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.

   ![Welcome Screen]

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.

   ![PIN Setup]

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 866976484 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 Hold, select Active Call, select a held call, and select Resume.

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 Call.

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.

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.

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.