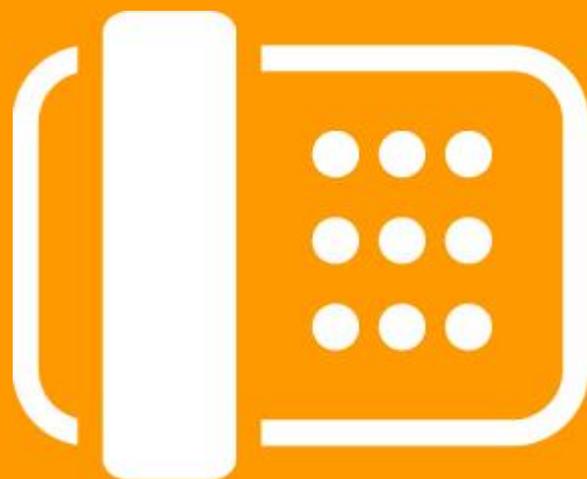

Flip Connect

Cisco 232D & 302D

User Guide



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Introduction

Cisco 232D and 302D

This user guide will help you to navigate and use your new DECT handset and base station. It will give you an overview of your phone, and walk you through tasks so you can successfully use your phone to perform basic and advanced phone functions.



Handset and Base Station



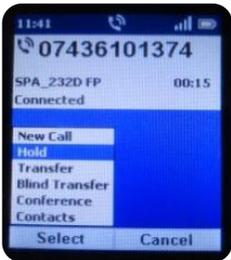
Rear View of Base Station

How to set up the Polycom Cisco 232D and 302D

The handset and base station will arrive pre-configured and simply needs to be connected to the internet and powered up. Your Administrator or installer should know how to do this for you. There are some network/router level settings that must be applied, or the Horizon service will not work - for further details on these please refer to the Horizon user guide.

Using your phone

Hold Call



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

Resume Call



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

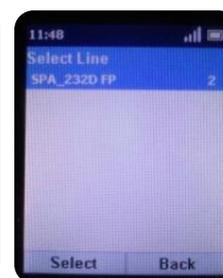
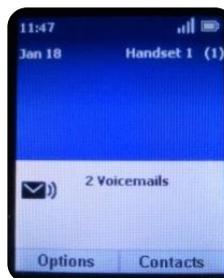
Redial a call



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

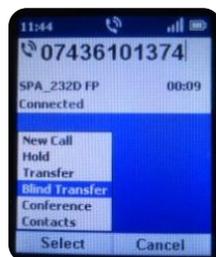
Voice Mail

To access the voice mail press and hold the "1" (with a mail icon) and then press the Select option on the left softkey. Then follow the instructions in order to access your voice mail.



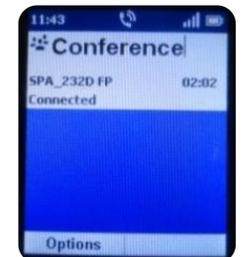
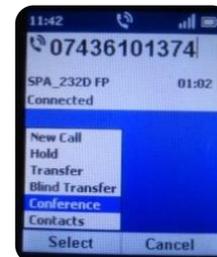
Transfer (Attended/Blind) a call

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



Conference Call

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



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

Note: There is a limitation regarding the conference call since the device is not using the "Network Centric Method". Also up to 3 participants can be in a conference call.

Intercom Feature



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

Configuring Call Settings

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



Speed Dials

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



Contacts (Private/Shared)

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



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

Note: LDAP-Corporate directory search is not available on this particular device.

Call Preferences

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



Call Forwarding

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

Configuring Phone Settings

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



Ringtones: There are 5 different ringtones. For private contacts the user can select a different melody

Tones: You can configure a tone to play when keys on the handset are pressed or when a phone call is parked.

Backlight Settings: You can configure the amount of time that the handset display screen remains lit before it is turned off to conserve battery power.

Date/Time: The handset date and time is synchronized with the Cisco SPA232D. You can also enter the date and time manually from the handset.

Handset Settings: A unique handset name can be defined which is reflected in the upper right corner of the display. The handset name is used to identify the SPA302D with the Intercom and handset deregistration.

Factory Reset: Performing a factory reset removes all of the information from your handset (for example, contacts, speed dials, and call records) and restores it to the original factory software state. The Cisco SPA302D remains registered to the Cisco SPA232D after a factory reset, and must be manually deregistered.

Phone Info: Information can be viewed such as Software version, IP Address, MAC Address, etc.



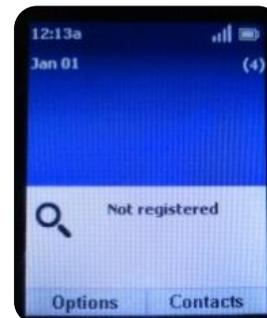
Handset Registration & Update Software is described in detail below

Pair the handset with the base station

Described below is the process to associate the SPA302D handset to the SPA232D base station. This would be used if an extra handset is purchased.

Registering the handset / Steps

- On the Cisco SPA302D handset, press the Select button in the centre of the 4-way navigation keypad
- Using the navigation arrow buttons, scroll to the Settings icon and select it.
- Select Handset Registration.
- Select Register.
- On the Cisco SPA232D, press the Page/Registration button and hold it down for at least seven seconds until the green status light flashes quickly.
- Enter the PIN code. By default, there is no PIN code (leave it blank). Then press the left softkey to confirm that you want to register the handset. The “registering” message appears.



Note 1: To verify that the handset is registered to the base station, confirm that the DECT signal strength icon is solid (not flashing) and that the handset ID, such as Handset 1 (or Handset 2), appears near the top right corner of the display screen.

Note2: In case that the batteries are removed from the handset or go dead the handset will still be registered on the base station

Upgrade the handset (SPA 302D) Software

As it is mentioned above since the devices will be in the warehouse most likely they will be out of date thus we have to manually upgrade the handset to the latest software version. Software upgrades are performed “over the air” and the Cisco SPA232D does not have an external interface requiring a physical connection to another device.

Following are the required steps that need to be done in order to upgrade the software version of the SPA 302D:

- From the Settings menu choose Update Software. Then, at the Check for software update prompt press Confirm.
- Within a moment, the handset displays the current version of software on the handset and the latest software version available from the Cisco SPA232D. Press the Select softkey.
- Place the handset in the charging cradle (Important: Do not remove the handset from the charging cradle during the upgrade. Do not power off the handset, charging cradle, or base station, or otherwise interrupt the upgrade process).
- The handset erases the flash memory, downloads the new software, and verifies the upgrade data. After the upgrade, a message appears indicating the status of the upgrade (for example, if the upgrade succeeded). Press Reset to reboot the handset.



Note 1: If the upgrade fails, press Reset to reboot the handset. Check the status lights on the Cisco SPA232D to make sure the unit is powered on and functioning. Repeat the upgrade.

Note 2: If the handset has a software version less than 2.55 (2.40 or 2.50) this process needs to be manually performed by the end user. In subsequent firmware releases and if the handset has already the 2.62 firmware version installed, it will be able to upgrade its software version automatically once it is associated with the base station.

Who do I contact?

If you have any questions about the service, or want to report a fault after performing one of the checks in the Troubleshooting Guide, please contact:

- Telephone support is offered on 020 3056 5060 - normal hours of operation are Monday to Friday, 9am to 5:30pm. Outside of these hours there is a Voicemail facility, you will be able to leave a message and a Support Engineer will respond to your request at the earliest convenience.
- Email support - If your preferred method of contacting us is email, please send all requests to support@flipconnect.co.uk
- Online support – We offer all customers to be able to create their own support ticket, this is accessed online via the following URL - <http://flipconnect.co.uk/support/ticket/> - please select *Support* from the Department dropdown.