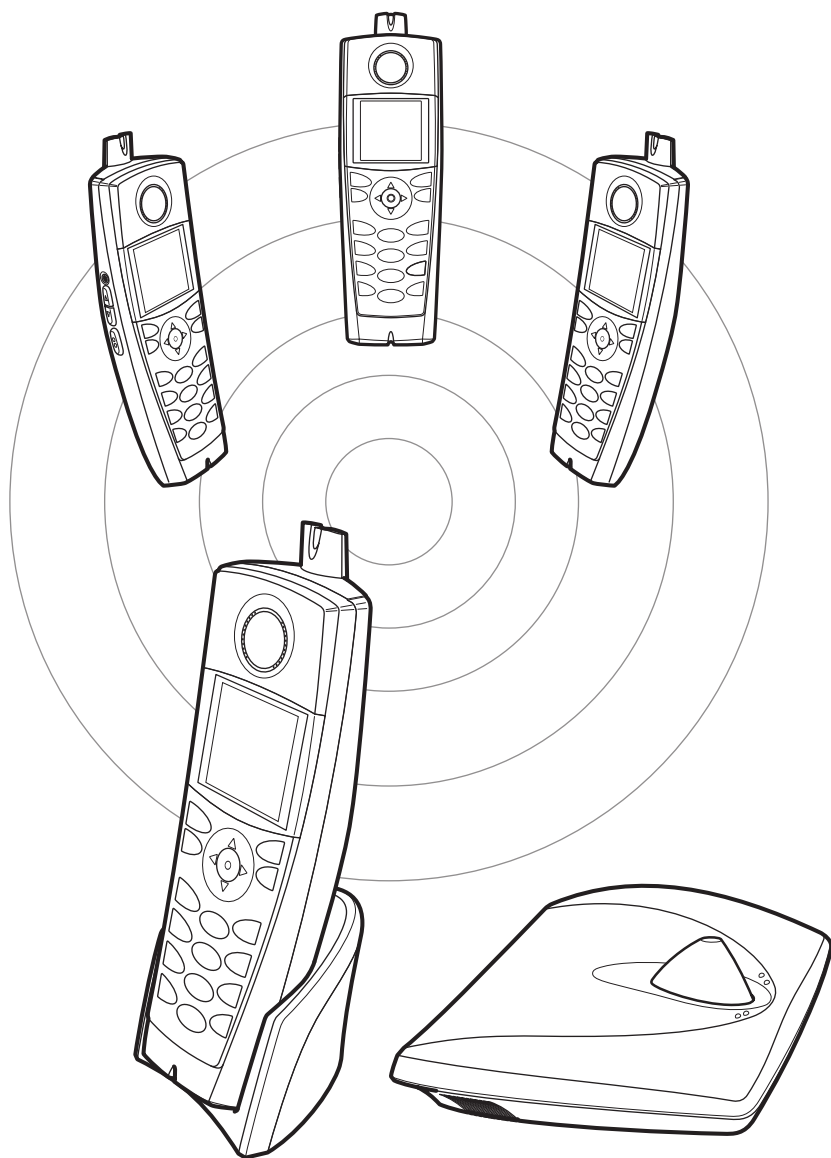




POLYCOM®

User Guide **SoundPoint® IP 200W**



Contents

Introduction	1
Parts List	1
SoundPoint IP 200W Installation	2
Connecting the Gateway	2
Connecting Gateway Power	2
Installing and Charging the Batteries.....	3
Registering Handsets with the Gateway.....	4
Features	5
SoundPoint IP 200W Features	5
Gateway Features	6
Key Descriptions	6
Getting Started.....	7
Idle Mode	7
Using the Dial Pad	7
Configuring the SoundPoint IP 200W.....	9
Configuring the SoundPoint IP 200W	9
Changing the PIN Code.....	10
Configuring On-screen Information Services.....	10
Basic Settings	11
Specifying Handset Language.....	11
Specifying a Country Selection.....	11
Selecting Call Groups	12
Updating the Firmware	12
Time Zone Settings.....	12
Emergency Line Settings.....	13
Task Menus.....	14
Using the SoundPoint IP 200W	15
Placing a Call	15
Ending a Call	15
Using the Contact Directory.....	16
Using the Call Log	16

Using Redial 16

Using Speed Dial 16

Placing an Emergency Call 17

Answering a Call 17

Using Call Display 18

Using Call Hold/Call Waiting 18

Using Call Forwarding 18

Using Call Transfer 19

3-Way Conference Call 19

Muting a Call 19

Adjusting Handset Volume 19

Using the Speakerphone 19

Placing Calls Over an Analog Telephone Line 20

Specifying a Primary Line for Outbound Calls 20

Placing Calls When the Primary Line is an Analog Line 21

Placing Analog Calls When the Primary Line is an IP Line.. 21

Using the Task Menus 23

Intercom Menu 23

Settings Menu 26

Call Log Menu 41

Info Services Menu 42

Contacts Menu 43

Call Services Menu 48

Messages Menu 49

Troubleshooting 50

Important Safety Instructions 53

Specifications and Warranty Information 54

FCC Compliance 54

Exhibit J - Customer Information 56

CE Mark R and TTE Directive 58

Safety Notices 59

Introduction

Thank you for choosing the SoundPoint IP 200W, an easy to use Voice over IP telephone with wide roaming range (compared to single access point WiFi) and long battery life.

The SoundPoint IP 200W is a DECT (Digital Enhanced Cordless Telephone) with everything you need to place high-quality, wireless calls over an IP network with the touch of a few buttons.

Be sure to verify with your system administrator that your network is prepared for configuring your SoundPoint IP 200W phone.

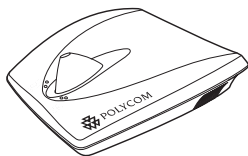
As well, be sure to read the Parts List and the Safety Notices section in this guide before you set up and use the SoundPoint IP 200W phone.

Parts List

The following items are included in your SoundPoint IP 200W package. Check this list before installation to ensure that you have received each item. If you are missing any items, please contact your system administrator.



Polycom SoundPoint IP 200W Handset



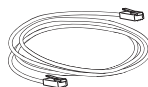
Gateway (with LAN and Telephone Line Interface)



Charging Cradle



Telephone Cable



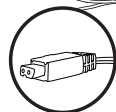
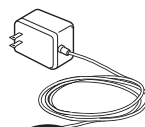
Ethernet Cable



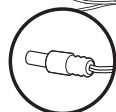
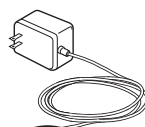
Rechargeable AA Batteries



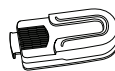
Quick Start Guide



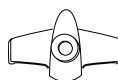
**Power Adapter
(for Gateway)**



**Power Adapter
(for Charging Cradle)**



Belt Clip



**Belt Clip
Attachment**

SoundPoint IP 200W Installation

This section provides basic installation instructions and information for obtaining the best performance with the SoundPoint IP 200W phone.

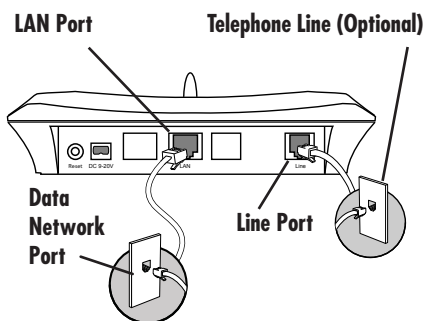
In order to take full advantage of the features of the SoundPoint IP 200W, you need to have the following in place:

- IP Network connection
- Internet Telephony Service Provider subscription (to place IP calls).
- Analog telephone subscription to place ordinary phone calls (optional).

Connecting the Gateway

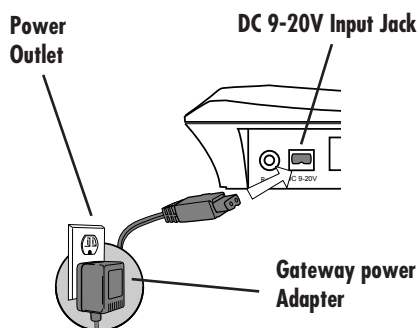
First, connect the network cable to the LAN port on the gateway. Next, plug the network cable into your data network port (as shown on right).

Optional: To prepare the gateway for analog telephony, connect the telephone cable to the Line port on the gateway and then to a telephone wall outlet (as shown on right).



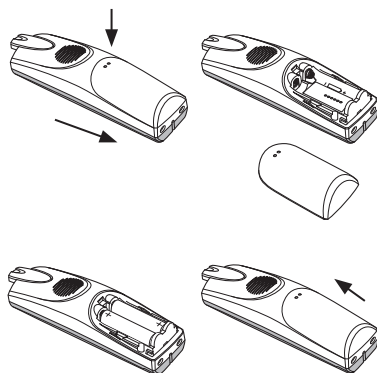
Connecting Gateway Power

Connect the gateway power adapter to the “DC 9-20V” input jack (on the gateway), and then connect the adapter to an active power outlet (as shown on right).



Installing the Batteries

1. Push in and down on the back of the handset to release the battery cover.
2. Insert the rechargeable AA batteries into the handset, then slide the battery cover shut.

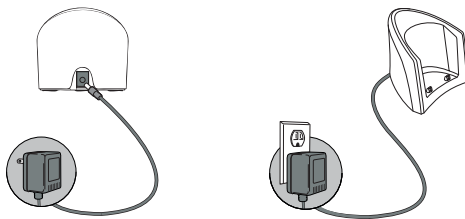


Use only approved Nickel Metal Hydride (Ni-MH) rechargeable batteries. Never use any other batteries or conventional alkaline batteries. Two standard AA size Ni-MH rechargeable batteries of 1700 mAh 1.2V are included with this phone. Replacement batteries are available from Polycom. For more information, contact your reseller. POLYCOM IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE USE OF INCORRECT BATTERIES.

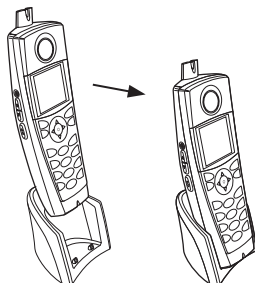
CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Charging the Batteries

1. Connect the charging cradle adapter to the DC jack on the back of the charging cradle, then plug the adapter into an active power outlet.



2. To charge the batteries, place the handset in the charging cradle. Batteries must be fully charged before first use. Charging of batteries may take up to 10 hours.

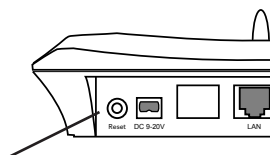


Registering Handsets with the Gateway

To register a handset with the gateway, press the reset button on the back of the gateway and then place the handset in the charging cradle.

You may register up to eight handsets with the same gateway, and you may have up to eight different VoIP accounts provided they belong to the same Internet Telephony Service Provider.

For more information on registering additional handsets, see **Intercom Menu** on page 23 of this User Guide.



Reset Button

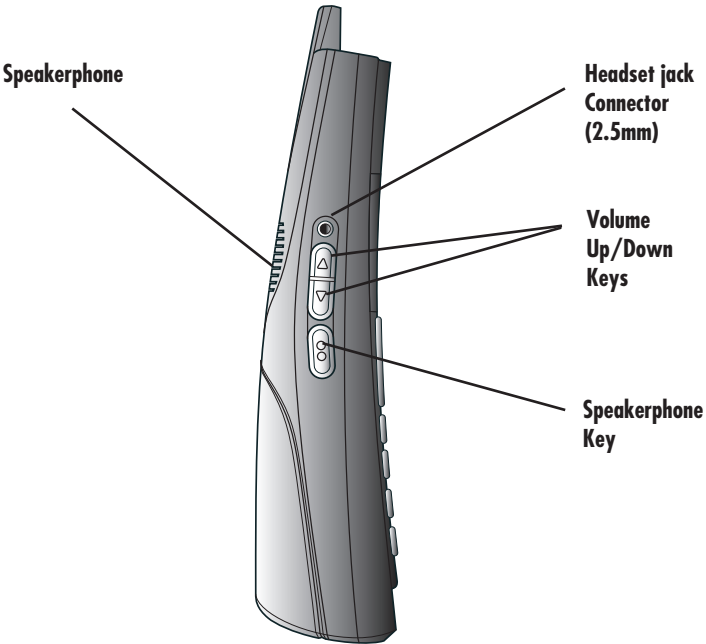
After registration of the first handset, there is a five-minute period during which you can register any additional handsets. If the five-minute period has expired, press the Reset button to start a new registration period.

The gateway may either be placed on a tabletop or mounted on the wall. If longer cables are required, you may use ordinary cable extensions. The handset has an indoor signal range of up to 50 meters (150 feet) from the gateway, and you must place your handset charger within the signal range. Concrete and metal objects might affect the signal range.

Only use the power supplies included with the product. Using an unauthorized power supply will invalidate the product guarantee and may damage the telephone.

*If you have difficulty resistering a handset to the gateway, please see **To reset the phone** on page 24 of this User Guide.*

SoundPoint IP 200W Features



SoundPoint IP 200W LED Indicators



SoundPoint IP 200W Gateway Indicator LED's are visible only when active.

Key Descriptions

Feature Key	Description
	Call key - Used for placing calls.
	End Call key - Used for ending calls; also allows you to exit a menu, or turn the handset on or off.
	OK key - Allows you to select a menu item, or save changes to your settings.
	Navigation key - Scrolls up through menu options.
	Navigation key - Scrolls down through menu options.
	Navigation key - Scrolls left through menu options.
	Navigation key - Scrolls right through menu options.
	Soft keys - Allow you to select from various context-sensitive options.
	Volume keys - Allow you adjust audio and ringer volume.
	Speakerphone key - Allows you to use the speakerphone.
Dial Pad	General dialing and alphanumeric entry (including special characters).

Getting Started

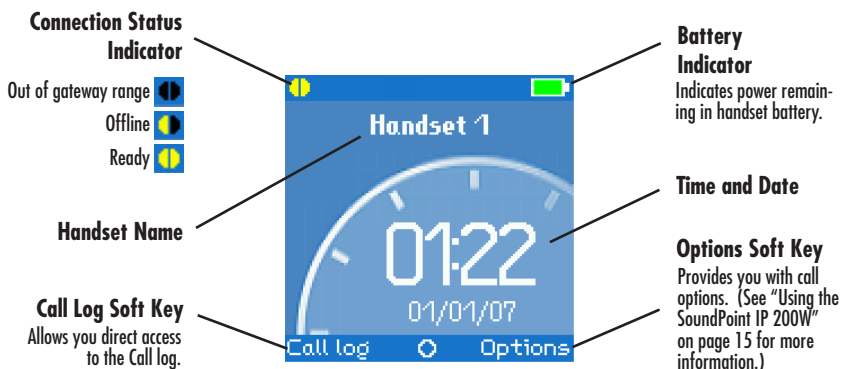
Before you begin using the SoundPoint IP 200W, it is a good idea to familiarize yourself with the different features

available to you, as well as the tools you will need to properly set up and configure your phone.

Idle Mode

When the handset is powered on, the display screen defaults to Idle mode.

For a description of the information displayed while in Idle mode, see below.



For more information on configuring time and date, see **Time and Date Settings** on page 36 of this User guide.

For more information on the Call log, see **Call Log Menu** on page 41.

For more information on handset names, see **Naming Handsets** on page 25.

System Status

To view system status, press the volume up key on your handset when the screen is in Idle mode.

Using the Dial Pad

When using the dial pad to dial a number, you may use numeric characters only.

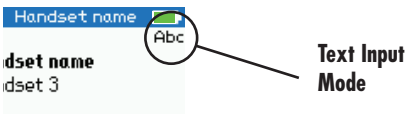
When using the dial pad to enter other information (such as adding a new contact), you may use alphanumeric characters or symbols. Two soft keys will be displayed: **Erase** and **Options**.

The **Erase** soft key enables you to erase existing text or text that you have just entered.

The **Options** soft key provides you with the following two options: *Input mode* and *Insert symbol*.

Changing Input Mode

The upper right corner of the display shows which text input mode option is currently selected (see right).



To change the input mode:

1. When using the dial pad to enter information, press the **Options** soft key, choose *Input mode*, and then press the **OK** key.
2. Choose an input mode, and then press the **OK** key. You may choose among the following options:

Option	Description
ABC	All upper case letters.
Abc	First letter in upper case, remaining letters in lower case.
abc	All lower case letters.
123	Numbers only.

You may toggle between the different options while you are inputting text.

To toggle between input options:

- Press once to change the case,
- OR
- Press twice to enter numbers.

Inserting a Symbol

1. When using the dial pad to enter information, press the **Options** soft key, choose *Insert symbol*, and then press the **OK** key.
2. Use the navigation keys to choose a symbol, and then press the **OK** key

Locking and Unlocking the Dial pad

The dial pad can be locked, to prevent inadvertent use.

To lock the dial pad:

- In Idle mode, press , and then press the **Lock** soft key.

To unlock the dial pad:

- Press , and then press the **Unlock** soft key.

The dial pad unlocks automatically when you answer an incoming call or if you place an emergency call.

*For more information on emergency calls, see **Placing an Emergency Call** on page 17 of this User Guide.*

SoundPoint IP 200W Setup

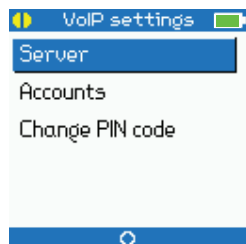
Configuring the SoundPoint IP 200W

You can configure your SoundPoint IP 200W using the handset. You will need the account information that you received

from your Internet Telephony Service Provider to complete the configuration of your SoundPoint IP 200W.

To configure the SoundPoint IP 200W using the handset:

1. In Idle mode, press the **OK** key, choose *Settings*, and then press the **OK** key.
2. Choose *VoIP settings*, and then press the **OK** key.
3. When prompted for a PIN code, enter the default PIN code 456, and then press the **OK** key.



To specify the Domain and the SIP proxy:

1. Choose *Server*, press the **OK** key, and then choose *Domain*.
2. Press the **OK** key, and then enter the domain name. Press the **OK** key.
3. Choose *SIP proxy*, press the **OK** key, and then key in domain name or IP address of the SIP proxy, if it is different from the Domain.

If you have more than one VoIP account, you then need to specify account settings for each account.

To specify account settings for each VoIP account:

1. Choose *Accounts*, press the **OK** key, select an account, and then press the **OK** key.
2. Based on the account information you received from your Internet Telephony Service Provider, scroll to each of the following parameters, press the **OK** key, and then key in the relevant information:
 - *Display name* (optional): Your caller ID
 - *Nickname*: Name of the account used in Call Groups and VoIP line settings
 - *SIP User name*: Usually, the phone number you received from your service provider
 - *Authentication Name*: Usually, the same as *User name*
 - *Password*: The default password given by your service provider

3. After each entry, press the **OK** key, and then the **Yes** soft key when prompted to save changes.
4. Press the Reset button on the rear of the gateway when you have entered all the necessary information.

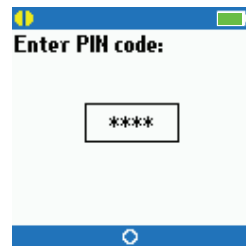
Changing the PIN Code

Change the PIN code after your first login to prevent unauthorized access to your VoIP settings.

To change the PIN code:

1. In Idle mode, press the **OK** key, choose *Settings*, and then press the **OK** key.
2. Choose *VoIP settings*, and then press the **OK** key.
3. When prompted for a PIN code, enter the default PIN code 456, and then press the **OK** key.
4. Choose *Change PIN code* and then press the **OK** key.
5. Enter a new three- or four-digit PIN code, and then press the **OK** key.
6. Press the **Yes** soft key when prompted to save the PIN code.

The handset PIN code and the online configuration password are independent of each other. Changing the handset PIN code will not affect the online configuration password.



Configuring On-screen Information Services

On-screen information services provide instant access on your SoundPoint IP 200W to Internet information such as news and weather reports.

Information Services are not available with the default setting.

To take full advantage of the on-screen information services features, you need to configure the settings of your on-screen information services online.

For more information, refer to *SoundPoint IP 200W - Information Services Developer's Guide*, available at www.polycom.com

Once you have configured the on-screen information services, you may activate the on-screen information services features in the *Info Services* menu on the handset.

For more information, see **Info Services Menu** on page 42 of this User Guide.

Basic Settings

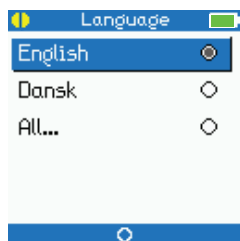
Before you start using your phone, it is strongly recommended that you specify handset language, country selection, time zone, and routing of emergency dials to ensure that your SoundPoint IP 200W functions properly.

Specifying Handset Language

The handset language setting determines which language is displayed on the handset.

To specify handset language:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and enter the password. (The default password is 456.)
3. Choose *Language*, and then press the **OK** key.
4. Scroll up or down to the desired language, and then press the **OK** key.



The available languages are: English, French, Danish, Portuguese, Italian, Spanish, German, Dutch, and Finnish.

Specifying a Country Selection

Setting the country selection ensures that you may place and receive analog telephone calls and receive caller ID information on your SoundPoint IP 200W (if supported by your telephony provider).

Country selection settings for the SoundPoint IP 200W are not available in North America.

To specify country:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Country selection*. Press the **OK** key.
3. Select your country, and then press the **OK** key.

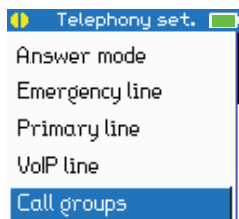
Handset language and Country settings are independent of each other.

When using your SoundPoint IP 200W in another country, it is recommended that you change your country settings only if you need to place analog telephone calls.

Selecting Call Groups

If you have more than one handset, you must specify from which account or accounts you want each handset to receive calls. To do this you use Call Groups.

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *Call Groups*. Enter the PIN code and press the **OK** key. Nicknames for the land-line and VoIP accounts are listed.
3. Check the account(s) for which you want the current handset to receive calls, and then press the **OK** key.



Updating the Firmware

When new software is available the display reads, “*New firmware available*”.

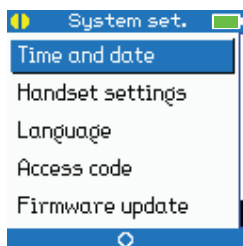
To update the firmware, see **Firmware Updates** on page 39 of this User Guide.

Time Zone Settings

Date and time are automatically synchronized with a time server on the Internet. Setting the time zone ensures that the time displayed in the Idle mode screen is accurate.

To change the time zone:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then enter the PIN code. Choose *Time and date*. Press the **OK** key.
3. Choose *timezone*, press the **OK** key, and then select your time zone. Press the **OK** key.



Time zones are listed in Greenwich Mean Time (GMT) format. For a partial list of GMT time zones and locations, see next page.

Time Zone	Location
GMT-8	Los Angeles; Vancouver
GMT-6	Mexico City
GMT-5	New York; Ottawa; Toronto; Washington, DC
GMT-3	Rio de Janeiro
GMT	London
GMT+1	Paris; Stockholm; Vienna
GMT+2	Cairo
GMT+3	Moscow
GMT+5.5	New Delhi
GMT+8	Beijing
GMT+9	Tokyo
GMT+10	Sydney

You should also verify that the time format and the daylight saving settings are correct.

For more information, see **System Settings** on page 36 of this User Guide.

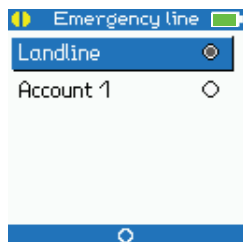
Emergency Line Settings

The default setting of emergency call is VoIP (IP call). However, it is recommended that you verify the way in which emergency calls are routed on your SoundPoint IP 200W.

For more information on emergency calls, see **Placing an Emergency Call** on page 17 of this User Guide.

To change emergency line settings:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *Emergency line*. Press the **OK** key.
3. Choose a VoIP account or *Landline*.
4. To save the changes, press the Reset button on the back of the gateway, or reset the gateway from the System Settings menu.



*You must verify that your Internet Telephony Service Provider provides a service whereby you can place calls to your local emergency call center with your caller ID displayed. If not, you will need an analog telephone line to place emergency calls. For more information on analog lines, see **Placing Calls Over an Analog Telephone Line** on page 20 of this User Guide.*

Task Menus

There are seven different task menus available. These menus allow you to configure your phone, change your settings, or perform other tasks.

For more information, see **Using the SoundPoint IP 200W** on page 15 of this User Guide.








Accessing the Main Menu

These menus are represented by seven icons which appear in the main menu.

To access the main menu:

- In Idle mode, press the **OK** key.

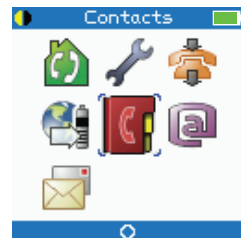
Once you have entered the main menu, seven menu icons will be displayed:

Menu Icon	Description
	Intercom menu - Allows you to connect to other handsets linked to the gateway
	Settings menu - Allows you to configure settings for your SoundPoint IP 200W
	Call log menu - Allows you to view all placed, missed, and received calls
	Info Services menu - <i>(Not available with the default setting)</i> Allows you to view weather, traffic and other information via the Internet
	Contacts menu - Stores all of your frequently-called contacts.
	Call Services menu - <i>(Not available with the default setting)</i> Allows you to configure your phone's features (dependent upon your Internet Telephony Service Provider or IP PBX manufacturer).
	Messages menu - <i>(Not available with the default setting)</i> Allows you to listen to new and saved messages

Accessing Individual Menus




- You may use the navigation keys to scroll between the seven different menu icons.

For more information on task menus, see **Using the Task Menus** (starting on page of 23 this User Guide).




Using the SoundPoint IP 200W

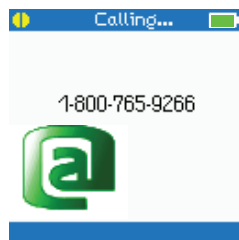
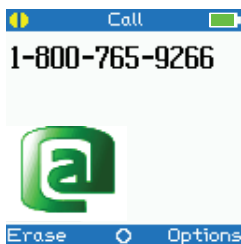
When you are placing or receiving calls, an icon will be displayed which indicates the status of your call:

Call Status	Icon Displayed
Outbound Call	
Incoming Call	
Current Call	

Placing a Call


Placing an IP call

- In Idle mode, dial the desired number, and then press .




*Your SoundPoint IP 200W telephone can also be used for placing calls over an analog telephone line. For more details, see **Placing Calls Over an Analog Line** on page 20 of this User Guide.*

Ending a Call

- Press , or place the handset in the charger.


Using the Contact Directory

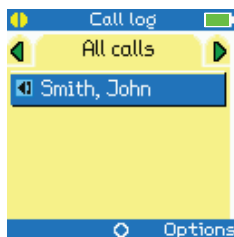
Placing a Call Using the Contact Directory

1. In Idle mode, press the **OK** key, choose *Contacts* from the main menu, and then press the **OK** key.
2. Scroll up or down to the desired contact and then press .

Using the Call Log


Placing a Call Using the Call Log

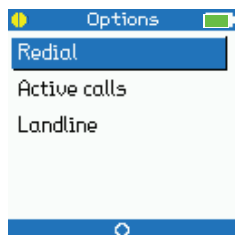
1. In Idle mode, press **Call log**, or choose *Call log* from the main menu, and then press the **OK** key.
2. Scroll up or down to the desired number, and then press .



Using Redial

Placing a Call Using Redial

1. In Idle mode, press the **Options** soft key, choose *Redial*, and then press the **OK** key.
2. To dial the number, press .




Using Speed Dial

You can place up to nine contacts on speed dial. For more information, see **Using Speed Dial** on page 45 of this User Guide.


Placing a Call Using Speed Dial


1. On the dial pad, press the speed dial number associated with the desired contact.

For example, if the desired contact is number four on the speed dial list, press .

2. Press .

Placing an Emergency Call


- Enter the emergency number for your area, and then press .

*When Placing an emergency call, always press  regardless of whether your emergency calls are routed through an IP network or an analog telephone line. For more information, see **Emergency Line Settings** on page 13 of this User guide.*

Emergency calls cannot be placed under the following circumstances:

- *Firmware update is in progress*
- *Handset batteries are drained*
- *Power failure*
- *Handset is out of range of the gateway*

Answering a Call

- Pick up the handset, and then press .

The SoundPoint IP 200W can be configured so that a call is answered when the handset is lifted from the charger, or when any key is pressed. For more details, see **Auto Answer** and **Any Key Answer** on page 31 of this User Guide.

Using Call Display

When you receive an incoming call, the SoundPoint IP 200W displays the caller's name and telephone number (Caller ID).

If the caller is in your contact directory, the SoundPoint IP 200W will display the caller's information as it appears in the contact directory, rather than the caller's default Caller ID information.

If the caller has blocked outbound Caller ID display, no contact information will be displayed.

For incoming analog calls, your telephony provider may require that you subscribe to a Caller ID service. Contact your telephony provider for more details.

Using Call Hold/Call Waiting

Placing a Call on Hold



- During a call, press the **Hold** soft key.

Retrieving a Call from Hold

- To resume the call, press the **Retrieve** soft key.

Call waiting alerts you to an incoming call while you are on another call.

Answering an Incoming Internal Call

1. Press . The current call is automatically put on hold.
2. Press the **Options** soft key, and then choose *Swap calls* to answer the incoming call.
3. Press  to end the call.

For more information on internal calls, see **Placing Internal Calls** on page 25 of this User Guide.

Using Call Forwarding

You use call forwarding to specify a number to which your calls are forwarded, when you are not able to answer your calls. To be able to use call forwarding, you will must configure your call forwarding settings. For more information on call forwarding, see **Call Forwarding** on page 29 of this User Guide.

Using Call Transfer

Transferring a Call

1. During a call, press the **Hold** soft key, followed by the **Options** soft key. Choose *Transfer call*.
2. Press the **Options** soft key, choose *Contacts*, and then press the **OK** key.
3. Choose the contact to which you want to transfer the call, and then press the **OK** key.

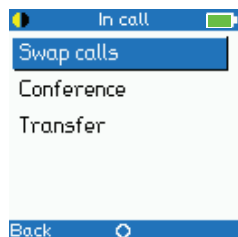
OR

1. During a call, press the **Options** soft key, and then choose *Transfer call*.
2. Enter the number to which you want to transfer the call, and then press the **OK** key

Call transfer is for IP calls only. Contact your Internet Telephony Service Provider to find out if this service is supported.

3-Way Conference Call

- In a call, press the **Hold** soft key. Then make a second call, press **Options** and then select *Conference*.



Muting a Call

- Press the **Mute** soft key. To turn the microphone on again, press the **Mute off** soft key.

Adjusting Handset Volume

- During a call press the **Volume Up** or **Volume Down** buttons on the side of the phone to adjust the volume. The volume setting is automatically saved when you end the call.

Using the Speakerphone

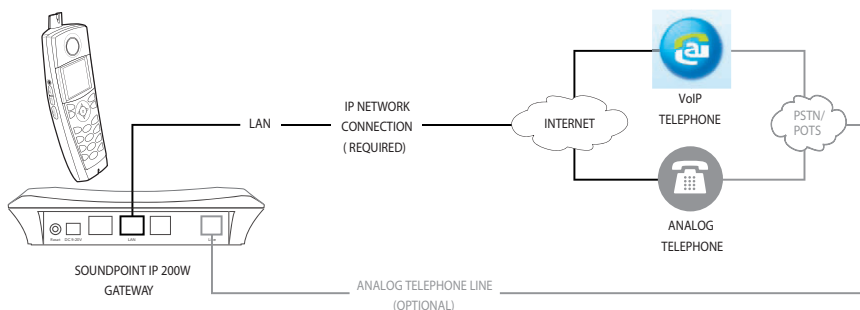
- During a call, press the **Speakerphone** button on the side of the phone. To deactivate the speakerphone, press the **Speakerphone** button again.

For optimal sound quality, place the handset in a horizontal position, rather than a vertical position.

Placing Calls Over an Analog Telephone Line

You may use your SoundPoint IP 200W to place analog calls, provided that the gateway is connected to a functioning analog line. Connection to an analog telephone line is optional, and is not required for your SoundPoint IP 200W to function properly.

If your SoundPoint IP 200W is connected to an analog line, you may choose between placing calls over an IP network or your analog line (as shown below).



If your Internet Telephony Service Provider does not provide a service whereby you can place calls to your local emergency call center with your caller ID displayed, you will need an analog telephone line to place emergency calls.

*For more information, see **Emergency Line Settings** on page 13 of this User Guide.*

Specifying a Primary Line for Outbound Calls




When connected to an analog line, you can specify a primary telephone line, which is used for outbound calls when you press



To specify the primary line:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *Primary line*. Press the **OK** key.
3. Select either *Landline* or *VoIP line*, and then press the **OK** key.

When you are placing or receiving calls over an analog line, an icon will be displayed which indicates the status of your call:

Call Status	Icon Displayed
Outbound Analog Call	
Incoming Analog Call	
Current Analog Call	

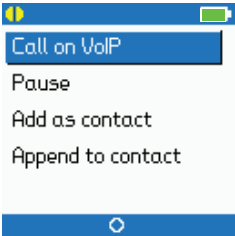
Placing Calls when Primary Line is Specified as Analog

When an analog line is specified as the primary line, the procedure for placing analog calls will (in most cases) be identical to the procedure listed in **Using the SoundPoint IP 200W**, starting on page 16 of this User Guide.

However, if you wish to place an IP call when your primary line is an analog line, use the following procedure:

Placing an IP Call

- In Idle mode, dial the desired number and then press the **Options** soft key, choose *Call on VoIP*, and then press the **OK** key.



Placing Analog Calls when Primary Line is Specified as IP

When an IP line is specified as the primary line, you will need to use the **Options** soft key and menu items to place analog calls.

Placing an Analog Call

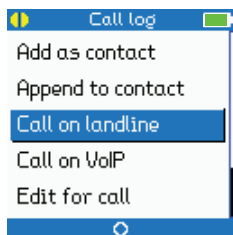
- In Idle mode, dial the desired number, press the **Options** soft key, and then choose *Call on landline*. Press the **OK** key.

Placing an Analog Call Using the Contact Directory

1. In Idle mode, press the **OK** key, choose *Call log* from the main menu, and then press the **OK** key.
2. Scroll up or down to the desired number, and then press the **Options** soft key.
3. Choose *Call on landline*, and then press the **OK** key.

Placing an Analog Call Using the Call Log

1. In Idle mode, press **Call log**, or choose *Call log* from the main menu, and then press the **OK** key.
2. Scroll up or down to the desired number, and then press the **Options** soft key, and then choose *Edit for Call*. Press the **OK** key.
3. Choose *Call on landline*, and then press the **OK** key.



Placing an Analog Call Using Redial


1. In Idle mode, press the **Options** soft key, choose *Redial*, and then press the **OK** key.

The most recently dialed number is displayed.

2. Press the **Options** soft key, choose *Call on landline*, and press the **OK** key.

Placing an Analog Call Using Speed Dial

1. On the dial pad, enter the speed dial number associated with the desired contact.
2. Press the **Options** soft key, choose *Call on landline*, and then press the **OK** key.

For example, if the desired contact is number four on the speed dial list, press .

Using the Task Menus

Intercom Menu



The Intercom Menu allows you to view and manage all handsets which are registered with your SoundPoint IP 200W gateway.

You may register up to eight handsets with the same gateway, and you may have up to eight different VoIP accounts, provided they are from the same Internet Telephony Service Provider.

However, you may only have four active calls at a time: three IP calls and one analog call.

If you use Call Groups, you should only include up to six handsets in a Call Group, because only six handsets at a time can receive incoming calls. (For more information on Call Groups, see **Selecting Call Groups** on page 12 of this User Guide.)

Registering Additional Handsets with the Gateway

If you have more than one handset, you may place intercom calls, and transfer calls to other handsets. You may answer incoming calls on any of the registered handsets.

To register a handset with the gateway:

1. Press the Reset button on the rear of the gateway to enable registration mode.
2. Place the handset in the charger. The left status indicator in the upper left corner of the display will turn yellow, indicating that you have successfully registered the handset.

OR

1. Press the Reset button on the rear of the gateway to enable registration mode.
2. In the main menu, choose *Settings*, and then press the **OK** key.
3. Choose *System settings*, press the **OK** key, and then choose *Handset settings*. Press the **OK** key.

4. Choose *Register handset*, press the **OK** key, and then press the **Yes** soft key when prompted to register handset.



*If you have difficulty registering a handset to the gateway, please see **To reset the phone** on the next page of this User Guide.*

To reset the phone:

1. From the idle screen, press the **OK** key, and then select the *Settings* menu.
2. Enter 4-2-6-8-5 on the keypad. A service menu appears.
4. Select *Handset*.
5. Select *Default EEPROM*. The phone will reboot and clear its EEPROM.
6. Register the handset by placing it in the charging cradle.

*You may be unable to register a handset with the gateway if the gateway is configured to accept only certain handset ID's (IPEI). For additional information on handset restrictions, refer to the **Provisioning and Configuration Guide for the SoundPoint IP 200W**.*

Deregistering Handsets with the Gateway

If the handset you want to register is already registered with another gateway, you need to deregister the handset from its current gateway before you may register it with a new gateway.

To deregister a handset with the gateway:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, enter the PIN code, and then choose *Handset settings*. Press the **OK** key.
3. Choose *Deregister handset*, press the **OK** key, and then press the **Yes** soft key when prompted to deregister the handset.



Viewing All Handsets Registered with the Gateway

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, enter the PIN code, and then choose *Handset settings*. Press the **OK** key.
3. Choose *Handsets*, and a list of all handsets is displayed.



Naming Handsets

Each handset registered with the gateway is given a default name based on the order in which it was registered. (For example, the handset which is registered with the gateway first is named “Handset 1”.) When the phone is in Idle mode, the name of the handset is displayed.

The default name of each handset can be changed to a unique name. A unique name makes each handset easily identifiable when making internal calls.

To give your handset a unique name:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose System settings, press the **OK** key, enter the PIN code, and then choose *Handset settings*. Press the **OK** key.
3. Choose *Handset name*, enter a name for the handset, and then press the **OK** key.
4. Press the **Yes** soft key when prompted to save.



Placing Internal Calls

You may transfer calls and place internal calls to other handsets registered to the same gateway.

To call another handset:

1. In the main menu, choose *Intercom*, press the **OK** key, and then choose the handset you want to call. Press the **OK** key.




To call all handsets:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Intercom*, press the **OK** key, and then choose *All handsets*. Press the **OK** key. The call is received by the first handset to answer the call.



To transfer a call to another handset:

1. During a call, press the **Options** soft key, choose *Hold call*, and then press the **OK** key.
2. Press the **Options** soft key, choose *Intercom*, and then press the **OK** key.
3. Choose the handset to which you want to transfer the call, and then press the **OK** key.
4. Press  either after the other handset answers the call or before the other handset answers the call.

Settings Menu



In the Settings menu, you may configure your Audio, Telephony, VoIP, Information push, Internet, and System settings.

Audio Settings

You may specify a ringer melody for each type of call that you receive, so that you may easily distinguish between incoming Internet, analog, and internal calls.



To change Ringer Melody:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Audio settings*, press the **OK** key, and then choose *Ringer Melody*. Press the **OK** key.

3. Choose the type of call for which you want to specify a ringer melody, and then press the **OK** key.
4. Select a ringer melody by using the navigation keys to scroll up and down through the list.

(You can **preview a Ringer melody** by pressing the **Play** soft key. To stop, press the **Stop** soft key.)

Press the **OK** key, and then press



To change Ringer Volume:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Audio settings*, press the **OK** key, and then choose *Ringer volume*. Press the **OK** key.
3. Use the navigation keys to adjust the volume, and then press the **OK** key. You may specify a tone to alert you to messages.

To change the Message tone:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Audio settings*, press the **OK** key, and then choose **Message tone**. Press the **OK** key.
3. Choose a tone from the list, and then press the **OK** key. Select *Silent* if you do not want a message tone.

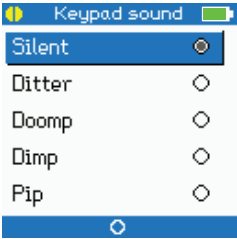
To preview a message tone:

- Press the **Play** soft key, and use the arrow keys to scroll through all the melodies. To stop, press the **Stop** soft key.

You may specify a sound that you will hear when you press a key on the handset.

To change dial pad sound:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Audio settings*, and then choose *Keypad sound*.
3. Choose a sound from the list and then press the **OK** key. Choose *disabled* if you do not want a dial pad sound.




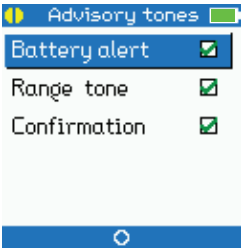
The SoundPoint IP 200W utilizes advisory tones alert you to the following events:

Advisory Tone	Description
Battery alert	Batteries need to be recharged or replaced.
Ring tone	The Handset is out of range of the gateway.
Confirmation	Using the dial pad, you have saved or deleted an entry, or made a selection.

By default all advisory tones are activated.

To turn advisory tones on or off:

1. In the main menu, choose *Settings* and then press the **OK** key.
2. Choose *Audio Settings*, and then press the **OK** key.
3. Advisory tones, press the **OK** key, and then select the type of tone you want to disable or enable by pressing the **OK** key. Press .



You may activate silent mode to disable all ringer melodies and confirmation sounds.

To activate Silent Mode:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Silence*, press the **OK** key, and then choose *Silent on*. Press the **OK** key.



Telephony Settings

Call Forwarding

You use call forwarding to specify a number to which your calls are forwarded, when you are not able to answer your calls. To be able to use call forwarding, you will must configure your call forwarding settings. Contact you Internet Telephony Service Provider for more information.

If your Internet Telephony Service Provider does not support call forwarding, call forwarding options are disabled.

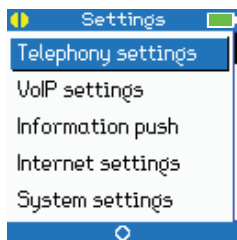
To enable call forwarding:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, choose *Call forward*, and then press the **OK** key.

The following call forward options are now displayed:

- *On Busy* - Forwards the call to a dedicated number when you are talking on the phone.
 - *On No Answer* - Forwards the call to a dedicated number when you do not answer the phone.
 - *Unconditionally* - Forwards all incoming calls to a dedicated number.
3. Choose an option, and then choose *Activate*.
 4. Type the number to which you want to forward your calls, or press the **Options** soft key, choose *Contacts*, and then choose a contact. Press the **OK** key. **To disable call forwarding:**

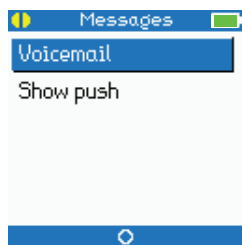
1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, choose *Call forward*, and then press the **OK** key.
3. Choose the call forward option you want to deactivate, and then press the **OK** key.
4. Choose *Deactivate*, and then press the **OK** key.



Voicemail

To specify a telephone number for voicemail access:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, choose *Voicemail*, and then press the **OK** key.
3. Choose *Landline*, enter the number, and then press the **OK** key.
4. Press the **Yes** soft key to save.



Voicemail needs to be supported and activated by either the call server or the service provider.

You may specify a VoIP voicemail number for each VoIP account selected in Call Groups. For more information on Call Groups, see **Selecting Call Groups** on page 12 of this User Guide.

To specify a VoIP voicemail number:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, choose *Voicemail*, and then press the **OK** key.
3. Choose an account, and then choose *Voicemail*.
4. Enter the voicemail number, press the **OK** key, and then the **Yes** soft key to save.
5. Choose *Subscription*, and then enter the SIP address of the subscription service. (Contact your Internet Telephony Service Provider for more information about this feature.)
6. Press the **OK** key, and then the **Yes** soft key when prompted to save.

Auto Answer

Auto answer allows you to answer incoming calls automatically when you pick up the handset from the charger.

To enable auto answer:


1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *Answer mode*. Press the **OK** key.
3. Auto answer, press the **OK** key, and then select *Enabled*. Press



“Any Key” Answer

“Any key” answer allows you to answer incoming calls by pressing any key on the dial pad.

To enable “any key” answer:

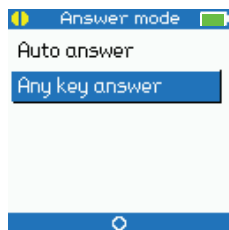
1. In the main menu, choose *Settings* and then press the **OK** key
2. Choose *Telephony settings*, press the **OK** key, and then choose *Answer mode*. Press the **OK** key.
3. Choose *Any key answer*, press the **OK** key, and then select *Enabled*. Press . **Setting Dial Mode for**

Analog Calls

If your primary telephone line is an analog telephone line, you may choose either *Pulse* or *Tone* dialing.

To set Landline dial mode:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *Landline dial mode*. Press the **OK** key.
3. Select either *Pulse* or *Tone*, press the **OK** key, and then press the **Yes** soft key when prompted to save.



Specifying an Emergency Line

- See **Emergency Line Settings** on page 13 of this User Guide.

Specifying Primary Telephone Line

- See **Specifying a Primary Line for Outbound Calls** on page 20 of this User Guide.

Specifying VoIP Line

The VoIP line setting determines which VoIP account is used for outbound VoIP calls.

To specify a VoIP for outbound calls:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Telephony settings*, press the **OK** key, and then choose *VoIP line*. Press the **OK** key.
3. Select the VoIP account you want to use for outbound VoIP calls. All nicknames for the VoIP accounts you subscribe to are listed. If you only have one account, only one nickname is listed.

VoIP Settings

VoIP settings are used to configure your SoundPoint IP 200W. Typically, you will configure your VoIP settings by using the handset.

To access the VoIP settings:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *VoIP settings*, press the **OK** key, and then enter your PIN code (the default PIN code is 456). Press the **OK** key.

The following VoIP settings are displayed:

- *Domain* - Domain name.
- *SIP Proxy* - Typically, the same as *Domain*.

The handset PIN code is required for access to the VoIP settings menu.

*For more information on configuring your VoIP settings, see **Configuring the SoundPoint IP 200W** on page 9 of this User Guide.*

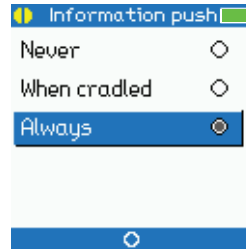
Information Push Settings

You specify when you want the SoundPoint IP 200W to display on-screen information services.

To set auto show on-screen information services:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *Information push*, and then press the **OK** key.
3. Select the relevant option, and then press the **OK** key. You may choose one of the following options:

Information Push services are not available with the default setting.



Accounts Setting	Description
Display name	Your caller ID display name.
Nickname	Name of the account.
SIP User name	Usually, the phone number you received from your Internet Telephony Service Provider.
Authentication Name	Usually, the same as <i>SIP User name</i> .
SIP Password	Default password given by your Internet Telephony Service Provider.

Network Settings

Use *Network settings* to view information about your SoundPoint IP 200W's Internet connection, and to specify whether to use static or dynamic IP mode.

The handset PIN code is required for access to the Network settings menu.

The following options are available in the *Network settings* menu:

- **NAT Provisioning**
- **DHCP**
- **Virtual LAN**
- **IP Mode**

NAT Provisioning

This option allows you to use STUN or RPORT when the SoundPoint IP 200W is behind a NAT (Network Address Translation) router.

There are five selections to choose from:

Selection	Description
Configuration 1	Select this option when the SIP phone is located behind a router.
Configuration 2	Select this option when the SIP phone is located behind a symmetric router.
Configuration 3	Select this option to utilize the router's SIP aware capabilities when the SIP phone has a public IP address or is located behind a SIP aware router.
Configuration 4	Select this option to utilize the router's SIP aware capabilities when the SIP phone is located behind a SIP aware router.
Manual	<p>Manually configure STUN and RPORT settings:</p> <ul style="list-style-type: none"> • <i>STUN Mode</i> - Allows you to enable the SoundPoint IP 200W to communicate through your router. STUN is used to detect whether NAT is being used by your router, and ensures that the SoundPoint IP 200W can determine which IP address has been allocated to the SoundPoint IP 200W by the router. This information is forwarded to the Internet Telephony Service Provider. • <i>STUN keep alive</i> - Specifies the interval for sending out packets to maintain the connection between the gateway and the IP network. • <i>RPORT Mode</i> - Enables RPORT mode. • <i>SIP Port</i> - Specifies the SIP port used for RPORT.

DHCP

This option allows you to configure DHCP TFTP Boot Server settings. There are three selections to choose from.

Selection	Description
Boot Server	<ul style="list-style-type: none"> • <i>Option 66</i> - Obtain boot server location through DHCP option 66. • <i>Custom</i> - Obtain boot server location through DHCP custom option. • <i>Static</i> - Obtain boot server from static entry. • <i>Custom+Opt.66</i> - Obtain boot server from DHCP Custom option, then DHCP option 66, then static entry.
Boot Server Option	Specifies which DHCP Custom Option number is used.
Boot Server Type	<ul style="list-style-type: none"> • <i>IP address</i> - IP address of the boot server. • <i>String</i> - String value.

Virtual LAN

This option allows you to configure Virtual LAN settings. There are two selections to choose from.

Selection	Description
Virtual LAN ID	<i>Valid values: 0 through 4094.</i> Note: 0 disables VLAN tagging
User Priority	<i>Valid values: 0 through 7.</i>

IP Mode

This option allows you to specify between dynamic and static IP.

Because most networks use dynamic IP or Dynamic Host Configuration Protocol (DHCP), the default IP setting is dynamic IP. This means that your broadband modem or router assigns a new IP address to the SoundPoint IP 200W each time you turn on the phone. However if you use static IP on your network, the SoundPoint IP 200W must also use static IP.

To change the IP mode:

1. In the *Settings* menu, choose *Network settings*, and then press the **OK** key.
2. Choose *IP mode*, and then press the **OK** key.
3. Select *Static*, and then press the **Yes** soft key when prompted to save changes.
4. Press the Reset button on the rear of the gateway for the changes to take effect.

When you have changed the IP mode to static, you must enter information about IP address, Subnet mask, DNS server and Default gateway fields.

This information is part of the account information you received from your Internet Telephony Service Provider.

On some routers port forwarding must be enabled for the SoundPoint IP 200W to work properly. If you use port forwarding, all incoming traffic is forwarded to an internal IP address that you specify, and you must ensure that the router assigns the same IP address to the SoundPoint IP 200W. For more information, refer to your router's user manual.

System Settings

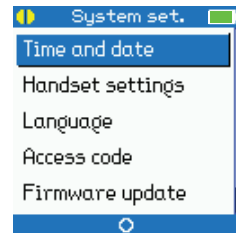
Time and Date Settings

By default, date and time are automatically synchronized with a time server on the Internet to ensure that the time and date displayed on the SoundPoint IP 200W is always correct. However, you can disable automatic time setting.

The handset PIN code is required for access to the System settings menu.

To disable automatic time setting:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Auto set time*, press the **OK** key, and then select *Auto set time off*. Press the **OK** key.
4. Press the Reset button on the rear of the gateway for the changes to take effect.



To change the time format:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Time format*, press the **OK** key, and then select either *AM/PM* or *24 hour*. Press the **OK** key.

If you disable automatic time setting, you may set the time manually.

To set time manually:

1. In the main menu, choose *Settings* and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Set time*, press the **OK** key, and then use the dial pad to enter the correct time. Press the **OK** key.

If you disable automatic time and date setting, you may set the date manually.

To set date manually:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Set date*, press the **OK** key, and then use the dial pad to enter the correct date. Press the **OK** key.

To change date format:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Date format*, press the **OK** key, and then select either *US format* or *European format*. Press the **OK** key.

Setting the time zone properly ensures that the time displayed on the Idle mode screen corresponds to the time zone that you are in.

For automatic time setting to function properly, it is important that you have specified the correct time zone.

To change time zone:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Time zone*, press the **OK** key, and then select a time zone. Press the **OK** key.

Date and time are automatically synchronized with a time server on the Internet to ensure that the time and date displayed on the SoundPoint IP 200W are always correct.

For automatic time setting to function properly, it is important that you specify the correct daylight saving time settings.

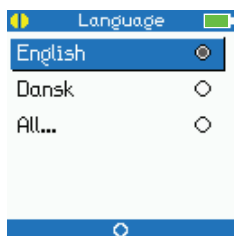
To enable or disable daylight saving time:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Time and date*. Press the **OK** key.
3. Choose *Daylight saving*, press the **OK** key, and then select either *1 hour DST* or *No DST*. Press the **OK** key.

Handset Display Settings

To set handset language:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Language*. Press the **OK** key.
3. Select a language, and then press the **OK** key.



If you accidentally set the handset language to a language foreign to you, there is a shortcut to the language menu.

To access the language settings shortcut:

- In Idle mode, press the **OK** key to enter the main menu, and then enter 888. The *language* settings are displayed.

To change the display contrast:

1. In the main menu, choose *Settings* and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Handset settings*. Press the **OK** key.
3. Choose *Display Contrast*, press the **OK** key, and then use the navigation keys to increase or decrease the display contrast.

To restore the default contrast settings:

1. In the main menu, choose *Settings* and then press the **OK** key.

2. Choose *System settings*, press the **OK** key, and then choose *Handset settings*. Press the **OK** key.
3. Choose *Display Contrast*, press the **OK** key, and then press the **Restore** soft key.

OR


- In the main menu, press 555, and then press the **Yes** soft key when prompted to restore the contrast.

Firmware Updates

When new firmware is available, an alert will appear on the display which reads, “*New firmware available*”.

To update firmware:

1. Press the **OK** key. The Firmware update menu appears.
2. Press the **View** soft key. The version number of the software will be displayed, as well as the date and time of its release.

(If you do not wish to update the firmware at this time, press  to exit the menu. Firmware can be updated at a later time; see “**To check for firmware updates**” on the next page of this User Guide.

If you wish to continue updating the firmware, continue to the next step.)

3. Choose the update listed on the *Simple* tab, press the **OK** key, and then press the **Yes** soft key when prompted to update the system.

The update time varies depending on the size of the update and the speed of your Internet connection. During the update process the following steps are listed in the display:

- *Getting gateway*
- *Updating gateway handset*
- *Updating handset*

When a step has been completed successfully, a green check mark appears after the message.

When the entire update has been successfully completed, the display reads “*Upgraded to <version number>*”.

While the update is in progress you cannot make calls on the SoundPoint IP 200W.

If you have more than one handset registered with the gateway, all handsets will be updated when you press the OK key, but not necessarily at the same time.

To check for firmware updates:

1. In the main menu, choose *Settings*, and then press the **OK** key.
2. Choose *System settings*, press the **OK** key, and then choose *Firmware update*.
3. Use the arrow keys to navigate to the *Advanced* tab.
4. Choose a firmware version from the list. (All previous versions are displayed, as well as the newest version.) Press the **OK** key, and then press the **Yes** soft key when prompted to update the system.

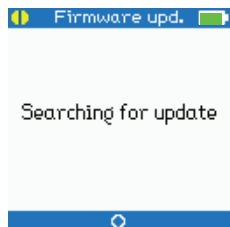
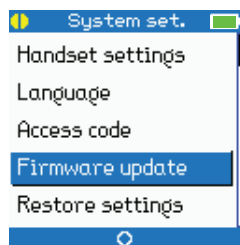
To revert to an older firmware version:

See “**To check for firmware updates**”, above.

To restore configuration settings to default settings:

- Reset the gateway.

It is recommended that you do not reset the gateway during the firmware update process.



Call Log Menu

The call log stores up to 30 of your incoming, outbound, and missed calls.

There is an icon to denote each type of call:



Incoming calls



Outbound calls



Missed calls

To view the call log:

- In Idle mode, press the **Call log** soft key,

OR

- Choose *Call log* from the main menu, and then press the OK key.

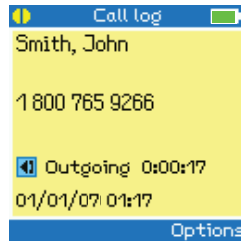
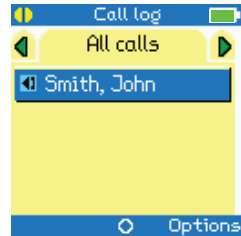
By default, the Call log will display *All calls*. Use the left and right navigation keys to scroll between the different call lists (*Incoming*, *Outbound*, *Missed*, and *All calls*).

If the caller's name and number are stored in *Contacts*, the caller's name is displayed. If you have missed several

calls from the same caller, all of the missed calls from that caller are stored as a single entry.

To view the details of a call, select a call by using the up and down navigation keys, and then press the **OK** key.

When you select a number in the call log and press the **Options** soft key, you have the following options:




Option	Description
Add as contact	Allows you to add the selected number as a contact.
Append as contact	Allows you to add the selected number to an already existing contact.
Edit for call	Allows you to edit the number before calling
Delete	Deletes the selected number from the call log.
Delete list	Deletes all numbers in the call log list.


Info Services Menu

On-screen information services enable you to view information such as the latest news and the local weather report on your SoundPoint IP 200W.

To view on-screen information services:

1. In the main menu, choose *Info services*, and then press the **OK** key.
2. Choose *Open info portal*, and a list of all available services is displayed.
3. Choose the service you want to view, and then press the **OK** key.

When using the information services, you may press  to return to the previous page.

To return to the main menu, press and hold .

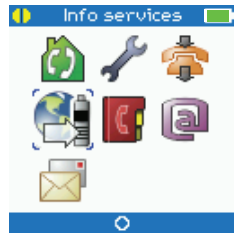
To navigate through the content of an on-screen information service, you typically have the following options, but they may vary depending on the on-screen information services provider:

Option	Description
Menu	Takes you back to the list of available on-screen information services.
Skip	Takes you to the first page in a series of related pages.
Next	Takes you to the next page in a series of related pages.
Previous	Takes you to the previous page in a series of related pages.
Options	Provides you with a number of choices that are dependent on the on-screen information service you are viewing.

To view the most recently updated on-screen information services:

1. In the main menu, choose *Info Services*, and then press the **OK** key.
2. Choose *Show push*, press the **OK** key, and the most recently updated service is displayed.

Info Services are not available with the default setting. For more information, refer to SoundPoint IP 200W - Information Services Developer's Guide, available at www.polycom.com



Information Push is disabled with the default setting.

Some information services may provide input fields. Input fields are similar to text boxes on the Internet, and are used, for example, for Internet search, chat or the yellow pages. One screen may contain several input fields, and you use the arrow keys to navigate the fields.

To use input fields:

1. In the main menu, choose *Info services*, and then press the **OK** key.
2. If there is more than one field, use the arrow keys to navigate to the preferred field.
3. Press **OK** to activate the field.
4. Using the dial pad, enter the information, and then press the **OK** key.
5. Press the relevant soft key to send the information.

Contacts Menu



The Contacts menu allows you to add, delete and update contacts in your contact directory and speed dial list.

You may store up to 170 contacts in your contact directory, and up to nine contacts on your speed dial list. Each contact may have up to four numbers associated with it.

Contact entries are shared between all handsets registered with the gateway.


The SoundPoint IP 200W does not support network based directory.

There are two types of directories available:

- 1) *Public directory - Shared by all the handsets registered to the same gateway*
- 2) *Private directory - Specific to an individual handset.*

To add a contact

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Press the **Options** soft key, choose *Add contact*, and then press the **OK** key.
3. Press the **Edit** soft key to enter the name of the contact, and then press the **OK** key.
4. Scroll down and choose a number field, press the **OK** key, and then enter a number,

5. Press the **Options** soft key, choose *Number type*, and then press the **OK** key.
6. Choose a number type, press the **OK** key to confirm, and then press  to return to the number editor.
7. Press the **Save** soft key, and then the **Yes** soft key, when prompted to save.

To delete a contact:

1. In the main menu, choose *Contacts*, press the **OK** key, and then choose a contact to delete.
2. Press the **Options** soft key, choose *Delete contact*, and then press the **Yes** soft key when prompted to delete the contact.
3. To delete all contacts, choose *Delete all contacts*, and then press the **Yes** soft key, when prompted to delete the list.

When you delete a contact, it is automatically deleted from any related groups.

To find a contact:

- In the main menu, choose *Contacts* and then press the **OK** key. Use the navigation keys to scroll through the list.


To find a contact alphabetically by name:

- In the main menu, choose *Contacts* and then press the **OK** key. Enter the first letter of the name of the contact you are looking for. The first name starting with that letter is highlighted.

To edit a contact:

1. In the main menu, choose *Contacts*, press the **OK** key, and then choose a contact to edit.
2. Press the **Options** soft key, choose *Edit contact*, and then choose the field that you want to edit.
3. Press the **Edit** soft key to edit. When finished editing, press the **OK** key.
4. Press the **Save** soft key, and then press the **Yes** soft key when prompted to save.


To change a contact's ringer tone:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Select the desired contact, and then press the **Options** soft key.
3. Choose *Edit contact*, scroll down and choose *Ringer melody*, and then press the **OK** key.
4. Select a melody, press the **OK** key, and then press  to return to the contact.
5. Press the **Save** soft key, and then press the **Yes** soft key, when prompted to save.

To preview a ringer tone:


- Press the **Play** soft key, and use the arrow keys to scroll through all the melodies. To stop, press the **Stop** soft key.

To change the default number for a contact:

1. In the main menu, choose *Contacts*, press the **OK** key, and then choose a contact.
2. Press the **Options** soft key, choose *Edit contact*, and then press the **OK** key.
3. Select a default number, and then press the **Edit** soft key.
4. Press the **Options** soft key, choose *Default*, and then press the **OK** key.
5. Press the **Yes** soft key when prompted to save.
6. Press  to return to the contact directory, press the **Save** soft key, and then press the **Yes** soft key when prompted to save changes.

Using Speed Dial

To specify a speed dial number for a contact:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Choose a contact to add to the speed dial list, and then press the **Options** soft key.
3. Scroll down, choose *Speed dial*, and then press the **OK** key.
- 4) Select an available field on the speed dial list, and then press the **Add** soft key.
5. To replace an existing, entry select a speed dial entry to replace, and then press the **Replace** soft key.
6. Press  to return to contacts.

To add a call log number to the contact

directory:

1. In Idle mode, press the **Call log** soft key, and then choose a number to add to contacts.
2. Press the **Options** soft key, choose *Add as contact*, and then press the **OK** key.
3. Press the **Edit** soft key to enter the name of the contact, and then press the **OK** key. (If Caller ID is used, the name is entered automatically.)
4. Press the **Save** soft key, and then the **Yes** soft key, when prompted to save.

To add a call log number to an existing contact:

1. In Idle mode, press the **Call log** soft key, and then choose a number to append to an existing contact.
2. Press the **Options** soft key, choose *Append to contact*, and then press the **OK** key.
3. Choose a contact to add the call log number, and then press the **Append** soft key.
4. Press the **Save** soft key, and then the **Yes** soft key, when prompted to save.

Using Groups

You can organize your contacts into appropriate groups to gain an easier overview of all your contacts, and you can specify a different ringer melody for each group. When you create a group, a new tab named after the group is automatically added to the Contacts menu. The tab contains all the members of the group.


To create a group:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Press the **Options** soft key, scroll down and choose *Groups*, and then press the **OK** key.
3. Press the **Options** soft key, choose *Add group*, and then press the **OK** key.
4. Write a name for the group, press the **OK** key, and then press the **Yes** soft key when prompted to save.

To edit a group:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Press the **Options** soft key, choose *Groups*, and then press the **OK** key.
3. Choose a group you to edit, press the **Options** soft key, and then choose *Edit group*. Press the **OK** key.
4. Press the **OK** key after you have finished editing, and then press the **Yes** soft key when prompted to save.

To add a contact to a group:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Choose a contact to add to a group, press the **Options** soft key, scroll down, and then choose *Edit contact*. Press the **OK** key.
3. Scroll down and choose *Groups*, and then press the **OK** key.
4. Choose the group or groups you wish to add the contact to.
5. Press  to return to the contact, press the **Save** soft key, and then press the **Yes** soft key when prompted to save changes.

When you delete a group, the individual entries remain in the common *Contacts* list.


To delete a group:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Press the **Options** soft key, scroll down and choose *Groups*, and then press the **OK** key.
3. Choose a group to delete, press the **Options** soft key, and then choose *Delete group*. Press the **OK** key.
4. Press the **Yes** soft key when prompted to delete the group.


To remove a contact from a group:

1. In the main menu, choose *Contacts*, press the **OK** key, and then choose a contact to remove from a group.
2. Press the **Options** soft key, choose *Edit contact*, and then scroll down and select *Groups*.
3. Choose the group from which you wish to

remove the contact, and then press the **OK** key.

4. Press , press the **Save** soft key, and then press the **Yes** soft key when prompted to save.

To specify a unique ringer tone for each group:

1. In the main menu, choose *Contacts*, and then press the **OK** key.
2. Press the **Options** soft key, choose *Groups*, and then press the **OK** key.
3. Choose the preferred group, press the **Options** soft key, and then choose *Ringer tone*. Press the **OK** key.
4. Select a tone, and then press  to return to the group.

To preview a ringer tone:

- Press the **Play** soft key, and use the arrow keys to scroll through all the melodies. To stop, press the **Stop** soft key.

Call Services Menu

The Call Services menu is not available with the default setting. For more information, contact your Service Provider.

Messages Menu



To use voice mail you need to subscribe to a voice mail service. For more information, contact your system administrator or Service Provider.

When you have set up a voice mail account, you can access your voice mail through the SoundPoint IP 200W.

To view message status:

- In the main menu, choose *Messages*, press the **OK** key, and then choose *Message status*. You can now see how many new messages you have,

and the total number of messages in your voice mailbox.

To listen to messages:

1. In the main menu, choose *Messages*, select either *Landline* or *VoIP*, and then press the **OK** key.
2. Choose *Message status*, and then choose either *New* or *Total*.
3. Press the **Play** soft key to listen to

Your Service Provider can send notifications such as e-mail notifications and billing information to your phone. The notification may contain both text and graphics. When you receive a message, the message indicator is lit up, and if enabled you'll hear a message tone.

Troubleshooting

No Display on Handset

Verify power is correctly applied to the SoundPoint IP 200W phone:

- Check that the batteries are inserted with the plus and minus ends facing the correct way. Press and hold



Verify Handset is not in powersave mode:

- Press any key.

Verify batteries are operational:

- Recharge the batteries.

Handset Does Not Charge

Verify the charger is powered:

- Check that the power cord is connected properly to the charger, and that power is turned on.

Verify batteries are inserted correctly:

- Check that the batteries are inserted with the plus and minus ends facing the correct way.

Handset Registration Fails

Verify handset is in range of the gateway:

- Move the handset closer to the gateway, place it in the charger, and reset the gateway.

Verify that the handset access code matches the registration access code. For more information, contact your system administrator or Service Provider.

*Gateway may be configured to accept registration from certain handsets via the DECT SUB configuration file settings. For more details, refer to the **Provisioning and Configuration Guide for the SoundPoint IP 200W**.*

Gateway Power Indicator is not Lit

Verify the gateway is powered:

- Check that the gateway power cord is connected properly, and that the adapter is plugged into a power outlet.

Verify that your DHCP server is functioning correctly, and that your IP address has been manually configured. For more information, contact your system administrator or Service Provider.

Verify that an Administrator has not reset the gateway for maintenance.

Display Reads “Searching for Gateway”

Verify gateway is powered:

- Plug gateway into a power outlet (preferably a continuous power outlet).

Verify handset is in range of the gateway:

- Move the handset closer to the gateway.

Gateway I-NET Indicator is not Lit

Verify Ethernet cable is connected:

- Check that the Ethernet cable between the WAN port on the gateway and the LAN port on your modem or router is connected properly.

Verify the modem or router is connected:

- Check that the batteries are inserted with the plus and minus ends facing the correct way. Press and hold



Verify the gateway can retrieve an IP address:

- In *Network settings*, check that the IP mode corresponds to the IP mode of your Internet connection.

There is no Audio during IP calls

Verify the router is not blocking audio:

- Use port forwarding. Check your router's user manual to see how to configure port forwarding.

Analog Calls Cannot be Made

Verify the analog line cable is connected:

- Check that the analog cable between the Line port on the gateway and the telephone wall outlet is connected properly.

Verify the analog line is operational:

- Check with your analog line provider

Analog Calls Cannot be Received

Verify the country setting is correct:

- Check that you have chosen the country that you are in. Open the System settings menu, choose Country selection, and then choose the country that you are in.

Firmware Upgrade Fails

Verify your THTTP or TFTP server is functioning:

- Check server logs to ensure dirlist.txt and firmware files are being accessed. For more information, contact your system administrator or Service Provider.

Verify the file pathing is correct. For more information, contact your system administrator or Service Provider.

IP calls Cannot be Made

Verify the configuration of the SoundPoint IP 200W is complete:

- Check that you have configured your SoundPoint IP 200W properly. For more information, contact your system administrator or Service Provider.

Verify the gateway has been reset after you saved the configuration:

- Reset the gateway and allow the gateway 2 minutes to log in at your Internet Telephony Provider.

Verify the router does not use port forwarding:

- Check that you have configured your router so that it assigns the same IP address to your SoundPoint IP 200W's MAC address when using port forwarding. Otherwise incoming traffic is probably not forwarded to your SoundPoint IP 200W. For more information, check your router's manual.

Verify the router firmware is updated:

- Check your router's user manual to see how to update the firmware. Verify the router does not block Internet telephony:

Verify the router does not block Internet telephony:

- Disable STUN. Open the *Network settings* menu, choose STUN mode, and select Disabled. Reset the gateway. For more information, contact your Internet Telephony Service Provider.
- Use port forwarding. The default SIP port is 5060, and the default RTP port is 5004. Ensure that your router assigns the same IP address to your DUAL phone when using port forwarding. For more information, check your router's manual.

Verify the gateway is logged in at the Internet Telephony Service Provider:

- Check that all cables are connected properly, and check that power is turned on, and then reset the gateway.

Verify the router is turned on:

- Turn on the router.

Verify the SIP server is running:

- Contact your Internet Telephony Provider.

Verify the IP network connection is operational:

- Contact your system administrator or Service Provider.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to people.

- Read and understand all instructions.
- Follow all warnings and instructions marked on the equipment.
- Installation must be performed in accordance with all national wiring rules.
- The outlet to which this equipment is connected must be installed near the equipment, and must always be readily accessible.
- This equipment can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use this equipment while you are in the bathtub or shower, or when you are wet. If you accidentally drop the equipment into water, do not retrieve it until you have first unplugged all cords. Do not reconnect this equipment until it has dried thoroughly.
- Avoid using this equipment during electrical storms in your immediate area. There is a remote risk of electric shock from lightning. Urgent calls should be brief. Even though protective measures may have been installed to limit electrical surges from entering your home or business, absolute protection from lightning is impossible.
- If you suspect a natural gas leak, report it immediately, but use a telephone away from the area in question. The SoundPoint IP 200W's electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.
- Never push objects of any kind into the SoundPoint IP 200W through housing slots as they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill liquid of any kind on the telephone. If liquid is spilled, contact service personnel.
- To reduce the risk of electric shock, do not disassemble SoundPoint IP 200W. Opening or removing covers may expose you to hazardous voltages. Using incorrectly reassembled equipment can cause electric shock. If your telephone equipment does not work properly, refer to the section describing how to connect service.
- For technical support contact Polycom Support at <http://esupport.polycom.com>.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected from the network interface.
- Always use caution when installing or modifying telephone lines.

SAVE THESE INSTRUCTIONS

FCC 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.

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.

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.

Canadian Department of Communications Notice

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

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

US Telephone Company Requirements

This equipment complies with part 68 of the FCC Rules. Please refer to the labeling on equipment for the following information:

- ▶ Registration Number
- ▶ Ringer Equivalence
- ▶ Grantee's Name

- ▶ Model Number
- ▶ Serial Number and/or Date of Manufacture
- ▶ Country of Origin

If requested, this information must be provided to the telephone company.

Notes:

- ▶ This registered equipment may not be used with party lines or coin lines.
- ▶ If trouble is experienced, the customer shall disconnect the registered equipment from the telephone line to

determine if the registered equipment is malfunctioning and that if the registered equipment is malfunctioning, the use of such equipment shall be discontinued until the problem has been corrected.

► If, in the unlikely event that this equipment causes harm to the network, the telephone company will notify you in advance that temporary discontinuance of service may be required. However if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it necessary.

► The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

Ring Equivalency Number (REN)

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming

call. Typically the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

Automatic Dialing

WHEN PROGRAMMING EMERGENCY NUMBERS AND/OR MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.

2. Perform such activities in the off-peak hours, such as early morning or late evening.

Telephone Company Connector

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network

or premises wiring using a compatible modular jack that is Part 68 compliant. See the rest of these installation instructions for details.

Canadian Telephone Company Requirements

“NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user’s satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local

telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause

to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.”

“NOTICE: The Ringer Equivalence Number (REN) assigned to each relevant terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.”

The term “IC:” before the certification/registration number signifies only that the Industry Canada technical specifications were met.

Exhibit J - Customer Information

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company to determine the maximum REN for the calling area.

If this equipment (SoundPoint IP 200W) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation

of the equipment. If this happens, the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact:

Company Name: Polycom, Inc.

TEL: +1 (800) POLYCOM

FAX: +1 (925) 924 6100

If the trouble is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporate commission for information.)

IMPORTANT: The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

CE Mark R and TTE Directive

This SoundPoint IP 200W has been marked with the CE mark. This mark indicates compliance with EEC Directives 89/336/EEC, 73/23/EEC 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd, 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

Declaration of Conformity:

Hereby, Polycom Ltd. declares that this SoundPoint IP 200W is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Konformitetserklæring:

Hermed erklærer Polycom Ltd., at indstænde SoundPoint IP 200W er i overensstemmelse med de grundlæggende krav og de relevante punkter i direktiv 1999/5/EF.

Konformitätserklärung:

Hiermit erklährt Polycom Ltd., dass der SoundPoint IP 200W die grundlegenden Anforderungen und sonstige maßgebliche Bestimmungen der Richtlinie 1999/5/EG erfüllt.

Δήλωση Συμμόρφωσης:

Δια του παρόντος, η εταιρεία Polycom Ltd. δηλώνει ότι η παρούσα συσκευή (δρομολογητής) SoundPoint IP 200W πληροί τις βασικές απαιτήσεις και άλλες βασικές προϋποθέσεις της Οδηγίας 1999/5/EK.

Vaatimustenmukaisuusvakuutus:

Polycom Ltd. vakuuttaa täten, että SoundPoint IP 200W on direktiivin 1999/5/EC

keskeisten vaatimusten ja sen muiden tätä koskevien säännösten mukainen.

Déclaration de conformité :

Par la présente, Polycom Ltd. déclare que ce SoundPoint IP 200W est conforme aux conditions essentielles et à toute autre modalité pertinente de la Directive 1999/5/CE.

Dichiarazione di conformità:

Con la presente Polycom Ltd. dichiara che il SoundPoint IP 200W soddisfa i requisiti essenziali e le altre disposizioni pertinenti della direttiva 1999/5/CE.

Verklaring van overeenstemming:

Hierbij verklaart Polycom Ltd. dat diens SoundPoint IP 200W voldoet aan de basisvereisten en andere relevante voorwaarden van EG-richtlijn 1999/5/EG.

Declaração de Conformidade:

Através da presente, a Polycom Ltd. declara que este SoundPoint IP 200W se encontra em conformidade com os requisitos essenciais e outras disposições relevantes da Directiva 1999/5/CE.

Declaración de conformidad:

Por la presente declaración, Polycom Ltd. declara que este SoundPoint IP 200W cumple los requisitos esenciales y otras cláusulas importantes de la directiva 1999/5/CE.

Överensstämmelseförklaring:

Polycom Ltd. förklarar härmed att denna SoundPoint IP 200W överensstämmer med de väsentliga kraven och övriga relevanta stadganden i direktiv 1999/5/EG.

Safety Notices

Installation Instructions

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

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.

Compliance

New Zealand Only:

1. This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.
2. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

3. IMPORTANT NOTICE:

► Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

4. This product conforms to the DECT standard and uses a 128 bit User Authentication Key (UAK) for unique user security which provides greater than 3.4×10^{38} discrete codes.

5. 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 endorse-

ment 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.



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