

Horizon

Polycom IP 5000 Full User Guide

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Introduction

This user guide will help you to navigate and use your new IP DECT handset and base station. It will give you an overview of your phone and show you how to successfully use your phone to perform basic and advanced phone functions.

The handset allows business-essential features such as call transfer, speakerphone, voicemail and intercom and has a 50m indoor and 300m outdoor range. It is also possible to connect up to five Cisco SP302D handsets to one Cisco SPA232D base station.



Handset and Base Station



Rear View of Base Station

How to set up the Cisco SPA232D and SPA302D

You will find the following items in the box;

- Cisco SPA 302D handset with power cable
- Cisco SPA 232D base station with power cable
- Blue Ethernet cable
- Grey RJ11 cable – this item is not needed and can be ignored

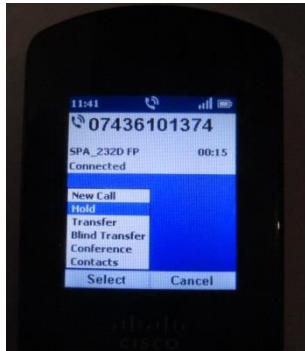
The handset and base station will arrive pre-configured and they simply need to be connected to the internet (blue cable) and powered up (black cable) as below.



Using your phone

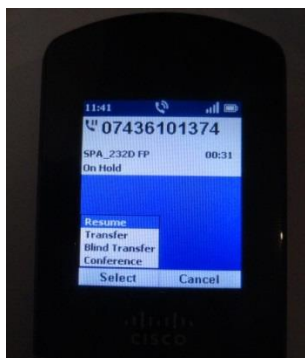
Hold the Call

To put a call on hold, press the left soft key to select Options. Scroll to Hold and press the centre Select button. The Hold icon and on-screen message indicates a call is on hold.



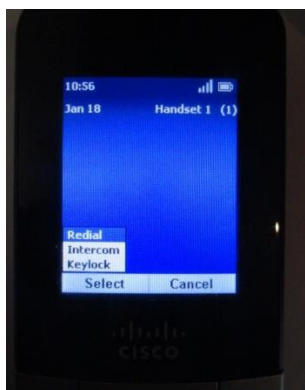
Resume Call

To resume the call, press the left soft key to select Options. Scroll to Resume and press the centre Select button. The Active Call icon indicates the call is active again.




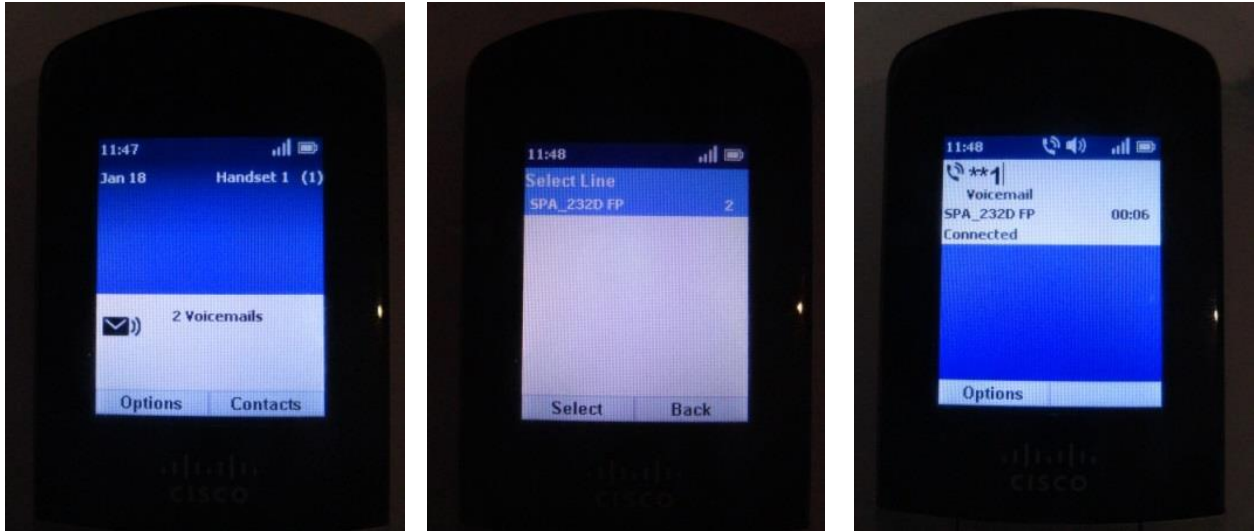
Redial a call

To redial the last number called, press the left soft key to select Options. From here, the option to redial will appear and this can now be selected.



Voicemail

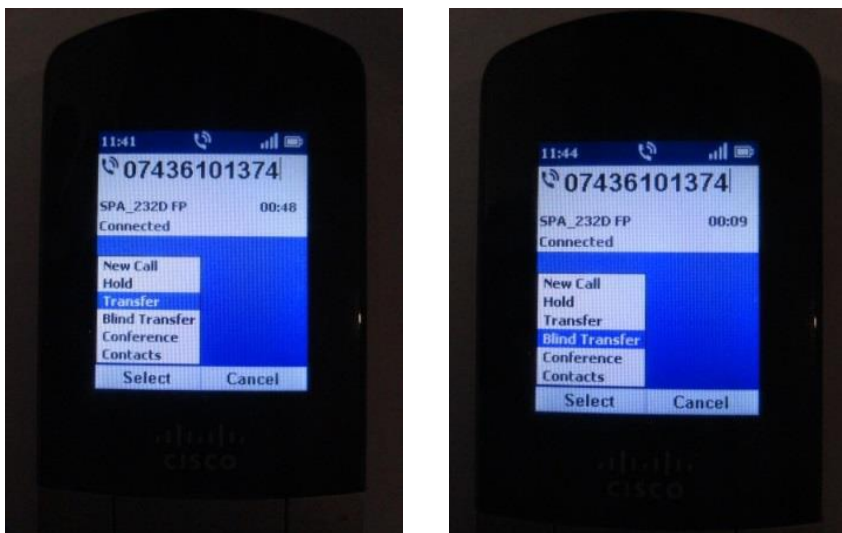
To access the voicemail, press and hold the “1 ” and then press the Select option on the left soft key. Then follow the instructions in order to access your voice mail.



Transfer a call - attended or blind

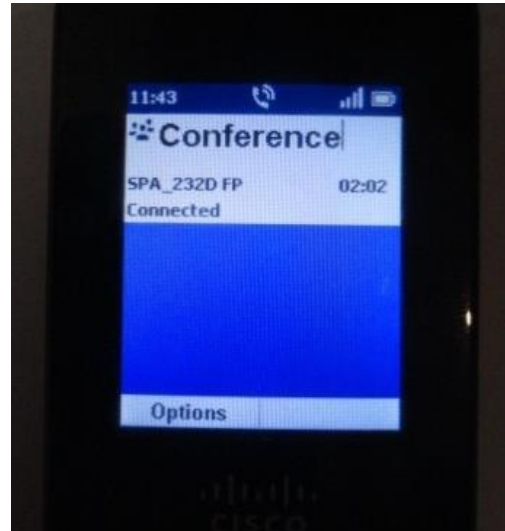
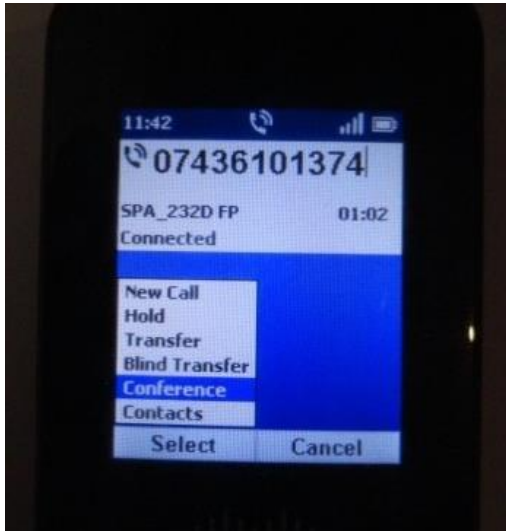
Press the left soft key to select Options. Scroll to Transfer or Blind Transfer and press the Select button. Enter the number that the call is being transferred to and the Cisco SPA302D automatically dials the number.

For an attended transfer, you can wait to speak to the called number. To transfer, press the left soft key to select Options, scroll to Transfer, and then press the left soft key button.



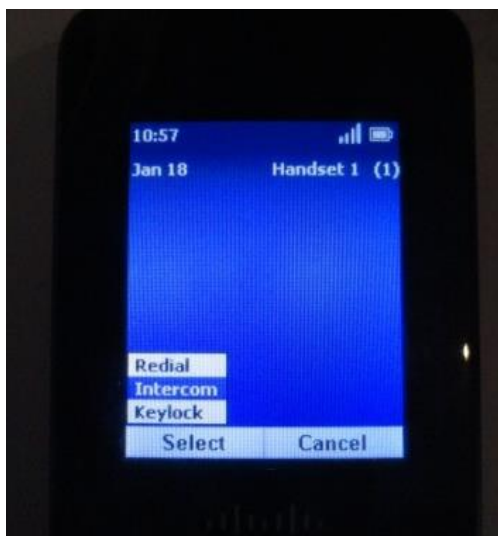
Conference Call

You can enter up to three participants into a conference call by pressing the Options soft key during an active call and then Conference. The first call is placed on hold, a second line is opened, and you will hear a tone. Enter the second telephone number on the keypad. The number is automatically dialed. When the second party answers, press the Options soft key and choose Conference. The three calls are connected and the display screen shows that a conference call is in progress. When you hang up, the conference call is ended for all parties.



Intercom Feature

The intercom feature allows you to directly dial another handset that is registered to the same Cisco SPA232D. To use the intercom feature, press the Options soft key and choose Intercom. Choose the handset you want to call from the list and press the centre Select button. The handset you have selected receives the call from your handset, and can answer the call or ignore the call.



Contacts – private and shared

You can store private and shared contacts on your handset. Private contacts are specific to each handset. Shared contacts are available on all handsets registered to the Cisco SPA232D. When a shared contact is entered from a handset, the contact is made available to all handsets registered to the same base station.

You can configure up to 100 private contacts and 50 shared contacts on the Cisco SPA302D.



Note that LDAP corporate directory search is not available on this particular device.

Configuring Call Settings

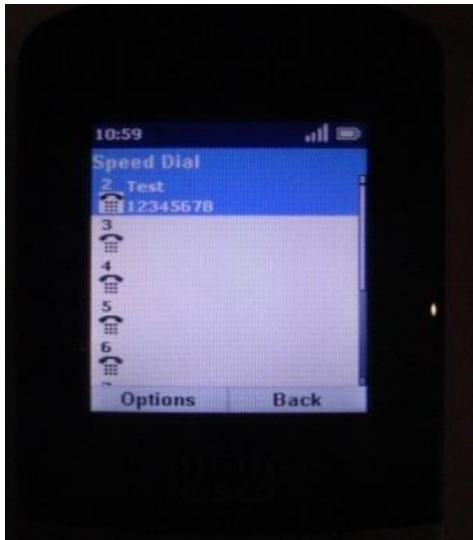
To reach the Call Settings menu, press the centre Select button, scroll to Call Settings, and press the centre Select button again.

In the Call Settings menu, press the up and down arrow buttons to select the settings you want to change and press the Select button. Available configuration options are described in the following sections.



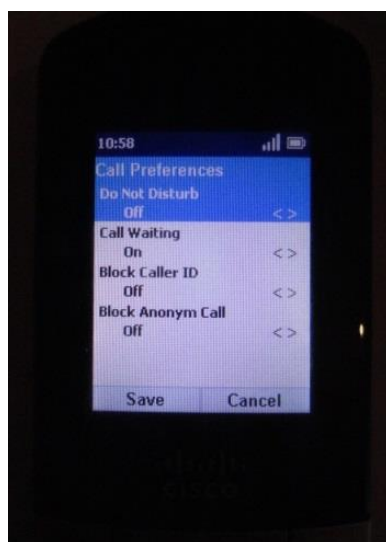
Speed Dials

You can configure up to 9 speed dials (numbers 2 through 9 and 0) on your handset. A speed dial number can be configured by pressing and holding an unassigned number on the keypad, or by using the Call Settings menu on the handset.



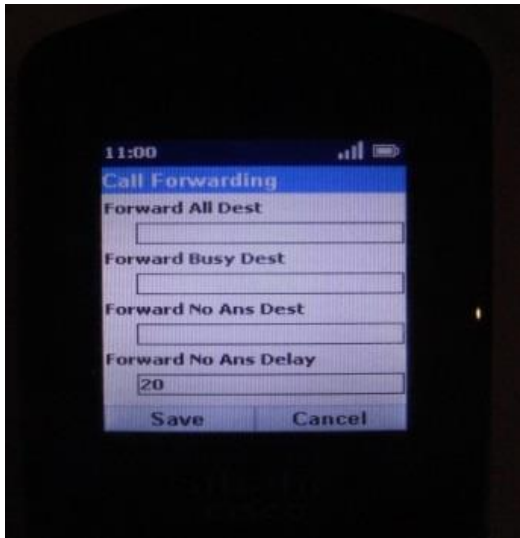
Call Preferences

- ◆ Do Not Disturb: Incoming calls do not reach the handset and they will not display in the Received Calls list. If more than one handset is connected to the base station and the DND is enabled then all the handsets are synchronised and will not accept calls.
- ◆ Call Waiting: If call waiting is enabled, while on a call, a beep tone will alert you of a second incoming call.
- ◆ Block Caller ID: Prevents your Caller ID information from being sent when placing a call.
- ◆ Block Anonymous Call: Blocks incoming calls to your handset from callers who have blocked their Caller ID.



Call Forwarding

You can forward all calls to another phone number, forward calls when your phone is busy, or forward calls to another phone number when there is no answer at your phone.



Configuring Phone Settings

To reach the Settings menu, press the centre Select button, scroll to Settings, and press the Select button again. In the Settings menu, press the arrow buttons to select the settings you want to change and press the Select button. You can perform the following tasks:

- ◆ Ringtones: There are 5 different ringtones and for private contacts the user can select a different melody
- ◆ Tones: You can configure a tone to play when keys on the handset are pressed or when a phone call is parked.
- ◆ Backlight Settings: You can configure the amount of time that the handset display screen remains lit before it is turned off to conserve battery power.
- ◆ Date/Time: The handset date and time is synchronized with the Cisco SPA232D. You can also enter the date and time manually from the handset.
- ◆ Handset Settings: A unique handset name can be defined which is reflected in the upper right corner of the display. The handset name is used to identify the SPA302D with the Intercom and handset deregistration.
- ◆ Factory Reset: Performing a factory reset removes all of the information from your handset (for example, contacts, speed dials, and call records) and restores it to the original factory software state. The Cisco SPA302D remains registered to the Cisco SPA232D after a factory reset and must be manually deregistered.
- ◆ Phone Info: Information can be viewed such as Software version, IP Address, MAC Address, etc.
- ◆ Handset Registration and Update Software: this is described in detail below