User Guide

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Polycom® CX300 R2 Desktop Phone

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About This Guide

Thank you for choosing the Polycom® CX300 R2 desktop phone, which enables you to connect your Polycom phone with Microsoft® Lync™ 2010, Lync 2013, or Microsoft Skype for Business using a computer and a USB port. Using the Polycom CX300 R2, you can place and receive calls from contacts in your Skype for Business over your IP network connection.For more information on the Skype for Business (previously known as Lync) client, see Microsoft Skype for Business on the Microsoft Office website.

This user guide provides you with the information you need to use your CX300 R2 phone and includes the following topics:

- Get Started with Your Polycom CX300 R2 Phone
- Use Your Polycom CX300 R2 Phone
- Troubleshoot Your Polycom CX300 R2 Phone
- Safety Notices

Get Started with Your Polycom CX300 R2 Phone

This section provides you with instructions on installing your Polycom CX300 R2 phone and information on obtaining the best performance from your desktop phone.

The CX300 R2 phone offers a flexible and efficient means to access the advanced communication functions of using your desktop phone with Microsoft Lync 2010, Lync 2013, or Skype for Business.

The Polycom CX300 R2 phone supports the following advanced functionality:

- High definition audio for voice calls
- Convenient buttons for controlling calls
- Quick USB installation

This section includes the following topics:

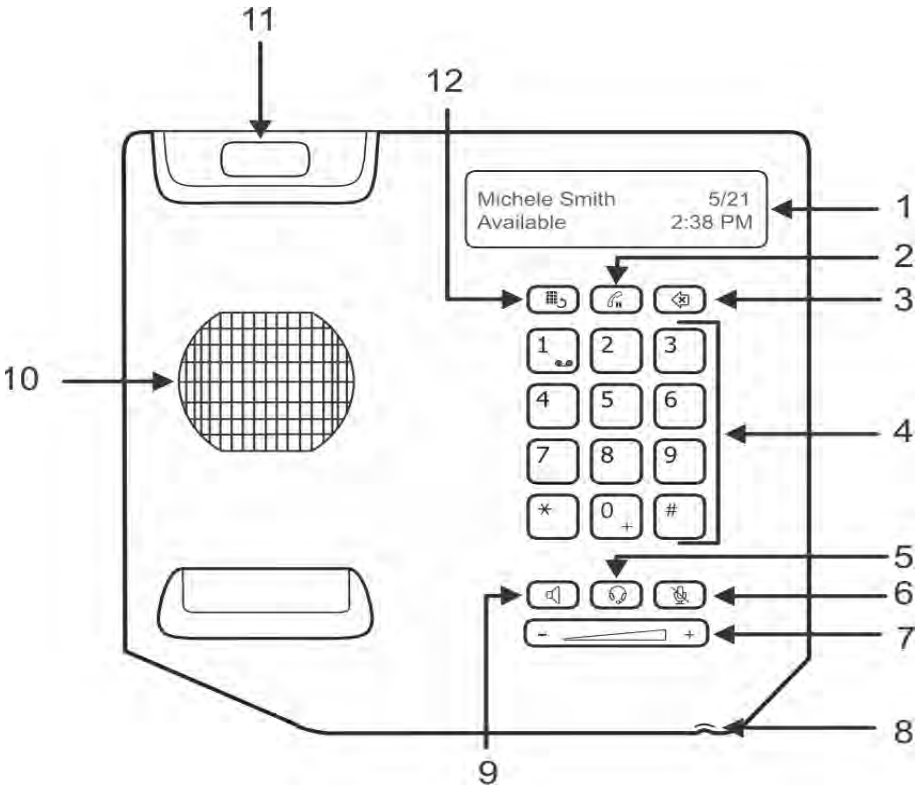
- Understand Your Phone Hardware Features
- Before You Use Your Phone
- Change the Phone Settings

To read about using the features available for you phone, see the section Use Your Polycom CX300 R2 Phone. For more information on attaching phone hardware, see the Polycom CX300 R2 *Quick Start Guide* on the Polycom CX300 R2 page on Polycom Voice Support.

Understand Your Phone Hardware Features

The following figure displays the hardware features on the Polycom CX300 R2 phone.

Polycom CX300 R2 phone hardware features



The following lists the hardware features on the CX300 R2 phone:

1 **LCD display** Displays call information, messages, time, date, and presence status.

The backlight on the LCD display is lit during the following situations:

- When you are in a call
- When you are changing the settings on the phone (see the section Change the Phone Settings)
- When the phone is interacting with Microsoft Lync 2010, Lync 2013, or Skype for Business.
- When an application running on your computer is streaming audio to and from the phone

The display backlight dims on the phone after 30 seconds of inactivity.

2 **Flash button** Holds an active call or resumes a held call.

You can also press the **Flash** button to clear a phone number you entered before completing the call or to switch between an active and held call.

3 **Delete button** Deletes displayed data or rejects an incoming call.

4 **Keypad** Enables you to press keys to enter numbers, letters, or special characters.

5 **Headset button** Enables you to place and receive calls through a connected headset (optional accessory).

6 **Mute button** Mutes the local microphone during calls so that others cannot hear you.

7 **Volume buttons** Adjusts the volume of the handset, speakerphone, headset speaker, and phone ringer.

8 **Microphone** Transmits audio during calls.

9 **Speakerphone button** Enables hands-free communication during calls.

10 **Speaker** Provides audio output for the ringer and speakerphone.

11 **Hookswitch** Secures the handset in the cradle and ends a call.

12 **Redial button** Dials the most recently dialed contact.

Before You Use Your Phone

Before using your Polycom CX300 R2 desktop phone, ensure the following hardware and software are available on your computer:

- Windows® Vista, Windows 7, Windows 8, Windows 8.1, or Windows 10
- Microsoft Lync 2010, Lync 2013, or Skype for Business
- A USB port.

Install Microsoft Skype for Business Client

Before you connect the Polycom CX300 R2 desktop phone to your computer, make sure you have Microsoft Lync 2010, Lync 2013, or Skype for Business installed and running on your computer. If you do not have Skype for Business client installed on your computer, the message “Sign in to Microsoft Skype for Business” displays on the phone. In this state, you can use the phone as an audio device only, and you cannot place any calls.

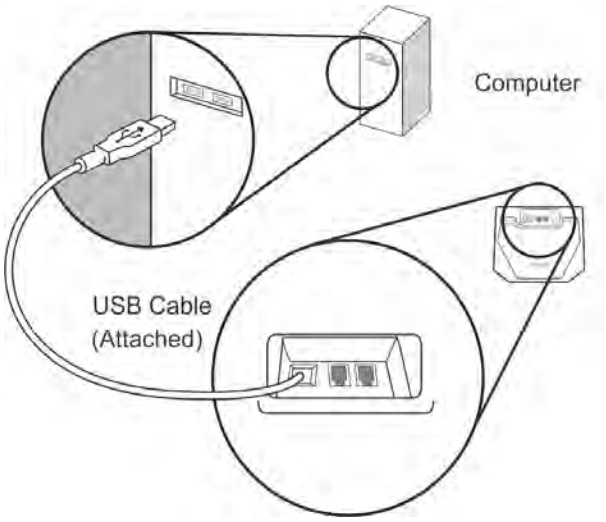
Connect the Polycom CX300 R2 to Your Computer

After you install and run Skype for Business client on your computer, you can connect the phone to your computer. You must connect the USB cable from your CX300 R2 phone directly to the USB port on your computer. The phone will not work when connected to a bus-powered USB hub.

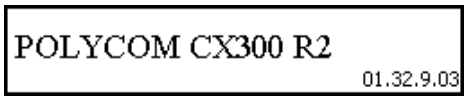
To connect the Polycom CX300 R2 desktop phone to your computer:

» Connect the USB cable attached to the phone to a USB port on your computer, as shown in the next figure.

Connecting the USB cable from your phone to your computer



After your phone is connected to your computer, the startup screen displays, as shown next.



Now that your CX300 R2 phone is connected to your computer, you can sign into your Skype for Business client and begin using your phone. If you are signed into Skype for Business client when you connect your phone, your name, presence status, date, and time display on the phone's screen, as shown next.

If you are not signed into Skype for Business client, the Sign In screen displays.

Make Your Polycom CX300 R2 Your Primary Audio Device

Before you use your phone, verify that your phone is set as your primary audio device in your Skype for Business client. If your phone is not set as your primary audio device, you cannot hear the audio for incoming and outgoing calls on your desktop phone.

To set your phone as your primary device:

1 In Skype for Business client, select the **Settings** icon, , and select **Tools > Audio Device Settings**.

2 In **Audio device**, verify that **Polycom CX300** is selected for the device you want to use for audio calls.

Change the Phone Settings

You can modify the volume and text display settings of your Polycom CX300 R2 phone from the startup screen as the phone is powering on. The startup screen displays for 10 seconds when you are not signed into the Skype for Business client. When you are signed into the Skype for Business client, the startup screen displays for one second.

After you connect your CX300 R2 phone to your computer and the phone is starting up, the option 5=Settings displays on the screen for five seconds, as shown next. During this time, you can press 5 on the keypad to change the phone's settings.

Note: Settings option does not display with other languages
If the language setting for your Skype for Business client is not English, 5=Settings is not displayed on the phone during startup. However, you can still access the settings menu by pressing the 5 key during startup.

This section contains instructions for the following tasks:

- Change the Volume Button Response Rate
- Set the Call Volume
- Change the Display Settings

Caution: Do not disconnect your phone from your computer
Do not disconnect your phone from your computer while making changes to the settings. This could result in data corruption.

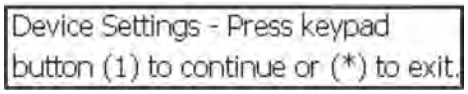
Change the Volume Button Response Rate

The volume button response rate sets how quickly the volume increases or decreases after you press the Volume buttons on the phone.

To change the volume button response rate setting:

1. Press the **5** key on the keypad during startup.

   The **Device Settings** screen displays, as shown next.

2. Press **1** to continue to **Device Settings**, and press **1** again to continue.
3. Press **1** for **Volume Button Settings**.

   The message “You can adjust the rate which volume will increase or decrease when holding down the volume buttons” displays.
4. Press **1** to continue to the Volume Button Settings.
5. Select one of the following options for the volume press response rate:
   - Slow (1)
   - Standard (2)
   - Fast (3)

   The message *“*Use the <*your choice of*> volume button response rate? YES (1) Cancel (*)*”* displays.
6. Select **1** for Yes or * to Cancel.

   After you press 1, the message “Volume button press response rate saved” displays.
7. Press ***** to exit to the main menu.

Set the Call Volume

You can set the volume for all calls to one of the following two levels:

- **Default level** Sets the volume to the standard level for the phone.
- **Preserve level from last call** Sets the volume to the level used in your last call.

To change the call volume settings:

1. Press the **5** key during startup.
2. Press **1** to continue to **Device Settings**, and press **1** again to continue.
3. Press **2** for more options, and press **1** for **Volume Settings**.

   The message “You can restore volume to default, or preserve volume level from your last call” displays.
4. Press **1** to continue to **Volume Settings**.
5. Choose one of the following options:
   - Press **1** to preserve the level from previous call.
   - Press **2** for default level.

   A message showing your call volume setting displays.
6. Press ***** to exit to the main menu.

Change the Display Settings

In the Display Settings menu, you can set the size of text displayed on the phone to one of the following:

- Normal
- Large (factory default)

Note: Display settings applies to certain languages
The text options in the display settings menu does not apply for the following languages: Japanese, Chinese, Korean, Hebrew, Thai, Arabic, and Devanagari.

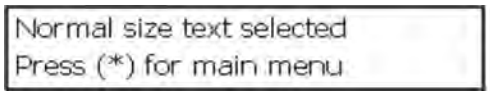
To change the size of the display text:

1. Press the **5** key during startup.
2. Press **1** to continue to **Device Settings**, and press **1** again to continue.
3. Press **2** twice for more options, and press **1** for **Display Settings**.
4. Press **1** to read through the message.

   The phone displays the actual size of the normal and large text in the **Display Settings** menu, as shown next.

5. Press **1** to continue to text size options.
6. Choose one of the following text size options:
   - Select **1** for **Normal** size.
   - Select **2** to for **Large** size.

   A message showing the size text you chose displays, as shown next.



7. Press ***** to exit to the main menu.

To exit the settings menu:

» Press the ***** button continuously to exit the phone's **Device Settings** menu.

Use Your Polycom CX300 R2 Phone

Your Polycom CX300 R2 desktop phone works in a tightly integrated manner with the Skype for Business client to provide quality voice input and audio output through the phone's handset, speakerphone, or headset. You can control all call activity using your desktop phone or the Skype for Business client.

This section provides information on the following tasks you can perform using the Polycom CX300 R2 phone:

- Place Calls
- Answer, Reject, and End Calls
- Redial Contacts
- Mute Your Audio
- Adjust the Volume
- Place a Call on Hold
- Listen to Voicemail Messages
- Restart Your Phone

To troubleshoot issues with the phone, see the section Troubleshoot Your Polycom CX300 R2 Phone.

Place Calls

You can call any contact in your Skype for Business client using your CX300 R2 desktop phone.

To place a call using your desktop phone:

1. Lift the handset, press the **Speakerphone** button, or press the **Headset** button.
2. Do one of the following:
   - Using the keypad, enter a contact's number.

     The phone automatically dials the number after you finish entering your contact's full number.
   - Select a contact in your Skype for Business client and click **Call**.

   The call is placed on your phone and in the Skype for Business client.

During a call, you can alternate between the handset, speakerphone, or headset.

To switch between the handset, speakerphone, or headset:

» During a call, do one of the following:

- If you are using the handset, press the **Speakerphone** or **Headset** button before placing the handset on the hookswitch.
- If you are using the speakerphone or headset, lift the handset to switch.

A dial tone plays when the speaker is not receiving audio or is in use by another application. A long dial tone plays when the speaker is not streaming sound, and a short dial tone plays when the speaker is being used for another application or for audio streaming.

Note: Quickly delete a dialed number
If you input a number incorrectly, you can quickly delete the entire number by pressing the Flash button when the handset is off-hook.

Answer, Reject, and End Calls

When you receive an incoming call, the call displays on your desktop phone and in the Skype for Business client. You can choose to answer or reject the call on your phone or the Skype for Business client. You can also end calls on your phone or in the Skype for Business client.

To answer incoming calls:

» Do one of the following:

- Lift the handset
- Press the **Speakerphone** or **Headset** button.
- Click **Answer** in the Skype for Business client.

To reject incoming calls:

» Press the **Delete** button on your phone or click **Ignore** in the Skype for Business client.

The call is sent to your voicemail, or the caller receives a message that the call cannot be connected.

To end a call:

» Do one of the following:

- Place the handset on the hookswitch.
- If you are using the speakerphone, press the **Speakerphone** button.
- If you are using a headset, press the **Headset** button.
- Click **End** in the Skype for Business client.

Redial Contacts

You can quickly redial a contact on your desktop phone using the Redial button. The phone redials the last number that was called using your phone.

Note: Redial numbers stored on other computers
Your call information is stored on your computer. If you disconnect the phone from one computer and connect it to a second computer and press the Redial button, the phone redials the last number called based on the call information stored on the second computer.

To redial the last placed call:

» Press the **Redial** button.

If you have not made any calls after you connect your phone to your computer, the phone does not respond and no message displays when you press the **Redial** button.

Mute Your Audio

You can mute your audio during a call by pressing the Mute button. When you press the Mute button, your audio is muted and you can still hear the other parties on the call.

To mute or unmute your audio:

» Press the **Mute** button.

The other participants on the call cannot not hear you speak.

Adjust the Volume

You can adjust the volume level for calls and the speakerphone on your desktop phone using the Volume buttons.

To adjust the volume during a call:

» Press the **Volume** buttons to lower or increase the volume.

To adjust the speakerphone volume:

» Press the **Volume** button when not in call.

The **Speakerphone Volume** displays on screen and shows the volume increase or decrease.

Place a Call on Hold

During a call, you can place a call on hold using the Flash button. You can place all calls on hold at the same time in the Skype for Business client on your computer.

To place a call on hold:

» Do one of the following:

- If you are in an active call, press the **Flash** button to place the call on hold.
- If you receive an incoming call while you are in an active call, press the **Flash** button to place the active call on hold and answer the incoming call.
- If you are in a call and you have another call on hold, press the **Flash** button to place the active call on hold and resume the call that is on hold.

To resume a held call:

» Do one of the following:

- If you have a call on hold, press the **Flash** button to resume the call.
- If there are several calls on hold, press the **Flash** button to cycle through the held calls.

Listen to Voicemail Messages

The voicemail feature is configured by your system administrator, who assigns you a PIN to access your voicemail. You can access your voicemail on your phone by pressing and holding the 1 key on the keypad. If the phone does not connect to the voicemail after you press and hold the 1 key, you do not have any new messages.

To listen to voicemail messages:

1. Press and hold the **1** key on the keypad for 1.5 seconds.
2. When prompted, enter your PIN.

   Your voicemail messages play.

Restart Your Phone

On rare occasions, your phone may experience a problem that will require you to restart the phone. Contact your system administrator before restarting your phone.

To restart the phone:

» Unplug the phone from the computer, wait one second, and plug the phone into the computer.

The phone restarts.

Troubleshoot Your Polycom CX300 R2 Phone

The following sections present issues, likely causes, and solutions to problems that can occur when using your Polycom CX300 R2 phone:

- Power and Startup Issues
- Call Activity Issues
- Display Messages
- Audio Issues
- Microsoft Skype for Business Client Issues

If you still need assistance, contact your system administrator.

Power and Startup Issues

The following table lists a potential issue that can occur when powering or starting your phone and a possible solution.

Power and Startup Issue and Solution

Issue	Solution
Your phone has no power.	Do one of the following: • Verify that no lights appear on the unit when it is powered on. • Verify that the USB port provides power. • Plug the phone into another USB port where the power is known to be working. ***Note**: The phone does not work if the phone is connected to a bus-powered USB hub.*

Call Activity Issues

The following table lists potential issues that can occur when placing or receiving calls on your phone and possible solutions.

Call Activity Issues and Solutions

Issue	Solution
The keys on your phone do not function properly.	Do one of the following: • Press the keys more slowly. • Contact your system administrator to ensure that your account is configured properly.
You cannot place a call.	Make sure you are signed into your Skype for Business client.
Your phone does not ring when receiving an incoming call.	Do one of the following: • If you are trying to use the speakerphone, make sure the handset is on-hook. • Make sure that the speaker volume is high enough to hear audio. • Make sure your phone is set as your primary device. For more information, see the section Make Your Polycom CX300 R2 Your Primary Audio Device. • Make sure that the volume is not muted on your computer.

Display Messages

The following table lists a potential message that can display on your phone, the issue the message addresses, and a possible solution.

Display Messages Issues and Solutions

Issue	Solution
The phone screen displays “Sign in…” or “Please Upgrade” although the phone is connected to your computer.	Do one of the following: • Make sure your computer has the latest version of Microsoft Skype for Business client installed. • Make sure that you are signed in to your Skype for Business client. • Make sure that your network connection is active. ***Note**: If you do not have Skype for Business client installed on your computer, you can use the phone as an audio device only.*

Audio Issues

The following table lists potential issues that can occur with audio on your phone and possible solutions for those issues.

Audio Issues and Solutions

Issue	Solution
You do not hear audio coming from the handset.	Do one of the following: • Make sure that your phone is set as your primary audio device in your Skype for Business client. • Contact your system administrator to ensure that your account is configured properly.
You do not hear audio from the connected headset.	Do the following: • Ensure that the headset is properly connected to the phone. • Ensure that the headset amplifier (if required for your headset) is turned on and the volume is correctly adjusted. • Verify that the phone is logged in and registered with your Skype for Business client. • Make sure your headset is listed as a supported headset. You can view a list of supported headsets in the Headset Compatibility List on the Polycom CX300 R2 Support page.
You do not hear audio from the speakerphone after you press the Speakerphone key.	Make sure that your phone is set as your primary audio device and that the speaker audio is not directed to your computer’s speakers.
Your phone displays an audio graphic when you are not using the phone as an audio device.	An open web page or an application that is running in the background may be streaming media to the phone or have the streaming interface selected. Do one of the following: • Ignore the audio graphic. • Close the web page or shut down the application.

Microsoft Skype for Business Client Issues

The following table lists a potential issue that can occur with your Skype for Business client and a possible solution.

Microsoft Skype for Business client Issues and Solutions

Issue	Solution
Your Skype for Business client is not working properly.	Contact your system administrator to ensure your account is configured properly and that your Microsoft Skype for Business client is properly installed and configured.

Safety Notices

Service Agreements
Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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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, lightning, power surges or outages, or other hazards.

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Safety and Compliance

Usage and Cleaning

- Use in accordance with these instructions.
- Do not use near any heat sources.
- Only use attachments/accessories specified by Polycom.
- Clean only with dry cloth.

Operating Environment

This device is rated as a commercial product for operation at +41ºF (+5ºC) to +95ºF(+35ºC).

WARNING Electrical Safety

Failure to properly set up, use, and care for the Polycom CX300 R2 can increase the risk of damage to the Polycom CX300 R2, or possible serious injury. To ensure personal safety, this product must be used with NRTL Listed (UL, CSA, ETL, etc.), and/or CE marked Information Technology equipment.

Warning: This equipment may become inoperable if electrical power fails or broadband Internet access is interrupted.

Any changes or modifications not expressly approved by Polycom could void the user's authority to operate this device.

No serviceable parts included.

Disposal of Waste Electrical & Electronic Equipment in the European Union and Other Countries with Separate Collection Systems

This symbol on the product or its packaging means that this product must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in electrical and electronic equipment, which could be caused by inappropriate disposal. For more information about where to drop off your electrical and electronic waste, please contact your local city or municipality office, your household waste disposal service, or the shop where you purchased this product. See Recast of the WEEE Directive on the European Commission website for additional information on WEEE.

FCC Part 15 Class B

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

Canada ICES-003

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.

Safety and Compliance (Continued)
CE This Polycom CX300 R2 has been marked with the CE mark. This mark indicates compliance with EEC Directives 2004/108/EC and 2006/95/EEC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd, 270 Bath Road, Slough, Berkshire, SL1 4DX, UK. **Australia S004 Compliance** The user should be aware that, under certain operating conditions, the handset ear piece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.
New Zealand, Telepermit, Polycom CX300 R2 USB Telephone, PTC 220/10/002 **PTC General Warning** The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services. **The CODEC and Optimum Packet Size for transmission through the Public Switched Telephone Network (PSTN)** Because of the extensive delay already experienced when calling cellular and international networks, Telecom Access Standards recommends the use of 20mS or less packet length when passing packets through the PSTN. The use of G.711 codecs and 20mS or less packet length is critical to maintaining delay times which comply with PTC220 requirements (<50mS). **Echo cancellation** Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required.