POLYCOM®

Installation Instructions and User's Guide

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Thank you for selecting the Polycom SoundStation IP 3000, a next-generation solution that uses Voice over Internet Protocol (VoIP) to facilitate your business calls, whether on the desktop or in small- to medium-sized conference rooms.

Your SoundStation IP's network-based telephony replaces traditional analog conferencing and delivers the following features and characteristics:

▼ Full-duplex conferencing, for natural conversations without clipping or distortion

▼ Voice over IP (VoIP) technology

▼ Business class telephony features and functions such as Redial, Mute, Multiple Call Hold, and Call Release

▼ Phone Book for convenient storage and dialing of up to 20 numbers

▼ Web and phone-based options for Phone Book entries and system settings.

In this *User's Guide*, you'll find everything you need to set up the SoundStation IP and quickly begin using it. Detailed information about your SoundStation IP and its associated Web Interface are included.

Your *Quick Reference Card* summarizes the most commonly used features, including identification of each key on the phone.

Attention Administrators.
The administrators guide is available only online at www.polycom.com/support

The following items are included in your SoundStation IP 3000 package. Check the list before installation to ensure you have

received each item. If you are missing any items, contact your SoundStation IP distributor.

Polycom SoundStation IP 3000
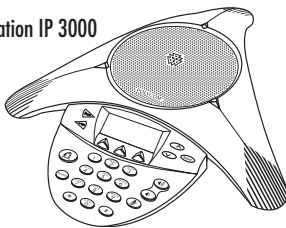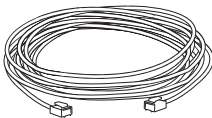
Power Interface Module (PIM), With Connected 25 ft. Data Cable

AC Adapter

6 ft. Data Cable

Power Cord

This User's Guide
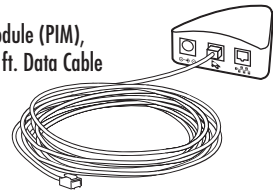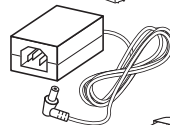
Quick Reference Card

Warranty Card

SoundStation IP 3000 Installation Instructions and User's Guide

1

Installing SoundStation IP 3000

Preparing for Installation

If you are installing the SoundStation IP yourself, first:

▼ Verify that your system administrator has prepared the network and IP telephony infrastructure for the SoundStation IP 3000.

! Caution: Be sure to read the Release Notes (online at www.polycom.com) and both the Parts List and the Safety Notices sections in this guide before you set up and use this product.

Installing and Connecting to the Network

To install the SoundStation IP and connect it to the network, complete the following steps.

1 Place the SoundStation IP on a flat surface (such as a conference room table or desktop), with a power outlet and a data network port nearby.

2 Connect one end of the 6 ft. data cable to your data network port.

Connect the other end to the network (LAN) port on the PIM.

3 Connect the 25 ft. data cable to the RJ-45 port on the bottom of the SoundStation IP. (The other end of this cable is pre-plugged into the PIM.)

4 Connect the power adapter to the AC adapter port on the PIM.

5 Plug the other end into a standard electrical power outlet in the wall.

PIM

5 AC Power

4 AC Adapter

2 Data Network Port

3 Bottom of IP 3000 RJ-45 Port
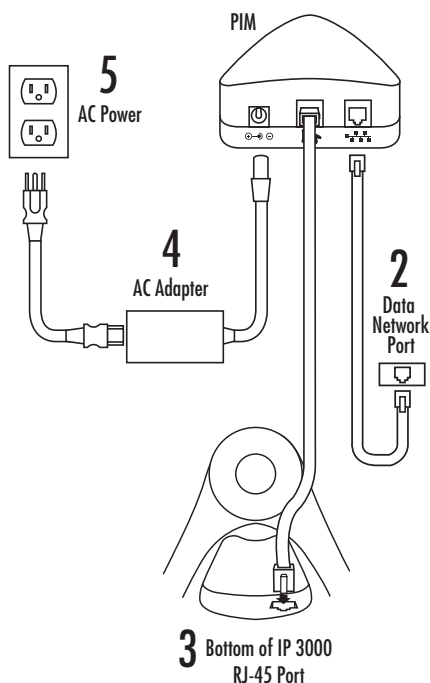
Startup Sequence

When you have finished connecting the phone, a start-up process will automatically begin. During this process, which may last several minutes, the LCD will display a sequence of screens. When the process is complete, and your SoundStation IP is ready for use, you will hear a tone indicating that the unit has been initialized. The LCD will appear as shown:

8/18/00 **11:15a**	**2307**
Press the Phone Key to get a dial tone.	
IP: 172.16.7.83	Ph Book

SoundStation IP 3000 Installation Instructions and User's Guide

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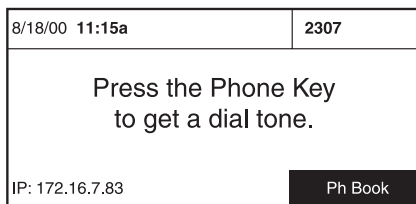
For Best Performance

Your SoundStation IP performs optimally when you follow these guidelines:

▼ Position the SoundStation IP 3000 in the center of a conference table or desk.

▼ Do not shuffle papers near the SoundStation IP 3000.

▼ Seat all conference participants the same distance from the SoundStation IP 3000.

▼ Speak at normal conversation levels, and direct your voice toward the SoundStation IP 3000.

▼ Do not move the SoundStation IP 3000 while on a call.

LCD:
View information about your call, your Phone Book, and your phone

Soft Keys:
Select the context-dependent functions displayed on the LCD

Menu Key:
Choose to enter such areas as the Phone Book, Settings, Admin Setup, or System Information

Exit Key:
Return to the normal display from a menu, a list, or the Phone Book

Phone Key:
Obtain a dial tone, answer an incoming call, or hang up a call

Redial Key:
Automatically redial the last dialed number

Dialing Keypad:
Enter numbers or characters

Mute Key:
Turn muting on and off

Volume Keys:
Adjust the speaker volume

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LEDs:
Detect call status, including:

▼ Green = *Call in progress*

▼ Blinking Green = *Incoming call/ringing*

▼ Red = *On hold*

▼ Blinking Red = *Mute*

Select Key:
Select a highlighted item from a menu or list

Scroll Keys:
Scroll through displayed menus or lists

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Using the SoundStation IP 3000

Placing a Call

1 Press the Phone key and listen for a dial tone. (Your call status LED's light green.)

2 Enter the number (or IP address) of the party you would like to call.

3 Press the **Dial** soft key.

Answering a Call

Your call status LED's will blink green as the incoming call rings. Press the Phone key or the **Answer** soft key.

The call is listed with any other ongoing calls that may be displayed.

Phone Key

Ending a Call

Press the Phone key or the **End Call** soft key.

Placing a Call On Hold and Resuming It

While on a call, press the **Hold** soft key. (Your call status LED's light red to indicate that the call is on hold.)

To return to the held call, press the **Resume** soft key.

Placing Additional Calls

If your ongoing call(s) are on hold, you can place an additional call, and then switch among them.

With your ongoing call(s) on hold, press the **New Call** soft key, then dial the number.

Switching Among Calls

If multiple calls are ongoing, you can choose which one to resume (although you can not converse with more than one at a time).

1 Place your current call on hold. The held call is listed with any other ongoing calls that may be displayed.

2 Press the Up or Down scroll key to highlight the call you wish to resume.

3 Press the **Resume** soft key.

Redialing a Call

To dial the last number called,
press the Redial key.

(Redial)

Redial Key

Transferring a Call

Depending on the IP Telephony system you are using with the SoundStation IP 3000, you may or may not have Call Transfer capability. If it is available,

1 While on a call, press the **Transfer** soft key. This places the call on hold.

2 Dial the number to which you want to transfer the call.

3 When you hear ringing, press the **Transfer** soft key again.

To cancel the transfer (e.g., if the line is busy or there is no answer), press the **Resume** soft key to return to the original call.

Muting a Call

While on a call, press the Mute key. (Your call status LED's blink red, and a Mute icon appears on the LCD.)

To turn off Mute, press the Mute key again.

Mute Key

Changing the Volume

To adjust the volume, press the Up or Down volume keys.

Volume Down Key   **Volume Up Key**

Phone Book

Entering the Phone Book

Press the **Ph Book** soft key.

If your current screen does not have a **Ph Book** soft key:

1 Press the Menu key.

2 Press the Up or Down scroll key to highlight Phone Book.

3 Press the Select key.

Calling an Entry From the Phone Book

1 From within the Phone Book, press the Up or Down scroll key to highlight the entry you want to call.

2 Press the **Call** soft key.

Adding a New Phone Book Entry

1 From within the Phone Book, press the **New Entry** soft key.

2 Use the Dialing keypad to enter your contact's name and phone number into the Last, First, and Number fields. In the Last and First fields, press a number key repeatedly to cycle through the letters (and then the number) associated with that key. For example, to enter a C, press the 2 key three times.

Tip: To enter double letters, or a sequence of two letters from the same key, wait briefly and the cursor will advance.

To delete the previous character, use the **<** soft key.

3 Press the Up or Down scroll key to move among the Last, First, and Number fields, and continue entering data. (To successfully create a new entry, you must enter some data into at least the Last and Number fields.)

4 When you have finished entering your contact, press the **Save** soft key.

If you wish to exit without saving, press the **Exit** soft key.

Up to 20 entries can be kept in the Phone Book.

Viewing or Editing a Phone Book Entry

1 From within the Phone Book, press the Up or Down scroll key to highlight the entry you want to edit.

2 Press the **View/Edit** soft key.

3 If you wish to edit the entry, press the **Change** soft key.

4 Use the Dialing keypad to edit data in the Last, First, and Number fields (as described above). To delete the previous character, use the **<** soft key.

5 Press the Up or Down scroll key to move among the Last, First, and Number fields.

6 When you have finished editing your contact, press the **Save** soft key to save your changes.

If you wish to exit without saving, press the **Exit** soft key.

Deleting a Phone Book Entry

1 From within the Phone Book, press the Up or Down scroll key to highlight the entry you want to delete.

2 Press the **View/Edit** soft key.

3 Press the **Clr Entry** soft key.

4 In the prompt that pops up, press the **OK** soft key to confirm the deletion, or **Cancel** to restore the entry.

Leaving the Phone Book

To return to the resting display, press the Exit key. (Or, to access the menu where you can select another area, press the Menu key.)

Settings

Entering the Settings Area

1 Press the Menu key.

2 Press the Up or Down scroll key to highlight Settings.

3 Press the Select key.

Adjusting the LCD Contrast

1 From within the Settings area, press the Up or Down scroll key to highlight Contrast.

2 To adjust the LCD's contrast, press the **-** or **+** soft key.

Viewing the Language Setting

Your SoundStation IP's language is set to English. In future versions, other language settings will be available.

Selecting a Ringer Sound, or Turning the Ringer Off

1 From within the Settings area, press the Up or Down scroll key to highlight Ringer.

2 To display the list of ringer sounds, press the **Change** soft key.

3 Press the Up or Down scroll key to highlight one of the five sounds named. Or, if you would prefer the SoundStation IP not to ring out loud, highlight Ringer Off at the bottom of this list.

4 To hear the ringer sound you have highlighted, press the **Listen** soft key.

5 Repeat the above steps until you have found the ringer sound you want to keep.

6 Press the **Save** soft key.

Changing the Time Format

1 From within the Settings area, press the Up or Down scroll key to highlight Time Format.

2 To display the time in a 12-hour or 24-hour format, press the corresponding 12 Hr or 24 Hr soft key.

Changing the Date Format

1 From within the Settings area, press the Up or Down scroll key to highlight Date Format.

2 To display the date in a month-day-year or day-month-year format, press the corresponding **MM/DD/YY** or **DD/MM/YY** soft key.
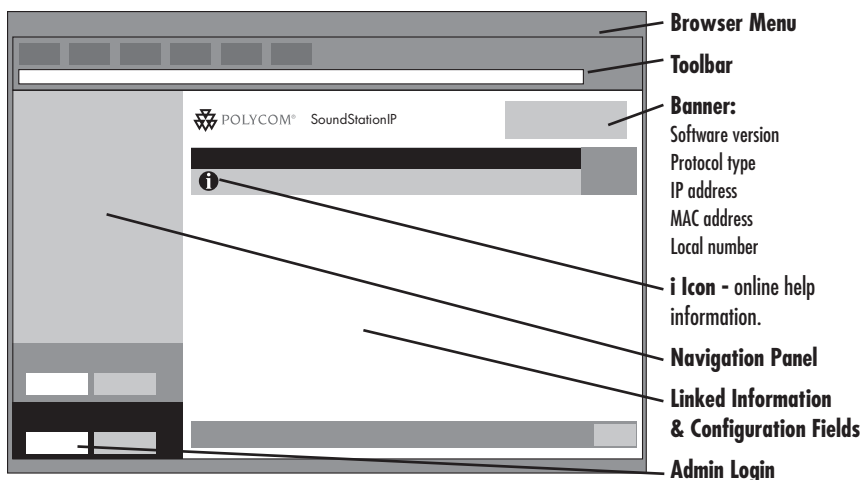
Leaving the Settings Area

To return to the resting display, press the Exit key. (Or, press the Menu key to access the menu for selecting another area.)

You can use the SoundStation IP 3000's Web Interface as an alternate way to add or edit content in the Phone Book, and to control your phone settings. You can also view system information, and test the network.

Below is the users' version of the Web Interface. (Administrators, please note that your password-protected version is different. See the SoundStation IP 3000 *Administration Guide* for details.)

Browser Menu

Toolbar

Banner:
Software version
Protocol type
IP address
MAC address
Local number

POLYCOM® SoundStationIP

i Icon - online help information.

Navigation Panel

Linked Information & Configuration Fields

Admin Login

Accessing the Web Interface and Viewing System Information

To open the Web Interface for your SoundStation IP 3000, you need to know its IP address.

1 Open your web browser.

2 In the browser's address field type:
http:// Your SoundStation's IP address

For example, if your SoundStation IP's address is 172.16.6.144, you would type: http://172.16.6.144

The System Information page will open first, showing the settings that are applicable to your SoundStation IP:

General settings, including:
▼ Language
▼ Local number
▼ DHCP
▼ IP Address
▼ IP Mask
▼ Main Router Address
▼ Hardware Revision
▼ Software Version

Sound settings, including:
▼ Dial tone
▼ Ringer

Time/Date settings, including:
▼ Time
▼ Date

Phone Book

Opening the Phone Book

▼ Click **Phone Book** in the Navigation panel.

▼ To find entries beginning with a particular letter, click one of the letter combinations. For example, to view entries with last names that begin with the letter "D," click **DEF**. An alphabetically ordered screen of entries beginning with the letters on that key will be displayed.

1 On the Phone Book page, highlight an entry.

2 Click **Dial**.

Opening the Phone Book

▼ Click **Phone Book** in the Navigation panel.

Finding a Phone Book Entry

▼ To find entries beginning with a particular letter, click one of the letter combinations. For example, to view entries with last names that begin with the letter "D," click **DEF**. An alphabetically ordered screen of entries beginning with the letters on that key will be displayed.

Calling a Phone Book Entry

1 On the Phone Book page, highlight an entry.

2 Click **Dial**.

Adding a Phone Book Entry

1 On the Phone Book page, click **Add**.

2 Enter the last name, first name, and phone number. (To successfully create a new entry, you must enter some data into at least the Last name and Number fields.)

Repeat these steps to add other entries to the Phone Book.

*Note: You must click **Add New Entry**, or the entry will not be saved when you leave this page.*

Editing a Phone Book Entry

1 On the Phone Book page, highlight an entry.

2 Click **Edit**.

3 Type information in the fields you wish to change.

Note: You must click Update, or your changes will not be saved.

Deleting a Phone Book Entry

1 On the Phone Book page, highlight an entry.

2 Click **Delete.**

*Note: You must click **Delete** again, or your entry will be restored when you leave this page.*

Accessing Online Help Information About the Phone Book

▼ Click **i**.

Sounds

Opening the Sounds Page

▼ Click **Sounds** in the Navigation panel.

Selecting a Ringer Sound, or Turning the Ringer Off

1 On the Sounds page, select one of the ringer sounds shown on the pulldown menu. Or, if you would prefer the SoundStation not to ring out loud, highlight Ringer Off.

2 Click **Set Ringer**, or the new selection will not be saved when you leave the page.

3 If you wish to hear the sound you selected, after you have clicked **Set Ringer,** click **Test Ringer**.

Selecting a Dial Tone

1 On the Sounds page, select one of the dial tone sounds shown on the pulldown menu.

2 Click **Set Dial Tone**, or the new selection will not be saved when you leave the page.

3 If you wish to hear the sound you selected, after you have clicked **Set Dial Tone**, click **Test Dial Tone**.

Accessing Online Help Information About the Sounds Panel

▼ Click **i**.

Time & Date

Opening the Time & Date Page

▼ Click **Time & Date** in the Navigation panel.

Changing the Time Format

1 On the Time & Date page, click the **12-hour** or **24-hour** clock option that corresponds to the format you prefer.

*Note: You must click **Change**, or any new selection will not be saved when you leave this page.*

Changing the Date Format

1 On the Time & Date page, click the **MM/DD/YY** or **DD/MM/YY** radio button that corresponds to the month/day/year or day/month/year format you prefer.

*You must click **Change**, or any new selection will not be saved when you leave this page.*

Accessing Online Help Information About the Time & Date Panel

▼ Click **i**.

Diagnostics

Opening the Diagnostics Page

▼ Click **Diagnostics** in the Navigation panel.

Testing Network Connectivity By Pinging Another Device

1 On the Diagnostics page, enter the IP address of the device that you want to ping.

2 Click **Ping**.

If you can communicate with the device, you will receive a response back from it.

Accessing Online Help Information About the Diagnostics Panel

▼ Click **i**.

Troubleshooting

No Dial Tone

▼ Check that all connections are tight and in place.

▼ Make sure all connections are correct. See "Installing and Connecting to the Network," page 4.

SoundStation IP 3000 Does Not Ring

▼ Check that the ringer is not turned off. See "Selecting a ringer sound, or turning the ringer off," page 7.

▼ If the volume is turned all the way down, increase the volume with the Up volume key.

Flickering LCD

▼ If your screen appears to flicker, it may be because you are using a certain type of older fluorescent lighting in your building. Move the SoundStation IP away from the lights, or replace the lights.

Quick Keypad Input Is Not Registered

▼ Press the keys more slowly. Because of system responsiveness, some keys may not be recognized if you press them quickly.

If the problem you are experiencing is not resolved here, please contact your system administrator.

Part 15 Rules

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

▼ Reorient or relocate the receiving antenna.

▼ Increase the separation between the equipment and receiver.

▼ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

▼ Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by Polycom Inc. could void the user's authority to operate the equipment.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

Plug Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La sortie à la quelle l'appareil est branchée doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

SoundStation IP 3000 Installation Instructions and User's Guide

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Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller

Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Polycom may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts

may be new or reconditioned. Polycom warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

▼ Failure to follow Polycom's installation, operation, or maintenance instructions.

▼ Unauthorized product modification or alteration.

▼ Unauthorized use of common carrier communication services accessed through the product.

▼ Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or

▼ Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.

Warranty Exclusive

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