



## Polycom® SoundStation® Duo Conference Phone

### Quick User Guide

About Your Phone  
Using Your Phone  
Basic Phone Features  
Customizing Your Phone

For detailed information, see the *User Guide for the Polycom SoundStation Duo Conference Phone*, available from the [SoundStation Duo Support](#) Web page.

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## ABOUT YOUR PHONE

### Overview

Your Polycom SoundStation Duo conference phone is a dual-mode conference phone. This means it can operate in the following modes:

- **PSTN mode**—In this mode, the phone is connected to a standard (analog) phone jack so calls can be made using the Public Switched Telephone Network (PSTN).
- **SIP mode**—In this mode, the phone is connected to a Session Initiation Protocol (SIP) server so calls can be made over Internet Protocol (IP) networks. In SIP mode, phones can use advanced features such as messaging, forwarding, and transferring.

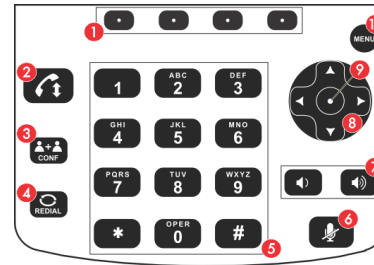
Your phone may be set up to operate in either mode. If your phone is connected to both an analog phone jack and the network, your phone may be able to switch between modes.

The mode your phone operates in determines which features are available on your phone.

#### Note:

*Certain phone features are set up by your system administrator or determined by your phone environment. As a result, some features may not be available or may operate differently on your phone. Unless otherwise noted, this guide contains generic information for using your phone in either SIP or PSTN mode. For specific information on using your phone in each mode, see the User Guide.*

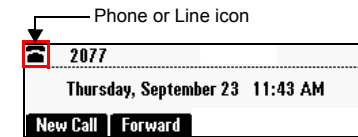
## Keypad



1	Press one of these keys to access a soft key on the screen.
2	Press the <b>Call</b> key to place and answer calls.
3	Press the <b>Conference</b> key to set up a conference with you, the person you are talking with, and another party.
4	Press the <b>Redial</b> key to automatically dial the last call you placed.
5	Press the <b>Dialpad</b> keys to enter information.
6	Press the <b>Mute</b> key so no one can hear you, but you can hear everyone else.
7	Press the <b>Volume Up</b> or <b>Down</b> key to raise or lower the volume of the ringer or speakerphone.
8	Press the <b>Arrow</b> keys to scroll through lists and fields.
9	Press the <b>Select</b> key to select and enable/disable items.
10	Press the <b>Menu</b> key to view the Main Menu.

## Phone Icons

A Phone or Line icon displays on the top-left of the phone screen to indicate line or call status, as shown next.
















The Phone or Line icon may display one of the following icons:

	Active call that uses Polycom® HD Voice™ technology
	Active call that does not use Polycom HD Voice
	Conference call taking place
	Dialing in progress
	Do Not Disturb enabled (SIP mode only)
	Forwarding enabled (SIP mode only)
	Held call
	Held call on a shared line (SIP mode only)
	Messages waiting (SIP mode only)
	Registered line (SIP mode) or Connected line (PSTN mode)
	Registered shared line (SIP mode only)
	Phone is ringing
	Unregistered line (SIP mode) or Unconnected line (PSTN mode)








## USING YOUR PHONE

### Navigating Menus



- To enter the Main Menu, press .
- To return to the idle screen, press .
- To return to the previous menu, press  or the **Back** soft key.
- To select a soft key, press  directly below the soft key.
- To view more soft keys, press the **More** soft key.
- To scroll (move up or down) through lists or calls, press  or .
- To scroll to an item, press  or  until the item is highlighted, or an insertion point (a blinking line) displays next to the item.
- To scroll page-by-page, press  to Page Up, or press  to Page Down.
- To select an item, scroll to the item, and then press  or the **Select** soft key.
- To view options for a field, scroll to the field, and then press  repeatedly. To cycle back through the options, press  repeatedly.

### Entering Data

- To enter numbers, press the dialpad key with the corresponding number.
- To enter letters, quickly press the dialpad key with the corresponding letter one or more times to cycle through the letters on the key.
- To enter consecutive characters, enter a character, wait for three seconds, and then enter another character.

- To enter numbers, uppercase letters, or lowercase letters, press the **1/A/a** soft key one or more times to select numerical, uppercase, or lowercase mode.
- To enter special characters, quickly press  or  one or more times.
- To enter other special characters, quickly press  or  one or more times (when in uppercase or lowercase mode).
- To enter a dot, press  once (or twice quickly if in numerical mode).
- To enter @, press  once (or twice quickly if in numerical mode).
- To enter letters using a different character set, press the **Encoding** soft key one or more times.
- To enter a blank space, quickly press  three times (in uppercase or lowercase mode).
- To delete characters you entered, press the << soft key.

### Enabling Fields and Menu Items

- To enable or disable fields, toggle .
- To enable or disable menu items, press .

## BASIC PHONE FEATURES


In SIP mode, your phone can handle multiple calls at a time (by default, eight). Only one of the calls can be active at any one time.

In PSTN mode, your phone can handle only one call at a time. If call waiting is enabled on your phone, your phone can handle two calls at a time: one active, and one held.

## Placing Calls


You can quickly place a call by entering a phone or speed dial number, or by redialing a previously-placed call.

### To call by entering a phone number:

1. Enter the phone number you want to call.
2. Press  or the **Dial** soft key.

*To place a call from a locked phone, press the **New Call** soft key, select the number you want to call, and then press the **Dial** soft key. You can dial only authorized numbers from a locked phone.*


### To call a contact using speed dial:

1. Press .
2. From the Speed Dial Information screen, either enter the contact's speed dial number, or scroll to the contact you want to call and press the **Dial** soft key.

The call is automatically placed.

*To add or edit a contact's speed dial index number, see [Updating the Contact Directory](#).*

### To call by redialing a number:

>> To dial the last placed call, press .

## Answering Calls


How you answer a call depends on which mode your phone is operating in.

*To answer a call from a locked phone, press the **Answer** soft key, enter your user password, and then press the **Enter** soft key. (For information on your user password, see [Locking/Unlocking Your Phone](#).)*


### Answering Calls in SIP Mode

You can answer calls when your phone is idle, when you have held calls, or when you are in a call. If you are talking to someone and an incoming call arrives, you will hear a call waiting beep (by default), and the incoming call will display at the top of the screen.

#### To answer a call when your phone is idle or has held calls:

>> Press  or the **Answer** soft key.

#### To answer a call when you are in another call:

1. Scroll to the incoming call to display it in the middle of the screen.
2. Press  or the **Answer** soft key.


The incoming call becomes the active call, and the original call is held.

### Answering Calls in PSTN Mode


In PSTN mode, your phone can handle only one call at a time.

If call waiting is enabled, your phone can handle two calls at a time. When you answer the incoming call, the original call is held, and the incoming call becomes the active call. You can switch between the active call and the held call at any time. If you end the active call, the held call automatically becomes the active call.


#### To answer a call when your phone is idle:

>> Press  or the **Answer** soft key.


#### To answer a call when you have an active or held call:

>> When you hear the call waiting beep, press  or the **Confnc** soft key to activate a hook flash. The original call is held, and the incoming call becomes the active call.

### To switch between an active call and a held call:


>> Press  or the **Confrnc** soft key to activate a hook flash. The active call is held, and the held call becomes the active call.

### Ending Calls



To end a call, scroll to the active call (if applicable), and then press  or the **End Call** soft key.

How you end a call depends on which mode your phone is operating in.

#### To end a held call in SIP mode:


1. Scroll to the held call, if applicable.
2. Press the **Resume** soft key.
3. Press  or the **End Call** soft key.


#### To end a held call in PSTN mode:

1. If you are in a call, press  or the **Confrnc** soft key to make the held call active, if applicable.
2. Press  or the **End Call** soft key.

### Muting the Microphones

When you mute the microphones, the other parties cannot hear you, but you can hear the other parties.

During a call, press . The indicator lights on the phone glow red.

To turn off Mute, press  again. The red indicator lights turn off.

### Holding and Resuming Calls

How you hold and resume a call depends on which mode your phone is operating in.

### Holding and Resuming Calls in SIP Mode

#### To hold a call:

1. Scroll to the call, if applicable.
2. Press the **Hold** soft key.

#### To resume a held call:

1. Scroll to the held call, if applicable.
2. Press the **Resume** soft key.


The held call becomes active. If you were in a call, the call is held.

### Holding and Resuming Calls in PSTN Mode

#### To hold a call:


>> Do one of the following:

- Press the **Hold** soft key.
- If you already have a held call, press

 or the **Confrnc** soft key to activate a hook flash. The active call will be held, and the held call will be the active call.

#### To resume a held call in PSTN mode:

>> Do one of the following:

- Press the **Resume** soft key.
- If you have an active call, press  or the **Confrnc** soft key to activate a hook flash. The held call becomes the active call, and the original call is held.

### Transferring Calls

#### (SIP mode only)

While you are in a call, you can transfer the call to another party.

#### To transfer a call:

1. During a call, press the **Trnsfer** soft key. The active call is held.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, or after you speak with the second party, press the **Trnsfer** soft key.

### Forwarding Calls

#### (SIP mode only)

You can automatically forward all incoming calls to another number, or you can forward calls as your phone rings.

#### To automatically enable call forwarding for incoming calls:

1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to enable. (Choose **Always** for all incoming calls; **No Answer** for all unanswered incoming calls; or **Busy** for calls that arrive when you are already in a call.)
3. Enter a number to forward calls to, and then press the **Enable** soft key.

#### To disable call forwarding:

1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to disable, and then press the **Disable** soft key.

#### To forward a call as your phone rings:



1. While your phone rings, press the **Forward** soft key.
2. Enter the number to forward the incoming call to.
3. Press the **Forward** soft key.


### Using Do Not Disturb

#### (SIP mode only)

You can prevent your phone from ringing. When Do Not Disturb is enabled, you will not have the option to answer calls. The calls will display in your Missed Calls list.

#### To enable or disable Do Not Disturb:


1. Press , and then select **Features**.
2. If Do Not Disturb is not highlighted, scroll to it.
3. To toggle Do Not Disturb on or off, press .

When you enable Do Not Disturb, a flashing icon, , and the text '(X) Do Not Disturb,' display on the screen.

### Setting Up Conference Calls

The number of people you can add to a conference call depends on your phone environment. If your phone is in SIP mode, you can add two people. If your phone is in PSTN mode, you may be able to add more than two people.

#### To set up a conference:

1. Call the first party.
2. After the first party answers, press  or the **Confrnc** soft key. The call is held.
3. Call the second party.
4. When the second party answers, press the **Cnfrnc** soft key to join all parties in the conference. 'Active Conference' displays on the screen.

After you set up a conference, you can do the following:

- To place the conference on hold, press the **Hold** soft key. To resume the call, press the **Resume** soft key.
- To end the conference, and keep the other participants connected, press the **End Call** soft key.
- (SIP mode only.) To end the conference and place the other two participants on hold, press the **Split** soft key.

*If you have an active call and a call on hold, you can create a conference by pressing the **Join** soft key.*

## Managing Conference Calls

When you are in a conference call, you may be able to mute, hold, remove, or obtain information about individual conference call participants.

### To manage conference participants:

>> During a conference call, press the **Manage** soft key. Then, scroll to the participant you want to manage.

You may be able to do the following:

- To mute the selected participant, press the **Far Mute** soft key.
- To place the selected participant on hold, press the **Hold** soft key. To return the participant to the call, press the **Resume** soft key.
- To remove the selected participant from the call, press the **Remove** soft key.
- To view information about the selected participant, press the **Info** soft key.
- To return to the Active Conference screen, press the **Back** soft key.

## Using Call Lists

### To use a call list:

1. Press **(MENU)**, and then select **Features > Call Lists > Missed Calls, Received Calls, or Placed Calls**.
2. Scroll to a call. You can do the following:
  - To dial the person, press the **Dial** soft key.
  - To remove the call from the list, press the **Clear** soft key.
  - To store the person in your Contact Directory, press the **More** soft key, and then press the **Save** soft key.
  - To view detailed information about the call, press the **More** soft key, and then press the **Info** soft key.

## Listening to Voice Mail

(SIP mode only)

1. Press **(MENU)**, and then select **Features > Messages > Message Center**.
2. Press the **Connect** soft key, and then follow the prompts to listen to your messages.

## Locking/Unlocking Your Phone

Lock your phone to allow only authorized calling and answering. To unlock your phone or answer a call from a locked phone, you need to enter your user password. By default, your user password is 123.

*If you update your password and forget it, contact your system administrator.*

### To change your password:

1. Press **(MENU)**, and then select **Settings > Advanced**.
2. Enter your user password, and then press the **Enter** soft key.
3. From the Advanced screen, select **Change User Password**.
4. Enter your password information, and then press the **Enter** soft key.

### To lock your phone:

1. Press **(MENU)**, and then select **Settings > Basic > Lock Phone**.
2. Select how you want incoming calls handled when your phone is locked, and then press the **Lock** soft key.

### To unlock your phone:

1. From the idle screen, press the **Unlock** soft key.
2. Enter your user password, and then press the **Enter** soft key.

## CUSTOMIZING YOUR PHONE

### Updating the Contact Directory

You can store a large number of contacts in your phone's local Contact Directory.

#### To add or edit a contact:

1. Press **(MENU)**, and then select **Features > Contact Directory**.
2. Press the **Add** or **Edit** soft key.
3. Scroll to a field, add or edit the information, and then press the **Save** soft key.

#### To search for a contact:

1. Press **(MENU)**, and then select **Features > Contact Directory**.
2. Press the **More** soft key, and then press the **Search** soft key.
3. Enter the first few characters of the contact's first or last name, and then press the **Search** soft key.

### Adjusting Volume

#### To change the speakerphone volume:

>> During a call, press **(MUTE)** or **(VOLUME UP)**.

#### To change the ringer volume:

>> When the phone is idle or ringing, press **(MUTE)** or **(VOLUME UP)**.

### Updating Ringtones

You can change your phone's ringtone. You can also assign unique ringtones for the contacts in your Contact Directory.

#### To change the incoming ringtone:

1. Press **(MENU)**, and then select **Settings > Basic > Ring Type**.
2. Select the line for which to update the ring tone.
3. Select the ring type you want.

#### To set a ringtone for a contact:

1. Press **(MENU)**, and then select **Features > Contact Directory**.
2. Search for the contact (see *Updating the Contact Directory*).
3. Press the **Edit** soft key.
4. Scroll to **Ring Type**, choose a ring type for the contact, and then press the **Save** soft key.

## Customizing Your Phone Using the Web Configuration Utility

You can update certain phone settings remotely with the Polycom Web Configuration Utility.

### To access the Web Configuration Utility for your phone:

1. Launch a Web browser from a computer on the same network as your phone.  
(To obtain your phone's IP address: press **(MENU)**, and then select **Status > Platform > Phone**. From the Phone screen, scroll to the IP Address.)
2. In the Address Bar of your Web browser, enter the IP address of your phone.  
(To obtain your phone's IP address: press **(MENU)**, and then select **Status > Platform > Phone**. From the Phone screen, scroll to the IP Address.)
3. Press the **Enter** key.
4. From the login screen, select **User**, and then enter the user password. (The default password for a phone user is 123.)
5. Click **Submit**.

For detailed information on how to use the Utility, see the *Polycom Web Configuration Utility User Guide* available from the *SoundStation Duo Support* Web page.