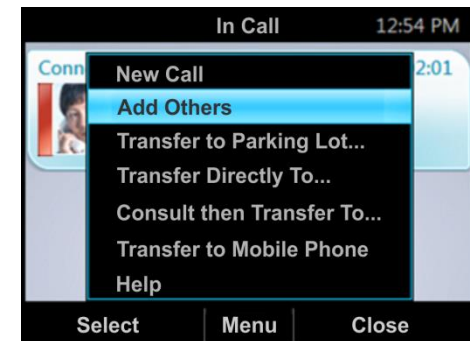
2 Enter a phone number or select a contact and select **Call**.

#### Managing Conference Calls

You can add multiple participants to an active call to initiate a conference call.

#### To initiate a conference call:


1 During an active call, select **Menu > Add Others**, as shown next. The active call is placed on hold.



2 Enter a phone number or select a contact and select **Add**.

During a conference call, you can mute your audio or mute the audio from the call participants, or audience.

### To mute your audio during a call:

- » Press . Your audio is muted and the call participants cannot hear you.

### To mute the audience during a conference call:

- » Select **Menu > Mute Audience**, as shown next.



You can no longer hear the audio from the other call participants.

You can also remove a participant from a conference call at any time.

### To remove a participant from a conference call:

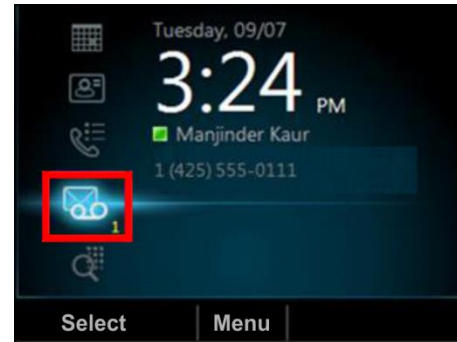
- 1 Select a participant.
- 2 Press **Menu > Remove**, as shown next.




The participant is removed from the conference call.

### Checking Voicemail

If you have new voicemail, the number of messages displays below the voicemail icon on the Home screen, as shown next.



### To check your voicemail:

- 1 On the Home page, select , or press and hold 1 on the keypad.  
The voicemail screen displays with a list of contacts who have left messages.
- 2 Select a contact and select **Play**.  
The contact's voicemail message plays.

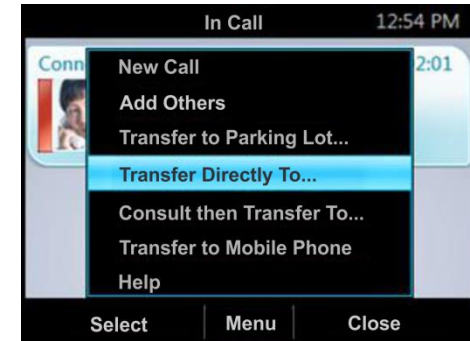
### Transferring Calls

You can transfer active calls directly to a contact, to your mobile phone, or to a parking lot on the Lync server. The following are three methods for transferring calls:

- **Transfer Directly To** Transfer the call directly to a contact without speaking to the contact first.
- **Consult then Transfer To** Speak with a contact before transferring the call.
- **Transfer to Mobile Phone** Transfer the call to your mobile phone.

### To transfer a call:

- 1 In the In Call screen, select **Menu**, and select a transfer method. For example, select **Transfer Directly To**, as shown next.



- 2 Depending on your transfer method, do the following:
  - For **Transfer Directly To**, enter a phone number or select a contact, and select **Call**.
  - For **Consult then Transfer To**, enter a phone number or select a contact, select **Call**, and select **Complete Transfer** after you speak with the contact.
  - For **Transfer to Mobile Phone**, answer the transferred call on your mobile phone. You need to have your mobile number saved on your phone to use this option.

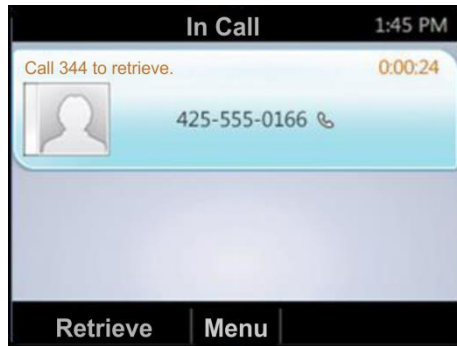
You can also transfer calls to a parking lot that places the call on hold on the Lync server. Calls transferred to the parking lot are given a retrieval number that any contact can use to retrieve the call from the parking lot.

Transferring calls to the parking lot enables you to remove the call from your line so you can make additional calls or resume a held call.

### To transfer a call to a Parking Lot:

- 1 From the In Call screen, select **Menu > Transfer to Parking Lot**.

The call is placed in the parking lot and the In Call screen displays, as shown next.




- 2 Provide a contact with the retrieval number for the parked call. For example, if Sarah needs to retrieve the parked call, instant message Sarah with the **344** retrieval number for the call.

### Joining Meetings from the Calendar

You can view your Microsoft® Outlook® calendar and appointments on your phone and directly join meetings from appointments listed on your calendar.

**To join a meeting from your calendar:**

- 1 From Home, select the **Calendar** icon .
- 2 From Today's Calendar, select a meeting and select **Join**, as shown next.



Your phone dials into the meeting.

### Changing Your Presence Status

Your presence status automatically changes based on your calendar events or phone activity. For example, if you are in a meeting or a call, your presence status displays as Busy on your phone and your Lync client. However, you can change your presence status manually at any time.

**To change your presence status on your phone:**

- 1 From Home, select **Menu > My Status**.
- 2 On the My Status screen, select a presence status, as shown next. The check mark indicates your current status.




Your new presence status displays on your phone and Lync client.

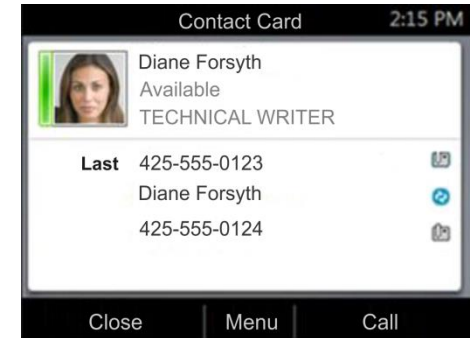
### Viewing Contact Cards

A contact card provides a contact's availability, presence, phone number, schedule information, the most recent call, or a personal note, if available. Note that contacts display in a contact group.

**To view a contact card:**

- 1 From Home, select the **Contacts** icon .


- 2 From the Contact Groups screen, select a contact's group.
- 3 Select a contact.  
The Contact Card screen displays, as shown next.

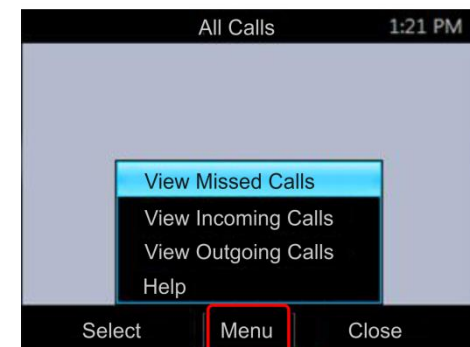


### Viewing Call Logs

You can view a history of incoming, outgoing, and missed calls on Call Logs screen.

**To view call logs:**

- 1 From Home, select the **Call Logs** icon .
- 2 From the All Calls screen, select **Menu** and select the call log you want to view. For example, select **View Missed Calls**, as shown next.



The chosen call list displays.